SPINETIX

Cockpit

The opportunity to offer services

Quality of on-site service and support is one of the top challenges for digital signage projects. Without professional remote monitoring tools, maintenance operations can be unpredictable, risky and expensive, with labor costs adding up quickly.

The SpinetiX brand has always been a promise for unmatched product reliability and industry-leading support. But digital signage networks involve more than media players: They need content, displays, network infrastructure, environmental factors and services. The combination of ultra-reliable products together with the proven demand for ongoing services means exciting new business opportunities to dealers.

The new cloud-based service for dealers

With Cockpit, dealers can now effortlessly answer to service opportunities such as monitoring and support. The new Cockpit service allows dealers to prevent issues - till now unpredictable - and promptly react to incidents, maximizing the up-time of the end customer's digital signage network. This unique added value service will improve the quality of maintenance and on-site support and will keep end customers loyal.

Offer services and support with minimum risks and costs

React promptly and prevent players reaching critical status

Keep end customer's players under control from anywhere

Discover Cockpit
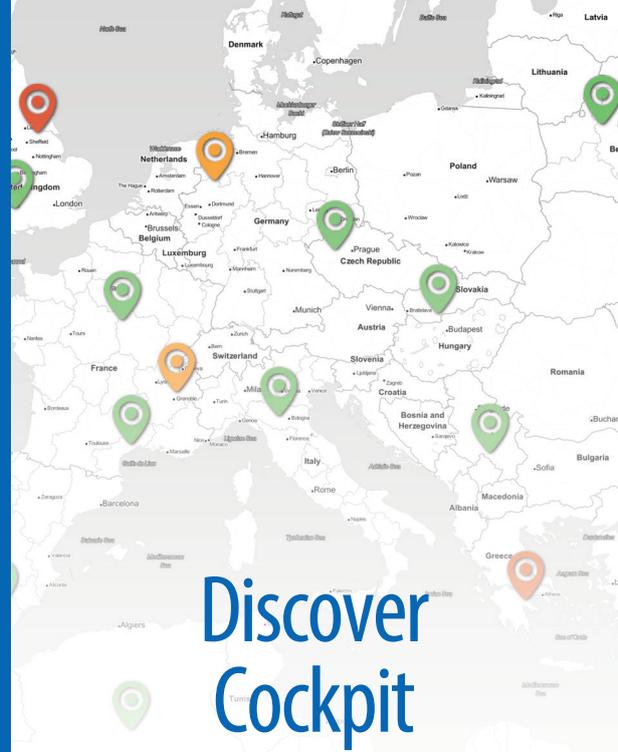
free Basic Monitoring
Free access to standard monitoring tools

fee based Premium Monitoring
Unlimited access to advanced monitoring and notification tools with high monitoring precision

Each player newly added to Cockpit benefits from a 30-day Premium Monitoring trial period. After this period, a Cockpit Premium License is needed which can be obtained through established SpinetiX sales channels. These licenses are valid for 1 year and only available to resellers and dealers. They cannot be sold to end customers. However, dealers may have the ability to give view-only access to end users.

For dealer prices, contact your local distribution partner. No suggested retail prices are available as Cockpit should be included in a broad service offering from dealers to end customers.

Cockpit at your service

Cockpit enhances the reliability of SpinetiX players by leveraging unique enterprise features to monitor all elements of the digital signage network, and to notify of any potential issues.

Screen issues
Indication of screen problems
Cockpit detects if a screen has been switched off or disconnected from a player, reducing the troubleshooting time at customer premises.

Lost connections
Indication of network issues or malfunctioning players
Cockpit spots players which have stopped connecting, either because of a network issue or because the player is non-functioning or in recovery mode. A network issue is highly likely if several players in the same area are simultaneously detected as offline. In case of a single player detection, further diagnostic information can be obtained within Cockpit.

Potential content issues*
Detection of content rendering issues
Cockpit detects player content rendering issues. Player CPU history and safe-mode stats help the dealer to identify possible origins of the player rendering issues such as freezing content or recurring reboots.

Prevention of potential publishing issues
Cockpit sends a notification if the player storage becomes almost full. This is useful to make customers aware that the player is reaching its physical storage limitations and that publishing issues might arise if more content is being added onto the player.

Environmental causes*
Gathering of environmental factors
Cockpit registers environmental irregularities such as unexpected power cuts or, if supported by the player, exceeded temperature limits. Player uptime stats and reboot reasons indicate if the device is stable or if the environment needs to be modified.

Firmware conflicts*
Prevention of unstable installations
Cockpit monitors firmware versions to indicate inconsistent player installations. It also notifies as well the dealer if firmware updates have been initiated by the end customer. Furthermore, Cockpit can also notify if a player faces corrupted firmware - for example, due to a power cut during a firmware update - which could mean a site visit needs to be scheduled.

* Available with a Cockpit Premium License

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cockpit.spinetix.com

ALL PLAYERS	✓ OK	! WARNING	✗ FAILURE
1209	870	300	39