



Samsung Screen Installation Guide

Installing the Dominate player on Samsung commercial signage screens

Document v1.0 | July 2026 | MN Group | Applies to Samsung Smart Signage displays (SSSP / Tizen: QM, QH, QB, PM series — SOC, no external player needed). Menu names vary slightly between firmware generations; both variants are given below.

What you need

- ☐ A Samsung **commercial signage** display (Smart Signage Platform / Tizen). Consumer Samsung TVs are not supported.
- ☐ The Samsung remote control supplied with the screen.
- ☐ An internet connection for the screen. Wired (LAN cable) is preferred; WiFi also works.
- ☐ For a new screen: a phone with the correct customer's Dominate login, to link the screen — or someone at head office who can arrange the link while you are on site.
- ☐ About 10 minutes — 15 for a brand-new screen (setup wizard included).

Nothing to sign in to on the screen itself. The screen downloads the Dominate app directly from the MN Group server — no accounts, passwords or app stores on the screen.

Mounting: the screen may be mounted normally or rotated 90° for portrait. **Upside-down (180°) mounting is not supported** — Samsung firmware has no 180° mode. Mount the panel the right way up.

Step A: First switch-on

Brand-new screen: Samsung's setup wizard

A new screen (or one after a factory reset) starts with Samsung's own setup wizard. Its steps vary slightly between models and appear in roughly this order — if a step does not appear on your screen, simply move on. Two of them really matter; they are marked in bold.

- 1** **Language** — and on newer models, accept the terms and choose the basic/manual setup if asked for an "Installation Type".
- 2** **Display Orientation** — landscape or portrait, matching how the screen is mounted.
- 3** **Network** — connect wired or WiFi.
- 4** **Auto Power Off** — choose "**Off (Recommended)**". Any other choice switches the screen off by itself after a few hours.

- 5 **Play via / Player Selection** — choose **"Custom App"** ("URL Launcher" on older models), **NOT MagicInfo** (the factory default). If the wizard then asks for a web address, enter the address from Step B — the app installs right from the wizard, and you can skip to the end of Step B.
- 6 **Connect to RM Server** — choose **Skip**.
- 7 **Date & time** — set correctly, including the time zone.
- 8 **PIN** — the factory PIN is **0000** (**000000** on the newest models). If asked to change it, record the new PIN — the settings menus ask for it later.

Every screen: confirm these three things

Whether the screen is new or not, confirm these before installing. They matter: a wrong clock is the most common cause of a failed installation.

- 1 **Language and country** are set correctly in the wizard or under **Menu > System**.
- 2 **Set the clock — both by hand and via NTP**. Under **Menu > System > Time**: first set the date and time manually with **Clock Set** (time zone included), then set the NTP server address to **time.google.com** so the clock stays correct on its own — new panels ship with time sync switched on but **no server filled in**, so they sync nothing. If the clock is wrong, the screen cannot download the app.
- 3 **The screen is online**. Check under **Menu > Network > Network Status** — the test must report **internet** access; "connected to local network" alone is not enough.

Signage settings worth checking

Samsung ships some screens with energy-saving features that quietly switch a signage screen off or dim it. Check these once — they are all in the settings menu (the group is called **Eco Solution** on older models and **Power and Energy Saving** on current ones):

Setting	Set it to	Where
Auto Power Off	Off	Menu > System > Eco Solution (or Power and Energy Saving). Otherwise the screen turns itself off after a few hours.
No Signal Power Off	Off	Same menu group.
Eco Sensor (newer models: Backlight Optimisation)	Off	Same menu group. Stops the screen dimming itself with the room light.
Standby Control	Off	Menu > System > Power Control
Auto Power On	On	Menu > System > Power Control . The screen comes back by itself after a power cut.
Max. Power Saving	Off	Menu > System > Power Control

Setting	Set it to	Where
Screen Saver	Off	Menu > OnScreen Display > Screen Protection . Leave Pixel Shift on — it protects the panel and is invisible in practice.

Screens that should follow store hours can use the built-in **On/Off Timer** (Home > On/Off Timer) — set its Source to the app mode chosen above. For 24/7 sites, leave the timers unset.

Step B: Install Dominate over the network (recommended)

- 1 Press **Menu** on the remote, then go to System > Play via and set it to **Custom App** (named **URL Launcher** on older firmware). The screen reboots into launcher mode.
- 2 Open the install screen. After the reboot, press **HOME** on the remote:
 - current firmware: open the **AppManagement** tile, then **Install Custom App**;
 - older firmware: open the **URL Launcher Settings** tile, then **Install Web App**.
 Tip: if an app is already running full-screen, press **EXIT** on the remote to leave it — the Back/Return button does not close a running app.
- 3 Enter this address **exactly**, including the **https://** — the address only, no file name at the end:
https://tizen.mndev.co.za/s
- 4 Confirm. The screen downloads and installs the app (30–60 seconds), then starts it.
- 5 **Power cycle the screen:** switch it off at the wall (or unplug it), wait 10 seconds, power it back on. It must start Dominate again on its own — the installation is only proven after this restart.

Success looks like this: the screen powers on, shows the Samsung logo, briefly shows a small "checking for updates" screen (normal at every power-on — this is how new versions of the base app arrive), and then opens the Dominate player on its own. Allow up to a minute from power-on. From now on it does this on every start, automatically.

