IMS

Insights Management Suite

User guide

Barco NV
Beneluxpark 21, 8500 Kortrijk, Belgium
www.barco.com

Manufacturer: Barco NV
President Kennedypark 35, 8500 Kortrijk, Belgium

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1 Introduction

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About

This user Guide describes the free of charge version of Insights Management Suite called Monitor and the subscription-based versions called Diagnose and Control.

1.1 About Insights Management Suite

Overview

Insights Management Suite (IMS) is a cloud based IoT platform that enables more efficient projector fleet management through remote monitoring, diagnostics, and control.

Insights Management Suite functionality

A quick preview of the IoT functionality:

Optimized fleet management: The IoT platform allows you to get rid of time-consuming and error-prone manual administration thanks to the automatic cloud-based storage of projectors' usage data and light-source run-times. The platform allows you to manage and control your entire fleet in a more efficient way. Keep track of the past, to make the best decisions in the future.

Efficient Diagnosis: The IoT platform allows remote device diagnosis. The dashboards will give up to date information on the operating and environmental conditions of the projectors. Diagnose and solve issues before they turn into failures thanks to the e-mail warning notifications and help your customers more effectively with prompt remote assistance.

Plug and play: The IoT platform is accessible from any device with internet access, such as a laptop, mobile phone, or tablet. For projectors with an integrated cellular module, setup time is minimized, as there's no need for cables, extra networks or gateways. The IoT platform data can also be easily integrated with existing tools and processes via a cloud API.

Basic IMS functionality is made available free of charge for a certain period of time in the monitor part. Extended IMS functionality is offered as a cloud subscription. These subscription-based versions are called diagnose and control.

1.2 Device firmware requirements

Supported devices

Not all devices support IMS. To know if the device supports IMS, check the product specific on Barco's website.

To have the latest new features of IMS, it is recommended to upgrade the device firmware to the latest version.

1.3 Connectivity

Requirements

Insights Management Suite is a web-based application that requires a web browser. The projector must be connected to Barco's secure cloud platform to enable use.

It is recommended to upgrade the web browser to the latest version available for the best viewing experience, compatibility and security.

Pulse based projectors connectivity

These projectors support multiple connection methods:

- Mobile connectivity through the built-in GSM module and SIM card.
- LAN connectivity via:
  - WiFi connection using a WiFi module or WiFi dongle
  - LAN connection

Cloud connectivity is enabled by default and can be manually disabled from the projector's LCD display.

Mobile connectivity functionality is available in different countries. For more information, see the product support page on the Barco website.

Mobile and/or Wifi connectivity is by default included in specific projector models, while others may require a retrofit kit. For the latest information, check the projector model pages on Barco's website.

Enable device connectivity via the LCD. For more information, see the Pulse Prospector user guide and the Pulse OSD user guide.

Web Communicator based and G-series projectors connectivity

These models support connectivity only through a LAN connection.

Cloud connectivity is automatically enabled.

2 Getting started

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2.1 Accessing Insights Management Suite

Prerequisites

- The device must be registered to be visible in Insights Management Suite. For more information, see “Device registration”, page 65.
- The device must be connected to Barco’s secure cloud platform to enable use. See chapter “Connectivity”, page 10.

How to access

1. Navigate to *https://insights.proj.barco.com* using a browser of choice.

   The *login or register* window will be prompted.

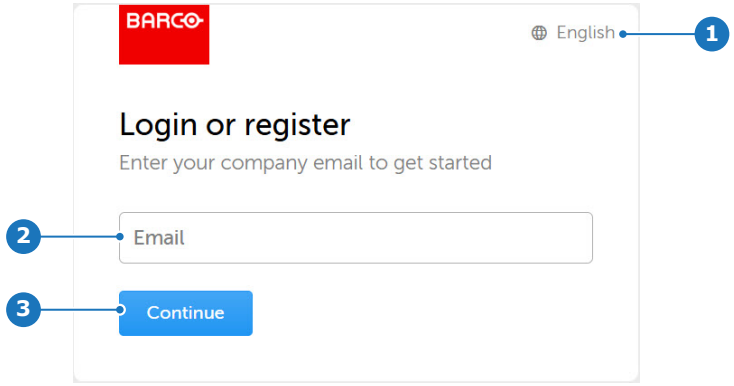

Image 2–1 IMS login window

1 Language selection
2 Email field
3 Continue button

2. Select the desired language at the upper right corner (reference 1).
3. Fill in your company email address (reference 2).
4. Click *Continue* (reference 3).

   The IMS main dashboard will be displayed. For more info refer to “IMS main dashboard”, page 15.

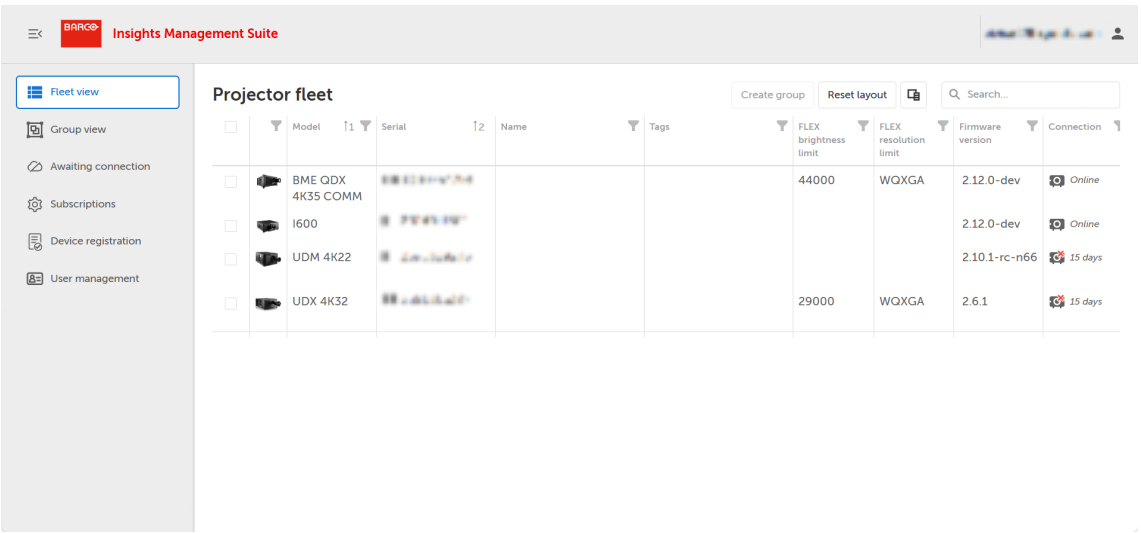

Image 2–2

2.2 IMS main dashboard

Layout

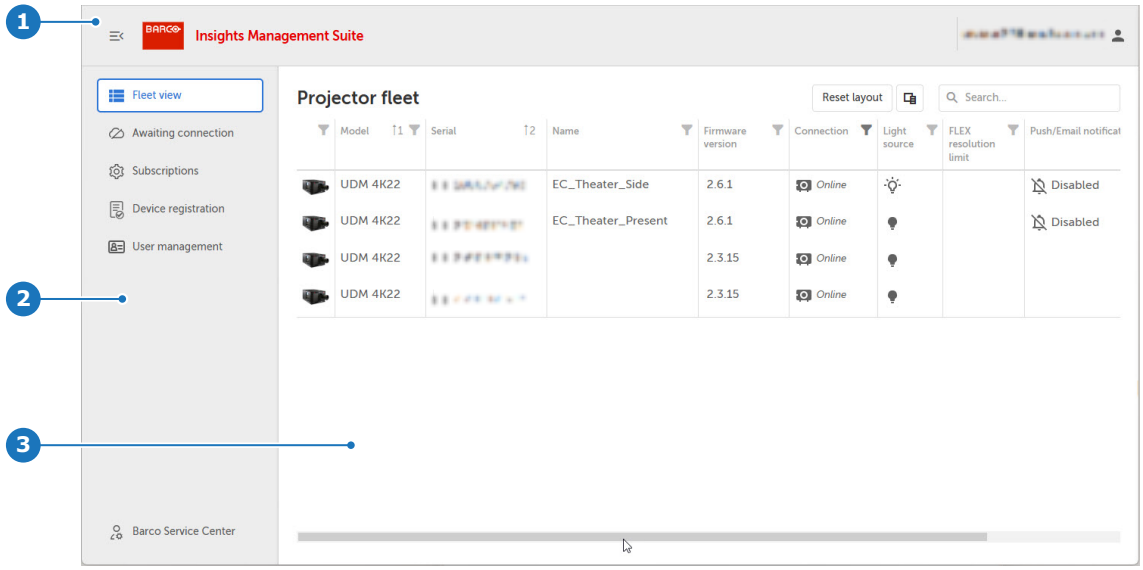

Image 2–3 IMS main dashboard.

1 Main header
3 Main sidebar
4 Content area

Main header

The main header is always visible and contains icons that correspond to the features described in the following table.

Icon	Name	Function
	Collapse	Collapsing the main sidebar. When the main sidebar is collapsed, its icons remain visible while the labels are hidden. This reduces the sidebar's width, allowing more space for the content area.
	Expand	Expanding the main sidebar. The expand icon toggles with the collapse icon, allowing users to switch between expanded and collapsed sidebar views.
	User	Represent the logged on user. The icon is proceeded with the email address of the user. Clicking on the icon or email address will open a drop-down menu with following functions: • *Preferences* • *Open source software* • *Logout*
	Preferences	Becomes visible when clicking on the user icon (see above). Allows users to customize basic settings. See “Setting user preferences”, page 16.
	Open source software	Becomes visible when clicking on the user icon (see above). Contains software components released under an open source license. See “Open source software”, page 75.
	Logout	Becomes visible when clicking on the user icon (see above). Ends your IMS session securely and prevents unauthorized access. See “Logout”, page 18.

Main sidebar

The main sidebar contains quick links to views or functions:

Icon	Name	Function
	Fleet view	Shows an overview of the registered devices to your account. See “Fleet view”, page 25.
	Group view	Gives access to group management, scheduling commands, and configuring network settings for multiple devices. See “Group view ”, page 47.
	Awaiting connection	Gives an overview of all devices that haven’t been connected to the network yet. See “Awaiting connection”, page 57.
	Subscriptions	Allows management of device subscriptions in the IMS. See “Subscriptions”, page 61.
	Device registration	Provides a detailed insight into what devices a user has. See “Device registration”, page 65.
	User management	Allows users to request admin rights if none exist. See “User management”, page 69.
	Barco Service Center	Only visible for Barco staff.

Content area

The content area is the largest zone of the user interface. It shows detailed information and tools based on the selected function or view in the main sidebar.

2.3 Setting user preferences

About user preferences

Users can customize basic settings. These settings include:

- Language
- Temperature unit
- Push/Email notifications
- Suppressed notifications

Location

- **IMS main header** > **User icon** > *Preferences*

How to set

1. Click the user icon at right side of the IMS main header.

2. Select *Preferences*.

   The *Preferences* window will be prompted.

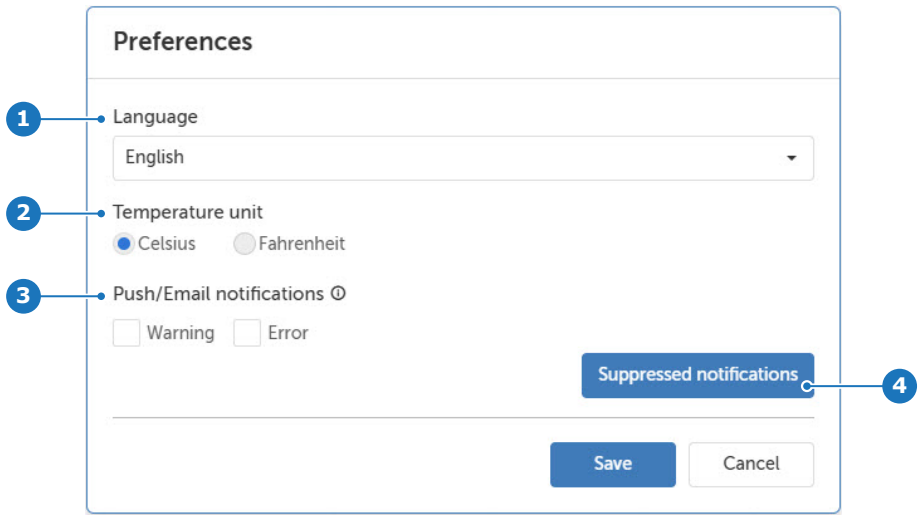

Image 2–4 User settings, Preferences

1 Language preference
2 Temperature unit preference
3 Push/Email notifications
4 Suppress/Restore notifications

3. Change the following settings if desired:
   ► *Language*: Select the desired language from the drop-down list.
   ► *Temperature unit*: Select the radio button of the desired temperature unit *Celsius* or *Fahrenheit*.
   ► *Push/Email notifications*: Select or deselect the check box of the desired notification type *Warning* or *Error*:
   ► *Suppress notifications*: Click *Suppressed notification* button to open the *Restore Suppressed Notification* window. For detailed instructions see procedure "Restoring suppressed notifications", page 17.
4. Click *Save*.

2.4 Restoring suppressed notifications

About suppressed/restored notifications

The *Suppressed notifications* shows the push/email notifications that are currently disabled. These settings apply only to the active account and do not affect other users.

