



SYGMA

WYRESTORM CLOUD DEVICE MANAGEMENT

USER MANUAL

V1.0

WyreStorm

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Overview

The Sygma Cloud platform offers a comprehensive suite of tools designed to facilitate the deployment and management of Wyrestorm Connected devices. With its advanced features and functionalities, the platform not only enhances support for your sales channels and end users but also modernizes your business models.

This user manual is intended to provide you with a thorough understanding of the Sygma Cloud platform's capabilities. It will guide you through the process of designing a tailored solution that aligns with your specific business and customer requirements. Moreover, this manual aims to make the deployment of your solution effortless and efficient, requiring minimal effort on your part.

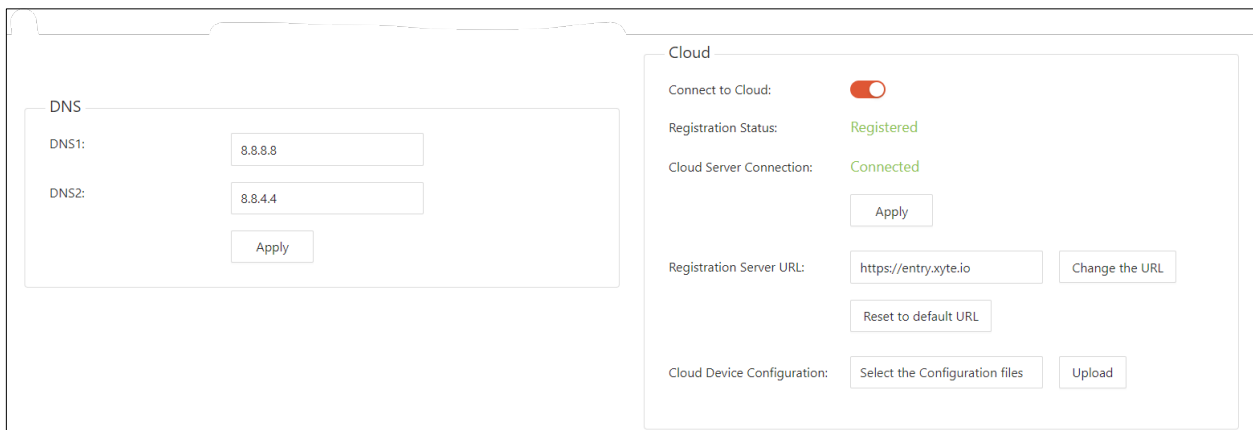
By leveraging the power of the Sygma Cloud platform, you can streamline your device management processes, optimize your customer support services, and stay ahead in today's rapidly evolving business landscape.

Before You Begin

IMPORTANT!

A NetworkHD system must be fully configured prior to setting up the cloud monitoring. Before enabling the Sygma Cloud on your NHD-CTL-PRO, ensure you have done the following.

- Properly configured all network switches
- Setup proper IP addresses on encoders, decoders, and the NHD-CTL-PRO (NHD-000-CTL is not supported)
- Configure the DNS and enable "Connect to Cloud" on the NHD-CTL-PRO



