ATEN Unizon™

Global AV Management Platform User Manual

Note: *Access Inspector (VK401) will be coming soon.*

About this Manual

This user manual is provided to help you get the most from ATEN Unizon™. It covers all aspects of installation, configuration, and operation. An overview of the information found in the manual is provided below.

Chapter 1, *Introduction* introduces you to ATEN Unizon™. Its benefits, features, installation considerations, and getting started tasks are described.

Chapter 2, *Device Management* provides information on maintaining the device list, applying task by batch, and creating scheduled tasks.

Chapter 3, *Device Monitoring and Control* discusses how to monitor devices via device status information and event logs.

Chapter 4, *Task Management* gives the instruction about how to build the automation workflows.

Chapter 5, *Data Analytics* guides you the analytics service to convert the acquired data into easily discerned charts and generate the chart reports on your managed devices/rooms.

Chapter 6, *Administrator Settings* provides information on user accounts, network settings, notification settings, database settings, and more.

Appendix A provides contact information for ATEN technical support and a list of required information to be provided when you request for technical support.

Note: ATEN regularly updates its product documentation for new features and fixes. For an up-to-date ATEN Unizon™ documentation, visit http://www.aten.com/global/en/

Conventions

This manual uses the following conventions:

`Monospaced`	Indicates text that you should key in.
[ ]	Indicates keys you should press. For example, [Enter] means to press the **Enter** key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt].
1.	Numbered lists represent procedures with sequential steps.
♦	Bullet lists provide information, but do not involve sequential steps.
>	Indicates selecting the option (on a menu or dialog box, for example), that comes next. For example, Start> Run means to open the *Start* menu, and then select *Run*.
⚠	Indicates critical information.

Product Information

For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	http://www.aten.com
North America	http://www.aten-usa.com

User Information

Online Registration
Be sure to register your product at our online support center:

International	http://eservice.aten.com

Telephone Support
For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988
	1-949-428-1111

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

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1. Introduction

2. Device Management

3. Device Monitoring and Control

4. Task Management

5. Data Analytics

6. Administrator Settings

Appendix A

Appendix B

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Chapter 1
Introduction

Overview

ATEN Unizon™ is a server-based software for AV/IT professionals to centrally monitor, control, and manage standalone ATEN Video Matrix Switches, ATEN Room Booking System, and controller-managed devices, including ATEN and third-party devices. It is easily deployed and integrates control of your entire installation zone, no matter how big or widely distributed. Management and configuration are simplified with the intuitive user interface that allows AV/IT administrators to perform common AV tasks, schedule tasks, and execute tasks by batch using a grouping function. Through the web interface, AV/IT administrators have immediate access to critical information of its managed devices, such as disrupted power supply, fan status, device temperature, and firmware version. When an abnormal event arises, the software will alert the administrators with a notification and log the event for tracking. This centralized management software benefits system integrators with intuitive and effective features that enable fast deployment as well as remote monitoring, control, and management, especially for large-scale applications with numerous ATEN Ethernet-based AV solutions across different locations.

Features

- Centralized device monitoring, control, and management
  - ATEN Video Matrix Switches, ATEN Room Booking System, and Control System solutions, including the managed third-party devices
  - Detection of device statuses, such as lamp hour of a projector and connection status for remote troubleshooting and maintenance
  - Batch device control and firmware upgrades
- Intuitive user interface designed for large-scale pro AV applications, easy room monitoring and management across multiple locations
  - 5-level deployment tree
  - Supports room view and floor view
  - Configurable users access rights
- Predefined scenarios for automation and task scheduling
  - Provide meeting scenarios to choose and triggers actions from controllers
  - Automatically turn on / off lights, air-con, meeting room devices based on predefined actions
- Dashboard for current status and analytics
  - Current status info for real-time troubleshooting
  - Analytics of past usage records for future optimization
  - Preset rules for generating regular reports for optimizing device
- Logs device usage, notifications, and emails for and abnormal events for usability analysis and future optimization
- Supports mainstream web browsers
- License of different amount of controlled devices can be purchased based on users' need. Control 50 devices at basic license and 500 devices at standard license.

Getting Started Tasks

Below is a recommended procedure to get you started with ATEN Unizon™.

Step	Instructions	Detailed Information
1	Make sure your computer meets the system requirements.	*System Requirements*, page 6
2	Obtain the installer.	*Obtaining an Installer*, page 7
3	Do one of the following: ◆ Install the trial version of ATEN Unizon™. ◆ Purchase an official license and install the trial version in the meantime.	◆ *Installing a Trial Version*, page 7 ◆ *Purchasing and Importing a New License*, page 13
4	Configure and open the required communication ports.	*Appendix B*, page 120
5	Log in ATEN Unizon™.	*The Web Console*, page 17
6	Create a deployment tree that contains locations and rooms.	*Adding or Removing Locations and Rooms*, page 26
7	Add devices to the device deployment tree.	*Adding Devices to ATEN Unizon™*, page 27
8	(Optional) Create task schedules.	*Creating a New Task*, page 57
9	(Optional) Add and configure user accounts.	*User Accounts*, page 92
10	(Optional) Customize your cards on dashboard.	*Dashboard*, page 69
11	(Optional) Create the report rules to generate the analytics reports regularly.	*Report*, page 79

Planning the Installation

Supported Devices

ATEN Unizon™ supports management of the following devices:

- ATEN and third-party devices managed by ATEN controllers
- Standalone ATEN Video Matrix Switches
- ATEN Room Booking System

Licensing Policy

ATEN Unizon™ requires a license to activate. Choose a suitable license depending on the scale of your project. Refer to the table below for details.

License Type	Max. Number of Managed Devices	Valid Period	Updates Allowed For
Activation Licenses			
Use an activation license to activate ATEN Unizon™.			
Trial License	3		not supported
Basic License	50	Lifetime	1 year
Standard License	500*		1 year
Add-on License			
When you have run out of the managed devices capacity for your activation license, purchase one or multiple add-on licenses to expand the allowed devices of your ATEN Unizon™.			
Add-on License	10	N/A	N/A
Maintenance License Purchase a maintenance license to keep your access to the latest system updates of your activation license.			
Maintenance License		N/A	1 year
Maintenance License	N/A	N/A	3 years
Maintenance License		N/A	lifetime

Note: If your project contains more than 500 devices, consult ATEN Technical Support for more information about customizing your license key.

System Requirements

Before installing ATEN Unizon™, ensure that the target computer meets the system requirements.

| Hardware Component	Requirements
Processor	3.2 GHz
OS Support	Windows 8 (32/64-bit) or higher
Storage Capacity	10 GB hard disk space available
Memory	8 GB or higher
Web Browser	Internet Explorer v.11 or later Microsoft Edge: v. 79.0.309 or later Mozilla Firefox v.72.0 or later Google Chrome v.80.0 or later

Installing ATEN Unizon™

Installing a Trial Version

1. Visit the following web page to request for an installer.
    https://www.aten.com/global/en/supportcenter/free-trial/unizon-form-webpage/

2. Make sure you have installed Microsoft Visual C++ Redistributable for Visual Studio 2013 to the server computer. To download the package, go to
    https://www.microsoft.com/en-in/download/details.aspx?id=40784

3. Execute the installer. Select the interface language and click **OK**.
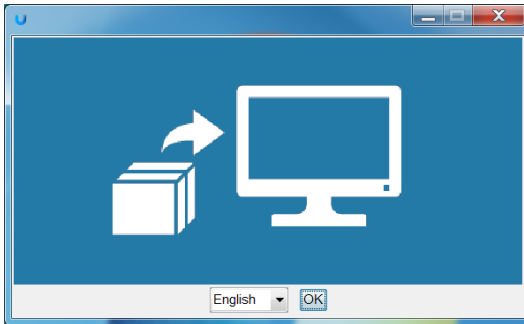
4. Click **Next**.
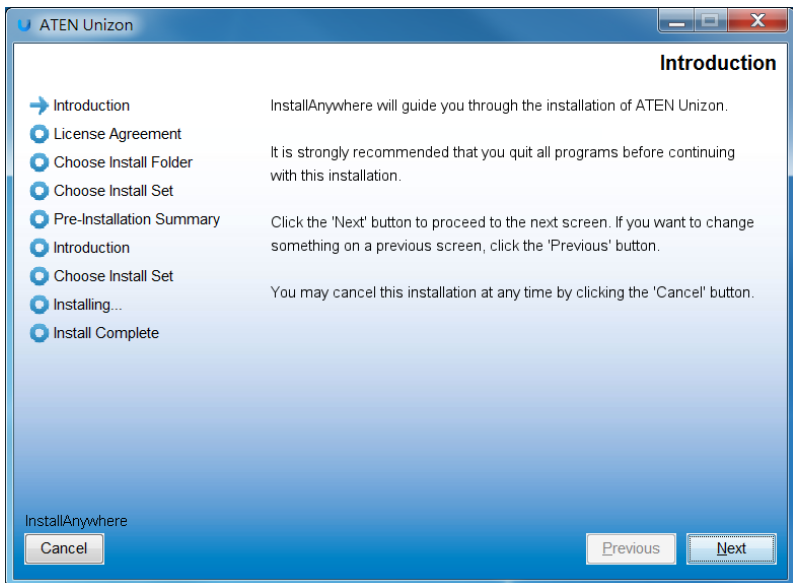
5. Read through the license agreement. If you agree with the agreement, click **I accept the terms of the License Agreement**, and then click **Next**.
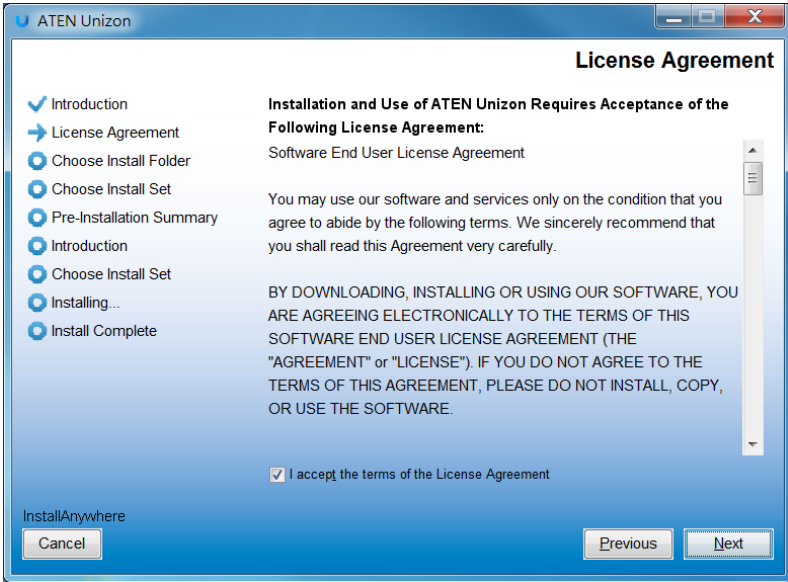
6. Choose a destination folder and then click **Next**.
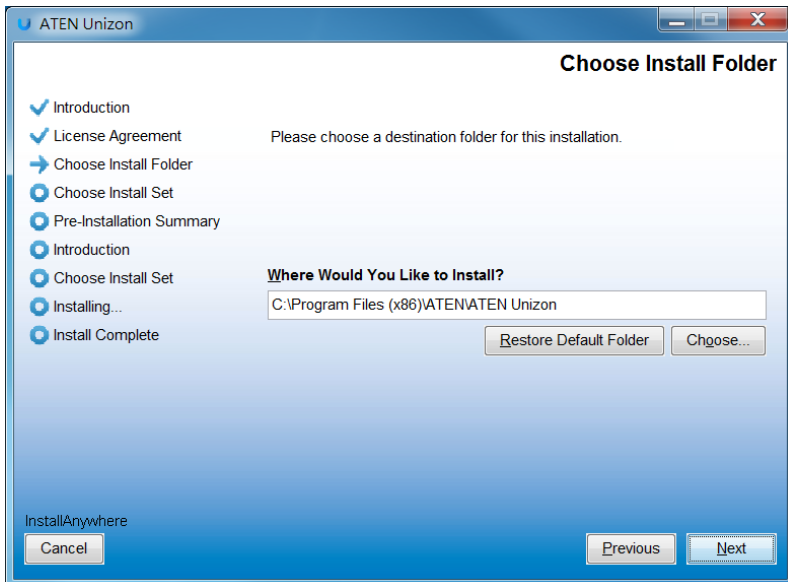
7. Select an install option and click **Next**.
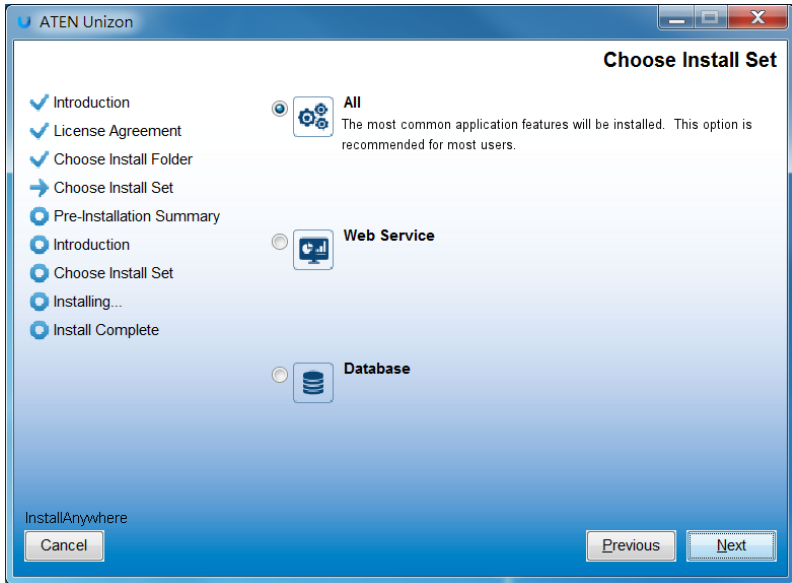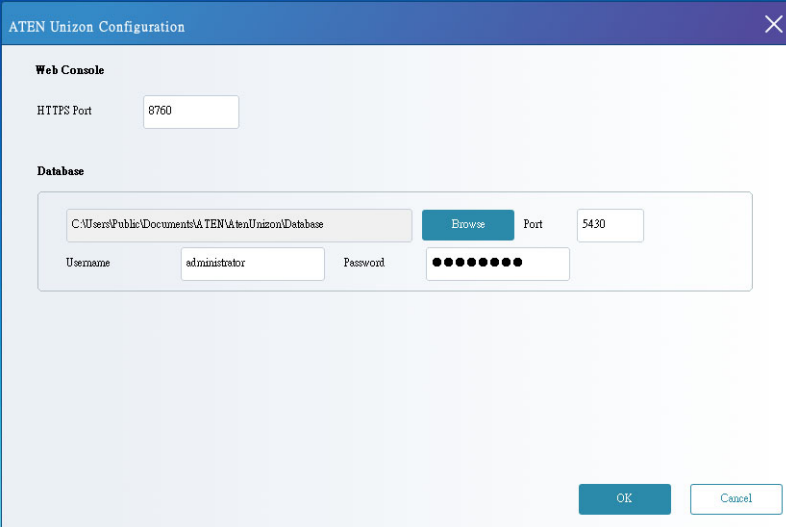
- ◆ **All:** Install the web service and set the database server to the same location with the web service. This option is recommended if you are installing ATEN Unizon™ for the first time or would like to re-install the application.
- ◆ **Web Service:** Install the web console component and set the database server (PostgreSQL) to a different location from the web service.
- ◆ **Database:** Select this option to only set the location for the database server (PostgreSQL).

8. Select your license type.
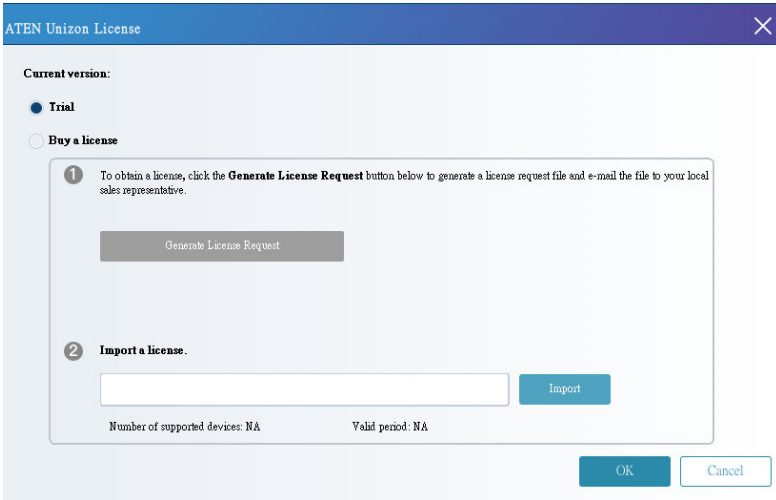
*   **Trial version:** Select this option to install a trial version. For more information about license keys, see *Licensing Policy*, page 4.

*   **Buy a license**

    *   **Generate License Request**: To purchase or renew a license, click this button to generate an SID file and then provide it to your local sales representative to process your request. For a full procedure of obtaining a new or renewed license, see *Purchasing and Importing a New License*, page 13.
    *   **Import a license:** If you have already obtained your new/renewed license, select this option to the license.
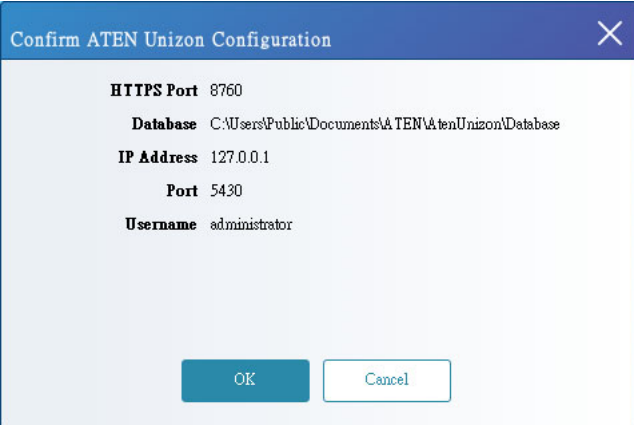
9. Configure the network settings and click **OK**.

- ◆ **HTTPS Port:** Type in the HTTPS port for ATEN Unizon™'s web interface.
- ◆ Database settings
    - ◆ **Storage location:** Click Browse to specify a storage location for the database.
    - ◆ **Port:** Type a communication port for the database.
    - ◆ **Username** and **Password**: Type the login credentials for accessing the database.
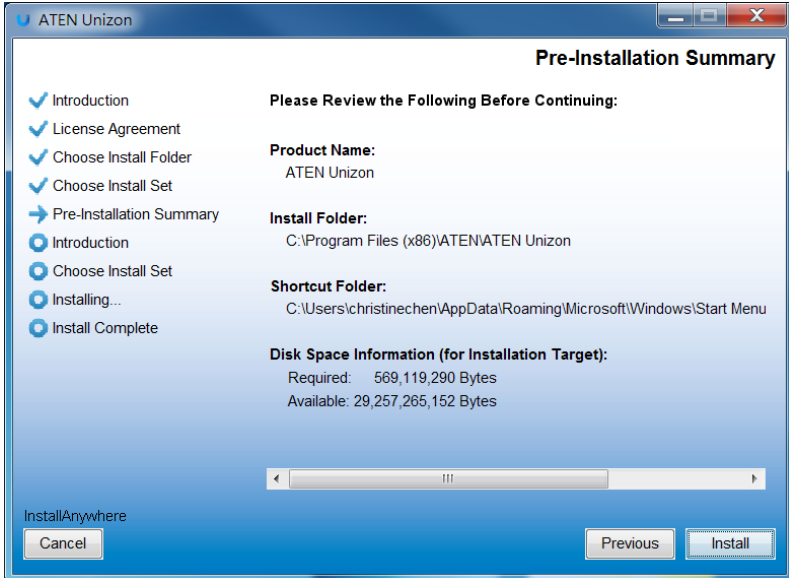
10. Verify the network settings and click **OK**.

