

Red Line

Staying the Course Red Line's Fleet Upgrade Built on Trust in CAYIN echnology

BRIEF PROFILE

Place: Bangkok, Thailand

Industry: Transportation

Solution:

- SMP-2200 × 40
- Robustie Solution

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A Platform the Team Already Knew

The Red Line commuter train, operated by the State Railway of Thailand (SRT), connects Bangkok's suburbs to the city center, running at a scale comparable to the BTS and MRT systems, with higher passenger volumes and a slightly faster pace.

For several years, station screens along the Red Line ran on CAYIN SMP-2100 players, quietly doing their job, showing train names and estimated arrival times to commuters waiting on the platform. It was not a flashy system, but it worked, and SRT's own team knew it inside out.

Day after day, station staff relied on the same dashboard to push updates across the network, and commuters grew used to glancing at the same familiar screen layout while they waited. That consistency mattered as much as the technology itself, because a transportation network is judged less by what is new and more by whether it is dependable every single day.

Aging Hardware on a Live Network

Every fleet of hardware eventually reaches the end of its service life, and a transportation network cannot afford downtime while that happens. SRT needed to replace its aging SMP-2100 units across every station without disrupting the live information screens commuters rely on daily.

The bigger question was not which vendor to choose. SRT already trusted the platform. The real question was how to execute a fleet wide swap across 40



stations without creating gaps in the live information commuters depend on every day.

With 40 stations spread across the network, even a short gap in coverage at a handful of locations could ripple into confused commuters and extra calls to station staff. SRT wanted a replacement plan that could move in phases, station by station, while keeping the rest of the network running exactly as before.

A Straightforward Swap to SMP-2200

The project came together through CAYIN's regional partner DmaSStech, who connected SRT with the CAYIN team for this upgrade. From there, SRT replaced all 40 units with the CAYIN SMP-2200, deployed behind the train service display screens at stations across the network. Installation itself was carried out entirely by SRT's own staff, with no external installer or system integrator needed, managing every player through centralized control.

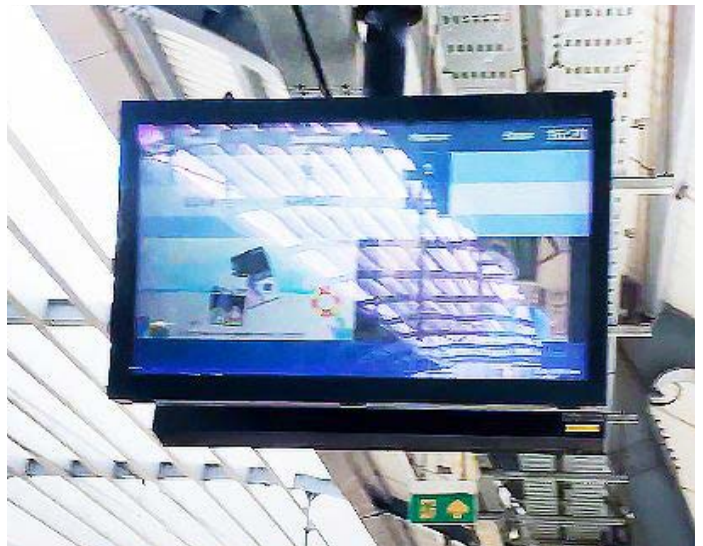
Because the team had already spent years running SMP-2100 units day to day, moving to SMP-2200 meant applying familiar workflows to newer hardware. There was no learning curve to climb before the network could go live again.

Each unit was swapped in and brought online individually, with the central dashboard confirming connection status before staff moved on to the next station. That station by station approach let SRT keep the rest of the network fully operational throughout the transition, rather than taking multiple locations offline at once.

A New Request for a Real-Time Countdown

Beyond the straight replacement, SRT asked CAYIN for a custom screen template with one addition, a real time countdown showing passengers the number of minutes left until the next train.

It is a small change on screen, but it turns a static arrival time into something commuters can watch tick down as they wait, a detail that reflects how SRT keeps refining the passenger experience on top of a platform it already trusts.



Requests like this are easier to act on when a customer already knows the platform well. Because SRT's team understood how CAYIN's content scheduling worked, defining exactly what the new template needed to show made the turnaround faster than starting the conversation from scratch.

A Clean Transition, With More to Come

The project was completed on May 7, 2025, and the rollout went smoothly from installation through go live.

SRT has expressed satisfaction with the result and is already planning to purchase additional SMP-2200 units for future expansion.

For a public network that runs every day without pause, a transition with no reported disruption is itself a meaningful outcome. It confirms that the fastest way to modernize a signage fleet is often to build on a platform the team already trusts, rather than starting over with something new.

What This Project Shows

Not every upgrade needs to start from a blank page. When a trusted product platform is paired with a partner who already knows how to deploy it, a fleet wide swap can move quickly and cleanly, even across 40 stations on a live network.

DmaSStech's work with CAYIN on other Thailand deployments carried directly into this project, and SRT's own familiarity with the platform meant the transition required no relearning on the operations side.

For transportation operators weighing a similar upgrade, Red Line's experience points to a simple takeaway. Pairing a trusted platform with an experienced local partner is often the fastest and safest way to modernize a live public network.

