Nice
Management Cloud
User Guide 1.6

Welcome to the Nice Management Cloud

We are excited to introduce you to the evolution of the intelligent home remote management. This entirely new platform will provide you with full visibility over all your deployments and provide full control of every element from anywhere in the world from a single management point so you can proactively delight your customers.

Initial deployment is exclusive to Nice Home Management Dealers, Distributers and Development Partners so we can get vital and timely feedback on our direction and to inform product roadmap decisions. But our goal is not to merely test ideas and implementations, but to also empower you with each release; To make it easier for you to manage your customers and deployments but also to make it easier for you to do business with Nice.

Thank You,
The Management Cloud Team

Table of Contents

Note: Controllers must be running Nice core release 8.3.11 or later and an Admin-level password must be set when adding as a Location in Management Cloud. The Quick Connect function in Management Cloud is not dependent on Core Release versions.

The Application

Management Cloud is cloud platform with client applications for Windows and MacOS. Documentation, installers and application form for Authorized Nice Home Management Dealers, Distributors and Developers to apply for access can be found at the following address:

https://na.niceforyou.com/brands/elan/

Login Screen

Dealer Accounts are created using the Management Cloud Application Form and are subject to approval. Once an account is created, and owner can invite users to be added onto their account. Accounts can only be created by invitation; therefore "Create Account" function is not available on the login screen.

Use your registered email and password to log into Management Cloud.
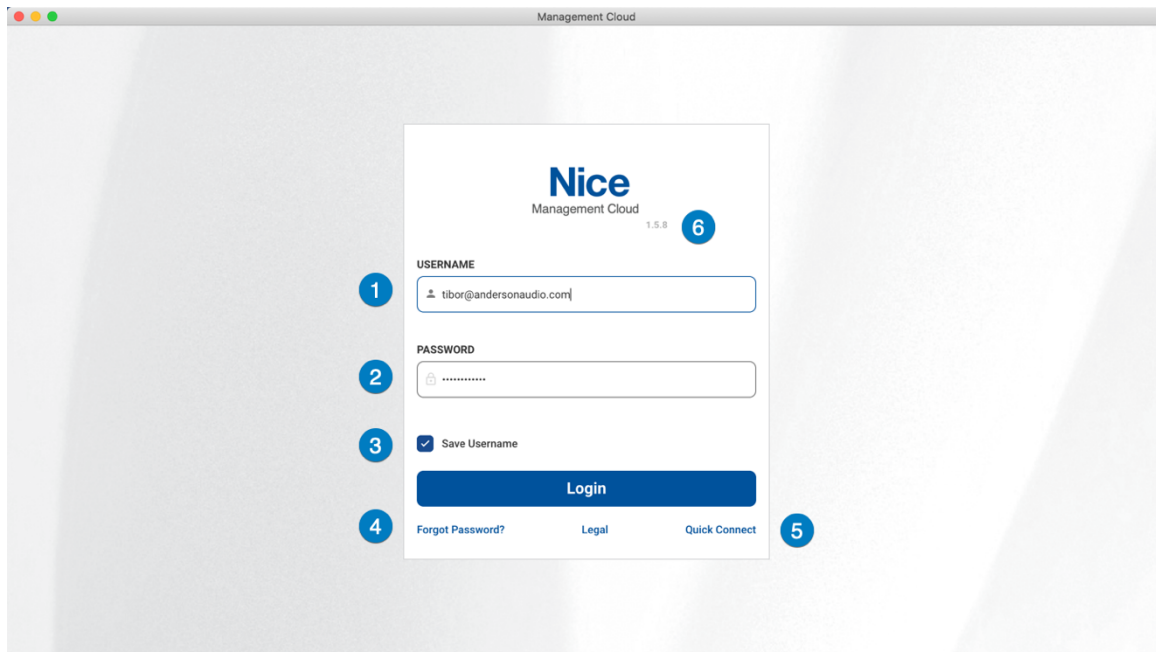
1. Username: Email registered with Management Cloud
2. Password: Associated with your username registered with Management Cloud
3. Save Username: Checkbox will remember the username, but security purposes, passwords are not remembered.
4. Forgot Password: Initiates password reset flow by entering registered username.
5. Quick Connect: Links to the unauthenticated version Quick Connect, not requiring one to log into Management Cloud account to use. Note: Only local controller scan is enabled for this version of Quick Connect: No remote connections until you log into the platform.
6. Version: Application version number is now included on the login screen. Can also be accessed in Downloads > Updates tab

Application Tabs

All locations area lists all the locations that [current user] has permissions to view and access.
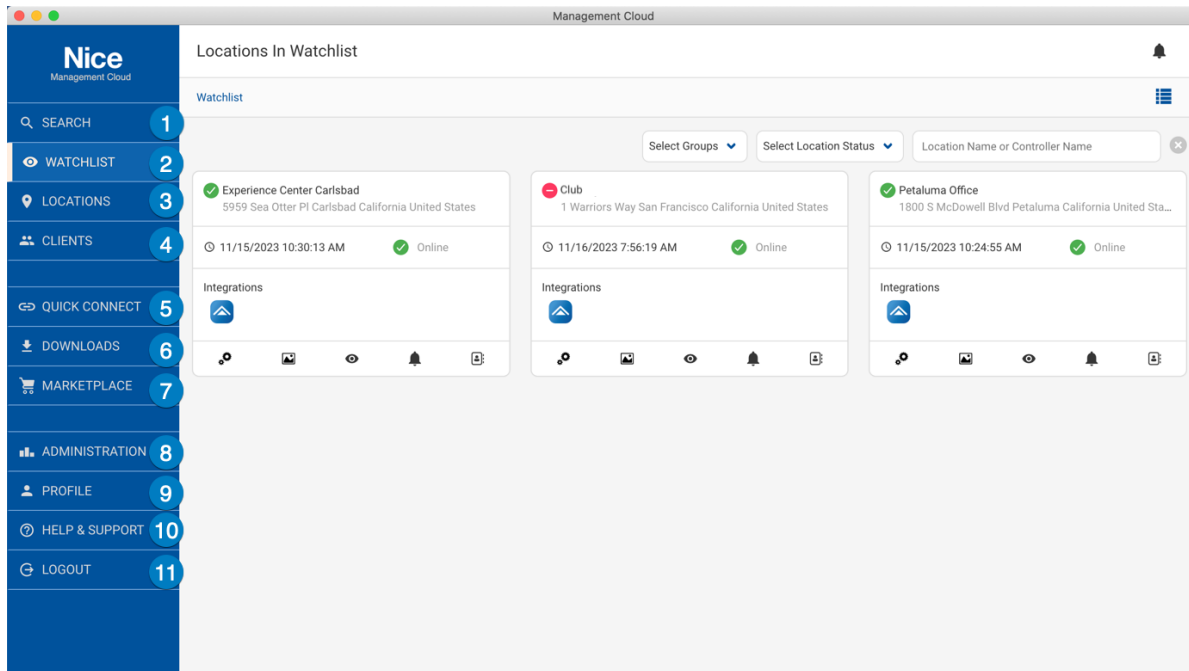
Application, Tabs

1. **Search**: A Global Search across all repositories including location, client, controller details–including attached gear, drivers, license keys–Marketplace listings, Help & Support docs.
   a. Example: Search "HR40" will find all Controller with Nice HR40 (device/driver) attached.
2. **Watchlist**: This is a means for current user to separate select locations from "all locations" list. It can be used to quickly access your key locations. Alert weighting and Service Level Agreement (SLA) will be accessible for watchlist locations in future iterations.
3. **Locations**: All the locations visible to current user. Depending on one's User Role for company you may see all or just some of the locations registered.
4. **Clients**: All the clients and client contacts visible to current user. Depending on one's User Role for company you may see all or just some of the clients registered.
5. **Quick Connect**: This is tool similar to the launcher in gTools to allow you to scan a network or enter controller details and launch into Configurator or Viewer. Enhancements including saving passwords with controller, indexed notes which can be used in search, and ability to easily add controller as a location from the Quick Connect screen.
6. **Downloads**: Core release and other downloads, release notes, integration notes, and Management Cloud application download update functionality. This information is indexed for search.
7. **Marketplace**: In addition to the 1000+ drivers included in Core software, search for hundreds of drivers written by our Development Partners in our Marketplace.
8. **Administration**: This is area where Roles: Owner & Team Lead can manage users & groups, note categories other administrative functions

a. Company Info – Address information and logo for the Company. Company Name and Contact email are not editable.
9. **Profile**: This is where current user can manage their details, including password reset, alerts and notification management.
10. **Help & Support**: FAQs, Video Notes, Support Resource links and contact options.
11. **Logout**: Logs one out of their account and showing login screen.
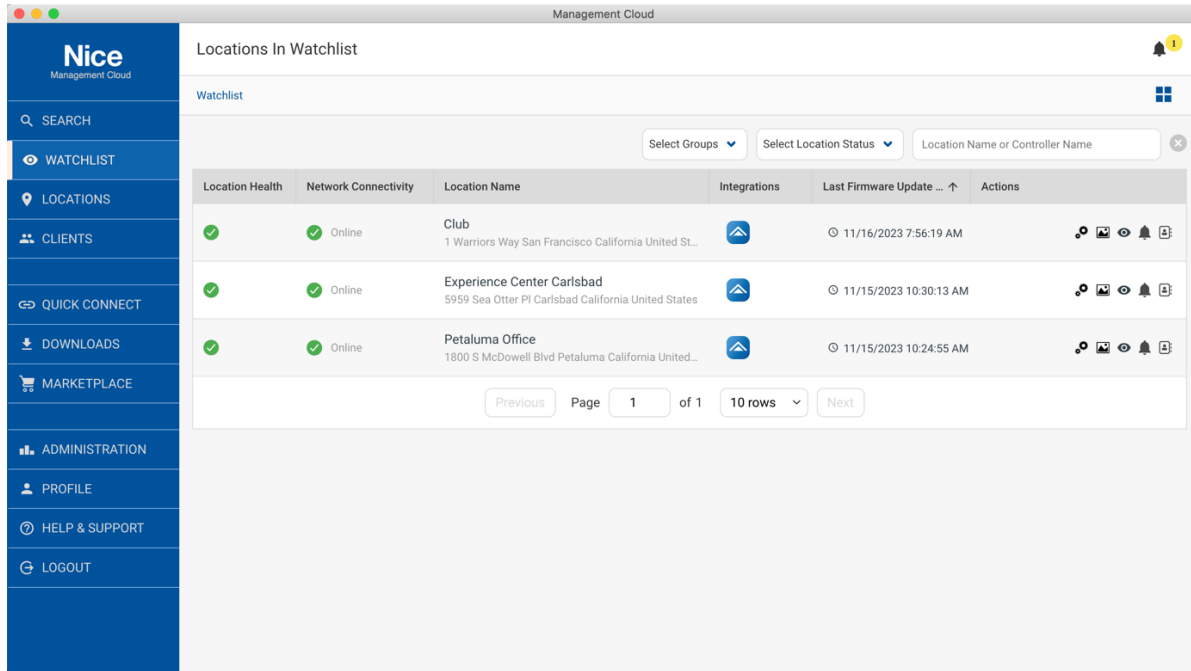
Search

A Global Search across all repositories including location, client, controller details–including attached gear, drivers, license keys–Marketplace listings, Help & Support docs. Example: Search "HR40" will find all Controller with Nice HR40 (device/driver) attached. **Advanced Search,** accessible via link under the main search field**,** provides same global search capabilities on a full page, but with more granular searching functions.
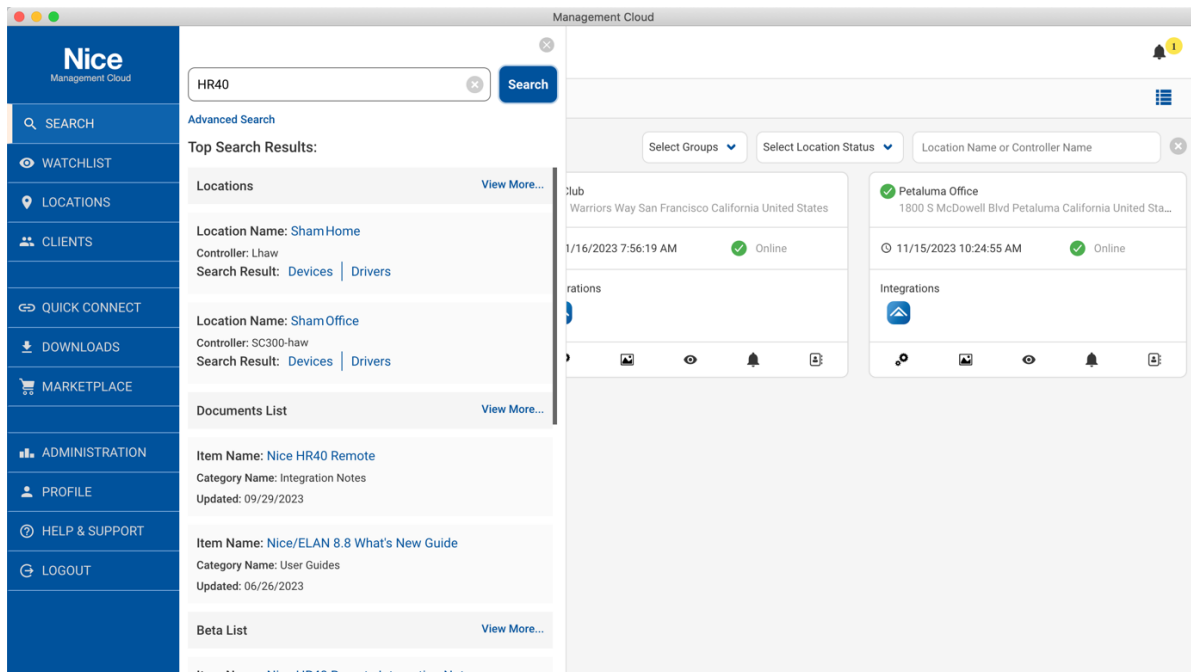
Watchlist

A Watchlist is a way to separate specific locations from other locations for currently logged in user. In the case where you want to pay special attention to a site or just a means to quickly accessed commonly accessed site, add it to your watchlist. In later iterations of the platform, SLA rules will be optionally applied on a Watchlist basis. *Note: Below shot shows location in List View.*

Locations

All locations area lists all the locations that [current user] has permissions to view and access.

All Locations > List View

1. Location record with Location Name, Location Address, Controller Name, Controller Firmware Version, Last Update of controller firmware, controller online/offline status
2. Configurator (v2) App Launcher, only present when Home Management Controller is attached to a location and controller running Core OS 8.8 or higher.

3. Configurator (v1) App Launcher, only present when Home Management Controller is attached to a location and running Management Cloud for Windows device. Configurator v1 is not supported on Management Cloud for MacOS
4. Nice Viewer App Launcher
5. Watchlist toggle to add/remove locations from watchlist
6. Location Alert Mute will disable all alerts at a location level for a temporary basis. This saved one from having to disable individual alerts on a location when performing work that may trigger alerts, such as updating Core release on a controller.
7. Quick contact option for Client/Client Contact associated with the location
8. All Location List View/Card View toggle
9. All Location Map View
10. Add a Location
11. Alerts & Notification Menu
12. Filter locations by Location or Controller Name, Location Status, Group association or combination thereof.

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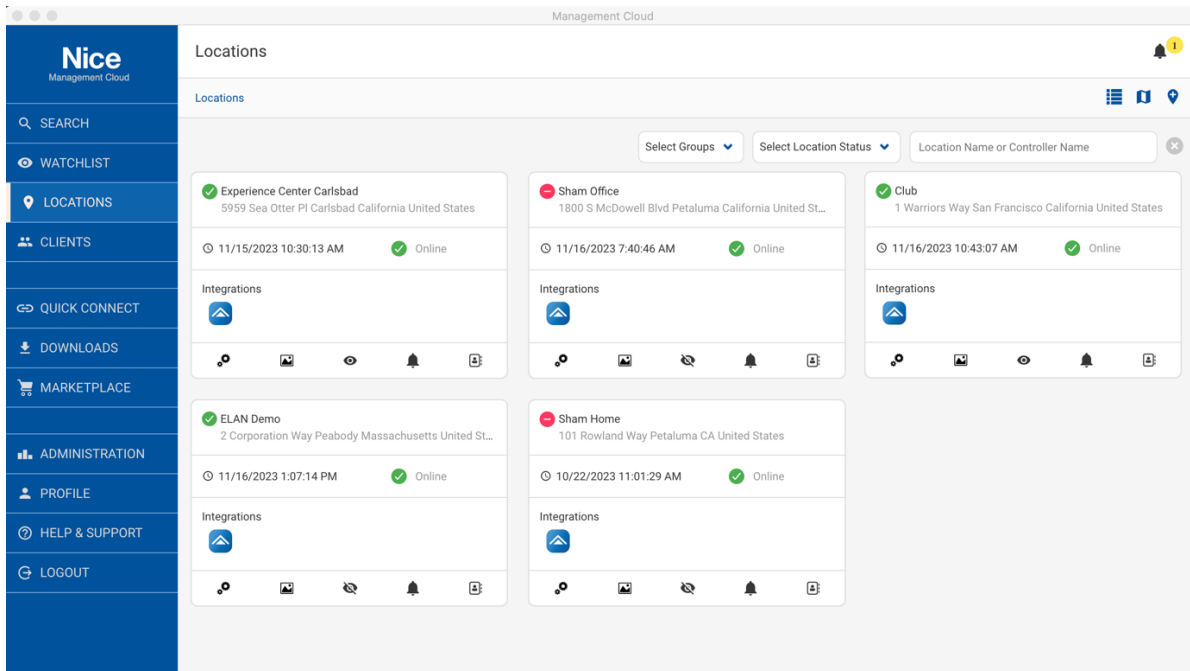
Locations > Card View
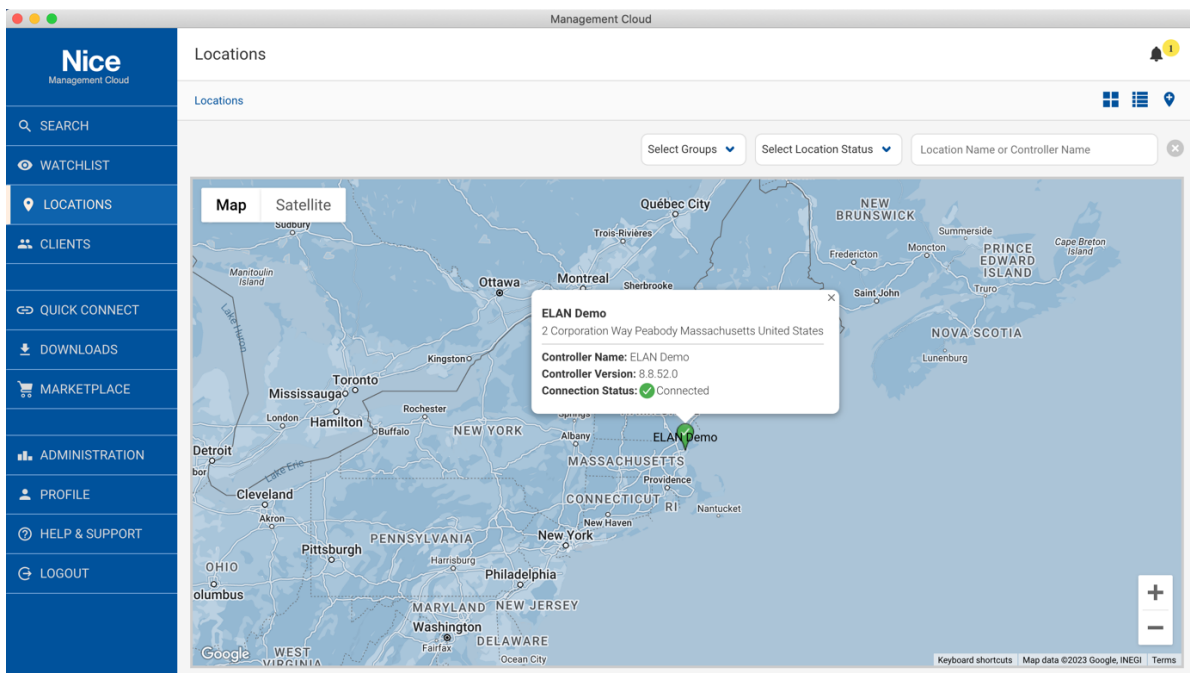
Locations > Map View

Locations

A location is a record that can contain Home Management Controllers, and/or BlueBOLT devices, or no controllers or devices at all. When there is a controller, all its attached devices, nodes, extenders, licenses, and configuration will be brought in automatically when a location is created, and a standard set of alerts will be autoconfigured. (See Profile > Settings for Alert defaults). Add a pre-configured controller to a location, or configure after you bring it in– changes to configuration on the controller will be reflected in the Location in your cloud account within 5 minutes of the changes made. Status, Alerts, Connected Devices and other select data is pulled directly from the controller in real-time and not subject to a configuration update delay.

