1   **Who do I contact for technical support issues?**

Contact your Dealer for technical support and consultation. You will need to provide the screen model number, model code, serial number and proof of purchase. This information can be found at the back of the digital signage product or on the back of the Samsung Monitor (if accessible).

The screen model number is the Series along with the size of the monitor. Example PM43H.

The model code has the following format: LS/F/H/T…/EN

The serial number has 15 characters and has the following format: xxxx9xxxxxxxxxx

2   **How do I report a defect claim?**

In the event of a defect claim, please contact your Dealer from whom you purchased your digital signage product. You will need to provide the screen model number, model code, serial number, purchase date and proof of purchase. The Dealer will document the claim and provide further consultation as to remediation options.

3   **Does my digital signage product have a warranty?**

The warranty includes a 1-year manufacturer's warranty from date of purchase for the outer hardware which consists of the housing unit. The monitor itself is covered by a Samsung 3-year product warranty for SMART LED Signage. The Samsung warranty takes effect with the first purchase date from an authorized Dealer.

Conditions of the Samsung warranty can be found in the Samsung Warranty Card and at www.samsung.com under section "Support".

4   **What is MagicINFO and how can I use it?**

Your Samsung monitor is pre-loaded with the MagicINFO App, which is a content management software. With MagicINFO or other content management software you can manage and control the flow of content on multiple devices across multiple locations via remote desktop. The software has built in layouts, widgets, webtools and other creative applications. Playlists and scheduling can be managed across all devices.

Additional fees are required to activate and run MagicINFO. You can download and install the MagicINFO software onto a server or use the cloud-based subscription and activate the user license. The software download is free of charge from the MagicINFO website (www.magicinfoservices.com), but a fee is required for the licenses. Other third-party software programs are also compatible with the Samsung monitors.

5   **Where can I find cleaning instructions?**

Regular cleaning and removal of dust and debris will help prolong the life of your product. Follow the safety precautions and cleaning instructions as outlined in the Samsung User Manual, which can be found at www.samsung.com under the section "Support". Safety precautions and cleaning instructions are listed in Chapter 1. Safety and subsection Cleaning.

Do not attempt to clean the inside of the Samsung monitor. Contact an authorized Dealer for additional cleaning instructions.

YOUR FIRST STEPS WITH THE DEVICE

1 Plug into socket. Device should automatically turn itself on.

2 Use the remote control to turn the device on/off and to change settings.

3 Insert USB or connect to WiFi to upload and play content.

BASIC SETTINGS

Set your language
Menu > OnScreen Display > Language > English

Check your time and date
Menu > System > Time > Clock Set > Date or Time > Enter the Date or Time

Change your keyboard language
Menu > System > Input Device Manager > Keyboard Language > English

Change picture mode
Menu > Picture > Picture Mode

Change PIN
Menu > System > Change PIN > Enter 0000 > Enter new PIN

Lock your content
Menu > System > Security > Enter PIN (default 0000) > Button Lock > On > Safety Lock On

Lock your device
Menu > System > Security > Enter PIN (default 0000) > Power On Button > On > Safety Lock On

FUTURE OF DIGITAL SIGNAGE IS HERE
THE SMART LINE PRODUCT FAMILY

Frameless design providing a smart & elegant look

New ready to use products with stunning design

Digital Totems, A-Boards & Suspended Panels with Samsung professional screens and state-of-the-art frameless design.
Best sellers ready on stock or produced and delivered in 3 weeks only.

SΛMSUNG

Ready to use solution incl. professional Samsung screen ready to operate **24/7/365**.

Touch solution available.

Stain and fingerprint proof matt surface. Custom branding available.

Ready to use with USB and RJ45 connectors

Smart Line Digital A-Board and Suspended Panel

- ready to use solution with built-in professional Samsung screen
- stunning frameless design
- standard colour black or white, other RAL colours on request
- USB socket for simple digital content management and presentation

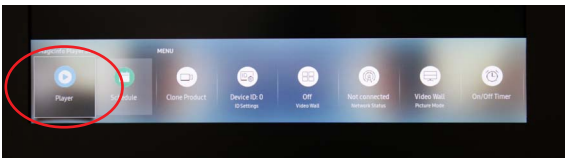# COMPLETE DIGITAL SIGNAGE PORTFOLIO

■ **Shop Window Display** ■ **Totem with Round Corners** ■ **Outdoor / Doublesided Totem** ■ **A Board** ■ **Kiosk**

UPLOADING CONTENT VIA USB MEMORY STICK

1. Find your USB memory stick

Switch on the device > Press the Home button to enter the menu > Go to the play icon and press Enter> at Int. Memory find your USB stick > Options (right) shows all content options
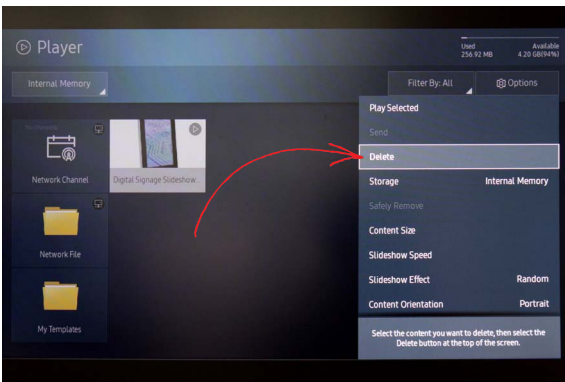

2. Clean up internal storage

We recommend to delete the existing content. Otherwise you will show all existing content in an endless loop.

