



DMS

User Manual

Device Management Software

V 3.1

Copyright and disclaimer

Copyright

Copyright 2025 BenQ Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of BenQ Corporation.

Disclaimer

BenQ Corporation makes no representations or warranties, either expressed or implied, with respect to the contents of this document. BenQ Corporation reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

The screenshots in this document are for reference only and may differ from the actual design.

This document aims to provide the most updated and accurate information to customers, and thus all contents may be modified from time to time without prior notice. Please visit the website for the latest version of this document.

Table of contents

Copyright and disclaimer	i
Introduction	1
System requirements.....	1
Initial setup	2
Configure settings (for projectors only)	2
Sign in to DMS Cloud	2
Access device info	3
Access device info in DMS Client	3
Download device info from DMS Local	3
Add devices	4
Add devices in DMS Cloud	4
Add devices via the BenQ DMS Tool App	4
Enable AMS service to bind the Device	5
DMS Cloud home page	6
Switch companies.....	7
Dashboard overview	8
Customize data range.....	9
Device management	10
Device page overview	10
Add groups/tags	11
Manage groups	11
Edit a group name	11
Delete a group	12
Move groups.....	12
Quick settings in action bar	13
Control panel	13
Delete a device	14
Move devices between groups.....	15
Apply policy to a device	15
Access device detail	16
Enter device detail page.....	16
Detail information for each device.....	16
Status.....	17
Apps	19
Policy management	23

Add a new policy	24
Policy settings	25
Set up block list or white list.....	26
Google Play Store related settings.....	26
Application management	27
Add an app to DMS Cloud	27
Delete apps from DMS Cloud	28
Edit app descriptions	28
Install app onto devices from the app list	28
Update an app on multiple devices.....	29
Firmware management	30
Update the firmware of certain devices	30
Update all firmware of the same model	31
Automation	32
Create an automation rule	32
Event Log.....	33
Troubleshooting	34
Network whitelist.....	35

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">• Chrome version 75.0.3770 or higher• Firefox version 70.0• Edge version 14+• Safari version 101+
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

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. See [Configure settings \(for projectors only\)](#).

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

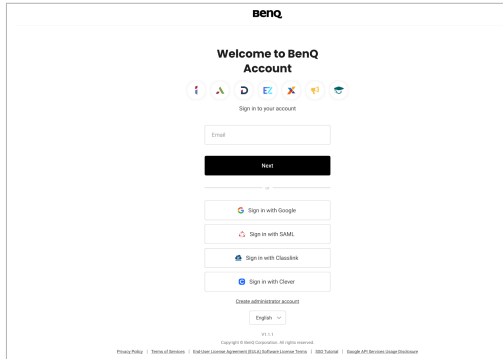
- For BenQ projectors, this setting can be found in either the **System > Standby Settings > Network** or **Advanced > Standby Settings > Network** menu.
- For non-BenQ projectors, refer to the documentation for the device.
- For certain projectors, "Monitor Out" should be enabled in the standby settings 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 BenQ account to sign in.

Note

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



Access device info

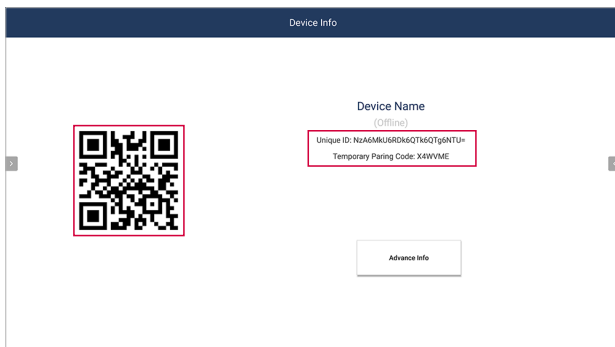
- [Access device info in DMS Client](#)
- [Download device info from DMS Local](#)

Access device info in DMS Client

Only available for products that support DMS Client app.

Note: Ensure that your devices are connected to a network with Internet access, as described in [Initial setup](#).

Open the DMS Client app on the device you want to add. The **Unique ID** and **Pairing Code** will be shown on the screen. BenQ also develops a mobile app called **BenQ DMS Tool**, which you can use to scan and enroll devices.



Download device info from DMS Local



Export the device listings in CSV form from DMS Local. See the “Exporting Device Listings” section in the DMS Local user manual for details.

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 in DMS Cloud](#)
- [Add devices via the BenQ DMS Tool App](#)
- [Enable AMS service to bind devices](#)
- Transfer DMS local device to DMS Cloud via Agent Mode and scan the QR code to enroll device by DMS Tool App.

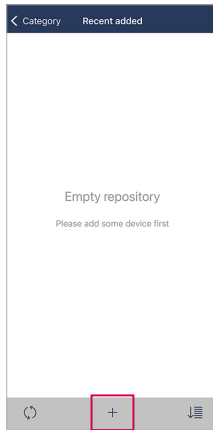
Add devices in DMS Cloud

1. Make sure you have your device information ready. See [Access device info in DMS Client](#) or [Download device info from DMS Local](#) for details.
2. Go to  **Devices > Devices**.
3. Select  **Add > Devices**.
4. Choose to add devices through **Bulk enrollment** or **Individual enrollment**.
5. Follow the on-screen descriptions to enroll your device.

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 BenQ 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](#).

