

# CloudGate



User guide

## CloudGate Universe

Last updated on 23/12/2014

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# CloudGate

## UNIVERSE

Welcome!



The CloudGate Universe Guide explains how to deploy firmware, configuration and developer images to multiple devices.

This guide is designed for:

- Distributors
- System integrators
- Developers
- Field engineers

Information about installing and configuring the CloudGate is available in the User Guide. Details about CloudGate hardware specifications and technical information are available in the Hardware Guide.

Option also licenses the CloudGate design to third party hardware and software developers who want to create custom expansion cards and software images for specific needs. For information on the developer program, contact Option Customer Support.



## Basics

The CloudGate Universe is the configuration and deployment mechanism for the CloudGate. From the factory, CloudGate base units have no customization.

On power-up, the CloudGate connects to the CloudGate Universe over the wired Ethernet port and automatically downloads the appropriate update. If the Ethernet interface is unavailable, then the CloudGate uses the WWAN interface to download the updates.

Tip: You can set the CloudGate Universe enable or disable the automatic downloads.

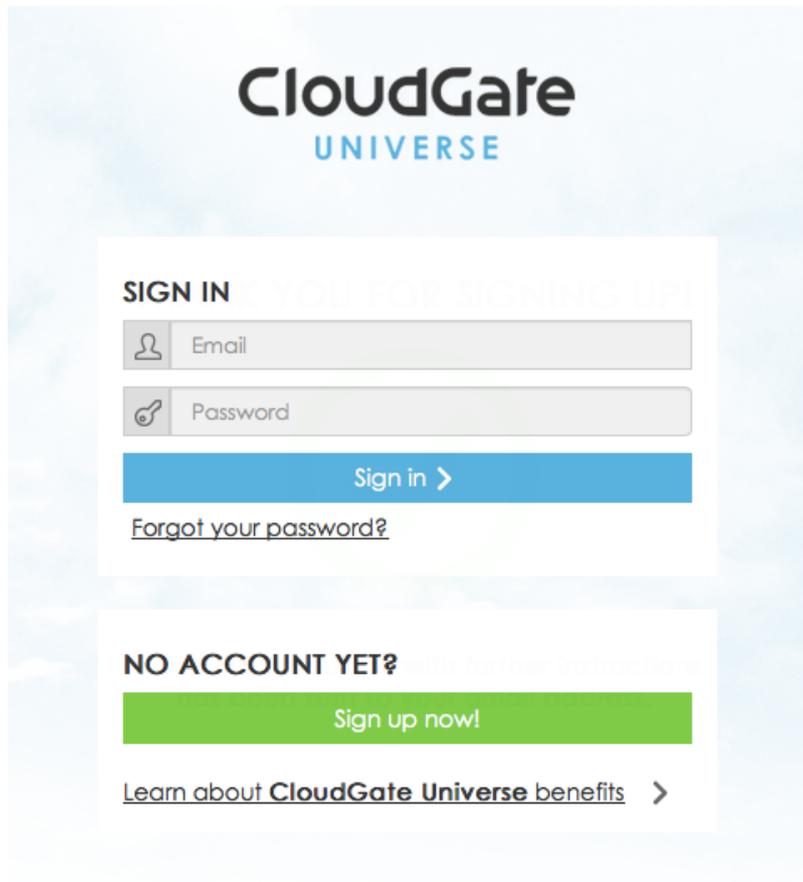
The CloudGate downloads the following files from the CloudGate Universe:

- CloudGate firmware: device firmware provided by Option.
- CloudGate radio firmware: updates changes to wireless operator firmware
- CloudGate config file: configuration settings that can be applied to one or more CloudGates
- CloudGate application: customized software that provides additional functionality to the CloudGate or controls third-party expansion cards.

## 1.2. Creating an Account

The following steps are needed for creating an account:

1. Visit the page: <http://cloudgateuniverse.com> and click the 'Green' button...Sign up now!



The screenshot shows the CloudGate Universe website interface. At the top, the logo "CloudGate UNIVERSE" is displayed. Below the logo, there are two main sections. The first section is titled "SIGN IN" and includes a sub-header "YOU FOR SIGNING UP!". It features two input fields: "Email" with a person icon and "Password" with a key icon. Below these fields is a blue button labeled "Sign in >". Underneath the button is a link that says "Forgot your password?". The second section is titled "NO ACCOUNT YET?" and includes a sub-header "Get further instructions here". It features a prominent green button labeled "Sign up now!". Below this button is a link that says "Learn about CloudGate Universe benefits >".

2. Enter the required fields and click Sign up >

## CREATE YOUR FREE ACCOUNT

First name

Last name

Create password (min. 8 characters)

Retype password

Email



(verify using audio)

Type the text above

[Sign up >](#)

By signing up you agree to the [Privacy Policy](#)

3. If everything is accepted by the validation, a confirmation box will appear that an email has been sent and you need to open your email account to validate your email address.



**THANK YOU FOR SIGNING UP!**



**A welcome message with further instructions  
has been sent to your email address.**

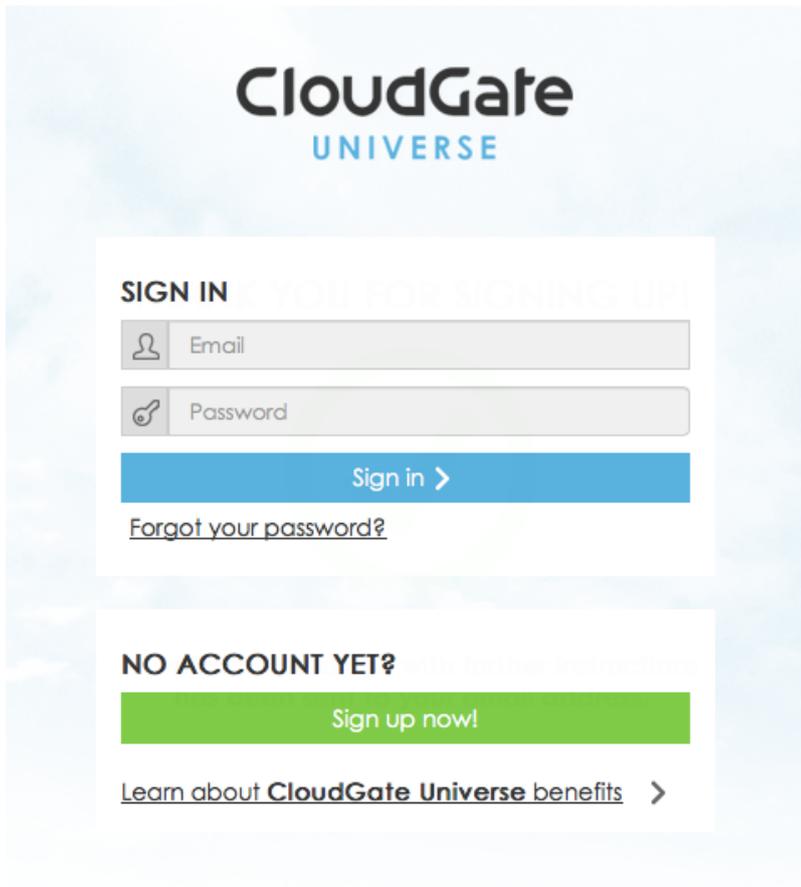
4. Click the email link and your browser will open and direct you to CloudGate Universe.

5. You are now signed in and can start to use CloudGate Universe!

## 1.3. Signing In

To Sign in to CloudGate Universe:

1. Visit the page: <http://cloudgateuniverse.com>
2. Enter your email and password and click the 'Blue' button...Sign in >



The screenshot shows the CloudGate Universe sign-in interface. At the top, the logo "CloudGate UNIVERSE" is displayed. Below it, there are two main sections. The first section, titled "SIGN IN", contains two input fields: "Email" with a person icon and "Password" with a key icon. A blue button labeled "Sign in >" is positioned below these fields, with a link "Forgot your password?" underneath. The second section, titled "NO ACCOUNT YET?", includes a green button labeled "Sign up now!" and a link "Learn about CloudGate Universe benefits >".

- Click [Forgot your password?](#) and follow the instructions to reset your password.
- Click [Sign up now!](#) to create an account.

# Activating the CloudGate

- Before being able to activate a device, you need to have already created a group (including correct device type).
- There are 3 possible ways to activate a CloudGate with CloudGate Universe:
  1. Activate a single device
  2. Activate devices in bulk
  3. Activate a single device using QR code

## 1. Activation of a single device

- From the 'Device' section please click the 'Activate new device'.
- Then fill in the Serial and activation code for this device and choose which group it should belong to (mandatory). Also possible to add a friendly name for the device (optional). If no name is chosen the serial number will be used.
- When the CloudGate device is powered up, it will check-in to CloudGate Universe. CloudGate Universe will then enable this device and it will be activated and visible in the group view.
- The CloudGate will download the group setting (or custom setting), if they differ from what is currently deployed.

Activate device Bulk device activation

To activate a CloudGate device, please fill out the following information:

Serial number \*

Activation code \*

Device name  
  
*If no device name is specified, the serial will be used*

Device group \*

**CloudGate**  
Model: CG0192  
Contains FCC ID: NCMOMO6892  
Contains IC: 2734A-M06892  
CAN ICES-3 (B)/NMB-3 (B)  
IFETEL: RTIOPCG14-0272

SNR: MB00000000

IMEI: 0000000000000000

MEID: xxxxxxxxxxxxxxxx

LAN MAC Address: xx:xx:xx:xx:xx:xx

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Designed by Option ev. Made in China QUALCOMM 3G CDMA 9-33V 1.2A



## 2. Activation of devices in bulk

- It is only possible to use the Bulk Device activation when all the devices being activated are the exact same device type and being added to the same group.
- From the 'Device' section please click the 'Activate new device'.
- Then click the tab 'Bulk Device Activation'
- Then fill in the Serial and activation code (separated with a comma) for the devices to be activated - 1 device per line. It is also possible to add a name per device (optional) if added after each activation code. If no name is chosen the serial number will be used.
- Then choose the Group they should be added to (needs to be the same device type)
- When the CloudGate devices are power up, it will check-in to CG Universe. CG Universe will then enable these devices and it will be activate and visible in the group view.
- The CloudGates will download the group setting (or custom setting), if they differ from what is currently deployed.

[Activate device](#)   **Bulk device activation**

To activate CloudGate devices in bulk, please fill out the following information - One device per line:

Serial number \*, Activation code \*, Device name

MB00000000, 1234, MyCloudGate

*If no device name is specified, the serial number will be used*

Device group \*

- Select -

**Activate >**



The image shows a CloudGate device label with the following information: Model: CG0192, Contains FCC ID: NCMOMO6892, Contains IC: 2734A-MO6892, CAN ICES-3 (B)/NMB-3 (B), IFETEL: RTIOPCG14-0272. It features a QR code and a barcode. The SNR is MB00000000 and the IMEI is 0000000000000000. The activation code is 1234. The label also includes the NOM and FC logos, and the text: LAN MAC Address: xx:xx:xx:xx:xx:xx. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Designed by Option nv. Made in China. QUALCOMM 3G CDMA 9-33V 1.2A.

