

Remote Device Manager

User Manual

Latest Update

2025/10/10

Revision History

No	Date	Page	Update Point
1	Oct 18, 2024	-	Published User Manual version 1.0
2	Jan 17, 2025	-	Updated for Remote Device Manager v1.3
3	Apr 7, 2025	-	Updated for Remote Device Manager v1.4
4	Jul 18, 2025	-	Updated for Remote Device Manager v1.5
5	Oct 10, 2025	-	Major layout update. Updated for Remote Device Manager v1.6

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Overview

1.

Overview

What is Remote Device Manager?

Remote Device Manager efficiently supports the workflow from display installation to operation.

Remote Device Manager is a cloud service dedicated to corporate Bravia.

It enables a series of display management from initial settings at display installation to monitoring and control during operation, reducing man-hours and costs from installation to operation and ensuring stable display operation. Remote Device Manager provides two main functions: provisioning, which automates initial settings at installation, and monitoring and control, which monitors and remotely controls conditions during operation.

2.

Overview Overview of Provisioning

In this system, "provisioning" refers to the automation of initial display settings. This is one of the main functions of Remote Device Manager. It is designed to efficiently deploy a large number of displays, eliminating the need for remote control operations and greatly reducing on-site work.

Features and Benefits

Automation of Initial Settings

The settings are entered in advance on the cloud, and the settings are reflected in the field simply by scanning the QR Code with a smartphone.

Improved deployment efficiency

Multiple displays can be configured in a short time.

Prevents configuration errors

Prearranged settings are applied to prevent on-site human errors.

3

Overview

Overview of Monitoring and Control



Monitoring and Control is a function for remotely monitoring and controlling corporate Bravia. This function is available only for displays that have been initially configured by the Provisioning function of this system.

The status of the display in operation can be checked in real time, and quick actions can be taken or settings can be changed if an error occurs.

Features and Benefits

Error detection by remote monitoring

It monitors HDMI input, power supply, and network status, and displays an alert when an error occurs.

Real-time status check

Display operation status can be immediately checked via the cloud.

Remote control for quick recovery

Power control and configuration changes can be performed remotely to minimize downtime.

Flexible response to operational changes

Configuration changes and maintenance after deployment can be performed remotely.

Monitoring and Control is planned to be provided for a fee. The following icons are displayed on pages that describe the Monitoring and Control function in this document.



When provisioned in this system, the [Display Control Agent] app for "monitoring and control" is installed on the Bravia. This app includes the following software covered by Eclipse Public License 2.0.

- org.eclipse.paho:org.eclipse.paho.client.mqttv3

You are advised that you have the right to obtain, modify and redistribute the source code for this software under the terms of the Eclipse Public License 2.0.

The license terms for this software can be found in Bravia under Apps -> Display Control Agent (displayed after provisioning).

The source code for this software is also available on the web. You can download it from the following URL:

<https://oss.sony.net/Products/Linux/TV%20Applications/>

Please do not inquire about the contents of the source code.

4.

Overview

System Configuration (Supported Models and Browsers)

Supported Models for Bravia	Supported Browsers
<p>FY 20 Models: BZ40H</p> <p>FY 21 Models: BZ30J, BZ35J, BZ40J</p> <p>FY 23 models: BZ30L, BZ35L, BZ40L, BZ50L, BZ53L</p> <p># Firmware Version: 6.7283 or later</p>	<p>Microsoft Edge</p> <p>Google Chrome</p>

5.

Overview

What is a tenant?

Remote Device Manager introduces a unit of groups called tenants to efficiently manage multiple devices.

What is a tenant?

- A tenant is a unit for grouping and managing devices, such as by project or location.
- For example, you can create a tenant for each site or project, such as "Store A" or "Project B," and collectively manage devices and users within that tenant (tenant creation is required to use the provisioning/monitoring control function).
- Administrators and users can be assigned to each tenant, allowing separate permissions for operation and configuration.

There is also a group unit called "Company," which is higher than the tenant, but you can use this "Company" only if instructed by Sony (**please do not create a Company without Sony's instructions**).

6.

Overview Setup Flow (Until end of provisioning)

Preparation (Offsite)

■ What you need to prepare

- PC Web browser: Microsoft Edge/Google Chrome recommended
- Device information: QR code of MAC address on cardboard box, or serial number/Wired LAN MAC (MACE) * Not Wi-Fi MAC
- Network: Wired LAN (recommended) or WiFi SSID/password
- (Optional) Apps to install on the Bravia

■ What to do offsite (minimum configuration)

1. Access the Remote Device Manager site and create a Sony account
<https://apps.rdm.sony.net/>
2. Sign in to Remote Device Manager
3. Create a tenant
4. Create a device profile (settings that apply when provisioning devices) in the tenant
5. Register applicable devices in the tenant
 - Individual registration: Scan outer box QR or manually enter serial/MACE → Enter device name
 - Batch registration: Download CSV template → Enter MAC-E/device name → Upload
6. Set device profiles to the registered devices (link them)
7. Send URL for reading QR code to onsite workers

On-site work (onsite)

■ What you need to prepare

- Smartphone or PC web browser: Microsoft Edge/Google Chrome recommended

■ Provisioning procedure using a wired LAN (recommended)

1. Unpack the display → Connect to the wired LAN → Turn on the power
2. Wait until the QR code appears on the display screen.
3. Open the URL sent by the offsite worker with your smartphone or PC's web browser and scan the QR code.
4. Automatic initialization (provisioning) started → completed
5. In the device list of Remote Device Manager, make sure that the status is "Provisioned" or "Running."

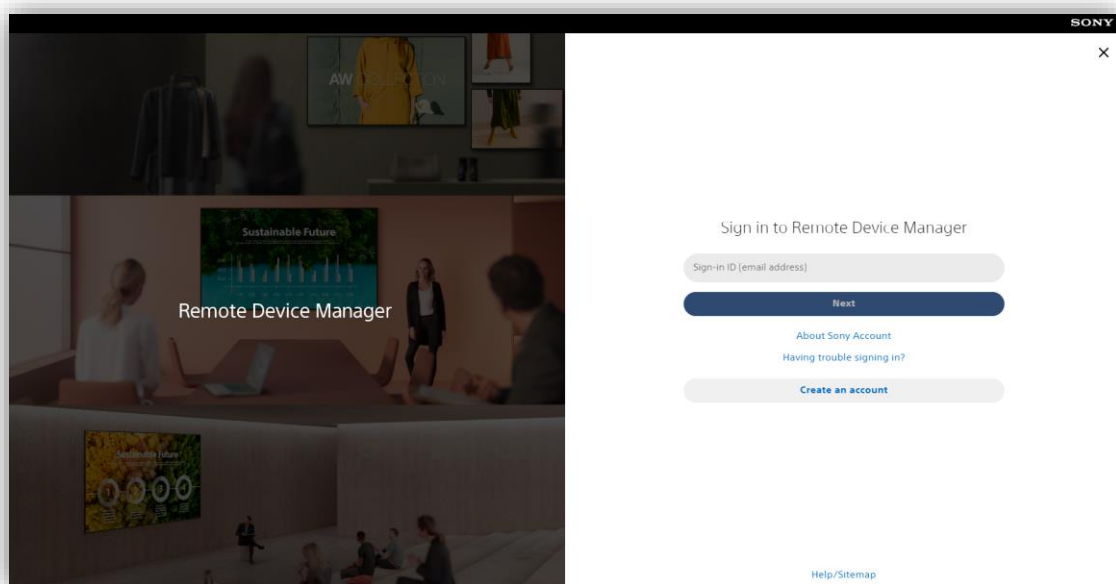
Preparation

1-1

Preparation Sign in

Sign in URL

<https://apps.rdm.sony.net/>



A [Sony account](#) is required to sign in.

When you sign in or create a new Sony account, you must agree to the Terms of Use and Privacy Policy.

1-2-1

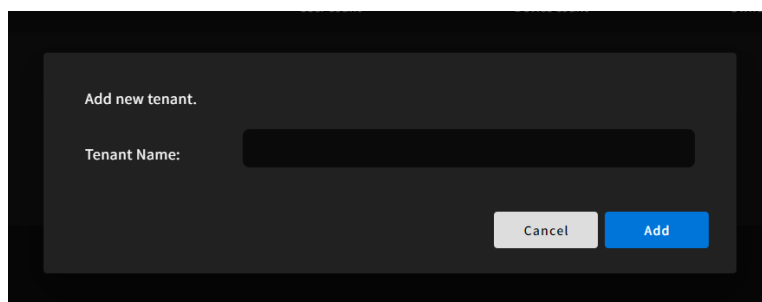
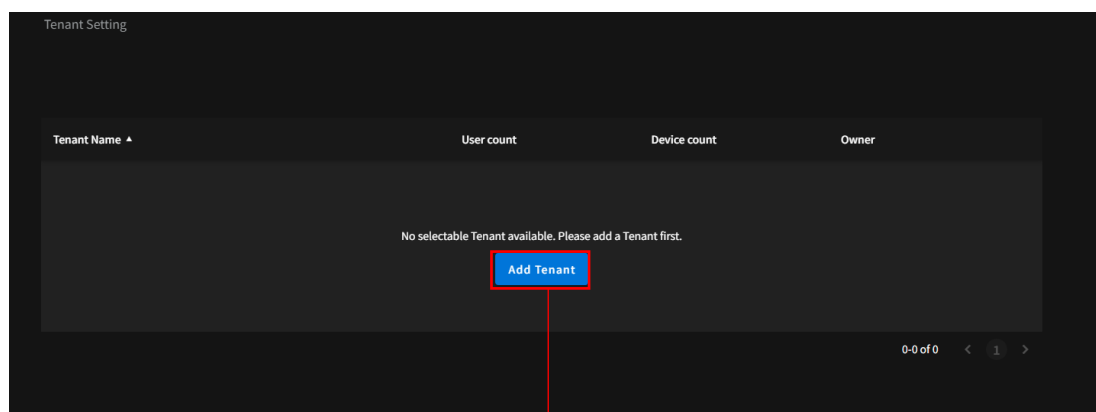
Preparation Create tenant (Initial setting)

After signing in, create a tenant from the tenant settings screen.

Step 1: Click "Add tenant"

Step 2: Enter any tenant name and click "Add."

Step 3: Go to 1-2-2 (next page)



1-2-2

Preparation Tenant list screen

In the tenant list screen, you can view a list of tenants and the information associated with each tenant.

