

The Prometheus logo is displayed in white text on a dark red background. The background of the entire top section of the page is a colorful, abstract geometric pattern of overlapping triangles in shades of blue, green, yellow, and orange.

Prometheus[®]

Panel Management and User Management

User Guide

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Overview

Promethean Panel Management and User Management allow school technology administrators to centrally and remotely manage ActivPanel Elements series panels within their organisation and assign panel management permissions to staff members. These tools are designed to help administrators keep their ActivPanels secure, and ensure that teachers have access to the latest Promethean firmware, software, and apps. This guide outlines the steps to set up and use the myPromethean portal, User Management, and Panel Management.

Creating a myPromethean account

To use User Management and Panel Management, you need to create an account in the myPromethean portal. Create your account using your school's or organisation's email domain.

(For example, if you work for Seattle School District, then you would use the domain *seattleschools.org*.)

To create your myPromethean account:

1. Navigate to portal.mypromethean.com.
2. Select **Create a myPromethean account**.
3. Choose a way to sign up.
 - a. Option 1: Sign up with Google. Enter your credentials and connect your Google account.
The next time that you sign in, select **Sign in with Google**.
 - b. Option 2: Sign up with Microsoft (Office 365). Enter your credentials and connect your Microsoft Office 365 account. The next time that you sign in, select **Sign in with Microsoft**.
 - c. Option 3: Sign up with email. Complete the required fields in the form and verify your account.
The next time that you sign in, select **Sign in with email**.

Requesting admin setup for your organisation in the myPromethean portal

IT Administrators who need access to Panel Management and User Management can request admin setup for their organisation in the myPromethean portal.

Before you request admin setup, make sure that your job title in your account profile is set to **IT Administrator**.

To add or change your job title:

1. Sign in to portal.mypromethean.com.
2. Navigate to **Edit profile**.
3. Use the drop-down menu for **Job in your organisation** to select **IT Administrator**.

As an IT Administrator user, when you sign in to the myPromethean portal, you'll receive a welcome message asking if you would like to request admin setup.

- To proceed with the request, select **Request admin setup**.
- To ignore the message, select **Remind me later**.

You can also request admin setup at any time by selecting **Request admin setup** from the **Manage devices** section of the myPromethean homepage or by navigating to portal.mypromethean.com/request.

Requesting admin setup for your organisation in the myPromethean portal

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To submit the admin setup request on behalf of your organisation:

1. Select **Request admin setup** from the welcome message or the myPromethean homepage, as described.

2. Fill out the **Admin setup request form** with the required information.

Note: Only one person from your organisation should submit the request form. The person who submits the request form will be assigned the role of Organisation Administrator.

- **Your location:** Enter your location information to help our team find your organisation in our system. All location fields are required except the postal code.
- **Your organisation:** Enter the preferred name for your organisation. If it is a commonly used name, please add other information to the name that will make it unique to you.
- **Your organisation domain:** If possible, enter the email domain name for your organisation and identify whether this domain is used by only one organisation. Entering a unique domain ensures that users with this email domain are automatically added to your organisation. If your organisation does not use a unique domain, or if you do not provide a domain on the form, then users will need to be added manually.

3. View the Terms and Conditions and select the checkbox to confirm that you have read the terms and that you have the authority to request admin setup on behalf of your organisation.

4. Select **Submit**.

5. You'll receive an on-screen notification that your admin setup request was received, as well as an email notification that your request is being processed.

6. You'll receive another email when your setup request is complete.

Accessing multiple organisations

You can access all of the organisations that you belong to from your single myPromethean portal account.

To change the organisation that you are accessing in the portal:

1. After signing in to the myPromethean portal, select your organisation name in the navigation bar.

The organisation name appears in the box with the profile icon .

2. Use the organisation drop-down menu to select the organisation that you want to access.

(This drop-down menu will only appear if your account is connected to more than one organisation.)

