

MANAGED SERVICE LESS ON-SITE SERVICE

Our self-service offering, coverage includes expedited response time for replacement parts, SmartVu® Portal, proactive monitoring, customized alerts, personalized training and 24/7 support from our NOC.

Customers may choose Gold Level with a 5 Year (Maximum) Time Frame.



SmartVu® Gold Online Support Center

The SmartVu® Support Center is a self-service knowledge library with hundreds of support articles, downloads, videos and other resources for learning more about your BoldVu® displays, including:

- Installation/Technical Manuals
- Troubleshooting Guides
- Part Replacement Instructions
- Display Settings
- Product Tutorials
- Customized Videos
- Zendesk Ticketing Instructions
- Online SmartVu® Handbook

Covered Replacement Parts

Replacement parts will be shipped to buyer in advance of having received the faulty part. Within 10 days of receiving replacement part, buyer will ship the faulty part to seller. If faulty part is not returned within the 10-day window, cost of the replacement part plus shipping expense will be reimbursed by the buyer.

Free Standard shipping both ways (shipments within USA only)

Response time Gold = within TWO (2) Business Days

SmartVu® Gold Portal

Use a web-based management tool, SmartVu® Portal, to monitor and manage your BoldVu® displays. View individual displays or a network of displays, adjust system settings, and open support tickets using your own professional staff. SmartVu® Portal presents the most pertinent indicators of display health and performance in an easy to read dashboard.

- Video On/Off Status
- Connectivity Status
- Actual Display Brightness
- System Run Time
- Power Usage
- Ad Visuals in Real Time
- Fan Speeds
- Door Open/Close Status
- Board Temperatures
- Display Events/Incidents
- Business Intelligence Reports
- Access to Sensor Graphs

SmartVu® Gold Proactive Monitoring

The Network Operations Center (NOC) monitors your displays 24/7/364* and proactively reaches out to avoid potential problems. If repairs are needed, our NOC will offer personalized attention to your team.

*Excludes Christmas

SmartVu® Gold Custom Email Alerts

The NOC also designs customized email alerts based on your needs and requirements. We discuss your specifications and set up customized email alerts to meet them.

Personalized Training at our Manufacturing Facility

ONE (1) training session per calendar year of the SLA. Hands-on instruction during the assembly of your displays. Customized instruction for your Team that includes a full component overview, individualized SmartVu® Portal training and an overview of the MRI Online Support Center. Live Stream training arranged upon request.

SmartVu® Gold Call Center Technical Support

Our NOC Call Center is available 24/7/364* by phone and email to help address questions, support issues, and process replacement parts orders – all to make sure your systems remain operational and online.

Our Support Agents are based in the United States, Europe, and Australia and are available Worldwide.



Note: remote connectivity to controller ports 7100 and 443 required for display monitoring. Login information required for media player updates. Diagnosis and resolution of problems related to software installed by customer not included. Malicious software protection, detection, or removal not included.

BoldVu® is a registered trademark of Manufacturing Resources International, Inc. (MRI). BoldVu® is also used under license by LG-MRI LLC, a joint venture entity between LG Electronics U.S.A., Inc., and MRI; and, by Precision Systems Integration, LLC, affiliated with MRI.



SmartVu® Platinum

MANAGED SERVICE PLUS ON-SITE SERVICE

Our highest level of Managed Service.

Enjoy all the Benefits of SmartVu® Gold Level Service, PLUS the added benefit of On-Site Field Service. SmartVu® Platinum Level Service provides professionally trained Technicians dispatched to your BoldVu® displays. [Customers may choose SmartVu® Platinum Level Service for a 5 or 10 year \(Maximum\) term.](#)



SmartVu® Platinum On-Site Field Service

Highly trained and professional Field Service Technicians dispatched to the Customer's installation sites.

Ensures the Display is maintained for the lifetime of the SLA term, by specially trained and certified Field Technicians (subject to timely payment of applicable fees when due).

Certified technicians are scheduled and supported in the repair or replacement of damaged or faulty parts and components at the display site.

Service Access Module (SAM®)

Service Access Modules engineered for onsite field service access in the deployed position. The modular design allows for fast and easy component change-outs.

Field Service Technicians provide the replacement part and all necessary tools and materials, subject to availability.

Field Technicians are in constant contact with NOC to provide feedback and real time updates to customers.

Dedication and Commitment

When there are multiple components that can be the root cause of the issue, and when it's discovered that hardware is the problem, onsite service may be necessary.

SmartVu® Platinum On-Site Field Service simplifies and accelerates the resolution of hardware issues through highly skilled technicians and engineers.

Trained and certified personnel perform field services rapidly and efficiently to get your systems back online quickly.

The information provided in this material is for general informational purposes only. All information is provided in good faith, however, Manufacturing Resources International, Inc. and its affiliates make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability or completeness of any information appearing in this material. All information is subject to change or updates without notice.



UPDATED 03-23-2023