

# CDE14 Series

## Commercial Display 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. VS20822 | VS20824 | VS20826 | VS20828 | VS20830 | VS20832  
P/N: CDE4314-1C | CDE5014-1C | CDE5514-1C | CDE6514-1C | CDE7514-1C | CDE8614-1C  
CDE4314-1B | CDE5014-1B | CDE5514-1B | CDE6514-1B | CDE7514-1B | CDE8614-1B  
CDE4314-2C | CDE5014-2C | CDE5514-2C | CDE6514-2C | CDE7514-2C | CDE8614-2C

## **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.

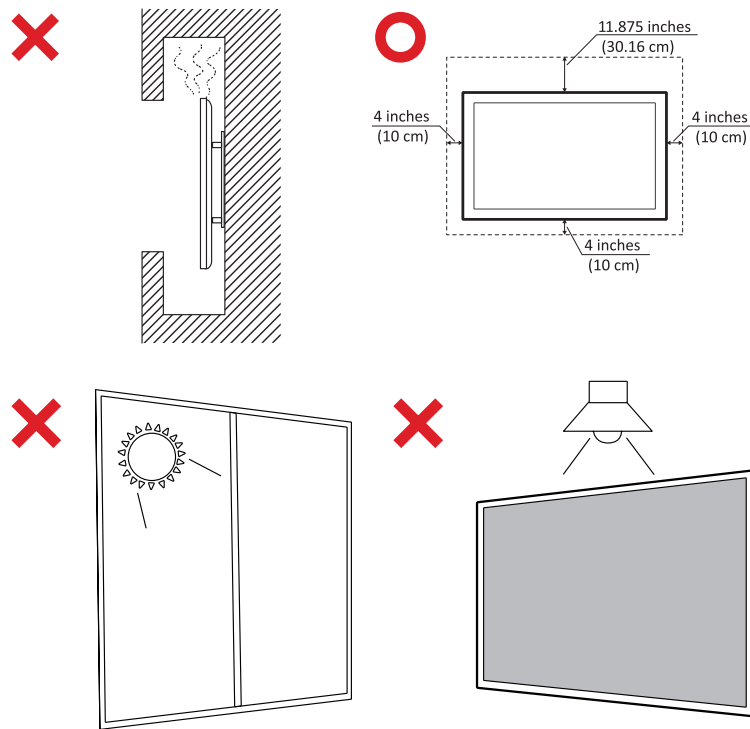
Once again, thank you for choosing ViewSonic®!

# 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 smoke, an abnormal noise, or a strange odor is present, immediately turn the device off and call your dealer or ViewSonic®. It is dangerous to continue using the device.
- 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 treaded upon 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, altering the display's form can also compromise the integrity of its internal components, including the sensitive LCD cells, which can result in a permanent degradation of the display's quality.

To prevent such issues and maintain the display's optimal condition, it is recommended to always mount, 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 a 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.