11. Click **Install**.

12. When the installation is complete, select **Yes, restart my system** and then click **Done** to restart your computer.
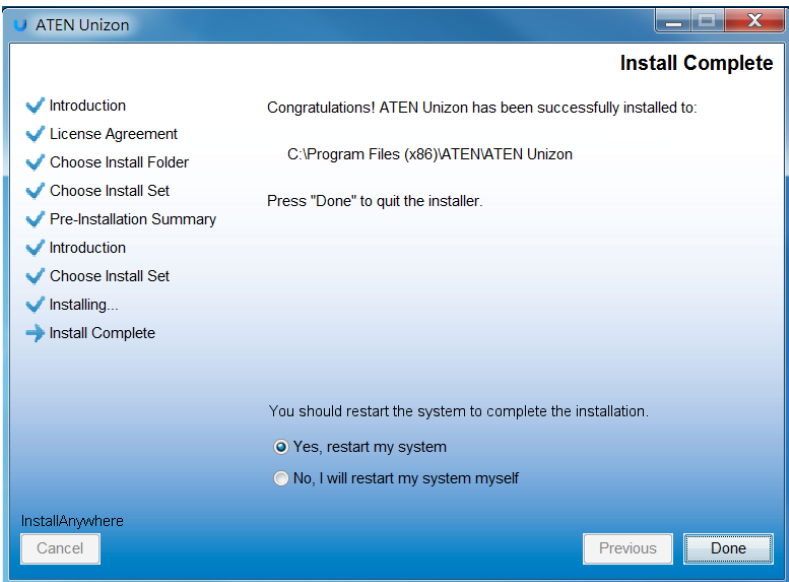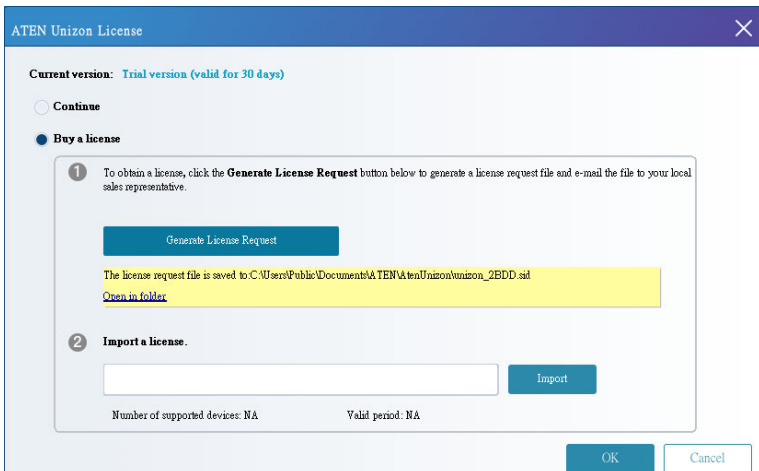
Purchasing and Importing a New License

1. Use one of the following methods to generate an SID file.

   ◆ If you have not installed a trial version, follow the steps below to first generate an SID file from the installer.

     (a) Visit the following web page to request for an installer.

     https://www.aten.com/global/en/supportcenter/free-trial/unizon-form-webpage/

     (b) Run the installer and in the ATEN Unizon License window, select **Buy a license** and click **Generate License Request** to generate an SID file.
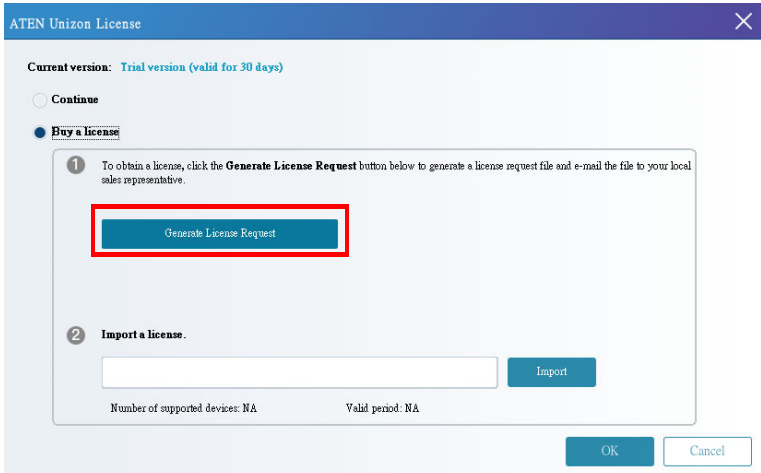
     (c) Follow the on-screen instruction to select a location to store the SID file. When the file is generated, its location is indicated.

(d) To install a trail version for the time being, select **Continue** and follow the on-screen instructions to finish the installation.
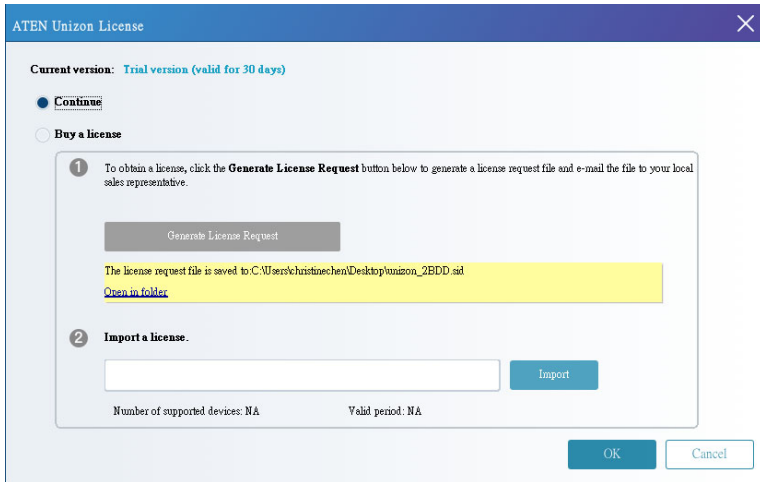
- ◆ If you have installed a trial version, generate an SID file from the web console.

  (a) Open the web console and go to **Settings** > **Licenses**.

  (b) Click **Export the PC's ID file**.

2. Send the generated file to a local sales representative and specify the required license type. For details on license types, see *Licensing Policy*, page 4.

3. ATEN processes your request and returns you with a license file.

4. Import the license file.

   a) Open the web console and go to **Settings** > **Licenses**.

   b) Click **Upgrade** and follow the on-screen instructions to the license file.

Renewing and Importing a License

1. Generate an SID file from the web console.

   a) Open the web console and go to **Settings** > **Licenses**.

   b) Click **Export the PC's ID file**.

2. Send the generated file to a local sales representative to request for a renewal.

3. ATEN processes your request and returns you with an updated license file.

4. Import the license file.

    a) Open the web console and go to **Settings** > **Licenses**.

    b) Click **Upgrade** and follow the on-screen instructions to the license file.

Resetting the License

ATEN Unizon™ verifies the validity of a license by checking if the hardware of the detected matches the information specified in the license file. If any hardware component of the Unizon™ web server is changed, the license may become invalid. To continue using the service, follow the steps below to resolve the issue.

For a basic or standard license

1. Obtain a temporary, 7-day license.

    a) In the ATEN Unizon™ server computer, go to **Start** > **Unizon Utilities**.

    b) Click **Administrator** > **Reset License**.

2. Export the ATEN Unizon™ SID file.

    a) Open the web console and go to **Settings** > **Licenses**.

    b) Click **Export the PC's ID file**.

3. Send the generated file to a local sales representative and request for a new license file.

4. ATEN processes your request and returns you with a license file.

5. Import the license file.

    a) Open the web console and go to **Settings** > **Licenses**.

    b) Click **Upgrade** and follow the on-screen instructions to the license file.

For a trial license

1. Go to **Start** > **Unizon Utilities**.

2. Click **Administrator** > **Reset License**.

The Web Console

ATEN Unizon™ provides an intuitive interface to help you centrally manage and monitor remote devices. Understand the main elements of the web console to help you quickly find the functions you need.

Supported Web Browsers

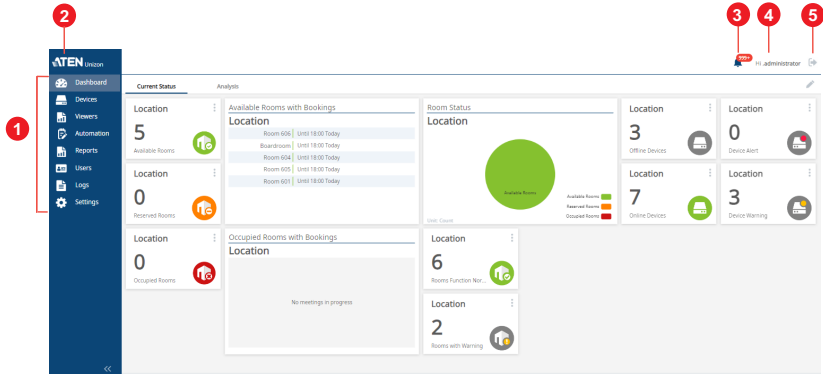ATEN Unizon™ supports the following web browsers and operating systems:

- Internet Explorer v.11 or later
- Microsoft Edge: v. 79.0.309 or later
- Mozilla Firefox v.72.0 or later
- Google Chrome v.80.0 or later

Login

1. Open a web page and type the URL in the following format:
   https://<PC_IP_address>:<HTTPS_port>
   For example, the URL may look like this *https://10.3.52.171:8760*

2. Log in via the built-in administrator account:
   - Username: administrator
   - Password: password

3. Upon first login, you will be prompted to change the password before proceeding.

Main Screen

When you log into the ATEN Unizon™ web console, the following screen appears. The function for each element of the screen is summarized in the table below.

No.	Element	Description

1	Function Menu	◆ **Dashboard:** Contains information cards which give real-time visibility into the usage of your managed devices and rooms. For details, see Chapter 5, **Data Analytics**.
		◆ **Devices:** Contains settings for adding devices to ATEN Unizon™, device monitoring, and performing maintenance tasks. For details, see Chapter 2, **Device Management**.
		◆ **Viewers**
		    ◆ Sets up real-time notification on ATEN Touch Panel and/or mobile devices for room check-in, check-out, and reservation extension actions. For details, see *Setting Up Room Usage Notifications*, page 47.
		    ◆ Provides web access to control system Viewers for centralized operation and control. For details, see *Embedding Control System Viewers for Centralized Control*, page 45.
		    ◆ Stores web access to ATEN or third-party device web consoles for centralized management and control. For details, see *Embedding Device Web Consoles for Centralized Control*, page 49.
		◆ **Automation:** Contains settings for event scheduling and task automation. For details, see Chapter 4, **Task Management**.
		◆ **Report:** Contains settings for generating the statistic reports. For details, see *Report*, page 79.
		◆ **Users:** Contains settings for configuring user accounts and access privileges. For details, see *User Accounts*, page 92.
		◆ **Directory:** Contains user information and created groups which defines user's privilege for room access. For details, see *User Directory*, page 97.
		◆ **Logs:** Contains logs for configuration actions and system events. For details, see *Notifications and Logs*, page 51.
		◆ **Settings:** Contains system information and settings such as system date and time, network settings, backup settings, license information and upgrade setting, synchronization settings, database settings, and notification settings. For details, see Chapter 6, **Administrator Settings**.

No.	Element	Description
2	**ATEN**	Click to open ATEN's official website.
3	Notifications	◆ Click 🔔 to view the latest system, device, and user configuration events. ◆ The number of unread notification messages are indicated in red, for example 🔔48 . For more information, see *Notifications and Logs*, page 51.
4	Login Name	Identifies the login name.
5	🡒 Log Out	Click to log out of the ATEN Unizon™ console.

« : Click this icon to condense the function menu and only display the menu icons.

Chapter 2
Device Management

Overview

ATEN Unizon™ provides tools and features to help you manage remote devices with ease. This chapter provides information on management tasks such as creating a well-structured deployment tree, adding devices, searching for specific rooms or devices, performing remote tasks, and creating scheduled tasks.

The Devices Tab

The Devices tab shows the how Unizon-managed devices are deployed physically at different locations and rooms, and allows you to monitor device status based on the location or room that you selected.
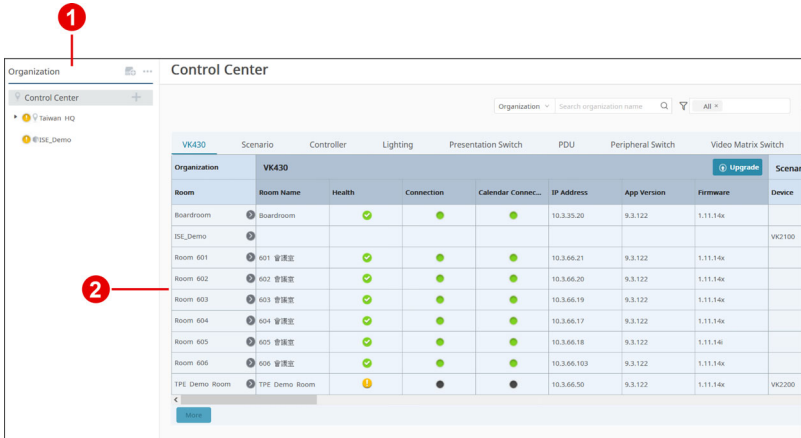
No.	Element	Description
1	Deployment Tree	Use the deployment tree to switch and add/remove Locations and Rooms. For more information, see *Deployment Tree*, page 21.

No.	Element	Description
2	Device Information Panel	This panel displays the basic information, monitored items, and controls of the added devices.
		◆ **Location view:** Click a Location, identified by ![icon], from the deployment tree to display a summary of all the devices installed under the Location. For more information, see *Location View*, page 22.
		◆ **Room view:** Click a Room, identified by ![icon], from the deployment tree to display devices installed in the Room. For more information, see *Room View*, page 24.
		Hint: Both view modes allow you to execute control actions to all devices of the same category (e.g. expansion box or Video Matrix Switch). To perform tasks to one or some of the devices, use Room View, which allows you to select the target devices.

Deployment Tree

The devices that ATEN Unizon™ manages are organized using a deployment tree based on their location, such as buildings, cities, countries, and meeting rooms. For example, a deployment tree may look like the following, where you have offices located in different countries (Location), cities, floors, and a location of the lowest hierarchy may have a few Rooms that are installed with ATEN devices.
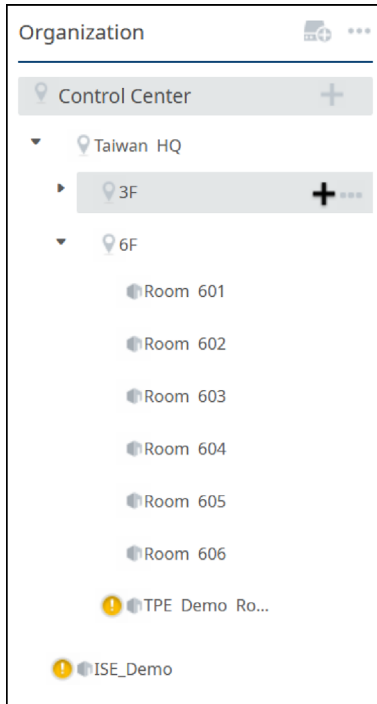
Device Information Panel

Location View

Click a Location (🔍) from the deployment tree to view status information for the devices installed at the location.

No.	Control	Description
1	Location Name	Identifies the name of the location selected from the deployment tree.
2	Device Type or Device Model	Click these tabs to display device information by device type or by device model for the selected location. For example, in the above illustration, eight VK430 exist in ATEN HQ.
3	Information Filters	Use these tools to help you filter the displayed information. For detailed instructions, see *Searching for Locations, Rooms, or Devices*, page 29. ◆ Organization ∨ [Search organization name 🔍] : Filter the information by location, room, or device name. ◆ 🔻 [All ×] : Filter the information by model name. Click in the box to select/ unselect the listed models.

No.	Control	Description
4	Room List	Lists all the rooms subordinated to the Location, whether directly or indirectly. Click ⊙ next to a Room to view the devices installed in the Room.
5	Device Information	◆ Shows device information and provides control for remote actions. For more information, see *Monitoring Device Status*, page 39. ◆ The **Actions** button: Click to perform remote actions to the selected devices. For more information, see *Remote Operations*, page 31.

Room View

Click a room (![icon]) from the deployment tree or from the Location view to display information for the devices installed in the selected Room.

No.	Control	Description
1	Room Name	Identifies the name of the selected Room.
2	Device Information	◆ Displays device status information, such as its connection status, device temperatures, and IP address. Indicated information may vary for different ATEN devices. ◆ **Actions** : Click to perform remote tasks to selected devices of the same model. ◆ **⊕ Upgrade** : Click to upgrade selected devices. ◆ ✖: Click to configure device information, including device name, network settings, and login credentials. ◆ 🌐 : Click to open the device web console.
3	Refresh	Click to refresh connection status of all managed devices.

No.	Control	Description
4	Information Filters	Use these tools to help you filter the displayed information. For detailed instructions, see *Searching for Locations, Rooms, or Devices*, page 29. ◆ Organization ⌄ | Search organization name 🔍 : Filter the information by location, room, or device name. ◆ ▽ | All × : Filter the information by model name. Click in the box to select/unselect the listed models.

Adding or Removing Locations and Rooms

1. Open the web console and go to the **Devices** tab.

2. To add Locations and/or Rooms, move your cursor to **Control Center** and click ➕ .

   Tip: Devices cannot be added directly under a Location. If your project only involves different meeting rooms within one building, add Rooms directly under "Control Center". For example:
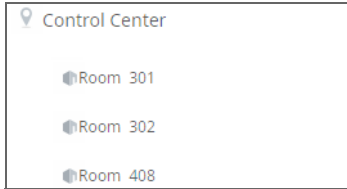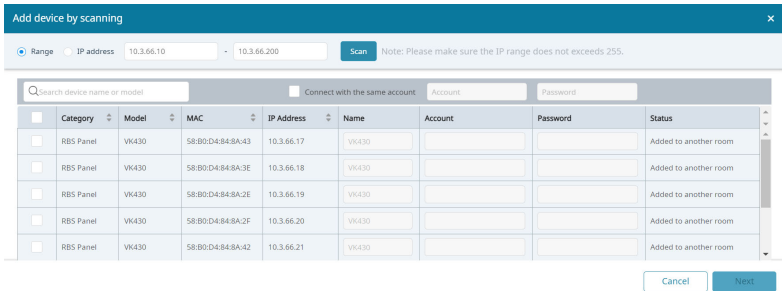
   - ◆ 💡 **Location:** Refers to a city or building that contains one or more meeting rooms. It is possible to have secondary locations under a primary location. For example, you may have devices set up in different cities within a country. Note that you can not add devices at this level.

   - ◆ 🔔 **Room:** Refers to a specific room where managed devices are installed. Note that it is not possible to add locations under a room.

3. To rename or remove a location/room, move the cursor to the target item and click ●●● .

Adding Devices to ATEN Unizon™

1. Make sure you have completed the following before proceeding:
   - Grant control privileges to the target devices
   - Uploaded the project file to the controller

   For detailed steps, see *ATEN Control System User Manual*.

2. Log in Unizon™ and go to the **Devices** tab.

3. Click ![icon] and select one of the following options.
   - **Add device by scanning:** Scans for all devices in the subnet. This option allows you to add multiple devices at a time.
   - **Add device by searching IP:** Scans the subnet for a specified IP address or IP addresses within a specified IP address range.
   - **Add device by specifying device info:** Adds a device by specifying the name, IP address, and login credentials of the device.

   The search results display in a window.

4. Select one or more devices, enter their credentials, and click **Next**.
   Tip: You may add a batch of devices that share identical credentials by selecting these devices in the list, and then enable the indicated function and enter the credentials.

Connection results appear in a window.
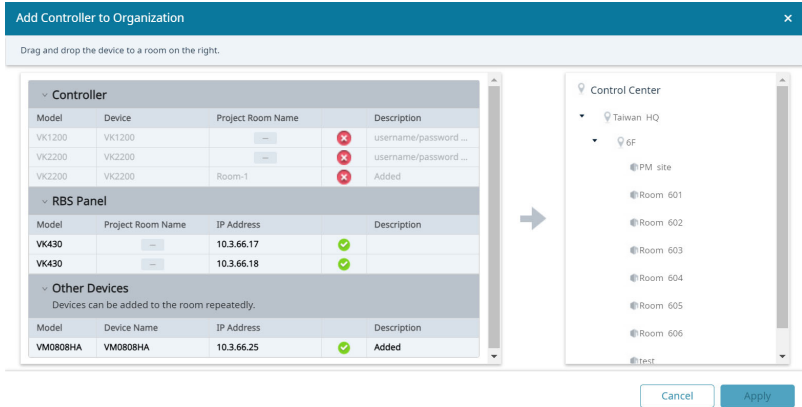
5. Drag-and-drop each device to an existing room.
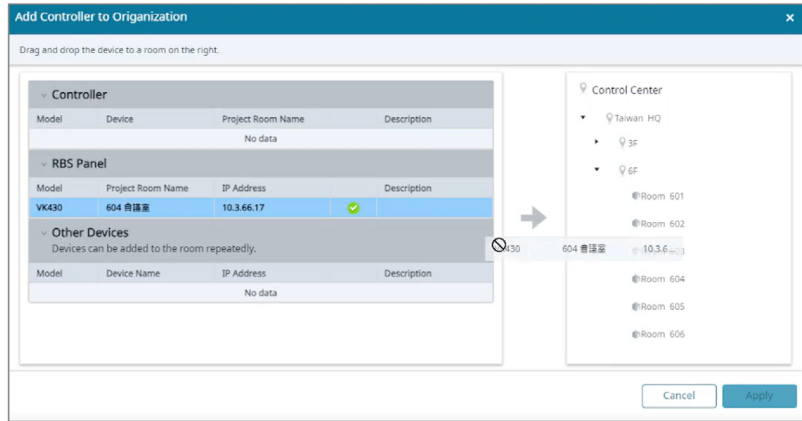
Note:.

◆ To re-allocate devices to a different room in Unizon™, repeat steps 3 to 5 to search and allocate the devices to the target room.