## 3. Activation of a single device (using QR code)

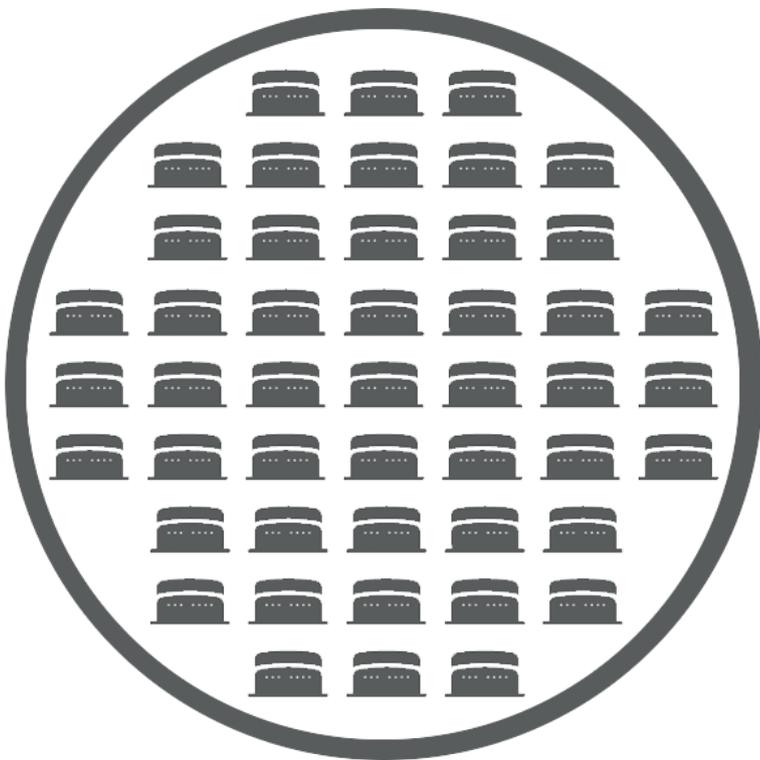
- It is only possible to active a single device (no bulk) when using QR codes.

- The QR code (unique per device) is to be found on the manufacturing labels. If you scan this code to activate a device, it will follow the exact same steps as #1 (Activation of a single device), but the 'Serial number' and 'Activation code' will be pre-filled.

# GROUPS

The main purpose of a group is that a user can provision (Over-the-Air) the exact same settings/software to a number of devices, while the devices are out in the field.

- A CloudGate device must always be inside a group, but can ONLY belong to 1 group
- A CloudGate hardware device is owned by the group (and not a person)
- Only the same device type can be inside 1 group.



## Add a group

- To add a new group, click the 'Add Group' button within the Device section.
- You will then see the following screen:

Group name\*

Type here...

Device type\* (The type can be found on your device label)

Select in the list

All fields with an \* are required

Group description

Type here...

Cancel Add group

- Fill in the 'Name' of the Group, Device Type and a 'Description' (optional) of the Group.
- This new group will then be visible in the 'Group' overview
- The user who created the group, becomes by default an 'Owner'
- The user can then start to edit the group, adding devices, invite owners and members

# Adding device(s) to a group

- There are 4 possible ways to add a device or devices to a group:
  1. Activate a single device
  2. Activate devices in bulk
  3. Activate a single device using QR code
  4. Move from another group

## 1. Adding a single device

- From the 'Device' section please click the 'Activate new device'.
- Then fill in the Serial and activation code for this device and choose which group it should belong to (mandatory). Also possible to add a friendly name for the device (optional). If no name is chosen the serial number will be used.
- When the CloudGate device is powered up, it will check-in to CloudGate Universe. CloudGate Universe will then enable this device and it will be activated and visible in the group view.

[Bulk device activation](#)

To activate a CloudGate device, please fill out the following information:

Serial number \*

Activation code \*

Device name

*If no device name is specified, the serial will be used*

Device group \*



## 2. Adding devices in bulk

- It is only possible to use the Bulk Device activation when all the devices being activated are the exact same device type and being added to the same

group.

- From the 'Device' section please click the 'Activate new device'.
- Then click the tab 'Bulk Device Activation'
- Then fill in the Serial and activation code (separated with a comma) for the devices to be activated - 1 device per line. It is also possible to add a name per device (optional) if added after each activation code. If no name is chosen the serial number will be used.
- Then choose the Group they should be added to (needs to be the same device type)
- When the CloudGate devices are power up, it will check-in to CG Universe. CG Universe will then enable these devices and it will be activate and visible in the group view.

Activate deviceBulk device activation

To activate CloudGate devices in bulk, please fill out the following information - One device per line:

Serial number \*, Activation code \*, Device name

MB00000000, 1234, MyCloudGate

*If no device name is specified, the serial number will be used*

Device group \*

- Select -

Activate >

**CloudGate**  
Model: CG0192  
Contains FCC ID: NCMOMO6892  
Contains IC: 2734A-MO6892  
CAN ICES-3 (B)/NMB-3 (B)  
IFETEL: RTIOPCG14-0272

SNR: MB00000000

Activation code: 1234

IMEI: 0000000000000000  
MEID: xxxxxxxxxxxxxxxxxx

LAN MAC Address: xx:xx:xx:xx:xx:xx

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Designed by Option nv. Made in China QUALCOMM 3G CDMA 9-33V 1.2A

### 3. Adding of a single device (using QR code)

- It is only possible to adding a single device (no bulk) when using QR codes.
- The QR code (unique per device) is to be found on the manufacturing labels. If you scan this code to activate a device, it will follow the exact same steps as #1 (Adding a single device), but the 'Serial number' and 'Activation code' will be pre-filled.

## 4. Moving a device from another group

- Go to 'Devices/Group/Manage devices', then check the device(s) you want to move and click 'Change group'
- Then choose the destination group and confirm the changes.

## Move a device to another group

If you want to move a device to another group, the following needs to be in place:

- You need to be an 'Owner' of both groups...both for the group you are moving the device from and for the destination group
- Device type needs to be the same for both groups

To move a device to another group:

1. Go to 'Devices/Group/Manage devices', then check the device(s) you want to move and click 'Change group'

2. Then choose the destination group and confirm the changes.

3. Next time the device(s) checks-in, it will download the group software settings

- It is also possible to move a device to another group from a device detail page. Click the 'Edit device' button and follow the steps 2 & 3 as mentioned above.

Note: If this device had a custom setup in the previous group, when moving the device, the custom setup will disappear and follow the new group settings (unless you choose to make this device custom again after moving the device)

**CloudGate**  
UNIVERSE

Moving  devices  
to another group

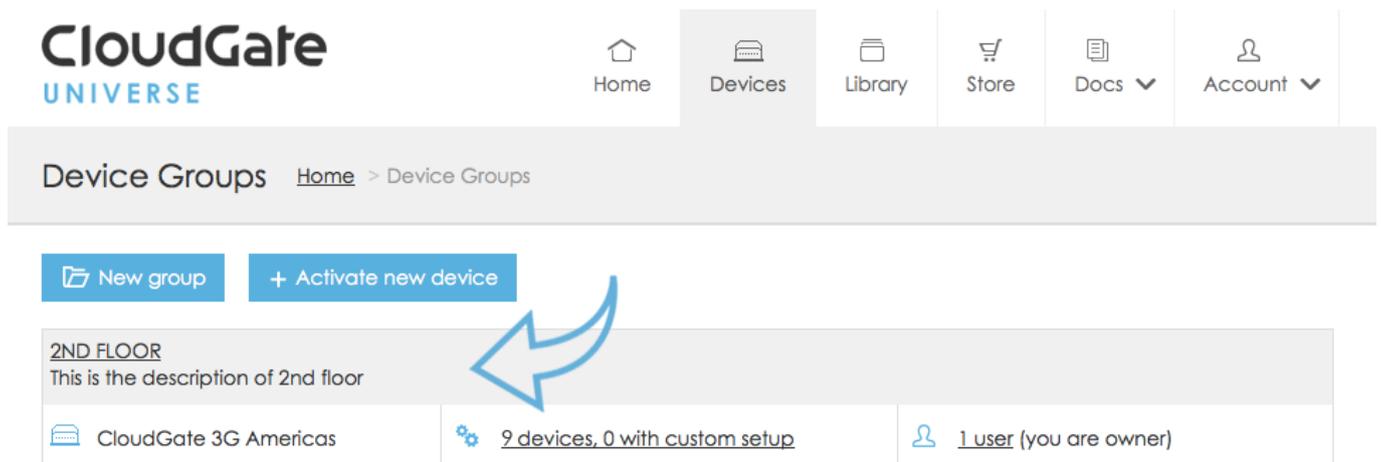
[www.cloudgateuniverse.com](http://www.cloudgateuniverse.com)

# Edit Group Name and Description

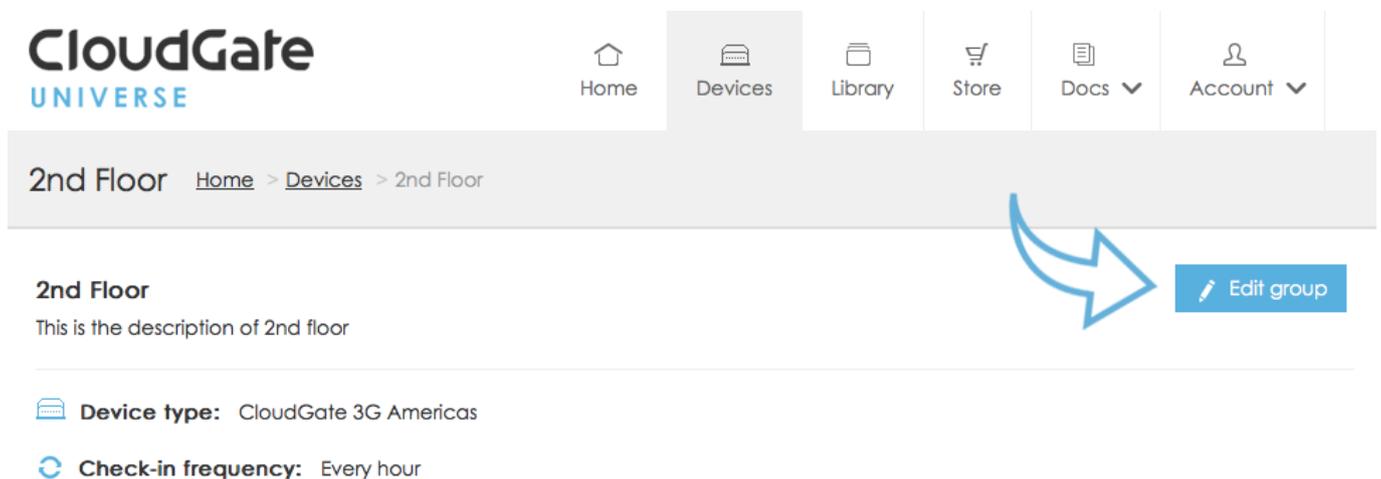
You can always edit the group name or description for your groups.

To change the group name and description:

1. Click Devices in the menu.
2. Select the group you want to edit.



3. In the group overview, select 'Edit group'.



4. Enter your changes and click 'Update'

Group name\*

Check-in frequency

*All fields with an \* are required*

Group description

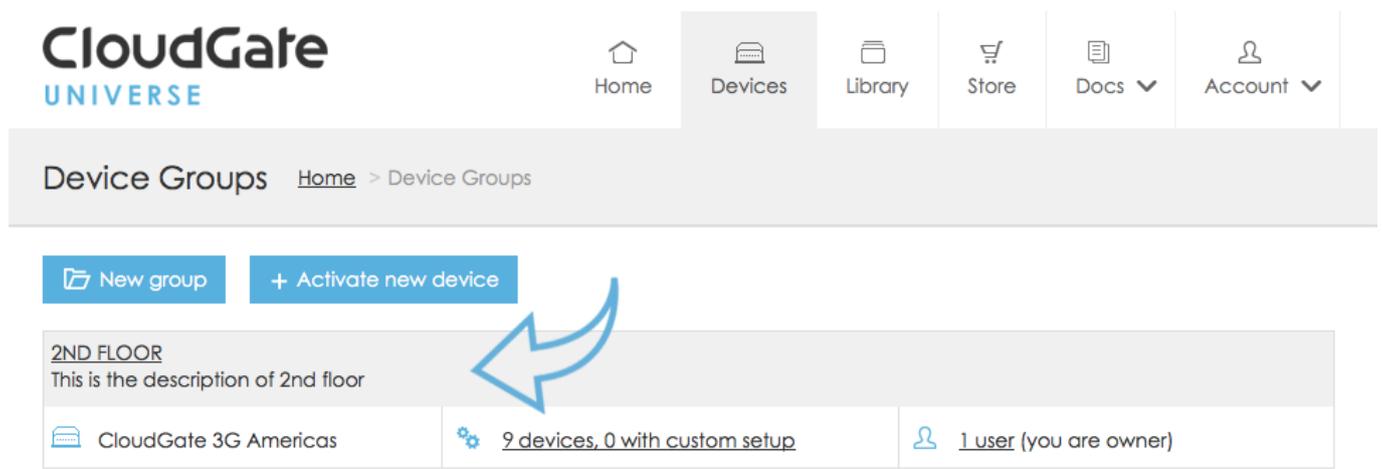
Note: This action can also done per device using the device detail page

