

Samsung Remote Management Solution

Combine Your CMS with Samsung for Complete Device Control



Remote Control



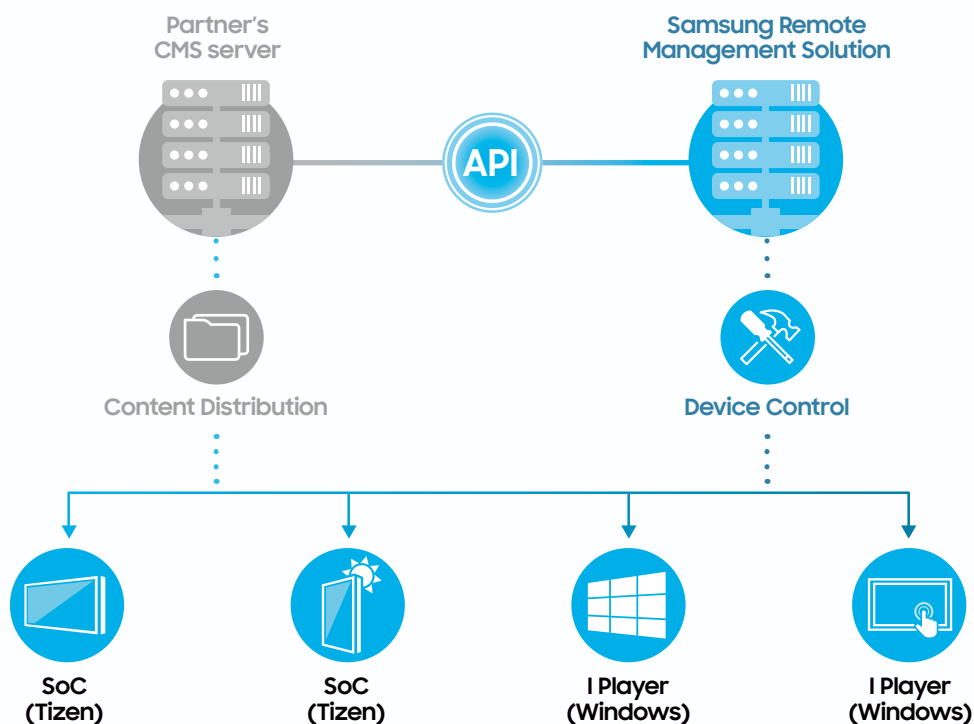
Hardware Monitoring



Partner Benefit

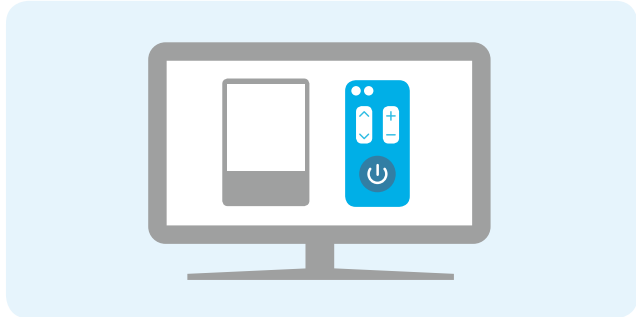
Why Samsung's Remote Management Solution?

Whether a CMS Partner has its own CMS solution or an IT company has its own Web application skills, the Samsung MagicINFO Remote Management Solution is a perfect fit for all business needs. Samsung Remote Management Solution is a central remote service solution allowing remote monitoring of the devices and eliminating the need for site visits or service calls. The Remote Management Solution platform synchronizes with a businesses' CRM and provides a complete review of hardware and display content. Samsung's Remote Management Solution is a separate license key from MagicINFO Server. Though the install package is the same with MagicINFO Server, the functions are dependent on the license key.



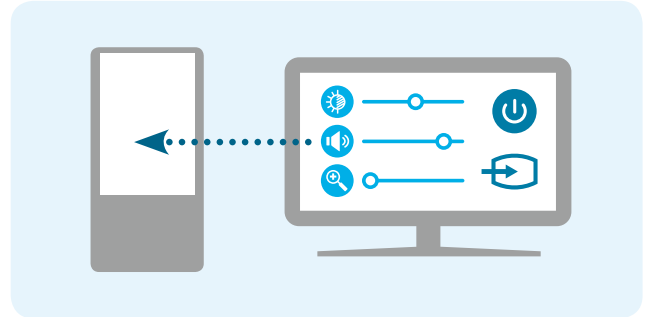
Optimum Hardware Control

Samsung's Remote Management Solution is the optimum hardware control monitoring solution powered by the market leader. The display monitoring dashboard is designed to view information such as screen activity and content that the team may be viewing. The dashboard also allows consumers to select displays or groups and review history information. The Remote Management Solution also includes the ability to change display settings such as power, volume and input source, etc. With the OSD menu controlled remotely, it removes the need for onsite or engineering visits, it has the ability to push new firmware and automate software updates.