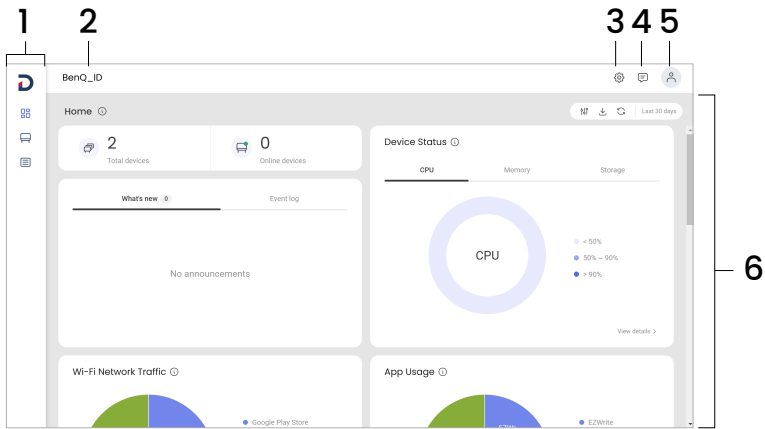


Enable AMS service to bind the Device

When you enable AMS service and sign in an admin account, you can bind the device under your organization. The bound device will display on the Device list of DMS as well.

DMS Cloud home page

Once you sign in to DMS cloud, the following items featured on the home page will be shown.



Item	Description
1. Navigation panel	Hover over the panel to view menu options. <ul style="list-style-type: none">• Dashboard• Devices• Logs
2. Switch company	See Switch companies for details.
3. Settings	Adjust language and view tutorials.
4. Feedback	Help us improve by taking our survey or giving us feedback.
5. Account	Navigate to account settings or other BenQ services.
6. Dashboard	See Dashboard overview for details.

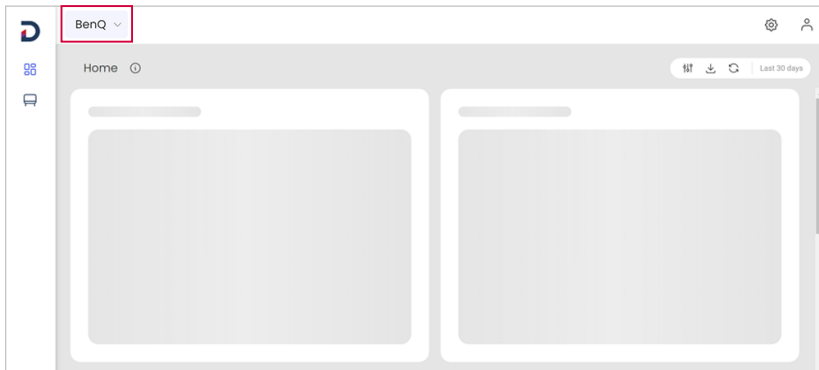
Switch companies

If you are designated as an external agent by another company, you can switch companies to browse and manage the devices under the agency company.

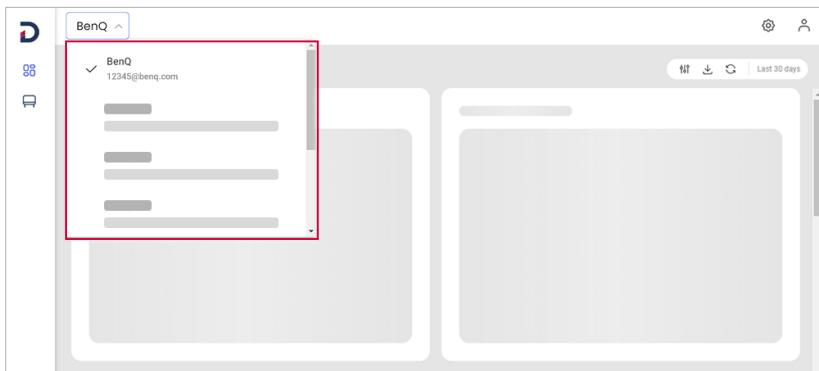
Note

This feature is only accessible to accounts that have been assigned as external agent in IAM.

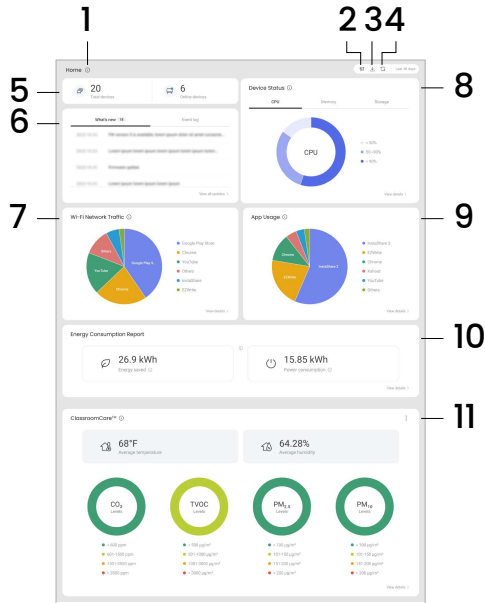
1. Select the current company name to view a list of companies managed by your DMS account.









2. Select the company you want to switch to.




Dashboard overview



Item	Description
1.  Information	Points to the icon to show additional information of a certain function.
2.  Customize	Click to specify a date range for data analysis. See Customize data range for details.
3.  Download	Click to export the current data report.
4.  Refresh	Click to reload the page with the most recent data.
5. Total & Online devices	View the total number of enrolled devices and online devices. Click either section to navigate to  Devices .
6. New activities & Event log	Shows the latest update information and the status of scheduled events. To review the full log, go to  Logs . > Event Log . See Event Log for details.