# Setting the Check-in Frequency

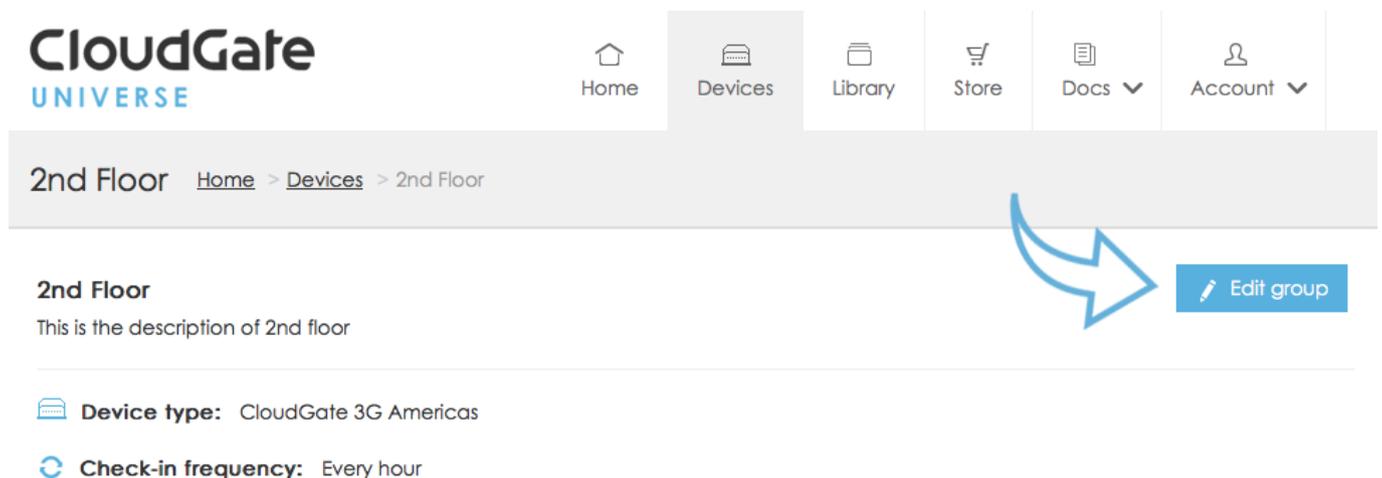
The check-in frequency is the interval at which a device connects to the CloudGate Universe and checks for updates.

To set the check-in frequency:

1. Click Devices in the menu.
2. Select the group you want the change the check-in frequency.



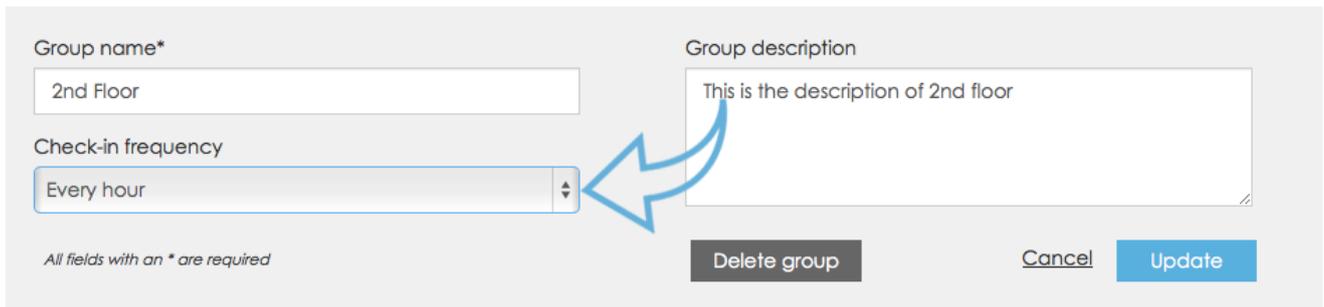
3. In the group overview, select 'Edit group'.



4. Choose the desired Check-in frequency and click 'Update'.

**IMPORTANT** Option recommends caution when setting the check-in frequency to NEVER. If NEVER is selected, the next time the device connects to the CloudGate Universe, the automatic check-in function will be turned off permanently. Even if the check-in frequency is changed later, the device will not connect with the CloudGate

Univere and download the new setting.



The screenshot shows a form for configuring a group. It has two main sections: 'Group name\*' and 'Group description'. The 'Group name\*' field contains '2nd Floor'. The 'Group description' field contains 'This is the description of 2nd floor'. Below these is a 'Check-in frequency' dropdown menu currently set to 'Every hour'. A blue arrow points from the 'Group description' field to the 'Check-in frequency' dropdown. At the bottom, there are three buttons: 'Delete group' (grey), 'Cancel' (underline), and 'Update' (blue). A note at the bottom left states 'All fields with an \* are required'.

All the devices in this group will be updated with the new check-in frequency next time the devices check-in.

Note: This action can also done per device using the device detail page

## 1.5.6. Displaying Group Software

To display the software assigned to a group:

1. Click Devices in the menu and select the group.

The screenshot shows the CloudGate UNIVERSE interface. At the top, there is a navigation bar with the CloudGate UNIVERSE logo on the left and a menu on the right with items: Home, Devices (highlighted), Library, Store, Docs, and Account. Below the navigation bar is a breadcrumb trail: Device Groups > Home > Device Groups. Underneath, there are two buttons: 'New group' and '+ Activate new device'. A large blue arrow points from the '+ Activate new device' button to a device group entry. The device group entry is for '2ND FLOOR' with the description 'This is the description of 2nd floor'. Below the description, there are three columns of information: 'CloudGate 3G Americas' with a printer icon, '9 devices, 0 with custom setup' with a gear icon, and '1 user (you are owner)' with a person icon.

2. In the 'Software section' you will see the current software set for this group.

### 2nd Floor

This is the description of 2nd floor

[Edit group](#)

**Device type:** CloudGate 3G Americas

**Check-in frequency:** Every hour

#### DEVICES

9 devices

9 devices, 0 with custom setup

[Manage devices](#)

#### SOFTWARE

**Firmware:**

Option CloudGate Firmware - version 1.31.0

**Radio Firmware:**

Option Radio Firmware 3G Americas - version 1.1.0

**Configuration:**

Option default - version 1.0

**Application:**

Option default - version 1.0

[Manage software](#)



#### USERS

1 owner (including you)

0 members

[Manage users](#)

To change the group software settings, click the 'Manage software' button.

Note: This action can also be done per device using the device detail page

## 1.5.7. Edit Group Software

To edit the software assigned to a group:

Go to 'Devices' and choose the desired group (i.e. 2nd Floor)

The screenshot shows the CloudGate UNIVERSE interface. At the top, there is a navigation bar with the CloudGate UNIVERSE logo on the left and several menu items: Home, Devices (highlighted), Library, Store, Docs, and Account. Below the navigation bar, there is a breadcrumb trail: Device Groups > Home > Device Groups. Underneath, there are two buttons: 'New group' and '+ Activate new device'. A large blue arrow points from the '+ Activate new device' button towards the '2ND FLOOR' group entry. The '2ND FLOOR' group is highlighted and contains the following information:

<b>2ND FLOOR</b> This is the description of 2nd floor	<a href="#">9 devices, 0 with custom setup</a>	<a href="#">1 user</a> (you are owner)
--	--	--

Within the '2nd Floor' group, choose 'Manage software'.

2nd Floor [Home](#) > [Devices](#) > 2nd Floor

### 2nd Floor

This is the description of 2nd floor

 Edit group

 **Device type:** CloudGate 3G Americas

 **Check-in frequency:** Every hour

#### DEVICES

 9 devices

9 devices, 0 with custom setup

 Manage devices

#### SOFTWARE

##### Firmware:

**Option CloudGate Firmware** - version 1.31.0

##### Radio Firmware:

**Option Radio Firmware 3G Americas** - version 1.1.0

##### Configuration:

**Option default** - version 1.0

##### Application:

**Option default** - version 1.0

 Manage software



#### USERS

1 owner (including you)

0 members

 Manage users

Then you see all the software that is currently set for this group. In this example we will the application. Go ahead and click 'Choose another application'

Software [Home](#) > [Devices](#) > [2nd Floor](#) > [Devices](#) > Software

[Devices](#)

Software

[Users](#)



**Firmware**

Option CloudGate Firmware - version 1.31.0

[Change version](#)



**Radio firmware**

Option Radio Firmware 3G Americas - version 1.1.0

[Change version](#)



**Configuration**

Option default - version 1.0

[Change version](#)

[Choose a different configuration](#)



**Application**

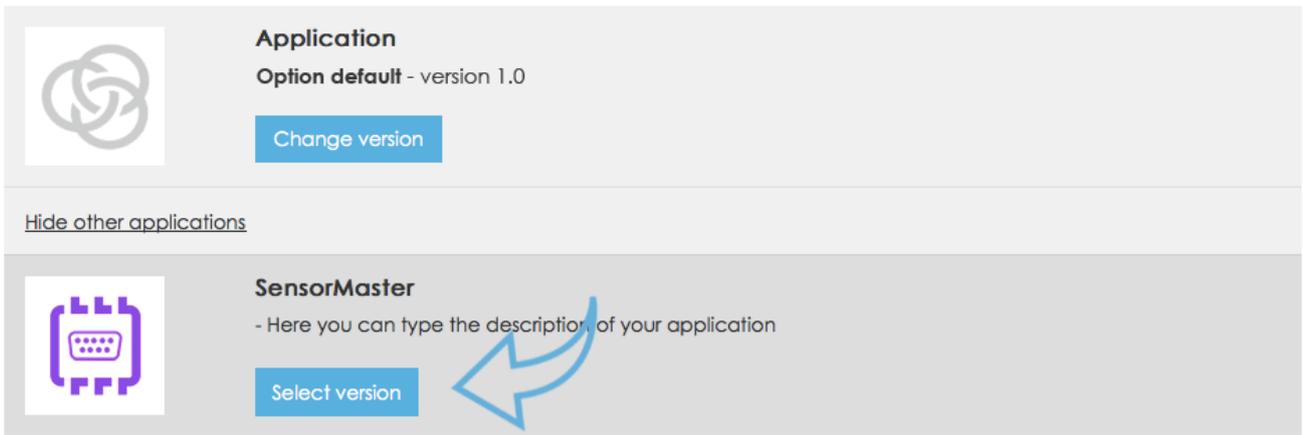
Option default - version 1.0

[Change version](#)

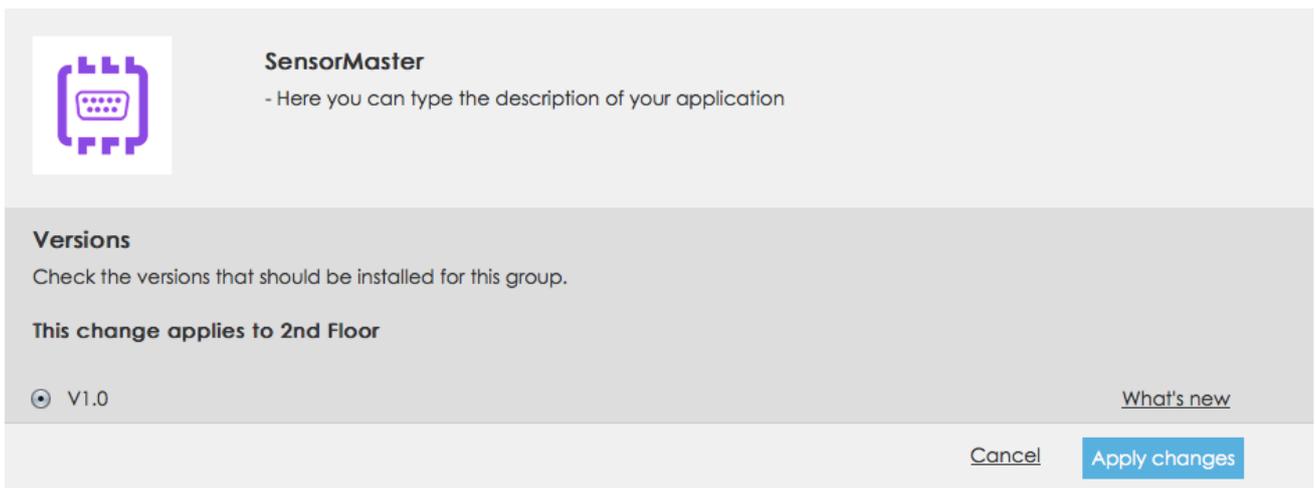
[Choose a different application](#)



Now you can choose any of the applications that are made available for this group. Here, in this examples it is the SensorMaster application.



