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2012

This manual outlines the step-by-step installation of the Note II Phone, and Retail Mode APP Download for existing Samsung Devices on display.

Note II Costco Installation Manual

Technical Assistance
1.855.441.6965

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BEFORE INSTALLATION & PROTOCOL

BEFORE INSTALLATION

1. Confirm install date 1 – 2 days in advance with HOLMAN
2. Obtain Manager's name and number for day of installation

PROTOCOL

3. Arrive to store on time and be polite and professional with store employees and customers
4. Wear clean HOLMAN shirt and pants
5. Foul language and unprofessional conduct will not be tolerated
6. Damage to devices, graphics or displays must be reported to HOLMAN immediately. HOLMAN is not responsible for any damages that occur on-site. Any costs incurred to repair or replace properties will be charged to installer.

PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED BEFORE LEAVING JOB SITE

****FAILURE TO COMPLY WITH THE ABOVE WILL RESULT IN NON-PAYMENT****

CONTENTS & REQUIRED SUPPLIES

CONTENTS*

1. Samsung Galaxy Note II
2. S-Pen
3. S-Pen Security Wire Install Box
4. Acrylic S-Pen Cradle
5. UPS Return Envelope
6. Technical Assistance Stickers
7. HOLMAN Business Cards
8. POP: Graphic
9. TOOLS:
 - a. Tri-wing Security Key
 - b. Tamper Proof Bit
 - c. Micro Phillips Screwdriver
 - d. Alcohol Cleaning Pads
 - e. Disc Sensor Adhesive Pads
 - f. Keys (to open Kiosk)

