

# SECTION 1:

## How to Order Crestron XiO Cloud™ Service

The following document is provided to assist with the process of ordering the Crestron XiO Cloud service from Crestron. Please note that the Crestron XiO CLOUD service is provided free for the first 90 days at the Premium Service Tier for new accounts.

### New Accounts for Crestron XiO Cloud

1. Sales will explain the Crestron XiO Cloud pricing structure (see Section 2) to the customer and has the customer submit a PO.
2. The dealer submits a purchase order for the Crestron XiO Cloud service for 1, 2, 3 year plan for Standard or Premium service to [orders@crestron.com](mailto:orders@crestron.com)
3. The Dealer will receive an order confirmation with the link to the Crestron XiO Cloud Registration form.
4. Once Dealer completes the Crestron XiO cloud Registration form on our website, the form is then sent automatically to [license@crestron.com](mailto:license@crestron.com)
5. The licensing team creates the Crestron XiO Cloud account based on the submitted registration form.
6. The customer automatically receives an email from [no.reply@crestron.io](mailto:no.reply@crestron.io) with their username and a temporary password (Fig. 1.1).
7. Order processing bills out the order
  - a. The invoice is scheduled to generate in 90 days

Post-order note: The customer will be notified when their subscription is going to expire;

- a. They dealer would need to submit a new PO to continue the service, if not
- b. The account will expire – data will still be there and can be re-activated when a new PO is sent

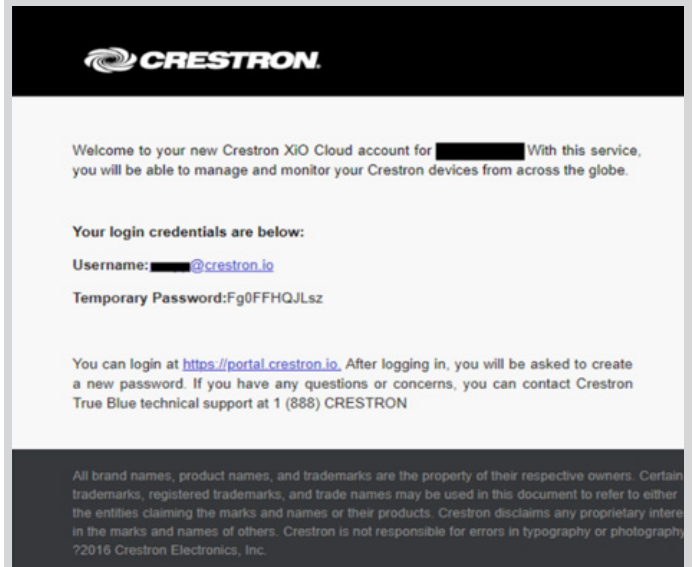


Fig 1.1 Sample email from no.reply@crestron.io

## Adding devices to Existing accounts for Crestron XiO Cloud

Access for new devices can be added at any time. This follows a similar process to new account creation, with the customer filling out a form online, followed by the licensing team updating the customer's account to reflect the additional devices.

1. Sales will explain the pricing structure (see section 2) to the customer and have the customer submit a PO
2. The customer will submit a PO using the closest SKU for the time period to their renewal date, rounding down (so if the customer has 10 months left until their renewal, they should submit a PO with the 3 quarter SKU)
3. The Dealer will receive an order confirmation with the link to the Crestron XiO Cloud Registration form.
4. Once Dealer completes the Crestron XiO cloud Registration form on our website (Please include your Crestron XiO Cloud account name or account number), the form is then sent automatically to [license@crestron.com](mailto:license@crestron.com)
5. The licensing team updates the existing Crestron XiO Cloud account based on the submitted registration form.
6. The customer will be notified when their subscription is going to expire;
  - a. They dealer would need to submit a new PO to continue the service, if not
  - b. The account will expire – data will still be there and can be re-activated when a new PO is sent
7. Order processing bills out the order
  - a. The invoice is generated immediately

## How to order complimentary 1-Year Crestron XiO Cloud Service for TSS & Flex eligible products

When purchasing TSS scheduling panels & Flex products dealers have the ability to receive 1 year of complimentary Premium Crestron XiO Cloud service.

1. The dealer should complete the Complimentary registration form and reference the order number for the TSS or Flex models that shipped.
2. Link to Complimentary Registration Form  
<https://crestron.com/en-US/Support/Tools/Applications/Complimentary-XiO-Cloud-License-Registration>
3. An account is created or updated based on the registration form submitted.
4. The Crestron XiO Cloud account manager receives and email from [no.reply@crestron.io](mailto:no.reply@crestron.io)
5. If adding to an existing account (1 year account) it will expire at the same time as the existing account unless you submit a purchase order as noted below:
  - a. If your existing account will expire in less than 1 year, submit a PO to extend the existing devices to one year.
  - b. If your existing account will expire in more than 1 year, submit a PO to extend the new TSS licenses to the existing expiration date.