To choose the 'SensorMaster' as the new default application for this group, click 'Select version' and you will see the following screen:



Choose the version number you want to use and click 'Apply changes'



You have now successfully updated the application for this group and all the CloudGate devices will update to this application next time they check-in.

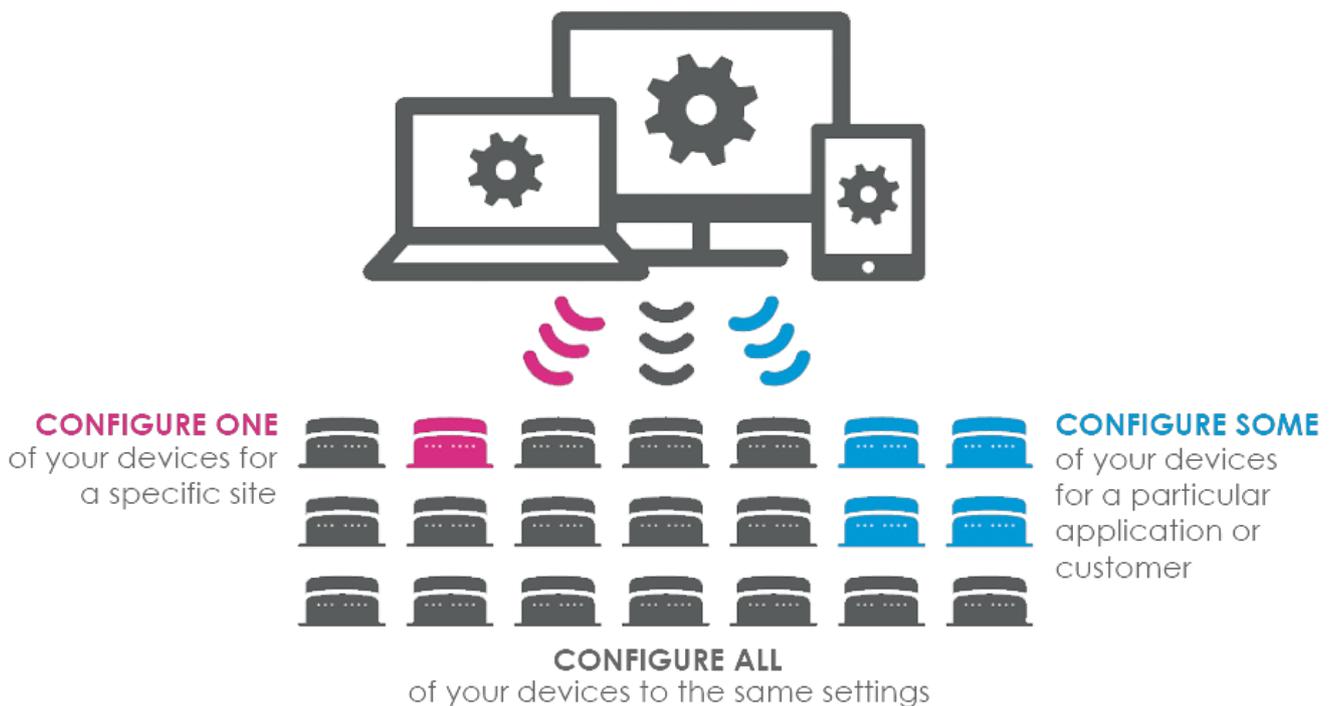
Note: This action can also be done per device using the device detail page

# Devices

The main function of the CloudGate Universe is to provide an easy-to-use mechanism for updating CloudGate devices before and after deployment in the field.

You can do the following tasks:

- Sort and select devices by serial number and other criteria so that you can quickly find the devices you need to update
- Edit device name and description if necessary
- Set the check in, or update frequency, which defines when a device checks the CloudGate Universe for available updates
- Select specific software for automatic download when the device connects with the CloudGate Universe
- Ignore updates if you don't want automatic downloads to occur



# Manage and Sorting Devices

The group device list is an inventory of all CloudGate base units in that group for which the user has provisioning access.

To see the group device list:

1. Click Devices in the menu.
2. Select a group.

CloudGate UNIVERSE

Home Devices Library Store Docs Account

Device Groups [Home](#) > Device Groups

New group + Activate new device

**2ND FLOOR**  
This is the description of 2nd floor

CloudGate 3G Americas	9 devices, 0 with custom setup	1 user (you are owner)
-----------------------	--------------------------------	------------------------

3. Then click on the 'Manage Devices' button.

CloudGate UNIVERSE

Home Devices Library Store Docs Account

2nd Floor [Home](#) > [Devices](#) > 2nd Floor

**2nd Floor** [Edit group](#)

This is the description of 2nd floor

**Device type:** CloudGate 3G Americas

**Check-in frequency:** Every hour

**DEVICES**

9 devices

9 devices, 0 with custom setup

[Manage devices](#)

4. Then you see an overview over all the devices that belong to this group.

Devices Software Users

+ Activate new device(s) Show All Search devices...

<input type="checkbox"/> Name ▾	Serial number	Status	Last check-in
<input type="checkbox"/> Device 1 <span>Custom</span>	MB19DAB081		8 October 2014, 14:07
<input type="checkbox"/> Device 2	MB19DAB082		6 October 2014, 20:59
<input type="checkbox"/> Device 3	MB19DAB083		1 October 2014, 00:07
<input type="checkbox"/> Device 4	MB19DAB084		3 October 2014, 18:30
<input type="checkbox"/> Device 5	MB19DAB080		7 October 2014, 10:43

Deactivate device(s) Change group Change check-in frequency

## Sorting the Device List

- When there are too many devices to view on one screen, click the header to sort based on 'Name', 'Serial number' and 'Last Check-in', ascending or descending.

## Filter by search term

- Finds devices with a specific text string in any field

## Filter by device status

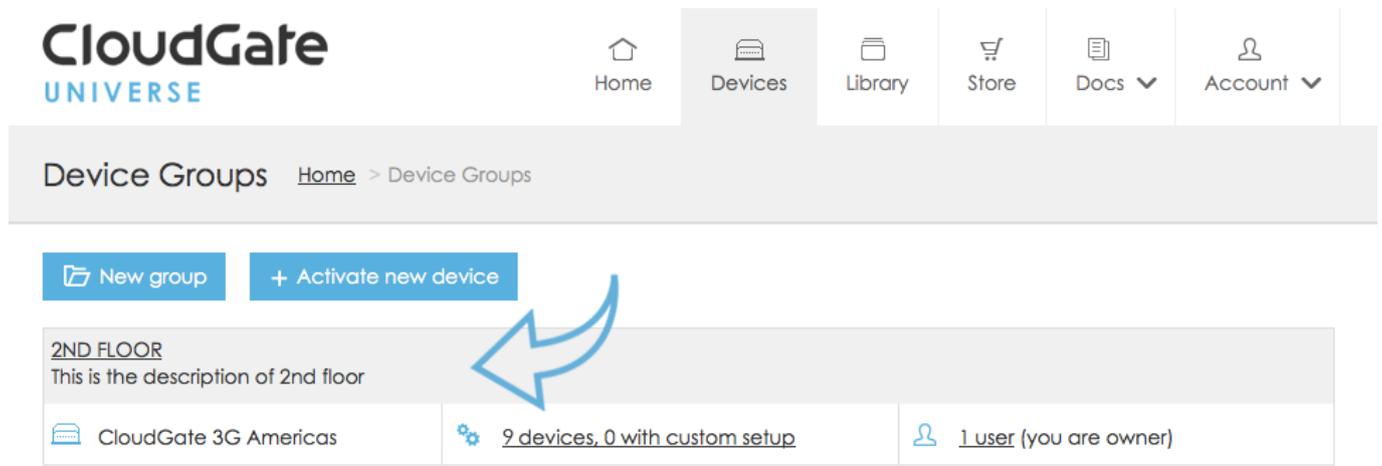
- Use the Status filter field
- Finds devices based on the update status:
  - Up-to-Date: The device is provisioned with the assigned release of software
  - Needs Update: The device is not provisioned with the assigned release of software
  - Never checked in: Never been online and made a connection to CloudGate Universe

# Setting the Check-in Frequency

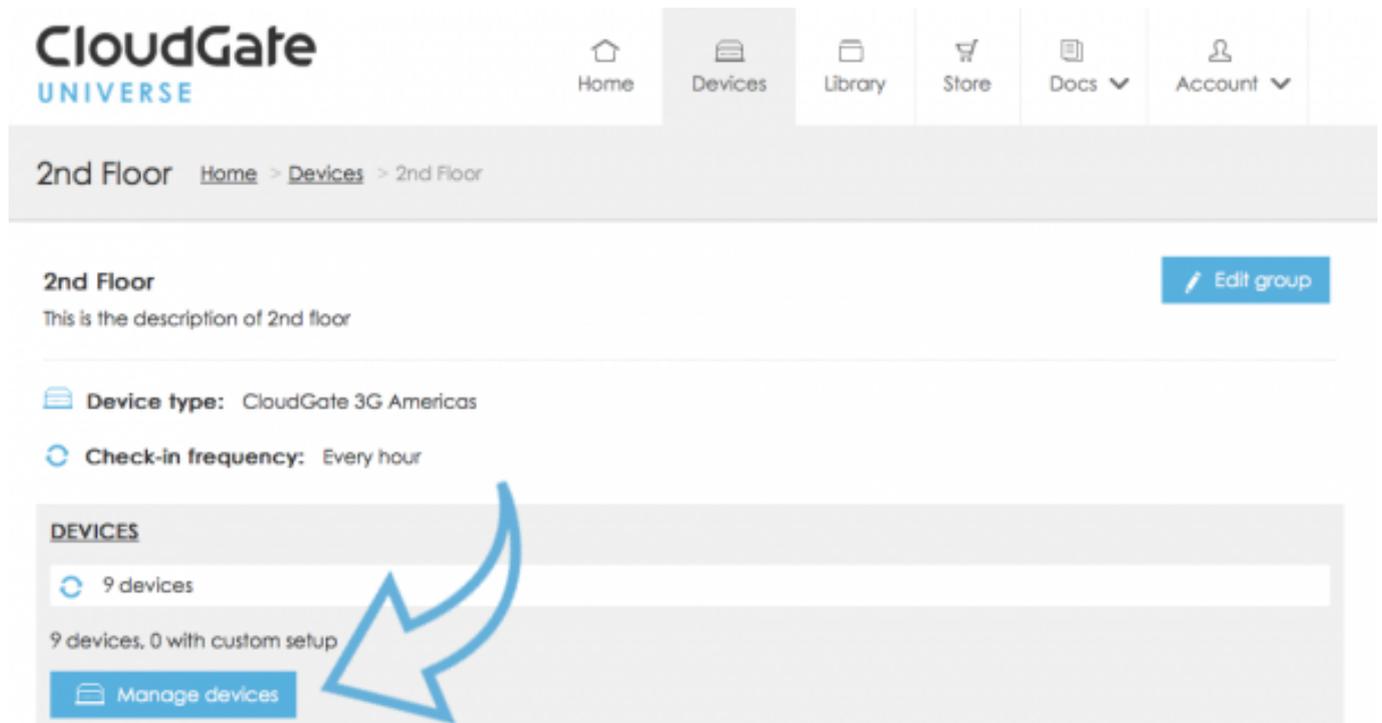
The check-in frequency is the interval at which a device connects to the CloudGate Universe and checks for updates.

