Sign In

- MagicINFO Server URL consists of HTTP://(MagicINFO Server IP):(Port)/MagicINFO. MagicINFO Server IP is the IP address where MagicINFO Server is installed. The "port" value is the port number selected at the time of MagicINFO Server installation. The “MagicINFO” at the end of the address is case-sensitive.
- Internet Explorer is the optimal environment for connecting to MagicINFO Server.
- MagicINFO Server creates one general administrator ID when it is installed for the first time. Each organization has at least one organization administrator.
- Approval by the administrator is required for users to sign in after sign-up.

Content file management

- The following media files can be added: Photo, video, music, LFD, VideoWall, document, Flash and PDF files.
- A playlist can be edited by clicking the edit button when only one checkbox is selected.
- It is not possible to delete a playlist that is included in a schedule. Delete the schedule first before deleting the playlist.
- Deleted content files and playlists are moved to Recycle Bin. Content files and playlists in Recycle Bin can be restored. Deleting files in Recycle Bin will delete them permanently.
- A thumbnail image may not be displayed for Korean-language files being uploaded. If this is the case, enable ***Send UTF-8 URLs*** from Internet Options of the web browser.
- If the computer attempting to upload a file has a built-in Intel graphics card, a black blank image may be displayed as the file thumbnail image.
- Files with a name that cannot be read by the locale of the operating system where MagicINFO Server is installed may not be uploaded. For example, Korean-language files cannot be uploaded if MagicINFO Server is installed on English-language Windows.
- Content files can be downloaded irrespective of the locale of the operating system installed on a device.
- If a content file download to a device fails (due to connection issues or for other reasons), the download can be resumed from the last point it was disconnected.

Schedule management

- The device must be powered on and connected to MagicINFO Server in order to receive distributed schedule(s). Offline devices (powered off) will automatically receive distributed schedule(s) when turned on.
- The frame of a created schedule can be split into a maximum of four sections.
- Schedules cannot be added to a time slot that has been restricted from scheduling.
- When creating schedules, VideoWall content files cannot be used along with other content files. Other content files do not contain the coordinate information of a VideoWall device.

Device management

- To connect to VNC, make sure to install Java Web Start (serves as VNC Viewer) on the computer MagicINFO Server is installed on. Ensure the VNC Server program is installed on the device to connect. The VNC program is installed on a computer when a remote connection is established if not already installed.
- Remote VNC connection may not be established in some network environments.
- Devices that are powered on but not connected to MagicINFO Server are displayed as Power OFF on the monitoring page.
- It is not possible to change the display and system settings of a powered off device.
- **Panel On time** (**Device** > **Edit** > **Display Control** > **Panel On Time**) is the total time an LFD panel has been on since factory release. This function is only provided on products released after MXn. Contact a Customer Service Center for details.
- Added devices can only be discovered if it is on the MagicINFO Server network.
- The **On** function that remotely switches on an LFD is only available for devices that share the same subnet as MagicINFO Server.
- If the time set for a scheduled alarm rule/software distribution precedes the current time, distribution takes place immediately upon scheduling.
- New device authorization can only be performed by the general administrator (user ID: admin) or a user belonging to an administrator group allowed to authorize devices. If only one organization exists, the organization administrator can also authorize devices.
- Some device types may not fully support MagicINFO Server features. Specific information can be found in relevant feature sections in this document.

User management

- Organization administrators and general users cannot view and edit organizations.
- Only the general administrator (user ID: "admin") can view, create, edit or delete organizations.
- Organizations can be created, edited or deleted by using the **User** menu on the main menu bar. Changes to an organization are applied to menus related to content, schedules, devices and users.
- Canceled user accounts cannot be restored by the administrators. Re-registration is required. A password confirmation pop-up window appears if a canceled user ID is entered during sign-up. If you enter the correct password, you can sign up again with the canceled account.
- Functions that your user role is not authorized to access are not displayed.
- Users with the privileges to access all MagicINFO Server functions belong to the Administrators group, together with the general administrator.
- Only users with privileges to create users, such as general administrators, organization administrators and user managers, can create users that have privileges to access all MagicINFO Server functions.

Personal info management and MagicINFO Server settings

- Change your password in **Setting** > **My Account** > **My Information** on the main menu bar. Your new password must be different from your previous password. Make sure the password is a combination of 8-50 alphanumeric characters. Repeating a letter more than three times or using more than three consecutive numbers are not allowed.
- Canceling a user account does not delete content created by the user.
- It is not possible to terminate a general administrator account from MagicINFO Server. For an organization administrator to terminate their account, they must first transfer their organization administrator privileges to another user in the same organization.
- To issue a temporary password to a user, select **Setting** > **Server management** > **Server Settings** > **SMTP Server** on the main menu bar, and make sure the SMTP server settings are configured.

VideoWall restrictions

- Messages can be distributed when the VideoWall device layout is set to formal mode.
- To sync VideoWall effects between connected VideoWall devices, make sure that the devices use the same playback settings and have the necessary content.
- To play streaming content on a VideoWall display using I Player, make sure to install the MPEG2 and WMV codecs on the devices.
- When playing content on a computer using the ICON codec, FPS may degrade or playback may be choppy. This can happen if the device that runs the ICON Encoder and ICON Decoder does not meet the following requirements.

VideoWall Live Caster (ICON Encoder)
Required resolution and frame rate: 1920x1080, 25 fps Requirements: A computer with an x86 CPU (Intel Core i5 2.7 GHz or higher)
VideoWall I Player (ICON Decoder)
Required resolution and frame rate: 1920x1080, 25 fps Requirements: AMD A8-3510M 1.8 GHz or greater

- A maximum of ten computer screens can be played from Live Caster, depending on the system resources and VideoWall configuration. To play ten or more computer screens simultaneously, lower the resolution or frame rate (FPS) to ensure proper playback.

VideoWall content compatibility

- Video: Make sure an appropriate codec is installed to play video on the display devices. Up to full HD (1920X1080) video files are supported.

File format	WMV	MPEG2 (MPEG-TS)
Resolution	FHD	FHD
Frame rate (fps)	30 fps	30 fps

Bit rate	10 M	20 M ~ 25 M
Bit rate type	Constant	Constant
Codec	Codec is not required	Elecard Codec (Codec for MPEG2 only)

- Image: the bmp, jpeg, gif, png and tif formats are supported. (If the layout is set to irregular mode using different device models, the time it takes to load a high-resolution image can vary from device to device.)
- Stream data: IP camera (Samsung products only)/computer screen
- Stream server: VideoLAN Client - VLC versions (v.2.0.1-2.0.3) are supported.

Note

Visit https://v3.samsunggsbn.com to find a list of compatible products.