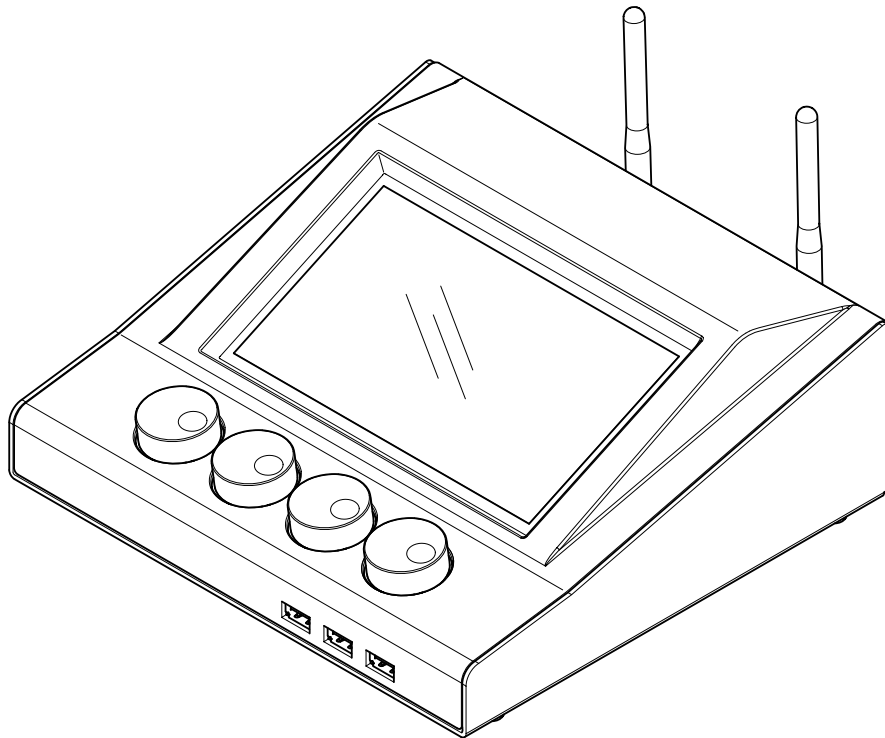




# ***INSTRUCTION MANUAL***

**ENGLISH**



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## Congratulations on choosing a Claypaky product! We thank you for your choice.

Please note that this product, as all the others in the rich Claypaky range, has been designed and made with the highest quality to ensure excellent performance and to meet your expectations and requirements.

In this instruction manual you will find a careful explanation of all the components that make up CloudIO. You will be guided step by step from hardware installation to software use.

The first part will show you an overview of CloudIO, in the second part you will find quick tutorials that will show you how to carry out the different features that CloudIO offers.

## 1. SAFETY INFORMATION

EN

### SAFETY INFORMATION

IMPORTANT: Claypaky recommends you carefully read and keep the safety information on this product, also available in digital format at the following link:

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

FIS01X - Safety Information CloudIO

IT

### INFORMAZIONI DI SICUREZZA

IMPORTANTE: Claypaky raccomanda di leggere accuratamente e conservare le informazioni di sicurezza relative a questo prodotto, sempre reperibili in versione digitale al seguente link:

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

FIS01X - Safety Information CloudIO

DE

### INFORMATIONEN ZUR SICHERHEIT

WICHTIG: Claypaky empfiehlt, die Sicherheitsinformationen bezüglich dieses Produkts genau zu lesen und aufzubewahren. Sie sind in Digitalversion immer unter folgendem Link auffindbar:

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

FIS01X - Safety Information CloudIO

ES

### INFORMACIONES DE SEGURIDAD

IMPORTANTE: Claypaky recomienda leer detenidamente y conservar la información de seguridad relativa a este producto. Además, está disponible una versión digital de la misma en el siguiente enlace:

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

FIS01X - Safety Information CloudIO

FR

### CONSIGNES DE SÉCURITÉ

IMPORTANT: Claypaky recommande de lire attentivement et de conserver les informations de sécurité relatives à ce produit, disponibles en version digitale au lien suivant:

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

FIS01X - Safety Information CloudIO

RU

### ИНСТРУКЦИЮ ПО ТЕХНИКЕ БЕЗОПАСНОСТИ

ВАЖНО: Claypaky рекомендует внимательно прочитать и сохранить инструкцию по технике безопасности данного изделия, которая всегда доступна в электронном формате по следующей ссылке:

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

FIS01X - Safety Information CloudIO

## 2. HOW IT WORKS - TOPOLOGY

CloudIO is a compact IoT device capable of offering a whole world of fixture information, diagnostics and remote assistance.

### COMPACT HARDWARE

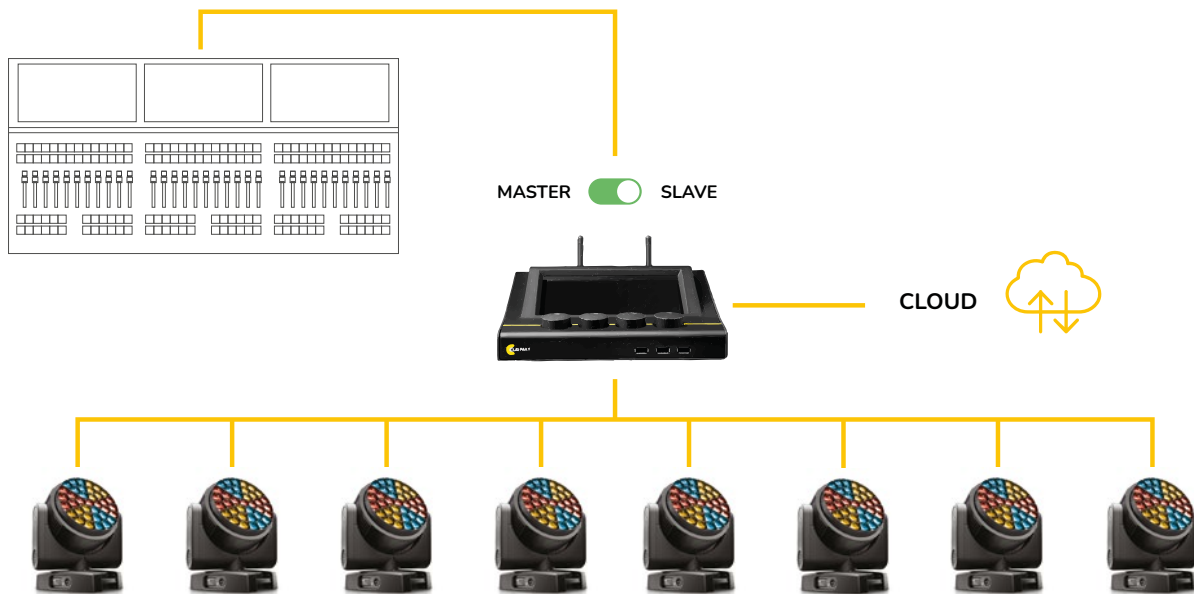
CloudIO box is a very compact device, that allows the connection between the moving heads and the cloud, through a smart user interface based on a web interface.

### SMART WEB APP INTERFACE

The web interface works with any browser. A user-friendly interface gives an overview of all fixtures and allows you to select information, statistics, firmwares to update, errors and solutions.

### CLOUD DATA COLLECTION

All the information is stored in the cloud. Statistics and analysis on the connected fixtures will be available for the user, offering a complete monitoring of your fixture inventory or on installed fixtures.



topology of CloudIO

## 2.1 ACCOUNT SETUP - FIRST REGISTRATION

To start using CloudIO the first thing to do is register your account. Follow these simple steps:

### FIRST REGISTRATION

Visit the webpage <https://www.cloudibox.tech/>

Press the button login/register

On the login page, click on "Don't have an account? Register"

Fill out the registration form and click on submit

You will receive an e-mail after you click submit in which you will be asked to confirm your e-mail address.

Please click on the link in the e-mail to confirm.

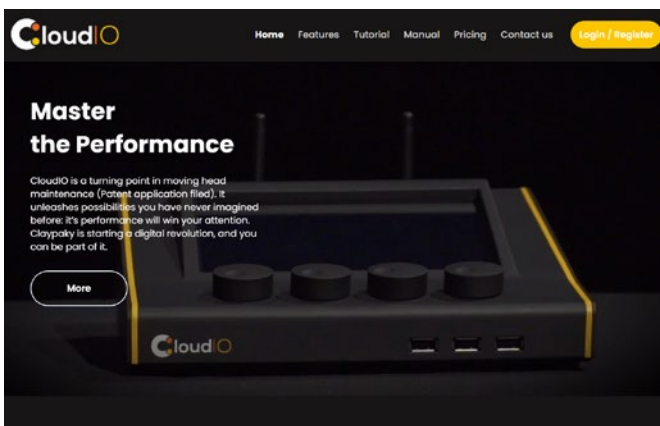
Claypaky will then validate your registration.

Your account is not yet active until you receive another e-mail from Claypaky, within 48 hours from the registration submission, with the account activation confirmation.

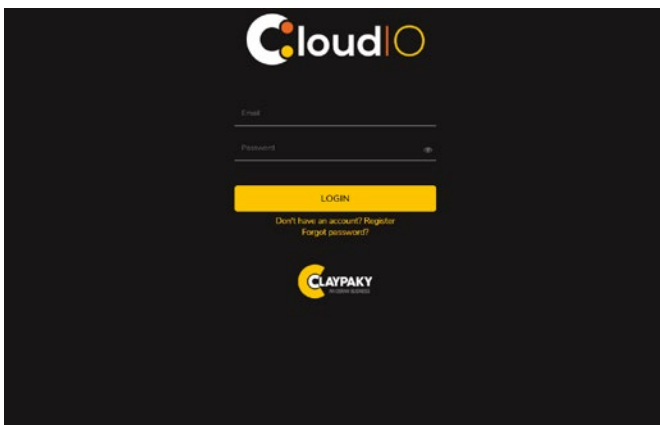
## NOTICE

Only the Admin, responsible for the company, should do the “First Registration”, the remaining components will not have to worry about creating any account or waiting for a verification email, it will be the Admin’s task to go to the dedicated section “USERS” (p. 28) to create a new user inside the company.

The user will receive an email that will notify him that an account has been created for him, the user must go to the login page and log in by entering the username and password that can be found in the email.



login/register CloudIO webpage, screen\_1



login/register CloudIO webpage, screen\_2

**User and company registration**

**User information**

We are registering the first administrator user for the company. Then the administrator will be able to register new users using the CloudIO portal.

Administrator login Email\*

Administrator Email will be used to authenticate the administrator when accessing to CloudIO. It need to be a valid mail.

User name/last name\*

Administrator user's name and surname (in latin letters)

Password\*

Password Confirmation\*

**Company Information**

Company Name\*

Company Address\*

ZIP Code\*

City\*

Country\*

None

Company Telephone Number\*

Company Email 1 (for general info)\*

Company Email 2 (for accounting communications)\*

Company VAT / Fiscal Code / ID. Tax Number\*

Public Officer\*

**Privacy Policy**

Privacy policy

Clay Paky S.p.A. Commitment to Data Privacy Protection  
Protecting the security and privacy of your personal data is important to Clay Paky S.p.A.; therefore, we conduct our business in compliance with applicable laws on data privacy protection and data security. With these the policy outlined below we help you understand what data Clay Paky S.p.A.

**Terms and conditions**

Terms of Use Clay Paky's "CloudIO" Service

Between Clay Paky ("CLAY PAKY") and ("CLOUDIO USER") (individually a "CLOUDIO USER" or collectively "CLOUDIO USERS")

CLAY PAKY offers ... a software as a service application for Maintenance and Monitoring. CLOUDIO USER'S use of CloudIO Software as a Service shall be governed exclusively by the terms of Use

- I hereby confirm that I agree to the privacy policy\*
- I hereby confirm that I agree to the terms and conditions\*
- Pursuant to art. 1343, comma 2, of the Italian Civil Code, I declare that I have carefully read the "TERMS OF USE CLAY PAKY'S CLOUDIO SERVICE" and I specifically approve the following clauses: art. 1) Provision of Services; art. 3) Changes; art.4) CLOUDIO USER'S Duties; art.5) Rights to use cloudIO Services; art. 6) Non-Clay Paky software or technology; art. 9) Warranties; art. 10) Liability; art. 11) Indemnification by Clay Paky; art. 12) Indemnification by CloudIO User; art. 14) Term, Termination and Suspension; art. 15) Confidentiality; art. 17) Audit Right; art. 18) Force Majeure; art. 20) Governing Law and Arbitration.\*
- I hereby confirm that I agree to receive e-mails regarding marketing information

\*Required field

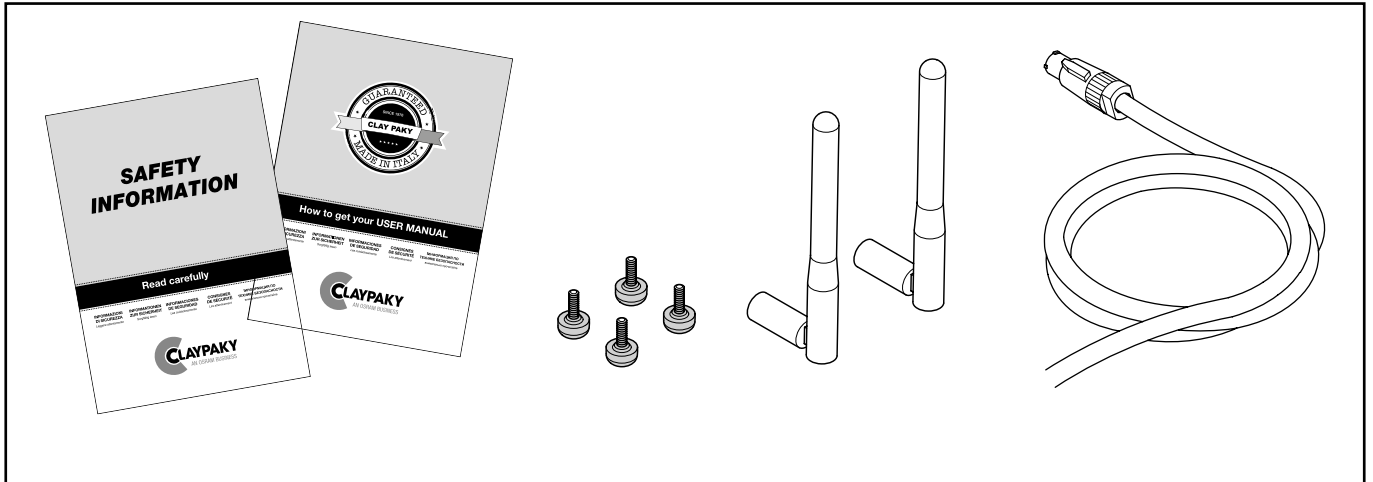
REGISTER

user and company registration Cloudio

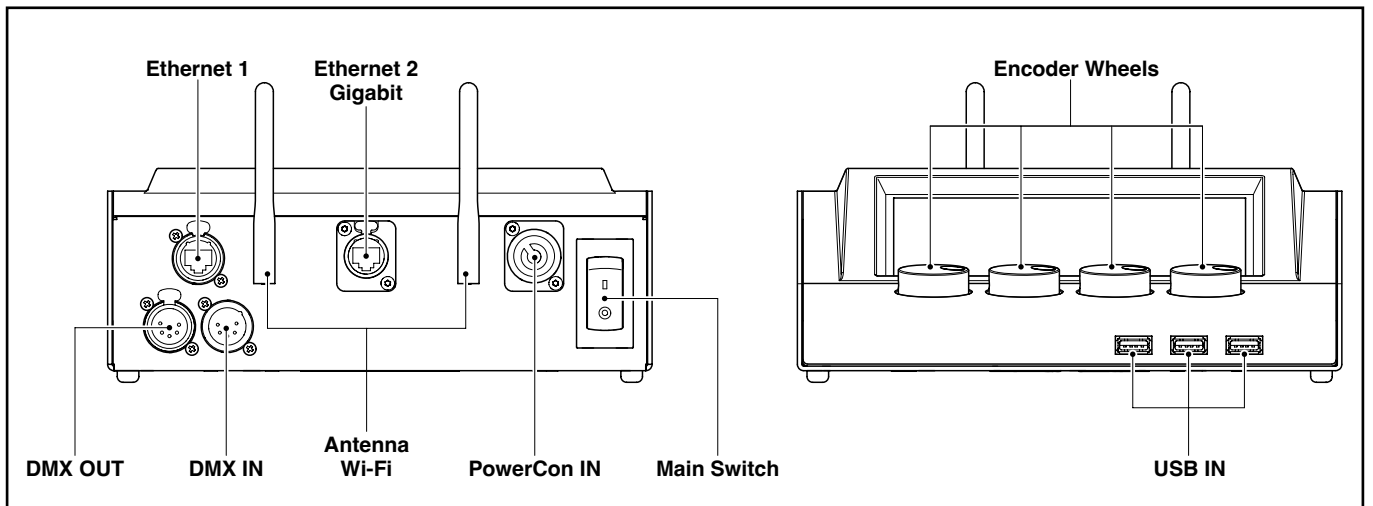
### 3. UNBOXING

Inside the box there you will find:

x2 WiFi antennas, x1 power cable, x4 rubber feet for the CloudIO box, the instruction manual and the safety information



packing contents



legend parts and components

DMX OUT: used to connect the controlled lighting fixtures

DMX IN : used to connect a Lighting Control Console

WiFi: used to connect the CloudIO Box to a local AP WiFi for Cloud Service Connection

Ethernet 1: Fast Ethernet for Art-Net connection

Ethernet 2: GbE to be used to connected the Cloudlo box to a local AP Ethernet for Cloud Service Connection

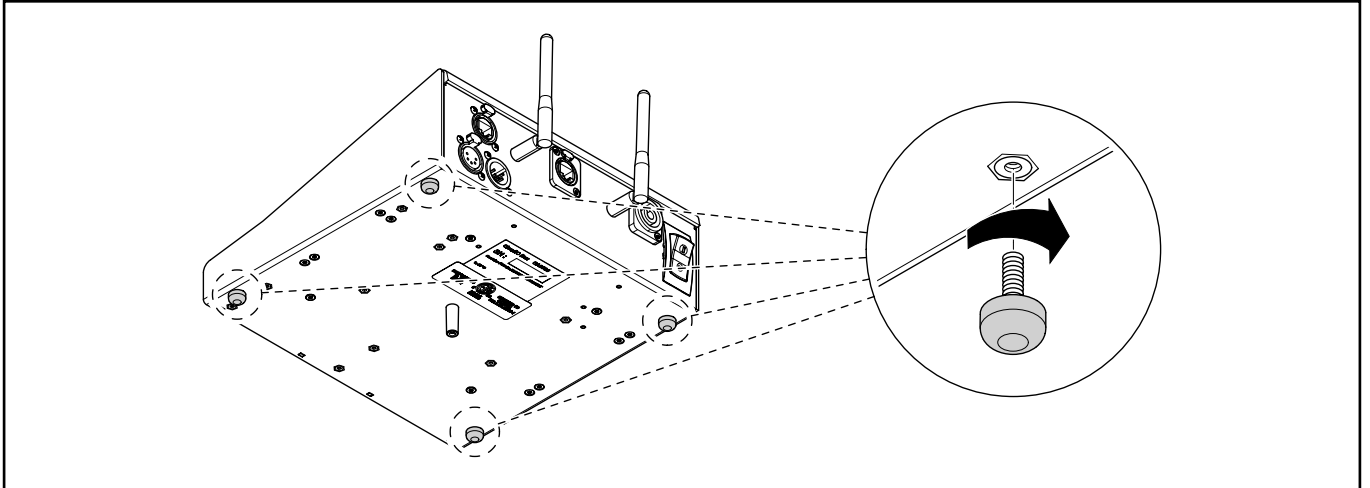
Main Switch: used to power on/power off the CloudIO box

