



**Global AV Management Platform**

**ATEN Unizon™ User Manual**



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

## User Information

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### Online Registration

Be sure to register your product at our online support center:

International	<a href="http://eservice.aten.com">http://eservice.aten.com</a>
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### Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

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### User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

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## About this Manual

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This user manual is provided to help you get the most from ATEN Unizon™. It covers all aspects of installation, configuration, and operation. An overview of the information found in the manual is provided below.

**Chapter 1, *Introduction*** introduces you to ATEN Unizon™. Its benefits, features, installation considerations, and getting started tasks are described.

**Chapter 2, *Device Management*** provides information on maintaining the device list, applying task by batch, and creating scheduled tasks.

**Chapter 3, *Device Monitoring*** discusses how to monitor devices via device status information and event logs.

**Chapter 4, *Administrator Settings*** provides information on user accounts, network settings, notification settings, database settings, and more.

**Appendix** provides contact information for ATEN technical support and a list of required information to be provided when you request for technical support.

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**Note:** ATEN regularly updates its product documentation for new features and fixes. For an up-to-date ATEN Unizon™ documentation, visit <http://www.aten.com/global/en/>

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## Conventions

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This manual uses the following conventions:

- `Monospaced` Indicates text that you should key in.
- [ ] Indicates keys you should press. For example, [Enter] means to press the **Enter** key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt].
1. Numbered lists represent procedures with sequential steps.
- ◆ Bullet lists provide information, but do not involve sequential steps.
- Indicates selecting the option (on a menu or dialog box, for example), that comes next. For example, Start → Run means to open the *Start* menu, and then select *Run*.
-  Indicates critical information.

## Product Information

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For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	<a href="http://www.aten.com">http://www.aten.com</a>
North America	<a href="http://www.aten-usa.com">http://www.aten-usa.com</a>

# Chapter 1

## Introduction

### Overview

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ATEN Unizon™ is a server-based software for AV/IT professionals to centrally monitor, control, and manage ATEN Modular Matrix and Video Matrix solutions anytime, anywhere. It is easily deployed and integrates control of your entire installation zone, no matter how big or widely distributed. Management and configuration are simplified with the intuitive user interface that allows AV/IT administrators to perform common AV tasks, schedule tasks, and execute tasks by batch using a grouping function. Through the web interface, AV/IT administrators have immediate access to critical information of its managed devices, such as disrupted power supply, fan status, device temperature, and firmware version. When an abnormal event arises, the software will alert the administrators with a notification and log the event for tracking. This centralized management software benefits system integrators with intuitive and effective features that enable fast deployment as well as remote monitoring, control, and management, especially for large-scale applications with numerous ATEN Ethernet-based AV solutions across different locations.

## Features

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- ◆ Centralized management, monitoring, and control for ATEN Ethernet-based AV solutions
- ◆ Automatic detection of device conditions – shows device connection status, hardware conditions (e.g. fan and temperature), and firmware versions for remote maintenance and troubleshooting
- ◆ 5-level device location tree – easily navigate the device by drilling down by room, floor, building, or even city
- ◆ Device grouped control – allows for batch control and firmware upgrade
- ◆ Task scheduling – schedules routine tasks for devices to carry out on a regular basis
- ◆ Notifications and system logs for abnormal events
- ◆ Manageable permission access level
- ◆ Supports mainstream web browsers

## Getting Started Tasks

Below is a recommended procedure to get you started with ATEN Unizon™.

Step	Instructions	Detailed Information
1	Make sure your computer meets the system requirements.	<i>Purchasing, Renewing, and Importing a License</i> , page 6
2	Download the installer.	<i>Downloading the ATEN Unizon™ Installer</i> , page 6
3	Install ATEN Unizon™.	<i>Installing ATEN Unizon™</i> , page 7
4	(Optional) Purchase a license.	<i>Purchasing, Renewing, and Importing a License</i> , page 6
5	Log in ATEN Unizon™.	<i>The Web Console</i> , page 12
6	Create a device location tree.	<i>Adding or Removing Locations and Rooms</i> , page 23
7	Add devices to the device location tree.	<i>Adding Devices to ATEN Unizon™</i> , page 24
8	(Optional) Create task schedules.	<i>Configuring Scheduled Tasks</i> , page 34
9	(Optional) Add and configure user accounts.	<i>User Accounts</i> , page 46

## **Planning the Installation**

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### **System Requirements**

Before installing ATEN Unizon™, ensure that the target computer meets the system requirements.

<b>Hardware Component</b>	<b>Requirements</b>
Processor	3.2 GHz
OS Support	Windows 7 (32/64-bit) or higher
Storage Capacity	10 GB hard disk space available
Memory	8 GB or higher
Web Browser	Internet Explorer v.11 or later Mozilla Firefox v.54.0 or later Google Chrome v.56.0 or later

### **Compatible Products**

ATEN Unizon™ is compatible with ATEN Modular Matrix and Video Matrix. For more information, see the product web pages.

## **License Policy**

ATEN Unizon™ requires a license to activate. You can choose between a basic license or a standard license depending on the scale of your project. Refer to the table below for details.

<b>License Type</b>	<b>Description</b>	<b>ATEN Unizon™ Update Policy</b>
Basic License	An activation license that supports management of up to 50 ATEN devices.	Supports free ATEN Unizon™ updates for 3 years.
Standard License	An activation license that supports management of up to 500 ATEN devices.	<b>Note:</b> You can extend the update period of your license for another year, three years, a lifetime by purchasing a maintenance license.
Maintenance License	This license extends a basic or standard license's update period for another year, three years or a lifetime.	N/A

**Note:** If your project contains more than 500 devices, consult ATEN Technical Support for more information about customizing your license key.

## **Purchasing, Renewing, and Importing a License**

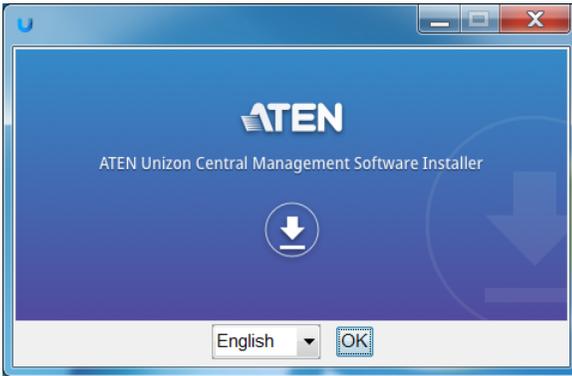
1. To purchase or renew a license, make sure you have installed the trial version of ATEN Unizon™. For detailed instructions, see:
  - ◆ *Downloading the ATEN Unizon™ Installer*, page 6
  - ◆ *Installing ATEN Unizon™*, page 7.
2. Export the ATEN Unizon™ SID file.
  - a) Open the web console and go to **Settings > Licenses**.
  - b) Click **Export the PC's ID file**.
3. Send the generated file to a local sales representative and specify the required license type. For details on license types, see *License Policy*, page 5.
4. ATEN processes your request and returns you with a license file.
5. Import the license file.
  - a) Open the web console and go to **Settings > Licenses**.
  - b) Click **Upgrade** and follow the on-screen instructions to import the license file.

## **Downloading the ATEN Unizon™ Installer**

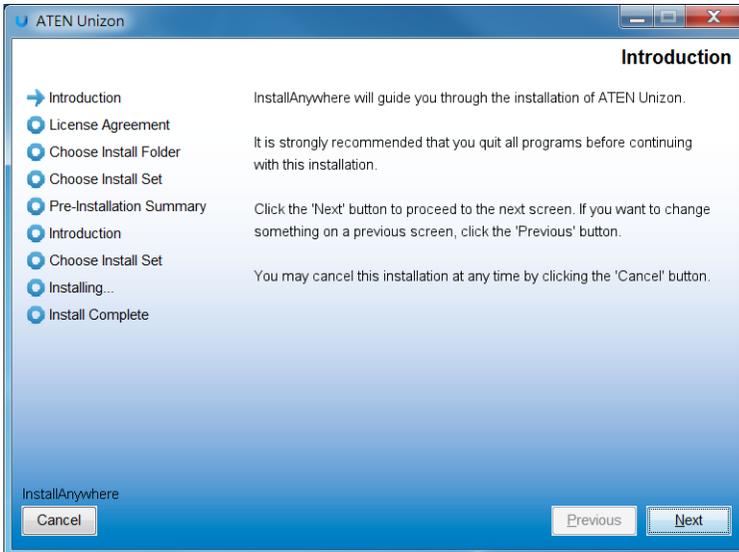
1. Visit the product web page:  
<https://www.aten.com/global/en/products/professional-audiovideo/management-software/aten%20unizon/>
2. In the **Overview** tab, scroll down and click **Get Free Trial**.
3. Fill in the request form in the pop-up window and click **Submit**. ATEN will send you the installer.