# Contents

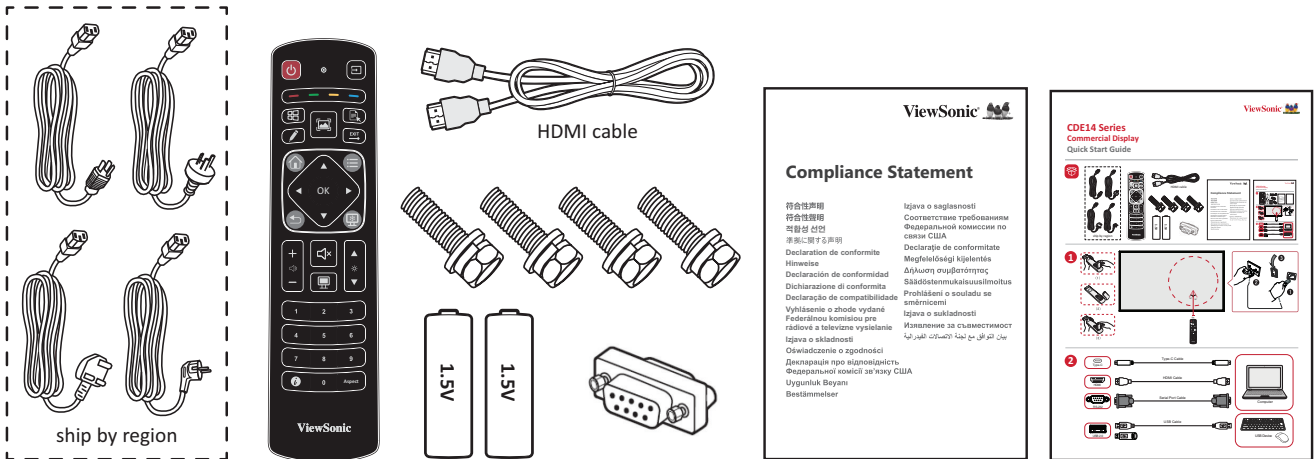
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# Introduction

## Package Contents

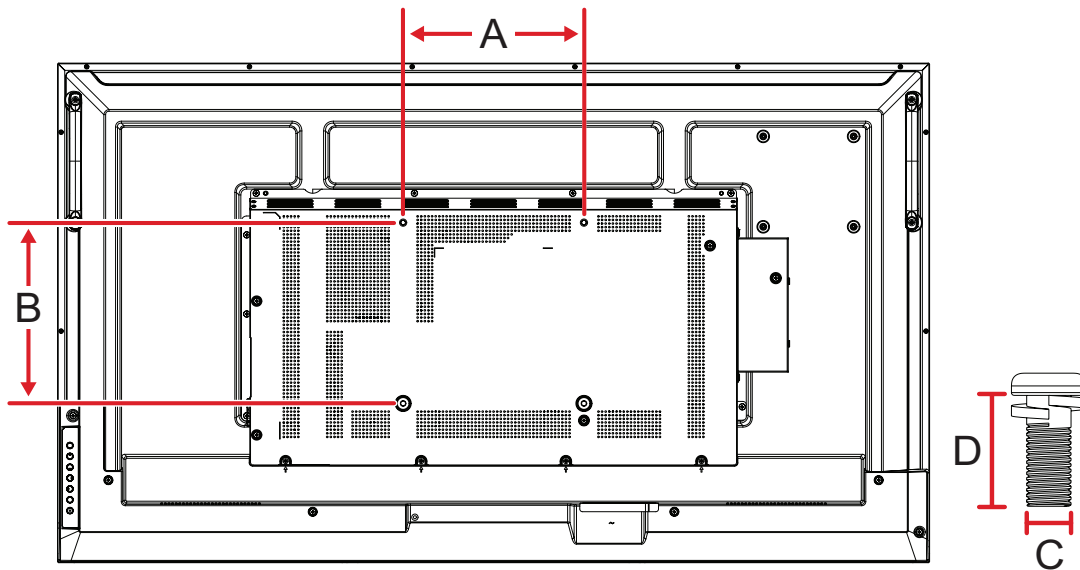


- Power Cable (3 m/9.84 ft)
- HDMI Cable (3 m /9.84 ft)
- Remote Control
- 2 x AAA Batteries
- Commercial Display
- RS-232 Adapter
- 4 x Mounting Screws
- Compliance Statement
- Quick Start Guide

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

# Wall Mounting Specifications (VESA)

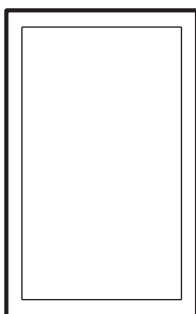
**Note:** Please follow the instructions in the wall mount installation guide to install your wall mount or mobile mount bracket. If attaching to other building materials, please contact your nearest dealer.