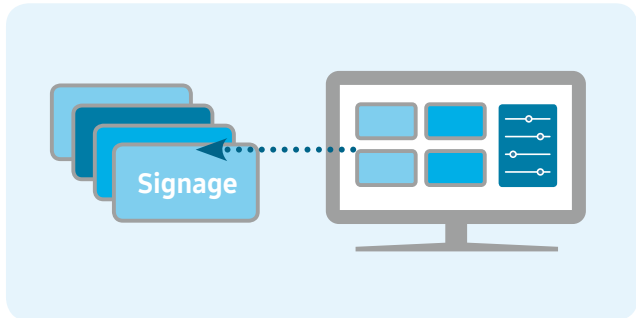
Remote Control

Remotely control all On-screen display menus as if you are in front of the display.



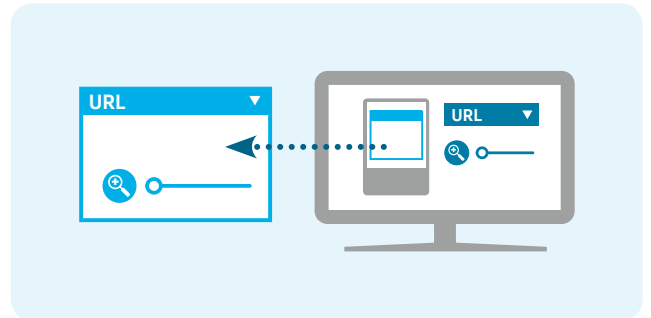
Device Setting Control

Ability to adjust critical hardware settings including power on/off, volume control, input source, picture mode and time, etc



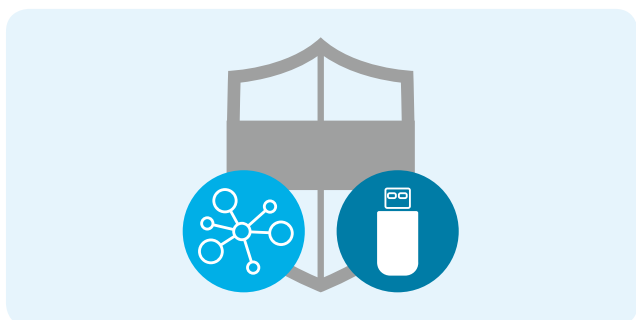
Quick Control

Samsung's Remote Management Solutions supports a quick control panel for frequently used settings.



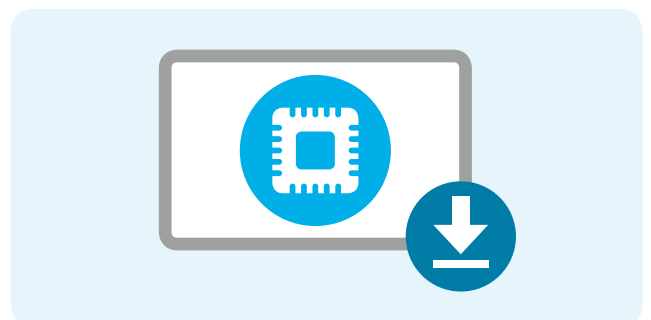
Web Browser Control

On the Tizen device, users can control web browser settings such as setting home pages, URLs moving, zoom ratio and refresh intervals.



Security Control

With this feature, users can monitor and control all security settings including network port access and USB navigation based on company's security policy.



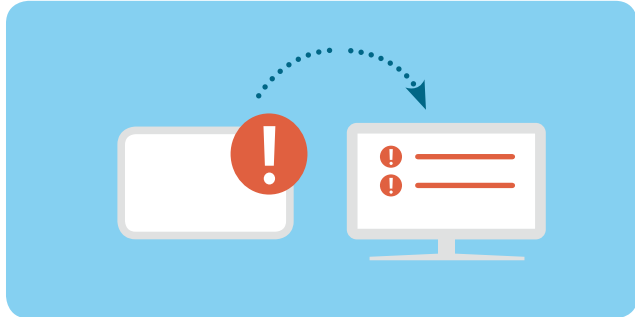
Remote Software update

This feature allows for managing firmware versions on the displays. Users can register or publish new firmware for their displays.