*HOLMAN to provide

EXISTING CONTENTS*

1. Existing Brackets
2. Disc Sensor
3. Power Coupler

REQUIRED SUPPLIES*

1. Standard Tool Kit
2. Power Drill
3. Cleaning cloth
4. Bottle of Cleaner

*Installer to bring on-site

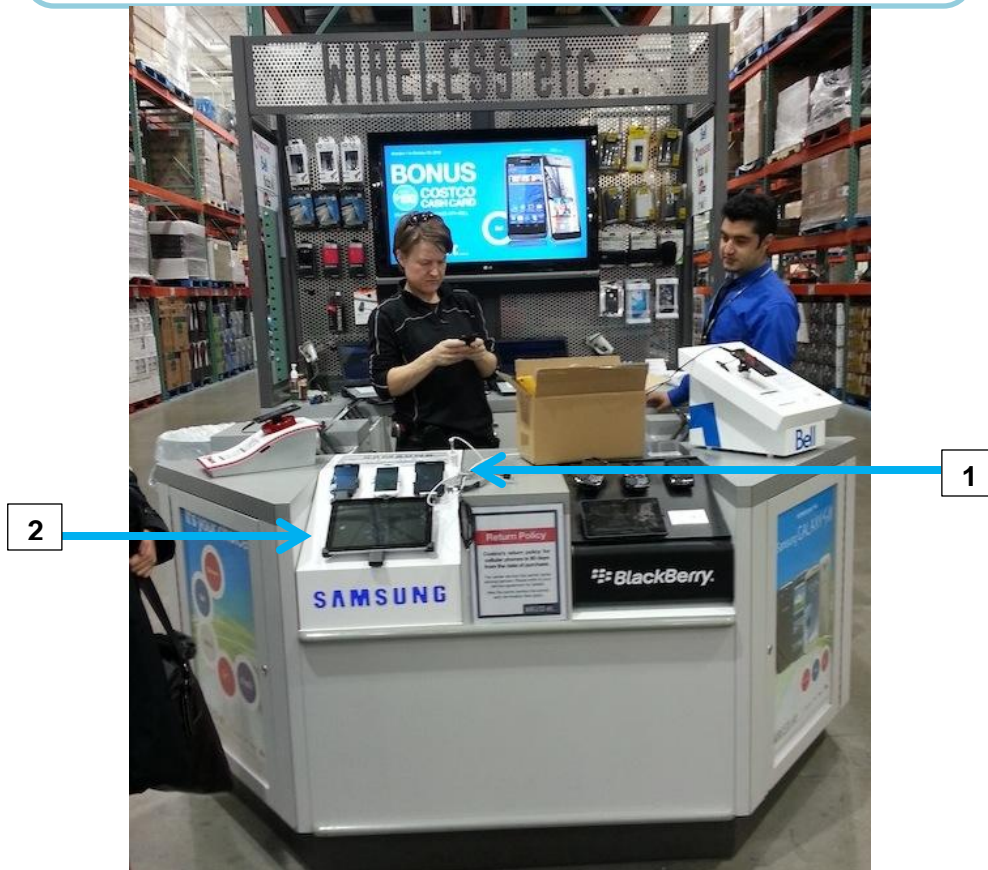
TO BEGIN INSTALLATION

UPON ARRIVAL TO STORE

1. Ask an available sales associate to speak with the Manager
2. Introduce yourself to Manager and explain why you are there and provide a Holman Business Card

INSTALLATION LAYOUT

1. Galaxy Note II with S-Pen & Cradle
2. POP: Graphic (to replace Tablet)



REMOVING DISPLAY

1. To begin, carefully release table top display kiosk by holding the front end and lifting back end



2. Use both hands to lift the back end



3. Lift back end completely up and unplug extension cord



5. Lay kiosk on its right side so key hole is at top

****DO NOT FLIP KIOSK COMPLETELY OVER****

6. Use key provided to open back of unit to access wires and brackets

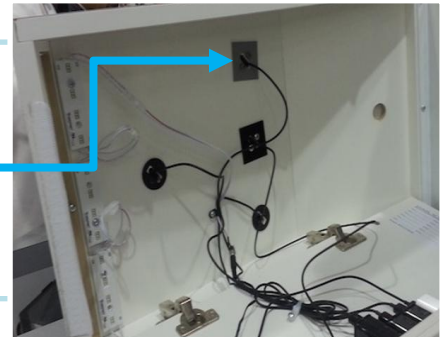


6. Open back panel completely to begin uninstalling and installing devices



UNINSTALLING GALAXY NOTE I

1. Locate metal plate which is securing Galaxy Note I



2. Unscrew metal plate using power drill



3. Pull Galaxy Note I with brackets from display
Note: Wire will be connected



4. Hold Galaxy Note I and use Tamper Proof Bit to unscrew security screws in brackets to remove Note I

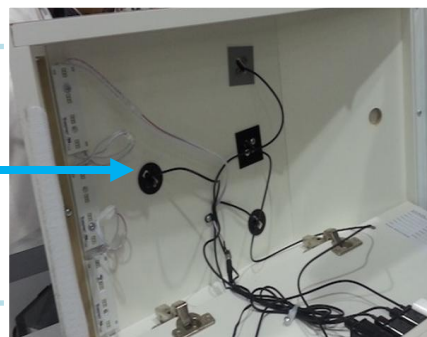


6. Unplug coupler from Note before sliding device out



UNINSTALLING TABLET

1. Locate black metal plate which is securing/holding Tablet



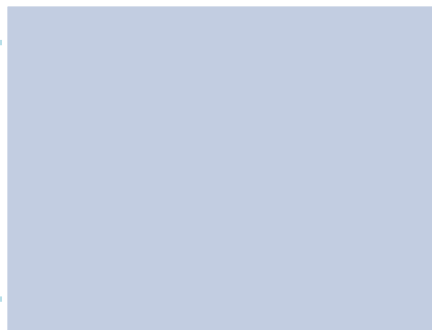
2. Unscrew metal plate using power drill



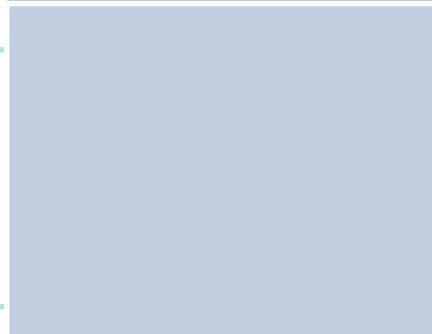
3. Pull Tablet with brackets from display
Note: Wire will be connected



