The Nature

FIND YOUR PEACE

Beach Apartment

* All images are for illustrative purposes only.

LG ConnectedCare

MANAGE YOUR DISPLAYS
ANYTIME, ANYWHERE
MORE EFFICIENTLY

Cloud Solution | Device Control | Device Monitoring | Analysis Report

LG BEST Care

B2B CUSTOMER CARE

1800-180-9898 (Toll Free)

www.lg.com/in/support

LG Service India Mobile App Available at Google Play

LG MOBILE APP

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To know more about LG, visit www.lg.com/in/business
For B2B Solutions/Product enquiries, please
write to b2b.solutions@lge.com
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Life's Good.

A software solution to centrally manage digital signage displays
LG ConnectedCare

BOOK NOW!

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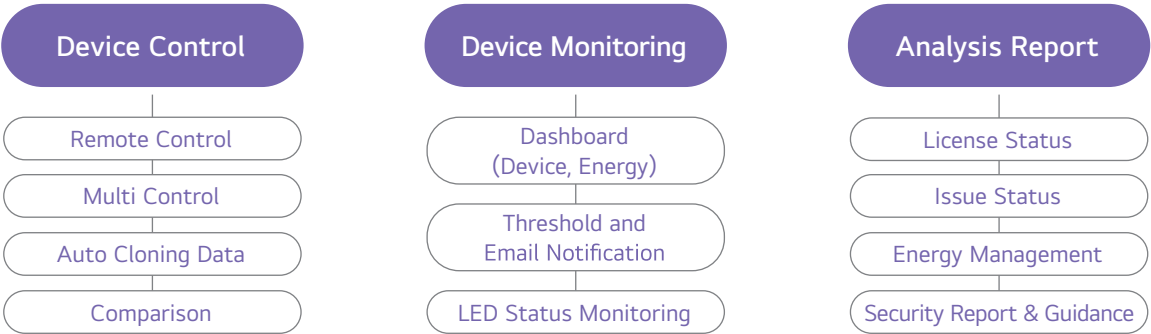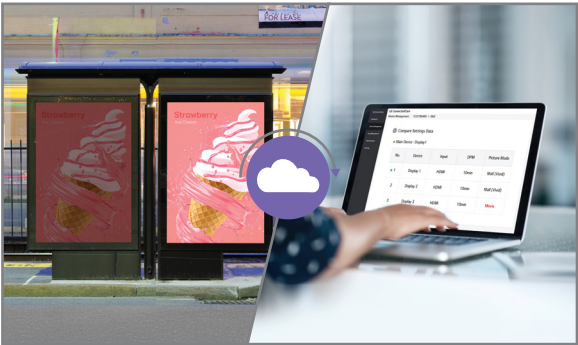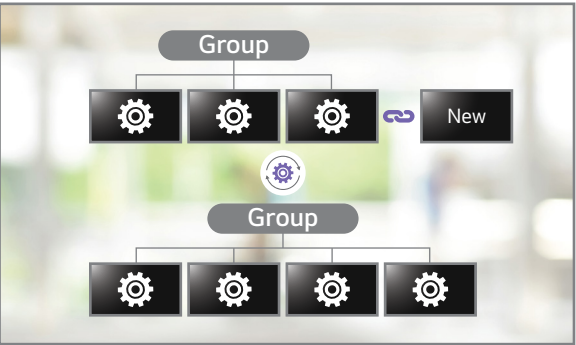## DEVICE CONTROL

LG ConnectedCare is an efficient remote management software solution designed for controlling and monitoring LG digital signage displays*. Based on a cloud solution, it enables users to centrally manage devices via the internet**, offering an opportunity to reduce upfront costs compared to traditional on-premise solutions that require physical servers.

LG ConnectedCare provides various features such as auto cloning data, and comparison settings to simplify the operation of device remote control. Moreover, user can control multi devices of different models within the same group by utilizing 2 types of Quick / Uni control features.

