ATLONA
a PANDUIT company

AMS

AMS | Atlona Manuals
Software

Version Information

Version	Release Date	Notes
1	Mar 2018	Initial release
2	Oct 2018	Updated to include Activation, API, and admin profile
3	Feb 2019	Updated to include new Scan Networks instructions
4	Mar 2019	Updated Roles and Permissions
5	June 2019	Updated Firmware updating instructions to include online and offline updating Updated Devices section to include FW 2.3 updates

Welcome to Atlona!

Thank you for purchasing this Atlona product. We hope you enjoy it and will take a extra few moments to register your new purchase.

Registration only takes a few minutes and protects this product against theft or loss. In addition, you will receive notifications of product updates and firmware. Atlona product registration is voluntary and failure to register will not affect the product warranty.

To register your product, go to https://www.atlona.com/registration

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Operating Notes

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

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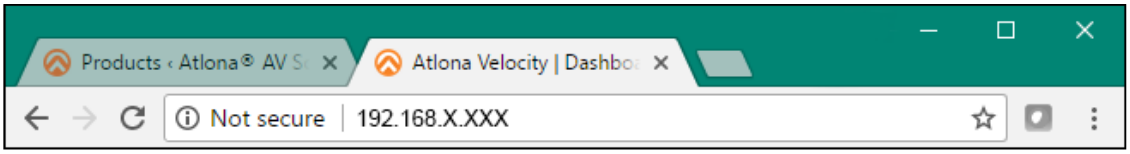
Log In

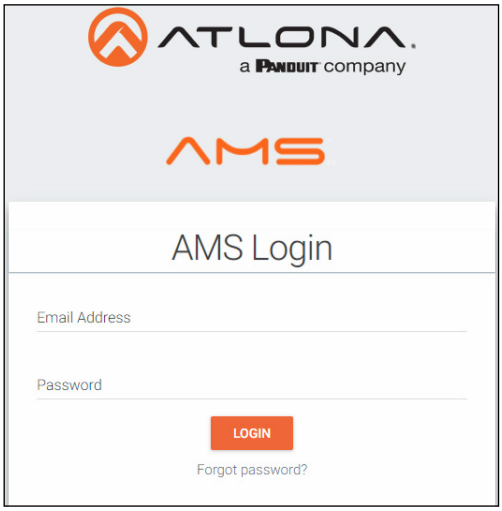
Once AMS has been set up on a network, the IP of the server can be located using a display connected to the HDMI output.

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



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

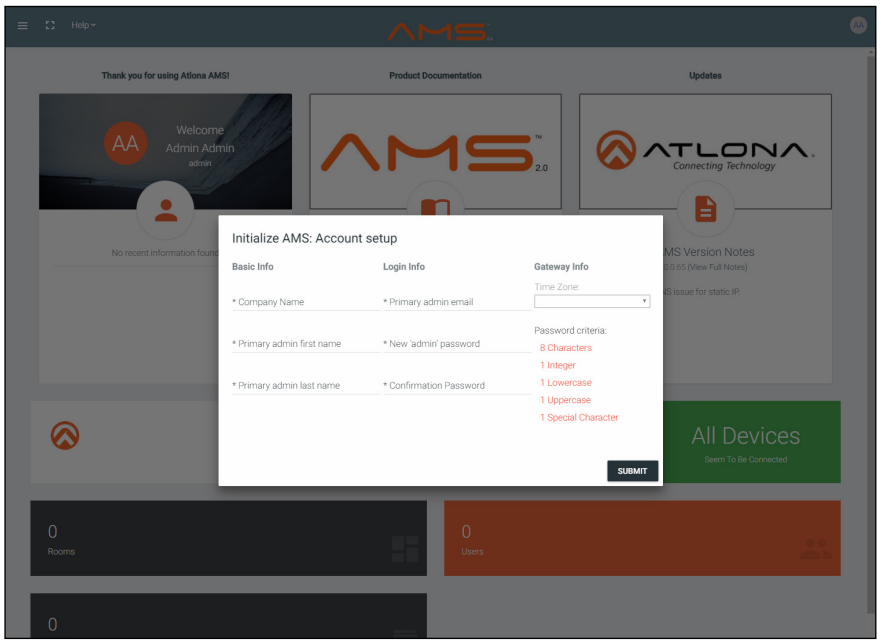
   Login: admin
   Password: admin

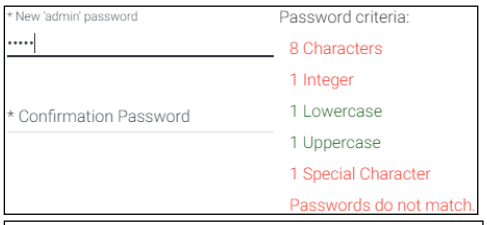


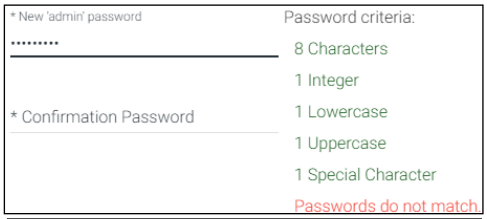
NOTE: Once the initial log in and activation is complete, the new password should be kept somewhere easy to find. If the password is lost, please follow the directions in the Reset Password section.

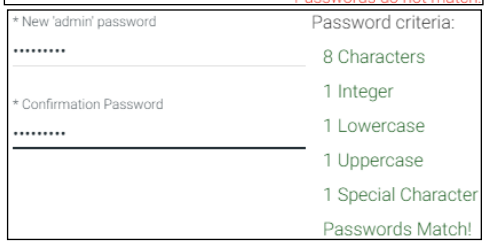
3. Fill in the initial set up information, including: Company Name, current admin's First & Last name, the admin's email address, and a new password.

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







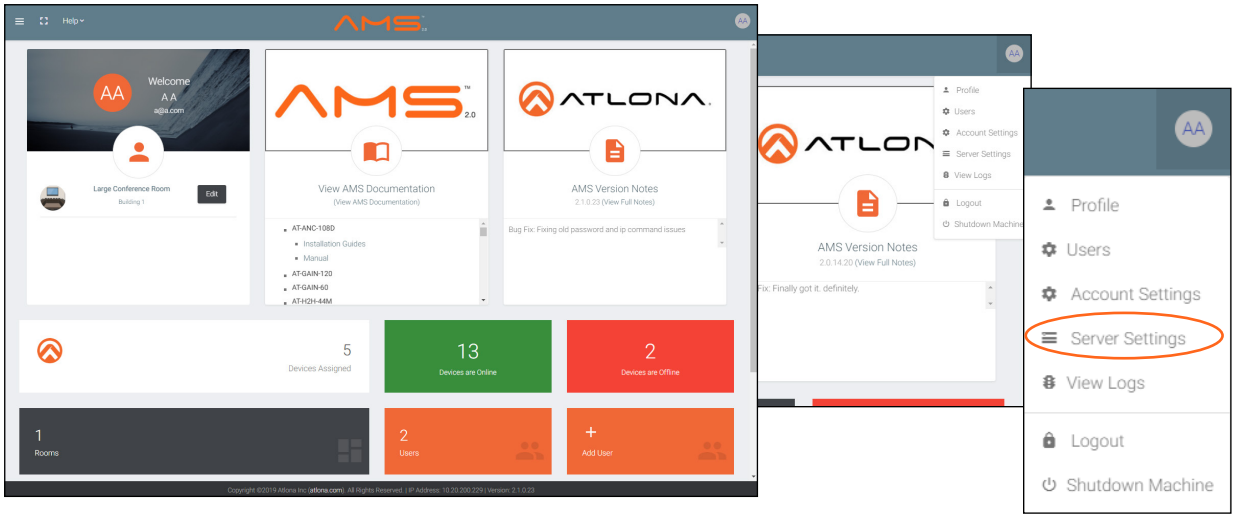


4. Press **SUBMIT** once all information is filled.

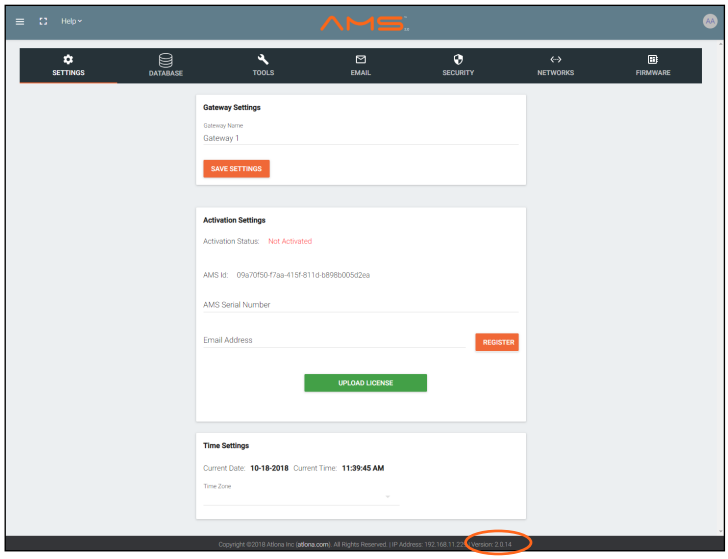
Server Settings

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

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



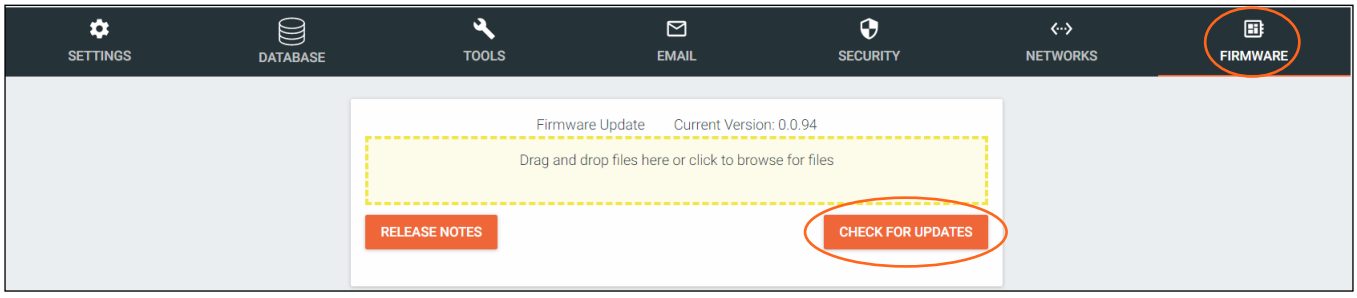
2. Select **Server Settings** from the drop down menu. A new page will open.



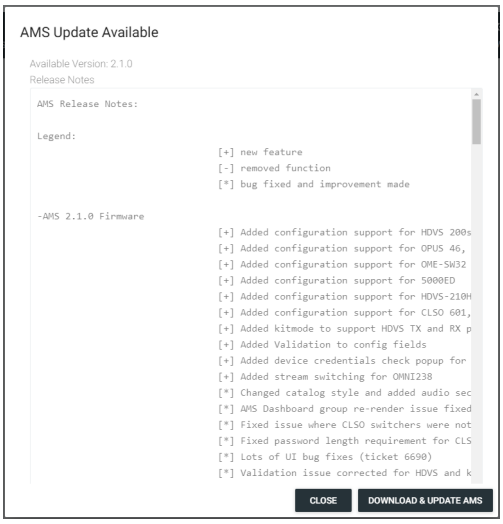
Firmware

Before moving forward with anything, verify AMS is on the most recent firmware. Firmware version can be found at the bottom of the screen (as circled above).

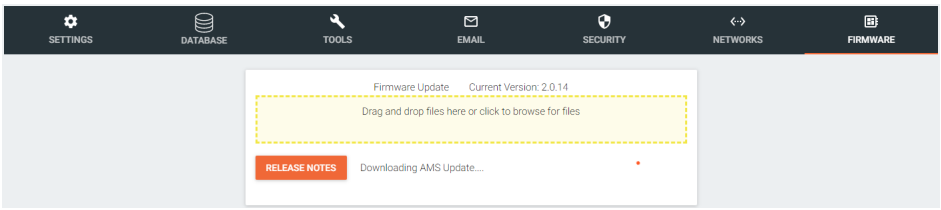
1. Select **Firmware** from the top navigation inside of the **Server Settings**.



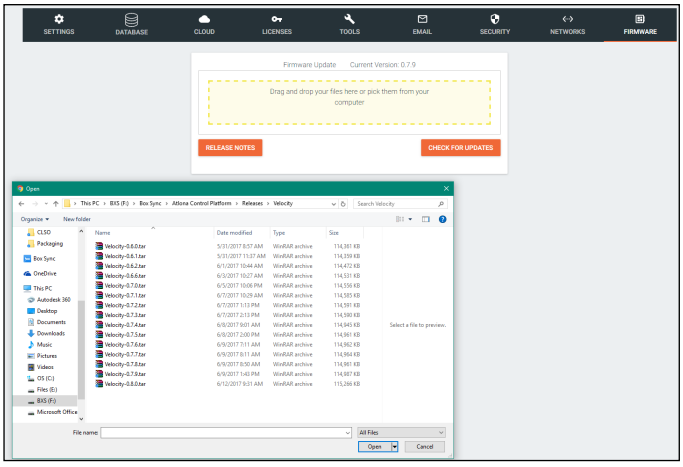
a. With AMS **online**, it can check for the most recent firmware by selecting the **CHECK FOR UPDATES** button. A new pop up will appear.



- If there is no update, it will say No Updates Available. Press the **OK** button to close the pop up.
- If there is a new firmware, the pop up will list the available upgrade and release notes. Press the **DOWNLOAD & UPDATE AMS** button to start the update.

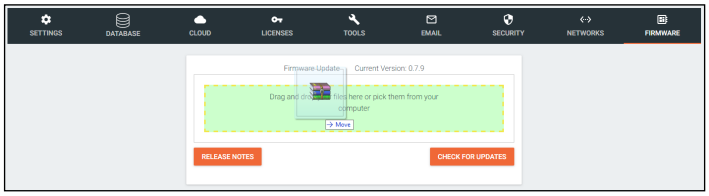


b. With AMS **offline**, the local computer will need to have an Internet connection. Go to https://atlona.com/product/at-ams-sw/ and select the FIRMWARE tab. If the firmware is a higher version than what is available on AMS, download the file to the local computer. Once downloaded, click on the update field to browse the local computer for the firmware file, or drag and drop the firmware into the field.

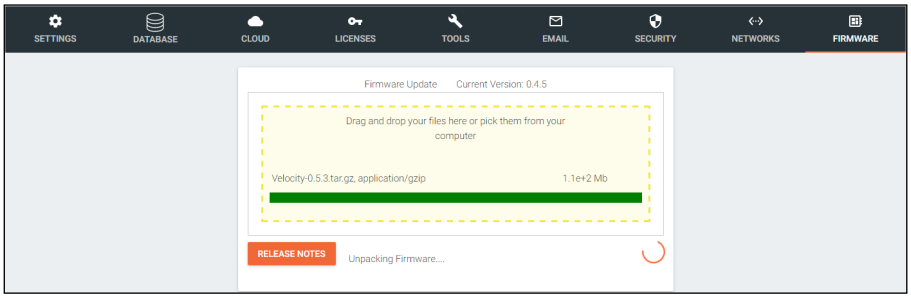


NOTE: When downloading the firmware file on a MAC, ensure that the file is not being auto-extracted. The option to turn off auto-extraction will be found within the browser settings.