Strong Monitoring

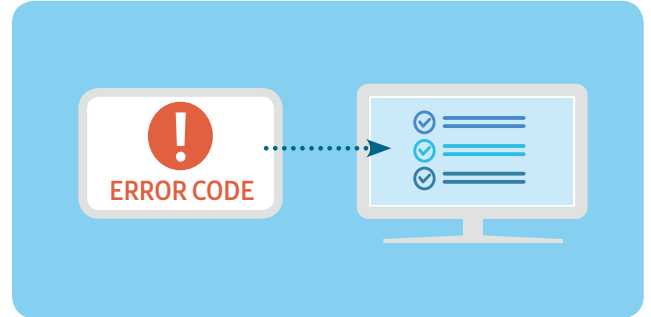
Previously, when a device had an error, there was no way to detect the cause of the error and a service call had to be scheduled. However, Samsung's Remote Management Solution can detect over 40 hardware errors within a network. Using these codes, the cause of the errors can be identified and solved without a service call. Also, device statistics provide data on error rates, connection status and approval. No matter the location, users have access at all times.

Device Health



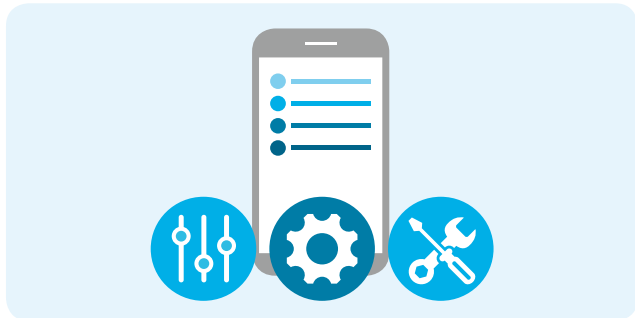
Error Detection

Provides over 40 hardware and 10 software errors and warning information to diagnose a problem within a device on a user's network



Error Code Guide

An error code from the server will be sent to a user detailing the issue and provide guidance on how to resolve the error remotely from Web Manual.



Mobile Access

Users can connect to the RM server at any time, regardless of their location.



Device Statistics

Support summary information on the devices such as error occurrence, connection history and approval status.

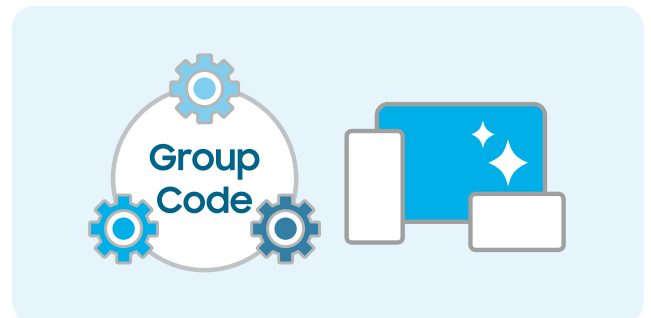
Partner Benefits

Samsung's Remote Management Solution is the customizable solution, offering various advanced benefits to emphasize the brand image and reduce operational burden. Users can now add its company logo or video file to the Remote Management tool to display their own logos or taglines on the screen while turning on a device. Also, device group code allows initial setting recognition, in turn increasing productivity and decreasing partner's labor costs.



Display Customized Logo

Users can add and display a customized logo via Remote Management server while turning on a device to ensure brand visibility.



Device Group Code

Support automatic device grouping using device group codes to save time with initial setting recognition.

System Requirement

Hardware	CPU: Dual Core 2.5 GHz or greater
	RAM: 2048 MB or greater
	HDD: 200 GB or greater
Software	Internet Explorer 10/11
	Chrome

※ Note: Some features may not be fully implemented when running with Internet Explorer 11 on a Windows Server OS.

System	Windows Server 2008
	Windows 8 Professional
	Windows Server 2012
	Windows 10 Professional
	Windows Server 2016

※ Note: Windows 7 Home Edition and Windows 8 Home Edition, Windows 10 Home Edition are not supported.

VideoWall Network Requirements	A 1 Gbit network is recommended
	1 Gbit Ethernet Layer 2 Switch Hub (with IGMP snooping supported)
	UTP Cat. 5e or higher specification LAN cable support (UTP or STP Cat.6 is recommended.)
	More than one uplink port is recommended (optional) if you plan to extend the VideoWall at some other time.

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Samsung Remote Management Solution

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