

# DMS Cloud User Manual

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The illustrations and the screens shown in this guide are for your reference. The actual content and available functions may vary by the connected devices and the product supplied for your region.

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# Introduction

DMS Cloud is a cloud-based tool for computers that enables remote and centralized management of multiple digital projectors and/or displays by IT administrators/ technicians via the cloud. DMS Cloud's management capabilities include the ability to remotely monitor, control, and configure projectors/displays individually or as groups.

DMS Cloud is designed for use in settings where multiple devices are spread out across various spaces and, as a result, needs a cloud-based portal to manage and monitor each device remotely, for example a multi-floored office building or a school with multiple classrooms.

# System requirements

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

CPU	I.8GHz
Free memory	8 GB
Display Resolution	1024x768 or higher
Browser	<ul> <li>Chrome version 75.0.3770 or higher</li> <li>Firefox version 70.0</li> </ul>
	DMS Cloud does not support the use of Microsoft Internet Explorer, Microsoft Edge or any other web browser.
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



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

# **Initial Setup**

Before you can properly 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



 For details on the location of ports and connectors, please refer to the documentations for the computer and devices.



# **Configuring Settings (For Projectors Only)**

For DMS Cloud to be able 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**.

• 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. Please refer to your projector's
user manual for details.

# Using DMS Cloud

# Logging in to DMS Cloud

Once you have completed the steps described in Initial Setup, you can begin using DMS Cloud by opening the following URL in your browser:

#### http://dms.benq.com

After opening the DMS Cloud website, log in using the account ID/E-mail and password provided by your system administrator.

* *	Welcome to B	enQ Service
AEE SHOP	BenQ Account	Organizational Account
	Account ID or Email	
	Password	\$
	Lo	pg in
	Keep me signed in	Forget ID / password? Resend verification email Register BenQ Account

# The DMS Cloud Main Page

Once you have logged in, the main page for DMS Cloud will be shown. The following items are featured on the DMS Cloud main page.

	(4)	)						(	5)(6)	(7)(8)	) (9) (1	0
DMS Cloud - BenQ									¢ +.	¢. 8	SQN SNT 🖵 🚦	
🗸 🔲 Ali	ik U	ncategorized									1 Row(s) Selected	ĸ
✓ ☑ Uncategorized		Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used	(j) -
C SL5502K5974	~	SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a	
ST4301KB1AA	~	SL5502K5974	Uncategorized	Public Display	Beng	5L5502K	Un	Android	Normal	10.82.182.158	nva.	幸
ST5501KB1AC												
<ul> <li>TESTMODEL24A0</li> <li>B-54949</li> </ul>						0						±
S GroupPreSNT						$\mathcal{Q}$						
> Group17												Ż
S Group13												
> B-55127												3
	4											*



The illustrations and the screens shown in this guide are for your reference. The actual content and available functions may vary by the connected devices and the product supplied for your region.

No.	ltem	Description
		Shows all the devices and device groups managed by DMS Cloud in a tree-view structure.
I	Device Tree	See Adding Devices for more information on the adding devices to the device tree.
		See Device Tree Icons for more information on the status icons shown in the device tree.
2	Device Panel	Shows status information for the device(s) or device groups selected in the device tree.
	Device Faher	See The Device Panel for more information on the various fields featured in the device panel.

No.	ltem	Description
		Provides various tools that allow you to further manage/ monitor devices and device groups, including the information
		tab ((i)), control tab ( 君), and the schedule tab ( 🗇 ).
		For certain devices, an apps list tab ( $oldsymbol{1}$ ) is also available in the Action Panel.
3	Action Panel	See The Information Tab, Controlling Your Devices, Scheduling Your Device to Automatically Power On/Off, or The App List Tab for more information on each tab in the Action Panel.
		The action panel only appears when a device or device group is selected in the device panel. The information tab only appears when a single device is selected in the device panel.
		Click to switch over to a different company's set of devices to be managed by the same DMS Cloud account.
4	Select Company	See Switching Companies for more information.
		Only accounts which have activated multi-company functionality will be able to access this feature.
		Click to refresh the status of the devices shown on the main page.
5	Refresh 🗘	DMS Cloud will automatically refresh the device status after a given interval of time. The refresh button is to allow users to get the most up-to-date information at any given time.
6		Click to add devices to the DMS Cloud management system, or to create groups for better organization in the device tree.
0	Add +-	See Adding Devices for more information on adding devices and device groups.
7	Settings 🕸.	Click to access various system management functions for administrators, such as viewing device status reports/logs, and more.
		See Other Functions for more information on the system management functions available for the Settings button.
8	Software Management	Click to open the <b>Software Management</b> interface to manage the database of apps available in DMS Cloud.
o		See Software Management for more information on the <b>Software Management</b> interface.
9	User	Click to edit selected account information and/or change your login password.
7	Oser	See Changing Your DMS Cloud Password for more information on setting up a login password.

No.	ltem	Description
10	Other Services	Click to switch to another BenQ cloud-based service.

# **Switching Companies**

For System Integrators (SI) who may be responsible for the operations of more than one company's system, the Select Company button 🗐 on the top toolbar allows the user to easily switch between the companies administered by the same login account.

To switch companies:

I. Click the Select Company button.

D DMS CI	loud - BenQ								¢	) +-	\$. U	SQN SNT 🖕 🏢	
🖌 🖽 🛛 Ali		IK Un	categorized									1 Row(s) Selected	K
Vincate		•	Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used	()
		⊻											荘
ST55	601KB1AC												20
📮 TES	STMODEL24A0												+
> ⊠ B-5494	49												I
🕻 🗵 Groupf	PreSNT												7
> 🗵 Groupt	17												
> 🗵 Group1	13												

2. Select the company you want to switch to.

Select Company	
BenQ 5mpire31q800000000Qyopmail.com	Company X vq7z3dqf1hc0000000@yopmail.com
	Cancel

# **Adding Devices**

In order to manage a device via the DMS Cloud software, the device must first be added into the DMS Cloud device tree. To add a device, you must first upload the device's information into DMS Cloud's database of devices.

### **Uploading Device Information**

You can upload a device's information into the cloud using any one of the following methods:



Ensure that your devices are connected to a network with Internet access, as described in Configure device settings.

• Open the DMS Client app on the device you want to add, and then record the **Unique ID** and/or **Temporary Pairing Code** shown on the screen.





Only select BenQ displays that support the DMS Client app. If your device does not feature the DMS Client app, use either one of the other methods to upload the device's information to the cloud.

- Export the device listings from the DMS Local interface that manages the device(s) you want to add. See the "Exporting Device Listings" section in the DMS Local user manual for more information.
- Transfer the device listings via Agent Mode from the DMS Local interface that manages the device(s) you want to add. See the "Transferring Device Listings to DMS Cloud via Agent Mode" section in the DMS Local user manual for more information.

# Adding Devices in DMS Cloud

Once the information for the device(s) you want to add has been uploaded to the cloud, follow the steps below to add the devices in DMS Cloud:

I. Click the add button (+,) and then select Add Device.

	ıd - BenQ	¢ +-	¢.	Ŧ	SQN SNT 🖕			
🗸 🔲 All	IK All		Add Group			0 Ro	w(s) Selected	
🔰 😒 Uncat	Name	Group T	Add Device	odel	Power	Source	Status	IP A

- 2. In the Add new device pop-up window, choose one of the following options:
  - If you uploaded the device's information using the DMS Client app or DMS Local's Agent Mode, select **Add via Unique ID** and then enter the **Unique ID** or **Temporary Pairing Code** provided for the device.

Add new device	
Pick an add method Please select a way below for adding new device. Add via Unique ID Import new device from a file	
	Next Cancel

- If you exported the device's information in DMS Local, select **Import new device** from a file and then select the exported file.

Pick an add method	
Please select a way below for adding new device.	
Add via Unique ID	
Import new device from a file	

3. Once the list of devices appear, you can choose from the following options:

Add n	ew device (Local ag	jent)	Total f	iound: 3   Valid: 3
Checke	d device(s) to be added d device(s) will be added. Mo gent name:B-54802	dify Name/Descr	iption fields if needed.	
	Unique ID 🔺	Model Name	Name b	Description
	MDA6MTg6MjM6NTA6R DI6N0I=	SX751	SX751D27B	
	QjA6QzU6Q0E6NzA6MD I6QTQ=	ST650K	ST650K02A4	
	UEQxMUowMDAxMTIw MA==	EW800ST	EW800ST1200	
(a)				
			Back	Add Cancel

- a. Check the box next to the device(s) you want to add or check the select all box to select all the devices on the list.
- b. Enter a name for the device in the **Name** field. If you do not enter a name in the field, the default name for the device (the device's full model name) will be used.
- c. Enter a description for the display in the **Description** field to provide more detailed information about the device to be viewed in the Information Tab.

Ø

The Name and Description used in DMS Local will not be carried over to DMS Cloud.

4. Once you have finished with the options described above, click **Add** to add the selected devices.

checke	d device(s) to be added d device(s) will be added. Mo gent name:B-54802	dify Name/Desci	ription fields if needeo	I.
	Unique ID 🔺	Model Name	Name	Description
	MDA6MTg6MjM6NTA6R DI6N0I=	SX751	SX751D27B	
	QjA6QzU6Q0E6NzA6MD I6QTQ=	ST650K	ST650K02A4	
	UEQxMUowMDAxMTIw MA==	EW800ST	EW800ST1200	

5. Once you have finished adding the devices, a success message will appear. Select **Yes** to continue transferring device lists or **No** to finish the process.

Success / Add More	
ST650K02A4, EW800ST1200, SX751D27B has been addec Would you like to add another device via Unique ID?	d successfully.
	Yes No

### Adding Devices via the BenQ DMS Tool App

You can also 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. Search the iOS App Store or Google Play Store for "BenQ DMS Tool" and then install the app on your mobile device.
- 2. Log into the BenQ DMS Tool app using the login and password of the DMS Cloud account you want to add the device to.
- 3. Open the DMS Client app on the device you want to add.
- 4. Use the DMS Tool app to scan the QR Code that appears in the DMS Client app window.