## Products Receiving Premium Crestron XiO Cloud Service

Model with 1 Year free XiO Cloud / applicable SW-XiO-P-XX service added to order				
Material #	Model	# of free devices per product ordered		
6510366	TSS-7-B-S	1		
6510367	TSS-7-W-S	1		
6510368	TSS-10-B-S	1		
6510369	TSS-10-W-S	1		
6510483	TSS-7-B-S-LB KIT	1		
6510484	TSS-7-W-S-LB KIT	1		
6510485	TSS-7-B-S-SSW KIT	1		
6510486	TSS-7-W-S-SSW KIT	1		
6510487	TSS-7-B-S-SSC KIT	1		
6510488	TSS-7-W-S-SSC KIT	1		
6510490	TSS-7-B-S-SIW KIT	1		
6510491	TSS-7-W-S-SIW KIT	1		
6510492	TSS-10-B-S-LB KIT	1		
6510493	TSS-10-W-S-LB KIT	1		
6510494	TSS-10-B-S-SSW KIT	1		
6510495	TSS-10-W-S-SSW KIT	1		
6510496	TSS-10-B-S-SSC KIT	1		
6510497	TSS-10-W-S-SSC KIT	1		
6510498	TSS-10-B-S-SIW KIT	1		
6510499	TSS-10-W-S-SIW KIT	1		
	<b>Flex Models</b>			
6510684	UC-C160-T KIT	2		
6510518	UC-B160-T KIT	2		
6510520	UC-M150-T KIT	2		
6510637	UC-P100-S KIT	1		
6510638	UC-P110-S KIT	1		
6510681	UC-P100-T KIT	1		
6510682	UC-P110-T KIT	1		
6510683	UC-M100-T KIT	1		
6511037	UC-B130-T KIT	2	coming soon	
6511038	UC-B140-T KIT	2	coming soon	
6511039	UC-M130-T KIT	2	coming soon	

This model includes a one-year subscription for XiO Cloud Premium. To set up your XiO cloud account, go to <https://www.crestron.com/en-US/Support/Tools/Applications/Complimentary-XiO-Cloud-License-Registration>

List of Crestron products that receive one year of complimentary Premium Crestron XiO Cloud Service.

# SECTION 2:

## Choosing the right Crestron XiO Cloud Service for your Customer

The Crestron XiO Cloud service allows all supported Crestron devices across an enterprise to be managed and configured from one central, secure location in the cloud. The Crestron XiO Cloud service may be used to view the status of a device, to configure various device and network settings, to manage licenses, and to update device firmware. **Below are steps to help choose the correct Crestron XiO Cloud service for your customer:**

### 1. Check Supported Devices

- See the Crestron XiO Cloud webpage for supported Crestron devices.  
<https://www.crestron.com/en-US/Products/Featured-Solutions/XiO-Cloud>

### 2. Select a Service Tier (Two tiers of service)

#### Standard

- Full device settings and status feedback (as supported by device)
- Firmware upgrades
- Scheduled actions
- License management
- Ability to create users with different levels of access/permissions
- Audit logs for all changes from the cloud
- Load programs to control systems

#### Premium (Standard features plus)

- Interactive Dashboard
- Advanced Analytics & Incident Response
- SMS and email Alerts

### 3. Select Term Period 1, 2 or 3 Years

- 2 year term – 5% Discount
- 3 year term – 10% Discount
- 5 year term – (Coming Soon)

### 4. Select SKU's (Fig. 4.1)

- Select the SKU for number of years at the service tier required. All pricing is per device.

### 5. Submit PO

- The dealer submits a purchase order for the Crestron XiO cloud service they wish to purchase to [orders@crestron.com](mailto:orders@crestron.com). See Section 1 above for "How to Order Crestron XIO Cloud for New & Existing accounts."

Fig. 4.1

Material #	Model	Service Tier	Notes on Order Confirmation	
3001642	SW-XIOC-S-1	Standard	To set up your XiO cloud account, go to <a href="https://www.crestron.com/en-US/Support/Tools/Applications/XiO-Cloud-Registration">https://www.crestron.com/en-US/Support/Tools/Applications/XiO-Cloud-Registration</a>	
3001646	SW-XIOC-S-3Q	Standard		
3001662	SW-XIOC-S-2Q	Standard		
3001683	SW-XIOC-S-1Q	Standard		
3001684	SW-XIOC-P-1	Premium		
3001685	SW-XIOC-P-3Q	Premium		
3001686	SW-XIOC-P-2Q	Premium		
3001687	SW-XIOC-P-1Q	Premium		
3001702	SW-XIOC-P-90 DAY FREE TRIAL	Premium - 90 day		
3001722	SW-XIOC-S-2	Standard		
3001723	SW-XIOC-S-3	Standard		
3001724	SW-XIOC-P-2	Premium		
3001725	SW-XIOC-P-3	Premium		
3001762	SW-XIOC-S-5	Standard		not available yet
3001783	SW-XIOC-P-5	Premium		not available yet
3001752	SW-XIOC-P-TSS 1 YR	Premium - for TSS Panels		To set up your XiO cloud account, go to <a href="https://www.crestron.com/en-US/Support/Tools/Applications/Complimentary-XiO-Cloud-License-Registration">https://www.crestron.com/en-US/Support/Tools/Applications/Complimentary-XiO-Cloud-License-Registration</a>
3001772	SW-XIOC-P-FLEX 1 YR	Premium for Flex Kits		
3001773	SW-XIOC-P-COMPLIMENTARY			

**Select SKU's (Existing Account)** Select SKU for service tier chosen for the nearest number of quarters left before the renewal date, rounding down. All pricing is per device.

**Example:** It's April, adding 10 devices to an account started in March at standard: submit a PO for 10 SW-XIOC-S-3Q

#### Device Volume Discount

The following Discounts are applied to your account at time of order based on the total number of devices being purchased.

- 100-249 devices – 3% discount
- 250-999 devices – 7% discount
- 1000+ devices – 12% discount