

EP5543

EP5543T

Digital ePoster User Guide

IMPORTANT: Please read this User Guide to obtain important information on installing and using your product in a safe manner, as well as registering your product for future service. Warranty information contained in this User Guide will describe your limited coverage from ViewSonic® Corporation, which is also found on our web site at <http://www.viewsonic.com> in English, or in specific languages using the Regional selection box of our website.

Model No. VS21536
P/N: EP5543 | EP5543T

Thank you for choosing ViewSonic®

As a world-leading provider of visual solutions, ViewSonic® is dedicated to exceeding the world's expectations for technological evolution, innovation, and simplicity. At ViewSonic®, we believe that our products have the potential to make a positive impact in the world, and we are confident that the ViewSonic® product you have chosen will serve you well.

Once again, thank you for choosing ViewSonic®!

Safety Precautions

Please read the following **Safety Precautions** before you start using the device.

- Keep this user guide in a safe place for later reference.
- Read all warnings and follow all instructions.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- Never remove the rear cover. This display contains high-voltage parts. You may be seriously injured if you touch them.
- Avoid exposing the device to direct sunlight or other sources of sustained heat.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that may increase the temperature of the device to dangerous levels.
- Use a soft, dry cloth to clean the external housing. For more information, refer to the "Maintenance" section.
- When moving the device, be careful not to drop or bump the device on anything.
- Do not place the device on an uneven or unstable surface. The device may fall over resulting in an injury or a malfunction.
- Do not place any heavy objects on the device or connection cables.
- If you notice smoke, an unusual noise, or a strange odor, immediately turn the display off and contact your reseller or ViewSonic. Do not continue using the display.
- The device is a monitor with an LED backlight intended for general office use.
- Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, obtain an adapter and do not attempt to force the plug into the outlet.
- When connecting to a power outlet, DO NOT remove the grounding prong. Please ensure grounding prongs are NEVER REMOVED.
- Protect the power cord from being stepped on or pinched, particularly at the plug, and at the point where it emerges from the equipment. Ensure that the power outlet is located near the equipment so that it is easily accessible.

- Only use attachments/accessories specified by the manufacturer.
- When a cart is used, use with caution when moving the cart/equipment combination to avoid injury from tipping over.
- Disconnect the power plug from the AC outlet if the device is not being used for a long period of time.
- Place the device in a well-ventilated area. Do not place anything on the device that prevents heat dissipation. Also, avoid any direct lighting.

IMPORTANT

To ensure the optimal performance and longevity of your display, it is essential to follow the recommended handling, mounting, and storage procedures. Placing the display in a horizontal position can lead to a range of potential issues, including:

- Excessive stress on the display's structural components, resulting in the formation of cracks or distortions along the edges.
- Uneven weight distribution, which can cause the screen to warp, sustain internal damage, or crack over time.
- Thermal-related damage, as the internal components may not be able to dissipate heat as intended, leading to potential failure or permanent damage.

Furthermore, operating or storing the display in an improper orientation can damage the internal components and permanently degrade image quality.

To prevent such issues and maintain the display's optimal condition, it is recommended to always handle, transport, and store it in a vertical position. Failure to do so may void the warranty and compromise the display's performance and lifespan.

Note: Any damage resulting from the misuse or improper handling of the display is not covered under warranty.

CAUTION:

Immediately unplug your device from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power supply cord or plug is damaged.
- If liquid has been spilled onto or objects have fallen into the unit.
- If the unit has been exposed to moisture.
- If the unit does not operate normally or has been dropped.

Never place the device in an unstable location. The device may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the device.
- Only using furniture that can safely support the device.
- Ensuring the device is not overhanging the edge of the supporting furniture.
- Not placing the device on tall furniture (e.g., cupboards or bookcases) without anchoring both the furniture and the device to a suitable support.
- Not placing the device on cloth or other materials that may be located between the device and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the device or its controls.

If the existing device is going to be retained and relocated, the same considerations as above should be applied.

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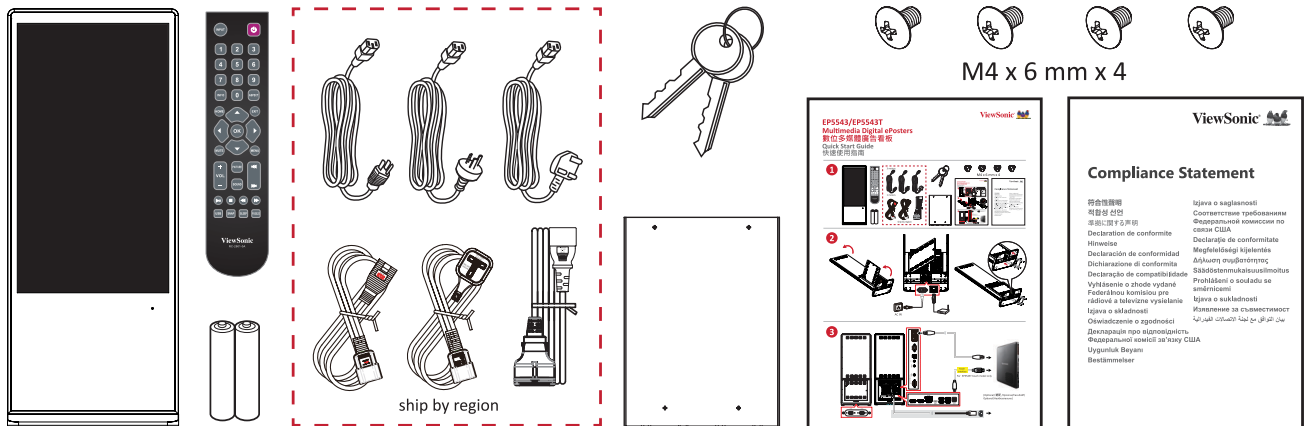
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Introduction

Package Contents

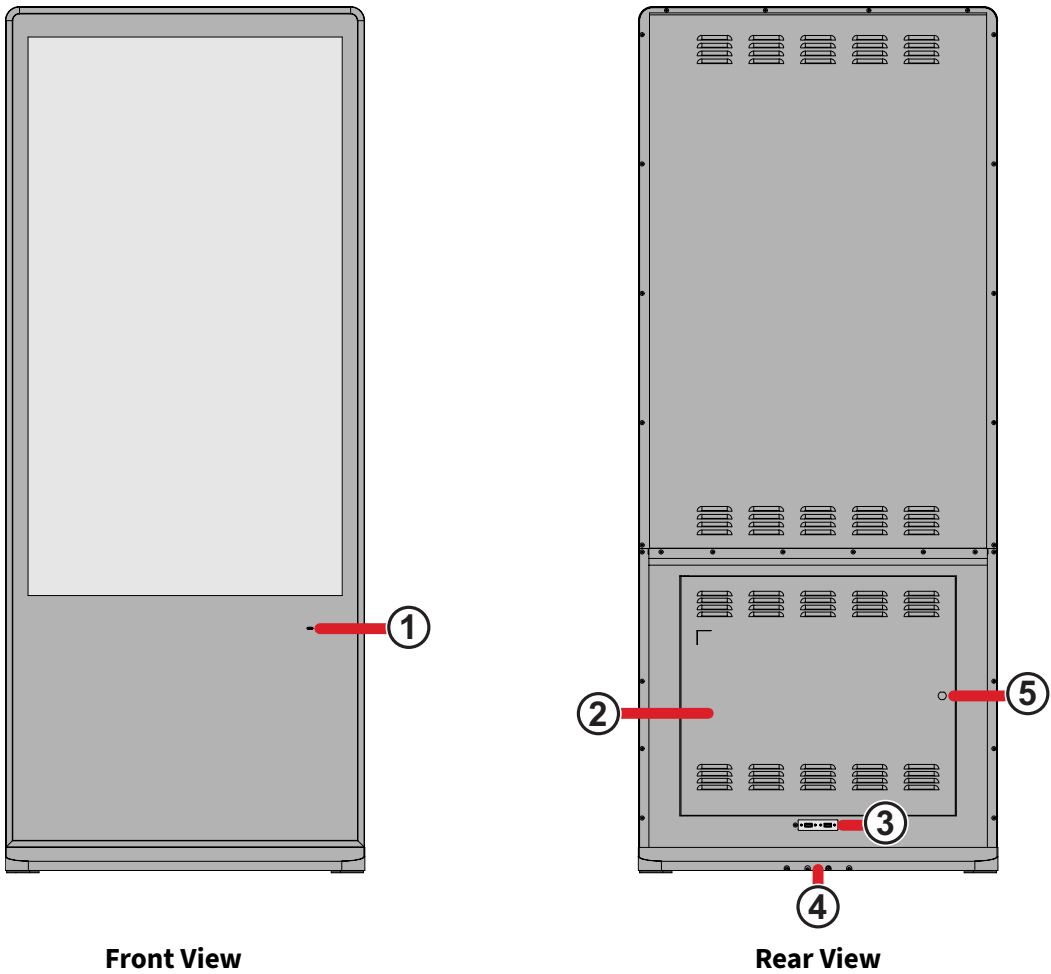


- Power Cable (3 m/9.84 ft)
- Power Cable (1 m/3.28 ft)
- Remote Control
- 2 x AAA Batteries
- Bottom Cover
- 4 x Mounting Screws
- Rear Housing Keys
- Compliance Statement
- Quick Start Guide

Note: The cables included in your package may vary depending on your country or region. Please contact your local reseller for more information.

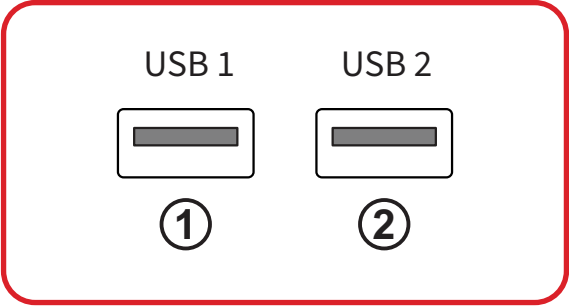
Product Overview

Front and Rear View



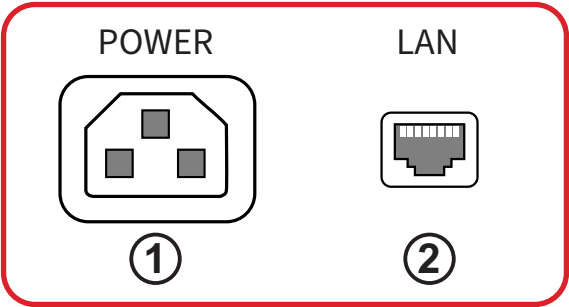
Part		Part	
1	IR Receiver	3	Rear I/O
2	Rear Housing & Internal I/O	4	Bottom I/O
5	Rear Housing Lock		

Rear I/O



Connection Type		Description
1	USB Type A	Transfers data.
		Supports 5V/0.5A power delivery
2	USB Type A	Transfers data.
		Supports 5V/0.5A power delivery.

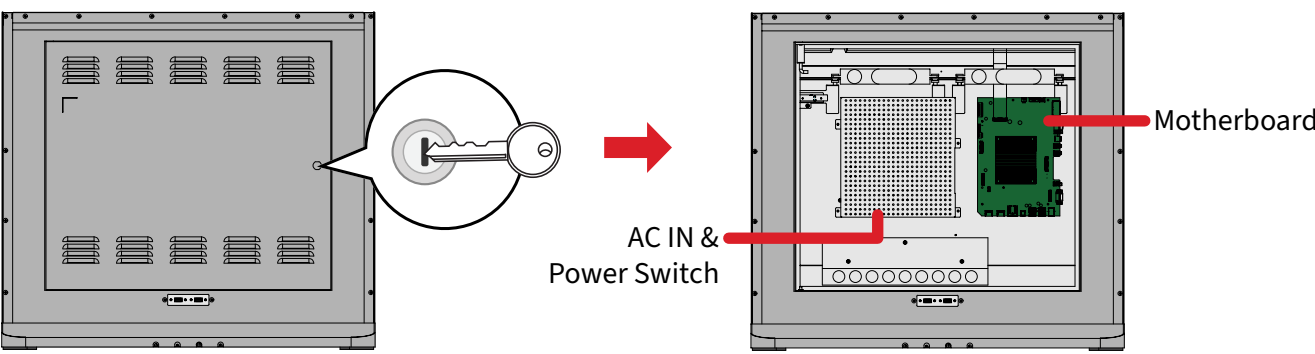
Bottom I/O



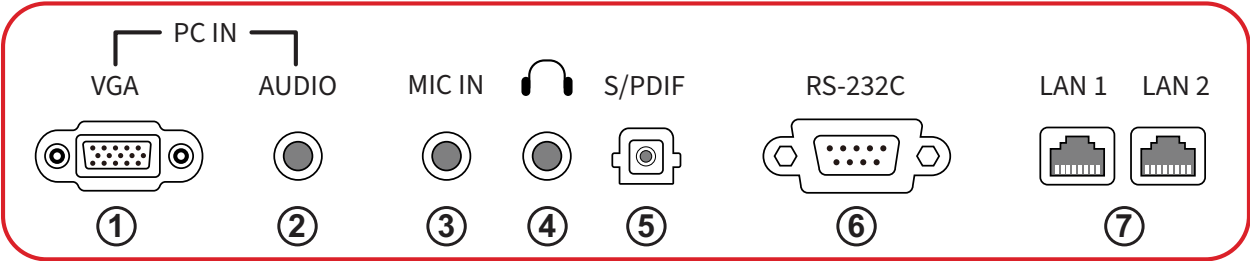
Connection Type		Description
1	AC IN	AC power input.
2	RJ45	For internet access.
		Supports 10M/100M/1000M Ethernet.