Device Info	☆ Add new device
Device Name International Control (Control (Contro) (Control (Cont	 Scan the QR code to add Can the QR code to add Can the Decestria go of eace Can the Lander at the QC code The water of the cases The water (Cases in a down from

# **Managing Your Devices**

Once you have added the device(s) into the DMS Cloud system, the devices will appear in the device tree on the main page. Initially all newly added device will be listed in the **Uncategorized** group of devices.

DMS Cloud - E	BenQ							¢ +	• <b>•</b> -	🕹 SQN SN	r
🗸 🗉 Ali	IK Un	categorized									0 Row(s) Selected
Vincategorized		Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used
<ul> <li>SL5502K5974</li> <li>ST4301KB1AA</li> </ul>		TESTMODEL24A0	Uncategorized	Public Display	BenQ	TESTMODEL	n/a	n/a	Offline	n/a	n/a
ST5501KB1AC		ST5501KB1AC	Uncategorized	Public Display	BenQ	ST5501K	n/a	n/a	Offline	n/a	n/a
C TESTMODEL2	4A0	ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	n/a	Offline	n/a	n/a
		SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a

To help you better organize and identify your devices, DMS Cloud features the following options:

- Create Device Groups
- Rename Devices
- Delete Devices

### **Creating Groups**

In instances where DMS Cloud is used to manage a large number of devices spread out over various spaces, organizing devices into groups may be useful to manage your devices. To create a device group, follow the steps below:

 Select the All category in the device tree, then click the add button (+-) and select Add Group.

DMS Cloud - BenQ								φ +	<b>.</b> •.	👪 SQN SN	r
🗸 🔲 All	IK AI	L						Add Group			0 Row(s) Selected
V 🗵 Uncategorized		Name	Group	Туре	Brand	Model	Power	Add Device	tatus	IP Address	Light Used
SL5502K5974		TESTMODEL2440		0.00.0	BenQ	TESTMODEL			Offine		
ST4301KB1AA		TESTMODEL2440	Uncategorized	Public Display	Beng	TESTMODEL	n/a	n/a	Omine	n/a	n/a
ST5501KB1AC		ST5501KB1AC	Uncategorized	Public Display	BenQ	ST5501K	n/a	n/a	Offline	n/a	n/a
TESTMODEL24A0											
		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	n/a	Offline	n/a	n/a
		SI,5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a



• To create a sub-group, select the group in the device tree that you want to create the subgroup in and then follow the steps in this section.

• A group cannot be created within the **Uncategorized** group in the device tree.

2. In the **Add New Group** pop-up window, enter a name for the group and then click **Add**.



3. Once the new group has been created, it will appear in the device tree. You can begin adding devices to the group by selecting the respective device in the device tree, dragging it into the group, and then confirming the addition.

E All	IK U	ncategorized									0 Row(s) Selecter
Uncategorized     SL5502K5974		Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used
<ul> <li>SL5502K5974</li> <li>S<sup>1</sup>4301KB1AA</li> </ul>		TESTMODEL24A0	Uncategorized	Public Display	BenQ	TESTMODEL	n/a	n/a	Offline	n/a	n/a
ST5501KB1AC		ST5501KB1AC	Uncategorized	Public Display	BenQ	ST5501K	n/a	n/a	Offline	n/a	n/a
FMODEL24A0     East Building		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	nla	n/a	Offline	n/a	n/a
		SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a

A device can only be part of one group at a time.

4. To rename a group, right-click the group you want to rename and select Rename.

DMS Cloud - BenQ								¢ +	<b>.</b> •.	🛃 SQN SNT	• II
V 🗉 All	IK Un	categorized									0 Row(s) Selected
V 🔝 Uncategorized		Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used
<ul> <li>SL5502K5974</li> <li>ST4301KB1AA</li> </ul>		TESTMODEL24A0	Uncategorized	Public Display	BenQ	TESTMODEL	nla	n/a	Offline	n/a	n/a
ST5501KB1AC		ST5501KB1AC	Uncategorized	Public Display	BenQ	ST5501K	n/a	n/a	Offline	n/a	n/a
TESTMODEL24A0     Seat B		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	n/a	Offline	n/a	n/a
Collapse		SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a
Rename											
Delete											

### **Renaming a Device**

As described in Adding Devices, the **Add new device** menu allows you to rename a device while adding it to DMS Cloud. In instances where a device is not renamed while it is being added to DMS Cloud, the device will be added using its default name (the IP address for the device followed by the device's model number). You can then rename a device to a more easily identifiable name at any time by following the steps below:

1. Right-click on the device you want to rename in the device tree, and then select **Rename**.

/ 🗇 Ali	IK Un	categorized									0 Row(t) Selected
Vincategorized		Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used
STG01 Return ST5001 Delete ST5001 Delete East Building TESTMODEL2440	J	SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Androld	Normal	10.82.182.158	n/a

2. In the **Rename** menu, enter the new name and then click **Rename**.

Rename	
Please enter the new name for "ST4301KB1AA"	
Conference Room 12A	
	(Rename) Cancel

### **Deleting a Device**

To delete a device from the device tree, right-click on the device you want to delete in the device tree, and then select **Delete**.

DMS Cloud - BenQ								φ -	+. ≎.	4 SQN SN	π <b>.</b> ⊞
🗸 🔲 All	IK Un	categorized									0 Row(s) Selected
<ul> <li>Uncategorized</li> <li>SL5502K5974</li> </ul>		Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used
		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	nia	Offline	nla	n/a

Deleting a device not only removes the device from your device tree, but also deletes the device listing from the entire DMS Cloud database, preventing other users from accessing the device. Before deleting a device, ensure that the device is not used by any other user in your network.

# **Device Tree Icons**

As described earlier, the device tree lists all devices managed by DMS Cloud in a hierarchical, tree-view structure. The device tree also shows various icons that allow you to quickly view the current status of all devices and whether or not there are any errors causing the device to malfunction.

	SQN SNT 🛫 🏭	. •	¢.	+.	¢							
st491831A4       ABCDE       Pable Display       BenQ       ST5591K       nia       nia       Diffine       nia       nia	0 Row(s) Selec										CDE	IK AB
<ul> <li>S15591KE1AC</li> <li>ABCDE</li> <li>Pable Dapping</li> <li>BinD</li> <li>S15591K</li> <li>Nin</li> <li>Nin</li></ul>	is Light Used	IP Address		Status	Source	Power	Model	Brand	Туре	Group	Name	
<ul> <li>GroupHshT</li> <li>GroupHshT</li> <li>GroupHshT</li> <li>GroupHshT</li> <li>GroupHshT</li> <li>StatShtShT</li> <li>GroupHshT</li> <li>StatShtShT</li> <li>ExtBulance</li> <li>ExtBulance</li> </ul>	n/a	n/a		Offline	n/a	n/a	ST5501K	BenQ	Public Display	ABCDE	ST5501KB1AC	
<ul> <li>✓ © 0nup3</li> <li>■ 55507374</li> <li>✓ ABCDE</li> <li>■ 5550737</li> <li>■ 5550737</li> <li>✓ © 0nup14</li> <li>■ 555577</li> <li>■ 555577</li> </ul>												
<ul> <li>✓ ABCDE</li> <li>&gt; © Group15</li> <li>□ \$T\$500/B1</li> <li>✓ Group14</li> <li>B-85127</li> <li>⊠ Ex81507</li> </ul>												
> ○         Group15           □         TSSM081           ◇         Orosp14           ◎         BASS77           ≥         ExtBluetory												
<ul> <li>✓ Group14</li> <li>➢ 65507</li> <li>➢ East Building</li> </ul>												
© 645127 ⊘ East Building												
C Ext Building												
TESTMODIJAA												

### Status Icons

lcons that indicate the current status of each device appears to the left of the device's name in the device tree. Icons that indicate errors for a device appears to the right of the device's name in the device tree. The table below provides descriptions of each icon.

lcon	Status	Description
	Online	The device is powered on.
	Standby	The device is in standby mode.
	Offline	The device is undetected by DMS Cloud. This status usually indicates a problem with the device's connection to the network or with the network itself, in such instances it is suggested that you check the device's connection.

# **Monitoring Your Devices**

Beyond the status icons shown in the device tree, DMS Cloud features the device panel to monitor the status of your device and the information tab to view detailed information for each device, both of which are described in the sections below.

### The Device Panel

When either an individual device or a device group is selected in the device tree, the device panel of the DMS Cloud main page will show in-depth status information for the selected device or the devices in the selected group.

DMS Cloud - BenQ								φ	+.	¢. 8	SQN SNT 🖵 🏭	
✓ □ AI	IK Ur	categorized									1 Row(s) Selected	к
V 🔄 Uncategorized	Ξ	Name	Group	Туре	Brand	Model	Power	Source	Status	IP Address	Light Used	(i) •
<ul> <li>SL5502K5974</li> <li>ST4301KB1AA</li> </ul>		TESTMODEL24A0	Uncategorized	Public Display	BenQ	TESTMODEL	n/a	n/a	Offline	n/a	n/a	
TESTMODEL24A0		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	n/a	Offline	n/a	n/a	
✓ ⊠ B-54949	~	SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a	±
<ul> <li>GroupPreSNT</li> <li>B-55127</li> </ul>	-											
V 🙁 East Building												Z
	4											

The table below describes the information featured in the device panel.

ltem	Description					
Name	Name of the device.					
Group	Group that the device belongs to.					
Туре	Type of device, projector, or public display.					
Brand	Brand of the device.					
Model	Model name for device.					
Power	Current power status of the device.					
rower	See Power for definitions of the various power statuses.					
Source	Current signal source for the device.					
Status	Current operating status of the device.					
Status	See Status for definitions of the various statuses.					
IP Address	IP address for the device.					

ltem	Description						
Light Used*	I* The cumulative hours the light has been used.						
Light 2 Used*	Light 2 Used* The cumulative hours the second light has been used.						
*For projectors only							

#### Power

The **Power** column in the device panel shows the current power status of the device(s). The following table defines the various power statuses available in the device panel.

Power Status	Description						
On	The device is powered on.						
Standby	The device is in standby mode.						
	The device is undetected by DMS Cloud.						
N/A	This status usually indicates a problem with the device's connection to the network or with the network itself, in such instances it is suggested that you check the device's connection.						