◆ Each room can contain up to 4 RBS panels. The RBS panels in one room automatically synchronizes with each other whenever a change is made through any of them.
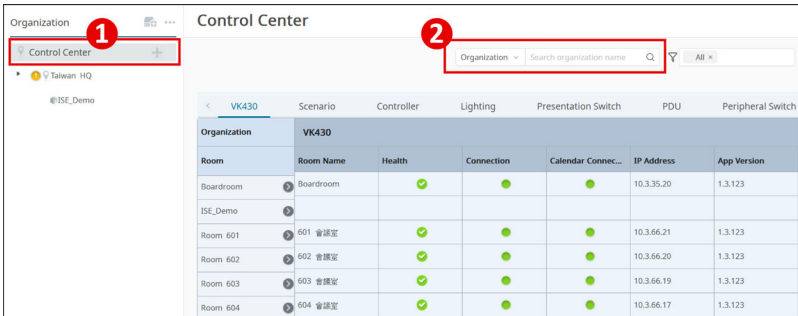
Searching for Locations, Rooms, or Devices

Searching Devices by Location, Room, or Device Name

1. Open the web console and go to the **Devices** tab.

2. Use one of the following methods:

   ◆ Select a location or room from the deployment tree, and locate your target device on Device Information Panel. Click **Control Center** in the
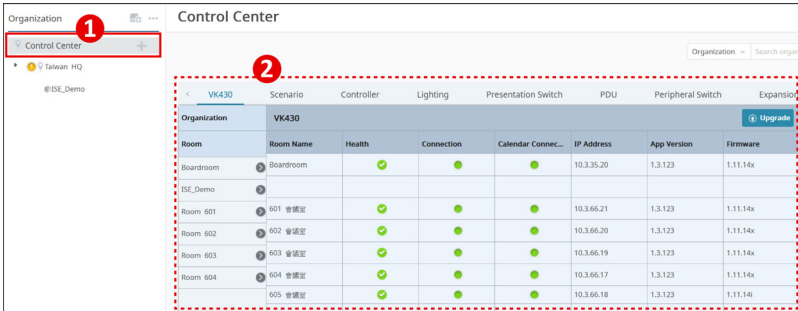
   deployment tree, and then use the search box to search for a specified location/room or device.
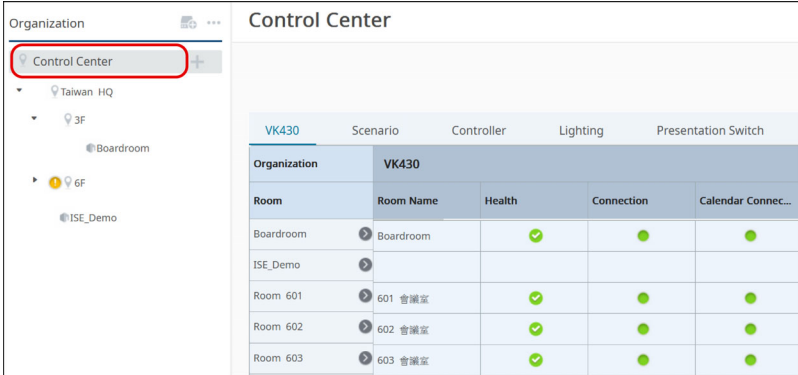
   a) Click the drop-down menu and select **Organization** or **Device.**

   b) Type the keyword in the search box. The search is not case-sensitive.

   c) Press **Enter**. The matched locations/rooms or devices appear.

Note: If a matched location/room does not contain any devices, it will not appear in the result.

Searching Devices by Model Name
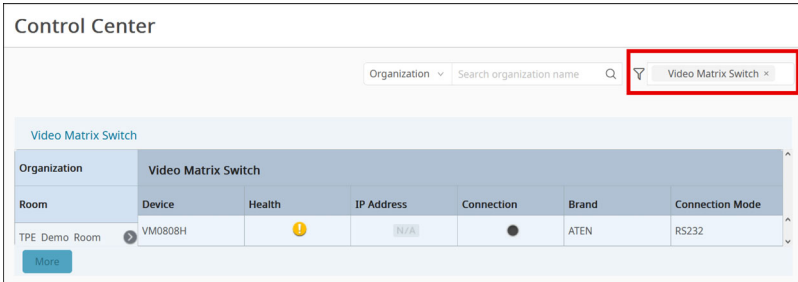
1. Open the web console and go to the **Devices** tab.

2. In the deployment tree, click a Location or Room under which you wish to search. If you wish to search the entire deployment, click **Control Center**.

3. Click the filter box and select/unselect models as required. The matched results appear.

Remote Operations

Overview

You can remotely operate Unizon™-managed devices such as switching display sources, display modes, and upgrade device firmware. Some control functions are built-in and some may require configuration in advance depending on device model.

Operating Controller-managed Devices

For controller-managed devices, Unizon™ only supports firmware upgrades of ATEN controllers and expansion boxes. To perform other operations, or operations on other types of devices, add the required control function by configuring the project file of the controller. This section provides an overview of the configuration involved for creating a control function and where to access the control function in the Unizon™ web console.

Note: For full details, refer to *Enabling Monitoring and Control via Unizon™, ATEN Control System User Manual*.

Creating a Control Function using ATEN Configurator

Take the example of remotely switching the environment mode among different meeting room scenarios, such as presentation, conference, or meeting, where multiple devices (e.g. lighting, projector lift, air conditioner) are automatically turned on/off or set to a specific value.

1. Configure the controller project.

   a) In ATEN Configurator, open the project file.

   b) In the Device tab, select the Unizon check boxes to grant control privilege to the target devices.

For example:
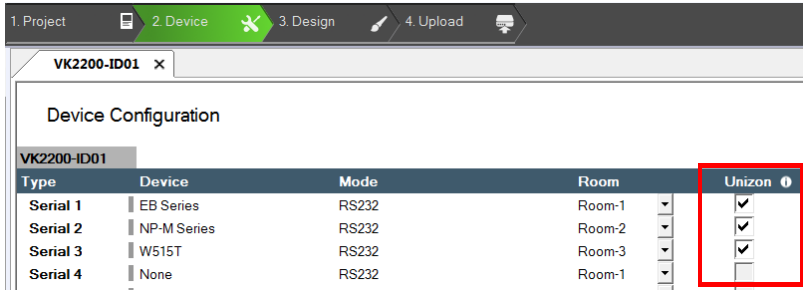
c) In the Design tab, click **Add Function Item** to create the control function and configure the actions for each option.

For example:
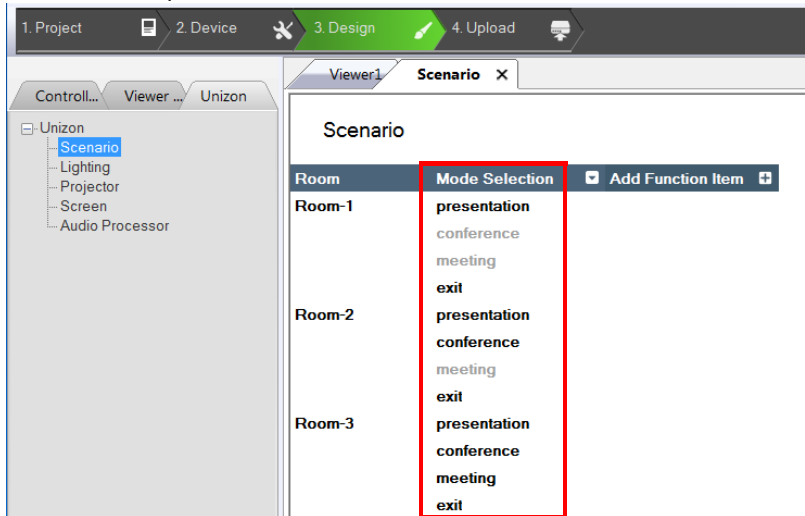
2. Upload the project. The control function appears in Unizon™ shortly.

Accessing Control Functions in Unizon™

1. Go to **Devices** and click **Control Center** in the deployment tree.

2. Click the device category to find related control functions.

   ◆ Example 1: To upgrade system firmware for all the controllers, click the **Controller** tab to find the **Upgrade Firmware** button.

   To upgrade selective controllers, go to room view for the target controller and select a controller for upgrade. For example:

◆ Example 2: To access functions involving multiple devices, click the **Scenario** tab.

Operating Other Devices

Overview

Unizon™ supports the following control functions for ATEN Video Matrix Switches:

- Load a specified profile
- Assign a source (input) to each output
- Disable output
- Apply resolution
- Change administrator password
- Test video quality
- Upgrade system firmware

Note: The supported control functions are based on the specific Video Matrix Switch model. For full information about functionalities of Video Matrix Switches, refer to the user manual of the specific product.

### Applying Controls to Devices of the Same Model

1. Go to **Devices**, and in the deployment tree, click **Control Center**.
2. Click the target device model.

VK430	VM0808HA	Scenario	Controller	Lighting	Video Matrix Switch
Organization	VM0808HA	Actions			
Room	Device	Health	Connection	IP Address	Firmware
Room 601					
Room 602					
Room 603					
Room 604					
Room 605	VM0808HA	✓	●	10.3.66.25	V3.2.313
Room 606					

3. Click the **Actions** button. The Actions window appears, listing all devices of the selected model, in this case, the VM0808HA, installed under the selected Location.
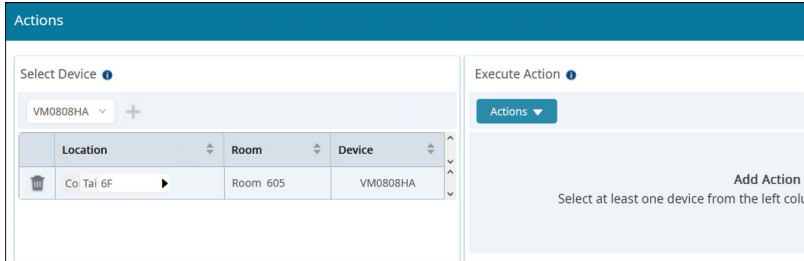

4. In the Select Device column, configure the list of target devices as required.
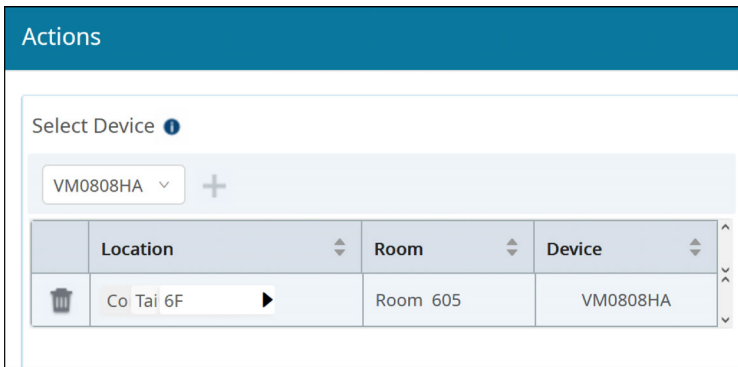
- ◆ To remove any target device, click 🗑 .

- ◆ To add one or more devices, click ➕ and select from the pop-up screen.

- ◆ To change the target model, click the drop-down menu [VM0808HA ∨] and select. Note that this will remove the current list of devices and any added actions.

5. In the Execute Action panel, configure the actions.

   a) Click **Actions** and select an action. Optionally repeat this step to add multiple actions.

   b) Click the drop-down lists to configure the added actions.

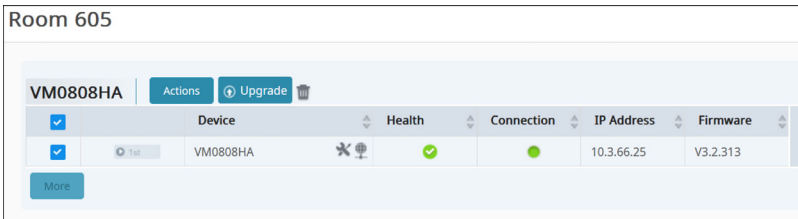6. Click **Apply** to execute the actions.

Applying Controls to Devices installed in One Room

1. Go to **Devices** and use the deployment tree to go to the room view for the target device.
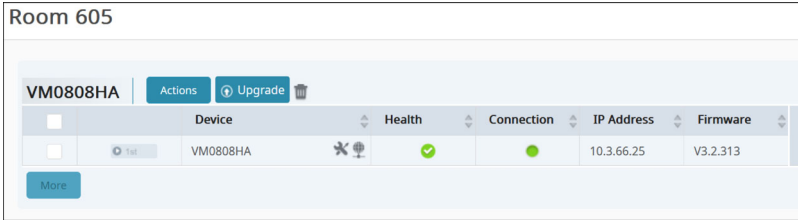
2. Select the target devices.

   Note: You can only apply tasks to devices of the same model at one time.
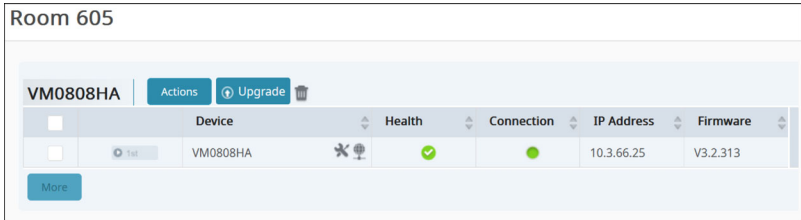

3. Follow step 3 to 6 in *Operating Other Devices*, page 37 to select and configure remote actions.
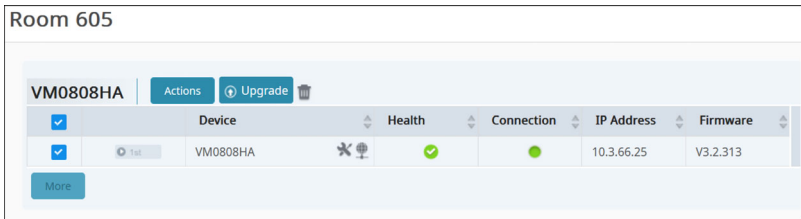
Upgrading Device Firmware

Follow the steps below to upgrade device firmware.

1. Download the required firmware file from ATEN's official website.

2. In the ATEN Unizon™ web console, go to **Devices** and use the deployment tree to go to the room view for the target device.

3. Select the target devices.

   Note: You can only upgrade devices of the same model at one time.

4. Click **Upgrade**.

5. Follow the on-screen instructions to browse for the firmware file and start the upgrade.

Chapter 3
Device Monitoring and Control

Overview

When monitoring devices, the user needs to stay informed of critical parameters of the devices, such as power supply and device temperature, to make sure that these devices are working as they intended, and to handle issues that occurred. This chapter provides information on how to quickly find out about important device parameters and monitor recent system and device activities via logs and notification messages.

Monitoring Device Status

Accessing the Device Information Panel

To look up device status, use any of the following elements in the ATEN Unizon™ console to help you locate the information you need.
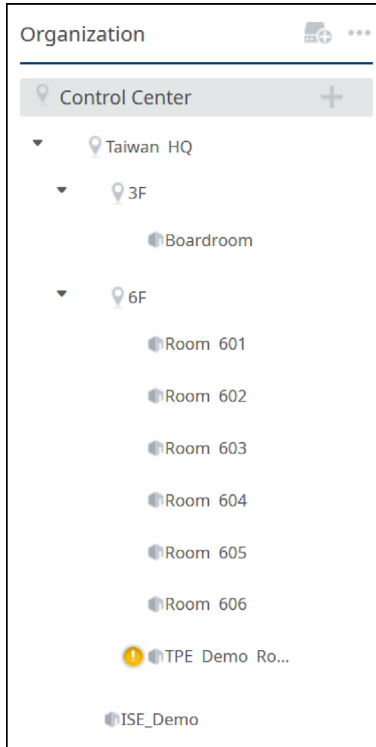
Device Category Tabs

In the Devices tab, click **Control Center** in the deployment tree, and then select the target device type/model. For example:

Deployment Tree

Locate the device from the deployment tree.

Information Filters

Use Information Filters [Organization ⌄ | Search organization name 🔍] [⟡ | All ×] to search for a Location/Room/Device name or a model name. For detailed information, see *Searching for Locations, Rooms, or Devices*, page 29.
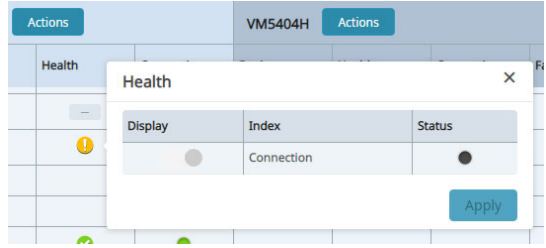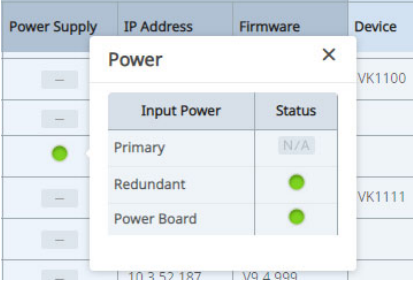
Parameter Status

Refer to the table below for information about different parameter statuses.

Parameter	Status Icon	Description
Health		The monitored parameters are functioning normally.
		At least one parameter is not functioning normally. Users are advised to check on the device and avoid potential issues. Click this icon to view more details. For example, this particular ATEN controller illustrated below is indicated with a warning icon because it has disconnected from ATEN Unizon™.
Power Status		The device is operating under the normal mode.
		The device is operating under the standby mode.
Fan		The device fan is operating normally.
		The device fan is not operating normally.
Connection		The device is connected to ATEN Unizon™.
		The device has disconnected from ATEN Unizon™ and many device parameters will become unavailable.
Temperature		The device temperature is within the safety range.
		The device temperature is high. Users are advised to monitor the temperature closely to prevent overheating.
		The device temperature has exceeded the safety range. Users are advised to resolve the issue immediately.

| Parameter	Status Icon	Description
Power Supply	(green)	The power supply is functioning normally.
	(orange)	◆ The power supply is not functioning normally. Users are advised to check on the power supply of the device. ◆ To view power supply status for different power components of the device, click on the Power Supply status icon to open a pop-up dialog box: Power Supply | IP Address | Firmware | Device Power ✕ VK1100 Input Power | Status Primary | N/A Redundant | (green) Power Board | (green) VK1111 10.3.52.187 | V9.4.999
	(red)	The power supply is not functioning normally. Users are advised to check on the device as soon as possible.
	N/A	No power is supplied to the device.
User-defined parameter	(green) (orange) (red)	For controller-managed devices, you can create parameters for Unizon™'s monitoring, up to three different statuses for each parameter, and their criteria. For full information, see *Centralized Monitoring and Control via Unizon™*, *Control System User Manual*.

Note: The supported parameters vary with different ATEN devices.

Accessing Controller Web Console

Unizon™ allows you to redirect to a controller's web console from room views.

1. In the Unizon™ web console, click the **Devices** tab.

2. Use any of the following methods to go into room view of the target controller.

   - Locate and click the room from the deployment tree

   - Click **Control Center** in the deployment tree, and then click the target room from the Room column.

   An example of room view:
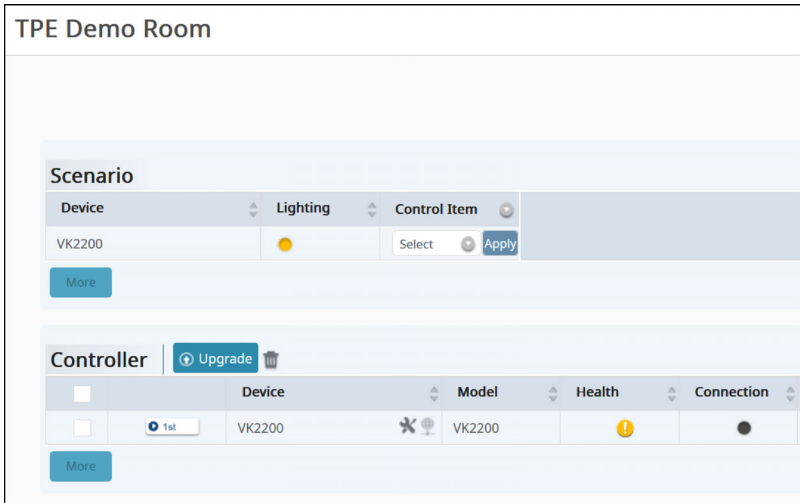
3. Click to open the login page of the web console.

Changing the Monitoring Preferences

To enable/disable the display of monitored parameters in location views, follow the steps below to configure monitoring preferences.

1. Open the web console and go to the **Devices** tab.

2. Click the more button ●●● and then select **Displayed Parameters**.
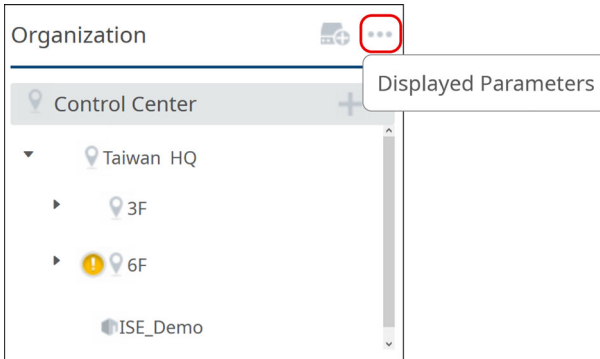
3. By default, all parameters are enabled for monitoring. Configure the settings as required.