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

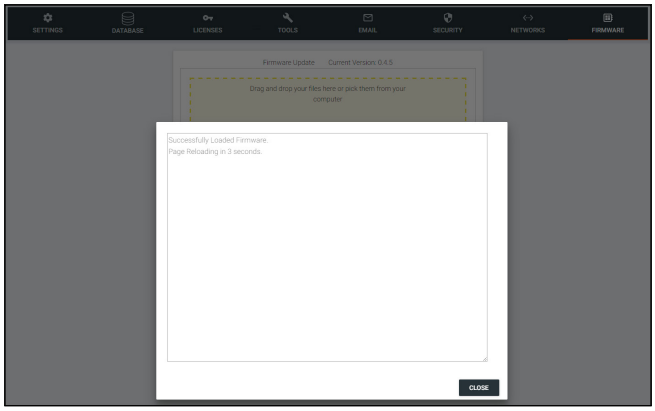


Firmware upgrading will start automatically.



NOTE: Upgrading may take up to 10 minutes. Do not restart the unit or refresh the page.

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



Settings

The settings page provides basic information and time settings.

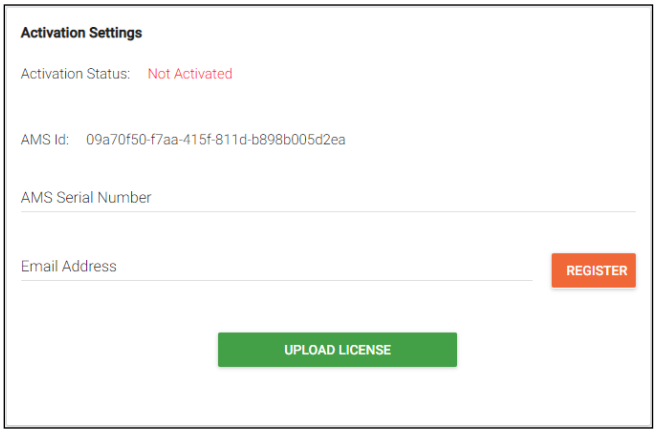
Gateway Settings

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

Activation

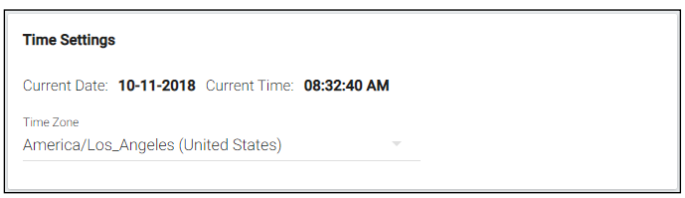
To receive the license for AMS, enter the serial number and email address, then press **Register**.

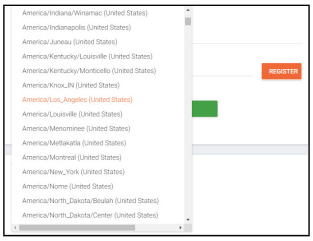
Serial Number:
AMS-HW - The serial number can be found on the bottom of the unit.
AMS-SW - The serial number can be created by the user and should be something unique to the company so as not to run the risk of conflicting licenses.



Time Settings

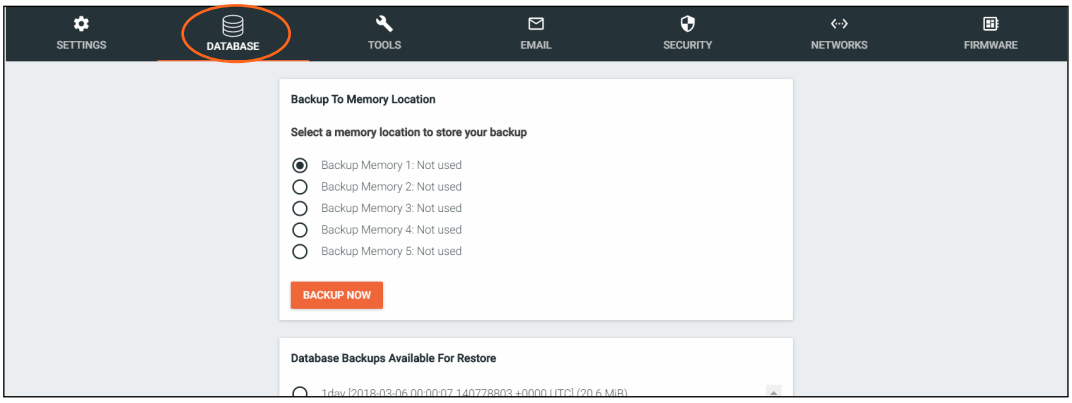
Set the time zone for AMS.





Database

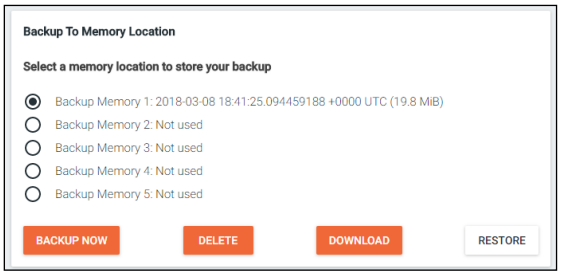
1. Select **Database** from the top navigation inside of the **Server Settings**.



The Database page provides a way to back up and restore AMS.

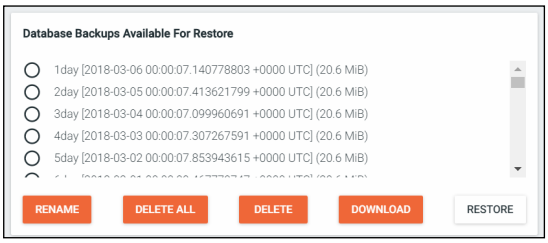
Backup To Memory Location

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



Backups Available For Restore

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

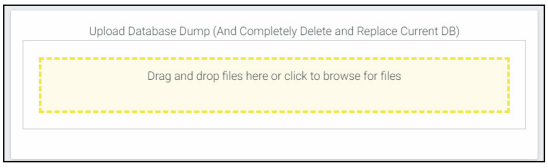


Rename - Set a back up name to help remember what settings were backed up.
Delete All - When there are a lot of back ups, delete all provides a quick way to clear all the previous back ups at once.
Delete - Open up more space for future back ups, remove backups, or unwanted settings.
Download - Save back ups to the local computer for future restores.
Restore - Select any of the back ups to restore to the backed up state.

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

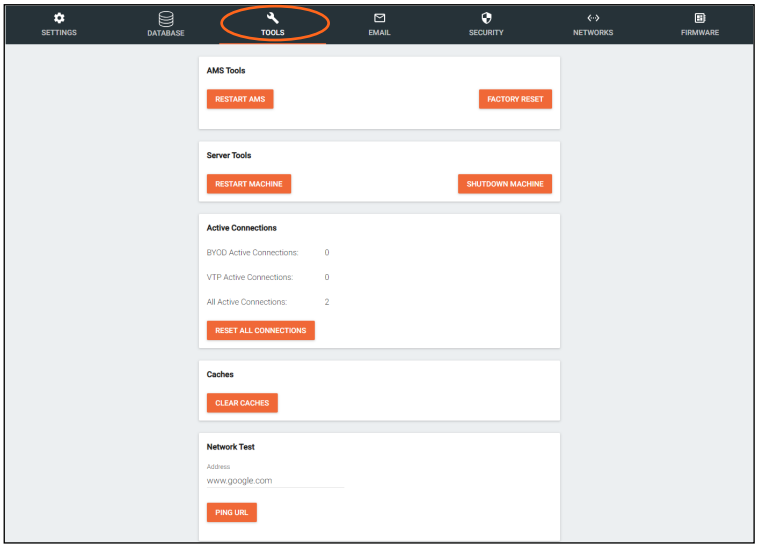
Upload

Drag and drop previously saved database backups from the local computer to this field to restore AMS to the backup settings.



Tools

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



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

Restart AMS - Restarts the AMS software without restarting the hardware.

Factory Reset - Resets AMS back to factory settings, removing all sites and settings. Network settings will remain the same.

Restart Machine - Reboots the gateway.

Shutdown Machine - Shuts down the gateway until it is power cycled.

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

Reset all connections - This will disconnect all logged in touch pads & browser windows and refresh their connections after 3 seconds.

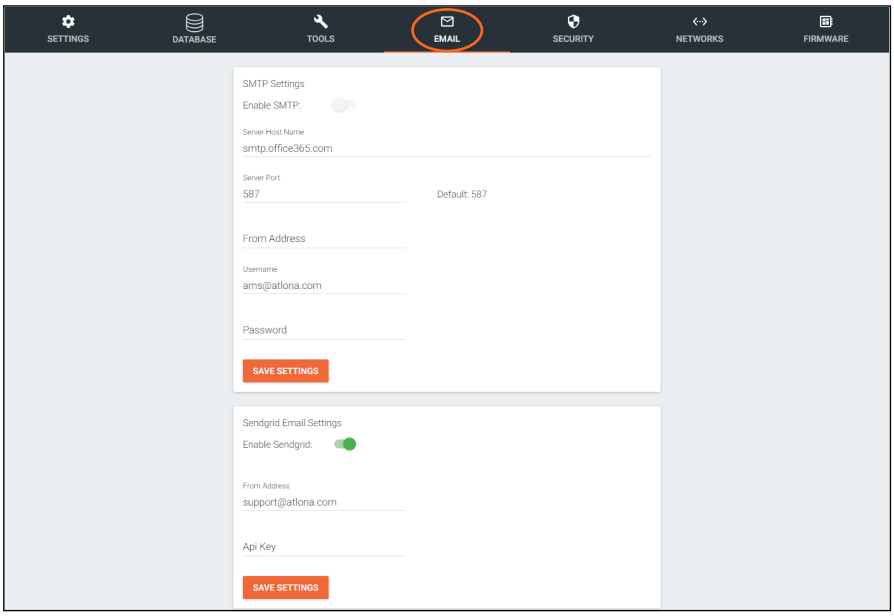
NOTE: Turning off the gateway will shut down AMS and device management will not be possible until the unit is restarted.

Clear Cache - This will clear all internal cached files for all equipment.

Network Test - Test the gateway's connection to the internet by pressing PING URL. By default the URL is www.google.com, but can be changed if needed. A green OK message will appear below the ping button if the connection is ok.

Email

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

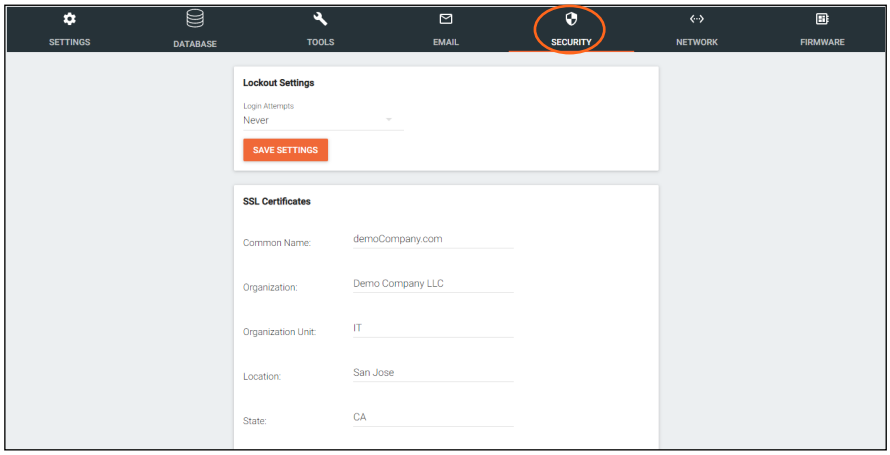


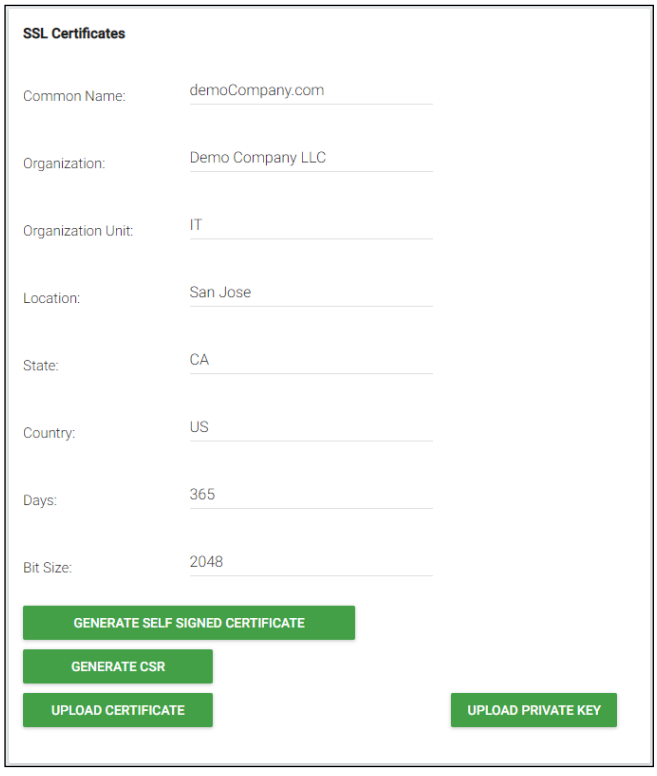
2. Fill in the company's email and/or Sendgrid settings.

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

Security

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



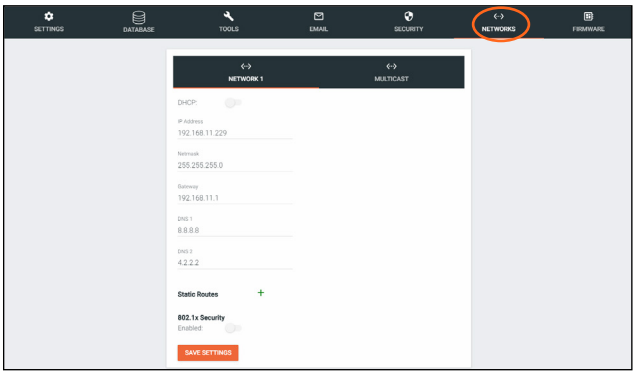


- **SSL** - Contact AMS Product Management for further information.

- **HTTP Traffic** - Redirects all traffic to https, for a more secure connection.

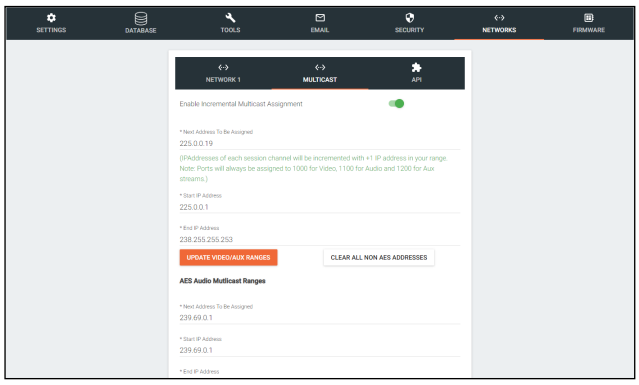
Networks

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

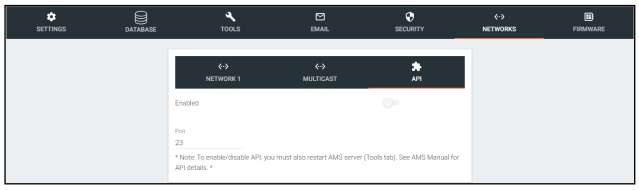


Network 1 corresponds with the Ethernet port of the AT-AMS-HW and can be set between static IP and DHCP.