4. Hold Tablet and use Tamper Proof Bit to unscrew security screws in brackets to remove Tablet



6. Unplug coupler from Tablet
7. Leave space empty to install graphics once Galaxy Note II is installed and kiosk is replaced and secured



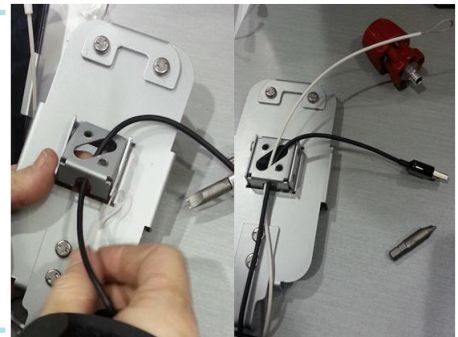
INSTALLING GALAXY NOTE II

1. Using Tamper Proof Bit unscrew center bracket



2. Tilt center bracket up and feed power coupler through bottom hole and out middle hole

3. Repeat step 2 with S-Pen Security Wire



3. Feed other ends of power cable and S-Pen Security wire through kiosk

4. Slide Galaxy Note II into security brackets and replace screws

5. Plug power cable into NOTE II

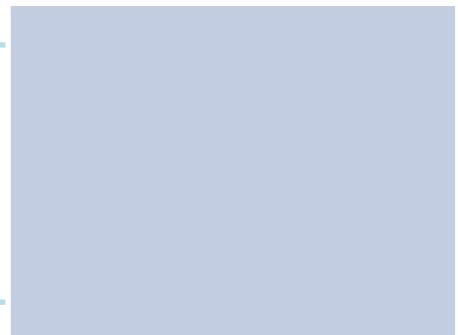


5. Place Galaxy Note II in position and drill metal plate at back to secure device with brackets



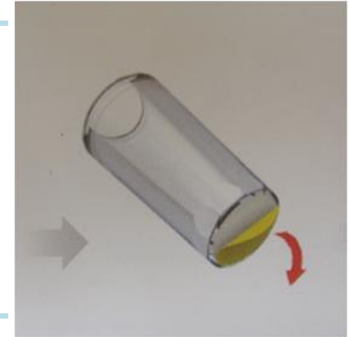
6. Close back panel and lock with key

7. Replace kiosk back into display before installing S-Pen and graphic



INSTALLING S-PEN CRADLE & S-PEN

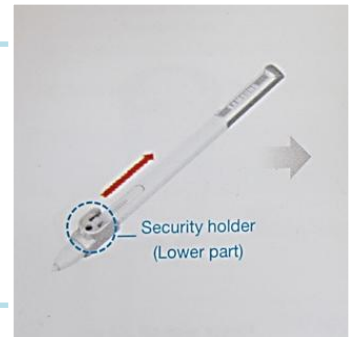
1. Locate location of cradle mapped out on layout of display
2. Clean surface of display where cradle will be placed
3. Peel off all protection films of adhesive underneath the cradle



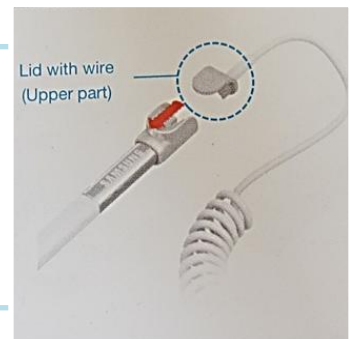
4. Place and press firmly to mount on display



5. Open box with security wire and accessories
6. Hold S-Pen and put it into the security holder and pull security holder up to the head of S-Pen



7. Plug the lid (upper part) into the holder covering head of S-Pen



8. Feed other end of security wire through Note II power source hole in display surface
9. Collect extra wire from under display and attach together with black cable tie to shorten length of wire above display top surface
10. S-Pen and S-Pen Cradle are installed