#### Status

The **Status** column in the device panel shows the current operating status of the device(s). The following table defines the various statuses available in the device panel.

Status	Description
Normal	The device is operating normally.
N/A	<ul> <li>The device does not support the transmission of error messages over the network.</li> <li>The device is in standby mode.</li> </ul>
Offline	The device is undetected by DMS Cloud. This status usually indicates a problem with the device's connection to the network or with the network itself, in such instances it is suggested that you check the device's connection.

### **The Information Tab**

The information tab of DMS Cloud shows detailed information for a device and is only accessible when a single device is selected in the device panel and the information button in the action panel is clicked.

D	DMS Cloue	d - BenQ								¢	+.	¢.	ŧ	SQN SNT	. III	
Я	incategorized		1 Row(s)	Selected	Я											
~	Name	Group	Туре	Brand	(i) (	Device Info										
~	SI 550365074	Uncategorized	Dublic Diselou	Page O		Name:	SL5502K5	974	Description:	1						
×	00550210574	oncoregonation	( doite original)	build	蒜	Group:	Uncategori	zed	Agent:	n/a						
						Туре:	Public Disp	lay	Brand:	BenQ						
					<u>±</u>	Model Name:	SL5502K		IP Address:	10.82.182	158	1				
						MAC address:	9C-F6-DD-	BA-59-74	Unique ID:	OUM6RjY(	SREQ6QkE6	NTk6NzQ=				
					7	S/N:	n/a		Version:	V1.0.4.4						
						Sys. Wallpaper:	n/a									
						Status										
						Power:		On	Input Source:		Android					
						Volume:		76	Mute:		Off					
						Picture Mode:		Pantone	Aspect Ratio:		16:9					
						Device Runtime	2:	964 hrs	Remote Lock:		Off					
						Key Lock:		On								
								4% CPU	229 Mema 857 of 38				1.09 lbps twork			

The table below describes the detailed information featured in the information tab.

ltem	Description
Name	Name of the device. Click the edit button 🗹 to change the device name.
Description	Brief description of the device. Click the edit button 🖍 to change the description.
Group	Group that the device belongs to.
Agent	Agent ID for user that added the device via DMS Local Agent Mode.
Туре	Describes the type of device/display (e.g. public display or projector).
Brand	Brand of the device.
Model Name	Model name for device.
IP Address	IP address for the device.
MAC Address	MAC address for the device.
Unique ID	Unique ID number for the device added via the DMS Client app or DMS Local Agent Mode.
S/N	Serial number for the device.
Version	Indicates the firmware version installed on the display.

ltem	Description					
Sys. Wallpaper <sup>3</sup>	Click the edit button 🗹 to select an image file as the pre-login wallpaper for the device.					
Power	Current power status of the device.					
	See Power for definitions of the various power statuses.					
Input Source	Current signal source for the device.					
Blank <sup>2</sup>	Indicates whether the blank screen function for the device is on or off.					
Volume	Current volume level for the device.					
Mute	Current mute status for the device.					
Picture Mode	Current picture mode setting for the device.					
Light Mode <sup>2</sup>	Current light mode setting for the projector.					
Aspect Ratio	Current aspect ratio for the device.					
Device Runtime <sup>1</sup>	Current operating time for the display (in hours).					
Remote Lock <sup> </sup>	Current remote control lock status for the display.					
Key Lock <sup>l</sup>	Current keypad lock status for the display.					
Thermal Level <sup>2</sup>	Current thermal level for the projector.					
Light Used <sup>2</sup>	The cumulative hours the light has been used.					
Light 2 Used <sup>2</sup>	The cumulative hours the 2nd light has been used.					
High Altitude <sup>2</sup>	Indicates whether the high altitude configuration is on or off.					
Filter Usage <sup>2</sup>	Current filter used for the projector.					
Hardware Status	Indicates the usage/performance levels for the device's CPU, memory, and network connection.					
<sup>I</sup> For displays only						

<sup>2</sup> For projectors only

<sup>3</sup> For select models only

• The fields displayed in the information tab may vary depending on the model selected.

 If the projector does not support the transmission of a certain field's information over the network, the field will show "N/A".

• For non-BenQ projectors, only the following fields will display information: **Name**, **Group**, **Brand**, **Model**, **Power**, and **IP Address**. All other fields will show "N/A"

# **Controlling Your Devices**

The control tab of DMS Cloud features a panel of functions that allows you to control an individual device or an entire group when they are selected in the device panel and the control button in the action panel is clicked. The control tab also allows users to enter and save control command codes using the BenQ protocol (for BenQ devices), the PJLink protocol or self-input via the protocol port (for non-BenQ projectors) to create custom controls for the device.





When DMS Cloud detects a problem with the device's connection to the network, all the buttons and fields in the control tab will be greyed out.

The control tab will show different control items depending on what type of selection is made in the device panel. The possible selections include the following:

- A single BenQ display
- A single BenQ projector
- A single non-BenQ projector
- Multiple projectors in a group
- Multiple displays in a group

The sections below describe the control panel for each of the items above.

## The Control Tab (Single BenQ Display)

When a single BenQ display is selected in the device panel, the control tab features the following items:

			8601K278C			
Power	On Standby				Shutde	own 🛈
Quick Settings						
Input Source	Android >	Volume	10	> Mute	On Off	
Aspect Ratio	16:9 >	Backlight (2)	100	> Picture Mode	Standard	>
Remote Lock	On Off	Key Lock	On Off			
Color Management Settings						$\neg$
Brightness	50 >	Contrast 3	60	> Sharpness	n/a	>
Color temperature	Normal >	Hue	n/a		n/a	>
WOL (Wake-on-LAN) Setting: WOL (4)	s On Off					
Direct Command Input						()
2020/04/15_13:09:57_CP8601H	(278C 98909179929090900D	(5)				Send
Save Saved Func. 1		pty) Saved Func. 3 (em	pty)			

No.	ltem	Description
		Powers on the display, puts it in standby mode, or powers off (shuts down) the display.
I	Power	To power on the display via DMS Cloud, make sure that the <b>WOL</b> (Wake-on-LAN) Settings on the display is enabled and that the display is connected to the network via the LAN (RJ-45) port. Wake- on-LAN does not work over a Wi-Fi connection.
	Quick	Features buttons and menus to control your display.
2	Settings	See Quick Settings for more information on the quick settings controls.
3	Color Management	Allows you to adjust image settings including <b>Brightness</b> , <b>Contrast, Sharpness, Color Temperature, Hue</b> , and <b>Chroma</b> .
	Settings	Support for each image setting depends on model.

No.	ltem	Description
		Allows the display to be able to be powered-on remotely from a shutdown state via the LAN port.
4	WOL (Wake- on-LAN) Settings	<ul> <li>The WOL (Wake-on-LAN) Settings option is only available for displays added to DMS Cloud via DMS Local's Agent Mode.</li> <li>The WOL (Wake-on-LAN) Settings function only works on displays that are connected to the network via their LAN (RJ-45) port and administered via DMS Local. Displays that are connected to the network via a Wi-Fi connection will not be able to use the WOL (Wake-on-LAN) Settings function.</li> </ul>
5	Direct Command	Send or save custom control command codes for the display using the BenQ protocol for display control.
	Input	See Direct Command Input (for Displays Only) for more information on the basic controls.

## The Control Tab (Single BenQ Projector)

When a single BenQ projector is selected in the projector panel, the control tab features the following items:

	$\bigcirc$	EH6000630				
Po	ower On	Standby				
Quick	Quick Settings					
Inp	put Source An	idroid > Blank On Off				
Mu	ute On	Off Aspect Ratio 16:9				
Pie	Picture Mode Bright > Light Mode SmartEco Mode >					
No.	ltem	Description				
I	Power	Powers on the projector or puts it in standby mode.				
	Outole	Features buttons and menus to control your projector.				
2	Quick Settings	See Quick Settings for more information on the quick settings controls.				

## The Control Tab (Single Non-BenQ Projector)

When a single non-BenQ projector is selected in the projector panel, the control tab features the following items:

Pov	ver On S	non-BenQ itandby
Charact S Tops Aasp		
No.	ltem	Description
I	Power	Powers on the projector or puts it in standby mode via the PJLink protocol.

## The Control Tab (Multiple Devices)

When multiple devices including both projectors and displays are selected in the device panel, the control tab features the following items:

	2 devices				
Po	ower On	(Standby)			
Quick Settings Input Source		Mute On Off Blank On Off • •			
No.	ltem	Description			
1	Power	<ul> <li>Powers on the devices, puts them in standby mode, or powers off (shuts down) the devices.</li> <li>To power on the display via DMS Cloud, make sure that the WOL (Wake-on-LAN) Settings on the display is enabled and that the display is connected to the network via the LAN (RJ-45) port. Wake-on-LAN does not work over a Wi-Fi connection.</li> </ul>			
2	Quick Settings	<ul> <li>Features buttons and menus to control your device.</li> <li>See Quick Settings for more information on the quick settings controls.</li> <li>Only functions supported by all devices in the group will be supported in the Quick Settings section. Functions that are not supported by all displays will show an asterisk (*).</li> </ul>			

# **Quick Settings**

The quick settings section of the control tab features the following buttons and menus which help you control your device.

Quick Settings			
Input Source	Android	Volume	76 🗲
Mute	On Off	Aspect Ratio	16:9
Backlight	30	Picture Mode	Pantone >
Remote Lock	On Off	Key Lock	On Off

Button	Description
Input Source	Sets the input source for the device.
Volume*	Adjusts the audio volume.
Blank <sup>2</sup>	Toggles a blank screen for the projector on or off.
Light Mode         Select the light mode settings for the device.	
Mute	Mutes or unmutes the audio output.
Aspect Ratio*	Sets the image aspect ratio for the device.
Backlight <sup>1</sup> *	Sets the brightness level of the backlight for the display.
Brightness <sup>2</sup> * Sets the brightness level for the projector.	
Picture Mode*	Sets the picture mode for the device.
Remote Lock <sup>1</sup> Enables/Disables the remote control lock.	
Key Lock <sup>1</sup>	Enables/Disables the keypad lock.
Network <sup>2</sup> *	Enables/Disables the network function in standby mode.
Monitor Out <sup>2</sup> *	Enables/Disables outputting the signal via the Monitor Out port.
1	

<sup>1</sup> For displays only

<sup>2</sup> For projectors only

\*Not available for multiple devices.