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



Multicast is used for OmniStream set up and discovery. View the OmniStream manuals for instructions on multicast settings.

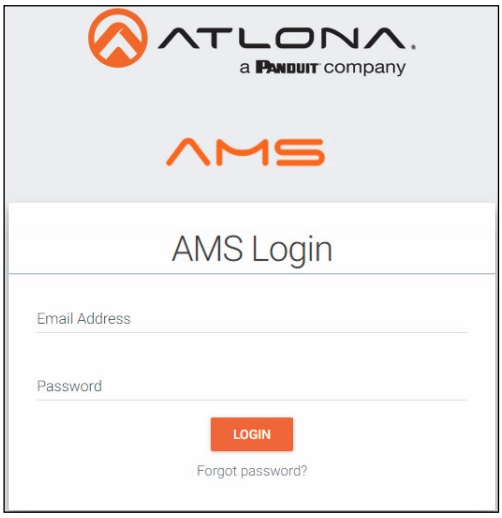


API is used for integrating AMS with a pre existing control system. Select the enabled slider and type in the port to activate API integration.

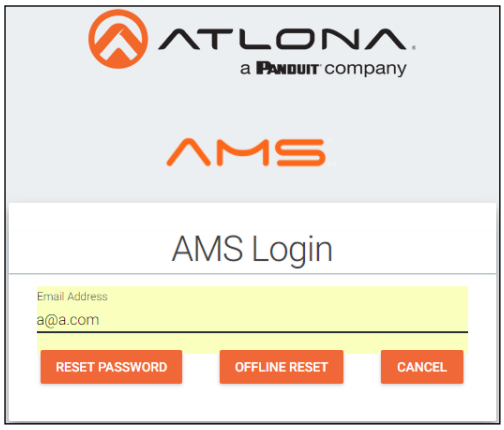
NOTE: Once changes have been made, restart AMS using the Restart AMS button in the Tools tab.

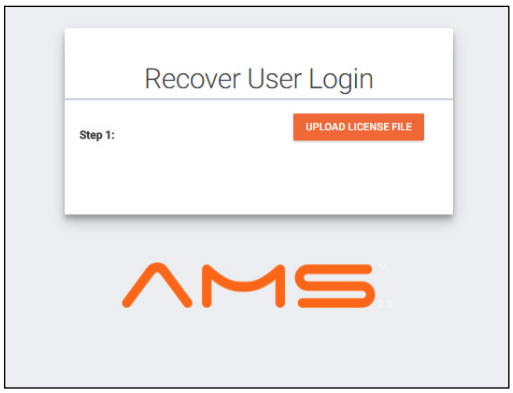
Reset Password

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

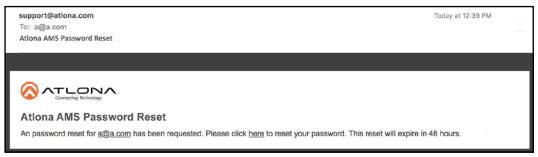


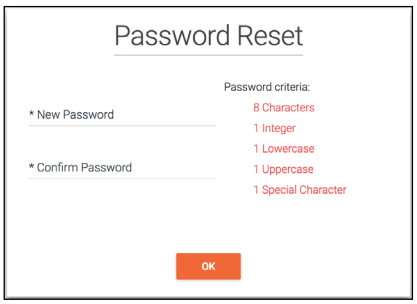
1. Select the **Forgot Password** link found under the LOGIN button.

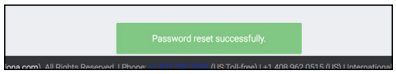




2. If Email has been set up in System Settings, enter the user email address and press **RESET PASSWORD**.
   a. If Email has not been set up or the unit does not have access to the internet, select **OFFLINE RESET**. The user email and the gateway license will be need to reset offline. Follow the Recover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





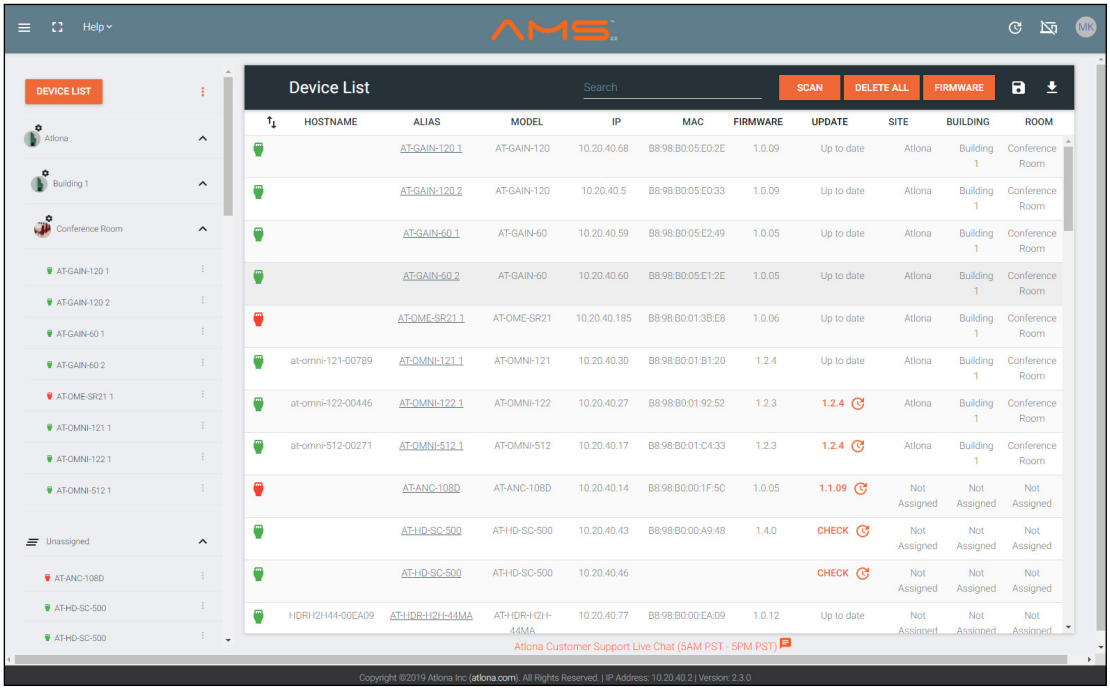


3. Once the email is received (be sure to check junk email), select the **here** link. A window will open into the default web browser of the device.
4. Enter the new password, being sure to meet the password criteria.
5. Select the **OK** button. AMS will open and a green Password reset successfully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

Devices

Atlona Devices can be discovered and configured using AMS 2.0. All supported devices can be found through the device list or rooms page.

1. Select the ≡ button from the top left corner and select **Devices**.
2. Select **All** from the available options. A new window will appear.



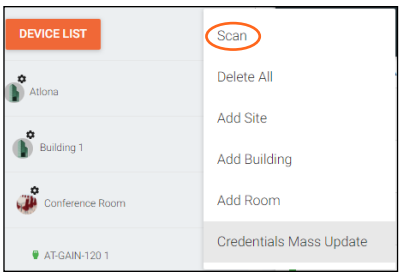
Device List

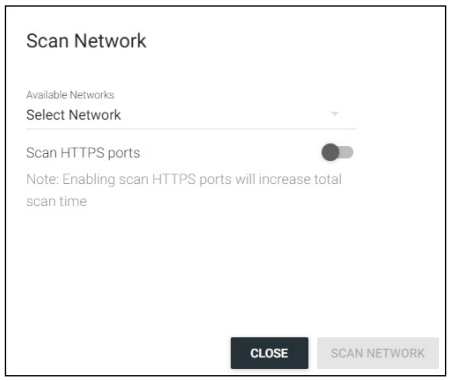
The device list provides a quick look at the current sites and already discovered devices, it also provides a quick and simple way to discover, sort, configure, and update products.

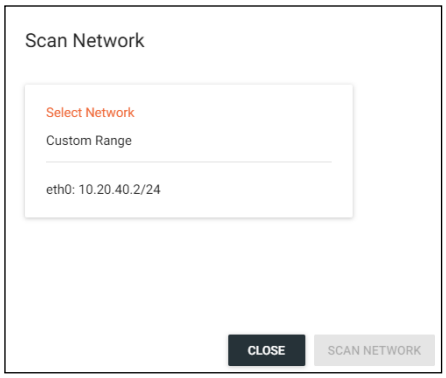
Scan Networks

Devices discovered through the mDNS autoscan will display under the unallocated list until added to a room. For devices without mDNS, AMS will need to do a network scan to find them.

1. Select the Scan button or press the **:** icon next to Device List. A new pop up will appear.
   a. If : is selected, choose **Scan Network** from the drop down menu.



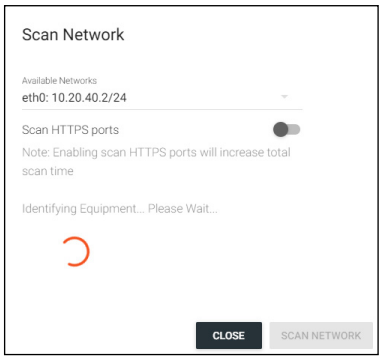


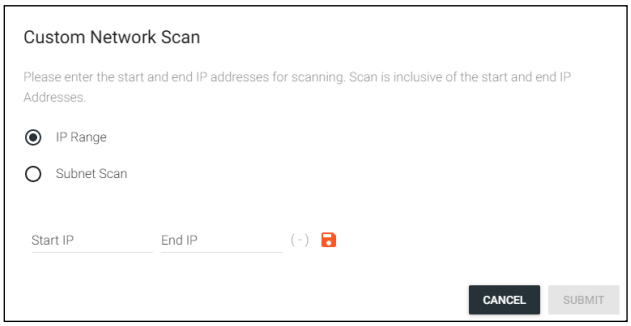


2. Select Custom Range (a new screen will take over) or the auto detected network eth0.

a. If the auto detected network eth0 is selected, press Scan Network to start the scan.

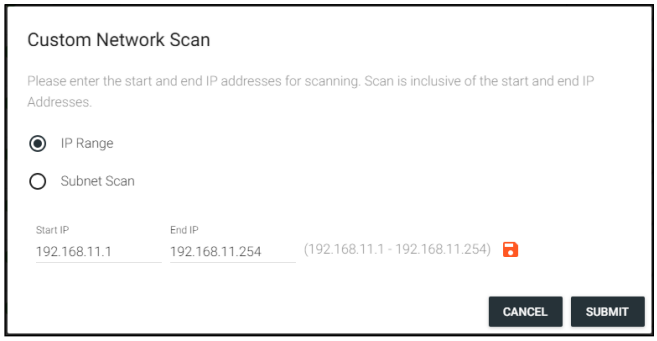
b. If Custom Range is selected, select between IP Range and Subnet Scan

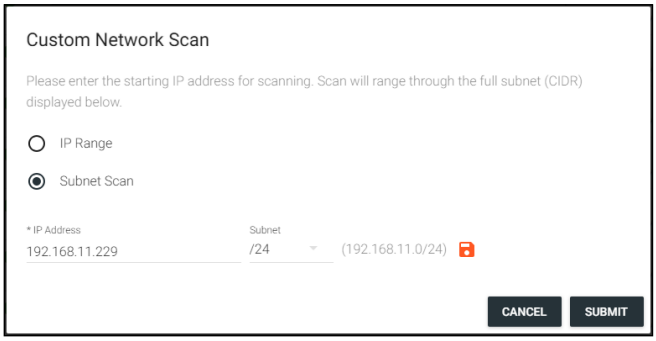




1. Type in the network range or subnet information.

NOTE: It is recommended to keep the network range scan to under a 512 IP range. The larger the network range, the longer the scan will take. On subnet scan, AMS will automatically limit the scan to 512 on subnet 23 or 256 on subnet 24.





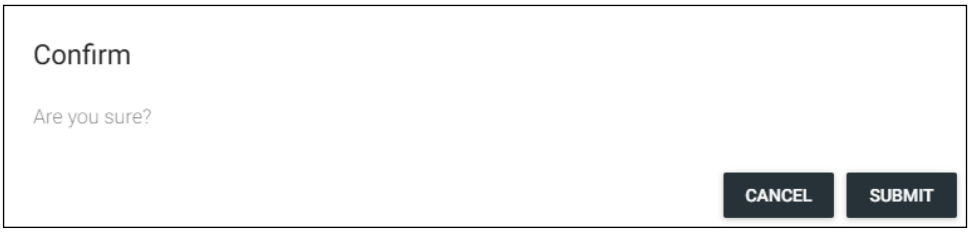
2. Press the save icon next to IP field. A green CustomNetwork Saved Successfully message will appear at the bottom of the page when the custom scan settings are saved.

3. Press the Submit button to start the scan. The pop up will close when the scan is completed.

Delete All

To start over with devices within AMS, the Delete All button can be used. This will remove all devices (including ones within rooms) from the database. The devices on the network will be found again through mDNS or a manual scan after the deletion.

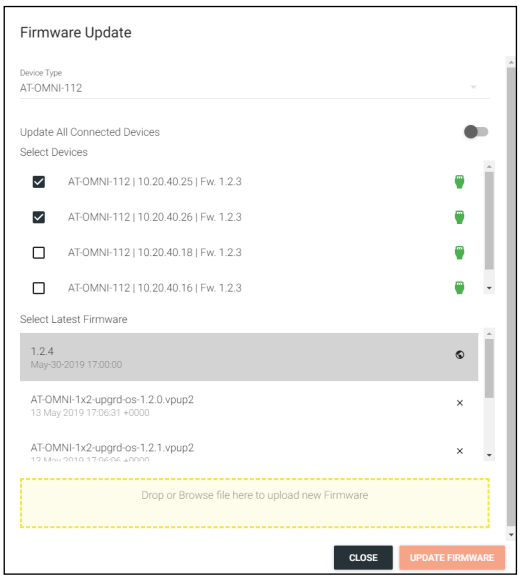
1. Select the **DELETE ALL** button. A confirmation pop up will appear.
2. Press the **SUBMIT** button to proceed. The pop up will close and the device list will reset.



Firmware

All device firmware can be updated through the Device List screen. This provides a simple way to update multiples of the same product at the same time.

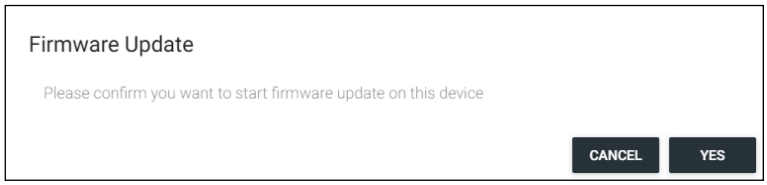
1. Select the **Firmware** button. A confirmation pop up will appear.
2. Select the SKU from the Device Type drop down menu. All devices on the network with that SKU will appear and the latest firmwares will display.