## Installing ATEN Unizon™

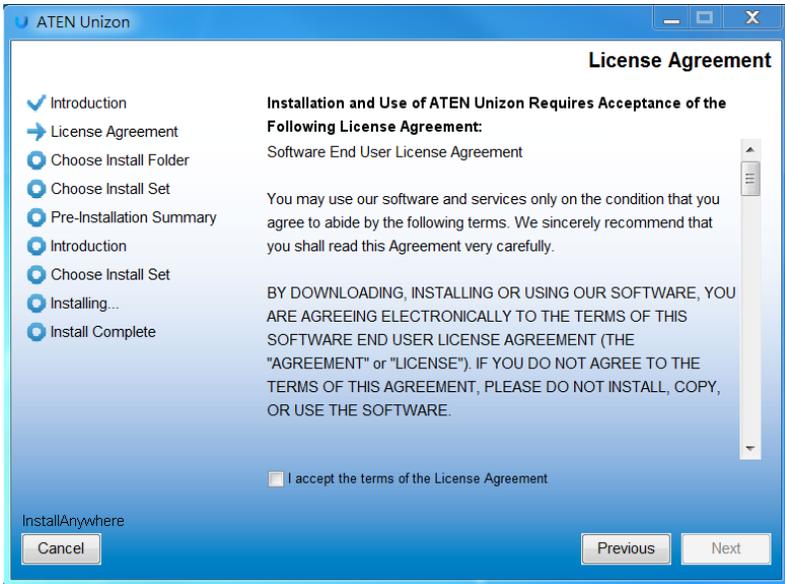
1. Execute the installer.
2. Select the interface language and click **OK**.



3. Click **Next**.



4. Read through the license agreement. If you agree with the agreement, click **I accept the terms of the License Agreement**, and then click **Next**.



5. Select an install option and click **Next**.



- ◆ **All:** Install both the web service and the database component of ATEN Unizon™. This option is recommended if you are installing ATEN Unizon™ for the first time or would like to re-install the application.
  - ◆ **Web Service:** Install the web console component only.
  - ◆ **Database:** Install the database component only.
6. Select one of the following. For more information about the license, see *Purchasing, Renewing, and Importing a License*, page 6.

ATEN Unizon License

Trial version (valid for 30 days)

Import a license.

Import

Number of supported device: NA      Valid period: NA

**i** To obtain a license, click the **Generate License Request** button below to generate a license request file and e-mail the file to your local sales representative.

Generate License Request

OK      Cancel

- ◆ **Trial version (valid for 30 days):** Select this option to install the trial version. A license is not required and ATEN Unizon™ will be valid for 30 days.
- ◆ **Import a license:** If you already purchased a license, select this option to import the license.
- ◆ **Generate License Request:** Click this button to download an ID file for license request or renewal. For detailed procedure of requesting or renewing a license, see *Purchasing, Renewing, and Importing a License*, page 6.

7. Configure the network settings and click **OK**.

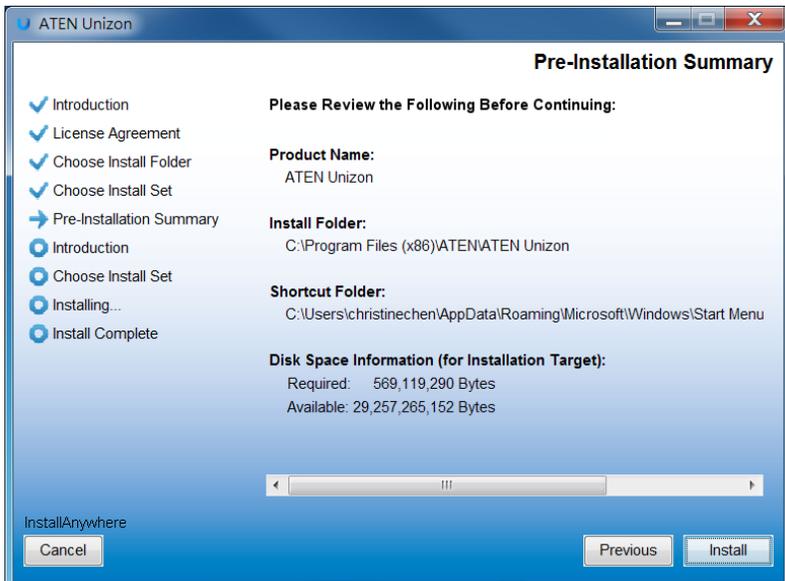
The screenshot shows the 'ATEN Unizon Configuration' dialog box. It features a blue header with the title and a close button. The main area is divided into two sections: 'Web Console' and 'Database'. In the 'Web Console' section, the 'HTTPS Port' is set to 8760. The 'Database' section includes a file path for the storage location, a 'Browse' button, a 'Port' set to 5430, a 'Username' set to administrator, and a masked 'Password' field. 'OK' and 'Cancel' buttons are located at the bottom right.

- ◆ **HTTPS Port:** Type in the HTTPS port for ATEN Unizon™'s web interface.
- ◆ Database settings
  - ◆ **Storage location:** Click Browse to specify a storage location for the database.
  - ◆ **Port:** Type a communication port for the database.
  - ◆ **Username and Password:** Type the login credentials for accessing the database.

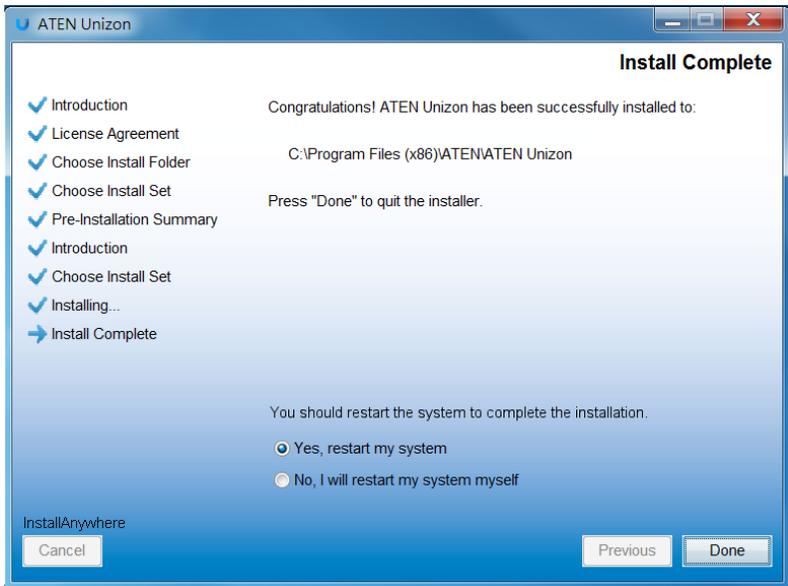
8. Verify the network settings and click **OK**.



9. Click **Install**.



10. When the installation is complete, select **Yes, restart my system** and then click **Done** to restart your computer.



## The Web Console

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ATEN Unizon™ provides an intuitive interface to help you centrally manage and monitor remote devices. Understand the main elements of the web console to help you quickly find the functions you need.

### Supported Web Browsers

ATEN Unizon™ supports the following web browsers and operating systems:

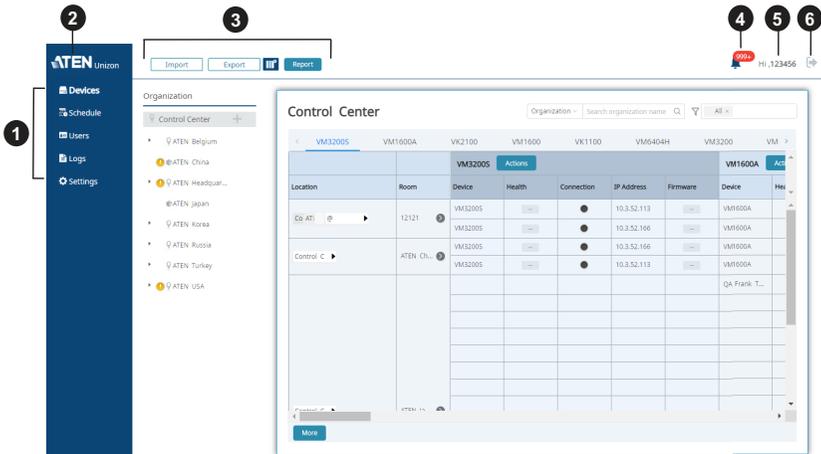
- ◆ Internet Explorer v.11 or later
- ◆ Mozilla Firefox v.54.0 or later
- ◆ Google Chrome v.56.0 or later

### Login

1. Open a web page and type the URL in the following format:  
**https://<PC\_IP\_address>:<HTTPS\_port>**  
For example, the URL may look like this *https://10.3.52.171:18080*
2. Log in via the built-in administrator account:
  - ◆ Username: administrator
  - ◆ Password: password
3. Upon first login, you will be prompted to change the password before proceeding.

## Main Screen

When you log into the ATEN Unizon™ web console, the following screen appears. The function for each element of the screen is summarized in the table below.



No.	Element	Description
1	Function Menu	<p>Select from the Function Menu to access the following sets of settings.</p> <ul style="list-style-type: none"> <li> <b>Devices:</b> Contains settings for adding devices to ATEN Unizon™, device monitoring, and performing maintenance tasks. For details, see Chapter 2, <b>Device Management</b>.         </li> <li> <b>Schedule:</b> Contains settings for event scheduling. For details, see <i>Configuring Scheduled Tasks</i>, page 34.         </li> <li> <b>Users:</b> Contains settings for configuring user accounts and access privileges. For details, see <i>User Accounts</i>, page 46.         </li> <li> <b>Logs:</b> Contains logs for configuration actions and system events. For details, see <i>Notification and Logs</i>, page 41.         </li> <li> <b>Settings:</b> Contains system information or settings such as system date and time, network settings, backup settings, license information and upgrade setting, synchronization settings, database settings, and notification settings. For details, see Chapter 4, <b>Administrator Settings</b>.         </li> </ul>

No.	Element	Description
2		Click to open ATEN's official website.
3	Toolbar	<p>Contains buttons that allow you to:</p> <ul style="list-style-type: none"> <li>◆  : Import a previously saved configuration file.</li> <li>◆  : Export the current configuration.</li> <li>◆  : Edit monitoring preferences for managed devices.</li> <li>◆  : Click to export the information of the devices that are in the Devices list.</li> </ul> <p><b>Note:</b> These functions are only available on the Devices page.</p>
4	Notification	<ul style="list-style-type: none"> <li>◆ Click  to view the latest system, device, and user configuration events.</li> <li>◆ The number of unread notification messages are indicated in red, for example .</li> </ul> <p>For more information, see <i>Notification and Logs</i>, page 41.</p>
5	Login Name	Identifies the login name.
6		Click to log out of the ATEN Unizon™ console.