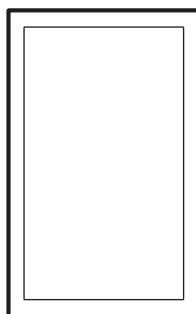
Model	VESA Spec. (A x B)	Standard Screw (C x D)	Quantity
CDE4314-1C/1B/2C	200 x 200 mm	M6 x 12 mm	4
CDE5014-1C/1B/2C	400 x 400 mm	M6 x 12 mm	4
CDE5514-1C/1B/2C	400 x 400 mm	M6 x 12 mm	4
CDE6514-1C/1B/2C	600 x 400 mm	M8 x 25 mm	4
CDE7514-1C/1B/2C	600 x 400 mm	M8 x 25 mm	4
CDE8614-1C/1B/2C	600 x 400 mm	M8 x 25 mm	4

**Note:**

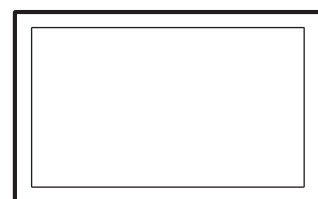
- Do not use screws that are longer than the standard dimension, as they may cause damage to the inside of the display.
- CDE14-2C models can support both landscape and portrait orientation. The CDE14-1C/1B models only support landscape orientation.