Location

- **IMS main header** > **User icon** > *Preferences* > *Suppressed notifications*

How to restore

1. Click the user icon at right side of the IMS main header.

2. Select *Preferences*.

3. Click *Suppressed notifications*.

   The *Restore Suppressed Notifications* window will be prompted.

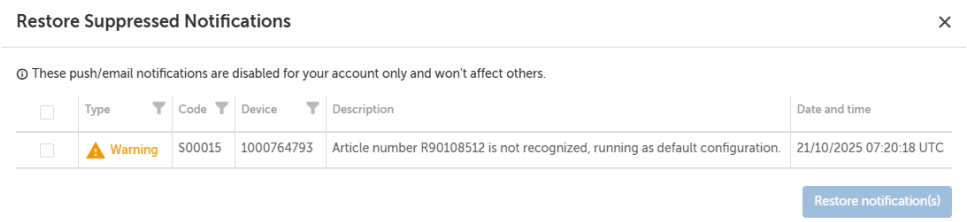

Image 2–5

4. Select the desired notifications by checking the boxes in front of each notification.
5. Click *Restore notification(s)*.

Tip: To suppress a notification, open the email received for a warning or error alert. Use the link provided to disable future notifications of the same type, either for the specific projector or for the entire product line.

2.5 Logout

Location

- **IMS main header** > **User icon** > *Logout*

How to log out

1. Click the user icon at right side of the IMS main header.

2. Click *Logout*.

   The *Login or register* window will be prompted.

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About this chapter

This chapter introduces several common features found across various IMS dashboards, such as Sort, Search, and Filter.

3.1 Sort

About sorting

IMS supports cascading sorting, enabling multiple columns to be sorted in any chosen order.

How to sort

1. **Left-click** the label of the column you want to sort. For example “Serial” (reference 1).

   Devices are sorted by the selected column, with an icon (see reference 2) indicating ascending or descending order. Clicking the column label again reverses the sorting direction..

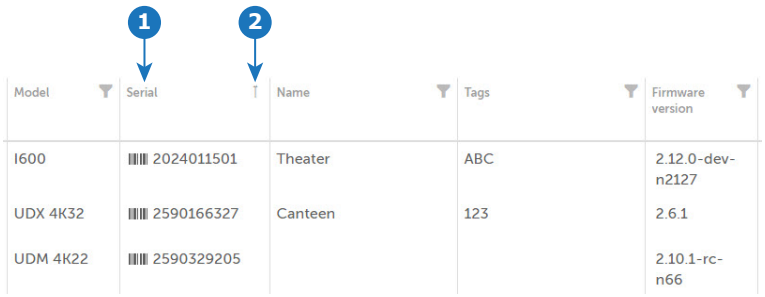

Image 3–1

2. Optional, **right-click** on another column label.

   A window will appear with three options: Sort Ascending, Sort Descending, and Clear Sorting.

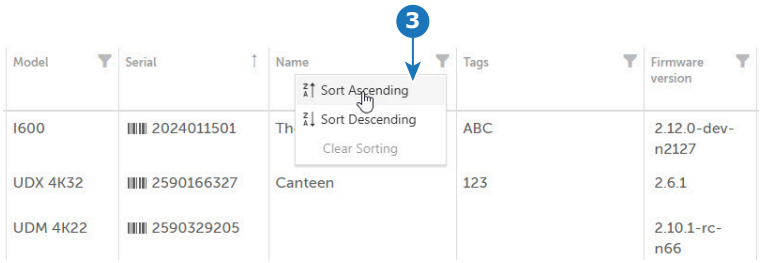

Image 3–2

3. Select the desired sorting option.

   The system will apply a secondary sort, keeping the order of the first column while sorting by the second one.

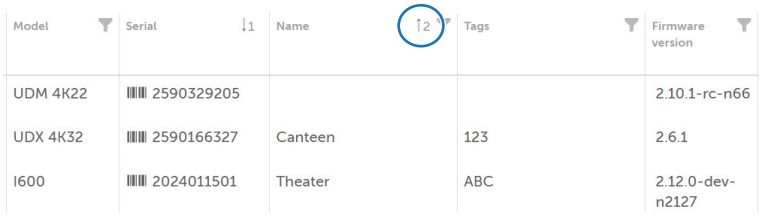

Image 3–3

4. Optional, repeat step 2 and 3 to sort more columns

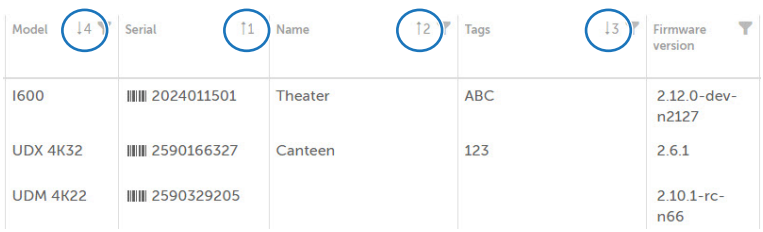

Image 3–4

To reset all sorting, **left-click** any column label to remove all applied sort orders.

3.2 Filter

About filter

The Filter tool in IMS helps reduce visible data by showing only the devices that match selected criteria. It improves focus and makes it easier to find specific information in the Fleet View.

Not all columns can be filtered. Only columns with a filter icon next to the label support filtering.

How to filter

1. Click the filter icon in the column header.

   A list of available filter options window will be prompted.
2. Select one or more items from the list.
3. Click *Ok*.

   Only the related devices will be shown.

3.3 Search

About search

The Search tool helps quickly find specific devices or data by entering a word or value. Only matching results will remain visible.

How to search

1. Enter a word or value in the *Search* field in the upper right corner of the

   Only related devices remain visible based on the search input.

3.4 Column chooser

About column chooser

The *Column chooser* tool allows users to customize which columns are visible in the *Fleet view*. By hiding or showing columns, users can focus on relevant data.

Location

IMS main sidebar > *Fleet view* > *Column Chooser*

How to hide/ show a column

1. Click the *Column chooser* icon.

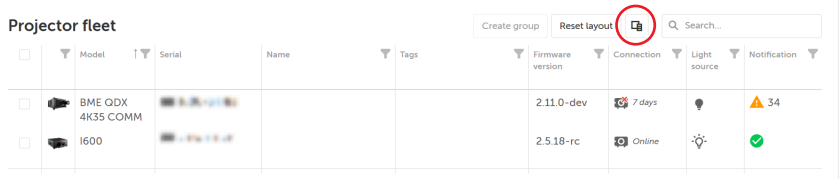

Image 3–5

The *Column chooser* window will be prompted.

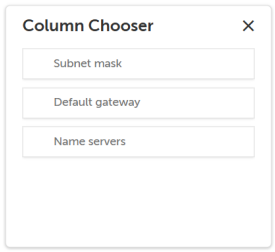

Image 3–6

2. Manage column visibility:
   - ► Drag and drop a column into the *Column Chooser* window to hide it. See Image 3–7.
   - ► Drag a hidden column from the *Column Chooser* window back into the grid to show it. See Image 3–8.

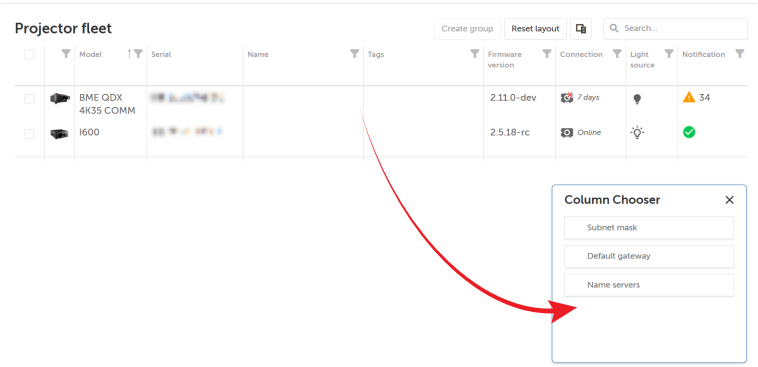

Image 3–7

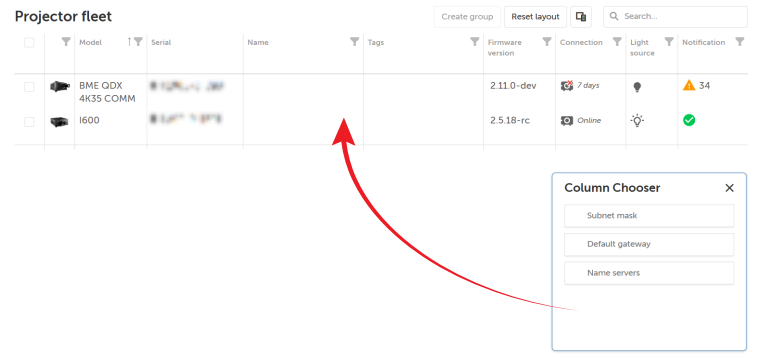

Image 3–8

3.5 Reset layout

About reset layout

The *Reset layout* tool restores the default column arrangement in the grid. This is especially useful when columns have been hidden, reordered, or customized, and there is a need to return to the original layout.

Location

IMS main sidebar > *Fleet view* > *Reset layout*

How to reset

1. Click *Reset layout* tab.

   The grid will refresh, displaying all columns in their original order and visibility.

3.6 Creating group

About creating a group

Groups allow devices to be organized for easier control. Groups can be created manually or selected from existing options in the system.

How to create

1. Select the desired devices by checking the boxes in front of each device line.

   Tip: To select all devices, select the checkbox (reference 1) above the list of devices.

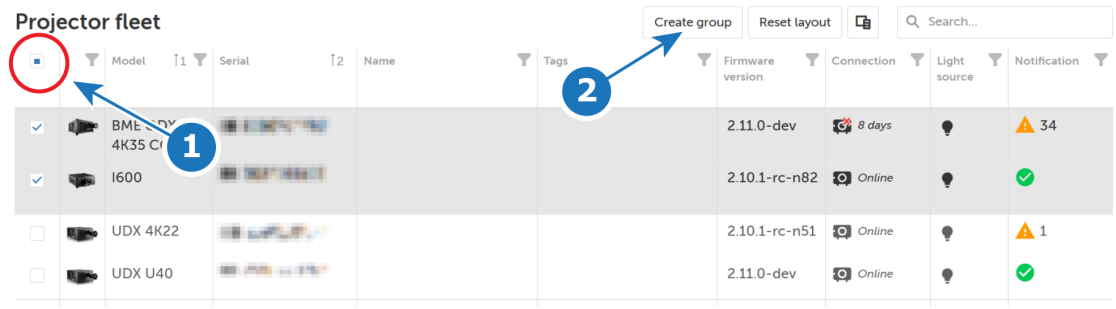

Image 3–9

2. Click on *Create group* tab (reference 2, Image 3–9).

   The *Create group* window will be prompted.

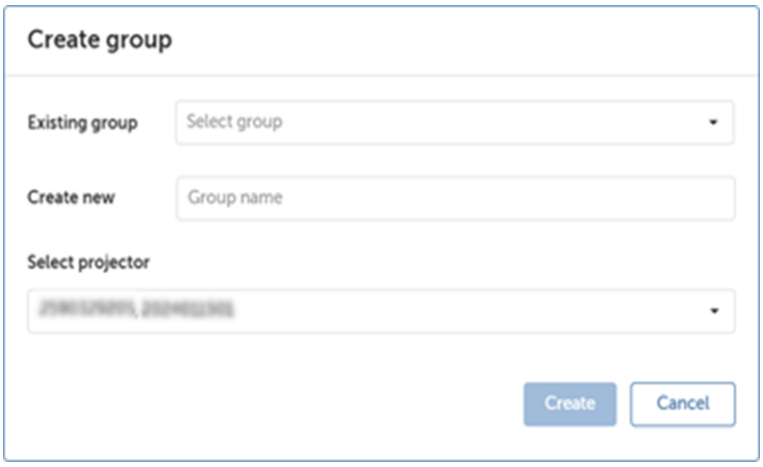

Image 3–10

3. Add devices to a group
   - ► To add devices to an existing group, select the group name from the *Existing group* drop-down list.
   - ► To create a new group, enter the group name in the *Create new* field.

   Tip: Devices can also be added using the *Select projector* drop-down menu in the *Create Group* window.

4. Click *Create*.

Groups can be viewed and managed from the *Group view* tab. For more information, see “Group view ”, page 47.

4 Fleet view

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4.1 Fleet view dashboard

About fleet view

The *Fleet view* dashboard displays a list of devices registered to the account, regardless of their connection status to the Insights Management Suite platform. Each device appears as a row containing basic information such as identification and connectivity. Selecting a device opens its dedicated device dashboard, where more detailed data can be reviewed. For further details, refer to the chapter “Device dashboard”, page 28.

