

RMS Registration Guide

RMS Overview

This guide will provide instructional detail on how to successfully register a Samsung device on RMS through the Samsung Retail Mode application. RMS is used to obtain insights from user interactions, push promotional material and monitor activations for product launches.

Devices will ordinarily arrive with the Samsung Retail Mode application pre-installed. If your device does not have this installed, please escalate to your Samsung representative to obtain the latest copy of the Retail Mode APK for your device.

Setup Notes:

1

Before you can register your demo devices on RMS, you will need to ensure the device has an active internet connection. This can be done by way of inserting a SIM card, or connecting to your store's Wi-Fi.

2

The latest version of the retail mode APK features the password "Retail-9102", though this can vary depending on the version of retail mode being used. Failing the above, please try the password "Ret@il-7398" or "5444".

3

All passwords are case-sensitive and version-specific. If none of the above passwords work for your version of retail mode, please escalate this to your Samsung representative to obtain the correct password.

4

Please ensure the date and time of each device is set correctly to your time-zone in device settings. An incorrect date and time could lead to video loops displaying incorrectly or outside of standard trading hours.

Other Information:

1

RMS data synchronises automatically every hour to update content and promotional material, though this process can be fast-tracked by selecting "Sync Now" in the advanced menu in store settings.

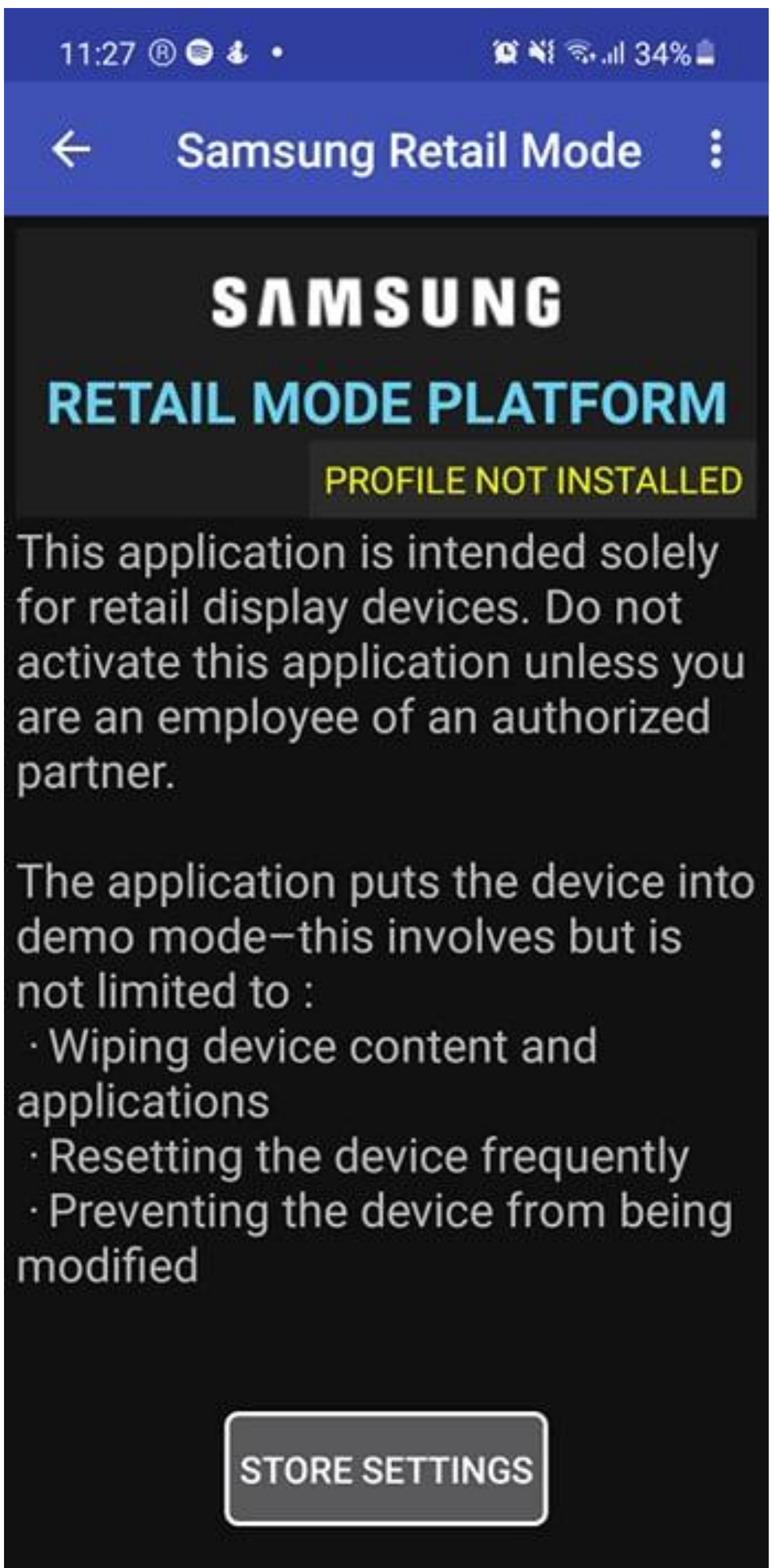
2

RMS does not capture or store any customer or team data / personal information. Retail mode regularly clears all data added to devices beyond the point of activation so all photos, notes and search history are periodically reset.