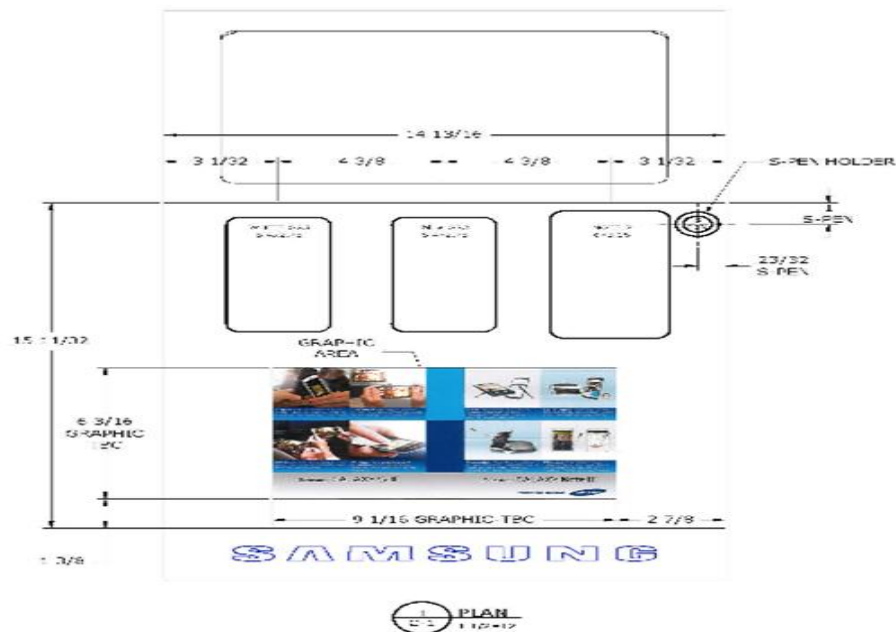


INSTALLING GRAPHICS

1. Remove current GS III graphic (left)
2. Replace with new header POP/graphic (right)



3. Install display graphic as per specifications below
(Please see Appendix 1 for further detail)



CONNECTING GSIII PHONE TO WIFI

1. Turn on GSIII with button located on right side of the phone
2. To set up the Galaxy SIII network connection swipe the top screen downwards



3. Click the "gear" icon to enter settings
4. Select the local WiFi



5. From the list of Wi-Fi networks, select the applicable one, based on the store you are installing in:

WirelessWave : "rfgww"

Tbooth Wireless: "rfgtb"

Wireless: "rfgwe"

FutureShop: "futureshop"

Best Buy: "bestbuy"



6. Enter the applicable password then click "Connect".

WW, TBooth & WETC Password: "\$martphone"

Future Shop Password: "Future5h0P2012"

Best Buy Password: "B35tBuy2012"



7. Once successfully connect, "Connected" will appear under the SSID



'RETAIL MODE' APPLICATION OVERVIEW

Samsung's 'Retail Mode' application is the first of its kind, giving both consumers and sales reps a truly unique retail experience. Customers will be guided through a looping video to view top features and experiences of the Samsung Galaxy Note II.

The Samsung "Retail Mode" key solutions:

1. Optimize settings on the device
2. Prevent shoppers from altering the experience
3. Media content, apps, and critical settings will be protected. If a shopper takes pictures with the camera, removes pre-set media, or even adds a screen lock pattern on the phone, all of the alterations will be restored to the predetermined defaults just two minutes after the shopper walks away.

Important Note: Estimated download time is 15 minutes per device

****MUST BE CONNECTED TO WIFI TO DOWNLOAD & TEST APP****

Download APP on existing phones

Test APP on NOTE II



SETTING UP GOOGLE ACCOUNT

GOOGLE ACCOUNT SET-UP:

1. Verify GSIII is activated, charging, and powered on
2. Follow the initial set-up prompts
3. English or French?
4. Turn on WiFi
5. Select Access Point (AP must be OPEN)
6. Next: Samsung Account = SKIP
7. Google Account = YES
8. Enter Email and Password (Reference Appendix 2)
9. Done
10. Join Google+ = NOT NOW
11. Set-up Credit Card = NOT NOW
12. Drop Box = No Thanks
13. Finish