Tenant Setting

🔍 Type to search

Add Tenant

Tenant Name ▲	User count	Device count	Owner	
sample tenant 1	1	0	rintaro.kudo.sony@gmail.com	⋮
sample tenant 2	1	0	rintaro.kudo.sony@gmail.com	⋮

1-2 of 2 < 1 >

- The option buttons at the right end of each list allow you to:
- Details: Moves to the [tenant details screen](#). For information about adding/removing users from a tenant, and setting roles, see the following pages:
 - Delete: Allows you to delete a tenant (only for users granted the Admin role).

1-2-3

Preparation Tenant detail screen (Add user)

You can invite (add) users to work in the same tenant.

Step 1: On the Tenant detail screen, select "User List" tab.

Step 2: Click "Add tenant user" button.

Step 3: Enter a user account (email address) and click the Add button.

You can assign roles to the added users by following the procedure below (*1).

Step 1: On the Tenant Details screen, select "User List" tab.

Step 2: Check the users whose roles have been changed.

Step 3: Click "Tenant Role Settings" displayed at the top.

Step 4: In the "Tenant Role Settings" window, select a role, and click the Apply button.

To delete a user, follow the procedure below.

Step 1: In the Tenant Details window, select "User List" tab.

Step 2: Select the check box for the user you want to delete.

Step 3: Click "Delete" at the top. (*2)

(*1) The added user does not have the Admin role. The Admin role is required to perform various settings and updates. For details about what each role can do, see the [List of roles] tab.).

(*2) A user in the Admin role cannot be deleted.

Device Profile

2-1

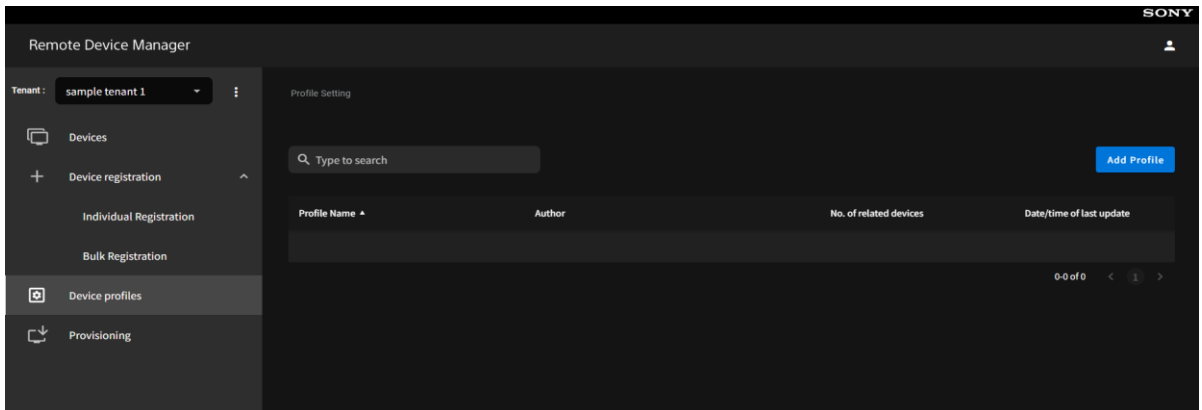
Device profiles

What is device profile?

A "Device Profile" is a set of settings to be provisioned to a device.

A "Device Profile" can be associated and provisioned to multiple devices to achieve a desired state on multiple devices at once.

Navigate to "Device Profiles" and create a device profile.



Step 1: Click "Device Profiles" in the sidebar.

Step 2: Click "Add Profile".

Step 3: Go to 2-2 (next page).

2-2

Device Profile Add Device Profile

[Info] [Apps] [Basic Settings] [Pro Settings] You can define the settings that apply to Bravia in each view. For specific setting items, refer to Next page.

Profile Setting > Add Profile

Information Apps Basic setting Pro setting

* Required items

Profile name

Model name

System software update
Do not update

Mode
Normal mode

PPS Service provider ID

User data

Info

Profile Setting > Add Profile

Information Apps Basic setting Pro setting

Register app Add from registered apps

App name	File	Package	Version	Size
----------	------	---------	---------	------

App

Profile Setting > Add Profile

Information Apps Basic setting Pro setting

* Required items

Display
Basic

Picture mode
Standard

Auto picture mode

Brightness
35

Network & Internet
Wireless

IP settings
DHCP

Basic Settings

Profile Setting > Add Profile

Information Apps Basic setting Pro setting

* Required items

AC power on
Standard

PC input optimization

Wake-up on signal
Disable

Home key behavior

Pro Settings

Reference: Device profile setting list (provisioning) [1/6]

*Required

Tab	Setting item	Value	Default value
Information	Profile name *	-	(Blank)
	Model series *	Displays supported models. Multiple selections are allowed.	(Blank)
	System software update	Update/not update	Update
	Mode	Normal mode/Pro mode	Normal mode
	Location	Japan (JP)/U.S.A./Canada (UC)/Europe (EU)	Determined from the country information of the operating user's Sony account.
	RMS Service Provider ID (*)	-	(Blank)
	User Data (*) (Blank)	-	(Blank)
App	Register app ->On the app registration page, you can choose whether to run the app after provisioning (normal mode only).] If you want the app to run automatically after provisioning to Pro mode, set the following values: [Pro Settings tab > Initial input: Android app] You can also choose whether to allow automatic permission in the permission dialog that the app displays during installation.	(Button)	(Button)
	Add from registered apps	(Button)	(Button)

*Required only when using Cloud API (You do not need to enter this if you are using Remote Device Manager only.). For details, see the Cloud API implementation guide.

Tab	Category	Settings		Value	Default value
Basic settings	Display	Picture mode		dynamic Standard Vivid Cinema Game Graphics Photo Custom	Standard
		Auto picture mode		On/Off	Off
		Light Sensor		On/Off	On
		Auto luminance level ("Model Series" is "BZ30L(98inch),BZ50L,BZ53L, BZ40J".)		On/Off	On
		Auto tone curve ("Model Series" is "BZ30L(98inch),BZ50L,BZ53L, BZ40J".)		On/Off	On
		Brightness		0-50	35
	Network & Internet	IP settings		DHCP/Static	DHCP
		(When "IP settings" is "Static")	IP address*	(manual input)	192.168.1.128
			Network prefix length	8-32	24
			Gateway	(manual input)	192.168.1.1
			DNS (Up to two entries can be specified. If two, use ", " separator.)	(manual input)	8.8.8.8,8.8.4.4
		Proxy settings		None Manual	None
		(When "Proxy settings" is "Manual")	Proxy hostname*	(manual input)	proxy.example.com
			Proxy port	1-65535	8080
			Bypass proxy for	(manual input)	example.com,mycomp.test.com,localhost

Reference: Device Profile setting list (Provisioning) [3/6]

Tab	Category	Settings		Value	Default value	
Basic settings	Network & Internet	Wi-Fi				
		#When provisioning with wired, this setting is enabled after unplugging the LAN cable.		On/Off	Off	
		(when "Wi-Fi" is On)	Network name*		(manual input)	(blank)
			Security		None WEP WPA/WPA2 PSK	None
			(when "Security" is other than "None".)	Password*	(manual input)	(blank)
			Connect		On/Off	On
			IP settings		DHCP Static	DHCP
			(when "IP settings" is "Static".)	IP address*	(Numeric)	192.168.1.128
				Network prefix length	8-32	24
				Gateway	(manual input)	192.168.1.1
				DNS (up to two entries can be specified. If two, use ", " separator)	(manual input)	8.8.8.8,8.8.4.4
			Proxy settings		None Manual	None
			(When "Proxy settings" is "Manual")	Proxy hostname*	(manual input)	proxy.example.com
				Proxy port	1-65535	8080
				Bypass proxy for	(manual input)	example.com,mycomp.test.com,localhost
		Authentication(*1)		Normal None Pre-Shared Key Normal and Pre-Shared Key	Normal	
		Pre-Shared Key(*1)		(manual input)	(blank)	
		Communication mode(*1)		HTTP/HTTPS	HTTP	
		Simple IP control		On/Off	Off	
		Control4®		On/Off	Off	
	About	Automatic check for software update		On/Off	Off	
		Device name		(manual input)	(blank)	

(*1) Depending on the package version and manufacturing date of the BRAVIA, the items that can be configured on BRAVIA will be divided into three categories.

Case A:Devices with system software version earlier than 6.8088
Case B:Devices with system software version 6.8088 or later, released before 2025/8/1
Case C:Devices with system software version 6.8088 or later, released on or after 2025/8/1

Reference: Device Profile setting list (Provisioning) [4/6]

Tab	Category	Settings	Value	Default value
Basic settings	Power	Power saving	Off/Low/High	Off
		Idle display power off standby	15 minutes 30 minutes 1 h 2 h 4 h 8 h 12 h 24 h Off	4 h
		Auto shut-off	On/Off	On
	Developer options	Stay awake	On/Off	Off
	Date & Time	Set time zone	Auto London Tokyo	Auto
	Language	Language	(available languages in BRAVIA Setting)	English(United States)
	Remote & accessories	Bluetooth	On/Off	On

Reference: Device profile setting list (provisioning) [5/6]

Tab	Category	Settings		Value	Default value
Pro settings	AC power on	AC power on		Standard Always on Off	Standard
	PC input optimization	PC input optimization		On/Off	Off
	Wake-up on signal	Wake-up on signal		Disable Always enabled Input change only Specified hours	Disable
		(when "Wake-up on signal" is "Specified hours")	Start	AM/PM 00:00-11:59	0:0 AM
			End	AM/PM 00:00-11:59	0:0 AM
	Home key behavior	Home key behavior		Home menu Web app Web app/Home menu Android home app	Home menu
		(when "Home key behavior" is "Web app, Webapp/home menu".	Web App*	(manual input)	(blank)
	NTP server	NTP server		(manual input)	(blank)
	Pro mode lock	Pro mode lock		(Input 4-digit PIN)	(blank)
	Charge USB during Standby mode / Network standby mode	Charge USB during Standby mode / Network standby mode		On/Off	Off
	USB drive auto run	Import settings		On/Off	Off
		Install BPK		On/Off	Off
		Launch web app		On/Off	Off
		Install web app		On/Off	Off

Reference: Device Profile setting list (Provisioning) [6/6]