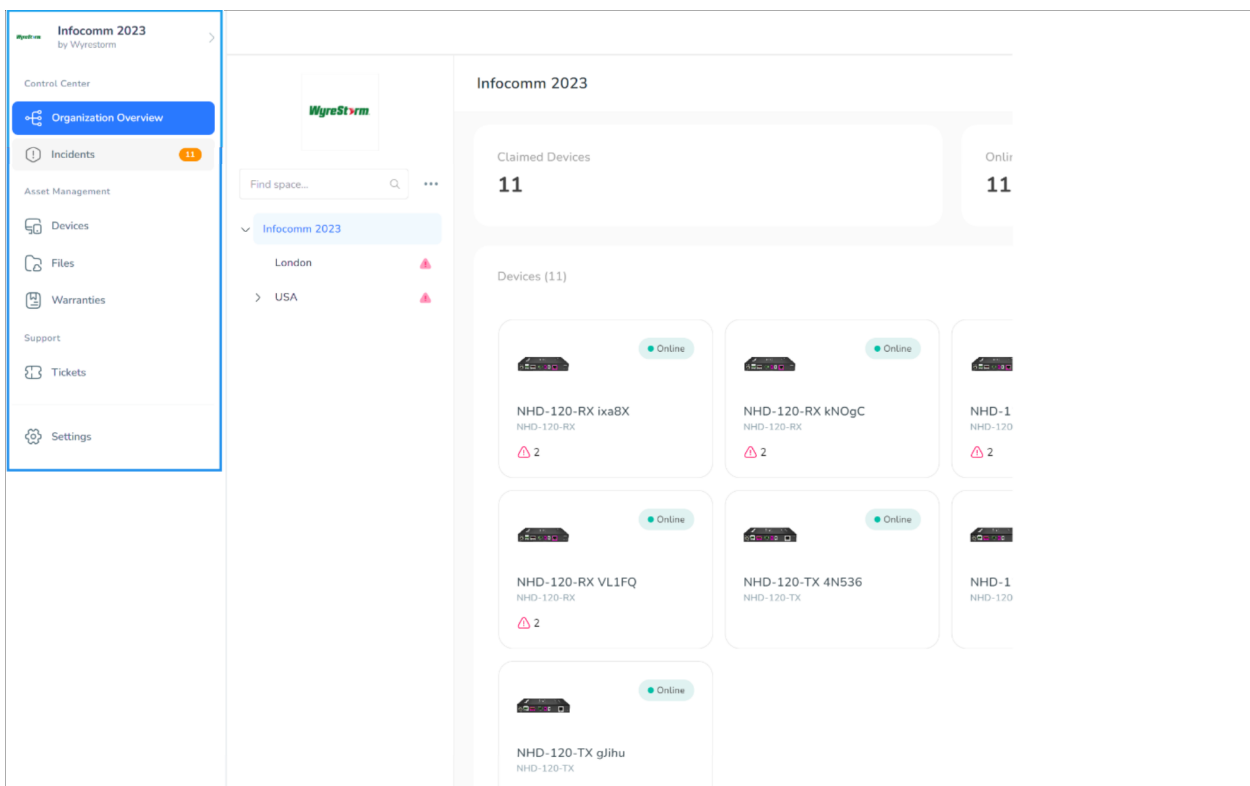
Portal Overview

Control Center - includes the Organizational Overview and Incidents to allow comprehensive insights into the overall status of your organization, allowing configuration of your devices within their spaces by remotely managing and supporting your connected devices.

Asset Management - includes the Devices and Files, and Warranties. The devices displays a collated list of all devices connected within an organization, allowing administrators to trigger commands to multiple devices in bulk. The files allows you to view and manage a list of all files that have been attached to devices and spaces. Warranties includes the list of warranties listed from all devices, enables you to see the warranties expiration dates, and track them.

Support - includes the Tickets to provide proactive management of any tickets impacting the performance of the devices across your organization. This technical information allows for proactive diagnosis remotely by the MSP or manufacturer, ensuring the devices within meeting spaces have optimal uptime.

Settings - provides fine-grained control over the administrative settings for your organization/tenant including integrations and user & group access management.



i The menu bar on the left-hand side allows you to navigate your Sygma end-user portal based on your needs. You can minimize and expand this menu by using the arrow down the bottom. By clicking on the tenant name at the top of this menu, you can switch between multiple tenants.

