

IAdea Ending General Support for Samsung MagicInfo Android Player

Summary

IAdea announces the end of general support for the Samsung MagicInfo Android Player app on IAdea devices on April 1, 2020. Existing IAdea products running the approved versions of MagicInfo software will not be impacted. For support requests related to the MagicInfo Android software, customers are advised to seek support from Samsung directly.

Introduction

IAdea introduced the /M variants of its products in 2017 to provide an option for preloading the official Samsung MagicInfo Android Player software for licensed customers. The product utilizing MagicInfo Client version 1001.1G and Server version 4 (4101.8) and 6 (6002.0) is tested and qualified by Samsung teams globally. Several projects, including major enterprise accounts, have purchased and deployed the /M products and are satisfied with their performance. Samsung officials stated that their stance on the Android player is that, though there are no planned active development, they will continue to supply it as long as customers find it adequate to meet project requirements.

Lack of MagicInfo Android Support

However, it has been reported that there is a lack of support for the Android player license in the latest MagicInfo server. This has led to confusion among IAdea customers. As we are unable to obtain official commitment to future development from Samsung, we regretfully must also move away from recommending and supporting the Samsung product.

Impacts and Actions

If you are in direct communication with Samsung about MagicInfo Android software and license, this should not impact you. You are advised to turn to Samsung for all MagicInfo-related support, including their Android client software, and to IAdea for all hardware related issues.

If you are holding existing IAdea /M devices, you can continue to use or sell them. They can be used as standard IAdea products with or without the MagicInfo feature. For future orders, IAdea will supply the standard IAdea model as replacement.

Please contact support@IAdea.com if you have further questions.