## The Devices Tab

Use the **Devices** tab to manage and monitor remote devices.

The screenshot displays the ATEN management interface. On the left, the 'Organization' tab (1) shows a deployment tree with locations like ATEN Belgium, ATEN China, ATEN HQ, Xi2, 3F, R301, R302, 4F, and ATEN Japan. On the right, the 'Devices' tab (2) shows a table for location 3F with columns for Location, Room, Device, Health, Connection, and Actions. The table lists devices VK2100 and VK1111 in rooms R301 and R302, all with green health and connection indicators.

No.	Element	Description
1	Deployment Tree	Use the deployment tree to switch and add/remove Locations and Rooms. For more information, see <i>Deployment Tree</i> , page 16.
2	Device Information Panel	<p>This panel displays information for managed devices.</p> <ul style="list-style-type: none"> <li>◆ <b>Location view:</b> Click a Location from the deployment tree to display a summary of all the devices installed directly or indirectly under the Location. For more information, see <i>Location View</i>, page 17.</li> <li>◆ <b>Room view:</b> Click a Room from the deployment tree to display devices installed at the Room. For more information, see <i>Room View</i>, page 19.</li> </ul> <p><b>Hint:</b> To configure managed devices or perform firmware upgrades, go to Room View. For other remote tasks, you can access via a Location View or Room View.</p>

## Deployment Tree

The devices that ATEN Unizon™ manages are organized using a deployment tree based on their location, such as a building, city or a country, and the specific meeting room. For example, a deployment tree may look like the following, where you have offices located in different countries (Location), cities, floors, and a location of the lowest hierarchy may have a few Rooms that are installed with ATEN devices.



## Device Information Panel

### Location View

Click a Location from the deployment tree to view status information for the devices installed at the location.

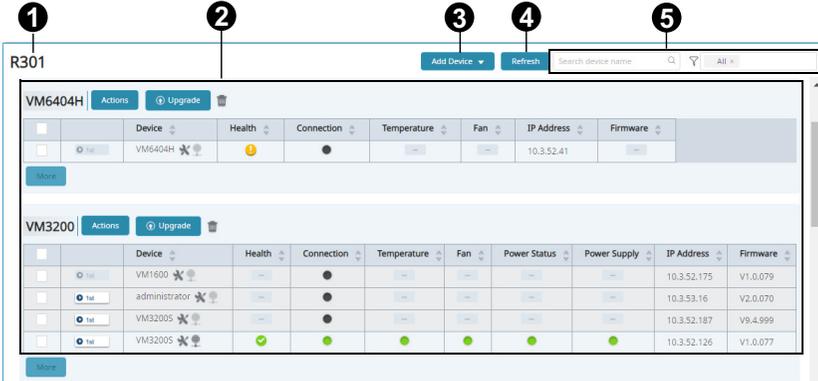
The screenshot shows the Device Information Panel in Location View. At the top, there is a navigation bar with location names: VM6404HB, VM6404H, VM3200, VK2100, VK1100, VK0100, VM0808HA, and VM. A search bar is located to the right of the navigation bar, with a dropdown menu for 'Organization' and a search input field. The main content area is a table with columns: Location, Room, Device, Health, Connection, Temperature, Fan, Power Status, and Power. The table is filtered to show devices in rooms R301 and R302. Room R301 contains devices VM1600, administrator, VM3200S, and VM3200S. Room R302 contains devices VM3200, administrator, VM3200S, VM1600, and VM3200S. The Health column shows status indicators: a yellow warning icon for VM1600 and VM3200S in R301, and a yellow warning icon for VM3200S in R302. All other devices show a green checkmark. The Connection column shows grey dots for all devices. The Temperature, Fan, and Power Status columns show green dots for all devices. The Power column shows green dots for all devices. A 'More' button is located at the bottom left of the table.

No.	Control	Description
1	Location Name	Identifies the name of the selected Location.
2	Device Type	Categorizes managed devices at the Location by device model. Click a model number to see device status for the selected model. In the above example, Room 301 and 302 are each installed with a few ATEN Video Matrix devices.
3	Information Filters	<p>Use these tools to help you filter the displayed information. For detailed instructions, see <i>Searching for Locations, Rooms, or Devices</i>, page 25.</p> <ul style="list-style-type: none"> <li>Organization ▾ Search organization name Q : Filter the information by location, room, or device name.</li> <li>▽ All × : Filter the information by model name. Click in the box to select/unselect the listed models.</li> </ul>

No.	Control	Description
4	Room List	Lists all the rooms subordinated to the Location, whether directly or indirectly. Click  next to a Room to view the devices installed in the Room.
5	Device Information	<ul style="list-style-type: none"> <li>◆ Shows device information and provides control for remote actions. For more information, see <i>Monitoring Device Status</i>, page 37.</li> <li>◆ The <b>Actions</b> button: Click to perform remote actions to the selected devices. For more information, see <i>Performing Remote Tasks</i>, page 29.</li> </ul>

## Room View

Click a room from the deployment tree or from a Location view to view and access information for the devices installed in the Room.



No.	Control	Description
1	Room Name	Identifies the name of the selected Room.
2	Device Information	<ul style="list-style-type: none"> <li>◆ Displays device status information, such as its connection status, device temperatures, and IP address. Indicated information may vary for different ATEN devices.</li> <li>◆  : Click to perform remote tasks to selected devices of the same model.</li> <li>◆  : Click to upgrade selected devices.</li> <li>◆  : Click to configure device information, including device name, network settings, and login credentials.</li> <li>◆  : Click to open the device web console.</li> </ul>
3	Add Device	Click to add devices to the Room. For more information, see <i>Adding Devices to ATEN Unizon™</i> , page 24.
4	Refresh	Click to refresh connection status of all managed devices.

No.	Control	Description
5	Information Filters	<p>Use these tools to help you filter the displayed information. For detailed instructions, see <i>Searching for Locations, Rooms, or Devices</i>, page 25.</p> <ul style="list-style-type: none"> <li>◆  <input type="text" value="Search organization name"/>  : Filter the information by location, room, or device name.</li> <li>◆  <input type="text" value="All &lt;"/> : Filter the information by model name. Click in the box to select/unselect the listed models.</li> </ul>

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# Chapter 2

## Device Management

### Overview

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ATEN Unizon™ provides tools and features to help you manage remote devices with ease. This chapter provides information on management tasks such as creating a well-structured deployment tree, adding devices, searching for specific rooms or devices, performing remote tasks, and creating scheduled tasks.

### Adding or Removing Locations and Rooms

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1. Open the web console and go to the **Devices** tab.
2. To add Locations and/or Rooms, move your cursor to **Control Center** and click .

**Tip:** Devices cannot be added directly under a Location. If your project only involves different meeting rooms within one building, add Rooms directly under “Control Center”. For example:



- ◆  **Location:** Refers to a city or building that contains one or more meeting rooms. It is possible to have secondary locations under a primary location. For example, you may have devices set up in different cities within a country. Note that you can not add devices at this level.
  - ◆  **Room:** Refers to a specific room where managed devices are installed. Note that it is not possible to add locations under a room.
3. To rename or remove a location/room, move the cursor to the target item and click .

## Adding Devices to ATEN Unizon™

To add devices to the deployment tree, follow the steps below.

**Note:** Devices can only be added directly under a Room. Make sure to create the Rooms you need before adding devices.

1. Open the web console and go to the **Devices** tab.
2. Find a room using the deployment tree.
3. Click **Add Device** and select one of the following options.
  - ◆ **Add device by IP address:** Adds a device by specifying its IP address.
  - ◆ **Add device by scanning:** Scans available devices in the subnet where ATEN Unizon™ is installed. This method allows you to add one or more devices at a time.

**Hint:** Use the indicated fields to add devices that share identical login credentials.

Add device by scanning

Scan ● For VK Box, default username is the same as p

Connect with the same account

<input type="checkbox"/>	Model	MAC Address	IP Address	Name	Username	password	Status
<input type="checkbox"/>	VK2100	00:10:74-AA:00:00	10.3.52.222	VK210055555555			Added to another r
<input type="checkbox"/>	VK2100	00:10:74:b2-01:21	10.3.52.114	VK2100			Added to another r
<input type="checkbox"/>	VK1100	00:10:74:c4-7f:05	10.3.52.197	VK1111			Added to another r
<input type="checkbox"/>	VM3200	00:10:74:89-89:25	10.3.52.175	VM1600			Added to another r
<input type="checkbox"/>	VM6404H	00:10:74:83:00:00	10.3.52.41	11111222222222			

Cancel

- ◆ **Add device by device info:** Adds a device by specifying the device name, IP address, and login credentials.

## Searching for Locations, Rooms, or Devices

In a large scale application, you may have multiple levels of Locations and Rooms in the deployment tree. Use Information Filters in the **Devices** tab (as illustrated) to help you quickly find information for specific Locations, Rooms, or devices.

The screenshot shows the 'Control Center' interface. At the top, there is a search bar with the text 'Organization' and a search icon. Below the search bar, there are several tabs: VM3200S, VM1600A, VK2100 (selected), VM6404HB, VM3200, VK1100, and VM5404H. The main content area is a table with columns for Location, Room, Device, Health, and Connection. The table is filtered by the selected 'VK2100' tab. The table shows data for four locations: Co ATEN Ne, Co ATI Xiz 3F, Co ATEN USA, and Co ATI Xiz 4F. Each location has a Room column and a list of devices with their respective Health and Connection status.