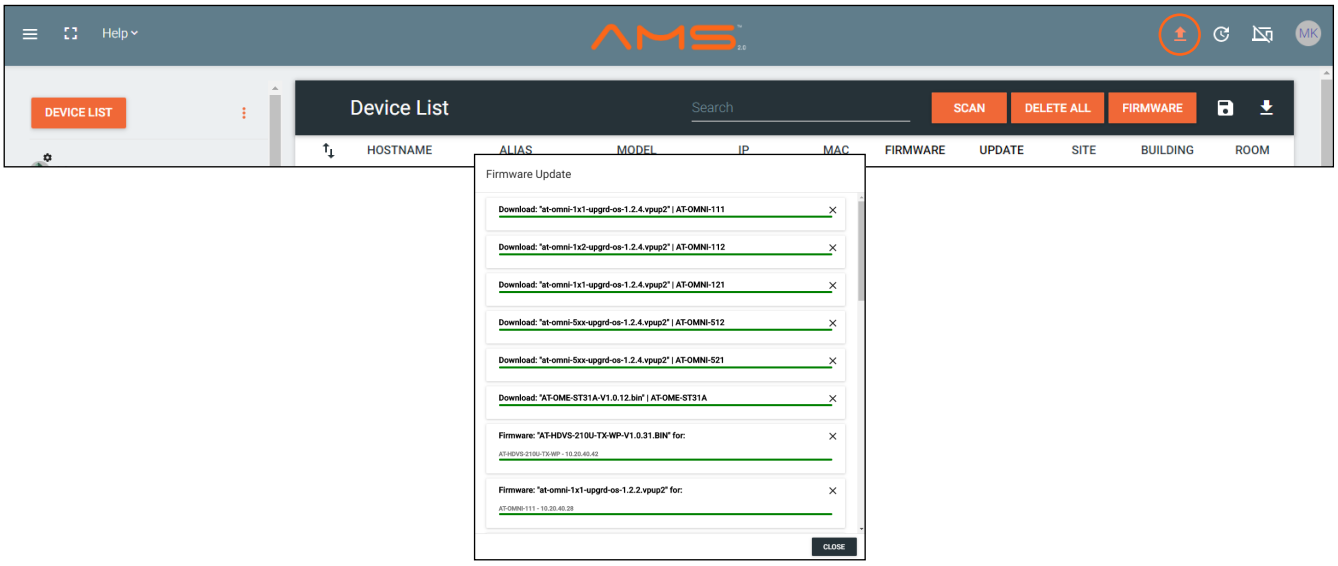
3. Select the devices to be updated.
   a. By default, the Update All Connected Devices slider will be off to enable individual units to be chosen. Select the check box next to the IPs of the units to be updated.
   b. Select the Update All Connected Devices slider to update all connected devices of the same sku at the same time.
4. Select the firmware (even if already highlighted) from the Select Latest Firmware list. The firmware with the world icon will be the latest one listed on the website.

NOTE: If the firmware version is not displaying next to the product, click into the unit interface from the side menu, then return to the FW update screen.

5. Press the **UPDATE FIRMWARE** button. The firmware window will close and a confirmation window will open.
6. Select **YES** to start the update.



NOTE: While the units are updating, the connection icon next to them may turn red. To view the status of the firmware update, click the upload icon at the top right of the screen. A new pop up will appear.

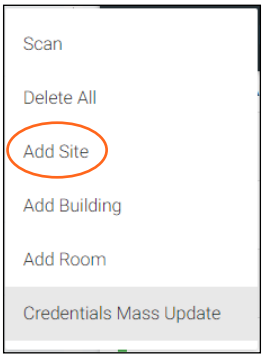


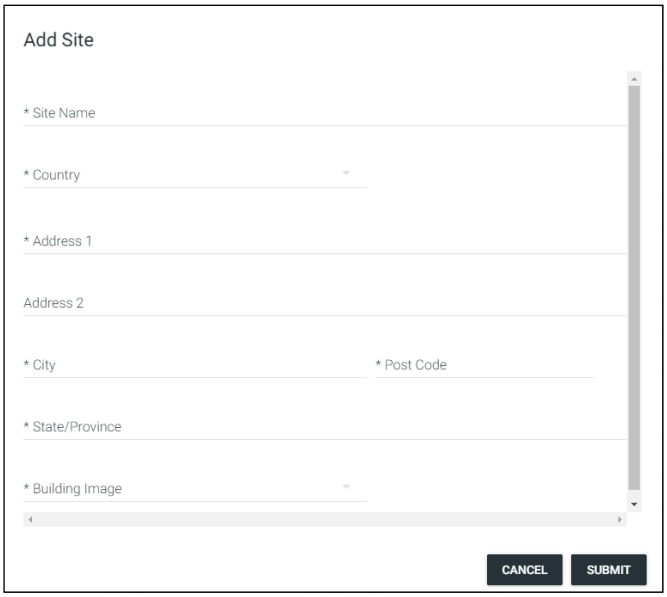
Add Site

Sites can be added through the Device List drop down menu.

1. Select the **:** icon next to device list. A drop down menu will open.
2. Select **Add Site**. A new pop up will appear.
3. Fill in the site information.

- **Name** - Usually the building name or suite number, use to identify different buildings.
- **Address 1** & **2** - Used to help determine the exact location of the building, to help when troubleshooting.
- **Building image** drop down menu - Select an AMS building image.





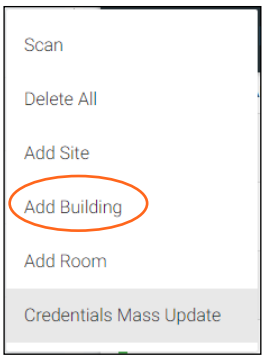
NOTE: Uploading a custom image must be done from sites within the ≡ menu.

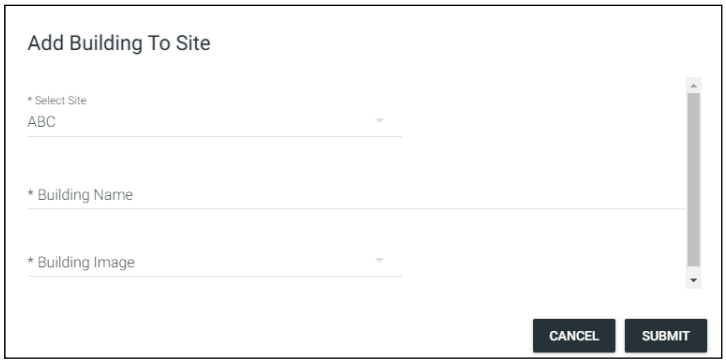
4. Select the **SUBMIT** or **CANCEL** button.

Add Building

Sites can be added through the Device List drop down menu.

1. Select the **:** icon next to device list. A drop down menu will open.
2. Select **Add Building**. A new pop up will appear.
3. Fill in the Building information.





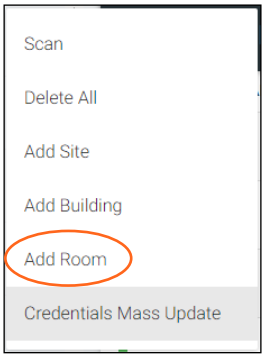
NOTE: Uploading a custom image must be done from sites within the ≡ menu.

4. Select the **SUBMIT** or **CANCEL** button.

Add Room

Rooms can be added through the Device List drop down menu.

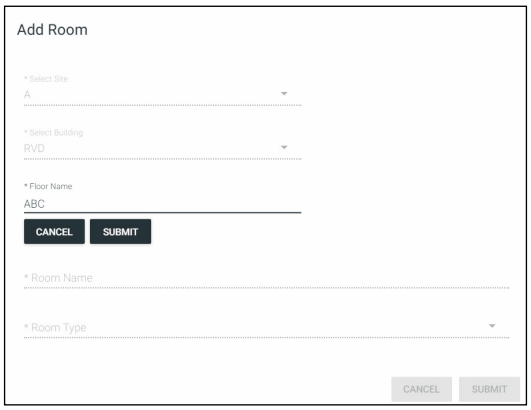
1. Select the **:** icon next to device list. A drop down menu will open.
2. Select **Add Room**. A new pop up will appear.
3. Fill in the Room information.

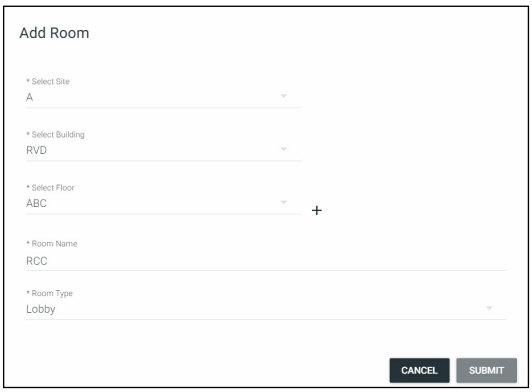


NOTE: Uploading a custom image or renaming an already created floor must be done from sites within the ≡ menu.

a. One floor is automatically added when a building is created. To create a new floor, press the + button.

b. Fill in the floor name and press SUBMIT. The screen will refresh and the new floor will be selected from the drop down list.



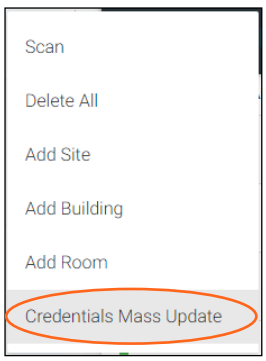


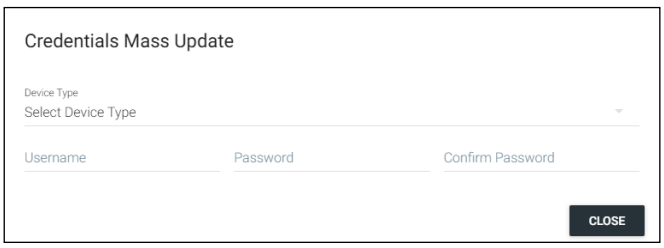
4. Select the **SUBMIT** or **CANCEL** button.

Login / Credentials Update

Device login information can be updated for all of a device type by selecting Credentials Mass Update from the device drop down menu.

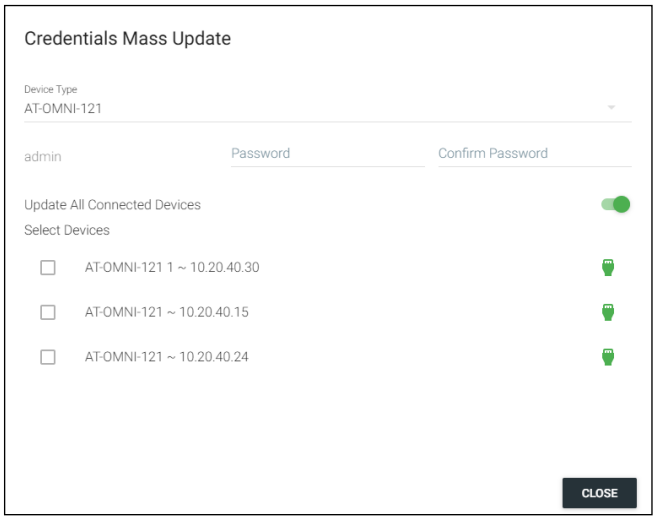
1. Select the **:** icon next to device list. A drop down menu will open.
2. Select **Credentials Mass Update**. A new pop up will appear.

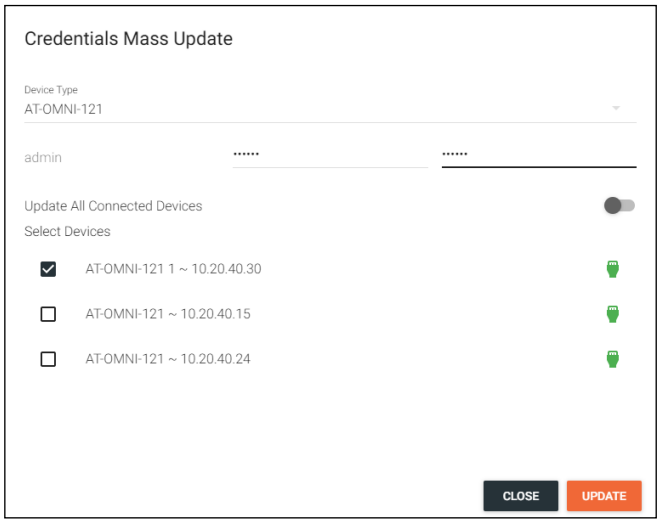




3. Select a device SKU from the Device Type drop down menu.
4. *Optional* Select the Update All Connected Devices slider to select the individual device IPs to update credentials or leave the slider green to update all connected devices with the new login information.
5. Enter in the new login information.

NOTE: Many Atlona devices will only allow the password to be updated, those devices will grey out the username field.

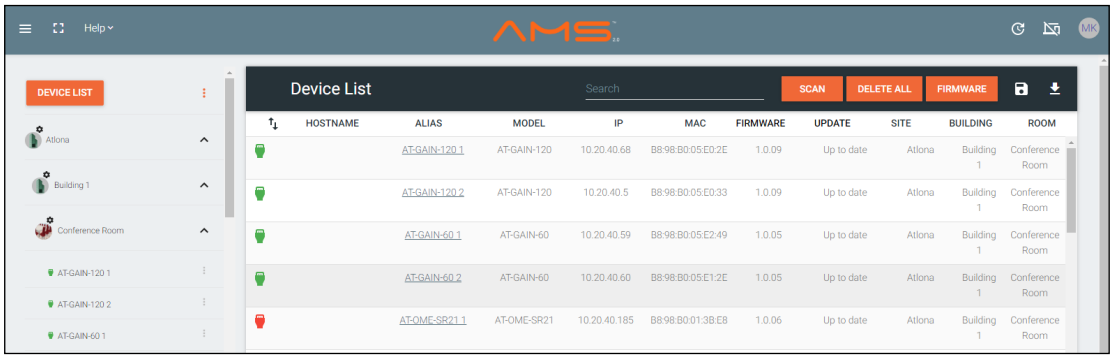




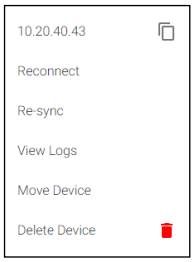
6. Select the **Update** or **CLOSE** button.

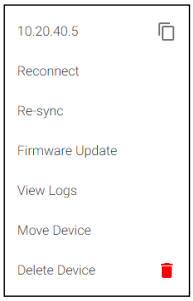
Device Options

Within the device list all discovered Atlona devices will have the ability to be configured. Each device will have different options within their menus.



1. Select the **:** icon next to device. A drop down menu will open.

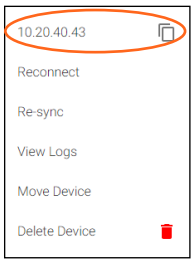




NOTE: Some devices may not be compatible with the Firmware Update process of AMS and will need to be updated through their interface. The option Firmware Update will not be within the drop down unless compatible.

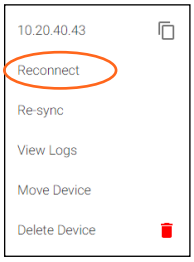
IP

For ease of use, the IP has been added to the drop down menu. By clicking the icon next to the IP address, the device IP can be copied to be pasted into other windows or applications.



