



DMS

# User Manual

Device Management Software

V 3.00

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# Table of contents

<b>Copyright and disclaimer</b> .....	<b>i</b>
<b>Introduction</b> .....	<b>1</b>
System requirements.....	1
<b>Initial setup</b> .....	<b>2</b>
Configure settings (for projectors only) .....	2
<b>Sign in to DMS Cloud</b> .....	<b>3</b>
<b>DMS Cloud home page</b> .....	<b>3</b>
Switch companies.....	4
Dashboard overview .....	5
Customize data range.....	5
<b>Add devices</b> .....	<b>6</b>
Add devices via the BenQ DMS Tool App.....	6
Add devices in DMS Cloud .....	6
Access device info in DMS Client .....	7
Download device info from DMS Local .....	7
Add groups/tags .....	8
Manage groups .....	8
Edit a group name .....	8
Delete a group .....	9
Move groups.....	9
<b>Manage your devices</b> .....	<b>10</b>
Device page overview .....	10
Quick settings in action bar .....	11
Control panel .....	11
Delete a device .....	12
Move devices between groups.....	13
Apply policy to a device .....	13
Adjust detail information of a device.....	13
Rename a device & Add device description .....	14
Manage apps on a device.....	14
<b>Policy management</b> .....	<b>15</b>
Add a new policy .....	16
<b>Application management</b> .....	<b>17</b>
Add an app to DMS Cloud database.....	17

Delete apps from DMS Cloud database .....	18
Edit app descriptions .....	18
Install app onto devices from the app list .....	18
Update an app on multiple devices.....	19
<b>Firmware management .....</b>	<b>20</b>
Update the firmware of certain devices .....	20
Update all firmware of the same model .....	21
<b>Automation .....</b>	<b>22</b>
Create an automation rule .....	22
<b>Troubleshooting .....</b>	<b>24</b>
<b>Network whitelist.....</b>	<b>25</b>

# Introduction

DMS Cloud is designed for use in settings where multiple devices are spread out across various spaces. It enables remote and centralized management of multiple digital projectors and displays by IT administrators/technicians. DMS Cloud's management capabilities include the ability to remotely monitor, control, and configure devices individually or as groups.

## System requirements

To use DMS Cloud, a computer must meet the following minimum hardware and software requirements.

CPU	1.8 GHz
Free memory	8 GB
Display resolution	1024 x 768 or higher
Browser	<ul style="list-style-type: none"><li>• Chrome version 75.0.3770 or higher</li><li>• Firefox version 70.0</li><li>• Edge version 14+</li><li>• Safari version 101+</li></ul>
Other	Internet access

For a device to support management via DMS Cloud, the device must feature the following item:

- An RJ-45 Ethernet port with LAN control functionality

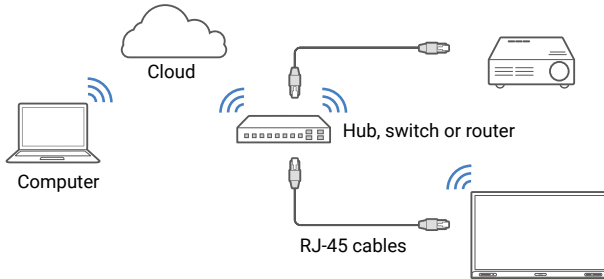
**Note**

DMS Cloud also supports non-BenQ projectors that utilize the PJLink protocol.

# Initial setup

Before you use DMS Cloud to manage your device(s), the following setup procedures must be completed:

- Connect the devices to a network with Internet access
- Ensure the computer using DMS Cloud is connected to a network with Internet access
- Configure device settings



## Note

- For details on the location of ports and connectors, please refer to the documentations for the computer and devices.
- [For Projectors only]: Ensure that the IP address for each projector is properly set and that the IP address is shown on the OSD menu of the projector. You may need to contact your network administrator for assistance in setting the projectors' IP addresses.

## Configure settings (for projectors only)

For DMS Cloud to access a projector while it is in standby mode, the settings on the projector must be pre-configured by your IT administrator to ensure that the **Enable Network Standby Mode** setting in the projector's setting menu is set to **On**.

## Note

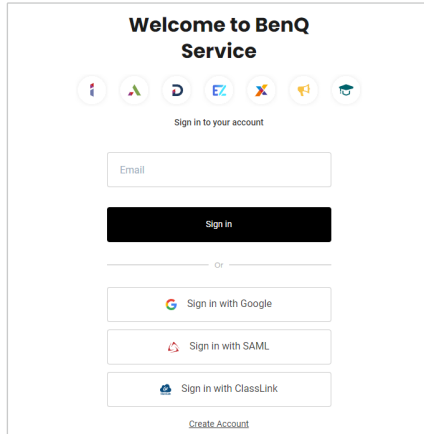
- For BenQ projectors, this setting can be found in either the **System > Standby Settings > Network** or **Advanced > Standby Settings > Network** menu.
- For non-BenQ projectors, refer to the documentation for the device.
- For certain projectors, "Monitor Out" should be enabled in the standby settings menu to ensure that the projector is accessible while in standby mode. Refer to your projector's user manual for details.