Tab	Category	Settings		Value	Default value
Pro settings	Font Scale	Font Scale		0.25~5.0(0.01 step)	1
	Initial input source	Initial input source		Default External input Start-up app Android app	Default
		(when "Initial input source" is “External input”)	External input	HDMI1 HDMI2 HDMI3 HDMI4 AV	HDMI1
		(when "Initial input source" is "startup app")	Set URI of startup app*	(manual input)	(blank)
		(when "Initial input source" is “Android app”)	Package name*	(manual input. Or auto input from the app that added in the profile)	(blank)
			Activity name*		(blank)
			Intent data		(blank)
			Intent extra key		(blank)
			intent extra value		(blank)
		Power Scheduling	Power Scheduling		Daily Weekly Off Custom
	(when "Power scheduling" is "Daily, Weekly")		Power On	AM/PM 00:00-11:59	0:0 AM
			Power Off	AM/PM 00:00-11:59	0:0 AM
	(when "Power scheduling" is "Weekly")		Weekly	Sunday-Saturday On/Off	Off
	(when "Power scheduling" is “Custom”)		Power On Time Range	Time Zone Time	Time Zone:JST Time: 00:00 AM
	Periodic restart	Periodic restart		Daily Weekly Off	Off
		(when "Periodic restart" is "Daily, Weekly")	Time	AM/PM 00:00-11:59	0:0 AM
			Forced restart while display is on	On/Off	Off
		(when "Power scheduling" is "Weekly")	Weekly	Sunday-Saturday On/Off	Off
	Display/Re mote controls	Display control		On/Off	On
		IR remote control		On/Off	On
		Bluetooth remote control		On/Off	On
	External inputs restrictions	HDMI 1		Use with labels Use without labels Not Use	Use with labels
		HDMI 2			
		HDMI 3			
		HDMI 4			
		Video 1			
		Video 2			

2-3

Device profiles

Copy device profiles

You can copy a device profile that you created. You can also copy it to another tenant.

The screenshot shows the 'Profile Setting' interface. At the top, a message states: 'The operation will be performed for the selected profiles all at once. (1 profiles are selected.)'. Below this is a search bar and a table of profiles. The table has columns: Profile Name, Author, Model series, No. of related devices, and Date/time of last update. Two profiles are listed: 'H04f_DemoRoom65' and 'sample'. The 'sample' profile is selected. To the right of the table is a 'Copy' button. A blue arrow points from the 'Copy' button to a 'Copy Profiles' dialog box. The dialog box has a warning icon and the title 'Copy Profiles'. It contains the text 'Select a tenant from which to copy profiles.' and a 'Tenant' dropdown menu with 'test' selected. At the bottom of the dialog are 'Cancel' and 'Copy' buttons.

Profile Name	Author	Model series	No. of related devices	Date/time of last update
<input type="checkbox"/> H04f_DemoRoom65	provisioning.saas.test.01@gmail.com	BZ3SL	1	2024/10/18 16:39:17
<input checked="" type="checkbox"/> sample	provisioning.saas.test.01@gmail.com	BZ30J	0	2024/12/25 09:41:44

- Step 1: Select Device Profiles.
- Step 2: Click "Copy".
- Step 3: Select the destination tenant and click "Copy".

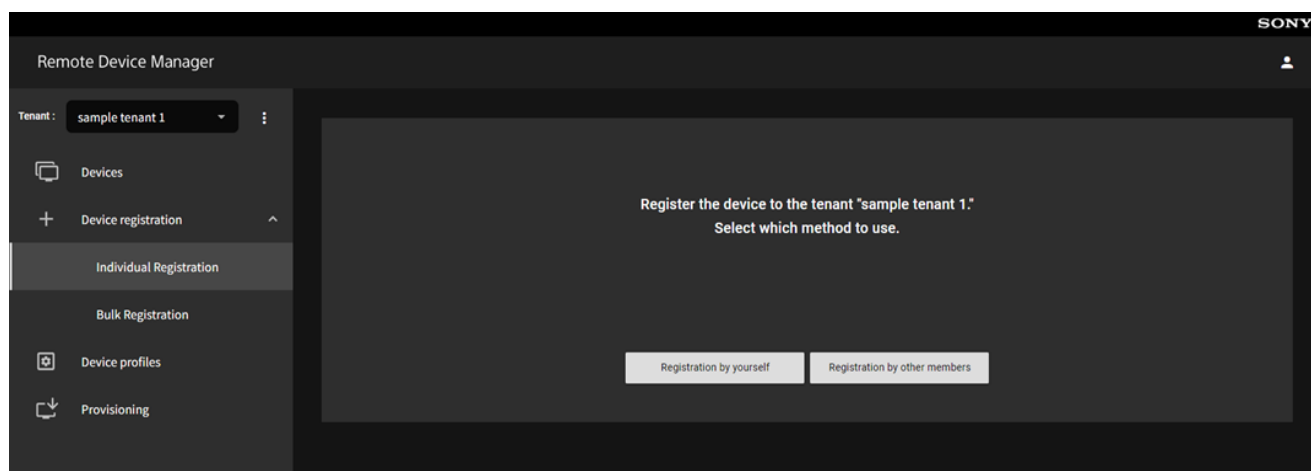
Device Registration

3-1

Device registration

Device registration (Individual registration)

The screen to register the device in the tenant is displayed.



Step 1: In the sidebar, click "Device registration" → "Individual registration." Click one of the following buttons depending on who is registering the device information.

[Register by myself]: When the signed-in user is registering.

[Register by others]: When someone other than the signed-in user is registering.

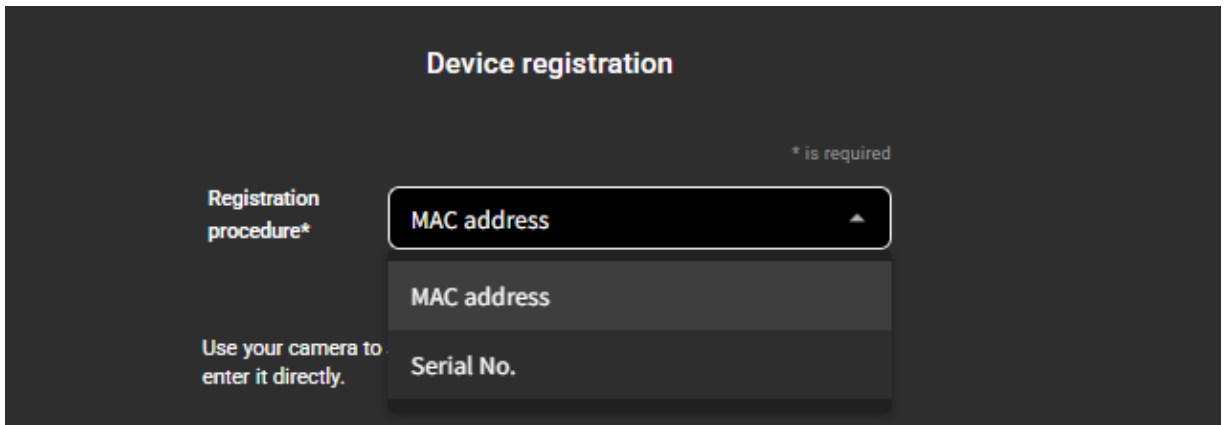
(Select this if you want someone who does not have access to the remote device manager to register the device)

3-2.a

Device Registration

Registering by the signed-in user

There are two ways to register devices: by MAC address or by serial number.



Step 1. Select a MAC address or serial number from the "Registration procedure" list box (*1).

If "MAC address" is selected → [3-2.a1](#)

If "Serial No." is selected → [3-2.a2](#)

(*1). To re-register the device that has been repaired, select "MAC address."

3-2.a1

Device Registration Registering by MAC Address

There are two ways to register a MAC address: "Scanning the QR Code" and "Manual Entry."

The camera will start up and allow you to read the QR Code attached to the package. The MAC address (wired) and model name will be entered automatically.

Assign a desired name to the device.

To enter a MAC address manually, enter the MAC address here.

The model name is entered automatically. (For the repaired device, the model name may not be displayed.).

You can register predefined device profiles (*1).

(* 1) You can also assign device profiles later. Refer to [3-4](#).

(* 2) If a repaired device is assigned a device profile that contains multiple model series, the device profile may be canceled after provisioning. In this case, assign the device profile to the corresponding device again (refer to [3-4](#)).

3-2.a2

Device registration Registration by serial number

Device registration

* is required

Registration procedure* **Serial No.**

Enter the serial number and model.

Device name*

Serial No.*

Model*

Region* **Europe(EU)**

Profile **None**

Register

Give the device an arbitrary name.

Enter the serial number manually.

Select the applicable model name.

Select the applicable region.

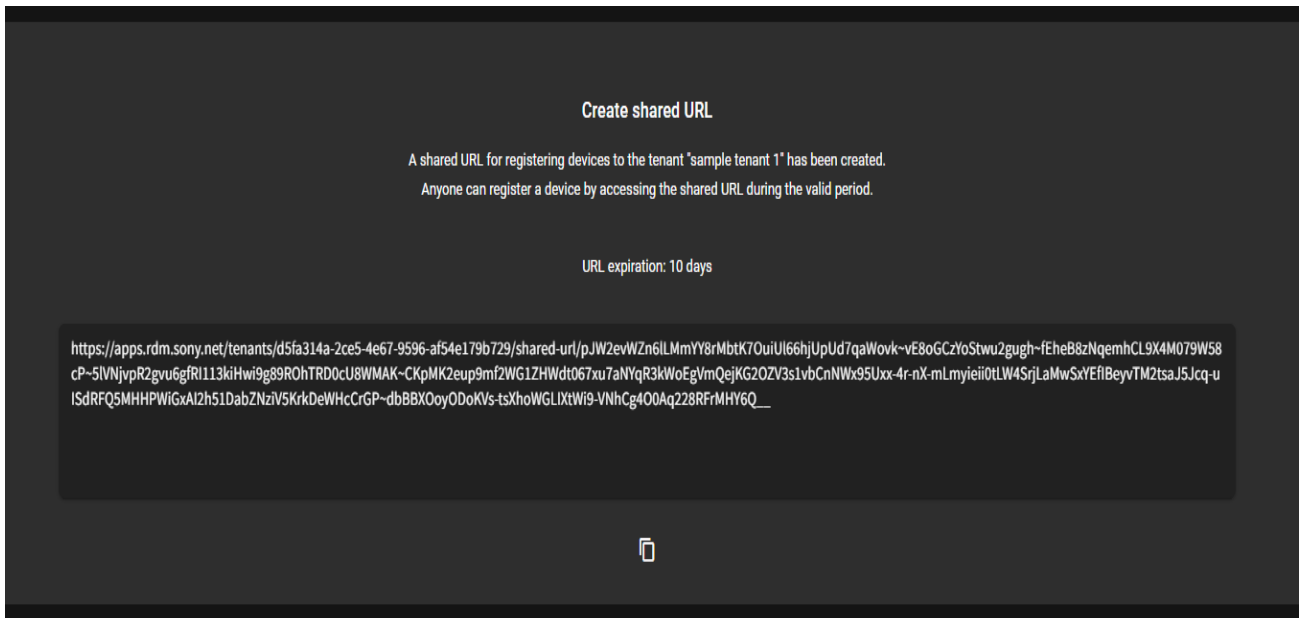
Register a predefined device profile. (* 1)

(*1) You can set (link) a device profile later. Refer to [3-4](#).