PowerCon IN: Main power input

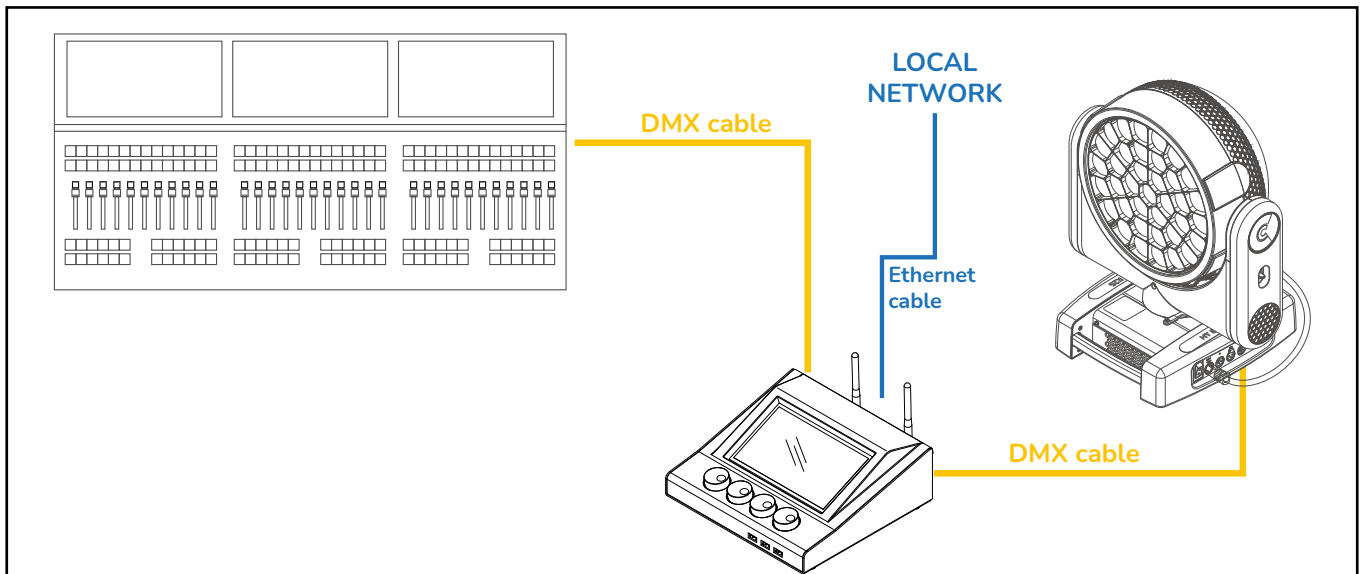
USB IN: Used to connect eternal USB keyboard, mouse or USB Mass-storage key

### 3. BOX SETUP

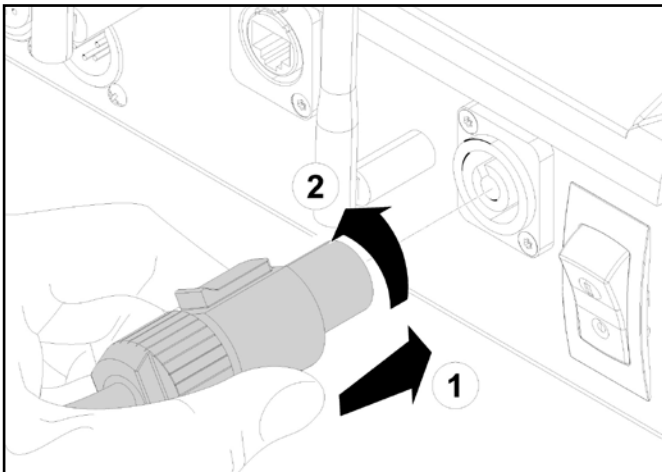
To setup the box, attach the 2 WiFi antennas onto the back of the box. Install provided feet onto the bottom of the box



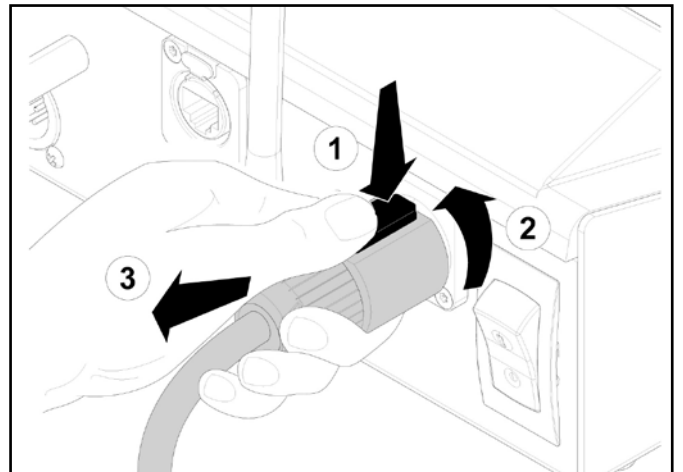
instruction rubber feet assembly



connection diagram



connection instructions step\_1

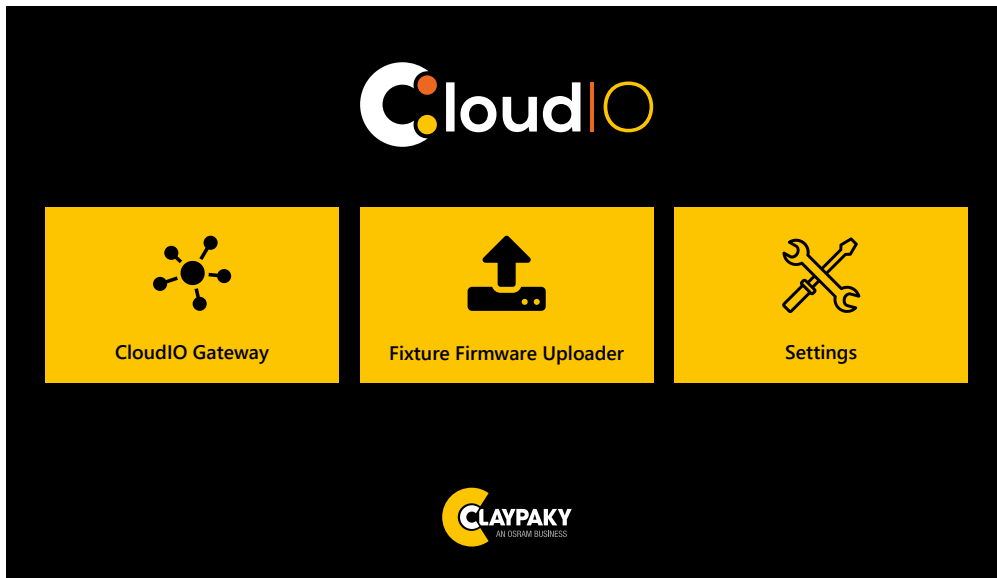


connection instructions step\_2

## 4. CLOUDIO BOX APPLICATION LAUNCHER

At power up CloudIO presents the “Applicaton Launcher” page, this is where we can find the 3 main apps:

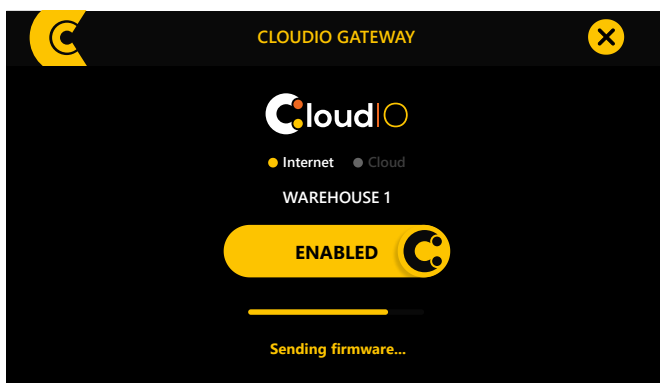
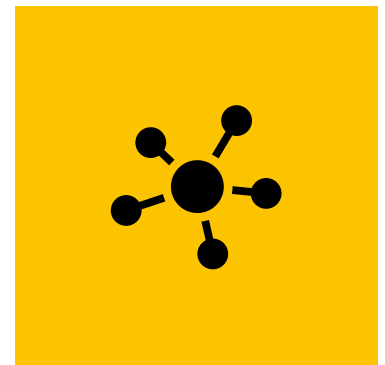
- CloudIO Gateway: by launching this app, the user can enable or disable the CloudIO Gateway feature.
- Fixture Firmware Uploader: by launching this app the user can upload, a FW from an external storage device.
- Settings: by launching this app, the user can configure all the parameters such as connection and cloud settings.



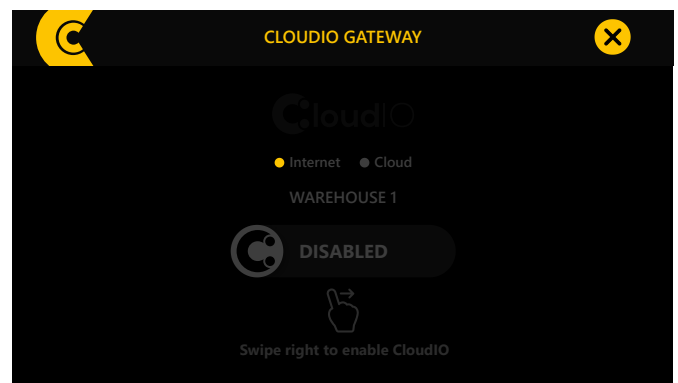
home view CloudIO box

### 4.1 CLOUDIO GATEWAY

The CloudIO Gateway app, allows the management of the fixtures connected to the DMX OUT output through the services provided by the CloudIO platform. When the Cloudio Box is enabled, the DMX IN /DMX OUT digital short-cut is opened and the CloudIO Box takes the control of the Fixture as the Master DMX/RDM device excluding any other control device connected on DMX IN. CloudIO box must be first paired to the user account. To pair your account to the CloudIO box please refer to the instruction (p.12)



screen view CloudIO gateway enabled



screen view CloudIO gateway disabled

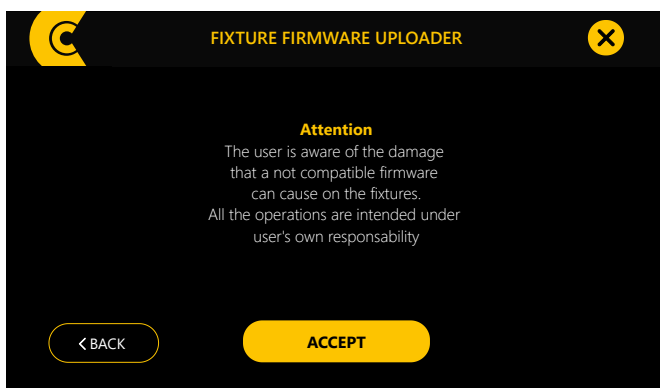


## 4.2 FIXTURE FIRMWARE UPLOADER

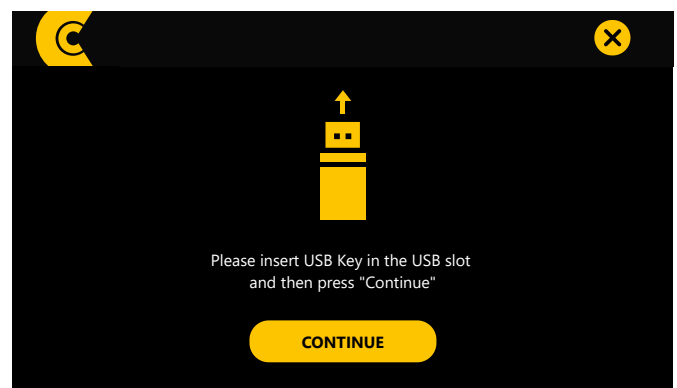
The Fixture Firmware Uploader app, allows you to update the firmware of any Claypaky fixture.

User can upload the “.img file” of the new firmware in the root folder of a USB KEY and press CONTINUE in order to activate the update procedure: all Claypaky lights connected to the DMX OUT output, if compatible with the firmware version present selected, will be updated to the new firmware version.

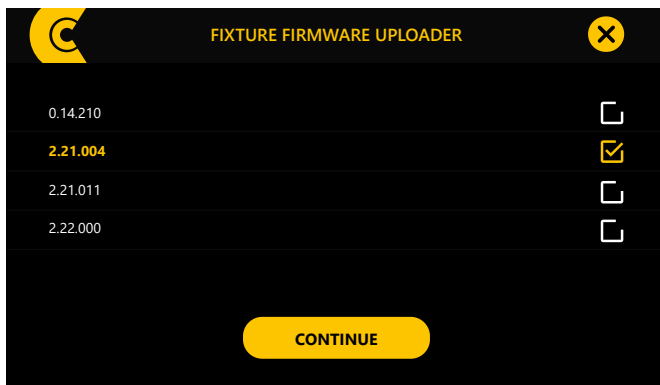
To download the firmware versions of the Claypaky products refer to [www.claypaky.it](http://www.claypaky.it)



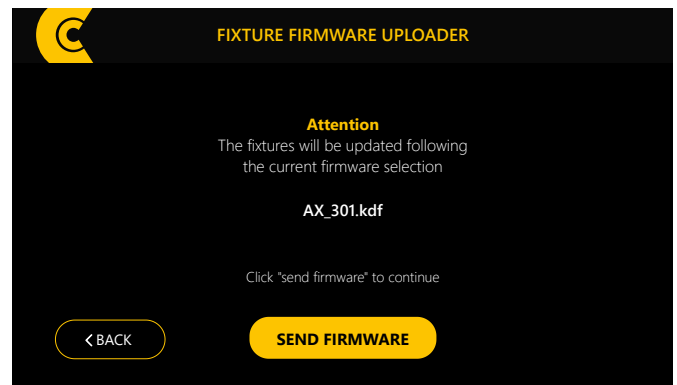
fixture firmware uploader screen \_1



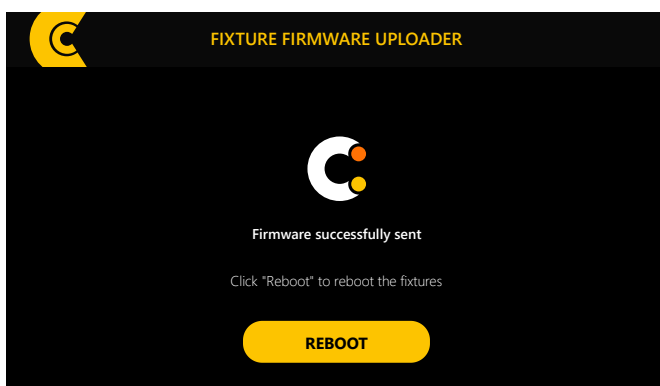
fixture firmware uploader screen \_2



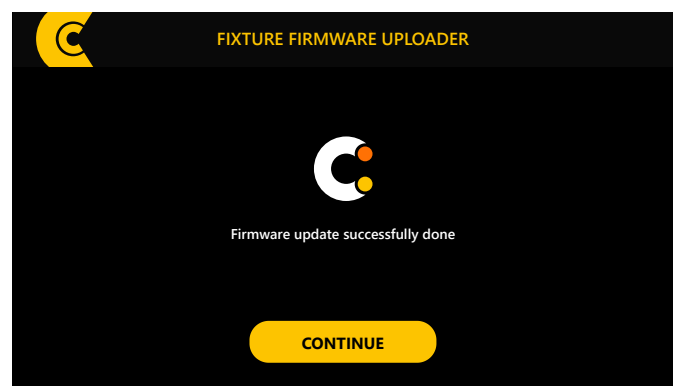
fixture firmware uploader screen \_3



fixture firmware uploader screen \_4



fixture firmware uploader screen \_5

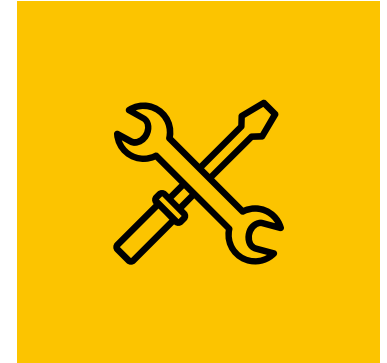
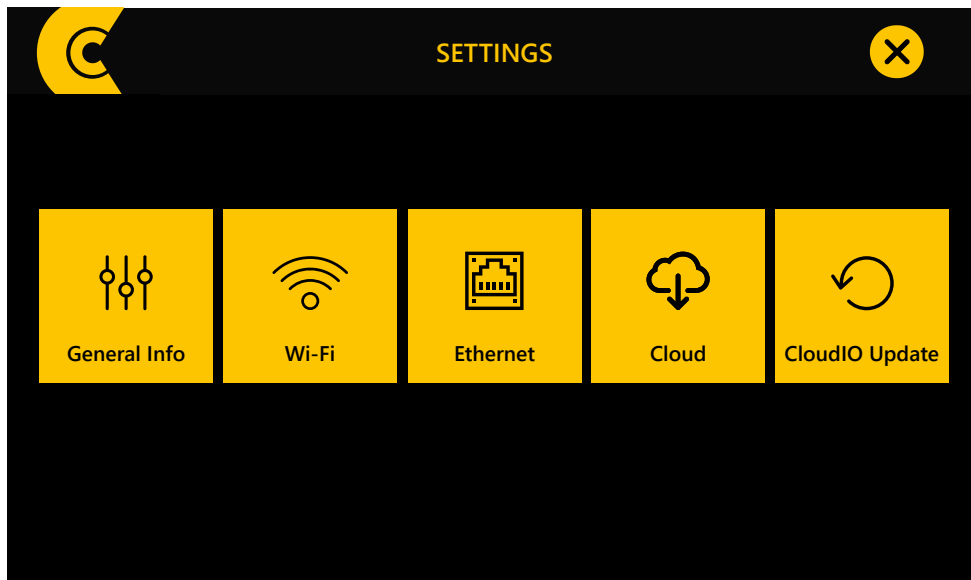


fixture firmware uploader screen \_6

## 4.3 SETTINGS

In this screen a second application launcher screen is displayed, here the user can configure all the parameters such as connection and cloud settings. There are 5 apps:

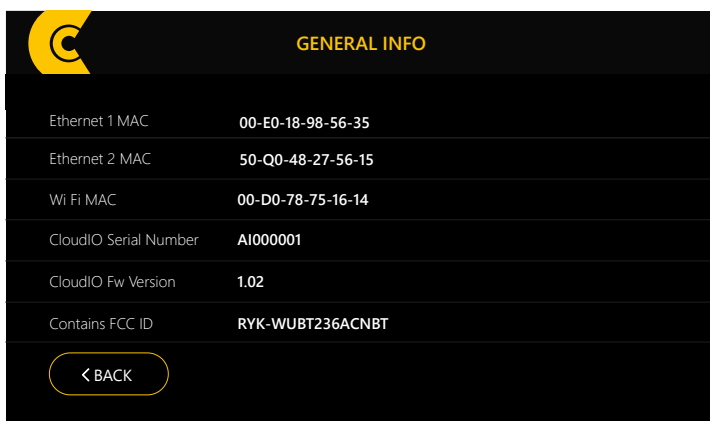
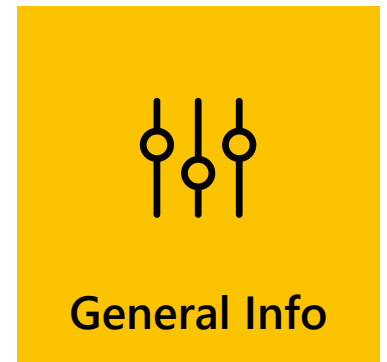
General Info / WiFi / Ethernet / Cloud / CloudIO Update



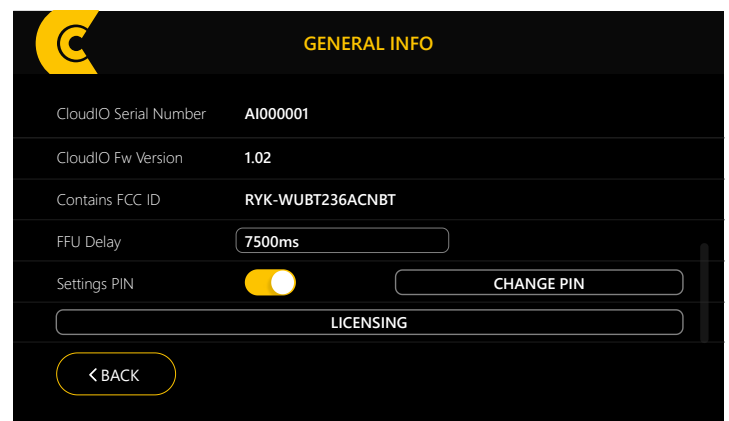
screen home CloudIO with applications

### 4.3.1 GENERAL INFO - SET ACCESS PIN

In this app, the user can view all of the general information relating to the CloudIO box, such as internet connection info, serial number, firmware version and a readable version of the licensing. It is also possible to set an FFU Delay and a PIN for access and protection. The FFU allows you to set a delay between the start of the firmware update process and the sending of the firmware data file, necessary to allow the fixture to enter the firmware update mode.