Location	Room	Device	Health	Connection	Device	Health	Connection
Co ATEN Ne	R301	VK2100t	✓	●	VM3200S	⚠	●
		VK2100	—	●	VM6404HB	⚠	●
		VK2100	⚠	●			
		VK2100	—	●			
Co ATI Xiz 3F	R302	VK2100t	✓	●	VM3200S	✓	●
		VK2100	—	●	VM6404HB	—	●
		VK2100	⚠	●			
		VK2100	—	●			
Co ATEN USA	R302	VK2100	—	●			
		VK2100	—	●			
Co ATI Xiz 4F	R401	VK2100	—	●	VM3200S	✓	●

## Searching by Location, Room, or Device Name

1. Open the web console and go to the **Devices** tab.
2. In the deployment tree, click a Location or Room under which you wish to search. If you wish to search the entire deployment, click **Control Center**.

The screenshot shows the Control Center interface. On the left, the Organization menu is visible, with 'Control Center' highlighted in a red box. The main area displays a table of devices under the 'VK2100' tab. The table has columns for Location, Room, Device, Health, Connection, and Actions. The data is as follows:

Location	Room	Device	Health	Connection	Actions
Co ATEN Ne	R301	VK2100t	✓	●	
		VK2100	---	●	
		VK2100	!	●	
Co ATI Xiz 3F	R302	VK2100t	✓	●	
		VK2100	!	●	
		VK2100	---	●	
Co ATEN USA	R302	VK2100	---	●	
		VK2100	---	●	
		VK2100	---	●	
Co ATI Xiz 4F	R401	VK2100	---	●	

3. To search by Location and/or Room name, follow the steps below.

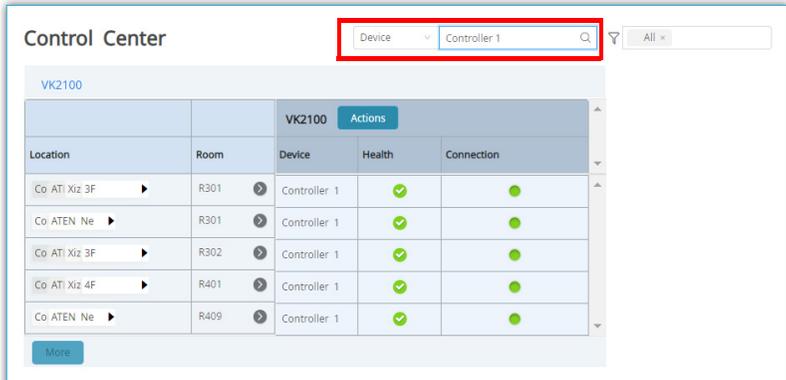
The screenshot shows the Control Center interface with a search for 'xizi' in the Organization dropdown menu. The dropdown is highlighted in a red box. The main area displays a table of devices under the 'VM6404HB' tab. The table has columns for Location, Room, Device, Health, Connection, Fan, Temperature, and IP Address. The data is as follows:

Location	Room	Device	Health	Connection	Fan	Temperature	IP Address
Co ATI Xiz 3F	R301	VM3200S	✓	●	●	●	10.3.52.153
Co ATEN Ne	R302	VM3200S	✓	●	●	●	10.3.52.153
		VM6404HB	---	●	---	---	10.3.52.39
Co ATI Xiz 4F	R401	VM3200S	✓	●	●	●	10.3.52.153

- a) Click the drop-down menu and select **Organization**.
- b) Type the keyword in the search box. The search is not case-sensitive.
- c) Press **Enter**. The matched Locations/Rooms appear.

**Note:** If a matched Location/Room does not contain any devices, it will not appear in the result.

4. To search by device name, follow the steps below.



- a) Click the drop-down menu and select **Device**.
- a) Type the keyword in the search box. The search is not case-sensitive.
- b) Press **Enter**. The matched devices appear.

## Searching by Model Name

1. Open the web console and go to the **Devices** tab.
2. In the deployment tree, click a Location or Room under which you wish to search. If you wish to search the entire deployment, click **Control Center**.

Organization

- Control Center
- ATEN Belgium
- ATEN China
- ATEN HQ
  - Tainan
  - Xizi
- ATEN Japan
- ATEN Korea
- ATEN New Taip...
- ATEN Russia
- ATEN Turkey
- ATEN USA

Control Center

Organization Search organization name All

Location	Room	VM6404HB Actions			VM6404HB Actions		
		Device	Health	Connection	Device	Health	Connection
Co ATEN Ne	R301	VK2100t	✓	●	VM3200S	⚠	●
		VK2100	---	●	VM6404HB	⚠	●
		VK2100	⚠	●			
Co ATI Xiz 3F	R302	VK2100t	✓	●	VM3200S	✓	●
		VK2100	---	●	VM6404HB	---	●
		VK2100	⚠	●			
Co ATEN USA	R302	VK2100	---	●			
		VK2100	---	●			
		VK2100	---	●			
Co ATI Xiz 4F	R401	VK2100	---	●	VM3200S	✓	●

3. Click the filter box and select/unselect models as required. The matched results appear.

Control Center

Organization Search organization name VM6404HB

VM6404HB

Location	Room	VM6404HB Actions					
		Device	Health	Connection	Fan	Temperature	IP Address
Control C	ATEN Ch...	VM6404Her...	---	●	---	---	10.3.52.109
Control C	ATEN Ja...	VM6404Her...	---	●	---	---	10.3.52.109
Co ATI Xiz 3F	R301	VM3200S	✓	●	●	●	10.3.52.153
Co ATEN Ne	R301	VM3200S	⚠	●	---	---	10.3.52.153
		VM6404HB	⚠	●	---	---	10.3.150.86
Co ATI Xiz 3F	R302	VM3200S	✓	●	●	●	10.3.52.153
		VM6404HB	---	●	---	---	10.3.52.39
Co ATI Xiz 4F	R401	VM3200S	✓	●	●	●	10.3.52.153

More

## Performing Remote Tasks

---

ATEN Unizon™ allows you to perform remote configuration by batch. The supported configuration tasks include:

- ◆ Load a specified profile
- ◆ Assign a source (input) to each output
- ◆ Disable output
- ◆ Apply resolution
- ◆ Change administrator password
- ◆ Test video quality
- ◆ Upgrade system firmware

---

**Note:**

- ◆ The configuration options may vary for different models. For more information about each configuration task, refer to the user manual of the specific product.
  - ◆ All listed tasks are accessible under Location View except for firmware upgrade, which is only accessible from Device View.
-

## Performing tasks on devices installed in different Rooms

1. Open the web console and go to the **Devices** tab.
2. From the deployment tree, click a Location that contains all the target Rooms.
3. Click the target device model.

### Control Center

Organization ▾ Search organization

		VM3200S	VM1600A	VK2100	VM6404HB	VM3200	VK1100	VM
				VM6404HB		Actions		
Location	Room	Device	Health	Connection	Fan	Temperature		
Co ATEN USA ▸	R302							
		VM3200S	✔	●	●	●		
Co ATI Xiz 3F ▸	R302							

4. Click the **Actions** button. The Actions window appears, listing all devices of the selected model, in this case, the VM6404HB, installed under the selected Location.

**Actions**

Select Device ▾

VM6404HB ▾ +

Location	Room	Device	
Co ATI Xiz 3F ▸	R301	VM3200S	🗑
Co ATI Xiz 3F ▸	R302	VM3200S	🗑
Co ATI Xiz 4F ▸	R401	VM3200S	🗑

Execute Action ▾

**Actions ▾**  
 Add Action  
 Select at least one device from the left column before selecting actions .

5. In the Select Device column, configure the list of target devices as required.

**Actions**

Select Device ⓘ

VM6404HB ▾ +

Location	Room	Device	
Co ATI Xiz 3F ▸	R301	VM3200S	🗑
Co ATI Xiz 3F ▸	R302	VM3200S	🗑
Co ATI Xiz 4F ▸	R401	VM3200S	🗑

- ◆ To remove any target device, click  .
  - ◆ To add one or more devices, click  and select from the pop-up screen.
  - ◆ To change the target model, click the drop-down menu  and select. Note that this will remove the current list of devices and any added actions.
6. In the Execute Action panel, configure the actions.
- a) Click **Actions** and select an action. Optionally repeat this step to add multiple actions.
  - b) Click the drop-down lists to configure the added actions.
7. Click **Apply** to execute the actions.

## Performing tasks on devices installed in one Room

Follow the procedure below to perform remote configuration tasks to devices installed in one room.

1. Open the web console and go to the **Devices** tab.
2. Go to the room view of the target room.

R302

VM6404HB		Actions	Upgrade		Device	Health	Connection	Fan	Temperature
<input type="checkbox"/>					VM6404HB				
<input type="checkbox"/>	1st				VM6404HB				
<input type="checkbox"/>	1st				VM6404HB				

More

3. Click to select the target devices.

**Note:** You can only apply tasks to devices of the same model at one time.

R302

VM6404HB		Actions	Upgrade		Device	Health	Connection	Fan	Temperature
<input checked="" type="checkbox"/>					VM6404HB				
<input checked="" type="checkbox"/>	1st				VM6404HB				
<input checked="" type="checkbox"/>	1st				VM6404HB				

More

4. Follow step 4 to 7 in *Performing tasks on devices installed in different Rooms*, page 30 to select and configure remote actions.