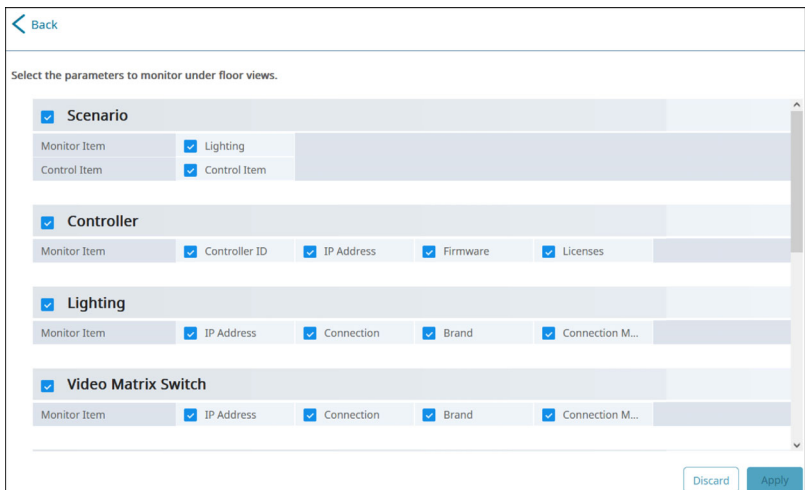# Centralized Control and Management

Embedding Control System Viewers for Centralized Control

You can virtually operate controller managed environments via ATEN Unizon™ by embedding Control System Viewers onto the ATEN Unizon™ web console.

1. Make sure you have added the controller of the target environment to ATEN Unizon™. For details, see *Adding Devices to ATEN Unizon™*, page 27.

2. From the Unizon web console, go to **Viewers**.

3. Load the Viewers you need into Unizon.

   a) From the deployment tree, click to select the environment you wish to control. For example, select Room 604.
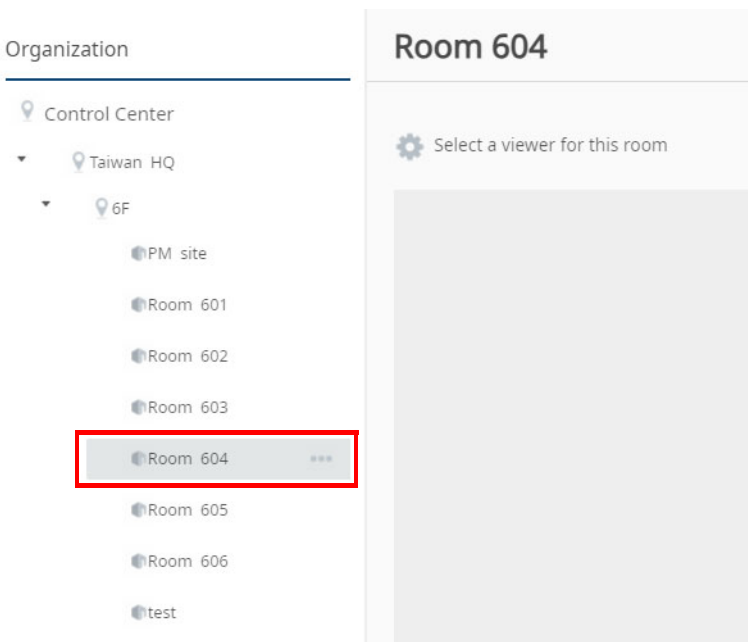
b) Click . A list of Viewers stored to the controller of the room appears.
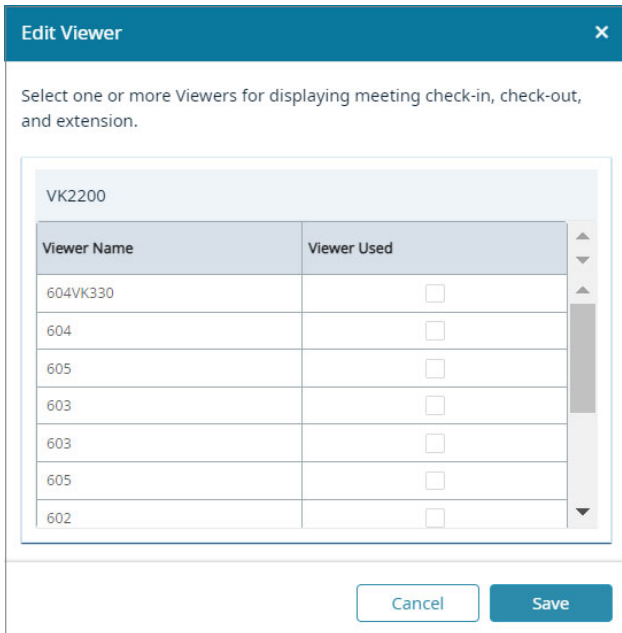
c) Select one or more viewers you wish to embed to Unizon, and then click **Save**. The selected viewers are loaded to the ATEN View page as tabs that you can click to switch.
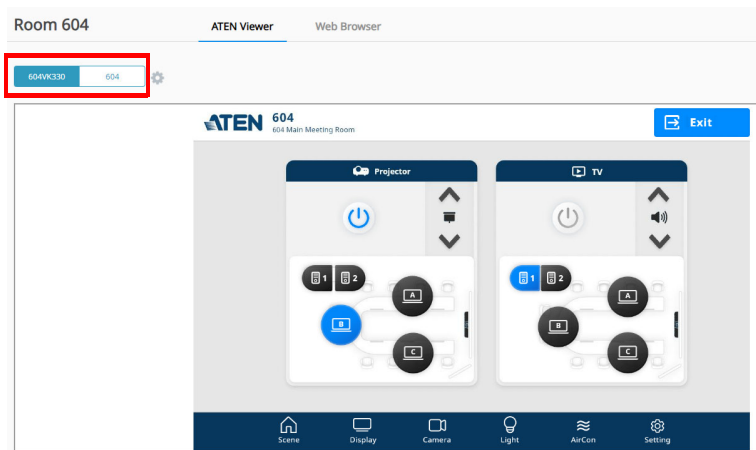
Setting Up Room Usage Notifications

You can notify room check-in, check-out, and reservation extensions on ATEN Touch Panels and/or mobile devices as soon as these actions are made. To enable this feature, do the following.

1. In the viewer file(s) that the target control panels use, enable **Access to RBS Control**.

   For more information, see *Chapter 7 ATEN Control System App, ATEN Control System User Manual.*

2. Make sure the following devices are added to ATEN Unizon™.

   ◆ the controller which manages the target ATEN touch panel(s) and/or mobile device(s)

   ◆ the RBS panel(s) which have access to using the meeting room.

   For a detailed procedure, see *Adding Devices to ATEN Unizon™*, page 27.

3. Select one or more viewers to which ATEN Unizon™ sends room usage notifications.

   a) In the ATEN Unizon™ console, go to **Viewers**.

   b) From the organization tree, click to select the room where you wish to set up notifications for room usage.
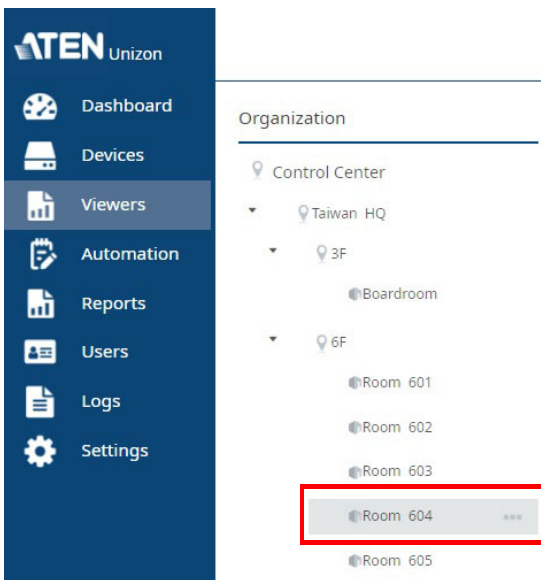
In the ATEN Viewer tab, click ⚙ . The Edit Viewer dialog box appears. The Edit Viewer dialog box lists all the viewer files stored to the controller installed in this room.

c) Click to select the Viewer(s) used by control interfaces installed to the room. The selected devices will receive room usage notifications. For example:

Embedding Device Web Consoles for Centralized Control

You can embed web consoles of ATEN or third-party devices to Unizon for centralized control. For example, in a meeting room installed with an ATEN controller and a Video Presenter, you can embed their web consoles (GUI) to Unizon for central management.
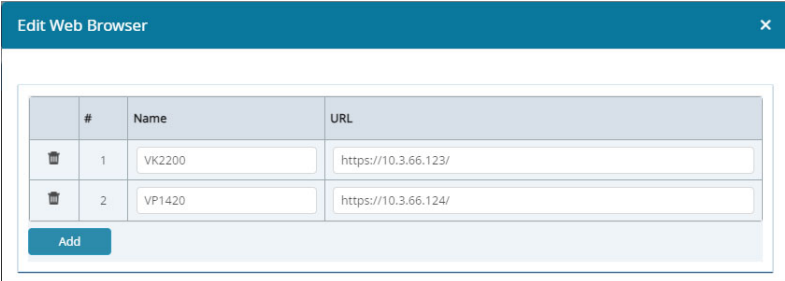
To set up the function, follow the steps below.

1. From the Unizon web console, go to **Viewers**.

2. From the deployment tree, click to select a room. For example, click to select Room 604.
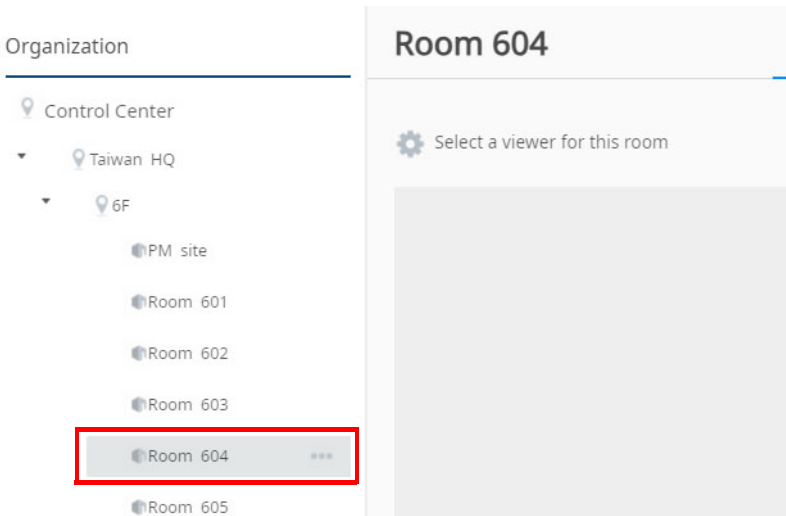
3. In the Web Browser tab, click ⚙ to add a web URL. The Edit Web Browser screen appears.

4. Click **Add** and follow the on-screen instructions to enter the Name and URL of the web page. For example:

5. Click **Apply**. If you have added two or more web pages, they appear as separate buttons which you can click to switch pages.
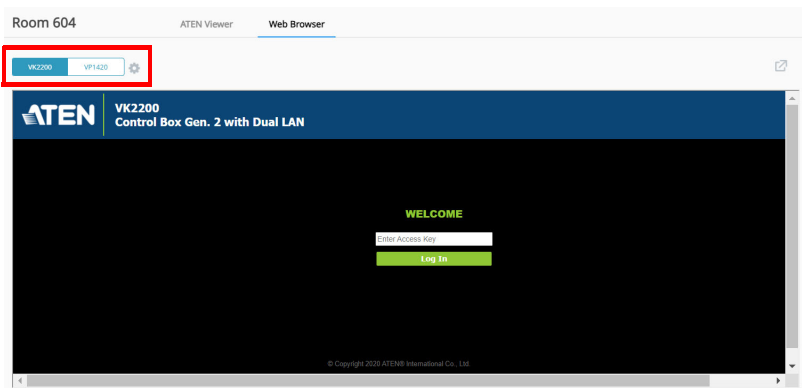
Notifications and Logs

ATEN Unizon™ logs system, device, and configuration events, and at the same time notify the user (administrator and standard user) via notification messages to allow instant event monitoring, issue handling, and future event tracking.

Viewing Notification Messages

When an event occurs, a notification message will be collapsed to the notification icon 🔔 at the top-right corner of the web console:
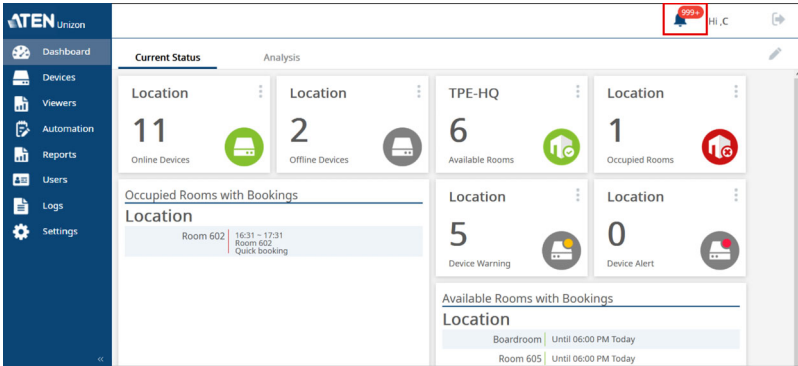
Click 🔔 to view event details:
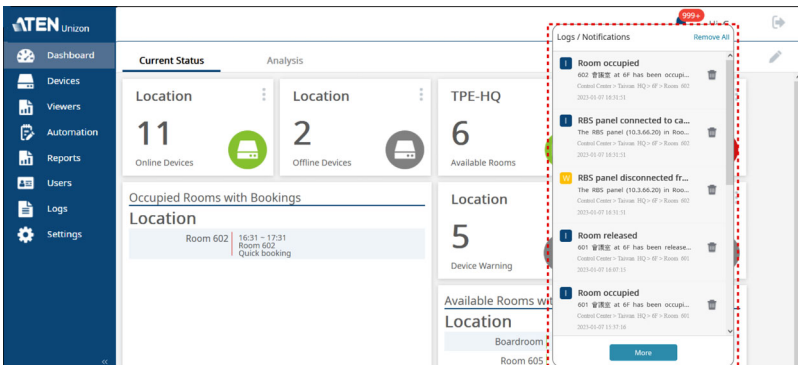
The pop-up panel lists all events that occurred chronically, with the most recent on the top. See the illustration below for an overview.
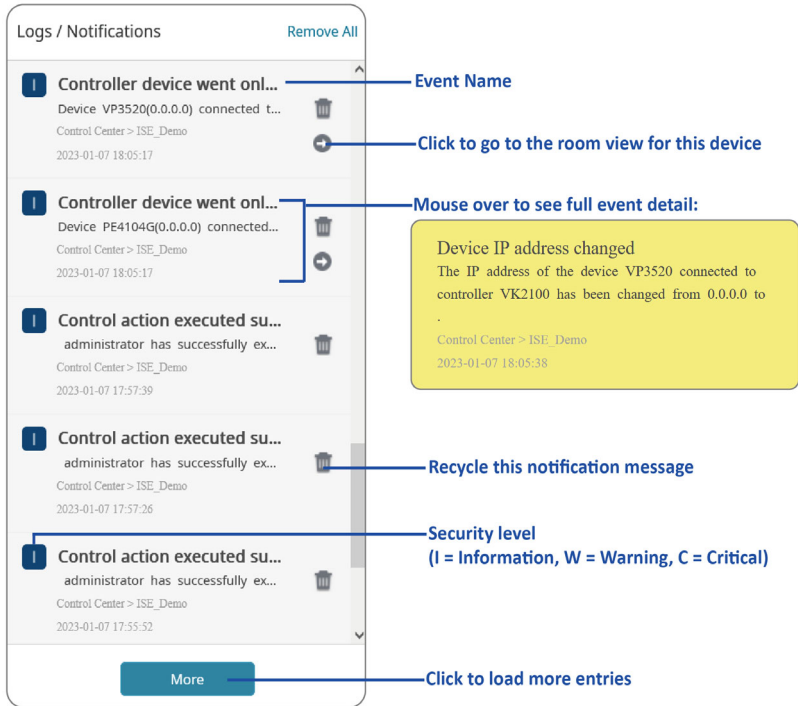
Searching for Past Events

You can search for past events by keywords or by search filters (specified period, category, and severity level).

By Keywords

To search events with specific key words, go to Logs in the web console, type one or more words in the search box [Search description 🔍] and click 🔍. The results are displayed in a table like this:

By Search Filters

1. Click [🔻 Time | Category | Severity / All | All | All]. The configuration panel appears.

2. Click each filter to configure its setting.

3. Click **Apply**. The results are displayed.

   ◆ To change the number of entries per page, click [Display 10 ˅ items / page] .

   ◆ To go to the next or previous page of results, use the arrows or type in the box at the bottom of the window [◀◀ ◀ Page 1 / 1262 ▶ ▶▶] .

- ◆ Click the arrows next to each column header to sort the displayed results. A black arrow indicates that the results are currently sorted based on the corresponding header.

Time		Category		Severity	
2019-08-01 17:33:59		System		Information	
2019-07-25 15:28:33		System		Information	
2019-08-07 16:42:39		System		Information	
2019-08-07 16:21:16		System		Information	

For more information about event types and severity levels, see *Notifications and Log Settings*, page 113.

Configuring Notification/Log Settings

ATEN Unizon™ logs and notifies events of all types by default. To configure this setting, open the web console and go to **Settings** > **Notification**.

Exporting Logs

Export logs for backup purpose or to relocate these logs periodically to another hard drive to make space for future data storage. To export logs, click Export... and select **Export all logs**, **Export the current page**, or **Export the search result only**.

Chapter 4
Task Management

Overview

The Automation tab is for users to create routine tasks to be performed automatically to reduce manual work. With this productive function on ATEN Unizon™ web console, users with administrator privileges can configure and schedule the recurring tasks related to your managed devices and rooms, and execute the tasks at the pre-specified time. This chapter gives the instruction about how to build the automation workflows, including creating a new task and managing your existing tasks.

Item	Element	Item
1	Sidebar	The sidebar contains an add button ✚ for users to create new tasks, and the 3 types of task which list all the task events: ◆ **Controller Schedule** Conduct the behaviors of the controller-managed devices. ◆ **RBS Panel Automation** The task to allow actions on panels to trigger the automatic actions on controllers. ◆ **Other Device Schedule** Configure to play certain video at the specific time by Video Matrix Switch.

Item	Element	Item
2	Switch Button	To enable or disable the task by switching it on or off.
3	Range Picker	To specify the time or interval to carry out the task.
4	Task Panel	The configuration of the task.
5	Cancel / Save	To discard the changes by **Cancel** or to make the changed settings effective by **Save**.

Creating a New Task

Task automation helps users spend less time on manual tasks and improve the productivity. You can have tasks automatically applied to managed devices at your specified frequency (once or recurringly) and specified time. To start automation on managing your devices and rooms, you have to create a task first. Follow the steps in this section to build it up:

Defining the Task Type

1. Click ➕ to open the option menu to select the task type to be executed.

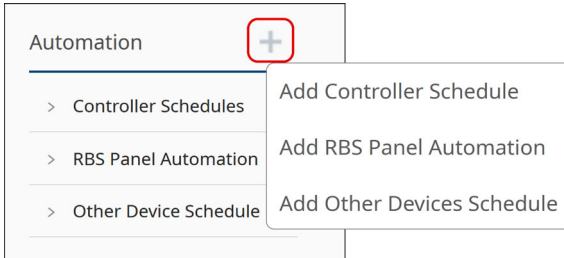| Item	Description
Add Controller Schedule	The task to conduct the behaviors of the controller-managed devices
Add RBS Panel Monitor	The task to allow actions on panels to trigger the automatic actions on controllers
Add Other Devices Schedule	The task to configure to play certain video at the specific time by Video Matrix Switch

2. A pop-up window appears for adding a new task. Enter the name for this task and click **OK** to cerate it. The newly-created task is listed on the sidebar.
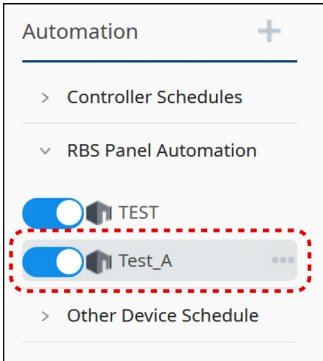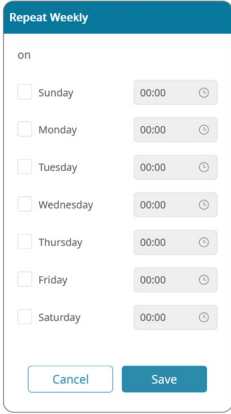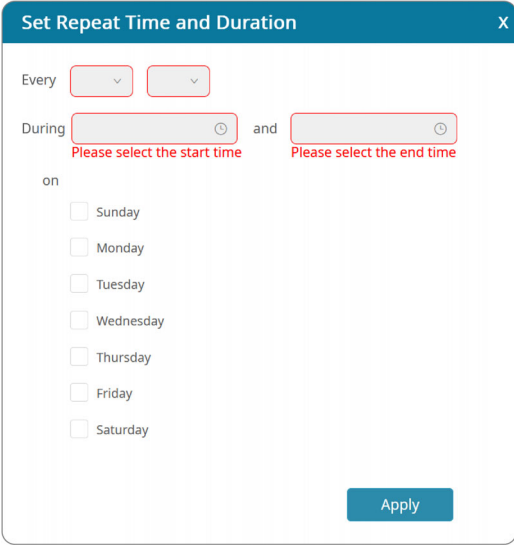
3. Click on the task for further configuration. Depending on the task type, the settings to be configured are slightly different.