• The fields displayed in the quick settings section may vary depending on the model selected.

When the device is in standby mode, all fields in the quick settings section will be empty.
When the device is powered on, the fields in the quick settings section will be set to the



- current configurations of the device.
  When DMS Cloud detects a problem with the device's connection to the network, the fields in the quick settings section will be greyed out.
- When the quick settings section is opened for multiple devices, both control fields and available options that are not supported by all devices will feature an asterisk (\*).

### **Direct Command Input (for Displays Only)**

The Direct Command Input section of the control tab allows you to create custom

controls for your device using direct commands. For instance, you can create a

command to have your device rotate its screen clockwise 90-degrees.



- Functions available to devices that support direct command controls and their corresponding commands vary by model. Check the specifications and user manual for your device for available functions and commands.
- Direct command controls can only be used on one device at a time.

#### The **Direct Command Input** section for a BenQ display is shown below:

Direct Command Input	0
	Send
2020/12/15_11:36:43_E800ST1012_*sour=smartsystem#	
Save Saved Func. 1 (empty) Saved Func. 2 (empty) Saved Func. 3 (empty)	

#### The Direct Command Input section for a non-BenQ display is shown below:

Port 4352				Send	
Save Saved Func. I (empty)	Saved Func. 2 (empty)	Saved Func. 3 (empty)	Saved Func. 4 (empty)		
Saved Func. 5 (empty)	Saved Func. 6 (empty)	Saved Func. 7 (empty)	Saved Func. 8 (empty)		
Saved Func. 9 (empty)	Saved Func. 10 (empty)	Saved Func. 11 (empty)	Saved Func. 12 (empty)		
Saved Func. 13	Saved Func. 14	Saved Func. 15	Saved Func. 16		

#### **Creating a One-Time-Only Direct Command**

To create a one-time-only direct command, follow the steps below:

1. For BenQ displays - Enter the direct command code in the **Direct Command Input** field.



For non-BenQ displays - Enter the direct command code in the **Direct Command Input** field and the TCP port for the projector in the **Port** field.

25, 31, 41, 56, 4d, 54, 3	20, 32, 31, 0d				
Port 4352				Send	
Save Saved Func. I (empty)	Saved Func. 2	Saved Func. 3	Saved Func. 4		
	(empty)	(empty)	(empty)		
Saved Func. 5 (empty)	Saved Func. 6 (empty)	Saved Func. 7 (empty)	Saved Func. 8 (empty)		
Saved Func. 5					



Commands for BenQ displays must be in ASCII format, while commands for non-BenQ displays must be in hexadecimal format. For more information on creating direct commands, see Direct Command Help.

Click Send and wait for a confirmation that the command has been executed successfully.



To prevent quick changes to the device's state, the **Direct Command Input** will be grayed out while DMS Cloud is confirming whether the direct command is successful. Once the direct command has been confirmed or the confirmation process has timed out, the field will return to its normal state.

### Saving a Custom Direct Command Button

To save a direct command as a custom button, follow the steps below:

I. Click the button you want to customize in the direct command control section.





The direct command control section for BenQ devices features three direct command buttons available for customization, while the direct command control section for non-BenQ devices features 16 direct command buttons available for customization.

2. In the Saved Func. window, click the options button ( 🚦 ) and select Edit.

Saved Func.	. 1	•••
Name	Saved Func. 1	Edit
	Saved Func. 1	Reset
Command		
	Send	Cancel

3. For BenQ devices - In the **Edit Saved Function** window enter a name for the button in the **Name** field and the direct command code in the **Command** field.

Edit Saved Function			
Name	HDMI Source		
Command	0		
	* <u>sour+HDM</u> I#		
	Save Cancel		

For non-BenQ projectors - In the **Edit Saved Function** window enter a name for the button in the **Name** field, the direct command code in the **Command** field, and the TCP port for the projector in the **Port** field.

Edit Saved Function	
Name: Audio Off Command:	(î)
25, 31, 41, 56, 4d, 54, 20, 32, 31, 0d	
Port: 4352	Cancel



Commands for BenQ projectors must be in ASCII format, while commands for non-BenQ devices must be in hexadecimal format. For more information on creating direct commands, see Direct Command Help.

4. Click **Save** in the **Edit Saved Function**, and your custom direct command button will appear in the direct command control section of the control panel, which you can click to send the command.

### **Direct Command Help**

If you need help with creating direct commands in DMS Cloud, you can click the help button (i) located in the direct command control section for guidelines on creating direct commands.

ct Command Input					L
					Se
V12/15, 11:36:43, E800ST1012,	*sour=smartsystem#				
ave Saved Func. 1 (emp	pty) Saved Func. 2 (empty)	Saved Func. 3 (empty)			
Direct Command Input					Û
					U
Port 4352				Send	
Port 4352				Send	
				Send	
Port 4352				Send	
Save				Send	
Save	Saved Func 2	Saved Func. 3	Saved Func. 4	Send	
Save	Saved Func. 2 (empty)	Saved Func. 3 (empty)	Saved Func. 4 (empty)	Send	
Save				Send	
Save Save Func. 1 (empty)	(empty)	(empty)	(empty)	Send	
Save Saved Func. 1 (empty) Saved Func. 5 (empty)	(empty) Saved Func. 6 (empty)	(empty) Saved Func. 7 (empty)	(empty) Saved Func. 8 (empty)	Send	
Save Saved Func. I (empty) Saved Func. 5	(empty) Saved Func. 6	(empty) Saved Func. 7	(empty) Saved Func. 8	Send	
Save Saved Func. 1 (empty) Saved Func. 5 (empty) Saved Func. 9	(empty) Saved Func. 6 (empty) Saved Func. 10	(empty) Saved Func. 7 (empty) Saved Func. 11	(empty) Saved Func. 8 (empty) Saved Func. 12	Send	

# Scheduling Your Device to Automatically Power On/Off

The schedule tab of DMS Cloud allows you to schedule a day and time for your device to power on or off automatically.

All	K East Building(s)	Selected >I						
Uncategorized	Name	Group	On-device Dai	ly Scheduling		SL55	02K5974	
Group1	SL5502K5974		Enable	On	Off	Input Source	Frequency	Edit/Reset
B-55127				n/a	n/a	VGA	n/a	
🗵 East Building		±		n/a	n/a	No change	n/a	
SL5502K5974		_		n/a	n/a	No change	n/a	
<ul> <li>B-54887</li> <li>EX800ST94D1</li> </ul>		Ī	•	n/a	n/a	No change	n/a	
EX800ST05AF				n/a	n/a	No change	n/a	
				n/a	n/a	No change	n/a	
				n/a	n/a	No change	n/a	



The schedule tab is not available for groups or multiple devices.

To schedule a day and time for your device to power on or off automatically:

1. Select the device(s) you want to automatically power on/off in the device panel and then click the schedule tab.

DMS Cloud - BenC	2							¢	¢ +-	¢. 0	SQN SNT 🖕 🚦	
- Ali	IK Ea	st Building									1 Row(s) Selected	14
C Uncategorized     B-54949		Name	Group	Type	Brand	Model	Power	Source	Status	IP Address	Light Used	G
> 🔀 Group1		SL5502K5974										
♥ 🗵 8-55127												27
🗸 🗵 East Building												1
												1
✓ ☑ B-54887												tz
EX800ST94D1												
EX000ST05AF												

2. Choose one of the empty items in the schedule tab and click the Edit button 📝.





The schedule tab is pre-configured with seven available schedule items for you to create schedules with. If you have already created schedules using all seven slots, you must override one of the existing items.

3. Configure the following items in the Edit on-device daily scheduling menu:

Edit on-device daily	scheduling
SL5502	2K5974
a Power On	:
b Power Off	
C Input Source	VGA 🗸
d Repeat	Custom day ~
	W _ T _ F _ S
	Save Cancel

- a. Check the box if you want your device to automatically power on at a given day and time, and then set the time when you want the device to power on.
- b. Check the box if you want your device to automatically power of at a given day and time, and then set the time when you want the device to power off.
- c. If you checked the **Power On** box, select the input source you want the device to power on to.
- d. Select the frequency in which your device powers on/off. The available options are **Everyday**, **Weekday**, **Weekend**, or **Custom day**.
- e. If **Custom day** is selected in the **Repeat** field, check the boxes next to the days in which you want your device to power on/off.
- 4. Click the **Save** button to finish the scheduling process. By default the created task will automatically be enabled.

### Editing a Scheduled Power On/Off

To edit a scheduled power on/off:

- 1. Click the edit button ()) for the item you want to edit in the schedule tab for the device.
- 2. Edit the items in the **Edit on-device daily scheduling** menu based on the descriptions in step 3 above.
- 3. Click the **Save** button to finish editing the scheduled task. The edited task will retain the enabled/disabled setting from before it was edited.

### Resetting (Deleting) a Scheduled Power On/Off

To reset (delete) a scheduled power on/off, click the reset button ( $\times$ ) for the item you want to reset in the schedule tab for the device. The schedule item will clear itself of the scheduling conditions and become disabled.

# The App List Tab

For certain devices with compatible Android operating systems, the Action Panel features an app list tab that allows you to view the apps installed on your devices, view each app's description, install and/or uninstall apps on your device, and update the device's Android operating system.

D	DMS Clou	l - BenQ							¢ +.	¢. 🛛	SQN SNT 🖕 🏢
U	ncategorized		1 Row(s	) Selected	×						
1	Name SL5502K5974	Group Uncategorized	Type Public Display	Brand	1	•			SL5502K5974 Most Updated Device Version: V1.0.4.4		
					荘	Installed Application (7)					
						Application		Ver	Date modified	Size	APP Update
					1 ± K	App 1	<u>8</u>	8.3.0	2020-11-04 22:59:36	38.03 MB	
						App 2	2	4.0.1	2020-10-16 21:11:51	10.19 MB	~
					7	App 3	2	2.3.1	2020-11-04 23:06:01	3.7 MB	
						App 4	2	1.3	2021-01-20 17:37:07	22.82 MB	
						App 5	2	2.51	2020-11-04 22:58:49	10 MB	
						Арр 6	2	2.49.0	2020-11-04 23:57:31	44.7 MB	
						App 7	2	2.1.2.2	2021-01-20 17:25:12	18.71 MB	
					*						



Support for the app list function depends on the version of the Android OS installed on your device. Not all devices with the Android OS will support the app list function.