# Sign in to DMS Cloud

To enter DMS Cloud, open the following link in your browser: <http://dms.benq.com>. Enter your E-mail and passwords to sign in.

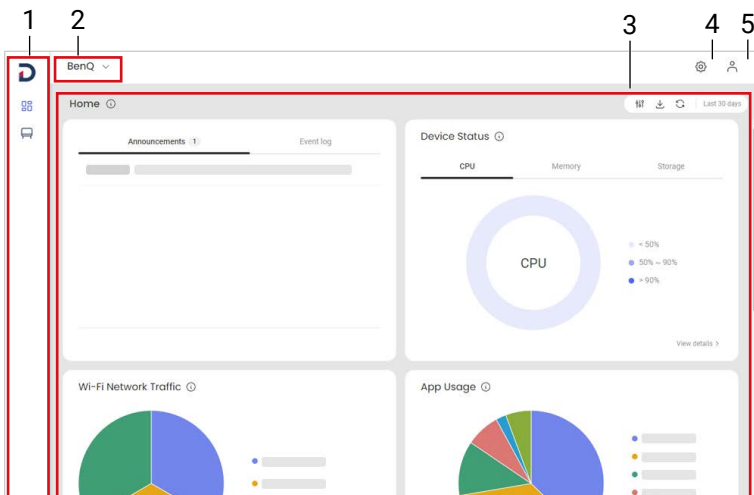
## Note





If you are not the administrators in your organization and your account is not activated yet, please contact your administrators.



# DMS Cloud home page

Once you sign in, the home page for DMS Cloud will be shown. The following items are featured on the DMS Cloud home page.



No.	Item	Description
1	Navigation panel	Hover over the panel to view menu options. <ul style="list-style-type: none"> <li>•  <b>Dashboard</b></li> <li>•  <b>Devices</b></li> </ul>
2	Switch company	See <a href="#">Switch companies on page 4</a> for details.
3	<b>Dashboard</b>	See <a href="#">Dashboard overview on page 5</a> for details.
4	 <b>Settings</b>	Adjust language and view other system settings.
5	 Account	Edit account settings such as username, password or time zone.

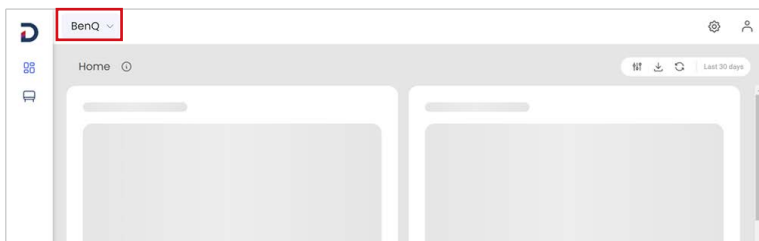
## Switch companies

If you are the external agent of other organizations, you can switch over to a different company's set of devices managed by the same DMS Cloud account.

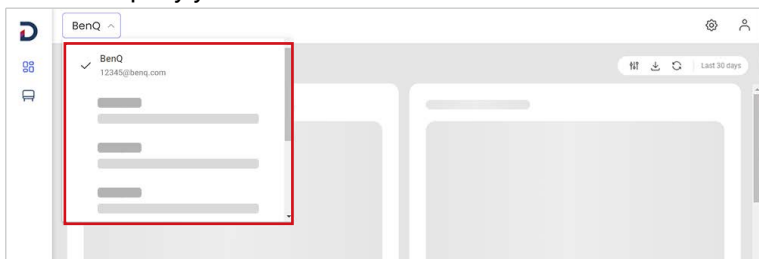
### Note

This feature is only accessible to accounts that have enabled the multi-company function.

1. Select the current company name to view a list of companies managed by your DMS account.

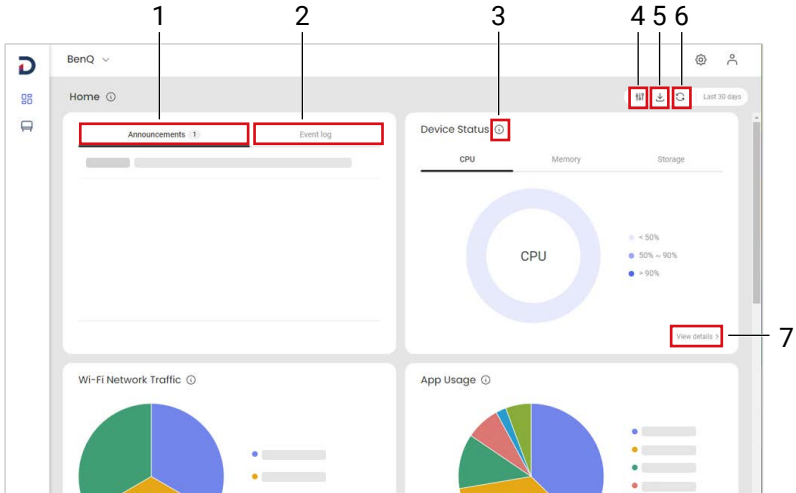






2. Select the company you want to switch to.






# Dashboard overview



No.	Item	Description
1	<b>Announcements</b>	Shows the latest update information.
2	<b>Event log</b>	Shows the status of scheduled events, including <b>processing, fail, success</b> .
3	 <b>Information</b>	Points to the icon to show additional information of a certain function.
4	 <b>Customize</b>	Specifies a range for data analysis. See <a href="#">Customize data range on page 5</a> for details.
5	 <b>Download</b>	Exports the data report.
6	 <b>Refresh</b>	Updates the status of devices.
7	<b>View detail</b>	View the complete data analytics.