To set the check-in frequency for a specific device:

1. Click Devices in the menu.
2. Select the group where the device is located.



3. Then click on the 'Manage Devices' button.



4. Then you see an overview over all the devices that belongs to this group. Click on the name of the device you want to change the check-in frequency. You can also change check-in frequency for multiple devices at the same time by clicking the checkboxes and then the 'Change check-in frequency button at the bottom of the page.

Devices   Software   Users

+ Activate new device(s)   Show All   Search devices... 

<input type="checkbox"/>	Name 	Serial number	Status	Last check-in
<input type="checkbox"/>	Device 1   Custom	MB19DAB081		8 October 2014, 14:07
<input type="checkbox"/>	Device 2	MB19DAB082		6 October 2014, 20:59
<input type="checkbox"/>	Device 3	MB19DAB083		1 October 2014, 00:07
<input type="checkbox"/>	Device 4	MB19DAB084		3 October 2014, 18:30
<input type="checkbox"/>	Device 5	MB19DAB080		7 October 2014, 10:43

Deactivate device(s)   Change group   Change check-in frequency

5. In the Device overview, click the 'Edit device' button.

**Device 2**  
Device 2 description.



---

 **Device Type:** CloudGate 3G Americas    **Serial number:** MB19DAB082

 **Check-in frequency:** Every 3 hours    **Next check-in:** Unknown

 **Group:** 3G Americas Group

6. Choose the desired Check-in frequency and click 'Update'.

The image shows a configuration form for a device. It has the following fields and controls:

- Device name\***: Text input field containing "Device 2".
- Description\***: Text input field containing "Device 2 description.". A blue arrow points from this field towards the "Check-in frequency\*" field.
- Serial number**: Text input field containing "MB19DAB082".
- Device group\***: Dropdown menu showing "3G Americas Group".
- Check-in frequency\***: Dropdown menu showing "Every 3 hours".
- Buttons**: "Deactivate device" (grey), "Cancel" (text), and "Update" (blue).
- Footnote**: "All fields with an \* are required".

**IMPORTANT** Option recommends caution when setting the check-in frequency to NEVER. If NEVER is selected, the next time the device connects to the CloudGate Universe, the automatic check-in function will be turned off permanently. Even if the check-in frequency is changed later, the device will not connect with the CloudGate Universe and download the new setting.

## 1.6.3. Enabling Automatic Update

If you are responsible for managing M2M deployments of all sizes, keeping devices up to date with the correct version of firmware and software is time consuming. One of the most powerful features of the CloudGate Universe is the ability to automatically update devices with assigned, or preset, software.

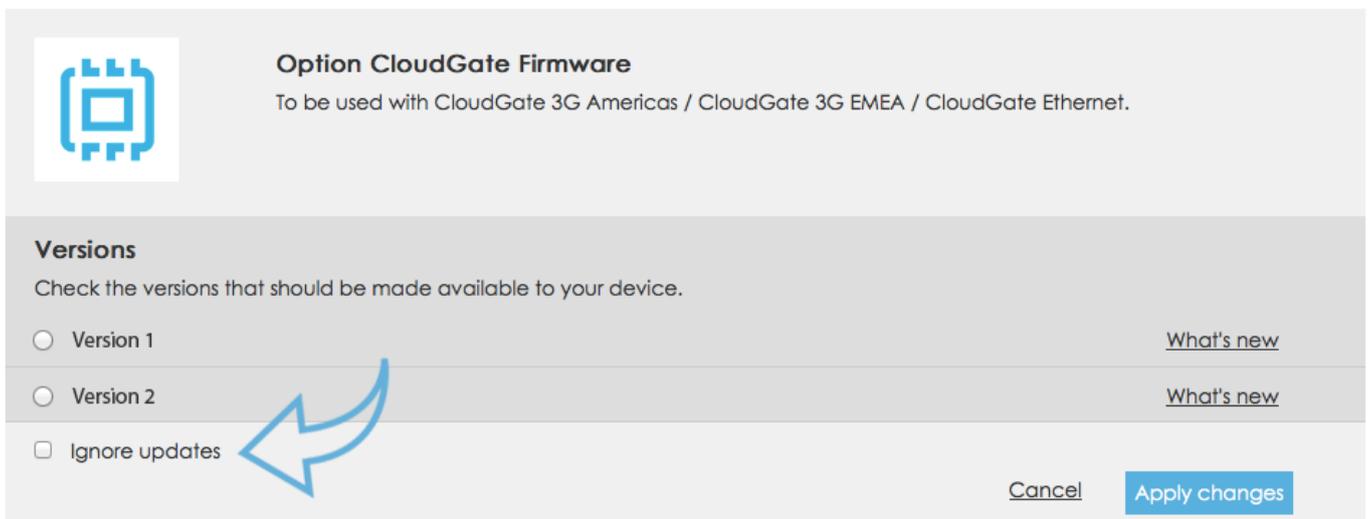
You can specify the firmware, configuration, and developer applications you want the CloudGate Universe to download to the device the next time it checks in. Each image occupies a release slot on the CloudGate.

There are four types of images and four release slots:

- Firmware
- Radio Firmware
- Configuration
- Application

To enable automatic update and select the software for download at the next device check-in:

1. Click Devices in the menu.
2. Select the group.
3. Click Manage devices and choose your device
4. Ensure Ignore updates is NOT selected for each software type you want to enable automatic update.



**Option CloudGate Firmware**  
To be used with CloudGate 3G Americas / CloudGate 3G EMEA / CloudGate Ethernet.

**Versions**  
Check the versions that should be made available to your device.

Version 1 [What's new](#)

Version 2 [What's new](#)

Ignore updates

[Cancel](#) [Apply changes](#)

If ignore updates is selected, please deselect and click 'Apply changes'.

Note: This action can also be done per device using the device detail page

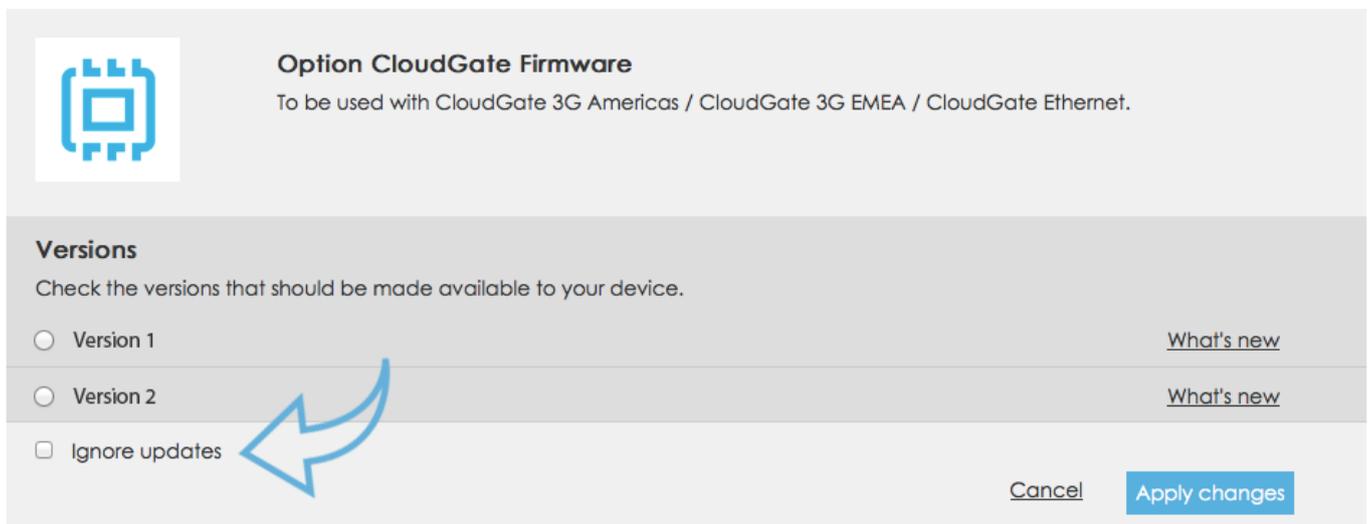
# Ignore Automatic Software Updates

You can disable the automatic update feature so that firmware, configuration and applications are not downloaded when the device connects to the CloudGate Universe.

Each software type can be ignored separately. For example, you can enable automatic updates for CloudGate Firmware but ignore it for the Config File.

To ignore automatic update:

1. Click Devices in the menu.
2. Select the group.
3. Click Manage devices and choose your device
4. Select Ignore updates for each software type you want to disable automatic update.



Select 'Ignore updates and click 'Apply changes'.

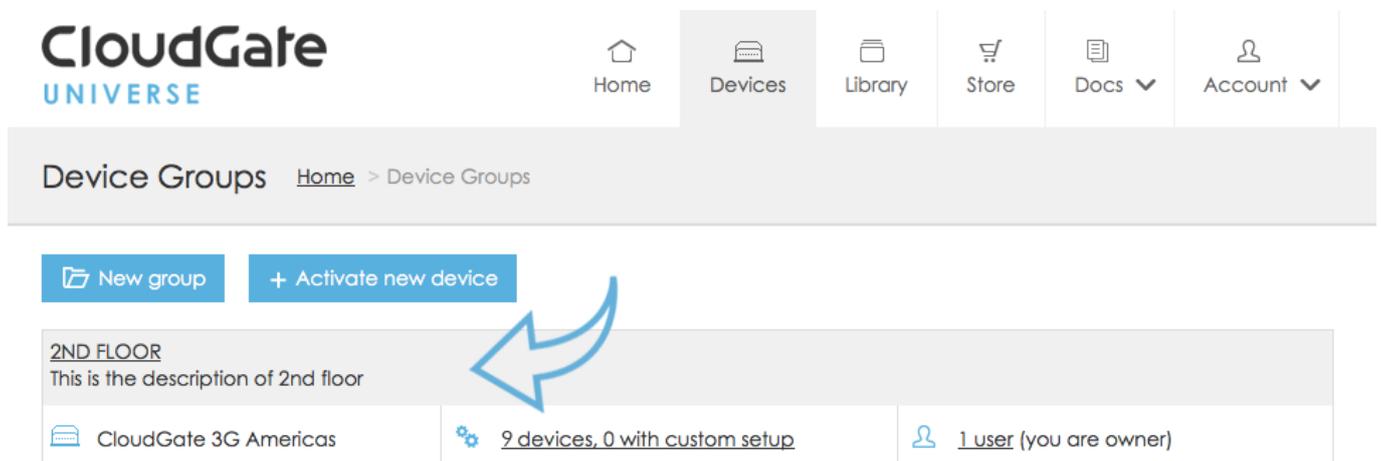
Note: This action can also done per device using the device detail page

# Edit Device Name and Description

When you activate a device, and do not add name and description then, the CloudGate Universe adds a factory-set name and description to the device properties. Option recommends changing the name and description to something meaningful for your CloudGate deployment.

To change the device name and description:

1. Click Devices in the menu.
2. Select the group where the device is located.



The screenshot shows the CloudGate Universe interface. At the top, there is a navigation bar with the CloudGate UNIVERSE logo on the left and several menu items: Home, Devices (highlighted), Library, Store, Docs, and Account. Below the navigation bar, there is a breadcrumb trail: Device Groups > Home > Device Groups. Underneath, there are two buttons: 'New group' and '+ Activate new device'. Below these buttons is a table of device groups. The first group is '2ND FLOOR' with the description 'This is the description of 2nd floor'. Below this group name, there is a 'Manage Devices' button (represented by a gear icon) and a '1 user (you are owner)' button (represented by a person icon). A blue arrow points to the 'Manage Devices' button.

Group Name	Description	Devices	Users
2ND FLOOR	This is the description of 2nd floor	9 devices, 0 with custom setup	1 user (you are owner)

3. Then click on the 'Manage Devices' button.

2nd Floor

This is the description of 2nd floor

Edit group

Device type: CloudGate 3G Americas

Check-in frequency: Every hour

DEVICES

9 devices

9 devices, 0 with custom setup

Manage devices



4. Then you see an overview over all the devices that belongs to this group. Click on the name of the device you want to change the name and description.