# Viewing Installed Apps

After selecting the app list button (1) in the Action Panel, the app list menu will appear displaying a list of the apps installed on your device as well as information such as version number, date modified, and file size for each app.

SL5502K5974  Mont Updated Device Version: V1.8.4.4  Installed Application (7)									
Application		Ver	Date modified	Size	APP Update				
App 1	<u>&gt;</u>	8.3.0	2020-11-04 22:59:36	38.03 MB					
App 2	2	4.0.1	2020-10-16 21:11:51	10.19 MB					
App 3	<u>&gt;</u>	2.3.1	2020-11-04 23:06:01	3.7 MB					
App 4	2	1.3	2021-01-20 17:37:07	22.82 MB					
App 5	2	2.51	2020-11-04 22:58:49	10 MB					
App 6	<u>•</u>	2.49.0	2020-11-04 23:57:31	44.7 MB					
App 7	2	2.1.2.2	2021-01-20 17:25:12	18.71 MB					

To view a detailed description for each app, select the tag button  $(\bigcirc)$  to the right of the app name.

		SL5502K5974		
+		Most Updated		
Installed Application (7)				
Application	Ver	Date modified	Size	APP Update
App 1	8.3.0	2020-11-04 22:59:36	38.03 MB	
App 2	4.0.1	2020-10-16 21:11:51	10.19 MB	
App 3	2.3.1	2020-11-04 23:06:01	3.7 MB	
App 4	1.3	2021-01-20 17:37:07	22.82 MB	
App 5	2.51	2020-11-04 22:58:49	10 MB	
App 6	2.49.0	2020-11-04 23:57:31	44.7 MB	
App 7	2.1.2.2	2021-01-20 17:25:12	18.71 MB	

Once selected, a window will pop up showing the app's description.

APP Name	Whiteboard App
Description	Allows you to use your display like a whiteboard
Version	2.1.2.2

### Installing an App

The app list tab allows you to install apps stored either locally as an APK file or in the DMS Cloud Software Management database onto your devices via DMS Cloud. See Adding or Updating an App to the DMS Cloud Database for more information on uploading apps into the Software Management database.



DMS Cloud supports installing apps on devices that are currently offline. After you complete
the installation process described below for an offline device, DMS Cloud will install the app
once the device comes online. If the designated device does not come online within a span of
a week, DMS Cloud will cancel the installation process.

• Support for the app depends on the compatibility of the app with the version of Android OS installed on your device. See Software Management for more information on managing and accessing older versions of stored apps in the Software Management database.

To install an APK app installation file:

1. Click the install button (+) in the app list.

SL5502K5974  Mont Updated Device Version: V1.0.4.4  Installed Application (7)									
Application		Ver	Date modified	Size	APP Update				
App 1	<u>•</u>	8.3.0	2020-11-04 22:59:36	38.03 MB					
App 2	<u>&gt;</u>	4.0.1	2020-10-16 21:11:51	10.19 MB					
Арр З	<u>9</u>	2.3.1	2020-11-04 23:06:01	3.7 MB					
App 4	<u>•</u>	1.3	2021-01-20 17:37:07	22.82 MB					
App 5	<u>•</u>	2.51	2020-11-04 22:58:49	10 MB					
App 6	<u>&gt;</u>	2.49.0	2020-11-04 23:57:31	44.7 MB					
App 7	<u>.</u>	2.1.2.2	2021-01-20 17:25:12	18.71 MB					

- 2. Choose one of the following options:
  - To install an app stored locally as an APK file: click **Select From Local File**, and then navigate to the location of the APK file located on your computer.



- To install apps from the Software Management database: first select the **My App** or **BenQ App** button and then select the apps you want to install in the **Available** on server list. Click the **Install** button to download the apps.

Availa'	ble on server:			ices I all devices	My App BenQ Ap
	Name		Version	Date modified	Date uploaded
~	BenQ Keyboard *	2	3.0.0.15	2022-01-23 22:28:20	2022-01-23 23:07:50
~	Broadcast *			2022-01-23 22:40:37	2022-01-23 23:07:50
	CCast *	2	1.2.11.11	2022-01-23 23:24:37	2022-01-23 23:07:30
	EasySetting *	2	1.0.0.30	2022-02-08 23:05:49	2022-01-23 23:07:50
	EDLNA *		v4.4.2	2022-01-23 23:18:58	2022-01-23 23:07:30

3. Once the installation has successfully finished, the newly installed app will appear in the app list for the device.

SL502KS74  Minel Lydaine Devise Version: V1.8.4. Installed Application (8)							
Application		Ver	Date modified	Size	APP Update		
App 1	<u>&gt;</u>	8.3.0	2020-11-04 22:59:36	38.03 MB			
App 2	2	4.0.1	2020-10-16 21:11:51	10.19 MB			
App 3	2	2.3.1	2020-11-04 23:06:01	3.7 MB			
App 4	<u>9</u>	1.3	2021-01-20 17:37:07	22.82 MB			
App 5	<u>&gt;</u>	2.51	2020-11-04 22:58:49	10 MB			
App 6	2	2.49.0	2020-11-04 23:57:31	44.7 MB			
App 7	<u>&gt;</u>	2.1.2.2	2021-01-20 17:25:12	18.71 MB			
Preschool and Kindergarten Learning Games	<u>9</u>	4.4	2021-02-02 15:31:03	44.95 MB			
If the installed app does not appear shortly after the installation process is complete, select the refresh button (  $\diamondsuit$  ) in the DMS Cloud toolbar.

_	DMS Clour	J - BeriQ						¢ +. ≎.	4 59	N SNT 🧹 🏭
1.6	Incategorized		1 Row(s	Selected	я					
1	Name	Group	Туре	Brand	0		SL5502			
4	0.000	Uncategorized	0.45.00.00	0.00	Ŭ					
1	01394260914	oncaregorized	Paper Depay	Dello	荘		Device Versi	or: ¥1.0.4.4		
						Installed Application (8)				
					<u>±</u> -	Application	Wer	Date modified	Size	APP Update
						App 1	8.3.0	2020-11-04 22:59:36	38.03 MB	
					-	App 2	4.0.1	2020-10-16 21:11:51	10.19 MB	
						Арр 3 Арр 4	1.3	2020-11-04 23:06:01 2021-01-20 17:37:07	3.7 MB 22.82 MB	
						App 4 App 5	2.51	2020-01-00 17:57:07	10 MB	
						App 6	2.49.0	2020-11-04 23:57:31	44.7 MB	
						App 7	2122		18.71 MB	



If the app in question does not appear in the app list even after refreshing DMS Cloud, there may be support issues for the app that resulted in a failed installation process. Support for the app depends on the compatibility of the app with the version of Android OS installed on your device.

#### **Uninstalling an App**

To uninstall an app in the app list, right-click on the app you want to uninstall and then select **Uninstall Application**.

		SL5502K5	5974		
+					
		levice Version:	V1.0.4.4		
Installed Application (8)					
Application		Ver	Date modified	Size	APP Update
App 1	<u>&gt;</u>	8.3.0	2020-11-04 22:59:36	38.03 MB	
App 2	2	4.0.1	2020-10-16 21:11:51	10.19 MB	
App Uninstall Application	2	2.3.1	2020-11-04 23:06:01	3.7 MB	
App 4	2	1.3	2021-01-20 17:37:07	22.82 MB	
App 5	2	2.51	2020-11-04 22:58:49	10 MB	
App 6	2	2.49.0	2020-11-04 23:57:31	44.7 MB	
App 7	2	2.1.2.2	2021-01-20 17:25:12	18.71 MB	
Preschool and Kindergarten Learning Games	<u>•</u>	4.4	2021-02-02 15:31:03	44.95 MB	

# Updating an App

To update the apps in the app list, click the update button ( $\sim$ ) to update all apps or an individual app.

time	D	OMS Cloud	- BenQ								φ	+-	\$. U	SQN SNT 🖕 🏭
Taxim         Ortic         Open	Uncat	stegorized		1 Row(s)	) Selected	Я								
Apple         Apple         Destruction         State         Apple         Destruction         State         Apple						6	<b>.</b>							
Application         Var         Data modified         Size         APP bigdate           4         App 1         8         8.3         2020-1164 2259.36         38.83.46           4         App 2         8         6.11         2205-1164 2259.36         38.83.46           4         App 3         2.31         2205-1164 2259.37         37.08         Image: Control of the state of the	🖌 ડા			Public Display	BenQ					Device Vers	ion: V1.0.4.4			_
App 1     8     8.3.8     2020-1164 22:59.36     33.0.9 MB       App 2     8     6.1.1     2020-164 22:59.36     31.0.9 MB       App 3     8.2.1     8.2.0.9 MB     1.1.9 MB     Image: State 100 and						20	Installed Application (7)							~
App 2         *         4 41         2020 164 21561         10.1 MI         Image: Control of the state of							Application		Ve	r D	ate modified		Size	APP Update
App 3         2 2.1         2020-1164 23 66.01         3.7 MB         Image: Comparison of the co						Ľ	App 1	2	8	3.0 2	020-11-04 22:59	9:36	38.03 ME	
App 6         %         1.3         2021+03-07 37677         22.28 MB           App 5         %         2.51         2029-11-04 22.58.40         10 MD           App 6         %         2.61         2029-11-04 22.57.31         4.47 MB											020-10-16 21:11	1:51		ിം∣(പം)
App 5         251         2020-11-04 22-58.49         10 MB           App 6         2.49.0         2020-11-04 23-57.31         44.7 MB						7								
App 6 2.49.0 2020-11-04 23.57.31 44.7 MB														
Ago 7 * 21.2.2 2021-01-20 17.2512 18.71MB														

- a. Click to update all applications
- b. Click to update an individual app

#### Updating the Android Operating System on your Device

The app list tab also allows you to update the Android operating system installed on your device via DMS Cloud.