3

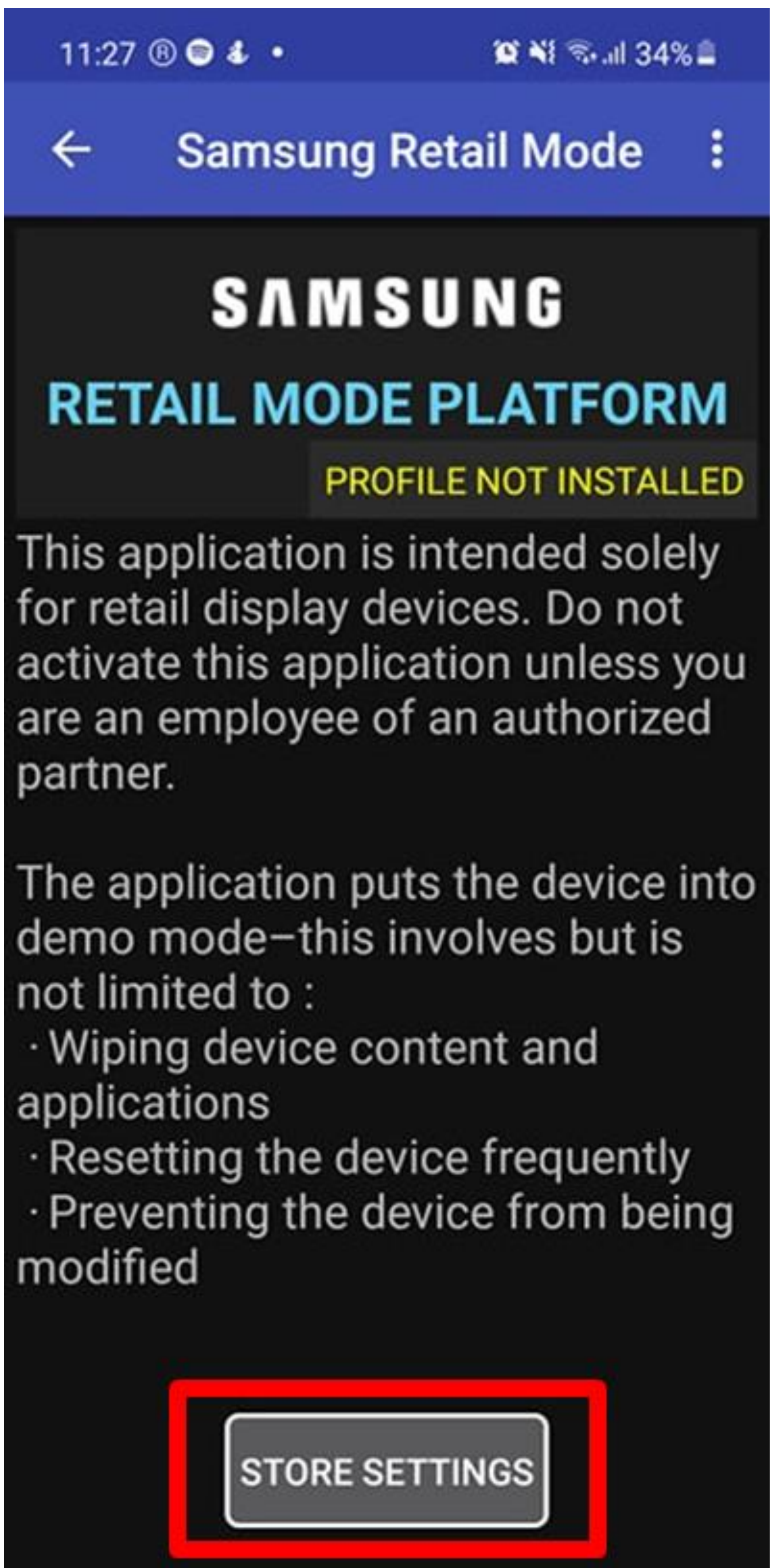
Depending on the device, you may be prompted to select a version of retail mode content to install where two versions of the device exist (i.e. 4G vs 5G) - please ensure you select the appropriate package required if prompted.

RMS Registration Steps (1/9)