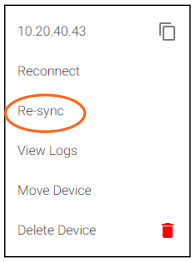
Reconnect

Reconnect will provide a way to reconnect a device or get the most up to date settings. If a device has a red icon next to it, and is known to be active on the network, try reconnecting to reestablish connection.



Re-sync

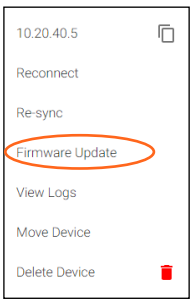
Re-sync will provide a way to reconnect a device or get the most up to date settings without disconnecting and reconnecting to the device.

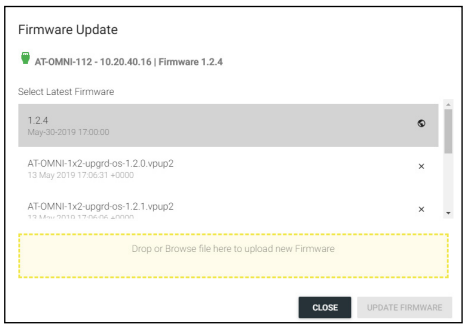


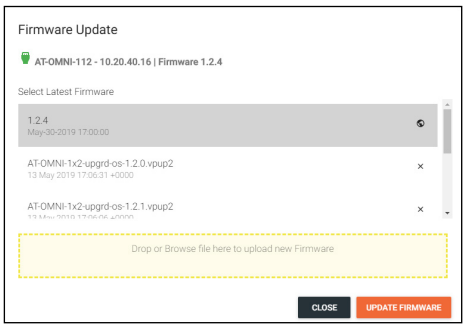
Firmware Update

Firmware Update will allow for the selected device to be firmware updated. To update all similar products at the same time, view the Firmware section within Device List.

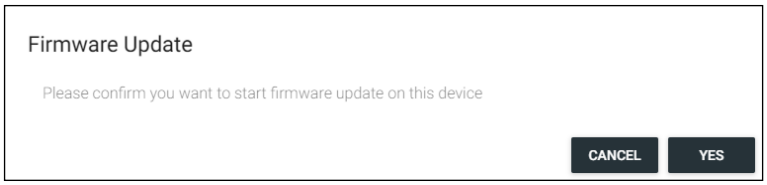
1. Select **Firmware Update** from the drop down menu. A new pop up will appear.
2. Select the firmware (even if already highlighted) from the Select Latest Firmware list. The firmware with the world icon will be the latest one listed on the website.



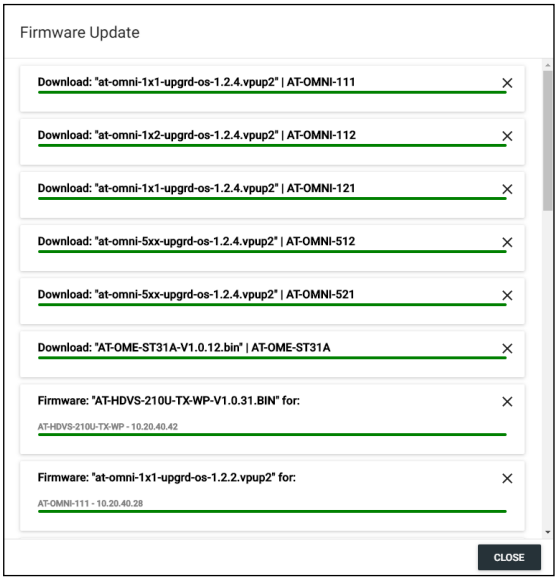




3. Press the **UPDATE FIRMWARE** button. The firmware window will close and a confirmation window will open.
4. Select **YES** to start the update.

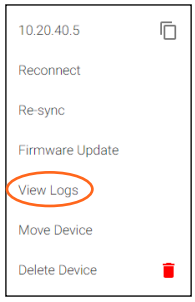


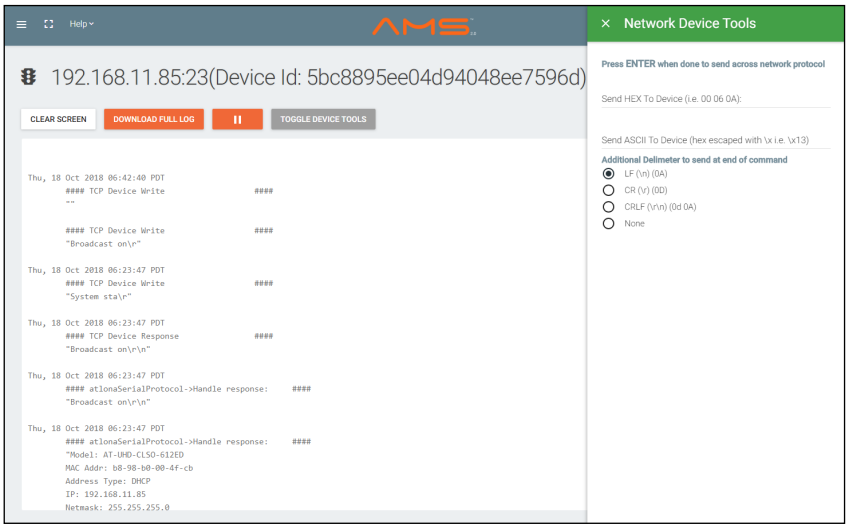
NOTE: While the unit is updating, the connection icon next to it may turn red. To view the status of the firmware update, click the upload icon at the top right of the screen. A new pop up will appear.



View Logs

Selecting View Logs will open a new screen which will display any events that have occurred over IP with the device.



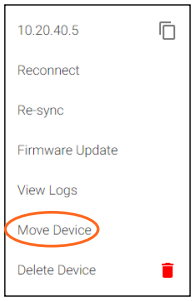


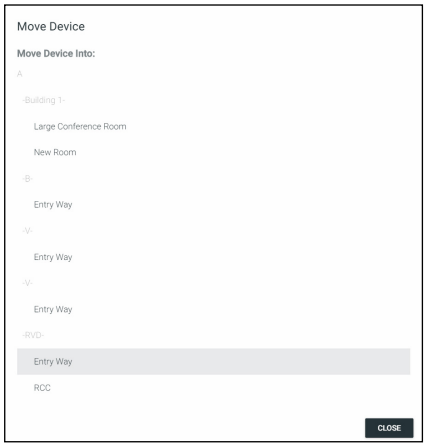
- **Network Device Tools -** provides the ability to send/test commands to the device over IP.

Move Device

Once sites, buildings, and rooms are created, the device can be moved to them.

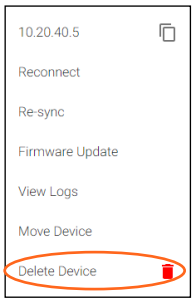
1. Select the **:** icon next to device.
2. Select Move Device from the drop down menu. A new window will open.
3. Select the correct room. The page will refresh and the device will be moved to the selected room.





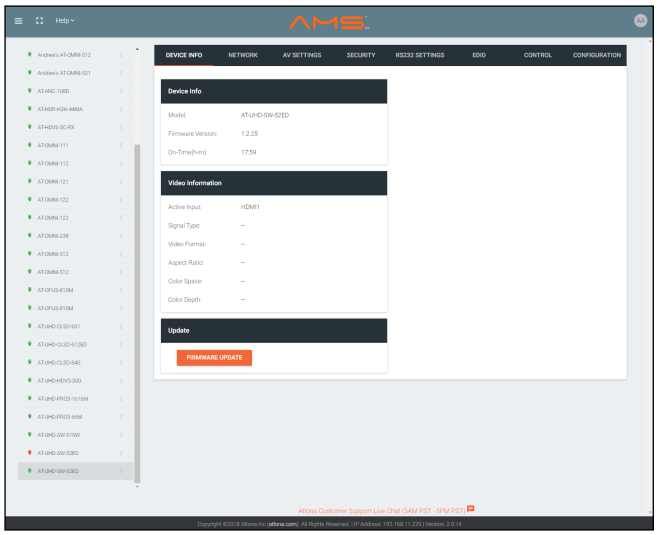
Delete Device

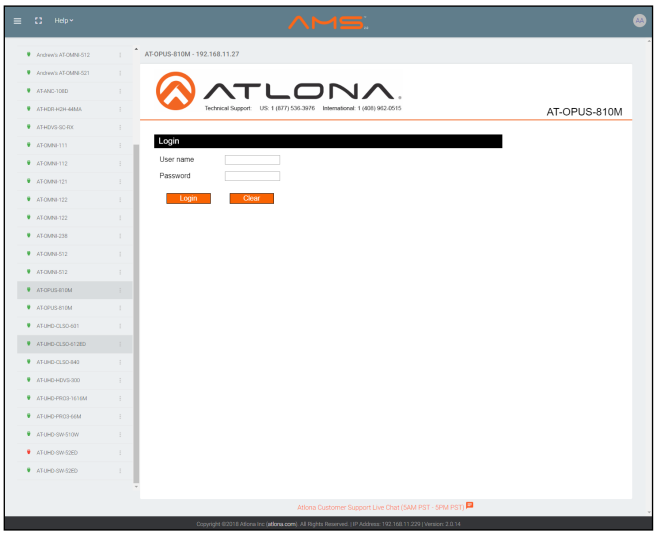
AMS keeps memory of devices that are connected even after they have been removed from the network. To removed the device, select Delete Device.



Device Configuration

Depending on the device, there will be two different styles of the devices when they are selected within the device list. Fully integrated devices will have the look on the left and devices that are compatible but not fully integrated will pull up the device webGUI (on the right) within the AMS window to configure.

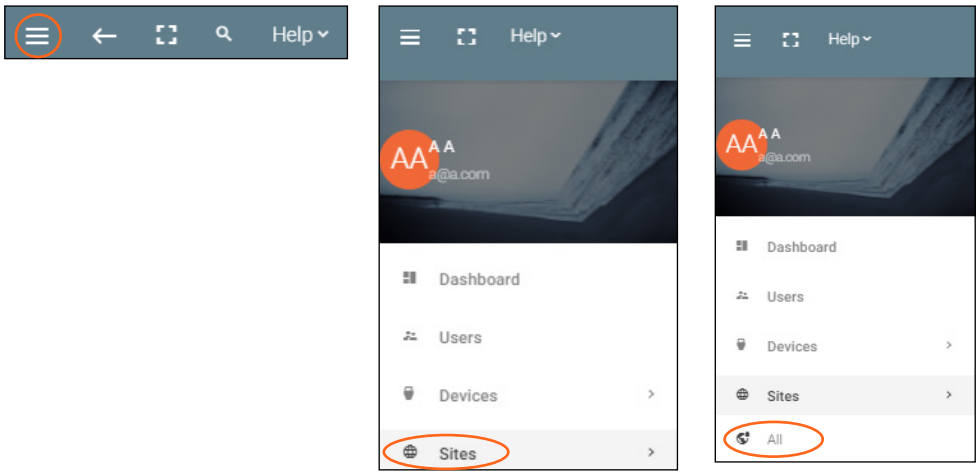




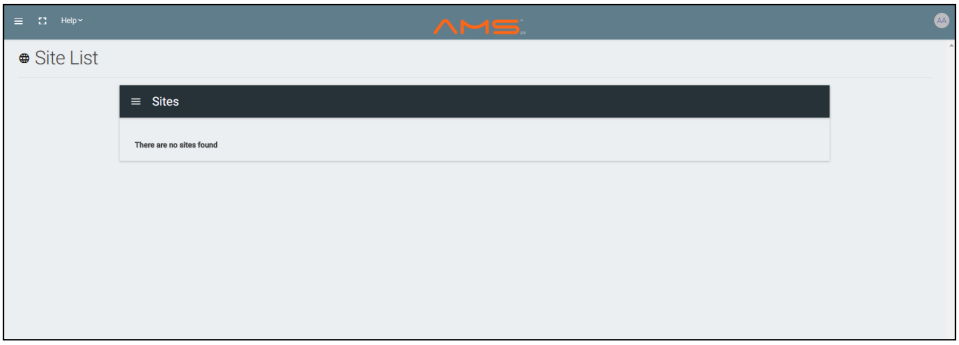
View the device manual for each product to go over the configuration options. User Manuals can be found on their product pages within https://atlona.com.

Sites

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

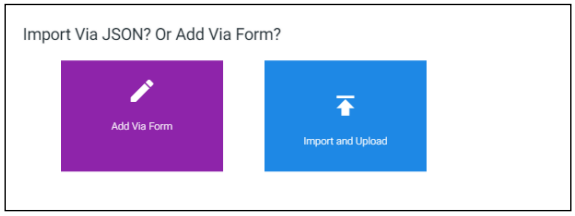


2. Select **All** from the options that becomes available. A new window will appear.

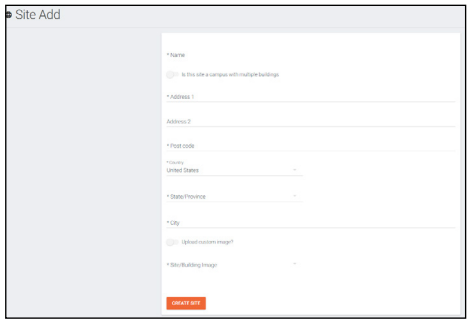


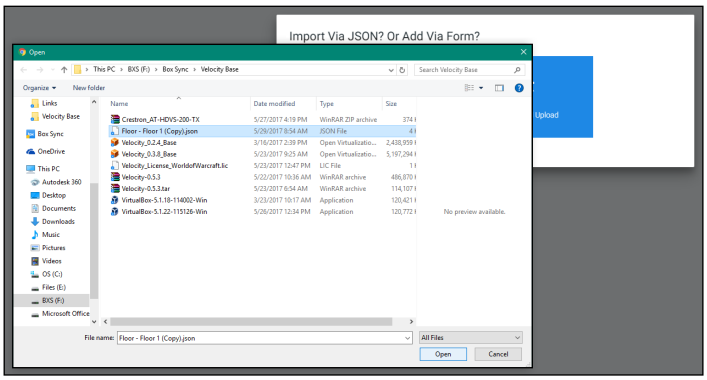
Add

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

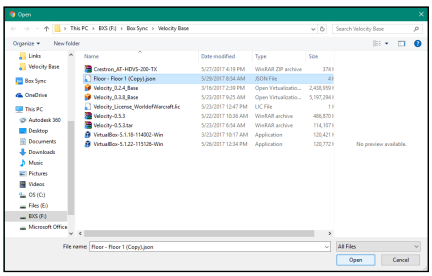


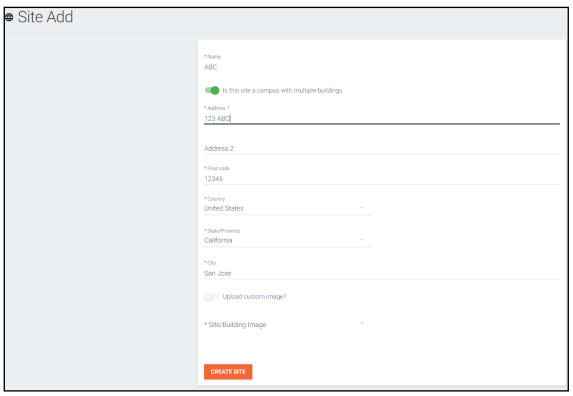
2. Select the purple **Add via Form** button for new sites and the blue **Import and Upload** button if loading a site based off a previously saved site. A new window will appear or a browse folder will open.