Controller Schedules

a) Select a task category and define the time or interval to carry out the task using the drop-down menus..

Item		Description
Task Category	Scenario	Select this option to add a pre-defined action. For more information on configuring a control action, see *Centralized Monitoring and Control via ATEN Unizon™*, *Control System User Manual*.
	Device Control	Select this option for a device reboot task.
Schedule	once	Set the date and time.

Item	Description
daily	Set the time and the date interval between any two calendar dates.
weekly	Select the days and time you'd like to execute the task on **Repeat Weekly** pop-up window, and then set the date interval between any two calendar dates.
recurringly	Specify the time and duration on **Set Repeat Time and Duration** pop-up window, and then set the date interval between any two calendar dates.

b) Click the add button ✚ to open the pop-up window **Add Room** to select the room(s) to be controlled.
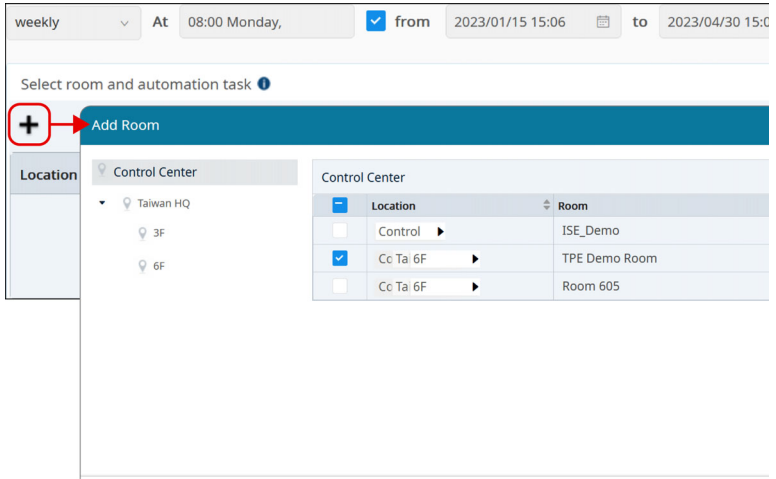
c) Check the checkbox and select the action from the drop-down menu.
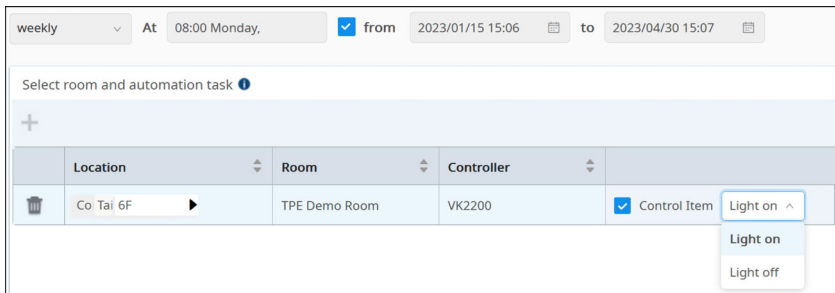
RBS Panel Automation

a) For **RBS Automation**, select a task from the drop-down menu.
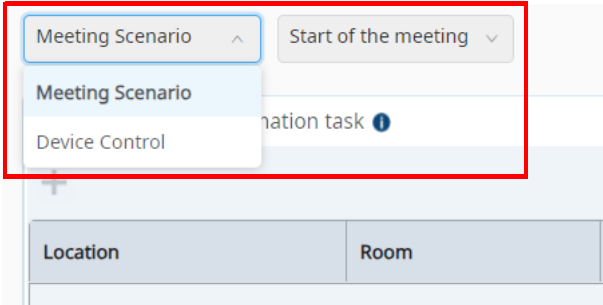
Item		Description
First Level	**Sub-level**	
Meeting Scenario	Start of the meeting	The task / action will be executed when you check in on RBS or when the meeting automatically starts.
	End of the meeting	The task / action will be executed when you check out on RBS or when the meeting automatically ends.
	Before the meeting ends	The task / action will be executed at the defined time before the meeting ends.
	Reserved	The task / action will be executed at the defined time before the meeting starts.
	Release rooms	The task / action will be executed if users fail to check in.
Device Control		Select this option for a device reboot task.

b) Click the add button to open the pop-up window **Add Room** to select the room(s) to be controlled.

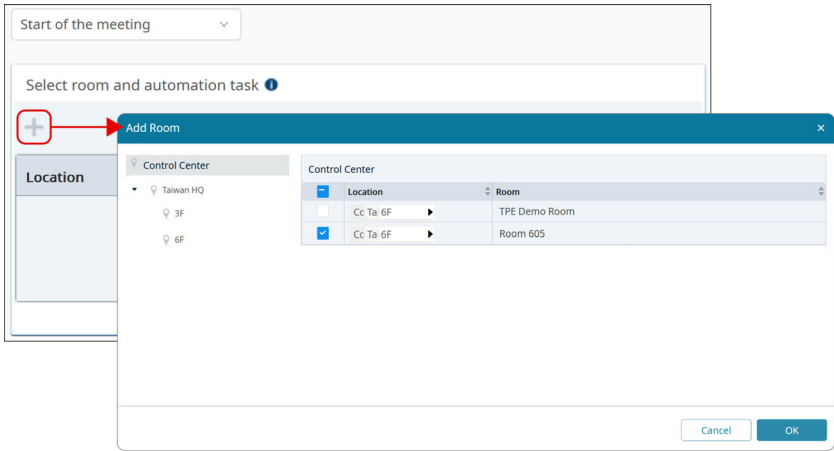c) Check the checkbox and select the action from the drop-down menu.
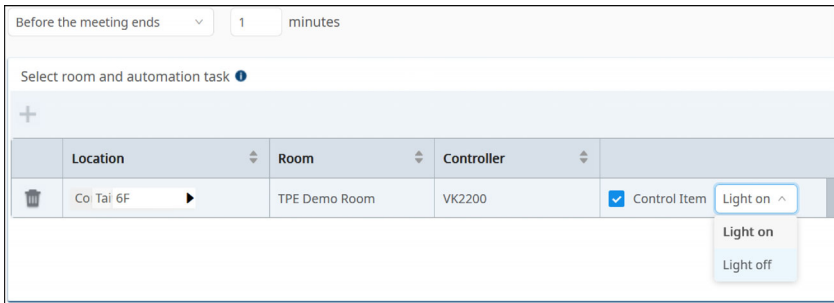
Other Device Schedule

a) From the range picker on the task panel, configure the time or interval this **Other Device Schedule** task to be executed.

Item	Description
once	Set the date and time.
daily	Set the time and the date interval between any two calendar dates.
weekly	Select the days and time you'd like to execute the task on **Repeat Weekly** pop-up window, and then set the date interval between any two calendar dates.

Item	Description
recurringly	Specify the time and duration on S**et Repeat Time and Duration** pop-up window, and then set the date interval between any two calendar dates.

b) Select the device model from the drop-down menu on **Select Device** panel, and then click the add button ➕.
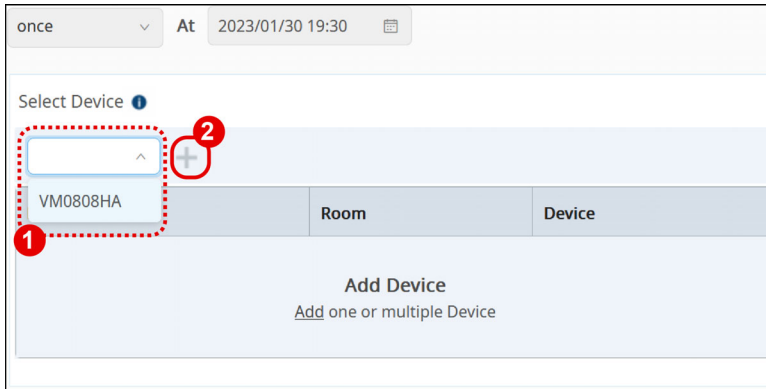
c) A pop-up window shows up for you to select the device(s) to be assigned with action(s).
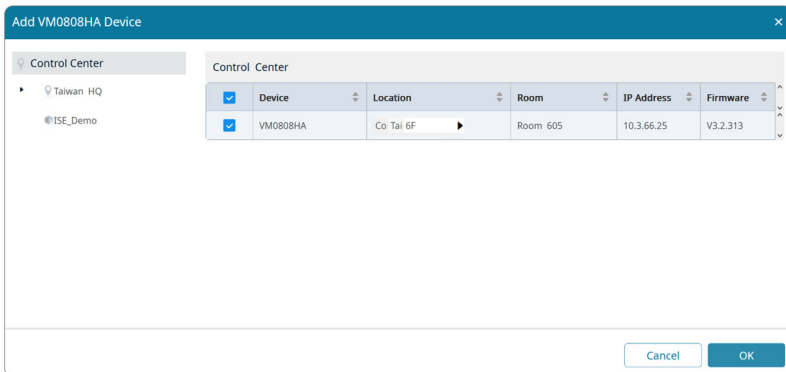
d) The selected device(s) is on the **Select Device** list, and now the
Schedule Action panel is available. Defined the action(s) to be taken.
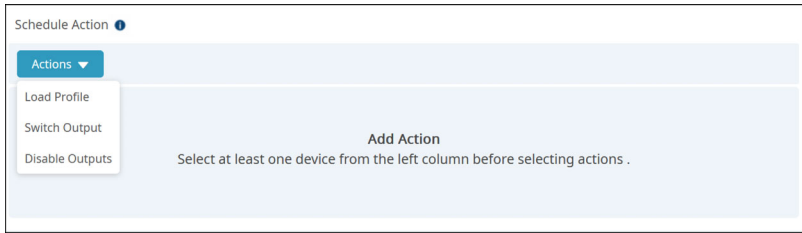
e) Make sure to save your settings for this task.
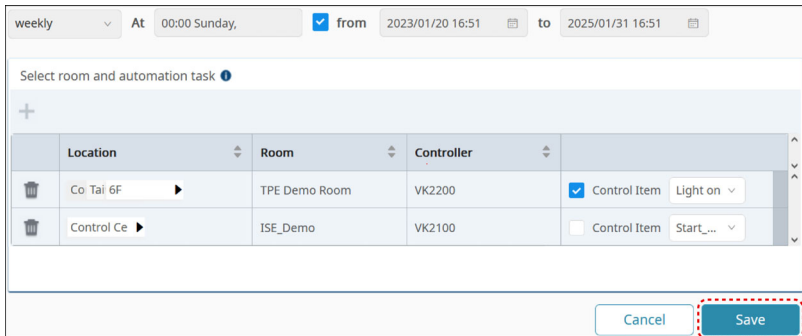
Managing the Existing Tasks

Automation tab on ATEN Unizon™ web console also allows users to plan, edit, remove, terminate or pause the repeated tasks.

Deleting a Task

1. Click the more button ●●● next to the task to be deleted, and select **Remove** from the option menu.
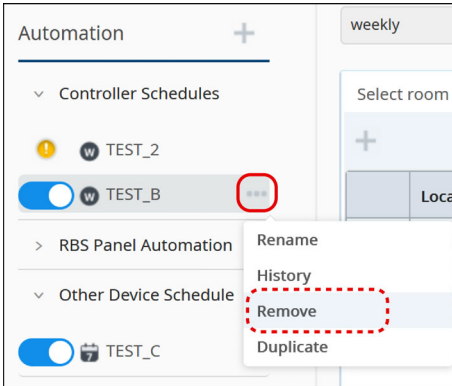
2. Confirm your action by clicking **OK** on the warning dialog.
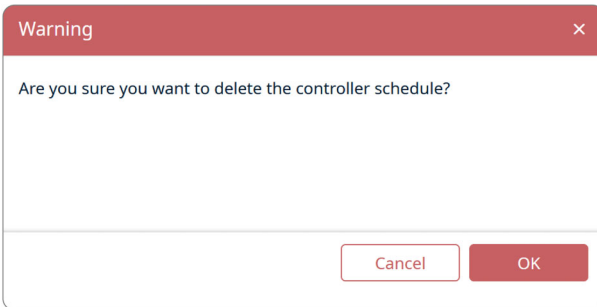
Renaming the Task

1. To rename a task, click the more button of a task and then select **Rename** from the option menu.
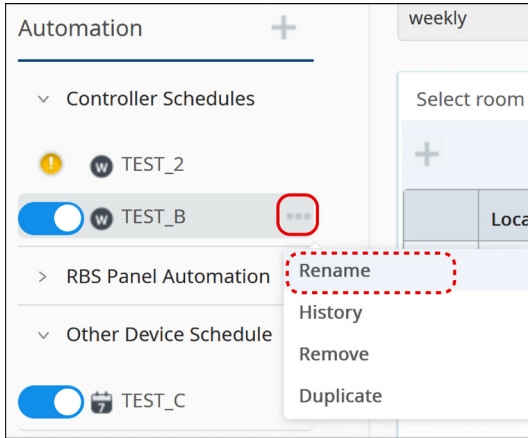
2. Enter the new name for this task and click **OK** to save the change.
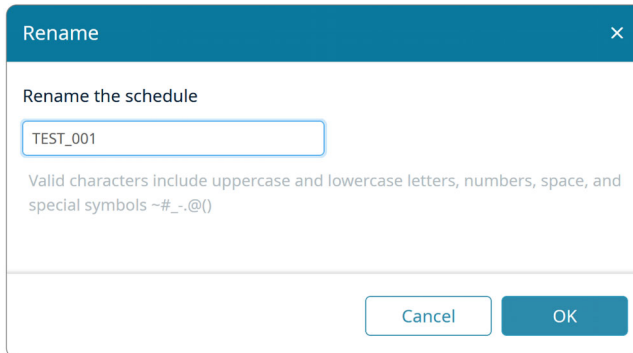
Copying a Task

You can copy an existing task and make change from it if necessary.

1. Click the more button next to the task you'd like to copy.

2. Select **Duplicate** to make a copy.
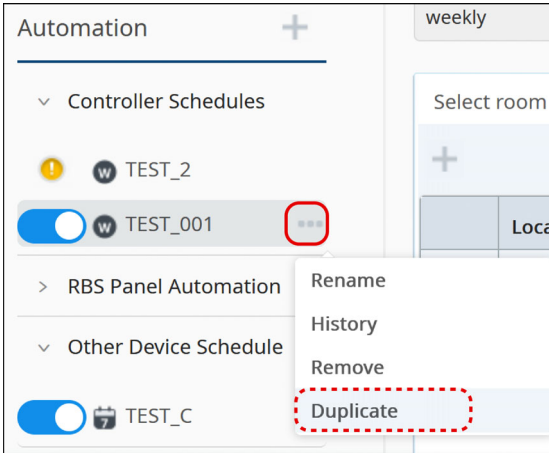
Enabling / Disabling the Task

Simply click the switch of the task to enable or disable this task.
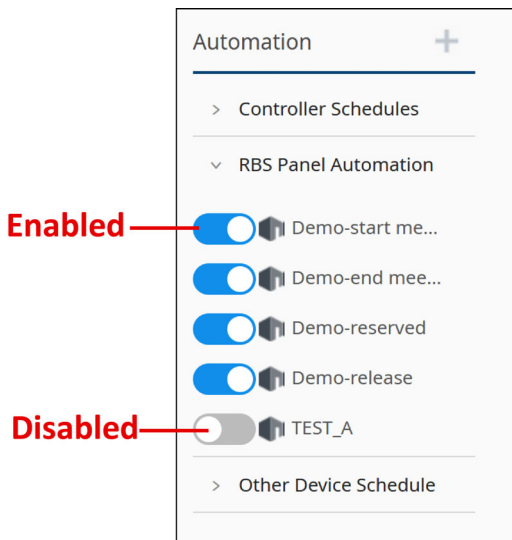
Editing a Task

Click to select the task to be edited, and make change from it on the task panel.
Make sure to save the task to make your changed settings take effect.
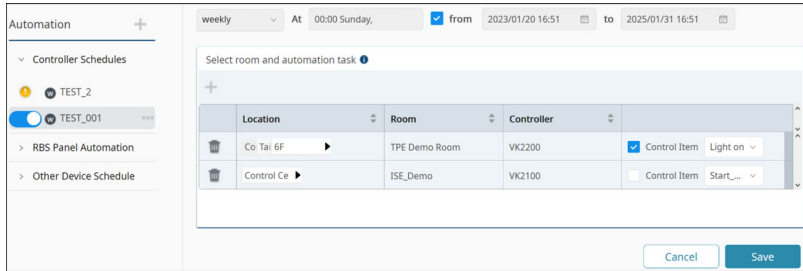
Chapter 5
Data Analytics

Overview

ATEN Unizon™ provides the analytics service to convert the acquired data into easily discerned charts and generate the chart reports on your managed devices / rooms. With the graphical data and numerical summaries, users can easily scrutinize the detecting data across multiple managed devices and rooms and therefore extrapolate the possible issues and take the further action.

Dashboard

Dashboard, the first page that you enter upon logging into ATEN Unizon™ web console, presents a collection of cards to convey information about your managed devices / rooms at a glance. The two tabs, **Current Status** and **Analysis**, include all the default dashboard cards that display the real-time data aggregation as described in the following sections.

Card Information

Current Status
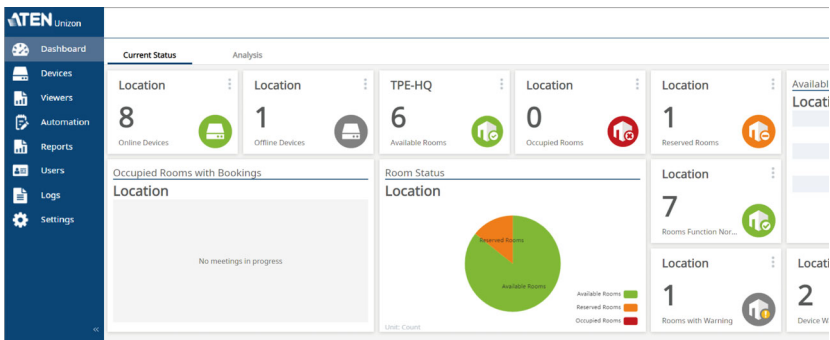
Current Status Card	Description
Online Devices	Showing the count of the device(s) that are successfully connected to your ATEN Unizon™ or controllers.
Offline Devices	Showing the count of the device(s) that are disconnected from your ATEN Unizon™ or controllers.

| Current Status Card	Description
Available Rooms	Showing the count of the room(s) which are available for the users to book or use.
Occupied Rooms	Showing the count of the room(s) in current use.
Reserved Rooms	Showing the count of the rooms that are booked on the calendar servers previously and need to be checked-in at the present time.
Available Rooms with Bookings	Listing the details about the available time for the available room(s).
Occupied Rooms with Bookings	Listing the detailed information on the occupied rooms, including the host, the subject, and the meeting time.
Room Status	Giving the information about available rooms, reserved rooms, and occupied rooms in a pie chart to represent the room status by proportional slices.
Rooms Function Normally	Showing the count of the rooms all of whose devices function normally.
Rooms with Warning*	Showing the count of the rooms whose device(s) does not function normally.
Device Warning*	Showing the count of the device(s) or the connected device(s) with warning messages.
Device Alert*	Showing the count of the device(s) or the connected device(s) with alert messages.

Note: The levels of warning and alert are determined by the configuration on VK6000.

The metric cards, which show the numeric value, display the card elements as described in the table below:
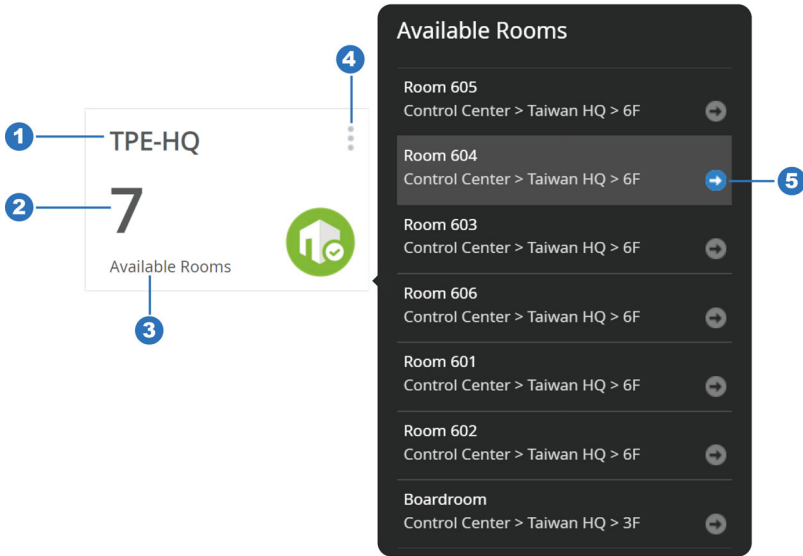
Item	Description
1	The location name defined by the one who created or edited this card.
2	The summary number of the query data.
3	The card's title.
4	The more button which reveals the additional details and the options for this card when the cursor is on it.
5	The navigation arrow button for redirecting to the related page.