Devices [Software](#) [Users](#)

+ Activate new device(s) Show All

<input type="checkbox"/>	Name	Serial number	Status	Last check-in
<input type="checkbox"/>	<a href="#">Device 1</a> <span>Custom</span>	MB19DAB081	<span style="color: green;">●</span>	8 October 2014, 14:07
<input type="checkbox"/>	<a href="#">Device 2</a>	MB19DAB082	<span style="color: green;">●</span>	6 October 2014, 20:59
<input type="checkbox"/>	<a href="#">Device 3</a>	MB19DAB083	<span style="color: green;">●</span>	1 October 2014, 00:07
<input type="checkbox"/>	<a href="#">Device 4</a>	MB19DAB084	<span style="color: green;">●</span>	3 October 2014, 18:30
<input type="checkbox"/>	<a href="#">Device 5</a>	MB19DAB080	<span style="color: green;">●</span>	7 October 2014, 10:43

Deactivate device(s) Change group Change check-in frequency

5. In the Device overview, click the 'Edit device' button.

**Device 2**  
Device 2 description.



 Edit device

 **Device Type:** CloudGate 3G Americas

 **Serial number:** MB19DAB082

 **Check-in frequency:** Every 3 hours

 **Next check-in:** Unknown

 **Group:** 3G Americas Group

6. Choose the desired name and description and click 'Update'.

Device name\*

Description\*

Serial number  
MB19DAB082

Device group\*

Check-in frequency\*

*All fields with an \* are required*

# Deactivating Devices

If you need to disassociate a device from the CloudGate Universe for some reason, for example the device is damaged, or will be provisioned through a different account, you can deactivate the device.

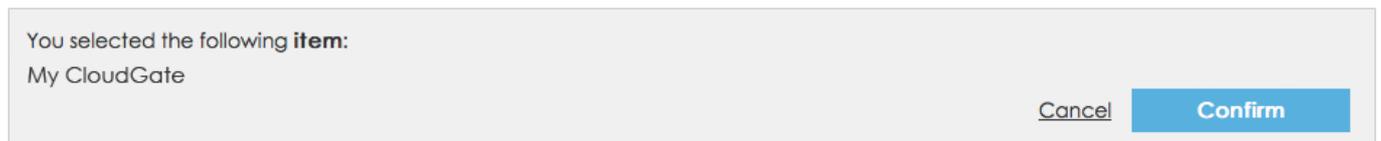
NOTE Deactivation means the you will no longer have access to the device through the CloudGate Universe.

To deactivate a device:

1. Click Devices in the menu
2. Select the group where the device(s) you want to deactivate is located
3. Click Manage devices and choose the device(s) you want to deactivate
4. Click the Deactivate button on the bottom of the page



5. In the confirmation dialog box, click Confirm



Note: This action can also be performed using the device detail page

# Devices with Custom Settings

It is possible to have CloudGate devices inside a group, but with different settings than the group settings. A device with different settings is called a 'Custom' device.

The following items can differ:

- Check-in frequency
- Firmware
- Radio Firmware
- Config
- Application

If a device has custom setting it is shown with the text 'Custom' next to the device name in the device overview.

The screenshot displays the 'Devices' overview page. At the top, there are tabs for 'Devices', 'Software', and 'Users'. Below the tabs, there is a blue button '+ Activate new device(s)', a 'Show All' dropdown menu, and a search bar labeled 'Search devices...'. The main content is a table with the following data:

<input type="checkbox"/>	Name ▾	Serial number	Status	Last check-in
<input type="checkbox"/>	Device 1 <b>Custom</b>	MB19DAB081	●	8 October 2014, 14:07
<input type="checkbox"/>	Device 2	MB19DAB082	●	6 October 2014, 20:59
<input type="checkbox"/>	Device 3	MB19DAB083	●	1 October 2014, 00:07
<input type="checkbox"/>	Device 4	MB19DAB084	●	3 October 2014, 18:30
<input type="checkbox"/>	Device 5	MB19DAB080	●	7 October 2014, 10:43

At the bottom of the table, there are three buttons: 'Deactivate device(s)', 'Change group', and 'Change check-in frequency'. A blue arrow points from the 'Device 1' name to the 'Custom' label.

If you want to see (or make changes) which settings that are custom, click on the device name to go to the device detail page.

In the example below, you can see that the custom settings for this device is the check-in frequency and firmware.

Device 2 **CUSTOM**  
Device 2 description.

Reset to group settings

Edit device

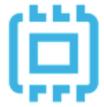
Device Type: CloudGate 3G Americas

Check-in frequency: Every month **CUSTOM**

Group: 2nd Floor

Serial number: MB19DAK099

Next check-in: 23 October 2014, 14:09



Firmware **CUSTOM**  
Option CloudGate Firmware

Change version

## Reset a custom device to the group settings

You can at any time change the settings back to its group settings. The easiest way to do this is to click the 'Reset to Group Settings' button. The next time the device will check-in to CloudGate Universe the device will no longer be a 'Custom' device.

Device 2 **CUSTOM**  
Device 2 description.

Reset to group settings

Edit device

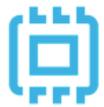
Device Type: CloudGate 3G Americas

Check-in frequency: Every month **CUSTOM**

Group: 2nd Floor

Serial number: MB19DAK099

Next check-in: 23 October 2014, 14:09



Firmware **CUSTOM**  
Option CloudGate Firmware

Change version

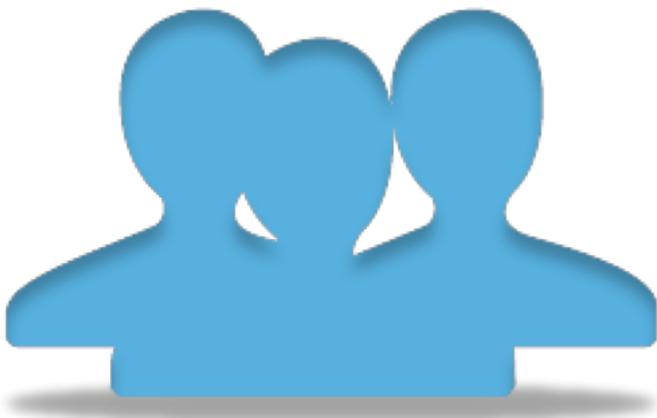
## 1.8. Users

- All CloudGate devices needs to be associated with a group and it is the group's users who can manage and provision software to devices in that specific group.
- A group can have users with 2 different roles, with different permissions:

1. Owner

2. Member

- An owner of a group can at any given time invite other users to their group or remove a user.



## 1.8.1. User Roles

- Within a group there are 2 different kind of roles; 1) Owner and 2) Member.
- There must always be minimum 1 owner within a group, but can be more than 1 owner.
- See below for actions that can be taken for each role:

User Roles	Owners	Members
Edit Group/Device Name	●	–
Edit Group/Device Description	●	–
Add/Remove Owners <sup>1</sup>	●	–
Add/Remove Members	●	–
Move devices to another group <sup>2</sup>	●	–
Deactivate devices	●	–
Make members become owners	●	–
Make owners become members	●	–
Remove groups <sup>3</sup>	●	–
Activate devices	●	●
Edit Check-in frequency	●	●
Update software	●	●

<sup>1</sup> Only possible to remove owners if more than 1

<sup>2</sup> Only possible when owner of both groups

<sup>3</sup> Only possible when there are no devices in the group

## Add a new user

- It is always possible to add new owners/members to a group. ONLY owners of a group can add new users to a group.
- In order to add a new user, the following steps needs to be followed:

1. Within the Group, go to user section and click 'Manage users'

2. Click 'Add user' the fill in the email address to the person you want to invite, and select the role (owner/member)

3. When you click 'Invite' the person who is invited will then receive an email invite, and will become owner/member of this group when confirmed.



## Change roles in a group

- It is possible to change the role to a person inside a group from a member to an owner and vica versa.
- Only owners of a group are able to change roles of people within the group.
- There must always be minimum 1 owner within a group, but can be more than 1 owner.
- If only 1 owner, it is not possible to change the owner's role to a member.
- When an owner wants to change a role of a user:

1. Go to 'Devices/Group/Manage users
2. Click the 'Checkbox' to the user(s) that should change role
3. Then 'Click' Change role and choose either owner or member
4. A confirmation box the appears that role has successfully changed

## Remove a user from a group

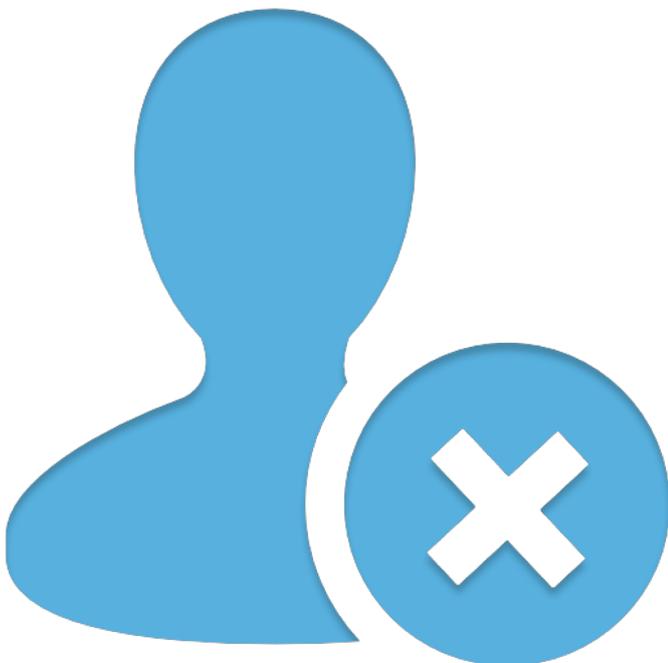
- Only owners of a group are able to remove a person(s) from a group.
- An owner of a group can also remove another owner (not possible to remove an owner if only 1 owner in the group).
- When an owner wants to remove a person, he/she needs to do the following:

1. Go to 'Devices/Group/Manage users

2. Click the 'Checkbox' to the user(s) that should be removed

3. Then click 'Remove from Group'

4. A confirmation box the appears that the chosen user(s) has been removed from the group.



# Managing Software

The CloudGate Universe allows you to manage the firmware and software images for the CloudGate base unit. Each image can have multiple releases.

You can do the following tasks:

- Manage CloudGate firmware provided by Option
- Manage CloudGate radio firmware for the radio module<sup>1</sup>
- Manage CloudGate configurations from a locally configured device
- Manage CloudGate applications for controlling third party expansion cards or software

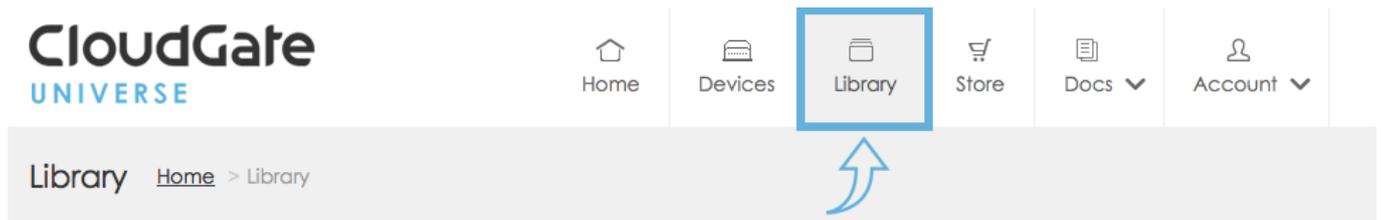
<sup>1</sup>Radio firmware can only be changed on the 'CloudGate 3G Americas & CloudGate LTE'

# Managing CloudGate Firmware

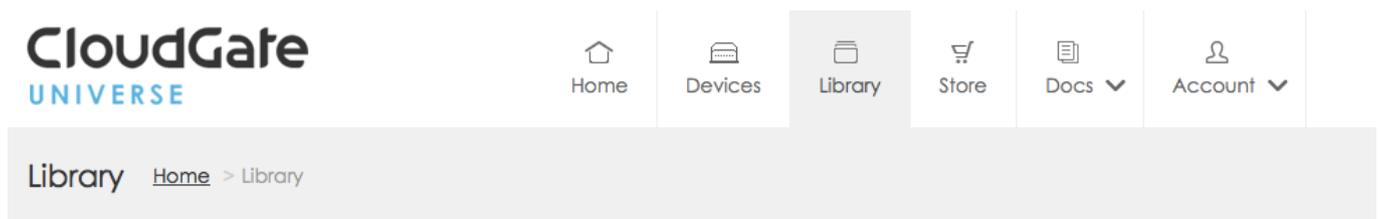
The CloudGate Universe allows you to see a list of all CloudGate firmware releases.

