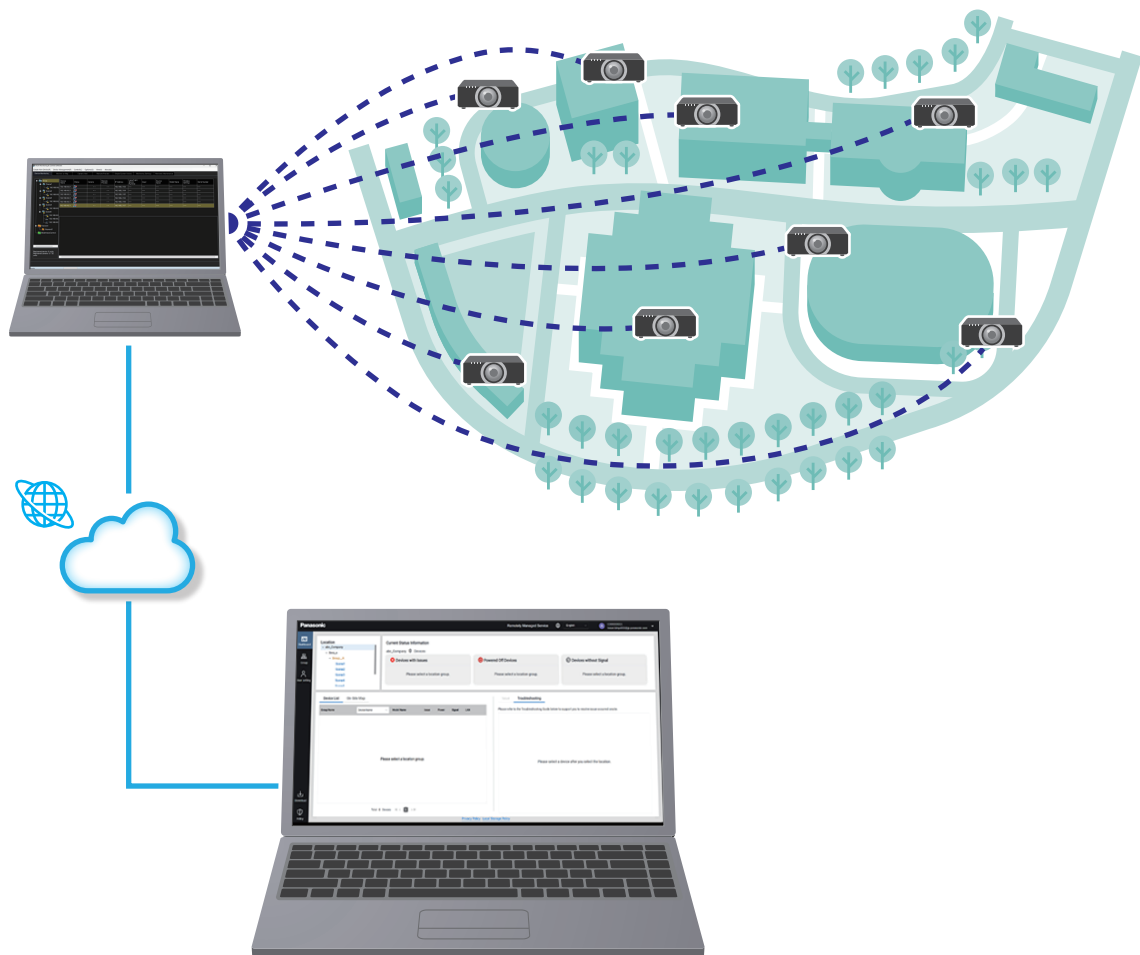


Operating Instructions Remotely Managed Service Monitoring Service

Monitoring Basic



Thank you for purchasing this Panasonic product.

- Before using this software, please read the instructions carefully.

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Introduction

Precautions and Disclaimers

Request Regarding Security

Be aware of the following security risks when using this service.

- Leakage of your private information via this service
- Illegal operation of this service by a malicious third-party
- Harm to or cessation of operation of this service by a malicious third-party

Be sure to implement sufficient security measures.

- Make sure the password is as hard to guess as possible.
- Change the password periodically.
- Panasonic Projector & Display Corporation and its affiliated companies never directly ask customers for their password. Do not give out your password even if directly asked by a third-party representing themselves as Panasonic Projector & Display Corporation.
- Regularly run Windows Update to keep the operating system on the computer up-to-date. For a monitoring terminal that needs to run continuously, disable automatic updating of Windows Update to prevent the terminal from restarting suddenly. (➡ page 10)
- Use this product on a secure network protected by a firewall and other security settings.
- Set passwords for the computer you are using to limit which users can log in. If you want to sign in to Windows automatically when the monitoring terminal restarts, delete the login password of Windows. (➡ page 16)
- For details about your computer settings and network environment, consult your network administrator.

About this document

- The illustrations and display examples used in this manual may differ from the actual product.
- Reference pages
Reference pages in this manual are indicated as (➡ page 00).

About the Monitoring Service

The monitoring service allows you to check the status of one or more projectors installed in the field from a remote location via the Internet or a cloud service.

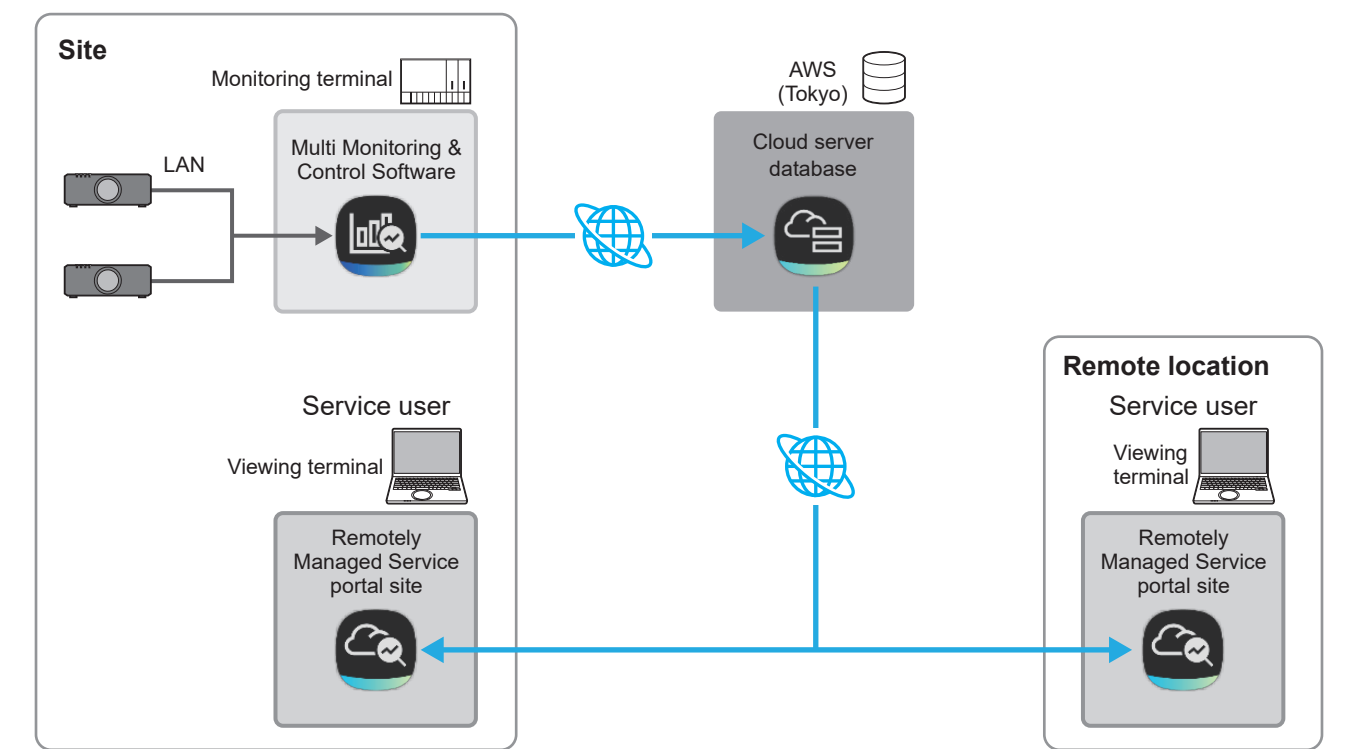
In addition, the installation location of the projectors to be monitored is not limited to just one location as you can also check the operational status of projectors at each of multiple installation locations. When errors or warnings occur on the projectors, you can check the corresponding details and troubleshooting methods on your terminal. Registering a notification destination email address in advance also allows you to have email notifications sent automatically when errors or warnings occur.

A floor plan or photo of projector installation locations can be imported as an on-site map and then the installation position of each projector can be placed on the map to make identifying the projectors where errors or warnings are occurring easier, thereby simplifying incident management.

The monitoring service includes “Monitoring Basic” (free version) which is described in this manual and “Monitoring Pro” (paid version) which is intended for administration representatives and service usage administrators. In the case of “Monitoring Basic,” the warning information is not displayed.

System Configuration

A monitoring terminal for data collection is installed near the projector installation site, and the data collected by the monitoring terminal is accumulated in a cloud server database. A viewing terminal allows you to view the collected data by connecting to the cloud server database via the Internet or a cloud service.



Icon	Name	Description
	Multi Monitoring & Control Software	This application software is for monitoring and controlling multiple projectors connected to an Intranet. In Remotely Managed Service, it plays the role of collecting data from projectors, and transmitting it to the cloud server database.
	Cloud server database	This serves as the base for various services of Remotely Managed Service.
	Remotely Managed Service portal site	This is the user interface for viewing the projector data saved to the cloud server database with a Web browser.

System Requirements

■ Monitoring terminal

A computer that meets the following conditions needs to be installed near the projector installation site as the monitoring terminal to collect data.

Computer^{*1}	A computer capable of continuous 24/7/365 operation, such as those for industrial or signage use, is recommended.
OS	<ul style="list-style-type: none"> ● Windows 11 IoT Enterprise ● Windows 11 Pro <p>If the computer will perform continuous 24/7/365 operation, Windows 11 IoT Enterprise LTSC is recommended.</p>
CPU	Intel® Core™ i5 or the equivalent
Memory	8 GB or higher
Storage	128 GB or larger SSD
LAN	CAT5 (100Base-TX)
Ports	<p>The following ports can be opened.</p> <p>80: HTTP</p> <p>443: HTTPS</p> <p>1024: HTTP</p> <p>4352: PJLink</p>

*1 Installation of an uninterruptible power supply system is recommended.

■ Viewing terminal

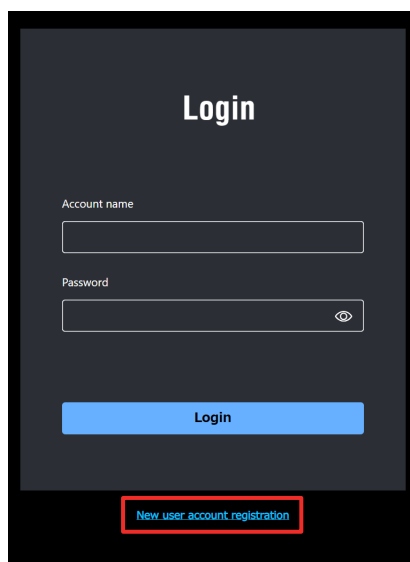
A computer or smartphone running a Web browser such as Microsoft Edge is required to view the projector data accumulated in the cloud server database.

Account Registration

Account Registration Procedure

Register the account of the user who will use the monitoring service.

- 1 Start the Web browser and open the following webpage.**
<https://pp.rmpf.panasonic.com>
- 2 Click [New user account registration] on the Login screen.**

A screenshot of a dark-themed login interface. At the top, the word "Login" is centered in white. Below it, there are two input fields: "Account name" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a blue "Login" button. At the bottom of the screen, there is a red rectangular box containing the text "New user account registration" in blue.

- 3 Enter the account information as instructed on the displayed screen to complete the registration.**

Note

- For some of the setting items in "Initial Setup Items" (➡ page 8) you need to use the registered account to log in to Remotely Managed Service.

Initial Setup of Monitoring Terminal

Initial Setup Items

To monitor the projectors, configure the settings and perform the operations listed below.

When monitoring the projectors with continuous 24/7/365 operation, check the “When full operation” column in the following table.

Setting item	Overview of setting/operation	Implementation level ✓: Required (Blank): Optional		Reference page
		When full operation	When trial operation	
BIOS settings	Set the monitoring terminal to start up automatically when it is powered on.	✓		page 9
Windows policy settings	Disable automatic updating of Windows Update.			page 10
Windows service settings	Disable the starting of the Windows Update service at startup.			page 12
Windows power settings	Configure the settings so that the monitoring terminal will not transition to shutdown or sleep due to an unintentional operation being performed.	✓		page 14
Windows sign-in settings	Delete the login password of Windows to enable signing in to Windows automatically when the monitoring terminal has started up.			page 16
.NET Framework installation	Install .NET Framework (4.8 or later).	✓	✓	page 19
Enabling IIS	Enable Internet Information Services (IIS).	✓	✓	page 20
Downloading and installing application software	Install Multi Monitoring & Control Software and import the cloud configuration file.	✓ *1	✓ *1	page 21
Downloading and importing cloud settings	Import the cloud configuration file.	✓ *2	✓ *2	page 23
Network settings	Connect the monitoring terminal to the Internet.	✓ *3	✓ *3	page 25
Connection Check	Check the status of the connection to the cloud server.	✓	✓	page 28
Projector registration	Register the projectors to be monitored.	✓	✓	page 29
On-site map display settings	Place the status icons of the projectors on the on-site map to be viewed in the monitoring service.			page 31

*1 If Multi Monitoring & Control Software (ver. 4.2.0 or later) compatible with the monitoring service is already installed on the monitoring terminal, the operation of “Downloading and installing application software” is not required. Perform the operation of “Downloading and importing cloud settings.”

*2 If the operation of “Downloading and installing application software” has been performed, the operation of “Downloading and importing cloud settings” is not required.

*3 If the operation of “Downloading and installing application software” or “Downloading and importing cloud settings” has been performed, the configuration of “Network settings” are not required.

BIOS Settings

To maintain the monitoring terminal in a powered-on state, configure the BIOS settings so that the monitoring terminal starts up automatically when it is powered on again.

Note

- The following operating procedure is an example for one particular computer. The method to boot into the BIOS and the setting screens differ depending on the computer you are using. Check the instruction manual for the computer you are using, and then configure the same setting accordingly.

1 Turn on the power of the computer and press the F2 key on the keyboard during startup.

The BIOS settings screen appears.

2 Change [After Power Failure] in [Power] - [Secondary Power Settings] to [Power ON].

3 Select [Save and Exit], and press the Enter key.

The settings are saved and the computer restarts.

Windows Policy Settings

To operate the monitoring terminal continuously without restarting, disable automatic updating of Windows Update.