3. To change your default organisation, select **Edit profile**.

Accessing multiple organisations in the myPromethean mobile app

You can also access multiple organisations in the myPromethean mobile app. To change the organisation that you are accessing in the mobile app:

1. In the **Profile**  tab of the myPromethean app, use the drop-down menu to select the organisation that you want to access. (This drop-down menu will only appear if your account is connected to more than one organisation.)
2. To change your default organisation, select **Edit profile**.

Permanently deleting your myPromethean account

Upon request from you or from your Organisation Administrator, we'll permanently delete your myPromethean account and remove all of your personal information from our system.

To request permanent deletion of your myPromethean account:

1. Sign in to portal.mypromethean.com.
2. Navigate to **Edit profile**.
3. Select **Permanently delete my account**.
4. To start the account deletion process, you'll need to submit a verification code. Select **Email verification code** to receive your unique code at the email address that is associated with your myPromethean account.
5. Follow the instructions in the email to submit your verification code. The code is valid for 24 hours, and your account will remain active until you submit the code.
6. After you submit your verification code:
 - a. You'll receive a confirmation email that we've started the account deletion process. You'll no longer be able to sign in to the myPromethean portal.
 - b. Your Organisation Administrator will receive a notification email that you requested account deletion.
Note: If you are the only Organisation Administrator for your organisation, you'll be unable to request permanent account deletion until you have assigned another user the role of Organisation Administrator.
7. If an Organisation Administrator stops the deletion process for your account, you'll receive an email notification. You'll also receive an email if there are any issues processing your account deletion request.

User Management

User accounts and permissions

Once your organisation is set up, new users who create myPromethean accounts using the same unique email domain will automatically be added to your organisation. New users are assigned a Teacher role by default.

The Organisation Administrator can assign other users the roles of Organisation Administrator, Panel Administrator, and Site Manager. An Organisation Administrator has access to both Panel Management and User Management, while a Panel Administrator only has access to Panel Management. A Site Manager is a Panel Administrator for a specific set of panels, or site, that has been set up by an Organisation Administrator.

To assign a user the role of Organisation Administrator, you'll need the following information:

- Organisation name (school, district, or company)
- Organisation email domain (for example, *seattleschools.org*)
- First and last name of the Organisation Administrator
- Email address of the Organisation Administrator

This permissions chart shows what each role can do in User Management.

Permissions	Organization Administrator	Panel Administrator	Site Manager	Teacher
Create an account and edit the account profile	X	X	X	X
Access training materials	X	X	X	X
Assign and unassign roles for users	X			
Suspend, activate, remove, and request deletion of user accounts	X			
Add users without a matching email domain	X			
View user details and activities	X			
Enrol and unenrol panels in the organization	X	X		
Trigger over-the-air updates for enrolled panels	X	X	X (for a site)	
Create and edit configurations	X	X		
Apply panel configurations	X	X	X (for a site)	
Manage integrations	X	X		

There is no limit to the number of users that can be assigned to each role.

Assigning roles and suspending/activating individual user accounts

To assign a role to a user within your organisation, suspend a user account, or activate a user account:

1. Sign in to portal.mypromethean.com
2. Select  **Apps** and navigate to **User Management** .
3. In the list of users, find the user that you want to manage. You can search for the user's name or email address, or you can use the filters and sorting options to narrow down the list.
4. Select the checkbox next to a username to select that user.
5. Open the menu  and then select **Manage roles**  or **Suspend account** .
 - a. To assign roles, select **Manage roles** . Use the **Assign another role** drop-down menu to choose the role or roles that you want to assign to the user. Select **Save**.
 - b. To unassign a role from a user account, select the delete icon  next to the role. The Teacher role cannot be removed.

Note: You can also manage a user's roles by selecting the user's row in the table and then selecting the **Roles** section on the **User details** page.

- c. To suspend a user account, select **Suspend account**  and then select **Save**.
- d. To activate a suspended user account, select **Activate account**  and then select **Save**.