CDE14-1C/1B



CDE14-2C



CDE14-1C/1B/2C

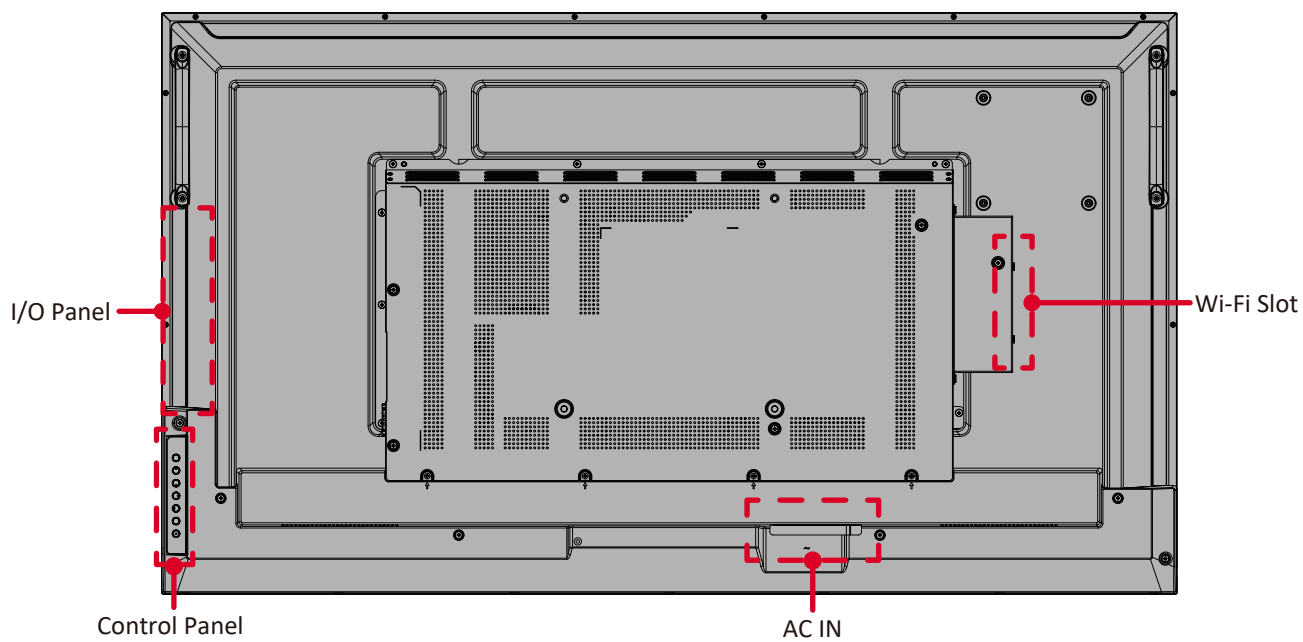
# Product Overview

CDE4314-1C/1B/2C

Front View



Rear View