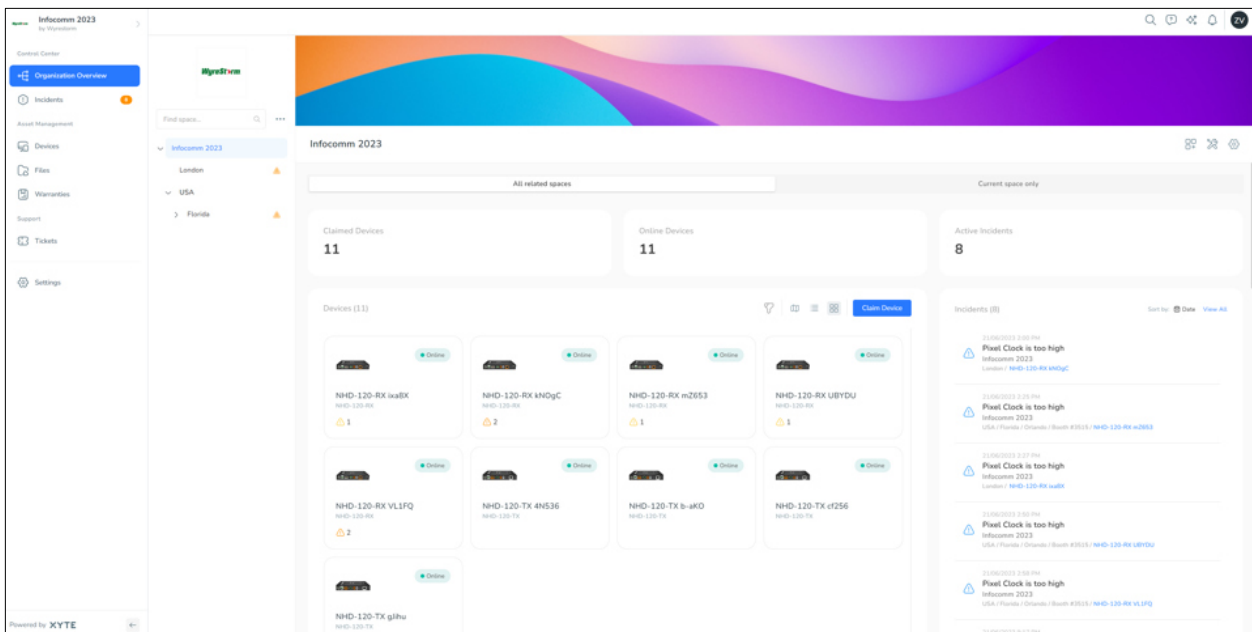
Organizational Overview

Control Center

The Organizational Overview gives you a high-level top-down view of your organization. It's constructed of several main sections:

Dashboard - This view lets you easily create and navigate the spaces within your organization. When you click on a space, the system will update the main dashboard/widgets to show the updated information for the selected location, providing insight into the individual space and all spaces below.

You can use the 'Current space only' tab to see only the space's specific data.



Widgets - This area (on the right of the organizational tree) displays focused information on the current status of the areas & spaces selected in the organization tree, providing visual insights like incidents summary, Device information, and much more.

i You can add additional widgets by clicking the spinning wheel icon on the right and dragging available options from the list to the main dashboard. To delete or customize a widget (changing its position or size), hover over the top and bottom of the tile and use the appearing buttons.

Devices - when space/room is selected in the organizational tree, you are then able to view, manage and support devices connected to Sygma. You can also claim new devices into your Sygma portal within this sub-menu.

Incidents - this allows you to configure a specific incident event to be routed to the relevant support resources who are responsible for that particular area or space. Prior to configuring these event routing - you need to configure the support integrations under the Tenant Settings.

Incidents

The Incidents page displays information on all active incidents within your organization. If an incident is resolved, it will be closed and removed automatically from the list.

The screenshot shows the 'Incidents' page in the Wyrestorm Lab interface. The page title is 'Incidents' and it has two tabs: 'Active Only' (selected) and 'All Incidents'. Below the tabs is a table with columns: Title, Priority, Device, Space, Updated, and Status. The table contains 15 rows of incident data, all with a 'High' priority and 'Active' status. The incidents are all 'Device offline'.

Title	Priority	Device	Space	Updated	Status
Device offline	High	NHD-500-TX-E4CE02102F9D	wyrestorm lab/Unsorted	June 27th, 2023 6:08 AM	Active
Device offline	High	NHD-500-RX-E4CE021282CA	wyrestorm lab/Unsorted	June 27th, 2023 6:08 AM	Active
Device offline	High	NHD-500-TX-34182281D131	wyrestorm lab/Unsorted	June 27th, 2023 6:08 AM	Active
Device offline	High	NHD-CTL-PRO-821240443078	wyrestorm lab/Unsorted	June 27th, 2023 6:05 AM	Active
Device offline	High	NHD-610-TX-V2-E4CE0211E8E0	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-600-TX-E4CE021227C1	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-610-RX-E4CE02102F3D	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-CTL-PRO-E4CE02125977	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-610-RX-E4CE0211E8F1	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-610-RX-E4CE0211E8F6	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-600-TRSF-E4CE0211E8D0	wyrestorm lab/Unsorted	June 20th, 2023 9:28 AM	Active
Device offline	High	NHD-610-TX-E4CE0211E8B3	wyrestorm lab/Unsorted	June 20th, 2023 9:25 AM	Active
Device offline	High	NHD-600-TX-E4CE02102D11	wyrestorm lab/Unsorted	June 20th, 2023 9:25 AM	Active
Device offline	High	NHD-610-TX-E4CE0211E8C5	wyrestorm lab/Unsorted	June 20th, 2023 9:25 AM	Active
Device offline	High	NHD-600-TRSF-E4CE0211E8C3	wyrestorm lab/Unsorted	June 20th, 2023 9:25 AM	Active

An admin can either manually close the incident or escalate it to the specific device manufacturer for further remote assistance by selecting a ticket within the list shown below:

The screenshot shows the 'Incident Information' page for a 'Device offline' incident. The page has a breadcrumb trail 'Incidents > Device offline'. At the top right, there are 'Escalate' and 'Close' buttons. The incident details are organized into sections: General, Details, and History.