Note

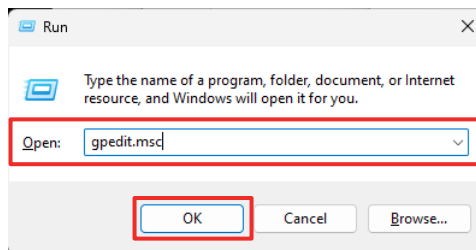
- If the OS of the computer is Windows 11 IoT, this setting is not required. However, if it is Windows 11 Pro, this setting is recommended.

1 Run Windows Update to update the computer to the latest state.

Follow the instructions on the screen to restart the computer if necessary.

2 Press the Windows key and R key at the same time to display the [Run] dialog box.

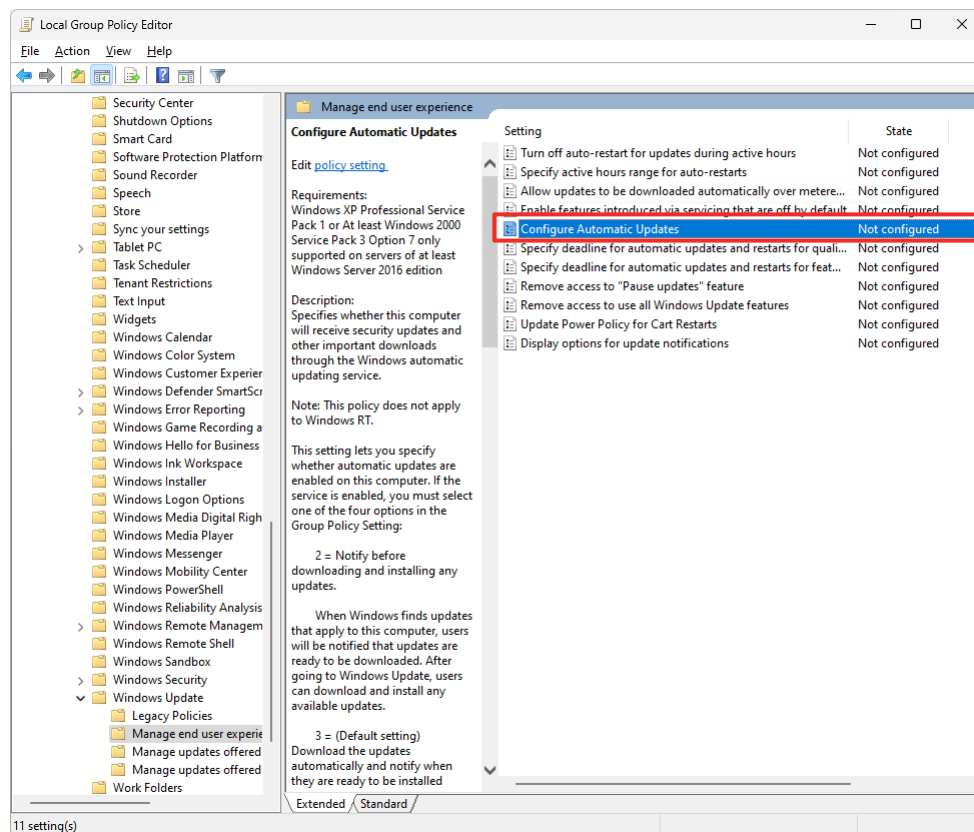
3 Enter [gpedit.msc] in [Open], and then click [OK].



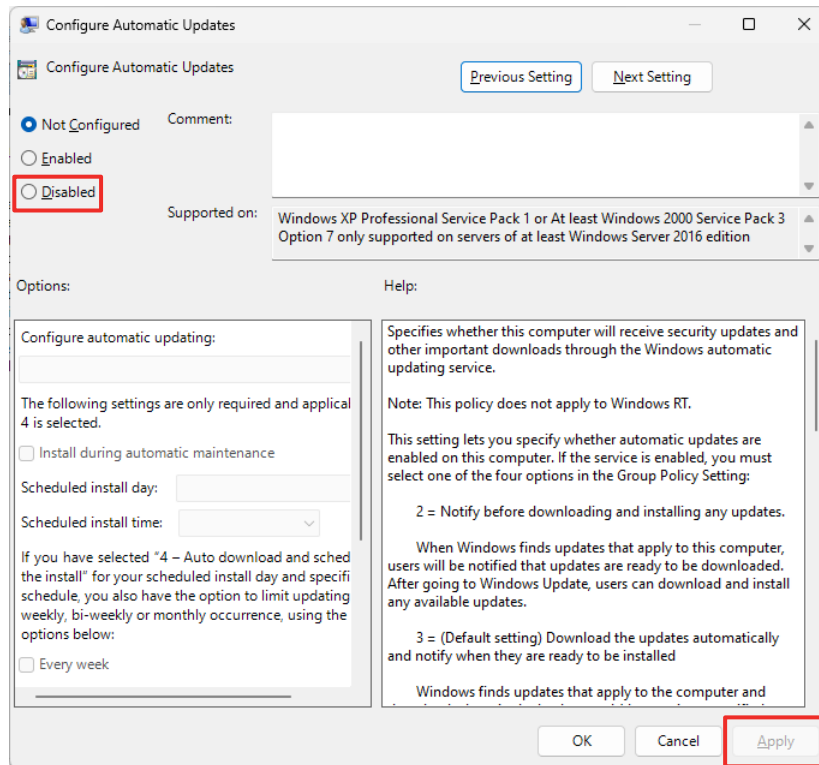
The [Local Group Policy Editor] screen appears.

4 Click [Computer Configuration] - [Administrative Templates] - [Windows Components] - [Windows Update] - [Manage end user experience] in the items displayed in tree view on the left side.

5 Double-click [Configure Automatic Updates].



6 Select [Disabled], and then click [Apply].



Windows Service Settings

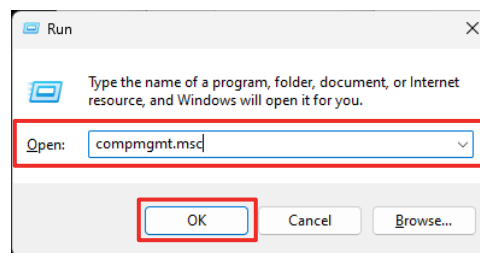
To operate the monitoring terminal continuously without restarting, disable the starting of the Windows Update service at startup.

Note

- If the OS of the computer is Windows 11 IoT, this setting is not required. However, if it is Windows 11 Pro, this setting is recommended.
- The following operating procedure is an example for one particular computer. The setting screens differ depending on the computer you are using.

1 Press the Windows key and R key at the same time to display the [Run] dialog box.

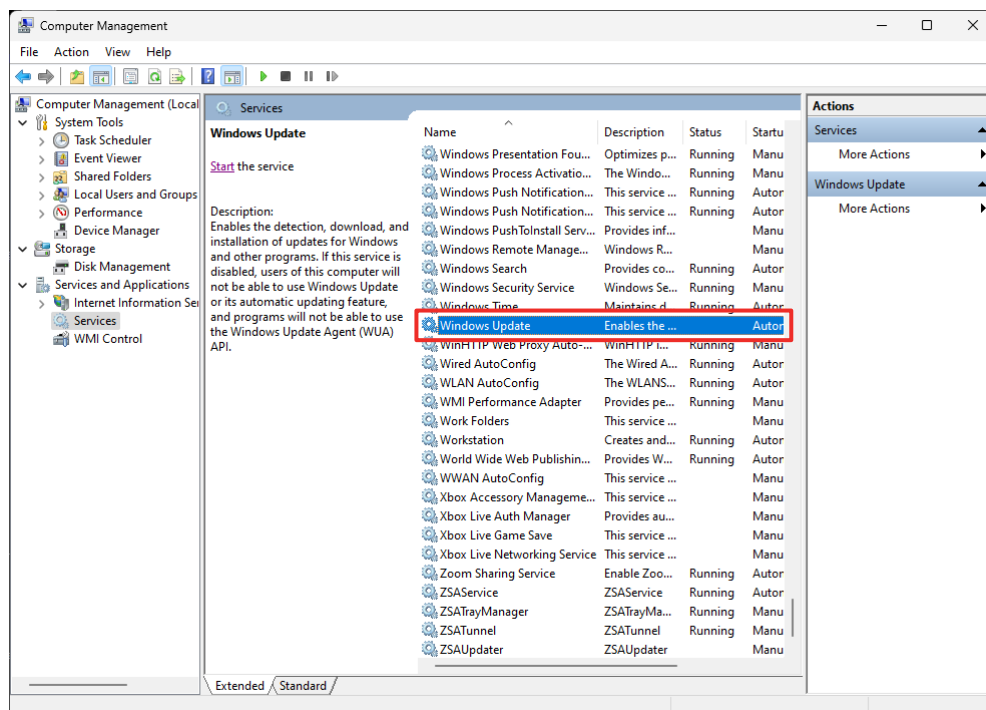
2 Enter [compmgmt.msc] in [Open], and then click [OK].



The [Computer Management] screen appears.

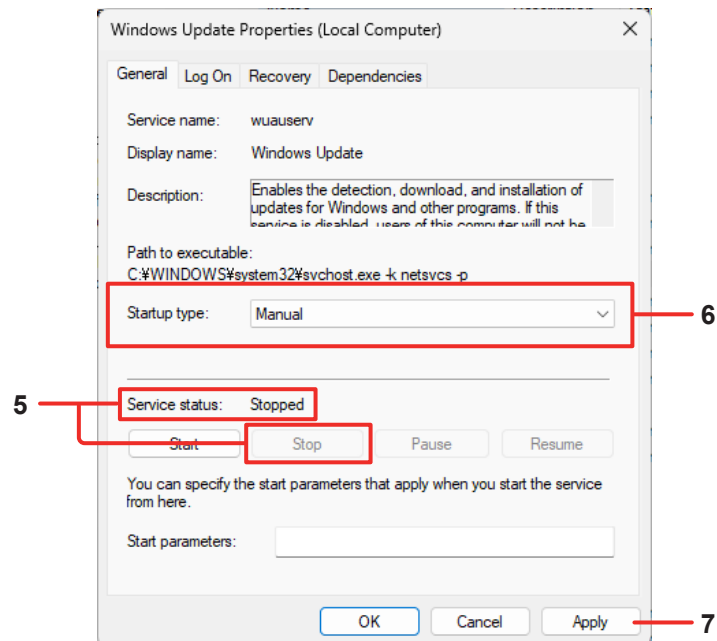
3 Click [Computer Management (Local)] -[Services and Applications] - [Services] in the items displayed in tree view on the left side.

4 Double-click [Windows Update].



The [Windows Update Properties (Local Computer)] screen appears.

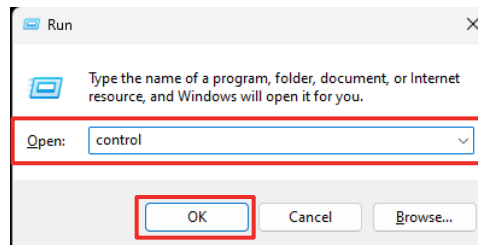
- 5 Check [Service status], and click [Stop] to stop the service if [Running] is displayed.
- 6 Change [Startup type] to [Disabled].
- 7 Click [Apply].



Windows Power Settings

Change the power settings of Windows so that the monitoring terminal will not transition to shutdown or sleep due to an unintentional operation being performed while the monitoring service is running.

- 1 Press the Windows key and R key at the same time to display the [Run] dialog box.**
- 2 Enter [control] in [Open], and then click [OK].**

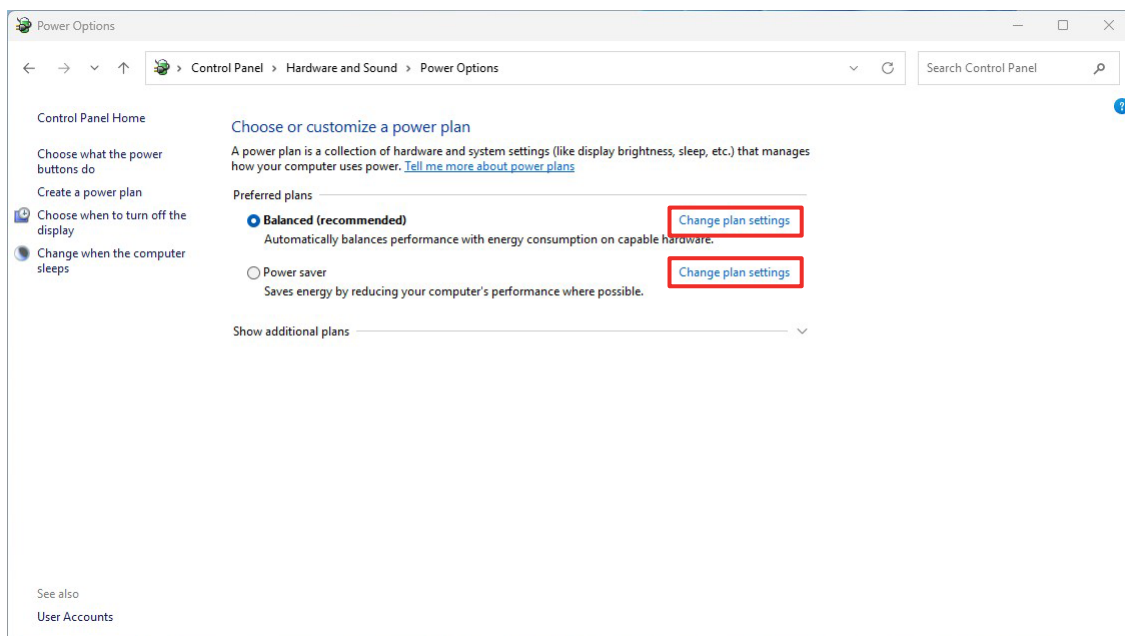


The [Control Panel] screen appears.

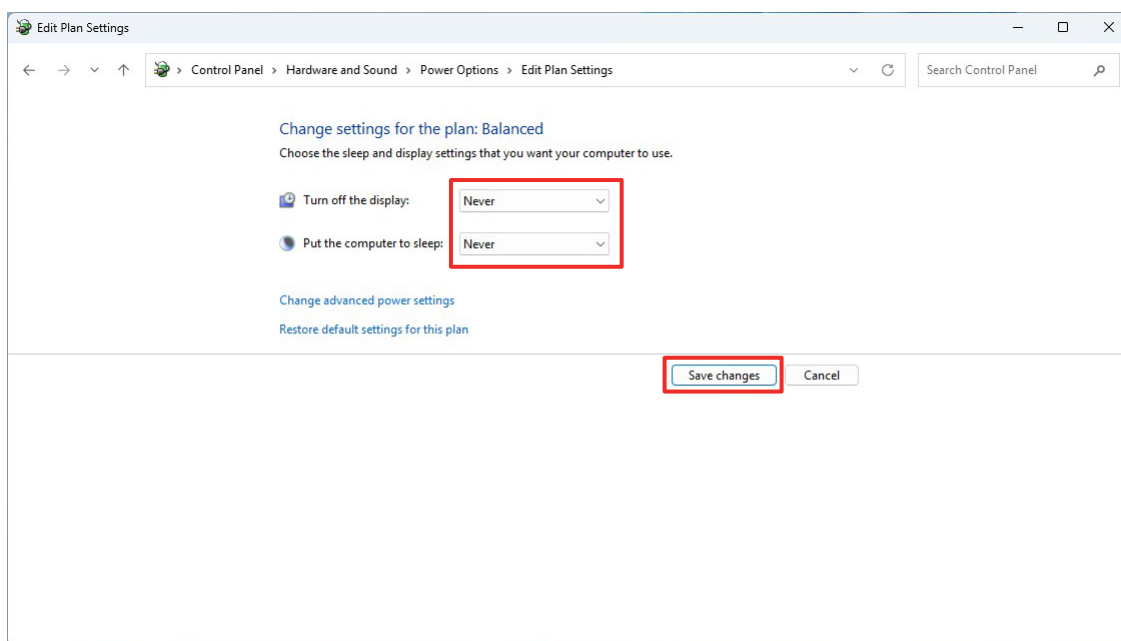
- 3 Click [Hardware and Sound] then [Power Options].**

The [Power Options] screen appears.