3-2.b

Registering devices Registering by others

You can issue the URL of the device registration screen with an access time limit. By sharing the issued URL, you can request work to those who do not have a Remote Device Manager account.



Remote Device Manager Operator

- Step 1: Click the button to copy the URL.
- Step 2: Send the URL to the worker by email.

Worker

- Step 3: Open the URL in the browser on the smartphone or other device (*1)
- Step 4: Follow the on-screen instructions to register the device (See [3-2.a1](#) or [3-2.a2](#))

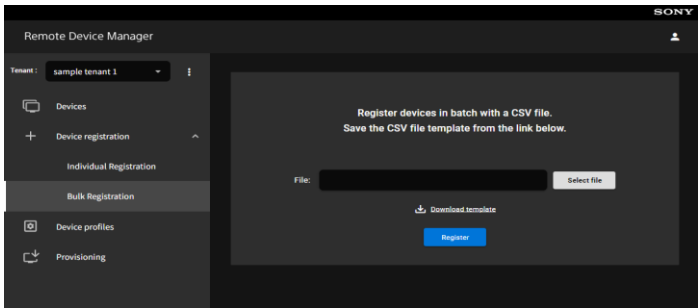
(*1) If the window does not open when you click the URL on the smartphone, copy the URL and paste it into your browser.

3-2.c

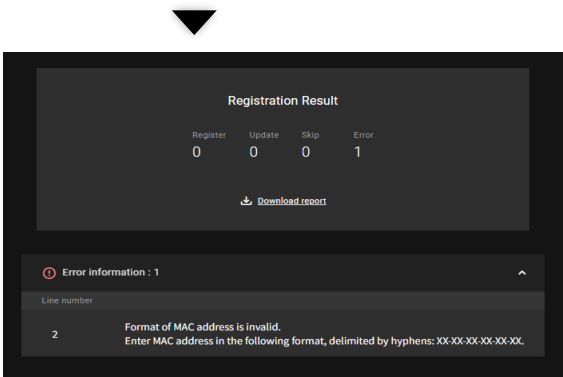
Device Registration

Bulk Device Registration

You can register multiple devices at once.



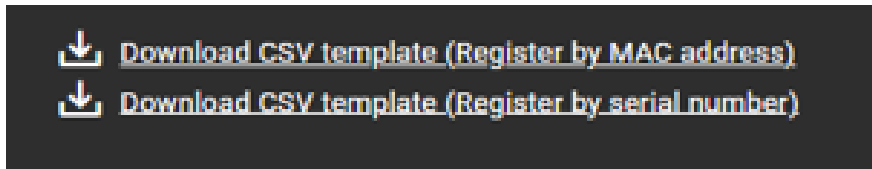
- Step 1: Click “Device registration” → “Bulk Registration” in the sidebar.
- Step 2: Download the CSV template file from the Download Template link. See the next page for details.
- Step 3: Update the CSV template file.
- Step 4: Upload the CSV template file from the Choose File button.
- Step 5: Click Register.



- Step 6: Check the number of registered devices. If an error occurs, update the CSV file. Refer to the error details, update the CSV file, and repeat from step 4 (Error details can also be downloaded as a report).
- *Conditions other than an error
- Update: If a device with the same MAC address exists, but there is a difference in the device name, device profile name, or tag, update the file.
 - Skip: If a device with the same MAC address exists, but there is no difference in the device name, device profile, and tag, skip the file.

About the CSV template file

There are two ways to register: by MAC address and by serial number (To re-register a device whose PCB has been replaced, be sure to download it from "Register by MAC address").



Registration by MAC address

```
MACAddress,DeviceName,ProfileName,Tag1,Tag2,Tag3,Tag4,Tag5,Tag6,Tag7,Tag8,Tag9,Tag10↓  
00-00-00-00-00-00,Main display,Signage_A,1F,Signage,,,,,,,,,↓
```

Enter the MAC address, device name, and device profile name. Tags can also be added for each device (*1) (If the tag is not registered, a new tag is created. See [here](#) for how to create and add tags from the UI.).

Registration by serial

```
SerialNumber,Model,"Region(Japan:JP, Europe:EU, United States & Canada:UC)",DeviceName,ProfileName,Tag1,Tag2  
XXXXXXX,FW-65BZ30L,UC,Main display,Signage A,1F,Signage,,,,,,,,,↓
```

Enter the serial number, model name, region, device name, and device profile name. You can also add tags for each device (*1).

For a region, enter the following character strings:

For Japan → "JP"

For Europe → "EU"

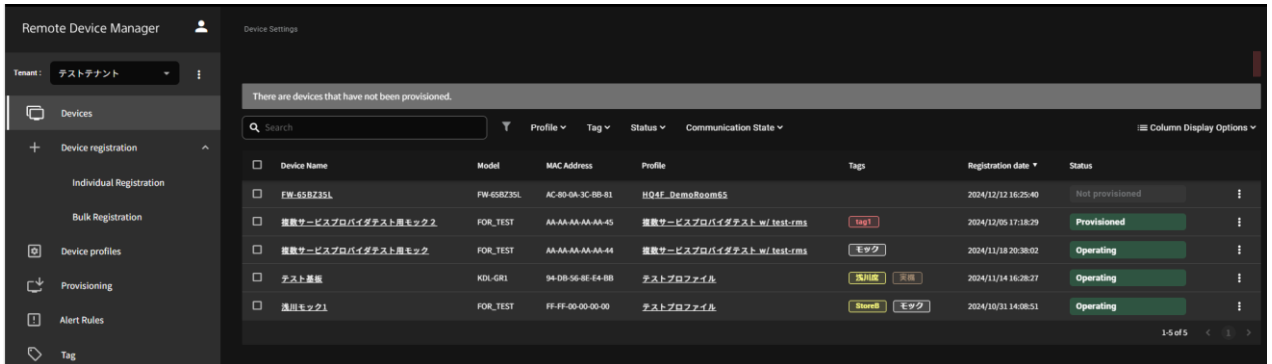
For the United States or Canada → "UC"

(*1) If a tag is not registered yet, a new tag will be created. For details on creating and adding tags from the UI, refer [here](#).

3-3

Device Registration Device list

You can see a list of registered devices in the Devices sidebar.



The screenshot shows the 'Remote Device Manager' interface. On the left is a sidebar with navigation options: 'Devices', 'Device registration' (with sub-options 'Individual Registration' and 'Bulk Registration'), 'Device profiles', 'Provisioning', 'Alert Rules', and 'Tag'. The main area is titled 'Device Settings' and contains a table of registered devices. A message at the top of the table states: 'There are devices that have not been provisioned.' The table has columns for 'Device Name', 'Model', 'MAC Address', 'Profile', 'Tags', 'Registration date', and 'Status'. The status column shows 'Not provisioned' for the first device and 'Provisioned' or 'Operating' for the others. Each row has a checkbox on the left and a three-dot menu on the right.

	Device Name	Model	MAC Address	Profile	Tags	Registration date	Status
<input type="checkbox"/>	FW-65B2735L	PW-65B2735L	AC-80-0A-3C-BB-81	HQ4F_DemoRoom65		2024/12/12 16:25:40	Not provisioned
<input type="checkbox"/>	複数サービスプロバイダテスト用モック2	FOR_TEST	AA-AA-AA-AA-AA-45	複数サービスプロバイダテスト w/ test-rms	tag1	2024/12/05 17:18:29	Provisioned
<input type="checkbox"/>	複数サービスプロバイダテスト用モック2	FOR_TEST	AA-AA-AA-AA-AA-44	複数サービスプロバイダテスト w/ test-rms	モック2	2024/11/18 20:38:02	Operating
<input type="checkbox"/>	テスト基盤	KDL-GRI	94-D8-56-8E-E4-BB	テストプロファイル	基盤1 基盤2	2024/11/14 16:28:27	Operating
<input type="checkbox"/>	逸出モック1	FOR_TEST	FF-FF-00-00-00-00	テストプロファイル	基盤1 基盤2	2024/10/31 14:08:51	Operating

You can check information about the registered devices.
You can check the current device status and device profile settings.
By clicking an item name in the list, you can sort items by that item.

(*1) If a message "Not all devices have been profiled." appears, register (link) the device profile to the device. If you do not do this, provisioning cannot be executed.

3-4

Device Registration From the device list Device profiles Set (link)

You can set a device profile for multiple devices from the device list.

The operation will be performed for the selected devices in batch. (1 devices are selected.)