## Customize data range

1. Select  **Customize** in the upper-right corner of the dashboard.
2. Adjust the date range for data analysis.
3. Select **Apply**.

# Add devices

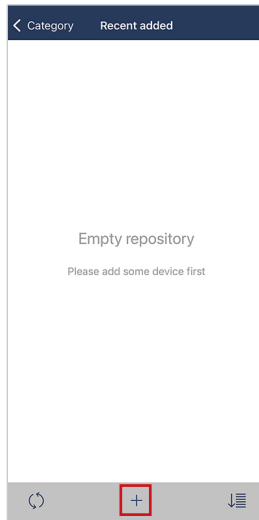
To manage devices via DMS Cloud, the devices must first be added into the DMS Cloud device database. You can use any one of the following methods to add devices into DMS Cloud:

- [Add devices via the BenQ DMS Tool App](#)
- [Add devices in DMS Cloud](#)

## Add devices via the BenQ DMS Tool App

Use BenQ's DMS Tool mobile app to add a device to your DMS Cloud account. To add a device via the DMS Tool App:

1. On your mobile device, install **BenQ DMS Tool** app in the iOS App Store or Google Play Store.
2. Sign in to the **BenQ DMS Tool** app with your DMS Cloud account.
3. Select **+** and scan the serial number barcode or QR code to add devices.
  - Barcode: Find your product's barcode on the side of the package box or on the side of the product.
  - QR code: To find the QR code for your BenQ product, see [Access device info in DMS Client on page 7](#).



## Add devices in DMS Cloud



1. Make sure you have your device information ready. See [Access device info in DMS Client on page 7](#) or [Download device info from DMS Local on page](#)



# Add groups/tags




1. Go to  **Devices > Devices**.
2. Select **+ Add > Group/Tag**.
3. Enter a name.
4. Select **Add**.

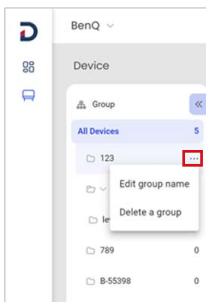
# Manage groups

Select  **Groups** to view all device groups. Select  **Collapse** to hide the group panel.

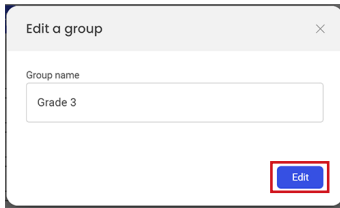


# Edit a group name




1. Select  **Groups**.
2. Point to the group you want to edit. The icon  appears.
3. Select  and choose to **Edit group name**.

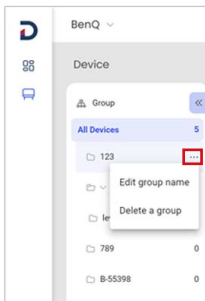


4. Specify a new name and select **Edit**.

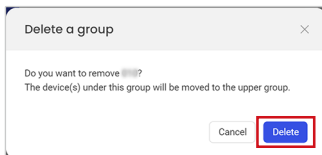


## Delete a group


1. Select  **Groups**.
2. Point to the group you want to edit. The icon  appears.
3. Select  and choose to **Delete a group**.



4. Select **Delete**.



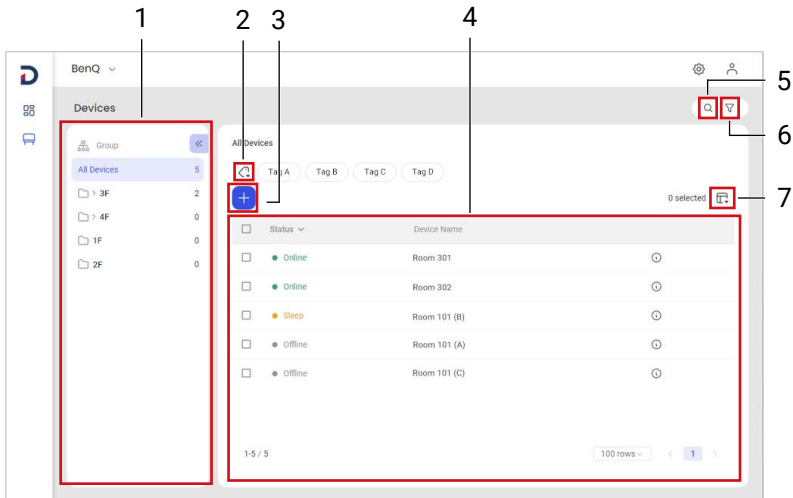
## Move groups

1. Select  **Groups**.
2. In the group panel, select and hold a group you want to move.
3. Slide the group to where you want and drop it.

# Manage your devices

DMS Cloud features the device panel to monitor the status of your device. To view detail information of your device, see [Quick settings in action bar on page 11](#) and [Adjust detail information of a device on page 13](#).