Cloud Authentication & Permissions Layer

One of the more important and powerful functions Management Cloud brings is an authentication workflow that builds from the current Manage User concept on the controller but extends it to be more flexible and more secure.

- When a controller is added to a location, a special user account is created on the controller using the dealers' company name and contact details set when creating your company cloud account. This informs the end user about who has access to their controller (contact details etc.) and gives them the ability to adjust that level of access or remove access completely.
- With this special user account is an ***encrypted and obfuscated password created*** for that account used just for a handshake between controller and Management Cloud. A simple click on "Configurator" or "Viewer" buttons on a location in Management Cloud will launch the respective app, authenticate automatically for the controller linked to the location. That makes Management Cloud login the new gateway to access controllers.
- Permission to access a location via Management Cloud must be granted and/or revoked by dealer and tech lead roles. If an employee leaves the company, their Management Cloud account can be shut down and access to those locations removed. Employees, even the owners and Tech Leads themselves, do not have access to the password used for the dealer account so some security risks are mitigated.
- **A controller's Admin password, used to authenticate a location in Management Cloud, should still be changed post-installation, per training guidance**. Use of the Management Cloud account management layer eliminates the need for a dealer to retain a listing of the admin passwords for all controllers once they are added as locations in Management Cloud.

Controller Tab

Navigating into a Location card with a click/tap will reveal options for managing a location as well as list the devices assigned to a location.
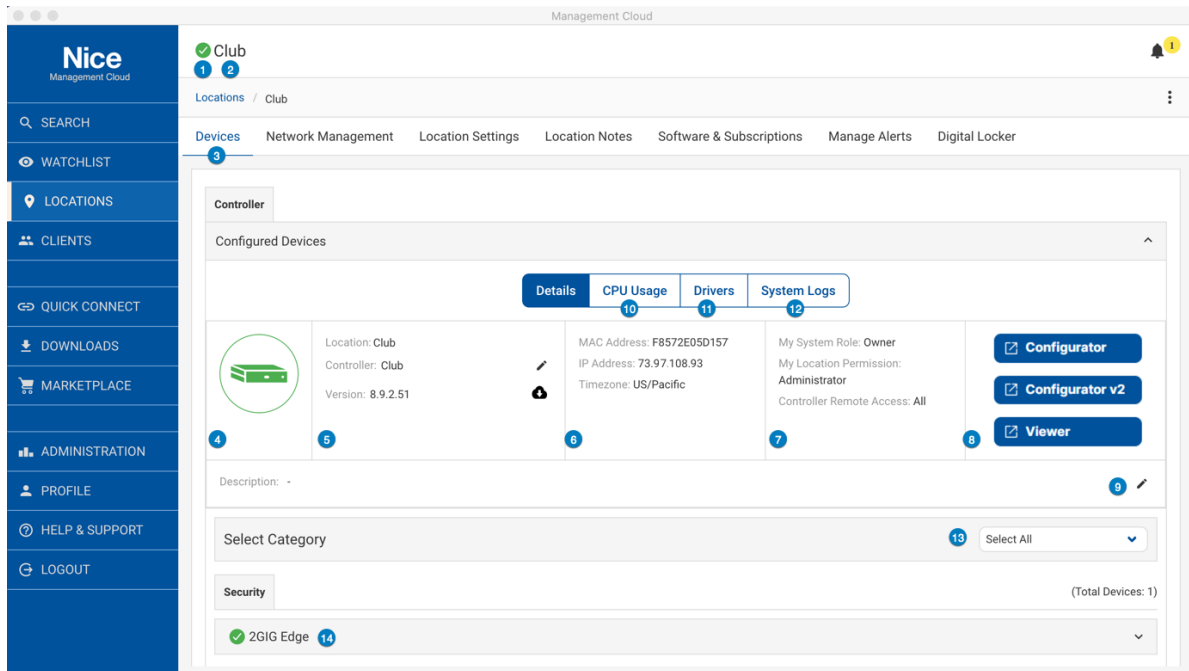
[Location], Controller Details View

1. Location Health Status Indicator
2. Location Name
3. Default tab for Location is the Devices tab
4. Controller Network Status. Color and mouseover verbiage denote its current status.
5. Controller details including location name, controller name and core software version.
   a. Renaming controller is accessed here via the pencil icon.
   b. Updating controller Core OS via OTA function (Over the Air) is accessed here via the cloud icon
6. Controller details including controller MAC address, IP address, Time Zone (selected when adding a location) and an editable Description field, for quick notes about a location.
7. Roles and Location Permission of the current user. Helpful in understanding access rights of current user.
8. Launch Configurator and Launch Viewer buttons for a location. Note that access to these buttons is based on one's role and location permission.
   a. Note: Configurator (v1) is not supported on MacOS, button will appear disabled.
9. Notes field for controller; This field is for internal use and not visible to end user.
10. Access to controller real-time CPU, memory, and I/O information
11. Drivers installed on controller, indexed for Global Search
12. System Logs relocated from prior versions. This tab pulls the logs (Exceptions, Connections, System) from the controller for convenience. Column width adjustment and sorting available.
13. Configured Devices subcategory pulldown for quick access and filtering.
14. Device Name and Status Indictor

[Location], Controller CPU Usage View

[Location], Controller Drivers View

Network Management Tab

Current implementation pulls network data from your controller's Discovery tab. If Discovery is not enabled on your controller, you will not see information in this tab. This data is pulled in for Search indexing purposes but will soon include functions setting ping alerts for any device on network, even one that isn't integrated with the controller, and will host advanced networking functionality.

Manufacturer	MAC Address	IP Address	Driver Type	Device Name/SSID	Install State
Luxul	A4134EEF13C3	10.0.0.2	Luxul PoE Switch	Luxul Downstairs	Installed
Luxul	A4134EBA984F	10.0.0.3	Luxul PoE Switch	Luxul Upstairs	Installed
Core Brands, LLC	F8572E03835E	10.0.0.57	ELAN IP Camera	Garage Turret	Installed
Audinate Pty L	001DC181E301	10.0.0.85	ELAN EL-IPD Multi Chassis	ELAN EL-IPD	Installed
Panamax LLC	1065A3080020	10.0.0.104	Panamax-Furman System	Nice DC12-IP	Installed
Audinate Pty L	001DC11B40B2	10.0.0.116	ELAN EL-IPD Multi Chassis	ELAN EL-IPD	Installed
Roku, Inc	ACAE19B6E278	10.0.0.119	EDRV Generic Media Source Network	Roku - Living Room	Installed
IEEE Registration Authority	0050C2FD2C54	10.0.0.125	Autonomic Premium	Autonomic Premium	Installed
Core Brands, LLC	F8572E03E39E	10.0.0.147	ELAN IP Camera	Basement Cam	Installed
Panamax LLC	1065A3076612	10.0.0.148	Panamax-Furman System	Panamax 4315	Installed

[Location], Network Management Tab

Location Settings

Location Settings > General Settings

Location Settings tab provides details about a location as well as allow for permissions management.

General Settings allows for viewing editing of location name; time zone; client and client contact details; and Delete Location function. Access to view and/or edit this tab is based on your role and current location permissions.

Latitude and Longitude: When using the "Search Address" function in Create Client/Create Client contact, the latitude and longitude settings are pulled from Google Map API for that address. In some cases, an exact address cannot be found in Google Map API. Values can be manually entered/overwritten here.
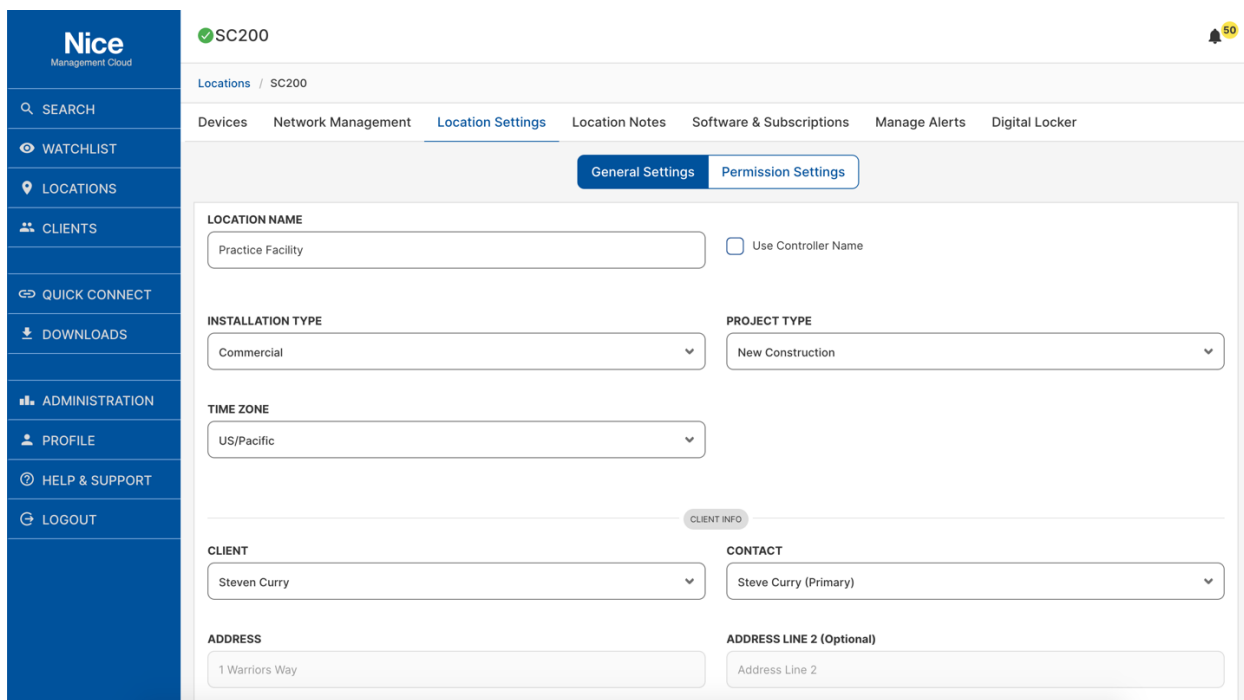
[Location], Location Settings > General Settings

Location Settings > Permission Settings

Location Settings tab provides details about a location as well as allow for permissions management.

Permission Settings controls who on your team has access and the level of access granted. Note that only current user (Administration > Users & Groups) of your company can be added to a location. Permissions can be granted to individual users or to groups.

Permissions & Groups definitions are in the appendix of this document.

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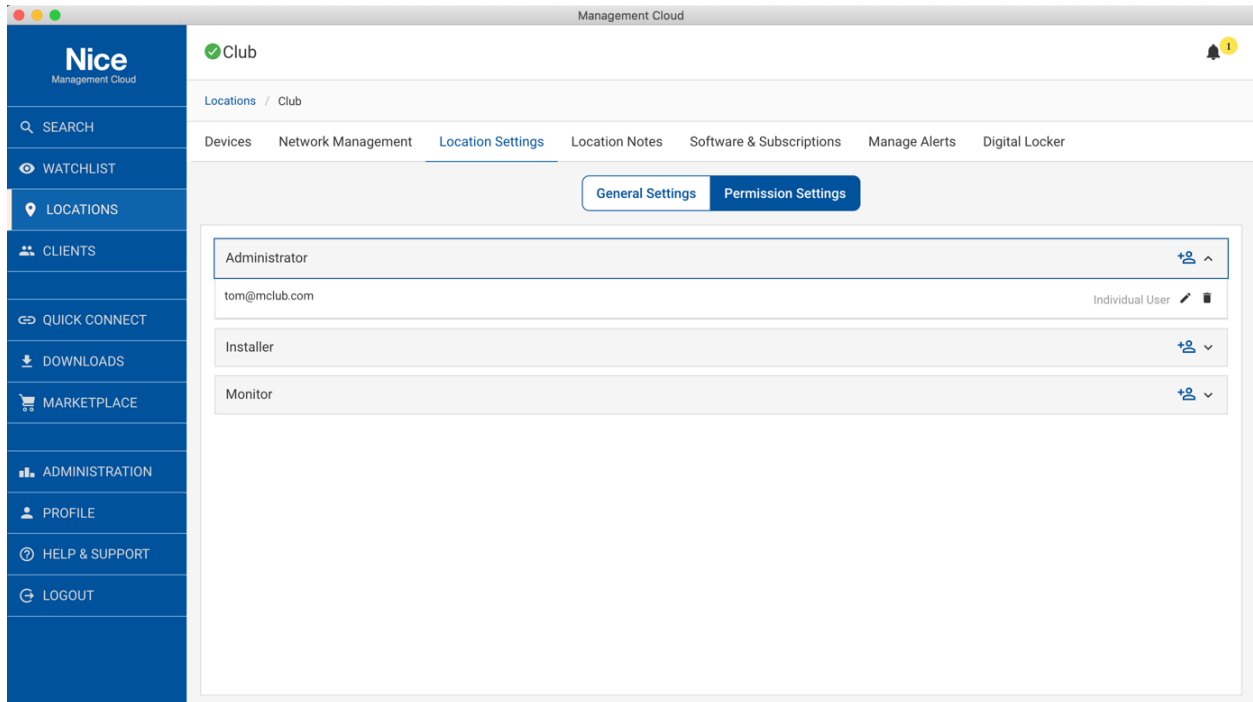
[Location], Location Settings > Permission Settings

Location Notes

Location Notes are a means for users to document time spent on a location. Timestamps, attribution, and time tracking functions are visible in the interface and can soon be accessed in custom reports on the Administration tab.

Note Categories accessed in the Location Notes section of each location, are used to help classify work performed. This will help standardize entries for forthcoming reporting functions.
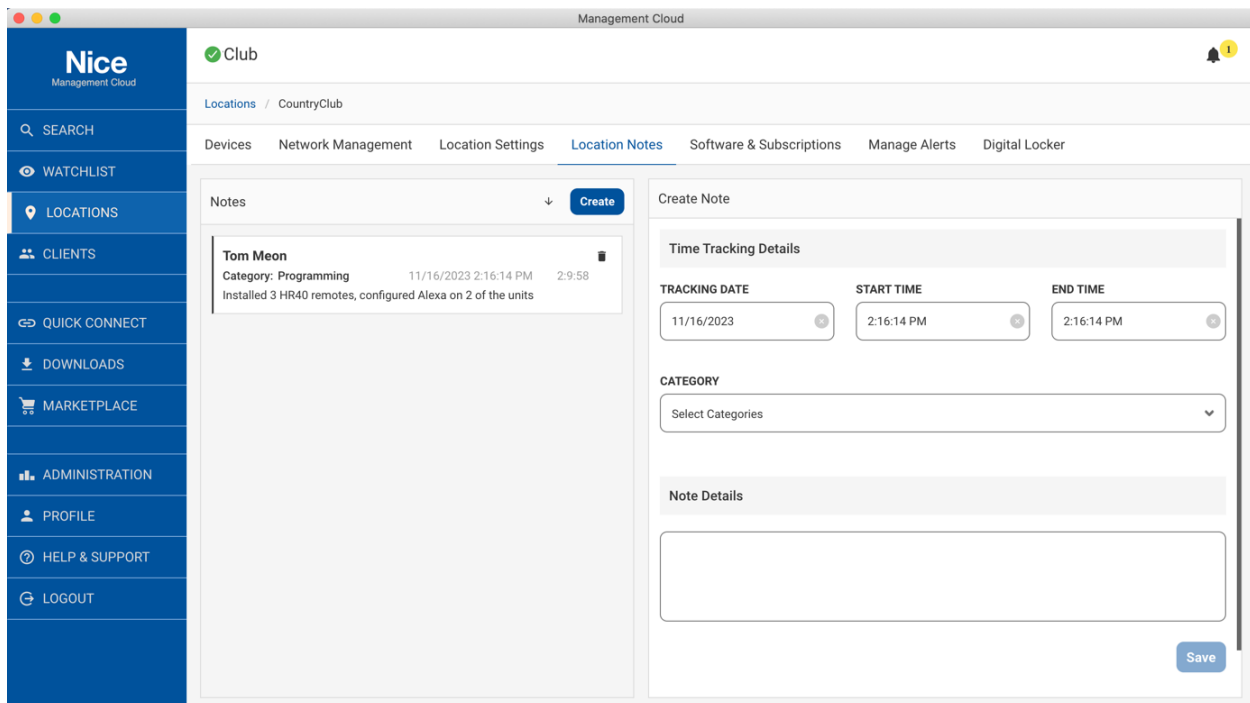
[Location], Location Notes

Software & Subscriptions

Software & Subscriptions tab is where you view or apply licenses to a Location's Nice Controller.

- Add A License via the doc/plus icon in the upper right
- Only license options applicable to your controller will be accessible. In some cases, a license option will be grayed out because license is already installed, or license option not shown at all because the Core OS on the controller is not up to dat.

TIP: *If a license exists in the license database but is not present on the controller, as may happen during a backup restore based on options selected, the license(s) will be restored to your controller by merely visiting this tab in your location.*

Nice
Management Cloud

⊘ Club

🔍 SEARCH

👁 WATCHLIST

📍 LOCATIONS

👥 CLIENTS

🔗 QUICK CONNECT

⬇ DOWNLOADS

🛒 MARKETPLACE

📊 ADMINISTRATION

👤 PROFILE

❓ HELP & SUPPORT

⟳ LOGOUT

Locations / Club

Devices   Network Management   Location Settings   Location Notes   **Software & Subscriptions**   Manage Alerts   Digital Locker

Licenses

License Provider	License Name	License Info	License Description
Nice	Autonomic Premium License **By: Nice**	**Type:** MEDIA **License Key :** [redacted] **Status :** Installed **Version :** 8.9.2 **Date Installed :** 06/20/2023 9:08:29 AM	Autonomic Premium provides support for most of the popular streaming services and integrates with Nice source & flyout favorites to provide fewer touches to your music.
Nice	Autonomic Premium License **By: Nice**	**Type:** MEDIA **License Key :** [redacted] **Status :** Installed **Version :** 8.9.2 **Date Installed :** 06/20/2023 9:07:43 AM	Autonomic Premium provides support for most of the popular streaming services and integrates with Nice source & flyout favorites to provide fewer touches to your music.
Nice	Autonomic Premium License **By: Nice**	**Type:** MEDIA **License Key :** [redacted] **Status :** Installed **Version :** 8.9.2 **Date Installed :** 03/16/2023 11:15:23 AM	Autonomic Premium provides support for most of the popular streaming services and integrates with Nice source & flyout favorites to provide fewer touches to your music.
Nice	EL-SW-NVR License **By: Nice**	**Type:** VIDEO **License Key :** [redacted] **Status :** Installed	The Nice EL-SW-NVR license enables software-based Nice Onboard and Extender Network Video Recorder (NVR) for Nice SC100 and SC300 controllers.

[Location], Software & Subscriptions

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Manage Alerts

Manage Alerts tab shows the alerts available for a location. By default, a location Administrator (user who added the location) or a Group, if assigned at location creation, are automatically assigned to receive alerts on all Configured Devices on a controller. (Note: The default Alert settings for current user can be set in the Profile > Settings tab.) Active Client Connections, which show viewers currently attached to a controller, can be inherently transient, so alerts are not set here by default. You can, however, add an alert here as needed.