General	
ID	d77444cf-2cea-4412-bb31-5e20d8907162
Title	Device offline
Description	
Space	Unsorted
Device	NHD-500-TX-E4CE02102F9D

Details	
Priority	High
Status	Active
Issue	offline

History	
Created	6/27/2023 6:08:53 AM
Last Updated	6/27/2023 6:08:53 AM

Devices

The Devices window shows all devices claimed within the entire tenant/portal. Admins can get a high-level view of the devices and their current operating status, using this as an active asset register.

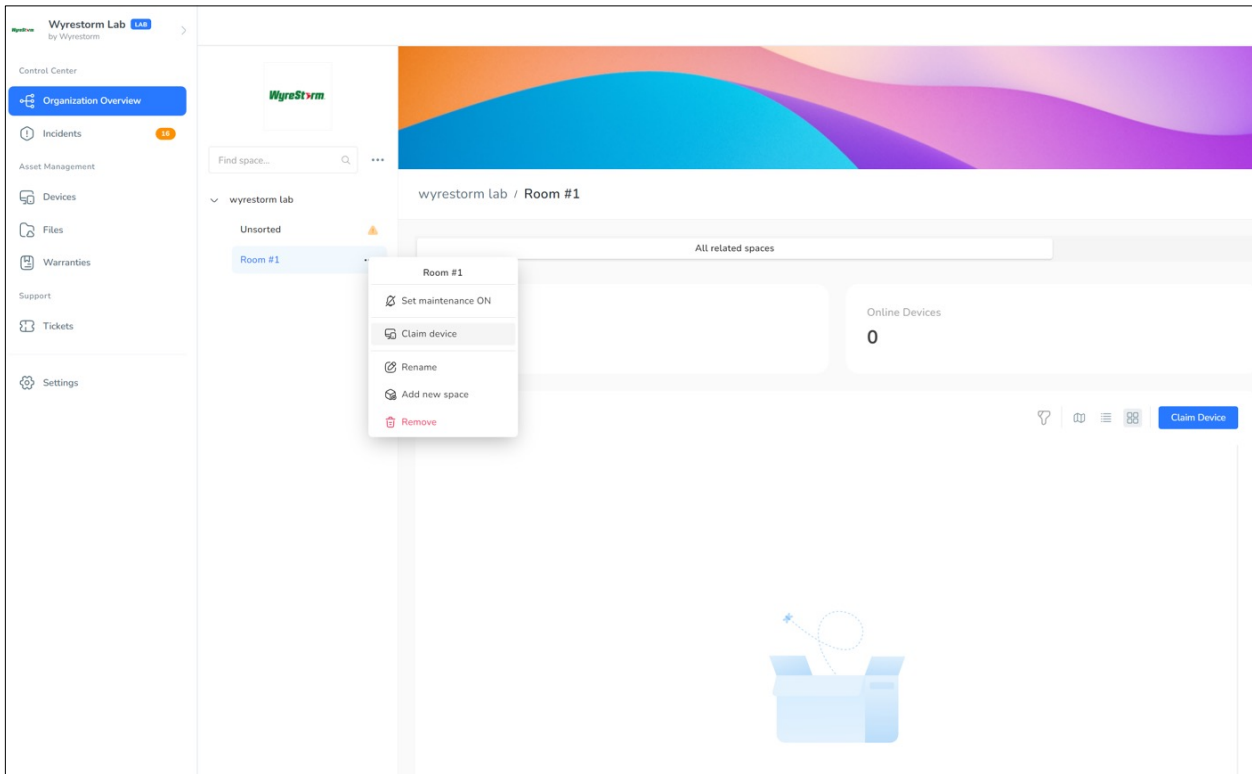
Name	Vendor	Model	Sub Model	Space	Parent	Status	MAC Address	Serial Number
NHD-500-TX-34182281d131	Wyrestorm	NHD-500-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-83E24D443078	Offline	34182281d131	34182281d131
NHD-610-RX-E4C802102F30	Wyrestorm	NHD-610-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce02102f30	e4ce02102f30
NHD-500-RX-E4C80212282A	Wyrestorm	NHD-500-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-83E24D443078	Offline	e4ce0212282a	e4ce0212282a
NHD-CTL-PRO-83E24D443078	Wyrestorm	NHD-CTL-SZ		wyrestorm lab/Unaired		Offline	b2a244443078	b2a244443078
NHD-600-TRXF-E4C80211E060	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e060	e4ce0211e060
NHD-610-TX-V2-E4C802102F30	Wyrestorm	NHD-610-TX-V2		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce02102f30	e4ce02102f30
NHD-610-RX-E4C80211EF16	Wyrestorm	NHD-610-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211ef16	e4ce0211ef16
NHD-610-RX-E4C80211EF11	Wyrestorm	NHD-610-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211ef11	e4ce0211ef11
NHD-610-TX-V2-E4C80211E0E3	Wyrestorm	NHD-610-TX-V2		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0e3	e4ce0211e0e3
NHD-610-TX-E4C80211E0B3	Wyrestorm	NHD-610-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0b3	e4ce0211e0b3
NHD-610-TX-E4C80211E0C5	Wyrestorm	NHD-610-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0c5	e4ce0211e0c5
NHD-600-TRXF-E4C802102011	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce02102011	e4ce02102011
NHD-600-TRXF-E4C80211E0E3	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0e3	e4ce0211e0e3
NHD-600-TRXF-E4C8021227C1	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce021227c1	e4ce021227c1
NHD-CTL-PRO-E4C802122577	Wyrestorm	NHD-CTL-SZ		wyrestorm lab/Unaired		Offline	e4ce02122577	e4ce02122577
NHD-500-TX-E4C802102F90	Wyrestorm	NHD-500-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-83E24D443078	Offline	e4ce02102f90	e4ce02102f90

