

SAMSUNG

Knox Capture Setup Service

Knox Capture Setup Service Process

Knox Capture Setup Service is a onetime remote setup service that assists you in setting up Knox Capture to customize the camera based scan configurations to your specific needs. A Samsung Engineer will determine your configuration requirements, then remotely walk you or your assigned administrator through the configuration of Knox Capture and provide instructions on how to deploy.

Overview of Knox Capture Setup Service

This Service Guide describes the service you will receive for Knox Capture Setup service. The table below provides a general summary:

Activity

- Create a scanning profile
- Select apps and activities
- Configure the scanner
- Set keystroke output rules
- Test apps in your configuration
- Share your configuration
- Deploy Knox Capture with EMM
- Set Camera Scan Trigger

Delivery

Samsung delivers the following:

- Field Engineer will interview Customer Mobile Engineering (“CME”) and customer line of business teams to understand Line of Business (“LOBs”) operating requirements
- Field Engineer will work with CME to create & validate the deployment plan for Knox Capture configuration
- Field Engineer will work with CME to integrate EMM with Knox Capture policies (*depends on EMM support)
- Field Engineer will train CME’s on console maintenance, update strategies for types of LOBs (knowledge worker vs delivery drivers)
- Field Engineer will train LOB admins previously determined by the CMEs on the Knox Capture administration
- Field Engineer will work with Customer to create a profile specific to their device models and application
- Field Engineer will work with the CMEs to test & validate devices can perform required Knox Capture steps against the customers configuration
- Field Engineer will be available to support Knox Capture related issues during the production rollout and work with the customer to understand the defined support path for post deployment support
- Field Engineer will work with Samsung Capture teams to investigate and address any potential issues discovered during the engagement



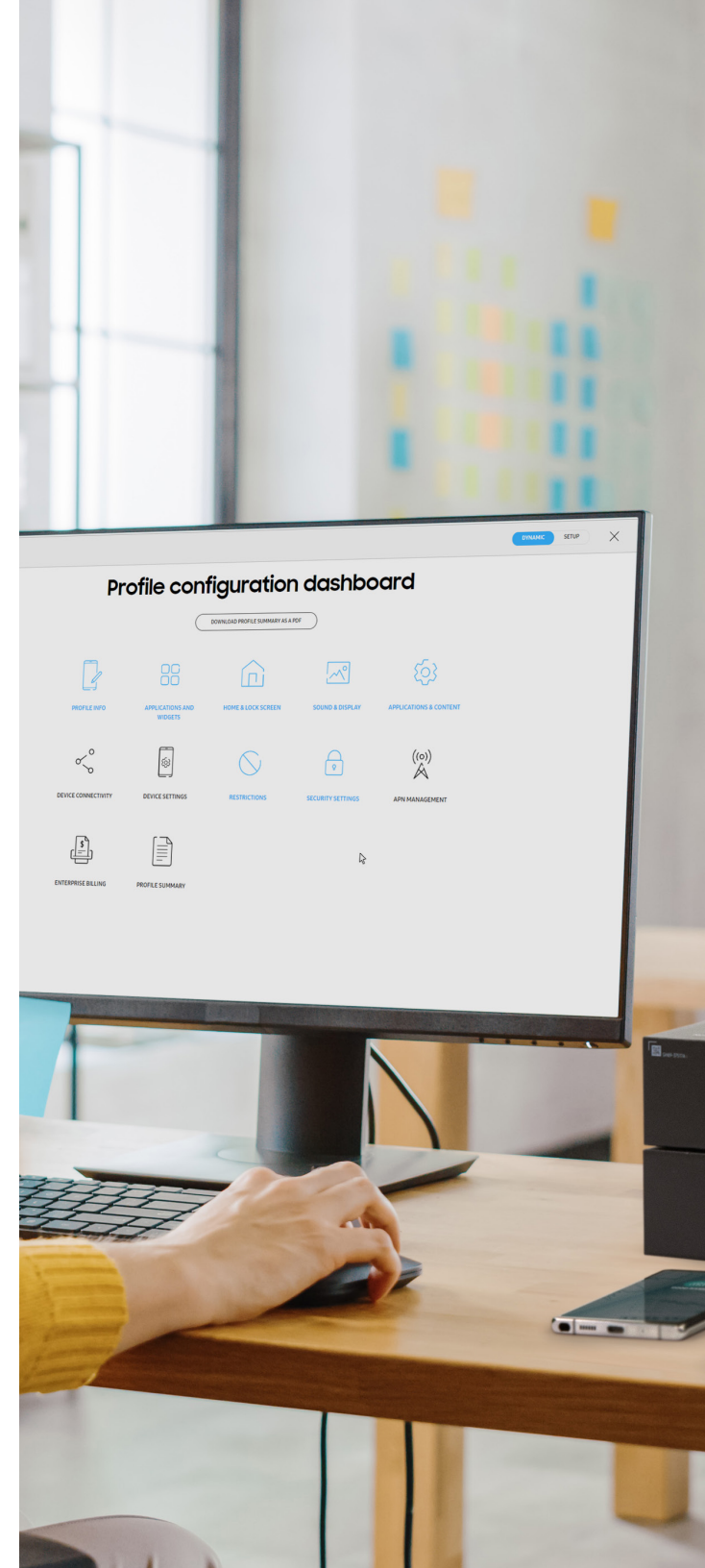
What to Purchase

Part Number: MI-OVCPK1

To be Purchased With

Part Number: MI-KXKPRWWC210

Knox Capture: Scandit Edition



Knox Capture Setup Service

Ordering Knox Capture Setup Service

Order the Knox Capture Setup service from your carrier or reseller, using part number (SKU).