Location], Manage Alerts

1. Configured Devices: Alerts are set up automatically for location creator and Administration Groups, if defined.
2. On State Change: Alerts are trigged "On State Change" which means when a device moves from one status state to another. As a tip, read it as "On State Change to…" when checking the color. State Change from Green to Yellow and Red are an obvious choice but also a "On State Change to…" Green will let you know when a device has started functioning again, saving you from having to drill into the device details. Alerts are categorized under green, yellow and red (sometimes: Grey) which generally translate to:
   a. Green/Check Icon – Device/Service functioning normally
   b. Yellow/Exclamation icon– Device/Service may be impaired. Check Status message in device details or alert notification.
   c. Red/Minus icon – Device offline or otherwise inaccessible. Check Status message in device details or alert notification.
   d. Grey/X icon – If a device driver does not have ability to communicate with Management Cloud, the status can be grey ,.
   e.

3. Alert Mode: These are the paths for Alerts to take. "In-App" is a push notification accessible in the upper right corner of the application, bell icon. When one Unsubscribes from an alert, as in the Alert In-App menu, the Alert mode is affected and the alert email and "on state change" settings remain intact. This allows one to easily subscribe just as one unsubscribed without needing to navigate to the Manage Alerts tab and recreate the alert.
4. Alert Threshold
    a. Refine in-app and email alert frequency by customizing threshold on a per-component basis. Reduce alerts for oscillating or otherwise unreliable devices.
    b. Select from 0 (no threshold), +3, +5, +10, +15, +30, +60, +90 minutes
5. Delete Recipient: Deletes user from the alert.
6. Add Alert Recipient: Manually add a user to receive alerts for that device. Note a user (Administration > Users & Groups) must be part of the current company account to be added via this function.
7. Add Recipient to All: Adds a user to receive alerts for all Configured Devices for that location. This list will only show users associated with dealer company. Alert settings (On State Change, Alert Mode, Alert Threshold) will be pulled by a user's "Default Alert Settings" in Profile > Settings.
8. Active Client Connections: (Bottom of screen not shown) Active Client Connections, which show viewers currently attached to a controller, can be inherently transient, so alerts are not set here by default. You can, however, add an alert here as needed.

Clients

All the clients and client contacts visible to current user. Depending on one's User Role for company some of the client records may not be visible.

Client is the end user, generally the owner of the controller and its location.

Client Contact allows you to associate different contacts for the same Client, as in the case where a Client has multiple locations, and therefore multiple addresses and possibly different client contacts per location
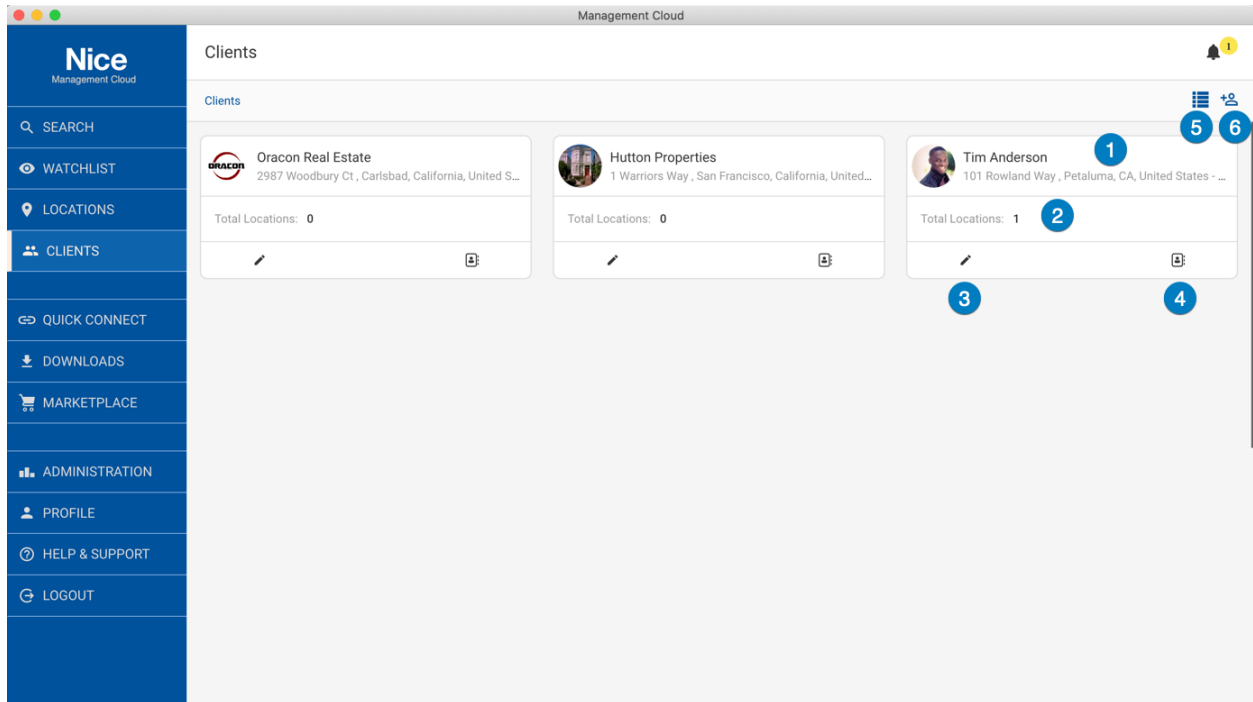
All Clients

1. Client Name, Image, and Address
2. Total Location Count: Number if location associated with this client
3. Edit: Edit the client records, based on permissions
4. Show Contact Info: Quick access to main contact information
5. List/Card View toggle
6. Create Client

Client Settings

All the clients and client contacts visible to current user. Depending on one's User Role for company some of the client records may not be visible.

1. Client Setting Page to edit Name, Image, Address, Phone, Email
   a. **TIP:** *Use the "Search Address" field, powered by Google Maps API, first to ensure the proper address, including its Latitude and Longitude, are entered for a client. If the address is not found, no problem, you can still enter the address manually, including the Latitude and Longitude coordinates so the location will appear in the right location on Locations: Map View.*
2. Client Contacts page will allow you to add other contacts to this client.
   a. **TIP:** *Each client contact can have a different address, allowing a dealer to have multiple locations that role up to one client record, as in the case of vacation homes, franchise commercial properties, etc.*
3. Client Locations gives you a quick way to navigate to the Locations for client

Quick Connect

Modeled after the functionality of a legacy configuration tool, gTools, Quick Connect will allow you to scan a network or enter controller details and launch into Configurator or Viewer. Enhancement to Quick Connect method include saving passwords with controller, add controller as a location.

There are two forms of Quick Connect in the Management Cloud application:
- **Authenticated:** This is the instance of Quick Connect available in application once you have logged into your account.
  - o Features:
    - Scan and connect to local controllers
      - IP/ configuration coming soon.
    - Manually enter Controller name and Password to connect with Configurator and Viewer.
    - Save Controller, with or without password, to list of saved controllers. Because this data is stored in the cloud, it is accessible from any client that logs into this account.
    - If a controller is not already a location, you will see an "add" button in the Action column of you saved controller list. A click on that will start the "Create a Location" process.
    - If a controller is already associated with a location on your account, you will see a "View" button in the Action column of you saved controller list. A click on that will take you to the controller tab for that location.
- **Unauthenticated**: This is the instance of Quick Connect available via link on login screen when you do not log into an account. This can be used when internet access is not available, but you need to find and access a controller on the LAN.
  - o Features:
    - Scan and connect to local controllers
      - IP/ configuration coming soon.
    - Manually enter Controller name and Password to connect with Configurator and Viewer.
    - Note that one cannot save controllers in unauthenticated mode. This mode is intended to cover the use case of no internet access. In all other cases, logging into the Management Cloud is recommended.

Saved Controllers

Available in Authenticated mode only

Quick Connect > Authenticated

1. Manually enter System (controller) name and password
2. Select Remember password* if you want it retained with Controller name when saved. This is used when overwriting existing passwords. (See Tip below)
3. Select Save Controller to place it in the Saved Controller List.
   o To save a controller with a password to the Saved Controller list, enter an admin-level password [Manage Users > [User] > Remote Access = All] with the "Remember Password" checkbox checked.
   o To save a controller without a password to the Saved Controller list, enter an admin-level password [Manage Users > [User] > Remote Access = All] with the "Remember Password" checkbox unchecked.
4. To recall a Saved Controller, tap on it in the Saved Controller list and its details will load in the Controller access area. If you did not select "Remember Password" you will need to enter it manually when controller name is loaded.
5. Search/Filter to find controllers by name or Notes.
6. Action Functions to:
   o Add/Edit Note (pencil icon)
     ▪ **TIP:** *Notes are indexed for Search/Filter at the top of this tab. A quick way to flag systems and recall them instantly is to use a special character that wouldn't typically be found in a controller name in the notes, like "!", and when you type that one character in the top filter, all your controllers appear instantly.*
   o View Existing Location (location icon) - When location icon is BLUE, with a white dot, it denotes controller exists as a location. Click on this icon will take you to that location.
   o Create New Location (location icon) - When location icon is BLACK, with a white plus, it means the controller is not associated with a location. A click on this icon will initiate the Add a Location workflow.

- o Delete from Saved Controller List (garbage can icon) – This deletes controller and any saved notes/passwords from the Saved Controller list. It does not delete a location if controller is associated with one.
7. Launch Configurator v1, Configurator v2 or Viewer using the credentials in the Controller Access area.
    - o Note: Configurator v1 only supported on Windows. Button disabled on MacOS.
    - o Note: Configurator v2 can only connect to controllers running Core OS 8.8 and later.

Updating Password on Saved Controller

To change a password for a Saved Controller, tap on it in the Saved Controller list and its details will load in the Controller access area. With "Remember Password" selected, overwrite the password and hit "Save Controller" to save new password with existing controller name.

Special Consideration: The passwords entered and saved with Quick Connect are never the same as the user/password used in a to access Configurator(s) and Viewer *from a location.* **As stated in the "Cloud Authentication & Permissions Layer," location passwords are hidden and encrypted**. Keep this difference in mind when accessing the same controller from Quick Connect and Location.

Local Controller
Available in Authenticated and Unauthenticated modes.
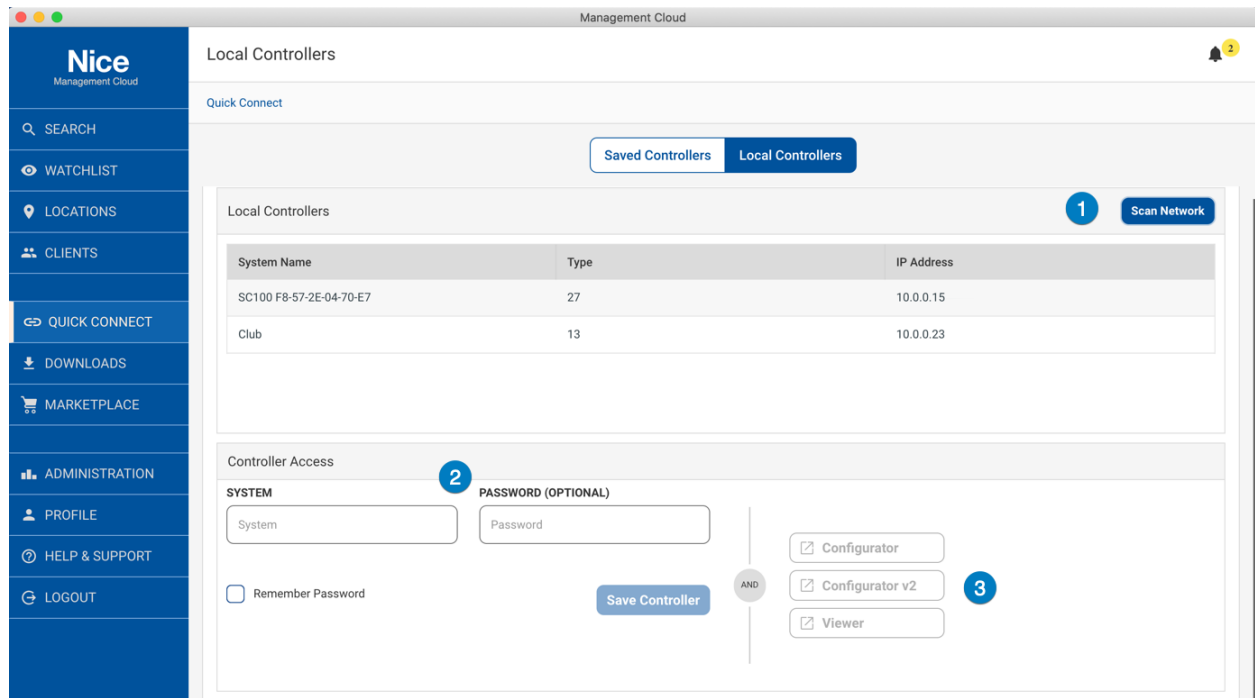
Quick Connect > Authenticated (pictured)

1. Scan Network and select found controller to load its name into the Controller access area.

2. Click on a local controller in the list to enter its name in the System field, or, manually enter System (controller) name and password of any Local or Remote controller.
   o Unauthenticated Quick Connect*, accessible via the Management Cloud login screen, only allows local scan and connection. No remote connection allowed via the Unauthenticated Quick Connect linked from the login screen.
3. Launch Configurator(s) or Viewer using the credentials in the Controller Access area

Authenticated mode allows you to save locally scanned controller to the Saved Controllers list as covered previously.

Authenticated Quick Connect = Logged into App, on the Quick Connect tab.
*Unauthenticated Quick Connect = Not logged in. Accessing Quick Connect from the app login screen.

Downloads
Downloads section includes access to software downloads, documentation, and updates for the Management Cloud application itself. At the top of Software and Documentation tab includes a filtering field to quickly find the file you are looking for.

- Documentation
  o Release Notes, User Guides & Integration Notes
- Software
  o Nice Core Release Installers, Clients & Viewers, Utilities and Libraries.
- Updates
  o Check for updates for the Management Cloud application. Updates can be downloaded and installed via this function.
  o In addition to the login screen, the version of the current app your are running it listed here.
- *Beta
  o Access to beta software and documentation. By invitation only.

Administration
The Administration tab is accessed by permission only (Owner and Team Lead roles) and currently includes functions to administer users and groups for your company, company information & logo, and Note Categories. These categories can be defined by Admins and accessed by employees in the Location Notes section of each location to help classify work performed. This will help standardize entries for forthcoming reporting functions.

- **Users & Groups** –
  o **Users** –
    - Add/Edit/Delete users for your company
      - Owner Role is not editable; Please contact Nice Technical Support for Owner update requests.
    - Set User Roles & Permission
    - Resend confirmation emails for unverified accounts
  o **Groups** –
    - Create a Group, which is a combination of users and location with permissions. As an example, if you have locations in different citys and dedicated teams to handle them, you can create a group that has

location and users assigned. When creating a location, you can assign it to a Group as part of the new location workflow; When you want to add/remove a user from a group, or change permissions, it can be done in this Groups editor.

- **Reporting & Analytics**
  - o Beta Only Access at present
- **Company Info**
  - o Details about the company who runs the account
  - o Phone number, Company Name and Contact Email are added to a controller in the Manage Users tab when a controller is attached to a location.
  - o ***Note***: *Company Name and contact email, which were both entered by the owner in the Management Cloud application process, are not editable; Please contact Nice Technical Support for Owner update requests.*

Profile

Profile tab contains information about and relevant to the current user logged into Management Cloud.

- **Details** – Name, Address and Contact information for current user. The Company Name is not editable.
- **Manage My Alerts** – This tab allows one to administer all the alerts one is subscribed to in a single screen. One can also administer alerts on the Manage Alerts tab on a respective site, but all alerts are aggregated here for convenience. Bulk updating is available in this tab via the Column Editor at the top of each location.
  - o ***Tip:*** *If you want to update all your alert settings for a location in a couple of seconds, go to Profile > Manage My Alerts and make use of the bulk editing functions at the header of each location.*
- **Manage Notifications** – Notifications are messages sent by Nice and fall into multiple categories. Unlike standard email which can be blocked at many junctures, the Notification loop in Management Cloud will help us ensure deliverability of important messages and information to our customer. Select Notification options, and Alert Mode (In-App, Email) here as desired.
  - o ***Tip:*** *Make sure you are signed up for Tech Alerts, both in-app and email, so you don't miss a thing.*
- **View Groups** - Lists the Groups current user is associated with. Management of Groups is handled by Owner and Team Leads in the Administration tab.
- **Change Password** - Change password for your Management Cloud account.
- **Settings** –
  - o Select Language, Time Zone, and preferred Date Format and Time Format for your application.
  - o **Default Alert Settings** – **IMPORTANT!** To predefine your alert settings when you are added to a location, such as when you create a location, added to a location as a member of an Admin Group or manually added via the "Add Recipient To All" and "Add Alert Recipient" on the Manage Alerts tab.

Help & Support

Integrated Support options provide a one-stop-shop to help service your customers. This area will be dynamic, including the latest information and training options to keep your team updated and informed.

- FAQs– Technical Information relevant to you and your subscribed NSC products and services.
- Tech Alerts - Technical Alerts relevant to you and your subscribed NSC products and services.
- Video Notes – Video Integration Notes and other training videos relevant to you and your subscribed NIce products and services.
- Resources – Technical, Sales and Support options for your reference
- Contact Us – Support Contact Information.