In the devices window, you can administer remote commands to a single device or several like-for-like devices across your ecosystem. Start by selecting devices from the list, then select 'Commands' from the menu bar to administer supported commands to groups of distributed devices

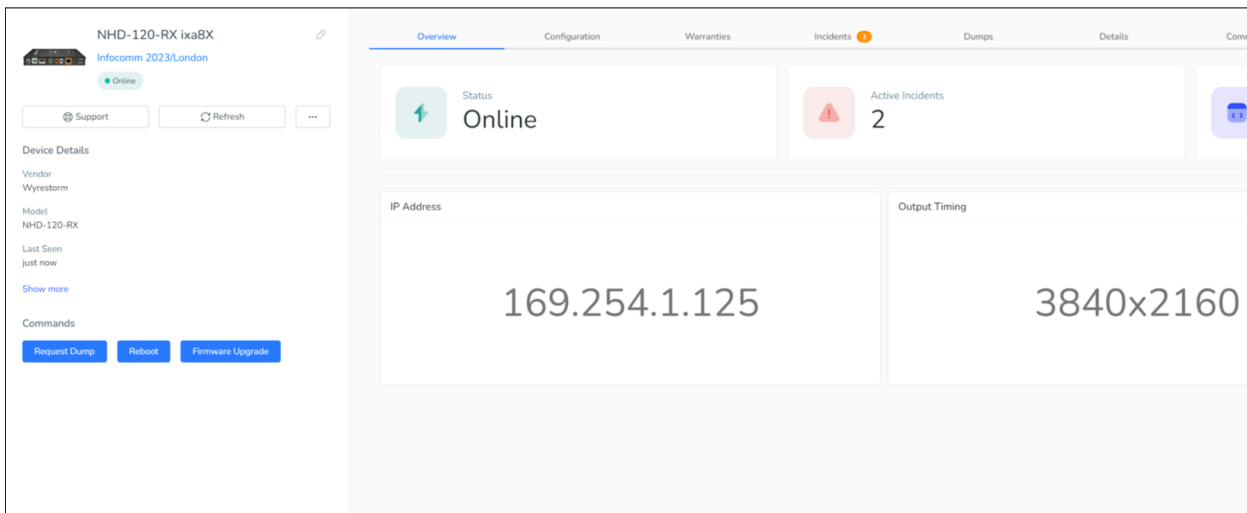
Name	Vendor	Model	Sub Model	Space	Parent	Status	MAC Address	Serial Number
NHD-500-TX-34182281d131	Wyrestorm	NHD-500-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-83E24D443078	Offline	34182281d131	34182281d131
NHD-610-RX-E4C802102F30	Wyrestorm	NHD-610-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce02102f30	e4ce02102f30
NHD-500-RX-E4C80212282A	Wyrestorm	NHD-500-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-83E24D443078	Offline	e4ce0212282a	e4ce0212282a
NHD-CTL-PRO-83E24D443078	Wyrestorm	NHD-CTL-SZ		wyrestorm lab/Unaired		Offline	b2a244443078	b2a244443078
NHD-600-TRXF-E4C80211E060	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e060	e4ce0211e060
NHD-610-TX-V2-E4C802102F30	Wyrestorm	NHD-610-TX-V2		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce02102f30	e4ce02102f30
<input checked="" type="checkbox"/> NHD-610-RX-E4C80211EF16	Wyrestorm	NHD-610-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211ef16	e4ce0211ef16
<input checked="" type="checkbox"/> NHD-610-RX-E4C80211EF11	Wyrestorm	NHD-610-RX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211ef11	e4ce0211ef11
NHD-610-TX-V2-E4C80211E0E3	Wyrestorm	NHD-610-TX-V2		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0e3	e4ce0211e0e3
NHD-610-TX-E4C80211E0B3	Wyrestorm	NHD-610-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0b3	e4ce0211e0b3
NHD-610-TX-E4C80211E0C5	Wyrestorm	NHD-610-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0c5	e4ce0211e0c5
NHD-600-TRXF-E4C802102011	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce02102011	e4ce02102011
NHD-600-TRXF-E4C80211E0E3	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce0211e0e3	e4ce0211e0e3
NHD-600-TRXF-E4C8021227C1	Wyrestorm	NHD-600-TRXF		wyrestorm lab/Unaired	NHD-CTL-PRO-E4C802122577	Offline	e4ce021227c1	e4ce021227c1
NHD-CTL-PRO-E4C802122577	Wyrestorm	NHD-CTL-SZ		wyrestorm lab/Unaired		Offline	e4ce02122577	e4ce02122577
NHD-500-TX-E4C802102F90	Wyrestorm	NHD-500-TX		wyrestorm lab/Unaired	NHD-CTL-PRO-83E24D443078	Offline	e4ce02102f90	e4ce02102f90