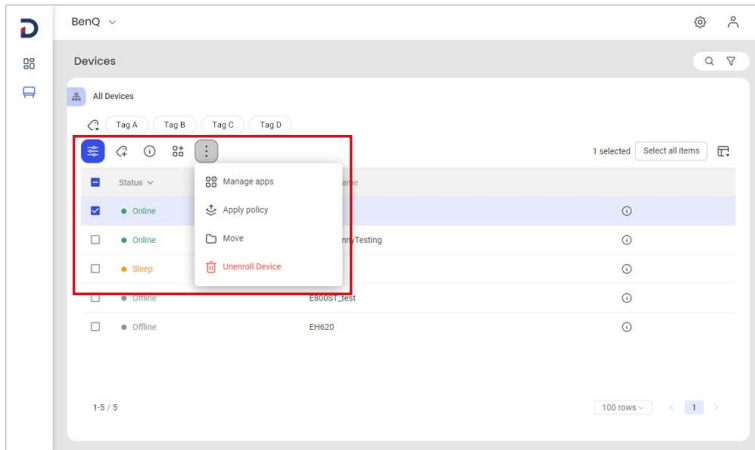
## Device page overview











No.	Item	Description
1	<b>Groups</b>	Shows all device groups managed by DMS Cloud. See <a href="#">Manage groups on page 8</a> for details.
2	<b>Tags</b>	View and edit tags.
3	<b>Add</b>	Add a new device/group/tag.
4	Device list	Shows devices enrolled in DMS Cloud.
5	<b>Filter</b>	Filter to show specific devices.
6	<b>Search</b>	Find specific devices.
7	<b>Select columns</b>	Adjust the information shown in the device list.

# Quick settings in action bar



Once one or more devices are selected in the device list, the action bar appears. The action bar provides tools for IT administrators to apply general settings quickly.

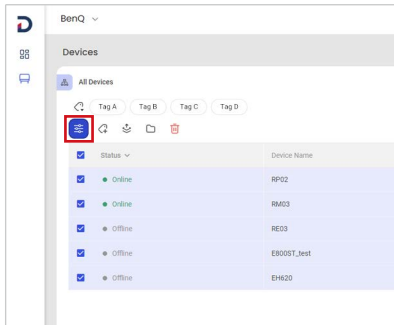


No.	Item	Description
1	 <b>Control</b>	Shows the control panel for quick settings. See <a href="#">Control panel on page 11</a> .
2	 <b>Tags</b>	Manage tags of the selected devices.
3	 <b>Detail info*</b>	View and edit detail information of a device.
4	 <b>Install apps*</b>	Install apps to a selected device.
5	 <b>Manage apps*</b>	Manage installed apps on a selected device.
6	 <b>Apply policy</b>	Apply a certain policy to the selected devices.
7	 <b>Move</b>	Move devices to another group. See <a href="#">Move devices between groups on page 13</a> .
8	 <b>Unenroll device</b>	Remove the selected device from DMS Cloud.

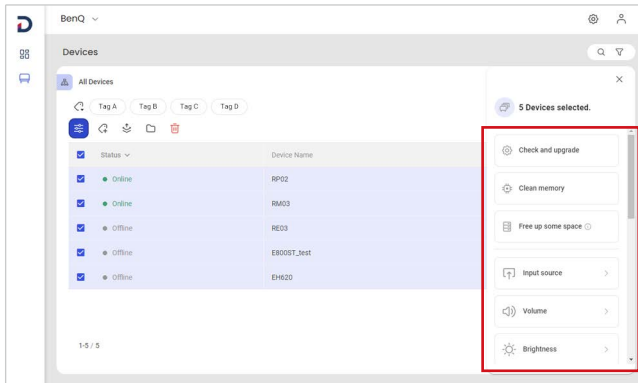
\* The option only appears when a single device is selected.

## Control panel

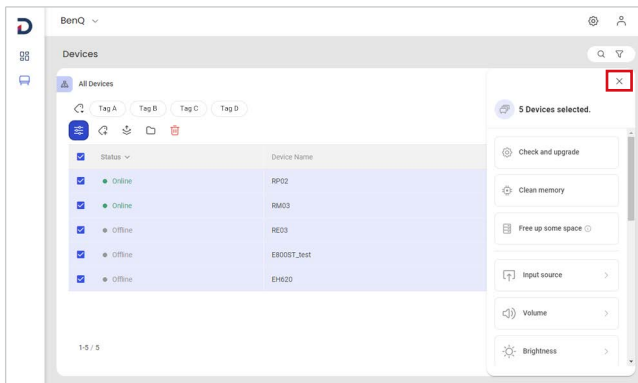
1. Go to  **Devices** > **Devices**.
2. Select the devices you want to edit. The action bar appears.
3. Select  **Control** to open the control panel.