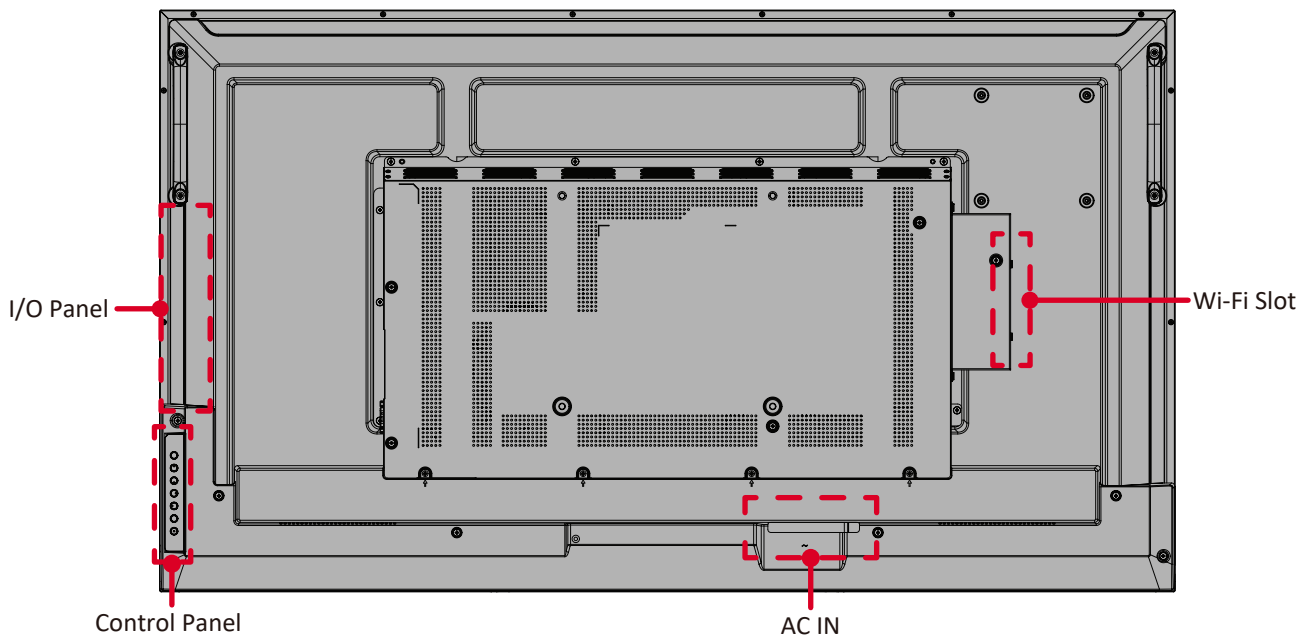


# CDE5014-1C/1B/2C

## Front View



## Rear View

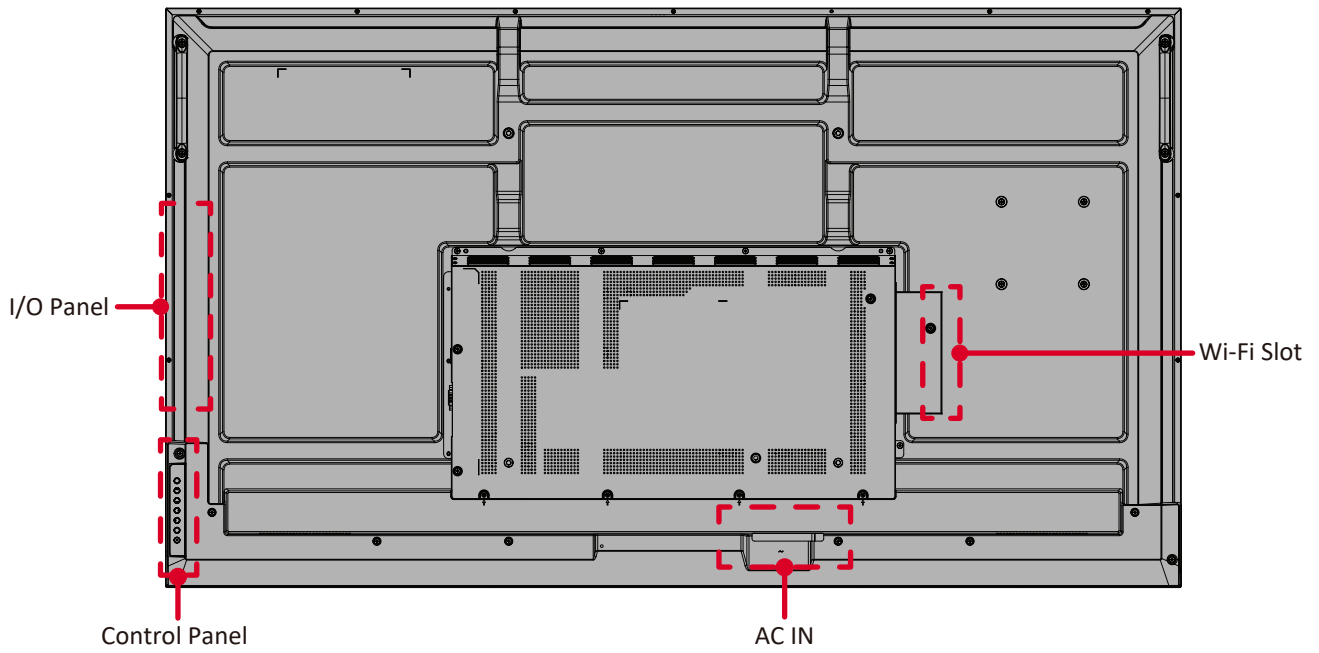