Configure Tag ▾Configure Profile ▾

Q Search

Profile ▾Tag ▾Status ▾Communication State ▾Alert Rules ▾Alert Rules with Active Alerts

<div><div></div></div>	Device Name	Model	MAC Address	Profile	Tags	Registration date ▾	Status
<div><div><div></div></div></div>	FW-65BZ35L	FW-65BZ35L	AC-80-0A-3C-BB-81	HQ4F_DemoRoom65		2024/12/12 16:25:40	No
<div><div><div></div></div></div>	複数サービスプロバイダテスト用モック 2	FOR_TEST	AA-AA-AA-AA-AA-45	複数サービスプロバイダテスト w/ test-rms	<div>tag1</div>	2024/12/05 17:18:29	Pro

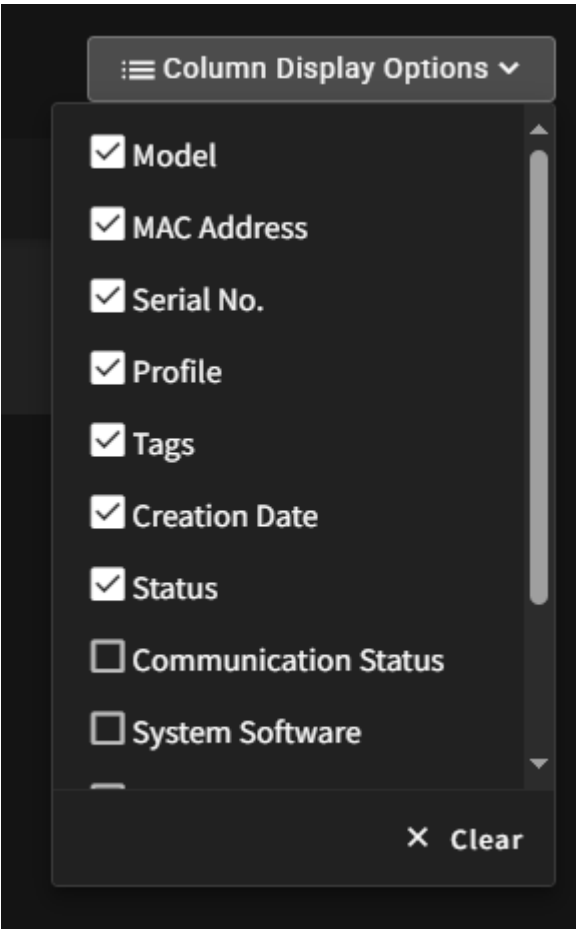
In "Devices," click the check button for the corresponding device, then proceed to "Profile settings."

Select a profile, then click "Apply" in the displayed dialog box (*1).

(* 1) If you apply a device profile with multiple model series to a repaired device, the device profile may be released after provisioning. In this case, apply the device profile to the corresponding device again.

Note:Column View Options

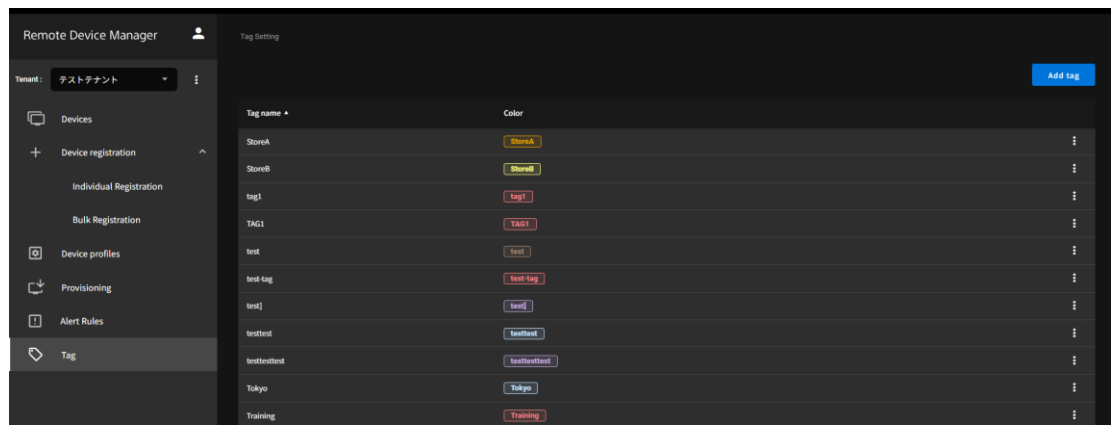
Click the Column View Options button on the Devices screen to customize the items displayed in the device list.



Note:Use tags to organize your devices

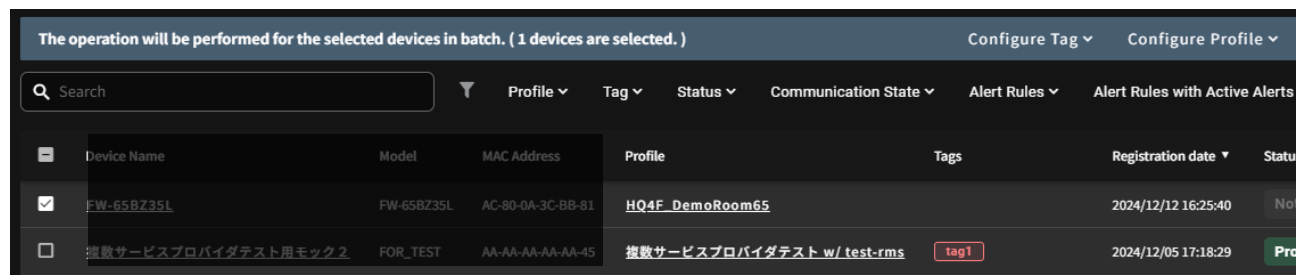
You can create tags and add tags to your devices to organize them.

■ Create tags



In Tags in the sidebar, click Add Tags.

■ Add tags to your devices



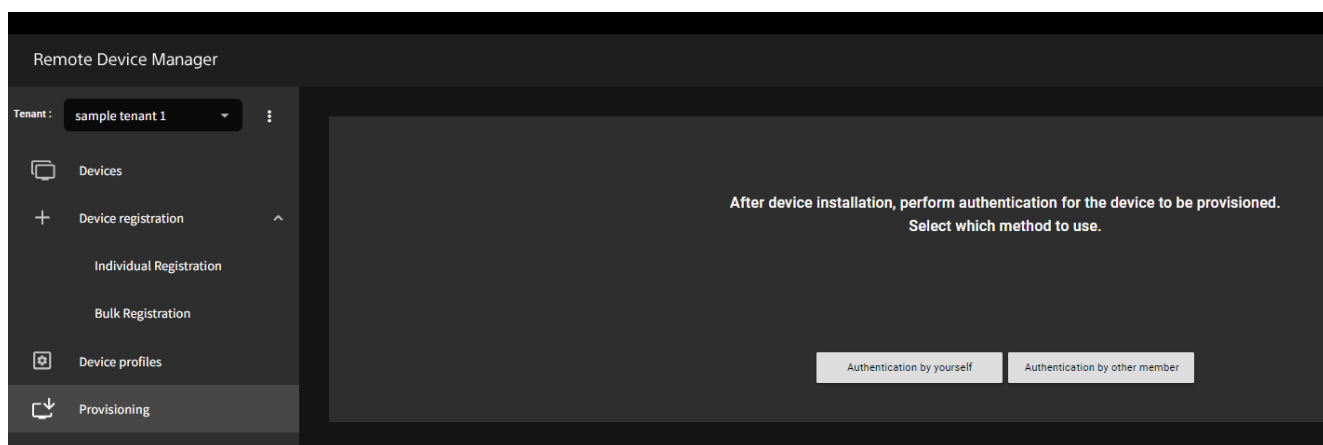
In Devices in the sidebar, click the checkbutton for the target device, then click Tag Settings.
Select some tags, then click Settings.
Then click Apply in the dialog that appears.

Provisioning

4-1

Provisioning Provisioning screen

Start provisioning an enrolled device.



Click Provisioning in the sidebar.

Click one of the following buttons, depending on who will authenticate and begin provisioning the device:

"Authentication by yourself":

For the signed-in user to provision

" Authentication by other member ":

For someone other than the signed-in user to provision

(Select this if provisioning is done by someone who does not have access to a remote device manager)

4-2.a

Provisioning Provisioning by the Signed-in User

When provisioning by a signed-in user

TV (Bravia)

Step 1: Unpack the device.

Step 2: Connect to a wired LAN.

Step 3: Turn on the display (For information on provisioning a Wi-Fi environment, see

[How to provision in a Wi-Fi environment.](#))

Step 4: Wait for the QR code to appear on the screen. **Do not interact with the screen until it appears.**

***Wait on the language selection screen until the QR code pops up. If you select a language before the QR code appears, an error will occur and you will have to start over.**

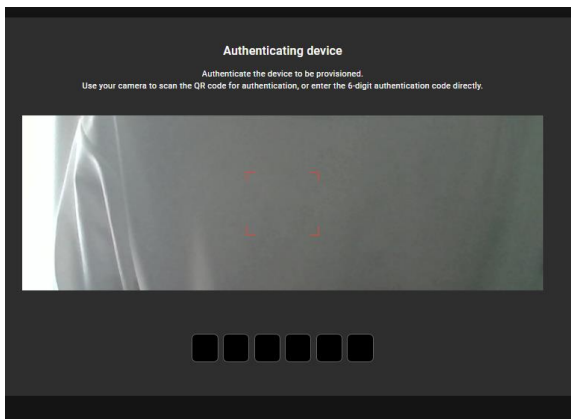
*If the QR code is not displayed on the Bravia:

Check the network connection.

Make sure that the device profile is set (linked) to the target device.

After checking, turn the remote control OFF/ON.

Remote Device Manager



Step 5: Click "Provisioning" → "Authentication by myself" in the sidebar.

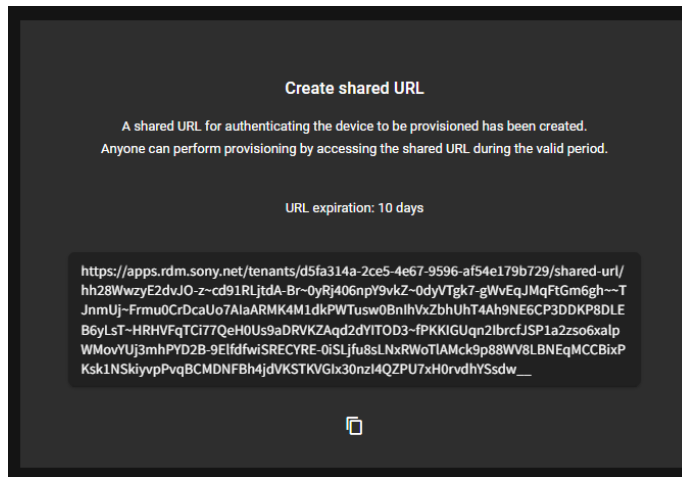
Step 6: Scan the QR code displayed on the Bravia with the camera or enter a six-digit number manually (*1). ->Automatic provisioning of the Bravia starts.

(*1) To use a camera, set the browser to allow use of the camera.

4-2.b

Provisioning Provisioning by Others

You can issue a URL for provisioning with an access time limit.
By sharing the issued URL, you can request work to those who do not have a Remote Device Manager account.



Remote Device Manager Operator

- Step 1: Click the button to copy the URL.
- Step 2: Send the URL to the worker by email.

