AtlasCloud Frequently Asked Questions

What is AtlasCloud?

AtlasCloud is a cloud customer management portal. Dealers who sign up will be able to access the portal with their own login to view, manage, remote into primary panels, and support their customers from anywhere.

How does AtlasCloud work?

AtlasCloud simply just requires a firmware update and signing up to use the platform. The primary panel will be the device connecting to the portal and the secondaries under it will also be monitored.

Through the portal, you can simply select a customer's primary panel, click to connect to it and it creates a tunnel to the onsite device where changes and updates can be done to it and all secondaries connected to it.

You can even make backups, update firmware, check hardware status, and more from the portal itself without needing to access the panels' interface.

This enables the dealer to be able to access all customers and panels from anywhere in the world.

Why AtlasCloud?

AtlasCloud is for the dealer interested in generating recurring revenue and the ease and simplicity of supporting their customers remotely from everywhere eliminating the need for port forwarding or paying for expensive remote support software that needs someone on-site to provide access. Barring a physical hardware issue, AtlasCloud eliminates the need of having to go on-site to support their customers for non-hardware issues.

Do I have to make any hardware changes?

No, only a firmware upgrade is required.

Is AtlasCloud mandatory?

No, in the future all Atlas firmware will have the option to connect to 360 but it is up to the dealer & their customers if they want to enable it. However, signing up to use AtlasCloud does have several perks not available to non-users.

Can I revert to the old Atlas firmware after updating to Cloud firmware?

No, there will not be a need to. All future Atlas firmware will include the Cloud option. No firmware, logic, or system architecture is changed, and the panel will still operate as normal without connecting it to the AtlasCloudportal.

Do I still need to do any network configuration or port forwarding?

No, AtlasCloud has a built-in protocol that will directly communicate to the AtlasCloud portal without going through the hassle of port forwarding or doing additional network configuration. The mobile app will not require this either.

Is any of my customers' information stored on the cloud?

No, all data, users, access rights, biometric templates, etc. are all on the panels at the customers' site. However, you do have the ability to store encrypted database backups in the cloud.

What type of payments are there?

Dealers will have a monthly fee per door added to the solution. They can then pass this cost on to their customers to generate recurring revenue.

Can I give my customers access to their panel in the cloud?

Sure, this is completely at the dealer's discretion. You can simply provide them a link to their Primary panels so they can access them remotely. Please note that support for the customer will still be the dealer's responsibility and ZK/AtlasCloud will not assist the end user.

Will a Secondary Panel still connect with the Primary if the firmware is updated through the portal?

Yes, the firmware of both panels can be updated through the portal without any issues.

Will there be a mobile app?

Yes, the current Atlas mobile app will just be updated to support connecting to multiple Primary panels and sites.