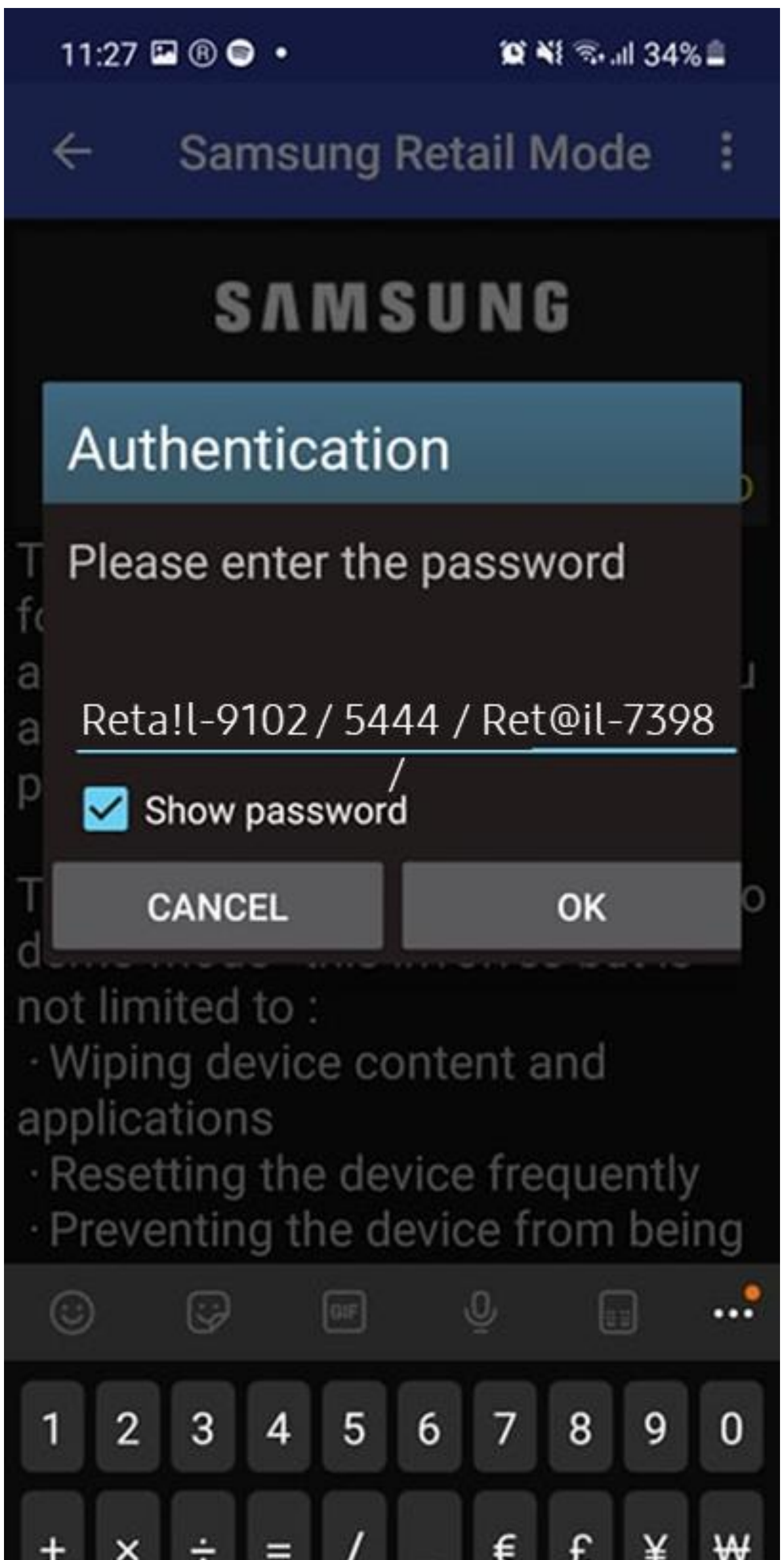
**1**

Open "Samsung Retail Mode" application

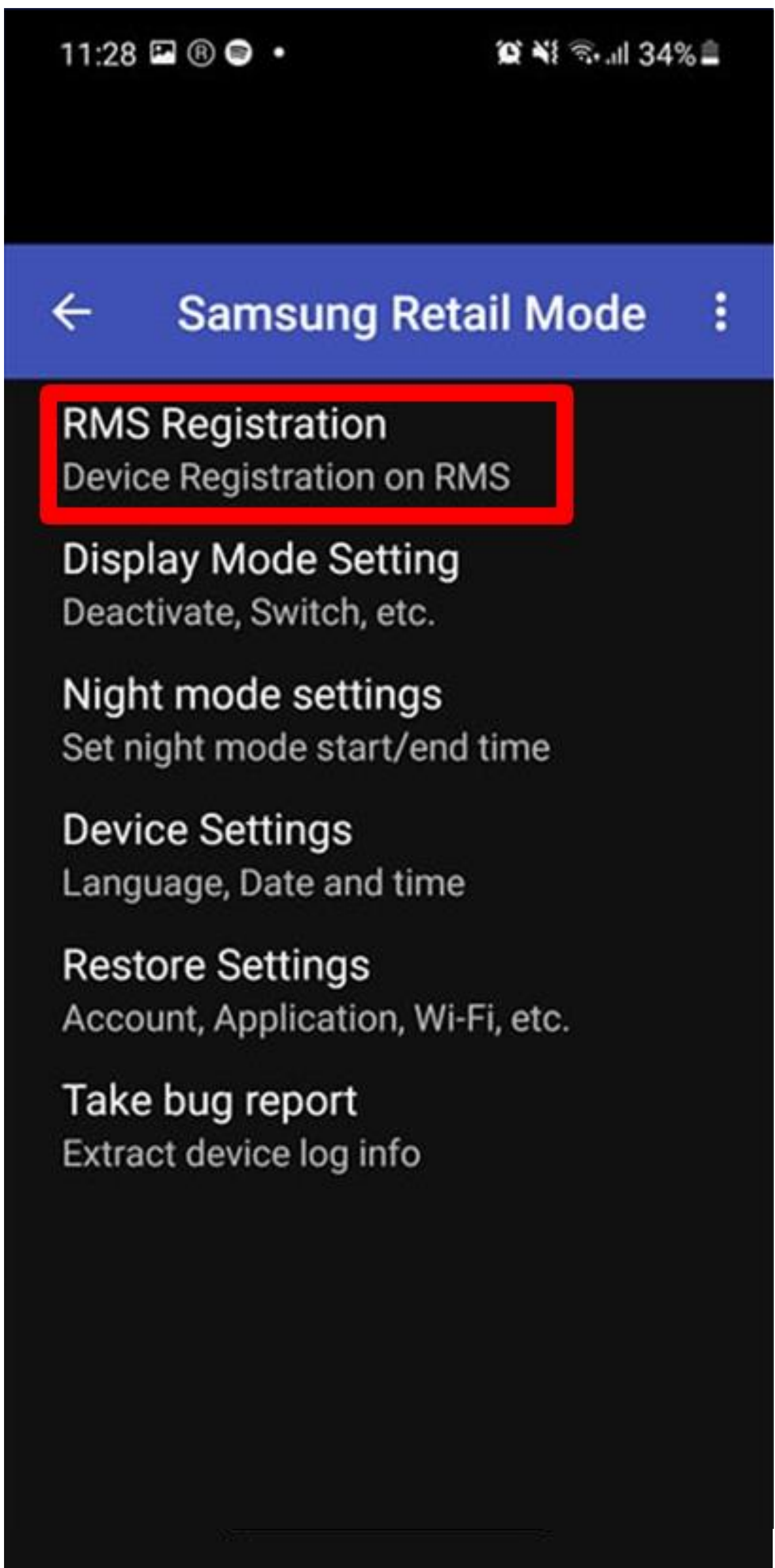
RMS Registration Steps (2/9)