Internal I/O

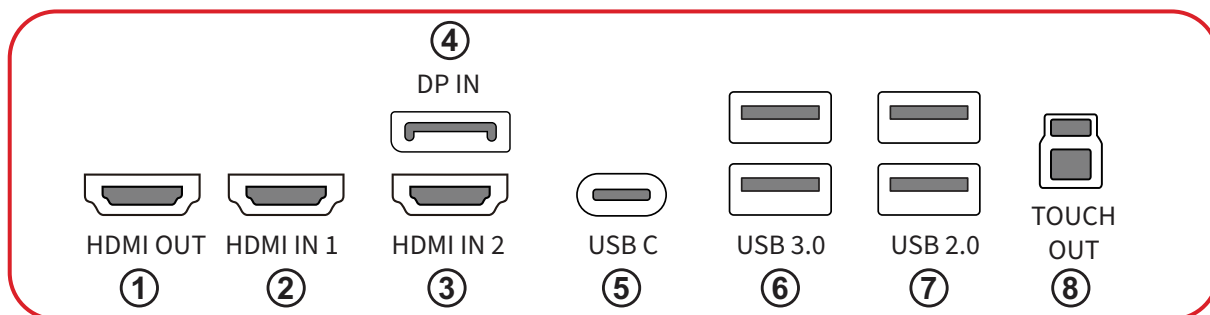
Important: To access the Internal I/O, ensure the power is turned off and use the supplied Rear Housing Key to unlock the Rear Housing Lock.



Note: The I/O ports are located on the Motherboard.



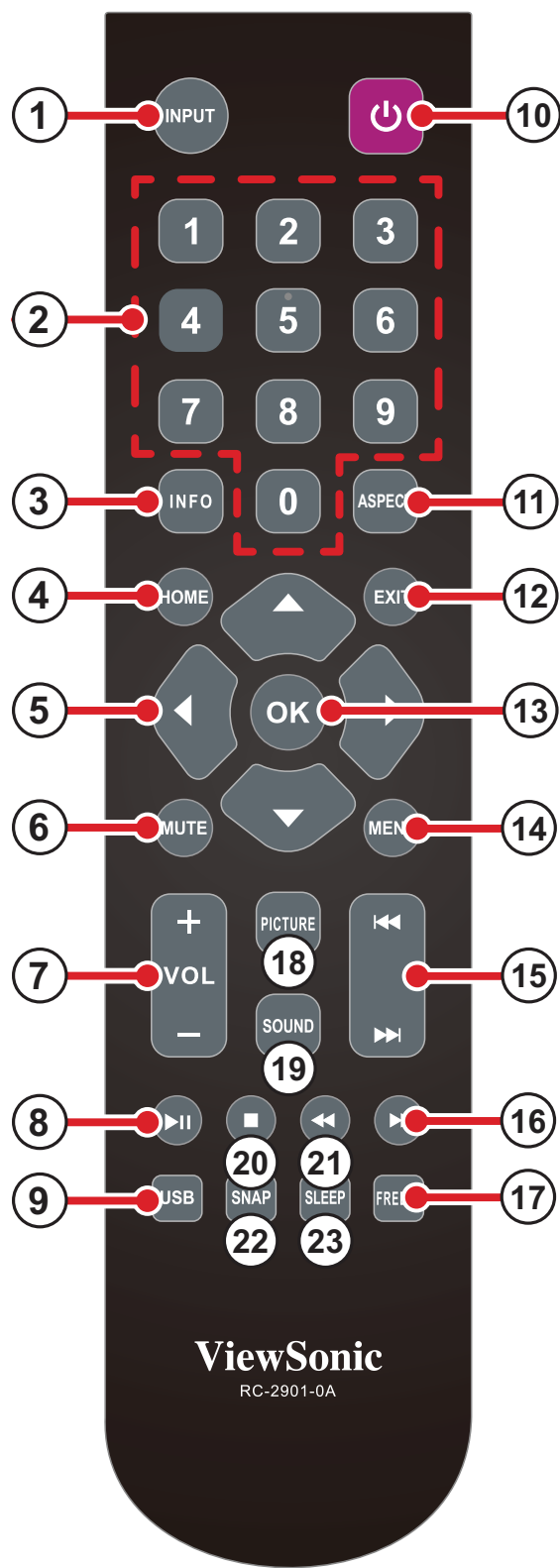
Connection Type		Description
1	VGA	Analog video input for external devices.
2	Audio In	Analog audio input for external devices.
3	Mic In	For microphone input.
4	Audio Out	Analog audio output to external speakers.
5	S/PDIF	Digital audio output to external speakers.
6	RS-232	For remote operation of the display from an external computer or control system.
7	RJ45	For internet access and network sharing.
		Supports 10M/100M/1000M Ethernet.



Connection Type		Description
1	HDMI	HDMI output for connecting an external display.
2	HDMI	HDMI 2.0 input that supports ARC for audio/video display.
3	HDMI	HDMI 2.0 input for audio/video display.
4	DisplayPort	DP 1.2 input for audio/video display.
5	USB Type C	For peripheral devices such as USB storage, keyboards, or mice.
		Supports 5V/3A (15W) power delivery.
6	USB Type A	For peripheral devices such as USB storage, keyboards, or mice.
		USB 3.2 Gen 1 standard.
7	USB Type A	For firmware upgrades.
		USB 2.0 standard.
8	USB Type B ¹	Transmits touch data to a connected external computer.

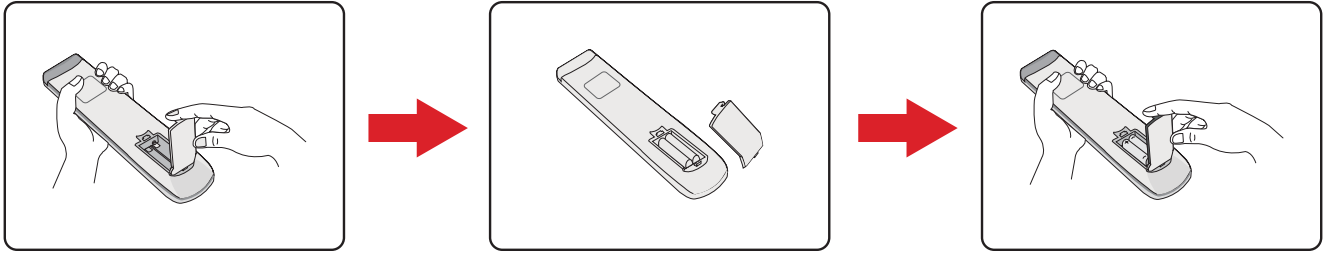
¹ – Only for the EP5543T model.

Remote Control



Button		Description
1	Input Source	Opens the input source menu.
2	Keypad	Numeric keypad.
3	Information	Shows input source information.
4	Home	Goes to the Home Screen.
5	Navigation	Selects an item or adjusts the value in the menu.
6	Mute	Stops audio output.
7	Volume Up	Increases the volume level.
	Volume Down	Decreases the volume level.
8	Play	Plays media.
	Pause	Pauses media.
9	USB	Switches to USB media player mode.
10	Power	Turns the display on or off.
11	Aspect	<i>This button is not supported.</i>
12	Exit	Closes the On-Screen Display Menu.
13	OK	Confirms the selected item.
14	Menu	Opens the On-Screen Display Menu.
15	Previous	Returns to the previous track or media file.
	Next	Skips media.
16	Fast Forward	Advances through media at a faster speed.
17	Freeze	Holds the on-screen image.
18	Picture	Opens the Picture menu.
19	Sound	Opens the Audio menu.
20	Stop	Stops media playback.
21	Rewind	Reverses through media at a faster speed.
22	Snap	Captures an image of the screen.
23	Sleep	Sets a sleep timer.

Installing the Batteries

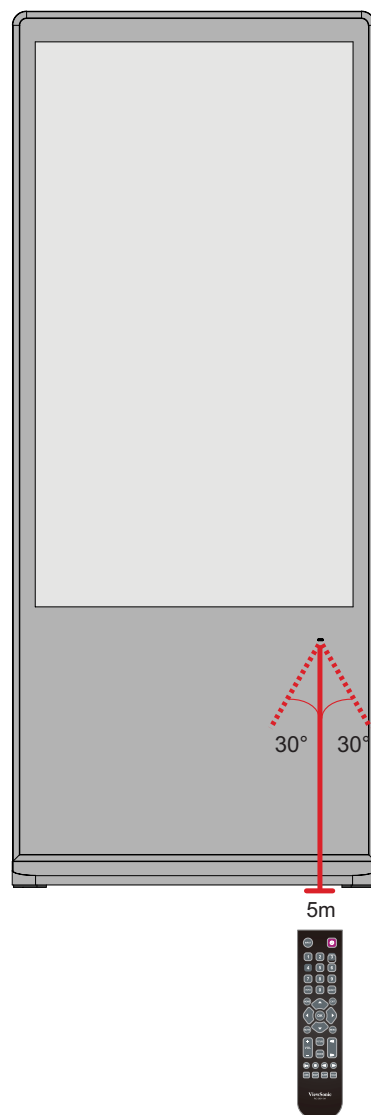


1. Open the battery compartment by removing the battery cover.
2. Insert two AAA batteries, ensuring correct polarity.
3. Replace the battery cover until it clicks into place.

Note:

- Store the remote control and batteries away from heat and humidity.
- Use only recommended battery types.
- Remove batteries when not in use for extended periods.
- Dispose of old batteries following the manufacturer's instructions and local regulations.

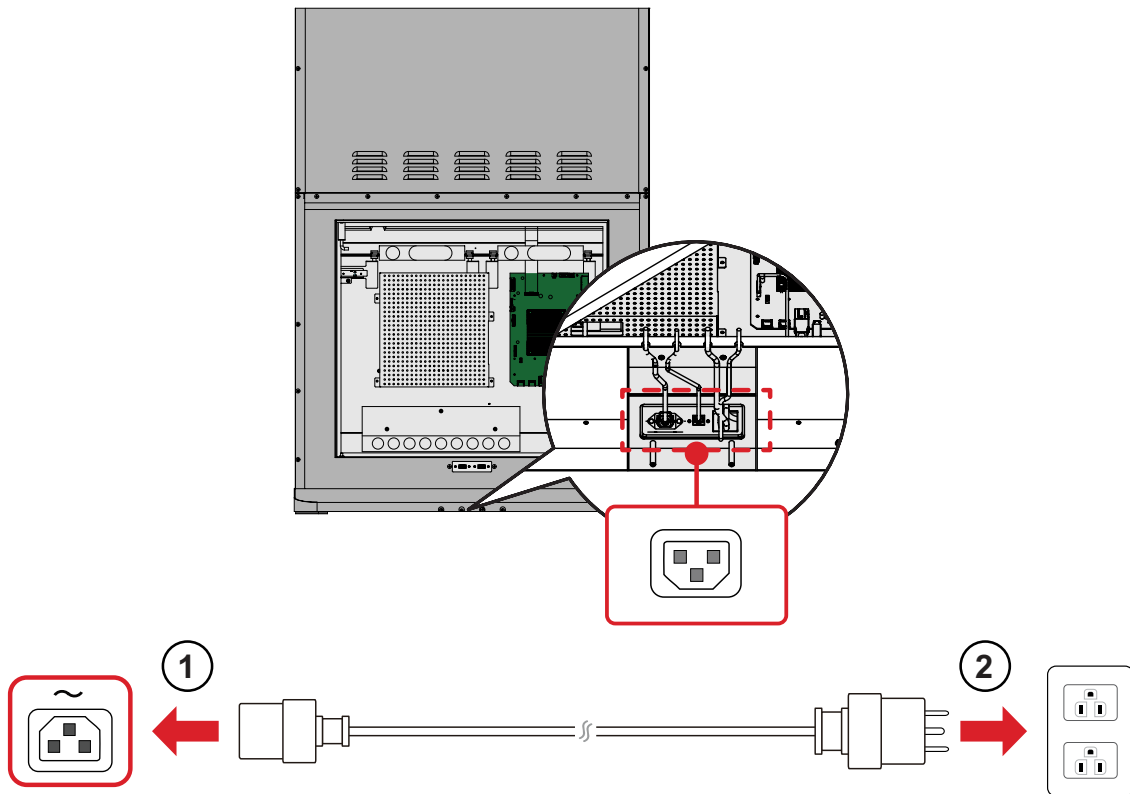
Remote Control Receiver Range



The working range of the remote control is shown here. It has an effective range of 5 meters, 30° degrees left and right. Ensure there is nothing obstructing the remote control's signal to the receiver.

