

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription



- Supports a direct device-to-cloud connection via the Microsoft® Azure® software IoT Hub without requiring any additional hardware
- Integrates with enterprise single sign-on (SSO) identity providers
- Remotely provision, monitor, and configure Crestron® devices within a physically-defined room or desk
- Apply changes to multiple devices at once by organizing them into groups and subgroups
- Update firmware and configure settings for multiple devices at once
- Schedule actions such as program load, firmware updates, and restarts with recurrence patterns
- Claim devices to the cloud before physical installation
- Track account usage and changes with cloud audit logs
- Enable custom monitoring, reporting, and control of rooms via XiO Cloud program connector
- Configure supported third-party devices within Crestron-integrated rooms
- Configure supported third-party devices outside of a Crestron system via the Crestron XiO Cloud™ Gateway software
- Send power on and power off commands for supported third-party devices
- Device-based licensing model that scales to the needs of an enterprise for XiO Cloud Premium features

The [XiO Cloud® service](#) is an IoT (Internet of Things) based platform for remotely provisioning, monitoring, and managing Crestron® devices across an enterprise or an entire client base. Built on the Microsoft® Azure® software platform and utilizing Microsoft's industry-leading Azure IoT Hub technology, XiO Cloud enables installers and IT managers to deploy and manage thousands of devices simultaneously. Unlike other virtual machine-based cloud solutions, Azure services provide unlimited scalability to suit the ever-growing needs of an enterprise.

XiO Cloud Premium Subscription

The XiO Cloud service is available in a free XiO Cloud subscription ([SW-XIOC](#)) and a paid XiO Cloud Premium subscription that can be purchased in one ([SW-XIOC-PREMIUM-1YR-1-99](#), [SW-XIOC-PREMIUM-1YR-100-499](#), [SW-XIOC-PREMIUM-1YR-500+](#)), two ([SW-XIOC-PREMIUM-2YR-1-99](#), [SW-XIOC-PREMIUM-2YR-100-499](#), [SW-XIOC-PREMIUM-2YR-500+](#)), or three-year ([SW-XIOC-PREMIUM-3YR-1-99](#), [SW-XIOC-PREMIUM-3YR-100-499](#), [SW-XIOC-PREMIUM-3YR-500+](#)) periods.

NOTE: For a complete list of supported features for each subscription, refer to the [XiO Cloud Feature Comparison Chart](#).

- The free XiO Cloud subscription allows enterprises to provision, monitor, and manage Crestron devices across virtual rooms and desks that represent their physical spaces. It also provides support for user management, cloud activity logs, alerts, and file libraries, as well as some limited dashboard and API functionality. The free XiO Cloud subscription requires an XiO Cloud account registration.
- The XiO Cloud Premium subscription provides all the functionality of the free XiO Cloud subscription with additional support for third-party device management (including via the Crestron XiO Cloud™ Gateway software), historical reports, program connector functionality, touch screen remote control, ServiceNow® software integration, full dashboard and API functionality, and more.

The XiO Cloud Premium subscription uses a device-based licensing model: purchase a specified device count based on the anticipated number of devices in your XiO Cloud account. If an account exceeds the budgeted device count over the course of the year, a true-up process is provided that allows you to purchase and adjust the device count either proactively ([SW-XIOC-PREMIUM-TRUE-UP](#)) or retroactively ([SW-XIOC-PREMIUM-TRUE-UP-1-99](#), [SW-XIOC-PREMIUM-TRUE-UP-100-499](#), and [SW-XIOC-PREMIUM-TRUE-UP-500+](#)) to reflect your increased device usage. This model allows enterprises to be flexible with their XiO Cloud deployment based on changing business or space usage needs while avoiding any down time for new devices.²

Visit the [Licensing and Registration Hub](#) to register for an XiO Cloud account and to activate a purchased XiO Cloud Premium subscription.

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Third-Party Device Integration

The XiO Cloud Premium subscription provides three different methods for configuring and monitoring supported third-party devices within the service:³

NOTE: An XiO Cloud Premium subscription is required to monitor and configure third-party devices within XiO Cloud.

