

What is DSM?

Kuori DSM (Digital Signage Manager) is the web application you use to watch and control a fleet of Kuori display devices. Every device holds a screen, an SMB control board, and a client that keeps a connection open to Kuori's servers. DSM is where that connection surfaces as something you can read and act on.

Three things live in DSM.

Status. Each device checks in continuously. DSM shows which devices are online, which screens are lit, what their sensors report, and what has gone wrong. When a device drops off or a screen goes dark, DSM raises an alert.

History. Every check-in, event, and disconnection is stored. You can pull a downtime report for a week, look at what a single device did last Tuesday, or export the numbers for a service-level report.

Control. You can rename devices, put them in groups, set their timezone and location, and send reset commands to the hardware without visiting the site.

What a device is

A device in DSM is one Kuori unit, identified by its Android serial number. Most units also carry a Kuori serial, which is the number printed on the hardware and the one you will recognise from delivery paperwork. A unit may drive one or two displays, and DSM tracks each display separately.

Devices do not talk to DSM on demand. They hold an open connection and report on a schedule, so what you see is the last thing the device said, not a live poll. The Last check-in column tells you how fresh that is.

Customers and what you can see

Every device belongs to a customer. Your account is granted access to one or more customers, and you only ever see the devices, groups, alerts, and reports of the customer selected in the top bar. Switching customer switches everything on the page.

Your role within a customer decides what you can do. A plain user reads. Admins edit devices, manage groups, and add users. If a button or a tab is missing for you, your role is the reason.

What DSM is not

DSM does not push content to screens. What a display shows comes from the media player behind it, and DSM's job stops at the hardware. When a screen shows the wrong thing, DSM can tell you the device is healthy and reset the media player, but the playlist itself lives elsewhere.

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