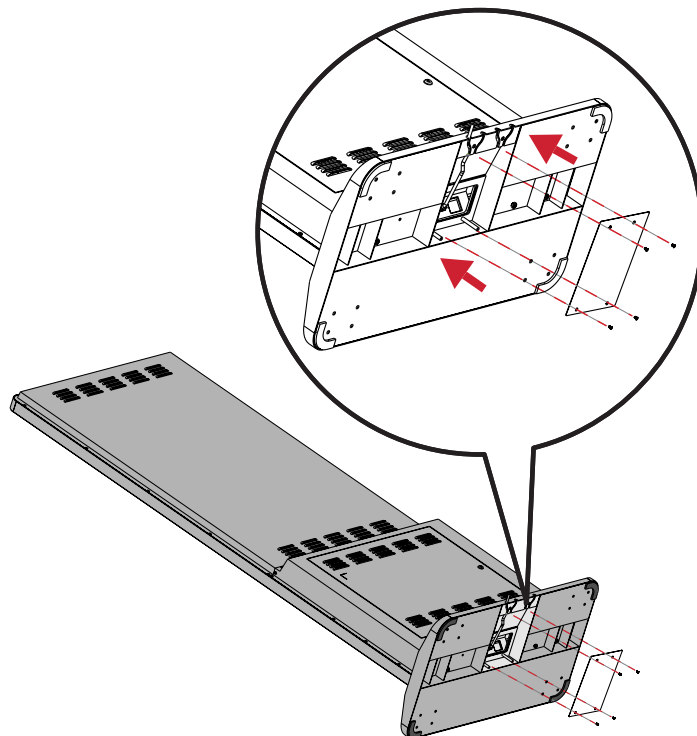
Making Connections

Connecting to Power



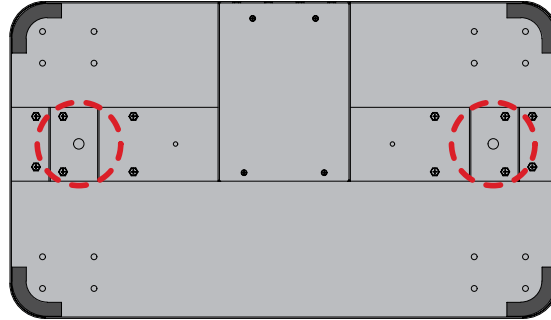
1. Connect the power cord to the **AC IN** jack at the rear of the display.
2. Plug the power cord plug into a power outlet.

Note: After connecting to power and a network (if applicable), install the Bottom Cover.



Securing the Display

1. Carefully position the ePoster where you want it to be displayed.
2. Using a drill bit appropriate for the screw size, drill two holes through the ePoster's mounting brackets. The holes should be positioned 590 mm (23.23 inches) apart, aligned with the marked locations.



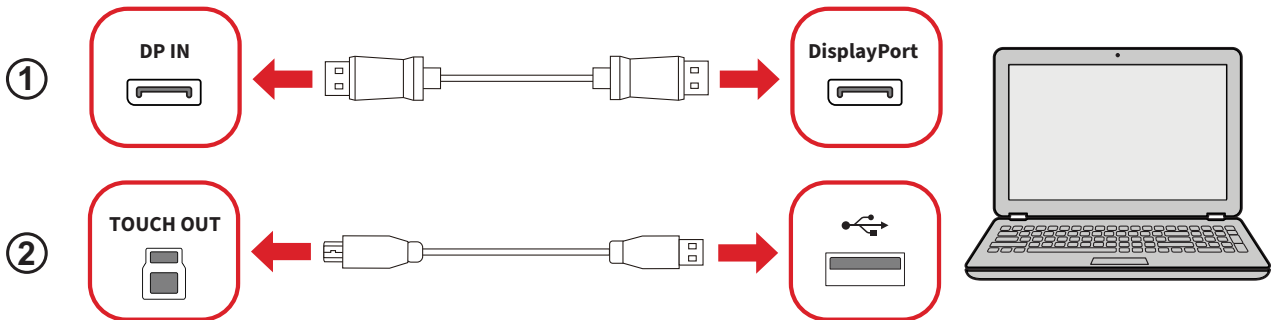
Bottom View

3. Insert the screws through the holes in the ePoster brackets and into the ground. Tighten the screws firmly, but do not overtighten. Overtightening can damage the ground and potentially strip the screw threads.

Connecting to Video and Touch Control

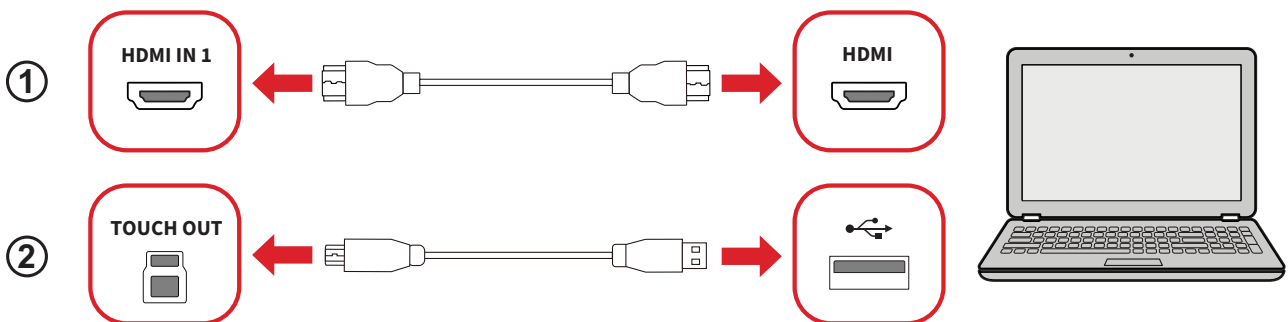
Note: Touch control is only available for the EP5543T model.

DisplayPort



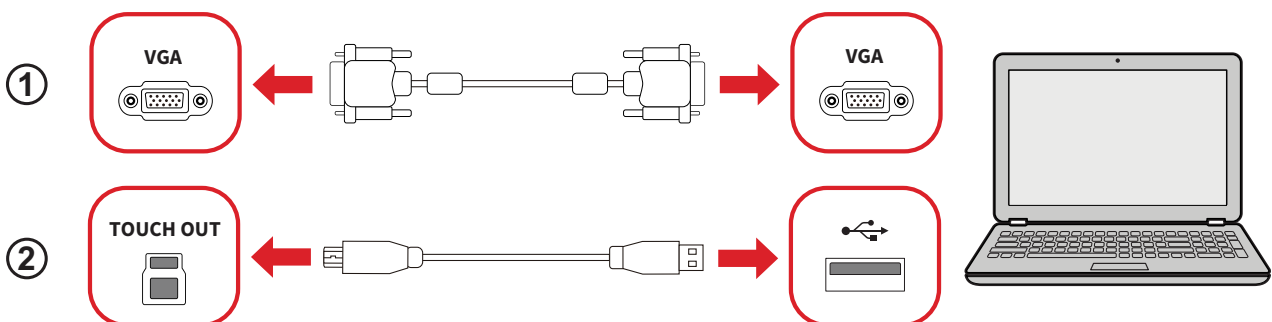
1. For video, connect a DisplayPort cable from your device to the display's **DP IN** port.
2. For touch control, connect a USB Type B to USB Type A cable from you device to the display's **TOUCH OUT** port.

HDMI



1. For video, connect an HDMI cable from your device to the display's **HDMI IN 1/2** port.
2. For touch control, connect a USB Type B to USB Type A cable from you device to the display's **TOUCH OUT** port.

VGA

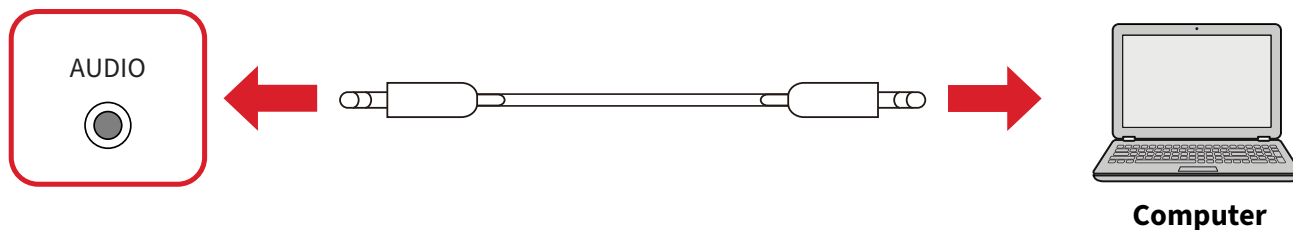


1. For video, connect a VGA cable from your device to the display's **VGA** port.
2. For touch control, connect a USB Type B to USB Type A cable from your device to the display's **TOUCH OUT** port.