How To

How to Create a Location
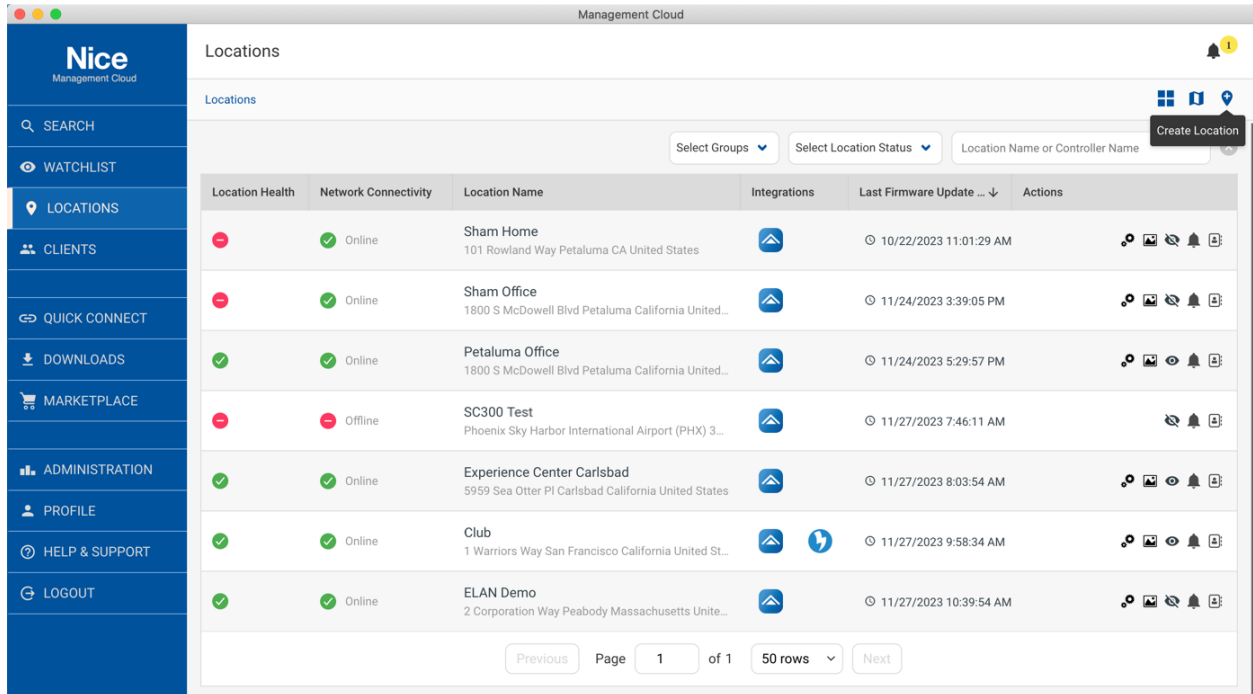
All Locations > Create a Location (button)
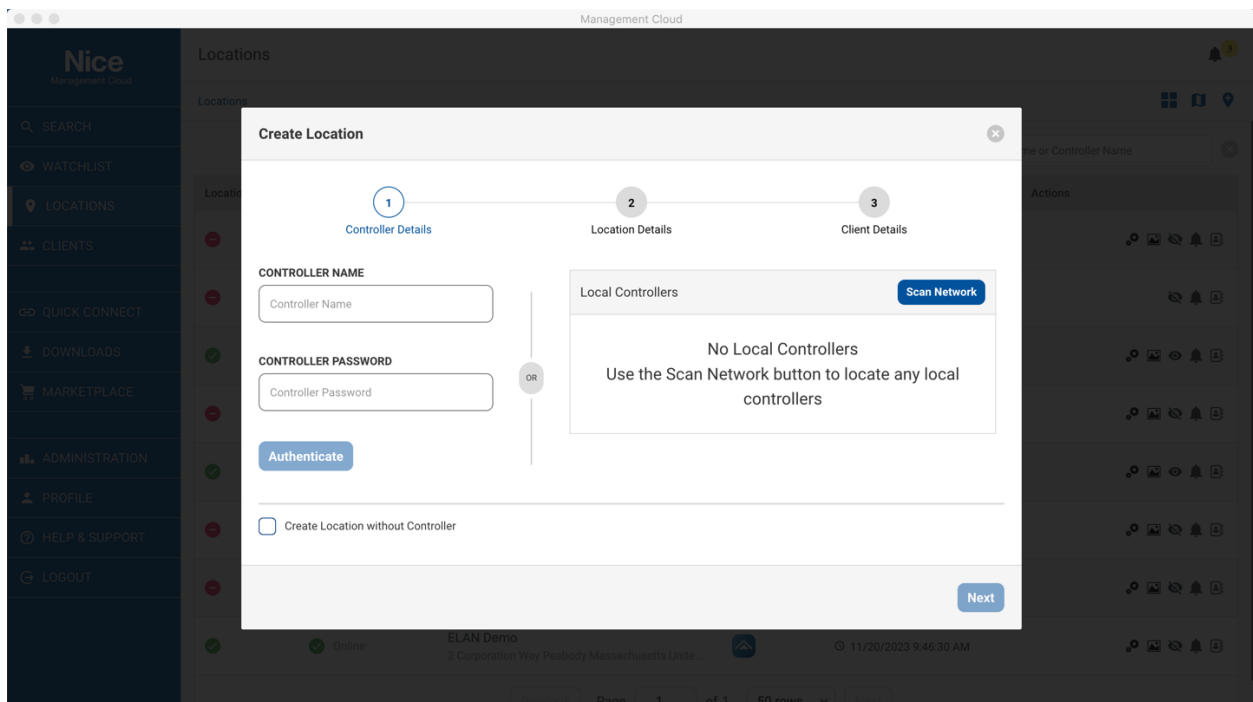
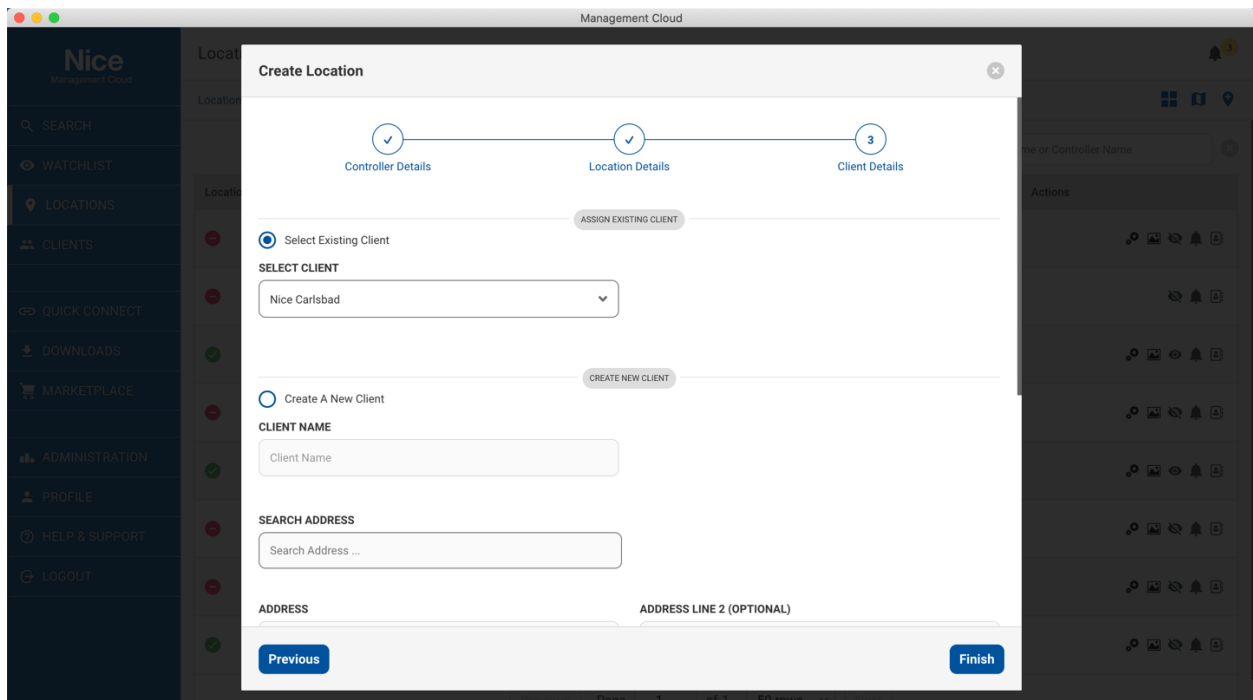All Locations > Create a Location > Step 1 of 3

1. Controller Name and Password button: Name of controller and admin password (if preset).
2. Scan location network for attached controllers. Select a controller in the found list to have it loaded into the Controller Name field on the right.
3. Authenticate: You must authenticate controller name and password before moving to next screen. **Note: In order to Authenticate a controller, you must enter the Admin password set on the controller. If no password is set on the controller, as it comes by default, then you will not be able to add it as a location**.
4. Successful Authentication message
5. Next button: Becomes active when controller authenticated

Note: Controllers must be running Nice core release 8.3.11 or later and an Admin-level password must be set when adding as a Location in Management Cloud. The Quick Connect function in Management Cloud is not dependent on Core Release versions.

All Locations > Create a Location > Step 2 of 3

1. Location Name: Can be named whatever desired or follow Controller name when using checkbox. With this box checked, controller name changes will affect location name accordingly.
2. Installation Type:
    a. Residential
    b. Commercial
3. Project Type:
    a. New Construction
    b. Remodel
    c. Retrofit
4. Installation Date: Defaults to today's date but can be edited
5. Time Zone: Required
6. Select Admin Group (optional): Add a new location to a preexisting group for quick location permissions set up. Groups are covered later in this document.
7. Next: Becomes active when required fields are entered.

All Locations > Create a Location > Step 3 of 3

Locations require Client association. When adding a Location, a Client must be selected or created. Deleting a client will send a warning about also deleting associated client locations.

1. Select Existing Client: Pulls list of current clients available for this account, based on permissions.
2. Create a New Client: Defaults to today's date but can be edited
3. Finish: Will create the location, add dealer user cloud account to controller with hidden, encrypted password, pull all configuration details and auto-configure alerts.

How to Create a Client
Creating a Client from the All Clients > Create Client dialog

Create Client > Screen 1 of 2

1. Client Image (optional)
2. Client Name
3. Search Address: Uses Google API to search and suggest address for quick setup. Use of this service will also ensure more accurate pin placement of location on the map.
4. Once you select address in the "Search Address" Field it will populate the full address. Optionally you can add/edit the address in these fields manually, but note that the location may not appear in the proper location on the Location: Map View.
5. Primary Contact: (offscreen in image above) Primary contact is the main contact for this client. Additional client contacts can be added to the Client record as needed.
6. Next: Button becomes active when all required fields validated.
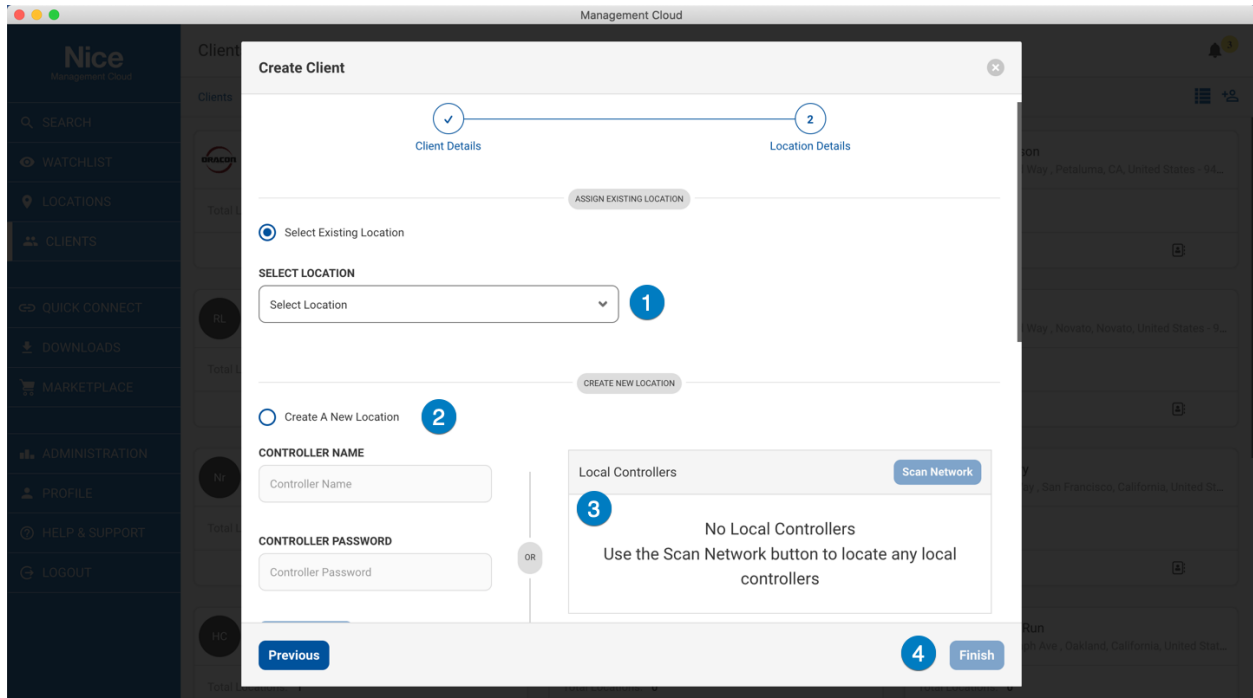
Create Client > Screen 2 of 2

1. Select Existing Location: Select location that already has different client connected to it to use this client instead. (not common)
2. Create a New Location: If you want to add a new client and a new location for that client, you can do that all in this Client creation flow. See "Add a Location" for details on this flow.
3. IMPORTANT | Skip Location: (offscreen in image above) Use this option to just add a client and not associate with location yet. Adding a location later you can choose any client you have added.
    a. In Early Adopter Release, feedback we received is that most client records are created independently of locations, so "Skip Location" is the most often used in this flow. In future version, "Skip Location" will be moved to the top of the dialog for easier access.
4. Finish: Button becomes active when all required fields validated. This will add the client and associated records.

How to Create a Client Contact

Client Contacts allow you to specify different addresses and/or contact information for the same Client record. Useful in the case where a client has multiple locations, but you want them all to roll up to the same client record for reporting purposes.

Creating a Client Contact from the All Clients > [Client Name] > Client Contacts tab.

Details of the Client Contact form are self-evident. Note that client contact form starts with fields from the main client account but can be edited as required.
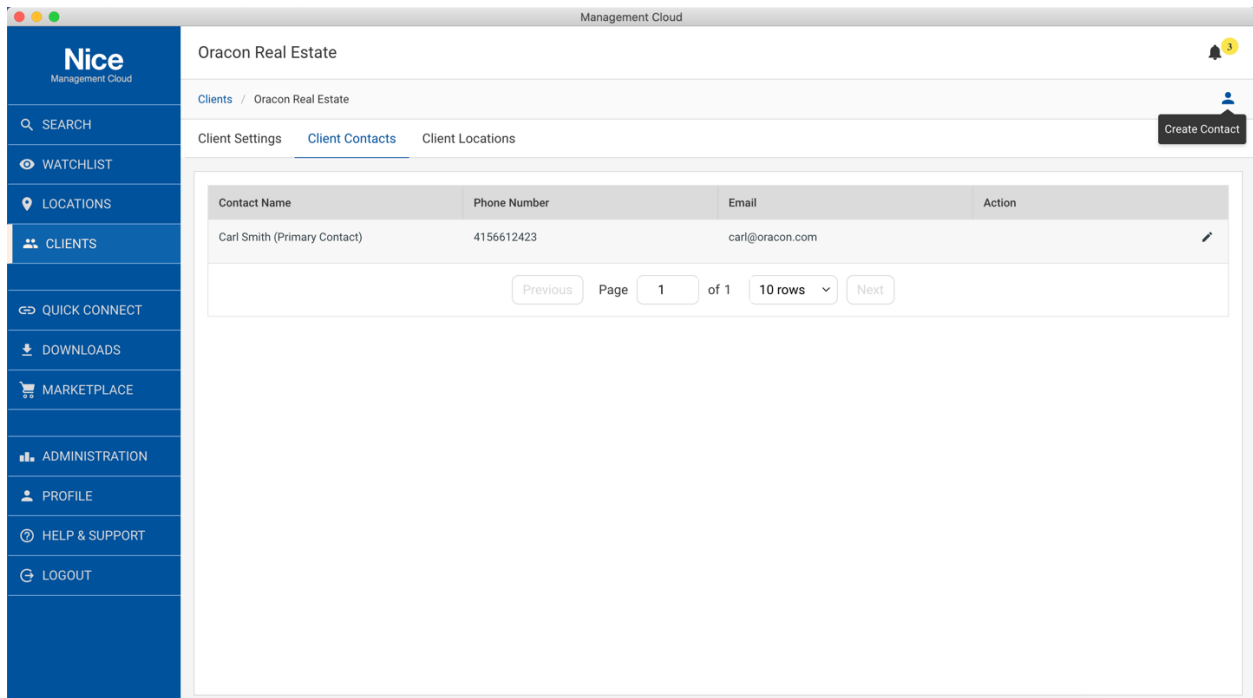
All Clients > Client Contacts > Create Contact

How to Install a License on a Controller

To List or Install a License to a controller, you must first add the controller to a location. See Create a Location. Once a location is created, navigate to the Software & Subscriptions tab in the location.
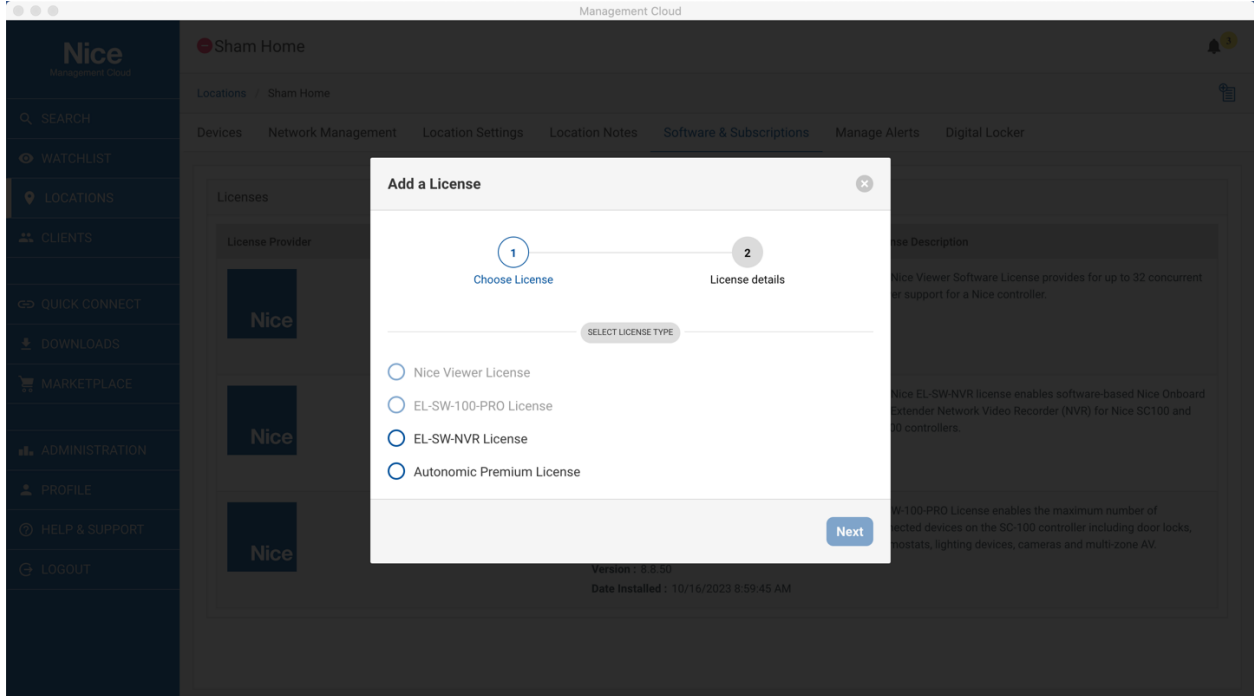
All Locations > [Location Name] > Software & Subscriptions tab.