## Upgrading Device Firmware

Follow the steps below to upgrade device firmware.

1. Download the required firmware file from ATEN's official website.
2. Open the ATEN Unizon™ web console and go to the **Devices** tab.
3. Go to the room view of the target room.

R302

VM6404HB		Actions	Upgrade		Device	Health	Connection	Fan	Temperature
<input type="checkbox"/>					VM6404HB				
<input type="checkbox"/>					VM6404HB				

More

4. Click to select the target devices.

**Note:** You can only upgrade devices of the same model at one time.

R302

VM6404HB		Actions	Upgrade		Device	Health	Connection	Fan	Temperature
<input checked="" type="checkbox"/>					VM6404HB				
<input checked="" type="checkbox"/>					VM6404HB				

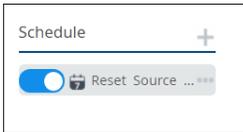
More

5. Click **Upgrade**.
6. Follow the on-screen instructions to browse for the firmware file and start the upgrade.

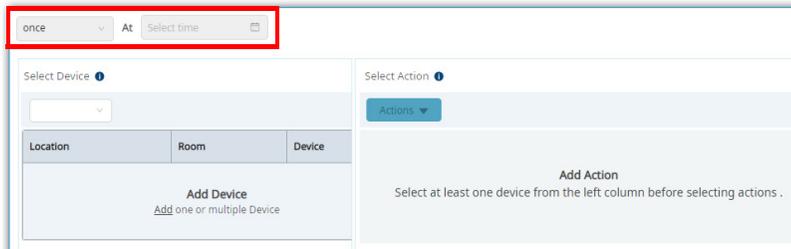
## Configuring Scheduled Tasks

You can have tasks automatically applied to managed devices at your specified frequency (once or recurring) and specified time.

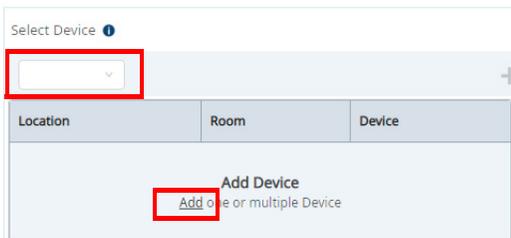
1. Open the web console and go to the **Schedule** tab.
2. Add a new event.
  - a) Click  to add a new event.
  - b) Name the event in the pop-up window. The event appears in the schedule list.



3. Click the drop-down buttons to specify the frequency, date, and time for the event.

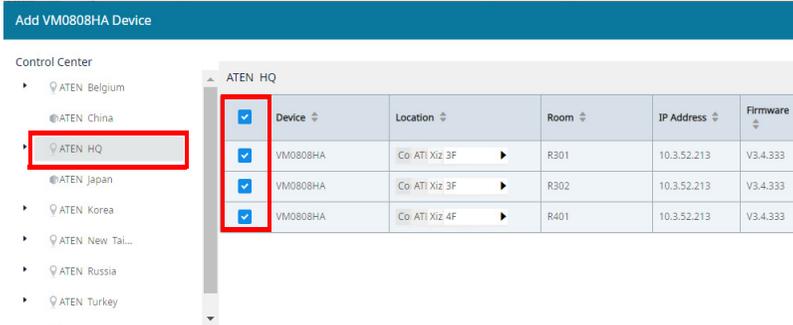


4. In the Select Device panel (left), select the target devices.



- a) Click the drop-down list to select a model.
- b) Click **Add**.

c) Select devices from the pop-up window.



d) The selected devices are added to the Select Device list.

5. In the Select Action panel (right), configure remote actions.
  - a) Select one or more tasks using the **Actions** button.
  - b) Configure the added action(s).
6. Click **Save** to complete and save your configuration.

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# Chapter 3

## Device Monitoring

### Overview

When monitoring devices, the user needs to be able to stay informed of critical parameters of the devices, such as power supply and device temperature, to make sure that these devices are working as they intended, and to handle issues that occurred. This chapter provides information on how to quickly find out about important device parameters and monitor recent system and device activities via logs and notification messages.

### Monitoring Device Status

You can look up device status via different elements of the ATEN Unizon™ console:

- Click **Control Center** in the deployment tree and select the target model type:

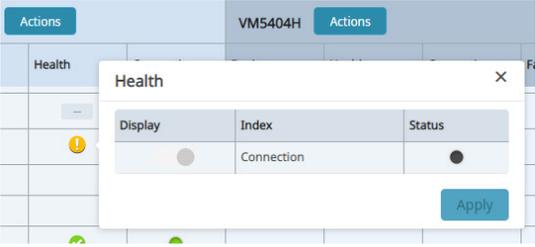
The screenshot shows the ATEN Unizon Control Center interface. On the left is a deployment tree under 'Organization'. The 'Control Center' option is highlighted with a red box. The main area displays a table of device status for the selected model 'VK2100'. The table has columns for Location, Room, Device, Health, and Connection. The 'VK2100' model is highlighted with a red box in the table header.

Location	Room	Device	Health	Connection	Device	Health	Connection
Co. ATEN Ne	R301	VK2100t	✓	●	VM32005	⚠	●
		VK2100	⚠	●	VM6404HB	⚠	●
		VK2100	⚠	●			
Co. ATI Xiz 3F	R302	VK2100t	✓	●	VM32005	✓	●
		VK2100	⚠	●	VM6404HB	⚠	●
		VK2100	⚠	●			
Co. ATEN USA	R302	VK2100	⚠	●			
		VK2100	⚠	●			
Co. ATI Xiz 4F	R401	VK2100	⚠	●	VM32005	✓	●

- Use Information Filters    to search for a Location/Room/Device name or a model name. For detailed information, see *Searching for Locations, Rooms, or Devices*, page 25.
- Locate the device from the deployment tree.

## Device Parameters

When an device is added to ATEN Unizon™, all parameters supported by the model are monitored. Refer to the table below for information about different status icons.

Parameter	Status Icon	Description
Health		The monitored parameters are functioning normally.
		At least one parameter is not functioning normally. Users are advised to check on the device and avoid potential issues. Click this icon to view more details. For example, this particular ATEN controller illustrated below is indicated with a warning icon because it has disconnected from ATEN Unizon™.
		
Power Status		The device is operating under the normal mode.
		The device is operating under the standby mode.
Fan		The device fan is operating normally.
		The device fan is not operating normally.
Connection		The device is connected to ATEN Unizon™.
		The device has disconnected from ATEN Unizon™ and many device parameters will become unavailable.
Temperature		The device temperature is within the safety range.
		The device temperature is high. Users are advised to monitor the temperature closely to prevent overheating.
		The device temperature has exceeded the safety range. Users are advised to resolve the issue immediately.

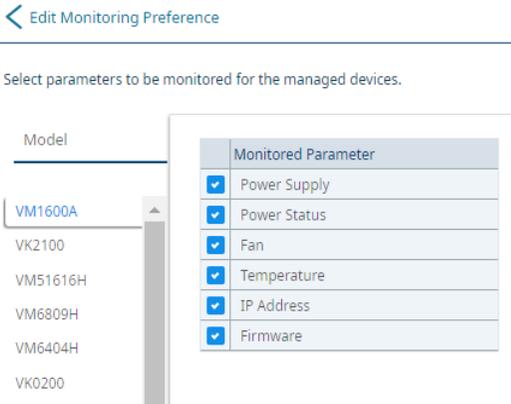
Parameter	Status Icon	Description
Power Supply		The power supply is functioning normally.
		<ul style="list-style-type: none"> <li>The power supply is not functioning normally. Users are advised to check on the power supply of the device.</li> <li>To view power supply status for different power components of the device, click on the Power Supply status icon to open a pop-up dialog box:</li> </ul> 
		The power supply is not functioning normally. Users are advised to check on the device as soon as possible.
	N/A	No power is supplied to the device.

**Note:**

- ◆ The supported parameters vary with different ATEN devices.
- ◆ To configure the list of monitored parameters, see *Changing the Monitoring Preferences*, page 40.

## **Changing the Monitoring Preferences**

1. Open the web console and go to the **Devices** tab.
2. Click  from the toolbar. This screen appears.



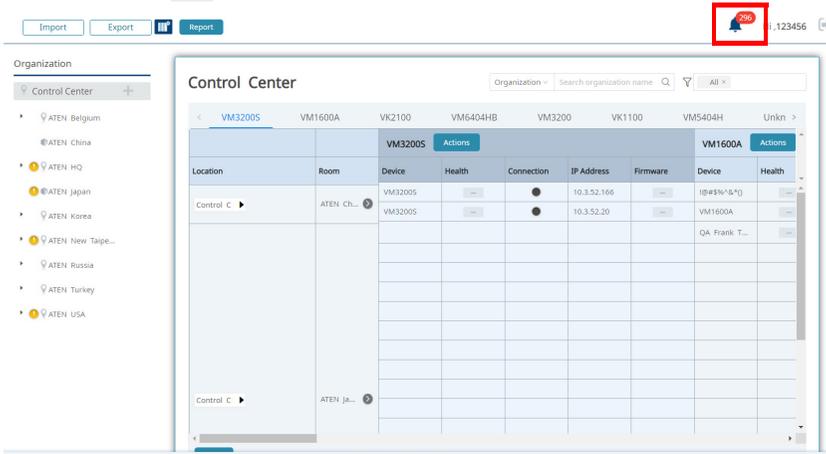
3. Click to select a model from the left panel. A list of monitoring parameters appears. The parameters may vary for different models. By default, all parameters are selected.
4. Click to select or unselect the parameters.

