Samsung Remote Management Solution

Combine your Content Management System (CMS) with Samsung for complete device control

Hardware control

- Control critical display settings, anywhere, anytime
- Intuitive interface just like being in front of the display

Strong monitoring

- Real-time, proactive display and content monitoring
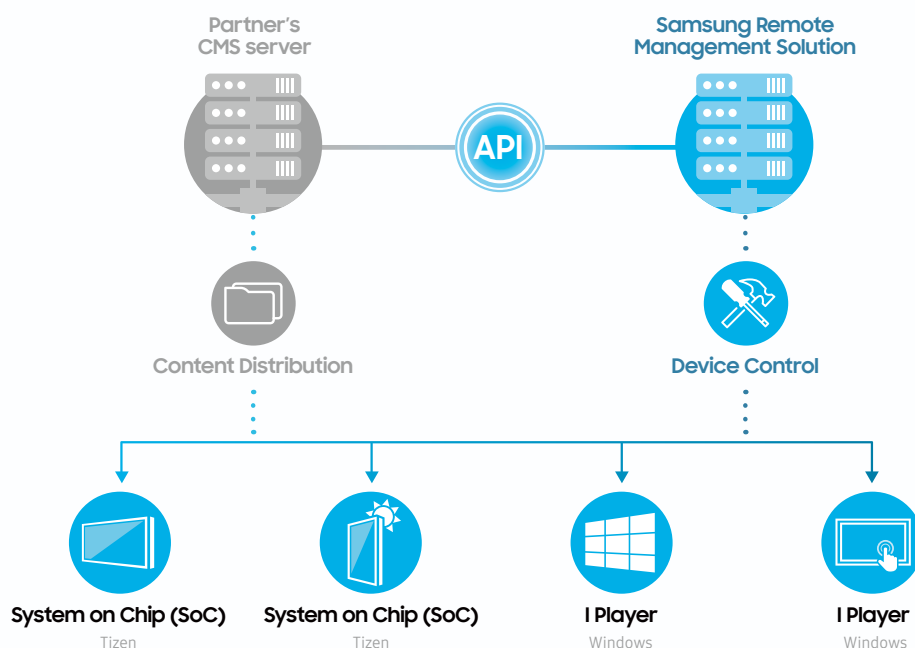- Identify and receive guidance on how to resolve display errors

Custom management

- Customizable device management
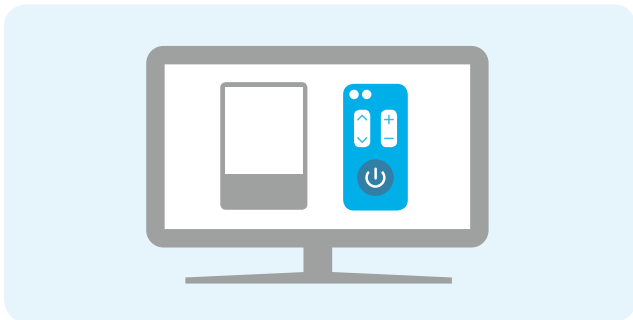- Save time and money with installation and setup

Why choose Samsung's Remote Management Solution?

Whether your business has its own content management solution or web application, Samsung's Remote Management Solution is the answer to ensure your devices and displays are meeting business needs. Samsung Remote Management Solution is a central remote service solution allowing remote monitoring of devices and eliminating the need for site visits or service calls. The Remote Management Solution platform synchronizes with a businesses' existing customer relationship management software and provides a complete overview of hardware and display content. Samsung's Remote Management Solution is included with the MagicINFO Server installation package, however a separate license key is required.
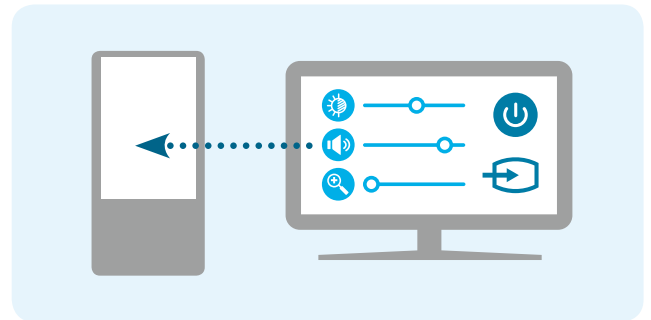
Partner's CMS server