Claim a Device

In order to claim a device, you should choose first the node in the tree that you are willing to claim the device in. When choosing the node, you can claim the devices in the following way:



Then, the device is claimed, and you can use all the different sections of the device. You can view the widgets, view the incidents, escalate them if needed, and also trigger commands or configuration changes.

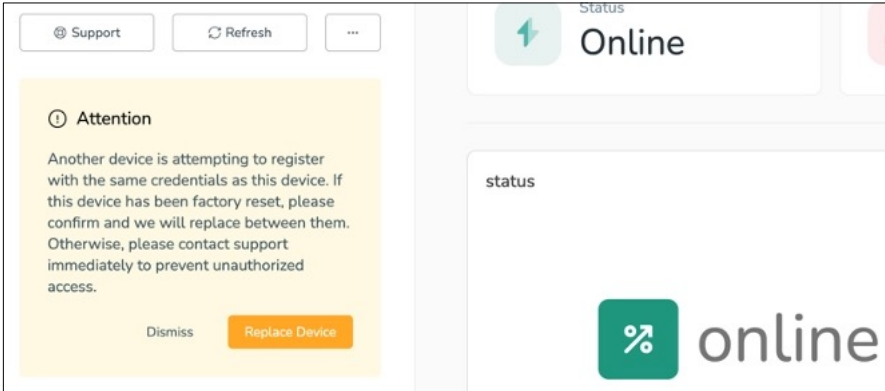


Device Replacement

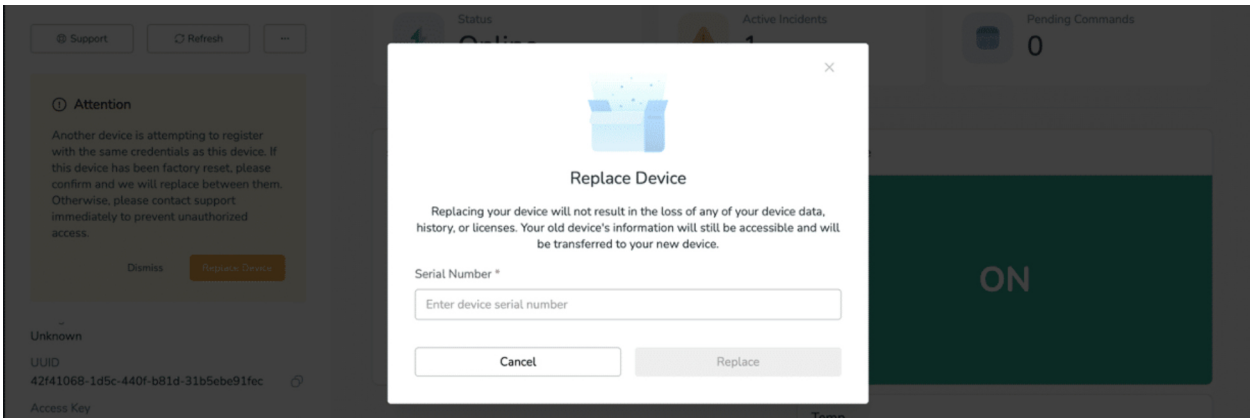
Syigma platform allows for devices to be replaced with other devices or the same device that has gone through a factory reset, ensuring a smooth and uninterrupted user experience.

