



Atmosphere™ Cloud

UPDATING FIRMWARE REMOTELY

TECHNICAL GUIDE

OVERVIEW

It is possible to update AZM/AZMP device firmware remotely through the Atmosphere Cloud dashboard to take advantage of new features, optimizations, and fixes. When updating firmware, it is important to consider the process may take around 30 minutes, during which time the AZM will reboot, and wall controllers will be inaccessible.

The screenshot shows the 'Devices' tab in the Atmosphere Cloud dashboard. The interface includes a sidebar with navigation options like 'Operations', 'Spaces', and 'Inventories'. The main area displays a table of devices with columns for Name, Model, Firmware version, Status, Customer, and Space. Red callouts are placed on the interface: '1' on the 'Devices' link in the sidebar, '2' on the 'Add device' button, '3' on the 'New version available' notification in the Firmware version column, and '4' on the 'Medicine Dept' device name.

Name	Model	Firmware version	Status	Customer	Space
Medicine Dept	AZM4	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Customer Service	AZM4	4.5.13 New version available	Online	PoppyCo	PoppyCo/Poppy's Pub
Accounting Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Physics Department	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/South Campus
Liberal Arts Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Business Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Education Dept	AZM8	4.5.11 New version available	Online	Oak University	Oak University/South Campus
Mechanical Dept	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Chemistry Dept	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Engineering	AZM8-D	4.5.13 New version available	Online	PoppyCo	PoppyCo/Poppy's Pub

PROCEDURES

- To view firmware status of your AZM devices, navigate to the **Devices** tab within your cloud portal to view a list of all registered devices within your Atmosphere Cloud account.
- To assess firmware status, observe the versions under the **Firmware Version** column.
Note: If this column is not visible, add the column using the **gear** icon at the top-right of the table.
- If device firmware is not up to date, a **"New version available"** notification will appear in the Firmware Version column.

Update Methods - Use one of the following methods to update devices remotely.

- Method A: Individually through the device Device Control Dashboard (items #4-9)
- Method B: In bulk through the Devices tab (skip to items #10-16)

- To update the AZM firmware, select a device name to open its control dashboard

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UPDATING AZM DEVICE FIRMWARE INDIVIDUALLY (CONTINUED)

5. From the device dashboard, select the **Update Firmware** option from the Commands section on the left to open the Update Firmware control window.
6. In the Send Command dialog box, ensure the **Partner Supplied** option is selected, and choose the latest version available from the drop-down menu.
Note: If this column is not visible, add the column using the **gear** icon at the top-right of the table.
7. Click **Send** to place the update in the queue.
8. To initiate the update, click **Proceed with Command**.
9. After a few moments the update will begin. The status will be shown on the dashboard.

The system will automatically update AZM firmware, followed by a system reboot. Upon reboot, any connected accessories will automatically update. This entire process typically takes around 30 minutes depending on system specifics. Expect a loss of system audio for approximately 3-5 minutes during a device reboot.

In rare cases, an unresponsive device or accessory may require a power cycle after updating.

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TECHNICAL DATA SHEET



UPDATING AZM DEVICE FIRMWARE IN BULK (CONTINUED)

Name	Model	Firmware version	Status	Customer	Space
Medicine Dept	AZM4	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Customer Service	AZM4	4.5.13 New version available	Online	PoppyCo	PoppyCo/Poppy's Pub
Accounting Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Physics Department	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/South Campus
Liberal Arts Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Business Dept	AZM4-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Education Dept	AZM8	4.5.11 New version available	Online	Oak University	Oak University/South Campus
Mechanical Dept	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/East Campus
Chemistry Dept	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/North Campus
Engineering	AZM8-D	4.5.11 New version available	Online	Oak University	Oak University/South Campus

10. In the main **Devices** page, click the sorting option in the column header to group devices by Model type in ascending or descending order.
11. Select two or more AZM devices of the exact same model type to be updated.
12. At the bottom of the page, click **Commands** to view a list of device commands.
13. In the Commands list, select **Update Firmware** to open the Update Firmware control window.
14. Ensure the **Partner Supplied** option is selected, and choose the latest version available from the drop-down selection.
15. Click **Send** to place the update in the queue.
16. To initiate the update, click **Proceed with Command**.

The system will automatically update AZM firmware, followed by a system reboot. Upon reboot, any connected accessories will automatically update. This entire process typically takes around 30 minutes depending on system specifics. Expect a loss of system audio for approximately 3-5 minutes during a device reboot.

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