Item	Description
7. Wi-Fi Internet Traffic	Shows the installed applications that consume the most network bandwidth. Click View details to see the full list.
8. Device Status	Shows the ratio between different ranges of CPU, memory, and storage usage. Click View details to see the full list.
9. App Usage	Shows the app usage by total hours used. Click View details to see the complete usage analysis.
10. Energy consumption report	Shows the estimated energy savings and power consumption for all enrolled devices. Click View details to see the complete analysis.
11. ClassroomCare™	Shows the environmental data collected by devices with an air quality sensor. <ul style="list-style-type: none"> Click View details to see the individual data by device. Click <input checked="" type="radio"/> More to switch the temperature unit between °C and °F

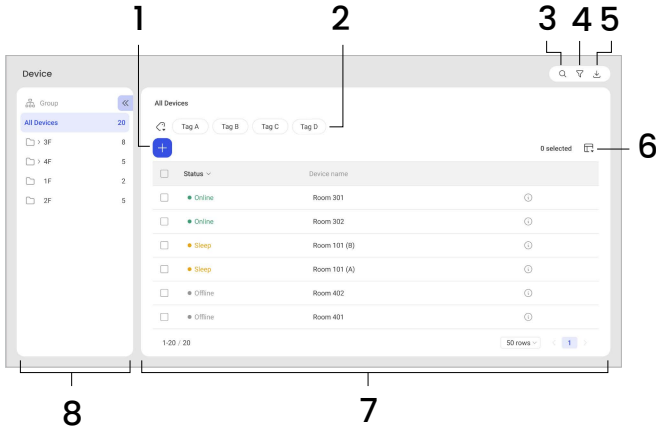
Customize data range

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

Device management


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](#) and [Detail information for each device](#).

Device page overview





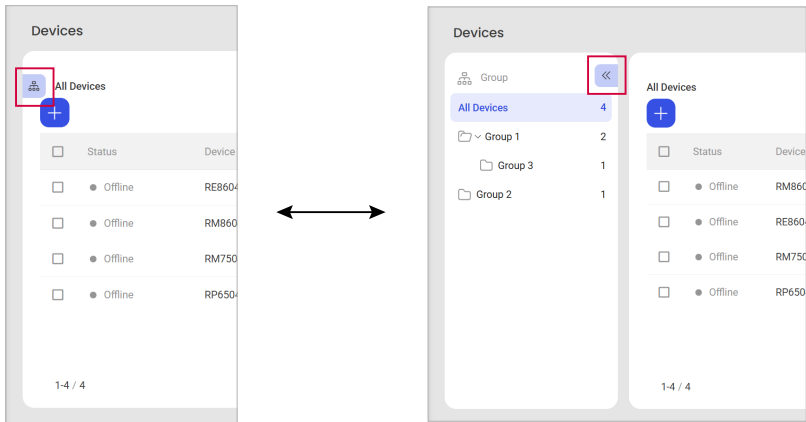
Item	Description
1. Add	Add a new device/group/tag.
2. Tags	View and edit tags.
3. Search	Find specific devices.
4. Filter	Filter to show specific devices.
5. Download	Click to export the current data report as a CSV file. The file includes
6. Select columns	Customize the information displayed on the list.
7. Device list	Shows enrolled devices.
8. Groups	Shows all device groups managed by DMS Cloud. See Manage groups for details.

Add groups/tags




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

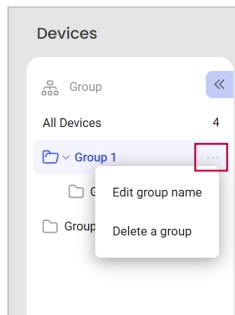
Manage groups

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

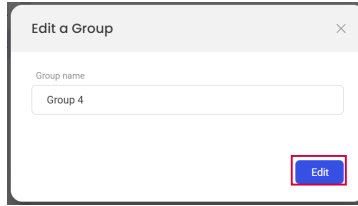


Edit a group name




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

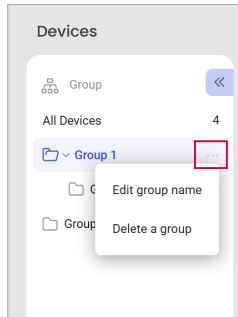


4. Specify a new name and select **Edit**.

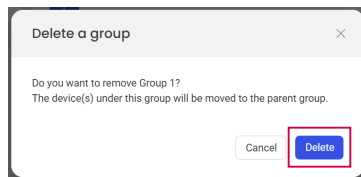


Delete a group


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**.

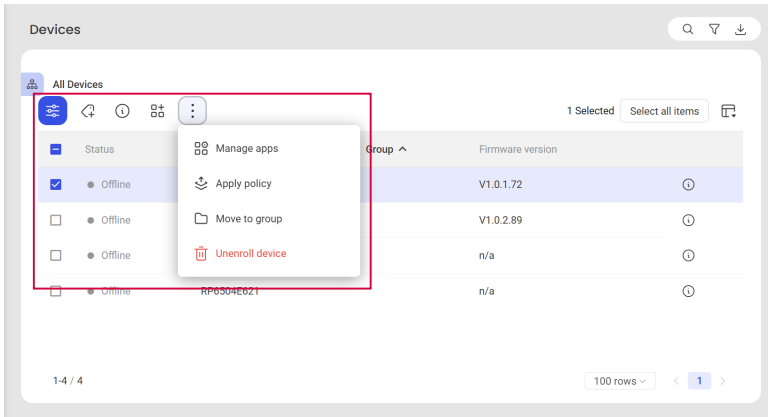










Move groups

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.

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.

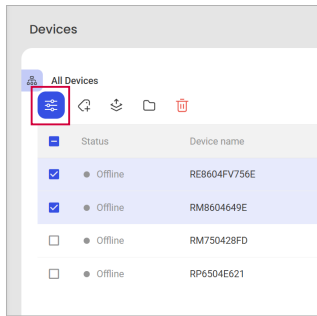


Item	Description
1.  Control	Shows the control panel for quick settings. See Control panel .
2.  Tags	Manage tags of the selected devices.
3.  Detail info*	Navigate to detail information page of a device.
4.  Install apps*	Install apps to a selected device.
5.  Manage apps*	Manage installed apps on a selected device.
6.  Apply policy	Apply a certain policy to the selected devices.
7.  Move to group	Move devices to another group. See Move devices between groups .
8.  Unenroll device	Remove the selected device from your organization.