Connecting to External Devices

Audio

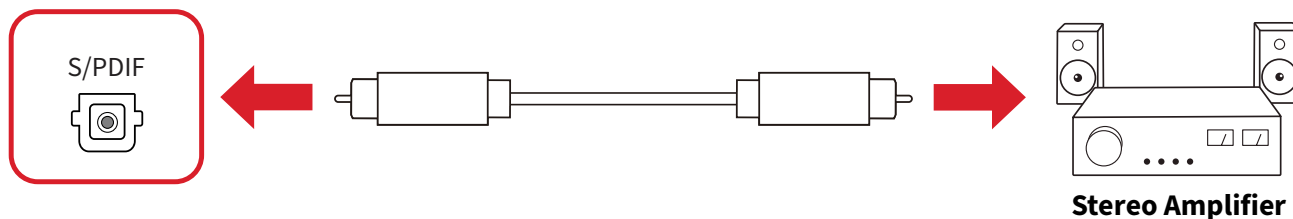
- Audio In



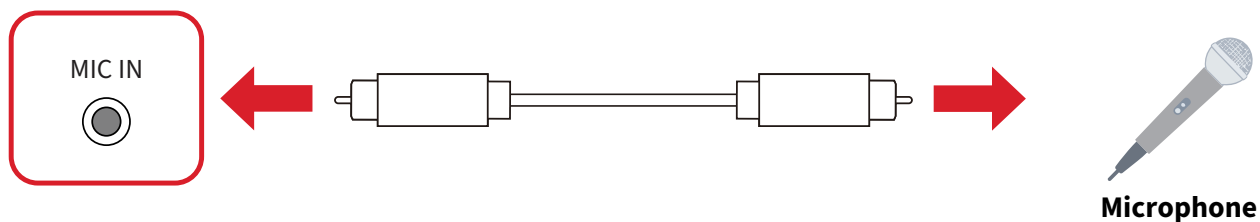
- Audio Out



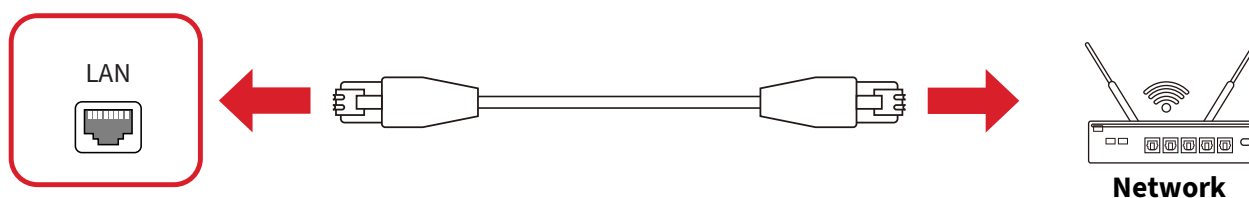
- S/PDIF



- Mic In

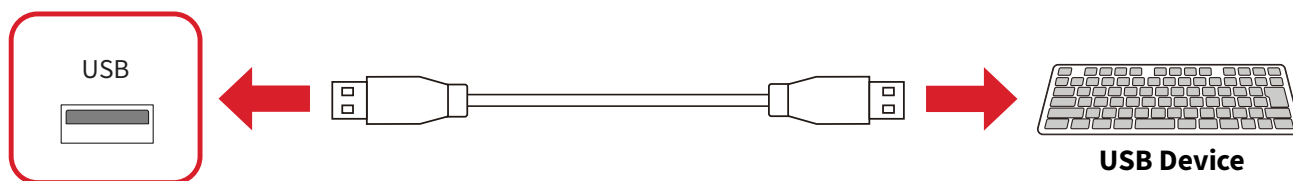


Network

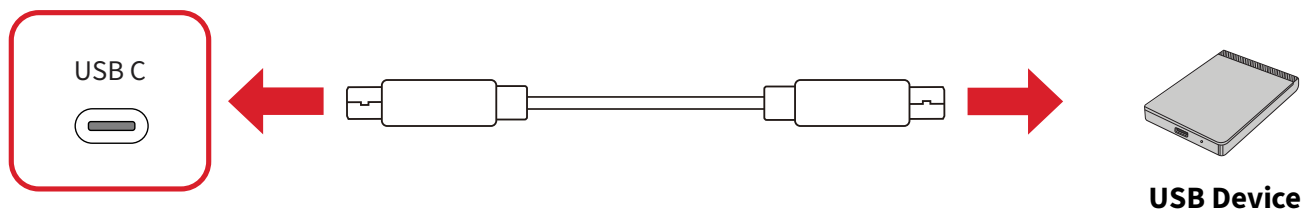


USB

- Type A



- Type C



RS-232



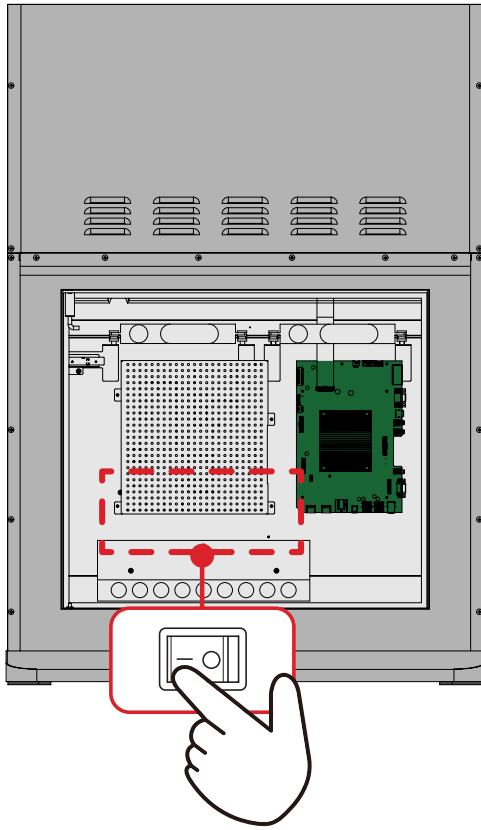
Video Output



Using the Display

Turning the Display On/Off

①



②



1. Make sure the display is connected to power and the power switch is in the “on” position (—).

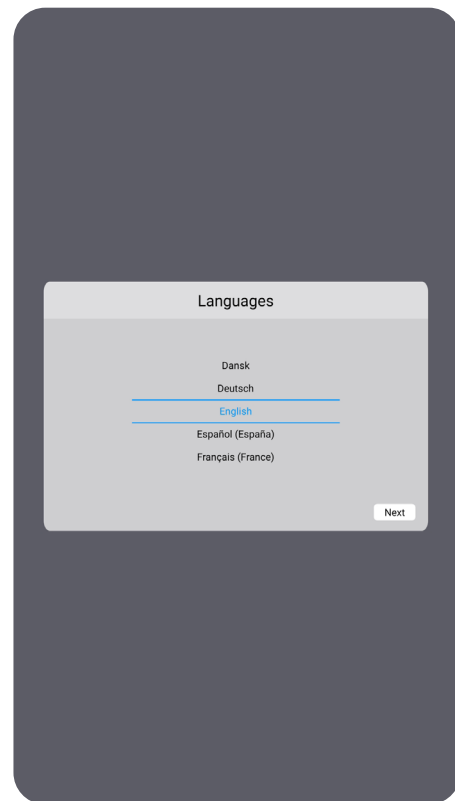
Note: The power supply switch is located inside the Rear Housing.

2. Press the **Power** button on the remote control to turn on the display. To turn the display off, press and hold the **Power** button until the display turns off.

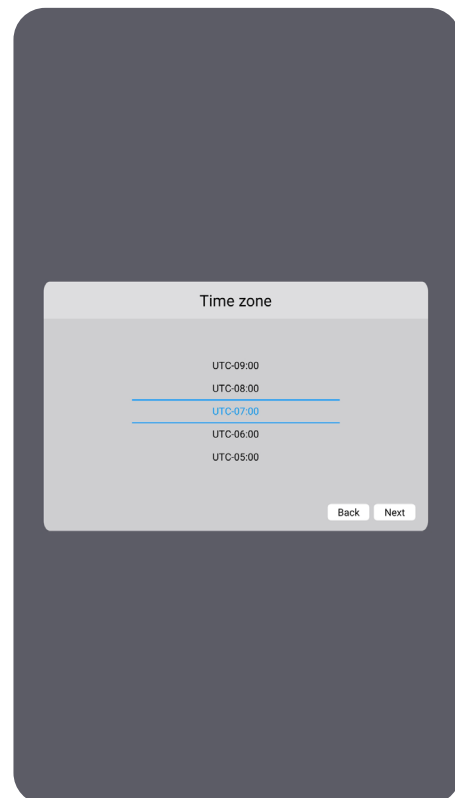
Initial Launch Setup

When you first turn on your display, an initial setup wizard will launch.

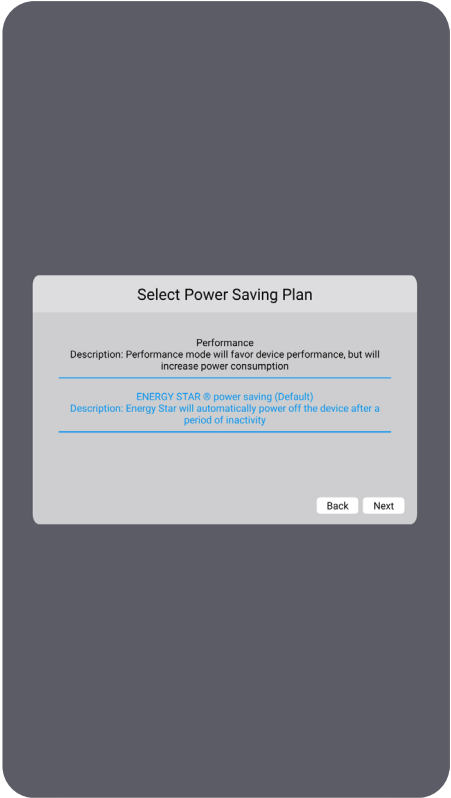
1. Select your preferred language.



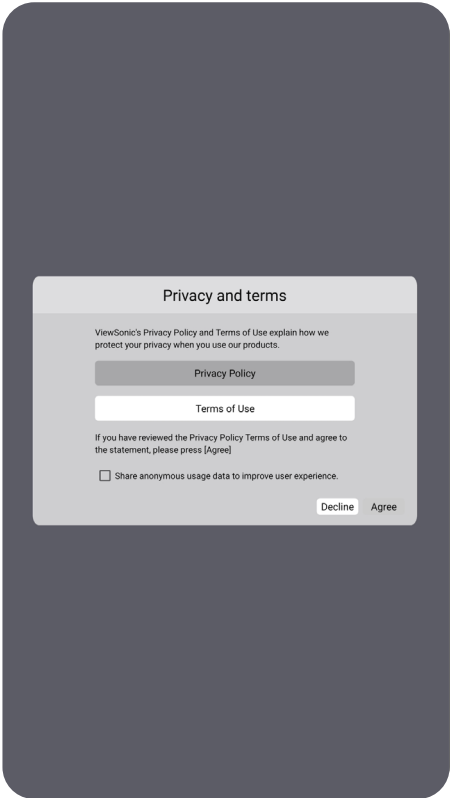
2. Set the time zone.



3. Select a Power Saving Plan.

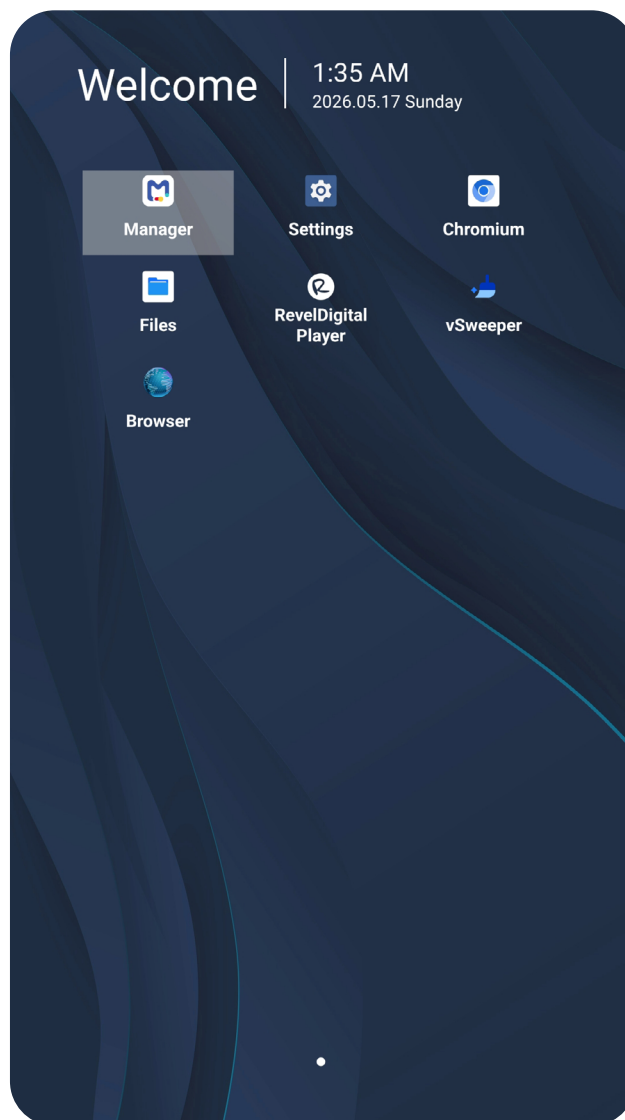


4. Accept or decline the ViewSonic Commercial Display Privacy Policy.



Home Screen

From the **Home Screen** all the installed applications can be accessed.

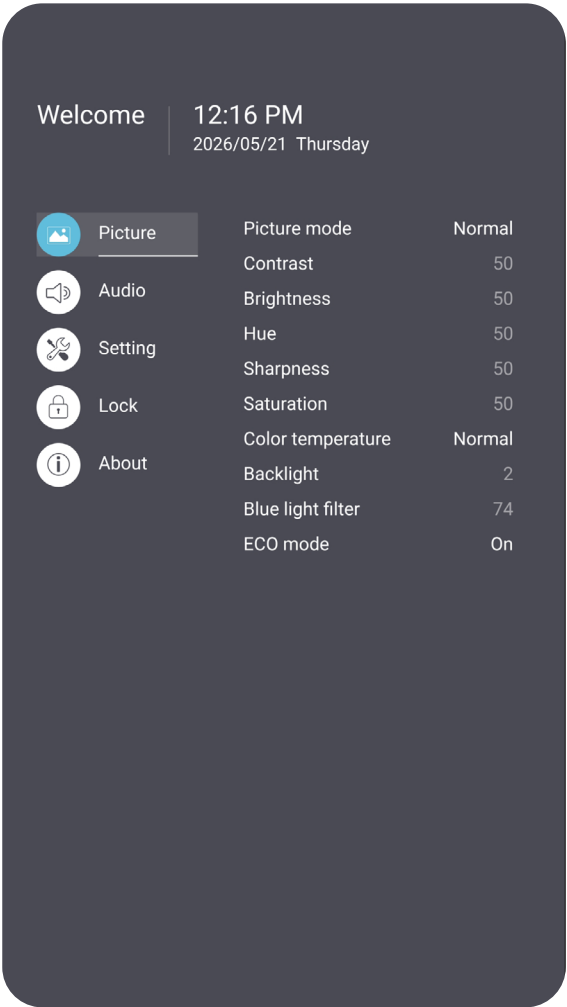


Note: Press the **Home** button on the remote control at any time to return to the **Home** screen.