**2****Select "Store Settings"**

RMS Registration Steps (3/9)

**3****Enter Password****"Reta!l-9102" "5444" or "Ret@il-7398"**

RMS Registration Steps (4/9)

**5**

Select  in top right and select
"Update Country/Channel list"

RMS Registration Steps (5/9)

9:43 83%

Samsung Retail Mode

SAMSUNG

RETAIL MODE

Sync now

Device info

Update Country/Channel list

Retailer/Carrier country
SEAU

Retailer/Carrier channel
Vodafone

Choose Store (optional)
Vodafone Ringwood 2 - D458 (VODAD458)
Shop 1016, 171-175 Maroondah Hwy, Ringwood

Password (required *)

Password

5

Select **:** in top right and select
"Update Country/Channel list"

RMS Registration Steps (6/9)

9:43 83%

Samsung Retail Mode

SAMSUNG

RETAIL MODE PLATFORM

Retailer/Carrier country
SEAU

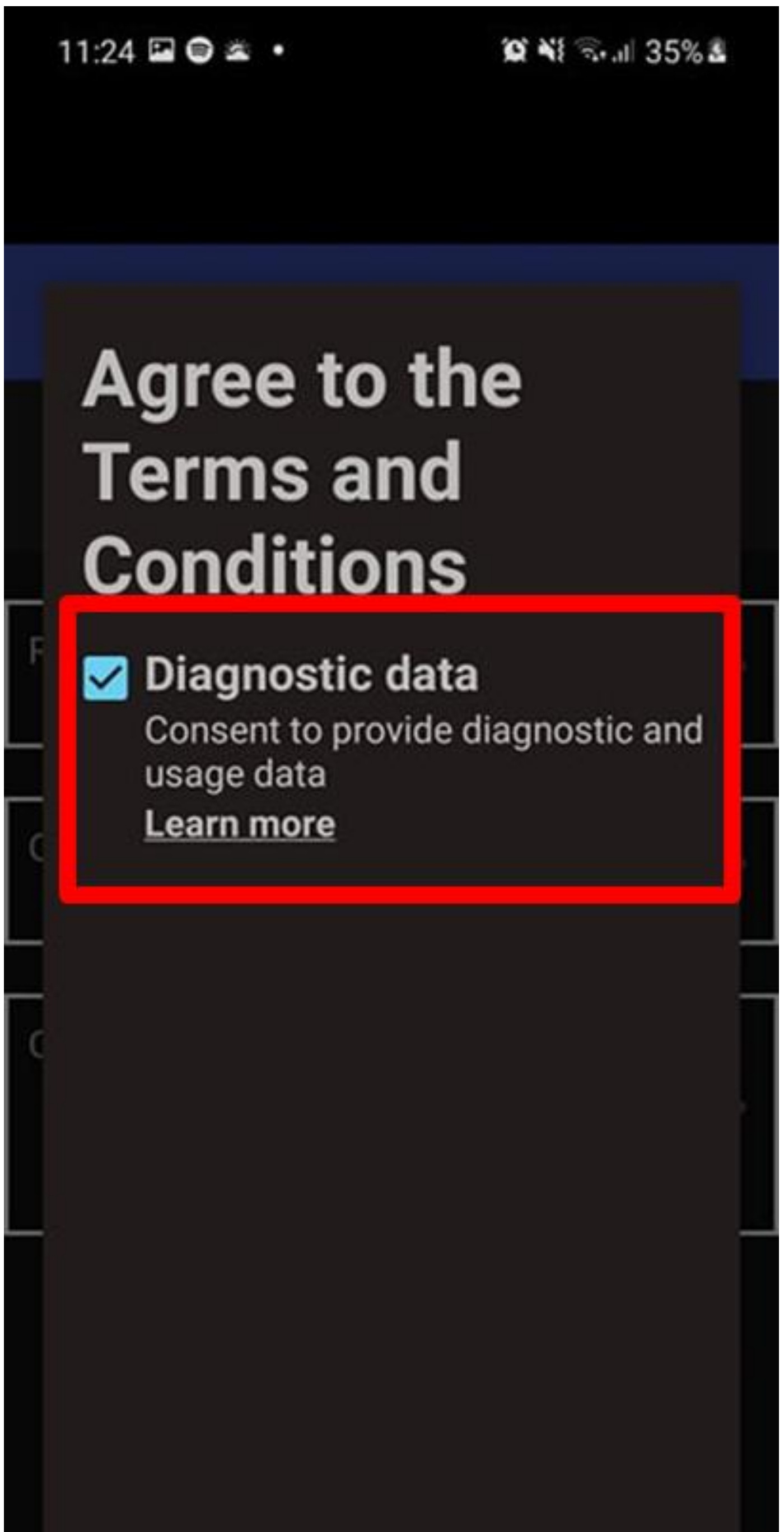
Retailer/Carrier channel
Vodafone

Choose Store (optional)
Vodafone Ringwood 2 - D458
(VODAD458)
Shop 1016, 171-175 Maroondah Hwy,
Ringwood

Password (required *)

Password

RMS Registration Steps (7/9)

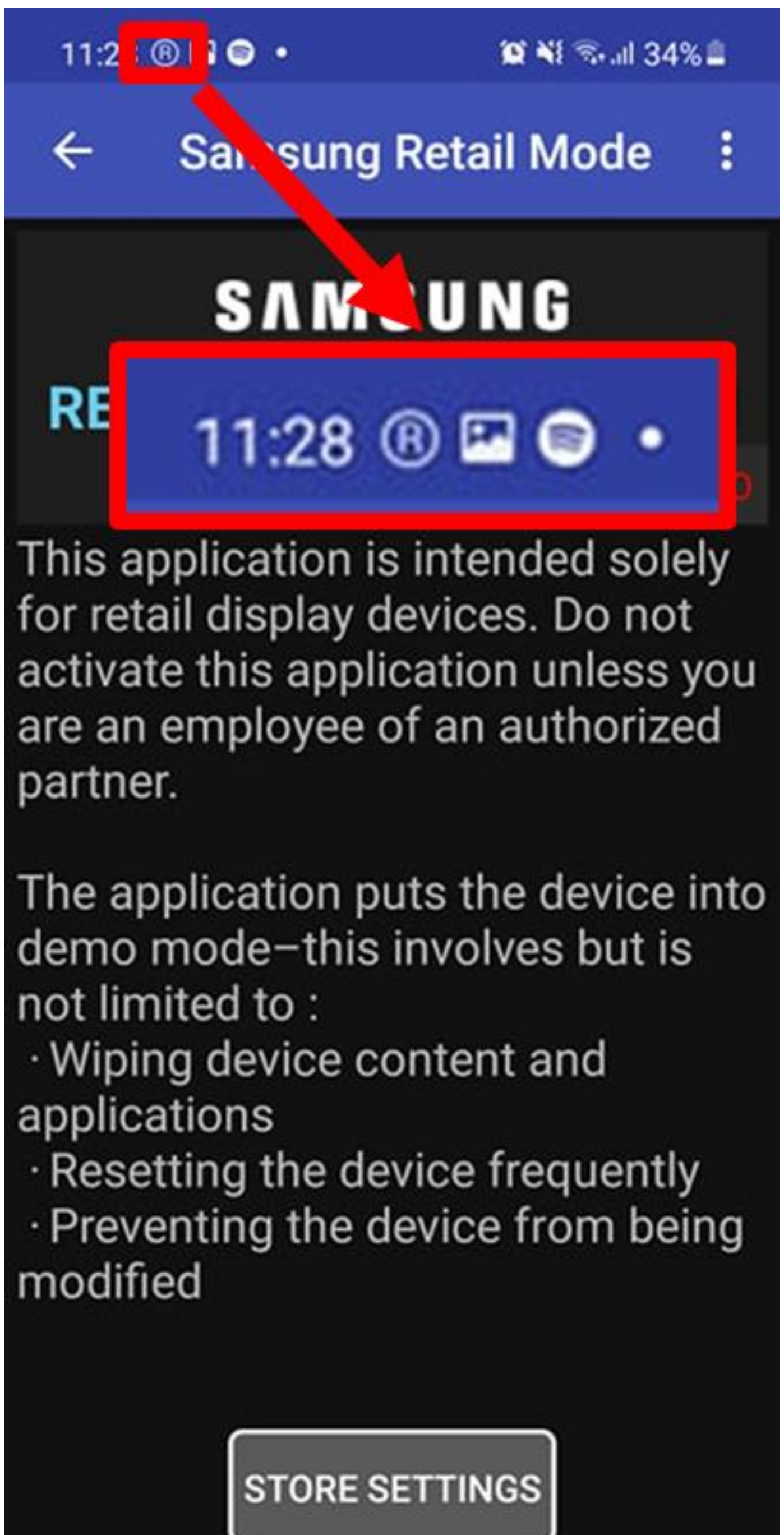
**7**

"Agree" to diagnostic data

RMS Registration Steps (8/9)