		ST	01KB1AA	_		
+ Installed Application (19)			e Device Update device now rsion: V1.0.3.1 Schedule device update			
Application		Ver	Date modified	Size	APP Up	date
App 1	<u>&gt;</u>	2.49.0	2021-01-18 23:09:30	22.18 MB	~	28.72 MB
App 2	2	4.3.5	2021-12-13 04:20:50	3.8 MB		
App 3	2	13	2022-01-11 00:02:31	0.73 MB		
App 4	<u>&gt;</u>	2.2.3.2	2022-01-21 00:32:59	8.85 MB		
App 5	2	v4.4.2	2022-02-16 00:49:54	6.95 MB	~	n/a
App 6	2	1.7	2022-01-06 03:07:56	26.05 MB		
	<u>&gt;</u>	6.4.1	2021-12-23 03:48:15	54.89 MB		
App 7	<u>•</u>	283.0.0.6.117	2021-12-30 08:04:36	1.84 MB		
App 8		4.0.1	2021-12-07 05:46:06	9.4 MB		
App 10	2	1.9.0	2021-12-03 05:51:21	2.05 MB		
App 11	<u>•</u>	6.1	2022-01-18 23:55:21	27.75 MB		
App 12	2	2.3.1	2021-12-03 03:42:21	1.32 MB		
App 13	<u>•</u>	6.24.0.02.405773228	2022-01-19 04:52:23	74.3 MB		

The entire process will take some time, during this time you will not be able to use any other DMS Cloud functions. Once the update is finished, your device will restart.



If the update file is corrupt or an error occurs during the update process, a **Device Update Failed** message will appear. Check with the manufacturer of your device for more information regarding the update file and its compatibility with your device.

#### Updating the operating system on your device immediately

1. Select the device(s) you want to update then select the app list button ( $\pm$ ).

G	DMS Cloud -	BenQ									ф +.	¢. 🛛	BenQ .	
IK AI					2 Row(s) Select	ed D	1							
Ξ	Name	Group	Туре	Brand	Model	Power	큟			2 devices i ": not for all devices				
~	ST01KB1AA					On	•			Update Device 🖕				
~	SL02K5974	Uncategorized	Public Display	BenQ	SL5502K	On		Installed Application (32)						~
	MW826STD525	B-55127	Projector	BenQ	MW826ST	nla		Application		Ver	Date modified	Size	APP U	pdate
	EW800ST850D	B-55127						App 1		1.9.0	2022-01-10 22:55:42	72.38 MB		
	EW810518500	B-55127	Projector	BenQ	EW810ST	n/a		App 2	2	1.0	2021-04-08 04:54:22	7.36 MB		
	BH28012DF3	Uncategorized	Public Display	BenQ	BH2001	nla		App 3		1.55.1.0	2021-12-21 04:21:19	60.29 MB		
		ontan grazos						App 4	. 5	2.49.0	2021-01-18 23:09:30	22.18 MB	**	28.72 MB
								App 5	2	4.3.5	2021-12-13 04:20:50	3.8 MB		
								App 6	. 2	13	2022-01-11 00:02:31	0.73 MB		
								App 7	. 2	18	2022-01-20 03:31:28	4.75 MB		
								App 8	2	2232	2022-01-21 00:32:59	8.85 MB		
								App 10	2	v4.4.2	2022-02-16 00:49:54	6.95 MB	~	n/a
								App 11	. 8	1.7	2022-01-06 03:07:56	26.05 MB		
								App 12	. 2	8.3.0	2022-01-18 04:03:36	38.03 MB		
								App 13	2	6.4.1	2021-12-23 03:48:15	54.89 MB		

2. Select **Update Device > Update device now** to check the update information.

		2 devices i *: not for all devices				
+		Update Device	Update device now			
Installed Application (32)		Henri Henriel	Schedule device update			~
Application		Ver	Date modified	Size	APPI	Jpdate
App 1	<u>•</u>	1.9.0	2022-01-10 22:55:42	72.38 MB		
App 2	2	1.0	2021-04-08 04:54:22	7.36 MB		
App 3		1.55.1.0	2021-12-21 04:21:19	60.29 MB		
App 4	2	2.49.0	2021-01-18 23:09:30	22.18 MB	~	28.72 MB
App 5	2	4.3.5	2021-12-13 04:20:50	3.8 MB		
App 6	2	13	2022-01-11 00:02:31	0.73 MB		
App 7	2	18	2022-01-20 03:31:28	4.75 MB		
App 8	9	2.2.3.2	2022-01-21 00:32:59	8.85 MB		
App 10	2	v4.4.2	2022-02-16 00:49:54	6.95 MB	~	n/a
App 11		1.7	2022-01-06 03:07:56	26.05 MB		
App 12	<u>*</u>	8.3.0	2022-01-18 04:03:36	38.03 MB		
App 13		6.4.1	2021-12-23 03:48:15	54.89 MB		

3. Click **Update Now** and the update process will begin for all selected devices.

Device Update (various)	
There are various updates available. Please check the detail first before each	update operation.
Newer version: V1.0.3.1	866 MB
V1.0.3.1	Update Now
Applicable devices: 1 (out of 2)	
STO1KB1AA	
Newer version: V1.0.7.2	1354 MB
V1.0.7.2	Update Now
Applicable devices: 1 (out of 2)	
SL02K5974	
	Close

#### Scheduling the operating system update on your device

Select the device(s) you want to schedule for an update then select the app list button (1).

	KB1AA Uncateg			2 Row(3) Select Model ST4301K SL5592K MW826ST	Power 3	E Installed Application (32)		2 devices *1 not for all de Update Devic Never Version: (van	nices			
ST01KI SLC2KI MW826 EW800	KB1AA Uncateg K5974 Uncateg 265TD525 B-55127	orizod Public Display orizod Public Display Projector	BenQ BenQ	ST4301K SL5592K	On 1			*: not for all de Update Devic	nices			
SLK2X2 MW826	K5974 Uncateg 26STD525 B-55127	orizod Public Display	BenQ	SL5502K	on 1	* Installed Application (32)			•			
] MW826	26STD525 B-55127	Projector			_	Installed Application (32)		Never Version: (var	ious) * 🤋			
] MW826	26STD525 B-55127	Projector			_	Installed Application (32)						
] EW810			BenQ	MW826ST								2
	10ST8500 B-55127				nia	Application		ler	Date modified	Size	APP U	pdate
	IOST850D B-55127					App 1	2	1.9.0	2022-01-10 22:55:42	72.38 MB		
BH285		Projector	BeriQ	EW010ST	n/a	App 2	2	1.0	2021-04-08 04:54:22	7.36 MB		
	MADER Unselen	prized Public Display	BenQ	BH2001	n/a	App 3	2	1.55.1.0	2021-12-21 04:21:19	60.29 MB		
] 0.1201	oncateg	prizes Popul Deple	Denk	Uncovi	in a	App 4		2.49.0	2021-01-18 23:09:30	22.18 MB	~	28.72 MB
						App 5	2	4.3.5	2021-12-13 04:20:50	3.8 MB		
						App 6		13	2022-01-11 00:02:31	0.73 MB		
						App 7	2	18	2022-01-20 03:31:28	4.75 MB		
						App 8	2	2.2.3.2	2022-01-21 00:32:59	8.85 MB		
						App 10	2	4.4.2	2022-02-16 00:49:54	6.95 MB	~	n/a
						App 11	×		2022-01-06 03:07:56	26.05 MB		
						App 12	2		2022-01-18 04:03:36	38.03 MB		
						App 13	2	5.4.1	2021-12-23 03:48:15	54.89 MB		

2. Select Update Device > Schedule device update to set the update schedule.

		2 devices i *: not for all devices				
+		Update Device	Update device now			
Installed Application (32)		Hendi Version. (Valious)	Schedule device update			l.
Application		Ver	Date modified	Size	APP L	Jpdate
App 1	<u>•</u>	1.9.0	2022-01-10 22:55:42	72.38 MB		
App 2	2	1.0	2021-04-08 04:54:22	7.36 MB		
App 3		1.55.1.0	2021-12-21 04:21:19	60.29 MB		
App 4	2	2.49.0	2021-01-18 23:09:30	22.18 MB	~	28.72 MI
App 5	2	4.3.5	2021-12-13 04:20:50	3.8 MB		
App 6		13	2022-01-11 00:02:31	0.73 MB		
App 7	2	18	2022-01-20 03:31:28	4.75 MB		
App 8	<u>9</u>	2.2.3.2	2022-01-21 00:32:59	8.85 MB		
App 10	2	v4.4.2	2022-02-16 00:49:54	6.95 MB	~	n/a
App 11		1.7	2022-01-06 03:07:56	26.05 MB		
App 12	2	8.3.0	2022-01-18 04:03:36	38.03 MB		
App 13		6.4.1	2021-12-23 03:48:15	54.89 MB		

3. Click Next: Set schedule to continue setting the schedule.



4. Set a date and time for device update and click **Set schedule** to finish the scheduling process.

Schedule D	evice Update
Please set sch	eduling time for device update.
Start device	update at:
	mm/dd/yyyy
New Version	V1.0.3.1
Size	866 MB
Description	V1.0.3.1
	Set schedule Cancel

5. The update process will begin at the designated timing. If a device is shut down prior to the scheduled timing, the scheduled update will not be performed.

# Changing Your DMS Cloud Password

To change your login password for DMS Cloud, follow the steps below:

I. Click the user button in the top toolbar and select View Personal Profile.

AI .	IK AI									SQN SNT	ow(s) Selected
<ul> <li>Uncategorized</li> </ul>		Name	Group	Туре	Brand	Model	Power	Source	Status	• BenQ	light Used
<ul> <li>SL5502K5974</li> <li>ST4301KB1AA</li> </ul>		TESTMODEL24A0	Uncategorized	Public Display	BenQ	TESTMODEL	n/a	n/a	Offine	Administrator     View Personal Profile	la la
TESTMODEL24A0		ST5501KB1AC	Group6	Public Display	BenQ	ST5501K	n/a	n/a	Offline	Log out )	ı/a
<ul> <li>B-54949</li> <li>Group1</li> </ul>		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	nla	n/a	Offline	n/a	n/a
B-55127		SL5502K5974	Uncategorized	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a

2. In the Profile menu, click Change password.

Profile		×
	Smpire31ig8000000000gyopmail.com	
Account	sqn_srit	
Name	SQN SNT	
Company	BenQ	
Country/Area	Taiwan	
Timezone	Asia/Taipei	
Administrator	sqr_set	
Two-Factor Authentication	Of Set up	
Delete account	Edt Charge password	
		_

3. In the **Change password** menu, enter the current password in the **Current** password field and then the new password you want in both the **New password** and **Confirm password** fields.