To add a license, click Add a License button in the upper right of the window and follow the prompts.
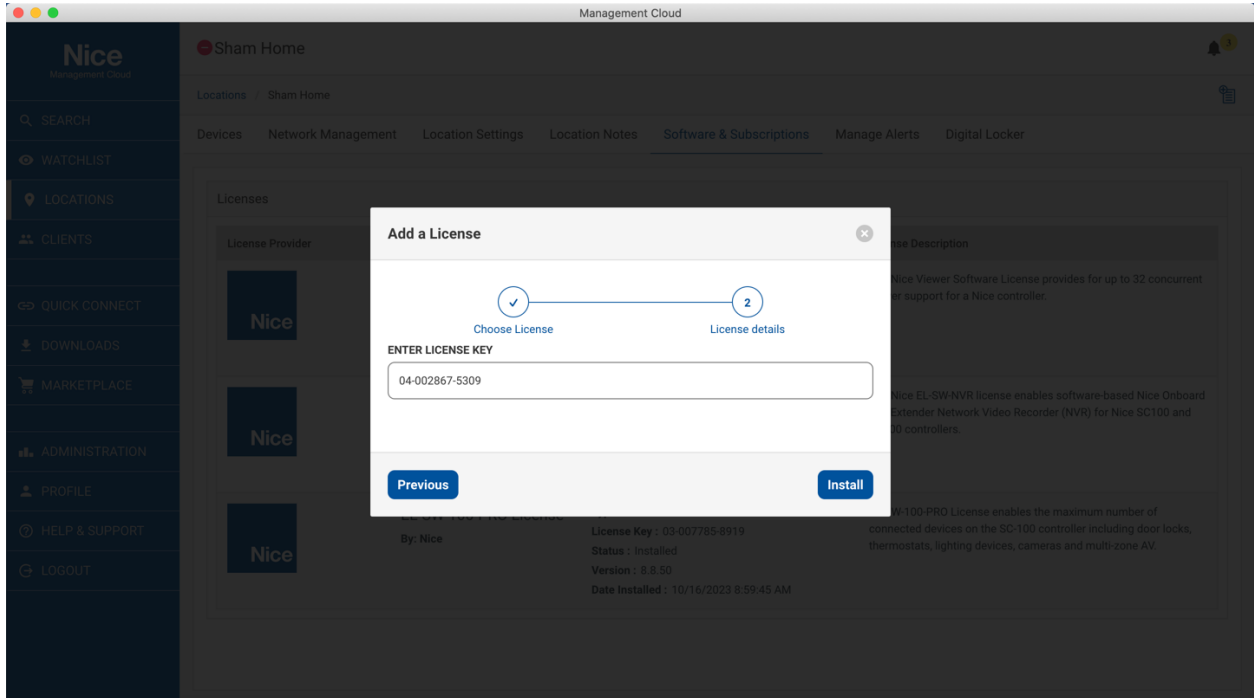Controllers must be running Nice core release 8.4.96 or later to apply a gVSL license SC-100 controller must be running Nice core release 8.5.9 or later to apply a EL-SW-100-PRO license.
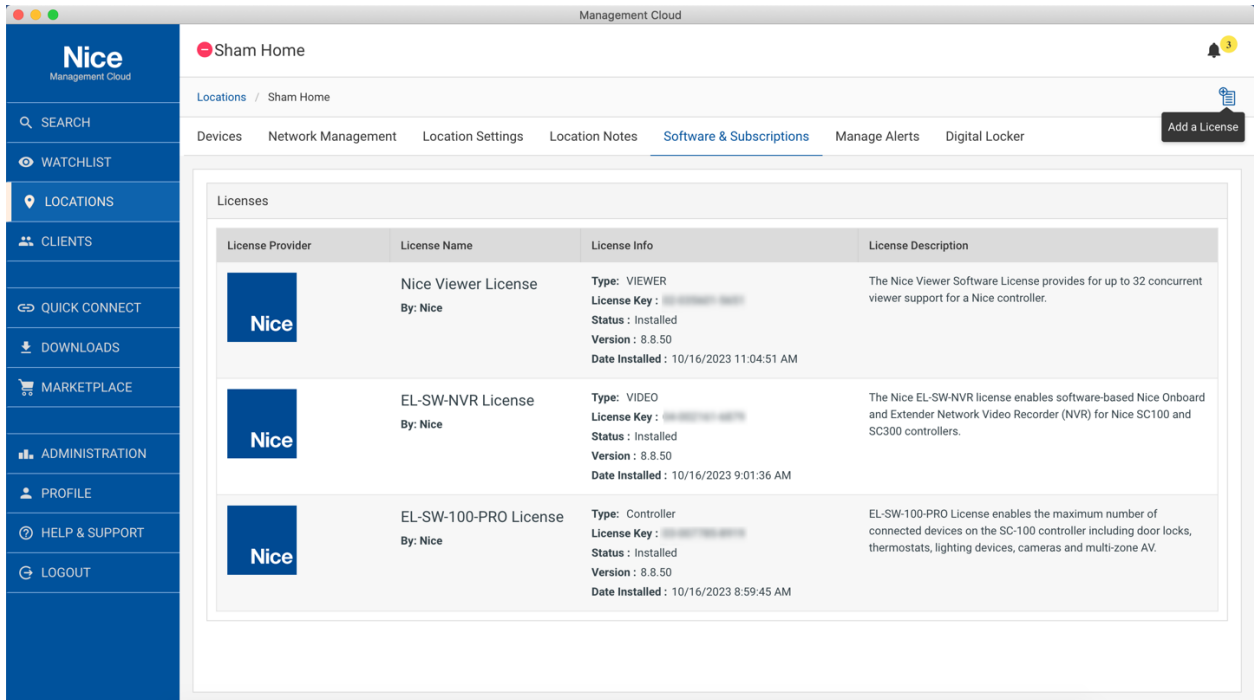
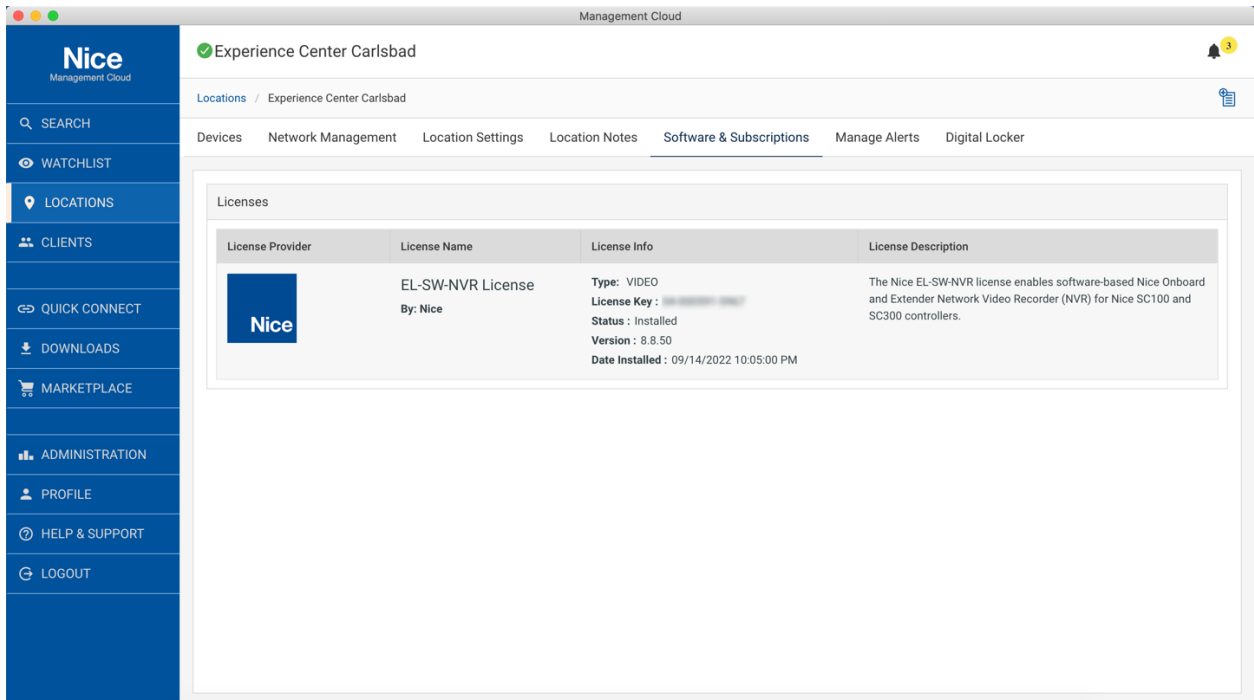All Locations > [Location Name] > Software & Subscriptions > Add A License

All Locations > [Location Name] > Software & Subscriptions > Add A License > Choose License

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All Locations > [Location Name] > Software & Subscriptions > Add A License > Enter License Details

All Locations > [Location Name] > Software & Subscriptions > (with SW-NVR License installed)

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How to Add a User

A User is considered an employee of your company who can be assigned access privileges to the Management Cloud platform (System Role) and your locations that you choose to assign (Location Permissions). NOTE: An email address can only be associated with one Dealer account at a time.

1. On the Users tab, select Add User option in the upper right of window:

2. On the Add User dialog, enter email address and select System Role and Default Location Permission. Roles can be adjusted in this dialog after account is created. Default Location Permission, which is used when adding a User to a Group, can be adjusted as needed when creating or editing an Admin Group. See section on Roles & Permissions for details on each.
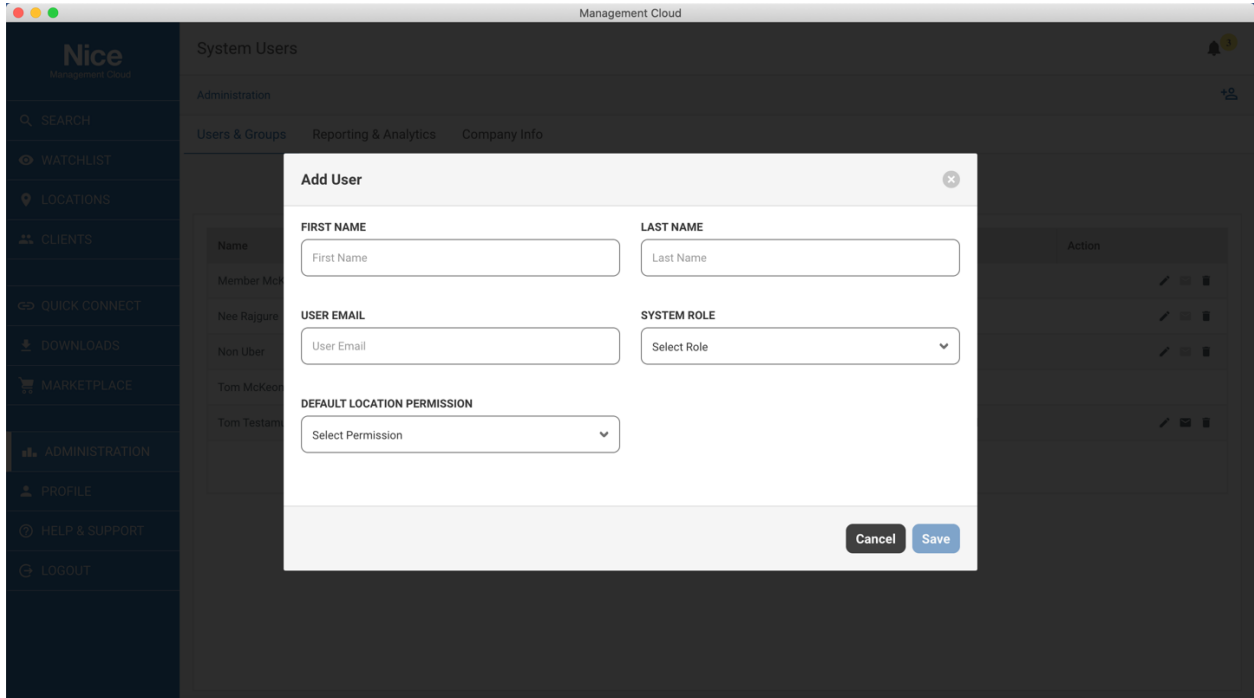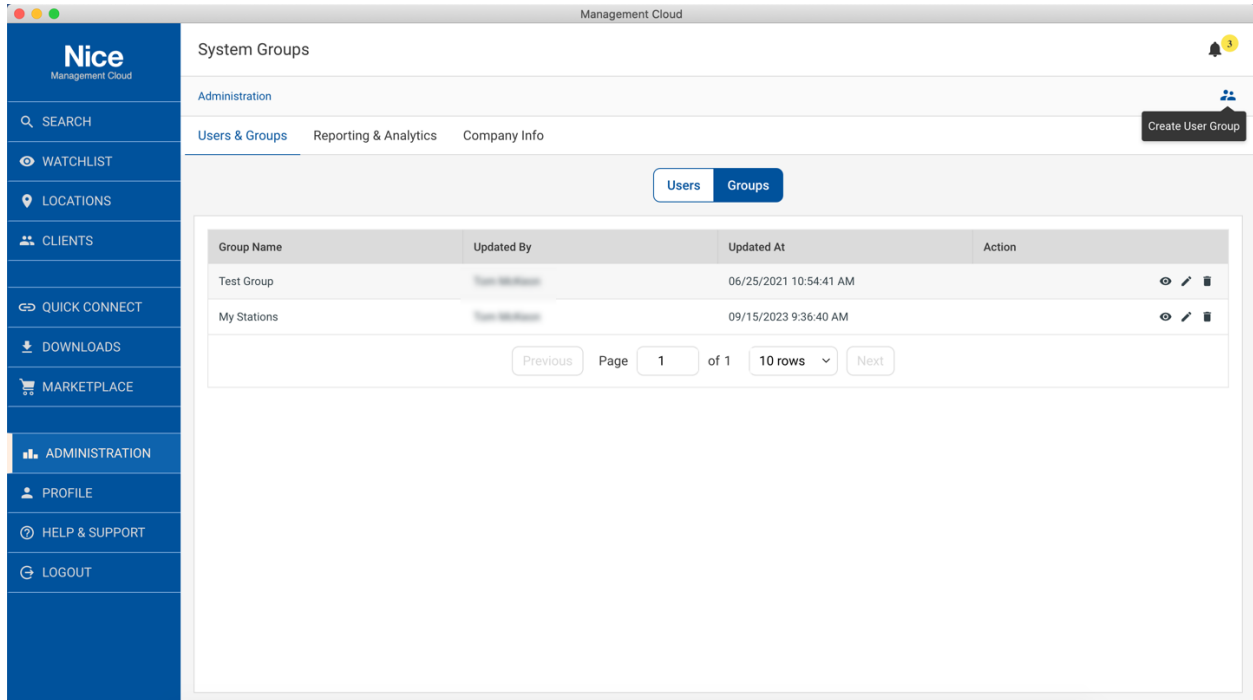
Users added will receive an email to verify their email address and then sent an email with a temporary password to log into Management Cloud. Upon first login, users are shown their Profile page to encourage filling out the rest of the details for their account.

How to Add a Group

Groups are used to create teams from your users and assign them locations so you can manage them in bulk fashion. When you Add a Location, you have the option to assign that location to an Admin group, saving time from having to add individual access later.

1. On the Groups tab, select Create User Group option in the upper right of window:

2. On "Create User Group" dialog, add a Group Name and select locations to be administered by the group. New in 1.2.0: Locations & Users can be added unlimited groups, allowing for the flexibility required to manage your teams. Select "Next"
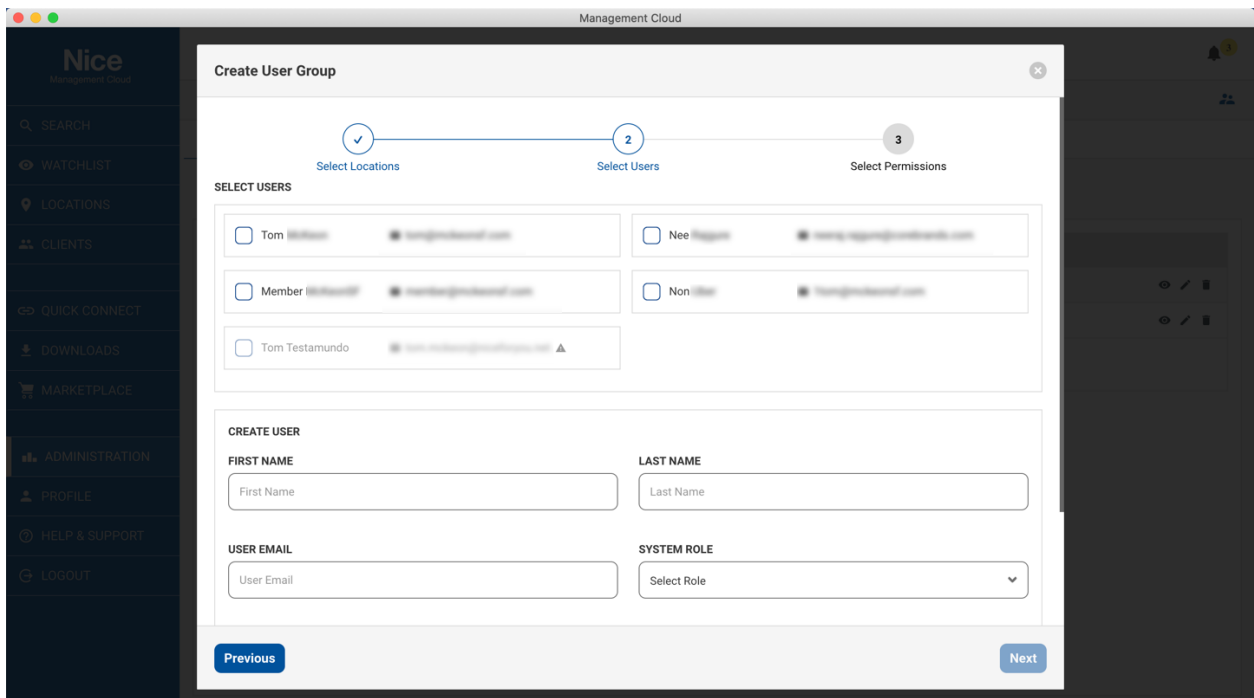
3. On "Select Users" dialog, select the Users that will be part of this group. There is also an option to add a New User via this dialog, which will add/invite user as described in the Add A User flow. Select "Next"

4. Select location permissions for each user in your group. The Default Location Permissions chosen when adding a User will be the default here, but you can adjust the permissions for a user in each location as desired by clicking the up arrow to the far right of each user in the list. Hit "Finish" to create the Group.

How to Manage Your Alerts

Alerts are set so you can be notified by device and node changes in near real-time. Understanding how to manage alerts will help you more proactively respond to issue but also allow you to filter out alerts that are not relevant to you.

There are two areas in the application to Manage Alerts:
- [Location] > Manage Alerts
  - Access to all alerts available for a location AND all the users subscribed to those alerts.
- Profile > Manage My Alerts
  - A consolidated list of all the locations where you are subscribed to receive alerts. Bulk editing options are available here (see "Manage My Alerts" section below)

[Location] > Manage Alerts

Subscribe:
- If you add a location, or are part of an Admin Group selected when adding a location, you are automatically subscribed for all Configured Devices alerts with the Default Alert Settings specified in your Profile > Settings
- You can also manually add yourself to alerts in the following manner:
  - Location > Manage Alerts
    - "Add Recipient to All" function will add the entered email address to all Configured Devices.
    - To add a User to specific devices, click on the 👥 icon to the right of the device.

Unsubscribe:
- You can also manually remove yourself to alerts in the following manner:
  - Location > Manage Alerts
    - Uncheck Alerts, Alert Modes or Delete User from respective devices
  - Profile > Manage Alerts
    - Uncheck Alerts, Alert Modes or Delete User from respective devices
  - TIP: In-App Alerts, one can unsubscribe from the overflow menu:
    -
    - Note: If unsubscribed via this menu, the alert will remain but the option to Subscribe will be present as long as the alert remains in the menu.
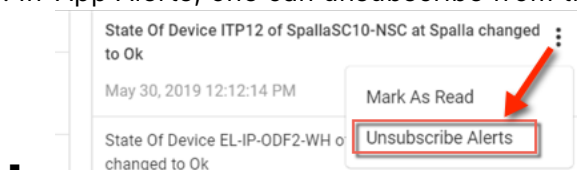
Alert Threshold

- o Refine in-app and email alert frequency by customizing threshold on a per-component basis thereby allowing you to reduce false positive alerts for oscillating devices. Select from 0 (no threshold), +3, +5, +10, +15, +30, +60, +90 minutes. Note that Threshold time is in addition to the polling increment a controller uses to check devices, which can be from 0 to 90 seconds, depending on when the alert event occurs relative to the polling time.
- o Alert Threshold is found on the Manage Alerts pages, with a default Alert Threshold is +10 min. Note you can set your own alert defaults, including Threshold, in Profile > Settings.

Profile > Manage My Alerts
Quick Editing of just your Alerts

Profile > Manage My Alerts

1. Edit device alert settings individually
2. Using the Column Editor near the top of the location, you can change all the alerts and threshold for that location in a bulk fashion.
   a. These checkboxes are 3-state: checked, unchecked, dashed. One can toggle between each state with multiple clicks on the checkbox.
      i. Checked, in the Column Editor, will check all boxes in the column for that location when the "Apply" button is pressed.
      ii. Unchecked, in the Column Editor, will uncheck all boxes in the column for that location when the "Apply" button is pressed.
      iii. Dashed, in the Column Editor, gray checkbox denotes that no settings in that respective column will be overwritten when "Apply" is hit.
3. "Keep Existing" in the Threshold pulldown denotes that no settings in that respective column will be overwritten when "Apply" is hit.
4. "Apply" button becomes active when one of the Column Editor fields is updated. Clicking Apply will overwrite columns with the settings in the Column editor except for the ones marked to keep existing settings.
5. Refresh button will set the Column Editor back to default, which is "Keep Existing" for all.

6. "Unsubscribe All" will uncheck all Alert Modes for a location.
7. "Delete All" will uncheck all checkboxes for a location.

How to Manage Your Notifications

Notifications are targeted messages from Nice. Notification and Alert counts are combined in the circled indicator over the bell icon in the upper right of the screen. Unlike Alerts which must be click on or use of the "Marked as Read" function is needed, Notifications are automatically marked as read when you open the Notifications tab.

You can subscribe/unsubscribe the notification categories in Profile > Manage Notifications.

Email is now an option for Notifications, so you can be sure to not miss a thing when you are away from your desk.

Manage Location Status

Location status is a rollup of the status from individual devices and nodes in a location into a single-color status that can be seen at a glance, and soon, by search, sort and filter. Location health color indicator is located next the location name in card view, list view and at the top of the screen when you navigate within a location.

Exclude from Location Status

Not every device/node that has the capacity to report status does so. For example, some 3rd party device drivers work as expected but have not been updated yet to report status to Management Cloud. Rather than let the incorrect status for these devices affect the location health status, you can exclude the devices so have a more accurate overall location health status.