Samsung Remote Management Solution

API

Content Distribution

Device Control

System on Chip (SoC)
Tizen

System on Chip (SoC)
Tizen

I Player
Windows

I Player
Windows

SAMSUNG

Hardware control

As the premium hardware control solution powered by the market leader, the Remote Management Solution provides access to critical display settings from anywhere. The intuitive mirroring interface allows users to adjust settings as though users were standing in front of the display. The ability to control the on-screen display remotely, push new firmware and automate software updates eliminates the need for onsite or engineering visits.
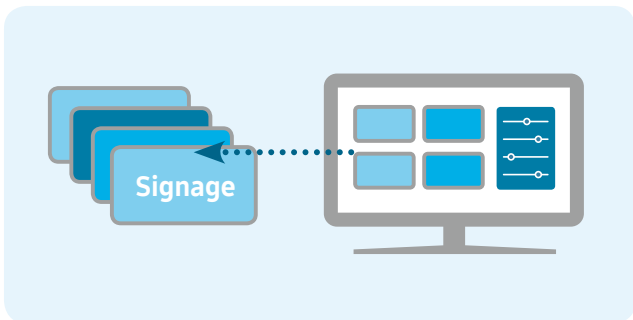
Remote Control

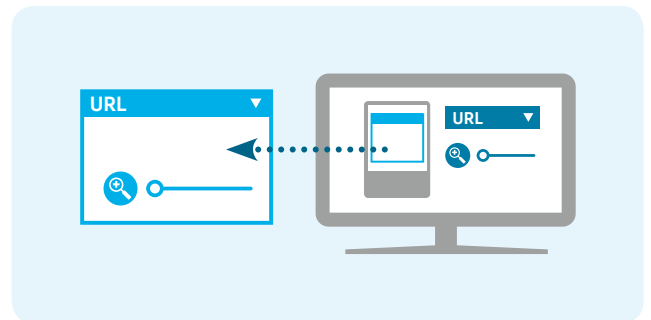Remotely control all on-screen display menus as if you are in front of the display.

Device Setting Control

Adjust critical hardware settings including power, volume control, input source, picture mode and time, among others.
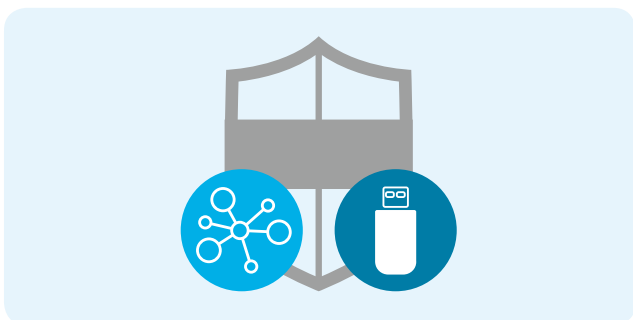
Quick Control
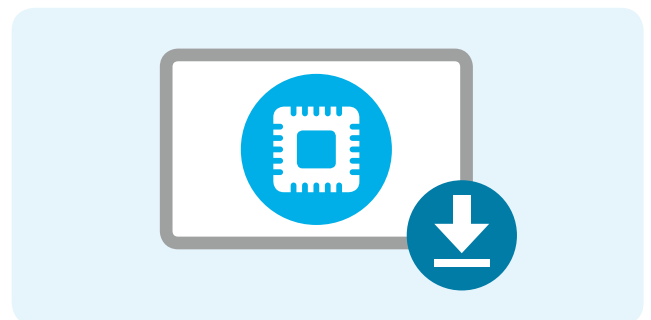
Access quick control panel for frequently used settings.

Web Browser Control

Control web browser settings such as homepage, moving URLs, zoom ratio and refresh intervals.