- 4 Click [Change plan settings] of [Balanced] or [Power saver].**



The [Edit Plan Settings] screen appears.

5 Select [Never] for [Turn off the display] and [Put the computer to sleep], and then click [Save changes].

The [Power Options] screen reappears.

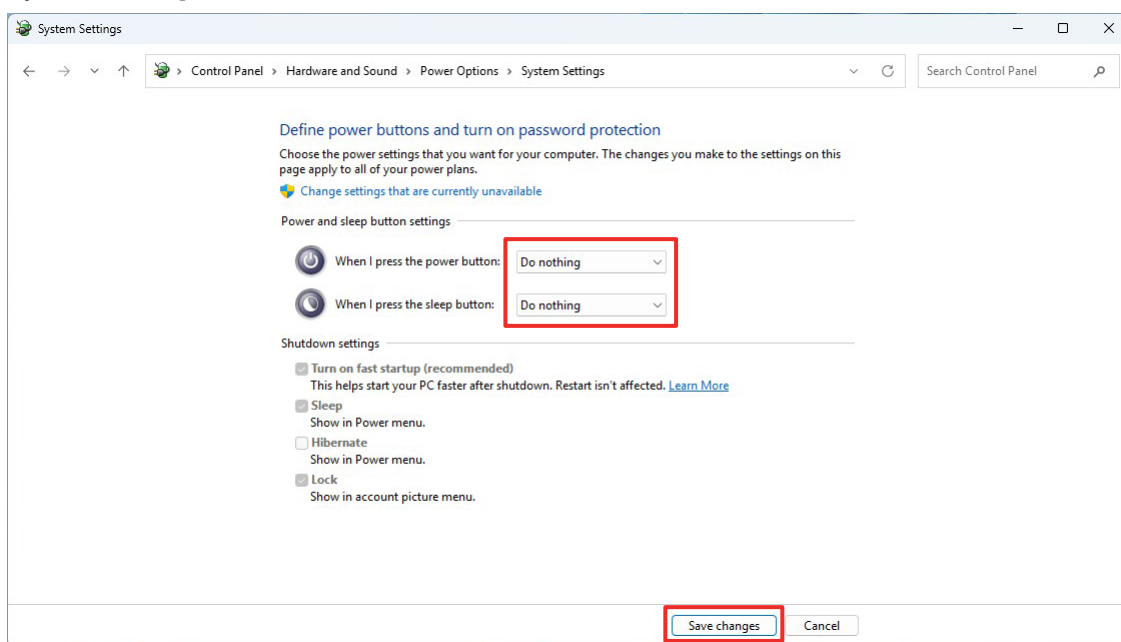
6 Click [Choose what the power buttons do] in the left menu.

The [System Settings] screen appears.

7 Select [Do nothing] for [When I press the power button] and [When I press the sleep button], and then click [Save changes].

If [When I press the power button] is grayed out and cannot be changed, click [Change settings that are currently unavailable].

If [When I press the sleep button] is grayed out and cannot be changed, click [Change settings that are currently unavailable].

**Note**

- The items that can be set differ depending on the model of computer you are using.

Windows Sign-in Settings

When the monitoring terminal is powered on again, normally the Windows sign-in screen is displayed and the monitoring terminal enters the input wait state. As a result, Multi Monitoring & Control Software cannot start until sign-in completes. Therefore, delete the login password of Windows and configure the settings to enable signing in to Windows automatically after the monitoring terminal restarts.

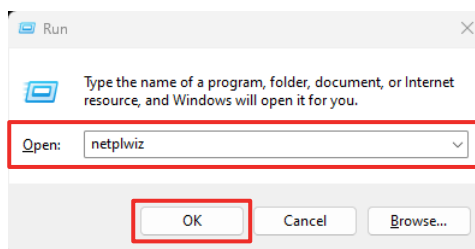
Attention

- Deleting the login password will enable third parties to operate the monitoring terminal, so give consideration to security measures such as restricting access to the server room and setting limits on user accessibility.

Note

- If operation will be performed by signing in manually when the monitoring terminal has restarted, this setting does not need to be configured.

- 1 Click the Start button, and click [Settings].
- 2 Click [Accounts] then [Sign-in options].
- 3 Click [Password] then [Change], make the password field blank, and click [OK].
If the password field cannot be set blank, perform from step 4 to step 8.
- 4 Press the Windows key and R key at the same time to display the [Run] dialog box.
- 5 Enter [netplwiz] in [Open], and then click [OK].

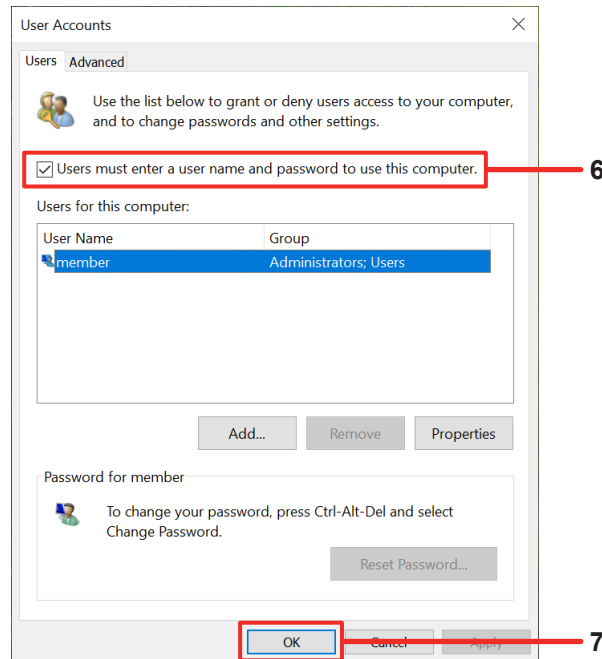


The [User Accounts] screen appears.

6 Select the user name to use for operation, and then clear the check mark from the [Users must enter a user name and password to use this computer.] check box.

If [Users must enter a user name and password to use this computer.] is not displayed in the [User Accounts] screen, perform the procedure in “Operation in Registry Editor” (➡ page 18) and then perform this procedure again from step 4.

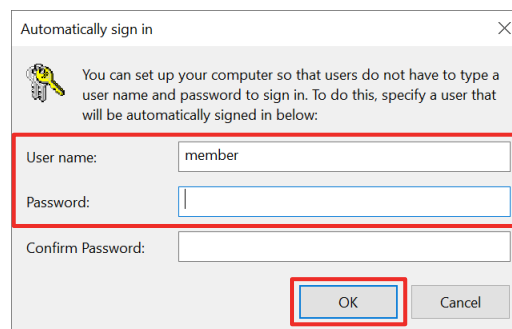
7 Click [OK].



The [Automatically sign in] dialog box appears.

8 Enter the user name and leave [Password] blank, then click [OK].

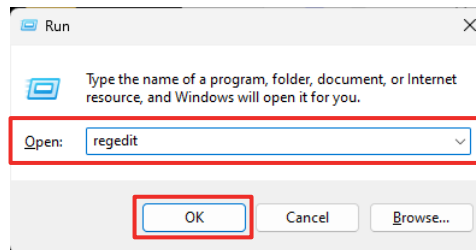
If the operation in Registry Editor cannot be performed or if [Users must enter a user name and password to use this computer.] is not displayed in the [User Accounts] screen, you will need to sign in to Windows manually when the corresponding monitoring terminal is powered on again.



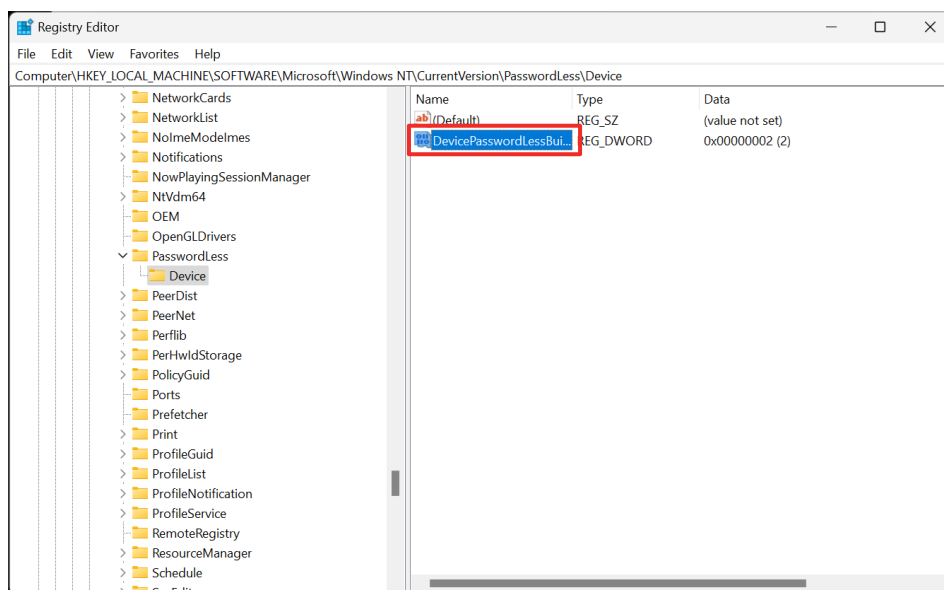
Operation in Registry Editor

If [Users must enter a user name and password to use this computer.] is not displayed in the [User Accounts] screen, open Registry Editor and perform operation as described in the procedure below.

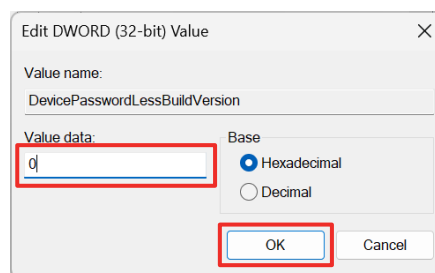
- 1 Press the Windows key and R key at the same time to display the [Run] dialog box.
- 2 Enter [regedit] in [Open], and then click [OK].



- 3 If the [User Account Control] screen appears, click [Yes].
The [Registry Editor] screen appears.
- 4 Click the following folder in tree view on the left side.
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\Current Version>PasswordLess\Device
- 5 Double-click [DevicePasswordLessBuildVersion].



- 6 Change [Value data] to "0" and click [OK].



Installing .NET Framework

To use the monitoring service, you need to install .NET Framework 4.8 or later on the monitoring terminal. If the OS of the monitoring terminal is Windows 11 IoT, .NET Framework 4.8 or later must be installed. You can obtain .NET Framework from the following website. Download the installer and then install the software on the monitoring terminal.
<https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48>

Normally, click [Download .NET Framework 4.8 Runtime] and download the online installer. If installation with the online installer fails, download the offline installer and then install the software.

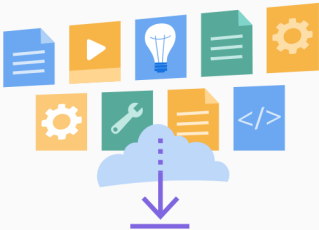
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All Microsoft Search

Home / Download / .NET Framework / 4.8

Download .NET Framework 4.8

Not what you're looking for? Visit the [downloads](#) page for more options.



Runtime

Do you want to run apps? The runtime includes everything you need to run existing apps/programs built with .NET Framework.

[Download .NET Framework 4.8 Runtime →](#)

Developer Pack

Do you want to build apps? The developer pack is used by software developers to create applications that run on .NET Framework, typically using Visual Studio.

[Download .NET Framework 4.8 Developer Pack →](#)

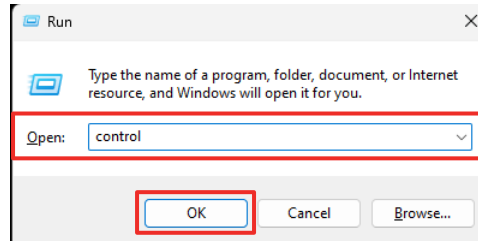
Advanced downloads

Download type	Build apps - Dev Pack	Run apps - Runtime
Web installer	N/A	Runtime
Offline installer	Developer pack	Runtime

Enabling IIS

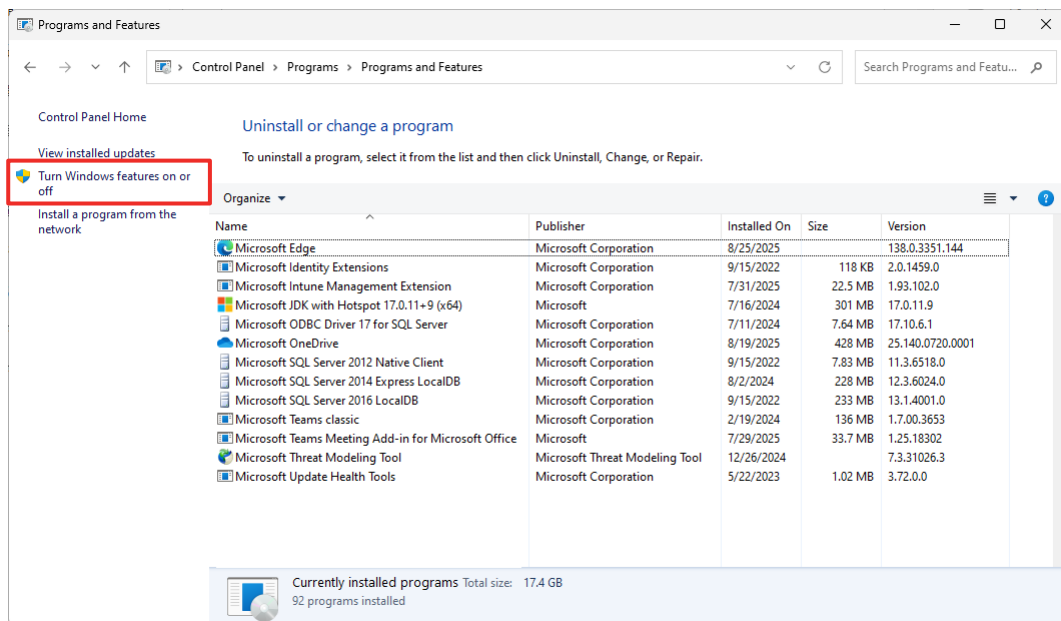
Enable Internet Information Services (IIS) on the monitoring terminal.