Layout

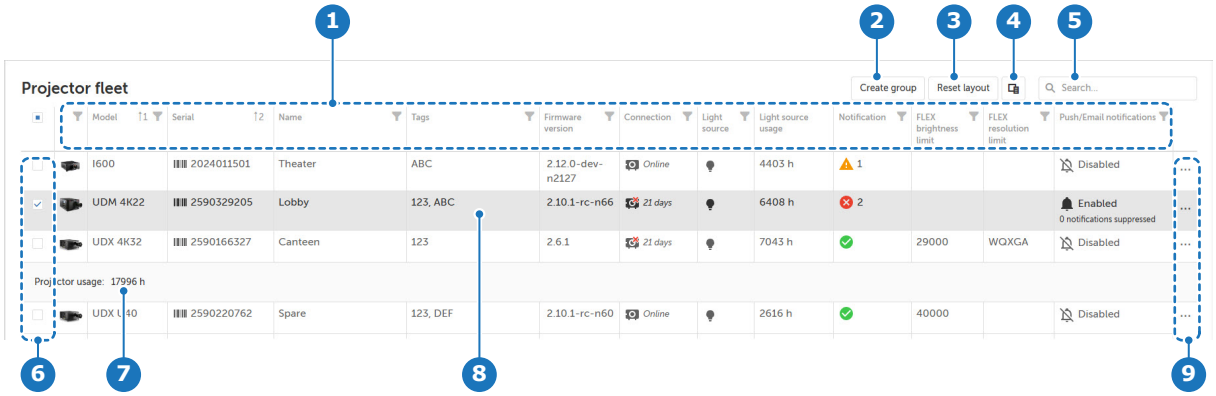

Image 4–1 Fleet view dashboard

1 Header row
2 Create group button
3 Reset layout button
4 Column chooser button
5 Search field
6 Device selector
7 Device secondary info
8 Device primary info row
9 Show/hide device secondary info button

Fleet view features

- Create a group of devices. See procedure “Creating group”, page 23.
- Reset layout to default. See procedure “Reset layout”, page 22.
- Show or hide columns. See procedure “Column chooser”, page 21.
- Search for model, label, serial... in the fleet view. See procedure “Search”, page 21.
- Cascade sorting, ascending or descending. See procedure “Sort”, page 20.
- Filtering content. See procedure “Filter”, page 21.
- Changing column order. Drag & drop feature.
- Show/hide secondary info.

Fleet view columns

When a projector is registered but not connected to the Insights Management Suite platform, only the projector model and serial number are shown. To view full projector data, the projector must be connected to the internet.

Column name	Description	Remarks
Product line	Shows a thumbnail of the device.	
Model	Model name of the device.	Automatically filled in when registering the device.
Serial	Serial number of the device.	Automatically filled in when registering the device. Hovering over the number reveals the copy-to-clipboard option. Copy to clipboard.
Name	Name given to that device.	Click the name or the empty field to modify or enter a new name.
Tags	Displays all tags applied.	Click the field to add or delete tags.

Column name	Description	Remarks
Firmware version	Displays the firmware version currently installed on the device.	Indicates if the firmware needs to be updated: Firmware update available. Critical firmware update available. Update the device as soon as possible.
Connection	Indicate the device's connection status.	Device is connected to the cloud platform. Device is not connected to the cloud platform. If the device is not connected to the cloud platform, the number of days since its last connection is displayed.
Light source	Indicate the light source status.	Light source is currently off. Light source is currently on.
Notification	Indicates the device's health status.	**Normal**: The device is working properly. No errors or warnings are present. **Caution**: some actions are needed in order to keep the device operational. The caution icon is followed by the number of cautions. **Warning**: the device is reaching a state where it may become impossible to keep it in an operational mode if no action is taken soon. The projector will continue to operate as long as possible. The warning icon is followed by the number of warnings. **Error**: the correct or safe operation is no longer guaranteed. The error icon is followed by the number of errors.
IP address	Shows the most recent IP address.	Hovering over the IP address reveals the copy-to-clipboard option. Copy to clipboard.
FLEX brightness limit	Displays the FLEX brightness limit.	
FLEX resolution limit	Displays the FLEX resolution limit.	
Push/Email notifications	Displays the notification status.	Subscribed to receive notifications for the device. Not subscribed to receive notifications for the device.
...	Expand or collapse the secondary information row, which displays details such as *Projector usage* and *Light source usage* (if available), measured in hours.	This column does not has a name. It is always the last column in the dashboard.
Subnet mask	Shows the subnet mask.	Column is default hidden. Use the feature *Column chooser* to view the column. See "Column chooser", page 21.

Column name	Description	Remarks
Default gateway	Shows the default gateway.	Column is default hidden. Use the feature *Column chooser* to view the column. See “Column chooser”, page 21.
Name servers	Shows the name servers.	Column is default hidden. Use the feature *Column chooser* to view the column. See “Column chooser”, page 21.

4.2 Device dashboard

About device dashboard

When a device row is clicked in the *Fleet view* dashboard (see chapter “Fleet view dashboard”, page 26), the *Fleet view* is replaced by the device dashboard, which provides access to more detailed information about the selected device.

Layout

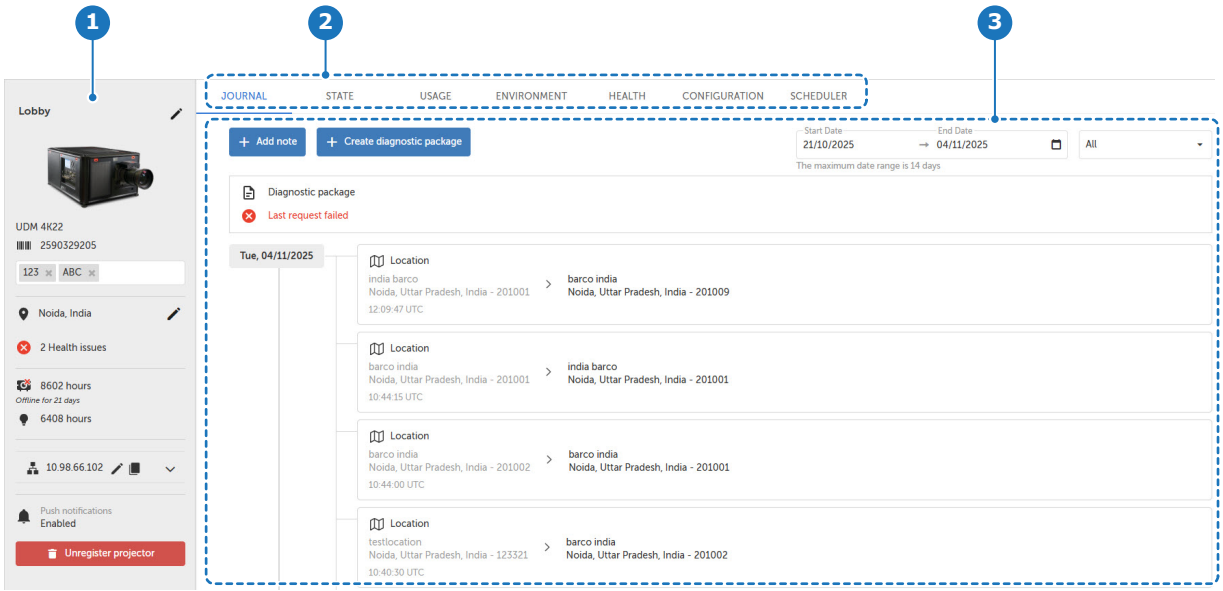

Image 4–2 Device dashboard

1 Device info panel
2 Device detail tabs
3 Device content zone

Device info panel

The device info panel is a fixed panel at the left side of the device dashboard. It shows similar info as the device row in the *Fleet view* dashboard. For more info about the functionality of the info panel see chapter “Device info panel”, page 29.

Device detail tabs

Available tabs:

- *JOURNAL* — See chapter “Journal”, page 32.
- *STATE* — See chapter “State”, page 34.
- *USAGE* — See chapter “Usage”, page 34.
- *ENVIRONMENT* — See chapter “Environment”, page 35.
- *HEALTH* — See chapter “Health ”, page 36.
- *CONFIGURATION* — See chapter “Configuration”, page 38.
- *SCHEDULER* — See chapter “Configuration”, page 38

Device content zone

Depending on which device detail tab is active, the content displayed in this zone is updated accordingly.

4.3 Device info panel

4.3.1 Device info panel introduction

About the device info panel

Clicking on a device in the *Fleet view* dashboard ("Fleet view dashboard", page 26) opens the device dashboard ("Device dashboard", page 28), which includes the device info panel on the left side. This panel displays several device properties, some of which can be modified directly within the panel.

Layout

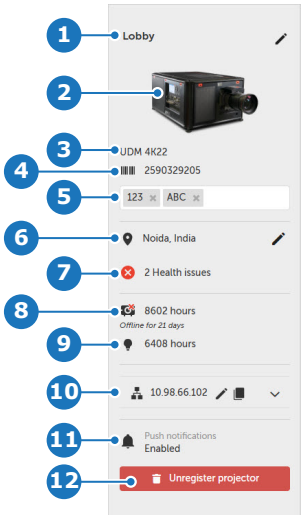

Image 4–3 Device info panel.

1 Device name
2 Thumbnail product line
3 Model name
4 Serial number
5 Applied tags
6 Device location
7 Health issue notifications
8 Device usage
9 Light source usage
10 IP address
11 Push notifications button
12 Unregister button

Device info panel features

Ref	Icon	Description	Remarks
1		Device name ...	Modify or enter a new name. See "Changing device name", page 30.
2		Shows a thumbnail of the product line.	
3		Model name of the device.	Automatically filled in when registering the device. See "Device registration", page 65.
4		Serial number of the device.	Copy to clipboard.
5		Displays all tags applied.	Click the field to add or delete tags. See "Adding tags", page 31.
6		Device location.	Opens the window to change the device location. See "Updating location", page 31.
7		Health issue notifications.	**Normal**: The device is working properly. No errors or warnings are present.

Ref	Icon	Description	Remarks
			Caution: some actions are needed in order to keep the device operational. The caution icon is followed by the number of cautions. **Warning**: the device is reaching a state where it may become impossible to keep it in an operational mode if no action is taken soon. The projector will continue to operate as long as possible. The warning icon is followed by the number of warnings. **Error**: the correct or safe operation is no longer guaranteed. The error icon is followed by the number of errors. See also “Health ”, page 36.
8		Total hours of device usage.	Device is connected to the cloud platform. Device is not connected to the cloud platform. If the device is not connected to the cloud platform, the number of days since its last connection is displayed. See also “Usage”, page 34.
9		Total hours of light source usage.	Light source is currently off. Light source is currently on. See also “Usage”, page 34.
10		Shows the most recent IP address.	Go to network configuration. See xxxx. Copy to clipboard. Display network properties. See also “Network”, page 40.
11		Push notification toggle button.	Subscribed to receive notifications for the device. Not subscribed to receive notifications for the device. See also “Restoring suppressed notifications”, page 17.
12		Unregister button.	Opens the window to unregister the device. See “Unregister device”, page 32.

4.3.2 Changing device name

Location

- **IMS main sidebar** > *Fleet view* > **Device dashboard** > **Device info panel**

How to change

1. Click the edit icon next to the *Projector name* field.
2. Type the desired name in the input field.
3. Click the confirm icon to save the name.

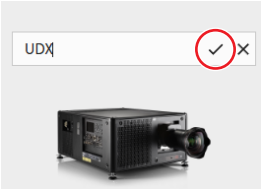

Image 4–4

4.3.3 Adding tags

Location

- **IMS main sidebar** > *Fleet view* > **Device dashboard** > **Device info panel** > *Enter/select tags*

How to add

1. Click on the *Enter/select tags* field.

   A drop-down list of existing tags will appear.

2. Does the tag exist?
   - ► If yes, select the tag from the list.
   - ► If no, type a new tag. Press enter or click outside the field to confirm.

   Note: A device can have more than one tag. Repeat the steps to add multiple tags.

4.3.4 Updating location

Location

- **IMS main sidebar** > *Fleet view* > **Device sidebar** > *Update location for device*

How to update

1. Click the edit icon next to the location field .

   The *Update location for device* window will be prompted.

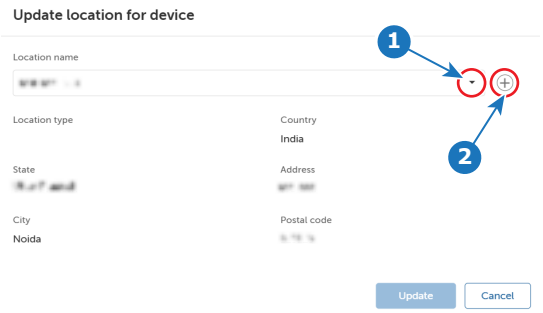

Image 4–5

2. Does the location exist?
   - ► If yes, select the location from the drop-down list by clicking the down arrow (reference 1, Image 4–5).
   - ► If no, click the add button (reference 2, Image 4–5) and fill in the new location information.

4.3.5 Enable or disable push notifications

Location

- **IMS main sidebar** > *Fleet view* > **Device sidebar** > *Push notifications*

How to enable or disable

1. Click *Push notifications* icon .

   The current status appears as *Enabled* or *Disabled*.

4.3.6 Unregister device

Location

- **IMS main sidebar** > *Fleet view* > **Device sidebar** > *Unregister projector*

How to unregister

1. Click *Unregister projector*.

   The *Unregister projector from your account* window will be prompted.

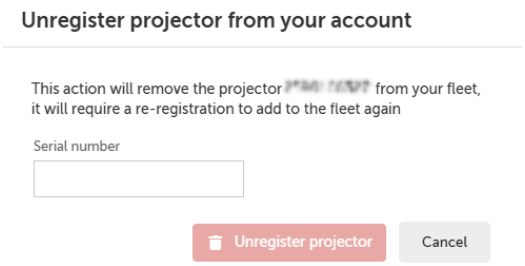

Image 4–6

2. Fill in the *Serial number*.
3. Click *Unregister projector*.

> If the device is not online, unregister it from the *Awaiting connection* tab. For more information, see “Awaiting connection”, page 57.

> The device can be registered again. For more information, see “Device registration”, page 65.