Device Control	Device Monitoring	Analysis Report
Remote Control	Dashboard (Device, Energy)	License Status
Multi Control	Threshold and Email Notification	Issue Status
Auto Cloning Data		Energy Management
Comparison	LED Status Monitoring	Security Report & Guidance

* The availability of LG ConnectedCare may differ by models. Please contact the local sales office for more details.
** Since LG ConnectedCare is a cloud-based solution, it may be affected by network conditions.
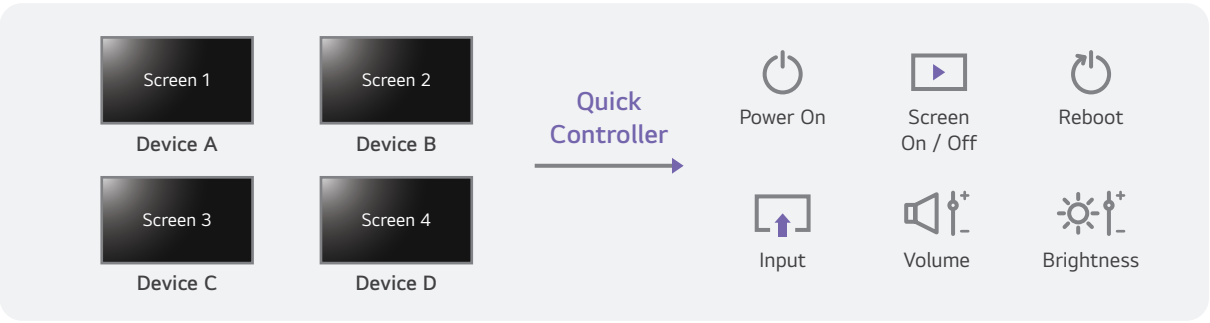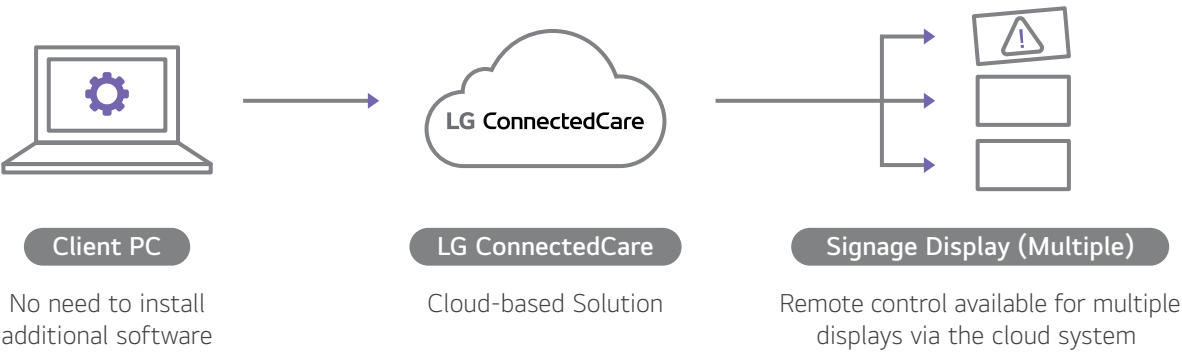
AUTO CLONING DATA

Group

New

Group

Grouping devices with the same settings enables easy control, and any new device added will automatically synchronize through data cloning.

COMPARISON

User can receive a notification if the model of the target group has different settings from the default device based on the data set between several groups.

STRUCTURE OF LG CONNECTEDCARE

Client PC
No need to install additional software

LG ConnectedCare
Cloud-based Solution

Signage Display (Multiple)
Remote control available for multiple displays via the cloud system

With the ability to remotely change device settings and manage multiple devices at once, LG ConnectedCare helps saving time and money on costly on-site visits, making it the essential solution for signage operators.

Screen 1
Device A

Screen 2
Device B

Screen 3
Device C

Screen 4
Device D

Quick Controller

Power On

Screen On / Off

Reboot

Input

Volume

Brightness

QUICK / UNI CONTROLLER
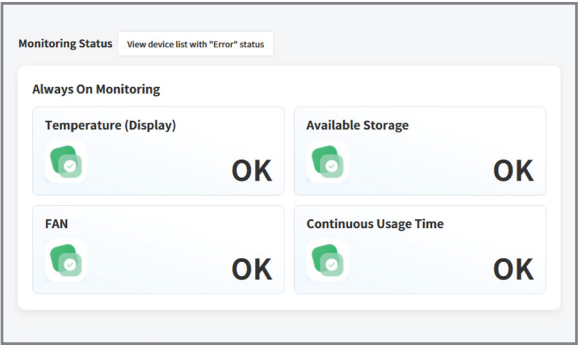
Uni Controller — Multiple devices can be controlled and operated by selecting device models and groups.