- 1 Press the Windows key and R key at the same time to display the [Run] dialog box.
- 2 Enter [control] in [Open], and then click [OK].



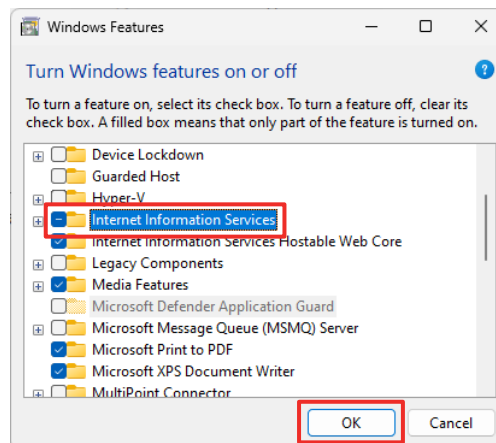
The [Control Panel] screen appears.

- 3 Click [Programs] - [Programs and Features] - [Turn Windows features on or off].



The [Windows Features] screen appears.

- 4 Click [Internet Information Services] to place a check mark in the check box, and click [OK].



Downloading and Installing Application Software

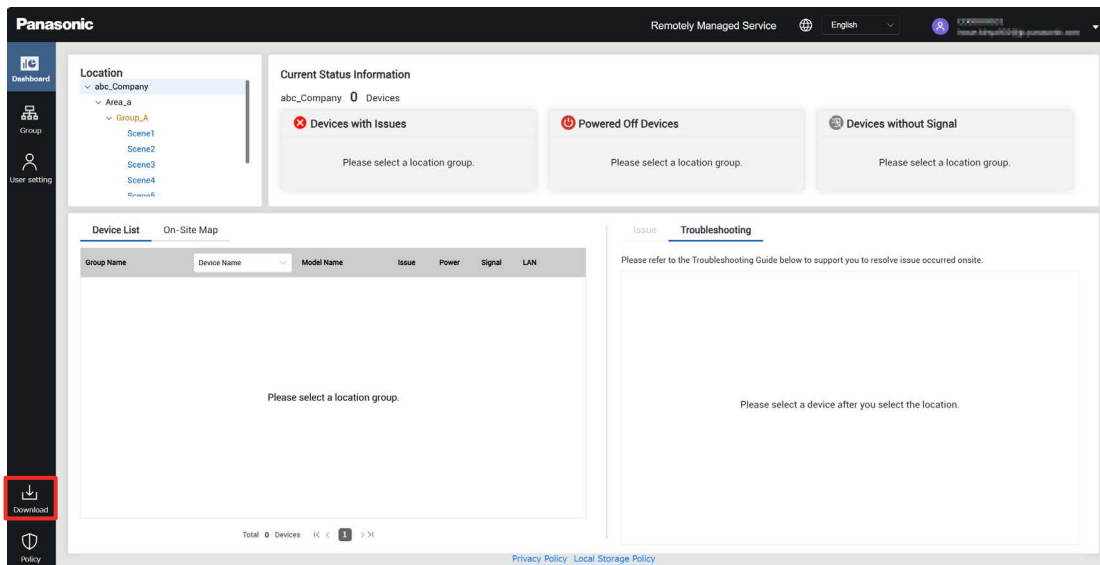
To collect projector data and register that information in the cloud server database, you need to install Multi Monitoring & Control Software (ver. 4.2.0 or later) compatible with the monitoring service on the monitoring terminal.

1 Start the Web browser, access the following URL, and log in to Remotely Managed Service.

<https://pp.rmpf.panasonic.com>

The [Dashboard] screen of the portal site appears.

2 Click the [Download] tab.



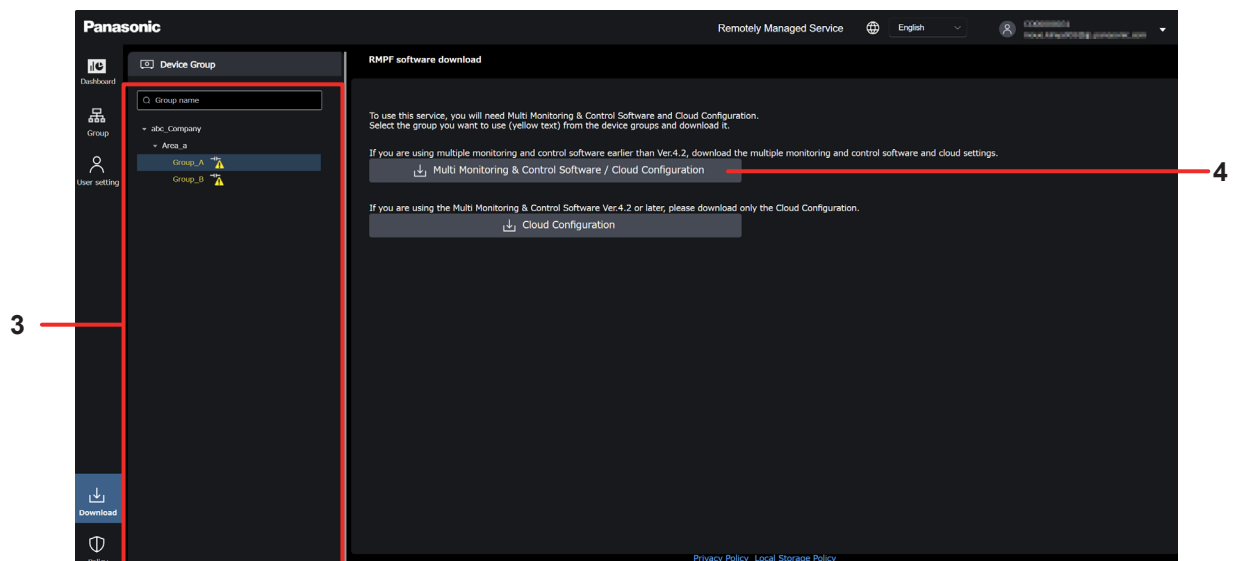
The [Download] screen appears.

3 Select the device group.

Select the device group to be monitored in the tree displayed in [Device Group].

4 Click the [Multi Monitoring & Control Software / Cloud Configuration] button.

Download the ZIP file and perform operation according to "[Download] screen" → "② [Multi Monitoring & Control Software / Cloud Configuration] button" (➡ page 40).



Note

- If Multi Monitoring & Control Software (ver. 4.2.0 or later) compatible with the monitoring service is not installed on the monitoring terminal, we recommend performing operation according to this item.
- If you run the installer again on a monitoring terminal with Multi Monitoring & Control Software already installed, a screen for selecting whether to repair or remove the software appears so select the option that matches the purpose.
 - Repair: Overwrite and update the software only.
 - Remove: Uninstall the software and reinstall itIf you want to save the existing data and update the software only, we recommend selecting [Repair].
- When the operation of this item is performed, the cloud configuration file is imported into Multi Monitoring & Control Software and establishing a cloud connection is completed automatically simultaneously with the installation of Multi Monitoring & Control Software.

Downloading and Importing the Cloud Configuration File

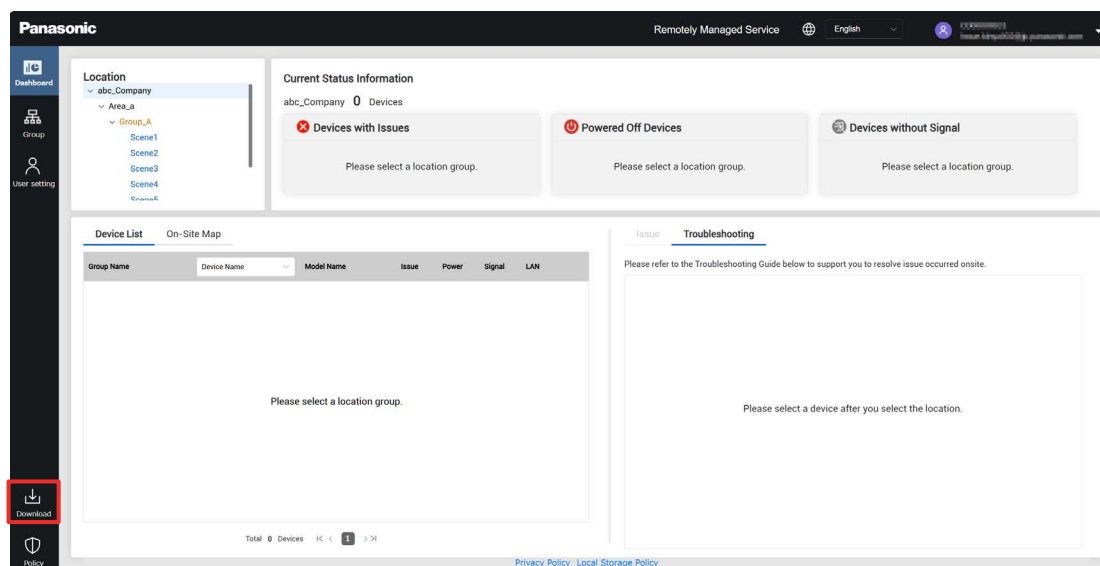
To register the information collected by Multi Monitoring & Control Software in the cloud server database, you need to link the monitoring service and Multi Monitoring & Control Software (ver. 4.2.0 or later).

1 Start the Web browser, access the following URL, and log in to Remotely Managed Service.

<https://pp.rmpf.panasonic.com>

The [Dashboard] screen of the portal site appears.

2 Click the [Download] tab.



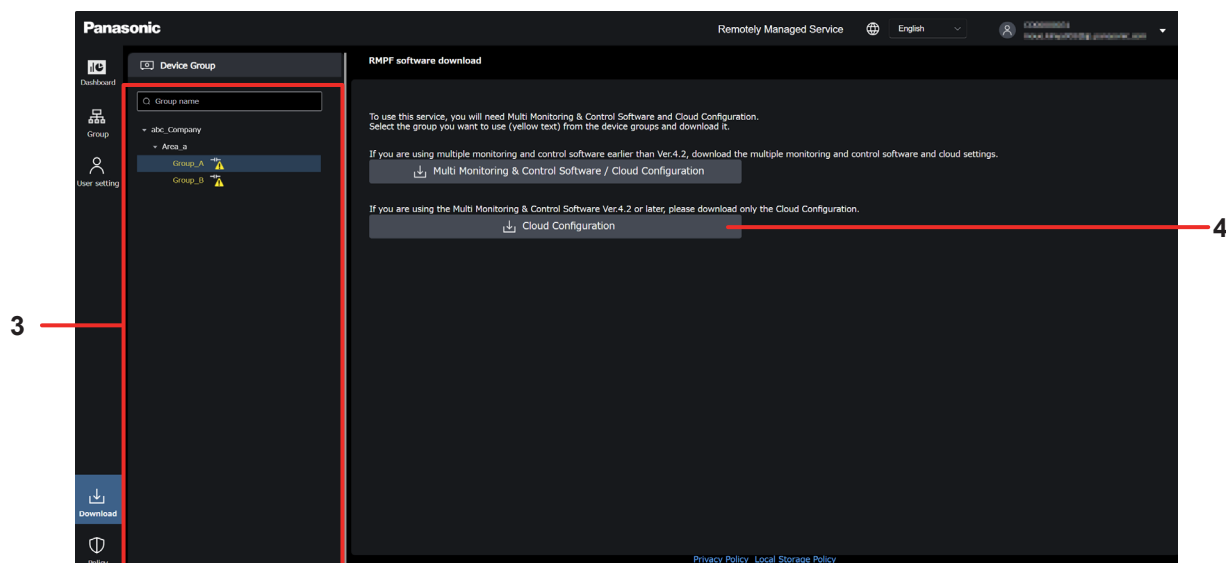
The [Download] screen appears.

3 Select the device group.

Select the device group to be monitored in the tree displayed in [Device Group].

4 Click the [Cloud Configuration] button.

Download the cloud configuration file and perform operation according to "[Download] screen" → "③ [Cloud Configuration] button" (➡ page 41).



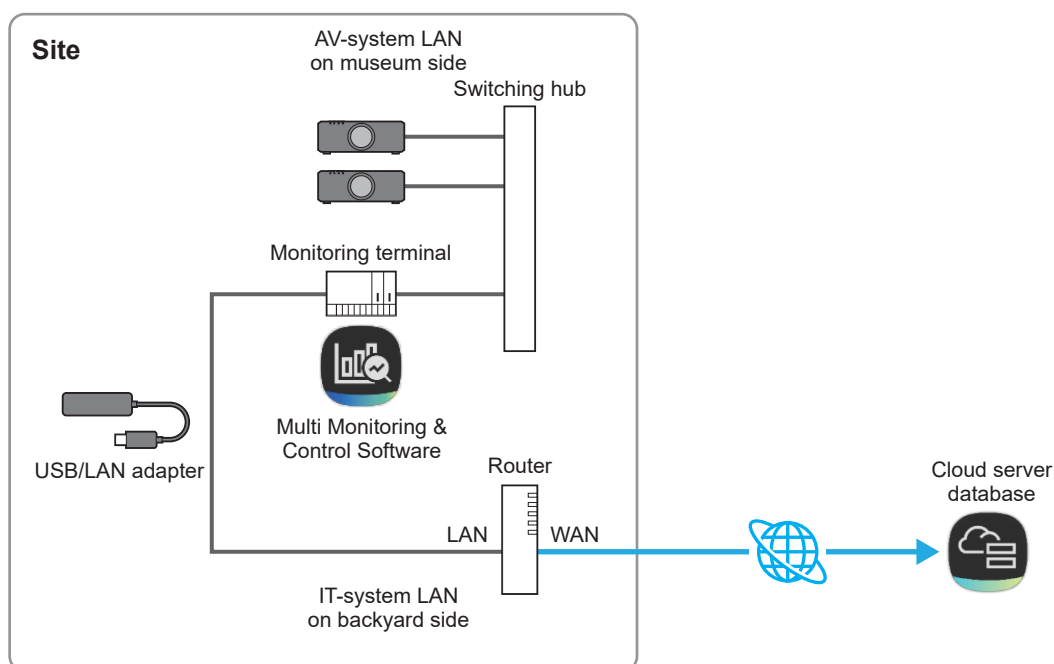
Note

- When performing the operation of “Downloading and Installing Application Software” (➡ page 21), you do not need to perform the operation of this item.
- If Multi Monitoring & Control Software (ver. 4.2.0 or later) compatible with the monitoring service is already installed on the monitoring terminal, we recommend performing operation according to this item.
- When the operation of this item is performed, the cloud configuration file is imported into Multi Monitoring & Control Software and establishing a cloud connection is completed automatically.

Network Settings

Connect the monitoring terminal to the Internet.