4. Select the control options to make the adjustments.




5. Select **X** to close the control panel.





## Delete a device

1. Go to **Devices > Devices**.
2. Select the device you want to delete.





3. In the action bar, select  **Unenroll device**.



## Move devices between groups

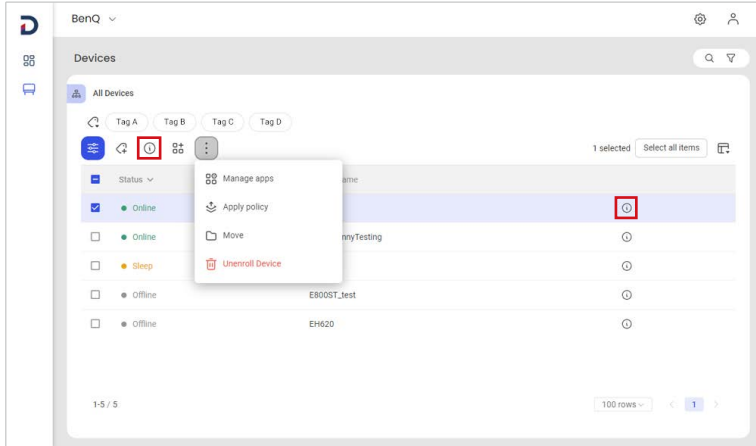
1. Go to  **Devices > Devices**.
2. Select the devices you want to move.
3. In the action bar, select  **Move**.
4. Choose a new group for the devices.
5. Select **Apply**.

## Apply policy to a device

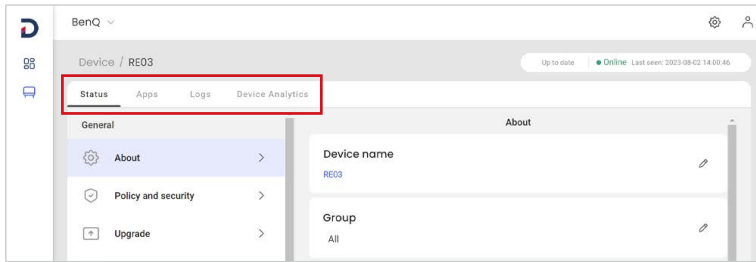
1. Go to  **Devices > Devices**.
2. Select the devices you want to edit.
3. In the action bar, select  **Apply policy**.
4. Choose the policy to apply.
5. Select **Deploy**.

## Adjust detail information of a device

1. Go to  **Devices > Devices**.
2. Select  **Detail info** from a device you want to edit.






3. A page with full information of the device appears.
4. Select a tab to view and edit detail information of the device.





## Note

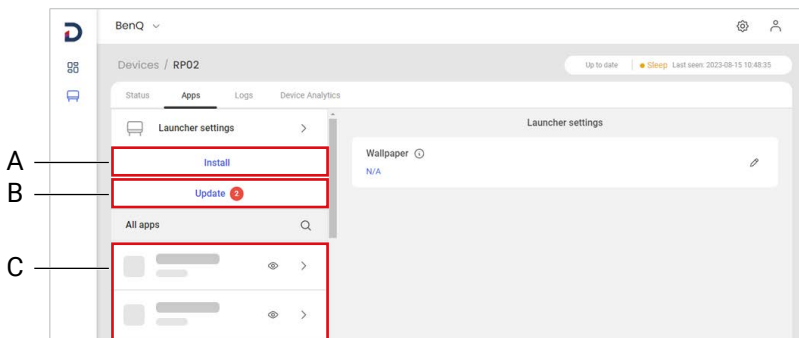
You can also use  **Control** for quick device settings. See [Control panel on page 11](#).

## Rename a device & Add device description

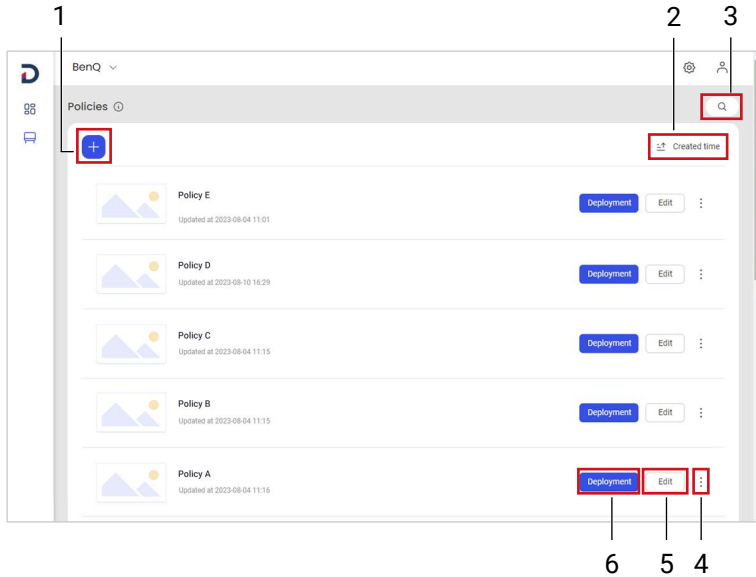
1. Go to  **Devices > Devices**.
2. Select  **Detail info** from the device you want to rename.
3. Under the **Status** tab, find **Device name**.
4. Select  **Edit** to rename or edit description.
5. Select **Update**.

## Manage apps on a device

1. Go to  **Devices > Devices**.
2. Find the device you want to edit.
3. Select  **Detail info**. The device detail page appears.
4. Select the **Apps** tab.
5. You may install, update or delete an app here.
  - A. Install new apps to the device.
  - B. Update available apps to the latest version.
  - C. View and manage all apps installed on the device.