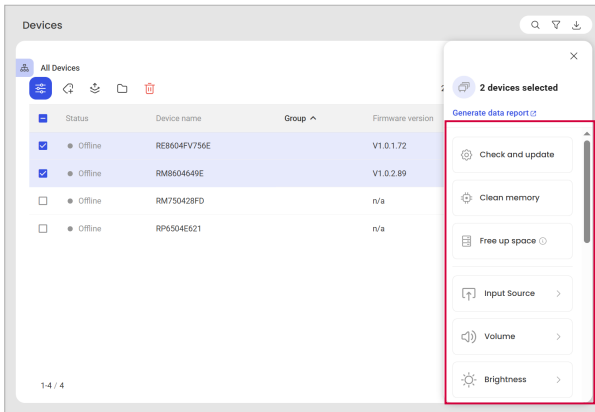
* The option only appears when a single device is selected.


Control panel

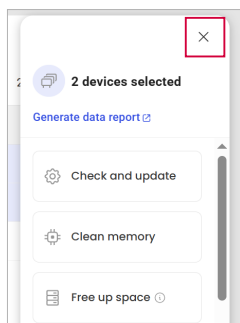
1. Go to  **Devices > Devices**.
2. Select the devices you want to edit. The action bar appears.
3. Select  **Control** to open the control panel.





4. Select the control options to make the adjustments.





5. Select  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 to group**.
4. Choose a new group for the devices.
5. Select **Apply**.

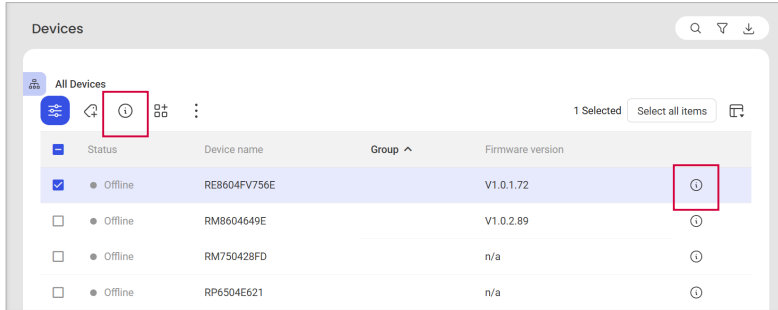
Apply policy to a device

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**.

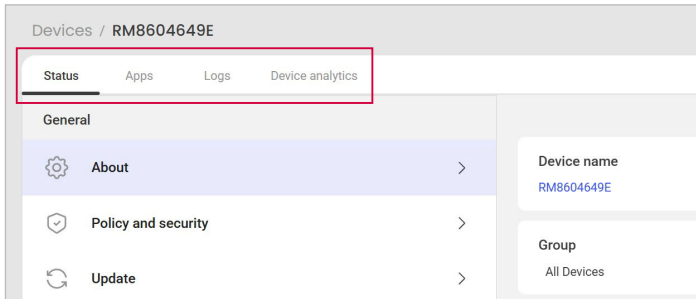
Access device detail

Enter device detail page


1. On the navigation panel, select  **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.



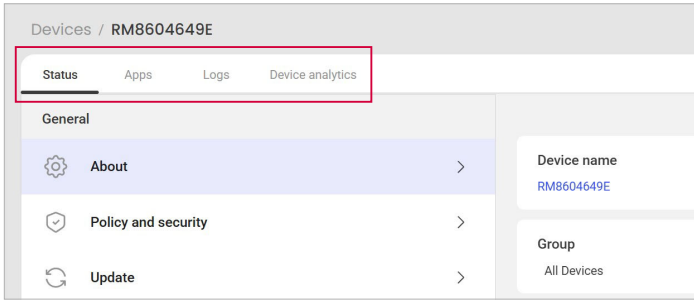
Note

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

Detail information for each device

Select a tab to view and edit detail information of the device.


- **Status:** Shows a full list of control items for the selected device. See [Status](#) for details.
- **Apps:** Shows the launcher settings and app information. See [Apps](#) for details.
- **Logs:** Shows each device's action log.
- **Device analytics:** Shows each device's data and analytics.





Status

Shows the status of devices. Most of the device settings can be found here. See below for available options:




Item	Description
1. About	Shows detailed information for a device. You can edit your device name, group and tags here. See Edit common information of a device for details.
2. Privacy and security	See Apply policy or security certificates for details.
3. Update	<ul style="list-style-type: none"> • If there's an available update, click Download and update to execute. • To ensure the applications run on your device are up to date, you can turn on the auto application update.
4. Memory and storage	Shows the CPU and memory usage of your device. <ul style="list-style-type: none"> • For CPU and memory, click Optimize to free up memory by stopping background apps. • For Storage, click Free up space to delete the user and download folder. Ensure that there are no important files inside before you proceed.
5. Display and volume	<ul style="list-style-type: none"> • Allows you to adjust display settings including Brightness, Picture mode, Color temperature, Aspect ratio, Sleep mode and Power save mode. • Allows you to adjust display volume. <p>Note: Support for each display settings depends on model.</p>
6. Network	Shows a list of saved networks. To add or delete networks, see Add a network .
7. System	<ul style="list-style-type: none"> • Source settings: Set your input source. • Advanced settings: Configure the display locks. <p>Note: Support for each display settings depends on model.</p>

Item	Description
8. Automation	Manage automation rules for the smart display. Select  and add an automation. Or follow the Add automation instruction to create an automation first.
9. Command	Enter a command to initiate Sleep, Reboot, or Shut down of the device. Or enter a direct command input to control the display.
10. Delete	Click Delete to remove the device from your DMS list.




Edit common information of a device

1. On the **Devices** page, select  **Detail info** from the device you want to edit. See [Enter device detail page](#) for details.
2. Under the **Status** tab, go to **General > About**.
3. Select  **Edit** to rename the device or edit its groups and tags.
4. Select **Update/Apply**.