The following is a configuration example where two independent networks (an AV-system LAN and an IT-system LAN) exist and Internet access is available only from the IT-system LAN. In the case of this network configuration, you can add a USB-LAN adapter or other network interface card (NIC) to the monitoring terminal and then connect the monitoring terminal to both the AV-system LAN and IT-system LAN.



Configure the network settings as described in the following procedure while the monitoring terminal is connected to the AV-system LAN and IT-system LAN via two NICs.

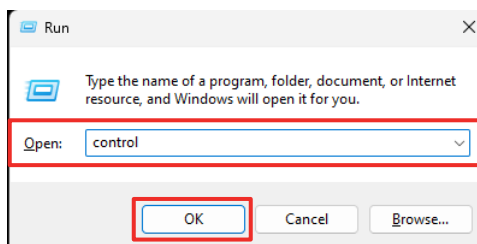
Note

- For the following information, consult your network administrator.
 - IP addresses to assign to the monitoring terminal (IT-system LAN and AV-system LAN)
 - IP address of router (IT-system LAN only)
 - Address of DNS server (IT-system LAN only)
- For the NIC connected to the AV-system LAN, do not configure the settings to assign an IP address from the DHCP server. For the NIC connected to the IT-system LAN, even if you configure the settings to assign an IP address from the DHCP server, this will not be a problem.

IT-system LAN Network settings

1 Press the Windows key and R key at the same time to display the [Run] dialog box.

2 Enter [control] in [Open], and then click [OK].



The [Control Panel] screen appears.

3 Click [Network and Internet] - [Network and Sharing Center] - [Change adapter settings].

4 Double-click the icon for the Ethernet corresponding to the NIC connected to the IT-system LAN.

The [Ethernet Status] screen appears.

5 Click [Properties].

The [Ethernet Properties] screen appears.

6 Select [Internet Protocol Version 4 (TCP/IPv4)], and then click [Properties].

The [Internet Protocol Version 4 (TCP/IPv4) Properties] screen appears.

If you want to explicitly specify the IP address of the monitoring terminal without it being assigned automatically using a DHCP server, proceed to step 7. If you want the IP address of the monitoring terminal to be assigned automatically using a DHCP server, proceed to step 8.

7 Select [Use the following IP address], and then set [IP address], [Subnet mask], and [Default gateway].

- Enter the IP address to assign to the monitoring terminal in [IP address].
- Enter the address matching the IP address to assign to the monitoring terminal in [Subnet mask].
- Enter the IP address of the router in [Default gateway].

Proceed to step 12 when specifying a DNS server, and step 13 when not specifying a DNS server.

8 Select [Obtain an IP address automatically], and then click [Advanced].

The [Advanced TCP/IP Settings] screen appears.

9 Click [Add] of [Default Gateways] on the [IP Settings] tab.

The [TCP/IP Gateway Address] dialog box appears.

10 Enter the IP address of the router in [Gateway], and then click [Add].

11 Click the [OK] button to close the [Advanced TCP/IP Settings] screen.

Proceed to step 12 when specifying a DNS server, and step 13 when not specifying a DNS server.

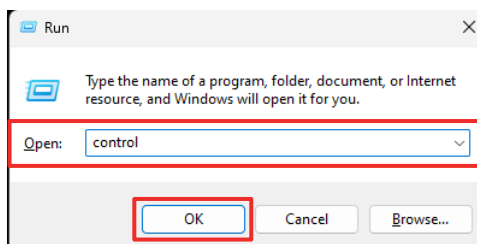
12 Select [Use the following DNS server address] and enter the address of the DNS server to use in [Preferred DNS server] and [Alternate DNS server].

13 Close all of the screens by clicking [OK] or [Close].

AV-system LAN Network settings

1 Press the Windows key and R key at the same time to display the [Run] dialog box.

2 Enter [control] in [Open], and then click [OK].



The [Control Panel] screen appears.

3 Click [Network and Internet] - [Network and Sharing Center] - [Change adapter settings].

4 Double-click the icon for the Ethernet corresponding to the NIC connected to the AV-system LAN.

The [Ethernet Status] screen appears.

5 Click [Properties].

The [Ethernet Properties] screen appears.

6 Select [Internet Protocol Version 4 (TCP/IPv4)], and then click [Properties].

The [Internet Protocol Version 4 (TCP/IPv4) Properties] screen appears.

7 Select [Use the following IP address], and then set [IP address], [Subnet mask], and [Default gateway].

Enter the IP address to assign to the monitoring terminal in [IP address]. Specify an IP address with which communication with the projectors to be monitored will be possible.

Enter the address matching the IP address to assign to the monitoring terminal in [Subnet mask].

Make [Default gateway] blank.

8 Select [Use the following DNS server address] and leave [Preferred DNS server] and [Alternate DNS server] blank.

9 Close all of the screens by clicking [OK] or [Close].

Connection Check

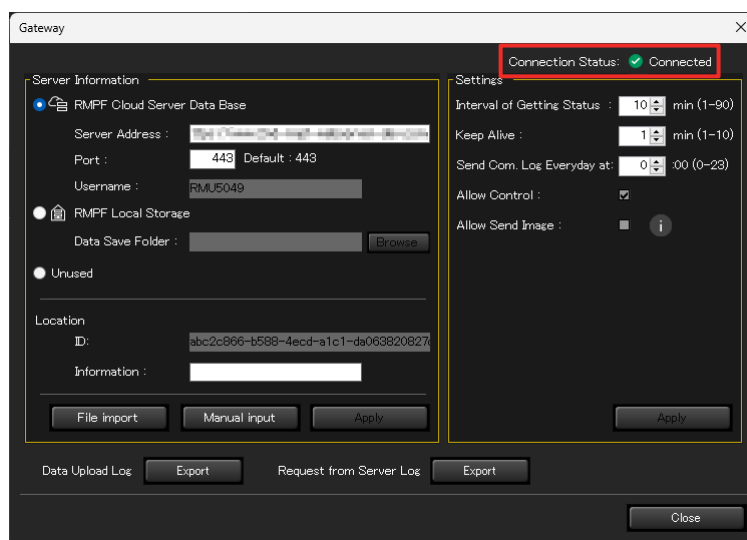
You can check the status of the connection to the cloud server for monitoring terminals with the following procedure.

- 1 **Start Multi Monitoring & Control Software, and then click [Remotely Maintenance] tab - [Initial Setup] tab - [Gateway].**

The [Gateway] screen appears.

- 2 **Check the indication of [Connection Status].**

When connected to the cloud server, [Connected] is indicated.



Note

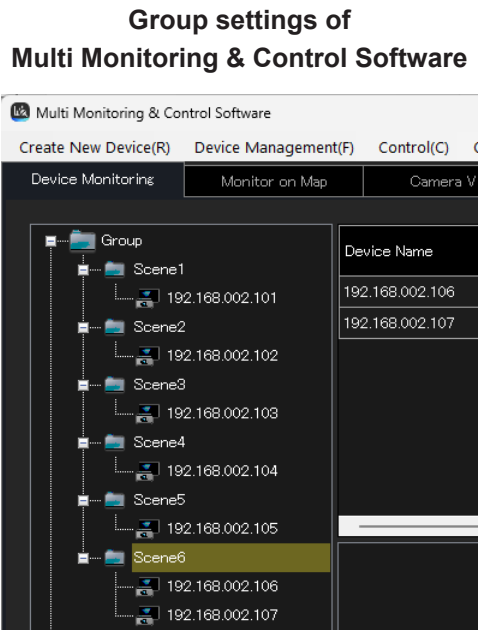
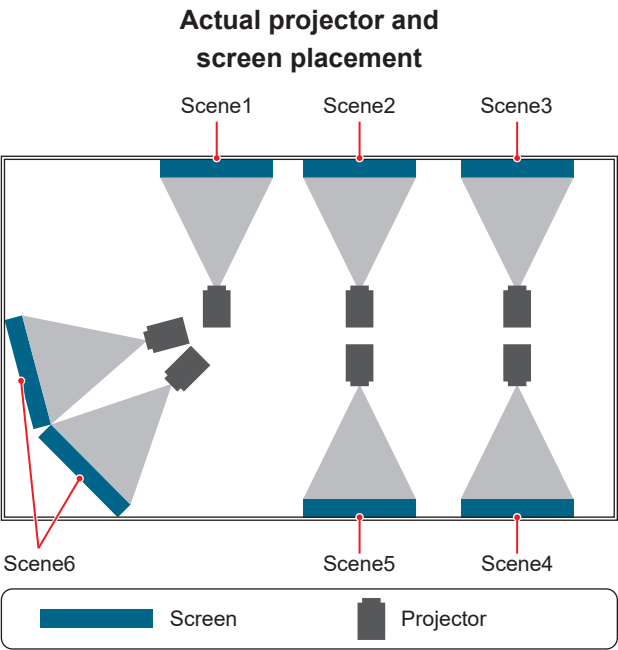
- When not connected to the Internet or not connected to the cloud server, [Not Connected] is indicated. Check each of the setting items in “Network Settings” (➡ page 25) to confirm whether the settings are configured to allow connecting to the Internet. Furthermore, perform operation according to “Downloading and Importing the Cloud Configuration File” (➡ page 23) to enable connecting to the cloud server.

Registering Projectors

Register the projectors to be monitored in Multi Monitoring & Control Software.
For details on the registration procedure, refer to “Multi Monitoring & Control Software Operating Instructions.”

- 1 Start Multi Monitoring & Control Software.
- 2 Create a folder for each screen under the [Group] folder.
- 3 Under the folder of a created screen, register the projector that is to project images on that screen.

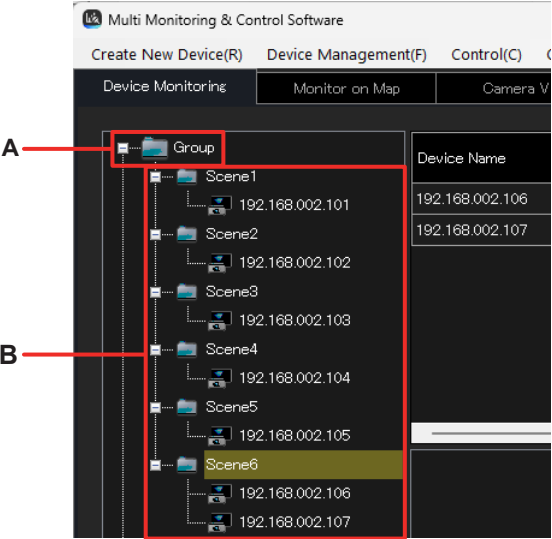
The figure below is an example of group configuration in Multi Monitoring & Control Software configured according to the installation state of projectors and screens.



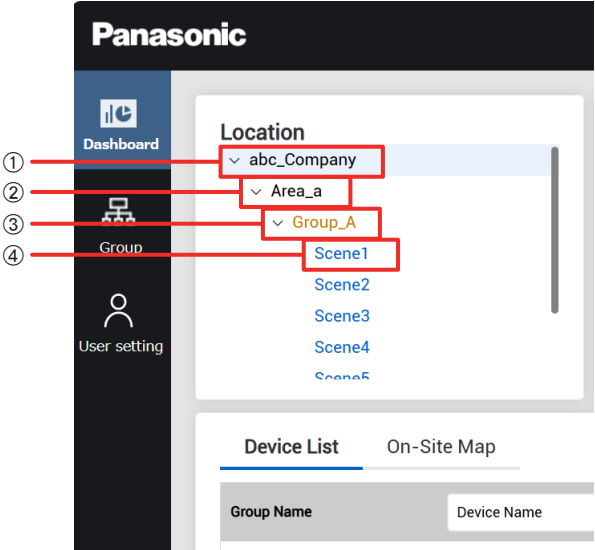
The information is displayed on the [Dashboard] screen of the Remotely Managed Service portal site as follows based on the group settings of Multi Monitoring & Control Software.

The display names of ①, ②, and ③ are determined when the service contract is concluded. If you want to change them, see the [Installation Location Settings] tab on the [Group] screen. (➡ page 37)

Group settings of
Multi Monitoring & Control Software



[Dashboard] screen of
the portal site



① User name

② Project

③ Group

This corresponds to “Group” of parent group (A) in Multi Monitoring & Control Software.

④ Screen name

This corresponds to group folder (B) created under parent group (A) in Multi Monitoring & Control Software.

On-site Map Display Settings

Set the on-site map to be viewed in the monitoring service. Load an image to indicate the installation locations of the projectors and screens, and place the status icons of the projectors on it. Configuring these settings allows you to easily grasp the positions of projectors when an incident occurs.

Note

Before configuring the settings, prepare the image files and projector information to display on the on-site map.

- Image files (extension: bmp, jpg, or png) such as the following to indicate projector and screen placement.

Prepare image files that are 7 MB or less in size.

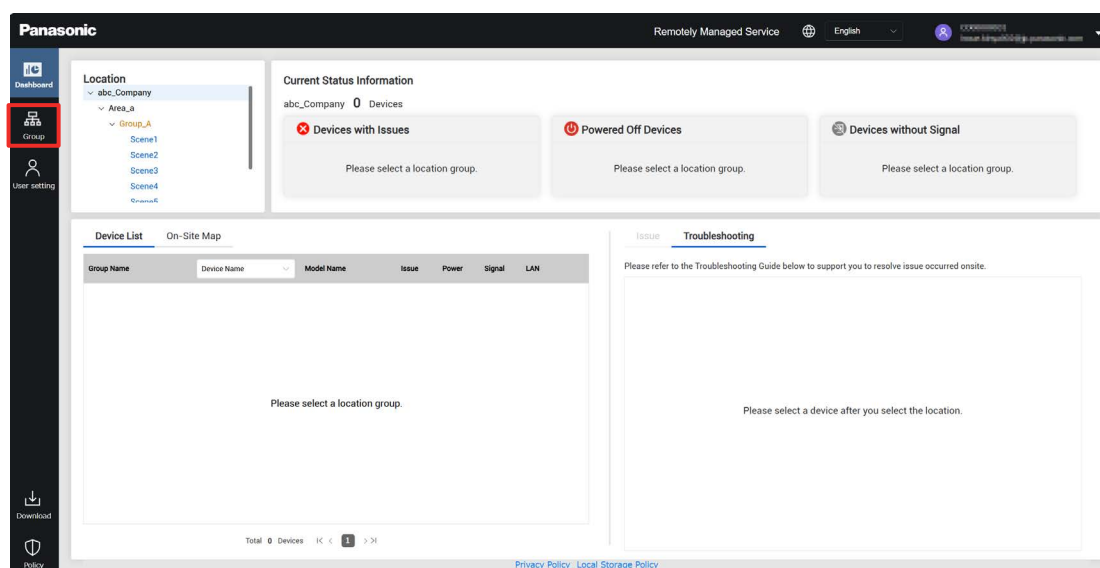
- Floor plan
- System diagram of devices to be installed
- Photo of site of installation location
- Information for identifying projectors (one of the following)
 - Device names
 - IP address
 - MMCS memo1
 - MMCS memo2

1 Start the Web browser, access the following URL, and log in to Remotely Managed Service.

<https://pp.rmpf.panasonic.com>

The [Dashboard] screen of the portal site appears.

