



# Amino Support

## The Essential Partner for Reliable, Scalable Operations

Amino Support isn't just about fixing issues. It's about ensuring your deployment runs flawlessly from day one. Our support team forms a critical extension of your operations, helping you get the most from your Amino players. Every support plan delivers hands-on expertise, peace of mind and continuous assurance that your platform is performing at its best.

### Device Configuration with Confidence

Our specialists ensure your H200/H200W devices are always configured for success:

- Guided network setup, firmware updates and first-time provisioning.
- Support for display, audio and output settings tailored to your environment.

Value: Save hours of setup time and ensure every endpoint performs perfectly from the first power-on.

### Expert Management of Your Fleet

With Amino Support, your entire deployment is always under control:

- Remote management assistance for updates and reboots.
- Group and bulk actions for efficient scaling.
- Expert interpretation of health monitoring data and alerts.

Value: Maintain real-time visibility and control across all sites and act before problems impact viewers.

### Setup & Activation Made Simple

We take care of the fundamentals so you can get started faster:

- Managed user permissions to keep your team secure and productive.
- Security and feature updates
- Assisted device registration for H200/H200W units.
- Resolution of license and subscription queries, so all devices are ready for management.
- Android maintenance releases.

Value: Avoid delays and misconfigurations. Our team ensures your platform and devices are operational from the outset.

## Fast Resolution of Playback & App Issues

From blank screens to streaming errors, our support team keeps content flowing:

- Troubleshooting video, audio and app performance.
- Assistance with content delivery, DRM and authentication problems.

| Value: Protect the viewing experience and keep customers engaged. No guesswork required.

## Connectivity You Can Trust

Reliable communication between devices and Orchestrate is essential. We assist with:

- Network and Wi-Fi diagnostics (H200W).
- Guidance on VPN, proxy and firewall configuration.

| Value: Keep devices online and communicating securely, even in complex network environments.

## Deep Diagnostics and Escalation Path

When issues get complex, our experts dig deeper:

- Log analysis and error code interpretation.
- Escalation to engineering when product-level fixes are needed.

| Value: You're never alone. Complex problems go straight to the people who build the technology.

## Training, Documentation & Best Practices

We help your team stay confident and informed:

- Customized training modules
- Up-to-date user guides, firmware notes and onboarding sessions.
- Advice on best practices for fleet management and secure deployment.

| Value: Turn your team into experts and maximize long-term value from your investment.

### Why Support Is a “Must-Have”

Amino Support isn't optional, it's your assurance of uptime, performance and progress. It transforms Orchestrate from a platform into a partnership, combining technology and human expertise to keep every deployment secure, stable and scalable.

With Amino Support, you're not just maintaining your service you're future-proofing it.