Note: You can also suspend or activate a user account by selecting the user's row in the table. Select the **Suspend** button or the **Activate** button next to **Status**.

Suspending/activating user accounts in bulk

To suspend or activate user accounts in bulk, select the checkboxes next to the accounts that you want to suspend or activate. Select the menu  and then select **Suspend accounts**  or **Activate accounts** .

Note: Suspending a user restricts that user from signing in to the myPromethean portal. Organisations that use Google or Microsoft Office 365 should suspend and activate user accounts from within Google or Microsoft Office 365.

Adding a user without a matching email domain

To add a user who does not share your organisation's email domain:

1. Sign in to portal.mypromethean.com
2. Select  **Apps** and navigate to **User Management** .
3. Make sure that you do not have any users selected in the table. Open the menu  and then select **Add user** .
4. Enter the email address of the user that you would like to add to your organisation.

Note: Before you can add a user to your organisation, the user must first create an account in the myPromethean portal.

Removing a user account from your organisation

You can remove a user from your organisation without deleting or suspending the user's myPromethean account. Use this option if the user has been sorted into your organisation by mistake based on email domains, or if you want to remove the user from your organisation for any other reason. To remove a user:

1. Sign in to portal.mypromethean.com.
2. Navigate to **User Management** .
3. In the list of users, find the user that you want to manage. Select the user's row in the list to navigate to the **User details** page for that user.
4. In the **User details** section, select **Remove**.
5. Select **Remove user**.
 - a. The user will no longer appear in the list of users for your organisation.
 - b. The user will not be able to access any apps in the myPromethean portal that are associated with your organisation.
 - c. The user's myPromethean account will not be deleted. The user will still be able to sign in to the myPromethean portal, and will still be able to access other organisations with which their account is associated.
 - d. We'll send the user a notification email to explain that their account has been removed from your organisation.

Permanently deleting a user's myPromethean account

You can request permanent account deletion on behalf of any user in your organisation, and we'll remove all of the user's personal information from our system. After 28 days, the user's activities in the myPromethean portal will be anonymous.

To request permanent deletion of a user's myPromethean account:

1. Sign in to portal.mypromethean.com.
2. Navigate to **User Management** .
3. In the list of users, find the user that you want to manage. Select the user's row in the list to navigate to the **User details** page for that user.
4. Select **Delete** .
5. Select **Start account deletion**.
 - a. The user's status in your organisation will be changed to **Pending deletion**.
 - b. While the user is pending deletion, you will not be able to manage the user's roles or status, nor will you be able to add the user to another organisation.
 - c. The user will receive a notification email that we've started the account deletion process.

Stopping the account deletion process

You can stop the account deletion process for any user in your organisation within 28 days of the deletion request.

To stop the account deletion process:

1. Sign in to portal.mypromethean.com within 28 days of the initial deletion request.
2. Navigate to **User Management** .
3. In the list of users, find the user that you want to manage. Select the user's row in the list to navigate to the **User details** page for that user.
4. In the User details section, select **Stop account deletion**.
5. Select **Stop deletion**.
 - a. The user will be able to sign in to the myPromethean portal again.
 - b. We'll send the user a notification email to explain that we will not proceed with the account deletion process.
 - c. The user's personal information will be retained in our system.

Viewing the User Management activity log

To view a log of user activities throughout your organisation, select **Activity log**  in the main navigation.

The activity log is a date-ordered list of User Management activities, such as a user account being suspended or a role being assigned. For a more focused view, you can apply filters from the **Filter list**  to view activities by type, user, or date range. To view an activity that affects multiple users, select  to see details about the activity and the names of the affected users.

Viewing user details

The **User details** page is a summary view of an individual user account. This page shows information about an individual user, including name, status, email address, date registered, and current roles assigned. The activity log for an individual user is shown on that user's **User details** page.