Note: Releases of Firmware are uploaded by Option. You cannot upload or download versions of the firmware from the CloudGate Universe.

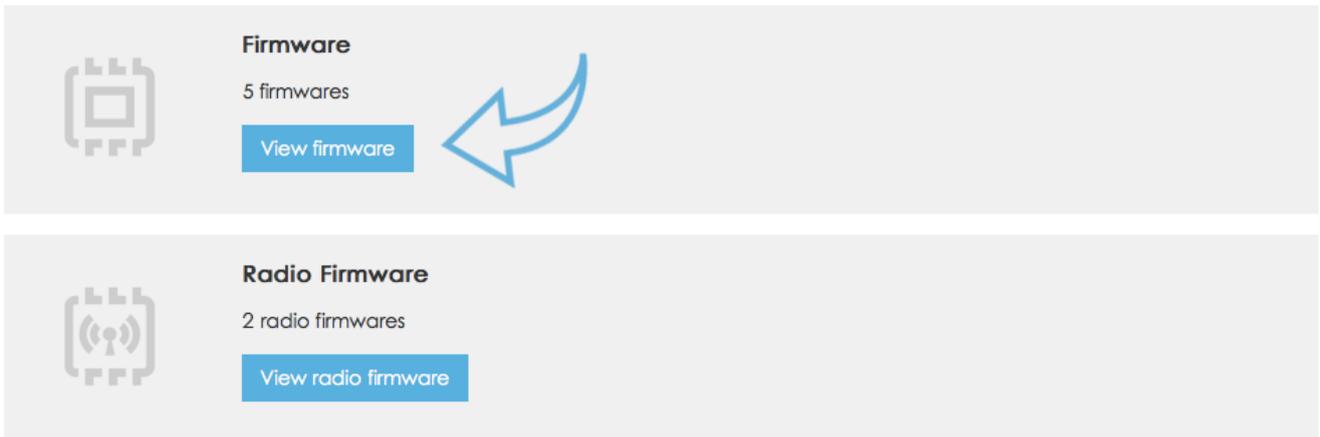
The list of CloudGate firmware is displayed by clicking Library in the menu.



Then click the 'Firmware' button.



Browse through all the available default CloudGate software. You can also upload your own **configurations** and **applications** and provision them to your CloudGate device(s).



You will then see an overview of all the available 'Firmware'

Firmware

[Radio Firmware](#)

[Configurations](#)

[Applications](#)



### Firmware 3G Americas

Available for: CloudGate 3G Americas groups

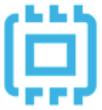
[View details](#)



### Firmware 3G EMEA

Available for: CloudGate 3G JP/APAC groups

[View details](#)



### Firmware 3G JP/APAC

Available for: CloudGate 3G JP/APAC groups

[View details](#)



### Firmware Ethernet

Available for: CloudGate Ethernet groups

[View details](#)



### Firmware LTE

Available for: CloudGate LTE groups

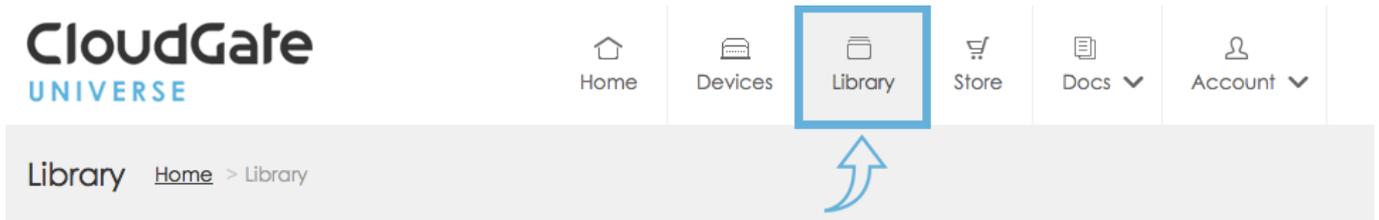
[View details](#)

## 1.9.2. Managing Radio Firmware

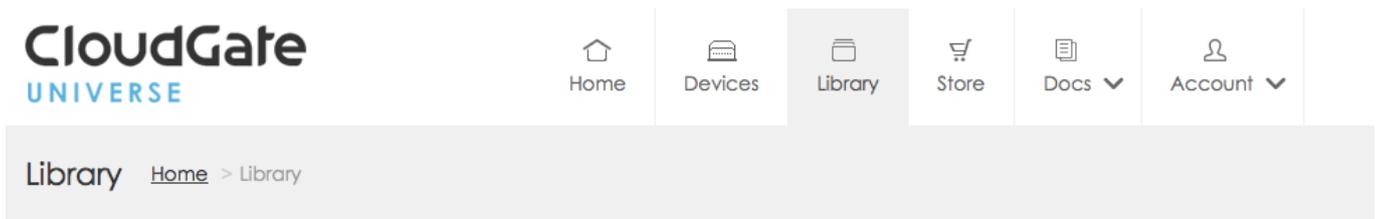
Radio firmware is firmware for the radio module for the 3G Americas and LTE devices.

Note: Releases of Radio firmware are uploaded by Option. You cannot upload or download versions of the radio firmware from the CloudGate Universe.

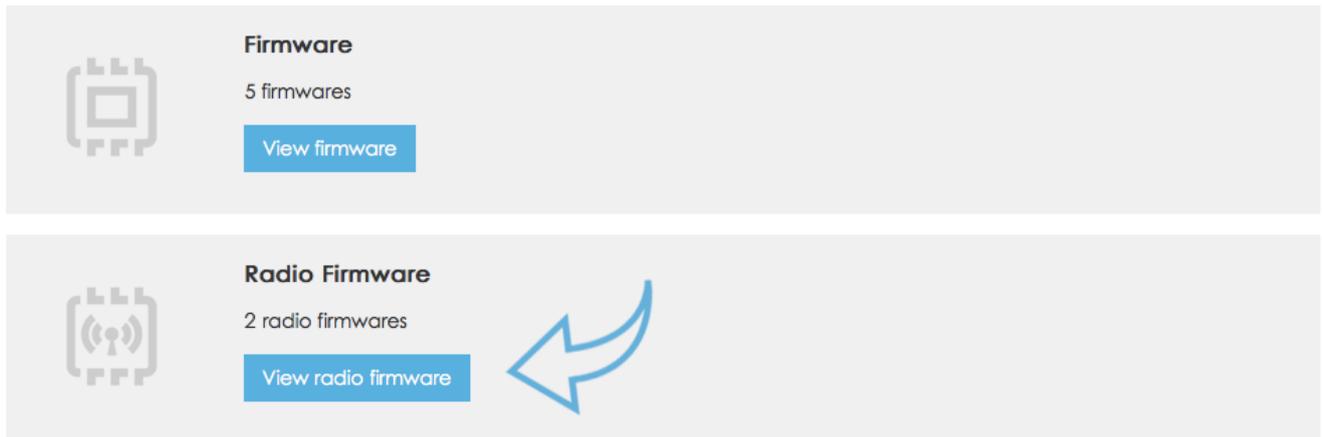
Radio firmware is displayed by clicking the 'Library' on the menu:



Then click the 'Radio Firmware' button:



Browse through all the available default CloudGate software. You can also upload your own **configurations** and **applications** and provision them to your CloudGate device(s).



Then you will see an overview of all the available 'Radio Firmware'

[Firmware](#)

Radio Firmware

[Configurations](#)

[Applications](#)



### Radio firmware 3G Americas

Available for: CloudGate 3G Americas groups

[View details](#)



### Radio firmware LTE

Available for: CloudGate LTE groups

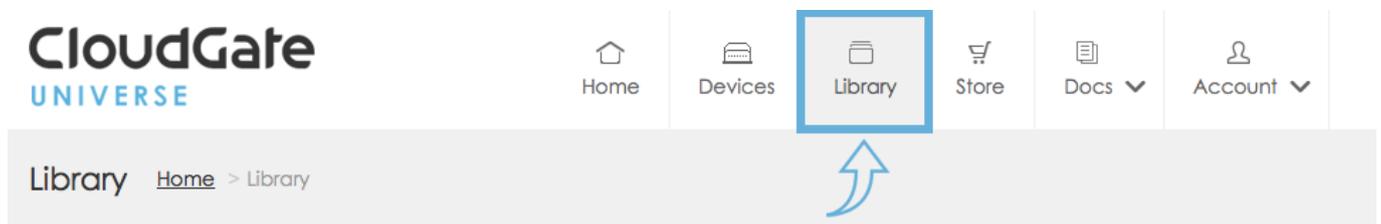
[View details](#)

# Managing Applications & Configs

Note: The below example is referring to applications. If you want to manage configurations instead, please follow the same steps, but click the 'Configurations' button.

Once an SDK application has been built, debugged & tested, you can deploy this application to a host of devices. This is where the CloudGate Universe comes in. You can use the CloudGate Universe server to deploy your firmware to a number of devices that you are managing.

After logging in at CloudGate Universe, click on the 'Library' tab (See screenshot below).



Clicking on the 'Library' tab you will see 4 boxes:

- 'Firmware'
- 'Radio Firmware'
- 'Configurations'
- 'Applications'

Clicking on 'View Applications' will get you to the section where you can upload your application to the CloudGate Universe.

Browse through all the available default CloudGate software. You can also upload your own **configurations** and **applications** and provision them to your CloudGate device(s).



**Firmware**

10 firmwares

[View firmware](#)



**Radio Firmware**

10 radio firmwares

[View radio firmware](#)



**Configurations**

21 configurations

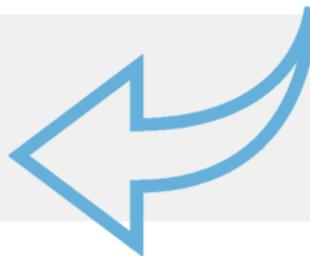
[View configurations](#)



**Applications**

10 applications

[View applications](#)



In order to upload a new application, please click the '+ add new application' button.

Firmware

Radio Firmware

Configurations

Applications

+ Add new application

For example, assume you created an application called SensorMaster. Here you enter the name of the application, add the application file and you can add an icon, description and what's new.

Then click on 'Upload' to create a new application.

Name\*  
SensorMaster

Icon (.png or .jpg - 100x100 pixels)  
  Sensor...n.png

Version\*  
V1.0

Application file\* (.zip or .bin less than 50MB)\*  
 SensorMaster\_app\_v1.0.bin

Description  
- Here you can type the description of your application

What's new in this version  
- If you add a new version, you can mentioned what is new

*All fields with an \* are required*

After the application is uploaded and created, you will see your application in the application overview.

Applications [Home](#) > [Library](#) > Applications

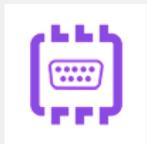
[Firmware](#)

[Radio Firmware](#)

[Configurations](#)

Applications

+ Add new application



### SensorMaster

- Here you can type the description of your application

**Not yet made available for any groups.**

[View details](#)



But as you can see, this application is not yet made available for any groups. So go ahead and click 'View details'.

Back to the list

+ Add new version



### SensorMaster

- Here you can type the description of your application

[Edit](#)

#### Versions

Check the versions that should be made available to your devices.

[Select all](#)

V1.0

[What's new](#)

#### Groups

Check the groups that the selected versions above should be made available to.