# CDE5514-1C/1B/2C

Front View



Rear View

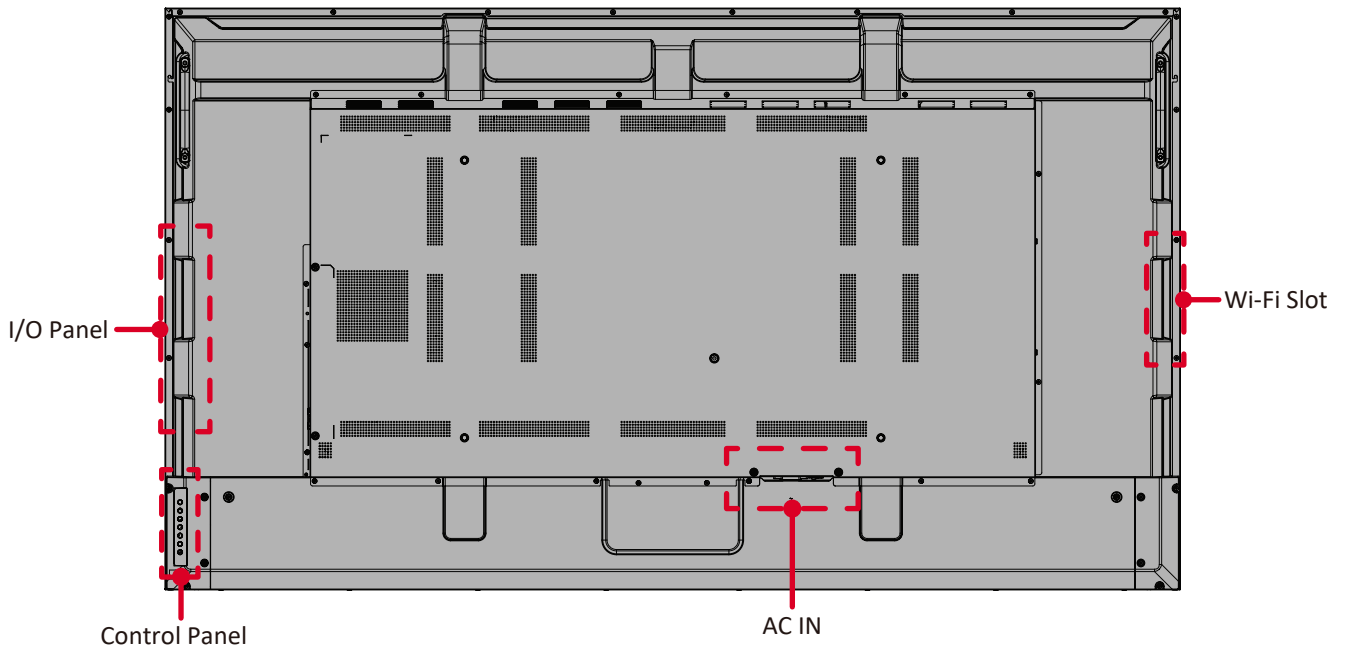


# CDE6514-1C/1B/2C

## Front View



## Rear View

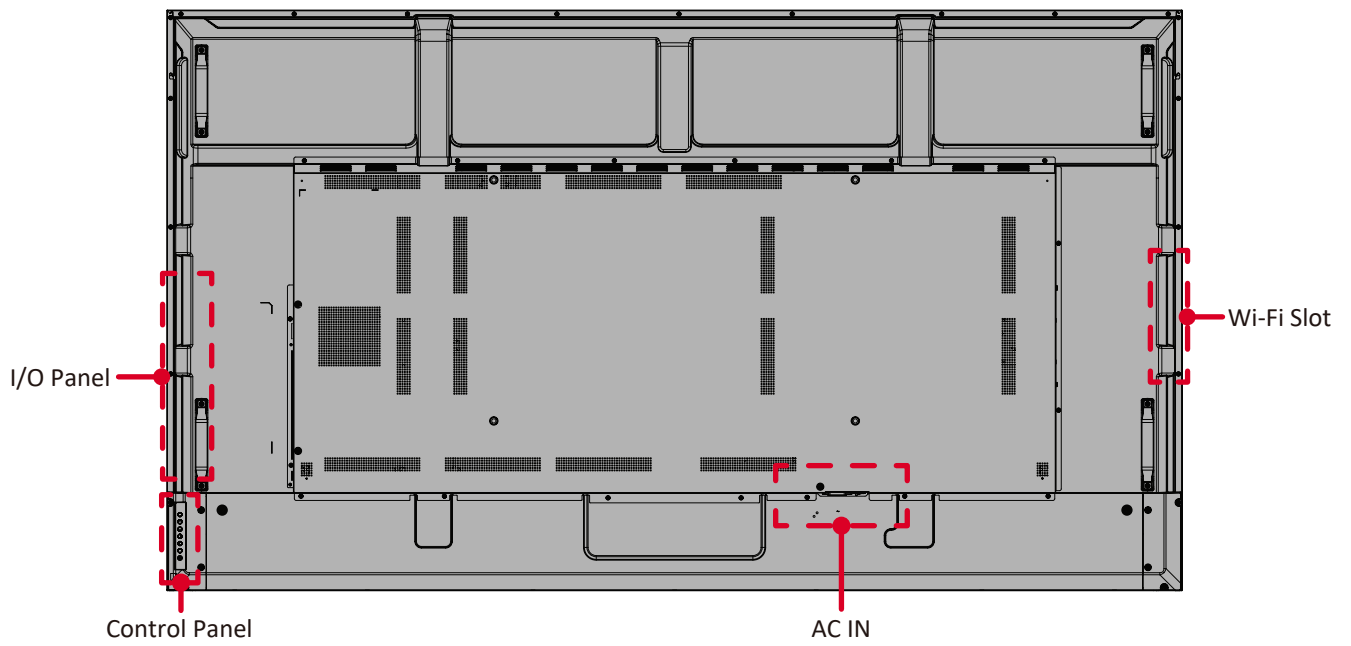