APP DOWNLOAD & TESTING INSTRUCTIONS

DOWNLOAD “RETAIL MODE FROM PLAY STORE

1. From home screen, tap the [“Play Store”](#) icon
2. Search the market and select [“Galaxy S III Retail Mode Canada](#)
3. On the APP detail page, select the [“Download”](#) button
4. On the Permissions page, select [“Accept & Download”](#)
5. Once installation is complete, select the [“Open”](#) button
6. When prompted to accept a list of activation permissions, select [“Activate”](#)
7. Once complete, you will be prompted to enter in a password:
 - a. English Password: [4555](#)
 - b. French Password: [6555](#)
8. Select the [“Confirm”](#) button in the bottom right
9. Confirmation page will appear:

This will indicate that you have completed the download and installation of the Retail Mode APP. The Retail Mode APP will now begin placing media files in gallery, altering settings on phone, and installing two applications
10. The [“On Device Demo”](#) APP is one of the apps to be installed
11. Screen will automatically appear and indicate that it is “Loading Demo Content”
12. The status bar will indicate how far along the download is
- **Be sure to turn off WiFi to use Mobile connection***
13. After all of the content is loaded, the [“On Device Demo”](#) application will begin running automatically
14. When application prompts, choose either [“English”](#) or [“French”](#)
15. Return to the home screen and select [“Play Store”](#) icon
16. Tap the soft menu key (bottom left corner by the home button), select [“Settings”](#)
17. Check the [Auto Updates App](#) box
18. Return to home screen and demo will begin to play automatically

CLEANING & FINAL INSTRUCTIONS

Cleaning Instructions

1. Make sure all protective plastic has been removed from contents and devices
2. Gently wipe down any dirt, dust, and fingerprints on contents and devices (Cleaning products?)

PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED WITH NO BOXES OR PLASTIC LAYING AROUND BEFORE LEAVING JOB SITE AS HOLMAN WILL BE NOTIFIED IF THIS IS NOT THE CASE

Final Instructions

1. **Voluntary Bag Check:** All installers must notify Store Manager upon leaving and present/open their tool bags voluntarily for a bag check.
2. **Complete Sign-Off Sheet** with Manager's signature
3. **Take a 2-3 Photos** of the completed installation from different angles (1 Full Shot & 1 Close up)
4. Take a photo of signed Sign-Off Sheet
5. Email all photos including photo of Sign-Off sheet to: note2@holmanexhibits.com
6. Report completion of installation. Provide HOLMAN business card if you did not already do so.

CHECKLIST

CHECKLIST:

- ☐ Test WiFi Connection on GS III Phone
- ☐ Replace Galaxy Note I with Galaxy Note II
- ☐ Remove Tablet with brackets
- ☐ Record IMEI # from Galaxy Note II Box on Sign-Off Sheet
- ☐ Attach S-Pen Cradle on display as per drawing
- ☐ Assemble S-Pen Security Wire and feed wire below surface of display
- ☐ Test Galaxy Note II in 'Retail Mode'
- ☐ Download 'Retail Mode' APP on 2 GSIII Phones
- ☐ Place Technical Assistance sticker on back of display
- ☐ Place Galaxy Note I and Tablet in UPS Return Envelop supplied and mail at UPS store drop box or return to HOLMAN
- ☐ Send pictures of completed installation and Sign-Off Sheet within 24 hours of completion to:
note2@holmanexhibits.com

SIGN-OFF SHEET

HOLMAN,

As per the installation requirements of our store, I have examined the display unit and it has been installed properly and the devices are in working order.

Store #: _____ **Address:** _____

Galaxy Note II IMEI #
(Found on side of box) _____

Installation Notes/Issues: _____

Retail Mode App Download: _____ **Complete** _____ **Incomplete** _____

Circle which GSIII Phone/s on display did not finish downloading: _____

_____ **Left GSIII** _____ **Middle GSIII** _____

Notes: _____

Store Manager Name: _____

Signature: _____ **Date:** _____

****Please be sure to send pictures of completed installation and Sign-Off Sheet within 24 hours of completion to: note2@holmanexhibits.com****