Display Settings

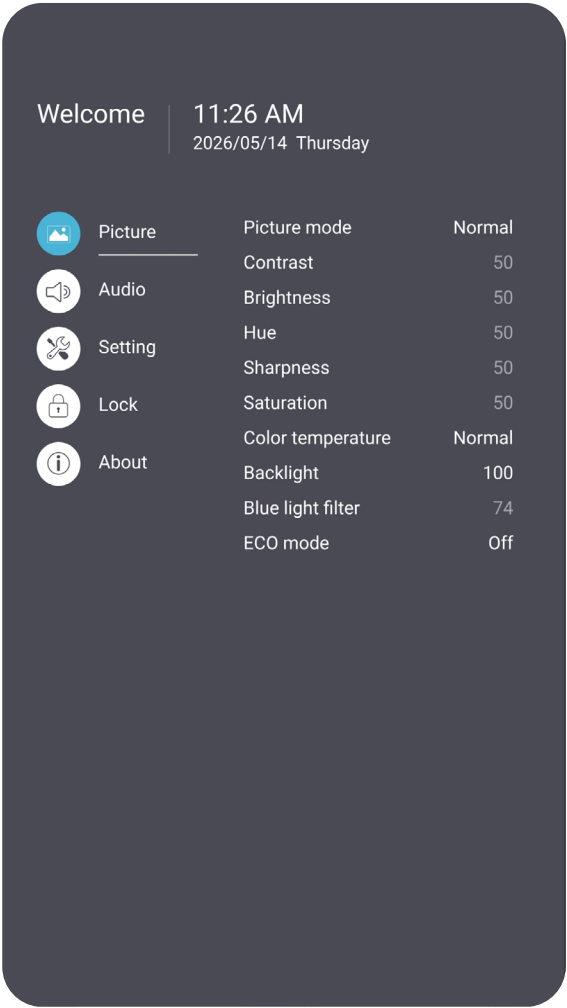
On-Screen Display Menu

Open the On-Screen Display Menu by pressing the **Menu** button on the remote control.



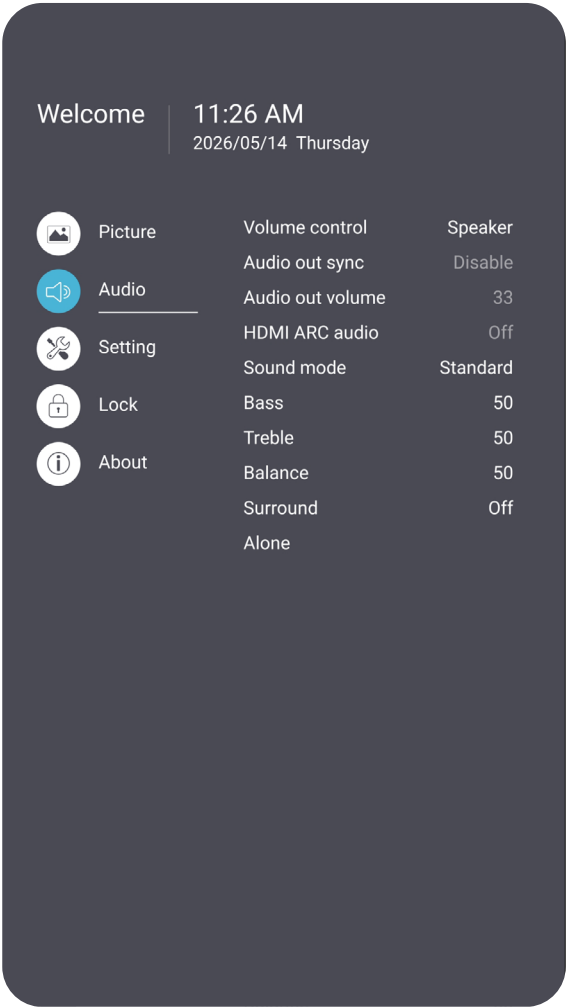
To adjust settings, highlight a menu option using the **Navigation** buttons (▲/▼/◀/▶) on the remote control, then press **OK**. To exit, press the **Menu** button on the remote control.

Picture



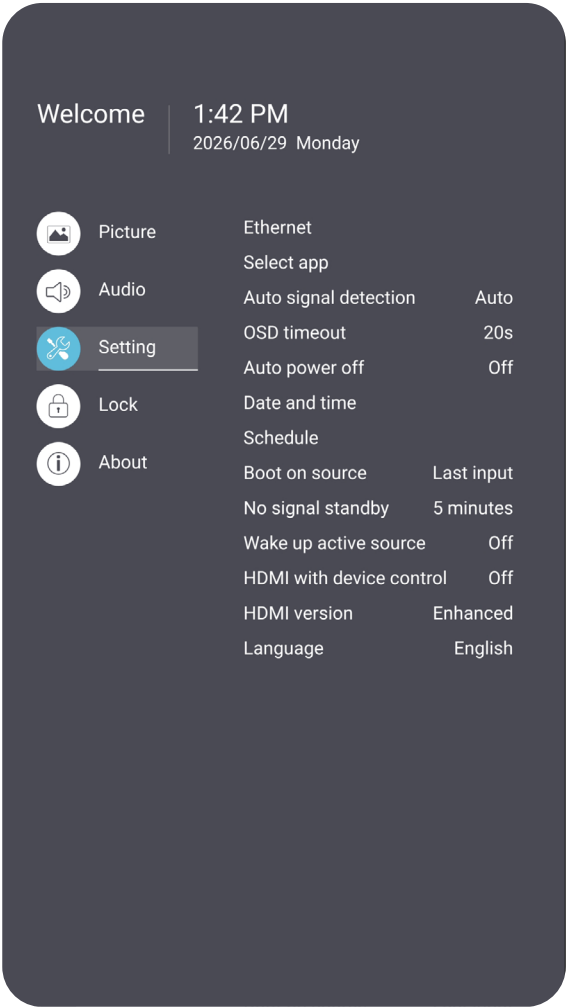
Menu	Description
Picture Mode	Sets a preset picture setting.
Contrast	Adjusts the difference between the brightest and darkest parts of the image.
Brightness	Adjusts how bright or dark the image appears.
Hue	Fine-tunes the color of the displayed image.
Sharpness	Adjusts the image’s details.
Saturation	Adjusts the amount of brilliance and intensity in the image.
Color Temperature	Selects a color temperature.
Backlight	Adjusts the brightness level of the display.
Blue Light Filter	Adjusts the screen’s color temperature automatically to reduce blue light emission.
ECO Mode	Reduces power consumption and lowers the brightness level.

Audio



Menu	Description
Volume Control	Selects the audio input source.
Audio Out Sync	Adjusts the Audio Out volume to match the display’s speakers.
Audio Out Volume	Adjusts the Audio Out volume level.
HDMI ARC Audio	Turns HDMI ARC support on or off.
Sound Mode	Sets a preset audio setting.
Bass	Adjusts the low-frequency sounds.
Treble	Adjusts the high-frequency sounds.
Balance	Adjusts the volume of the left and right speakers.
Surround	Turns surround sound on or off.
Alone	Enables audio playback while the screen is turned off.

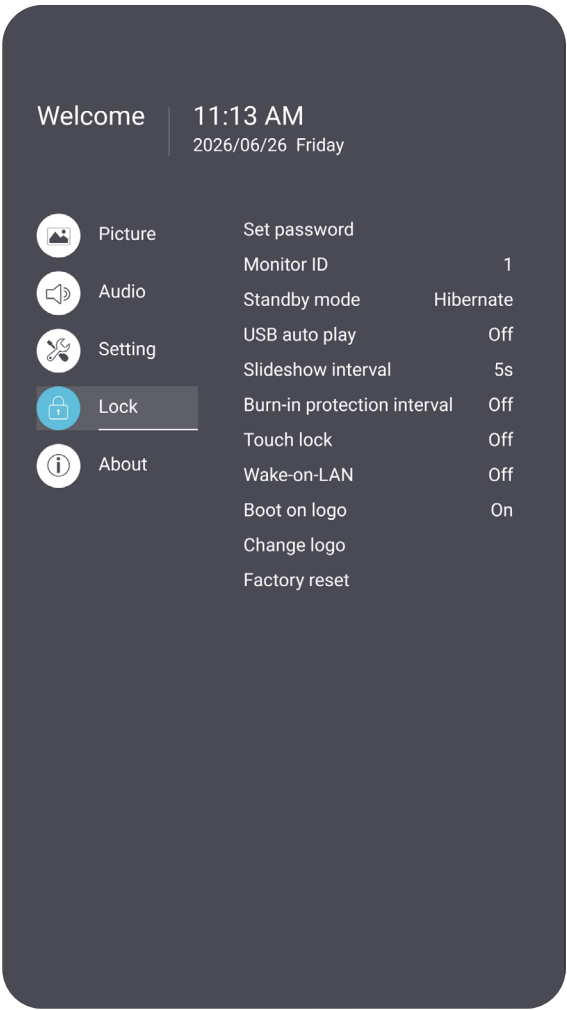
Setting



Menu	Description
Ethernet	Adjusts Ethernet network settings.
Select App	Assigns an installed APK application to the Custom input source. When the input source is changed to Custom, the display will open the configured application.

Menu	Description	
Auto Signal Detection	Searches automatically for an available input signal.	
	Off	Disables automatic input signal search when the current signal is lost.
	Auto	Searches automatically for an available input signal.
	Last	If a signal is lost, the display searches for the previously used input. If no signal is detected, a “No Signal Standby” notification appears and the display turns off.
	Fail Over	Sets a priority list for input signals. If the primary signal is lost, the display automatically switches to the next available source to ensure uninterrupted media playback.
OSD Timeout	Sets the length of time the OSD Menu will remain active after the last interaction.	
Auto Power Off	Turns the display off automatically after a set period of time once no input signal is detected.	
Date and Time	Sets the current date and time.	
Schedule	Schedule List	Sets a schedule to turn the display on or off.
	Enable	Enables the schedule function.
	Power On	Sets the start time for the schedule.
	Power Off	Sets the end time for the schedule.
Boot on Source	Sets the default input source when the display is turned on.	
No Signal Standby	Specifies the amount of time the display will wait for an input signal before entering low-power standby mode.	
Wake Up Active Source	Specifies whether the display can wake from Power Save mode using external signals.	
HDMI with Device Control	Turns on or off HDMI CEC-compatible devices connected to the display with a single button press.	
HDMI Version	Sets the HDMI EDID version.	
Language	Sets the language for the On-Screen Display Menu.	

Lock



Menu	Description
Set Password	Sets and manages the password for the display. Note: The default password is “0000”.
Monitor ID	Assigns a number to identify the display for remote control via RS-232. Note: The number range is 1–98; 99 is reserved for “All Displays”.
Standby Mode	Sets the power saving mode.
USB Auto Play	When enabled, the display copies media files from external USB storage to its internal storage and then plays them. For more information, refer to “Setting the Display to Auto Play on Boot”.
Slideshow Interval	Sets the time interval between each picture.

Menu	Description
Burn-in Protection Interval	Helps prevent image burn-in when enabled.
Touch Lock¹	Sets a password requirement to unlock the touch function.
Wake-on-LAN	Turns the Wake-on-LAN (WoL) feature on or off. WoL allows the display to be powered on remotely over a network.
Boot on Logo	Displays or hides a startup logo during system boot. Select Custom , then go to Change logo to change the logo or animation.
Change Logo	Set the startup logo that appears when you turn on the display. To set the startup logo: 1. Put a <i>boot0.bmp</i> file on the root of a USB drive, select Change logo, and then press OK on the remote control. 2. Put a <i>video.ts</i> file on the root of a USB drive, select Change Animation, and then press OK on the remote control.
Factory Reset	Returns all settings to their default values.