Apply policy or security certificates

1. On the **Devices** page, select  **Detail info** from the device you want to edit. See [Enter device detail page](#) for details.
2. Under the **Status** tab, go to **General > Policy and security**.
3. For **Policy**, select  **Edit** and choose a policy to deploy. Or follow the **Add a new policy** instruction to build a policy first. (See [Add a new policy](#).)
4. Select **Deploy** to apply the selected policy.
5. For advanced security purpose, click  **Add** to upload a security certificates for this device

Add a network

1. On the **Devices** page, select  **Detail info** from the device you want to edit. See [Enter device detail page](#) for details.
2. Under the **Status** tab, go to **Advanced > Network**
3. Click  to add a network.
4. Ensure the wifi network interface is enabled or the wifi dongle is plugged into the smart display.
5. Fill up the information of the network.
6. Click **Apply** to complete the settings.
7. If you'd like to delete the saved networks, click  and click **Delete**.

Apps

Item	Description
1. Launcher settings	Available options are as below: <ul style="list-style-type: none">• Remotely control BenQ AMS settings• Enable Authentication mode• Wallpaper settings
2. All apps	See Manage apps on a device for details.

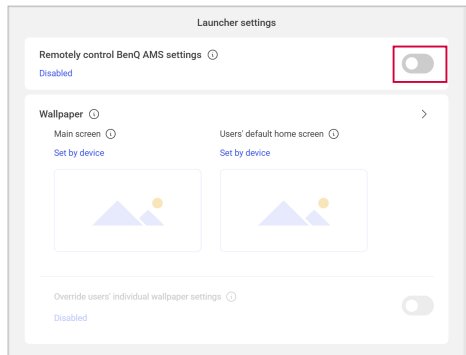
Remotely control BenQ AMS settings

Note

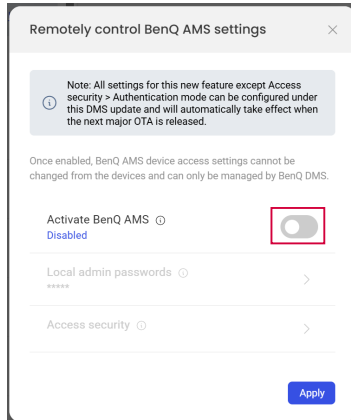
Supported models: RP04, RM04 series

For certain models, you can configure the AMS settings from DMS cloud. Once enabled, BenQ AMS device access settings cannot be changed from the devices and can only be managed by BenQ DMS.

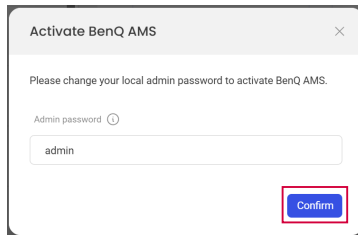
1. On the **Devices** page, select **Detail info** from the device you want to edit. See [Enter device detail page](#) for details
2. Go to **Apps > Launcher settings**.
3. Enable **Remotely control BenQ AMS settings**.



4. Under the settings window, enable **Activate BenQ AMS**. A settings window pop up.



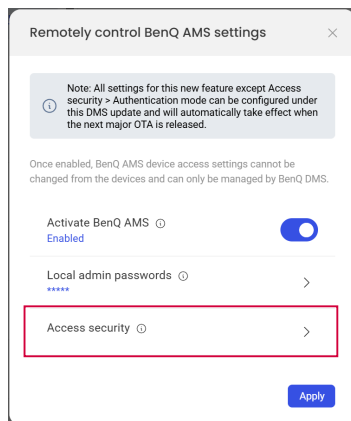
5. Change your local admin password here and then select **Confirm**.



Important

Make sure to set a strong local administrator password to prevent unauthorized access to the display. This password is different from the administrator credentials that are used to log in to BenQ cloud services such as BenQ DMS, AMS, and the IAM system.

6. You can select **Access security** to adjust other available settings.




7. The settings under **Access security** vary by model. Available options include:

Setting	Description
Authentication mode	Enable this setting requires all users to log in with their BenQ AMS account to access the device and its features, including apps, input sources, and sidebars.
Guest login	Enable this setting allows users without an AMS account to access your device by logging in as a guest.
User-defined screen lock settings	Enable this setting allows BenQ AMS users to configure the Android native screen lock settings.

Enable Authentication mode

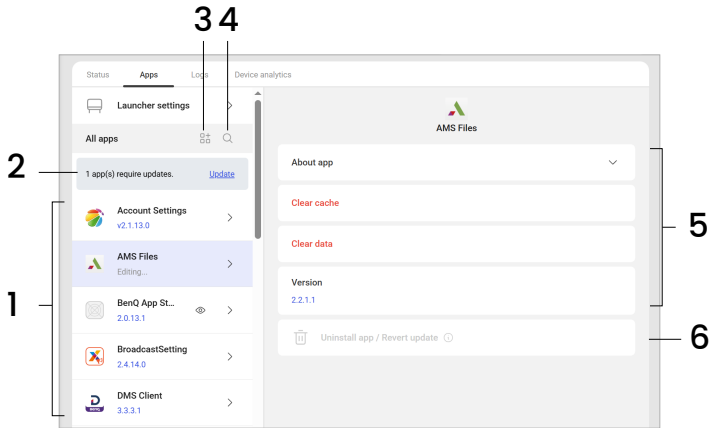
You can remotely control the display's AMS settings and enable authentication mode in BenQ DMS.



1. On the **Devices** page, select  **Detail info** from the device you want to edit. See [Enter device detail page](#) for details.
2. Go to **Apps > Launcher settings**.
3. Enable **Remotely control BenQ AMS settings**. A settings window pop up.
4. Select **Activate BenQ AMS**.
5. Set the local admin password or use the default one.
6. Under **Access security**, turn on **Authentication mode** so that no guest login is allowed and all users need to login with their BenQ account to access the smart display.