For each device desired, select the "Exclude from Location Status." Note the icon for that device will still show its current color status but the exclusion is denoted by a dash through the status indicator.
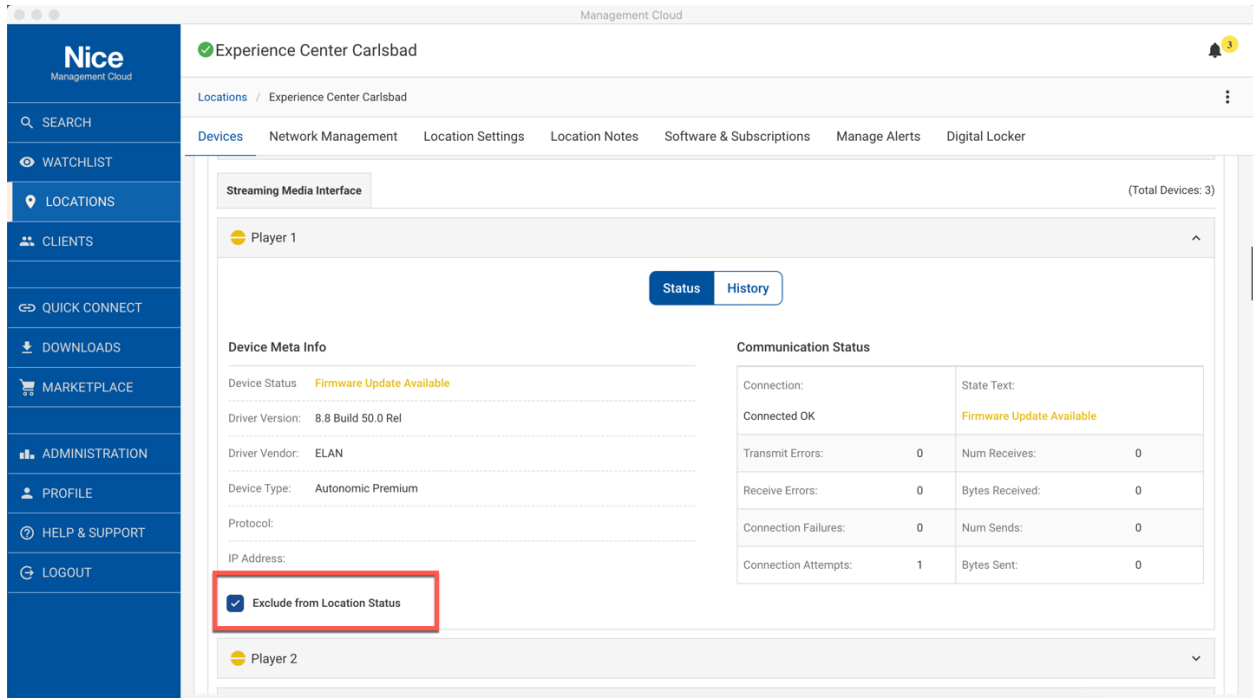
How to Rename a Controller

One of the key features and timesaver introduced in the Management Cloud platform is the ability for Dealers to rename controllers in real-time without the need to contact Nice Technical Support. And it's as simple as you would expect.

1. Add controller as a location
2. On the Controller Details tab, if permissions allowed, you will see a pencil next to the Controller name
3. Enter a new name for the controller and Save
   o Names must be unique, and you will be given a message if name is not available.
   o When changing a name, the original name cannot be used for 15 minutes after the change. If you want to change a name back to the original, you must wait for this period to expire.

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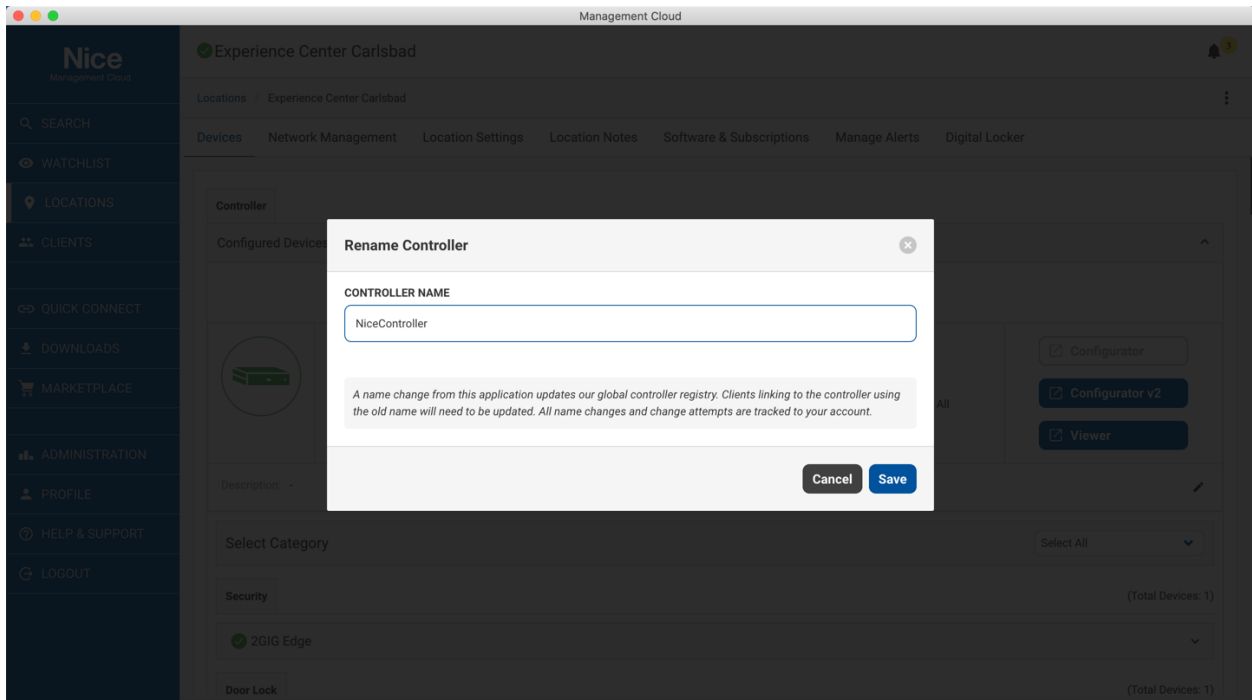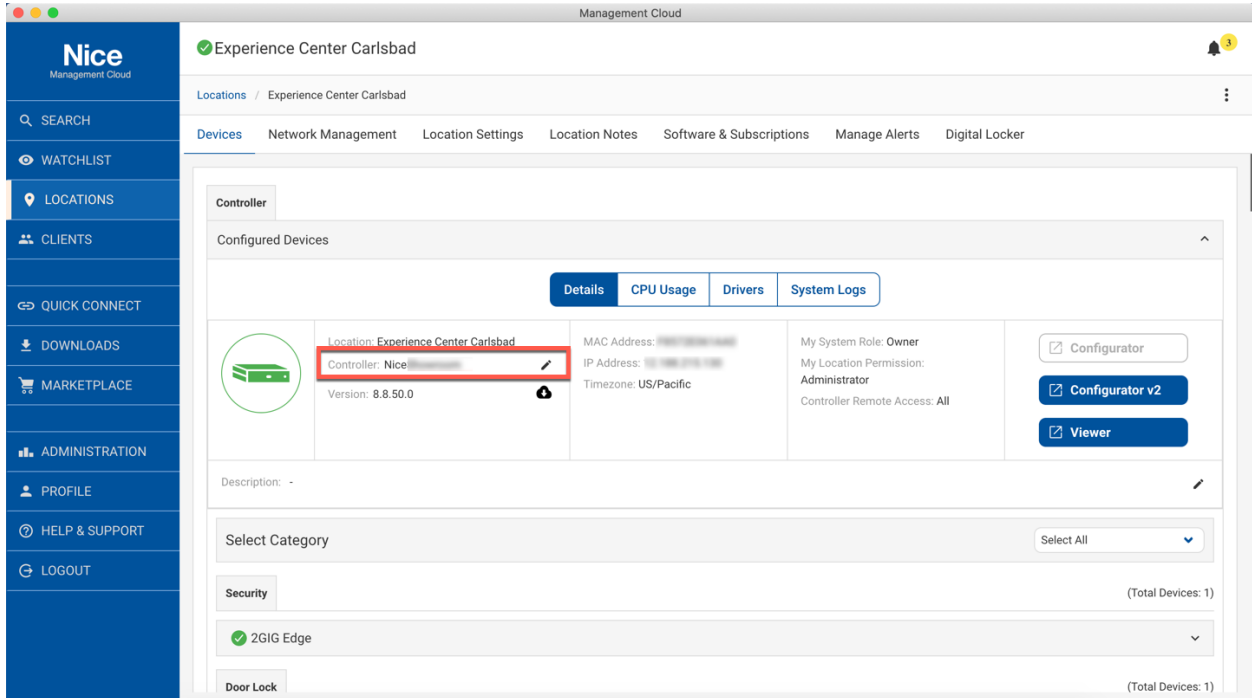
NOTE: All controller name change requests, successful or unsuccessful, are logged to your user account. Use this function as only as necessary.

How to Update Controller (OTA Version Control)

Update Nice Home Management SC controllers quickly and safely using our OTA (Over-the-Air) updated workflow. Navigate into a location, click on the update icon, select your desired version and off it goes.

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Over-The-Air (OTA) ELAN Controller Updates are faster than the traditional Windows executable update and can be performed locally or remotely via Management Cloud for Windows and MacOS.

Your controller must be running Core 8.8 build or later, and you must be using Management Cloud 1.5 or later to access this function. Just go to your location in Management Cloud, and next to the current core version listed for your controller, click on the cloud download icon to see your version control options.

If you have extenders attached, you will be prompted to optionally include those in the update routine. As with all installation, performing a local backup first is recommended. We will be offering a cloud backup & restore option as part of the OTA Version Control workflow later this year.

Management Cloud initiates OTA updates, but the controller(s) download the update, install and reboot, so bandwidth for OTA is primarily dictated by your controllers' network. This means you can initiate the update in Management Cloud and then close the dialog and do other tasks as the updates continue. Refresh the Location to see version and status update when controller comes back online.

It is imperative that Installers retain access to a Windows PC, or PC emulator on Mac, for running Windows executable installers as necessary, and for restoring Configurator (Classic).ebk backup files, during this transition to cross-platform configuration and Over-the-Air (OTA) controller updates.
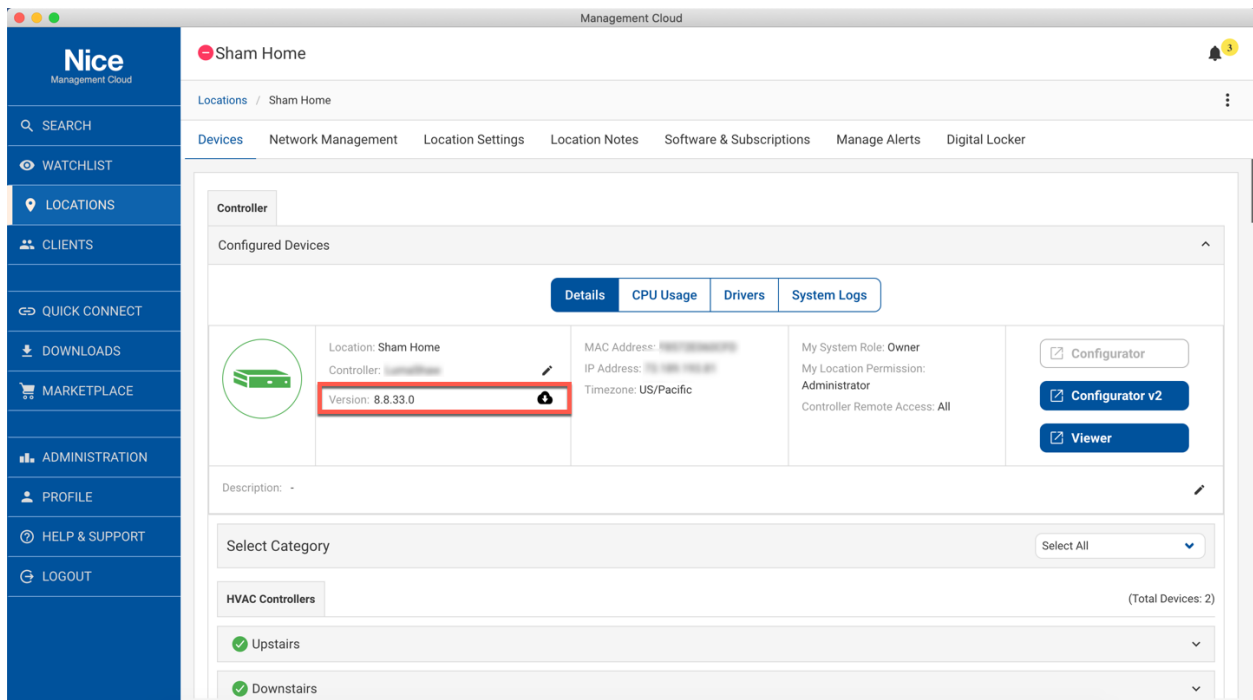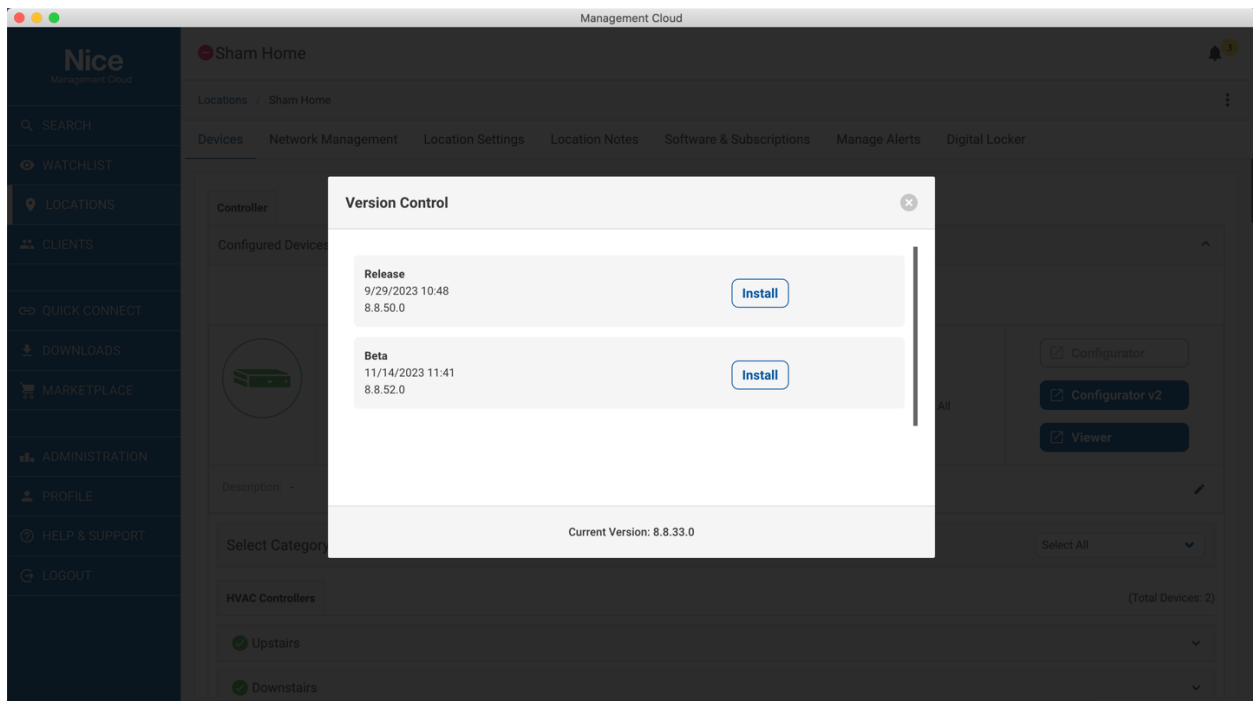
How to Add/Remove Location to/from Watchlist

Locations can be added to and removed from Watchlist very easily by accessing the Watchlist button on the location card or list.

"Add to Watchlist" icon as seen on the Locations tab. Tap to add.
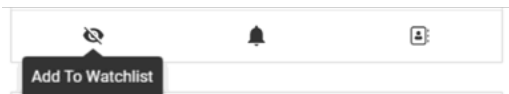
"Remove from Watchlist" icon as seen on the Watchlist tab. Tap to remove this location from your watchlist.
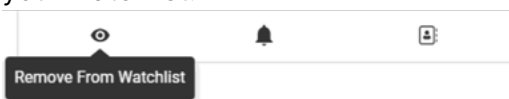
How do I create multiple locations/addresses for the same client?

When managing a client that has multiple locations/addresses, it's important to ensure that all the locations role up to one client record, for reporting and future feature purposes. The way to do this is to use Client Contacts.

Client Contacts allow you to specify different addresses and/or contact information for the same Client record. Useful in the case where a client has multiple locations, but you want them all to roll up to the same client record for reporting purposes.

Creating a Client Contact from the All Clients > [Client Name] > Client Contacts tab.

Details of the Client Contact form are self-evident. Note that client contact form starts with fields from the main client account but can be edited as required.
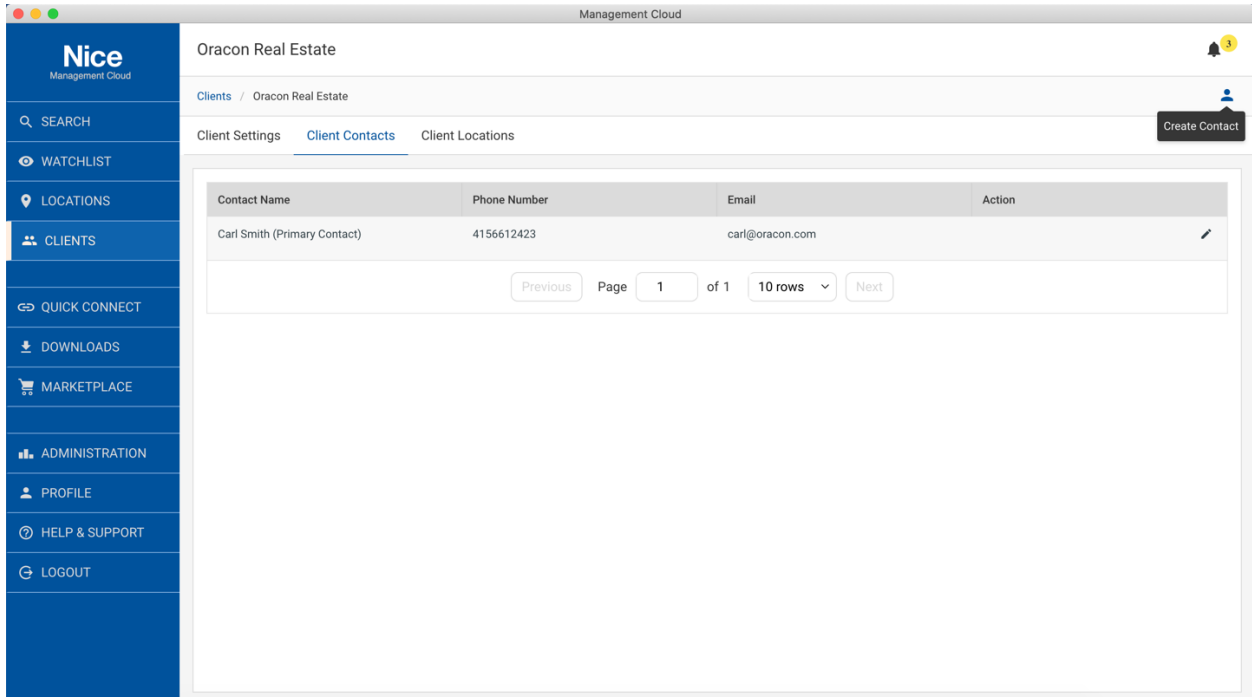
In Location Settings, with the desired Client record selected, select the Client Contact in the "Contact" pulldown, and it's address, and map coordinates will update for the record.
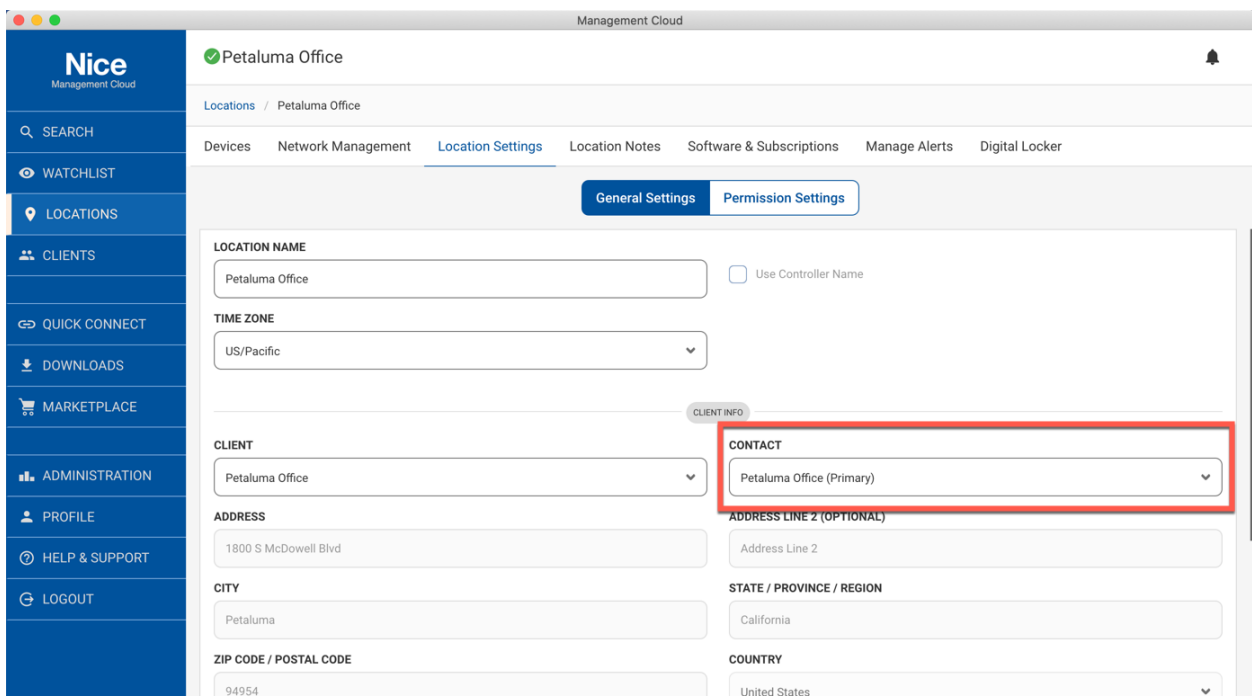
How to Update the Management Cloud Application