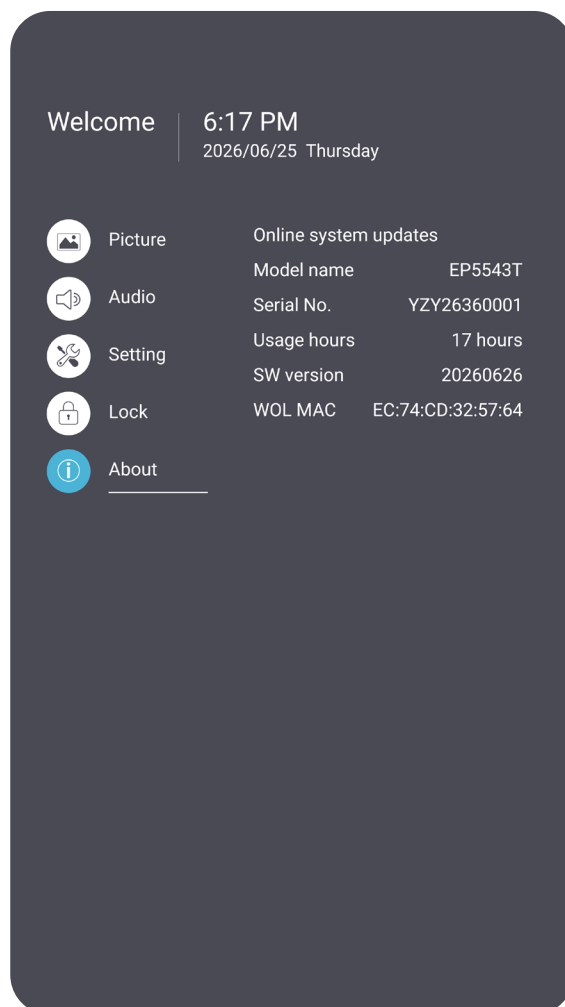
1 – For EP5543T model only.

Setting the Display to Auto Play on Boot

Note: The USB drive should be formatted as FAT32.

1. Press the **Menu** button on the remote control to open the On-Screen Display Menu.
2. Go to **Lock**, then enable **USB Auto Play**.
3. Insert a USB drive containing media files (photos, music, or videos) into a USB Type A port on the display. This creates a folder named "AutoPlay" and automatically copies all media files from the USB thumb drive into it.
4. In the **Setting** menu, go to **Boot on Source** and enable the USB Auto Play toggle. The media files in the folder will automatically play the next time the display is turned on.

About



Menu	Description	
Online System Updates	Online Update	When the display turns off, the system automatically checks for updates from the online server. If a new version is available, the system will automatically install it and then turn off.
	Local Update	Updates the display manually from an external USB device.
	Auto Update	Enables or disables automatic updates.
	Schedule	Sets an update schedule.
Model Name	Shows the display's model name.	
Serial No.	Shows the display's serial number.	
Usage Hours	Shows display usage time.	
SW Version	Shows the currently installed software version.	
WoL MAC Address	Shows the MAC address of the display.	

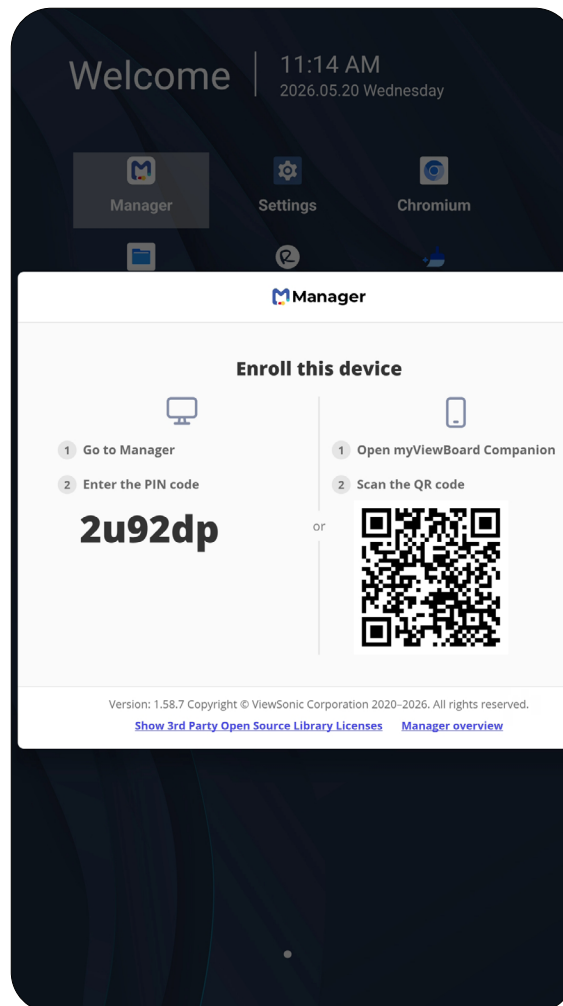
Note: The operating temperature is 0° C to 40° C.

Pre-installed Applications and Settings

Manager

Remotely manage multiple ViewSonic device installations.

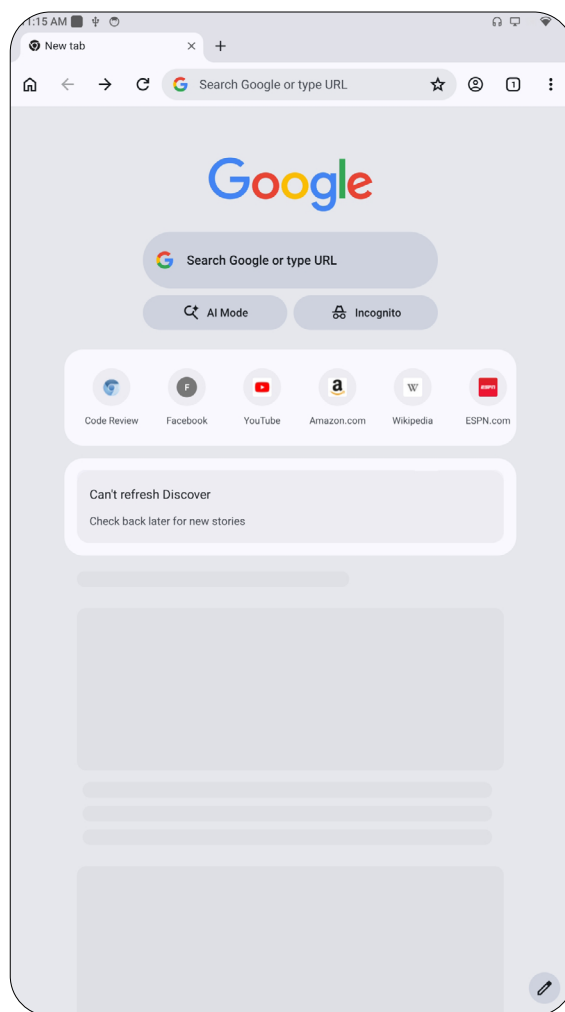
Note: Only Entity Admins, after logging into myviewboard.com, have access to this feature. To learn more about Manager, visit the [ViewSonic Software Knowledge Base](#).



After setting up devices and installing Manager, you can add them to an entity and manage them remotely from the Manager web application.

Chromium

A web browser for surfing the Internet.



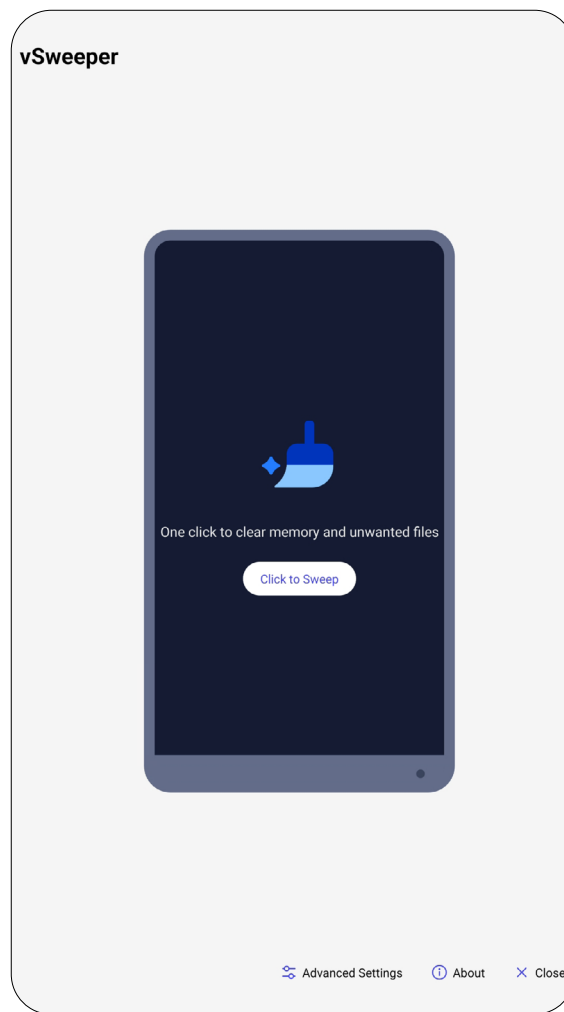
Revel Digital Player

Manage digital signage.

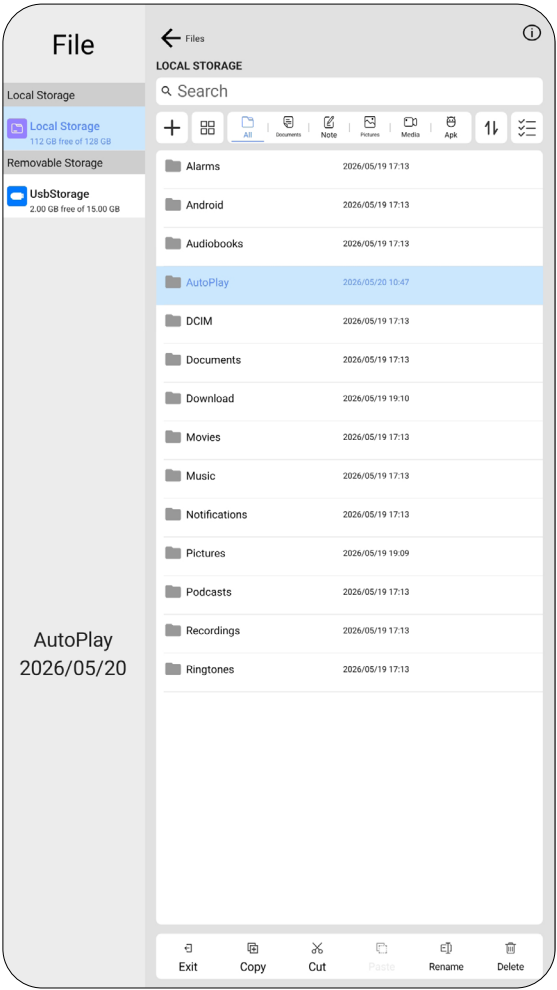


vSweeper

Removes unnecessary data and temporary files to optimize system performance.



File



Icon	Description
Exit	Exit the application.
Copy	Copy a file.
Cut	Cut a file.
Paste	Paste a file.
Rename	Change the name of a file.
Delete	Remove a file.
Document	Show only documents.
Note	Show only notes.
Picture	Show only photos.
Media	Show only media files.
Apk	Show only Apk files.

RS-232 Protocol

This document describes the hardware interface spec and software protocols of the RS-232 interface communication between ViewSonic LFD and a PC or other control units with RS-232 protocol.

The protocol contains three command sections:

- Set-Function
- Get-Function

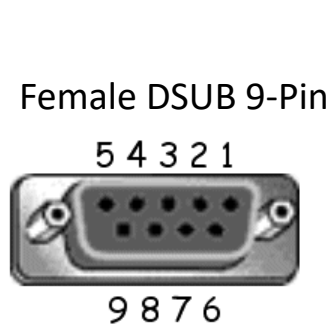
Note: Below, “PC” represents all the control units that can send or receive the RS-232 protocol command.

Description

RS-232 Hardware Specification

ViewSonic ePoster communication port on the rear side:

1. Pin Assignment:

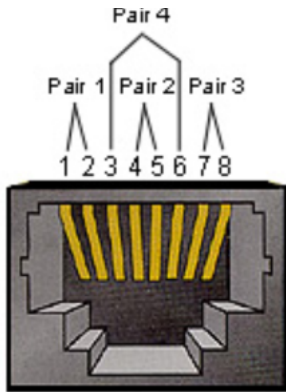


Pin #	Signal	Remark
1	NC	
2	TXD	Output from Display
3	RXD	Input to Display
4	NC	
5	GND	
6	NC	
7	NC	
8	NC	
9	NC	
frame	GND	

LAN Hardware Specification

ViewSonic LFD communication port on the rear side:

1. Connector type: 8P8C RJ45
2. Pin Assignment:



Pin #	Signal	Remark
1	TX+	Output from Display
2	TX-	Output from Display
3	RX+	Input to Display
4	BI_D3+	For 1G case
5	BI_D3-	For 1G case
6	RX-	Input to Display
7	BI_D4+	For 1G case
8	BI_D4-	For 1G case
frame	GND	

RS-232 Communication Setting

- Baud Rate Select: 9600bps (fixed)
- Data bits: 8 bits (fixed)
- Parity: None (fixed)
- Stop Bits: 1(fixed)

LAN Communication Setting

- Type: Ethernet
- Protocol: TCP/IP
- Port: 5000 (fixed)
- WOL Port: 9 (fixed) for UDP ^{*3.2.0}
- Cross subnet: No
- Logon Credentials: No

Command Message Reference

PC sends to LFD command packet followed by "CR". Every time PC sends control command to Display, the Display shall respond as follows:

1. If the message is received correctly it will send "+" (02Bh) followed by "CR" (00Dh)
2. If the message is received incorrectly it will send "-" (02Dh) followed by "CR" (00Dh)

Protocol

Set-Function Listing

The PC can control the Display for specific actions. The Set-Function command allows you to control the Display behavior at a remote site through the RS-232 port. The Set-Function packet format consists of 9 bytes.