# CDE7514-1C/1B/2C

Front View

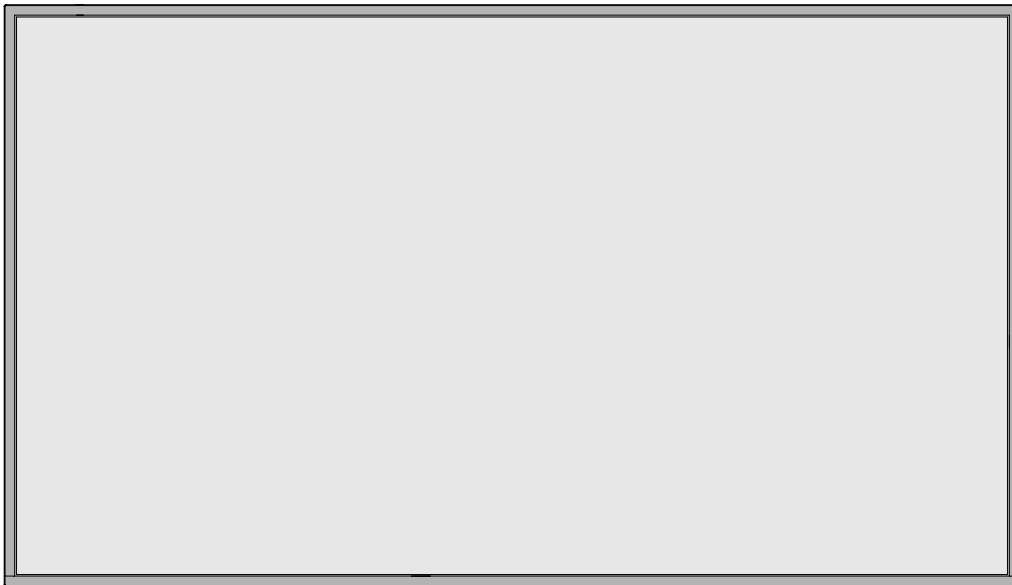


Rear View

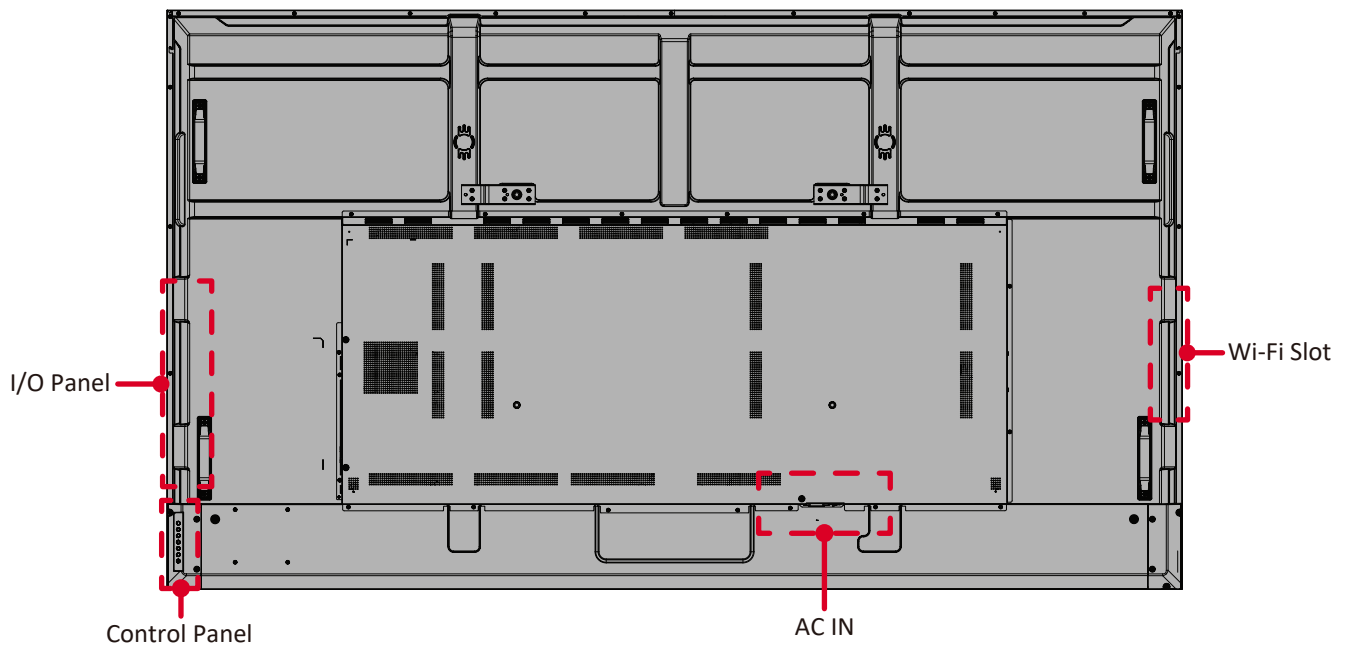