2 Click [Group].

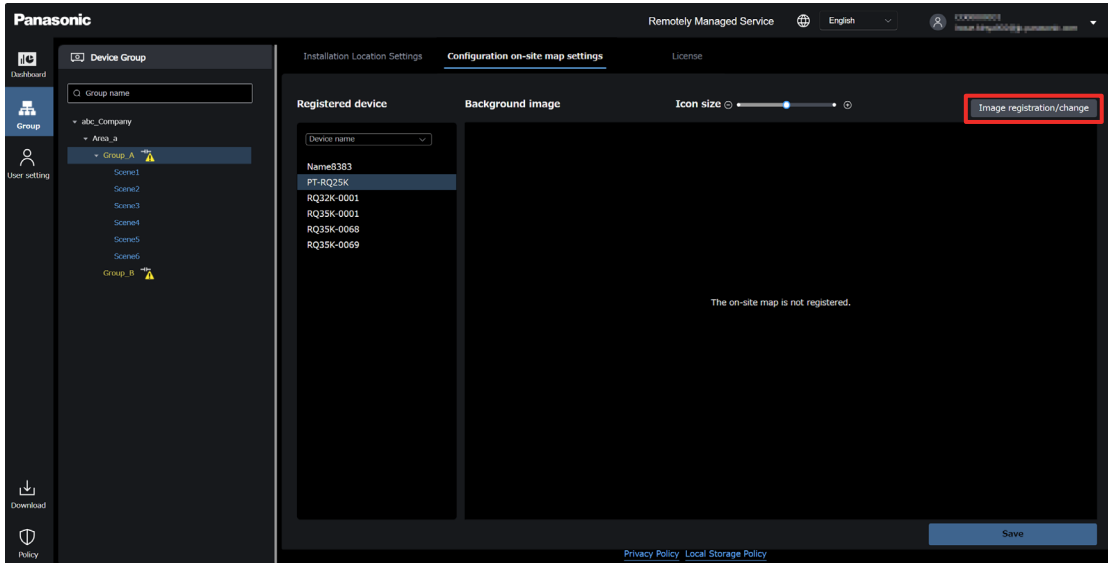


The [Group] screen appears.

3 Click the [Configuration on-site map settings] tab.

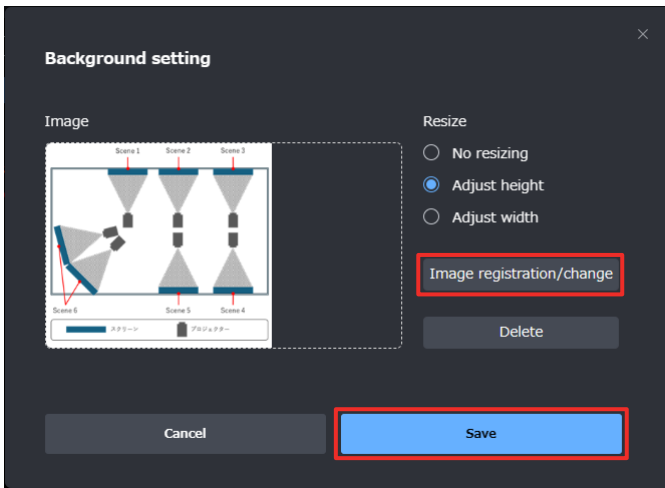
The [Device Group] area and [Installation Location Settings] tab / [Configuration on-site map settings] tab appear.

4 Click [Image registration/change].



The [Background setting] dialog box appears.

5 Click the [Image registration/change] button in the [Background setting] dialog box, specify the image files to on-site map, and click [Save].



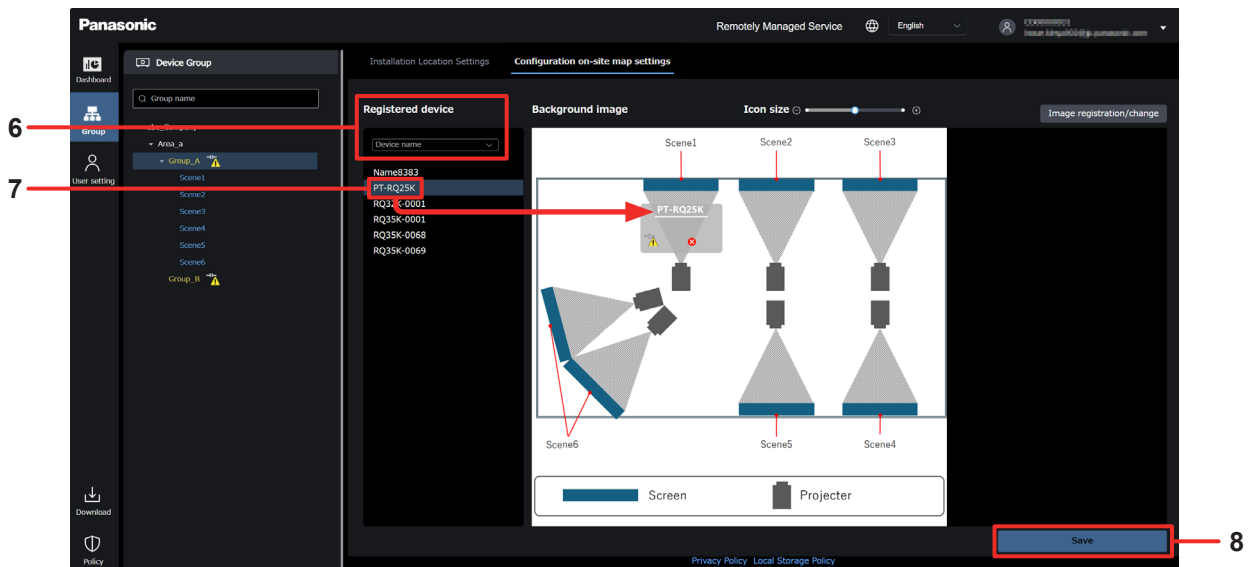
- 6 Select the display method (Device name, IP address, MMCS memo1, or MMCS memo2) of [Registered device].
- 7 Drag a projector in the list displayed under [Registered device], and drop it in the position you want to place it on the on-site map.

The status icon is displayed during dragging.

Notes

- Information (device name, IP address, MMCS memo 1, or MMCS memo 2) for identifying the projector that is displayed in the upper section of the status icon can be switched at any time by performing the operation of step 6.

- 8 When placement of all projectors is finished, click [Save].



Operation

Remotely Managed Service Access Method

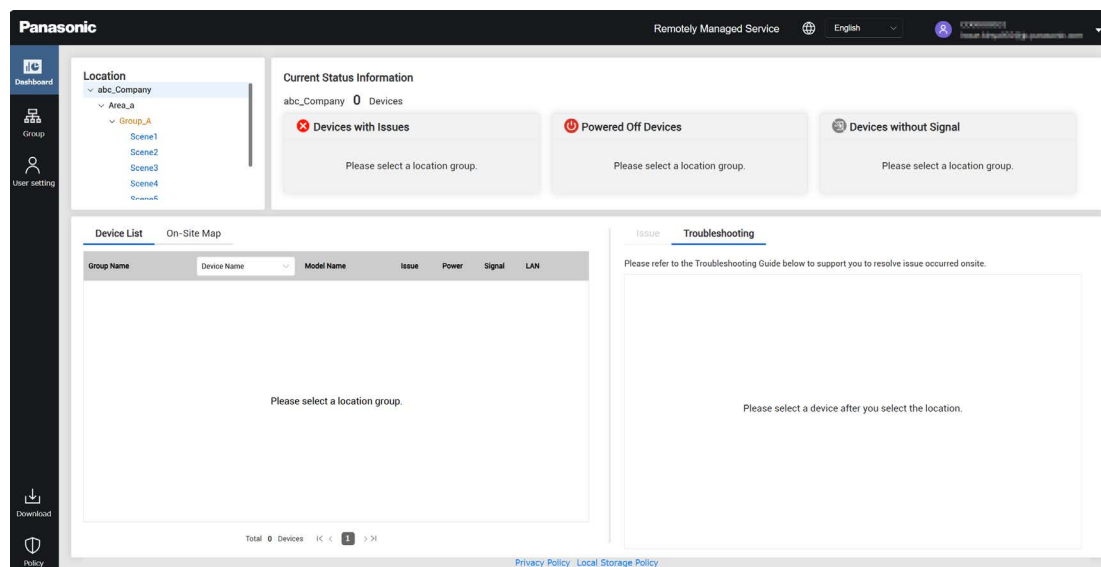
Remotely Managed Service can be accessed by performing the following operation.

1 Start the Web browser and open the following webpage.

<https://pp.rmpf.panasonic.com>

2 Enter the login information in [Account name] and [Password], and then click [Login].

The [Dashboard] screen of the portal site appears.

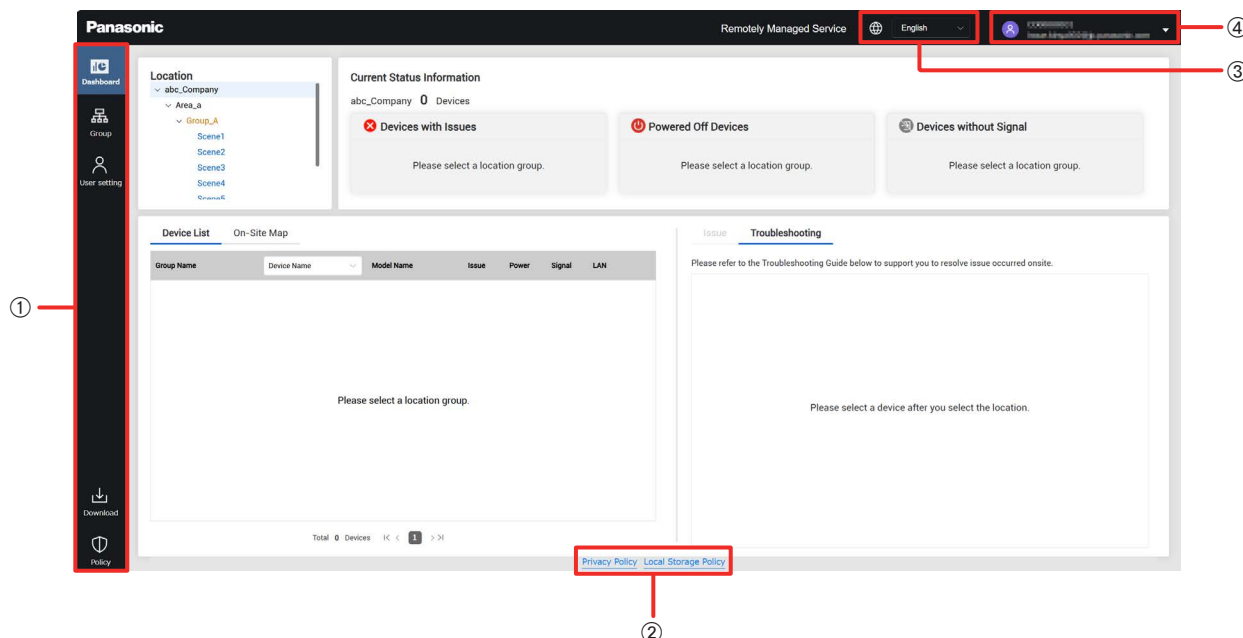


Note

- If a screen requesting you to set a new password appears, specify a new password.
 - If you have forgotten your password, ask the administrator to issue another password.
- If the administrator has forgotten the password or an administrator is not set, make an inquiry from the following website.
- <https://docs.connect.panasonic.com/projector/support/contact/>

Portal Site Screen Operation

Accessing and logging in to Remotely Managed Service displays its portal site, where you can configure the settings and perform the operations of various services. This section describes the screen operations of Monitoring Basic.



① Menu

- [Dashboard]: Displays the [Dashboard] screen(page 36).
- [Group]: Displays the [Group] screen(page 37).
- [User setting]: Displays the [User setting] screen(page 38).
- [Download]: Displays the [Download] screen(page 40).
- [Policy]: Displays the [Policy] screen(page 49).

② [Privacy Policy] / [Local Storage Policy]


Displays the same [Policy] screen (page 49) as when you clicked [Policy] in the menu.

③ Display language selection list box

Switches the display language of the portal site.

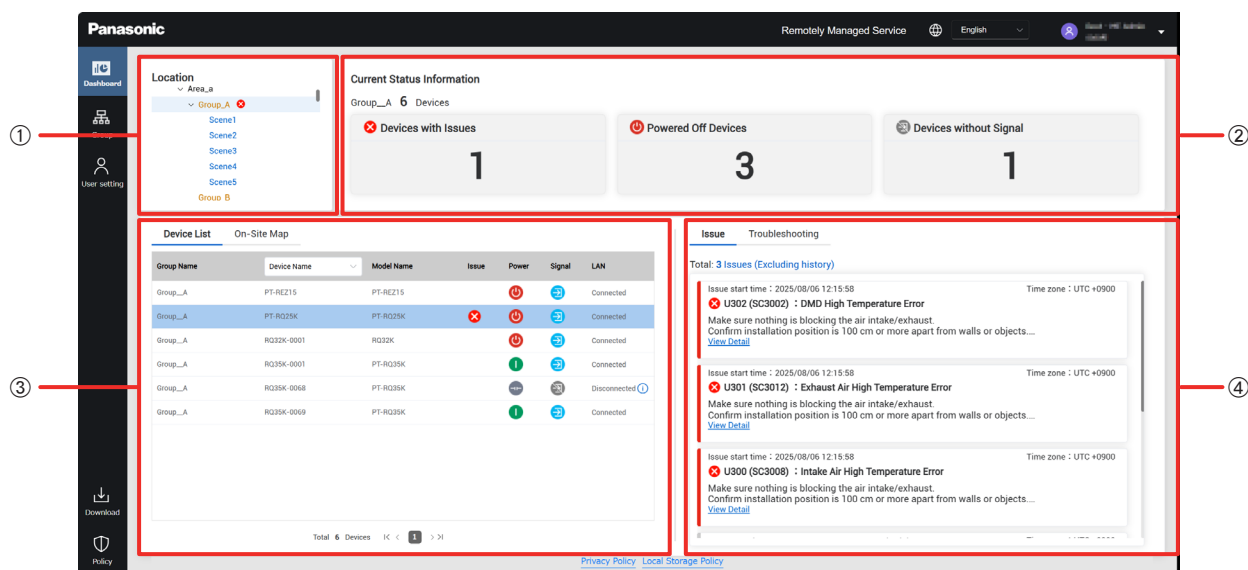
④ Account display area

Displays the user group and account name of the currently logged in user account.

If you click , the following menu items are displayed.

- [Logout]: Logs out from the portal site.
- [My Account Setting]: Displays the [My Account Setting] screen. This screen allows you to check the account settings and change the login password.
- [License]: Displays the license information of the open source software used for the portal site.

[Dashboard] screen



① [Location]

Displays the folders of the registered screens in tree format.