Analysis
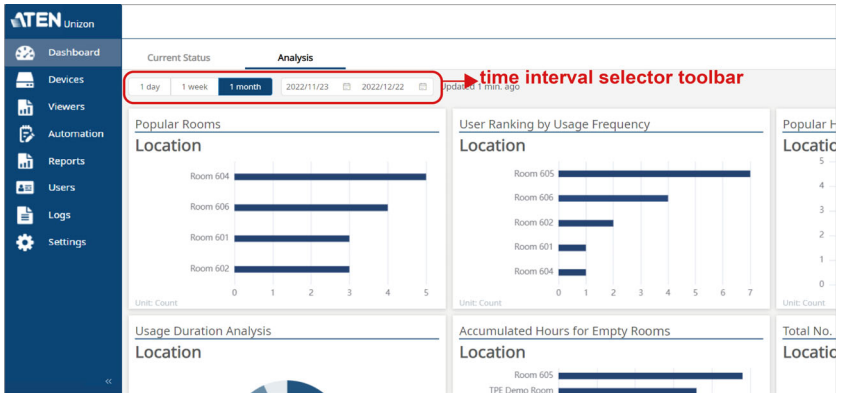
Analysis is an interactive page that displays the visualization data about the room usage. Define the time interval or duration from the toolbar to present the following query data in charts.

Analysis Card	Description
Popular Rooms	Showing the ranking data of the room use frequency in a bar chart.
User Ranking by Usage Frequency	Ranking the employees who make room reservation the most frequently in a bar chart.
Popular Hours	Displaying the time slots on the horizontal axis and the count / duration of the held meetings on the vertical axis to present the peak meeting time in a column chart.
Usage Duration Analysis	Representing the length of time that the meetings are held by slices to illustrate the proportion in a pie chart.
Accumulated Hours for Empty Rooms	Displaying the total amount of time that the rooms are unused in bar chart.
Total No. of Missing Check-in by Room	Ranking the reserved rooms which no one checked in.
Total No. of Missing Check-in by Person	Ranking the employees who made prior room reservation but didn't check in eventually.
Total No. of Each Reservation Method Used	Representing the booking methods by slices to illustrate the proportion in a pie chart.
Total No. of Disconnection by Device	Showing how many times the devices broke the connection.

Card Management

Users are able to create, delete, and arrange the dashboard cards to customize the dashboard layout. Simply click the edit button ✏️ at the top-right corner of the dashboard to enter the edit mode.
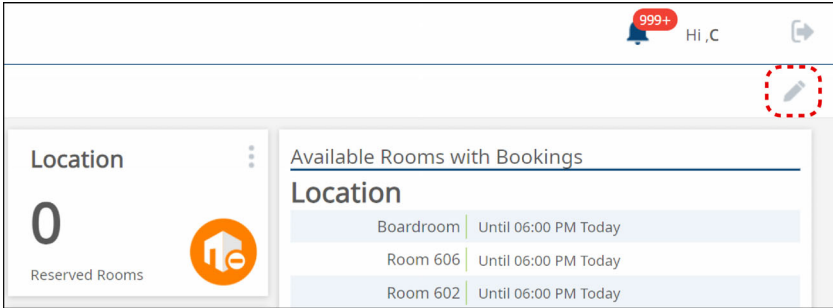
Once you enter the edit mode, you will see a dashboard item menu located on the lower-right of the screen, and each dashboard card is with a delete button 🗑️ and a edit buton ✏️. To resume in **Dashboard** normal view, please click the button **Done** on the top-right.
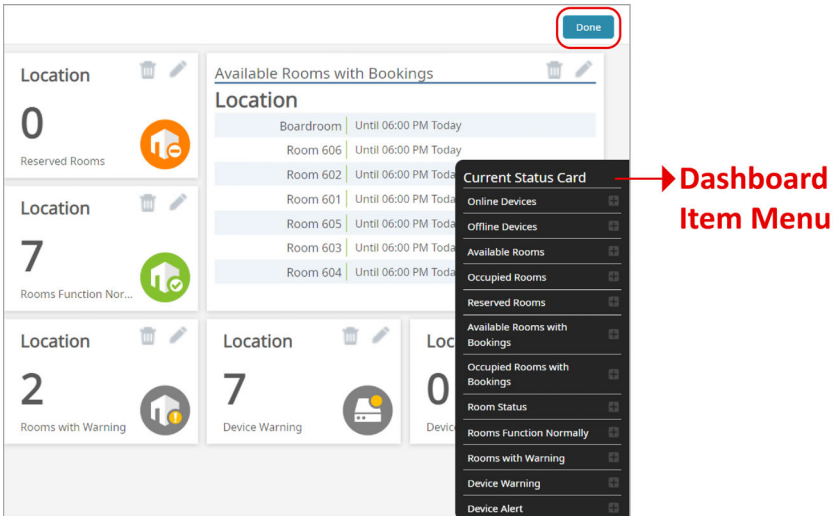
Note: By default, the 12 types of **Current Status** cards and the 9 types of **Analysis** cards are displayed on the dashboard. Users can make changes to the dashboard cards in the edit mode, and the modifications of **Dashboard** are irreversible.

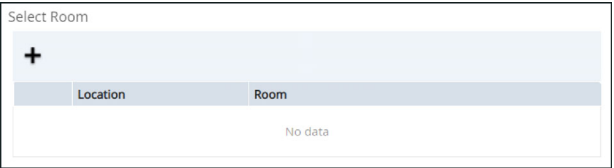## Create New Dashboard Cards

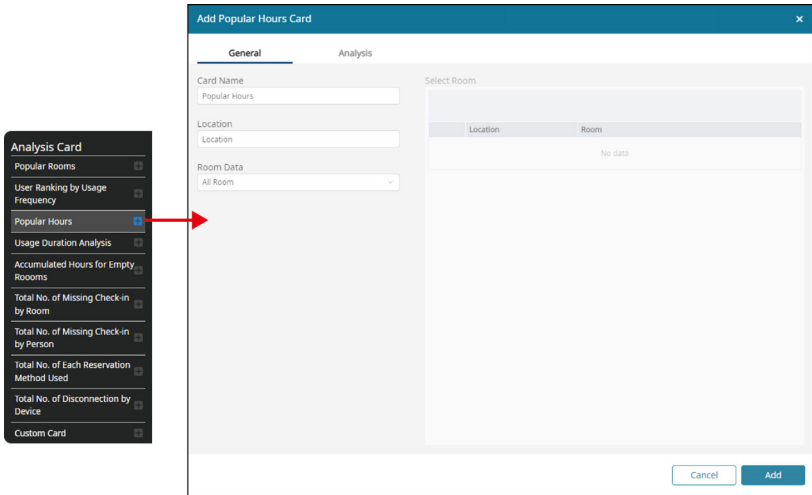To add a new card to be displayed on **Current Status** tab:
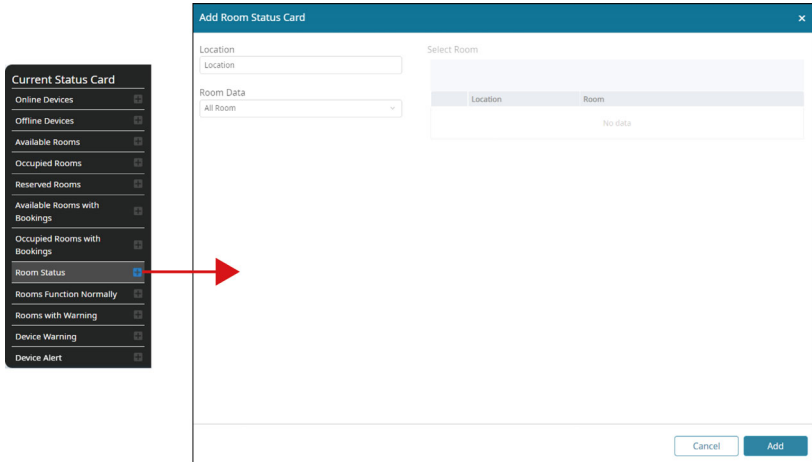
1. In the edit mode, click the card type to be created on the dashboard item menu of the **Current Status** tab.

2. A pop-up window appears for you to create a new card, and on the card details pop-up window, define the scope to be presented.

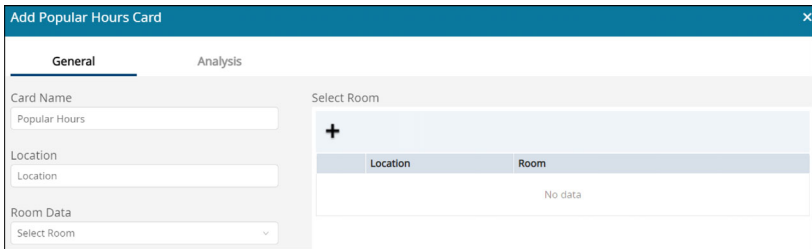| Item	Description
Location	Specify the location name to be displayed on this dashboard card.
Room Data	Determine the data to be presented. Please select between "All Room" and "Select Room".
Select Room	This function is only available when "Room Data" is set to be "Select Room". Click on the add button ➕ to open the "Add Room" pop-up window, and select the room(s) you'd like to show by checking its checkbox. Click OK to complete your selection.

3. Click on the button **Add** to create this card.

To add a new card to be displayed on **Anaysis** tab:

1. In the edit mode, click the card type to be created on the dashboard item menu of the **Analysis** tab.

2. A pop-up window appears for you to create a new card. Define the scope to be presented.

◆ **General** Tab:

Item	Description
Card Name	Enter the name for this card as the card title.
Location	Specify the location name to be displayed on this dashboard card.
Room Data	Determine the data to be presented. Please select between "All Room" and "Select Room".

Item	Description
Select Room	This function is only available when "Room Data" is set to be "Select Room". Click on the add button ➕ to open the "Add Room" pop-up window, and select the room(s) you'd like to show by checking its checkbox. Click OK to complete your selection.

◆ **Analysis** Tab:
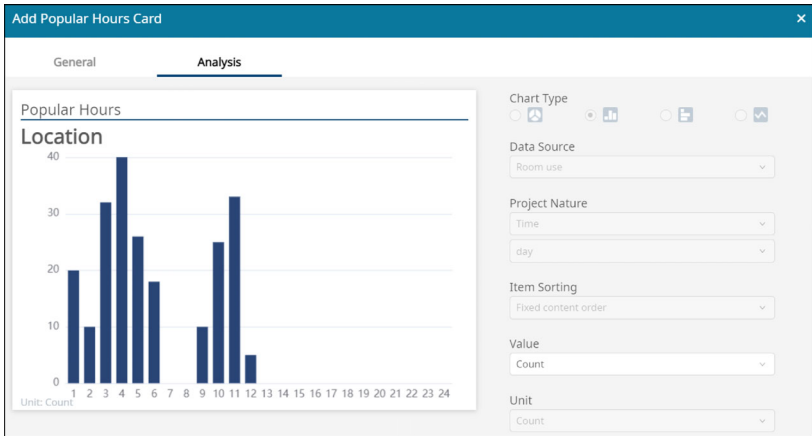
| Item	Description
Chart Type	This function is only available when creating **Custom Card**. Choose the type of the chart to present your data. Select between pie chart, column chart, bar chart, and line chart by clicking the radio button.
Data Source	Select the data source to be presented.
Project Nature	Determine the nature of the data sources to be presented.
Item Sorting	Choose ascending order or descending order to display the visualized data.
Value	Select the value you'd like to represent.
Unit	Define the unit to present your visual context.
Note: Depending on the card type you choose, not all of the above functions are available.	

3. Click on the button **Add** to create this card.

Editing the Existing Cards
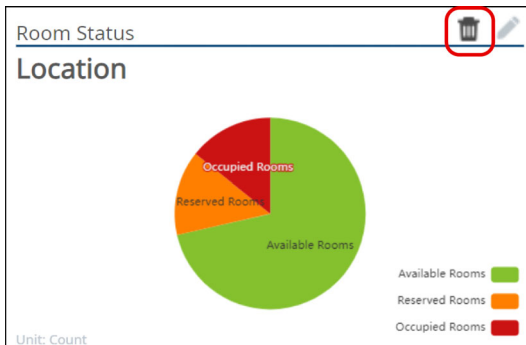
To edit the existing dashboard card:

1. Click the edit button ✏ on the card you'd like to make changes.
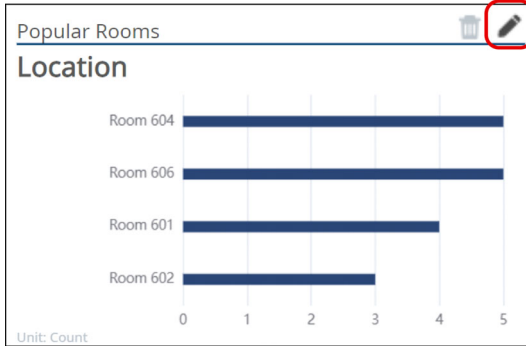
2. Specify the detailed information you'd like to inspect.
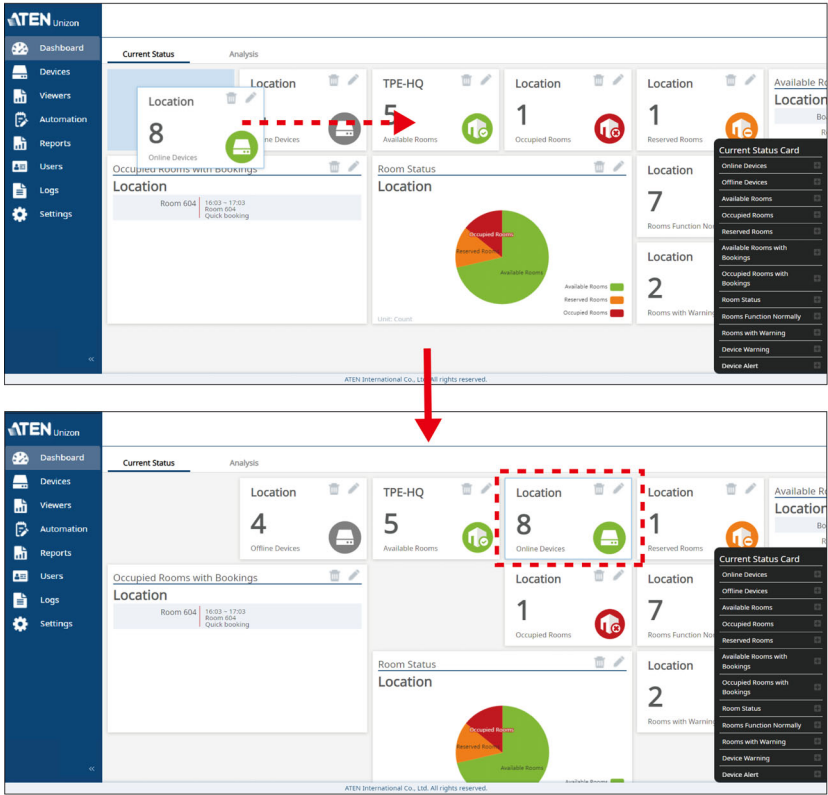3. Click **OK** to finish editing.

Removing the Cards

To delete the card(s) on the dashboard, simply click the delete button 🗑 on the card to remove it.

Arranging the Cards

To reorder the layout of **Dashboard**, drag and drop the card to the preferred position on **Dashboard** and release it to have it placed.

Report

ATEN Unizon™ web console gives the statistic report of the managed devices and rooms. Users can customized the report types based on their needs to get the raw information arises in the specified period collected and formatted into the digestible charts in reporting for facilitating proactive insights into device and room management.

Report Template Management

Report contains 2 tabs, **Report Templat**e and **Report History**. On **Report Template** tab, all the existing report templates created by the users are itemized with the following attributes:

Item	Description
Name	The name of the report.
Generated By	The one who created this report template.
Status	The result of the most recent report run.
Frequency	The regularity of generating the report.
Content	The report data format.
Last Run	The date this report was generated last time.
Next Run	The date this report will be generated.

Creating a New Report Template

To create a new report template:

1. On **Report Templates** tab, click the button **Create** to open **Add Report Template** pop-up window.
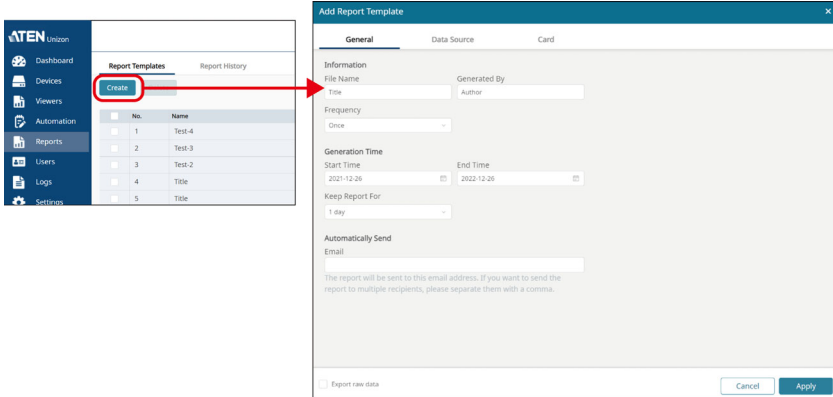
2. Go through the 3 tabs, **General**, **Data Source**, and **Card**, to define the information you'd like to get from this report.

   ◆ **General**

Item	Description
Information	
File Name	The name for this report template.
Generated By	The one who create this report.
Frequency	Determine how often the report is generated and sent.
Generation Time	
Start Time / End Time	Set the statistics period for this report by selecting the start time and the end time from the time picker.
Keep Report For	Set the duration to have the report history retained on your ATEN Unizon™ web console.
Automatically Send	
Email	Enter the email address(es) of the recipient(s) to receive this report. For multiple email addresses, please separate them by a comma with no space on either side.

◆ **Data Source**

Item	Description
Location	Specify the location name.
Room Data	Determine the data to be acquired. Please select between **All Room** and **Select Room**.
Select Room	This function is only available when **Room Data** is set to be **Select Room**. Click on the add button ➕ to open the **Add Room** pop-up window, and select the room(s) you need by checking its checkbox. Click **OK** to complete your selection

◆ **Card**

You can set multiple cards to be included in the report.

a) Click the add button under **Card List** or **Add a card** to reveal more options.

Item	Description
Card Type	Select the data you'd like to get from the drop-down menu. See *Analysis*, page 72 for details of each card item.
Card Name	Entitle this card.
Chart Type	This function is only available when you select **Create New** as the card type. Choose the type of the chart to present your data. Select between pie chart, column chart, bar chart, and line chart by clicking the radio button.
Data Source	Select the data source to be presented. This function is only available when you select **Create New** as the card type.
Project Nature	Determine the nature of the data sources to be presented. This function is only available when you select **Create New** as the card type.
Item Sorting	The default setting of how to display the data is **Sort based on Database**. You may choose ascending order or descending order to display the visualized data.
Value	Select the value you'd like to represent.
Unit	Define the unit to present your visual context.

Note: Depending on the card type you choose, not all of the above functions are available.

b) Repeat the aforesaid steps to add more cards to this report.

- ◆ **Export Raw Data**

  If you would like to get the row data collected in your specified period, make sure to check the checkbox of **Export raw data**. The raw data report is output as a .csv file and compressed into a .zip file.
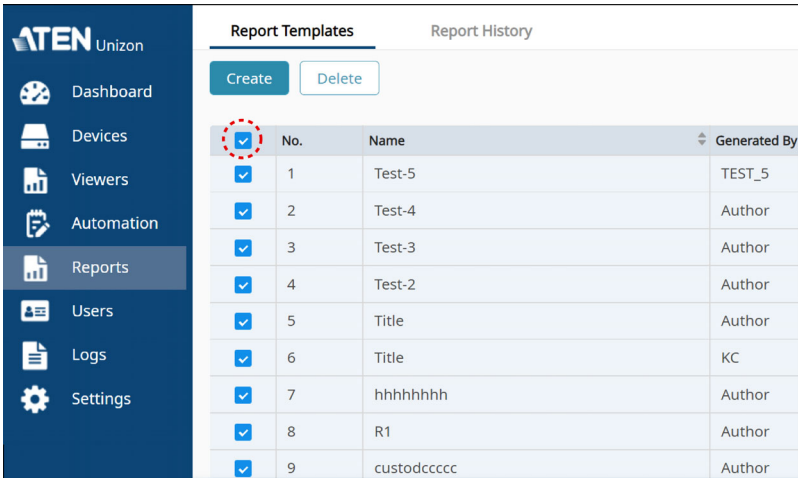
3. Click Apply to complete the creation.