Quick Controller — Multiple devices can be selected for control, and the Quick Controller button can be pressed to operate them.

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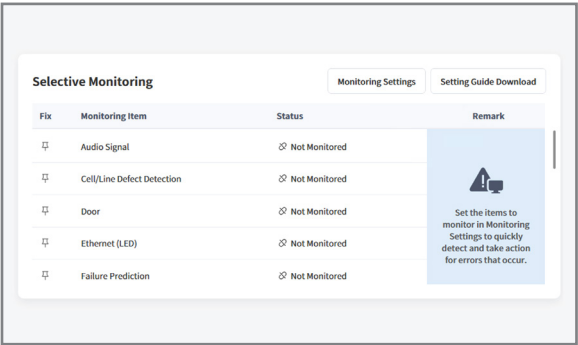
DEVICE MONITORING

With the intuitive dashboard provided by LG ConnectedCare, users can monitor the device status at a glance. The dashboard displays the overall connection status of the devices registered in the workspace of the business sites.

3 TYPES OF MONITORING STATUS

ALWAYS ON MONITORING

This feature allows users to easily view the display temperature, available storage, fan, and continuous usage time at a glance.

SELECTIVE MONITORING

The user can set the designated issue types of the display in 'Monitoring Settings' to quickly detect and take action for error that occur.

SECURITY MONITORING

The user can keep their device safe by setting up security features. This in advance, restricts the execution of unauthorized app and blocks the malicious IPs on the device.
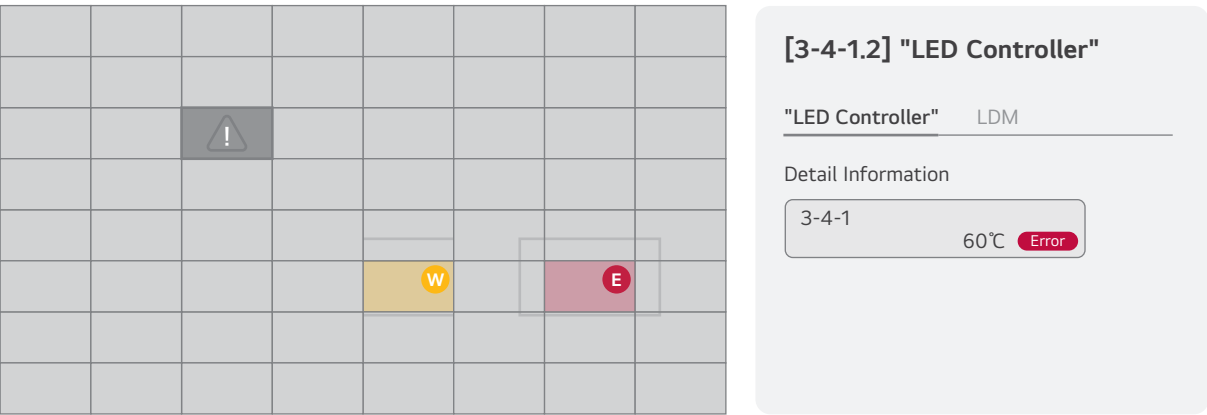
THRESHOLD AND EMAIL NOTIFICATION SETTINGS

Users can set up to various different thresholds for their devices using the 'monitoring settings' provided by LG ConnectedCare. If any of the predetermined thresholds are exceeded during device operation, an error notification email will be sent to the designated administrator to inform them of the issue.

LED STATUS MONITORING
(TEMPERATURE, CABINET CONNECTION, CELL/LINE DEFECTION)

TEMPERATURE

[3-4-1.2] "LED Controller"