Worker

- Step 3: Perform step 1~4 in [4-2.a](#).
- Step 4: Open the URL in the browser on the smartphone or other device (*1).
- Step 5: Perform step 6 in [4-2.a](#).

(*1) If the screen does not open when clicking the URL on the smartphone, copy the URL and paste it into the browser.

Supplement: How to provision under Wi-Fi environment (1/2)

You can provision in a Wi-Fi environment instead of a wired environment.

◆Device profile settings (Remote Device Manager)

1) Create/edit a device profile which you want to apply to the devices to provision under Wi-Fi environment

- From the sidebar, go to "device profiles" > "Add/Edit device profile"
- Go to the "Information" tab
- Set "System Software" to "Do not update"

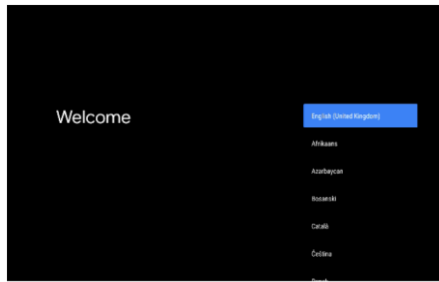
*If you set "Update to the latest version", you will need to manually enter the Wi-Fi information again after the update process is finished.

2) Connect the created device profile to devices you want to provision.

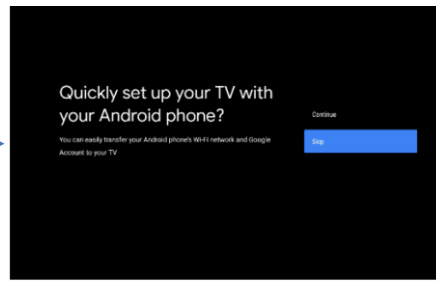
Next Page ➡

Supplement: How to provision under Wi-Fi environment (2/2)

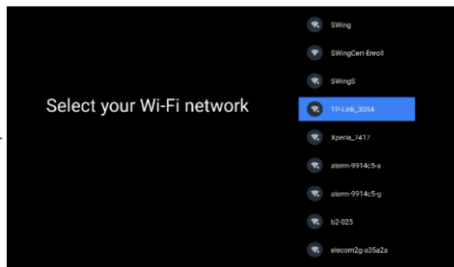
3) After activating the device, perform the following steps (BRAVIA)



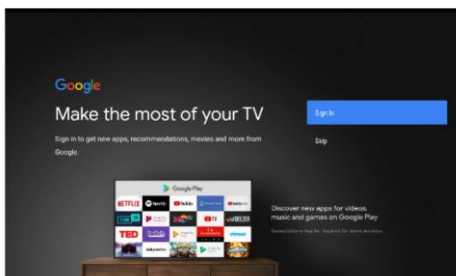
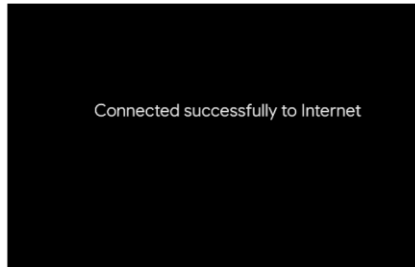
① Welcome:
Select "English"



② Quick set up:
Select Skip

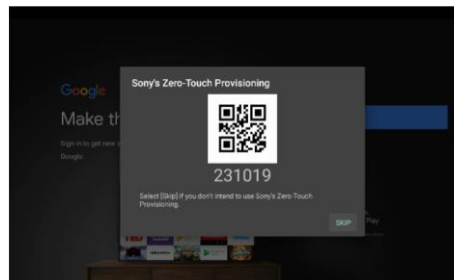


③ Wi-Fi network:
Proceed to Wi-Fi settings



④ After Wi-Fi network connection:
RC OFF/ON

***DO NOT** control the device other than RC OFF/ON. Otherwise provisioning procedure will fail.



⑤ QR code will show up

➡ Same steps as Wired Prov.

Supplement: DPC APK Installation

DPC APK can be installed only for partners who have been configured by Sony.

◆Preparation

Partners who wish to install the DPC APK should notify Sony prior to Remote Device Manager operation (at least one week before).

*For DPC APK installation, Fingerprint information of Digital Certificate is required. If you need more information on getting Fingerprint information, please contact Sony.

◆Installation method (operation on Remote Device Manager)

1) Create or edit a device profile which you want to apply to the devices installing the DPC APK.

- From the sidebar, select “device profile” > Add/Edit device profile
- Go to the “Information” tab
- Enter the “RMS Service Provider ID” of the partner you want to install the DPC APK
- Go to the “Apps” tab
- Register one DPC APK

*If two or more are registered, they will not be installed as DPC APK. Only one DPC is available for installation.

2) Apply the device profile to the device you want to install DPC APK.

3) Perform provisioning (QR code reading)

*Both wired and Wi-Fi environment provisioning is available.

➡DPC APK is installed during the provisioning process

Notes.

After installing the DPC APK, the following RMS Cloud APIs are not available (will result in an error)
/apk-permission/requests

Control & Monitoring

5-1

Control & Monitoring Device Details



You can monitor and control devices in the "Device Details" screen.

Step 1: Click "Devices" in the sidebar.

Step 2: Click the link of the device name -- > Display the "Device Details" screen related to the device.

The "Device Details" screen has 7 tabs. For the function of each tab, refer to the explanation of each page.

- [Information \(5-2\)](#)
- [Screenshot \(5-6\)](#)
- [Power Control \(5-7\)](#)
- [Settings \(5-3\)](#)
- [Apps \(5-4\)](#)
- [Change History \(5-8\)](#)
- [Alert History \(5-13\)](#)

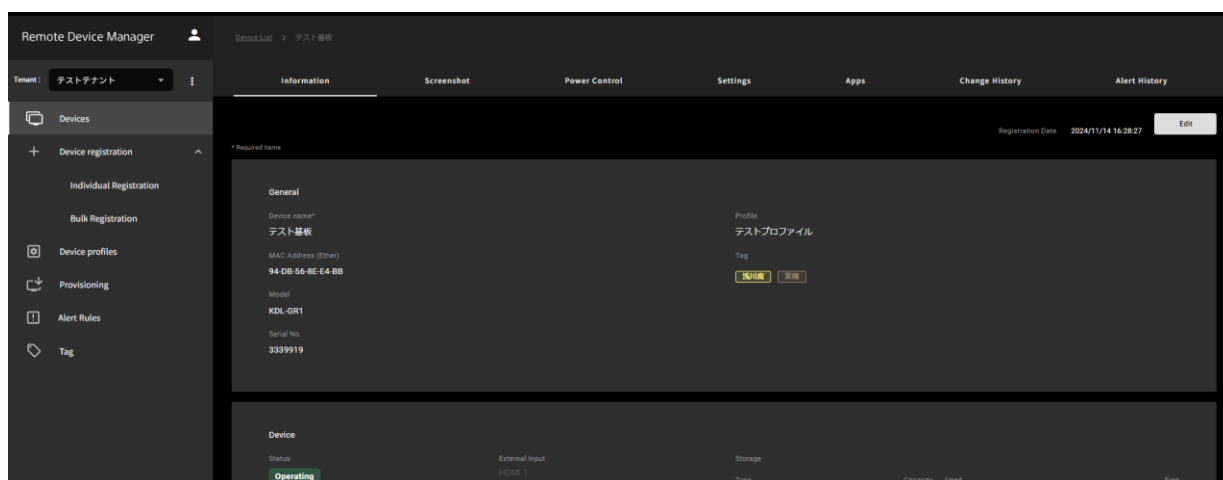
5-2

Control & Monitoring Checking and editing device information



You can check and edit device information on the Information tab of the Device Details window.

- Checking and editing device names
- Checking and editing related device profiles
- Checking, adding, and editing tags
- Checking device status, communication status, and external inputs
- Checking device storage information

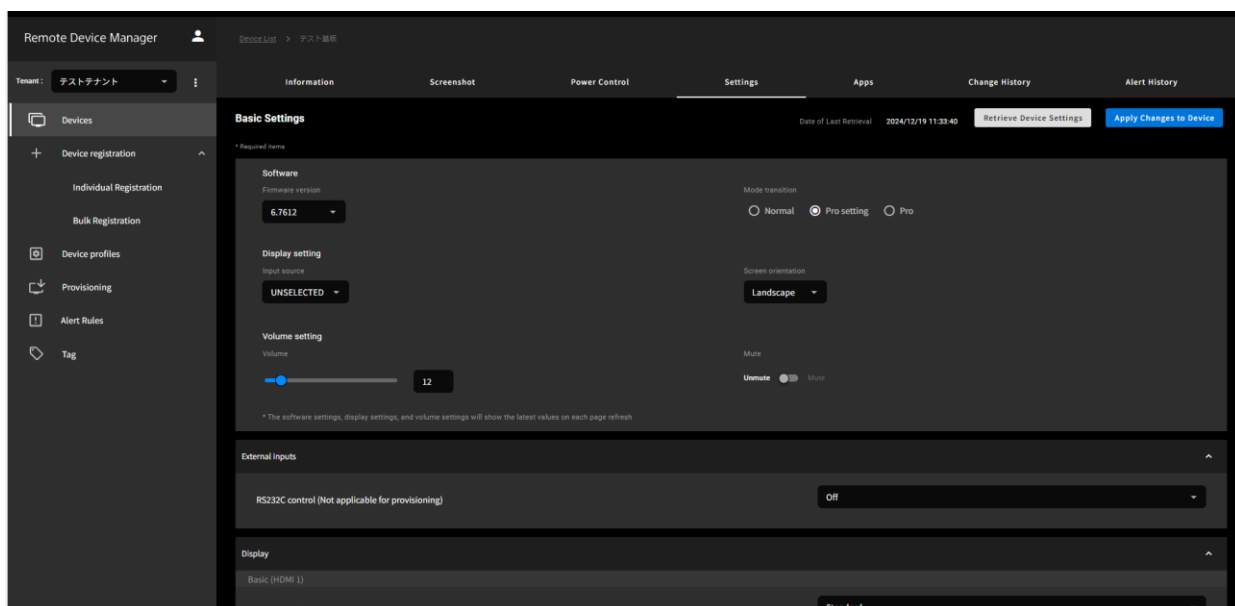


5-3

Control & Monitoring Changing Basic/Pro Settings



In the “Settings” tab of the Device Details screen, you can remotely change the basic/pro settings of your operating device. You can also update firmware, change volume, pro mode, and screen orientation.



