START
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Samsung
Knox Configure (KC)
— Mobile Kiosks Under Control

As mobile devices dominate special-purpose device markets and expand their reach, there is a need for even more sophisticated and capable deployment tools for configuring B2B2C device customizations, mobile kiosks, employee devices, and promotional devices.

What is Knox Configure?

Knox Configure (KC) is a cloud-based service that empowers both large to medium enterprises and B2B2C customers to uniquely configure, customize, and automate the enrollment of Samsung devices purchased from authorized Samsung resellers.

KC simplifies the out-of-box experience by enabling a large range of configuration options with easy device activation over the Internet. KC addresses the unique mobile device configuration challenges of multiple industries, including retail, hospitality, education, medical, banking, government and automotive. Additionally, KC is well suited for B2B2C customers wishing to customize device wallpaper, branded booting and applications for employee engagement requiring strategic and specific connectivity permissions.

Why Knox Configure?

KC utilizes a unique and easy-to-use Web portal that combines deep configuration with mass deployment capabilities. KC provides real-time configuration with deep controls to enable truly customized mobile experiences with Samsung devices. By customizing the boot experience, connectivity, restriction policies, and applications, customers can re-shape their mobile experience to be highly engaging. KC enables admins to dynamically update policies, and setup special-purpose mobile devices with specialized user experiences.

KC enables the unique branding of mobile devices:

Use KC to display a company's branding and business apps and embed them in the device. Admins can reconfigure the boot experience, home screen display, app deployment, and user access to corporate services such as bookmarks and contacts.

Customizable Booting UX
- Change booting splash
- Change shutting-down splash
- Change sound

App Deployment
- App installation
- Auto launch
- Prevention of app uninstallation
- Change app icon/name

Customizable Home Screen
- Change wallpaper
- Add/remove app shortcuts
- Hide lock screen widgets

Access to Corporate Services
- Add bookmark*
- Add contact

KC provides deep control over device configurations, apps and services:

KC provides control over application and service utilization and enables admins and system integrators to whitelist and blacklist apps, enable device sharing, and turn on enterprise billing for business verses personal bandwidth usage. In addition, KC can update apps and configuration profiles over the air.

Connectivity Settings
- Wifi (Auto connect, Security options)
- Bluetooth, GPS, NFC, Flight mode
- Default USB connection
- Mobile Network APN
- Mobile Data, SIM Lock

Device Feature Restriction
- Wifi, BT, GPS, NFC, Flight mode
- Roaming, Tethering
- Factory reset, SD card, USB storage, Power off, Multi-user mode, Safe mode
- Camera, Microphone, Recording
- Clipboard, Screen capture, SMS/MMS

Dynamic Update
- Server push notification
- App update
- Configuration update

Premium Knox Security
- App/URL whitelisting/blacklisting
- Virtual Private Network
- Shared Device
- Enterprise Billing

KC provides deep control over single-use devices:

KC helps transform off-the-shelf devices into single-use devices with a personalized user experience. KC provides a single app mode that locks down a device to a specific app, disables hardware keys, and prevents sleep mode when plugged-in.

Single Purpose *Professional Kiosk Mode*
- Lock down device to specific app
- Passcode-based exit
- Restricted access to Settings
- Notification control

Specialized System UX
- Automatically boot up devices when connected to power source
- Play all sounds on device speaker
- Hide Settings menus

Key Action Changes
- Disable hardware keys
- Customizable power dialog

Stay-awake Mode
- Prevent sleep mode when plugged in
- Extended screen timeout

KC provides frictionless out-of-the-box setup:

KC enables authorized Samsung resellers to upload their customer' devices using a specialized Web portal for Knox device resellers or using a specialized API for distributors and mobile operators. Once admins login to KC, they locate their devices in their account, and can apply configuration profiles to the devices. Once the devices started, KC automatically applies the specific business profiles and settings during initial device setup.