4.4 Journal

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Journal*

Layout

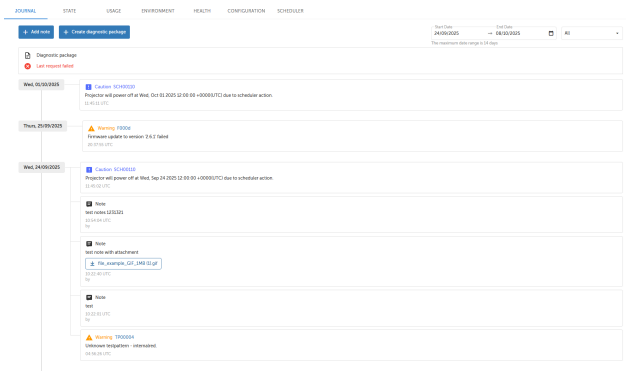

Image 4–7

Parameters

The *Journal* tab displays a timeline of unit activity. It includes:

- Notes
- Notifications
- Diagnostic Packages

Entries can be filtered by start date and end date.

4.4.1 Adding note

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Journal* > *Add note*

How to add

1. Click on the *Add note* button.

   The *Add note* will be prompted.

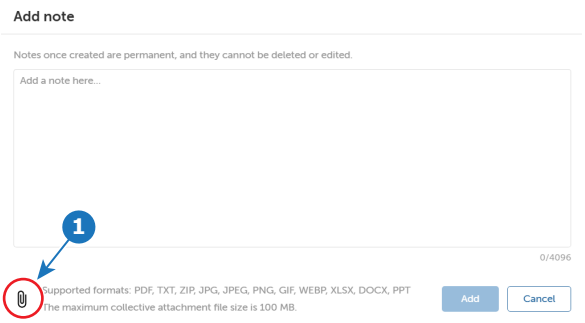

Image 4–8

2. Type the text in the *Add a note here* field.

   Note: To add attachments to a note, click the attachment icon (reference 1, Image 4–8).

   Note: A note cannot be deleted or changed after it is created.

3. Click *Add*.

4.4.2 Creating diagnostic package

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Journal* > *Create diagnostic package*

How to create

1. Click on *Create diagnostic package* button.

   A diagnostics package will be created and listed in the *Journal* layout.

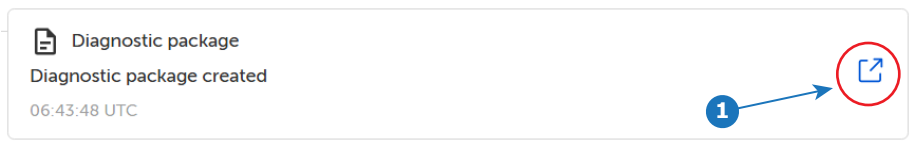

Image 4–9

Click on the *Go to Web Analyzer* button (reference 1, Image 4–9) to be referred to the Web Analyzer web page.

Not available for G-series projectors.

4.5 State

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *State*

Layout

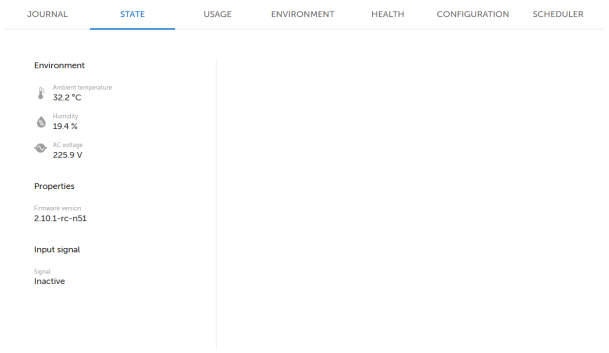

Image 4–10

Parameters

The *State* tab includes the following information to help ensure the projector is operating within normal conditions:

- Environment
  - Ambient temperature
  - Humidity
  - AC voltage
- Properties
  - Firmware version
- Input signal

4.6 Usage

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Usage*

Layout

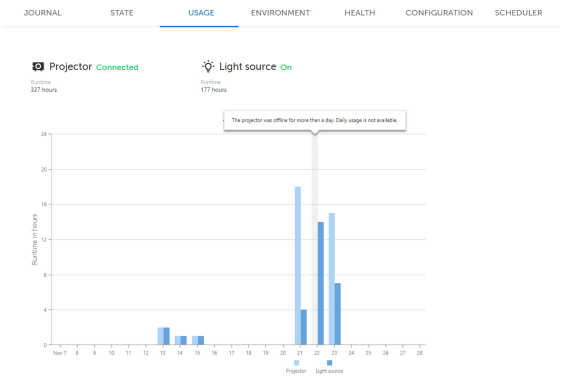

Image 4–11

Parameters

The *Usage* tab shows some usage-based parameters:

- Run time of the projector and connection status
- Run time of the light source and whether it is on or off

When the projector operates in offline mode (not connected to the cloud) for more than 24 hours, gray bars appear in the chart for projector run time and light source on time. A tooltip is shown when the cursor moves over the gray bars.

The chart shows 14 days of history for Monitor. For Diagnose/Control, the chart shows the last 31 days. When the chart is scrolled to the left in Diagnose/Control mode, the system shows data from the previous month.

4.7 Environment

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Environment*

Layout

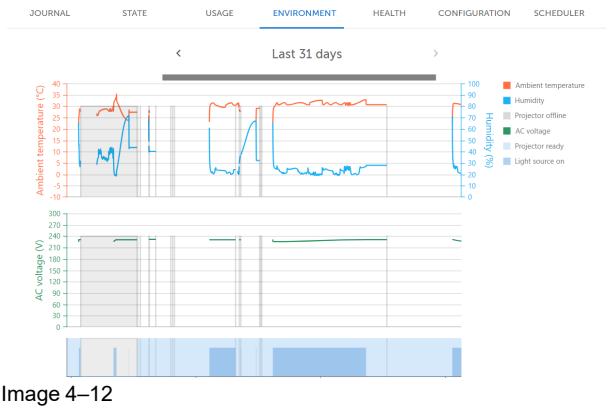

Image 4–12

Parameters

- Ambient temperature
- Ambient humidity
- AC Voltage
- Projector ready info (projector connected)
- Light source on info

- System temperature

The environmental information may vary depending on the device model. For additional details, see the table in appendix “Available features according to the projector model and the subscription type”, page 74.

The detail charts show the last 14 days of history for a Monitor subscription, or the last 31 days for a Diagnose and/or Control subscription.

Use the < icon to move back in time and the icon to move forward.

Ambient temperature

The ambient temperature is shown as a red line in the history overview. The temperature values are displayed on the left axis line in degrees Celsius or Fahrenheit.

When the device connects to the cloud, it saves the ambient temperature with one decimal as the starting value. If the temperature changes by 1 degree Celsius or more, the device saves the new value in the history.

Ambient humidity

The ambient humidity is shown as a blue line in the history overview. The humidity values are displayed on the right axis line in percentage.

When the device connects to the cloud, it saves the ambient humidity with one decimal as the starting value. If the humidity changes by 1%, the device saves the new value in the history.

AC Voltage

The AC voltage is shown as a green line in the history overview.

When the device connects to the cloud, it saves the AC voltage with one decimal as the starting value. If the voltage changes by 5 volts or more, the device saves the new value in the history.

Projector status details

- Vertical grey bars indicate periods when the device was offline. During these periods, the device does not save history or cache data. If the device is not connected to the cloud, history data is not available.
- Light blue histogram shows when the device was on and connected to the cloud, indicating it was in *Ready* mode.
- Dark blue histogram represents periods when the device’s light source was switched on.

4.8 Health

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Health*

Layout

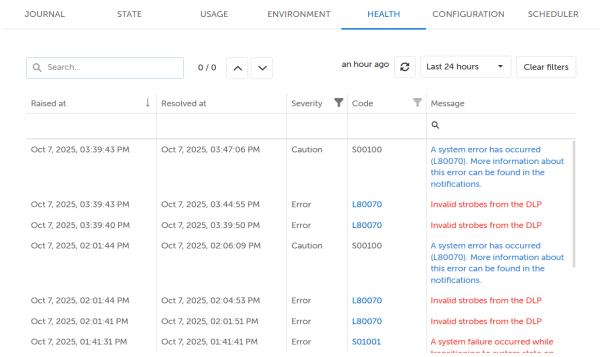

Image 4–13

Parameters

The *Health* tab shows active and historical notifications from the device. By default, it shows data from the last 24 hours, with open notifications listed above closed ones. Filters can be edited to change the order and type of notifications shown.

Each notification contains the following information:

- *Raised at*: The date and time when the notification was triggered.
- *Resolved at*: The date and time when the notification was resolved.
- *Severity*: Indicates the type of notification. By default the *info* type is hidden.
- *Code*: The severity reference code, useful for further investigation or support.
- *Message*: A brief summary of the notification, based on the device's service manual.

By default the "info" level of severity is hidden.

This tab page is only available with a Diagnose and/or Control subscription.

4.8.1 Reading diagnostic package

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Health* > *Code*

How to read

1. Click on the desired *Code* to open and read its associated diagnostic package.

   A diagnostic package window will be prompted.

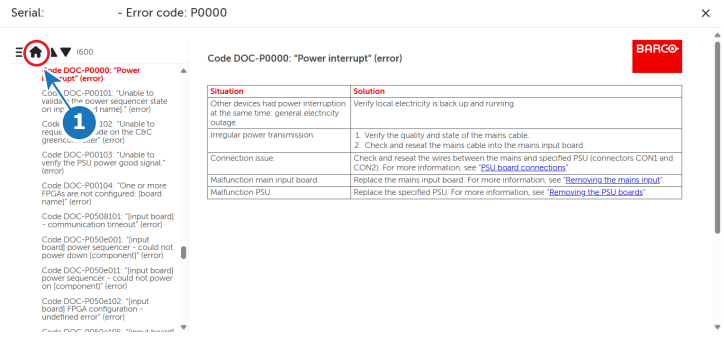

Image 4–14

Use the home icon (reference 1, Image 4–14) to view the service manual.

4.8.2 Clearing filters

Location

- **ISM main sidebar** > *Fleet view* > **Device detail page** > *Health* > *Clear filters*

How to clear

1. Click *Clear filters*.

   The full dataset is displayed without filters.

4.9 Configuration

Not available for G-series projectors.

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Configuration*

Parameters

The *Configuration* tab has two sub-tabs. The available sub-tabs depend on the device type and the installed license:

- *Flex*: Shows the brightness limit and the resolution limit. This tab is available when the device has a Flex license.
- *Network*: Shows the LAN network settings. This tab is available when the device uses a recent version of the IoT Agent.

4.9.1 Flex

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Configuration* > *Flex*

Layout

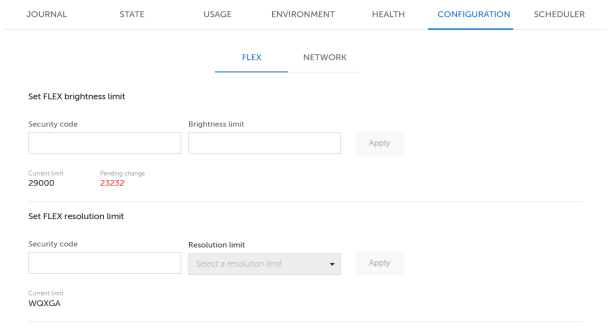

Image 4–15

Parameters

The Flex brightness and Flex resolution values can be set when the projector is connected to the Barco cloud. This function replaces the SMS function, which is not available when Insights Management Suite uses the SIM card to connect to the Barco cloud.

It is acceptable to enter a Flex brightness request when the projector is offline. The system sets the Flex brightness value when the projector connects to the Barco cloud.

4.9.1.1 Setting Flex brightness

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Configuration* > *Flex* > *Set FLEX brightness limit*

Layout

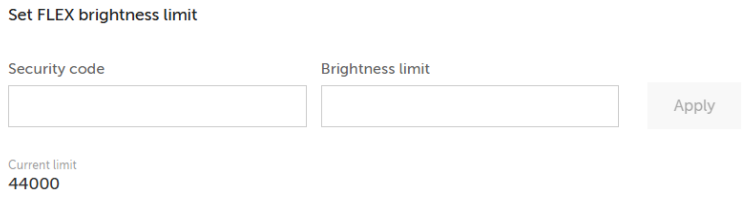

Image 4–16

How to set Flex brightness limit

1. Enter the security code in the *Security code* box.
2. Enter the brightness limit in the *Brightness limit* box.
3. Click *Apply*.

   A pop-up window confirms the command was sent, and a mail confirms success or reports failure.

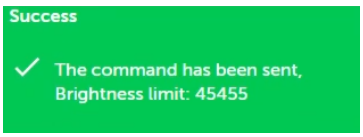

Image 4–17

A red value under the *Pending change* means that a previous attempt to set the Flex brightness failed. The failure happened because the security code was wrong or the device was offline. The system rejected the change, so it will not apply it.

4.9.1.2 Setting Flex resolution

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Configuration* > *Flex* > *Set FLEX resolution limit*

Layout

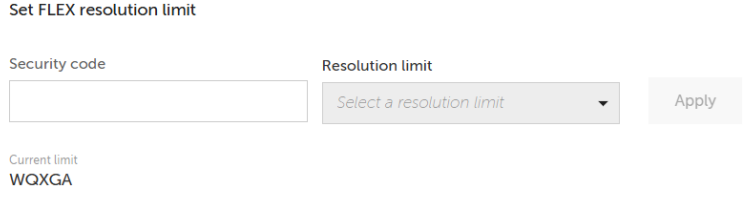

Image 4–18

How to set Flex resolution limit

1. Enter the security code in the *Security code* box.
2. Select the resolution limit from the *Resolution limit* drop down list.