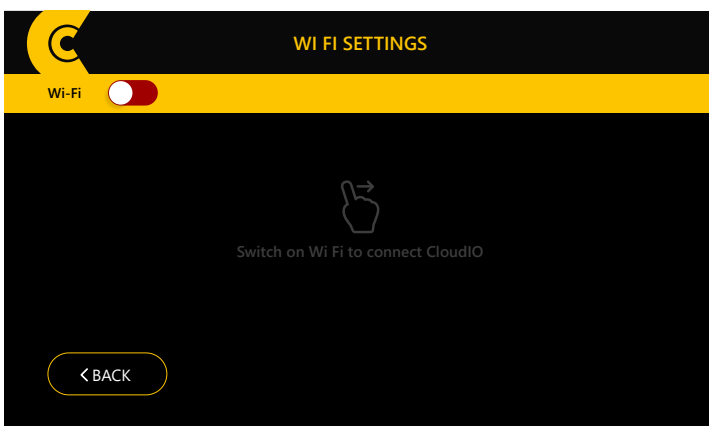
general info screen\_1



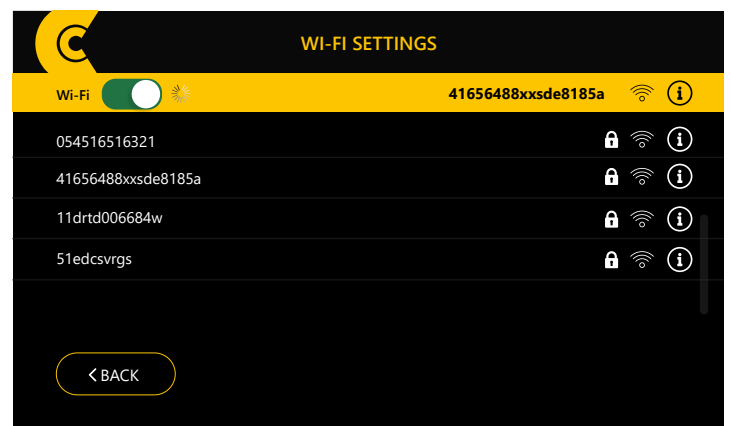
general info screen\_2

### 4.3.2 Wi-Fi -Wi-Fi SETTINGS

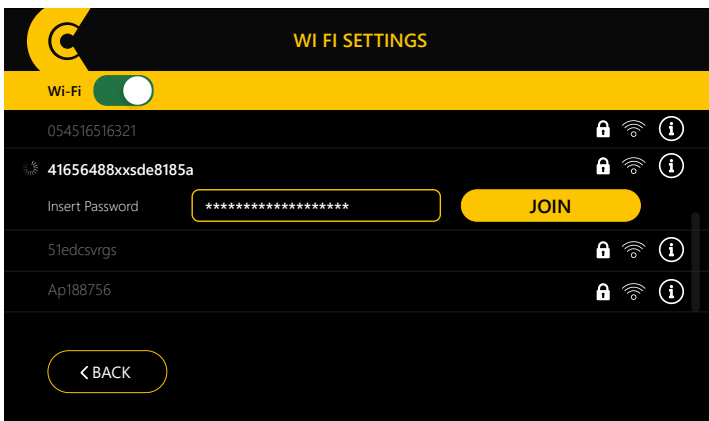
In this app the user can manage the internet connection via WiFi, the user can toggle the wifi from off to on to allow the search for an available network. Once your WiFi network has been identified, it will be possible to connect by simply clicking on it, if the network is protected by a password, you will be asked to enter it and then hitting to connect. If you need custom settings on the Wi-Fi connection, press on the “i” icon from the list of networks, you will be able to set custom parameters on the desired network



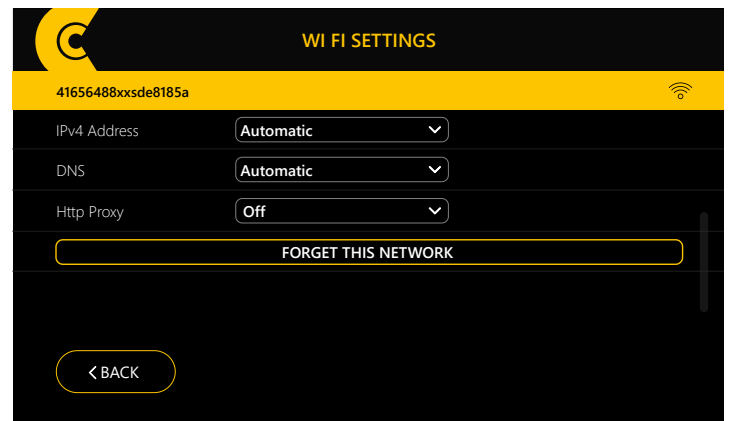
wifi settings screen \_1



wifi settings screen \_2



wifi settings screen \_3



wifi settings screen \_4

### BE AWARE

Please be aware that in case of a network that uses a firewall or with custom security restrictions, the network requirements for the CloudIO box are the following:

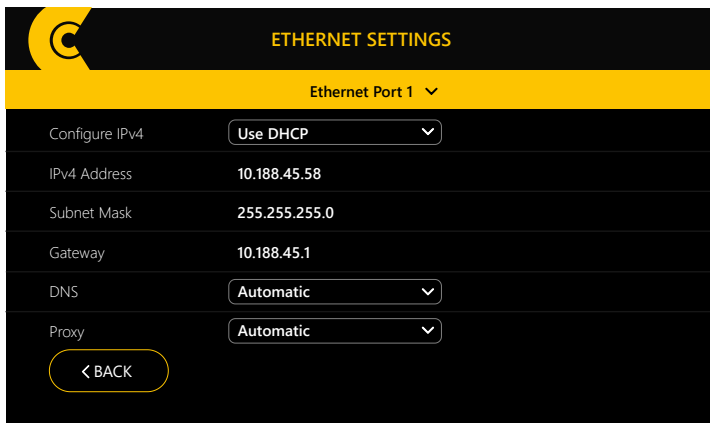
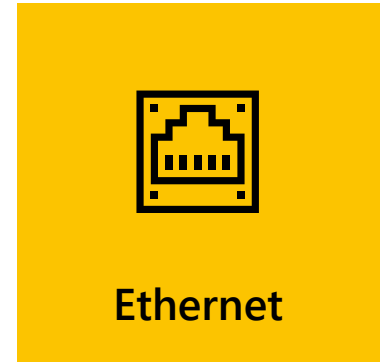
- HTTPS address reached: [live.cloudiobox.tech](https://live.cloudiobox.tech) - port 443
- MQTT address reached: [mqtt.cloudiobox.tech](https://mqtt.cloudiobox.tech) - port 443

### 4.3.3 ETHERNET - ETHERNET SETTINGS

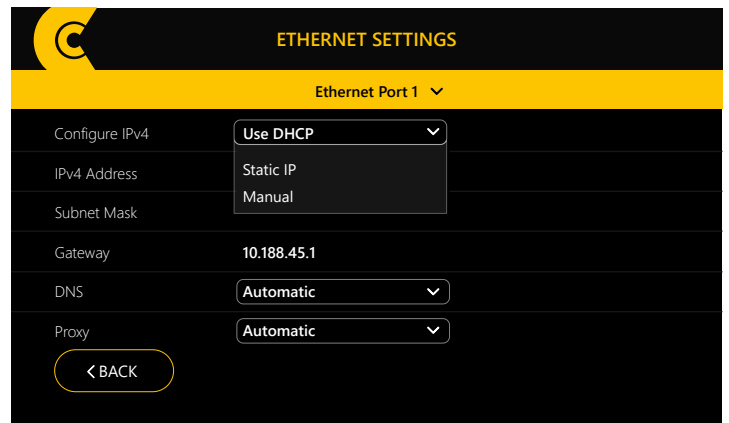
In this app, the user can access the settings of the Ethernet network parameters. The user can configure different parameters such as IPv4 in Manual or DHCP, DNS in automatic or manual and can also choose to enable or disable PROXYs.

On the back of the box there are two Ethernet connections, Ethernet 1 is a Art Net ready port (see legend p.06)

Ethernet 2 is a Gigabit Ethernet port and must be used for the internet connection.



ethernet settings screen \_1



ethernet settings screen \_2

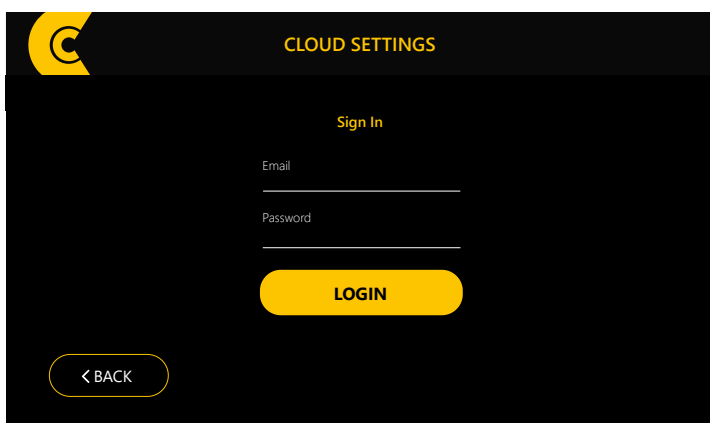
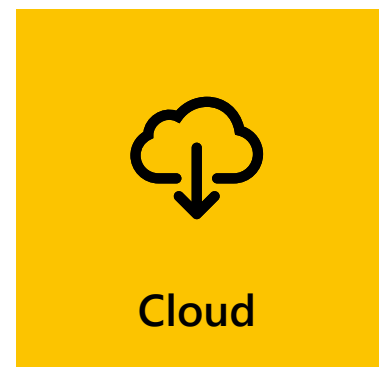
### 4.3.4 CLOUD - BOX PARING

The "Cloud" app allows the user to connect all his CloudIO boxes to his account.

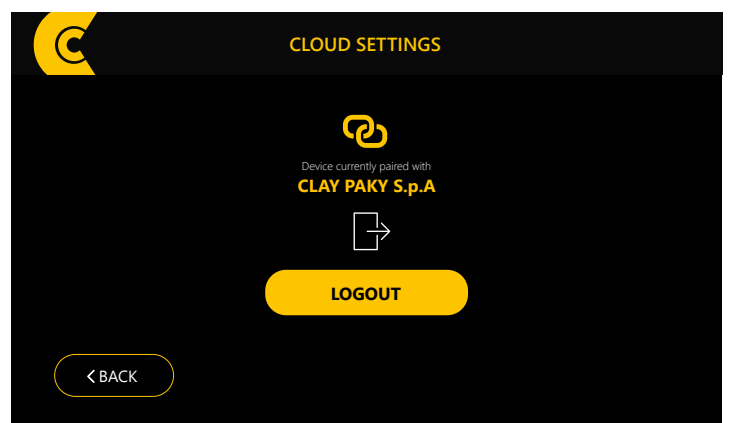
To perform pairing insert your CloudIO account credentials and click "Login".

On the screen will appear your company name and the CloudIO Box will then be paired to your account. If the user has already paired the box, the name with which he is paired will be shown and it will be possible to disconnect the box from his account using the LOGOUT button.

The user must insert CloudIO credentials to pair the box to his account.



cloud settings pairing for log in screen \_1



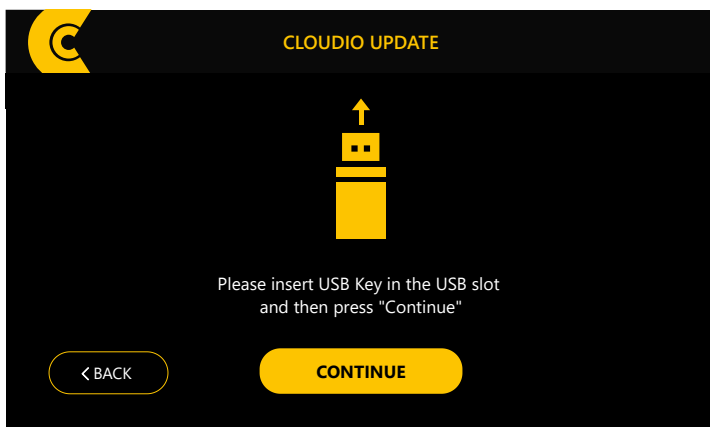
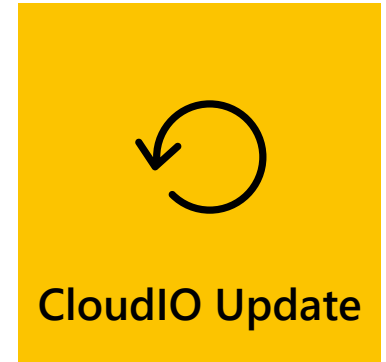
cloud settings unpairing logout screen \_2

### 4.3.5 CLOUDIO BOX FIRMWARE UPDATE

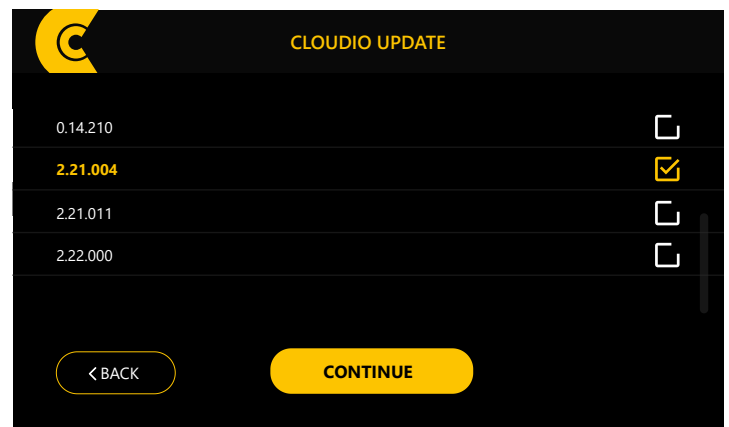
With this app, the user has the ability to update the firmware related to the CloudIO box.

It will be necessary to go to the E-ASSIST website <https://e-assist.tech/en/login> dedicated to assistance, download the latest firmware version released and save it to a USB key.

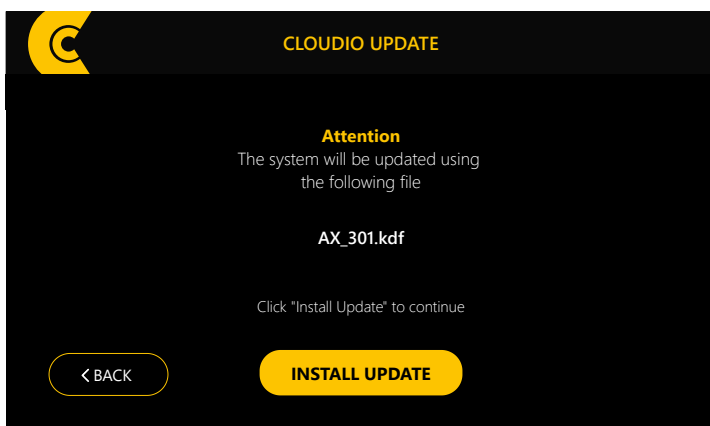
Now the user can go to the dedicated CloudIO Update app, insert the USB key in one of the slots at the base of the box, select the firmware he wants to install and start the installation.



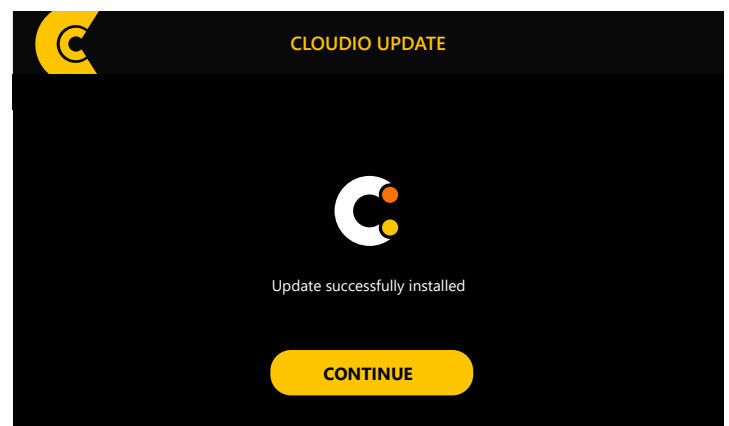
CloudIO update screen \_1



CloudIO update screen \_2



CloudIO update screen \_3

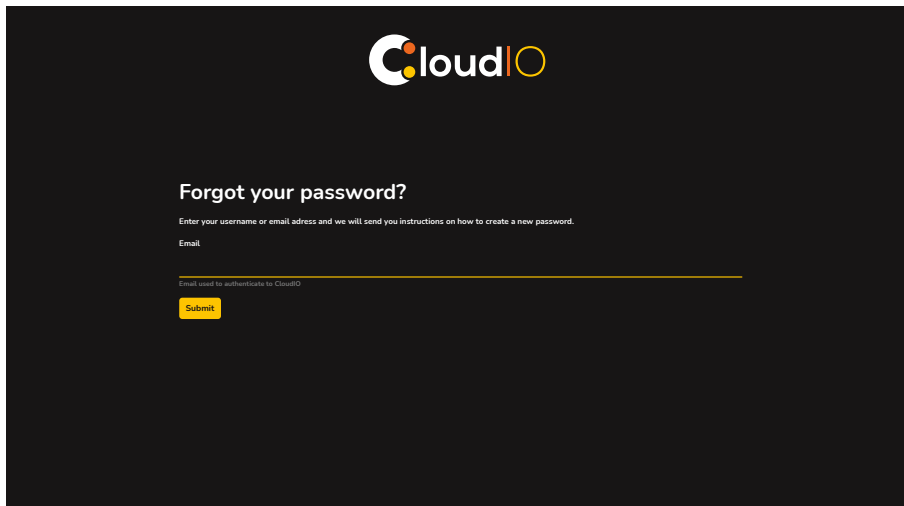


CloudIO update screen \_4

## 5. CloudIO WEB INTERFACE

Once the account and the company is activated, the internet connection and the pairing done, the user can start using CloudIO. Visit the webpage <https://www.cloudibox.tech/>, click in the section at the top right dedicated to Registration / Login, insert your CloudIO account credentials and click “Login”.

In case you have forgotten your password, don't worry, you will always have the opportunity to recover it using the section dedicated “Forgot password?”

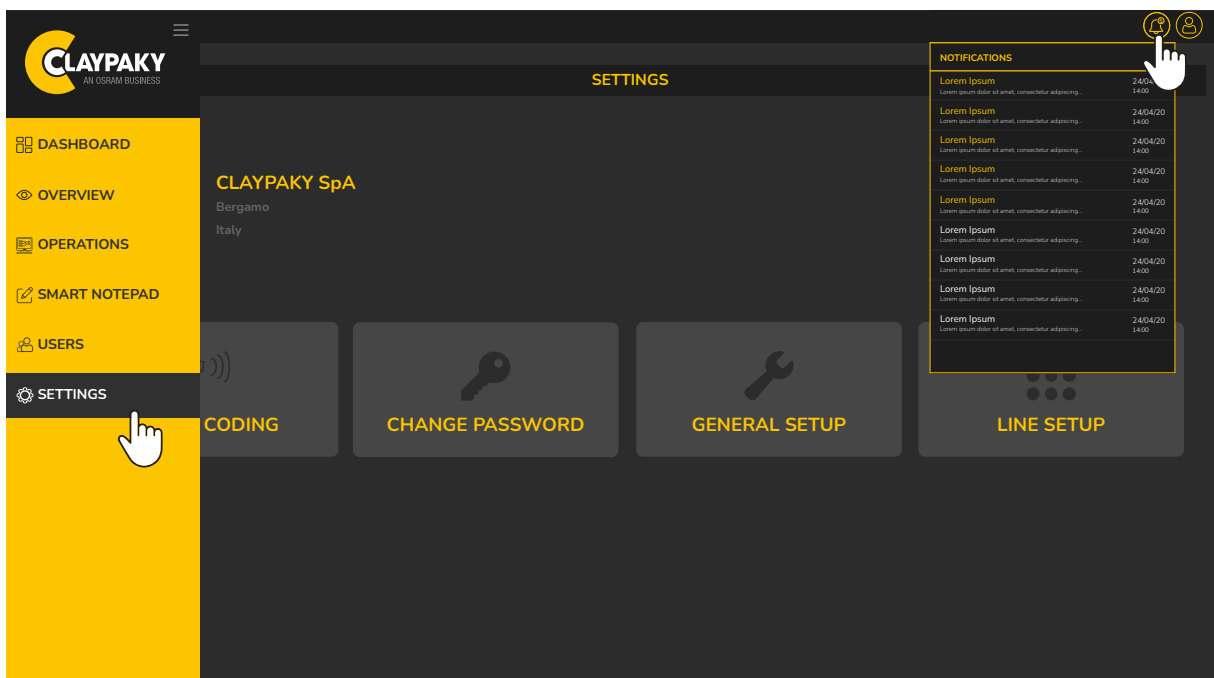


screen \_password recovery

The web server interface consists of a series of elements that make the user experience easy to use.