# Policy management



No.	Item	Description
1	+ <b>Add</b>	Add a new policy.
2	⇅ <b>Descending</b> / ⇅ <b>Ascending</b>	Specify the sort order and type.
3	🔍 <b>Search</b>	Search for a policy name.
4	⋮ <b>More</b>	Duplicate or delete a policy.
5	<b>Edit</b>	Adjust policy settings.
6	<b>Deployment</b>	Apply a policy to selected devices.

# Add a new policy

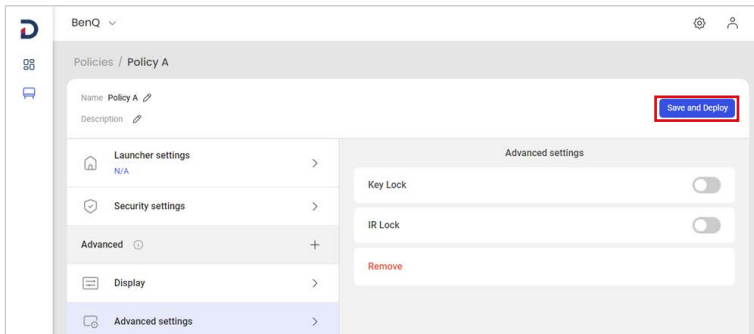
1. Go to  **Devices > Policies**.
2. Select  **Add**.



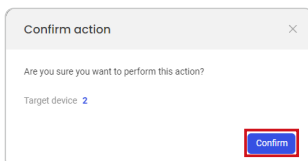
3. Specify a name for the policy and select **Add**.



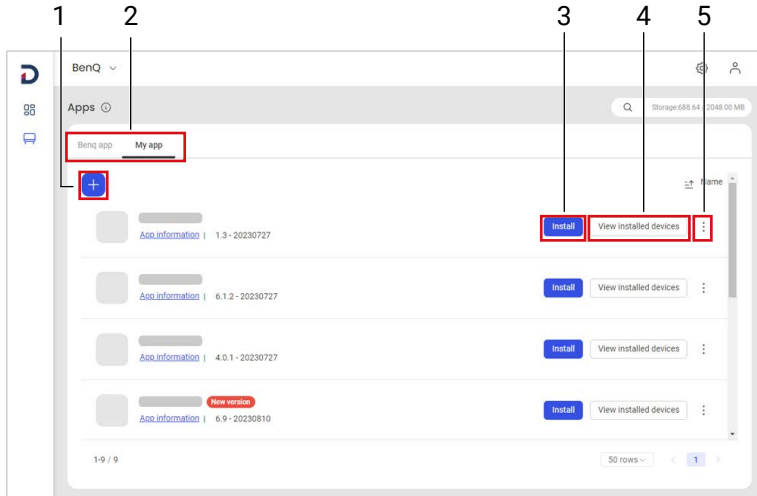
4. Adjust the settings. Select **Save and deploy** to continue.



5. A window pops up. Check the boxes for all the devices you want to apply the policy to.
6. Choose **Select** to proceed.
7. Select **Confirm** to apply.




# Application management



No.	Item	Description
1	+ Add	Add a new application to DMS Cloud.
2	BenQ app / My app	Select the tab to switch the app list.
3	Install	Install an app onto selected devices. See <a href="#">Install apps onto a device from the app list on page 18</a> for details.
4	View installed devices	View and update app version on installed devices. See <a href="#">Update an app on multiple devices on page 19</a> for details.
5	⋮ More	Edit or remove an app.

## Add an app to DMS Cloud database

This feature is only available for apps in the category of **My app**.



1. Go to  **Devices > Apps > My app**.
2. Select **+ Add**.
3. Select the app file located in your local storage.
4. Enter a description for the app in the pop-up window.

**Note:** Entering an app description is not a required step. To add/edit an app description at a later time, see [Edit app descriptions on page 18](#).

5. Select **Upload**.



# Delete apps from DMS Cloud database

This feature is only available for apps in the category of **My app**.

1. Go to  **Devices > Apps > My app**.
2. Select  **More > Remove**.
3. Check **Uninstall from all devices as well** if you want to delete the respective app installed in all devices from the DMS Cloud database.
4. Select **Confirm**.

# Edit app descriptions


This feature is only available for apps in the category of **My app**.

1. Go to  **Devices > Apps > My app**.
2. Select  **More > Edit**.
3. In the edit window, enter the description and click **Save**.

# Install app onto devices from the app list

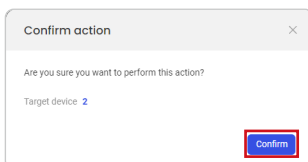
## Note

To view the apps installed on one certain device, see [Manage apps on a device on page 14](#).


1. Go to  **Devices > Apps**.
2. Find the app you want to add onto a device. Select **Install**.



3. A window pops up. Check the boxes for all the devices you want to install the app to.
4. Choose **Select** to proceed.
5. Select **Confirm** to start installing.