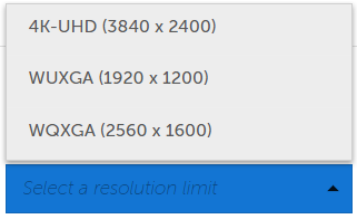

Image 4–19

3. Click *Apply*.

   A pop-up window confirms the command was sent, and a mail confirms success or reports failure.

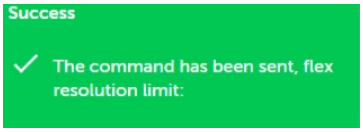

Image 4–20

A red value under the *Pending change* means that a previous attempt to set the Flex resolution failed. The failure happened because the security code was wrong or the device was offline. The system rejected the change, so it will not apply it.

4.9.2 Network

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Configuration* > *Network*

Parameters

The LAN network settings for a device with a recent IoT agent can be set when the device is connected to the Barco cloud. This function allows changes to network settings without physical access to the device.

If incorrect network settings are sent from Insights Management Suite, the device may lose its LAN connection. If the device is connected to the cloud through its 3G (cellular) connection, the cloud connection remains active, and Insights Management Suite can be used to correct the network settings.

Two settings modes are available:

- *Automatic*: A DHCP server is present in the LAN. It provides settings which will be applied to the device's network configuration. Network parameters are not editable.
- *Manual*: The network parameters are editable and must be set manually.

4.9.2.1 Setting network settings in automatic mode

Location

- **ISM main sidebar** > *Fleet view* > **Device detail page** > *Configuration* > *Network* > *Automatic*

Layout

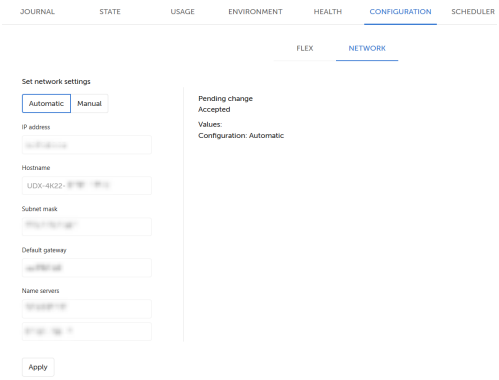

Image 4–21

How to set network settings in automatic mode

1. Click *Automatic*.

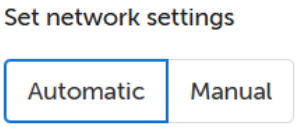

Image 4–22

The DHCP server settings become active and replace the previous network configuration.

2. Click *Apply*.

The *Send IP Configuration* window will be prompted.

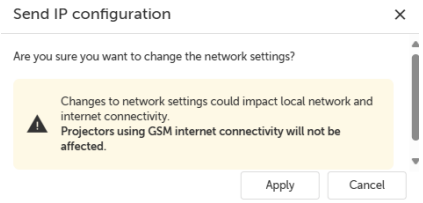

Image 4–23

3. Click *Apply*.

The request is sent to the projector, and when it succeeds, it refreshes the network settings in the projector details view and shows *Accepted*.

4.9.2.2 Setting network settings in manual mode

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Configuration* > *Network* > *Manual*

Layout

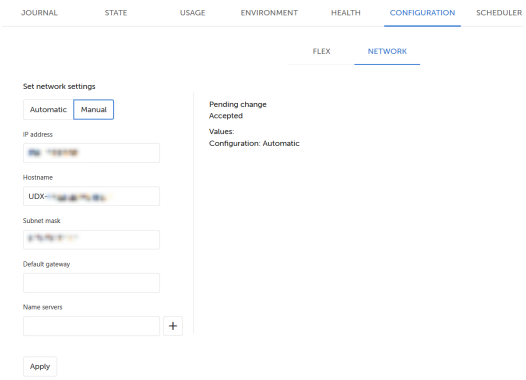

Image 4–24

How to set network settings in manual mode

1. Click *Manual*.

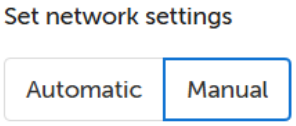

Image 4–25

The network configuration parameters can now be edited.

2. Enter in the *IP address*, *Hostname*, *Subnet mask*, *Default gateway*, *Name servers*.

Note: Name servers are IP addresses of servers that handle name resolution on the network. Up to two name servers can be entered.

3. Click *Apply*.

The *Send IP Configuration* window will be prompted.

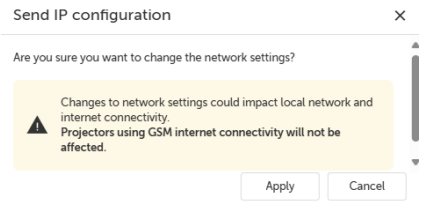

Image 4–26

4. Click *Apply*.

The request is sent to the projector, and when it succeeds, it refreshes the network settings in the projector details view and shows *Accepted*.

4.10 Scheduler

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Scheduler*

Layout

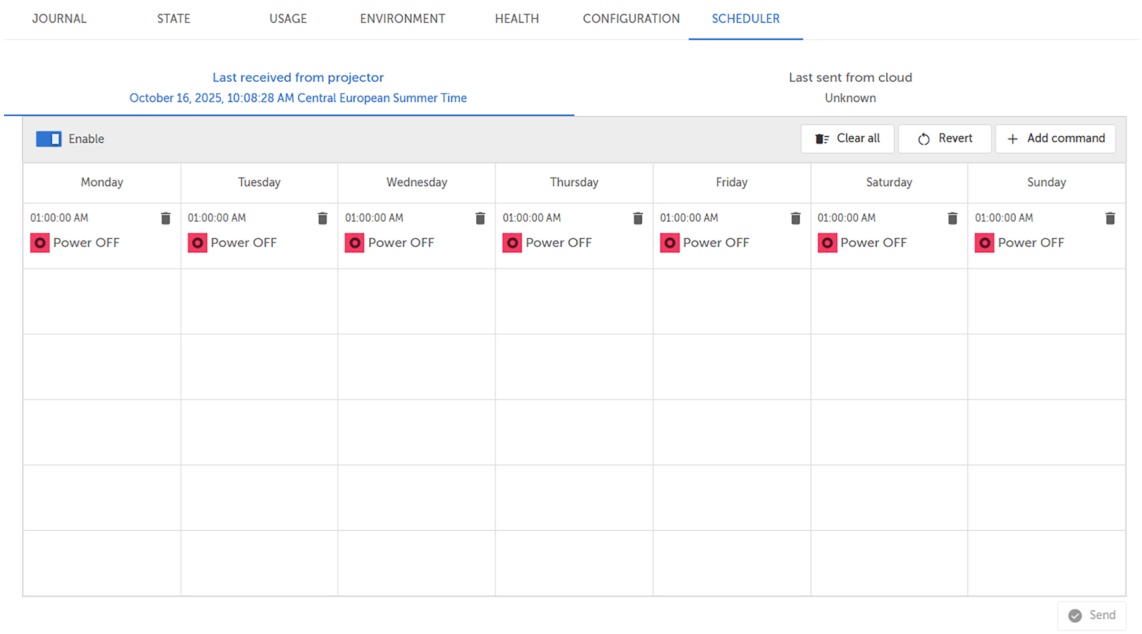

Image 4–27

Only available with Control subscription.

Only for Pulse based projectors.

Parameters

The scheduler can automatically turn the device on and off based on a weekly schedule, with up to three ON and three OFF times per day.

The scheduler tab is available for devices that meet the following criteria:

- The device has a Control subscription (Control Trial or purchased Control subscription)
- The device firmware version supports the Scheduler functionality.
- The device has to be in the ready mode

4.10.1 Adding command

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Scheduler* > *Add command*

Parameters

This procedure shows how to add a scheduler command for one projector.

To add a scheduler command for multiple projectors, see “Scheduler”, page 51.

How to add

1. Click *Add command* button.

   The *Add a new command* window will be prompted.

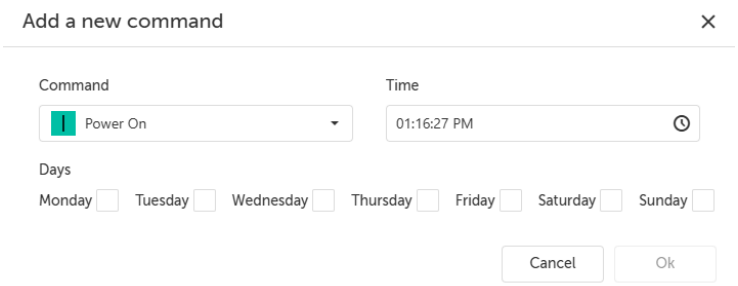

Image 4–28

2. Select a command:
   - ► *Power On* from the *Command* drop-down menu.
   - ► *Power Off* from the *Command* drop-down menu.
3. Enter the time.
4. Select the desired day by checking the box in front of it.
5. Click *Ok*.
6. Click *Send*.

   The *Send* window will be prompted.

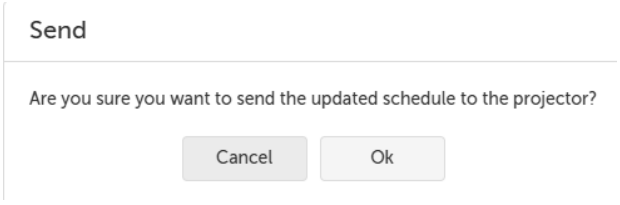

Image 4–29

7. Click *Ok*.

   The commands are added to the weekly overview.

4.10.2 Clearing schedule

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Scheduler* > *Clear all*

Parameters

This procedure explains how to clear all sent and unsent commands for one device for the entire week.

How to clear

1. Click *Clear all*.

   The *Clear all* window will be prompted.

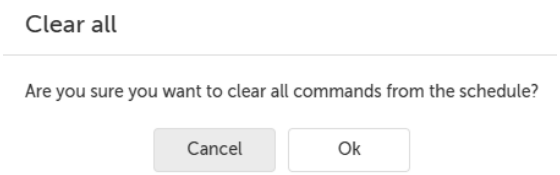

Image 4–30

2. Click *Ok*.

   The commands are deleted from the weekly overview.

4.10.3 Reverting schedule

Location

- **IMS main sidebar** > *Fleet view* > **Device detail page** > *Scheduler* > *Revert*

Parameters

This procedure shows how to revert unsent commands for one device.

How to revert

1. Click *Revert*.

   The *Revert* window will be prompted.

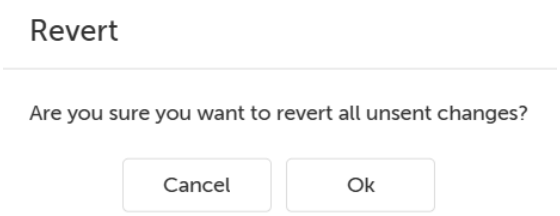

Image 4–31

2. Click *Ok*.

   The commands are deleted from the weekly overview.

5 Group view

5.1 Group view dashboard 48
5.2 Projectors 48
5.3 Scheduler 51
5.4 Network configuration 54

5.1 Group view dashboard

About group view

The *Group View* includes three tabs: *Projectors*, *Scheduler*, and *Network Configuration*. These tabs provide access to tools for managing groups of devices.

Layout

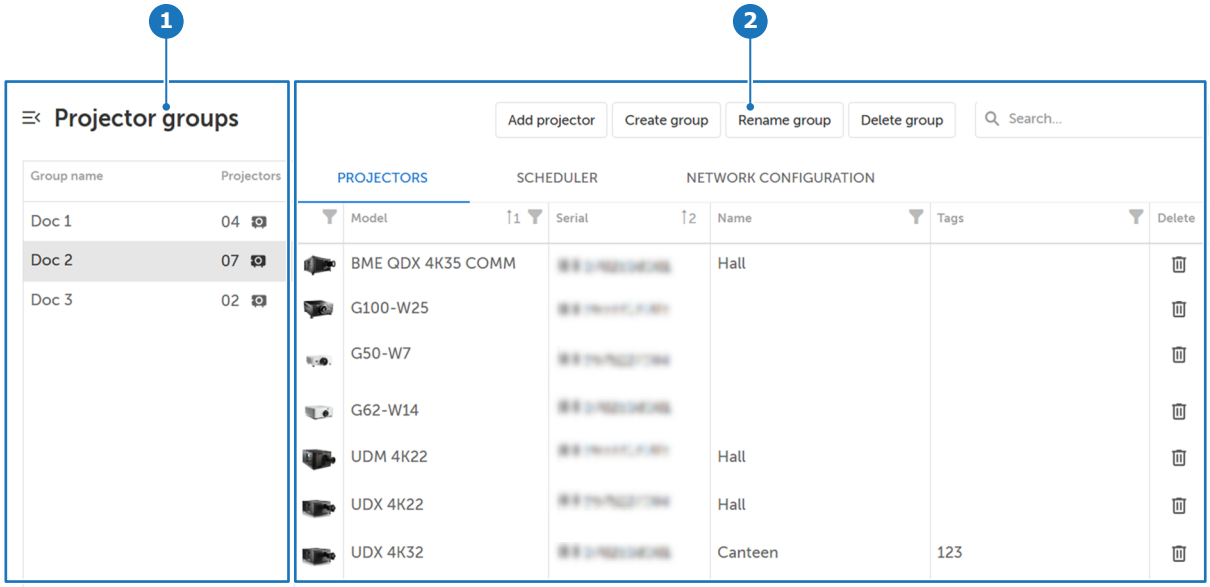

Image 5–1 Group view dashboard

1 Group view sidebar
2 Group view content zone

Group view features

- *Projectors*. See “Projectors”, page 48.
- *Scheduler*. See “Scheduler”, page 51.
- *Network configuration*. See “Network configuration”, page 54.