"LED Controller"   LDM

Detail Information
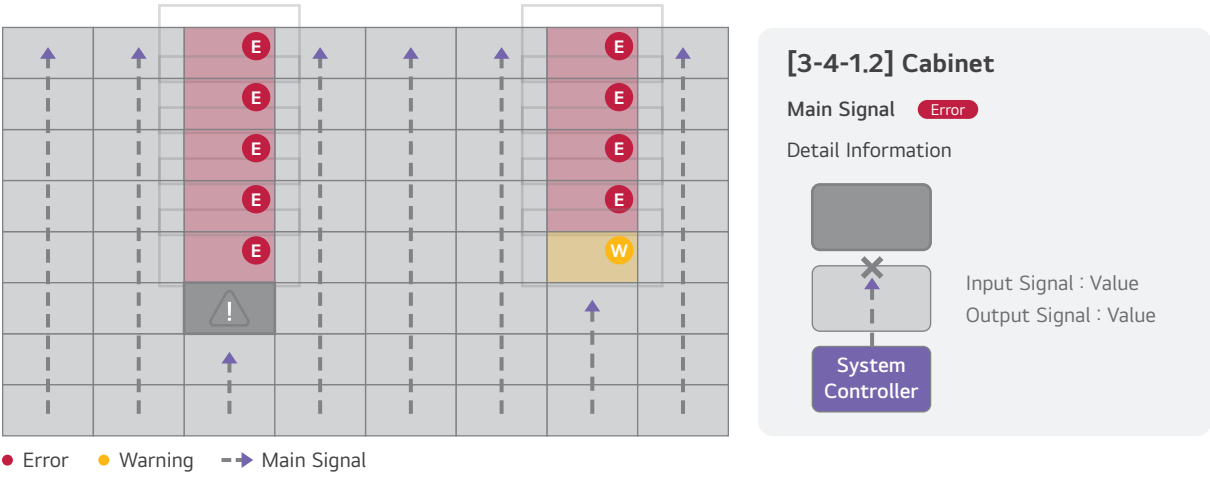
3-4-1
60℃ Error

● Error   ● Warning

* Selecting a "LED Controller" displays LDM configuration and Detail.

Users can easily monitor the temperature status of their device cabinet or the LDM (LED Display Module) while in use. The temperature readings are displayed in a graphical format, with red indicating an abnormal temperature and yellow signaling a cautionary status. This feature enables users to proactively monitor the temperature issue and respond in advance*.

* There may be a limit to the devices supported.
** Temperature monitoring is available for both LG devices and ODM products, but the LDM is only supported on LG devices. For more details on supported devices, please consult your local sales representative.

CABINET CONNECTION

[3-4-1.2] Cabinet

Main Signal   Error

Detail Information

Input Signal : Value
Output Signal : Value

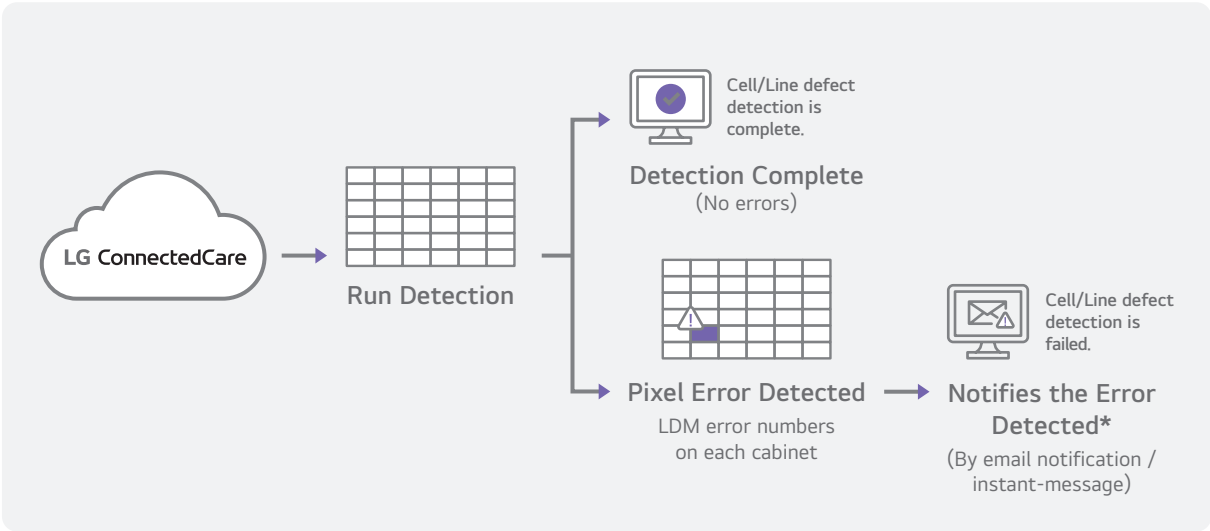System Controller

● Error   ● Warning   ⇢ Main Signal

* Cabinet connection holding area. Use the tab key to select the cabinet to view the connection status and Detail.