Panel Management

Enrolling ActivPanels manually in the myPromethean portal

There are two ways that a Panel Administrator or an Organisation Administrator can enrol ActivPanel Elements series panels in the myPromethean portal. Enrol a single panel or a few panels using the manual option. Enrol up to 300 panels at once using the bulk enrolment option.

To enrol panels manually:

1. Sign in to portal.mypromethean.com.
2. Select  **Apps** and navigate to **Panel Management** .
3. Navigate to **Panels**  in the main navigation. Open the menu  and then select **Enrol** .
4. Select **Type it in manually**.
5. Enter the panel name and the serial number for the panel that you want to enrol. To enrol additional panels, select + **Add another panel**. When you're finished entering panel information, select **Next**.
6. You'll receive a notification that shows whether the enrolment was successful. If any panels were not enrolled, select **Download error to CSV** for a description of the issue.

Enrolling ActivPanels in bulk in the myPromethean portal

To enrol multiple panels at once using a CSV file:

1. Sign in to portal.mypromethean.com.
2. Select  **Apps** and navigate to **Panel Management** .
3. Navigate to **Panels**  in the main navigation. Open the menu  and then select **Enrol** .
4. Select **Import from CSV file**.
5. Create a CSV file with the first two columns labeled *Panel Name* and *Panel Serial Number* and list the names and serial numbers of the panels that you want to enrol. A CSV template is also available to download and use.
6. Select **Browse** to find the CSV file on your device, or drag and drop the CSV file into the file upload area. Select **Next**.
7. You'll receive a notification that shows whether the enrolment was successful. If any panels were not enrolled, select **Download error to CSV** for a description of the issue.
8. Correct the information in the CSV file and repeat the steps to upload the updated file.

Enrolling ActivPanels in the myPromethean mobile app

Once you have requested admin setup and your organisation is active in the myPromethean portal, you can choose to enrol ActivPanels one at a time using the myPromethean mobile app. Panels that you enrol with the mobile app will appear in Panel Management in the myPromethean portal.

To enrol a panel with the myPromethean mobile app:

1. Power on the panel that you want to enrol. Make sure that the panel is connected to the internet.
2. On the panel, tap the **Locker** . Tap **Panel Management** . (You may need to swipe to find the app in the Locker.)
3. The app will display a QR code. The QR code represents the panel's serial number, which will be transferred through the myPromethean mobile app to the Panel Management app in the myPromethean portal.
4. On your mobile device, sign in to the myPromethean mobile app. If you created a myPromethean portal account using Google or Microsoft, use the same method to sign in to the app.
5. Select **I'm an IT Admin**.
Note: This button is only visible if your user account has been assigned the role of Organisation Administrator or Panel Administrator.
6. Navigate to the **ActivPanels**  tab and then select **Enrol ActivPanel**.
Note: Your mobile device may ask you to allow the myPromethean app access to your device's camera. You'll need to allow camera access to scan the QR code.
7. The **Enrol ActivPanel** screen will show an active camera viewfinder. Center the viewfinder over the QR code that is displayed on the ActivPanel.
8. Enter a panel name to help you identify the panel in the myPromethean portal. We suggest that you use a naming structure to organise your panels.
9. If needed, assign existing tags to the panel that you are enrolling. You can add new tags and assign tags to panels at any time in the Panel Management app in the myPromethean portal.
10. Select **Enrol ActivPanel**. When enrolment is complete, you'll receive notifications in the myPromethean mobile app and on the ActivPanel indicating that the panel has been enrolled in your organisation. The panel will now be visible in the Panel Management app in the myPromethean portal.
11. Close **Panel Management** on the ActivPanel.

Unenrolling a panel

A Panel Administrator or an Organisation Administrator can also unenrol ActivPanel Elements series panels in Panel Management.

1. Sign in to portal.mypromethean.com.
2. Select  **Apps** and navigate to **Panel Management** .
3. Sort or filter the list of panels to find the panel that you want to unenrol. Select the checkbox next to the panel name.