On the left side there is a menu with which the user can navigate within the different sections, which are: DASHBOARD / OVERVIEW / OPERATIONS / SMART NOTEPAD / USERS (admin) / SETTINGS (admin).

At the top right we find the notification icon, with a number that indicates the number of notifications and by clicking on it we can view them and the account icon that if you hover over it with the mouse shows the profile in use, the information notes, the firmware version installed and the Log Out button.



screen user interface with side menu open and notification window open

## 5.1 DASHBOARD

The DASHBOARD shows an informative report of all fixtures that have been connected at least once to CloudIO. The interface shows a quick and intuitive view of the inventory through 6 information boxes:

- “Fixture Overview” list: List and number of all the fixtures owned and discovered by CloudIO
- “Firmware update” graphic: Overall status of the firmware update status of the fleet / selected model
- “New Info” graphic: Overall status of the fixtures internal errors of the fleet / selected model
- “Lamp lifetime” graphic: Overall status of the lamp lifetime of the fleet / selected model
- “Fixtures lifetime” graphic: Overall status of the fixture lifetime of the fleet / selected model
- “Maintenance analytics” graphic: Operations tracking done by the user during the year

Clicking on one of the fixtures in the “fixtures overview” list, the charts next to it will show the data related to the individual selected fixture model.

By clicking on any of the graphics boxes you will give you access to the OVERVIEW page.



screen home page dashboard

## 5.2 OVERVIEW

The overview page shows, in list format, the details of each fixture in the system, which are filtered according to the operator's choice. The system provides for a cataloging based on: model name, fixture uid, custom label, warehouse code, serial number, firmware version, errors, lamp lifetime, led engine, or fixture lifetime.

Above the table list, through a drop-down menu it is also possible to choose whether to display all the fixtures "ALL" or only those belonging to a specific family. Please note, when no filter is activated, the default order is set by UID.

From this screen it is possible to perform some functions using the buttons located in the lower right part of the screen. The functions are:

- creation of a new SmartNote with Smart Notepad or the option to add a note to an existing one (p.27)
- export all the details of the fixtures present in a .csv format
- the option to select and delete fixtures

The fixtures can be filtered and viewed based on the items listed above, depending on the operator's preferences. By selecting the toggle buttons above the table: "FW UPDATE", "ERRORS", "LAMP LIFETIME", the table will show only the fixtures marked with notifications relating to the selected item.



**FIXTURES OVERVIEW**

MODEL: ALL | FW UPDATE: 11 | **ERRORS: 6** | LAMP LIFETIME: 2

MODEL NAME	UID	FIXTURE NAME	FW VERSION	ERRORS	LAMP LIFETIME (HRS)	LED ENGINE (W/HRS)	FIXTURE LIFETIME (HRS)	
<input type="checkbox"/> Aleda B-Eye K10 Easy	435022256B6F		2.22.002	0 / 2	-	0	60	DETAILS
<input type="checkbox"/> Aleda B-Eye K20	43502425AC40		2.22.002	0 / 12	-	0	62	DETAILS
<input type="checkbox"/> Aleda B-Eye K20	4350242548A9		2.21.003	32 / 32	-	5	35	DETAILS
<input checked="" type="checkbox"/> Aleda Wash K10	43501E259378		2.21.003	1 / 1	-	15	52	DETAILS
<input type="checkbox"/> Aleda Wash K10	43501E258989		2.21.003	5 / 5	-	1	32	DETAILS
<input type="checkbox"/> Aleda Wash K10	43501E258A2F		2.23.500	1 / 1	-	0	743	DETAILS
<input type="checkbox"/> Aleda Wash K20 CC	435008300CFF		1.14.012	0 / 0	-	40	0	DETAILS
<input type="checkbox"/> Alpha Beam 700	435010027941		2.22.001	0 / 6	0	-	49	DETAILS
<input type="checkbox"/> Aleda Profile 800	43501C02876B		2.22.001	0 / 0	0	-	62	DETAILS
<input type="checkbox"/> HEPIKOS	43502A057C25		2.22.001	0 / 4	1008	-	2019	DETAILS
<input type="checkbox"/> HEPIKOS	43502A0568FF		2.22.001	0 / 56	1008	-	2235	DETAILS
<input type="checkbox"/> HY B-Eye K15	43502E25964E		2.24.000	6 / 154	-	100	223	DETAILS
<input type="checkbox"/> HY B-Eye K25	43502C25A53A		2.23.600	16 / 958	-	13025	1593	DETAILS

DELETE FIXTURES | EXPORT CSV

screen overview section



## 5.3 FIXTURE DETAILED INFO

From the “DETAILS” button on the right side of the list table, the user can access the detailed view of each single device. On this page you can see 3 different sections: Log Overview, Firmware Details, Fixture Properties.

	Aleda B-Eye K20	4350242548A9	2.21.003		32 / 32		-	5	35	DETAILS
	Aleda Wash K10	43501E259378	2.21.003		1 / 1		-	15	52	DETAILS
	Aleda Wash K10	43501E258989	2.21.003		5 / 5		-	1	32	DETAILS

DETAILS

### 5.3.1 LOG OVERVIEW

From this page the user can monitor all the internal events recorded in the fixtures. Events are divided in 3 toggle that allow a quick view based on the selected category:

- INFO: Normal operating information
- WARNING: Errors happened but that are not preventing the correct operation of the fixture
- ERROR: Important failure on the fixture

On the right side the user can find an interactive manual with description of the events and a “first aid” for trouble fixing. The intuitive interface and graphics allow the user to solve the problem quickly and safely.

INFO

0

WARNING

0

ERROR

0

**FIXTURE DETAILED INFO**

CLAY PAKY - A.LEDA WASH K10      UID: 43501E258989

LOG OVERVIEW      FIRMWARE DETAILS      FIXTURE PROPERTIES

INFO 11      WARNING 42      ERROR 24

FIXTURE HOURS ...	EVENT	VALUE	DOWNLOAD TIME
06:17:50	Tilt lost (n) steps	122	17/06/2021 - 13:28
06:17:41	Fan lost (n) steps	48	17/06/2021 - 13:28
06:17:40	Tilt lost (n) steps	99	17/06/2021 - 13:28
06:17:39	Tilt lost (n) steps	49	17/06/2021 - 13:28
06:17:39	Fan lost (n) steps	71	17/06/2021 - 13:28
06:17:36	Fan lost (n) steps	65	17/06/2021 - 13:28
06:17:36	Tilt lost (n) steps	89	17/06/2021 - 13:28
06:17:34	Fan lost (n) steps	12	17/06/2021 - 13:28
06:17:34	Tilt lost (n) steps	92	17/06/2021 - 13:28
04:15:58	Fan lost (n) steps	4	17/06/2021 - 13:28
00:45:45	EFFECT: sens NF	Zoom Rotation	17/06/2021 - 13:28
00:45:45	EFFECT: sens NF	Zoom Rotation	17/06/2021 - 13:28
00:45:45	EFFECT: sens NF	Zoom Rotation	17/06/2021 - 13:28
00:45:45	EFFECT: sens NF	Zoom Rotation	17/06/2021 - 13:28
00:45:45	EFFECT: sens NF	Zoom Rotation	17/06/2021 - 13:28
00:45:33	X: fan stop	Lamp B1c	17/06/2021 - 13:28
00:45:33	X: fan stop	Lamp B1a	17/06/2021 - 13:28
00:45:33	X: fan stop	Lamp B1a	17/06/2021 - 13:28
00:45:33	X: fan stop	Lamp B1b	17/06/2021 - 13:28
00:45:12	EFFECT: sens NF	Tilt	17/06/2021 - 13:28
00:45:08	EFFECT: sens S.On	Tilt	17/06/2021 - 13:28
00:45:08	EFFECT: sens S.On	Tilt	17/06/2021 - 13:28

NEW LOGS (0)      MARK ALL AS READ

EXPORT CSV

**CLAYPAKY HY B-EYE K15**

Electronic Alerts Documentations      02/02/20

ID 80      X: Fan stop

**EVENT DESCRIPTION**

A fan is completely still.

**PROBLEM SOLVING**

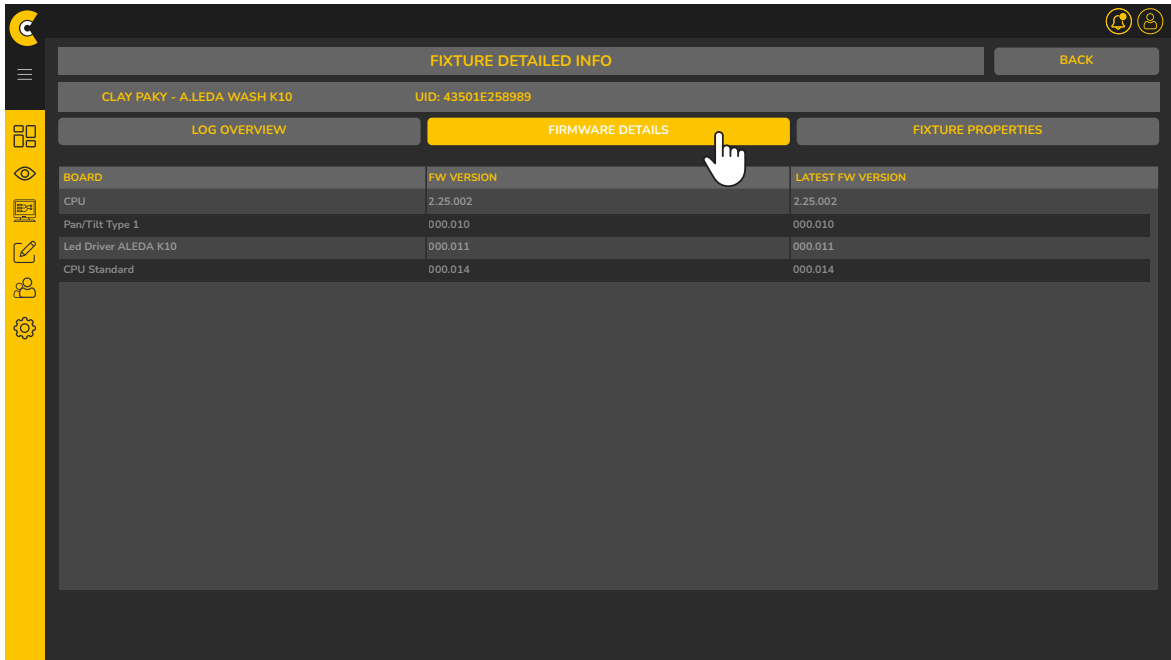
Check for dust or components blocking the rotor and replace in case of need.  
Specific documentation is available regarding fan codes explanation and fans specifications.

Part Number	Description	V	W	Air Flow	QTY	Fan start	Position
338890/R02	SUNON IE 60252 B1 000U G99	24	1.68	INLET	1	Head B1a: Fan Stop	Head (A)
338890/R02	SUNON IE 60252 B1 000U G99	24	1.68	INLET	1	Head B1a: Fan Stop	Head (B)
338890/R02	SUNON IE 60252 B1 000U G99	24	1.68	INLET	1	Head B1c: Fan Stop	Head (C)
338890/R02	SUNON IE 60252 B1 000U G99	24	1.68	INLET	1	Head B1b: Fan Stop	Head (D)

screen fixture detailed info + section log overview open

### 5.3.2 FIRMWARE DETAILS

On this page, the user can view the firmware version installed on each board and the latest firmware version released, following the sections in the list table; “BOARD” / “FW VERSION” / “LATEST FW

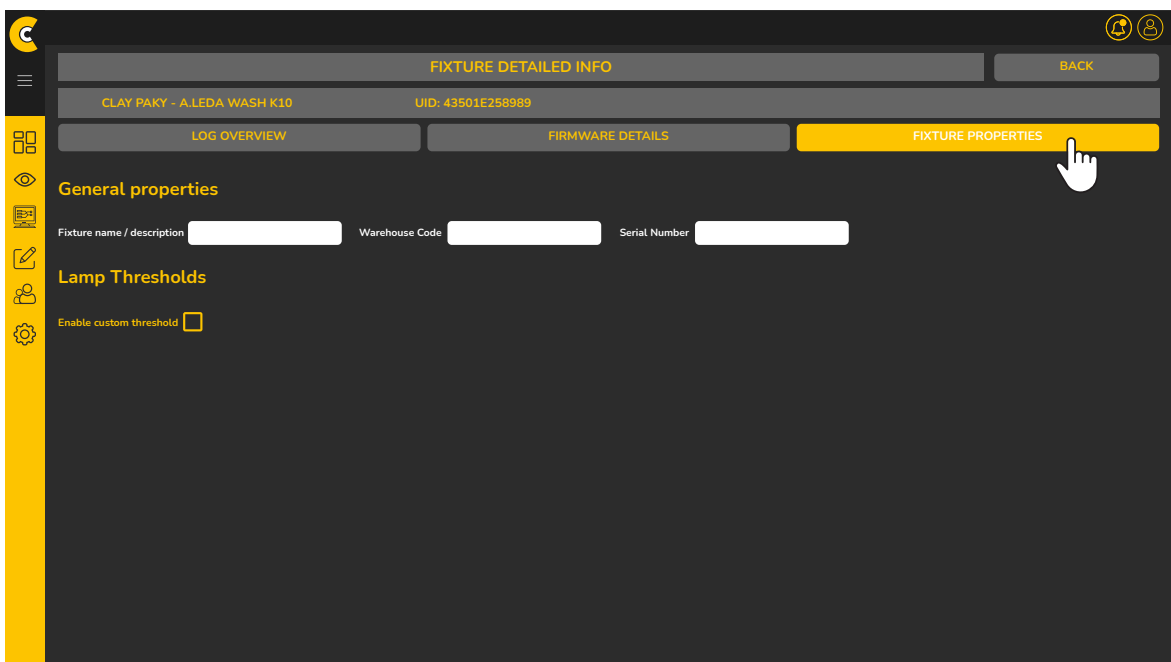


screen fixture detailed info + section firmware details open

### 5.3.3 FIXTURE properties

From this page, the user can insert a custom name on the fixture and insert the Warehouse code to align the WMS, where present, with CloudIO web interface.

From this tab the user can also insert a custom threshold for the lamp usage.



screen fixture detailed info + section fixture properties open

## 5.4 OPERATIONS

### 5.4.1 CLOUDIO BOX SELECTION

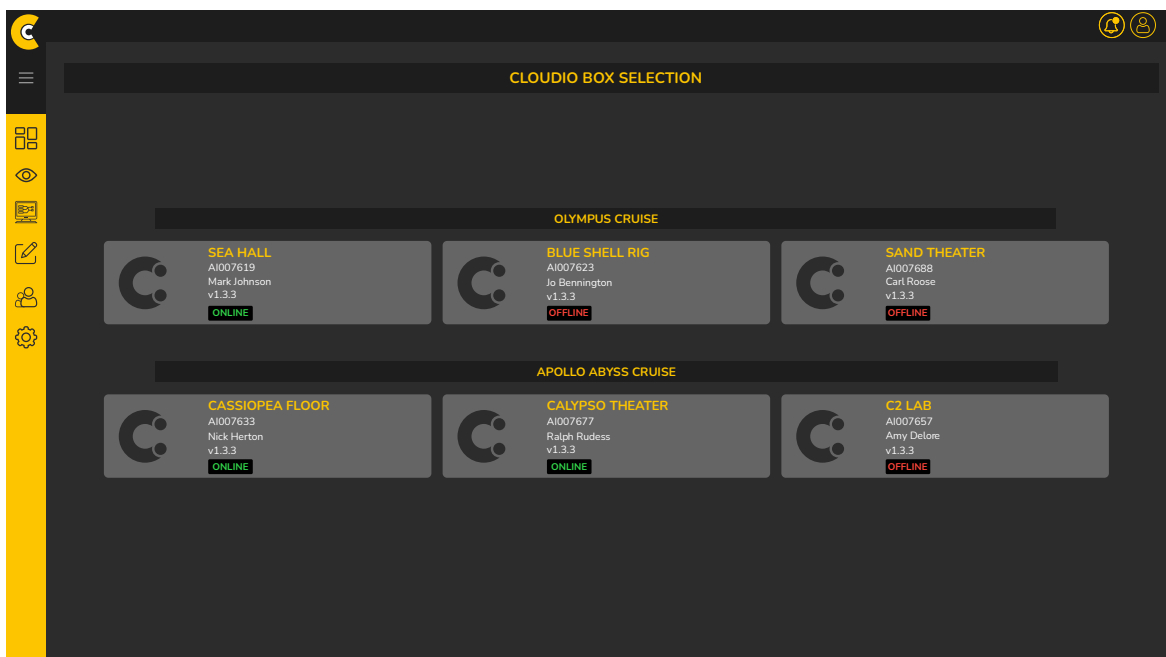
From this page, the user can choose on which CloudIO box operate. In the “Default Line” there are all the CloudIO boxes paired (p. 00), the information box shows the name of the box, the serial number, the administrator, the firmware version installed and the status of the box, which can be OFFLINE, ONLINE, ACTIVE, IN USE.



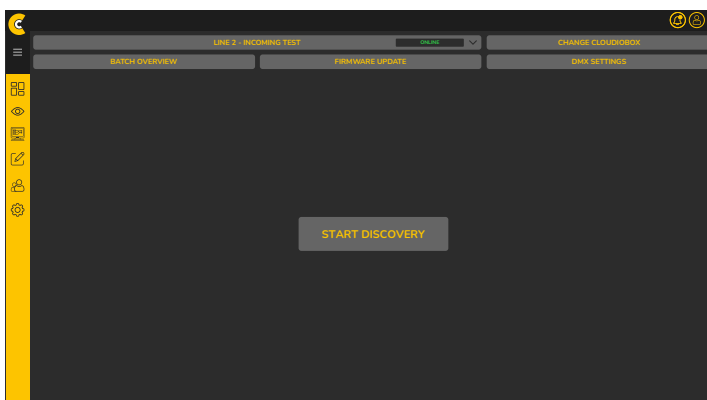
The screenshot shows a card for a CloudIO box named "FLOOR THEATER". The card displays the following information:

- BOX NAME:** FLOOR THEATER
- SERIAL NUMBER:** AI007619
- USER NAME / EMAIL:** John Smith
- FIRMWARE VERSION:** v1.3.3
- STATUS BOX:** ONLINE

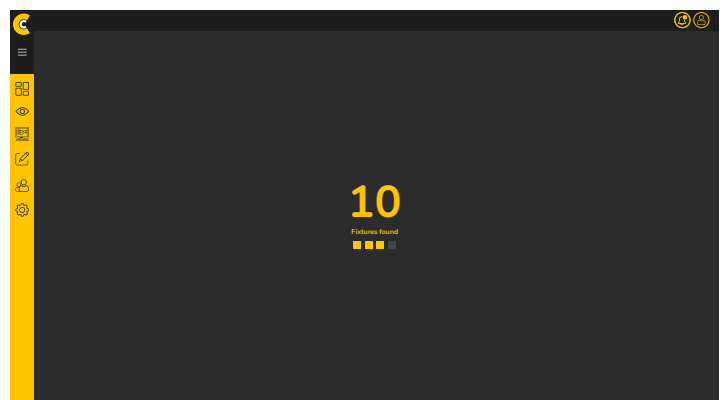
Once the box is selected, the fixtures connected to the box can be discovered using the button “start discovery”. The number of lines, the number of CloudIO per lines and CloudIO Box names are parameters easily customizable only by the administrator, entering the LINE SETUP section, present in the SETTINGS section (p. 31).



screen operation + box selection open



screen operation + box selection start discovery



screen operation + box selection find fixtures

## 5.4.2 BATCH OVERVIEW

Once the discovery is completed, CloudIO web interface will show to the user an overview on the connected fixtures. From this page the user can locate the fixtures or perform a parameter or movement reset.

The color coding is related to FW UPDATE / INTERNAL ERRORS / LAMP LIFETIME ISSUE.