The two flows are:

1. If a device has gone through a factory reset and lost its credentials to the Xyte platform, you can confirm the replacement of the device, and then Xyte will allow the same device with the same identifiers to be created, ensuring that the user does not lose any data or history.



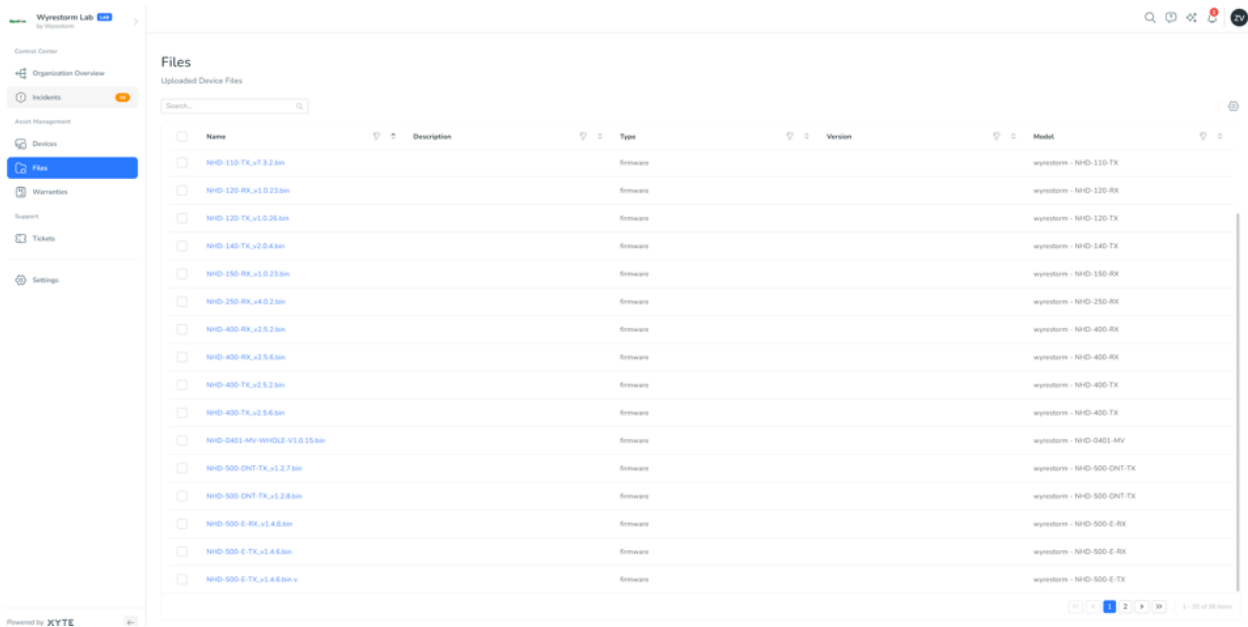
2. If you need to replace your device for any reason, you can replace it with a device from the same model. All you need to do is write down the serial number of the new device and provide it to Wyrestorm Tech Support. We will allow the new device to be registered and replace the old device, preserving all the data and history associated with the previous device.



Files

The Files tab provides end users with a seamless process to manage and access assets relevant to the ongoing operation and management of an area and/or space.

This allows you to easily manage and filter the vast array of files attached to each particular space or area in a single combined window.