The sale and performance of the Samsung Knox Capture Service is governed by the Samsung Business Services Terms and Conditions located at www.samsung.com/us/business/services/samsung-business-services the “Terms and Conditions”). All capitalized terms that are not defined in this Service Guide shall have the meaning ascribed to them in the Terms and Conditions. No pre-written terms of your purchase order will be binding on Samsung.

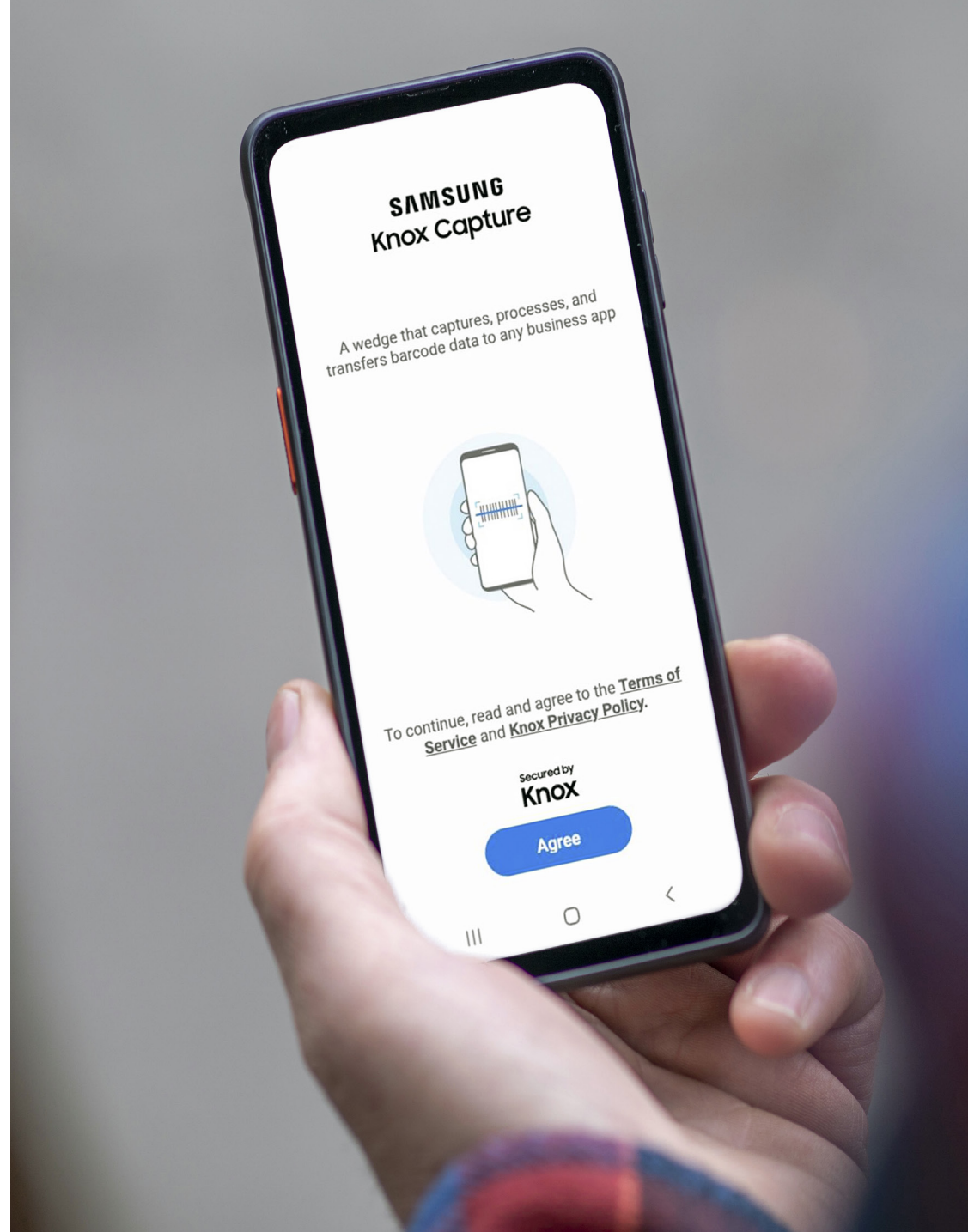
Confirmation of the Knox Capture Setup Order

Once Samsung has received your order confirmation our KNOX services team will contact you to initiate your service. Depending on your reseller, it can take up to 2-5 business days for Samsung to receive receipt of your order.

Knox Capture Setup can only be undertaken during normal business hours (8am-8pm ET.) The service is delivered remotely. If there is a big enough demand an onsite session can be done. T&E will be added to the price.

Support

After the 30 days of service support has expired customers will revert to the standard Samsung web-based product support or you have the option to re-purchase this Knox Capture Setup Service or Purchase the Mobile Deployment Service, P/N MI-OVMTAA2 if you have broader mobile service needs.



Learn More samsung.com/business insights.samsung.com

Product Support 1-866-SAM4BIZ Follow Us [youtube.com/samsungbizusa](https://www.youtube.com/samsungbizusa) [@SamsungBizUSA](https://twitter.com/SamsungBizUSA)

SAMSUNG