In the overview of your content in the upper right corner, go to Options > Delete > Enter > select the right file > Delete > Enter

3. Content integraion

Top left select the USB stick > Options > Send > select the correct image / video > Enter > Send > now you see „internal memory"> Enter > Start to play > OK to confirm
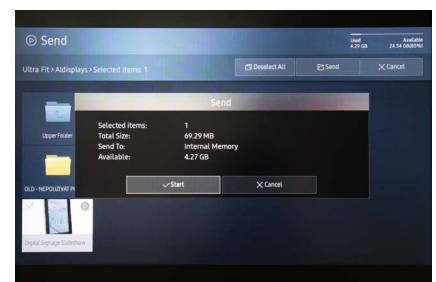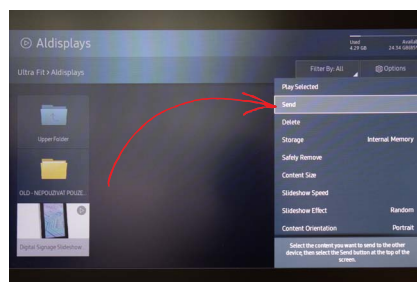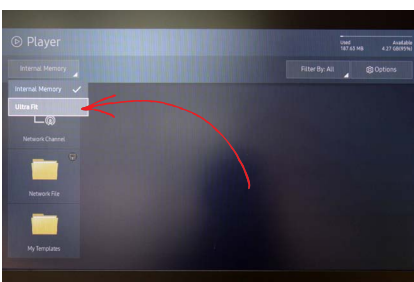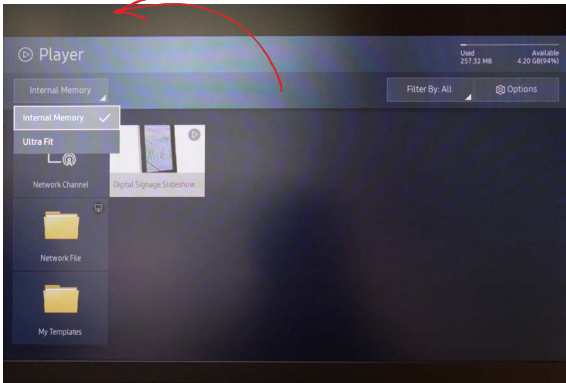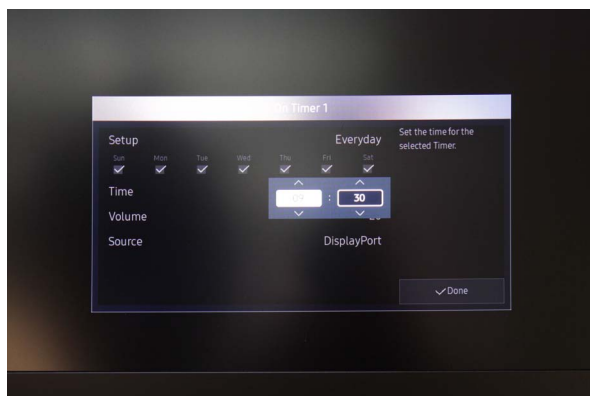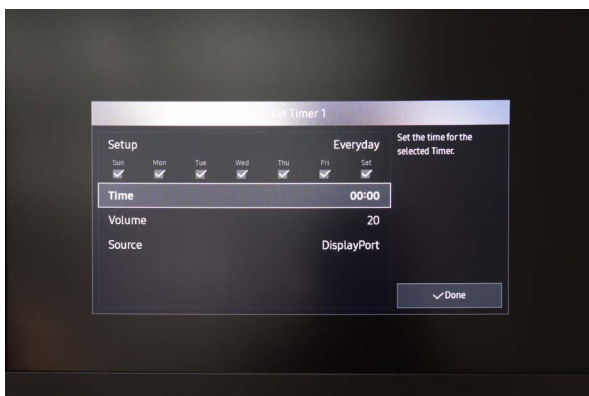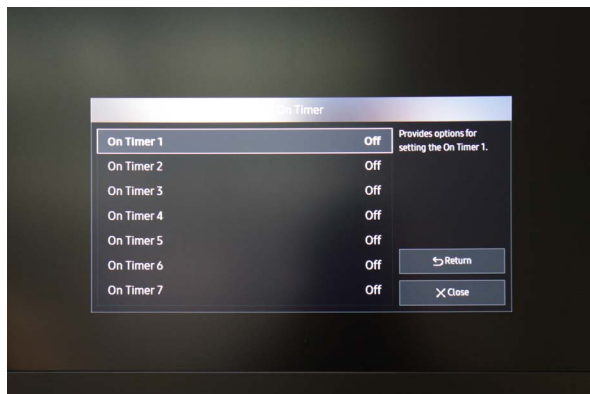
4. Stop and play video files

To stop the video > Cancel > Int. Memory > Select File > Enter

5. Set playing and operating times

If necessary set the correct date and time Menu > System > Time

For more detailed information check out the full manual:
https://displaysolutions.samsung.com/pdf/manual/1348/MagicInfo_Express_2.5_Manual_-_Eng_1.2.pdf