LG ConnectedCare detects the cabinet connection status in real-time for devices*. It enables users to know the direction of the cabinet connection and get signal status with detailed information.

* There may be a limit to the devices supported. For more details, please check with you local sales for confirmation.

LED PIXEL ERROR DETECTION

LG ConnectedCare → Run Detection

Cell/Line defect detection is complete.

Detection Complete
(No errors)

Pixel Error Detected
LDM error numbers on each cabinet

→ **Notifies the Error Detected***
(By email notification / instant-message)

Cell/Line defect detection is failed.

*LG ConnectedCare supports automatic and real-time detection of display pixel errors. In the event of an error detection, it displays an alert message on the user's device management screen or sends an issue notification email to the designated administrator.

LG ConnectedCare enables users to proactively identify and address defects in the display's cell and line by detecting LED pixel errors. This feature allows users to easily check the number and location of LDM errors for each display cabinet, facilitating preventive measures for optimal display operation. Users can also set a pre-scheduled diagnostic schedule for self-diagnosis.
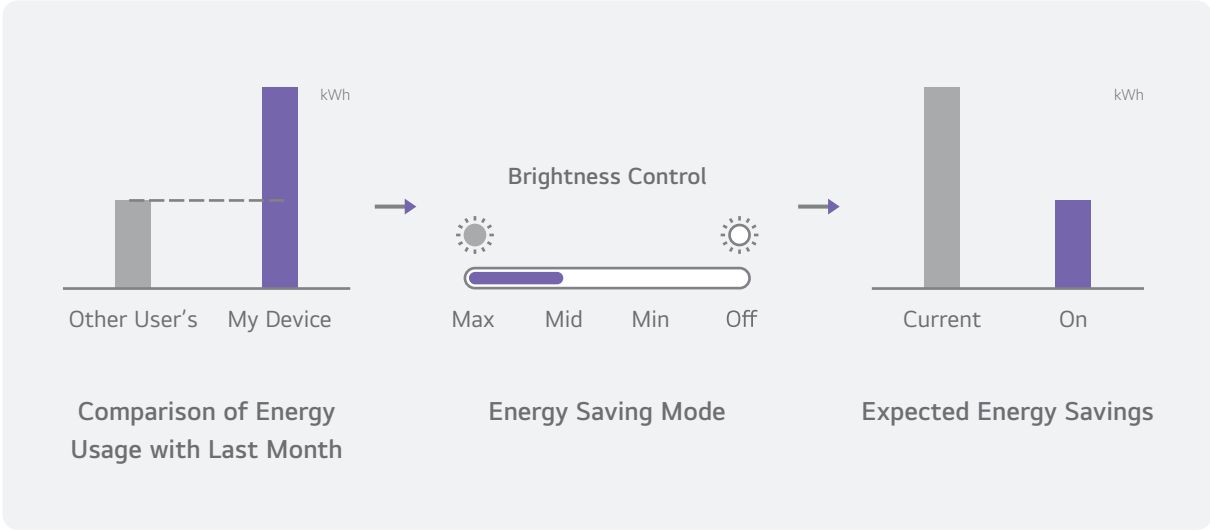
* LG ConnectedCare provides functionality to detect pixel errors and notify users, but resolving pixel issues requires action from the user or the system integrator.
** Compatible models can be found on the Notice Board within the LG Business Cloud website.

ENERGY DASHBOARD

Energy Usage

Daily   Weekly   Monthly

Top 5 Energy Used Device (Daily)

Device	kWh
Device 1	20 kWh
Device 2	8 kWh
Device 3	6 kWh
Device 4	5 kWh
Device 5	2 kWh

The energy dashboard helps users monitor and manage the energy consumption of their displays more efficiently. Based on LG ConnectedCare's energy consumption analysis data, it offers detailed insights into each device's energy consumption, and its intuitive dashboard allows users to compare and evaluate energy consumption data on a daily, weekly, or monthly basis.