Application updates with feature/fix updates will be posted regularly through the platform's Notifications channel. You can manually check for and update your application in the Downloads > Updates > Check for Updates button.
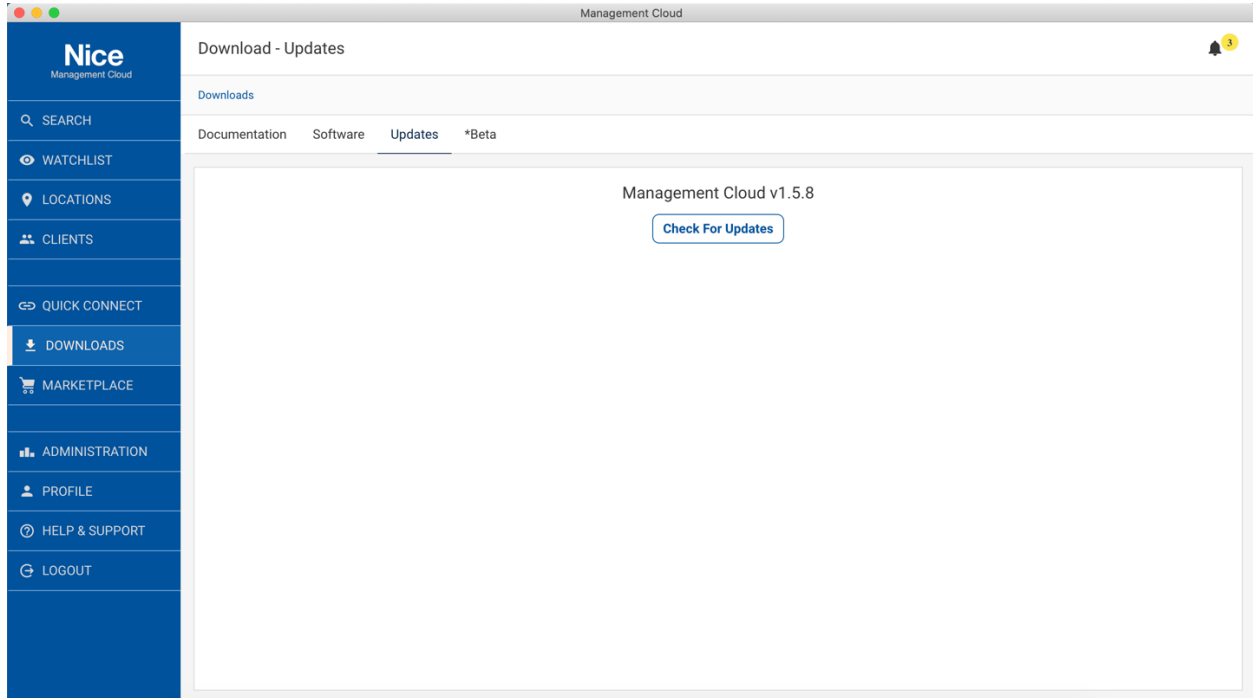
How to configure PowerLink

Powerlink is a feature introduced in Nice Core OS 8.8 and allows an installer to select the Utilities-based power device for a particular source. [New Utilities power drivers are being added all the time to Core OS, so if your power device of choice is not supported, it soon will be!]
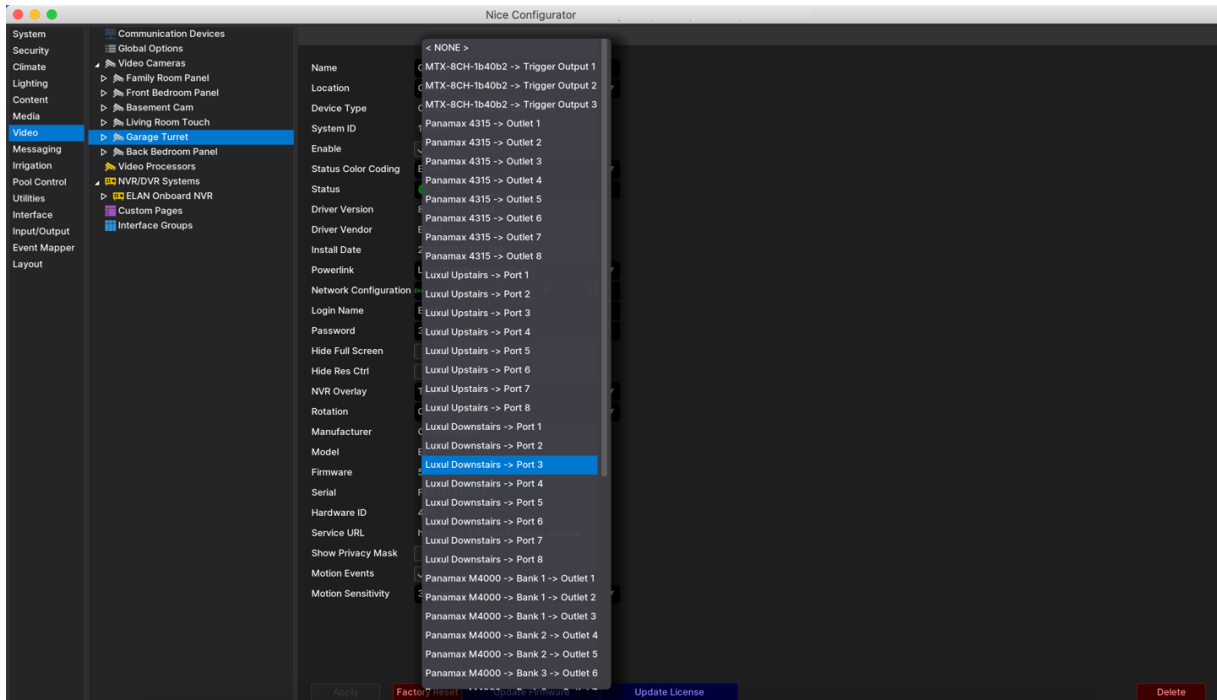
When a dealer makes this association in Configurator, the name of the device auto-populates in the power devices bank/outlet and can be controlled within Viewer as installer decides is most appropriate for the user.
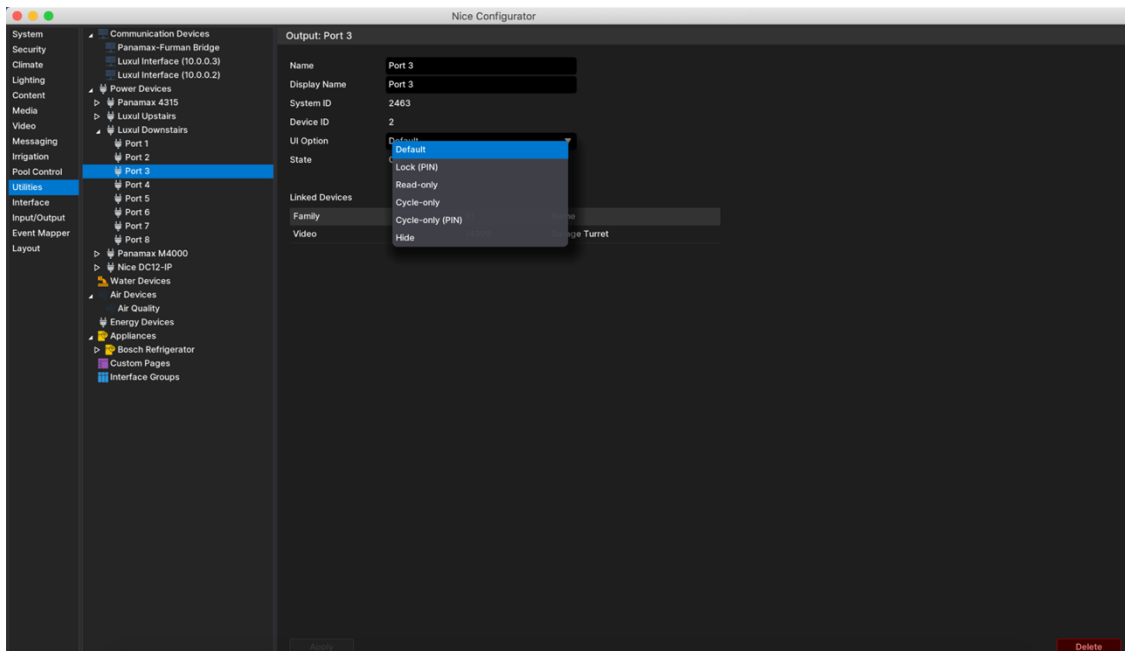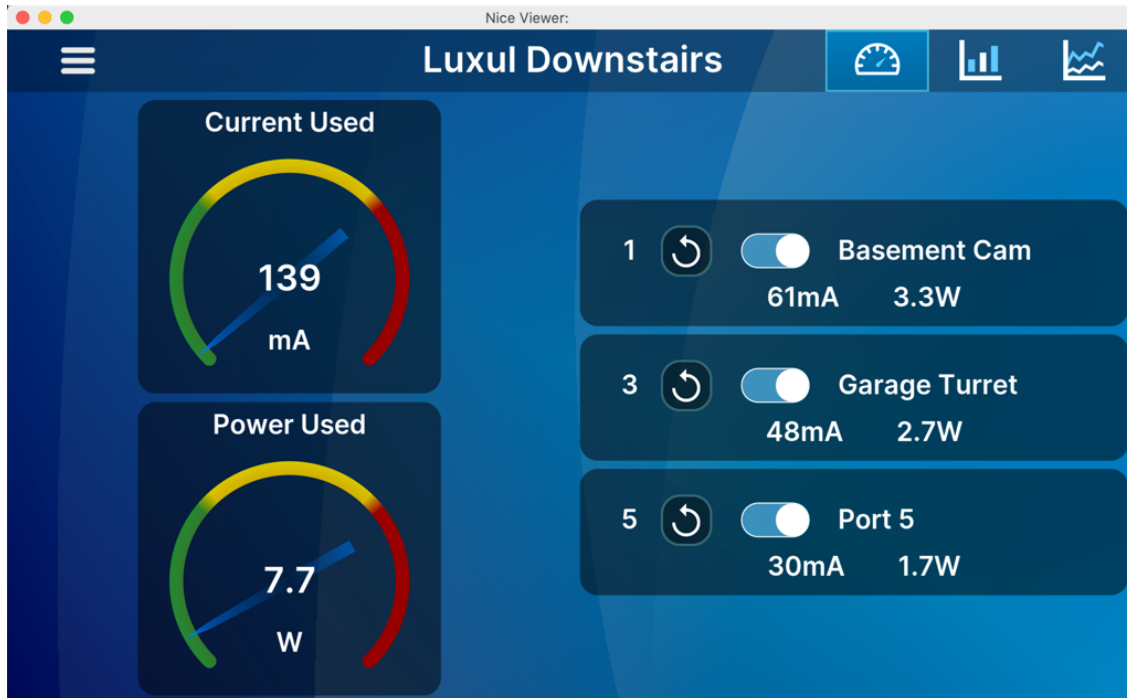
But that's not all. Powerlink associations will carry through to Management Cloud, allowing a dealer to easily power cycle devices from within the Management Cloud application. [Powerlink function is denoted by the Powerlink icon in Management Cloud.]

How to look up a License Key

Not sure if you've used a license key? Enter it in Global Search and it'll search all your registered controllers for the key.
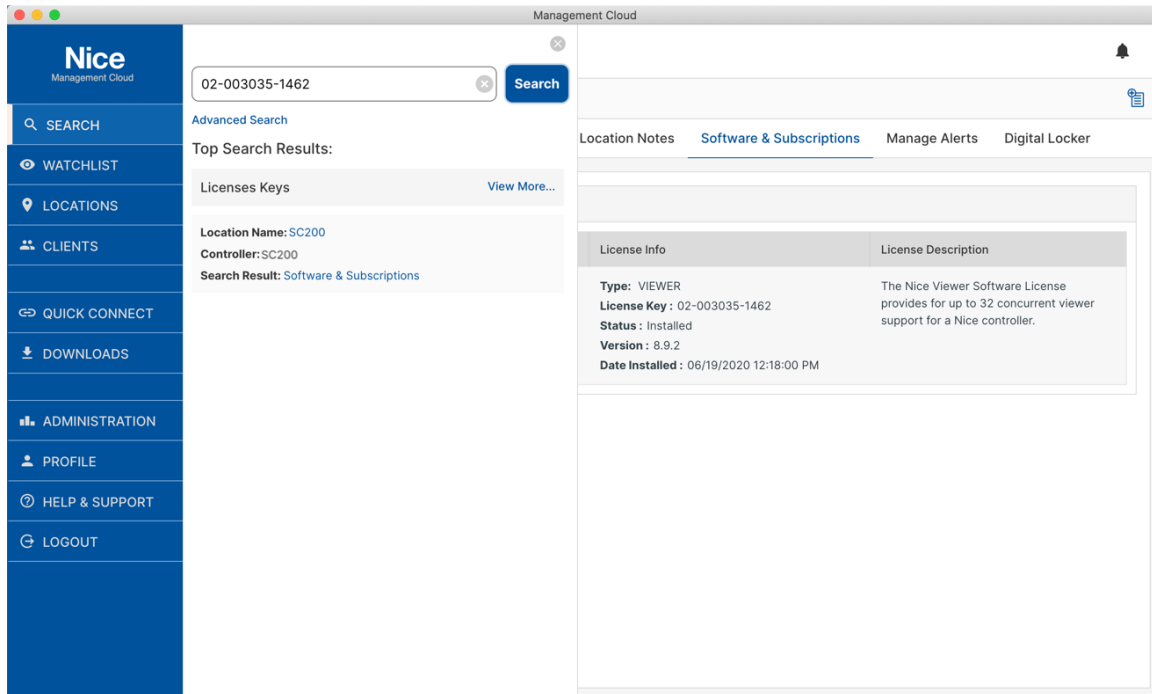
How to restore Licenses on a factory defaulted controller

If you have factory defaulted your controller and the licenses were not restored properly, just add your controller to a location and visit the License & Subscriptions tab; All licenses for that controller MAC address in the license database will be restored to the controller when the tab is opened.

If you have changed controllers, as in the case of an RMA, and would like licenses moved to the new controller, please contact Nice Technical Support and they can do that for you.

How to add a BlueBOLT Device to a Location

You can now add BlueBOLT devices natively to Management Cloud, so you have one location to view and manage all your devices. Note that these devices continue to communicate with BlueBOLT cloud, not the SC controller, so its perfect to use in a location for power management of your SC controller, as well as other devices.