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

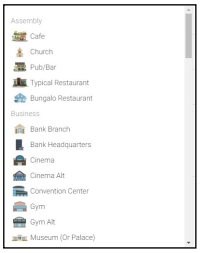




- **Name** - Usually the company name, use to identify the site AMS will be located.
- **Multiple Building** slider - Select this to start the site with two buildings instead of one.
- **Address 1** & **2**, **City**, **State/Province**, **Country**, **Post code** - Used to help determine the exact location of the site, to help when troubleshooting or if there is more than one site with the same name.
- **Upload custom image** slider - Select this option to add a custom image for the site.

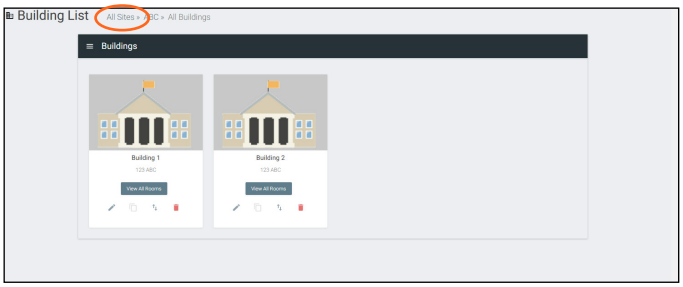
NOTE: Custom images must be .PNG, .JPG, .JPEG, or .BMP file types to display.

- **Site/Building image** drop down menu - Select an AMS site image.

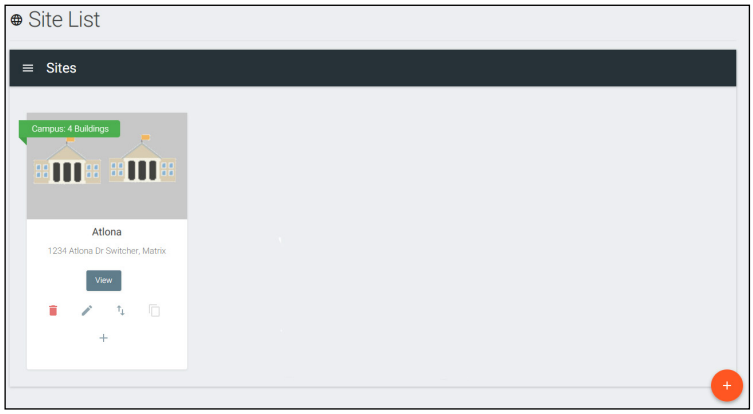


4. Press the **Create Site** button.

A new page will open.

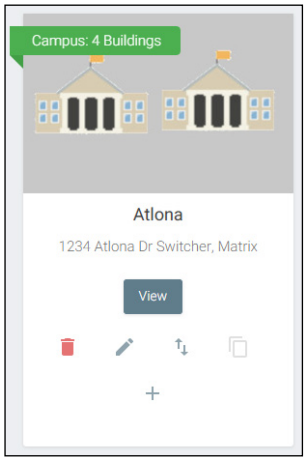


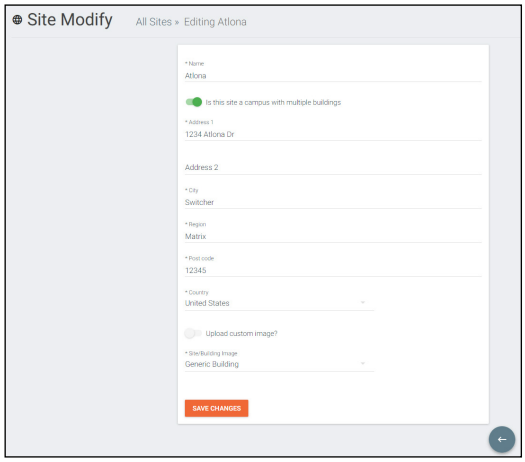
To return to the sites page, press **All Sites** within the top navigation.



Edit

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

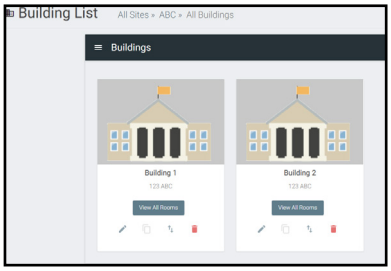


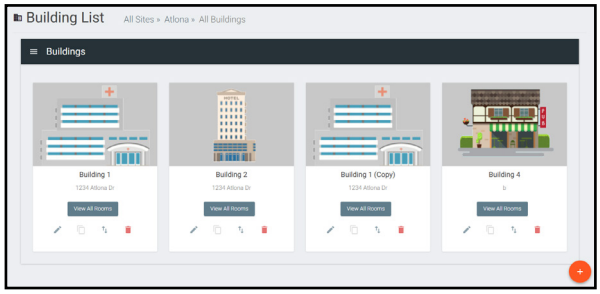


The options on the **Site Modify** window will be the same as the **Add Site** window. The requirements will be the same. Once changed, press the **SAVE CHANGES** button.

Buildings

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

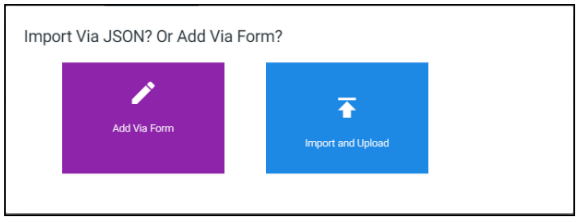




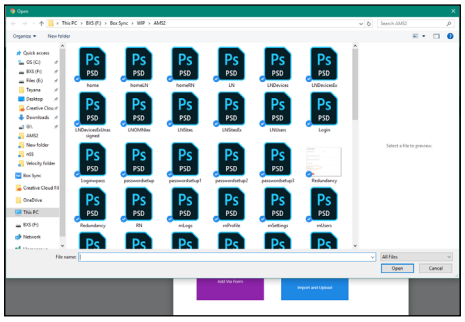
Using the **+** button or the navigation below the **View All Rooms** button, buildings can be added, edited, and deleted from this screen.

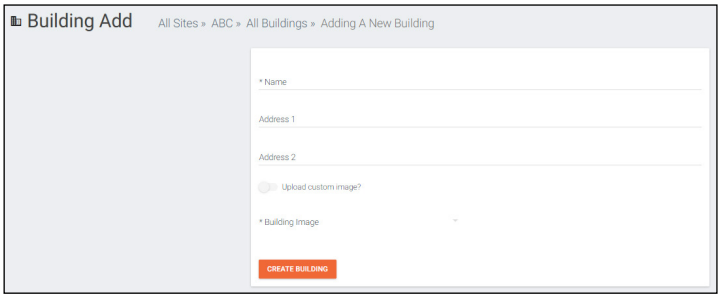
Add

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



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

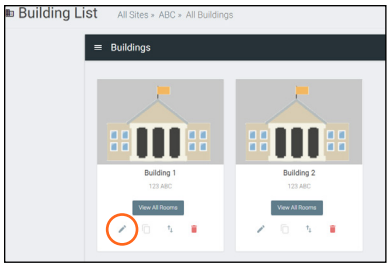


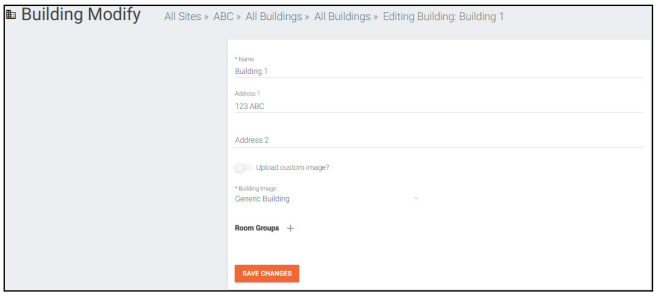


2. Select the building off the local computer and press open, or fill in the **Building Add** form.
   - **Name** - Usually the building name or suite number, use to identify different buildings.
   - **Address 1** & **2** - Used to help determine the exact location of the building, to help when troubleshooting.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

Edit

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





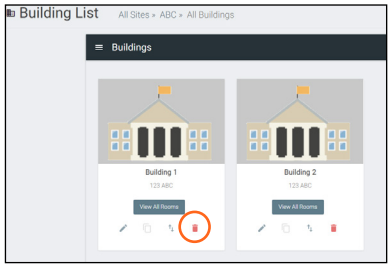
The options on the **Building Modify** window will be the same as the **Add Building** window, with the exception of **Room Groups**. The requirements will be the same. Once changed, press the **SAVE CHANGES** button.

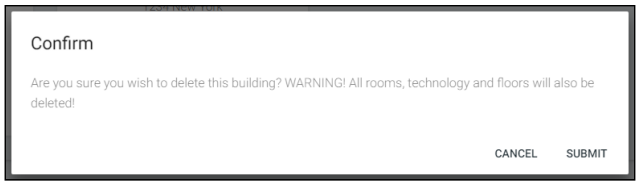
Room Groups - This will provide a way to link rooms that will be used together or linked.

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

Delete

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

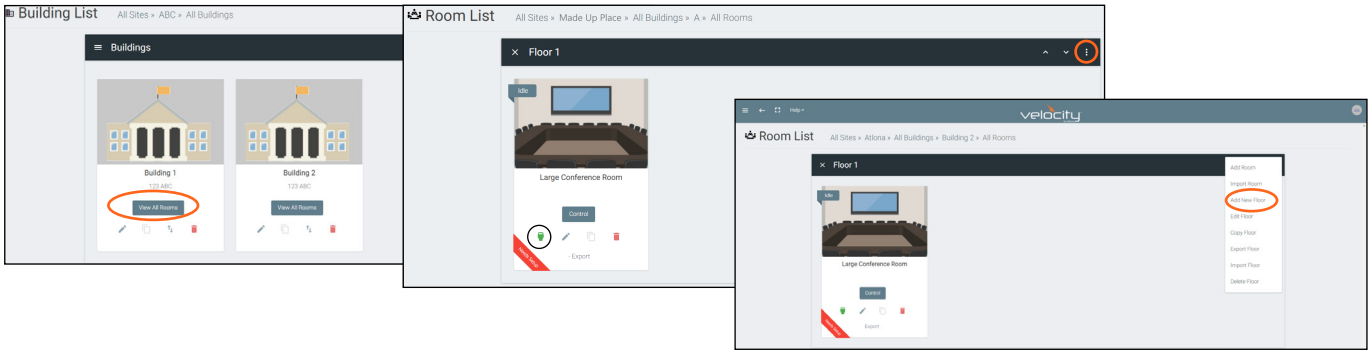




2. Press the **SUBMIT** to delete the building.

Floors

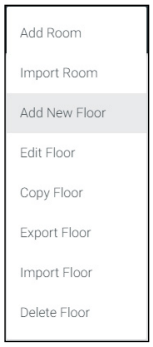
Once a building is created, the **View All Rooms** button can be pressed to go directly to the room and floors areas. One floor and one room will automatically be generated based on the type of building selected during creation.



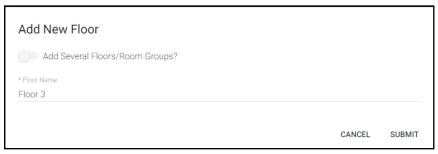
Add

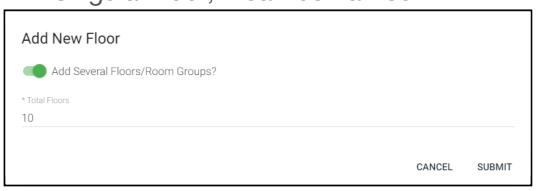
Each building will start with at least one floor. If more are needed, they can be added using the **:** button at the top right of the floor header.

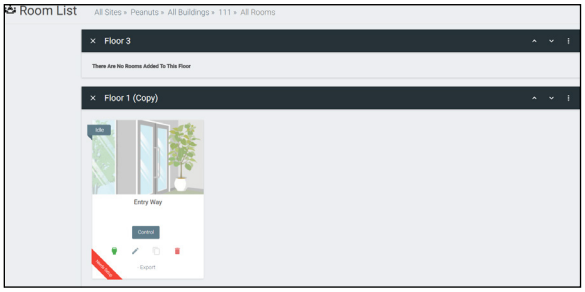
1. Select **Add New Floor** from the drop down list.



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



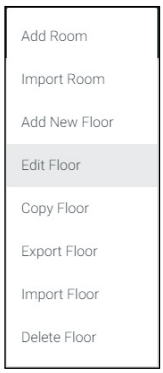




Edit

Each building will start with at least one floor. The floor name can be changed through the edit function.

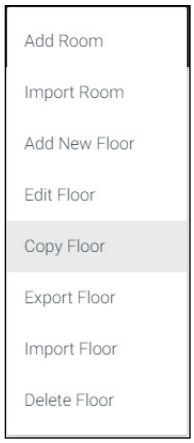
1. Select **Edit Floor** from the drop down list.

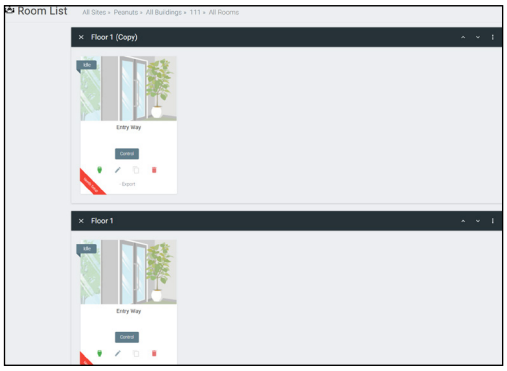


2. Type in a new name for the floor.

Copy

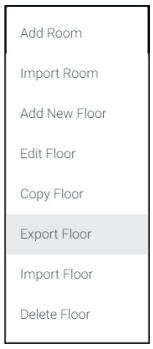
1. Select **Copy Floor** from the drop down list. The floor will duplicate.

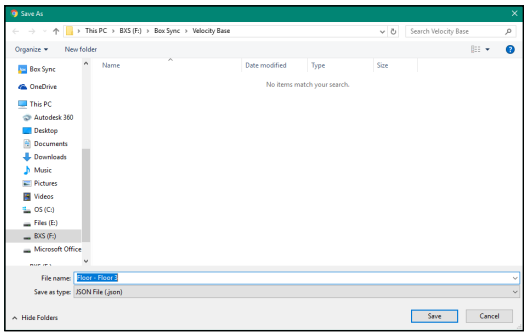




Export

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

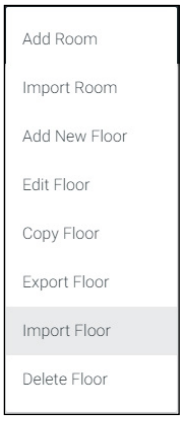


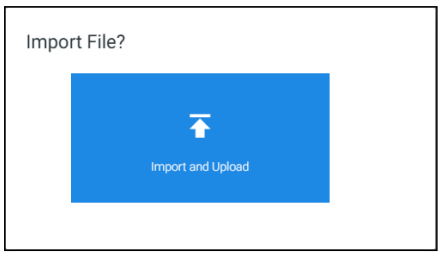


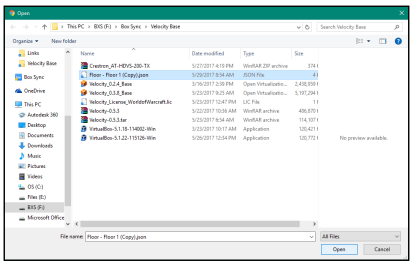
2. Save the file to an easy to remember area (**e.g.** desktop).