[Select all](#)

2nd Floor

1st Floor

Outside

[Cancel](#)

Apply changes

Select the version(s) you want to become available and to which groups. (In the above example, V1.0 is chosen to become available for the group 2nd Floor)

Now this application will be available for the '2nd Floor' group. Now we need to select the this application for the group in order to take effect.

Go to 'Devices' and choose the desired group (i.e. 2nd Floor)

Device Groups [Home](#) > Device Groups

 New group

 + Activate new device

2ND FLOOR

This is the description of 2nd floor

 CloudGate 3G Americas

 [9 devices, 0 with custom setup](#)

 [1 user](#) (you are owner)

Within the '2nd Floor' group, choose 'Manage software'.

2nd Floor [Home](#) > [Devices](#) > 2nd Floor

### 2nd Floor

This is the description of 2nd floor

[Edit group](#)

**Device type:** CloudGate 3G Americas

**Check-in frequency:** Every hour

#### DEVICES

9 devices

9 devices, 0 with custom setup

[Manage devices](#)

#### SOFTWARE

##### Firmware:

**Option CloudGate Firmware** - version 1.31.0

##### Radio Firmware:

**Option Radio Firmware 3G Americas** - version 1.1.0

##### Configuration:

**Option default** - version 1.0

##### Application:

**Option default** - version 1.0

[Manage software](#)



#### USERS

1 owner (including you)

0 members

[Manage users](#)

Then you see all the software that is currently set for this group. We now want to change the application for this group. Go ahead and click 'Choose another application'

Software [Home](#) > [Devices](#) > [2nd Floor](#) > [Devices](#) > Software

[Devices](#)

Software

[Users](#)



**Firmware**

Option CloudGate Firmware - version 1.31.0

[Change version](#)



**Radio firmware**

Option Radio Firmware 3G Americas - version 1.1.0

[Change version](#)



**Configuration**

Option default - version 1.0

[Change version](#)

[Choose a different configuration](#)



**Application**

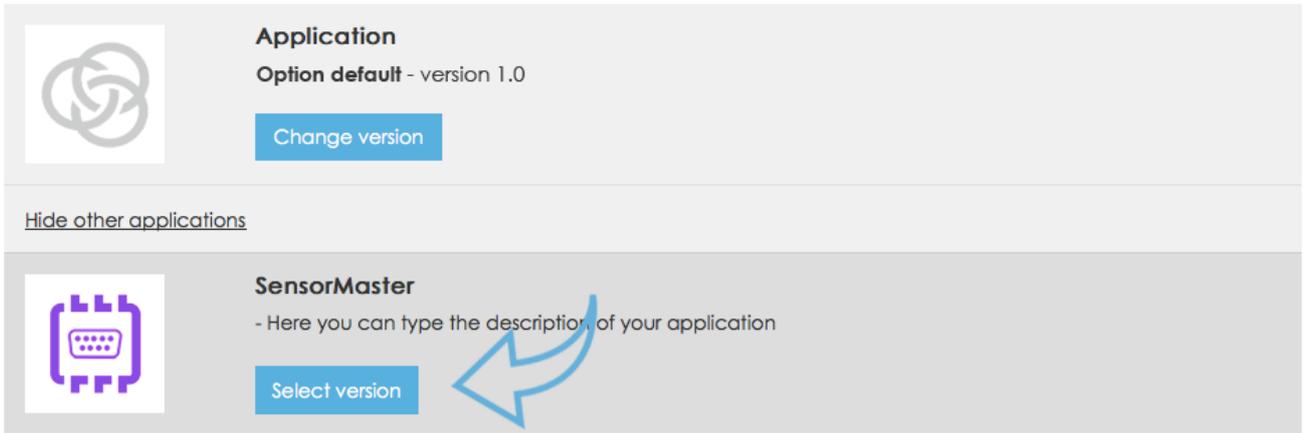
Option default - version 1.0

[Change version](#)

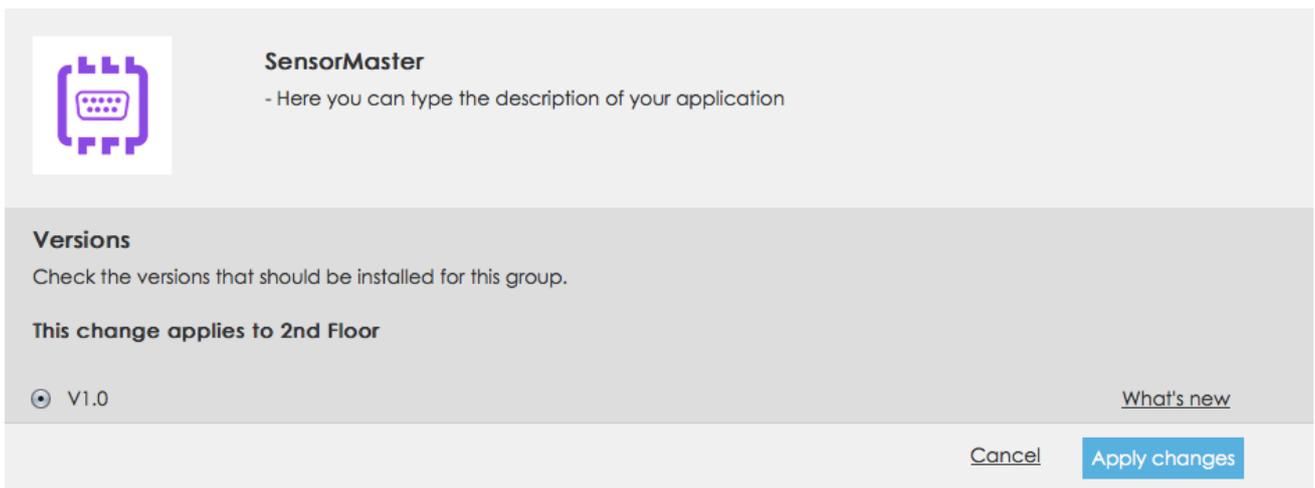
[Choose a different application](#)



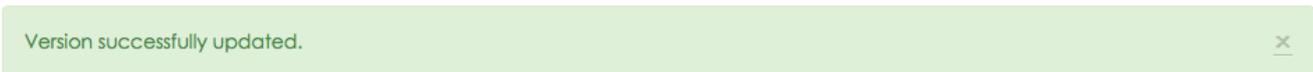
Now you can choose any of the applications that are made available for this group. Here, in this examples it is the SensorMaster application.



To choose the 'SensorMaster' as the new default application for this group, click 'Select version' and you will see the following screen:



Choose the version number you want to use and click 'Apply changes'



You have now successfully updated the application for this group and all the CloudGate devices will update to this application next time they check-in.

(You can also change application per device, following the same procedure as mentioned above for the group settings, but choosing a specific device instead of group level)





# CloudGate Store coming soon!



We will make the process of discovering app for CloudGate a whole lot easier with the rollout of a dedicated app store later this year.

It will also be possible for app developers to distribute their app on the CloudGate store.

You will be notified as soon as possible with more specific information (email will be sent to your CloudGate Universe email).

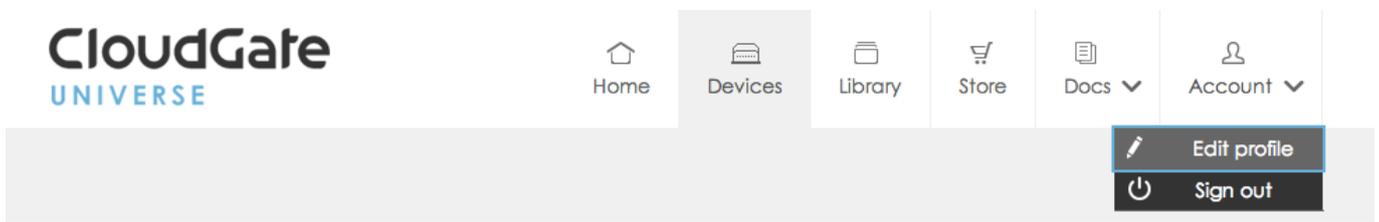
## 1.12. Editing Your Account

Once you have created an account, you can change your user profile, including:

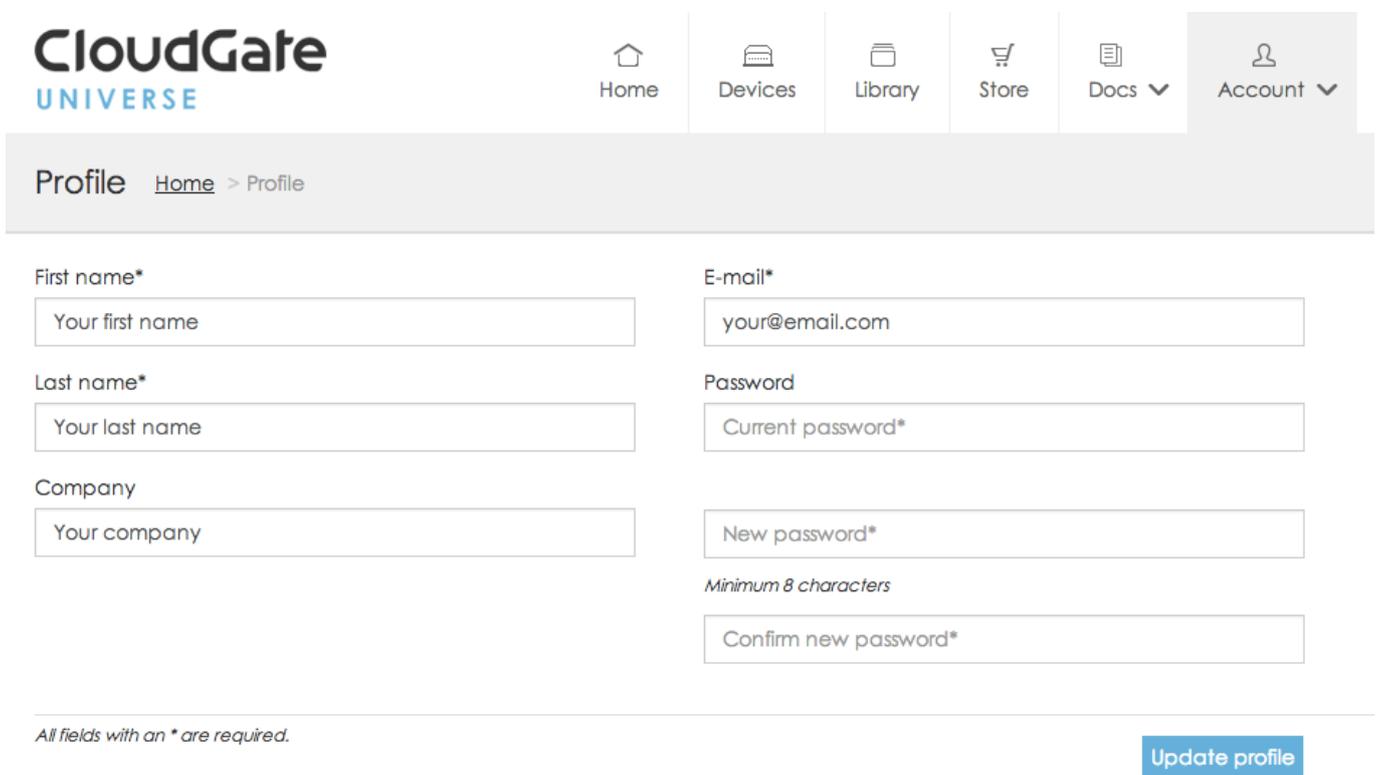
- First name
- Last name
- Company name
- Email address
- Password

To edit:

1. Click the 'Account' in the menu and select Edit Profile.



2. Edit the fields as required.

A screenshot of the CloudGate UNIVERSE Profile page. The page shows a form with fields for First name, Last name, Company, E-mail, Password, and Confirm new password. A blue 'Update profile' button is at the bottom right.

Profile [Home](#) > Profile

First name\*

Last name\*

Company

E-mail\*

Password  
Current password\*

New password\*

*Minimum 8 characters*

Confirm new password\*

All fields with an \* are required.

[Update profile](#)

3. If changing the password, enter the current password.

4. Click Update profile.



**P T I O N**

WIRELESS TECHNOLOGY