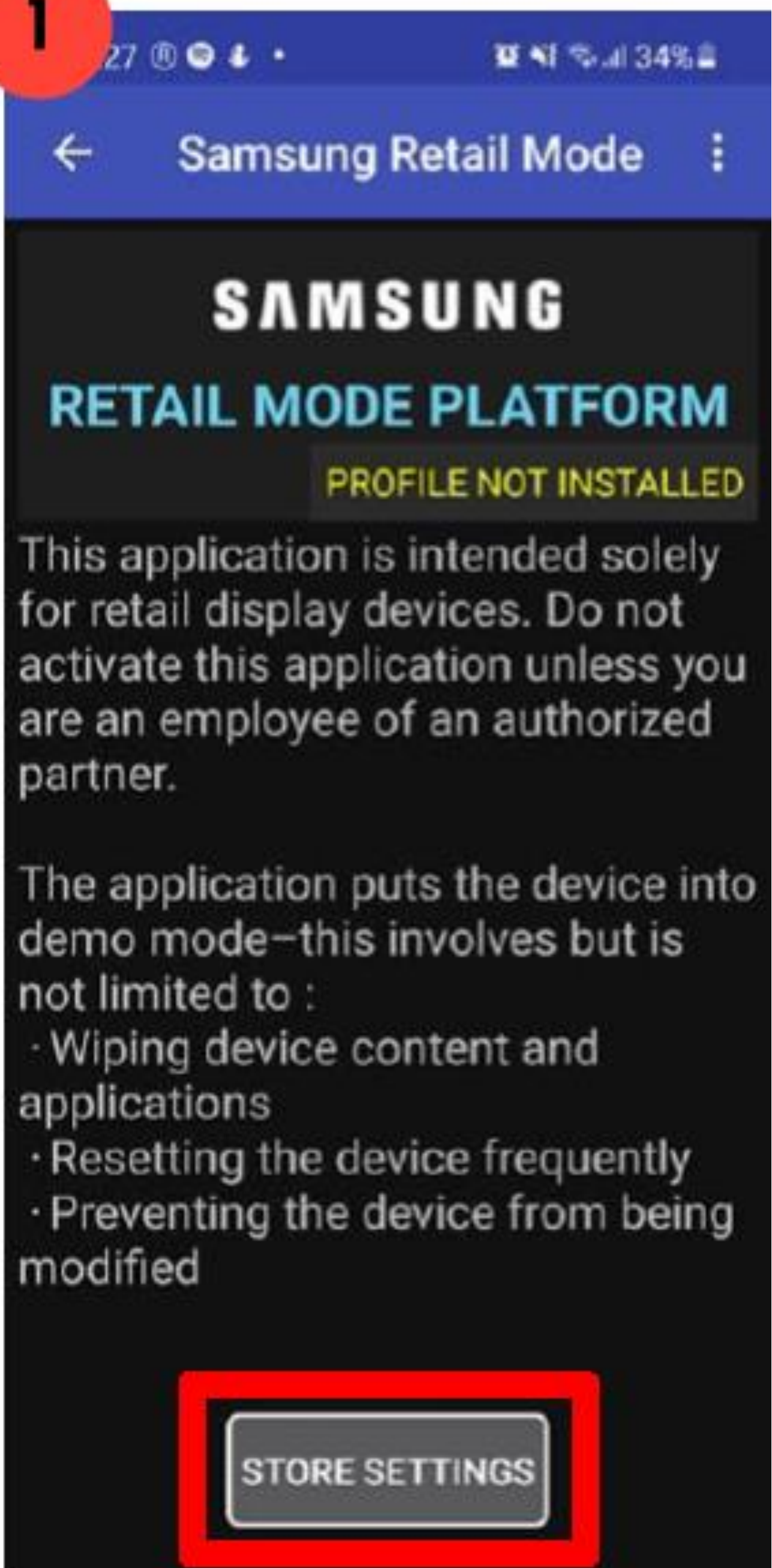


RMS Registration Steps (9/9)



Screensaver Setup (1/6)

1



Select "Store Settings"

Screensaver Setup (2/6)

2

27 [Icons] 34%

← Samsung Retail Mode ⋮

SAMSUNG

Authentication

Please enter the password

Reta!l-9102 / 5444 / Ret@il-7398

☒ Show password

CANCEL OK

not limited to :

- Wiping device content and applications
- Resetting the device frequently
- Preventing the device from being