If the screen shows its registration screen with a QR code: the physical install is done. The last step is linking the screen to the right account:

- 1 Scan the QR code with your phone's camera. It opens the Dominate linking page in your phone's browser.
The QR code refreshes itself every so often — scan the code currently on the screen, not one from a photo or an old portal tab.
- 2 **Sign in with the correct Dominate account: the account of the customer this screen belongs to.** The screen is linked to whichever account you are signed in with, so a wrong login puts the screen on the wrong customer. If you are already signed in on your phone, check it is the right account before confirming.

3

Complete the link on the phone. Leave the screen switched on; content starts playing by itself within about 30 seconds of linking.

No Dominate login for this customer? Do not link it to anything else. Contact your MN Group contact and they will arrange the link. The screen's software version is shown in the portal's Players list.

Updating the app on an installed screen

There is normally nothing to do. As long as the screen is switched on and connected to the internet, updates are automatic and silent:

- ☐ The player checks for updates regularly on its own — no menus, no USB stick.
- ☐ Normal releases install themselves silently overnight; urgent fixes arrive within minutes. Content keeps playing during the download, and the switch itself takes about two seconds.
- ☐ Larger base updates install at power-on — the brief "checking for updates" screen. Normally no site visit is needed.

Only if support asks: power cycle the screen (off at the wall, wait 10 seconds, on) to pick up a new base version immediately.

Alternative: install from a USB stick

Use this when a screen has no internet yet, or a site blocks the download. Ask MN Group for the current USB package first — it contains two files that must not be renamed.

1

Use a USB stick formatted as **FAT32**.

2

In the root of the stick, create a folder named exactly **SSSP** (all capitals).

3

Copy **both** supplied files into that folder: `sssp_config.xml` and `Dominate.wgt`
The full paths on the stick must be: `[USB]/SSSP/sssp_config.xml` and `[USB]/SSSP/Dominate.wgt`

4

Set `Menu > System > Play via` to **Custom App (URL Launcher** on older firmware) as in Step B, if not already set, and let the screen reboot.

5

Plug the stick into the screen's USB port.

6

Press **HOME** on the remote, open **AppManagement** (current firmware) or the **URL Launcher Settings** tile (older firmware), select **Install from USB Device**, and confirm. If a PIN is requested, the factory default is **0000**.

7

When it reports complete: remove the stick, switch the screen off at the wall, wait 10 seconds, power it back on.

8

Connect the screen to the internet as soon as possible afterwards, so it can pair and receive updates.

Troubleshooting

What you see	What it means and what to do
The download fails, or sticks at 0%	No internet, or the panel clock is wrong. Check Network Status (Step A), re-check date/time and the NTP server (time.google.com), then retype the address exactly and try again. If it still fails, try the address with a / added at the end.
An install error mentioning a certificate (for example code -3 or 118)	Usually a wrong clock on the panel; occasionally a server-side issue. Fix the date/time first. Do not retry repeatedly — if it persists, contact MN Group.
Cannot find AppManagement or Install Web App anywhere	Play via has not been set, or the screen has not rebooted since. Set Menu > System > Play via to Custom App (URL Launcher), let the screen reboot, then press HOME .
A blue "Fast RWI" / "about:blank" popup at every start	Developer Mode is switched on — it blocks unattended startup. Go to the Custom App / URL Launcher settings, set Developer Mode to Off , and reboot. Never enable Developer Mode on a Dominate screen.
Install reported complete, but Dominate does not start by itself after a power cycle	The app was installed through a different menu, or Play via is set wrong. Set Menu > System > Play via to Custom App (URL Launcher), reboot, and redo Step B. If Dominate appears in the screen's Apps list but will not auto-start, delete it there first, then reboot — the launcher reinstalls it cleanly.
MagicInfo (or another player) appears instead of Dominate	Play via is set to the wrong mode. Set it to Custom App (URL Launcher) and reboot.

What you see	What it means and what to do
Scanned the QR code, but the screen never links	The QR code refreshes itself — always scan the code currently on screen, not one from a photo or an old portal tab. Confirm the screen is online. If it still will not link, contact MN Group.
Install from USB Device does nothing, or reports no app found	The stick layout is wrong. The folder must be named exactly SSSP (all capitals) in the root of a FAT32 stick, containing sssp_config.xml and Dominate.wgt with their names unchanged.
Black screen or a Samsung network screen at power-on	The screen had no internet at the moment it powered on . These screens need internet at start-up; once running, content the screen has already downloaded keeps playing during outages. Restore the connection, then power cycle.

After installation

- ☐ Confirm the screen restarts into Dominate on its own (switch off at the wall, wait 10 seconds, power back on).
- ☐ Link the screen by scanning its QR code if it is a new installation (or ask your MN Group contact to link it).
- ☐ Portrait installations: set the screen's own orientation under `Menu > OnScreen Display > Display Orientation` (supported models). Never mount upside-down.
- ☐ Recommended: under `Menu > System > Security`, switch **Safety Lock On** to On (and change the default 0000 PIN) so passers-by with a Samsung remote cannot change the configuration. **Button Lock** additionally locks the panel's physical buttons.

Support: MN Group | steven@mnsa.co.za | Please include the screen model number and a photo of any error message.