* There may be a limit to the devices supported. For more details, please check with you local sales for confirmation.

kWh

Other User's   My Device

Comparison of Energy Usage with Last Month

Brightness Control

Max   Mid   Min   Off

Energy Saving Mode

kWh

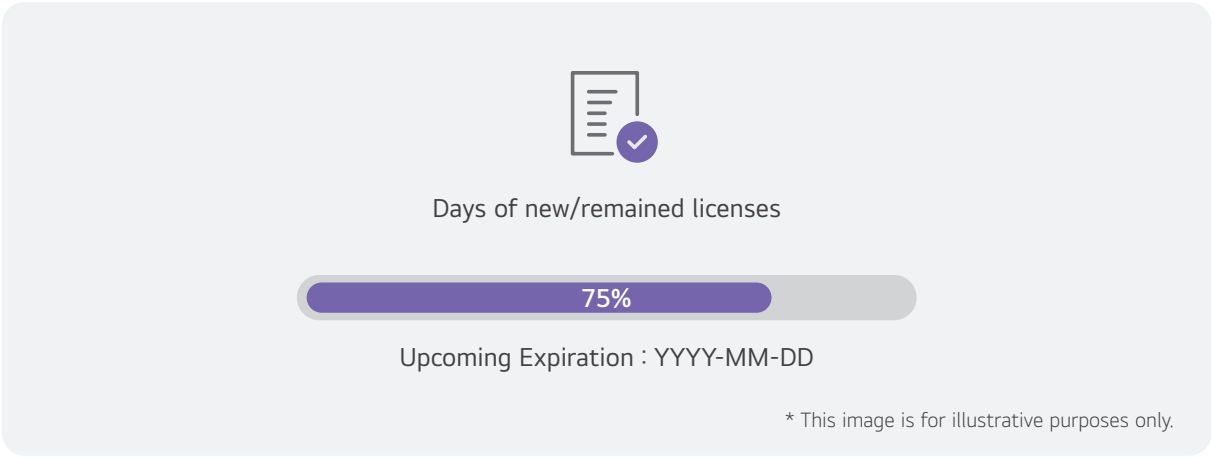Current   On

Expected Energy Savings

Users can compare and analyze last month's device energy consumption with other users using the same server. Moreover, the energy-saving mode allows for direct management of power consumption by adjusting display brightness or setting brightness schedules. These brightness adjustments enable users to forecast changes in energy consumption, facilitating more effective energy management.

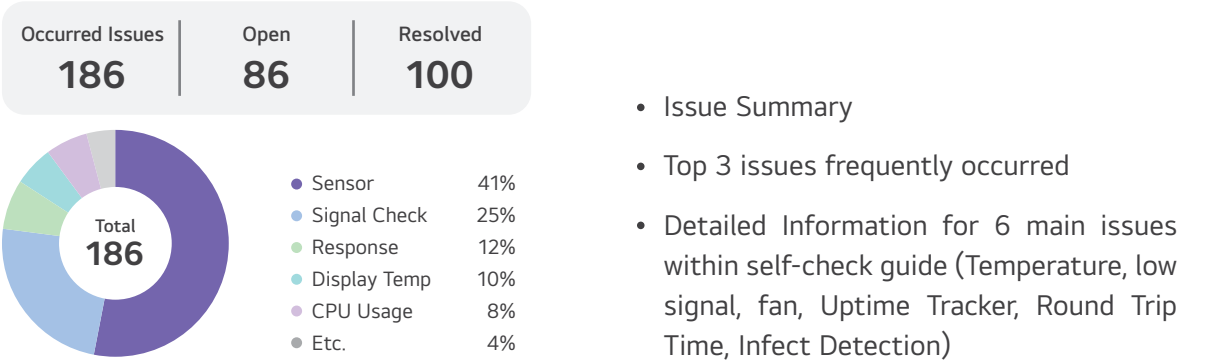* All images are for illustrative purposes only.

ANALYSIS REPORT

With LG ConnectedCare, the users can customize the recipients and frequency (every 2 weeks or every month) of the delivery based on user's preferences.