Import

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



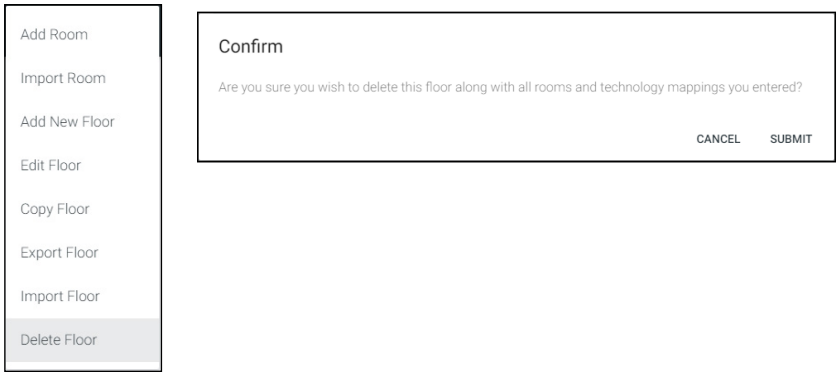




2. Select **Import and Upload**. A new window will open.
3. Select the file and press **Open**.

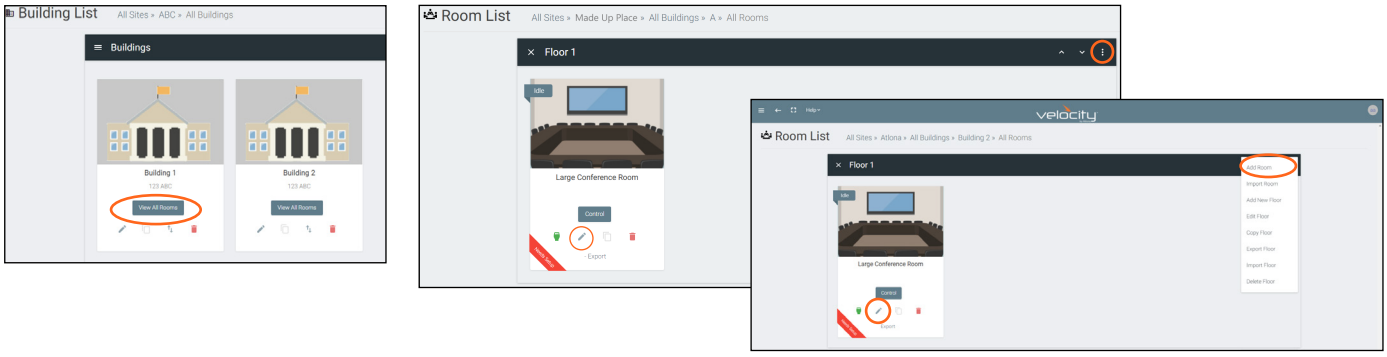
Delete

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



Rooms

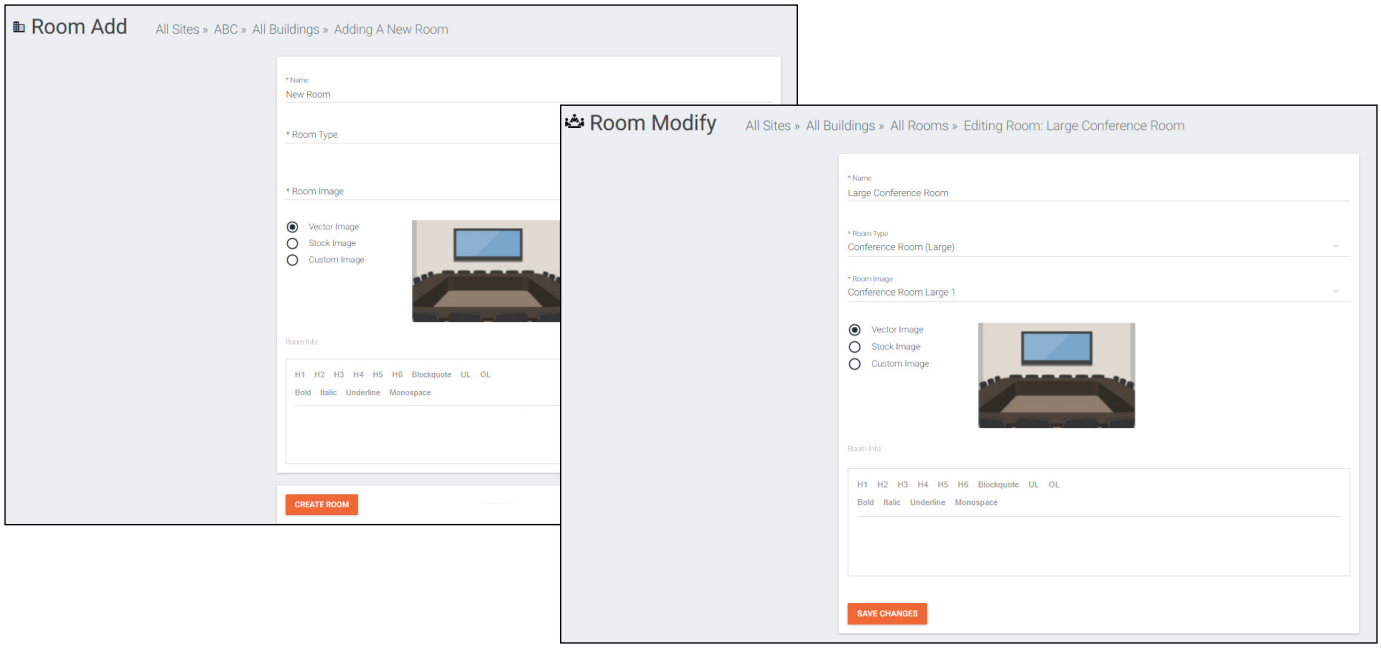
Once a building is created, the **View All Rooms** button can be pressed to go directly to the room and floors areas. One room will automatically be generated based on the type of building selected during creation.



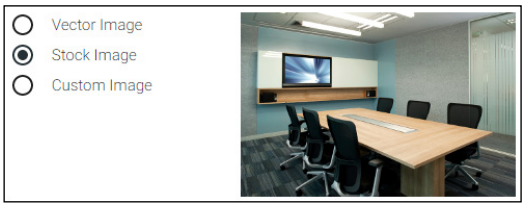
The room can be used, edited, or deleted based on preference.

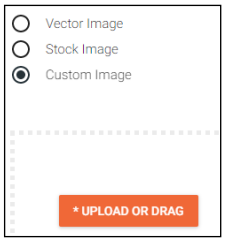
1. Press **Edit** (pencil) or **Add Room** from the drop down in the right corner. A new window will open.

Room Add and **Room Modify** will have the same options.



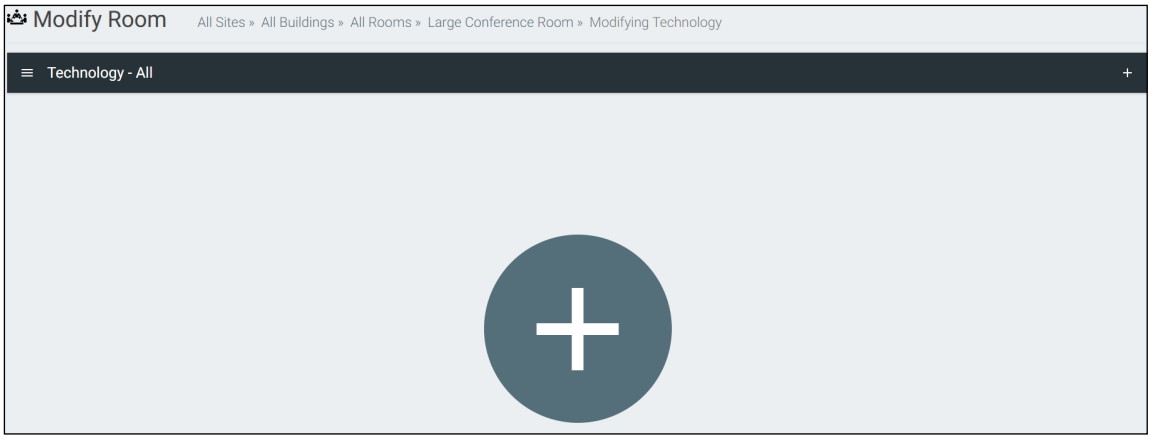
2. Fill in all the information
   - **Name** - Usually the room number or name.
   - **Room Type** drop down menu- Select a room type within the list that best represents the room.
   - **Room image** drop down menu - Select between images to represent the room. There are three image types: vector, stock, and custom image.



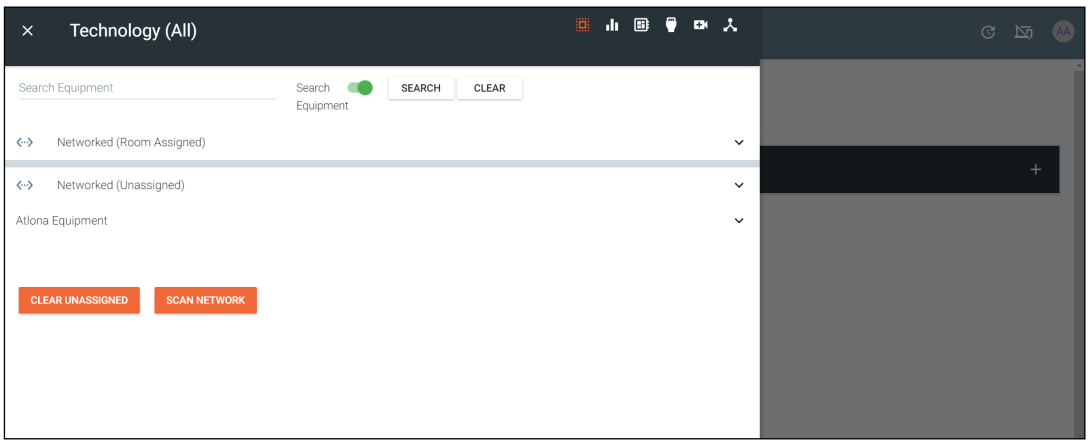


   - **Room Info** - Provide extra information about the room.
3. Press the **SAVE CHANGES** button.

Adding Technology



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



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

NOTE: If devices were already scanned for from within the Device list, a new scan does not need to be ran unless new devices have been added to the network. Skip to the Add section.

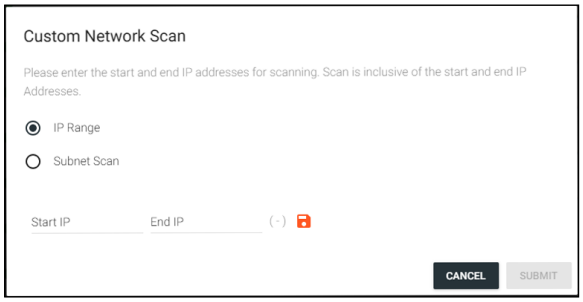
Scan

NOTE: For MdNS discovery, AMS should have a wired Ethernet connection as most wireless networks will not support MdNS.

1. Press the **Scan Network** button. A new pop up button will appear.

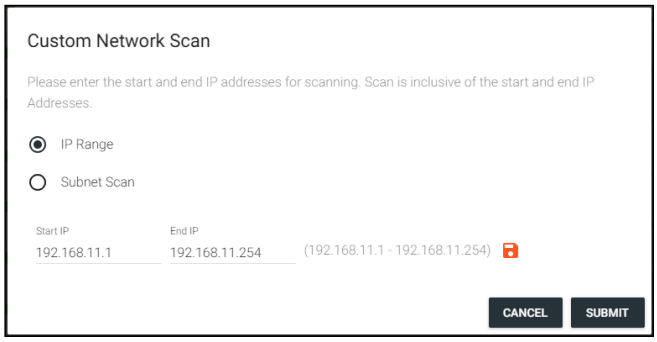
NOTE: If there are any OmniStream or other Atlona mDNS devices on the network, they will auto populate into the Network (Unassigned) field, as they are found using mDNS discovery with no extra scanning needed.

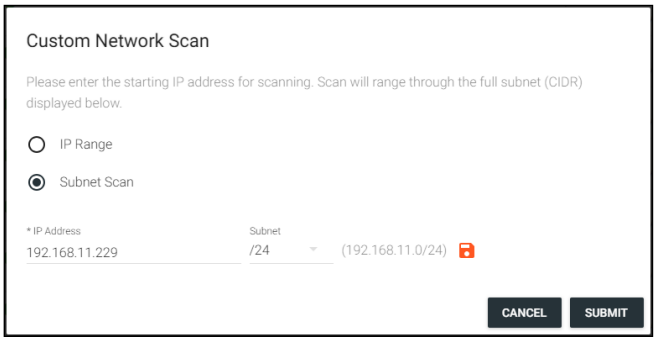
2. Select Custom Range (a new screen will take over) or the auto detected network eth0.
   a. If the auto detected network eth0 is selected, press Scan Network to start the scan.
   b. If Custom Range is selected, select between IP Range and Subnet Scan



1. Type in the network range or subnet information.

NOTE: It is recommended to keep the network range scan to under a 512 IP range. The larger the network range, the longer the scan will take. On subnet scan, AMS will automatically limit the scan to 512 on subnet 23 or 256 on subnet 24.