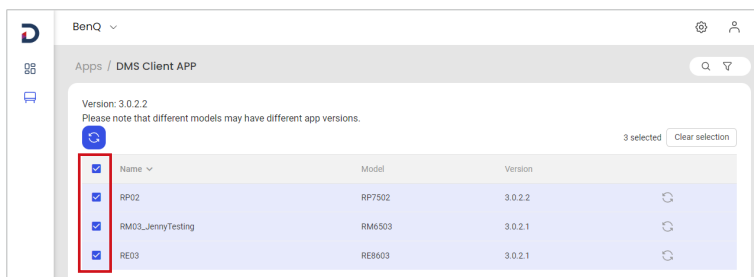


# Update an app on multiple devices

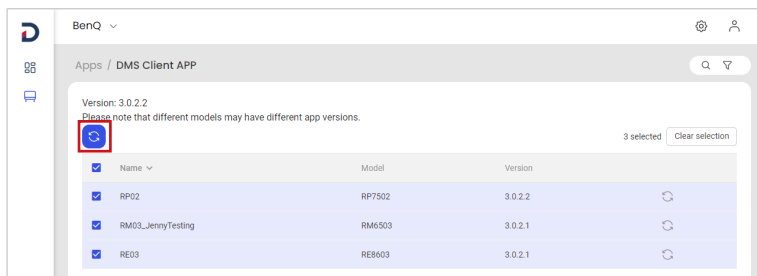
1. Go to  **Devices > Apps**.
2. Find the app you want to add onto a device. Select **View installed devices**.



3. Check the boxes for all the devices you want to update.



4. Select  **Update**.





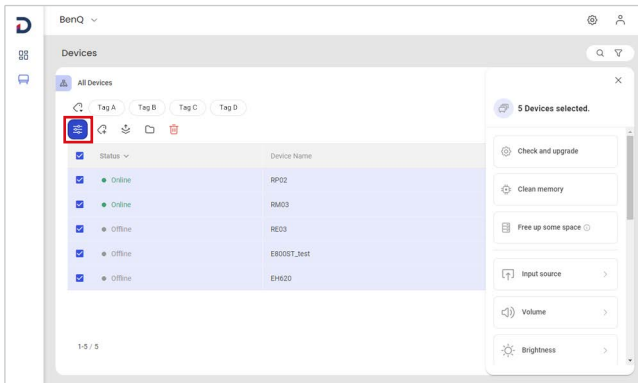
# Firmware management

Use either way to update your device firmware:

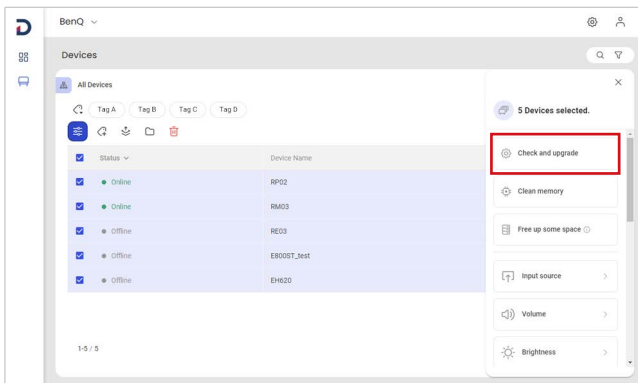
- [Update the firmware of certain devices](#)
- [Update all firmware of the same model](#)

## Update the firmware of certain devices

1. Go to  **Devices** > **Devices**.
2. Select the devices you want to update.
3. Select  **Control** to open the control panel.

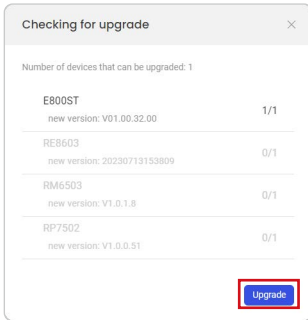


4. Select **Check and upgrade**.




5. Read the DMS update notice. Select **Confirm & Go**.
6. The system will show you the number of devices you can upgrade. Select **Upgrade** to continue.