Note: You can only unenrol one panel at a time.

4. Open the menu  and then select **Unenrol** .
5. Select **Unenrol** to remove the panel from your organisation.

Viewing enrolled panels

To view all panels that are enrolled in your organisation, sign in to portal.mypromethean.com and select  **Apps**. Navigate to **Panel Management** . The landing page is a list of panels that are enrolled in your organisation.

The list of panels includes the following columns:

- **Device name:** the name given to the panel when it was enrolled. You can modify the panel name in the **Panel details** section.
- **Serial number:** the serial number of the panel.
- **Model:** the model of the panel.
- **Mainboard firmware:** the current firmware version of the panel. The panel firmware and the bezel firmware are packaged together and made available on the Promethean Update server.
- **Status:** indicates the status of the panel's enrolment, firmware updates, and connectivity. The following statuses may appear in this column:
 - **Pending:** The panel name and serial number are enrolled in the organisation, but the panel cannot be managed, most likely because it is not connected to the internet.
 - **Online:** The panel is enrolled and connected, and the panel can be managed.
 - **Offline:** The panel is enrolled and was previously connected. The panel is not currently connected, and any changes that you make to the panel in Panel Management will take effect the next time that the panel connects to the internet.
 - **Updating:** The panel firmware is currently being updated in Panel Management or it has been scheduled for a firmware update later that day.
- **Update available:** indicates with **Yes** or **No** whether a firmware update is available for the panel on the Promethean Update server.
- **Device management:** the device management solution for this panel. If you are managing this panel with Promethean Panel Management, the label will say *Promethean*.

To choose which columns appear in the panel list, select  and use the checkboxes to show or hide columns.

To adjust the default length of the panel list (25 panels), use the drop-down menu under **Results per page**.

Filtering the panel list

You can apply filters using the **Filter list**  to view the enrolled panels by **Update available**, **Model**, **Mainboard firmware**, **Sites**, and **Tags**. All tags that you have created and assigned to at least one panel will automatically appear in the filter list, organised by tag group.

Viewing panel details

To view the **Panel details** page for a single panel, select the panel in the list. The **Panel details** section shows additional information for the selected panel, including MAC address, IP address, configurations, and other details. You can also rename a panel on this page by selecting the **Panel details** section and editing the **Panel name** field.

The following sections appear below **Panel details**:

- **Tags:** Manage the tags that are assigned to the selected panel.
- **Power management:** Set or change the power-off schedule for the selected panel.
- **Network settings:** Manage the wireless connection for the selected panel. If incorrect network settings are entered here, the panel will automatically return to its previous network settings.
- **Panel settings:** Choose whether to allow a number of firmware, network, and application settings on the selected panel.
- **Activity log:** View a list of activities that have taken place on the selected panel, including changes to configurations, changes to panel details, and firmware update completion status.

Using tags and tag groups

Tags are text labels that you can create and apply to panels. Use the tags to filter a list of panels by attributes of your choice. Tag groups help you organise your tags.

For example, you might add:

- A tag group called *School name* that includes separate tags for all of the schools that you manage.
- A tag group called *Connection type* that includes tags for *Wired* and *Wireless*.

Adding new tags and tag groups

To add new tags and tag groups:

1. Select **Tags**  in the main navigation.
2. Select **Add** .
3. In the **Add tag** window, select an existing group to add your new tag to. Alternatively, you can create a new tag group by selecting **Add new group**.
4. Enter the tag name that you want to add. If you have selected **Add new group**, enter the group name that you want to add.
5. Select **Save**.

Renaming a tag

To rename an existing tag:

1. In **Tags** , select the checkbox next to the tag that you want to rename.
Note: You can only rename one tag at a time.
2. Open the menu  and then select **Rename**.
3. In the **Rename tag** window, edit the name in the **Tag name** field.
4. Select **Save**.