5.2 Projectors

5.2.1 Projectors dashboard

Location

IMS main sidebar > *Group view* > *Projectors*

Layout

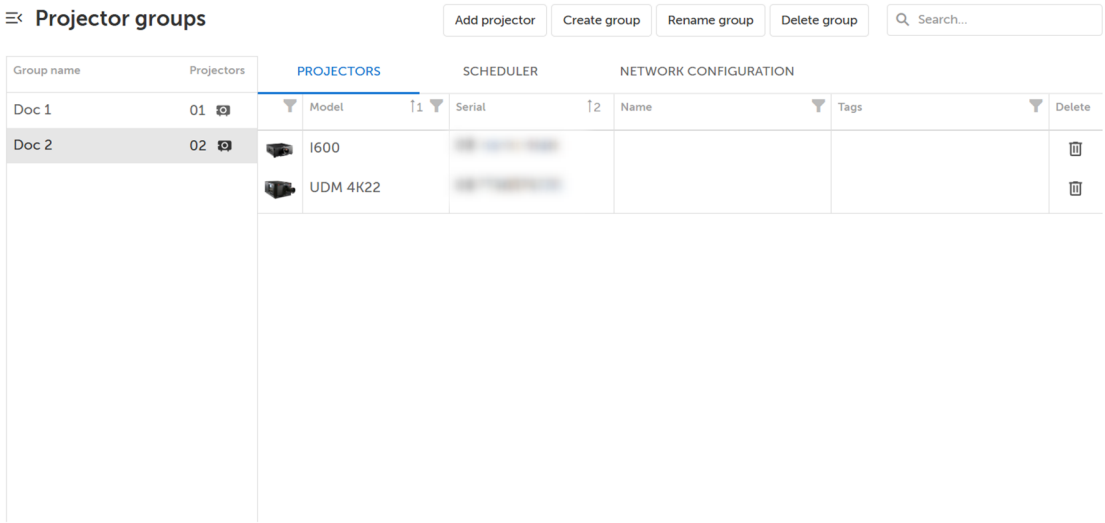

Image 5–2

Projectors features

- Add device to a group. See procedure “Add projector to a group”, page 49.
- Create group. See procedure “Creating group”, page 50.
- Rename group. See procedure “Renaming group”, page 50.
- Delete group. See procedure “Deleting group”, page 50.
- Remove device from a group. See procedure “Removing device from group”, page 51.

5.2.2 Add projector to a group

About

This procedure shows how to add a device to a group that already exists.

Location

IMS main sidebar > *Group view* > *Projectors* > *Add projector*

How to add

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click *Add projector* button.

   The *Add projector* window will be prompted.

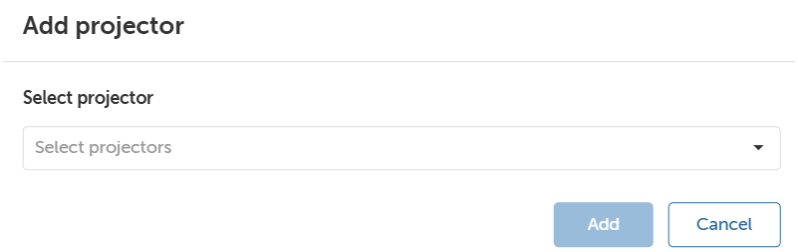

Image 5–3

3. Select the desired projector from the *Select projector* drop-down list.
4. Click *Add*.

5.2.3 Creating group

Location

IMS main sidebar > *Group view* > *Projectors* > *Create group*

How to create

1. Click *Create group* button.

   The *Create group* window will be prompted.

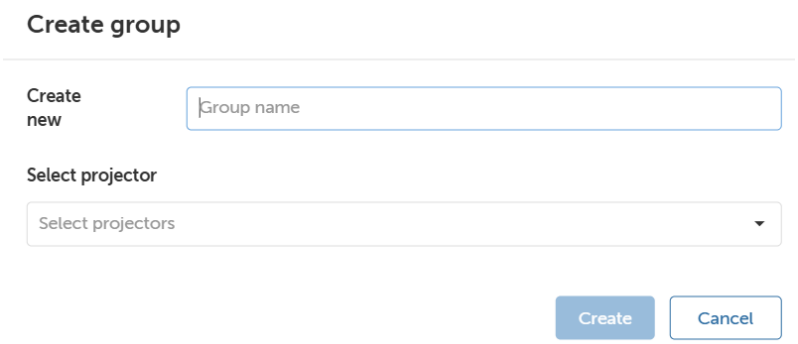

Image 5–4

2. Fill in the group name in the *Create new* field.
3. Select the desired projectors from the *Select projector* drop-down list.
4. Click *Create*.

5.2.4 Renaming group

Location

IMS main sidebar > *Group view* > *Projectors* > *Rename group*

How to rename

1. Click *Rename group* button.

   The *Rename group* window will be prompted.

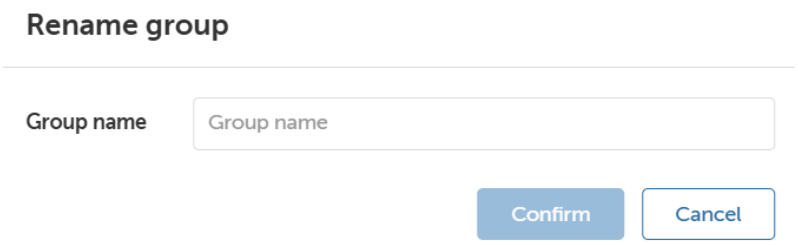

Image 5–5

2. Fill in the group name in the *Group name* field.
3. Click *Confirm*.

5.2.5 Deleting group

Location

IMS main sidebar > *Group view* > *Projectors* > *Delete group*

How to delete

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click *Delete group* button.

   The *Delete group* window will be prompted.

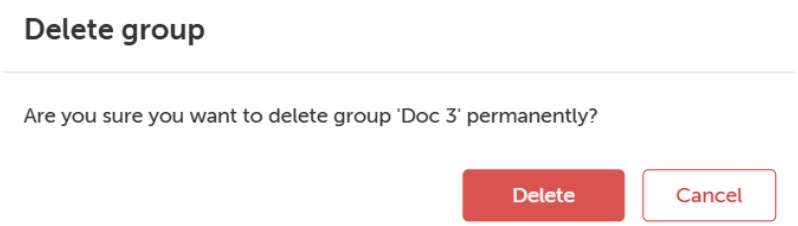

Image 5–6

3. Click *Delete*.

5.2.6 Removing device from group

Location

IMS main sidebar > *Group view* > *Projectors* > **Delete**

How to remove

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click on the delete icon on the right side of the projector line.

   The *Remove projector* window will be prompted.

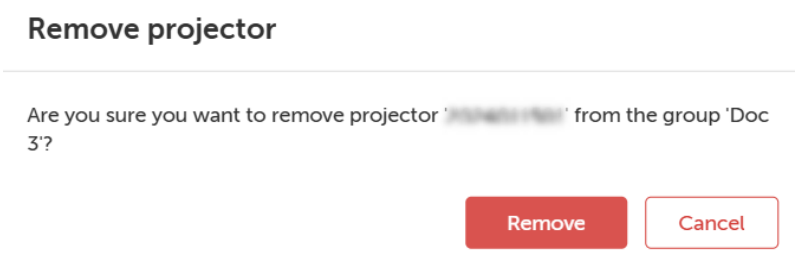

Image 5–7

3. Click *Remove*.

5.3 Scheduler

5.3.1 Scheduler dashboard

About scheduler

With the group *Scheduler* it is possible to have multiple devices following the same weekly power schedule.

Only for Pulse based projectors.

Scheduler is only applicable for the devices in fleet with control subscription and firmware version that supports the scheduler functionality.

Location

IMS main sidebar > *Group view* > *Scheduler*

Layout

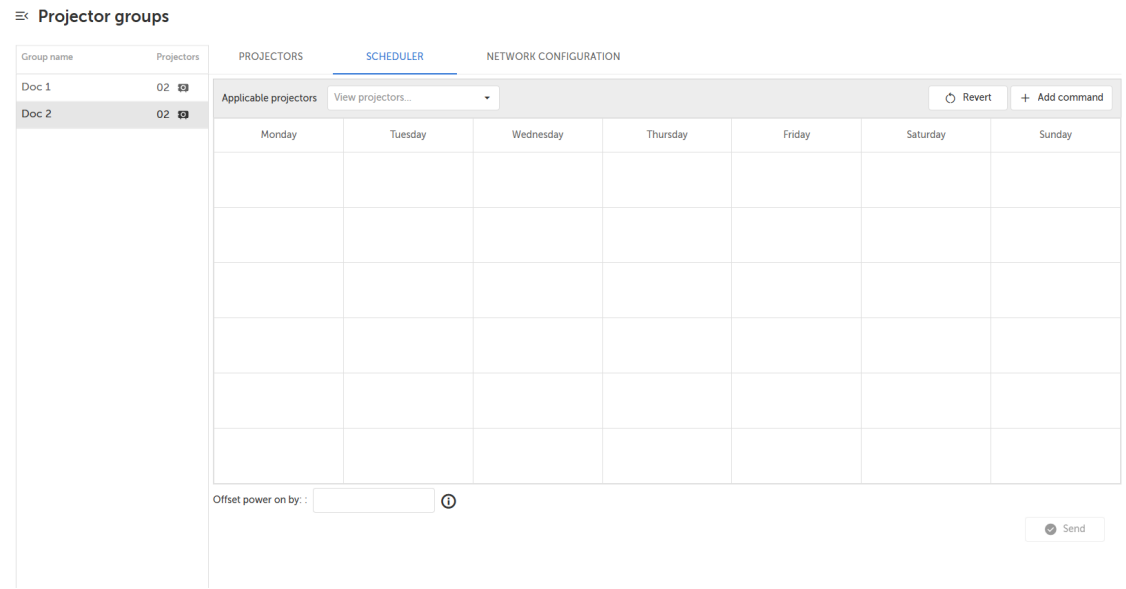

Image 5–8

Scheduler features

- Adding command to group. See “Adding command”, page 43.
- Reverting all unsent changes. See “Reverting all unsent changes”, page 53.
- Deleting group command. See “Deleting group command”, page 53.

5.3.2 Adding command to group

About

This procedure shows how to add commands for a group of devices.

Location

IMS main sidebar > *Group view* > *Add command*

How to add

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click *Add command*.

   The *Add a new command* window will be prompted.

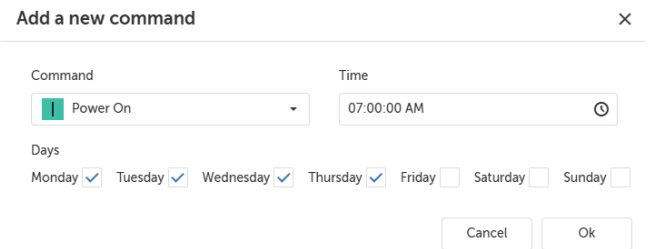

Image 5–9

3. Select the command from the drop-down menu:
   ► *Power On*

► *Power Off*

4. Select the time and days.
5. Click *Ok*.
6. Set the offset time in seconds in the input field *Offset power on by* to prevent power spikes.
7. Click *Send*.

   The updated schedule will be sent to the devices.

5.3.3 Reverting all unsent changes

About

This procedure shows how to revert unsent commands that were made for a group of devices.

Location

IMS main sidebar > *Group view* > *Revert*

How to revert

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click *Revert*.

   The *Revert* window will be prompted.

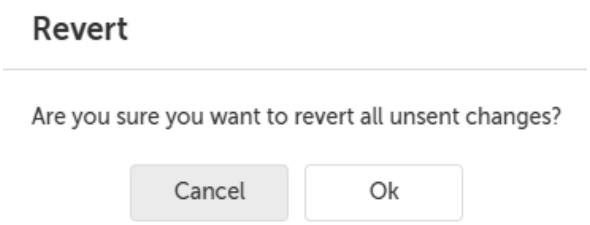

Image 5–10

3. Click *Ok*.

   All unsent changes will be deleted.

5.3.4 Deleting group command

About

This procedure shows how to delete a command that were made for a group of devices.

Location

IMS main sidebar > *Group view* > *Scheduler* > **Delete**

Layout

How to delete

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click *Delete* icon.

Image 5–11

5.4 Network configuration

5.4.1 Network configuration dashboard

About network configuration

With the group *Network configuration* it is possible to modify the network parameters for a group of devices.

Network configuration is only applicable for the projectors in fleet with control subscription.

Location

IMS main sidebar > *Group view* > *Network configuration*

Network configuration features

- Automatic configuration. See “Automatic configuration”, page 54.
- Manual configuration. See “Manual configuration”, page 55.

