

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.