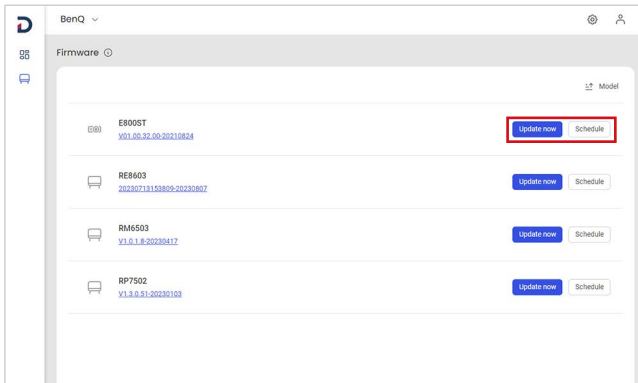





7. You can check the update status at  **Dashboard > Event log**.


## Update all firmware of the same model

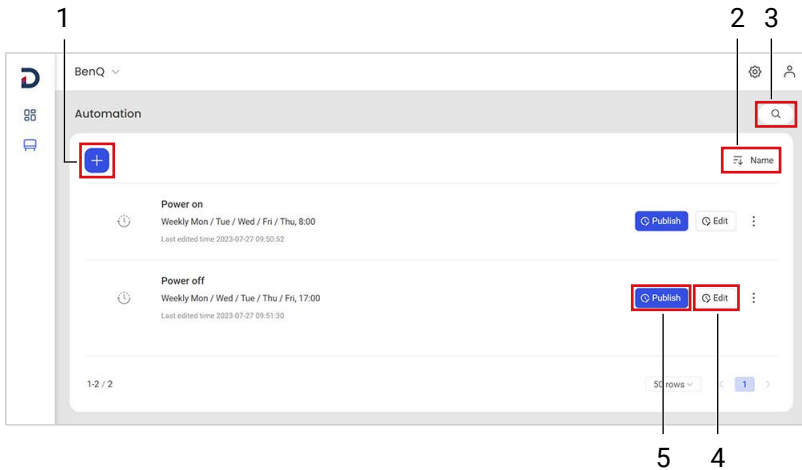
1. Go to  **Devices > Firmware**.
2. For the model name you want to update, select **Update now** or **Schedule**.







3. A window pops up. You'll see the total amount of devices included in the update.
  - For **Update now**, select **Update** to continue.
  - For **Schedule**, set a date and time to update. Select **Schedule** to continue.
4. You can check the update status at  **Dashboard > Event log**.

# Automation

Go to  **Devices > Automation**. Set your customized automation rule and apply it to multiple devices.






No.	Item	Description
1	 <b>Add</b>	Add a new automation rule.
2	 <b>Descending</b> /  <b>Ascending</b>	Specify the sort order and type.
3	 <b>Search</b>	Search the name of your automation rule.
4	<b>Edit</b>	Edit the automation rule.
5	<b>Publish</b>	Apply the automation rule to selected devices.

## Create an automation rule

To create an automation rule, you need to set a trigger to kick off the rule and an action to perform tasks on your devices.

For example, you can schedule to automatically power-on/off your devices:

1. Go to  **Devices > Automation**. Select  **Add** to create a rule.
2. Specify a name and select **Next**.
3. Set a trigger for the automation.
  - A. Choose **By time**.
  - B. Select  **Add** to specify a time to power on/off.

- C. Select **Next**.
- 4. Add actions.
  - A. Select **+** **Add**.
  - B. Choose to **Power on**, **Power off**, or **Switch input source**.
  - C. Select **Done** to finish settings.
- 5. Find the schedule you created. Select **Publish**.
- 6. Select which devices you want to add the schedule to. Select **Publish**.

# Troubleshooting

If you encounter problems while using DMS Cloud, refer to the following troubleshooting tips to try to solve the problems by yourself. If the problem persists, please contact BenQ Customer Support for help.

Problem	Solution
Cannot connect to the device(s) (The device is showing offline in the device list)	<p>Check the following:</p> <ul style="list-style-type: none"><li>• Check the cable connection. Is the device correctly connected to the network?</li><li>• Is the device turned on?</li><li>• Is the device network setting correct?</li><li>• Check if the device's firmware version is up-to-date.</li><li>• Check if the DMS Client app is up-to-date.</li><li>• Check if a whitelist has been added for DMS Cloud. See <a href="#">Network whitelist on page 25</a>.</li></ul>
The device is showing that it is online, but in DMS Cloud it is listed as offline.	<ul style="list-style-type: none"><li>• Check if the device's firmware version is up-to-date.</li><li>• Check if the DMS Client app is up-to-date.</li><li>• Clear all cookies on your browser.</li><li>• Use Incognito mode on your browser and then launch DMS Cloud.</li><li>• Check if a whitelist has been added for DMS Cloud. See <a href="#">Network whitelist on page 25</a>.</li></ul>
Cannot power on the device via DMS Cloud	<ul style="list-style-type: none"><li>• Ensure that WOL (Wake-on-LAN) Settings is enabled on the device.</li><li>• Ensure that the device is connected to the network via the LAN (RJ-45). Wake-on-LAN does not work over a Wi-Fi connection.</li></ul>
Cannot add a device into DMS Cloud	<p>Check if the device supports LAN control.</p>

# Network whitelist

If your network is in a private environment, please add a whitelist for DMS Cloud using the following URLs.

URL/DNS	Description	Port
https://dms.benq.com/	API URL (DMS Cloud & Local)	
https://vod.benq.com/	Get Device JSON files (DMS Cloud & Local)	
http://staging2.benq.com	Get Device JSON files (v1.0.0.1) (DMS Cloud Only)	
https://dms-relay.benq.com	MQTT Connection (DMS Cloud Only)	http(80)/https (443)
https://cmota.s3.amazonaws.com/ https://cmota.s3.ap-northeast-1.amazonaws.com	MDA command data used by DMS > (DMS Cloud & Local)	
https://dsdownload.benq.com	Verify Key or Release Key (DMS Local Only)	
apexd90h2t5wg-ats.iot. eucentral-1.amazonaws.com	AWS IoT service for MQTT Connection > (DMS Cloud)	
apexd90h2t5wg-ats.iot. eucentral-1.amazonaws.com	AWS IoT service for MQTT Connection > (DMS Local)	(443/8883 port)
https://benq-dms-eu.s3.eu-central-1.amazonaws.com	DMS firewall	port 80/443
N/A	DMS Local search device protocol	Ping (ICMP)