Using the icons in the upper right part of the screen, the user can choose whether to view the fixtures in table list format, in blocks or divided by models

The screenshot displays the 'BATCH OVERVIEW' page for 'LINE 2 - INCOMING TEST'. At the top, there are three summary bars: 'ERRORS' with a count of 6, 'FW UPDATE' with a count of 11, and 'LAMP LIFETIME' with a count of 2. The main area is a grid of 15 fixture cards, each representing a 'Claypaky HEPIKOS' fixture with DMX Address 001, Firmware on board 2.24.00, and Lamp hours 3. The cards are color-coded: purple (FW update), red (errors), and orange (lamp lifetime). A bottom toolbar contains numbered buttons 1-8 for various actions: 1. RESET OPTIONS, 2. MOVEMENT RESET, 3. CLEAR ERRORS, 4. SMART CALIBRATION, 5. SMART NOTEPAD, 6. SMART CODING, 7. START LOCATE, and 8. A legend icon.

screen operation + batch overview and legend number

This screenshot shows the same batch overview page as above, but with a different layout for the fixture cards. The top navigation and summary bars are identical. The grid of fixture cards is organized differently, and the bottom toolbar contains buttons for 'PARAMETER RESET', 'MOVEMENT RESET', 'CLEAR ERRORS', 'SMART NOTEPAD', 'SMART CODING', and 'START LOCATE'.

screen batch overview page organization

This screenshot shows the batch overview page with a list layout for the fixture cards. The top navigation and summary bars are identical. The list of fixture cards is organized differently, and the bottom toolbar contains buttons for 'PARAMETER RESET', 'MOVEMENT RESET', 'CLEAR ERRORS', 'SMART NOTEPAD', 'SMART CODING', and 'START LOCATE'.

screen batch overview page organization

## NOTICE

The features and operations that can be performed depend on which package has been chosen.

### FUNCTIONALITY BATCH OVERVIEW

#### ① PARAMETER FACTORY DEFAULT

By pressing this button, the user has the possibility to restore the fixture to the factory parameters. A window will then open that will allow the user to choose whether to perform a “USER DEFAULT RESET”, “FACTORY DEFAULT” or “SOFTWARE REBOOT”.

#### ② MOVEMENT RESET

Once the user has selected the fixtures on which he wants to operate, pressing this button activates the function that allows you to reset all the effects and pan and tilt movements of the fixtures, thus returning the fixture to its default conditions.

#### ③ CLEAR ERRORS

By clicking on this button, the user can select to clear the errors detected by the system.

#### ④ SMART CALIBRATION

The CloudIO Color Calibration procedure requires the connection to the external sensor (GL SPECTIS), sold as an accessory with the CloudIO box.

### 4.1 GL SPECTIS SETUP

To set the communication between GL SPECTIS and CloudIO, please perform the following steps:

#### 4.1.1. Switch on both the devices

#### 4.1.2. On the GL SPECTIS:

- Go to “MORE”→“SETTINGS”→“Wi-Fi”, select your desired Wi-Fi network and connect to it
- Press the right-side button two times in order to go back to the main menu
- Enter “SETTINGS” and check the IP address assigned to the device.

#### 4.1.3. On the CloudIO:

- Go to “SETTINGS”→“Wi-Fi”, select the same Wi-Fi network chosen for GL SPECTIS and connect to it
- Go to “SETTINGS”→“CALIBRATION” and fill in with the GL SPECTIS IP address.



#### 4.2 GL SPECTIS DEFAULT PARAMETERS CONFIGURATION

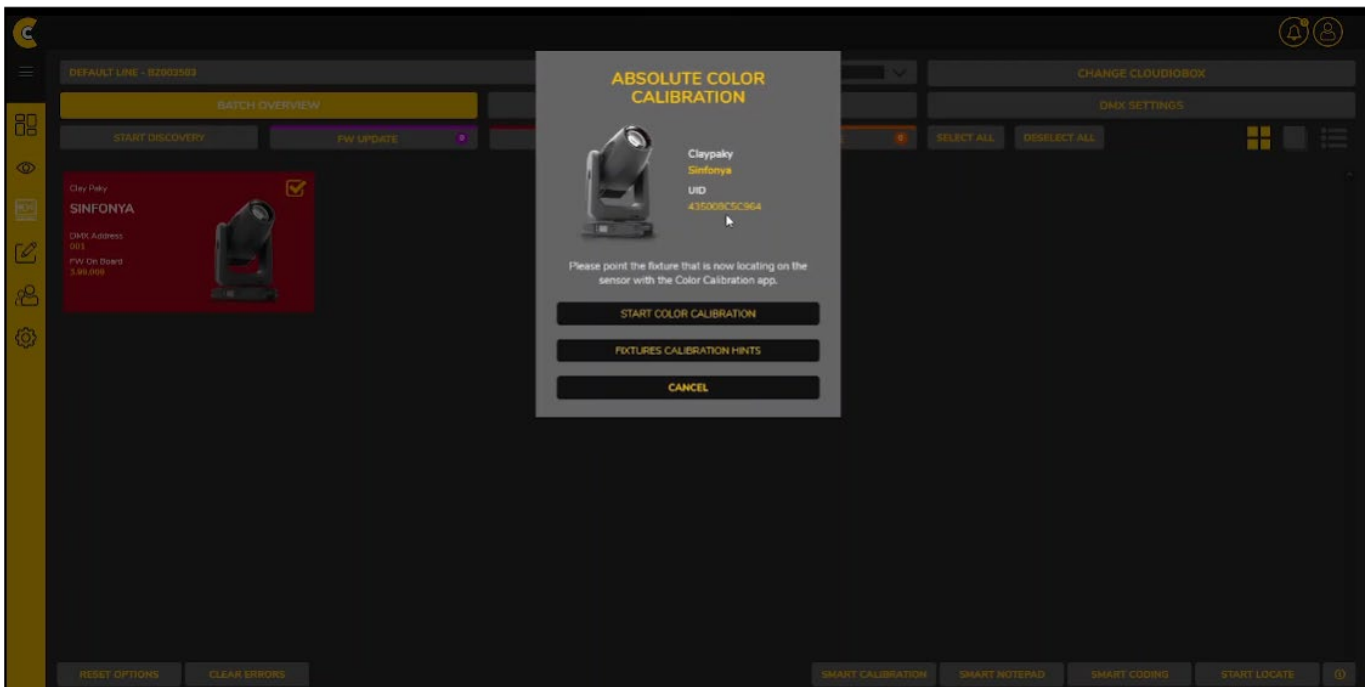
- SETTINGS → “Keep Display On” = **Always**
- SETTINGS → “Idle time” = **Off**
- Wi-Fi → | → “Avanced WiFi Settings” \ “Keep WiFi On during sleep” = **Always**
- SETTINGS → “Mute” = **Disabled**

#### 4.3 SMART COLOR CALIBRATION

To start the calibration wizard go to **Operations**, from the web interface, choose your CloudIO box and perform the **Discovery**. In **Batch Overview**, the user can find the button “**Smart Calibration**”.

#### 4.4 ABSOLUTE COLOR CALIBRATION

From the Smart Calibration menu, choose “Absolute Color Calibration”. From this page the user can decide if recall the factory color calibration on the fixtures connected or if proceed to the creation of a new one. To create a new color calibration, press “New Calibration”. Follow the instructions and select your target fixture, after it will be located.



Absolute color calibration web interface wizard

Once the target fixture is identified, it will be ask to point the fixture beam to the sensor. To do that use the console that will appear on the CloudIO box, open the dimmer, set a color and the correct pan, tilt, zoom and focus parameters. The user can reach the zoom, focus and dimmer fine parameters clicking on the CloudIO box knobs.



CloudIO box console

#### 4.4.1. SENSOR PLACEMENT AND MEASUREMENT HINTS

Remove as much as possible the ambient light and all the possible color casts. Both background and indirect light may affect the quality of the calibration. Check and remove as possible any light in the ambient and avoid any reflection or reflective materials. Anyhow, the system has been proven to be robust also in case of non-negligible ambient light.

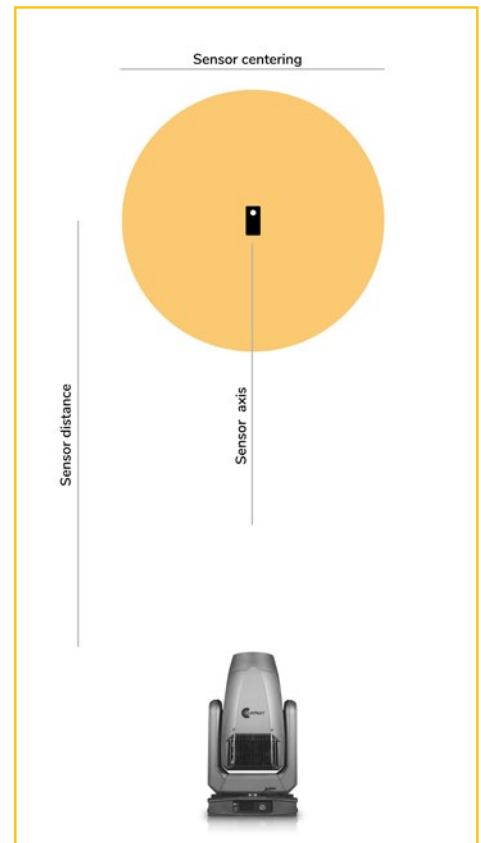
Two conditions must be respected absolutely to avoid wrong calibration:

- Avoid the beam to shine on reflective surfaces in proximity of the sensor;
- Avoid variable ambient light.

The environment lighting conditions should not change during the calibration process to ensure consistent results.

#### 4.4.2. CHECK THE DISTANCE OF THE FIXTURE FROM THE COLOR SENSOR

The distance between the fixture and the sensor depends on the type of fixture and light beam. Check the table below for the proper maximum and minimum distances based on your target fixture.



FIXTURE MODEL	Max Distance (m)	Max Distance (ft)	Min Distance (m)	Min Distance (ft)
SINFONYA	20	65.6	1.5	4.9
ORKIS FRESNEL M	7	22.9	0.4	1.3
ORKIS PROFILE M	5	16.4	0.7	2.3
KLEMANTIS AS1000	-	-	-	-
KLEMANTIS AS500	-	-	-	-
KLEMANTIS RGBW	-	-	-	-
K-EYE K10 HCR	17	55.8	1.2	3.9
K-EYE K20 HCR	22	72.2	1.4	1.6
ALEDA WASH K10	20	65.6	1.4	1.6
ALEDA B-EYE K10	28	91.9	1.7	5.6
ALEDA B-EYE K10 EASY	27	88.6	1.7	5.6
ALEDA WASH K20	27	88.6	1.8	5.9
ALEDA B-EYE K20	41	134.5	2.7	8.8
ALEDA WASH K10 TW-W-CC	15	49.2	1	3.3
ALEDA BEYE K10 CC	25	82.1	1.5	4.9
ALEDA WASH K20 TW-W-CC	20	65.6	1.4	4.6
ALEDA BEYE K20 CC	35	114.8	2.3	7.5
HY B-EYE K15	39	127.9	2.5	8.2
HY B-EYE K25	56	183.7	3.7	12.1
HY B-EYE K25 TEATRO	57	187	3.8	12.5

#### 4.4.3 CHECK THE BEAM FOCUS ON THE SENSOR

Ideally, the sensor shall be positioned, at the best of the operator possibilities, in the central part of the beam, when a center can be detected and perpendicular to the optical axis of the fixture. The beam must be focused in correspondence of the sensor distance.

In the case of wall washers type of fixtures, the sensor must be placed adherent to the cyclorama, at the height of approximately 1 meter from the fixture horizontal level and in correspondence of the middle of the fixture, facing the light beam.

In these ways, the signal level is maximized and minimizing the impact of background light (noise).

The sensor is anyhow not so much dependent on the angle between its normal and the optical axis of the fixture if this is between 0° - 50°. When signal compared noise is high enough, the operator can use the sensor without considering the angular position.

Generally speaking, there is not a recommended beam diameter, as the sensor measures locally in an area of approximately 1cm. It is however recommended to maintain a beam diameter of at least 1mt to reduce the sensitivity of the sensor.

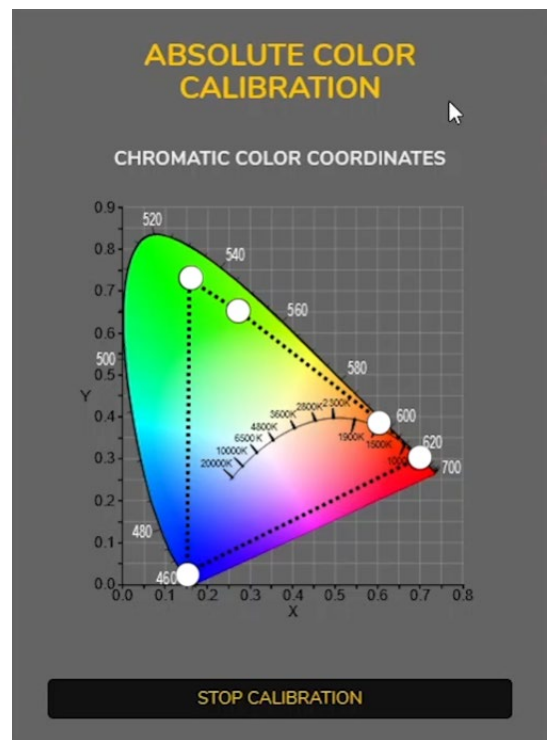
Once the fixture is pointed to the sensor, on the web interface, press the button “Start Color Calibration”

The procedure and the measurement are automatic and will continue as follow:

- Noise signal measure - complete darkness
- Noise signal measure – colors
- Fixture LEDs warming up – 30s
- Color measure – colors
- Color measure – white point check

On the web interface, during the procedure, the standard CIE color space image will appear.

On this image the user will find information about the fixture color gamut and on the different color points that have been measured during the procedure, including the white point check, present at the end of the calibration.



Example of color measurement graphic  
Sinfonya Profile 600

NB: Please note that this measurement may be different from any other measure that the user can do as the system is subtracting the noise level to the real color measure to give the precise color point information.

#### 4.4.4 PROCEDURE ERRORS

There is no way to detect a variable ambient light during the calibration phase. It is fully under responsibility of the operator maintaining stable ambient light conditions.

- **WEAK SIGNAL LEVEL**

Light intensity that hits the sensor is too weak. Please increase the light output that is reaching the sensor and retry.

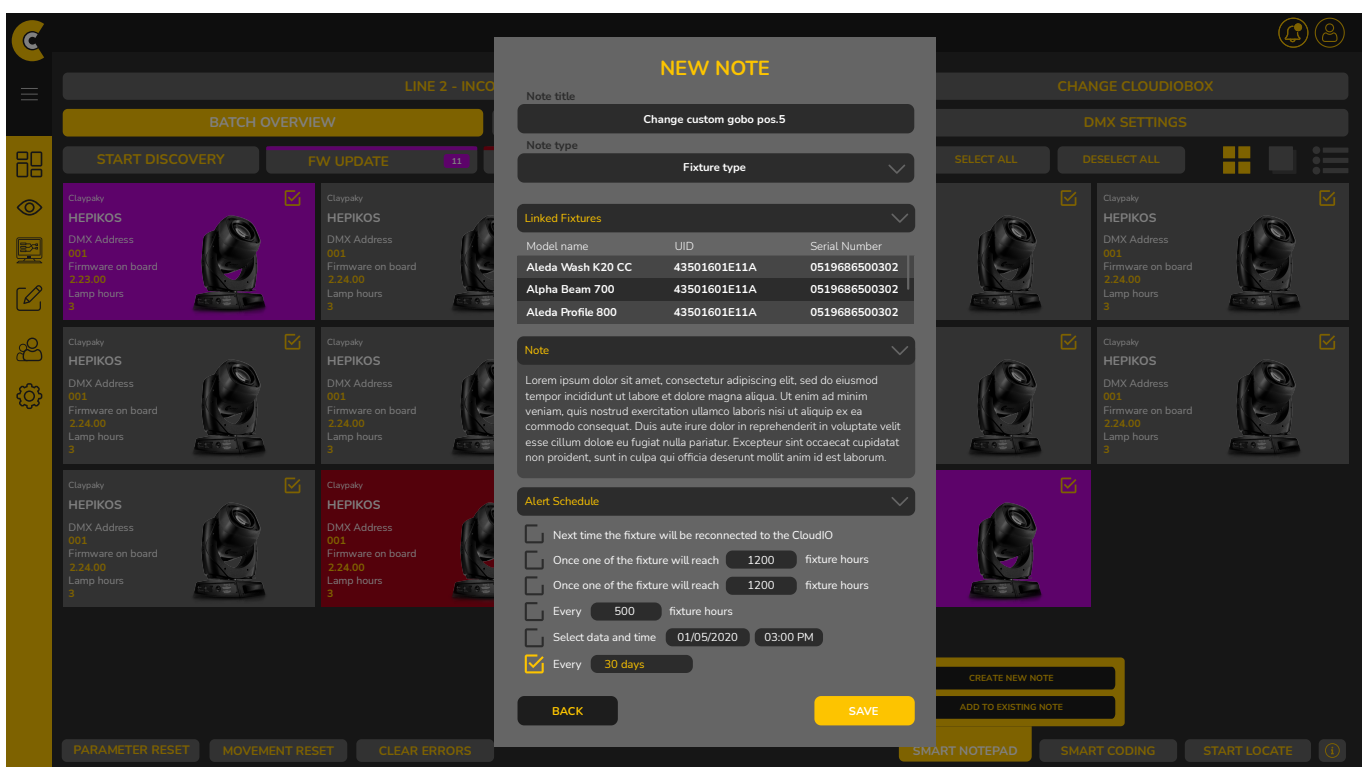


	Blue	Cyan	Green	PC G	PC A	Red	White
Minimum LUX level	20	64	125	202	360	55	202

- SATURATED SIGNAL LEVEL**  
 The detected signal is too intense. Please reduce the light output that hits the sensor and retry.
- SENSOR COMMUNICATION ERROR**  
 The sensor is not responding. Please check the communication between the sensor and the CloudIO box and retry.
- BAD XML FILE**  
 The exchange communication file is corrupt. Please try again.
- BACKGROUND NOISE ERROR**  
 The background noise is too high compared to the target light beam. Please reduce the ambient light and retry.
- WHITE TEST MATCH ERROR**  
 The final white test match was not successful. The fixture was not properly calibrated or the result of the calibration is not precise enough. Please perform the calibration process again.
- INTERNAL SERVER ERROR**  
 Internal server communication error. Please check your network connection and try again.