To apply the changed settings to the device, click “Apply Changes to Device” button. Then click “Retrieve Device Settings” (*1) button.

- (*1)
- About Software/Display setting/Volume setting, the latest values are always displayed. But, about others, you can get the latest values clicking on “Retrieve Device Settings” button (Be careful when you execute "Get Device Settings" because the loading screen may appear on the Bravia when you get the latest values. If the latest status is not reflected on the browser screen, press the [F5] button to update the browser.).
 - Note that if you apply the following device profile, it will go offline and cannot be controlled or monitored from the Remote Device Manager.
 - When "Wi-Fi" =OFF in Wi-Fi environment
 - When the setting value is wrong in static IP address setting



Tab	Catego ry	Settings	Value	Default value
Basic settings	Software	Firmware version(*1)	(available Firmware version)	(current Firmware version)
		Mode transition	Normal Pro setting Pro	(current mode)
	Display seting	Input source	UNSELECTED HDMI1 HDMI2 HDMI3 HDMI4 AV	(current state)
		Screen orientation	Landscape Portrait	(current state)
	Volume setting	Volume	0-100	(current state)
		Mute	Unmute Mute	(current state)
	External inputs	RS232C control	Off Via HDMI port Via serial port	Via HDMI port
Pro Settings	Apps	Language	Enable/Disable	Enable
		Chromecast built-in	Enable/Disable	Enable

- (*1)
- During firmware version update, device connection error may occur in [“Device Details” screen](#). Also, screenshot cannot be taken. Please try again after firmware version update.
 - If the firmware download takes a long time, the task may be displayed as failed on the [“Change History” screen](#). However, unless there is a problem, the firmware download and update process will continue (no other operations can be performed on the device during the firmware download and update process). After waiting for a while, you can check the firmware version on the 'Settings' tab to determine if the update has been completed.

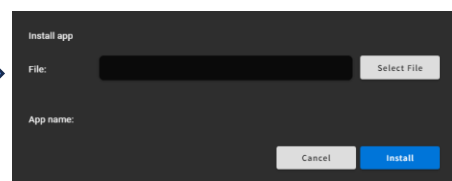
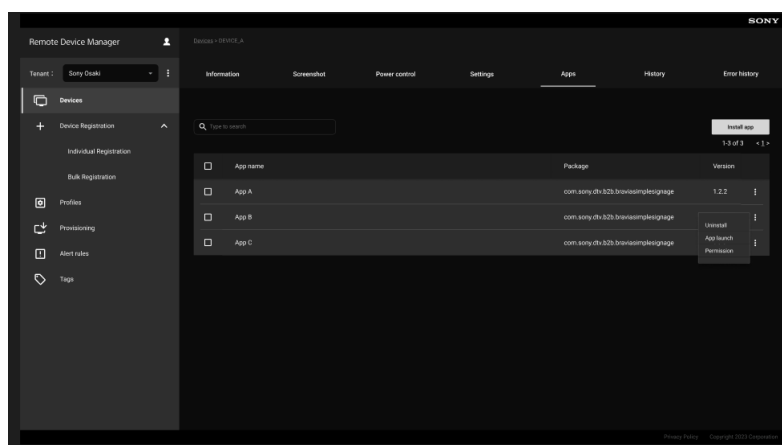
#For other basic/pro settings details, please refer [“Ref: device profile setting list \(provisioning\)”](#) slide.

5-4

Control & Monitoring Installing and Updating Apps



You can register apps on the "App Management" tab of the "Device Details" screen and install them on the device. You can also update already installed apps by registering the latest app.



Step 1: Click the "Install App" button

Step 2: Select an app on your PC from the "Select File" button

Step 3: Choose whether to automatically grant permissions in the permission dialog that appears during installation.

Step 4: Click the 'Install' button in the displayed dialog.

You can also access previously installed apps from this list.

Step 5: Enter the app name in the upper left search window (optional)

Step 6: Click the option button for the target app. Select the following options:

- Launch the App
- Uninstall the App
- Change the Permissions (*1) (*2) (*3)
 - Allow reading to external storage (*4)
 - Allow writing to external storage

(*1) You cannot change the permissions for pre-installed apps (apk).

(*2) You cannot change the permissions for apps (APK files) that do not request access to external storage.

(*3) When Allow Write is turned on, Allow Read is also turned on.

(*4) If you change this setting from Off to On, read permissions are granted to the actual app, but the setting in the dialog box remains off (restriction).

5-5

Control & Monitoring



Update settings for multiple devices at once / Operate multiple devices at once.

You can update settings for multiple devices in Profile Settings.

Step 1: Update the applicable device profile (*1).

Step 2: Click "Devices" in the left menu.

Step 3: Click the checkboxes for the devices whose settings you want to update.

Step 4: Click "Apply Profile".

For the items that can be updated, see [Reference: Device Profile Configuration List \(Provisioning\)](#) and [Reference: Configuration List \(Supervisory Control\)](#).

(*1) Note that if you apply the following device profile, the device will go offline and cannot be controlled or monitored from Remote Device Manager.

- When using in a Wi-Fi environment and Wi-Fi =OFF
- When the static IP address setting is incorrect

Additionally, you can turn devices on/off and restart them with a single operation for multiple devices.

Step 1: Click "Devices" in the left menu.

Step 2: Click the checkbox of the device you want to control.

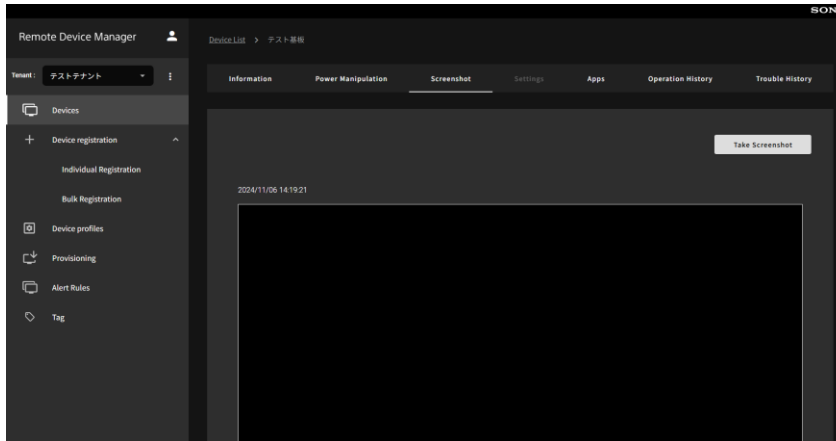
Step 3: Click "Power Operatiion" and select the desired operation (Device restart, power on, power off).

5-6

Control & Monitoring Taking Screenshots



On the "Screenshot" tab of the "Device Details" screen, click
You can obtain a screenshot of the screen.



Step 1: Click on "Take screenshot" button. (*1)

< Screenshot resolution >

- Actual screen
 - Home UI/Settings UI/App (without tunnel mode) →1920×1080 (*2)
 - HDMI/App (with tunnel mode) →320×180

(*1) You can't take a screenshot if BRAVIA is in screen OFF state or screen saver (DayDream) state

(*2) When the BRAVIA is placed vertically, the resolution gets 1920×1088.
For details on tunnel mode, refer to the following:

[Multimedia Tunneling](#) | [Android Open Source Project](#)

5-7

Monitoring Control Power Control



In case of trouble, you can reboot the device remotely, or manually turn the device on if the device is off on “Power Control” tab of “Device Detailed” Screen



■ Reboot

Step A: Click on “Device reboot” button.

■ Turn the device on

Step B: Click on “ON” button.

5-8

Control & Monitoring Change history



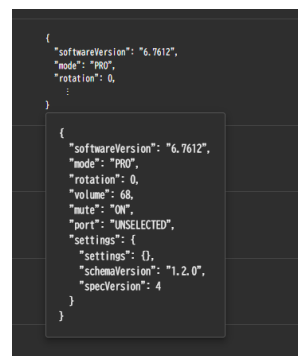
You can check past operations on Remote Device Manager on the Revision History tab of the Device Details window.

Operation Date	Executed by	Task Type	Task Details	Execution Status
2024/11/29 18:20:25	yusuke.morishigami@nccn.jp	Take screenshot	{ "softwareVersion": "6.7612", "mode": "PRO", "rotation": 0, : }	Completed 2024/11/29 18:20:25
2024/11/29 12:27:50	yusuke.morishigami@nccn.jp	Change device settings	{ "softwareVersion": "6.7612", "mode": "PRO", "rotation": 0, : }	Canceled
2024/11/29 11:27:11	provisioning.sasakawa@nccn.jp	Take screenshot	{ "softwareVersion": "6.7612", "mode": "PRO", "rotation": 0, : }	Completed 2024/11/29 11:27:11
2024/11/29 10:44:28	yusuke.morishigami@nccn.jp	Change power ON/OFF	{ "screen": "OFF", : }	Canceled
2024/11/28 20:49:20	provisioning.sasakawa@nccn.jp	Apply profile	{ "softwareVersion": "", "mode": "PRO", "settings": { : }, : }	Canceled

- Step 1: Select the year and month for which you want to check the history.
 Step 2: Filter the list (execution condition/task type/execution status).
 Step 3: Check the history.

List of Column Items:

- 1.Operation Date
- 2.Executed by
- 3.Task Type
- 4.Task Details(*1)
- 5.Execution Status
 - Pending(*2)
 - Running
 - Canceled(*3)
 - Completed (*3)
 - Failed (*3)



(*1) If the entire information isn't shown, you can see it when you can mouseover

(*2) "Cancel Task" button is displayed on right of status. If the button is clicked, status gets "Canceled"

(*3) Time when the status is changed is displayed on right of status.