② [Current Status Information]

Displays the number of projectors with an error occurring, number of projectors powered off, and number of projectors with no input signal out of the projectors registered under the folder of the group or screen selected in the tree display area of [Location].

③ [Device List] / [On-Site Map]

The [Device List] tab displays a list of the projectors registered under the folder of the group or screen selected in the tree view area.

The [On-Site Map] tab displays the on-site map of the group or screen selected in the tree view area.

An error is occurring on the projector.

The power of the projector is off. (This is the standby state.)

The power of the projector is on. (This is the projection state.)

The power status cannot be acquired because communication with the projector is not possible.

An input signal has been detected.

An input signal has not been detected.

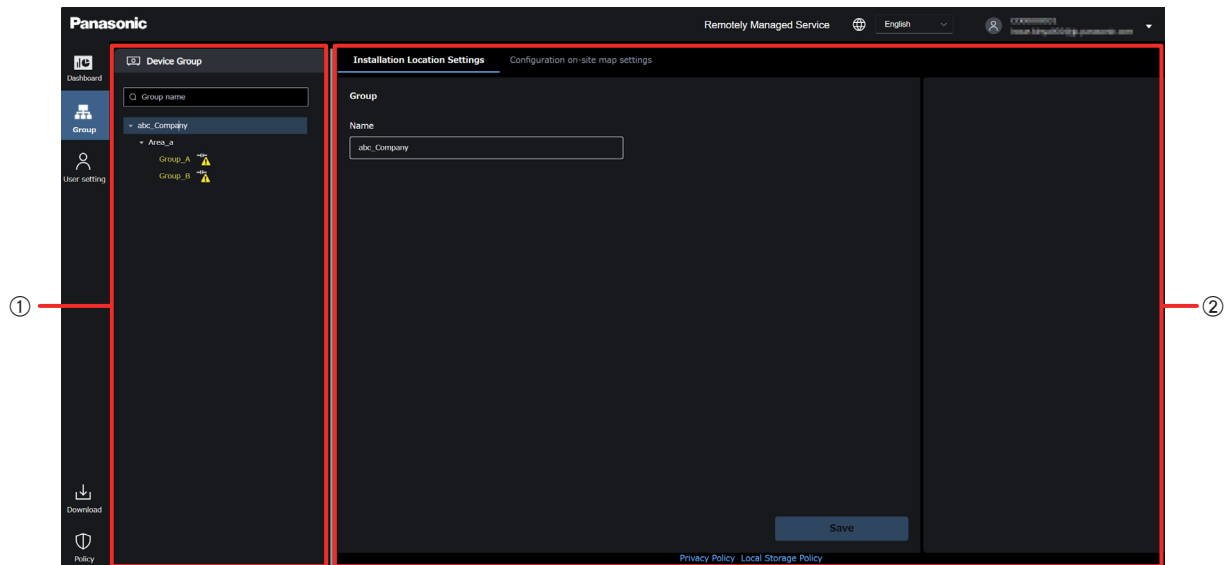
④ [Issue] / [Troubleshooting]

If an error is occurring on a projector, select the corresponding projector in [Device List] or [On-Site Map] of ③, and select the [Issue] tab. The error details will be displayed.

If you select the [Troubleshooting] tab, the troubleshooting method for the occurring error is displayed.

Note

- For details on symbols (error codes) included in the error details, check “Self-diagnosis display” in the operating instructions for your projector.

[Group] screen**① [Device Group]**

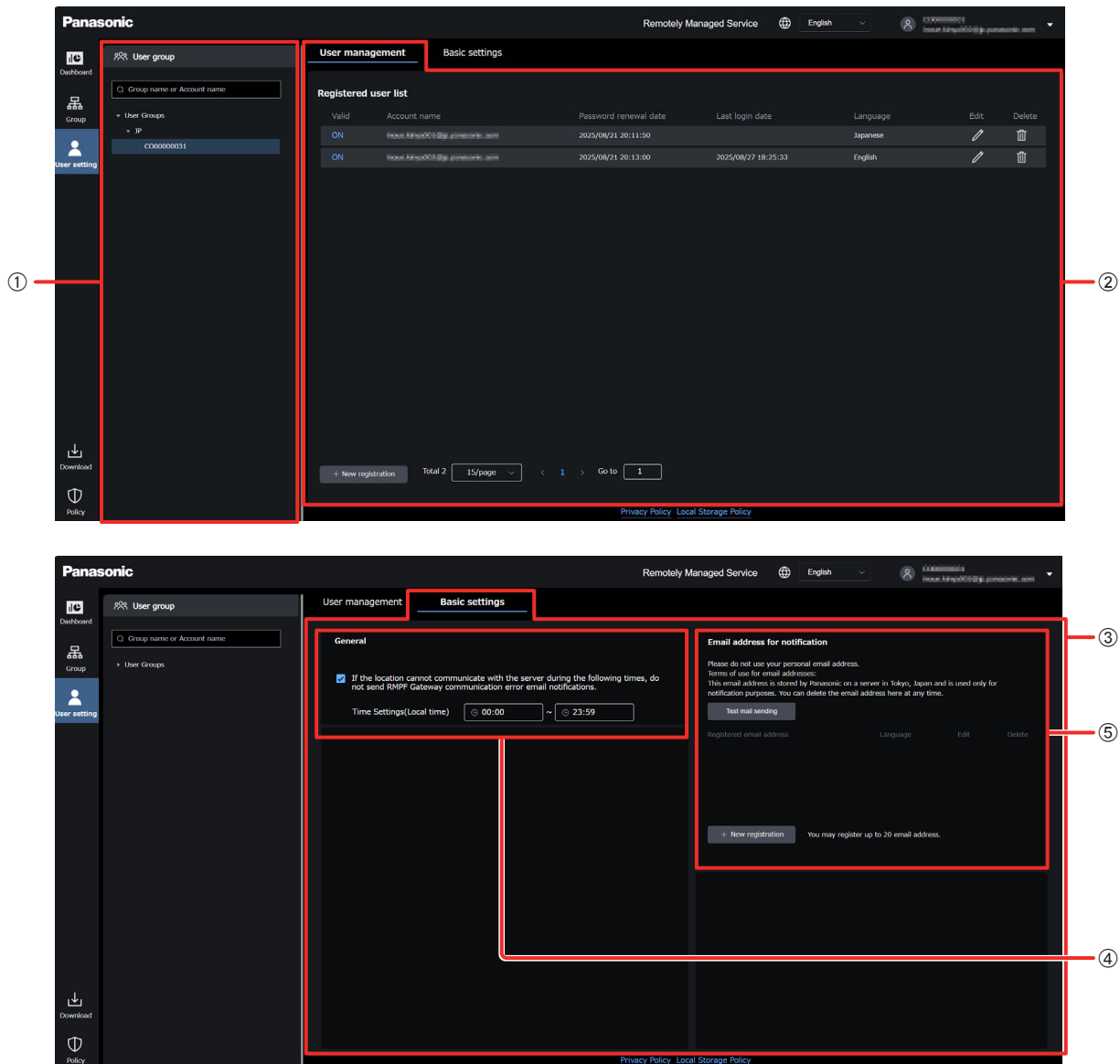
Displays the folders of the registered screens in tree format for each group.

② [Installation Location Settings] / [Configuration on-site map settings]

The [Installation Location Settings] tab allows you to change the group name.

The [Configuration on-site map settings] tab allows you to register or change the on-site map.

[User setting] screen



① [User group]

Displays the registered user groups in tree format.
The user groups are registered by the administrator.

② [User management]

Displays the user account belonging to the group selected in [User group].

③ [Basic settings]

Sets notification for when an error has occurred. You can set [General] and [Email address for notification].

④ [General]

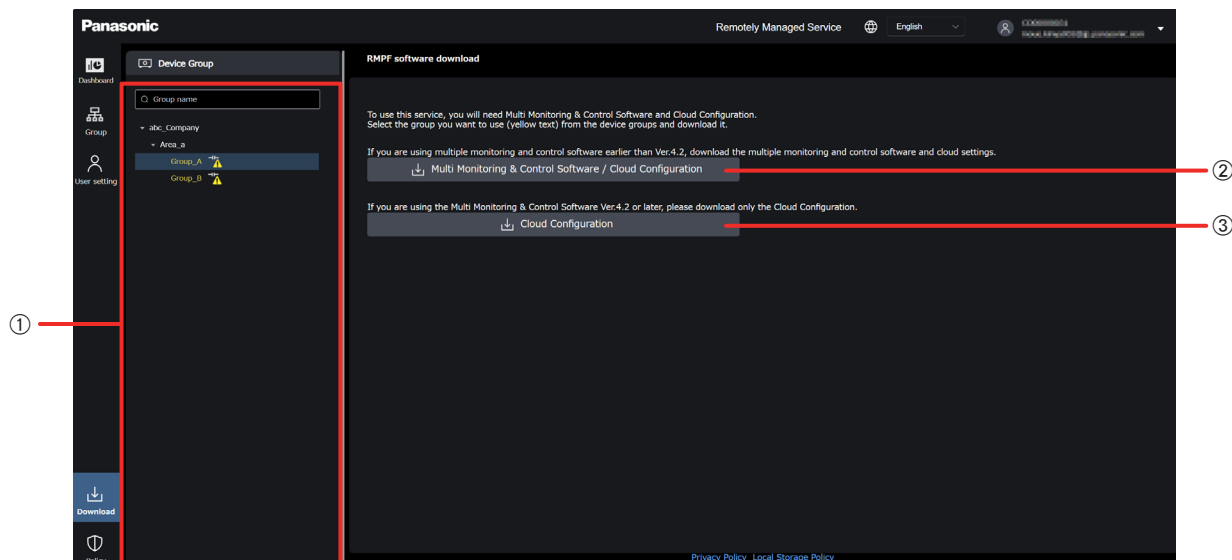
Sets a time zone to disable error detection. If communication between the cloud server and monitoring terminal is not possible, communication error email is sent to the registered email address. When there is a time zone for which you want to disable communication error email notification, such as if the monitoring terminal hibernates every night during nighttime hours, place a check mark in the [If the location cannot communicate with the server during the following times, do not send RMPF Gateway communication error email notifications.] checkbox and then set the period (local time of monitoring terminal) to disable notification.

⑤ [Email address for notification]

Sets the email notification destination for when an error has occurred.

➡ “Notification Destination Settings” (page 45)

[Download] screen



① [Device Group]

Displays the registered groups (text color: yellow) in tree format.

Example)

abc Company User name

└ Area_a Project

└ Group_A Group

When you select a group, the [Multi Monitoring & Control Software / Cloud Configuration] button and [Cloud Configuration] button are activated.

② [Multi Monitoring & Control Software / Cloud Configuration] button

Downloads both Multi Monitoring & Control Software and the cloud configuration file together at the same time. Select this if Multi Monitoring & Control Software is not installed or if the version of the already installed Multi Monitoring & Control Software is earlier than 4.2.

The download procedure is as follows.

1. Click the button.
2. Agree to the license agreement.
Downloading of the ZIP file starts.
3. Extract the downloaded ZIP file.
4. Double-click the installer (msi) for Multi Monitoring & Control Software in the extracted files, and install Multi Monitoring & Control Software.

The cloud configuration file is imported into Multi Monitoring & Control Software and establishing a cloud connection is completed automatically simultaneously with the installation.

③ [Cloud Configuration] button

Downloads the cloud configuration file.

Select this if Multi Monitoring & Control Software (ver. 4.2.0 or later) compatible with the monitoring service is already installed. The installation work of Multi Monitoring & Control Software is not required.

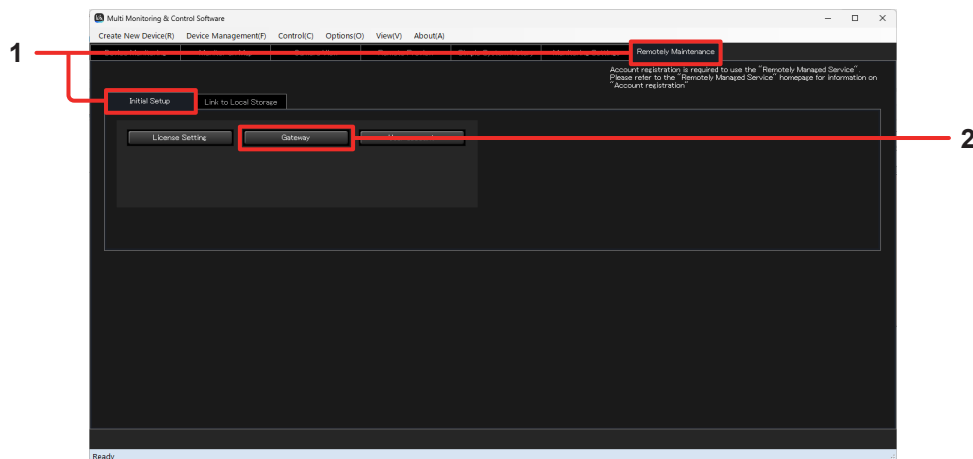
The download procedure is as follows.

1. Click the button.
Downloading of the cloud configuration file (file with rmpf extension that is encrypted with AES 256) starts.
2. Import the downloaded cloud configuration file into Multi Monitoring & Control Software.
For details on how to import into Multi Monitoring & Control Software, see “Cloud configuration file import procedure.” (➡ page 41)

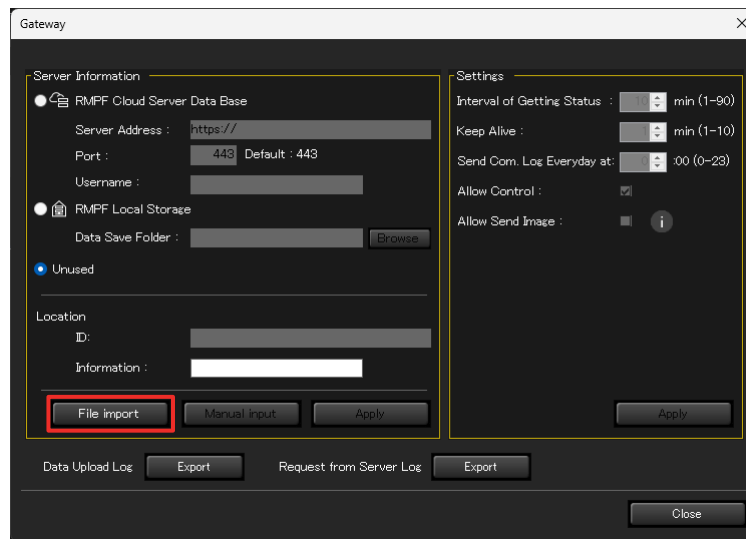
■ Cloud configuration file import procedure

1 Start Multi Monitoring & Control Software, and select the [Remotely Maintenance] tab then [Initial Setup] tab.

2 To configure the settings to connect to the cloud server, click the [Gateway] button.



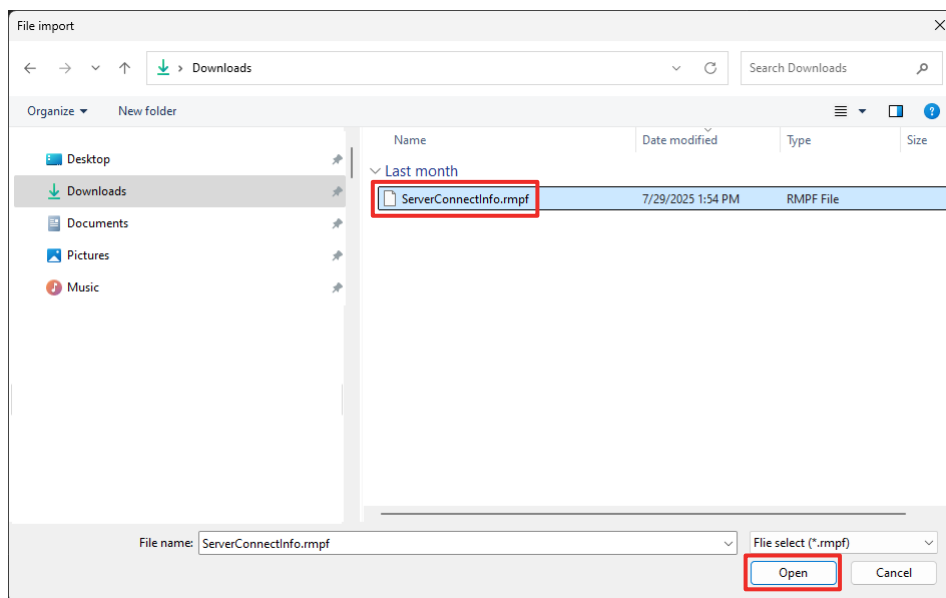
The [Gateway] screen appears.