Wallpaper settings

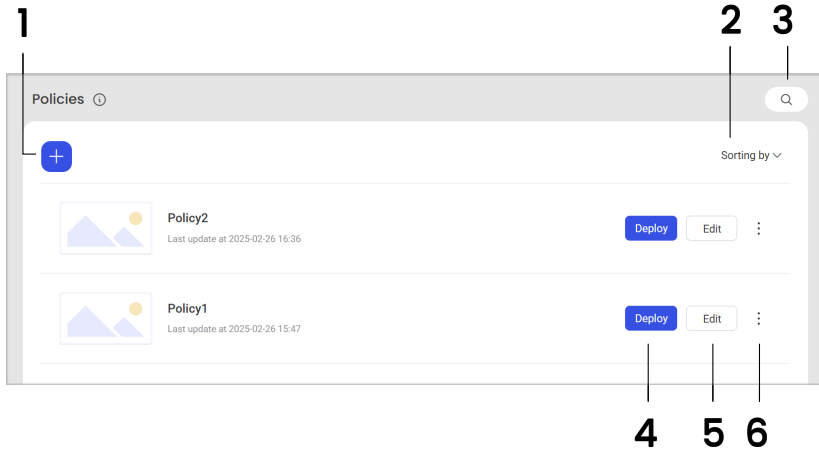
1. Under **Launcher settings > Wallpaper**, click on the image to upload/edit the **Main screen** and **User default home screen**.
2. Switch the toggle to define whether to override user's wallpaper settings.

Manage apps on a device



1. View all of the installed apps here.
2. Updates
System will automatically check if there's an available update. Click **Update** to execute.
3.  **Install**
Select to add specific apps to the display.
4.  **Search**
Select to look for installed apps.
5. App information & clear app data
Click on an app, then you can choose to clear cache or clear data.
6. **Uninstall app / Revert update**
Except for the preinstalled apps, you could uninstall or revert app to the last version.

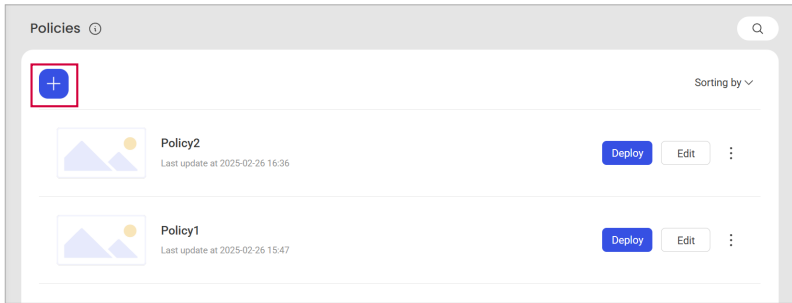
Policy management



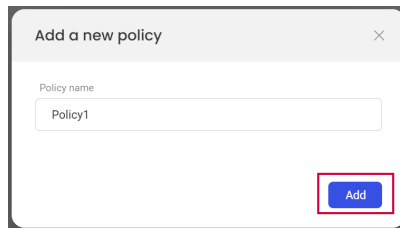
Item	Description
1. Add	Add a new policy.
2. Sorting	Specify the sort order and type.
3. Search	Search for a policy name.
4. Deploy	Apply a policy to selected devices.
5. Edit	Adjust policy settings.
6. More	Duplicate or delete a policy.

Add a new policy

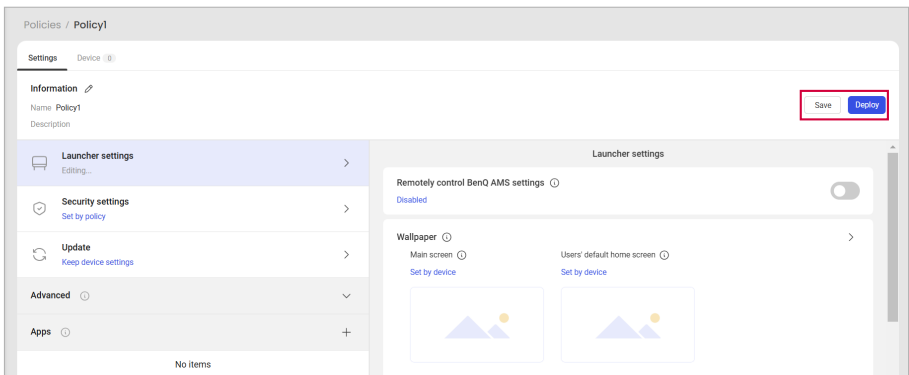
1. Go to  **Devices > Policies**.
2. Select  **Add**.



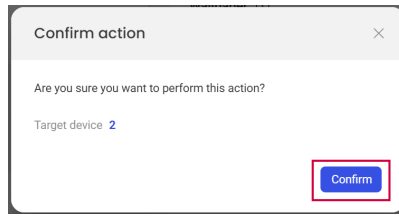
3. Specify a name for the policy and select **Add**.



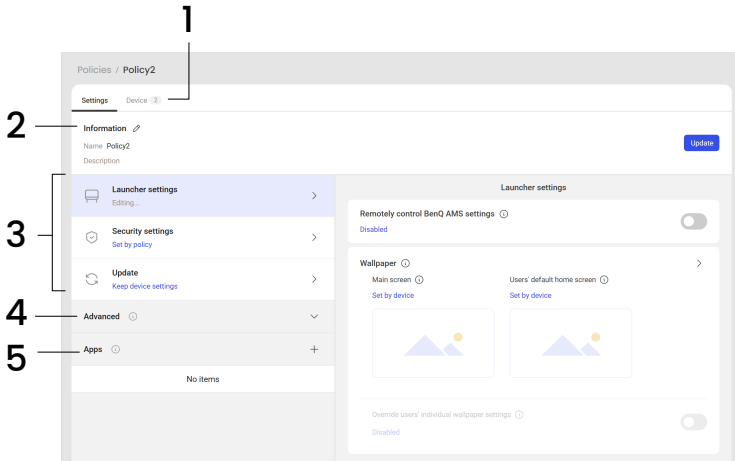
4. Adjust the settings. Select **Save and deploy** to continue. See [Policy settings](#) for details.