# Notification and Logs

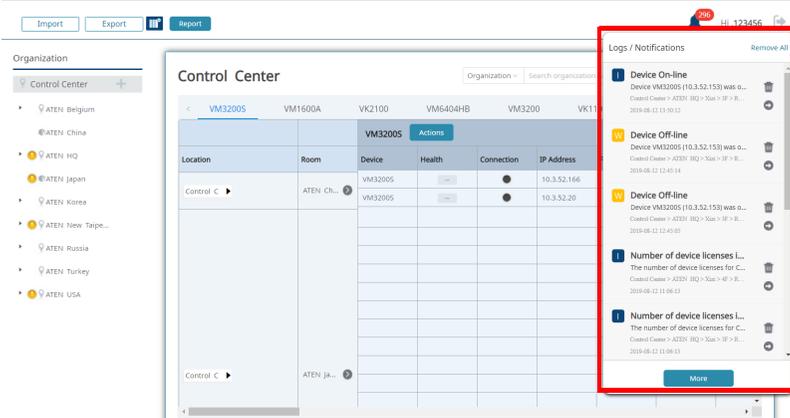
ATEN Unizon™ logs system, device, and configuration events, and at the same time notify the user (administrator and standard user) via notification messages to allow instant event monitoring, issue handling, and future event tracking.

## Viewing Notification Messages

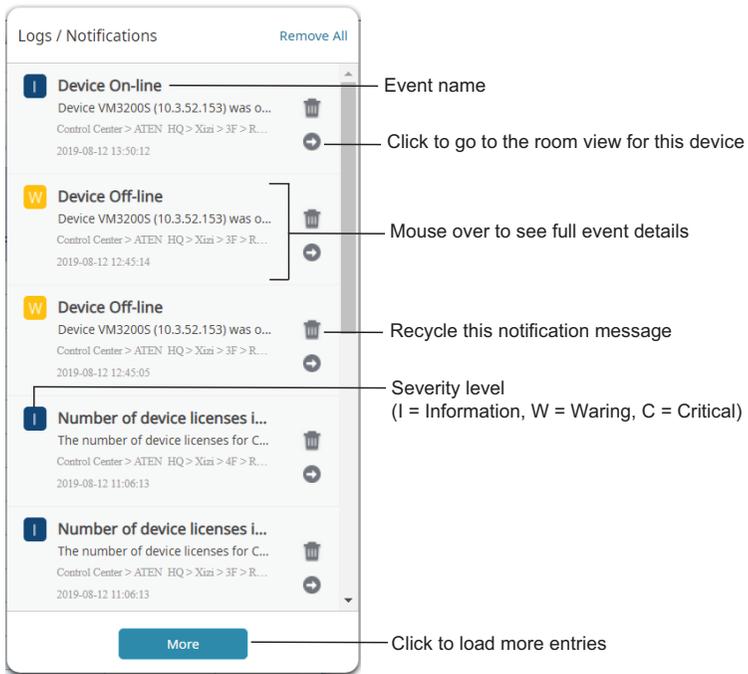
When an event occurs, a notification message will be collapsed to the notification icon  at the top-right corner of the web console:



Click  to view event details:



The pop-up panel lists all events that occurred chronologically, with the most recent on the top. See the illustration below for an overview.

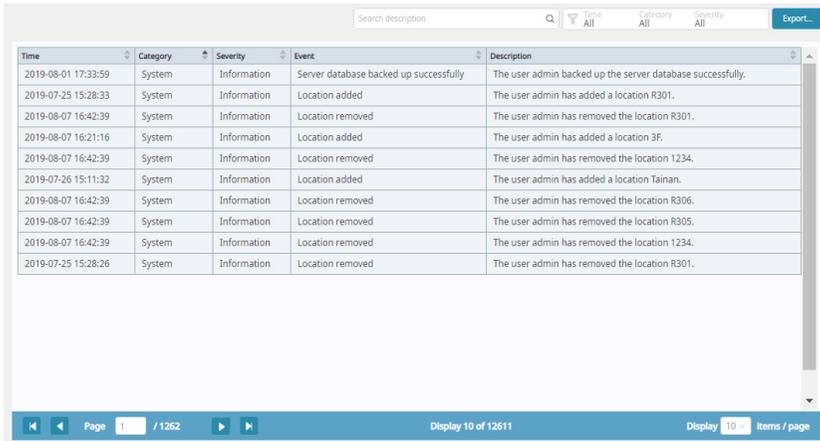


## Searching for Past Events

You can search for past events by keywords or by search filters (specified period, category, and severity level).

### By Keywords

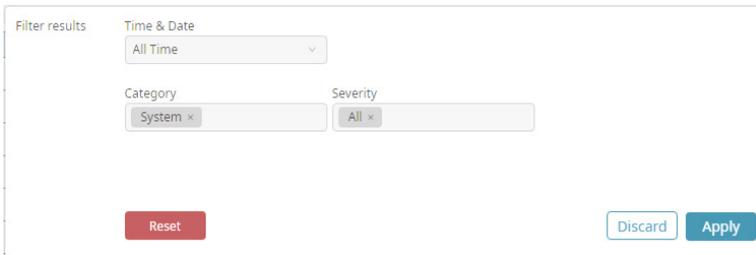
To search events with specific key words, go to Logs in the web console, type one or more words in the search box  and click  . The results are displayed in a table like this:



Time	Category	Severity	Event	Description
2019-08-01 17:33:59	System	Information	Server database backed up successfully	The user admin backed up the server database successfully.
2019-07-25 15:28:33	System	Information	Location added	The user admin has added a location R301.
2019-08-07 16:42:39	System	Information	Location removed	The user admin has removed the location R301.
2019-08-07 16:21:16	System	Information	Location added	The user admin has added a location 3F.
2019-08-07 16:42:39	System	Information	Location removed	The user admin has removed the location 1234.
2019-07-26 15:11:32	System	Information	Location added	The user admin has added a location Tainan.
2019-08-07 16:42:39	System	Information	Location removed	The user admin has removed the location R306.
2019-08-07 16:42:39	System	Information	Location removed	The user admin has removed the location R305.
2019-08-07 16:42:39	System	Information	Location removed	The user admin has removed the location 1234.
2019-07-25 15:28:26	System	Information	Location removed	The user admin has removed the location R301.

### By Search Filters

1. Click  . The configuration panel appears.



Filter results

Time & Date:

Category:

Severity:

2. Click each filter to configure its setting.
3. Click **Apply**. The results are displayed.
  - ◆ To change the number of entries per page, click  .

- ◆ To go to the next or previous page of results, use the arrows or type in the box at the bottom of the window  .
- ◆ Click the arrows next to each column header to sort the displayed results. A black arrow indicates that the results are currently sorted based on the corresponding header.

Time	Category	Severity
2019-08-01 17:33:59	System	Information
2019-07-25 15:28:33	System	Information
2019-08-07 16:42:39	System	Information
2019-08-07 16:21:16	System	Information

For more information about event types and severity levels, see *Notification and Log Settings*, page 57.

## Configuring Notification/Log Settings

ATEN Unizon™ logs and notifies events of all types by default. To configure this setting, open the web console and go to **Settings > Notification**.

## Exporting Logs

Export logs for backup purpose or to relocate these logs periodically to another hard drive to make space for future data storage. To export logs, click  and select **Export all logs**, **Export the current page**, or **Export the search result only**.

# Chapter 4

## Administrator Settings

### Overview

---

The functions described in this chapter are administrator-only, unless specified otherwise. Use any administrator account to manage and configure user accounts and other ATEN Unizon™ settings. ATEN Unizon™ includes a built-in administrator account with the following credentials:

- ◆ Username: administrator
- ◆ Password: password

---

#### Note:

- ◆ This built-in account can not be removed and its username is not configurable.
  - ◆ You will be prompted to change the default password upon first login.
-

## User Accounts

Set up user accounts to grant and control access to the web console and the added remote devices. ATEN Unizon™ supports two types of user account – **administrator** and **standard user**. See the table below for a comparison on supported privileges.

Functions	Administrator	Standard User
View device status	✓	✓
Add, edit, or remove devices	✓	
Configure monitoring preferences	✓	
Access to device web consoles	✓	
Import or export system configuration	✓	
Initiate remote actions	✓	
Create, edit, or remove event schedules	✓	
Create, edit, or remove user accounts	✓	
View system logs	✓	✓
Upload SSL certificate	✓	
Change interface language	✓	✓
Change TLS version	✓	
Configure system HTTPS port	✓	
Configure backup, synchronization, and database settings	✓	
Update system license	✓	
View event logs	✓	
Perform ATEN Unizon™ updates	✓	

## Adding a User Account

1. Open the web console and go to the **Users** tab.
2. Click  . The Add User window appears.
3. Configure the account.
  - a) In the **Basic** tab, fill in the required information and select the user type. For username and password, enter 1 ~ 30 alphanumeric characters and/ or special characters. The username and password are case-sensitive.

Add User
×

Basic

Access

**Username**

User Name

Valid characters include uppercase and lowercase letters, numbers, and special symbols (~#\_-.@).

**Password**

●●●●●●●●

Valid characters include uppercase and lowercase letters, numbers, space, and special symbols (~#\_-.@).

**Confirm Password**

●●●●●●●●

Valid characters include uppercase and lowercase letters, numbers, space, and special symbols (~#\_-.@).