Deleting Report Templates

To delete the report template, click to select one or more reports to be removed from the **Report Template** page, and then click **Delete**. You can select multiple report templates to delete at a time.
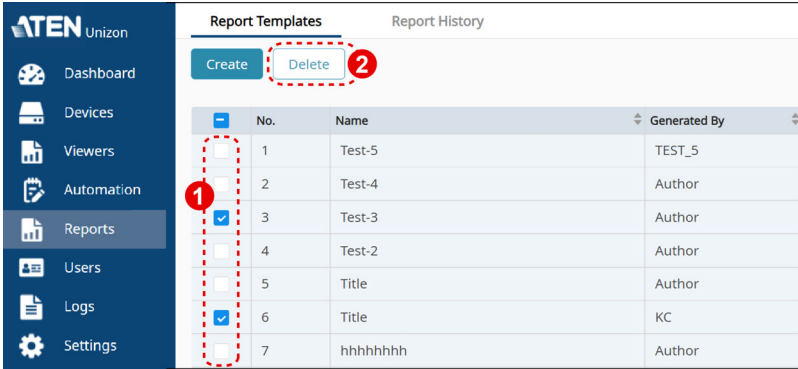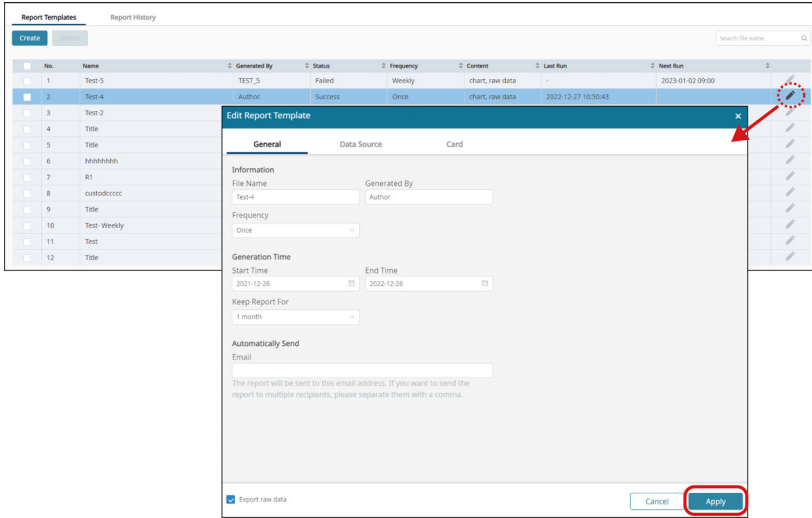

By checking the checkbox in the column header, all the report templates are checked.
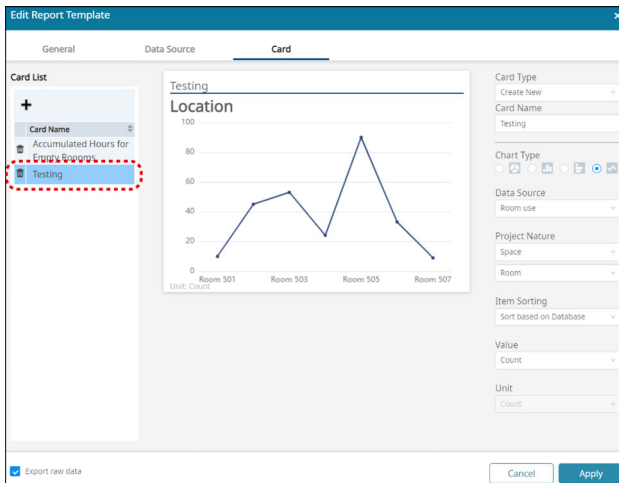
Editing Report Templates

To edit the report template, click the edit button ✎ of this report to open the **Edit Report Template** pop-up window, make changes, and click **Apply** to save the changes.

Editing the Configuration on Card Tab

To edit the settings on **Card** tab, please click to select the card you'd like to edit and then make changes.

To delete the existing card type(s) on **Card List**, please click the delete button 🗑 of the card type to be deleted.

Make sure to click **Apply** to make the changed settings take effect.

Report History Management

Report History lists the logs of the run reports which are in the valid period. Users are able to view the chart(s) the run report contains, and download the run report(s) on **Report History** tab.
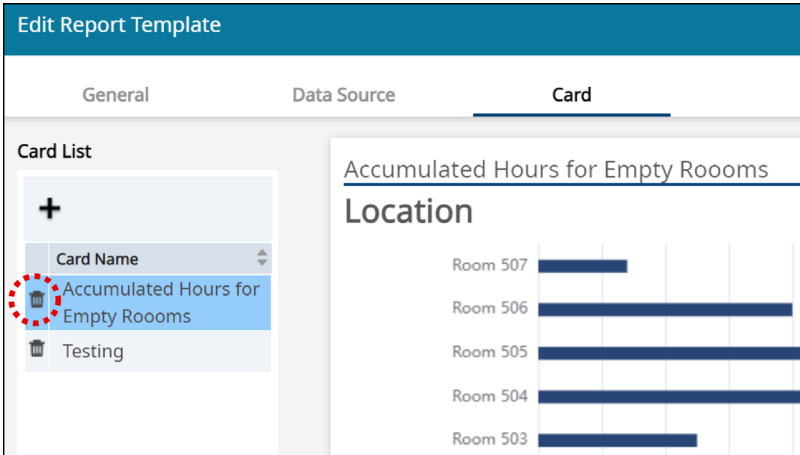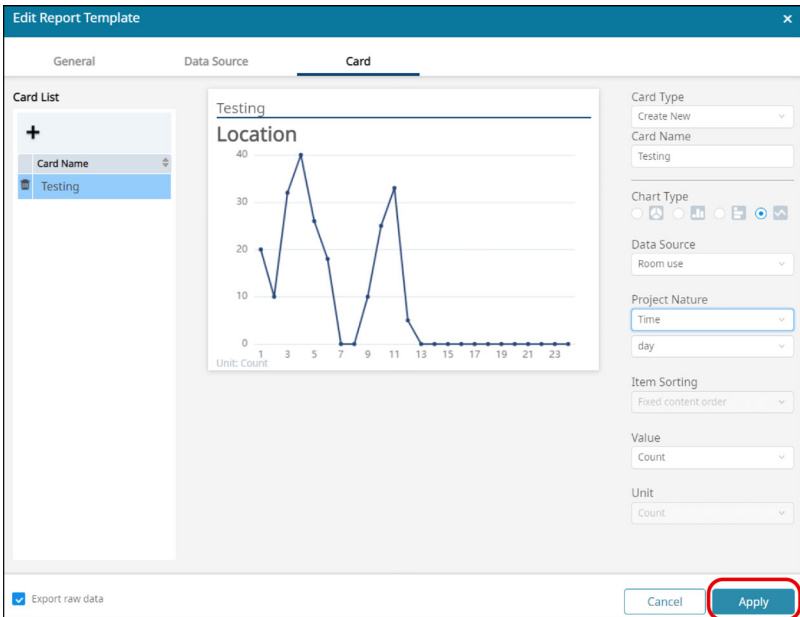
The report history log(s) listed on **Report History** tab delivers the following information:

Item	Description
Name	The name of the report.
Generated By	The one who created this report template.
Content	The report data format.
Generated On	The date and the time this report ran.
Keep Until	The expiration date and time of this report history log. Once it is expired, it is automatically removed from the **Report History** tab.

Viewing the Run Report

To view the chart(s) of the run report, simply click on the history report log to be viewed to open a browser tab to display the chart(s).

Removing the Report History

To delete the report history log(s), click to select one or more logs to be removed and then click **Delete**.
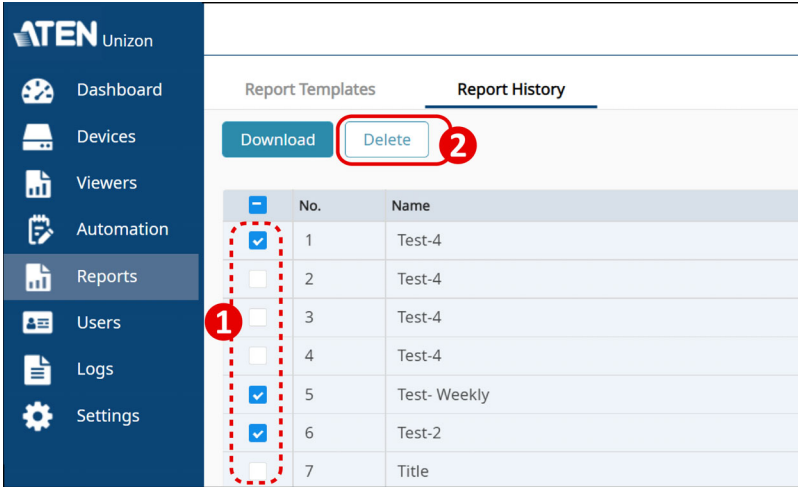
You can select multiple report history logs to delete at a time. Also, you can select all history logs by checking the checkbox in the column header.
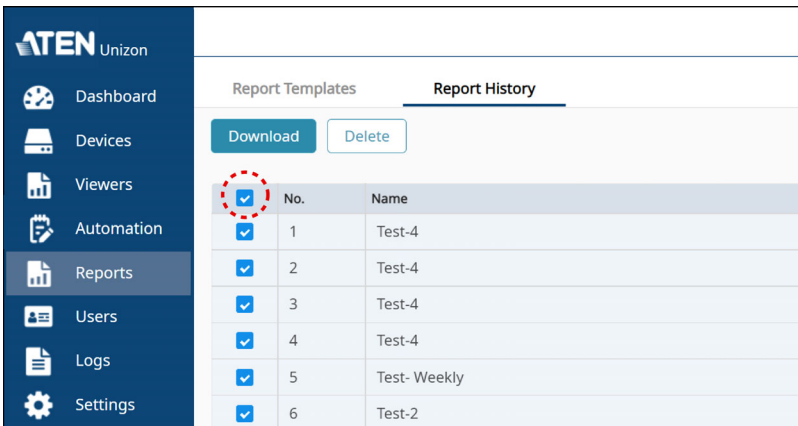
Downloading the Report History

To download the run report, you may:

◆ Check the checkbox of the report log to be download, and then click **Download**. You can download multiple reports at a time.
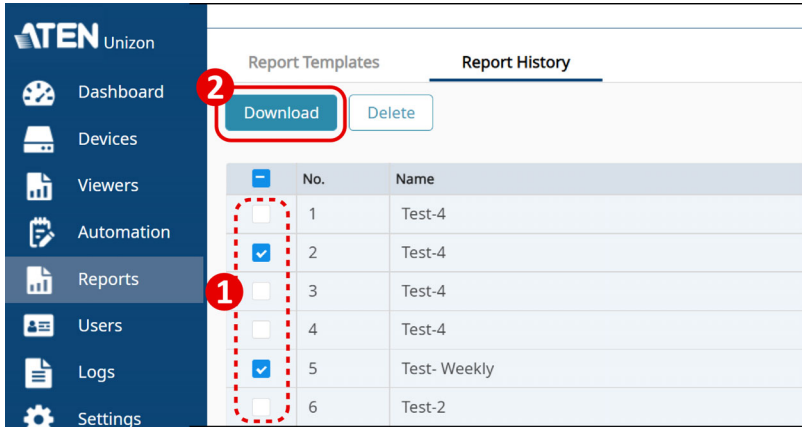
◆ Click the run report to open the browser tab, and then click the download button on this tab page.
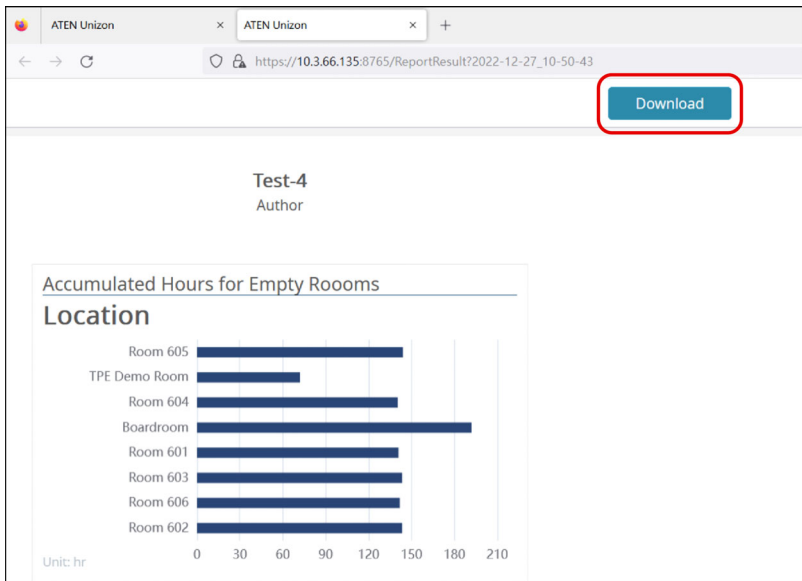
Data in the Report

Please note that the latest data the report contains will be the data on the previous day before generating the report.

Besides, the report only contains the data which meets all the criteria you set. For example, the criteria for disconnection are set to be the period from September 5th to September 6th, and the disconnection of device A occurred at 11 p.m. on September 6th and it reconnected to the system at 12:10 a.m. on September 7th. Because only the start time of the disconnection meets the criteria, this disconnection log will be filtered.

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Chapter 6
Administrator Settings

Overview

The functions described in this chapter are administrator-only, unless specified otherwise. Use any administrator account to manage and configure these settings. For a comparison of account privileges, see *User Accounts*, page 92. ATEN Unizon™ includes a built-in administrator account with the following default credentials:

◆ Username: administrator

◆ Password: password

Note:

◆ This built-in account can not be removed and its username is not configurable.

◆ You will be prompted to change the default password upon first login.

User Accounts

Set up user accounts to grant and control access to the web console and the added remote devices. ATEN Unizon™ supports two types of user account – *administrator* and *standard user*. See the table below for a comparison on supported privileges.

Functions	Administrator	Standard User
Edit dashboard cards	✓	✓
View device status	✓	✓
Add, edit, or remove devices	✓	
Configure monitoring preferences	✓	
Access to device web consoles	✓	
Import or export system configuration	✓	
Initiate remote actions	✓	
Create, edit, or remove event schedules	✓	
Create, edit, or remove user accounts	✓	
Add or configure user directory	✓	
Create report templates	✓	
Download reports	✓	✓
View system logs	✓	✓
Upload SSL certificate	✓	
Change interface language	✓	✓
Change TLS version	✓	
Configure system HTTPS port	✓	
Configure backup, synchronization, and database settings	✓	
Update system license	✓	
View event logs	✓	
Perform ATEN Unizon™ updates	✓	

Adding a User Account

1. Open the web console and go to the **Users** tab.

2. Click ╋ . The Add User window appears.

3. Configure the account.

    a) In the **Basic** tab, fill in the required information and select the user type. For username and password, enter 1 ~ 30 alphanumeric characters and/or special characters. The username and password are case-sensitive.

b) Click the **Access** tab and then select locations and/or rooms to grant privilege to access devices installed at these places.
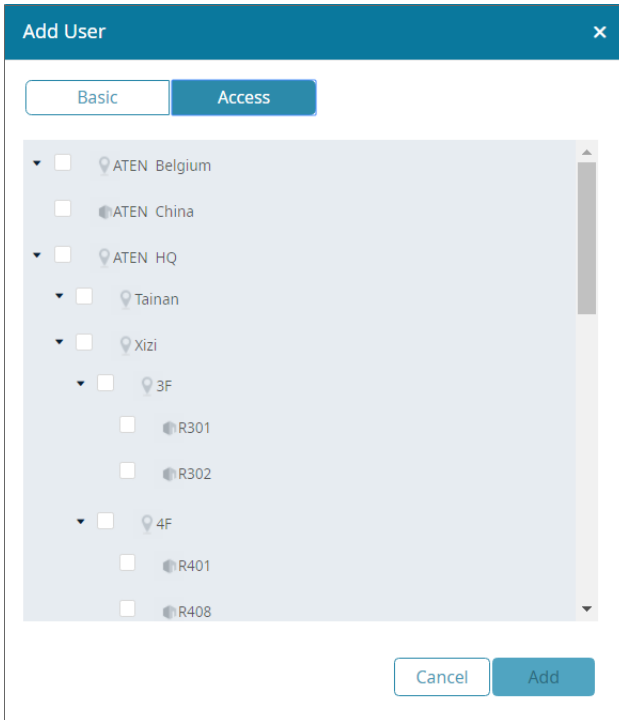
4. Click **Add** to create the account.

Editing a User Account

1. Open the web console and go to the **Users** tab.

2. Click the account you wish to edit.

   Hint: Click ![icon] to sort the Users list in alphabetical order.

3. Click the **Basic** and **Access** tab to configure the account.

4. Click **Apply** to save the settings.

Removing a User Account

1. Open the web console and go to the **Users** tab.

2. In the Users list, click [trash icon] next to the account you wish to remove.
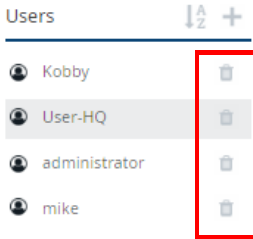
Note: The built-in administrator account can not be removed.

User Directory

Use user directory to configure access privileges to rooms managed by ATEN Room Booking System.

Preparation

Make sure you have updated your systems to any of the following supported versions:

◆ ATEN Unizon™ v2.4 or later

◆ ATEN Room Booking System v1.6 or later

Creating Users for Room Access

1. Log in ATEN Unizon™ with an administrator account.

2. Go to **Directory**. This screen appears.

3. In the User tab, click **Create New**. This screen appears.

4. Click **Add**. A blank entry appears.

5. Fill in the user information.

Note:

- ◆ Make sure to fill in fields marked with an asterisk (*) and use different inputs for display name, email address, RFID No., and PIN code.

- ◆ Optionally configure the Status field to indicate if the user is actively using the access card.

6. Assign access privilege using the Group column.

Note: Alternatively, you may configure access privilege using the Group tab. For more details, see *Creating an Access Group*, page 100.

a) Click on the group field. A list of created groups appears.
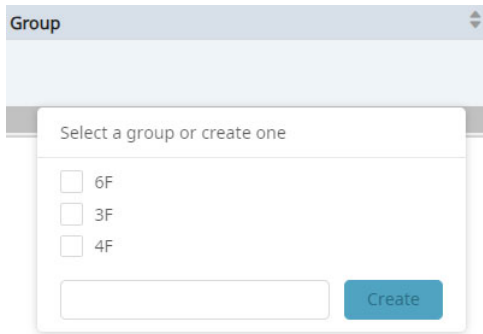
b) Select one or more groups that you wish to add the user into. Create a new group if needed.

Note: To look up access rights of each group, go to **Directory** > **Group**.

7. Click **Apply**. The user is added to the user list.

Modifying User Settings

To modify settings for **one user**:

1. Log in ATEN Unizon™ with an administrator account.

2. Go to **Directory**.

3. In the User tab, double-click on the user and then click the **Edit** button. This screen appears.

4. Modify the settings as needed.

5. Click **Apply** to save the changes.

To modify settings for **multiple users**:

1. Log in ATEN Unizon™ with an administrator account.

2. Go to **Directory**.

3. In the User tab, click to select multiple users and then click the **Edit** button. This screen appears.

4. Modify the settings as needed.

5. Click **Apply** to save the changes.

Access Groups

Understanding Access Groups

An access group is a user-customized setting which specifies the users and the locations that these users can access. You can create multiple access groups to help you organize access privilege by location or by user type, as illustrated below.

Scenario 1: Access groups organized by location (e.g. floor number).

Scenario 2: Access groups organized by user attribute (e.g. department).

Creating an Access Group

1. Log in ATEN Unizon™ with an administrator account.

2. Make sure you have added the users to be assigned with access group. For details, see *Creating Users for Room Access*, page 97.