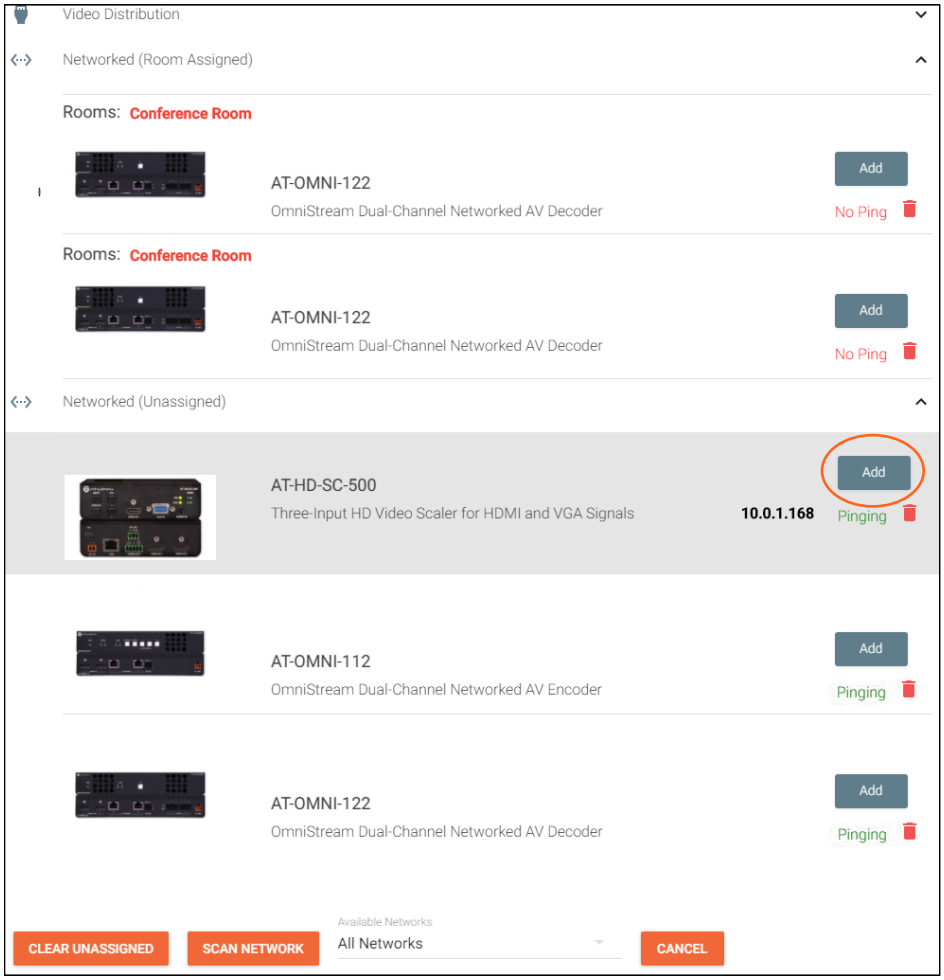
2. Press the save icon next to IP field. A green CustomNetwork Saved Successfully message will appear at the bottom of the page when the custom scan settings are saved.

3. Press the Submit button to start the scan. The pop up will close when the scan is completed.

Add

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

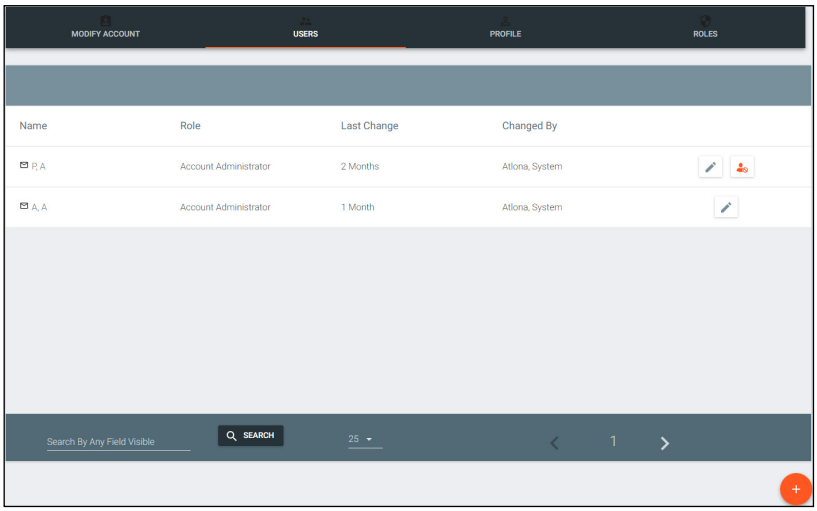
- Press the **Add** button on all devices that belong to the current room. A device added message will appear on the bottom of the screen.
- Repeat for all atlona devices in the current room.



User Settings

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

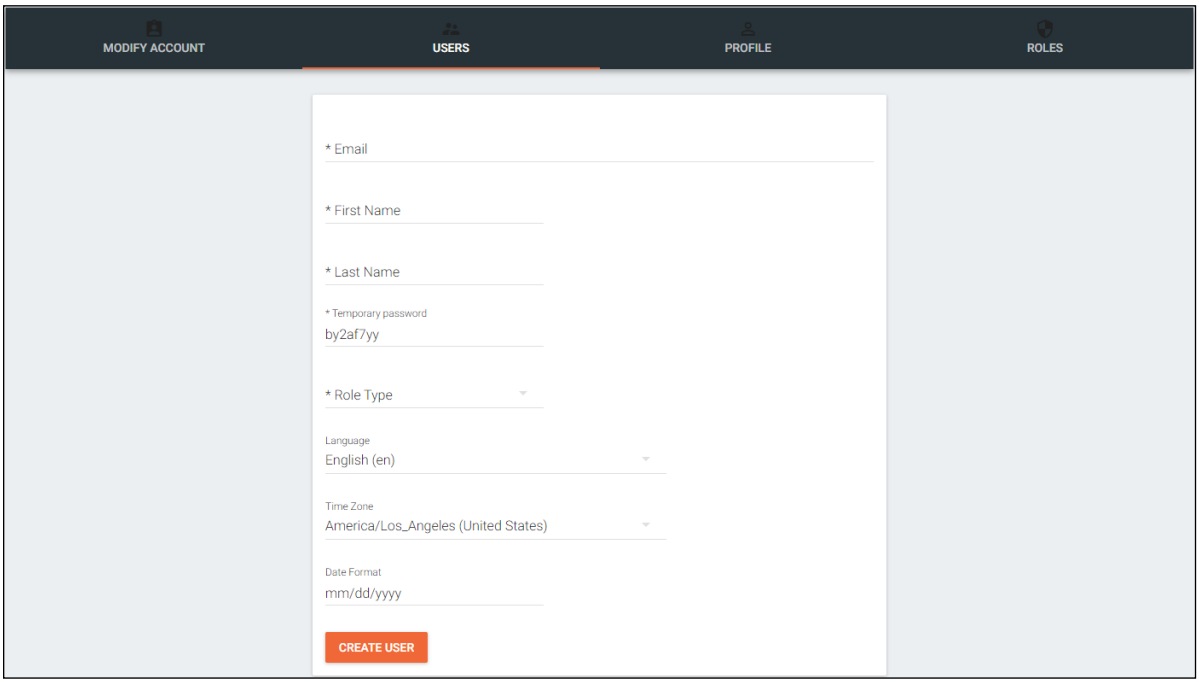
A new page will open.



Adding Users

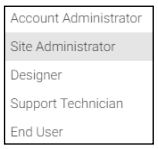
1. Select the **+** button to add a new user.

A new page will open.



2. Fill in all the user information fields.

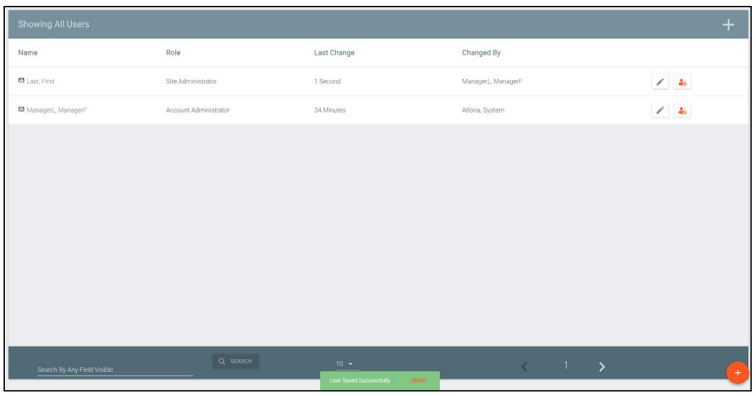
- **Email** - Used for log in purposes and email password resets.
- **First & Last Name** - AMS will provide a customized home page for a user using their credentials.
- **Temporary Password** - Use either the auto generated password or create a new one for the user to change upon first log in.
- **Role Type** - There are 5 roles to select from: Account Administrator, Site Administrator, Designer, Support Technician, and End User. To view the permissions of each role, select **Roles** within the top navigation or view them starting on page 37.



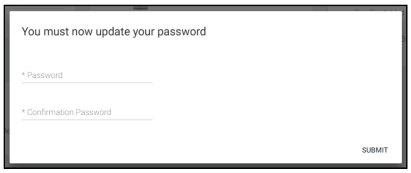
- **Language** - Select the user's language preference. Default will be English.
- **Time Zone** - Select the time zone the user will be logging in from.
- **Date Format** - Set the way dates will display. e.g. dd/mm/yy or mm/dd/yy

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

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

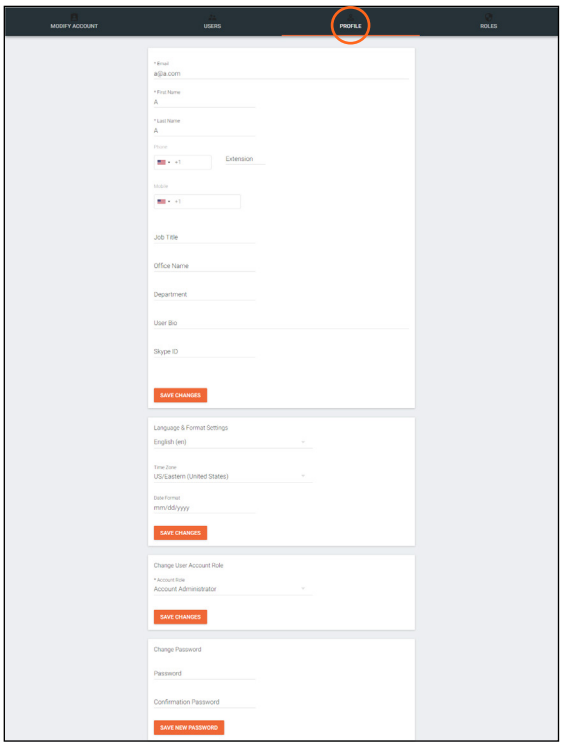


Upon login, all new users will be prompted to update their password.



Profile

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

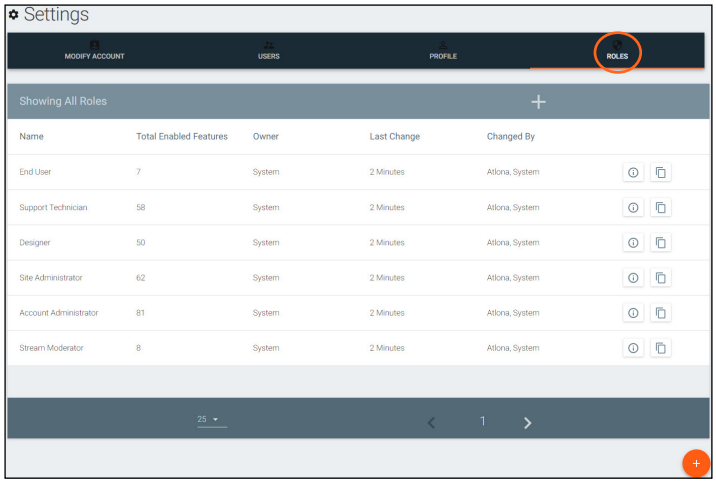


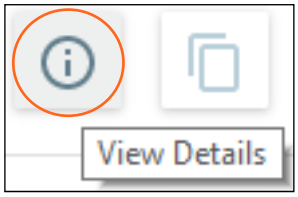
2. Fill in the user information that was not created in the previous screen, such as: Job Title, Office Name, Department, User Bio, and Skype ID.

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

Roles and Permissions

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





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

Account Related

User Level	Add	View	Modify	Delete	Export	Invite	Access	Resend
End User								
Support Tech								
Designer								
Site Admin								
Account Admin	X	X	X				X	
Stream Mod								

User Related

User Level	Add	View	Modify	Change	Revoke
End User					
Support Tech					
Designer					
Site Admin	X	X	X	X	X
Account Admin	X	X	X	X	X
Stream Mod					

Site Related

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

Building Related

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

Floor Related

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

Room Related

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

Technology Related

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

Server Setting Related

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

Maintenance Related

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

Role Related

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

Control Related

User Level	Access	View
End User		
Support Tech	X	X
Designer	X	X
Site Admin		X
Account Admin	X	X
Stream Mod		

Equipment Related

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

Reference Image Related

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

Device Related

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

Virtual Matrix Related

User Level	View	Modify
End User		
Support Tech	X	X
Designer	X	X
Site Admin	X	X
Account Admin	X	X
Stream Mod		

Video Wall Related

User Level	View
End User	
Support Tech	X
Designer	X
Site Admin	X
Account Admin	X
Stream Mod	

DeviceGroup Related

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

Moderation Related

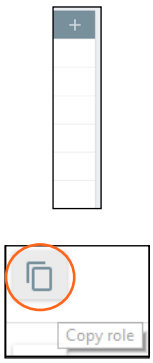
User Level	View
End User	
Support Tech	X
Designer	X
Site Admin	X
Account Admin	X
Stream Mod	X

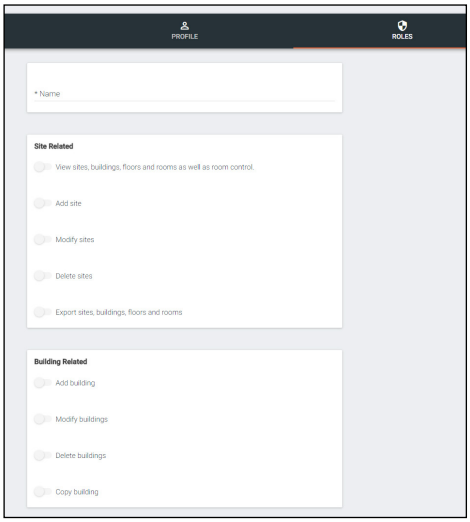
CustomNetwork Related

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

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

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



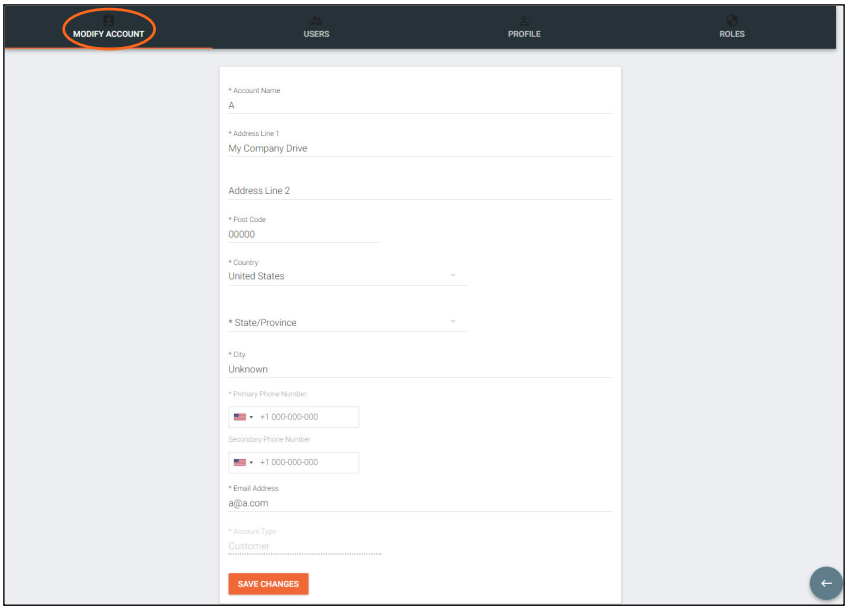


2. Name the role, to make easy to identify later.
3. Press the slider for each permission to grant the current role.
3. Press the **Create Role** button to save all the settings.

Modify Account

To update account information once AMS has been set up, press **Account Settings** from the top right navigation.

A new screen will open once selected. From there the account name, address, contact number, and email of the main account can be updated.



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