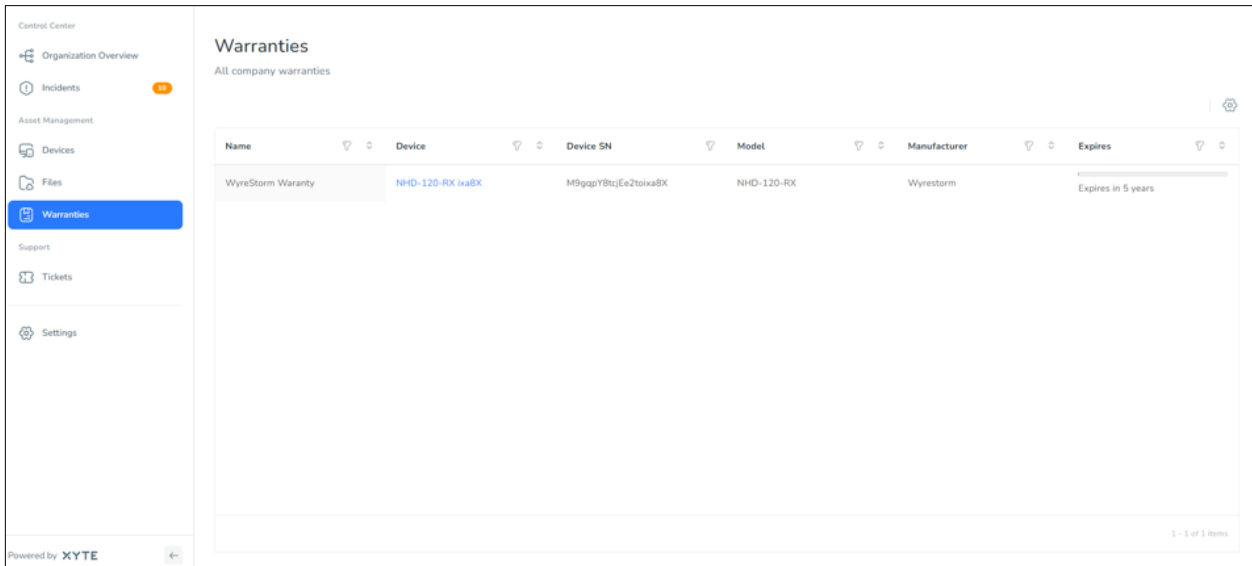


Warranties

The Warranties tab provides you with a convenient overview of warranty details for each device, allowing you to easily track and manage warranty information. You can review the specific warranty details for individual devices and quickly check their expiration dates.

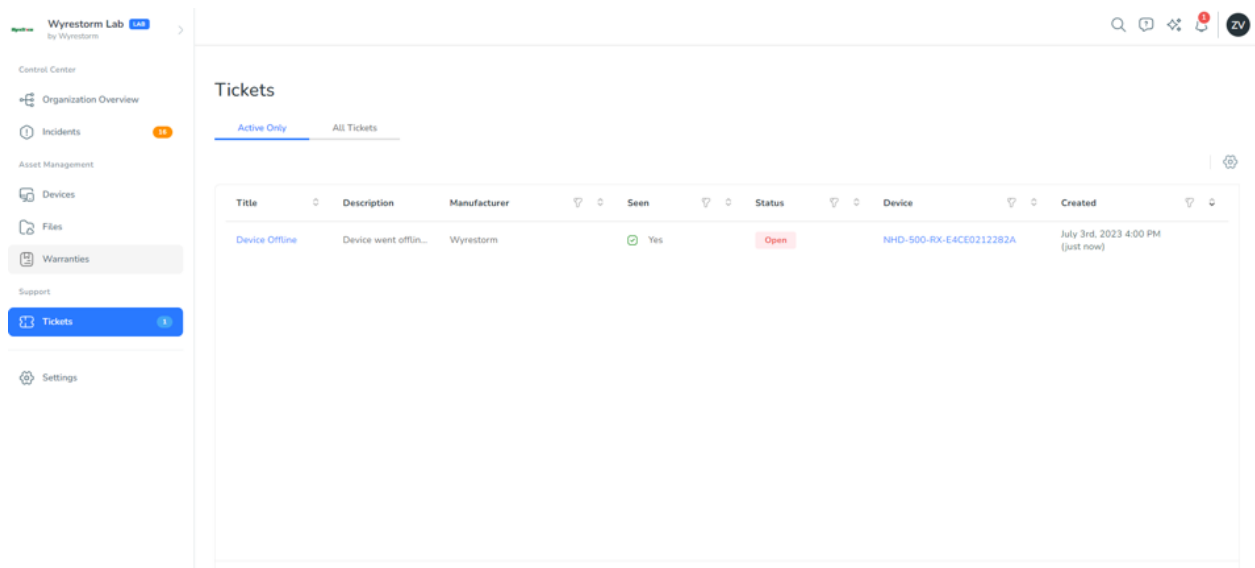
To access the warranty information for a device, it is necessary to first add the warranty details for each device individually. This ensures that you have accurate and up-to-date warranty information readily available.

By utilizing the Warranties tab, you can stay informed about the warranty status of your devices, enabling you to proactively manage warranties and plan for any necessary maintenance or replacements.



Tickets

The Tickets page provides a list of all tickets within your organization. Tickets are used to escalate incidents and events to your MSP or device manufacturers, allowing them to remotely access and address issues with the devices in your organization. You can also review resolved tickets.



User Settings

To access user settings, hover & click over your account name on the top right-hand corner to reveal the drop-down menu.

Here you can change your password, view user guides, view terms of service, privacy policy and sign out of your tenant.