## 5 SMART NOTEPAD

From this screen you have the option to create a smart note immediately based on the fixture you have selected. The user can choose whether to create a new note relating to the fixture or add to an existing note. The same procedure can be performed from the SMART NOTEPAD panel (p. 27)

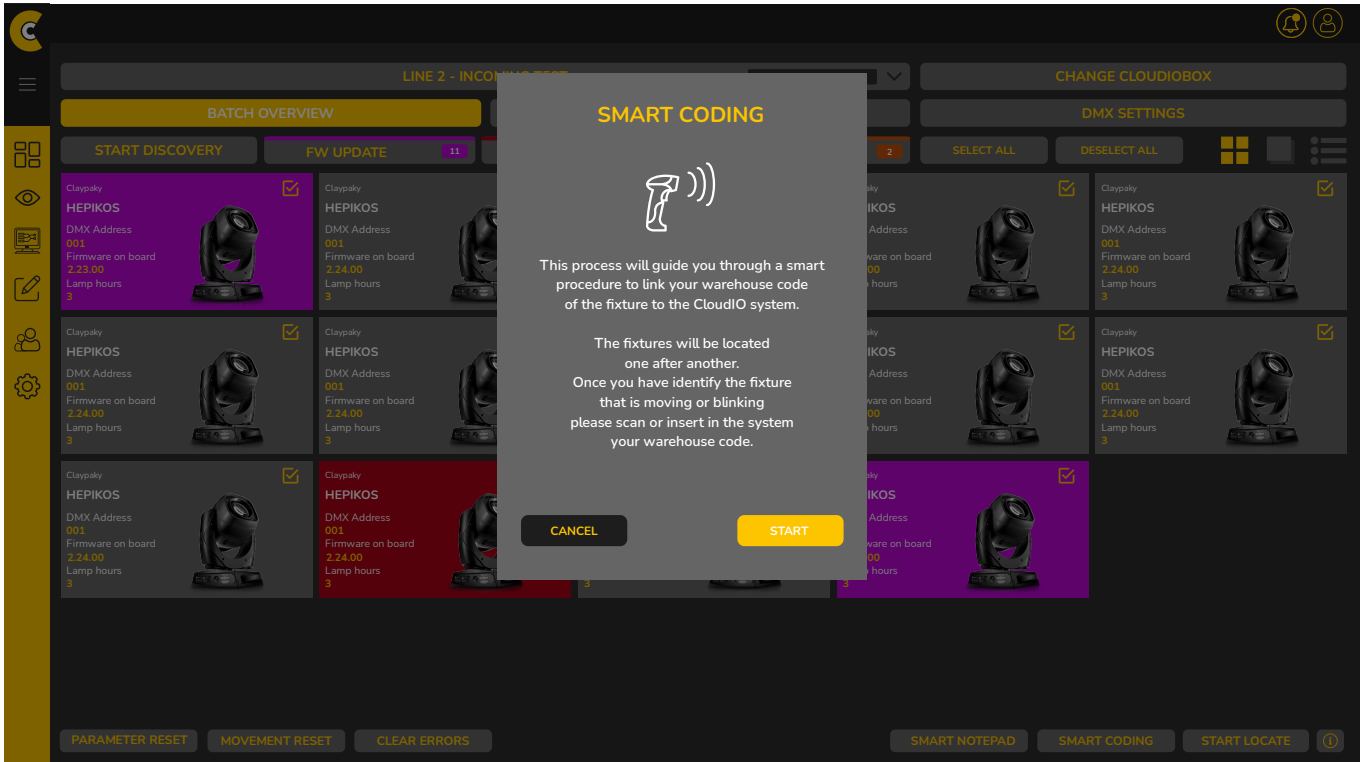


screen pop-up smart notepad, create new note

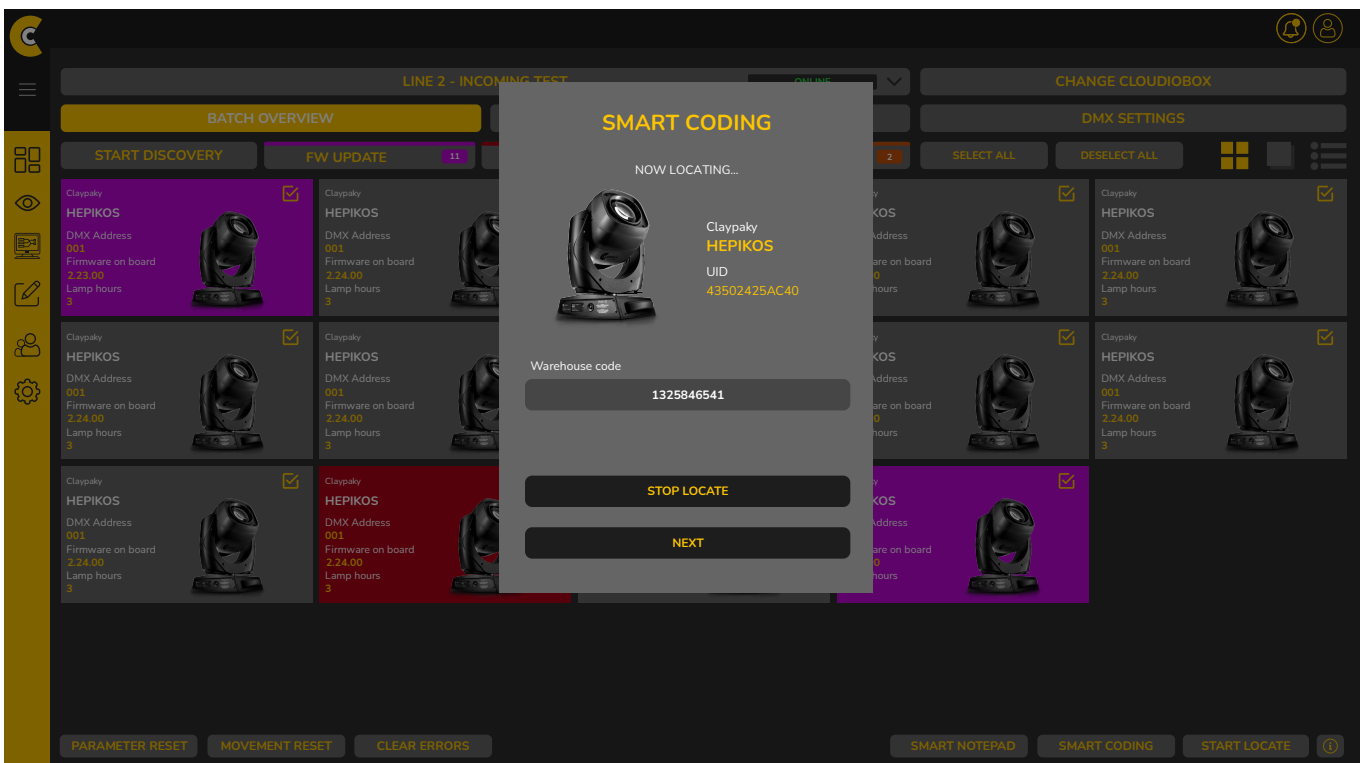
## 6 SMART CODING

Once you have selected the fixtures, clicking on this button will start a system that will allow you to link your warehouse code of the fixture to CloudIO system. The fixture will be located one after another.

Once you identify the fixture that is blinking please scan or insert into the system your warehouse code.



screen smart coding first advise pop up screen



screen smart coding second advise pop up screen

## 7 START LOCATE

By selecting the fixtures in the panel and clicking on the START LOCATE button, the selected fixtures will start blinking in such a way as to be identified by the user.

## 8 HEALTH STATUS DMX LINE “!”

The info button on the lower right of the screen, if clicked, it shows the health status of the DMX line, retry number indicates health if it is 0 everything is ok, if it is greater than 0 it is possible that there are problems on the network, in this case you will need to check cables, check welds, check for the presence of compliant RDM splitters.

### 5.4.3 FIRMWARE UPDATE

From this page the user can upload the firmware on the connected fixtures and can update the firmware simultaneously on multiple fixtures with a single click.

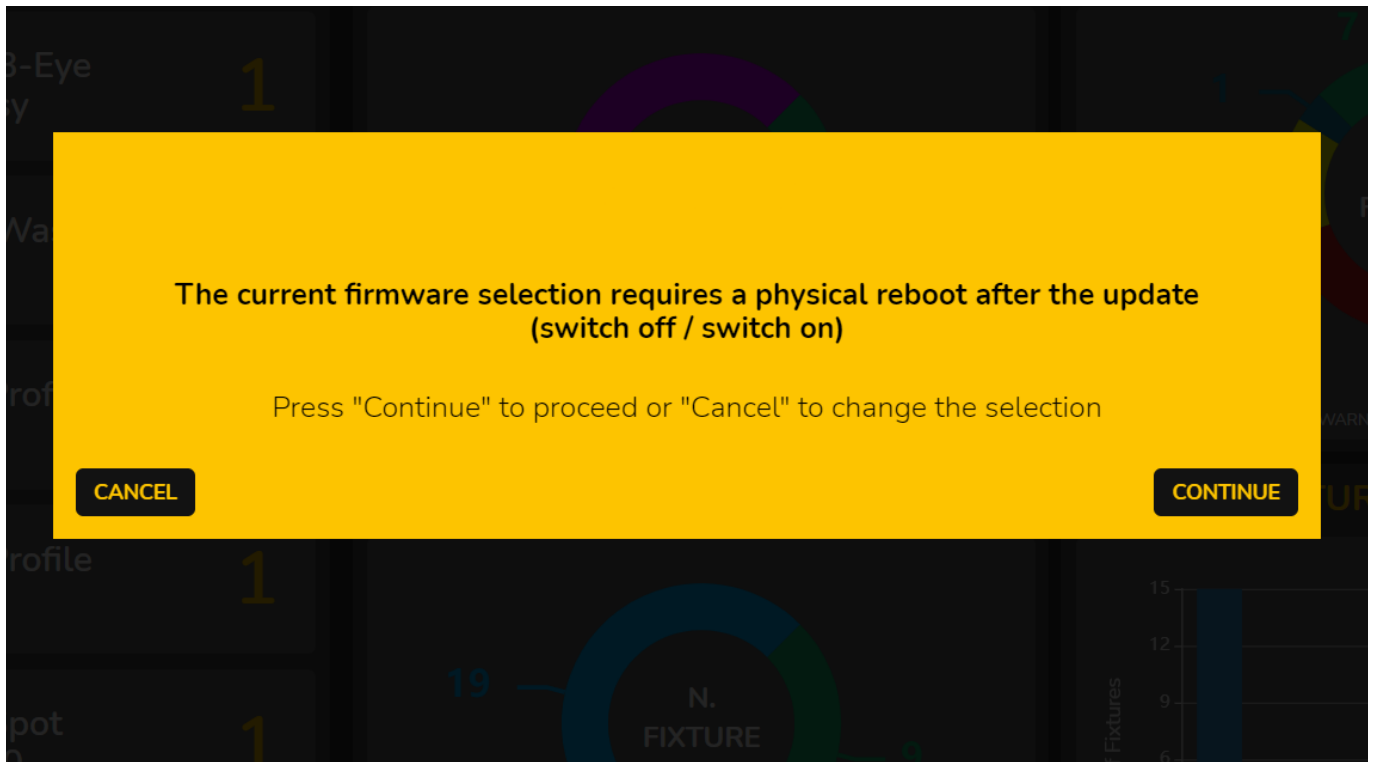
The system will automatically suggest which type of firmware the fixtures need and on which board.

The flag near every selection box will select which firmware will be sent to the DMX network.

A downgrade installation is also possible, selecting the desired firmware from the selection box.

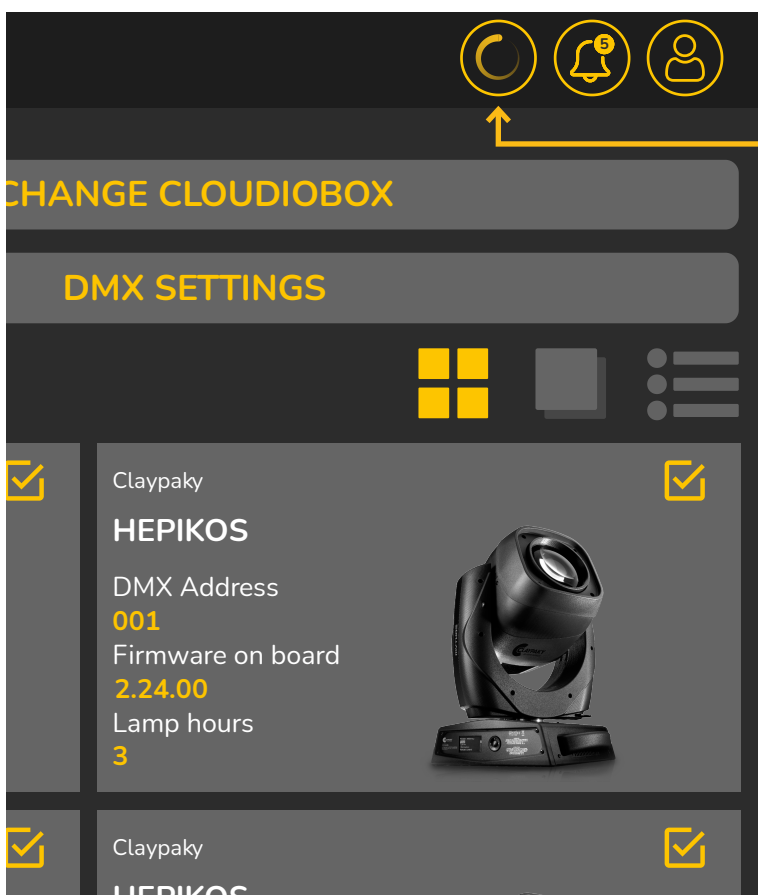
The screenshot shows the 'FIRMWARE UPDATE' screen in the Claypaky control interface. The interface is dark-themed with a yellow sidebar on the left. At the top, there's a header with 'LINE 2 - INCOMING TEST' and 'ONLINE' status. Below that, there are tabs for 'BATCH OVERVIEW', 'FIRMWARE UPDATE' (which is active and highlighted in yellow), and 'DMX SETTINGS'. A 'START DISCOVERY' button is visible on the left. The main area displays a grid of 12 fixtures, each represented by a small image of the HEPIKOS fixture and a card with the following information: 'Claypaky HEPIKOS', 'DMX Address 001', 'Firmware on board 2.24.00', and 'Lamp hours 3'. Each card has a selection checkbox in the top right corner. The fixtures are arranged in a 3x4 grid. At the bottom, there's a settings bar with 'CPU' (ARM9\_PT\_0.10), 'Pan/Tilt Type 1', 'Led Driver ALEDA K10' (ALEDA\_K10\_3.11), and 'CPU Standard' (ARM9\_HW\_14.0.000). An 'UPDATE' button is located at the bottom right.

screen operation firmware update select



screen operaton firmware update select

Please note that the CPU can perform a software reboot, while all other boards need a physical reboot (on / off), in this case you will be advised with a popup window on how to best operate the firmware update.



**NOTICE**

Be aware, during the update you must stay on the OPERATIONS page, at the end of the operation a new discovery will be automatically performed and the updated fixtures will be shown.

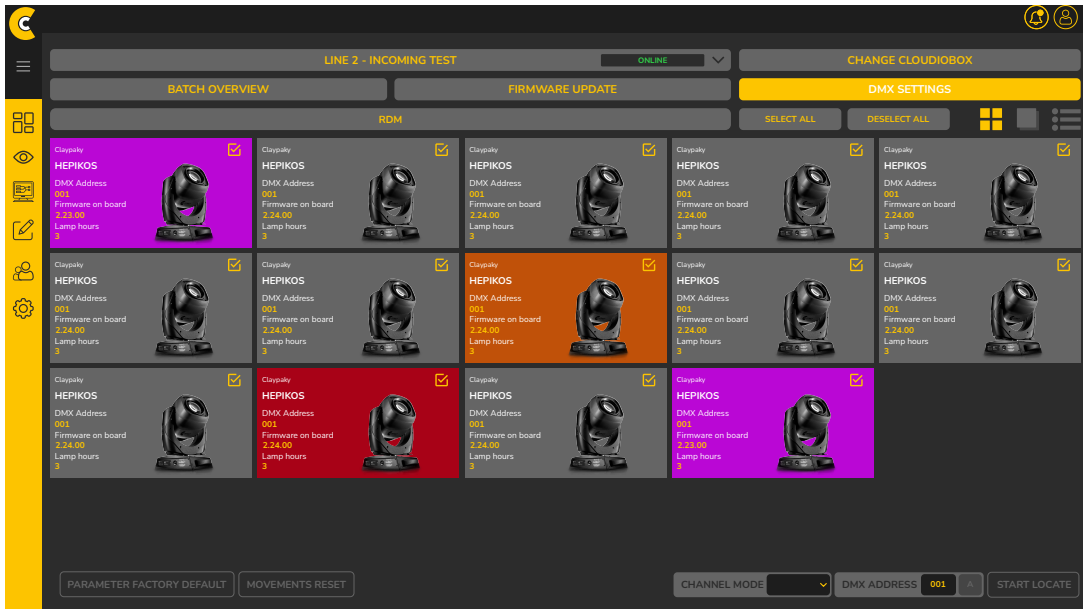
If you exit the page while the update is running, all RDM operations will be disabled and the user will be responsible for performing discovery again when buffering is finished

It's suggested to wait for the buffering wheel (in the top right of the screen) to disappear, before performing other operations.

screen operaton firmware update select

## 5.4.4 DMX SETTINGS

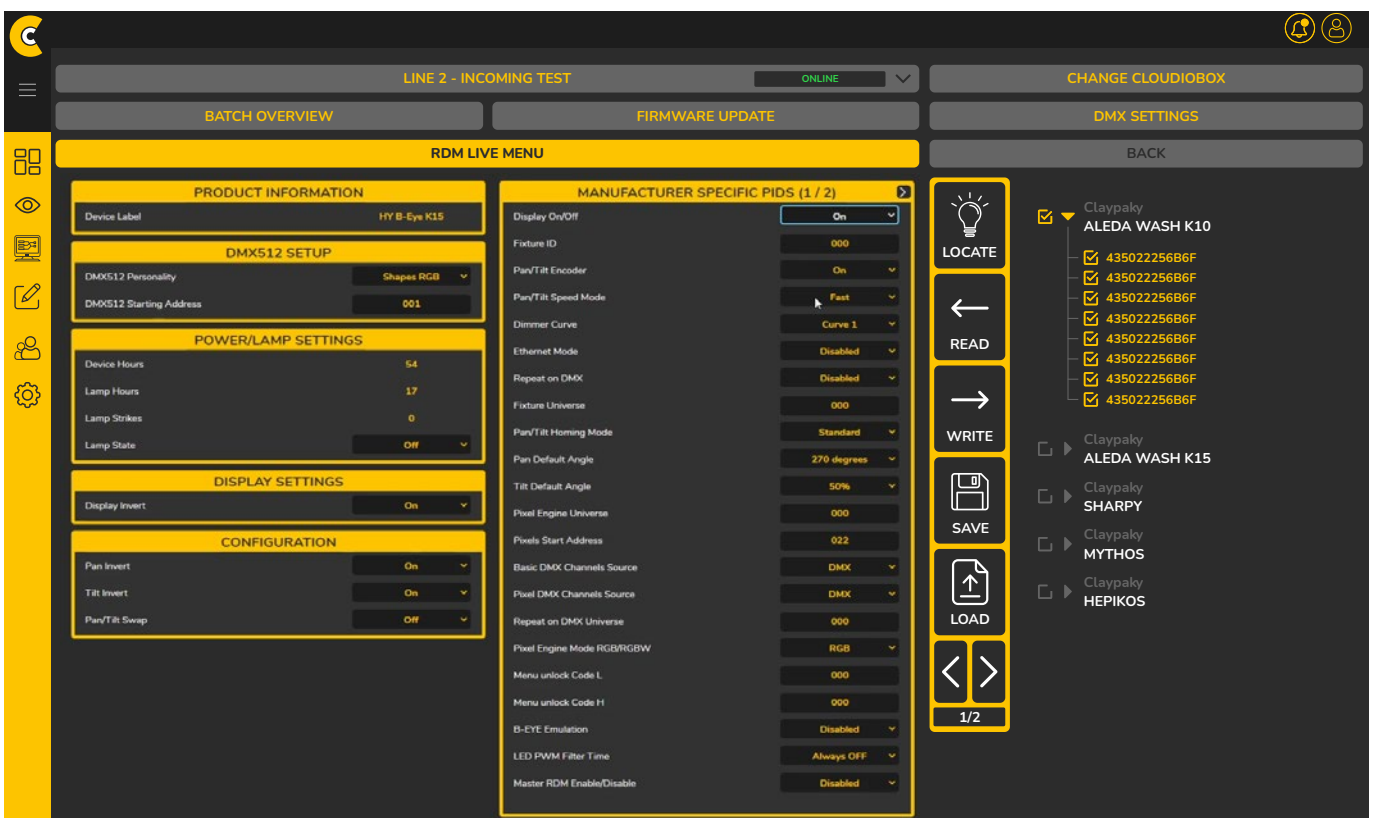
This page is related to the DMX parameter settings. From this page the user can set the fixtures personality, the dmx address and perform, if needed, a parameter or movement reset. By clicking on the RDM key, the user can access another screen, from which he can perform various actions relating to the selected fixture



screen operator DMX settings select

### 5.4.4.1 RDM LIVE MENU

In this screen it is possible to see and modify some parameters according to the selected fixture. In the left part of the screen there are a series of boxes with editable parameters.