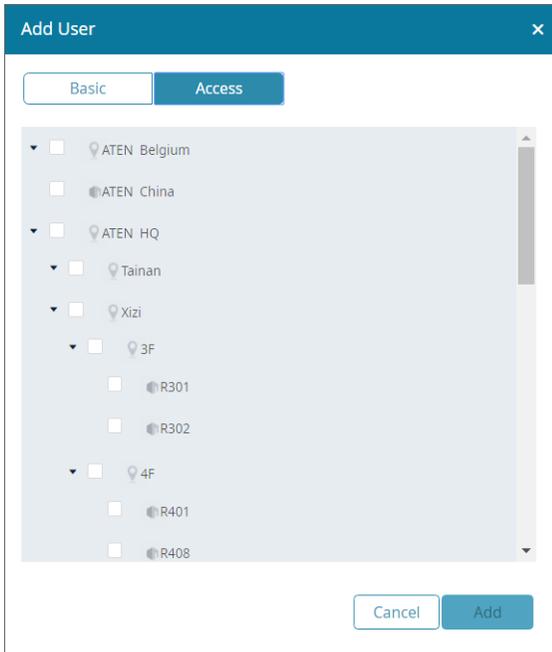
**User Type**

Administrator
  Standard User

Cancel

Add

- b) Click the **Access** tab and then select locations and/or rooms to grant privilege to access devices installed at these places.

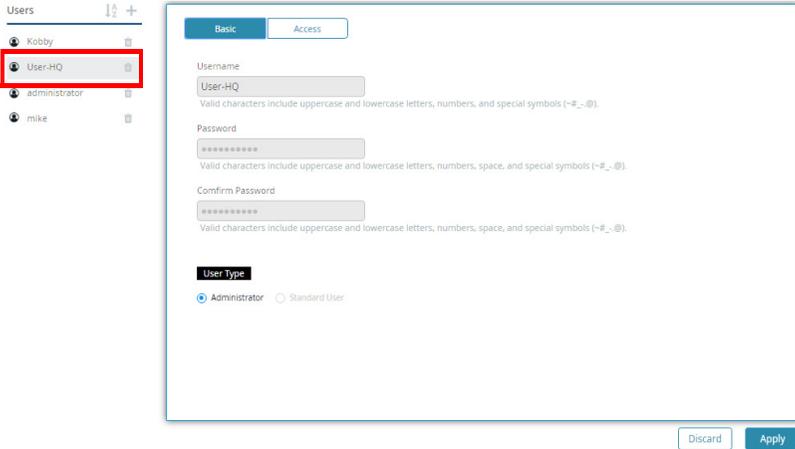


4. Click **Add** to create the account.

## Editing a User Account

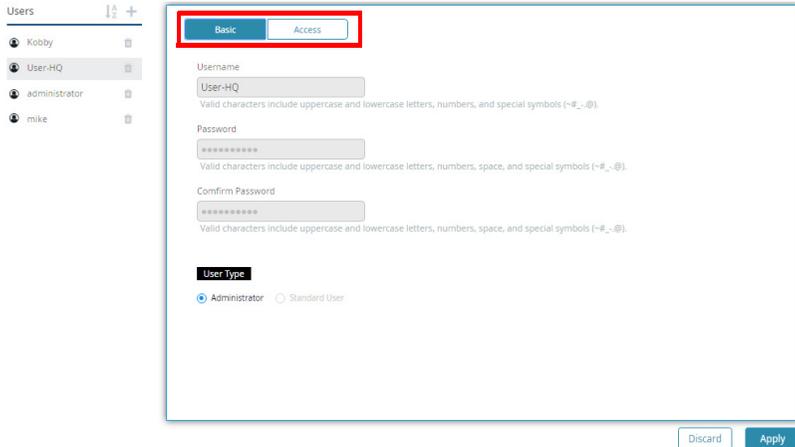
1. Open the web console and go to the **Users** tab.
2. Click the account you wish to edit.

**Hint:** Click  to sort the Users list in alphabetical order.



The screenshot shows the 'Users' management page. On the left, a list of users includes 'Kobby', 'User-HQ', 'administrator', and 'mike'. The 'User-HQ' entry is highlighted with a red box. To the right, the configuration form for 'User-HQ' is displayed. The form has two tabs: 'Basic' (selected) and 'Access'. The 'Basic' tab contains fields for 'Username' (User-HQ), 'Password', and 'Confirm Password', each with a validation message: 'Valid characters include uppercase and lowercase letters, numbers, and special symbols (~#\_@)'. Below these fields is the 'User Type' section, where 'Administrator' is selected with a radio button, and 'Standard User' is unselected. At the bottom right of the form are 'Discard' and 'Apply' buttons.

3. Click the **Basic** and **Access** tab to configure the account.

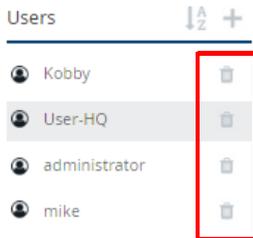


This screenshot is identical to the previous one, showing the configuration form for 'User-HQ'. In this view, the 'Basic' and 'Access' tabs at the top of the form are highlighted with a red box, indicating they are the focus of the current step.

4. Click **Apply** to save the settings.

## **Removing a User Account**

1. Open the web console and go to the **Users** tab.
2. In the Users list, click  next to the account you wish to remove.



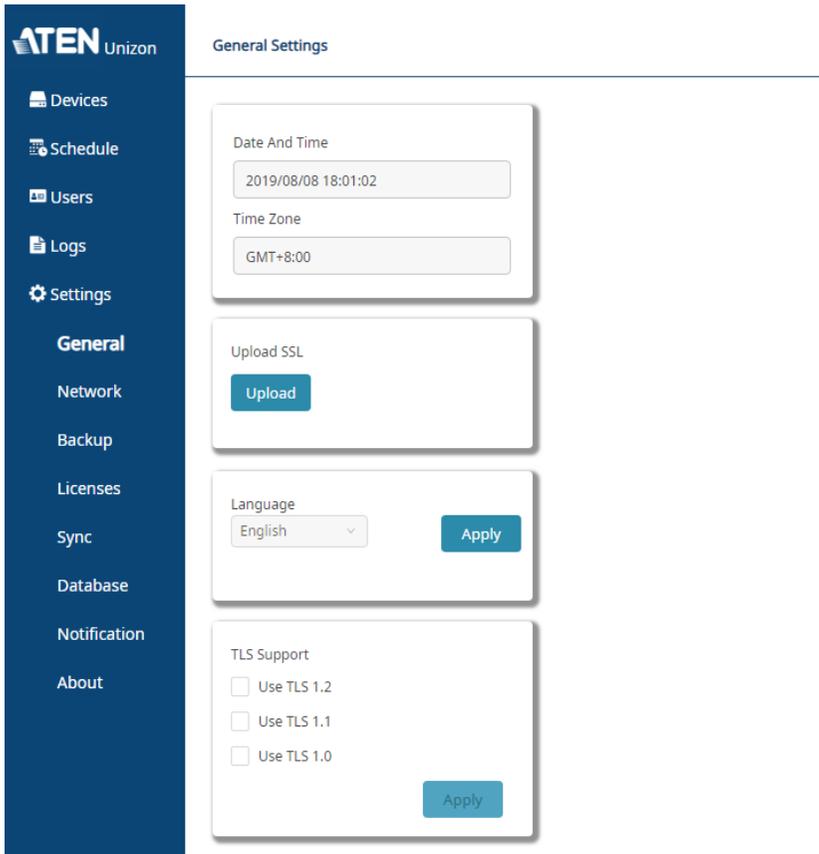
---

**Note:** The built-in administrator account can not be removed.

---

# General

To configure basic system settings, open the web console and go to **Settings > General**.



- ◆ **Date and Time/Time Zone:** Indicates the system date, time, and time zone. This information is directly retrieved from the computer to which ATEN Unizon™ is installed.
- ◆ **Upload SSL:** Secure the sessions between ATEN Unizon™ and the web browsers that access it, click the **Upload** button to upload an SSL Certificate.
- ◆ **Language:** Sets the interface language for ATEN Unizon™.
- ◆ **TLS Support:** Sets the TLS for ATEN Unizon™. Note that a higher TLS version requires more bandwidth to process.

## Network

---

To configure the HTTPS port, open the web console and go to **Settings > Network**.

ATEN Unizon

Network Settings

Devices

Schedule

Users

Logs

Settings

General

**Network**

Backup

Licenses

Sync

Database

Notification

About

IP Address 1

10.3.52.171

HTTPS port (1024-65535)

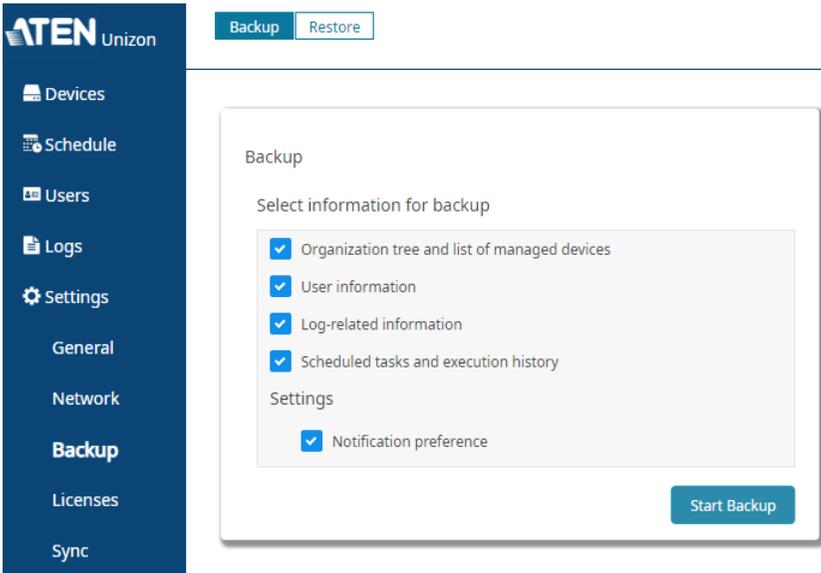
18080

Discard Apply

- ◆ **IP Address:** Indicates the IP address of the web console.
- ◆ **HTTPS Port:** Sets the communication port for the web console.