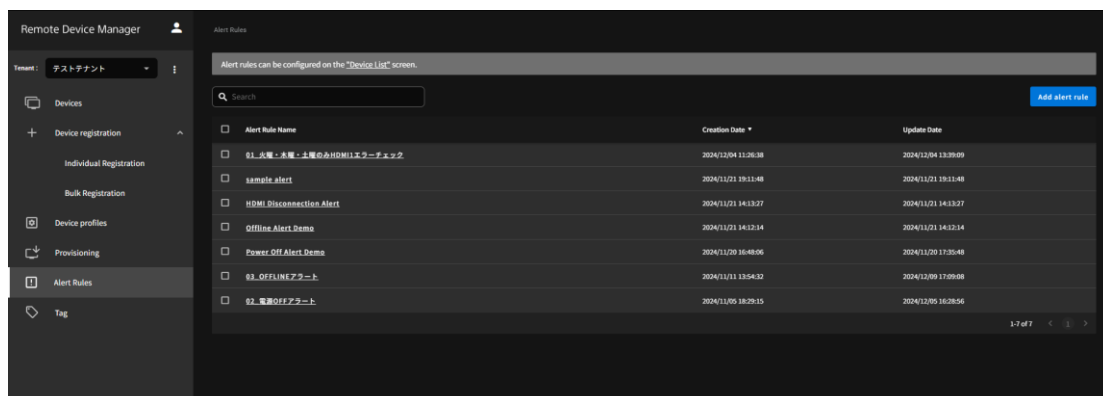
If the device was provisioned before 1/6/2025 and the control and monitoring features were not used, an error message ("The change history of the device could not be retrieved.") will be displayed when this screen is shown.

5-9

Control & Monitoring Alert rules



You can define conditions that trigger an alert from the Alert rules screen.



- Step 1: Select “Alert rules” menu on the left.
- Step 2: Click “Add alert rule”.
- Step 3: Move to 5 -10 (next page).

5-10

Control & Monitoring Add Alert Rule



Step 1: Input "Name"

Step 2: Input "Description" (optional)

Step 3: Select "Device status" that trigger alert. You can trigger alerts in the following status

- Power: ON/OFF
- Network: ONLINE/OFFLINE
- HDMI error: HDMI1-4

Step 4: Set "Time zone" and "Monitoring Time Range".

Step 5: If you want to set multiple "Monitoring Time Range", Click on "Add time range"(up to 15 patterns)

Step 6: If you want to receive email notifications when an alert occurs, turn on 'Email Notifications' and set the recipients. you can select recipients from tenant users and you can also add addresses other than tenant users(*1)

Step 7: Click on "Save" button

Step 8: Move to 5-11 (next slide).

(*1) End time indicates that monitoring will end at the end of that time (For example, if the end time is set to 10:00, monitoring ends at 10:01.). If you want to monitor 24 hours, set "From 00:00 AM, To 11:59 PM."

(*2) If you add an address other than a tenant user, an authentication email will be sent to that address. The user with the added address must click the URL in the authentication email within 24 hours. This operation will register the officially added address in the system (If you do not click within 24 hours, the added address will be discarded.).

5-11

Control & Monitoring

Set alert rules from the device list (link)



You can set alert rules to multiple devices from the device list (link).

The operation will be performed for the selected devices in batch. (2 devices are selected.)

Configure Tag

Configure Profile

Configure Alert Rule

Q Search

Profile

Tag

Status

Communication State

Alert Rules

Alert Rules with Active Alerts

	Device Name	Model	MAC Address	Profile	Tags	Registration date	Status
<input checked="" type="checkbox"/>	FW-65BZ35L	FW-65BZ35L	AC-80-0A-3C-BB-81	HQ4F_DemoRoom65		2024/12/12 16:25:40	Not provisioned
<input checked="" type="checkbox"/>	接続サービスプロバイダテスト用モック2	FOR_TEST	AA-AA-AA-AA-AA-45	接続サービスプロバイダテスト w/ test-rms	tag1	2024/12/05 17:18:29	Provisioned
<input type="checkbox"/>	接続サービスプロバイダテスト用モック	FOR_TEST	AA-AA-AA-AA-AA-44	接続サービスプロバイダテスト w/ test-rms	モック	2024/11/18 20:38:02	Operating

From “Devices”, click on the check button and go to “Configure Alert Rule”.
Select some alert rules and then click “Configure”.

5-12

Control & Monitoring If alerts are issued ...



You can identify the device with the alert from the device list.

Step 1: Click on “~ devices with active alerts”

→ The devices of the alerts are filtered and “Alert Rules with Active Alerts” item is displayed on device list.

Step 2: Click on “Alert Rules with Active Alerts” link.

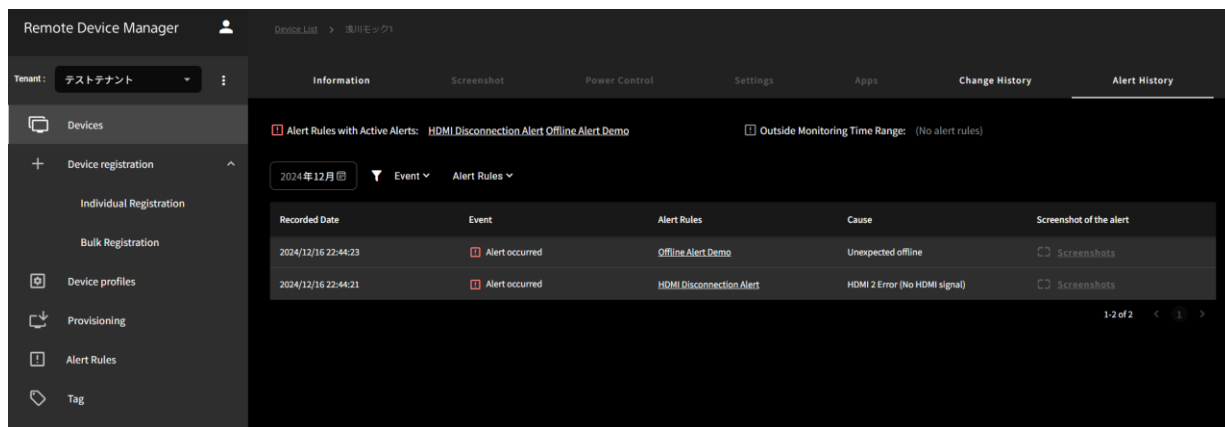
Step 3: Move to 5-13 (next slide).

5-13

Control & Monitoring Alert History



You can check the present and past alert to see what had happened to the device on “Alert History” tab of “Device Detailed” Screen



Step 1: Select year/month for which you want to view the history.

Step 2: Filter the list (Event/Alert Rules)

- If you come to this screen from “Alert Rules with Active Alerts” link on device list, the list is filtered as the present alert just is displayed.

Step 3: Check the Alert history

List of Column Items:

1. Recorded Date
2. Event
3. Alert Rules
4. Cause
5. Screenshot of the alert(*1)

< List of “Cause” >

- Unexpected power ON
- Unexpected power OFF
- Unexpected online
- Unexpected offline (*2)
- HDMI {n} Error (No HDMI connection) (*3)
- HDMI {n} Error (No HDMI signal) (*3)

(*1) You can see some screenshots before error if “HDMI error” happens. The max of the screenshots is 10.

(*2) Unexpected offline alert is triggered when a device loses connection to the server.

(*3) If “No HDMI connection” happens during “No HDMI signal”, “No HDMI connection” isn’t displayed on alert history

If the device was provisioned before 1/6/2025 and the control and monitoring features were not used, an error message will be displayed (“The alert history of the device could not be retrieved.”).

FAQ

#	Questions	Answers
1	If there is an error in the settings, what information is displayed and where is it shown?	Errors based on functionality are not displayed. The status of whether provisioning has been completed is shown in the device list Some of the cause of the errors are the followings; <ul style="list-style-type: none">- Network was disconnected- Controlled the display before the QR code appears on the screen- Registered broken or unsupported APK- Set the wrong "PackageName" and/or "ActivityName" in Pro Settings
2	If an error occurs, is there a way to execute it again?	You can execute it again by performing a Factory Data Reset (FDR) on the error dialogue.
3	Can you check which device profile is applied to which device?	You can check which device profile applied in the device list.
4	Does it operate 24/365?	It operates 24/7.
	How should it be used in cases where WiFi connection is required?	Please refer to "How to provision under Wi-Fi environment" page .

#	Questions	Answers
10	An error occurs when creating a Sony account.	Each location has its own age restrictions. If you enter a date of birth that is below the age limit when creating a Sony account, an error will occur. Please enter an appropriate date of birth.
11	I want to change the language on Remote Device Manager from Japanese to English, but I can't change it from 'My Page' - 'Account Settings'.	If you set 'Country/Region' to 'Japan', the language on Remote Device Manager will always be Japanese. If you want to operate in English, please create a new account with a 'Country/Region' other than 'Japan' and use that account.
12	Even if the correct MAC address is manually entered on the device registration screen, an error message saying 'Check whether the correct MAC address of the wired LAN is specified.' is displayed.	The MAC address must be the Wired LAN MAC address. Please check that you are not entering the Wi-Fi MAC address.
13	Even though the device registration should be correct, a message saying 'An error occurred while registering the device' is displayed.	The model series of the specified device profile may not match the device's model. Please check the model series of the device profile.
14	No matter how many times I try to add a user to the tenant, the same error message is displayed.	You may be trying to register a user who is already registered. Please check if the user you are trying to add is a duplicate.
15	The item I want to configure does not appear in 'Basic Settings/Pro Settings' and cannot be set.	Depending on the content set in the Information Tab model series, the items displayed in 'Basic Settings/Pro Settings' may vary slightly. (For example, 'Auto tone curve' is displayed in the basic settings screen for 'BZ40J', but not for 'BZ30J'). Please check if the model series in the Information tab is set correctly.
16	When trying to delete a tenant, the 'Delete' menu is disabled and the tenant cannot be deleted.	You can only delete tenants that you own (created). For tenants created by other owners, the 'Delete' menu is disabled. If you need to delete a tenant, please contact the owner.

#	Questions	Answers
17	The 'Delete' menu for the device profile you created is disabled, and you cannot delete it.	device profiles linked to devices have the 'Delete' menu disabled. Please unlink the device profile from the device before attempting to delete the device profile.
18	The 'Model Series' of the device profile is disabled and cannot be changed.	device profiles linked to devices cannot have their 'Model Series' changed. Please unlink the device profile from the device before changing the model series.
19	Can we use “RMS Cloud API” on the devices provisioned with Remote Device Manager?	If you re-provision the device, you can use “RMS Cloud API” on them. Please check the caution of provisioning for RMS Cloud API before re-provisioning.
20	Provisioning takes a very long time, as does the subsequent operation (the provisioning process alone takes more than 20 minutes). Is there any way to shorten the processing time?	There may be a misconfiguration in the router within the network. Please contact your network administrator. (This issue may occur if the device is assigned an invalid IPv6 address.)