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.




Policy settings



1. Device tab

Select the tab to view all devices with this policy applied.

2. Policy information

Shows the information of the policy. Click  to edit.

3. General settings

Adjust launcher, security settings and update options. See [Set up block list or white list](#) and [Google Play Store related settings](#) for details.

4. Advanced settings

Adjust settings regarding network, display and system. If no adjustments are made, the system will keep the original settings on the device.

5. Apps

Add apps to the policy list. Selected apps will be installed on devices after the policy is deployed or updated.

For certain apps such as **InstaShare 2**, you may adjust app settings directly from DMS and apply the settings to the displays through a policy.

Set up block list or white list

You can set up the block/white list for your device. Once you define the block list, the selected applications will not be usable. If you define the white list, only the selected applications can be used. The list updates upon the devices restart.

1. Go to **Policy > Security Settings > App block/white list**.
2. Select > and choose **Block list** or **White list**.
3. Choose applications from BenQ apps / My apps or Google Play Store and click **Select** to apply.
4. To block apps from Google Play Store, please navigate to Google Play Store and get the URL of the specific App.
5. Enter the Google Play URL and click **Sync**.

Google Play Store related settings

Note

This feature is for EDLA models only.

DMS offers 2 options for admin to control the usage of the Google Play Store.

- **Restrict accounts in Google Play**

After restricting accounts in the Google Play Store, users will be unable to use any accounts within Google Play. Additionally, the Google Play Store itself will be disabled by default.

- **Disable Google Play Store**

Once disabled, the devices will no longer be able to access or run Google Play Store.



Application management



Item	Description
1. BenQ apps	Shows apps developed by BenQ and authorized third-party apps.
2. My apps	Shows a list of apps uploaded by you. Available editing options are as below: <ul style="list-style-type: none">• Add an app to DMS Cloud• Delete apps from DMS Cloud• Edit app descriptions
3. Install	Install an app onto selected devices. See Install app onto devices from the app list for details.
4. View devices	View and update app version on installed devices. See Update an app on multiple devices for details.

Add an app to DMS Cloud

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



1. Go to  **Devices > Apps > My apps**.
2. Select  **Add**.
3. Select the apk 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](#).

5. Select **Upload**.



Delete apps from DMS Cloud

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

1. Go to  **Devices > Apps > My apps**.
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 apps**.

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

Install app onto devices from the app list

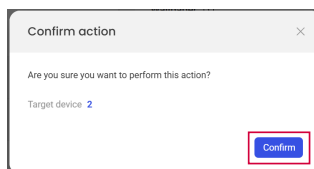
Note

To view the apps installed on one certain device, see [Policy management](#).


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.

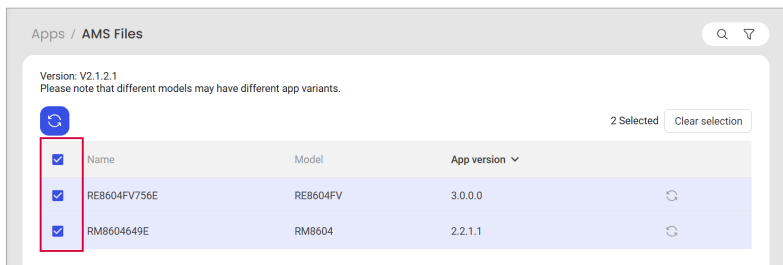



Update an app on multiple devices

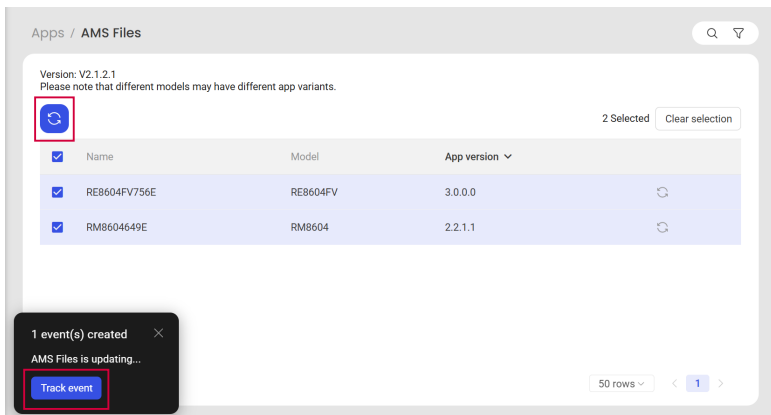
1. Go to  **Devices > Apps**.
2. Find the app you want to add onto a device. Select **View devices**.



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



4. Select  **Update**. A pop-up window appears.
5. Click **Track event** to review the event status.





Firmware management

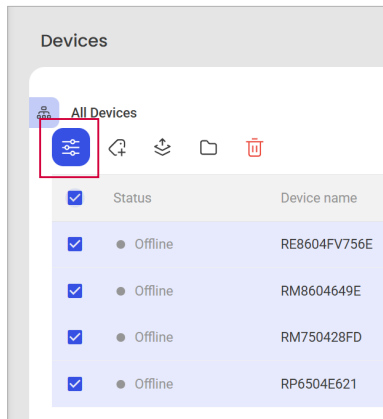
Use either way to update your device firmware:

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

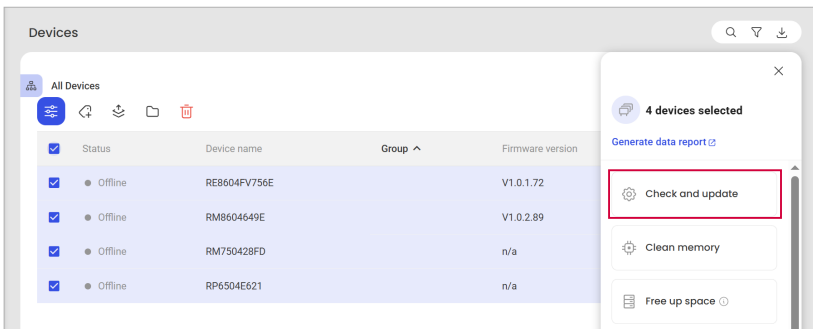
Update the firmware of certain devices

You can select one or more devices to check for and then apply available firmware updates with one click.