1. Navigate into a Location. Note the location can contain a SC controller, or no controller at all.

2. In the upper right overflow menu (three vertical dots) select "Add a Device"
3. Enter the device MAC and Challenge Key
4. Register
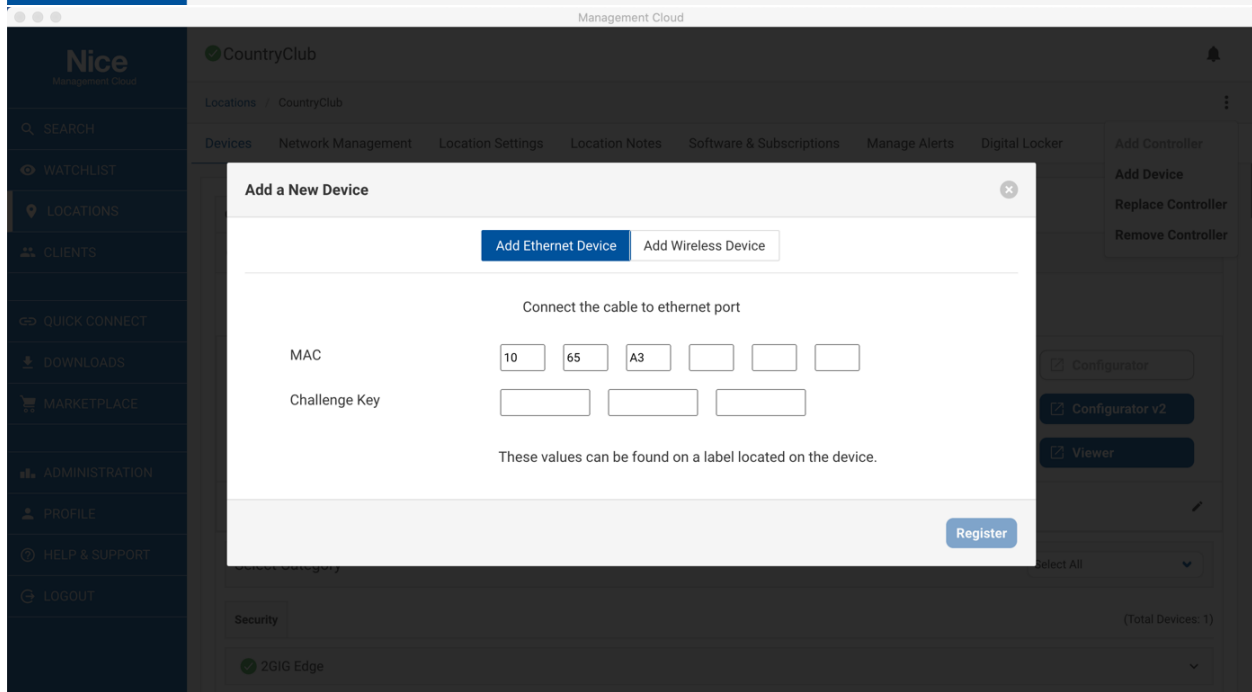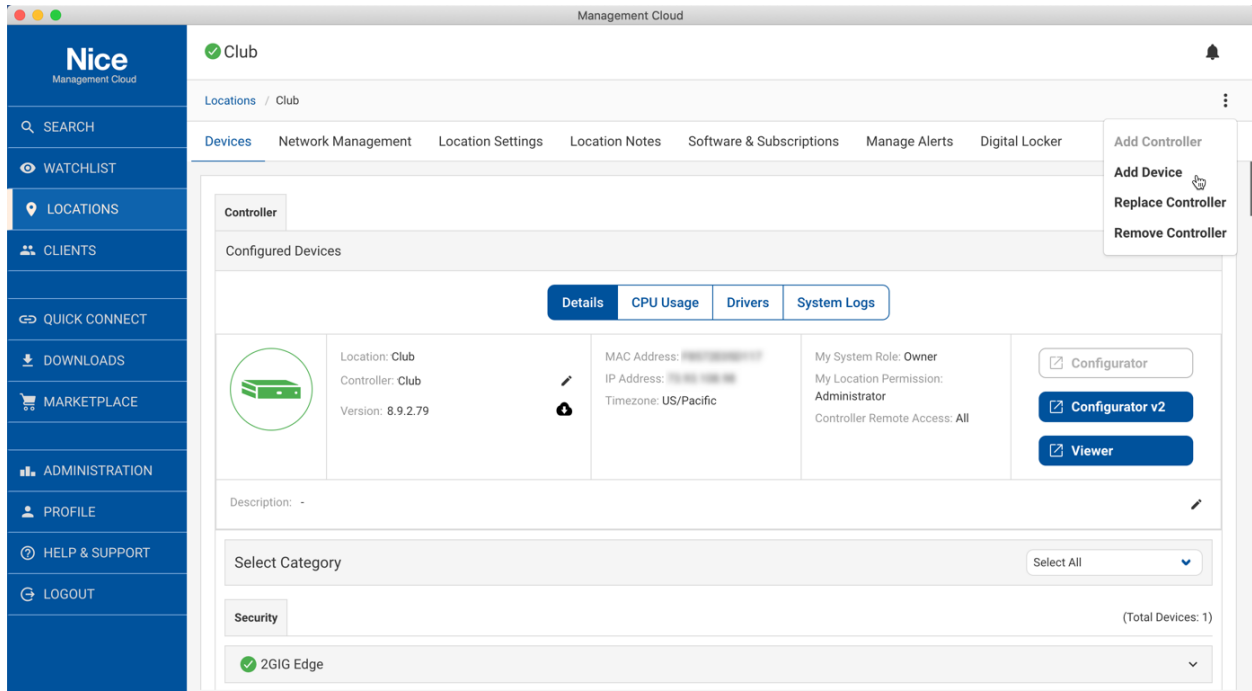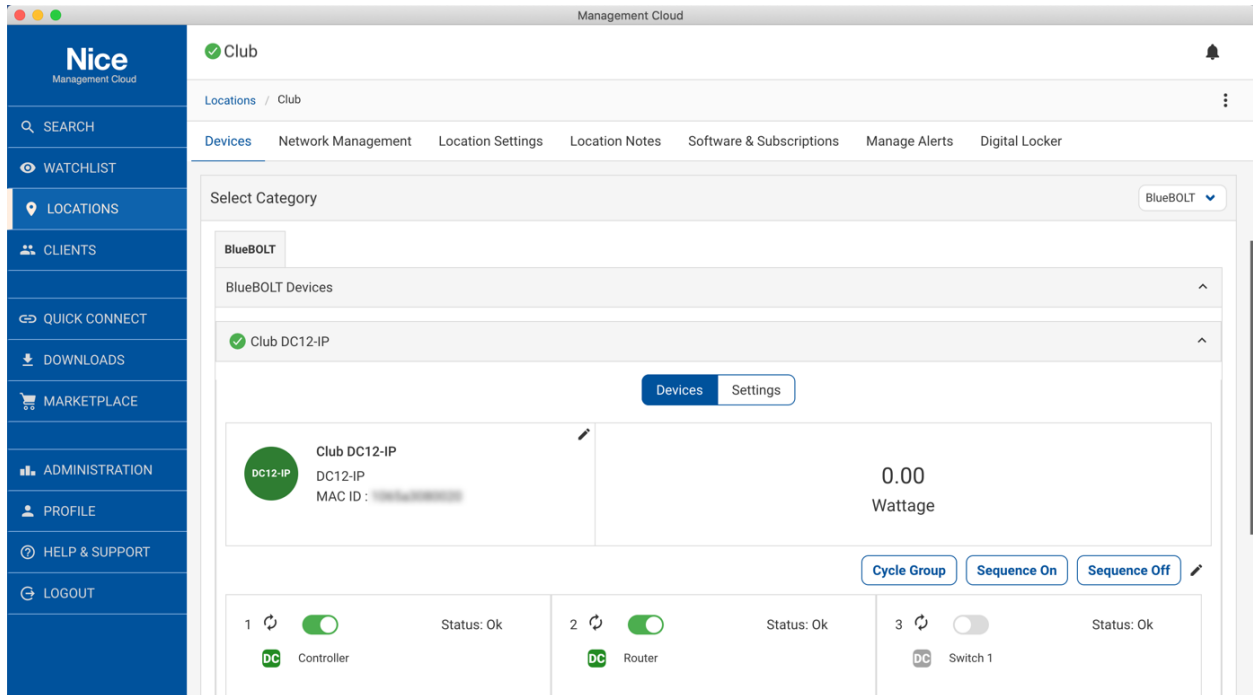
To Manage Firmware or Delete a BlueBOLT device, navigate into the device and select its Settings tab
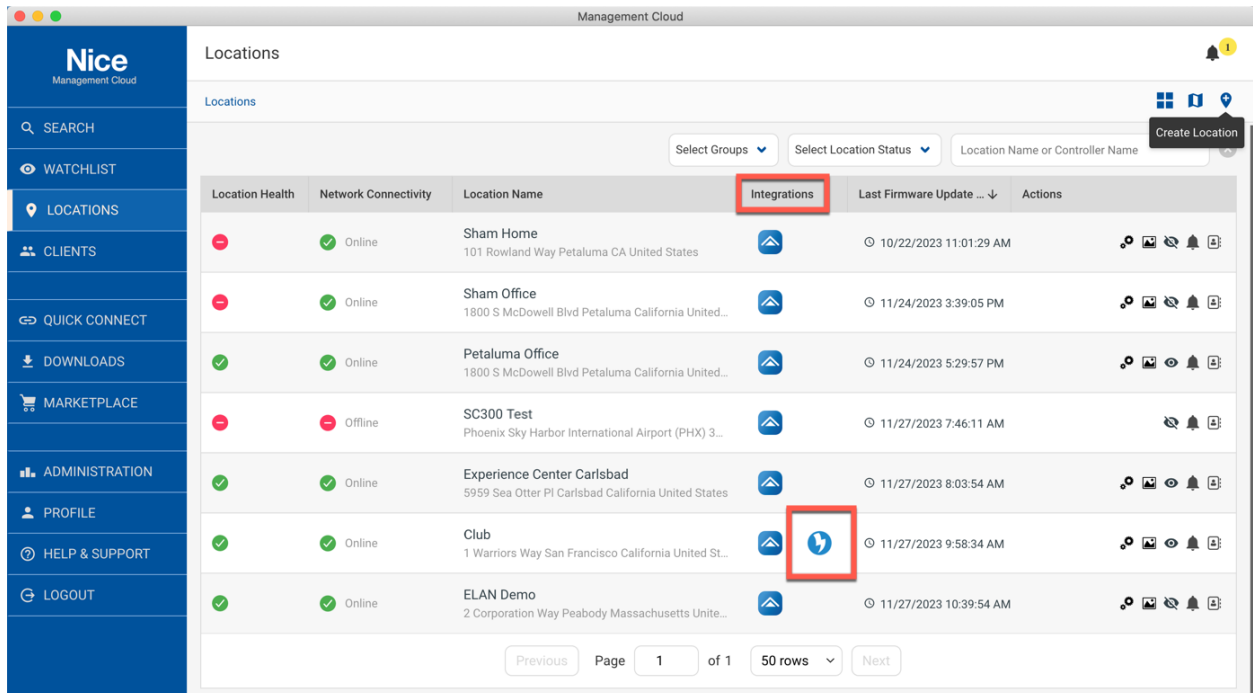
Important Note: Currently a device cannot be registered on mybluebolt.com and Management Cloud at the same time. Further, Scheduled Commands and Ping functionality is currently

supported on mybluebolt.com and will come to Management Cloud in 2024. If you expect to use Scheduled Commands or Ping with your device, we suggest continuing to use myblubolt.com

How to Use Management Cloud: A Suggested Workflow

As detailed in this document and in accompanying video tutorials, there are several features and of the platform that can be leveraged as desired based on the circumstance. Here we will suggest a simple workflow to help new users discover the features of the platform in a practical manner.

The following flow assumes that a dealer account has been created and the Management Cloud application is installed.

1. Launch the application and sign in.
2. Add Users to invite others to join your company account
3. Quick Connect Tab – Find local controller or enter details for remote controller. Note that later add a controller to a Location, an admin-level password must be set on the controller.
4. Save Controller, with password, in Saved Controller list
5. Launch Configurator and configure controller as desired. While Management Cloud will track configuration updates after a location is created, it is suggested that the controller configuration be as complete as possible before adding as a location.
6. If this is a new client, go to All Clients and Create Client
   a. Option: In the Create Client flow, you can specify controller to create location or "Skip Location"
7. If location not created in Create Client flow, click on the gray "+" icon next to the controller in the Quick Connect "Saved Controller" section to start the process to add that controller as a location.
   a. Option: You can add a location at any time on the Locations tab
8. Select the client created in step 5.
9. Once location is created, navigate into the location, and rename the controller as desired.
10. Navigate to Manage Alerts and adjust the default alerts as desired
11. Assign user permissions for a Location
    a. On Location Settings > Permission Settings assign users their site permissions
    b. Option: Once you have at least one location created, and Owner or Team Lead can navigate to the Administration tab and "Add Group" to start to link Users from step #2 to the locations created. Groups will allow you to quickly assign permissions to users in a group when subsequent locations are added.
12. Configurator and Viewer access for each location, based on location permissions, found on Location > Controller Details page allow for 1-click access to a controller utilizing the Dealer account automatically created on the controller as part of the Add a Location workflow.
13. Location Notes should be added/accessed by teams for time and issue tracking.

Reference

Status: Colors/Icons & Strings

Management Cloud endeavors to provide actionable status at a glance. As such, we use a combination of colors and string data to quickly convey the health of individual devices and nodes and a rollup of all to a location health status.

Device Color/Icon Coding:
(#1 in image below) On the controller tab, and referenced on the Manage Alerts tab, are color status indicators that can be interpreted as the following. interpret the color.
- Green w/ Check Mark– Device or Location is working/communicating as expected
- Yellow w/ Exclamation Point Icon – Device may be impaired but working, Check Device Status for information
- Red w/ Minus Icon – Device unavailable or malfunctioning. Check Device Status for information
  - Red w/ a Full Dash – When the dash icon extends to the edges of the red circle, it is a device where the "Exclude from Location Status" checkbox has been checked. This is an optional setting to exclude a device status from the Location status, typically done for devices where status is intermittent or otherwise understood and chosen to not affect the overall Location status.
- Gray w/ X icon – Device not reporting status. Device driver may not currently support status posting.

Device Status String:
(#2 in image below) Check the string in Device Status for greater detail on the device state. This string will vary based on the device type and can may custom strings when 3rd party device drivers are in use.

Location Health Color Coding:

- Green w Check Mark – All Devices/Nodes in Location are Green (or
- Yellow w Exclamation Point Icon – Devices/Nodes in Location are Yellow and/or Green
- Red with Minus Icon – At least one Device/Node in Location is Red
- Gray w/ X icon – Location has no devices that support Device Status

User Roles, Location Permissions & Remote Access

Management Cloud, for Nice Dealers, defines various Roles and Location Permission types to allow a more granular and secure level of access to the platform and to locations associated with one's account. In short, Roles define permissions one has to the Management Cloud application/platform whereas Location Permissions define the permissions one has on a location basis. Remote Access is a setting on the Controller for each User, which has existed in Nice for some time, provides the end user with ultimate control over level of access a dealer account has to a location.

Special Note: The Management Cloud platform was designed to be flexible and serve different product lines, channels, and audiences. At the platform level, we package roles, permissions, pricing, and other governing parameters into a subscription which is then assigned to a Dealer account at account creation. What is described in this document is the default subscription for Nice Dealers which will be refined, based on user feedback.

Roles

Roles essentially define the functions and tabs one has access to in the Management Cloud environment. You can think of it as application/platform level permissions one is assigned when an account is created.

Role Types:
- Owner
  - This role is assigned to the owner of the business account. It is assigned by Management Cloud team when an application has been approved. It can only be edited by the Management Cloud team. There is only one owner per account.
- Team Lead
  - This role is intended to include many of the same permissions as owner, so owner not obliged to actively manage the account.
- Member
  - This role is intended for most of a dealer's employees.

Role Permissions Detail

Function	Owner	Team Lead	Member
User Profile:			
Update Profile Fields	X	X	X
Change Password	X	X	X
Manage Location Device Alerts	X	X	X
Manage Notifications	X	X	X
Show My Groups	X	X	X
Manage Settings	X	X	X
View Company Info	X	X	X
Update Company Info	X	X	
Administration Groups:			
List All Groups	X	X	
Create Group	X	X	
Update Group	X	X	
View Group	X	X	
Delete Group	X	X	
Administration Users :			
List All Users	X	X	
Create User	X	X	
Update User	X	X	
Resend Verification Email	X	X	
Delete User	X	X	
All Clients :			
List All Clients	X	X	
Create Client	X	X	X
Update Client	X	X	X
Delete Client	X	X	
Client Contacts :			
List All Client Contacts	X	X	X
Create Contact	X	X	

	Col1	Col2	Col3
Update Contact	X	X	X
Delete Contact	X	X	

All Locations :

	Col1	Col2	Col3
List All Location	X	X	
Only List Locations Assiged to Me			X
Create Location	X	X	X

Watchlist :

	Col1	Col2	Col3
List Watchlisted Location	X	X	X

Help & Support :

	Col1	Col2	Col3
List FAQs	X	X	X
List Tech Alerts	X	X	X
List Video Integration Notes	X	X	X
List Resources	X	X	X
Show Contact Info	X	X	X
Send Feedback	X	X	X

Downloads :

	Col1	Col2	Col3
List Software Downloads	X	X	X
Allow Software Downdloads	X	X	X
List Documentation	X	X	X
Download/View Docuementation	X	X	X
*Beta	Invite Only	Invite Only	Invite Only

Search :

	Col1	Col2	Col3
Allow Search	X	X	X

Alerts & Notifications :

	Col1	Col2	Col3
List All Alerts	X	X	X
Mark Alert as Read control	X	X	X
Unsubscribe Alert control	X	X	X
List All Notifications	X	X	X
Mark Notification as Read control	X	X	X
Unsubscribe Notification	X	X	X

Quick Connect (authenticated):

	Col1	Col2	Col3
View Controller	X	X	X

Add to Saved Controller	X	X	X
Delete Controller	X	X	X
Update Controller	X	X	X

Administration Tab: Note Category

Get Note Category	X	X	
Archive Note Category	X	X	
Publish Note Category	X	X	
Create Note Category	X	X	
Update Note Category	X	X	

Reporting & Analytics

Service Report	Beta Only	Beta Only	Beta Only
User Audit Report	Beta Only	Beta Only	Beta Only

Marketplace

View Marketplace	X	X	X

Location Permissions

Location Permissions define the level of access a user has to view and manage a location associated with a dealer account.

Location Permission Types:
- Administrator
  - Provides full access to view, modify, lock and delete a location.
- Installer
  - This role includes monitoring permissions and some editing functions.
- Monitor
  - Intended for personnel who are tasked with viewing site and device status. Editing and remote functions disabled.

Location Permissions Detail

Function	Admin	Installer	Monitor
Location Card View:			
Add/Remove Watchlist	X	X	Only for subscribed
View Location Details	X	X	Only for subscribed
Mute/Unmute Location Notifications	X	X	
View Contact Info	X	X	Only for subscribed
Controller Details			
Access Controllers Tab	X	X	Only for subscribed
Add Controller	X	X	
Rename Controller	X	X	
Replace Controller	X	X	
OTA Version Control	X	X	
Power Cycle Device	X	X	
Power Off Device	X	X	
Edit Description Note	X	X	
Launch Configurator (v1 & v2)	X	X	
Launch Viewer	X	X	
View Configured Devices	X	X	Only for subscribed
View Configured Devices	X	X	Only for subscribed
View Device History	X	X	Only for subscribed
Network Management			
Access Network Management Tab	X	X	Only for subscribed
System Logs			
Access to System Logs	X	X	Only for subscribed
Exception Logs			

Access to System Logs	X	X	Only for subscribed

Connection Logs

Access to System Logs	X	X	Only for subscribed

Location General Settings

Access to General Settings	X	X	Only for subscribed
Update Location	X	X	
Delete Location	X	X	

Location Permission Settings

Access to Location Permissions Tab	X	X	
Add Individual User	X	X	
Edit Individual User	X	X	
Delete Individual user	X	X	

Location Notes

Access to Location Notes Tab	X	X	Only for subscribed
List All Notes	X	X	Only for subscribed
Create Note	X	X	Only for subscribed
Update Note	X	X	
Delete Note	X	X	

Manage Alerts

Access to Manage Alerts Tab	X	X	Only for subscribed
Add Recipient To All	X	X	
Edit Alerts	X	X	
Delete Alerts	X	X	

Location Licences

List Installed Licenses	X	X	Only for subscribed
Install Licenses	X	X	

BlueBolt

Load View Status	X	X	Only for subscribed
Load Device Control	X	X	Only for subscribed
Rename Device	X	X	
Sequence On/Off	X	X	
Edit Outlets	X	X	
Cycle Outlet	X	X	
Outlet On/Off	X	X	
Delete Device	X	X	
Claim Device	X	X	
Get Device List	X	X	
Delete BlueBOLT Device	X	X	
Claim Wireless Device	X	X	
Toggle Joining Mode	X	X	
Cycle Group	X	X	
View Device Admin	X	X	
Upgrade Firmware	X	X	

Remote Access through Management Cloud: An Important Distinction

Remote Access function in the Manage Users setting on the Viewer provides the end user with ultimate control over level of access a user account has to a location.

When a Nice controller is added to one's account as a location, a new user (and user type*) is created on that controller to give visibility to the end user but also provide ultimate control over the level of access they grant.

***A Cloud User type** for a Management Cloud account on a controller differs from other user accounts in the following ways:

- It is autogenerated on a controller when it is assigned as a location within Management Cloud
- These special user accounts include Company Name, email and phone contact information, and remote access level.
    - The name of the user is derived from the Dealer name associated with the Management Cloud account and cannot be edited.
    - Contact information in the user account included phone and email, which can be updated by Owner or Team Lead in the Administration tab in Management Cloud as needed. However, update of email and phone will only affect new user account creation; User accounts already created in the field will not be updated, so it is strongly suggested that a general email and phone number be used when creating an account to ensure future relevancy.

- o **Password for this account is autogenerated, encrypted and obfuscated so permissions can be gated in Management Cloud for one's account. <u>This password is not the same as the Admin password, but provides the same level of access.</u>**
- o Remote Access levels can be adjusted by end user to define the highest level of access allowed by that user on a controller, keeping ultimate control in hands of the end user. A selection of "None" can be a means to temporarily disable Management Cloud access.
- o Deletion of the account is allowed, keeping ultimate control in hands of the end user.

The Remote Access levels as they have been in Nice, with one addition for Cloud user accounts. Since a cloud user is a dealer company with potentially multiple users, Remote Access defines the highest level of access to the control for that account. As described in the location permissions section, one can define varying permissions levels for users but are subject to Remote Access level granted by end user.

- **All**
  - o Allows for Configurator, Viewer and Status access.
  - o This is the default Remote Access level assigned for Management Cloud-created accounts.
- **Programming**
  - o Allows for Configurator and Status access. No Viewer access allowed.
- **Viewer**
  - o Allows for Viewer and Status access. No Configurator access allowed.
- **Status**
  - o A new Remote Access type specific to Management Cloud-created Accounts.
  - o Allows for Status access. No Configurator or Viewer access allowed.
- **None**
  - o Will disable remote access permissions for that user. This is useful for temporarily disabling an account without deleting it.

To Summarize: Managing your installers' access to controllers via Management Cloud allows for greater granular control over what your team has access to, plus the important advantage of not needing to share the Admin password with your team as a new, admin-level, obfuscated password is generated and used behind the scenes when a controller is added to a location. **There is no need to share a controller's Admin password with your team.** When an employee leaves your company and you've limited their access to controllers via Management Cloud, disable and/or delete their Management Cloud account and rest assured that they do not have access to the admin passwords for your controllers.