LICENSE STATUS REPORT

Days of new/remained licenses

75%

Upcoming Expiration : YYYY-MM-DD
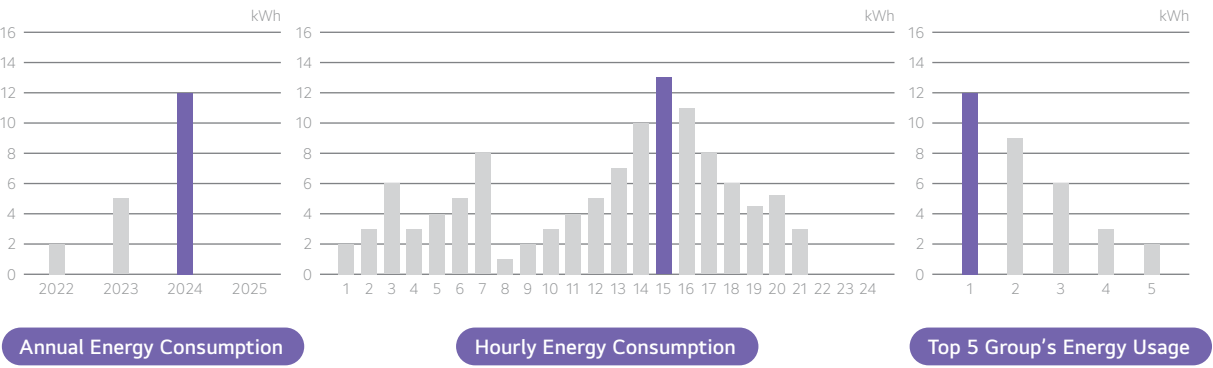
* This image is for illustrative purposes only.

The report provides an overview of device issues, the status of license management, recommendations for other settings, and a history of device operations.

ISSUE STATUS REPORT

Occurred Issues	Open	Resolved
186	86	100

Total 186

- Sensor 41%
- Signal Check 25%
- Response 12%
- Display Temp 10%
- CPU Usage 8%
- Etc. 4%

- Issue Summary
- Top 3 issues frequently occurred
- Detailed Information for 6 main issues within self-check guide (Temperature, low signal, fan, Uptime Tracker, Round Trip Time, Infect Detection)
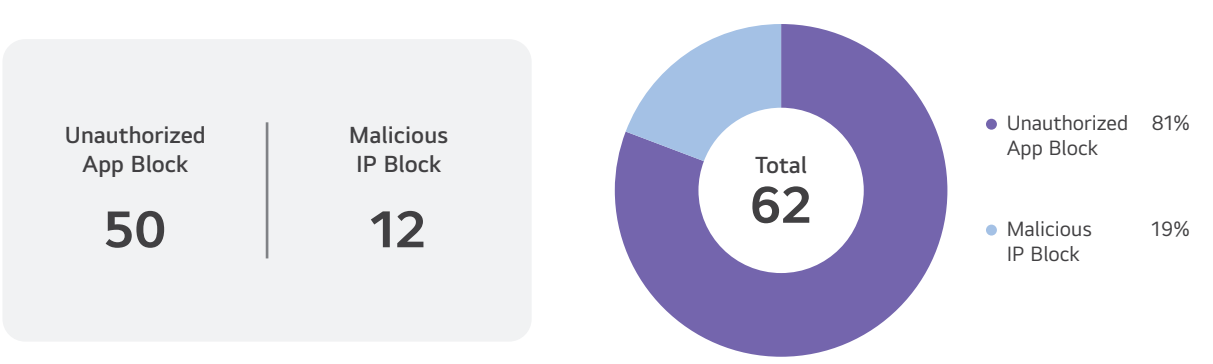
With the Issue Status Report, the user can receive various information about the issues occurred to the registered devices for the selected specific period.

ENERGY MANAGEMENT

kWh

Annual Energy Consumption

Hourly Energy Consumption

Top 5 Group's Energy Usage

The features will be presented to the user in a report format, detailing annual and hourly energy consumption, identifying the top energy-consuming groups, and listing devices without Energy Saving Mode enabled. This comprehensive overview aims to enhance energy management and efficiency within the workspace.

SECURITY REPORT & GUIDANCE

Unauthorized App Block	Malicious IP Block
50	12

Total 62

- Unauthorized App Block 81%
- Malicious IP Block 19%

It provides information about security issues that occurred in the workspace. Additionally, it offers guidance on how to address frequently occurring security issues.

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