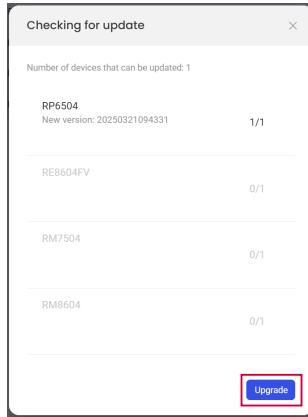
1. Go to  **Devices > Devices**.
2. Select the devices you want to update.
3. Select  **Control** to open the control panel.




4. Select **Check and update**.




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

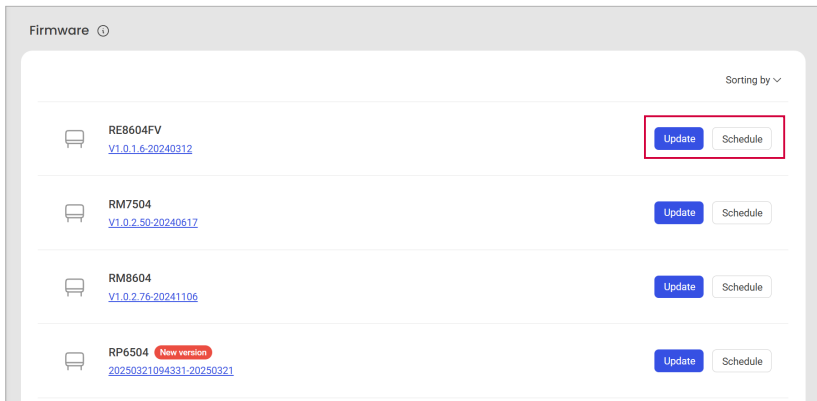


7. You can check the update status at  **Logs > Event log**.


Update all firmware of the same model

If you have multiple devices of the same model, you can update them all at once with a single click.


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

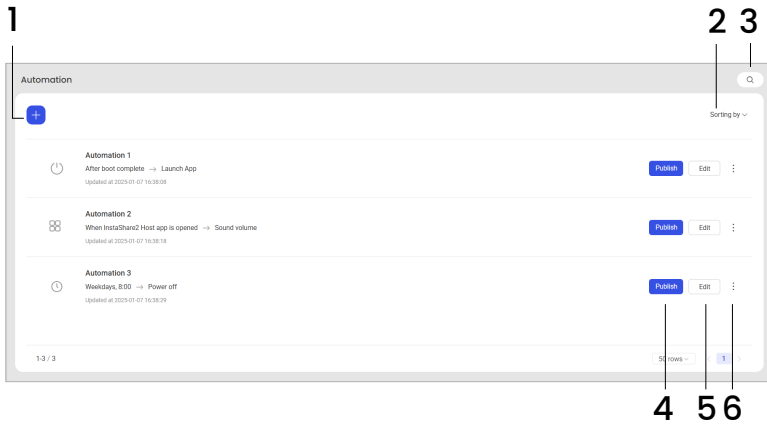





3. A window pops up. You'll see the total amount of devices included in the update.
 - For **Update**, select **Update** to continue.
 - For **Schedule**, set a date and time to update. Select **Schedule** to continue.

4. You can check the update status at  **Logs > Event log**.

Automation

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






Item	Description
1.  Add	Add a new automation rule.
2. Sorting	Specify the sort order and type.
3.  Search	Search for an automation.
4. Publish	Apply the automation rule to selected devices.
5. Edit	Edit the automation rule.
6.  More	Duplicate or delete a policy.

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**.

Event Log

The **Event log** page shows the actions and the responding outcome.

Type	Policy	Description	Outcome	Update time
Security*	Policy2	Reset app block / white list.	2	2025-03-26 15:31:49
Security*	Policy2	Allow accounts in Google Play.	2	2025-03-26 15:31:49
Wi-Fi		Forget Wi-Fi network asd.	1	2025-03-25 15:09:07
Wi-Fi		Create Wi-Fi network asd.	1	2025-03-25 15:07:18
Volume		Mute.	1	2025-03-25 14:53:02
Device optimization		Optimize device.	1	2025-03-24 13:18:09
Power save mode		Change power save mode to High.	1	2025-02-26 16:37:14
Power save mode		Change power save mode to Low.	1	2025-02-26 16:36:56

Item	Description
1. Data table	Shows the management event outcome. Click either row to review the complete log for each device.
2. Filter	Filter to show specific event type.
3. Customize	Click to specify a date range. See Customize data range for details.
4. Download	Click to export the current log as a CSV file.
5. Refresh	Click to reload the page with the most recent data.
6. Select columns	Customize the information displayed on the list.

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">• Check the cable connection. Is the device correctly connected to the network?• Is the device turned on?• Is the device network setting correct?• Check if the device's firmware version is up-to-date.• Check if the DMS Client app is up-to-date.• Check if a whitelist has been added for DMS Cloud. See Network whitelist.
The device is showing that it is online, but in DMS Cloud it is listed as offline.	<ul style="list-style-type: none">• Check if the device's firmware version is up-to-date.• Check if the DMS Client app is up-to-date.• Clear all cookies on your browser.• Use Incognito mode on your browser and then launch DMS Cloud.• Check if a whitelist has been added for DMS Cloud. See Network whitelist.
Cannot power on the device via DMS Cloud	<ul style="list-style-type: none">• Ensure that WOL (Wake-on-LAN) Settings is enabled on the device.• 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.
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)