Change passwo	rd		×
Account	sqn_snt		
Current password			
New password			
Confirm Password			
		Submit	Grand
		Submit	Cancel

4. Click Save to finish changing your password for DMS Cloud.



If you forget your login password for DMS Cloud, click the **Forget ID** / **password?** link at the bottom of the login window and contact your local BenQ service team to provide them with the password retrieval code shown in the **Forget ID** / **password?** prompt.

# **Other Functions**

DMS Cloud also allows you to do the following functions to further help you manage your devices:

- View DMS Cloud activity logs
- · View usage/performance data for devices

### Viewing DMS Cloud Activity Logs

DMS Cloud allows you to view a log of all the actions performed in DMS Cloud on the devices in your device tree for the past 30 days. The log includes the date and time of each action, the user who was responsible for the action, a description of the action, and the status of the action.

To view an activity log for your devices:

1. Click the settings button ( .) in the top toolbar and select **Status & Log**.

	IK AI							Status &	Log		0 Row(s) Selecte
Uncategorized		Name	Group	Туре	Brand	Model	Power	Account	Management	IP Address	Light Used
B-54949		TESTMODEL24A0		Public Display	BenQ	TESTMODEL	n/a	About		n/a	n/a
Group1		TESTMODEL24A0	Uncategorized	Public Display	DeniQ	TESTMODEL	n/a	Device U	sage Data	nva	riv d
B-55127		ST5501KB1AC	Uncategorized	Public Display	BenQ	ST5501K	n/a	n/a	Offline	n/a	n/a
East Building		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	n/a	Offline	n/a	n/a
8-54887		514301KB1944	Uncategorized	Public Display	DeniQ	514301K	n/a	nia	Unine	nva	nva
		SL5502K5974	East Building	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a

2. Scroll up to view past items in the log.

Status & Log	
2021/00/20, 15:27:06, SGN SNT, SL5502/KS974, Install [Preschool and Kindergarten Learning Games (version 4.4), deploying 2021/00/20, 15:3010, SGN SNT, SL5502/KS974, Install [Preschool and Kindergarten Learning Games (version 4.4), Installing 2021/00/20, 15:3015, SGN SNT, SL5502/KS974, Install [Preschool and Kindergarten Learning Games (version 4.4), Success 2021/00/20, 15:444, SGN SNT, SL5502/KS974, Univatal [Preschool and Kindergarten Learning Games (version 4.4), Success	
3.16.37 (137)], uninstalling 2021/02/02, 15.34.50, SQN SNT, SL5502K5974, Uninstall [2048 (version 3.16.37 (137)]), Success	
3.1b.3/ (13/))], Success	

#### Viewing Usage Data for Devices

DMS Cloud also allows you to view usage data for up to 30 devices. The data will include various items such as hardware (e.g. CPU, memory, etc.) usage, performance levels (e.g. carbon output), and other related items.

To view the usage data for your devices:

 Click the settings button ( , ) in the top toolbar and select Device Usage Data. DMS Cloud will open a Device Usage Data page.

DMS Cloud - BenQ 0 +- +- +-							4 SQN SN	<b>↓</b> II			
🗸 🔳 Ali	IK AI	1						Status & L	.og		0 Row(s) Selected
> 🗵 Uncategorized		Name	Group	Туре	Brand	Model	Power	Account N	lanagement	IP Address	Light Used
> ⊠ B-54949								About			
> 🗵 Group1		TESTMODEL24A0	Uncategorized	Public Display	BenQ	TESTMODEL	n/a	Device Us	age Data	n/a	n/a
B-55127		ST5501KB1AC	Uncategorized	Public Display	BenQ	ST5501K	n/a	n/a	Offine	n/a	n/a
> 🗵 East Building											
> 🗵 8-54887		ST4301KB1AA	Uncategorized	Public Display	BenQ	ST4301K	n/a	n/a	Offline	n/a	n/a
		SL5502K5974	East Building	Public Display	BenQ	SL5502K	On	Android	Normal	10.82.182.158	n/a
		EX800ST05AF	B-54887	Projector	BenQ	EX800ST	n/a	n/a	Offline	n/a	n/a

2. Select one or more devices or groups in the device tree of the **Device Usage Data** page, and then select **Generate**.



To select multiple items in the device tree, press and hold Ctrl on your keyboard and then select an item.

3. Scroll down to see all the items in the usage data report.



# Software Management

The Software Management page allows you to manage the apps stored in the DMS Cloud database. To access the Software Management page, click the Software Management button ( 1) at the top toolbar in DMS Cloud.

Once you click the Software Management button ( **1**), the Software Management page will be shown. The following items are featured on the Software Management page.

		(			23	<b>4</b> 5 6
➡ DMS Cloud - Software Manager	nent - BenQ				¢ 🖻	SQN SNT -
BenQ Application		My APP Bend	APP			Show Older Version
Names	▲ Version	Date Modified	Size	Date Uploaded	Actions	
App 1	3.16.37 (137)	2020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42		
App 2	s 1.3	2020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07		
App 3	2.0.3	2020/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26		
App 4	1.56.0.3	2020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36		
App 6	2.49.0	2020/04/10, 10:16:31	22.18 MB	2020/04/10, 10:16:31		
App 6	2.51	2020/04/17, 10:26:23	6.58 MB	2020/04/17, 10:26:23		
App 7	1.3.1	2020/12/29, 16:31:06	7.19 MB	2020/12/29, 16:31:06		
App 8	s 1.7	2020/04/13, 14:18:00	21.4 MB	2020/04/13, 14:18:00		
App 9	1.29.96	2020/12/15, 11:51:01	77.72 MB	2020/12/15, 11:51:01		
App 10	8.3.0	2020/04/17, 11:10:19	16.56 MB	2020/04/17, 11:10:19		
App 11	6.4.1	2020/12/29, 10:43:37	38.2 MB	2020/12/29, 10:43:37		
App 12	4.0.1	2020/04/13, 14:02:48	9.39 MB	2020/04/13, 14:02:48		
App 13	▲ 4.4	2020/04/13, 17:55:37	39.12 MB	2020/04/13, 17:55:37		
App 14	2.3.1	2020/04/11, 16:33:45	1.31 MB	2020/04/11, 16:33:45		
App 15	S 1.6	2020/04/13, 14:16:22	19.71 MB	2020/04/13, 14:16:22		
App 16	3.3.2	2020/04/12, 12:47:52	344.63 MB	2020/04/12, 12:47:52		
App 17	2.16.139	2020/12/29, 10:51:03	28.73 MB	2020/12/29, 10:51:03		

No.	ltem	Description
		Shows all the apps managed by the Software Management page. Click the <b>My App</b> or <b>BenQ App</b> button to switch the app list.
		Click the tag button ()) next to each app name to see more details regarding the app, including app name, description, and version.
I	Apps List	Hover over the <b>Actions</b> column for an app for more app related actions, including installing, editing, or deleting the app.
		See Installing Apps onto a Device from the App List or Deleting Apps from the DMS Cloud Database for more information on installing or deleting an app on a device.
		See Editing App Descriptions for more information on editing an app's details.
		Click to refresh the apps list.
2	Refresh 🗘	The Software Management page will automatically refresh the apps list after a given interval of time. The refresh button is to allow users to get the most up-to-date information at any given time.

No.	ltem	Description
3	Add/Update Applications	Click to add a new app to the Software Management page or update an existing app to the newest version.
3		See Adding or Updating an App to the DMS Cloud Database for more information on adding devices and device groups.
4	Status & Log	Click to view the DMS Cloud activity log.
4	•	See Viewing DMS Cloud Activity Logs for more information.
5	User	Click to edit selected account information and/or change your login password.
5		See Changing Your DMS Cloud Password for more information on setting up a login password.
	Show Older	Check this box to show older available versions of the apps in the apps list.
6	Version	See Accessing Older Versions of an App for more information on viewing older versions of an app via the Software Management page.

## Adding or Updating an App to the DMS Cloud Database

To add an app or update an existing app to a newer version:



Added/Updated apps must be in the .apk file format.

I. Click the add/update applications button 🔄 .

JMS Cloud - Software Manager	nent - BenQ					φ 🖻	6	SQN SNT 🖕
BenQ Application			My APP BenQ APP					Show Older Version
Names	▲ Ven	aion D	ate Modified	Size	Date Uploaded	Actions		
App 1	s 3.16	37 (137) 20	020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42			
App 2	1.3	20	020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07			
App 3	2.0.3	3 20	220/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26			
App 4	1.56	.0.3 20	020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36			
App 5	2.49	.0 20	020/04/10, 10:16:31	22.18 MB	2020/04/10, 10:16:31			
App 6	2.51	20	020/04/17, 10:26:23	6.58 MB	2020/04/17, 10:26:23			
App 7	1.3.	1 20	020/12/29, 16:31:06	7.19 MB	2020/12/29, 16:31:06			
App 8	1.7	20	020/04/13, 14:18:00	21.4 MB	2020/04/13, 14:18:00			

- 2. Navigate to and select the app file located in your local storage.
- 3. Enter a description for the app in the **Description** field of the **Add Application Info** window that appears and/or select **Continue**.

Add Application	n Info
Application Name	Smart Control
Description	
Version	v1.1.22
File name	BenQ Smart Control_vv1.1.22_apkpure.com.ap k
	Continue



Entering an app description is not a required step. To add/edit an app description at a later time, see Editing App Descriptions.

4. Depending on the size of the app, the upload process may take some time. A confirmation window will appear once you have successfully uploaded the app to the DMS Cloud database. Click Close to finish the process.