Deleting a tag

To delete an existing tag:

1. In **Tags** , select the checkbox next to the tag that you want to delete.
2. Open the menu  and then select **Delete** .
3. To confirm that you want to delete the tag and remove it from any panels that it is assigned to, select **Delete**.

Moving a tag

To move an existing tag from one tag group to another:

1. In **Tags** , select the checkbox next to the tag that you want to move.
2. Open the menu  and then select **Move**.
3. In the **Move tag** window, select an existing group to add your new tag to. Alternatively, you can create a new tag group by selecting **Add new group**.
4. If you have selected **Add new group**, enter the group name that you want to add.
5. Select **Save**.

Assigning and unassigning tags in bulk

To assign or unassign an existing tag from a panel:

1. In **Panels** , select the checkboxes next to the panels for which you want to manage tags.
2. To assign existing tags to the selected panels, open the menu , and then select **Assign tags** .
3. In the **Assign tags** window, select the checkboxes next to the tags that you want to assign to these panels. Select **Save**.
4. To unassign tags from the selected panels, open the menu , and then select **Unassign tags** .
5. In the **Unassign tags** window, deselect the checkboxes next to the tags that you want to remove from these panels. Select **Save**.

Creating and managing sites

Sites can be used to group subsets of panels within your organisation. A site can be a school, a building, or any other category.

To create a new site, assign a Site Manager, and assign panels:

1. Select **Sites**  in the main navigation and then select **Create site** .
2. In the **Site details** window, enter the site name, the site description, and any notes that you want to include. Select **Save**.
3. Select the newly created site in the list. On the **Site details** page, select the **Site managers** section.
4. Select **+ Add a Site Manager** and then select a user from the drop-down. Add additional Site Managers if needed.

Note: Users must be assigned the role of Site Manager in User Management before you can assign them to a site.

Creating and managing sites - *continued*

5. Select **Save**.
6. To assign panels to the site, select **Panels**  in the main navigation.
7. In the panel list, use the search bar or the filter list to find panels. Select the checkbox  next to the panels that you want to assign to the site.
8. Open the menu  and then select **Manage sites** .
9. The **Manage site assignments** window will display the current site assignments for the panels that you have selected, if they have assignments. Use the **Site** dropdown menu to find and select the site to which you want to assign these panels.
10. Select **Save**.

The Site Managers who are assigned to the site can now manage the panels that have been assigned to the site. To change Site Manager assignments, visit User Management.

Creating and managing configurations

Configurations are an efficient way to remotely apply settings to your ActivPanels.

To create a new configuration:

1. Select **Configurations**  in the main navigation.
Note: Configurations that have already been created for your organisation will be displayed in the configurations list.
2. Select **Create configuration** .
3. On the **Unnamed configuration** page, select the **Configuration details** section. Enter a unique name for the configuration and a description of the configuration, if needed.
4. Select **Save**. You'll receive a notification that the configuration details were updated. The configuration name that you provided will now appear in the page title.
5. The following sections appear below the **Configuration details**:
 - **Devices applied to:** Once the configuration has been applied to one or more panels, the names of those panels will automatically appear in this section.
 - **Power management:** Set or change the power-off schedule for the panels that use this configuration.
 - **Network settings:** Manage the wireless connection for the panels that use this configuration.
 - **Panel settings:** Choose whether to allow a number of firmware, network, and application settings on the panels with this configuration.
 - **Activity log:** View a list of activities that have taken place on this configuration.

Applying a configuration to an ActivPanel

To apply a configuration from **Configurations**  :

1. In the configurations list, select the name of the configuration that you want to apply.
2. Open the menu  and then select **Apply to panels** .
3. In the **Apply configuration to panels** window, use the search bar or the filter list to find panels. Select the checkbox  next to the panels that you want to apply the configuration to.
4. Select **Next** to review your selection of panels. Select the delete icon  next to a panel if you want to remove it from the list. Select **Back** if you need to further adjust your selection.
5. Select **Apply**. Choose whether to apply the configuration now or later.
 - a. Select **Apply now** to immediately apply the configuration to the selected panels.
 - b. Select **Apply later** to apply the configuration the next time that the selected panels enter standby mode after 7 pm (19:00) local time.