KC is available with the Samsung Knox 2.8 release in the spring of 2017. KC supports Samsung's latest features on the latest Samsung devices, such as the Galaxy S8.

Automated Provisioning
- IMEI/serial number-based device identification
- Mandatory configuration after every factory reset
- Instant start after Setup Wizard

Default Setting Change
- Volume, Brightness, Screen Rotation
- Ringtone, Font style
- Timezone, Language

Setup Wizard Skip*
- No hassle of unneeded setup
- Google/Samsung/Carrier steps can be skipped

Bloatware Removal
- Disable unnecessary apps preloaded
- Made invisible and unusable

KC is compatible with, and can work side-by-side with, Knox Mobile Enrollment (KME). KME is optimal for deploying EMM agents to Samsung devices. The powerful combination of KC and KME enables enterprise IT admins to configure devices in mass with KC and manage them with their preferred Enterprise Mobility Management (EMM) solution. Today, KME is supported by most major MDM/EMM partners across more than 50 countries. For more information on KME, go to: Knox Mobile Enrollment.

KC setup and dynamic editions

KC is available in setup and dynamic editions to satisfy diverse configuration and business objectives. The setup edition is for configuring and rebranding devices in bulk, with minimum control over the out-of-box experience. For example, an automobile manufacturer can use the setup option to customize tablets with specific promotional content and applications. Settings detracting from an intended promotion (Wi-Fi, Bluetooth and so on) can be disabled to render the tablet optimally targeted to just the promotional content. The KC setup option provides control over the tablet's home and lock screen to include just messaging specific to a promotion's audience. Branded booting and shutdown animation can also be leveraged to re-enforce the intended messaging.

The dynamic edition is for dynamically configuring corporate liable devices with robust control over devices and security policies. The dynamic edition supports all the KC setup edition features, plus over-the-air profile updates, kiosk support, menu and status bar optimizations, and enterprise billing. The dynamic KC option is great for large enterprises requiring periodic updates of sophisticated configurations that may not be readily available from their EMMs.
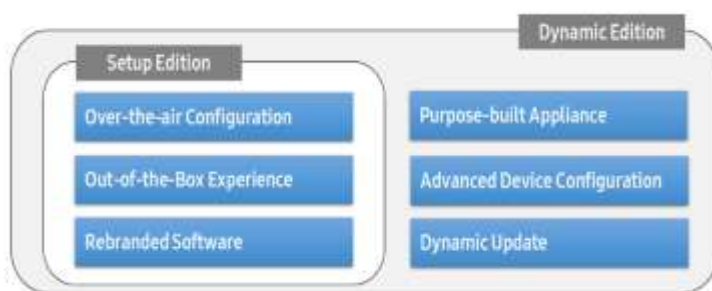
Knox Configure for various industries and business needs

B2B2C/Staging/Kitting:

KC caters to B2B2C devices that are customer purchased and owned, but eventually transferred or resold with KC still enabled on the device. This enables the customer to brand the device, its applications and control the device's unique restriction policies.

KC enables staging and kitting companies to configure, customize and brand their devices, and later transfer them or resell them with KC still enabled on the device.

Staging / kitting companies often configure and deploy special-purpose mobile devices on behalf of their end customers.

Enterprises:

KC is well suited for enterprises using an EMM, as it allows them to utilize the latest Samsung smartphone and tablet features that may not yet be available from their EMM solutions.