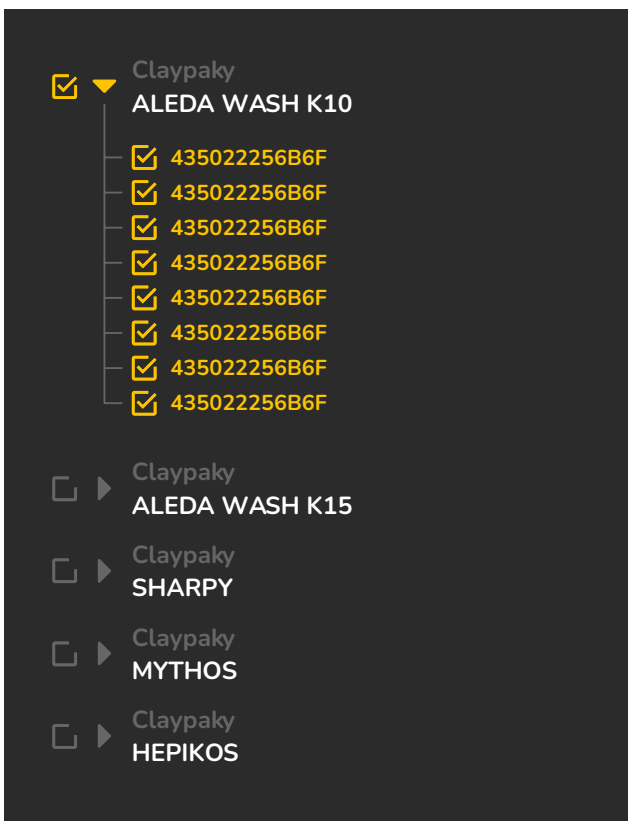
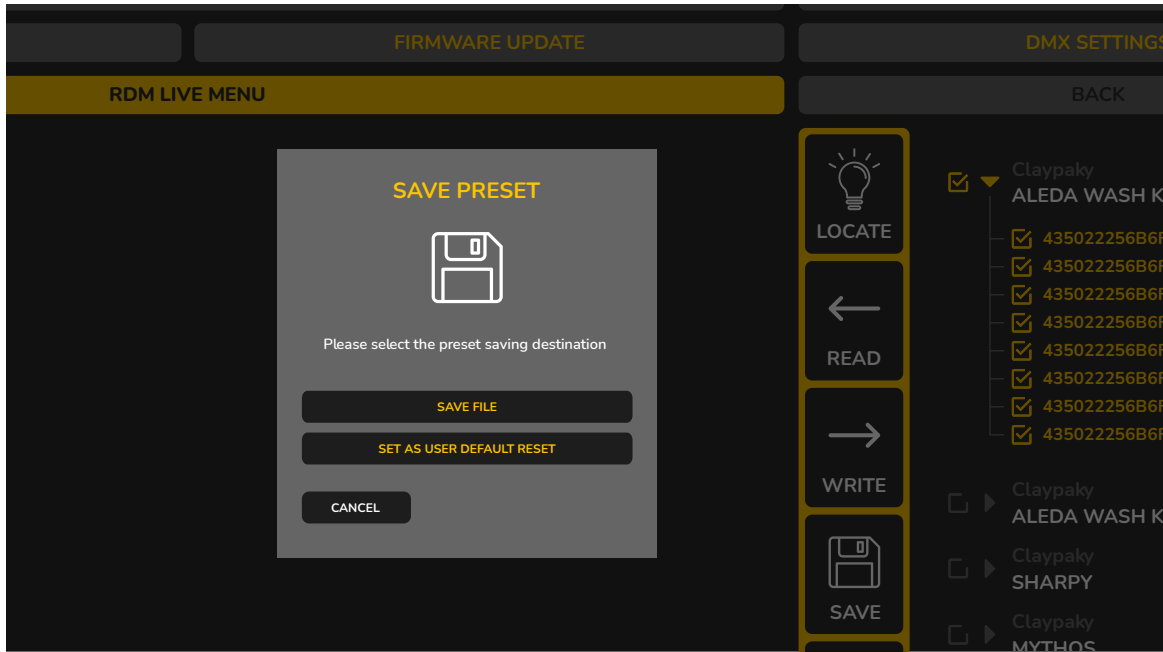


screen operator RDMlive select

In the column next to the boxes there are a series of actions that allow you to confirm the changes made parameters, locate the fixture in use, download and upload and change the page.

On the right side of the screen you can view a tree diagram showing the different fixtures belonging to the same family and on which you can set the same parameters in a single action.

The user has the ability to perform two saving modes, one on the PC and one as a "standard user preset



screen operation RDMlive select\_tree structure details



- LOCATE:  
the fixture will start flashing and allows you to locate it
- READ:  
get RDM parameters from the selected fixture
- WRITE:  
set parameters to multiple fixtures of the same model
- SAVE:  
allows you to download the parameter info
- LOAD  
allows you to upload the parameter info
- CHANGE PAGE:  
allows you to change the page inside the screenview

## 5.5 SMART NOTEPAD

The smart notepad is a feature that allows the creation and management of smart notes with which you can create notes and alerts relating to a single fixture or the entire family.

By pressing the add button you can decide whether to create a new fixture or user style note.

Once the note has been created and any alerts have been set, in the notifications section at the top right the user will be notified of any reminders or warnings.

The user also has the ability to create quick notes using the shortcuts on the left hand side.

In the left column, the user has the ability to manage the notes present or to create new ones through a shortcut and on the right side of the screen a window will be shown where you can edit or add a smartnote, give it a name, add a textual part and set up alerts.

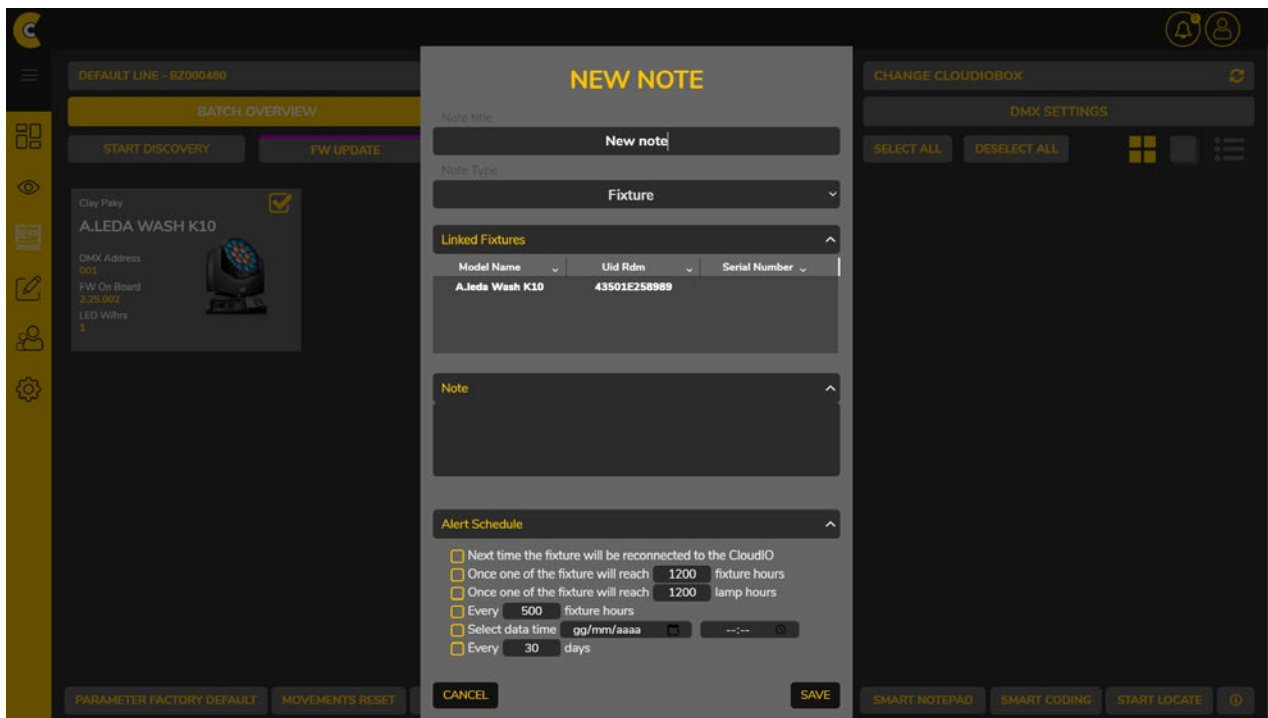
The screenshot displays the SMART NOTEPAD interface. On the left, a sidebar contains a search bar and a list of notes: 'Note\_01', 'Note\_01 Fixture type', 'Note\_02 Fixture type' (selected), 'Note\_03 Fixture type', 'Note\_04 Fixture type', and 'Note\_01 User type'. The main area shows the details for 'Note\_02 Fixture type'. It includes a 'Description' field, a 'Created by' field (username@domain.com), and a 'Date' field (2021-01-01 00:00). Below this is a 'Linked Fixtures' section with a table of fixtures. The table has columns for Model, UID, WH Code, Serial Number, and Custom Label. The fixtures listed are Claypaky Sharpy with various UIDs and WH Codes, and Serial Numbers. Below the table is a 'Custom label' section with a text input field. The 'Alert Schedule' section contains several options: 'Next time the fixture will be reconnected to the CloudIO' (checked), 'Once one of the fixture will reach 1200 fixture hours' (unchecked), 'Once one of the fixture will reach 1200 lamp hours' (unchecked), 'Every 500 fixture hours' (unchecked), 'Select data time gg/mm/aaaa' (unchecked), and 'Every 30 days' (unchecked). A 'SAVE' button is at the bottom right.

Model	UID	WH Code	Serial Number	Custom Label
✓ Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
✓ Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
✓ Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020
Claypaky Sharpy	43501601E11A	00258	005478512105	Mirabel 2020

screen smart notepad quick note

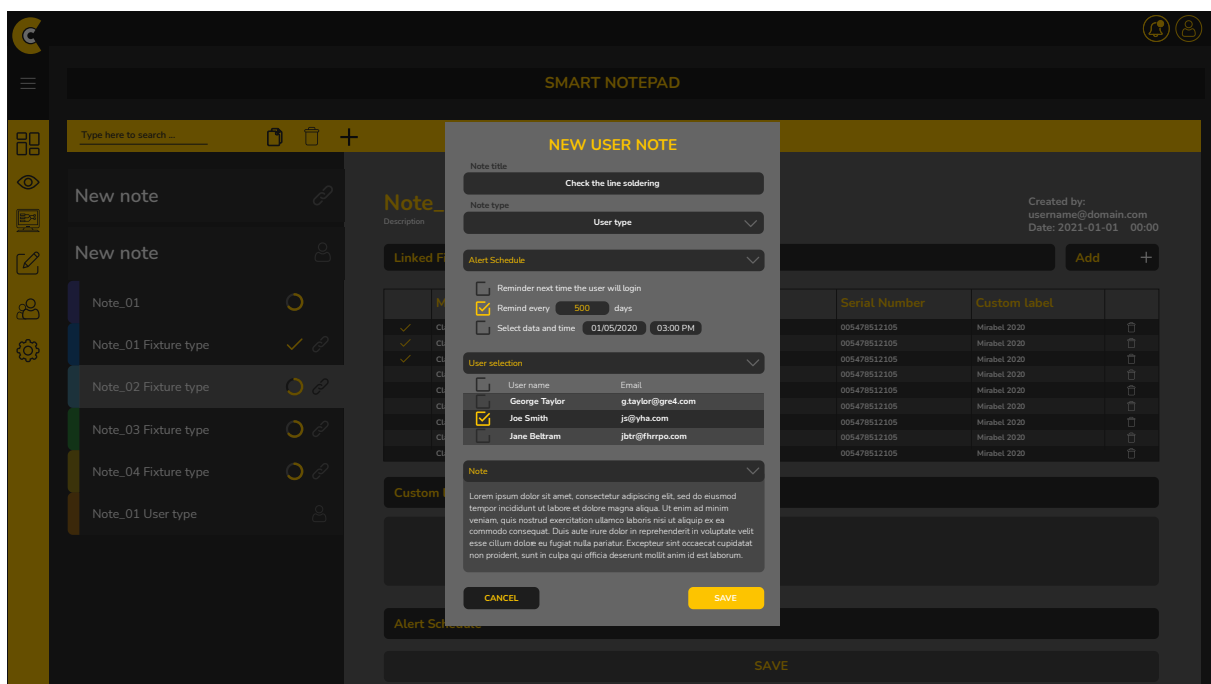
If the user chooses to create a new “fixture type” note, a “fixture selection” window will open, this screen displays all the fixtures cataloged by “MODEL” “UID” and “WH CODE”. After that the user can decide which fixtures to link the note to. Clicking on the “NEXT” button the user will be shown the window in which to create the Smart Note, in which he can set the name, type and comments and alerts.

From the OPERATION section it is possible to create a smart note quickly, the user must select the fixture you want to create the note for and then click on the SMART NOTEPAD button at the bottom right, a window will be displayed which is the same as you can see in the SMART NOTEPAD menu section.



screen smart notepad new fixture type

If the user chooses to create a new “User type” note, a “NEW NOTE” window will open, in which the user can create the Smart Note, in which he can set the name, type and comments and alerts.



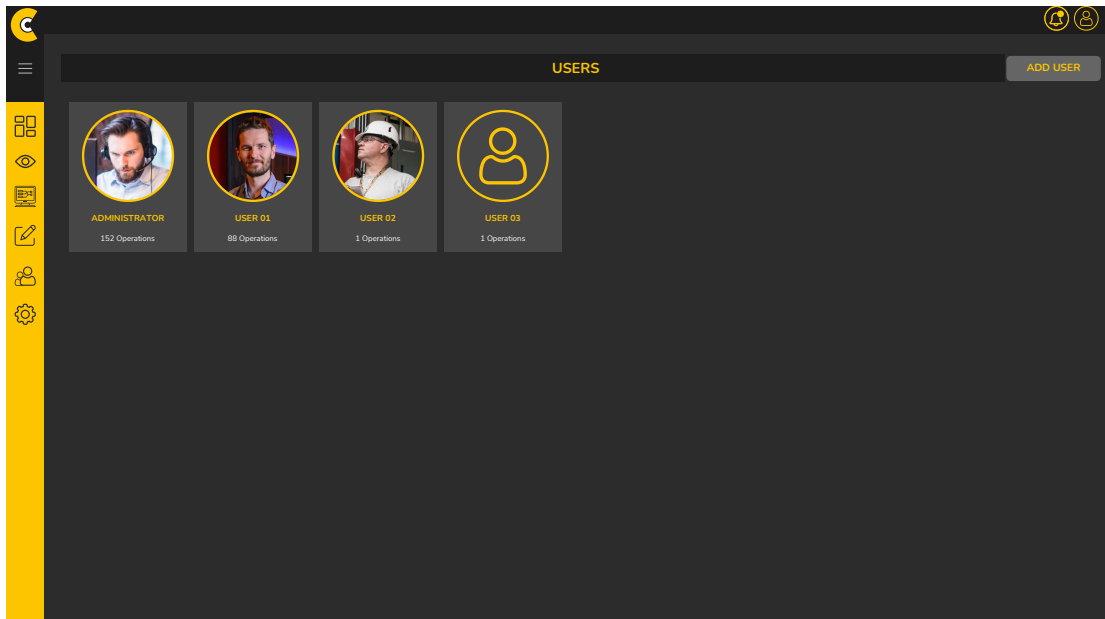
screen smart notepad new user type



## 5.6 USERS

This is a menu interface that can only be viewed by the administrator. On this page, the admin has the ability to manage users connected to their company. He can then decide whether to add a new user, grant permissions to each individual, or delete their account.

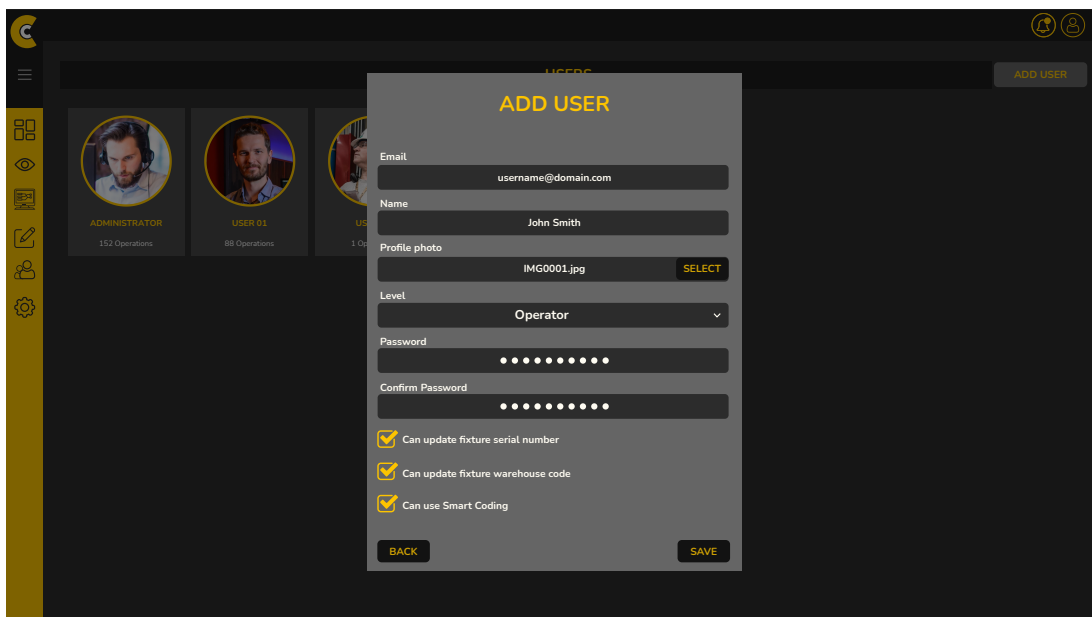
The User profile, compared to the admin profile, has fewer priorities and permissions which may or may not be granted by the admin himself.



screen users

If the administrator wants to create a new user, just click on the “ADD USER” button at the top right of the screen, if instead he wants to change the permissions and info of an existing user, just click on the icon that shows the name of the selected user and the “EDIT USER” window will pop up.

In this window, the administrator can choose, by checking the box, to also give the new user permission to: update fixture serial number, update fixture warehouse code or to, use the Smart Coding functionality.



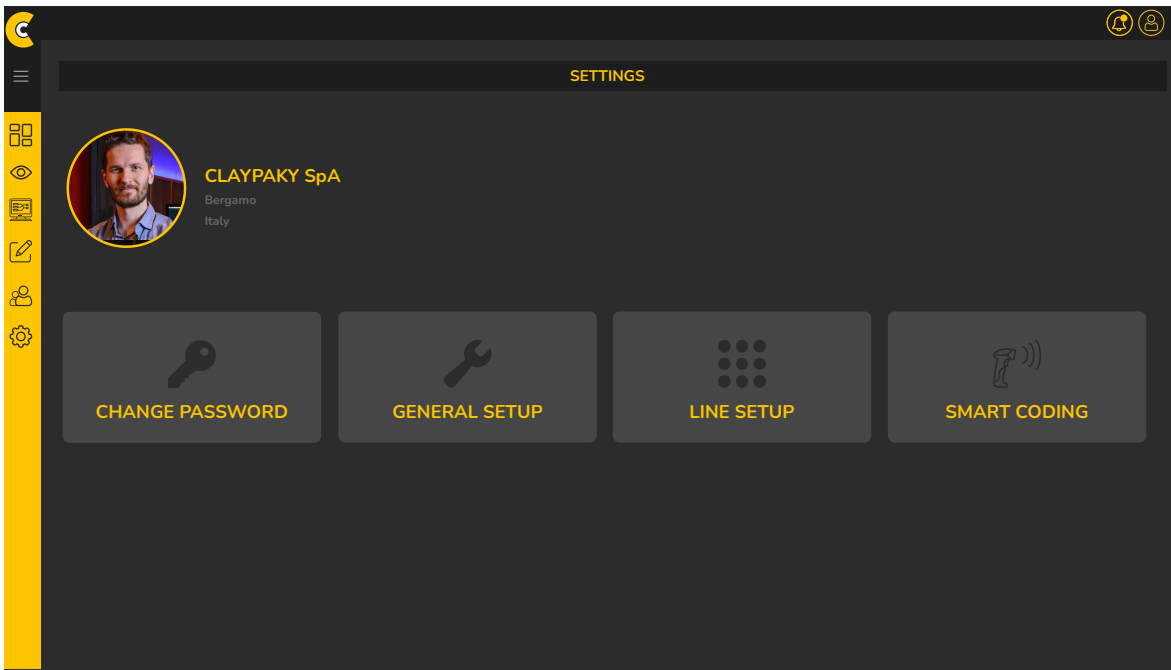
screen users add user

## 5.7 SETTINGS

This is a menu interface that can only be viewed by the administrator.