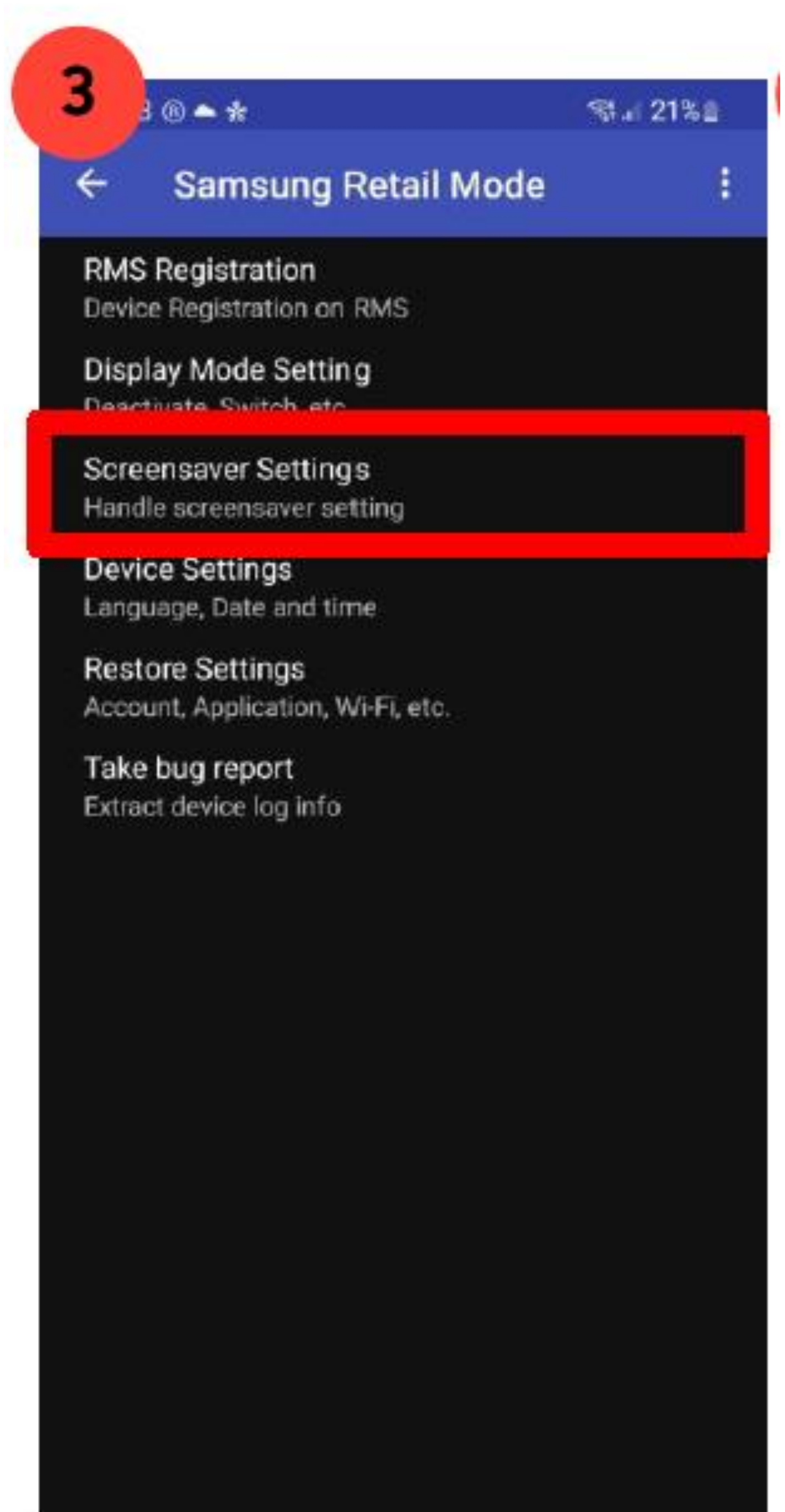
[Icons]

1 2 3 4 5 6 7 8 9 0

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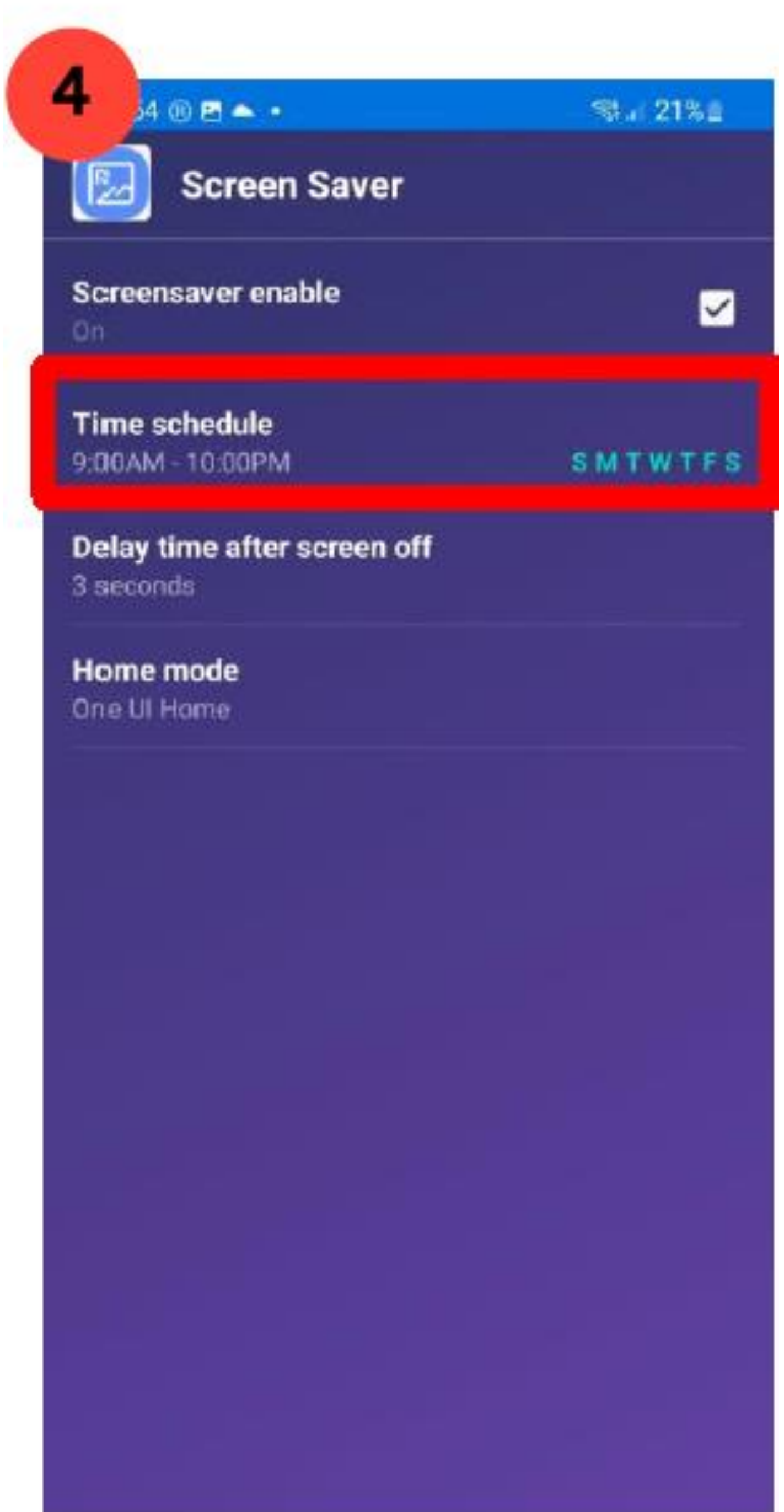
Enter password