3. Go to **Directory** > **Group**.

4. In the List panel, click and follow the on-screen instructions to add a group. Floor number is used as an example.
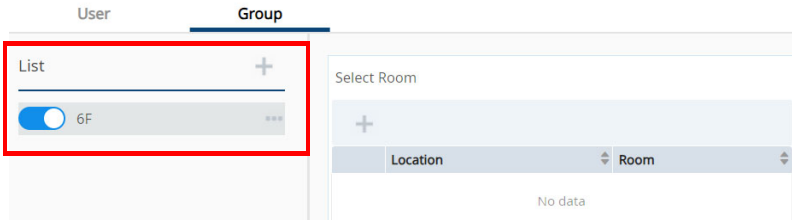
5. In the Select Room panel, click and follow the on-screen instructions to add one or more rooms to this group. For example:
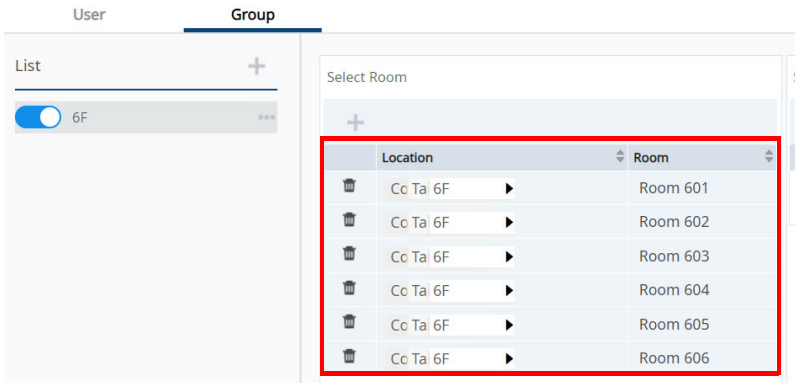
6. In the Select User panel, click and follow the on-screen instructions to add one or more users to this group. The selected users will have access to the room(s) listed on the left. For example:
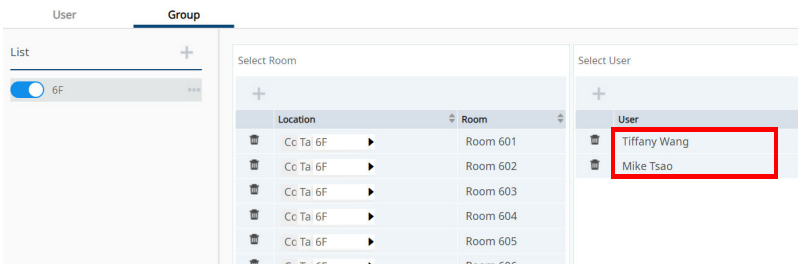
7. Click **Apply** to save the configuration. The created group is enabled by default.
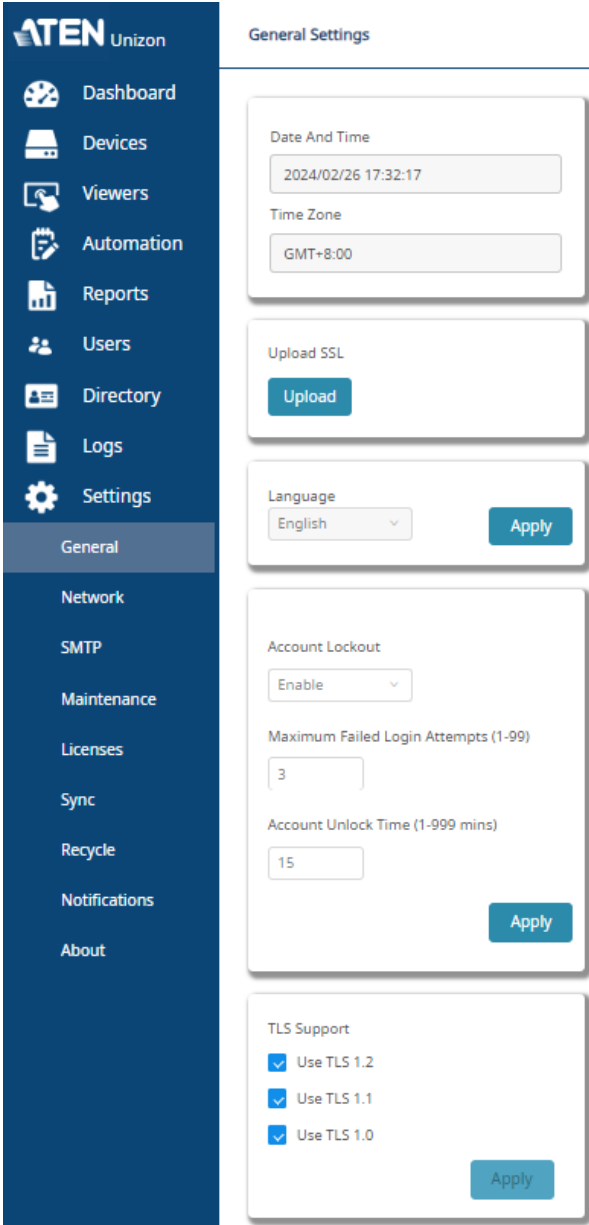
Renaming, Removing, or Duplicating an Access Group

To rename, remove, or duplicate an access group, click on the indicated icon for the group to access these functions.
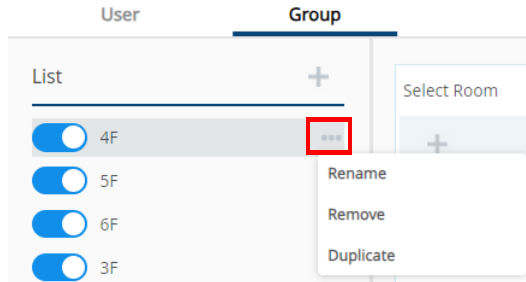
General

To configure basic system settings, open the web console and go to **Settings** > **General**.

- **Date and Time/Time Zone:** Indicates the system date, time, and time zone. This information is directly retrieved from the computer to which ATEN Unizon™ is installed.

- **Upload SSL:** Secure the sessions between ATEN Unizon™ and the web browsers that access it, click the **Upload** button to upload an SSL Certificate.

- **Language:** Sets the interface language for ATEN Unizon™.

   Note: The display language on ATEN Unizon™ login page is according to the language setting of the browser.

- **Account Lockout**

   This setting is enabled by default. When enabled, an account will be locked for the specified duration when the maximum login attempt is reached and the login failed.

   - **Maximum Failed Login Attempt (1-99):** Sets the number of allowed failed logins.
   - **Account Unlock Time (1-999):** Sets the duration (1 to 999 minutes) for which the account is locked when the maximum failed login attempt is reached.

- **TLS Support:** Sets the TLS for ATEN Unizon™. Note that a higher TLS version requires more bandwidth to process.

Network

To configure the HTTPS port, open the web console and go to **Settings** > **Network**.
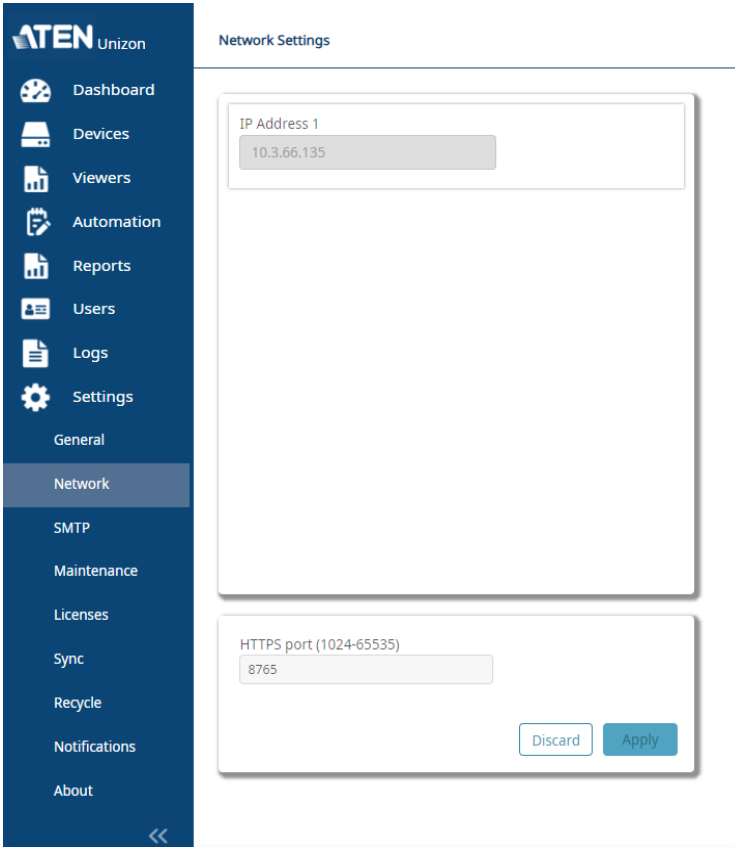
- ◆ **IP Address:** Indicates the IP address of the web console.
- ◆ **HTTPS Port:** Sets the communication port for the web console.

SMTP Settings

Complete the following SMTP settings for sending notifications to your designated recipients through email.

- ◆ **Server IP Address / Domain:**
  The IP address or host name of your SMTP server.

- ◆ **Service Port:**
  Input the port number for connecting to your SMTP server.

◆ **Sender Email Address:**

The email address of the sender to be shown in the email header "from" to identify who submitted the notification.

◆ **SMTP server requires authentication:**

Check the checkbox if SMTP authentication is required, and then enter the following information:

Item	Description
Username	Your SMTP username (whose format is email address).
Set password	Check the checkbox to enable the password field.
Password	The password to verify the SMTP username.

◆ **Send notification to:**

Input the email address of the recipient who will receive the notification email(s). For multiple email addresses, please separate them by a comma with no space on either side.

◆ **Discard:**

To withdraw the settings.

◆ **Apply:**

To apply the changed settings.

Configuration Backup and Restore

To manually start a backup of the system configuration, open the web console and go to **Settings** > **Maintenance**. Unselect the settings that are not required and click **Start Backup**.

Backup Option	Data to be backed up
Dashboard settings	Location, User, and Dashboard
Include device data	Device
Report Templates	Location, and Report rules
Include generated reports	Report history, and the report files (raw data xls)
Automation settings	Schedule, Automation, Device, and User
Include execution history	Schedule history and Automation history
Users related information	Location and User
Logs	Notification log and System log
SMTP & notification settings	SMTP settings and Notification settings

To restore system configuration, go to **Settings** > **Maintenance**, and then click **Restore Database**.

Restore the database using the selected file. It is necessary to reboot service after restoring.

Restore Database

Note: It is suggested that backing up all the backup options to prevent important data loss. The data of the unselected backup options will be all cleared and restored to the default settings after you executed Restore Backup.

Licenses

From the web console, use the Licenses page to:

- View total number of supported devices for your current license and the number of devices that can be added to ATEN Unizon™
- Import a renewed license
- Generates the system SID file

To access the License page, go to **Settings** > **Licenses**.

For more information about the license policy and detailed instructions on how to renew and import a license, see:

- *Licensing Policy*, page 4
- *Purchasing and Importing a New License*, page 12.

Synchronization

By default, the names of the managed devices in ATEN Unizon™ takes priority when these devices reconnect to ATEN Unizon™. In this case, if device names are different from the names in the end devices, the name in the end devices will be overwritten. To change this priority, open the web console and go to **Settings** > **Sync**.

Synchronization Rules

When there is a conflict of device name for a standalone device on the device and on Unizon, follow the priority below to unify the device name.

- ◉ Use the device name on Unizon.
- ○ Use the device name on the device.

Discard   Apply
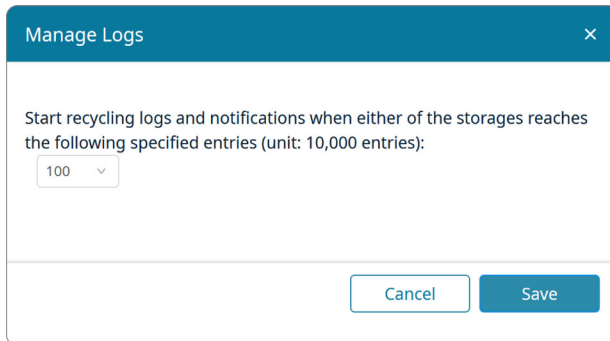
Storage Management

The ATEN Unizon™ database keeps all notification messages, event logs, and system configuration. Note that when the database storage is full, new events, notification messages, and configuration to the deployment tree will not be saved. In this case, you will be notified with a pop-up message. To resolve the issue, do one or more of the following:

◆ Add hard drives to the system database.

◆ If you have other data stored in the hard drive where you keep the ATEN Unizon™ database, consider moving the data to another location to make space.

◆ Recycle old data using the Manage Logs function.

Note: Do not remove any ATEN Unizon™ data from the folder view as this may cause system errors.

a) Go to **Settings** > **Recycle** in the web console, and click **Manage Logs**. This screen appears.

b) Click the drop-down menu to select the maximum number of entries allowed to keep in the database.

c) Click **Save**.

Notifications and Log Settings

You can disable/enable events which ATEN Unizon™ logs and sends notifications for. Open the web console and go to **Notifications**. The following screen appears.

Category	Severity	Event	Logs / Recent	Logs / Notifications	Send Email
User management	Information	User account added successfully	☑	☐	☐
User management	Information	User account removed successfully	☑	☐	☐
User management	Information	User settings modified	☑	☐	☐
User management	Information	User access right modified	☑	☐	☐
User management	Information	User type changed	☑	☐	☐
System	Information	Server upgraded	☑	☑	☑
System	Warning	Unable to upgrade the server	☑	☑	☑
System	Information	License updated	☑	☑	☑
System	Warning	Unable to update the license	☑	☑	☑

To save and apply your configuration, click "Apply".

Discard Apply

By default, ATEN Unizon™ logs all event types:

◆ **System:** System includes 2 kinds of logs, system event and system task.

System events are those related to server upgrades, license updates, SSL certificate updates, database backup/restore, and administrator password reset.

System tasks are those related to adding, removing, configuring, and execution of event schedules.

◆ **User management:** User management events are those related to adding, removing, configuring of user accounts.

◆ **Device Management:** Device management events are those related to adding, removing, configuring of managed devices.

◆ **Device:** Device events are those related to device status change/warning and device firmware upgrades.

◆ **Device trap:** Device trap events are critical or abnormal device status that require users' attention, for example, power supply being removed or high device temperatures.

About

Use the About page to do any of the following:

* Find out about the version of ATEN Unizon™

* Find out the current license type. Click **Update License** to redirect to the Licenses page. For a detailed procedure on renewing licenses, see *Purchasing and Importing a New License*, page 12.

* Click the **Update** button to perform ATEN Unizon™ updates

To access the About page, open the web console and go to **Settings** > **About**.
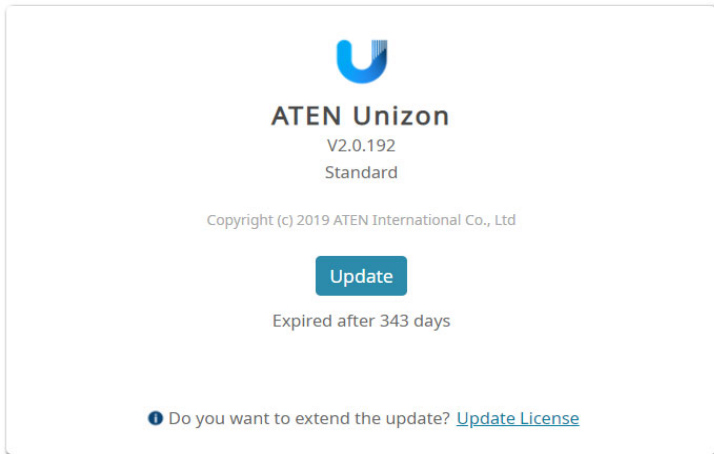
ATEN Unizon™ Utility

The ATEN Unizon™ Utility is an application which provides the convenience of configuring the basic network settings, login credentials for the Unizon™ web and database servers, and for resetting the service license.

Configuring the Web HTTPS Port

1. From the web server computer, go to **Start** > **Unizon Utilities**. This window appears.
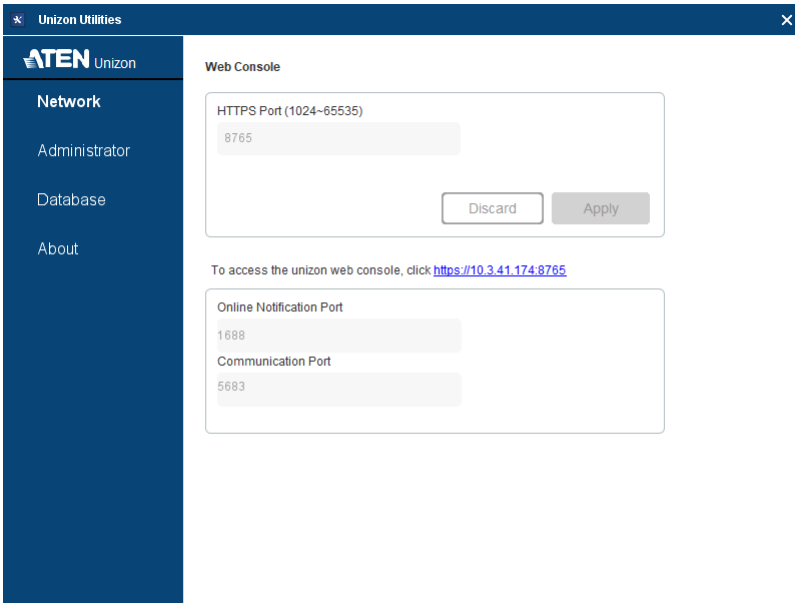
2. Type the HTTPS port and click **Apply** to change the setting. ATEN Unizon™ will restart shortly to apply the setting.

Note: The online notification and communication ports are not configurable. Make sure to reserve these ports to allow notifications of connection resumption and status change to send through to ATEN Unizon™.

Resetting the Administrator Password

To reset the administrator password to default, follow the steps below.

1. From the web server computer, go to **Start** > **Unizon Utility**. The ATEN Utility window appears.

2. Click **Administrator**. This screen appears.
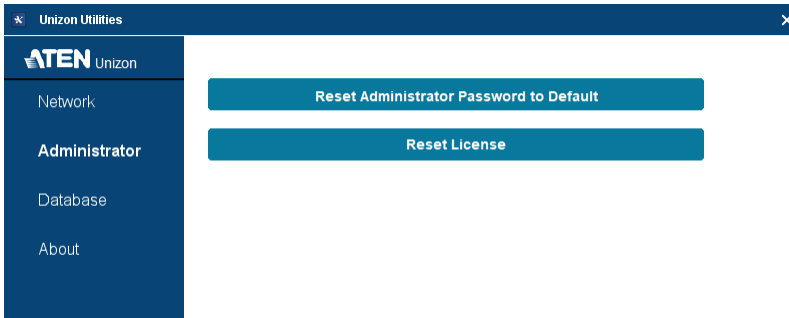
3. Click **Reset Administrator Password to Default**. The system will restart to apply the change.

Resetting the License

ATEN Unizon™ verifies the validity of a license by checking if the hardware of the detected matches the information specified in the license file. If any hardware component of the Unizon™ web server is changed, the license may become invalid. To continue using the service, use ATEN Unizon™ Utility to resolve the issue. For a complete procedure, see *Resetting the License*, page 14.

Configuring Database Settings

To configure the IP address, communication port, username, and/or password of the database server, follow the steps below.

1. From the web server computer, go to **Start** > **Unizon Utility**. The ATEN Utility window appears.

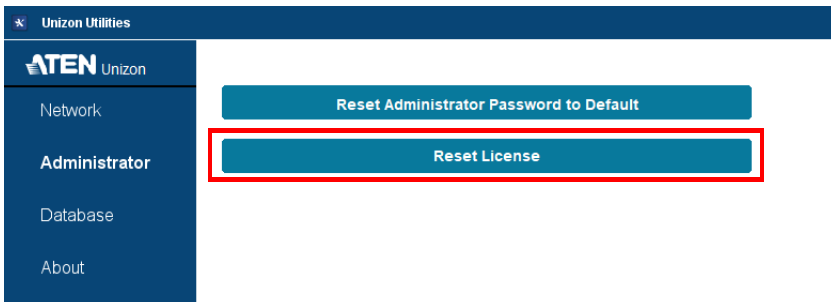2. Click **Database** and configure the settings as required.

To change the username and/or password, type the new username and/or password and select **Sync the login credentials to the database server installed via Unizon**.

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Appendix A

Technical Support

International

- For online technical support – including troubleshooting, documentation, and software updates: http://support.aten.com

- For telephone support, call this number:

International	886-2-8692-6959
China	86-00-810-0-810
Japan	81-3-5615-5811
Korea	82-2-67-6789
North America	1-888-999-ATEN ext 988
	1-99-28-1111

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 988

When you contact us, please have the following information ready beforehand:

- Product model number, serial number, and date of purchase

- Your computer configuration, including operating system, revision level, expansion cards, and software

- Any error messages displayed at the time the error occurred

- The sequence of operations that led up to the error

- Any other information you feel may be of help

Appendix B

Communication Ports

The table below lists and explains the communication ports that ATEN Unizon™ uses. Be sure to open the required communication ports.

Usage	Port	Configured / Fixed	Direction	Protocol
Ports that devices use to communicate with ATEN Unizon™				
Web Access The port is used for connecting to and receiving data from ATEN Unizon™ through a network, such as user accessing the ATEN Unizon™ web console or Unizon™-managed devices receiving certain data.	8765 (default)	Configurable upon installation, via the web console, or Unizon™ utility.	Bidirectional	TCP (HTTPS)
Database Access ATEN Unizon™uses this port to read data from and write data to its database.	5432 (default)	Configurable upon installation or via Unizon™ utility.	Bidirectional	TCP
Device Re-Connection When a device disconnects from Unizon™, it reconnects to Unizon™ through port 1688. If the port is occupied, the device tries the next port, port 1689 until it re-connects successfully.	1688 (or the next available port)	Fixed	Bidirectional	TCP
Restart Web Access (RPC) The port is used for restarting Unizon™ web accessibility when the web access port is not available.	1829	Fixed	Bidirectional	TCP
Ports that ATEN Unizon™ uses to communicate with Control System devices & Video Matrices				
Control Unizon™ uses this port to control devices.	443	Fixed	Bidirectional	TCP (HTTPS)
Keep Alive Unizon™ detects if its managed devices are online or not by receiving regular responses from the devices via this port.	5683	Fixed	Bidirectional	UDP

Usage	Port	Configured / Fixed	Direction	Protocol
SSDP With SSDP (multicast), devices installed to ATEN Control System or Video Matrix within different subnets can be searched.	1900	Fixed	Bidirectional	UDP
ATEN device discover protocol By broadcasting, devices in the same subnet can be searched.	18768	Fixed	Bidirectional	UDP
Ports that ATEN Unizon™ uses to communicate with Room Booking System				
Control Unizon™ uses this port to control devices.	13346	Fixed	Bidirectional	TCP
Keep Alive Unizon™ detects if its managed devices are online or not by receiving regular responses from the devices via this port.	5683	Fixed	Bidirectional	UDP
ATEN device discover protocol By broadcasting, devices in the same subnet can be searched.	18768	Fixed	Bidirectional	UDP