5.4.2 Automatic configuration

Location

IMS main sidebar > *Group view* > *Network configuration* > *Automatic*

Layout

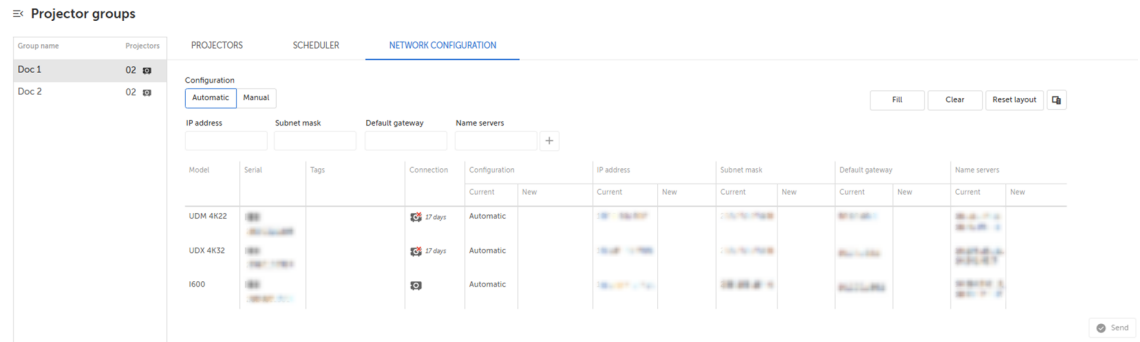

Image 5–12

How to set group network settings in automatic mode

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Click *Fill*.

   New network parameters will be filled.
3. Click *Send*.

   The *Send IP Configuration* window will be prompted.

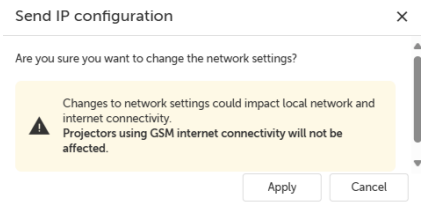

Image 5–13

4. Click *Apply*.

The request is sent to the devices, and when it succeeds, it refreshes the network settings.

5.4.3 Manual configuration

Location

IMS main sidebar > *Group view* > *Network configuration* > *Manual*

Layout

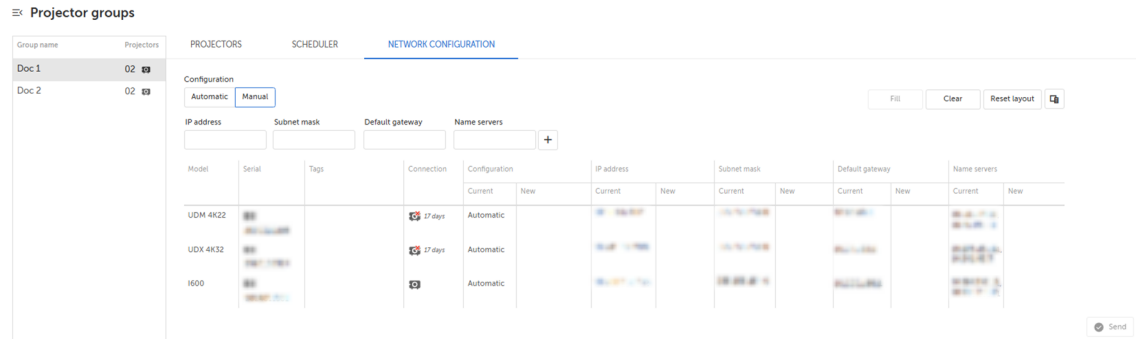

Image 5–14

How to set group network settings in manual mode

1. Select the group by clicking on the group name from the *Projector groups* sidebar.
2. Enter in the *IP address*, *Hostname*, *Subnet mask*, *Default gateway*, *Name servers*.

   Note: Name servers are IP addresses of servers that handle name resolution on the network. Up to two name servers can be entered.

3. Click *Send*.

   The *Send IP Configuration* window will be prompted.

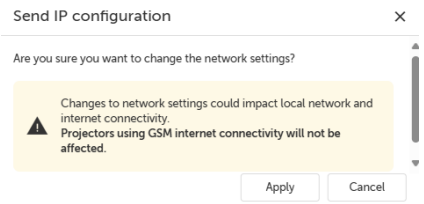

Image 5–15

4. Click *Apply*.

   The request is sent to the devices, and when it succeeds, it refreshes the network settings.

6 Awaiting connection

6.1 Awaiting connection dashboard 58
6.2 Unregister device 58

6.1 Awaiting connection dashboard

About awaiting connection

When a registered device has not yet been connected to the network, it will be located in the *Awaiting connection*. Once the device has network access, it will disappear from the *Awaiting connection* and move to the *Fleet view*.

Layout

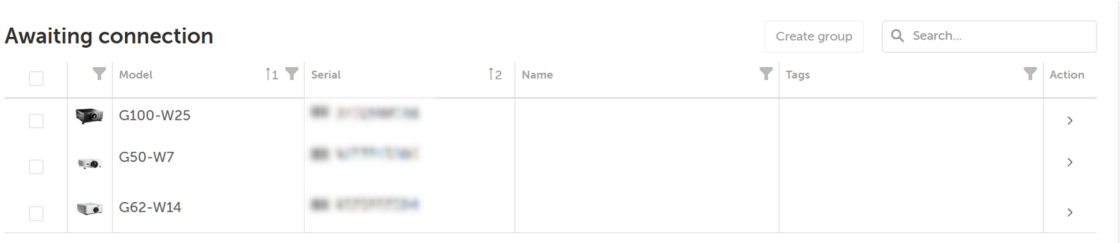

Image 6–1

Awaiting connection features

- Unregister device. See procedure “Unregister device”, page 58.

6.2 Unregister device

About

This procedure explains how to unregister a device that is registered in Insights Management Suite but is not connected to the network.

Location

IMS main sidebar > *Awaiting connection* > *Unregister projector*

How to unregister

1. Click on the desired device to unregister it.

   The *Let's connect to a network* side window will be prompted.

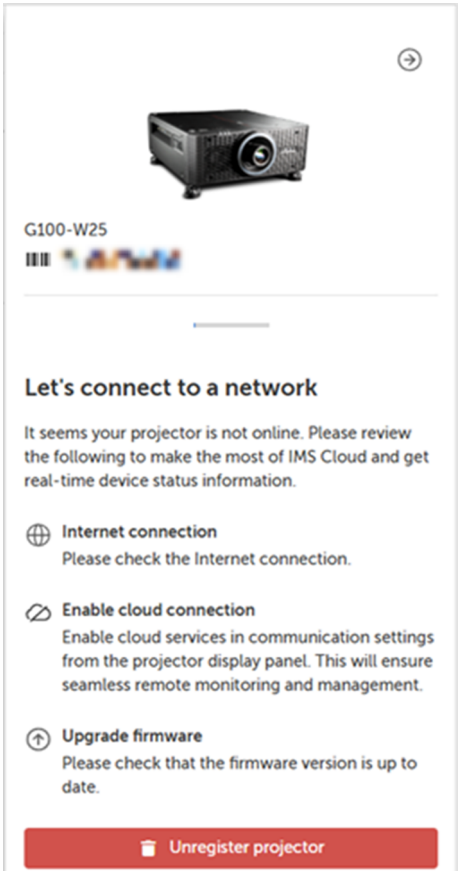

Image 6–2

2. Click *Unregister projector*.

   The *Unregister projector from your account* window will be prompted.

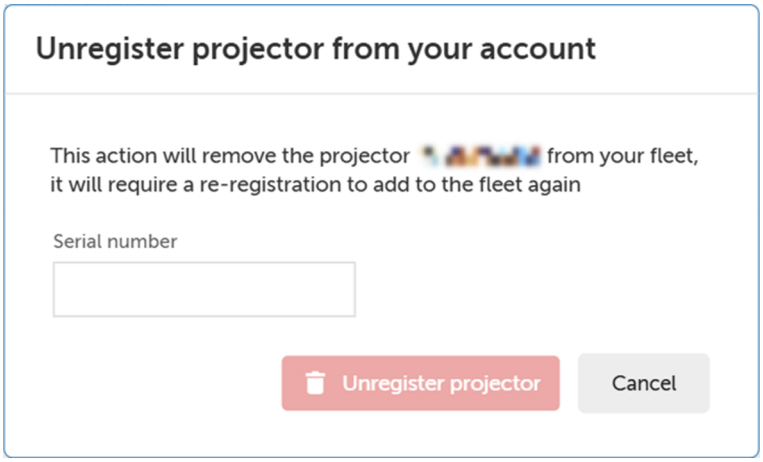

Image 6–3

3. Fill in the *Serial number*.
4. Click *Unregister projector*.

   Note: The device can be registered again. For more information, see “Device registration”, page 65.

7 Subscriptions

7.1 Subscriptions dashboard 62
7.2 Activate free trial 62
7.3 Purchase or manage a subscription 63

7.1 Subscriptions dashboard

About subscriptions

Within Insights Management Suite you can directly activate your free trial for 90 days to manage all the devices of your fleet. With the trial version all control features are accessible. This trial can be initiated once per device. For additional details to activate your free trial, see “Activate free trial”, page 62.

To take advantage of additional features and make the Barco Insights Management Suite permanently available on your devices, a subscription is required. Additional information concerning the subscribe process are available in “Purchase or manage a subscription”, page 63.

Layout

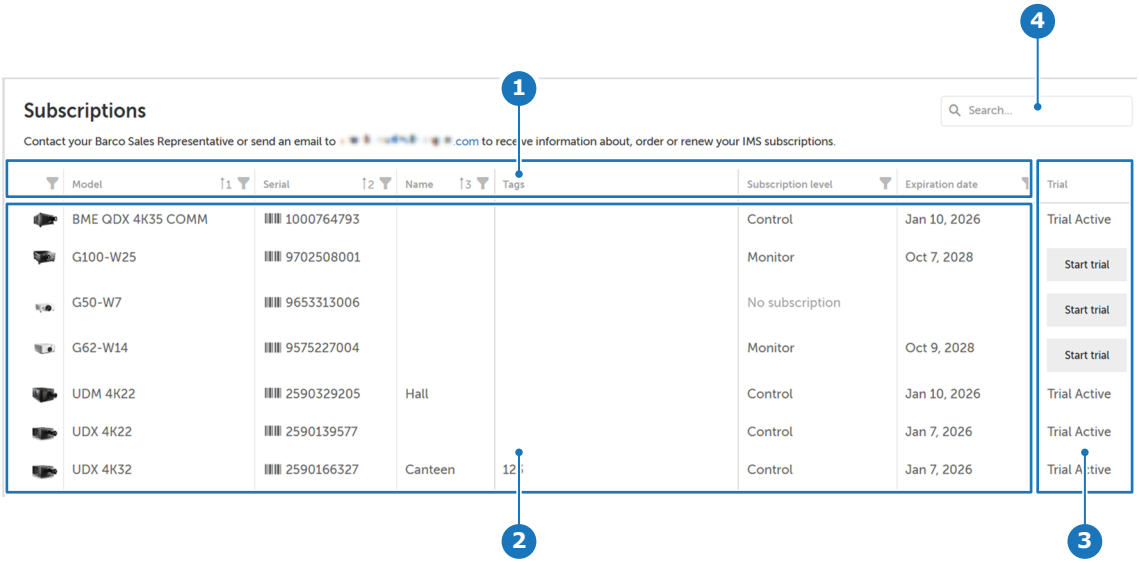

Image 7–1 Subscriptions dashboard

1 Header row
2 Device info
3 Trial column
4 Search field

Subscriptions features

- Activate free trial. See procedure “Activate free trial”, page 62.

7.2 Activate free trial

About

This procedure explains how to start a 90-day free trial. The trial activates all features of the Control subscription for the selected device. Each device can only use the trial once.

Location

IMS main sidebar > *Subscriptions* > *Start trial*

How to activate

1. Click on *Start trial* next to the device you want to start a trial for.

   The *Start trial* window will be prompted.

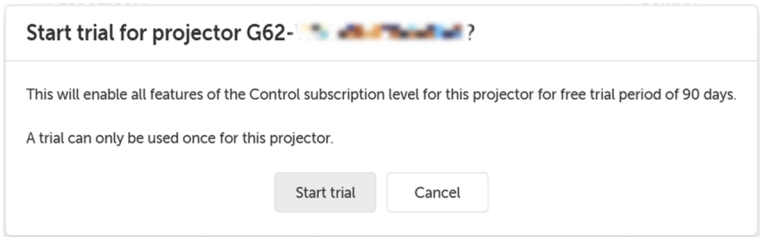

Image 7–2

2. Click *Start trial*.

   A success message appears, indicating that control features will be available within one hour.

   The *Start trial* button changes to *Trial Active*.

After 90 days, the subscription stops automatically. No action required from the customer.

7.3 Purchase or manage a subscription

It is not possible to buy or manage Barco subscriptions online now. Barco is improving the process to make subscriptions easier. For help, contact a Barco representative or go to *www.barco.com/contact*.

8 Device registration

8.1 About device registration 66
8.2 Uploading device identification files 67
8.3 Downloading a device registration file 68

About this chapter

The following chapters highlight the possible methods of registering a device.

8.1 About device registration

Why device registration

Device registration provides a detailed insight into what devices a customer has. The devices model, built year, serial numbers and more will be made visible in a central place. This takes away the administrative hurdles when calling for support. It also minimizes possible mistakes when providing service with information or details about the device.