On this page, the admin has the ability to view various features such as:

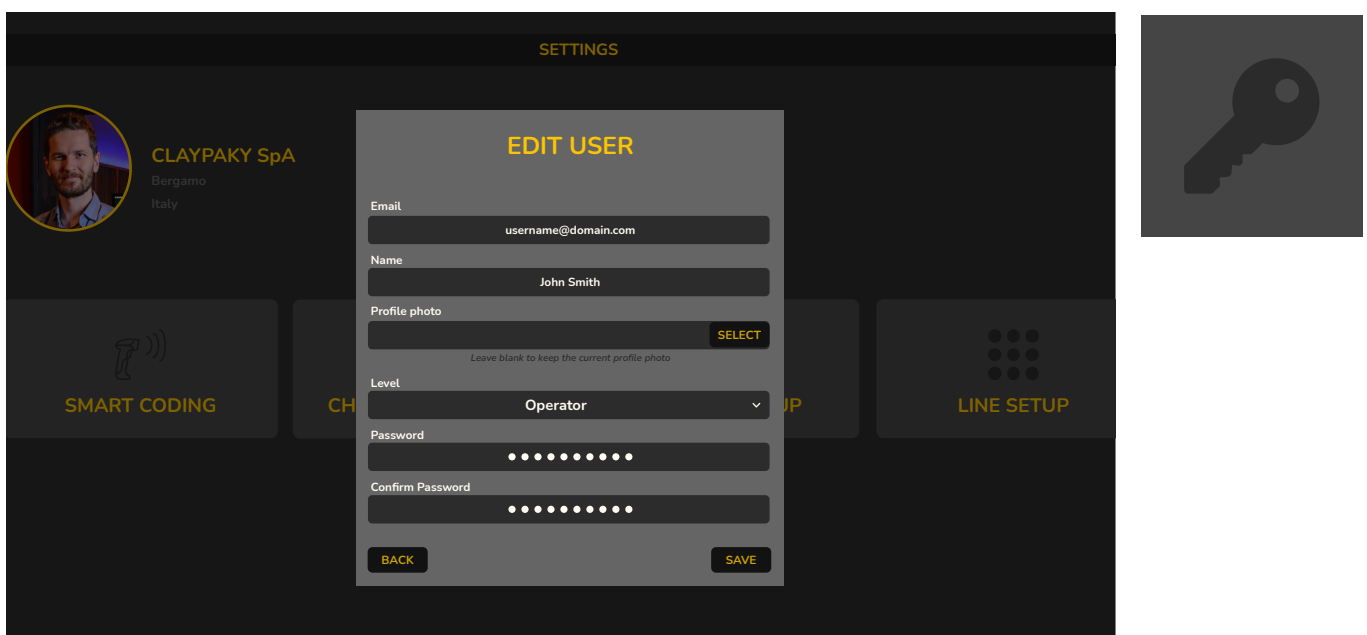
CHANGE PASSWORD / GENERAL SETUP / LINE SETUP / SMART CODING



screen settings

### 5.7.1 CHANGE PASSWORD

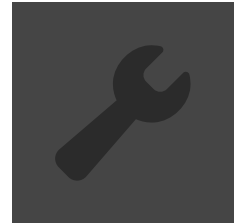
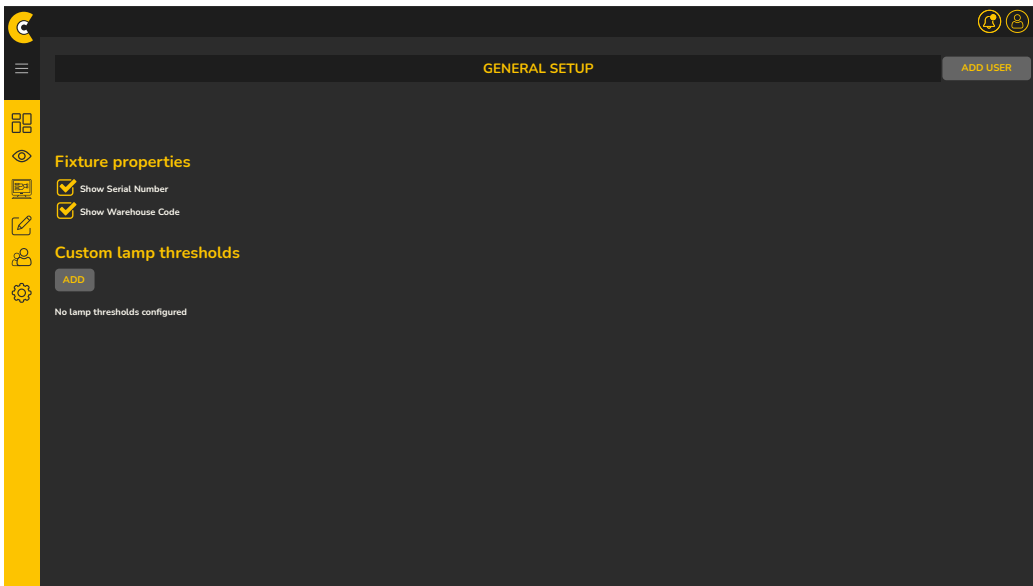
By clicking on the “CHANGE PASSWORD” button, the EDIT USER window will be shown to the user, from here



screen settings change password

## 5.7.2 GENERAL SETUP

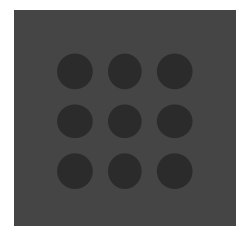
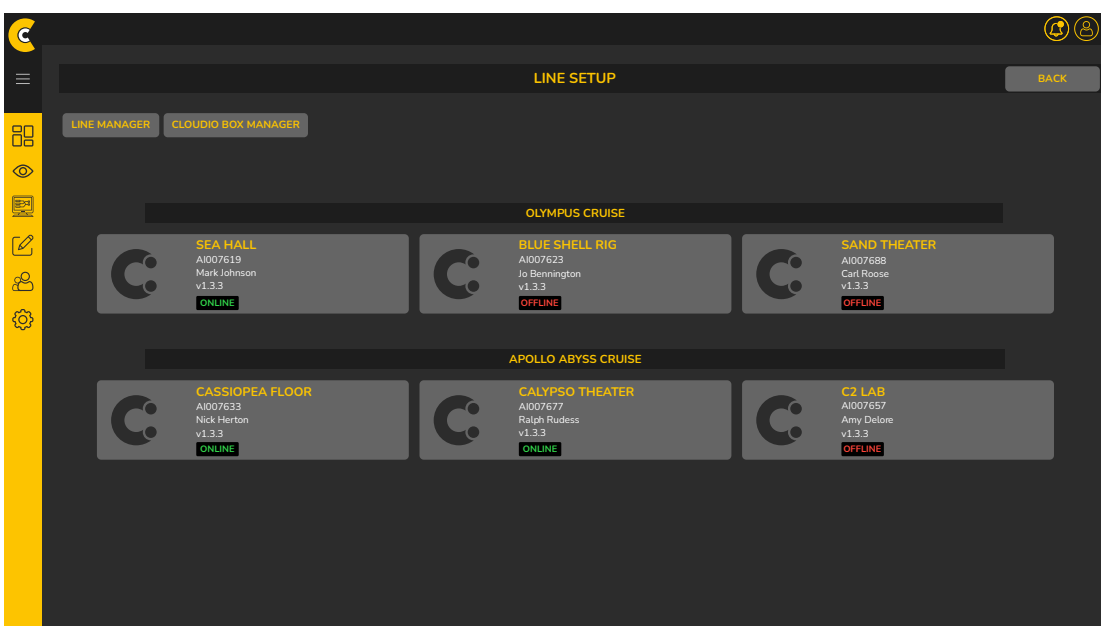
By clicking on the “GENERAL SETUP” button, the user will be redirected to a page where he can set the general setup related to the fixture properties by flagging the choice whether to show or not to show the serial number or warehouse code and to add custom lamp thresholds.



## 5.7.3 LINE SETUP

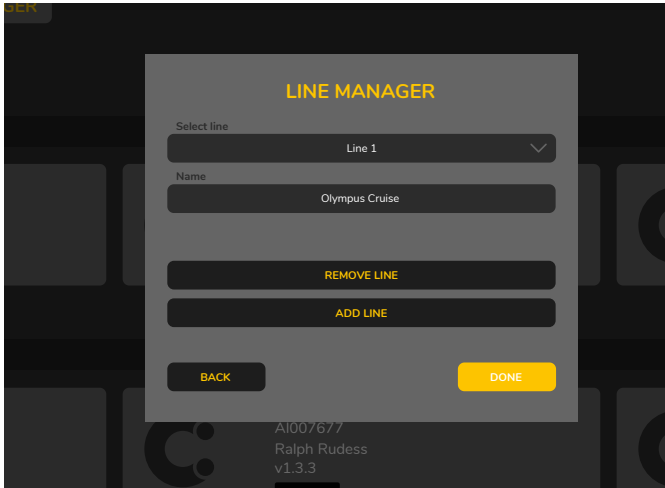
By clicking on the “LINE SETUP” button, the user will see a page, where a section called LINE SETUP will be shown in addition to the “Default Line”, with two buttons below:

LINE MANAGER and CLOUDIO BOX MANAGER where the user can manage an existing line or create new ones.

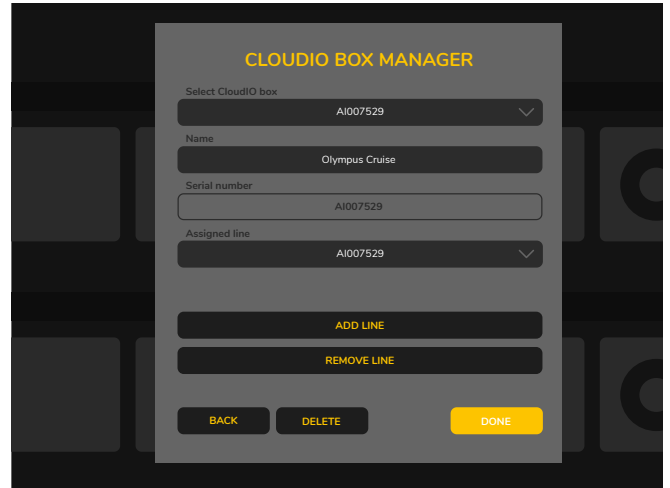


screen settings change password

Clicking on LINE MANAGER, a pop up screen will appear in which you can select the line, view/modify the name and decide whether to add or remove the line. Clicking on CloudIO box manager a pop up screen will appear in which you can select and manage the registered boxes, see the line to which it is assigned, and to add or remove the line.



pop up screen line manager



pop up screen CloudIO manager

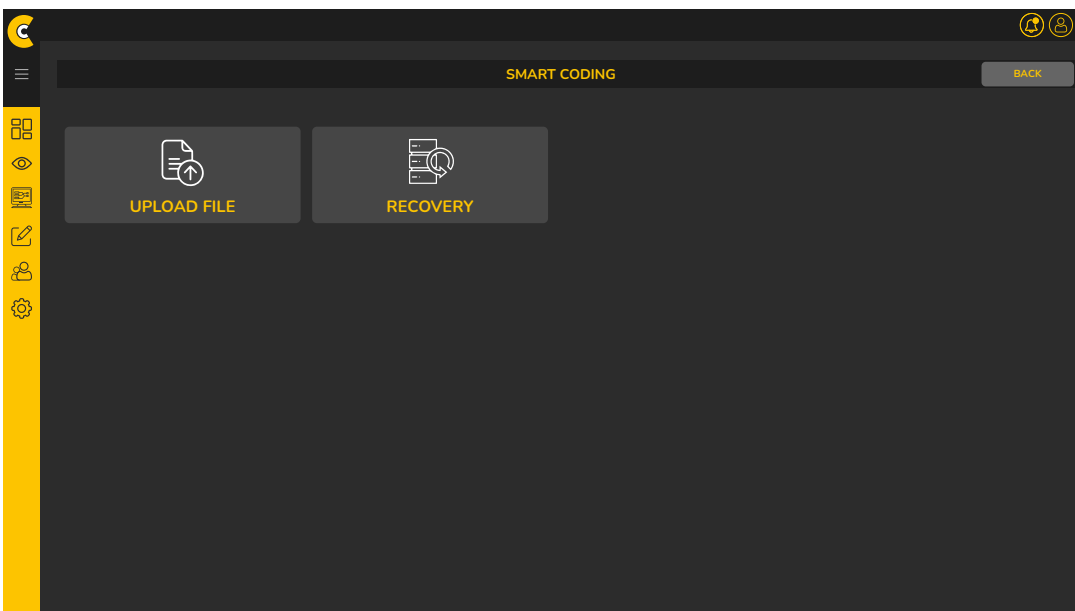
## 5.7.4 SMART CODING

In this screen the administrator can perform the following features, by clicking on the UPLOAD FILE button, it is possible to load a .csv file containing various info.

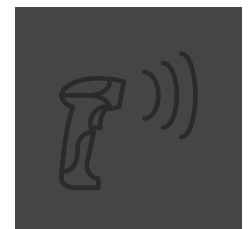
(If a null value is left, this will be replaced with the value already present).

By clicking on the RECOVERY button it is possible to restore the values to the version previously stored.

Attention!! it is possible to go backwards in memory only of one passage.

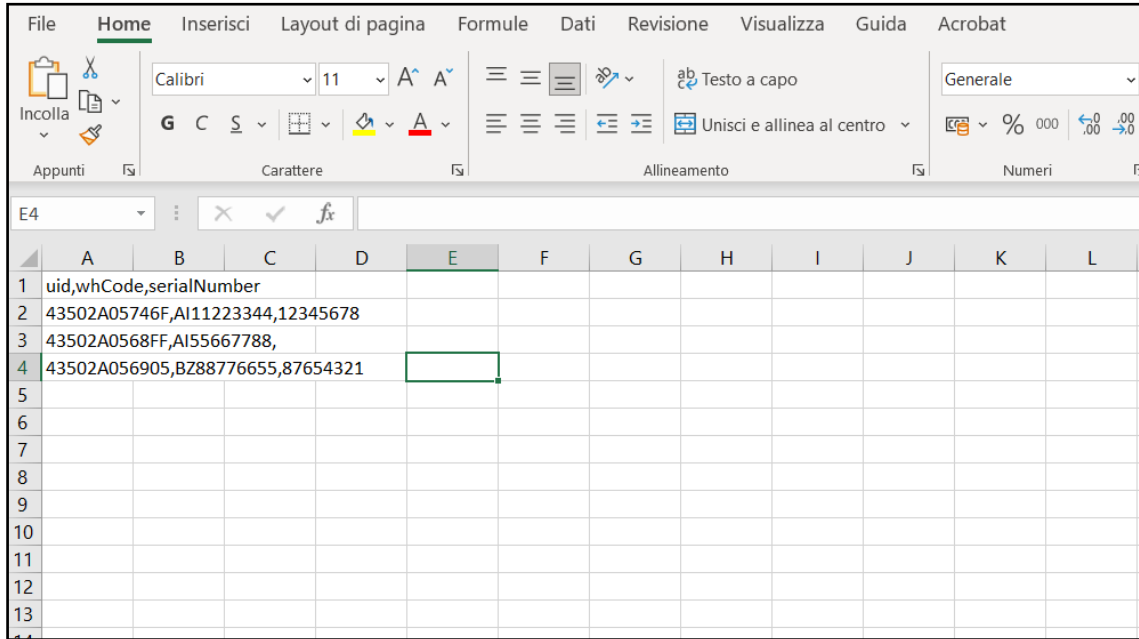


screen settings smart coding



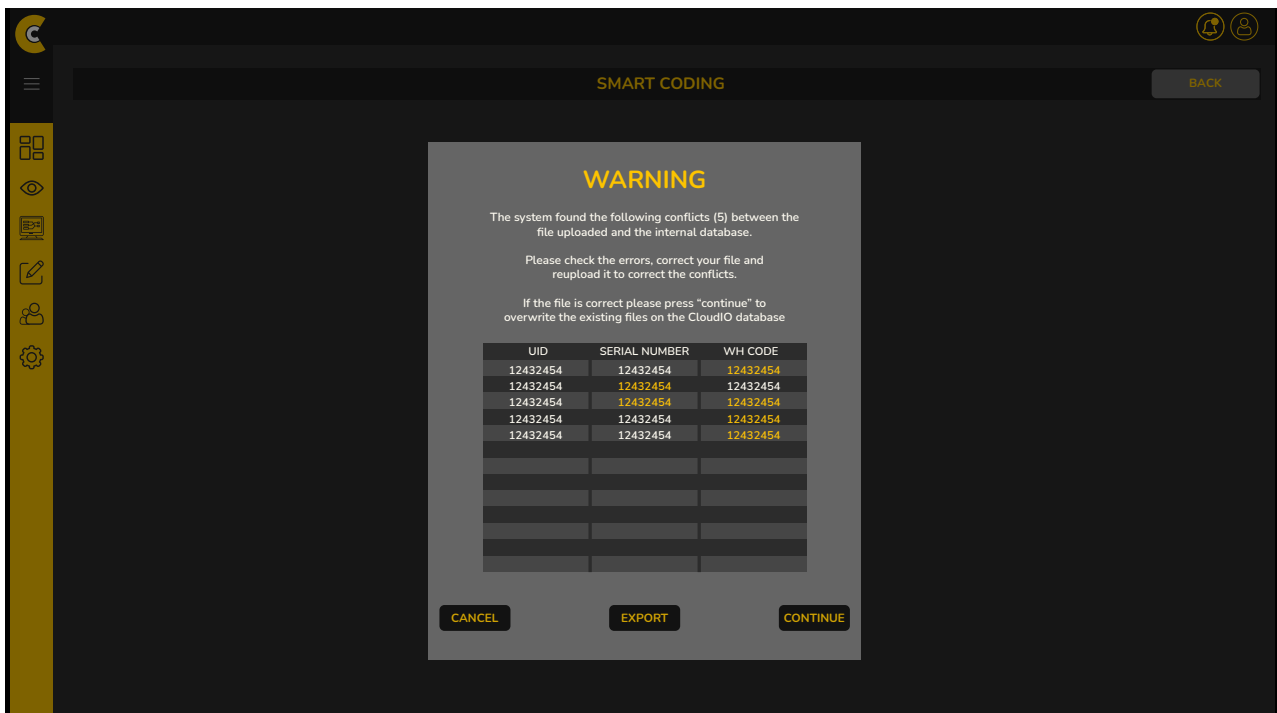
This is an example of how a .csv must be set up to be read correctly by the software. You have to put it in this order: ULD, Warehouse Code, Serial Number.

It's important to note that the entered values must be divided by commas to be read correctly by the software.



screen .csv smart coding

If during the loading of the .csv file the system detects an error, a popup screen will appear, which will notify you of problems detected. Here you will be asked if you want to overwrite the data, modify the file or cancel the operation.



screen settings smart coding popup screen warning

### 1. Does CloudIO only work with Claypaky fixtures?

RDM compliant fixtures will be compatible; RDM basic parameters would be available with the CloudIO.

Unfortunately, we cannot guarantee the other brand compliance and that future firmware upgrades of other Brands' Fixture (that do not fulfil RDM standards) will make non-compatible what is today compatible (as we cannot influence other Brand development).

### 2. What about the encoders? Which is their function?

CloudIO is a so called Edge Computing IoT Solution. The Encoders are intended to be used in the application where a low latency is needed (e.g. real time control of a moving head). There are some additional features we will develop, E.g. an app for an optimized set of test cues for the fixtures: an extremely simplified console app with a guided procedure to test all the fixture functionalities. All cues will be available on the cloud and downloaded on CloudIO as soon as new fixture is available on the market (reduced programming effort!)

### 3. How many fixtures per time I can connect to CloudIO?

The physical limits of DMX state that there can be a max. of 32 devices on a single cable. The cable can not be longer than 300 m and it should be wired in a daisy chain. You can connect 31 devices and we strongly recommend to put a DMX terminator over 20 fixtures. The terminator a single 120 Ohm termination resistor to be fitted at the extreme end of the signal cable.

### 4. Is the solution also available on other devices, iPad, tablet, etc.?

It is a web-based application and will run on the most common web-browsers on PC/MAC/Tablets.

### 5. Is it possible to use CloudIO display to work on the Platform?

CloudIO display is designed to setup and activate CloudIO Gateway, not to connect to the Cloud Platform.

The Cloud Platform can be accessed by an internet connected device with a web browser (e.g. Chrome)

### 6. Is it possible to use CloudIO without Internet Connection?

CloudIO platform is an online platform, therefore it works only if CloudIO and the device that host the web browser are connected online. CloudIO Box can be used offline to update Fixture firmwares previously downloaded on an USB stick.

### 7. Does CloudIO support Artnet?

CloudIO is equipped with an Artnet ready port, and it will be available soon.

## 7. TROUBLE SHOOTING

### 1. Does my fixture need to have minimum firmware requirements to work with CloudIO?

The fixture must have on board the CPU FPGA firmware from the version ARM9\_HW\_14.0.000 onwards. This firmware must be installed in all the connected fixtures; it indeed enables the RDM communication. If even one of the connected lights does not have this firmware installed, you may not be able to see any discovered fixture. You can download it in the Claypaky customer care area, store it in a USB stick and update the fixtures using CloudIO Fixtures Firmware Uploader.

### 2. I Can't connect the cloudIO box to the network

Please be aware that in case of a network behind a firewall or with peculiar security restrictions, the network requirements for the CloudIO box are the following:

- HTTPS address reached: live.cloudiobox.tech – port 443
- MQTT address reached: mqtt.cloudiobox.tech – port 443

### 3. My keyboard connected to the USB port does not work properly

You can connect the keyboard using the frontal usb ports; just be aware that the keyboard will have US layout.

### 4. I want to perform the factory reset on the cloudio box

To perform the factory reset of the CloudIO box, you must simultaneously press the 4 corners of the touchscreen, and the reset will start automatically.

### 5. My CloudIO box seems to be stuck on power up

If the file system gets corrupted, CloudIO box will boot with a Recovery software version.

When the Recovery version starts, a new software installation is required; just copy the latest software update package in a USB pendrive and update the box following the steps displayed on the screen. To avoid file system corruptions, we strongly recommend to wait the boot phase to complete before switching off the box.