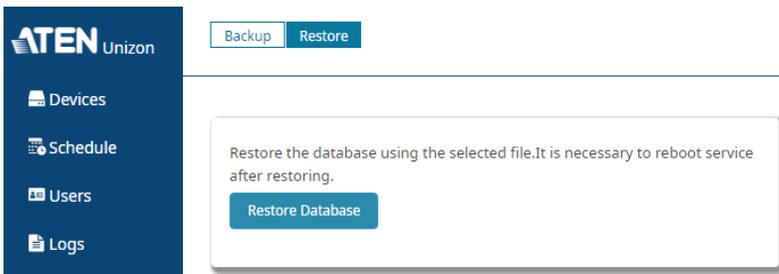
## Configuration Backup and Restore

To manually start a backup of the system configuration, open the web console and go to **Settings > Backup**.



- ◆ Organization tree and list of managed devices
- ◆ User information
- ◆ Log-related information
- ◆ Scheduled tasks and execution history
- ◆ Notification preferences

To restore system configuration, go to **Settings > Backup**, click **Restore**, and then click **Restore Database**.



## Licenses

Visit the Licenses page to:

- ◆ View total number of supported devices for your current license and the number of devices that can be added to ATEN Unizon™
- ◆ Import a renewed license
- ◆ Generates the system SID file

To access the License page, go to **Settings > Licenses**.

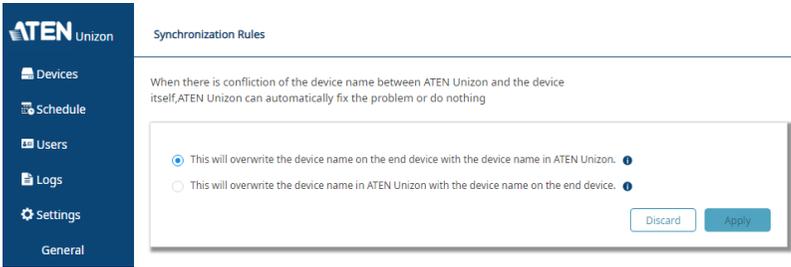
The screenshot shows the ATEN Unizon interface. On the left is a dark blue sidebar with white text and icons for navigation: Devices, Schedule, Users, Logs, Settings (highlighted with a gear icon), General, Network, Backup, Licenses, Sync, and Database. The main content area has a white background and is titled 'License Updates'. It contains three sections: 'License File' with a blue 'Upgrade' button and the text 'No License File'; 'Number of Supported Devices' with a light gray box containing the number '500'; and 'Number of Available Devices' with a light gray box containing the number '489'. At the bottom of the main content area, there is a blue information icon followed by the text: 'Do you want to update the license for ATEN Unizon? [Export the PC's ID file](#) and contact your system integrator'.

For more information about the license policy and detailed instructions on how to renew and import a license, see:

- ◆ *License Policy*, page 5
- ◆ *Purchasing, Renewing, and Importing a License*, page 6.

# Synchronization

By default, the names of the managed devices in ATEN Unizon™ takes priority when these devices reconnect to ATEN Unizon™. In this case, if device names are different from the names in the end devices, the name in the end devices will be overwritten. To change this priority, open the web console and go to **Settings > Sync**.



## Database Management

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The ATEN Unizon™ database keeps all notification messages, event logs, and system configuration. Note that when the database storage is full, new events, notification messages, and configuration to the deployment tree will not be saved. In this case, you will be notified with a pop-up message. To resolve the issue, do one or more of the following:

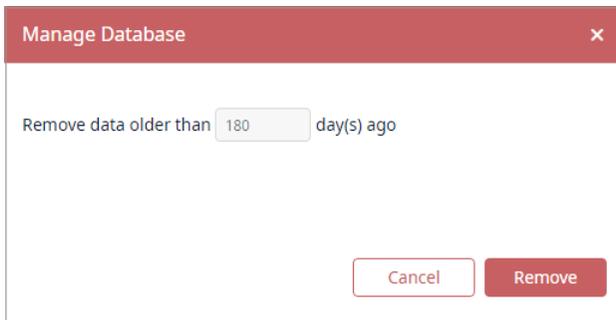
- ◆ Add hard drives to the system database.
- ◆ If you have other data stored in the hard drive where you keep the ATEN Unizon™ database, consider moving the data to another location to make space.
- ◆ Recycle old data using the Manage Database function.

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**Note:** Do not remove any ATEN Unizon™ data from the folder view as this may cause system errors.

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- a) Go to **Settings > Database** in the web console, and click **Manage Database**. This screen appears.



- b) Type number of days and click **Remove** to start recycling.

## Notification and Log Settings

You can configure the types of event which ATEN Unizon™ logs and sends notification messages for. Open the web console and go to **Notification**. The following screen appears.

If you change any settings of notifications, please make sure to click "Apply" to save your settings.

Category	Severity	Event	Logs / Recent	Logs / Notifications
User management	Information	User account added successfully	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User management	Information	User account removed successfully	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User management	Information	User settings modified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User management	Information	User access right modified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User management	Information	User type changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Information	Added schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Information	Schedule removed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Information	Schedule modified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Information	Schedule started	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Information	Schedule completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Information	Schedule duplicated	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Warning	Unable to add schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Warning	Unable to remove schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Warning	Unable to modify schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Warning	Unable to start schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Task	Warning	Unable to complete schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

By default, ATEN Unizon™ logs all event types:

- ◆ **System:** System events are those related to server upgrades, license updates, SSL certificate updates, database backup/restore, and administrator password reset.
- ◆ **System task:** System tasks are those related to adding, removing, configuring, and execution of event schedules.
- ◆ **User management:** User management events are those related to adding, removing, configuring of user accounts.
- ◆ **Device events:** Device events are those related to device status change/warning and device firmware upgrades.
- ◆ **Device trap:** Device trap events are critical or abnormal device status that require users' attention, for example, power supply being removed or high device temperatures.

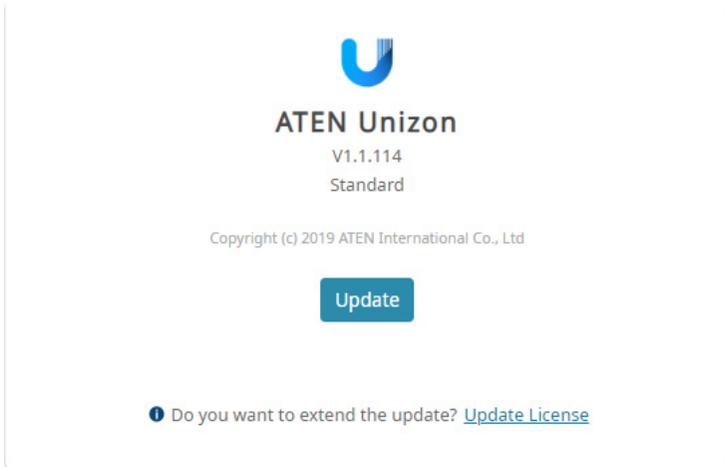
## About

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Use the About page to do any of the following:

- ◆ Find out about the version of ATEN Unizon™
- ◆ Find out the current license type. Click **Update License** to redirect to the Licenses page. For a detailed procedure on renewing licenses, see *Purchasing, Renewing, and Importing a License*, page 6.
- ◆ Click the **Update** button to perform ATEN Unizon™ updates

To access the About page, open the web console and go to **Settings > About**.



# Appendix

## Technical Support

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### International

- ◆ For online technical support – including troubleshooting, documentation, and software updates: <http://support.aten.com>
- ◆ For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

### North America

Email Support		<a href="mailto:support@aten-usa.com">support@aten-usa.com</a>
Online Technical Support	Troubleshooting Documentation Software Updates	<a href="http://www.aten-usa.com/support">http://www.aten-usa.com/support</a>
Telephone Support		1-888-999-ATEN ext 4988

When you contact us, please have the following information ready beforehand:

- ◆ Product model number, serial number, and date of purchase
- ◆ Your computer configuration, including operating system, revision level, expansion cards, and software
- ◆ Any error messages displayed at the time the error occurred
- ◆ The sequence of operations that led up to the error
- ◆ Any other information you feel may be of help

## Limited Warranty

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ATEN warrants its hardware in the country of purchase against flaws in materials and workmanship for a Warranty Period of two [2] years (warranty period may vary in certain regions/countries) commencing on the date of original purchase. This warranty period includes the LCD panel of ATEN LCD KVM switches. Select products are warranted for an additional year (see *A+ Warranty* for further details). Cables and accessories are not covered by the Standard Warranty.

### **What is covered by the Limited Hardware Warranty**

ATEN will provide a repair service, without charge, during the Warranty Period. If a product is defective, ATEN will, at its discretion, have the option to (1) repair said product with new or repaired components, or (2) replace the entire product with an identical product or with a similar product which fulfills the same function as the defective product. Replaced products assume the warranty of the original product for the remaining period or a period of 90 days, whichever is longer. When the products or components are replaced, the replacing articles shall become customer property and the replaced articles shall become the property of ATEN.

To learn more about our warranty policies, please visit our website:  
<http://www.aten.com/global/en/legal/policies/warranty-policy>