Registered devices are visible on Barco's IoT platform: Insights Management Suite. This platform enables complete fleet management through remote monitoring of the device parameters. For more information, see the Insights Management Suite user guide.

Registration concept

The device registration concept relies on a **device identification file** installed during production, which is used to register the device in the cloud and retrieve the **device registration file** needed to complete the setup.

The registration process goes as follows:

1. **Obtain** the unique **device identification file** from the device.
2. **Upload** the device identification file to **the cloud**, using one of the software tools Barco provides.
3. **Install** the received **device registration file** on the device, either automatically or manually.

For more information on how to register the device with the desired method, see the following chapters.

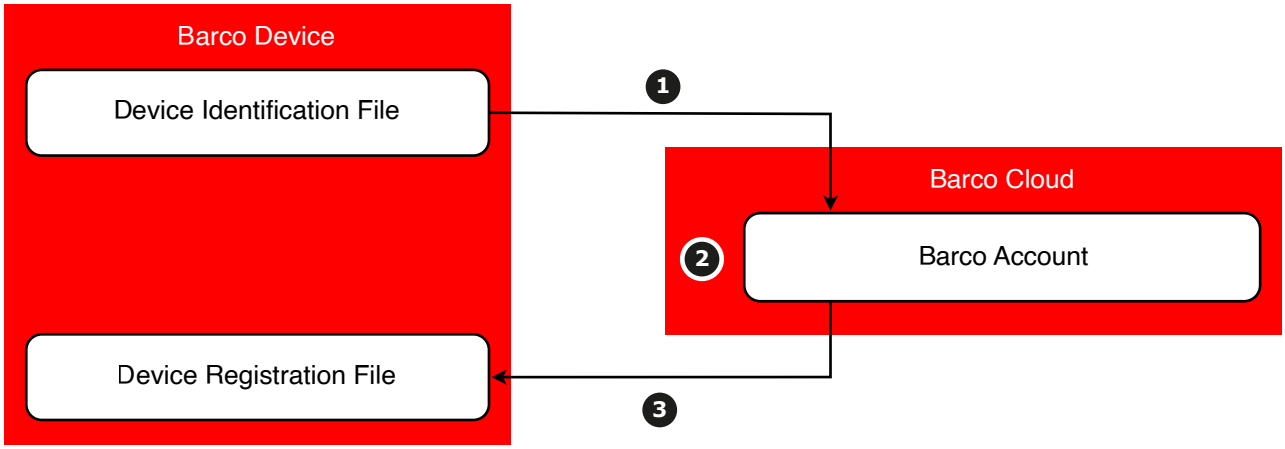

Image 8–1

Registration methods

There are several methods to register the desired device. Which method to use depends on:

- the available software tools,
- the version of the available software (tools),
- the type of device,
- the model family of the device, and
- the connection status of the device.

The following methods are available:

Method	Requirements	References (online)
Pulse Mobile (recommended)	• Mobile device with the Pulse Mobile app • Access to either the LCD or OSD of the projector or Pulse Prospector. • Software Pulse 2.6 or later	See *"Device registration using Pulse Mobile"* in the Pulse OSD user guide or *"Device registration using Pulse Mobile"* in the Pulse Prospector user guide.
Pulse OSD	• Access to either the LCD or OSD of the projector • Software Pulse 2.0 or later	See *"Device registration"* in the Pulse OSD user guide.
Pulse Prospector	• Computer or mobile device with access to both Pulse Prospector, as well as Insights Management Suite. • Software Pulse 2.5 or later	See *"Device registration"* in the Pulse Prospector user guide.
Pulse Toolset	• Computer with network access • Pulse Toolset version 1.3 or later	See *"Device registration using Pulse Toolset"* in the Pulse Toolset user guide.
Projector Toolset (deprecated method)	• Computer with network access to both the projector, as well as Insights Management Suite. • Software Pulse 2.5 or earlier • Projector Toolset version 1.20 or later.	See the Projector Toolset user guide.

About mandatory registration

Certain projector models (UDM, Njord, Hodr, etc...) that are IoT enabled, by either the factory or after being upgraded to a Pulse release that supports IoT, will have a 100 hours illumination grace period for registration. During this period the projector will function as normal. If a user continues to ignore the registration requests for more than 100 hours, then the projector will show a label **Unregistered <product name>** on the projected image for five minutes and permanently on the projector OSD. This notice will reappear after each start up. See product specifications on the Barco website to know if the specific projector is subject to mandatory registration.

8.2 Uploading device identification files

Prerequisites

The device identification file(s) must be obtained, using either Pulse OSD or Pulse Prospector.

How to upload

1. In Insights Management Suite, browse to *Device registration*.
2. Upload the *device identification* file(s) to the *device registration* tab of Insights Management Suite using one of the following methods:
   - ► Drag and drop the *.JSON* file in the dotted line box with the text *Upload Identification file*.
   - ► Click on the *Upload Identification file* text and browse to the *.JSON* file, using the file picker window.

Tip: Multiple files can be uploaded at the same time.

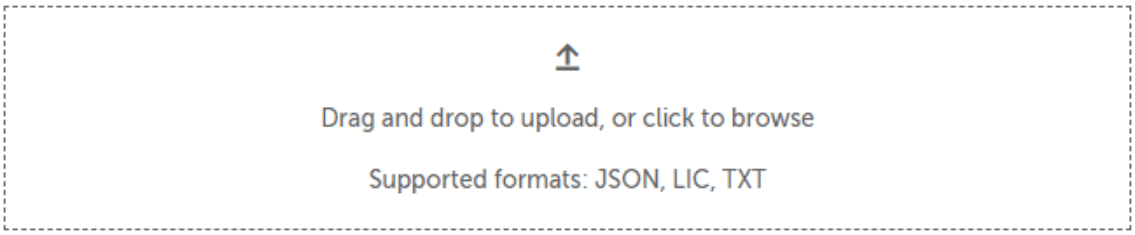

Image 8–2

3. Select the desired location from the drop down menu after *Location name*.

Tip: If the desired location is not present in the drop down, click on the + (⊕) to create a new one.

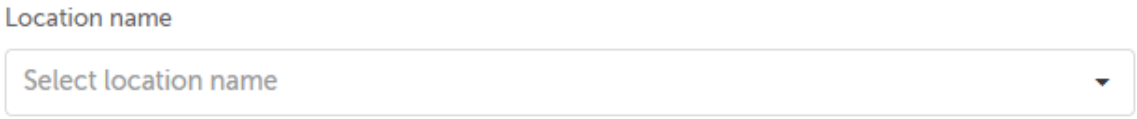

Image 8–3

4. Click on *Register now* to register the device in the cloud.

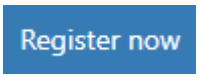

Image 8–4

5. Is the device connected to the internet?
   - ► If **yes**, no further actions required. Registration will be completed automatically.
   - ► If **no**, download the device registration file from Insights Management Suite. For more information, see “Downloading a device registration file”, page 68.

Note: On Pulse 2.6 or older, the projector is not notified of the registration completion. For projectors running Pulse 2.6 or older, it is mandatory to download the device registration file and upload it to the projector manually.

8.3 Downloading a device registration file

Required tools

USB flash drive formatted in FAT32

How to download a device registration file?

1. In Insights Management Suite, browse to *Awaiting connection*.
2. Click the registered device that is not connected to the internet.
3. Click *Download registration activation file*.

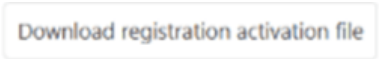

Image 8–5

4. Which tool was used to start the device registration process?
   - ► Pulse Prospector or Pulse Toolset: upload the device registration file in Pulse Prospector.
   - ► Pulse OSD,: place the device registration file on a USB flash drive, formatted in FAT32. Upload the file using the manual device registration process in Pulse OSD

9 User management

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9.1 User management dashboard

About user management

The *User management* is used to manage user roles and permissions. When someone joins Insights Management Suite for the first time, they are automatically given the end user role. All users who belong to the same domain (organization) will see the same *Fleet View*, since they are part of the same group, and the first user to access the system has the option to claim the *Admin* role and can then assign roles to other users in the organization.

There are three roles of users:

- *Enduser*: Can only view the fleets of the devices.
- *Poweruser*: Can manage the fleets and control devices.
- *Admin*: Can do everything a *Poweruser* can do, and also manage and reassign roles for other users.

A valid Control license is required to control devices, whether the user is a *Poweruser* or an *Admin*.

Layout

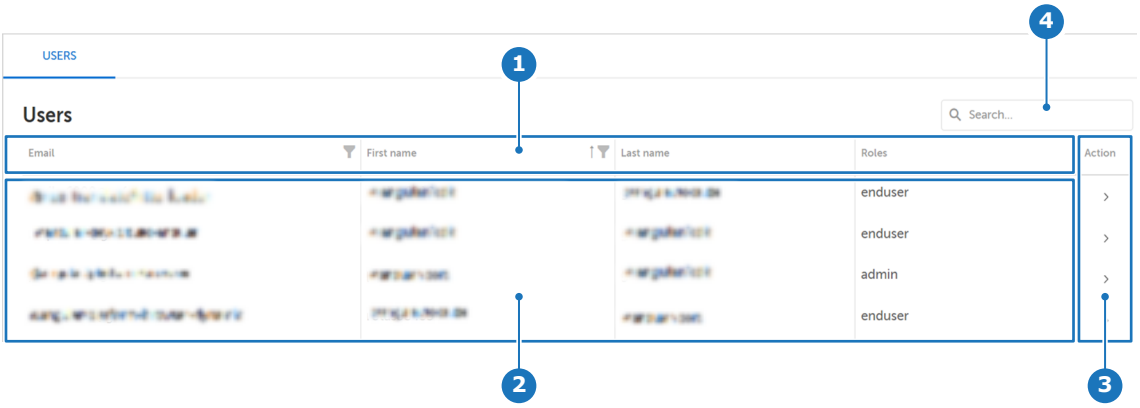

Image 9–1 User management dashboard

1 Header row
2 Users info
3 Action button
4 Search field

User management features

- Assigning roles to users. See procedure “Assigning roles to users”, page 70.

9.2 Assigning roles to users

Prerequisites

- Only users with the *Admin* role can assign or change roles for other users.

Location

IMS main sidebar > *User Management* > *Action*

How to assign

1. Click the *Action* button next to the user whose role needs to be changed.

   The *Assign role to a user* window will be prompted.

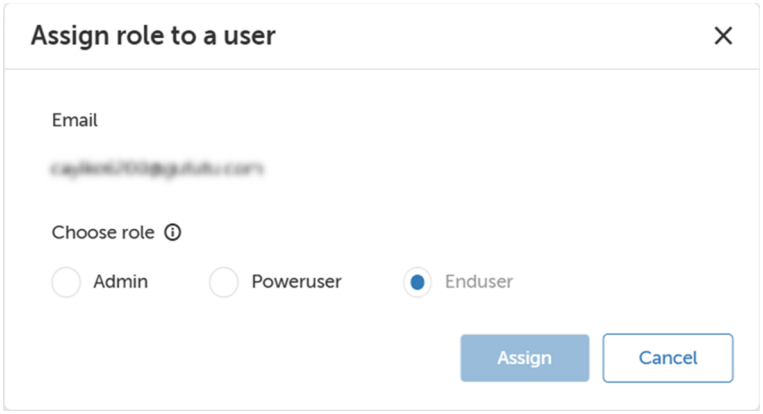

Image 9–2

2. Click the desired role to assign it.
3. Click *Assign*.

   A success message appears confirming the role assignment.

Multiple *Admin* users can be assigned within the same organization.

Appendix A

A.1 Available features according to the projector model and the subscription type 74
A.2 Open source software 75

A.1 Available features according to the projector model and the subscription type

Depending on your subscription level (*monitor*, *diagnose* or *control*) and the projector type, the tab pages and information in these tabs will be different when selecting a projector on your fleet overview.

	Monitor	Diagnose	Control	G50	G62	G100	UD-M	UDX	XD-M	XDX	I600
Projector & light source runtime history	2 weeks	unlimited	unlimited	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ambient temperature & humidity information history	2 weeks	unlimited	unlimited	Yes (1)	Yes (1)	Yes(1)	Yes	Yes	Yes	Yes	Yes
AC voltage information history	2 weeks	unlimited	unlimited	No	No	No	Yes	Yes	No	No	No
Take custom notes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Set Flex brightness value	Yes	Yes	Yes	No	No	No	Yes (2)	Yes (2)	No	No	No
Set Flex resolution value	Yes	Yes	Yes	No	No	No	Yes (3)	Yes (3)	No	No	No
Projector firmware version	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Projector connection status	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
View current health issues	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
View IP address	Yes	Yes	Yes	No	No	No	Yes	Yes	No	No	Yes
Cloud service manuals	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes
View historic health issues	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Trigger & download diagnostics package	No	Yes	Yes	No	No	No	Yes	Yes	No	No	Yes
Receive health notification via e-mail	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Access cloud data through API	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Manage projector power schedule	No	No	Yes	No	No	No	Yes	Yes	No	No	Yes
Manage IP address	No	No	Yes	No	No	No	Yes	Yes	No	No	Yes

(1) Available environmental values for G-Series may vary by model

(2) For projectors with a Flex brightness license

(3) For projectors with a Flex resolution license

A.2 Open source software

About Insights Management Suite Open Source Components

Insights Management Suite contains software components released under an open source license.

In *Open source software*, the list of open source components used in the system is shown, along with their license information and links to their source sites.

Location

- IMS main header > User icon > *Open source software*

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