3 Click the [File import] button.

The [File import] screen appears.

4 Select the downloaded cloud configuration file, and then click the [Open] button.

Cloud configuration file: ServerConnectInfo.rmpf



Import the downloaded cloud configuration file. A connection is established to the cloud using the imported information.

If establishing the cloud connection succeeded, proceed to step 6.

If establishing the cloud connection failed, proceed to step 5.

5 Select [RMPF Cloud Server Data Base] on the [Gateway] screen, and click the [Apply] button.

The screenshot shows the 'Gateway' configuration window. In the 'Server Information' section, the 'RMPF Cloud Server Data Base' option is selected and highlighted with a red box. Below it, the 'Server Address' field is populated with a URL, 'Port' is set to 443, and 'Username' is 'RMU5049'. The 'RMPF Local Storage' option is also visible. In the 'Settings' section, various parameters like 'Interval of Getting Status' (10 min), 'Keep Alive' (1 min), and 'Send Com. Log Everyday at' (0:00) are shown. At the bottom, the 'Apply' button is highlighted with a red box. Other buttons like 'File Import', 'Manual input', 'Data Upload Log', 'Export', 'Request from Server Log', and 'Close' are also visible.

A connection is established to the cloud server based on the imported cloud configuration file.

6 Check the indication of [Connection Status].

[Connected] is indicated when establishing a connection to the cloud server completes.

This screenshot shows the same 'Gateway' configuration window as before, but now the 'Connection Status' at the top right is indicated as 'Connected' with a green checkmark, highlighted by a red box. The configuration details in the 'Server Information' and 'Settings' sections remain the same as in the previous screenshot.

7 Change the cloud connection settings as necessary, and then click the [Apply] button.

The changed setting items are reflected.

Items for which the settings can be changed

① [Interval of Getting Status]: Information send interval

Set the send interval for the device information to be sent to the cloud server in the range of 1 to 90 minutes. (Default: 10 minutes)

② [Keep Alive]: Communication interval to maintain connection

Set the command send interval for maintaining the connection with the cloud server in the range of 1 to 10 minutes. (Default: 1 minute)

③ [Send Com. Log Everyday at]: Setting for time to send the send log information

Set the time to send the send command log information of the gateway to the cloud server in the range of 0:00 to 23:00 everyday. (Default: 0:00)

Note

- The settings of the following functions cannot be changed on the [Gateway] screen of Monitoring Basic.
 - [Server Information] - [RMPF Local Storage]
 - [Settings] - [Allow Control], [Allow Send Image]

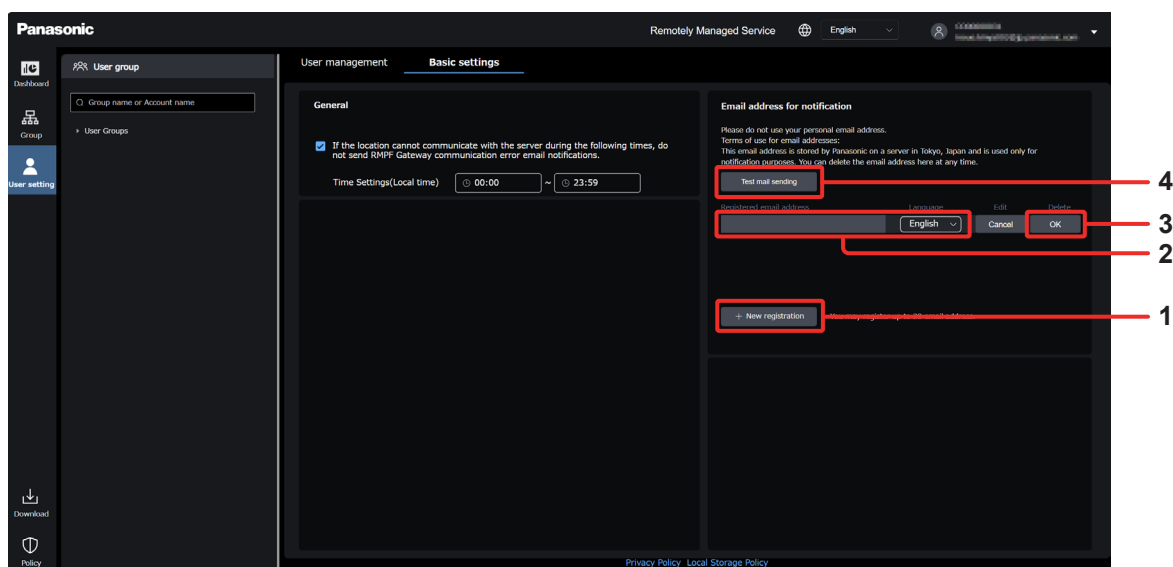
Notification Destination Settings

Sets the email notification destination for when an error such as the following has occurred.

- When an error has occurred on a projector target for monitoring
- When an error has occurred in communication between the cloud server and monitoring terminal

Click [User setting] from the menu on the left side of the screen, and then select [Basic settings].

- 1 Click [Email address for notification] - [New registration].
- 2 Enter the email address to specify as the notification destination in [Registered email address], and select the language for the sent email in [Language].
- 3 Click [OK].
The email address is registered.
- 4 Click [Test mail sending], and check whether the email is delivered to the specified email address.



Note

- The following editing operations can be performed for a registered email address.



Delete the registered email address.

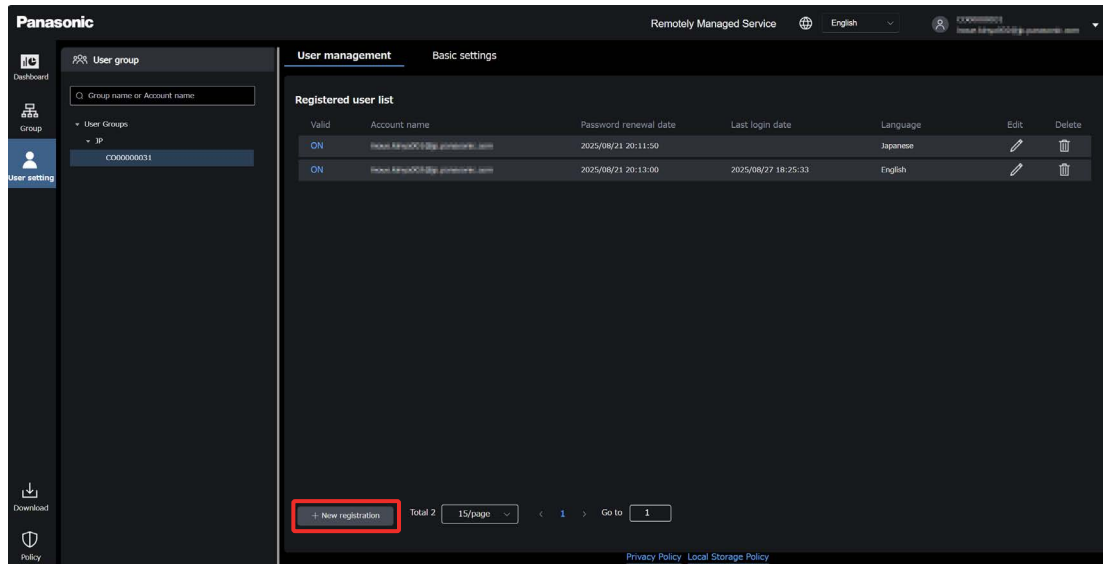


Change the registered email address and the language for sent email.

User Account Registration

The creation of a new user account needs to be performed by the service administrator. Register a user account as described in the following procedure. Provide the registered user account name and initial password to the user. Click [User setting] from the menu on the left side of the screen, and then select [User management].

1 Click [New registration].

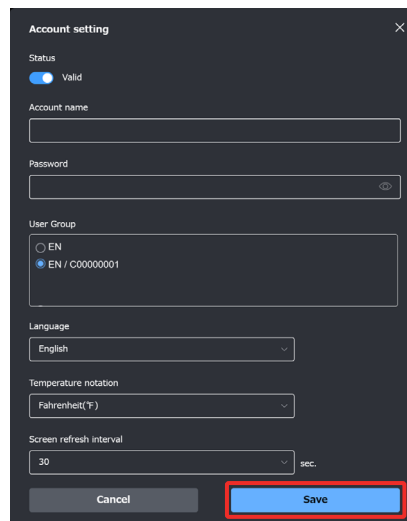


The [Account setting] screen appears.

2 Set the information of the account to be registered.



- [Account name]: Set an account name using single-byte and double-byte characters. (Up to 100 characters)
- [Password]: Set a password using uppercase and lowercase single-byte alphabet letters, single-byte numbers, and single-byte symbols (!"#\$%&()+,-./:;>@[\\]^_`|). (10 to 30 characters)
Include at least one each of an uppercase alphabet letter, lowercase alphabet letter, and number.
Furthermore, the same text string as the account name to be registered cannot be included.
- [User Group]: Select the user group to which the account to be registered will belong.
- [Language]: Select the display language of the Remotely Managed Service port site.
- [Temperature notation]: Select the unit of the temperature values to be displayed.
- [Screen refresh interval]: Set the refresh interval of the [Dashboard] screen.
Select from 10, 30, and 60 seconds. (Default setting: 30 seconds)
If a short refresh interval is set, flickering may occur when the screen is refreshed because the entire screen is refreshed.

3 Click [Save].



The registered user account name is displayed in the [User management] - [Registered user list] item.

Note

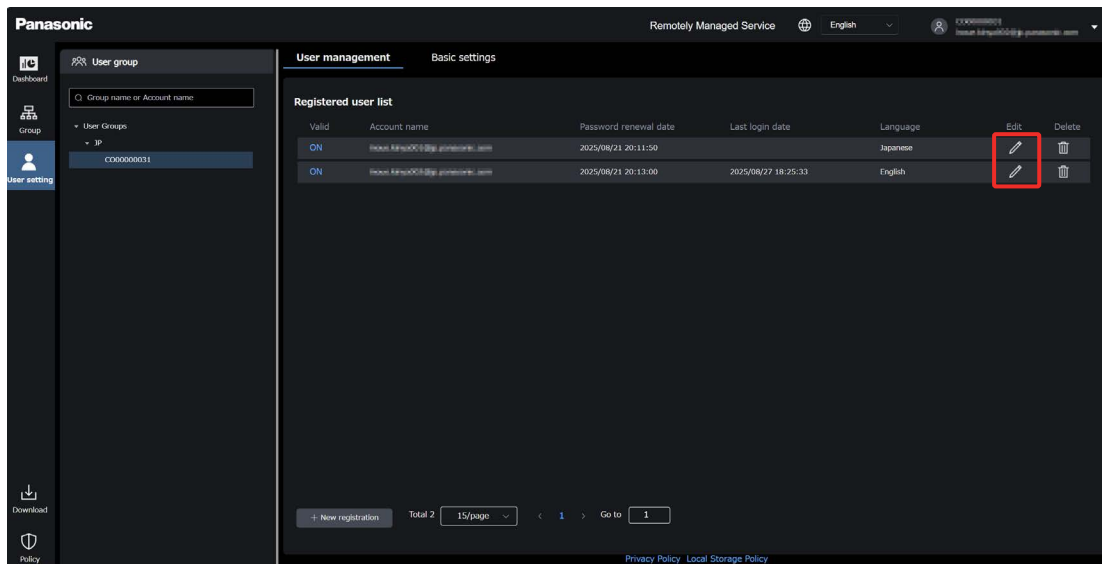
- The following editing operations can be performed for a registered user account on the [User management] screen.
 -  Delete the registered email address.
 -  Display the [Account setting] screen, and change [Account name], [Password], [User Group], [Language], [Temperature notation], and [Screen refresh interval].

Resetting the Password

If a user forgets the password for accessing Remotely Managed Service, the service administrator should perform the following procedure to reset the set password and register a new password. Provide the newly registered password to the user.

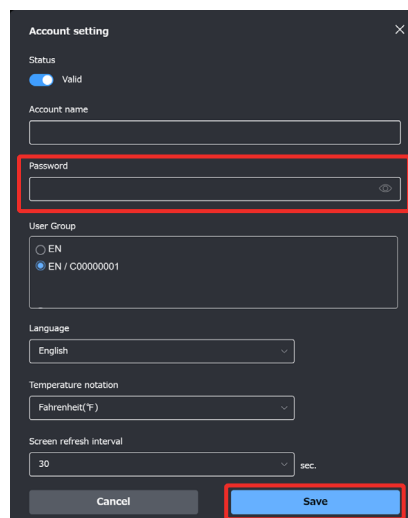
Click [User setting] from the menu on the left side of the screen, and then select [User management].

- 1 Click the  icon of the user account for which you want to change the password.



The [Account setting] screen appears.

- 2 Enter the password to be newly registered in [Password], and click [Save].



Account setting

Status
☒ Valid

Account name

Password

User Group
☐ EN
☒ EN / C00000001

Language
 English

Temperature notation
 Fahrenheit(°F)

Screen refresh interval
 30 sec.

Cancel Save

The set password is reset and replaced with the new password in [User management] - [Registered user list].

About Personal Information Protection Policy

[Policy] screen

When you click [Policy] from the menu on the left side of the screen, the [Policy] screen appears to allow you to check the privacy policy and local storage policy of Remotely Managed Service.

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