- Supported third-party devices that use the [Crestron Connected®](#) communications protocol can be claimed to the XiO Cloud service directly without requiring a Crestron control system.
- Supported third-party devices within Crestron-integrated rooms can be monitored using the [Crestron Drivers framework](#), including projectors and displays, cable and satellite boxes, streaming media players, Blu-ray Disc® players, video conferencing devices, and others. A 3-Series®, 4-Series®, or [Crestron Virtual Control \(VC-4\)](#) control system can function as the gateway, requiring only that third-party devices are added to a user program running on the control system. After claiming the control system to the XiO Cloud service, the devices will appear automatically and need only to be claimed to a room to start monitoring.
- Supported third-party devices external to a Crestron system can be monitored using the standalone [Crestron XiO Cloud™ Gateway software](#). Crestron XiO Cloud Gateway software provides the following monitoring capabilities:
 - Monitor Ethernet devices over Ping
 - Monitor Ethernet service availability over TCP port monitoring
 - Monitor switcher devices, digital signal processors, and power controllers over SNMP
 - Monitor all devices over an Ethernet API using the Crestron Drivers framework

Power on and power off commands can be executed for all third-party devices that support this functionality.

Crestron XiO Cloud Gateway software is downloadable software that adds features to an XiO Cloud Premium subscription.⁴ Crestron XiO Cloud Gateway software functionality requires an XiO Cloud Premium subscription.

Specifications

Cloud-Based Service

No Special Ports or Permissions Required

XiO Cloud® service requires no special ports or permissions to deploy on an enterprise network.

Real-Time Communication

XiO Cloud is able to communicate with devices in real time in both directions.

Global Service with Local Redundancy

XiO Cloud is a worldwide service that is available globally but with local performance and redundancy. Global availability is subject to regulatory and other availability requirements.

Multitenant Hyperscale Cloud

XiO Cloud is able to communicate with devices in real time in both directions.

Real-Time Communication

XiO Cloud is a multitenant hyperscale cloud, which allows an enterprise to deploy thousands of devices within minutes from any location at any time.

Firmware

Update Firmware

Firmware on one or more devices can be updated from XiO Cloud by selecting the desired firmware version.

Schedule Updates

Firmware updates can be scheduled for a future date and time.

Device Configuration and Management

Configure Device Settings

Settings for a device can be configured in the cloud even before the device hardware is received.

Configure Settings for Multiple Devices

Settings for a group of devices can be configured in the cloud, allowing common settings to be configured only once instead of repeating the update on each device.

License Management

Licenses for device features can be added, removed, or transferred between devices.

Remote Restart

One device or a group of devices can be restarted via the cloud interface.

Scheduled Actions

Actions such as program load, firmware updates, and restarts can be scheduled for a future time (including recurrence patterns).

Load and Manage Control System Programs

Compiled programs can be added to a program library then loaded to a control system. Version management functions allow all devices to be updated to the newest version or rolled back to a previous version of the program code.

File Libraries

Upload and manage files, images, and EDIDs that can be configured for all applicable devices in an account.

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Monitoring

Activity Log

Every change made via the cloud is logged for auditing, including when the change was made, who made the change, and the nature of the change.

Monitor Third-Party Devices in Crestron Systems

Monitor supported third-party devices within a Crestron system using the Crestron Drivers framework, including projectors and displays, cable and satellite boxes, streaming media players, Blu-ray Disc® players, video conferencing devices, and others.

Monitor External Devices via Crestron XiO Cloud™ Gateway Software

Monitor supported third-party devices that are not connected to a Crestron system via the add-on Crestron XiO Cloud™ Gateway software, which is installed onto a Linux® server. The XiO Cloud Gateway software can monitor devices over the Crestron Drivers framework, Ping, TCP, and SNMP.

User Management

Locally-Provisioned Users

Users can be created and removed within the XiO Cloud service.

Role-Based Access

Users can be given different levels of access based on the group of devices, including read only, read/write, and administrator access levels.

Hide Groups from Users

Device groups may be hidden from certain users so that only the appropriate users have access to specific devices within an enterprise.

Single Sign-On

XiO Cloud can be integrated with common SSO services such as Microsoft® Active Directory® and Okta® services for single sign-on using corporate credentials.