KC is also a strong option for enterprises not interested in deploying EMM solutions to have strong mobility configuration and deployment service and to push live over-the-air configuration updates.
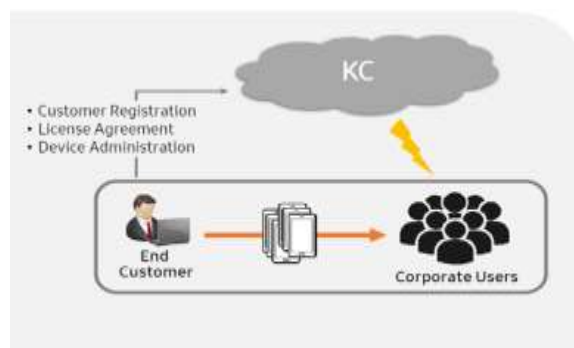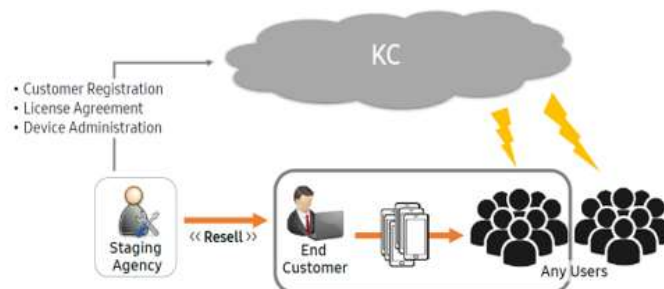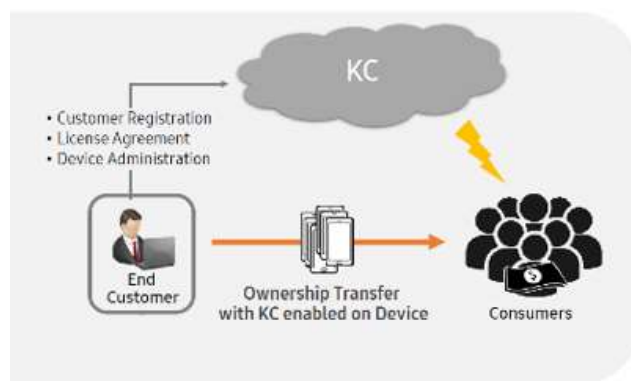
The following are industry specific examples of how KC can be used to provision unique device configurations optimally suited to an industry's needs:

Hospitality:

Hospitality customizations enable guests to utilize tablets to meet specific room service, in-room facility and concierge support. Power management optimizations can assist hotel staff to turn off device lights and notifications that may potentially disturb guests during the night.

Education:

A KC customization can restrict student access to unapproved or inappropriate courseware, keeping the students focused on important and required courseware. Educators can pre-load devices with recommended e-textbooks and educational supplements.

Automotive:

In addition to data streaming, Samsung's Galaxy S8 can connect to car controls immediately when docked in the car. When undocked, the Galaxy S8 restores disabled features and reverts to device default settings.

Travel:

A KC airline tablet customization can save flight crews time with food orders and in-flight entertainment options, as opposed to a cumbersome screen on the back of a seat requiring Federal Aviation Administration (FAA) approval.

Retail:

KC enables retailers to utilize a kiosk function to lock down to a specific customer-centric application. Other optimizations include advertisement customization and navigation, venue maps, and Mobile Point of Sale (mPOS) with a bar code scanner.

Media:

A KC provisioned mass deployment helps media organizations maximize brand awareness so only targeted media outlets display at boot-up. Users have improved access to services without downloading applications compromising device security.

Getting started with KC

KC is available to enterprises that purchase Samsung devices from authorized resellers or carriers in supported regions. Please refer to Samsung Knox for the latest list of supported regions. To begin using KC, admins and SIs must have the signing authority to enroll devices on behalf of their businesses or institutions and are responsible for agreeing to the terms and conditions for KC. Admins will be able to set up additional administrators for their organization.

To get started using KC, go to Samsung Knox and create a KC account. Once an account is created, you are assigned a Customer ID that is needed to upload devices. Contact your authorized Samsung reseller, and request they upload your devices to your account. To review available resellers, or to filter resellers by country, go to Knox Resellers.

Add your KC licenses and build your device profiles with your unique configurations, restriction policies and apps. Associate the configuration profiles with target devices. Initiate your devices, connect them to the Internet, and monitor your device enrollment status. For additional information on using KC, or to contact a KC sales representative, go to Knox Configure.