Security Control

Control all security settings including network port access and USB navigation based on company's security policy.
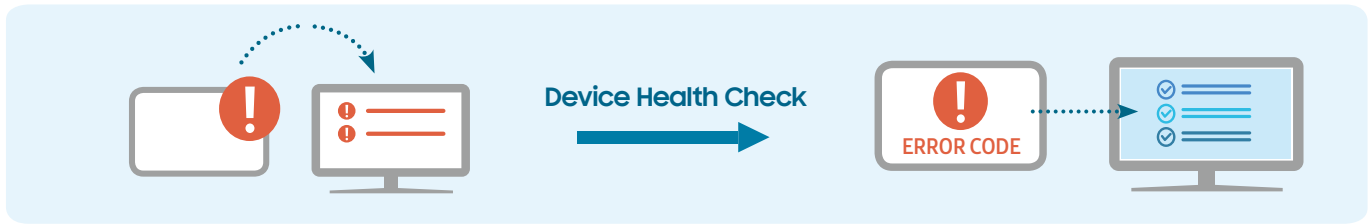
Remote Software update

Manage display firmware versions. Users can also register or publish new firmware for their displays.

Strong monitoring

Samsung's Remote Management Solution includes a display monitoring dashboard with device details such as screen activity and content. The solution also provides real-time, proactive monitoring. In the case of a system malfunction, users receive an automatic email notification with an overview of the error. The platform also shares device statistics, data on error rates, connection status and approval as well as information on how to diagnose and fix various potential hardware and software errors.
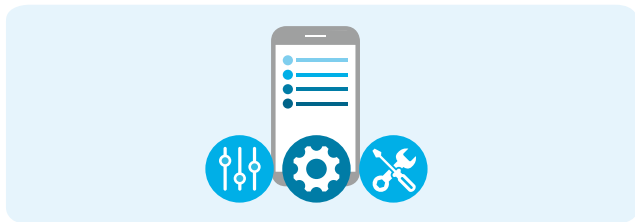

Error Detection

View information on more than 130 hardware and software errors and details to diagnose a device problem on the user's network.

Error Code Guide

Receive an error code from the server detailing the issue and providing guidance on how to resolve the error remotely using the Web Manual.

Mobile Access

Access Remote Management server at any time, regardless of location via mobile.

Device Statistics

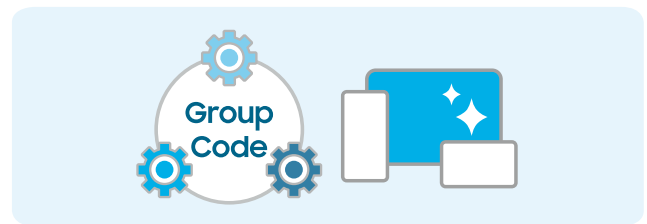Review device summary information such as error occurrence, connection history and approval status.

Custom management

Remote Management is a completely customizable solution, offering many advanced benefits to emphasize users' brands and reduce operational burden. Users can add an image or video file as a custom logo on the display as devices power on, to showcase a specific brand or business. The solution also supports device group code and preset which allow partners to save a device's initial settings and configuration values, saving time and money associated with installation and setup.
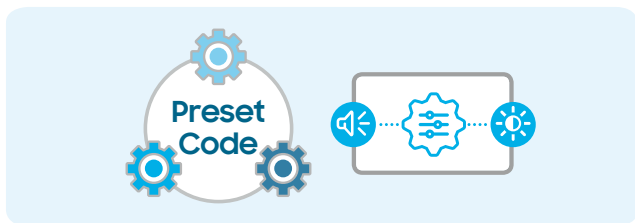

Display Customized Logo

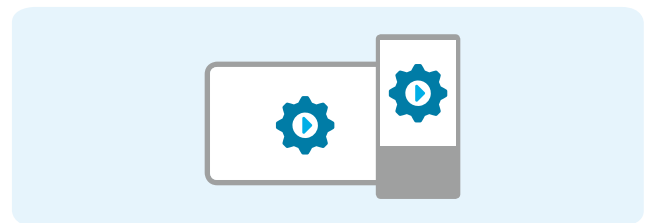Display a customized logo as device turns on via Remote Management to ensure brand visibility.

Device Group Code

Save time spent on initial setting recognition with automatic device grouping using device group codes.

Device Preset

Improve setup by setting automatic configuration values using device preset codes.

Default Content

Set custom default content to be played by default on the display when there is nothing else scheduled.

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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