Message	
Application upload success	
	Close

### **Deleting Apps from the DMS Cloud Database**

To delete an app from the DMS Cloud Database:



- Deleting an app from the DMS Cloud database will not delete the respective app from
- devices that it has already been installed on via DMS Cloud.
- $\bullet$  This function is only available for apps in the category of  $\ensuremath{\textbf{My}}\xspace\ensuremath{\textbf{App}}\xspace$
- Use the cursor to hover over the Actions column for the app you want to delete, and then click the delete button (X).

DMS Cloud - Software I	Management - BenQ						8	ıl.	SQN SNT 🖕
BenQ Application			My APP BenQ A	PP.)					Show Older Version
Names		Version	Date Modified	Size	Date Uploaded	Actions			
App 1	<u>.</u>	3.16.37 (137)	2020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42				
App 2	٠	1.3	2020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07	~	×	×	
App 3	<u>.</u>	2.0.3	2020/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26			_	
App 4	<u>.</u>	1.56.0.3	2020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36				
App 5	<u>.</u>	2.49.0	2020/04/10, 10:16:31	22.18 MB	2020/04/10, 10:16:31				
App 6	<u>.</u>	2.51	2020/04/17, 10:26:23	6.58 MB	2020/04/17, 10:26:23				
App 7	<u>•</u>	1.3.1	2020/12/29, 16:31:06	7.19 MB	2020/12/29, 16:31:06				
App 8	<u>•</u>	1.7	2020/04/13, 14:18:00	21.4 MB	2020/04/13, 14:18:00				

2. Select **Delete** in the confirmation window that appears.

Delete Application
Smart Control will be deleted from server space. This cannot be undone. Device with this application installed will not be affected. Please confirm the operation.
Delete Cancel

#### Installing Apps onto a Device from the App List

To install an app located on the DMS Cloud database using the Software Management app list:

 Use the cursor to hover over the Actions column for the app you want to install onto your device, and then click the install button (

DMS Cloud - Software Managen	nent - BenQ					Φ	8	16	SQN SNT 🖕
BenQ Application			My APP BenQ A	PP )					Show Older Version
Names		Version	Date Modified	Size	Date Uploaded	Actions			
App 1	<u>.</u>	3.16.37 (137)	2020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42				
App 2	<u>&gt;</u>	1.3	2020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07	~	2	×	
App 3	<u>•</u>	2.0.3	2020/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26				
App 4	<u>•</u>	1.56.0.3	2020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36				
App 5	<u>•</u>	2.49.0	2020/04/10, 10:16:31	22.18 MB	2020/04/10, 10:16:31				
App 6	<u>•</u>	2.51	2020/04/17, 10:26:23	6.58 MB	2020/04/17, 10:26:23				
App 7	<u>•</u>	1.3.1	2020/12/29, 16:31:06	7.19 MB	2020/12/29, 16:31:06				
App 8	<u>•</u>	1.7	2020/04/13, 14:18:00	21.4 MB	2020/04/13, 14:18:00				

2. In the selection window, check the boxes for all the devices in the device tree you want to install the app to, and then click **Install**.

~	All	1 Row(s) Selected
	> Uncategorized	SL5502K5974
	> B-54949	
	> Group1	
	> B-55127	
_ ·	<ul> <li>East Building</li> </ul>	
2		0
] :	> B-54887	

3. Once the app has been successfully installed onto the device, a success message will appear at the bottom of the Software Management page.

DMS Cloud - Software Manageme	nt - BenQ				¢ι	🕄 🚻 SQN SNT 🖕
BenQ Application		My APP Berd	LAPP			Show Older Versio
Names	<ul> <li>Version</li> </ul>	Date Modified	Size	Date Uploaded	Actions	
App 1	3.16.37 (137)	2020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42		
App 2	s 1.3	2020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07		
App 3	2.0.3	2020/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26		
App 4	1.56.0.3	2020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36		
App 5	2.49.0	2020/04/10, 10:16:31	22.18 MB	2020/04/10, 10:16:31		
App 6	2.51	2020/04/17, 10:26:23	6.58 MB	2020/04/17, 10:26:23		
App 7	s 1.3.1	2020/12/29, 16:31:06	7.19 MB	2020/12/29, 16:31:05		
App 8	s 1.7	2020/04/13, 14:18:00	21.4 MB	2020/04/13, 14:18:00		
App 9	1.29.96	2020/12/15, 11:51:01	77.72 MB	2020/12/15, 11:51:01		
App 10	s.3.0	2020/04/17, 11:10:19	16.56 MB	2020/04/17, 11:10:19		
App 11	<u>6.4.1</u>	2020/12/29, 10:43:37	38.2 MB	2020/12/29, 10:43:37		
App 12	sec. 4.0.1	2020/04/13, 14:02:48	9.39 MB	2020/04/13, 14:02:48		
App 13	<u>&gt;</u> 4.4	2020/04/13, 17:55:37	39.12 MB	2020/04/13, 17:55:37		
App 14	2.3.1	2020/04/11, 16:33:45	1.31 MB	2020/04/11, 16:33:45		
App'15	s 1.6	2020/04/13, 14:16:22	19.71 MB	2020/04/13, 14:16:22		
App 16	s 3.3.2	2020/04/12, 12:47:52	344.63 MB	2020/04/12, 12:47:52		
App 17	2.16.139	2020/12/29, 10:51:03	28.73 MB	2020/12/29, 10:51:03		
4						
Storage: 1014.25MB used / 1024MB available				Install [7th Grade Mat	h Learning Games (versi	on 1.3)] to SL5502K5974, Success 👖

# **Editing App Descriptions**

To edit the description for an app:

This function is only available for apps in the category of **My App**.

 Use the cursor to hover over the Actions column for the app you want to edit the description for, and then click the edit button (
 ).

DMS Cloud - Software M	lanagement - BenQ						1	il.	SQN SNT 🖕
BenQ Application			My APP Benc	APP					Show Older Version
Names		Version	Date Modified	Size	Date Uploaded	Actions			
App 1	<u>.</u>	3.16.37 (137)	2020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42				
App 2	٠	1.3	2020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07	~	× 1	×	
App 3	<u>.</u>	2.0.3	2020/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26		_		
App 4	<u>.</u>	1.56.0.3	2020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36				
App 5	<u>•</u>	2.49.0	2020/04/10, 10:16:31	22.18 MB	2020/04/10, 10:16:31				
App 6	<u>•</u>	2.51	2020/04/17, 10:26:23	6.58 MB	2020/04/17, 10:26:23				
App 7	<u>.</u>	1.3.1	2020/12/29, 16:31:06	7.19 MB	2020/12/29, 16:31:06				
App B	<u>.</u>	1.7	2020/04/13, 14:18:00	21.4 MB	2020/04/13, 14:18:00				

2. In the edit window, enter the description and click Save.

Edit Application Info							
Application Name	7th Grade Math Learning Games						
Description							
Version	1.3						
File name	7th Grade Math Learning Games.apk						
	Save Close						

The description for the app can be viewed by clicking the tag button ( $\boxed{\]}$ ) for the app in the app list.

#### Accessing Older Versions of an App

The Software Management page allows you to access older versions of an app in the app list that had been previously uploaded to edit or delete from a device.

To access older versions of an app, check the **Show Older Version** box.

🛃 DMS Cloud - Software Management - BenQ					¢ e	16. SQN SNT 🖕
BenQ Application		My APP BenQ API	0			Show Older Version
Names	Version	Date Modified	Size	Date Uploaded	Actions	
App 1	3.16.37 (137)	2020/12/29, 13:09:42	3.96 MB	2020/12/29, 13:09:42		
	3.16.36 (136)	2020/12/29, 10:05:46	4.18 MB	2020/12/29, 10.05.37		
	3.16.35 (135)	2020/12/29, 10:04:37	4.18 MB	2020/12/29, 10:04:37		
App 2	1.3	2020/04/13, 14:04:07	16.99 MB	2020/04/13, 14:04:07		
App 3	2.0.3	2020/04/17, 11:16:26	33.05 MB	2020/04/17, 11:16:26		
	1.9.0	2020/04/17, 11:13:49	34.22 MB	2020/04/17, 11:13:49		
	1.8.0	2020/04/17, 11:12:31	34.62 MB	2020/04/17, 11:12:31		
App 4	1.56.0.3	2020/04/17, 11:21:36	44.75 MB	2020/04/17, 11:21:36		

Once the older versions appear in the app list, you can edit or delete a previous version of an app using the same steps described in the corresponding sections above.

# About DMS Cloud

For more information regarding DMS Cloud including version number, click the settings button (

DMS Cloud - BenQ								¢ +, ¢, 🖬	SQN SNT 🖕 🏭
✓ □ AI	I< Uncategorized							Status & Log	0 Row(s) Selected
✓ ☑ Uncategorized	Name	Group	Туре	Brand	Model	Power	Source	Account Management dress	Light Used
CCD EX800ST94D1								About	
EX800ST05AF								Device Usage Data	
SL5502K5974									
ST4301KB1AA									
ST5501KB1AC									
TESTMODEL24A0									
➤ B-54949									
> 🔀 Group1									
✓ ☑ B-55127									
► 🔀 East Building									
➤ B-54887									
	4								

# Troubleshooting

If you encounter problems while using the DMS Cloud, please 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
	Check the following:
Cannot connect to the device(s) (The device is showing offline in the device list)	<ul> <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 the table below).</li> </ul>
The device is showing that it is online, but in DMS Cloud it is listed as offline.	<ul> <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 the table below).</li> </ul>
Cannot power on the device via DMS Cloud	<ul> <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	Check if the device supports LAN control.

# **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/	MDA command data used by DMS > (DMS Cloud & Local)	
https:// dsdownload.benq.com	Verify Key or Release Key (DMS Local Only)	
apexd90h2t5wg-ats.iot.eu- central-1.amazonaws.com	AWS loT service for MQTT Connection > (DMS Cloud)	
apexd90h2t5wg-ats.iot.eu- central-1.amazonaws.com	AWS loT service for MQTT Connection > (DMS Local)	(443/8883 port)
N/A	DMS Local search device protocol	Ping(ICMP)