Screensaver Setup (3/6)



Select "Screensaver Settings"

Screensaver Setup (4/6)



Select "Time Schedule"

Screensaver Setup (5/6)

5

TIME SCHEDULE

Time settings

Full day

START

09:00

AM

END

10:00

PM

Working day

S

M

T

W

T

F

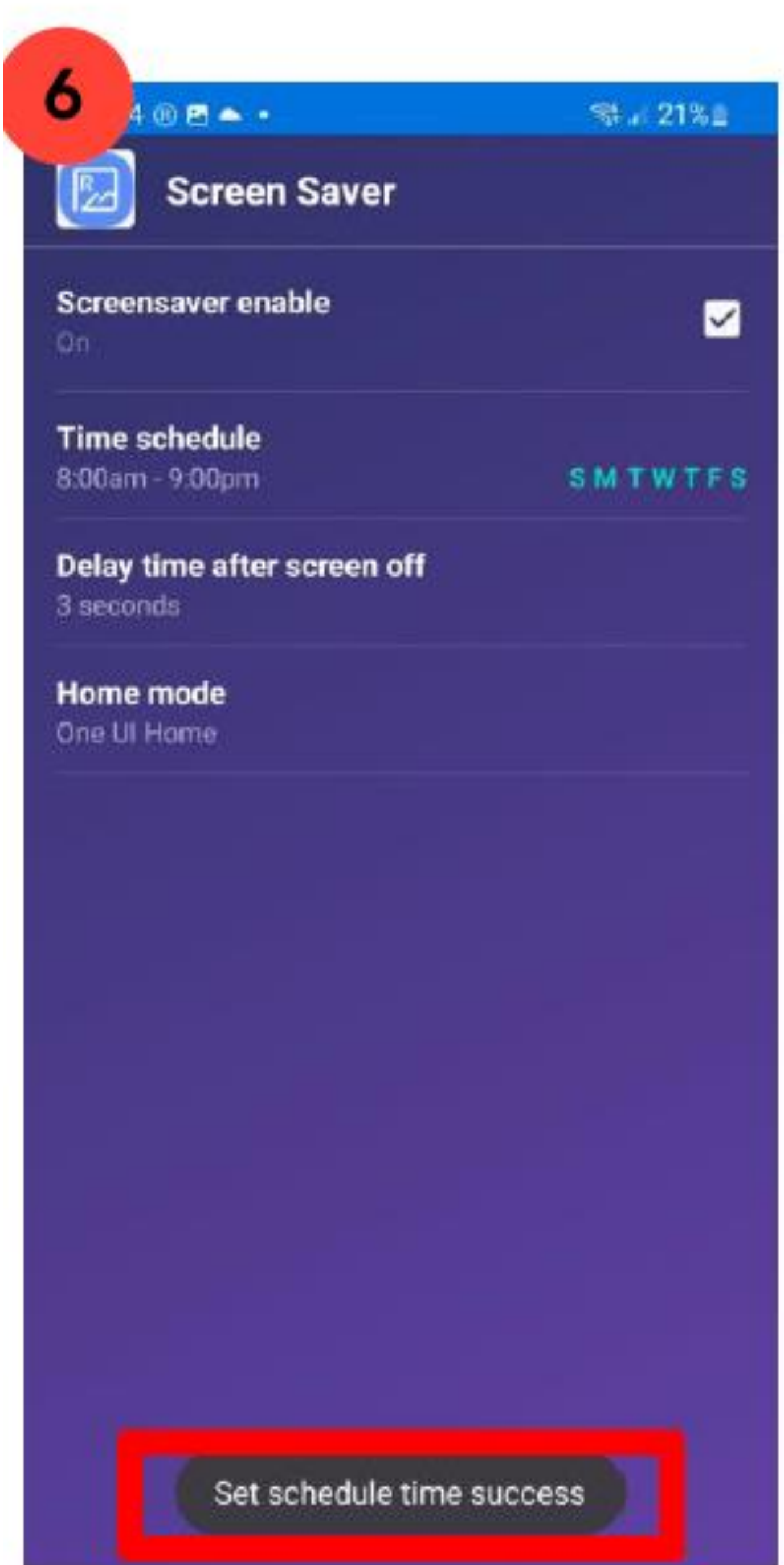
S

Cancel

Set time

Set your store trading hours

Screensaver Setup (6/6)



Check success message

Thank you