Inventory

Claim Single Device

Devices are added to XiO Cloud for management by providing the MAC address and serial number of the device. Supported Crestron devices can be claimed easily using the [Crestron Device Assistant app](#).

Claim Multiple Devices

Hundreds of devices can be claimed in bulk by using a CSV file of MAC address-serial number pairs instead of claiming each device individually.

Organize Devices by Group

Devices can be organized within a hierarchy of groups, rooms, and desks so a single change can be applied to multiple devices.

Download Inventory CSV File

The entire inventory of devices, including MAC address, serial number, and location within the group tree, can be downloaded as a CSV file.

Claim and Name Multiple Devices

Devices can be renamed when claimed in bulk by adding an optional third device name field to the CSV import file.

Unclaim Devices

Devices can be removed from the portal when they are no longer being used.

Cloud User Interface

Display Key Account Information to User

Users can view key account information, including expiration, device count, and service tier, at any time.

New Feature Notification

A pop-up message window tells users about new features that have been added to the service with each release.

Space Management

Building Address Book

Create buildings that represent the physical spaces within an enterprise, then assign groups and rooms to those buildings.

Estate Dashboard

View various account status tiles in real time, such as device status, room occupancy, alerts, and room/device utilization.

Historical Reports

View custom historical reports that are generated based on various data sets within the XiO Cloud account.

Alerts

Receive alerts via email or text message when a device or room detects an issue.

XiO Cloud Program Connector

Programmers can enable custom monitoring, reporting, and control of rooms within XiO Cloud via a SIMPL or C# program.

XiO Cloud API

Claim devices, obtain current device and room data, and obtain historical device and room data quickly via API calls

Supported Devices

For a list of devices that are currently supported by the service, refer to the [XiO Cloud Service User Guide](#).¹

Models

SW-XIOC-PREMIUM-1YR-1-99

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 1-year subscription for 1-99 devices

SW-XIOC-PREMIUM-1YR-100-499

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 1-year subscription for 100-499 devices

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription

SW-XIOC-PREMIUM-1YR-500+

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 1-year subscription for 500+ devices

SW-XIOC-PREMIUM-2YR-1-99

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 2-year subscription for 1-99 devices

SW-XIOC-PREMIUM-2YR-100-499

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 2-year subscription for 100-499 devices

SW-XIOC-PREMIUM-2YR-500+

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 2-year subscription for 500+ devices

SW-XIOC-PREMIUM-3YR-1-99

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 3-year subscription for 1-99 devices

SW-XIOC-PREMIUM-3YR-100-499

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 3-year subscription for 100-499 devices

SW-XIOC-PREMIUM-3YR-500+

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, 3-year subscription for 500+ devices

SW-XIOC-PREMIUM-TRUE-UP

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, device count true-up

SW-XIOC-PREMIUM-TRUE-UP-1-99

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, device count true-up for 1-99 devices

SW-XIOC-PREMIUM-TRUE-UP-100-499

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, device count true-up for 100-499 devices

SW-XIOC-PREMIUM-TRUE-UP-500+

XiO Cloud® Provisioning and Management Service, XiO Cloud Premium Subscription, device count true-up for 500+ devices

This product may be purchased from select authorized Crestron dealers and distributors. To find a dealer or distributor, please contact the Crestron sales representative for your area. A list of sales representatives is available online at www.crestron.com/How-To-Buy/Find-a-Representative or contact us for additional information by visiting www.crestron.com/contact/our-locations for your local contact.

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Certain Crestron products contain open source software. For specific information, please visit www.crestron.com/opensource.

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Notes:

1. Crestron devices are supported within the free XiO Cloud subscription and the paid XiO Cloud Premium subscription. Third-party devices are supported within the paid XiO Cloud Premium subscription only.
2. Refer to the [Crestron XiO Cloud Premium True-Up Guide](#) for details.
3. The level of third-party device support and compatibility is dependent on the availability of third-party device drivers, which may be subject to the control of the applicable third-party device manufacturer.
4. The Crestron XiO Cloud™ Gateway software is licensed under Crestron's On-Premises Software License and Maintenance Agreement available at www.crestron.com/Legal/software-products-on-premises-and-cloudware/on-premises-software-license-maintenance-agreement.