Set-Function Description:

Length:	Total Byte of Message excluding "CR"
LFD ID	Identification for each of Display (01~98; default is 01) ID "99" means to apply the set command for all connected displays. Under such circumstances, only ID#1 display has to reply. The LFD ID can be set via the OSD menu for each Display.
Command Type	Identify command type, "s" (0x73h): Set Command "+" (0x2Bh): Valid command Reply "-" (0x2Dh): Invalid command Reply
Command:	Function command code: One byte ASCII code.
Value[1~3]:	Three bytes ASCII that defines the value.
CR	0x0D

Set-Function Format

Send: (Command Type="s")

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Byte Count	1 Byte	2 Byte	1 Byte	1 Byte	1 Byte	1 Byte	1 Byte	1 Byte
Bytes order	1	2~3	4	5	6	7	8	9

Reply: (Command Type="+" or "-")

Name	Length	ID	Command Type	CR
Byte Count	1 Byte	2 Byte	1 Byte	1 Byte
Bytes order	1	2~3	4	5

Note: When PC applies command to all displays (ID=99), only the #1 set needs to reply by the name of ID=1.

Example 1: Set Brightness as 76 for Display (#02) and this command is valid

Send (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x32	0x73	0x24	0x30	0x37	0x36	0x0D

Reply (Hex Format)

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x32	0x2B	0x0D

Example 2: Set Brightness as 75 for Display (#02) and this command is NOT valid

Send (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x32	0x73	0x24	0x30	0x37	0x35	0x0D

Reply (Hex Format)

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x32	0x2D	0x0D

Set-Function Table

A. Basic Function

Set Function	Length	ID	Command	Command		Value Range	Comments
			Type (ASCII)	Code (ASCII)	Code (Hex)	(Three ASCII bytes)	
Power on *3.2.1/ off (standby)	8		s	!	21	000: STBY 001: ON	1. The Power-on via LAN control may work only under specific mode. To see display UG for details. *3.1.1 2. "WOL by MAC address" may available as alternative.*3.2.1
Input Select	8		s	"	22	004: HDMI1 014: HDMI2 024: HDMI3 006: VGA 007: Slot-in PC (OPS) 009: DP 019: Type-C *3.2.4 00A: Embedded/ Main (Android)	1. No need for USB 2. For the case of two more same sources, the 2nd digit is used to indicate the extension. 3. The HEX of 00A is 30 30 41.
Brightness	8		s	\$	24	000 ~ 100 900: Bright down (-1) 901: Bright up (+1) *3.1.1	
Backlight *3.2.0	8		A	B	42	000 ~ 100	1. For Android platform whose main mode is controlled by backlight and the other sources are controlled by brightness. 2. Derived from Color calibration. *3.2.0
Power lock	8		s	4	34	000: Unlock 001: Lock	*See note in details
Volume	8		s	5	35	000 ~ 100 900: Volume down(-1) 901:Volume up(+1)	
Mute	8		s	6	36	000: OFF 001: ON (mute)	
Menu lock	8		s	>	3E	000: Unlock 001: Lock	*See note in details

Set Function	Length	ID	Command	Command		Value Range	Comments
Number *3.1.1	8		s	@	40	000~009	
Key Pad *3.1.1	8		s	A	41	000: UP 001: DOWN 002: LEFT 003: RIGHT 004: ENTER 005: INPUT 006: MENU/(EXIT) 007: EXIT	
Remote Control	8		s	B	42	000: Disable 001: Enable 002: Pass through	Disable: RCU will be no function Enabled: RCU controls normally Pass through: Display will bypass the RC code to connected device via the RS-232 port, but not react itself.
Restore default	8		s	~	7E	000	Recover to factory setting

B. Optional Function

Set Function	Length	ID	Command	Command		Value Range	Comments
			Type (ASCII)	Code (ASCII)	Code (Hex)	(Three ASCII bytes)	
Contrast	8		s	#	23	000 ~ 100	
Sharpness	8		s	%	25	000 ~ 100	
Color	8		s	&	26	000 ~ 100	
Backlight On_Off *3.2.3	8		s	(	29	000: Off 001: On	
Color mode	8		s	)	29	000: Normal 001: Warm 002: Cold 003: Personal	
Freeze On_Off *3.2.5	8		s	*	2A	000: Off 001: On	
Bass	8		s	.	2E	000 ~ 100	
Treble	8		s	/	2F	000 ~ 100	
Balance	8		s	0	30	000 ~ 100	050 is central
Picture Size	8		s	1	31	000: FULL (16:9) 001: NORMAL (4:3) 002: REAL (1:1) *3.1.0	
OSD language	8		s	2	32	000: English 001: French 002: Spanish	Could be extended for more supported languages by model
Date: Year	8		s	V	56	Y17~Y99	Last 2 digits (20)17~(20)99
Date: Month	8		s	V	56	M01~M12	2 digits
Date: Day	8		s	V	56	D01~D31	2 digits
Time: Hour	8		s	W	57	H00~H23	24-hr format. 2 digits.
Time: Min	8		s	W	57	M00~M59	2 digits
Time: Sec	8		s	W	57	S00~S59	2 digits

Appendix

USB Media Supported Formats

Photo

Format	Photo	Resolution	Note
JPEG	Base-line	1920 x 1080	The limitation of max resolution depends on DRAM size (up to 15360 x 8640).
	Progressive	1024 x 768	The limitation of max resolution depends on DRAM size (up to 7000 x 7000).
PNG	Non-interlace	1920 x 1080	The limitation of max resolution depends on DRAM size (up to 15360 x 8640).
	Interlace	1920 x 1080	The limitation of max resolution depends on DRAM size (up to 15360 x 8640).
BMP		15360 x 8640	The limitation of max resolution depends on DRAM size (up to 15360 x 8640).

Video

Video Codec	Resolution	Bit Rate	Profile	Container
VP9	8K@30 fps / 4K@120 fps	100 Mbps (4K@60 fps)	Profile 0/2 @ Level 5.1	.webm, .mkv, .mp4
AV1 (AOMedia Video 1)	8K@30 fps / 4K@120 fps	100 Mbps (4K@60 fps)	Main 10 Profile @ Level 5.3	.webm, .mkv, .mp4, .avi
MJPEG (Motion Joint Photographic Experts Group)	4K@30 fps	80 Mbps (4K@30 fps)	Standard Baseline Profile	.avi, .mkv, .mp4, .mov
MPEG-1 (VCD)	1080p@60 fps	15 Mbps (1080p@30 fps)	Standard Main Profile	.mpg, .mpeg, .dat, .vob, .avi, .mkv
MPEG-4 Visual (V2)	1080p@30 fps	10 Mbps (1080p@30 fps)	Standard V2 Profile	.avi, .mkv, .mp4
MPEG-4 Visual (V3)	1080p@30 fps	12 Mbps (1080p@30 fps)	Standard V3 Profile	.avi, .mkv, .mp4
H.261	4CIF (704 × 576) @ 30 fps	2 Mbps	Standard Baseline Profile	.3gp, .mp4, .avi
H.263	4CIF (704 × 576) @ 30 fps	4 Mbps	Standard Baseline Profile	.3gp, .mp4, .avi, .flv
H.263+	4CIF (704 × 576) @ 30 fps	4 Mbps	Standard H.263 v2 Profile	.3gp, .mp4, .avi
FLV1 (Flash Video Sorenson H.263)	1080p@30 fps	10 Mbps (1080p@30 fps)	Standard Sorenson H.263 Profile	.flv, .mkv, .avi
FLV1 (Sorenson Spark)	1080p@30 fps	8 Mbps (1080p@30 fps)	Standard Sorenson Spark Profile	.flv, .mkv
THEORA (OGG Theora)	OGV	VP3)	1080p@60 fps	16 Mbps (1080p@30 fps)
VP8 (On2 VP8)	1080p@60 fps	20 Mbps (1080p@30 fps)	Profile 0	.webm, .mkv, .mp4, .avi
H.265 (HEVC)	8K@30 fps / 4K@120 fps (YUV444)	100 Mbps (4K@60 fps)	Main 10 Profile @ Level 5.1	.mp4, .mov, .3gpp, .3gp, ts., .trp, .tp, .mkv, .avi, .flv
H.264 (AVC/ AVC1)	4K@60 fps (YUV422) / 1080p@60 fps	50 Mbps (4K@30 fps)	High 10 Profile @ Level 5.1 / MVC Profile	.mp4, .mov, .3gp, .ts, .trp, .tp, .mkv, .avi, .flv

Video Codec	Resolution	Bit Rate	Profile	Container
MPEG-2 (DVD)	1080p@60 fps	20 Mbps (1080p@30 fps)	Main Profile	.mpg, .mpeg, .vob, .ts, .avi, .mkv
MPEG-4 Visual (M4S2)	1080p@60 fps	16 Mbps (1080p@30 fps)	Standard Simple/ Advanced Simple Profile	.mp4, .mov, .avi, .mkv, .3gp
WMV1 (Windows Media Video 7)	1080p@30 fps	10 Mbps (1080p@30 fps)	Standard WMV1 Profile	.wmv, .asf, .mkv, .avi
WMV2 (Windows Media Video 8)	1080p@30 fps	12 Mbps (1080p@30 fps)	WMV2 Profile	.wmv, .asf, .mkv, .avi

Audio

Audio Codec	Sample Rate	Channel	Bit Rate	Container
MIDI	44.1 kHz / 48 kHz	16 MIDI	No fixed bit rate (event sequence format)	.mid, .midi, .kar
MP3 (MPEG Audio Layer 3)	8 kHz ~ 48 kHz	Up to 2	8 kbps ~ 320 kbps (CBR/VBR)	.mp3, .avi, .asf, .divx, .mkv, .mka, .3gpp, .3gp, .mp4, .mov, .m4a, .ts, .trp, .tp, .dat, .vob, .mpg, .mpeg, .flv, .wav
Vorbis (Ogg Vorbis)	8 kHz ~ 48 kHz	Up to 8	32 kbps ~ 500 kbps (VBR)	.ogg, .oga, .webm, .mkv, .mka, .avi, .mp4
OPUS	8 kHz ~ 48 kHz	Up to 8	6 kbps ~ 510 kbps	.mp4, .mov, .m4a, .ts, .trp, .tp, .dat, .vob, .mpg, .mpeg, .flv, .rm, .rmvb, .ra, .wav
FLAC	8 kHz ~ 192 kHz	Up to 8	800 kbps ~ 1.5 Mbps (48 kHz/24 bit)	.flac, .ogg, .mkv, .mka, .wav
PCM S16 LE	8 kHz ~ 48 kHz	Mono, Stereo, 5.1	16-bit sampling; typical rate of 1.411 Mbps (48 kHz/ stereo)	.wav, .avi, .mkv, .mka, .mp4, .mov
PCM S24 LE	8 kHz ~ 48 kHz	Mono, Stereo, 5.1	24-bit sampling; typical rate of 2.304 Mbps (48 kHz/ stereo)	.wav, .avi, .mkv, .mka, .mp4, .mov
PCM S32 LE	8 kHz ~ 48 kHz	Mono, Stereo, 5.1	32-bit sampling; typical rate of 3.072 Mbps (48 kHz/ stereo)	.wav, .avi, .mkv, .mka, .mp4, .mov
LPCM (PCM A-Law/u-Law G.711)	8 kHz	Mono, Stereo	64 kbps per channel (8-bit sampling)	.wav, .avi, .mkv, .mka, .mp4, .mov, .3gpp, .3gp
IMA ADPCM	8 kHz ~ 48 kHz	Mono, Stereo	4-bit sampling; typical rate of 384 kbps (48 kHz/stereo)	.wav, .avi, .mkv
AAC LC (Advanced Audio Coding Low Complexity)	8 kHz ~ 48 kHz	Up to 8	12 kbps ~ 576 kbps	.aac, .avi, .mkv, .mka, .divx, .3gpp, .3gp, .mp4, .mov, .m4a, .ts, .trp, .tp, .dat, .vob, .mpg, .mpeg, .flv, .rm, .rmvb, .ra, .wav