To apply a configuration from **Panels**  :

1. Select the checkboxes  next to the panels that you want to apply a configuration to.
2. Open the menu  and then select **Apply to panels** .
3. In the **Select a configuration** window, select the configuration that you want to apply to the panels.
4. Select **Apply**. Choose whether to apply the configuration now or later.
 - a. Select **Apply now** to immediately apply the configuration to the selected panels.
 - b. Select **Apply later** to apply the configuration the next time the selected panels enter standby mode after 7 pm (19:00) local time.

Enabling integrations on ActivPanels

Integrations allow you to manage additional functionality on your panels.

The Google integration will automatically appear in Panel Management as disabled for all the panels in your organisation. When the Google integration is enabled, the Google Play Store will appear in the Locker on the panels that you have selected.

To enable an integration on your panels:

1. Select **Integrations**  in the main navigation.
2. Select the integration that you want to enable.
3. In the window, move the slider to enable the integration.
4. In **Panel selection**, choose which panels you want to enable the integration for.
 - a. **Add to all panels:** Enable the integration on all panels in your organisation.
 - b. **Add to panels by site:** Enable the integration for the panels that are assigned to one or more sites. Use the drop-down menu to choose the sites that you want to enable this integration for.

Enabling integrations on ActivPanels - *continued*

5. Select **Save**.
6. If any of the selected panels need a firmware update, you'll receive a notification. In the **Some panels need to be updated** window, choose one of the following options:
 - a. **View panels to update:** View a list of panels that need to be updated in **Panels** . Proceed with the firmware update using the **Bulk updates** workflow. After the panels are updated, return to **Integrations**  to enable the integration.
 - b. **Enable without updating:** Enable the integration on the selected panels, including panels that need to be updated. The integration will be active on the panels that need to be updated after the firmware update is complete.

Applying a firmware update to an Elements series ActivPanel

When there is a firmware update available for an ActivPanel that is enrolled in your organisation, you can push the update to the panel remotely using Panel Management.

For a panel to install the firmware update, it must be:

- Powered on
- Connected to the internet
- In active mode (display on) or in standby mode (display off, power on)

The panel will automatically enter standby mode after a period of inactivity that you select in the panel's Settings app.

A panel that is powered off will install a firmware update after the panel is powered on and connected to the internet.

To apply a firmware update to one or more panels:

1. Sign in to portal.mypromethean.com and navigate to **Panel Management** .
2. In the panel list, select the checkboxes  next to the panels that you want to update.
3. Open the menu  and select **Bulk updates** .

Note: You can also update a panel's firmware by selecting a panel from the list and visiting the **Panel details** page.

4. Choose whether to update the selected panels now or later:

a. Update now: This option will send a command to the panel to contact the Promethean Update server and install the update the next time that the panel is powered on and connected to the internet.

Note: If the panel is in use, there will not be an opportunity for the panel user to postpone the update. After the update is installed, the panel will automatically reboot.

b. Update later: This option delays the update in case the panel is currently in use.

The panel will install the update when the following two conditions have been met:

- The panel's local time is between the hours of 7 pm (19:00) and 6 am (06:00).
- The panel is in standby mode (display off, power on). The panel will automatically enter standby mode after a period of inactivity that you select in the panel's Settings app.

Viewing the Panel Management activity log

To view a log of Panel Management activities in your organisation, select **Activity log**  in the main navigation.

The activity log is a date-ordered list of activities taken by all users in your organisation. To narrow the list of activities, filter the list by user.

To view an activity log for a single panel, visit the **Panel details** page. To view an activity log that is specific to integrations, select **Integrations** in the main navigation of Panel Management.