Audio Codec	Sample Rate	Channel	Bit Rate	Container
AMR-NB (Narrowband)	8 kHz	Mono	4.75 kbps ~ 12.2 kbps	.amr, .3gpp, .3gp, .mp4
AMR-WB (Wideband)	16 kHz	Mono	6.6 kbps ~ 23.85 kbps	.amr, .3gpp, .3gp, .mp4
WMA V8	8 kHz ~ 48 kHz	Mono, Stereo, 5.1	32 kbps ~ 384 kbps	.wma, .asf, .mkv, .mka, .avi
WMA9.1	8 kHz ~ 48 kHz	Mono, Stereo, 5.1/7.1	32 kbps ~ 1.5 Mbps	.wma, .asf, .mkv, .mka, .avi

Timing Table

PC Signal

HDMI | Type C

Resolution	V Frequency (Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
640 x 480	59.94	31.469	25.175	VESA
800 x 600	56.25	35.156	36.000	
800 x 600	60.32	37.879	40.000	
1024 x 768	60.00	48.363	65.000	
1280 x 800	59.81	49.702	83.500	
1280 x 1024	60.02	63.981	108.000	
1360 x 768	60.02	47.712	85.500	
1680 x 1050	59.95	65.290	146.250	
1920 x 1080	60.00	67.500	148.500	
2560 x 1440	59.95	88.787	241.5	

Video Signal

HDMI

Video	Refresh Rate (V Frequency/Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
480p	27.027	31.500	60.00	CEA-861
480i	27.000	15.734	59.94	
576p	27.000	31.250	50.00	
576i	27.000	15.625	50.00	
720p	74.250	37.500	50.00	
	45.000	60.00	60.00	
1080p	74.175	26.973	23.98	
	74.250	27.000	24.00	
	74.250	28.125	25.00	
	74.175	33.716	29.97	
	74.250	33.750	35.00	
	148.500	56.250	50.00	
	148.500	67.500	60.00	
1080i	74.250	28.125	50.00	
	74.250	33.750	60.00	
2160p	297.000	54.000	23.98	CTA
	297.000	56.250	25.00	
	297.000	67.500	29.97	
	594.000	112.500	50.00	
	594.000	135.000	59.94	

Type C

Video	Refresh Rate (V Frequency/Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
480p	27.027	31.500	60.00	CEA-861
576p	27.000	31.250	50.00	
720p	74.250	37.500	50.00	
	45.000	60.00	60.00	
1080p	74.175	26.973	23.98	
	74.250	27.000	24.00	
	74.250	28.125	25.00	
	74.175	33.716	29.97	
	74.250	33.750	35.00	
	148.500	56.250	50.00	
	148.500	67.500	60.00	
2160p	297.000	54.000	23.98	CTA
	297.000	56.250	25.00	
	297.000	67.500	29.97	
	594.000	112.500	50.00	
	594.000	135.000	59.94	

Troubleshooting

This section describes some common problems that you may experience when using the display.

Problem or Issue	Possible Solutions
Remote Control is not working	1. Check whether something is obstructing the display's remote control receiver. 2. Check whether the batteries in the remote control are installed correctly. 3. Check whether the batteries need to be replaced.
The unit turns off unexpectedly	1. Check whether Sleep mode is enabled. 2. Check if there is a power outage in your area. 3. Turn on the display and see if the problem is with the signal and control system.

PC Mode

Problem or Issue	Possible Solutions
No PC signal	1. Check the display settings. 2. Check the display resolution. 3. Adjust the Hs & Vs (synchronization) settings using the OSD menu.
Background streaking	1. Choose auto adjust. 2. Adjust clock and phase.
False color	1. Check the connection. 2. Adjust the chroma, brightness, and contrast settings.
Unsupported format	1. Choose auto adjust. 2. Adjust clock and phase settings.

Video Not Working Properly

Problem or Issue	Possible Solutions
No picture/ No sound	1. Check the Power status. 2. Check the signal cable. 3. Check that the internal PC is installed correctly.
Picture is unclear or cuts in and out	1. Check the signal cable. 2. Check if other electronics are interrupting the signal.
Poor picture	1. Adjust chroma, brightness, and contrast settings in the menu. 2. Check the signal cable.

Audio Not Working Properly

Problem or Issue	Possible Solutions
No sound	1. Press the Mute/Unmute button. 2. Adjust the volume. 3. Check the audio cable.
One speaker only	1. Adjust the sound balance in the menu. 2. Check the sound control panel settings of the computer. 3. Check the audio cable.

Maintenance

General Precautions

- Make sure the device is turned off and the power cable is unplugged from the power outlet.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the device with care, as a darker-colored device, if scuffed, may show marks more clearly than a lighter-colored device.

Cleaning the Screen

- Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- If the screen is still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth; then wipe the screen.

Cleaning the Case

- Use a soft, dry cloth.
- If the case is still not clean, apply a small amount of non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

Disclaimer

- ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the device.
- ViewSonic® will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

Note: If condensation appears between the glass and the panel, keep the display turned on until the moisture disappears.

Regulatory and Service Information

Compliance Information

This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on the unit.

FCC Compliance Statement

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Industry Canada Statement

CAN ICES (B) / NMB (B)

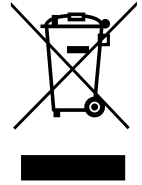
CE Conformity for European Countries



The device complies with the EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU.

The following information is only for EU-member states:

The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE). The mark indicates the requirement NOT to dispose of the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



Declaration of RoHS2 Compliance

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr6 ⁺)	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%
Bis (2-ethylhexyl) phthalate (DEHP)	0.1%	< 0.1%
Butyl benzyl phthalate (BBP)	0.1%	< 0.1%
Dibutyl phthalate (DBP)	0.1%	< 0.1%
Diisobutyl phthalate (DIBP)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex III of the RoHS2 Directives as noted below. Examples of exempted components are:

- Copper alloy containing up to 4% lead by weight.
- Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.
- Lead in dielectric ceramic in capacitors for a rated voltage of 125V AC or 250V DC or higher.

ENERGY STAR Statement

ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency.

As an ENERGY STAR Partner, ViewSonic is determined to meet the ENERGY STAR Guidelines and mark all certified models with the ENERGY STAR logo.

The following logo appears on all ENERGY STAR-certified models:



Note: The power management features significantly reduce energy consumption when the product is not in use. Power management allows the device to automatically enter a low power “sleep” mode after a defined period of inactivity. And the power management features also enter Sleep Mode or Off Mode within 5 minutes of being disconnected from a host computer. Please note any change in energy settings will increase energy consumption.

Indian Restriction of Hazardous Substances

Restriction on Hazardous Substances statement (India). This product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

Product Disposal at End of Product Life

ViewSonic® respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit the ViewSonic® website to learn more.

USA & Canada:

<https://www.viewsonic.com/us/go-green-with-viewsonic>

Europe:

<https://www.viewsonic.com/eu/environmental-social-governance/recycle>

Taiwan:

<https://recycle.moenv.gov.tw/>

For EU users, please contact us for any safety/accident issue experienced with this product:

ViewSonic Europe Limited



Flevolaan 38, 1382JZ, Weesp,
the Netherlands



+31 08000232999



EPREL@viewsoniceurope.com



<https://www.viewsonic.com/eu/>

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Disclaimer: ViewSonic® Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

In the interest of continuing product improvement, ViewSonic® Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.

No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic® Corporation.

Customer Service

For technical support or product service, see the table below or contact your reseller.

Note: You will need the product's serial number.

Country/Region	Website	Country/Region	Website
Asia Pacific & Africa			
Australia	www.viewsonic.com/au/	Bangladesh	www.viewsonic.com/bd/
中国 (China)	www.viewsonic.com.cn	香港 (繁體中文)	www.viewsonic.com/hk/
Hong Kong (English)	www.viewsonic.com/hk-en/	India	www.viewsonic.com/in/
Indonesia	www.viewsonic.com/id/	Israel	www.viewsonic.com/il/
日本 (Japan)	www.viewsonic.com/jp/	Korea	www.viewsonic.com/kr/
Malaysia	www.viewsonic.com/my/	Middle East	www.viewsonic.com/me/
Myanmar	www.viewsonic.com/mm/	Nepal	www.viewsonic.com/np/
New Zealand	www.viewsonic.com/nz/	Pakistan	www.viewsonic.com/pk/
Philippines	www.viewsonic.com/ph/	Singapore	www.viewsonic.com/sg/
臺灣 (Taiwan)	www.viewsonic.com/tw/	ประเทศไทย	www.viewsonic.com/th/
Việt Nam	www.viewsonic.com/vn/	South Africa & Mauritius	www.viewsonic.com/za/
Americas			
United States	www.viewsonic.com/us	Canada	www.viewsonic.com/us
Latin America	www.viewsonic.com/la		
Europe			
Europe	www.viewsonic.com/eu/	France	www.viewsonic.com/fr/
Deutschland	www.viewsonic.com/de/	Қазақстан	www.viewsonic.com/kz/
Россия	www.viewsonic.com/ru/	España	www.viewsonic.com/es/
Türkiye	www.viewsonic.com/tr/	Україна	www.viewsonic.com/ua/
United Kingdom	www.viewsonic.com/uk/		

Limited Warranty

ViewSonic® Display

What the warranty covers:

ViewSonic® warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic® will, at its sole option, and as your sole remedy, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The repair or replacement unit or parts or components will be covered by the balance of the time remaining on the customer's original limited warranty and the warranty period will not be extended. ViewSonic® provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty excludes and does not cover" section).

How long the warranty is effective:

ViewSonic® displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labor from the date of the first consumer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty excludes and does not cover:

- Any product on which the serial number has been defaced, modified, or removed.
- Damage, deterioration, or malfunction resulting from:
 - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - » Repair or attempted repair by anyone not authorized by ViewSonic®.
 - » Damage to or loss of any programs, data, or removable storage media.
 - » Normal wear and tear.
 - » Removal or installation of the product.
- Software or data loss occurring during repair or replacement.

- Any damage of the product due to shipment.
- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic's specifications.
- Failure of owner to perform periodic product maintenance as stated in the User Guide.
- Any other cause which does not relate to a product defect.
- Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
- Software - Any third-party software included with the product or installed by the customer.
- Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
- Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in the product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of the product.

How to get service:

- For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the "Customer Service" page). You will need to provide your product's serial number.
- To obtain warranty service, you will be required to provide: (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, freight prepaid, in the original container to an authorized ViewSonic® service center or ViewSonic®.
- For additional information or the name of the nearest ViewSonic® service center, contact ViewSonic®.

Limitation of implied warranties:

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic® shall not be liable for:

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For warranty information and service on ViewSonic® products sold outside of the U.S.A. and Canada, contact ViewSonic® or your local ViewSonic® dealer.

The warranty period for this product in mainland China (Hong Kong, Macao, and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

For users in Europe and Russia, full details of warranty provided can be found at: <http://www.viewsonic.com/eu/> under "Support/Warranty Information".

Mexico Limited Warranty

ViewSonic® Display

What the warranty covers:

ViewSonic® warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic® will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components & accessories.

How long the warranty is effective:

ViewSonic® LCD displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labour from the date of the first consumer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty excludes and does not cover:

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration, or malfunction resulting from:
 - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow instructions supplied with the product.
 - » Causes external to the product, such as electrical power fluctuations or failure.
 - » Use of supplies or parts not meeting ViewSonic®'s specifications.
 - » Normal wear and tear.
 - » Any other cause which does not relate to a product defect.
- Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
- Removal, installation, insurance, and set-up service charges.

How to get service:

For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the attached “Customer Service” page). You will need to provide your product’s serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.

For Your Records

Product Name: _____ Model Number: _____
Document Number: _____ Serial Number: _____
Purchase Date: _____ Extended Warranty Purchase? _____ (Y/N)
If so, what date does warranty expire? _____

- To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, in the original container packaging, to an authorized ViewSonic® service center.
- Round trip transportation costs for in-warranty products will be paid by ViewSonic®.

Limitation of implied warranties:

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic®’s liability is limited to the cost of repair or replacement of the product. ViewSonic® shall not be liable for:

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:	
Name, address, of manufacturer and importers: México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 http://www.viewsonic.com/la/soporte/index.htm	
NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004	
Hermosillo: Distribuciones y Servicios Computacionales SA de CV. Calle Juárez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx	Villahermosa: Compumantenimientos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: compumantenimientos@prodigy.net.mx
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