# CDE8614-1C/1B/2C

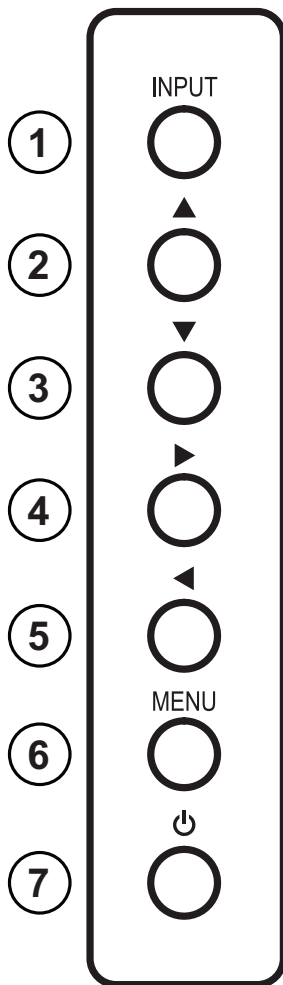
Front View



Rear View

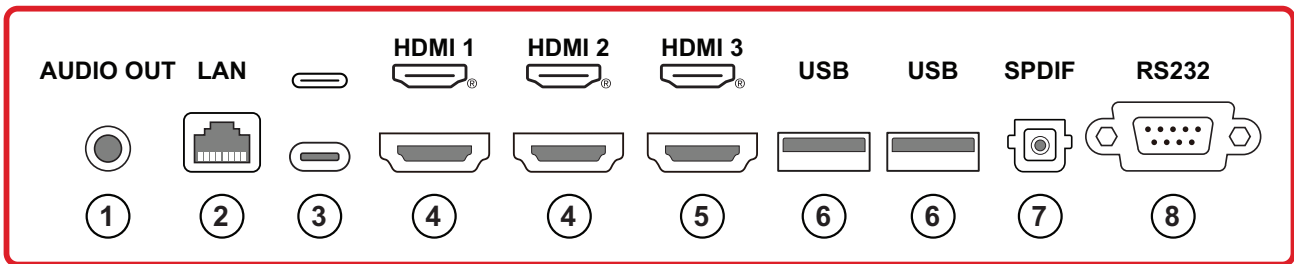



# Control Panel



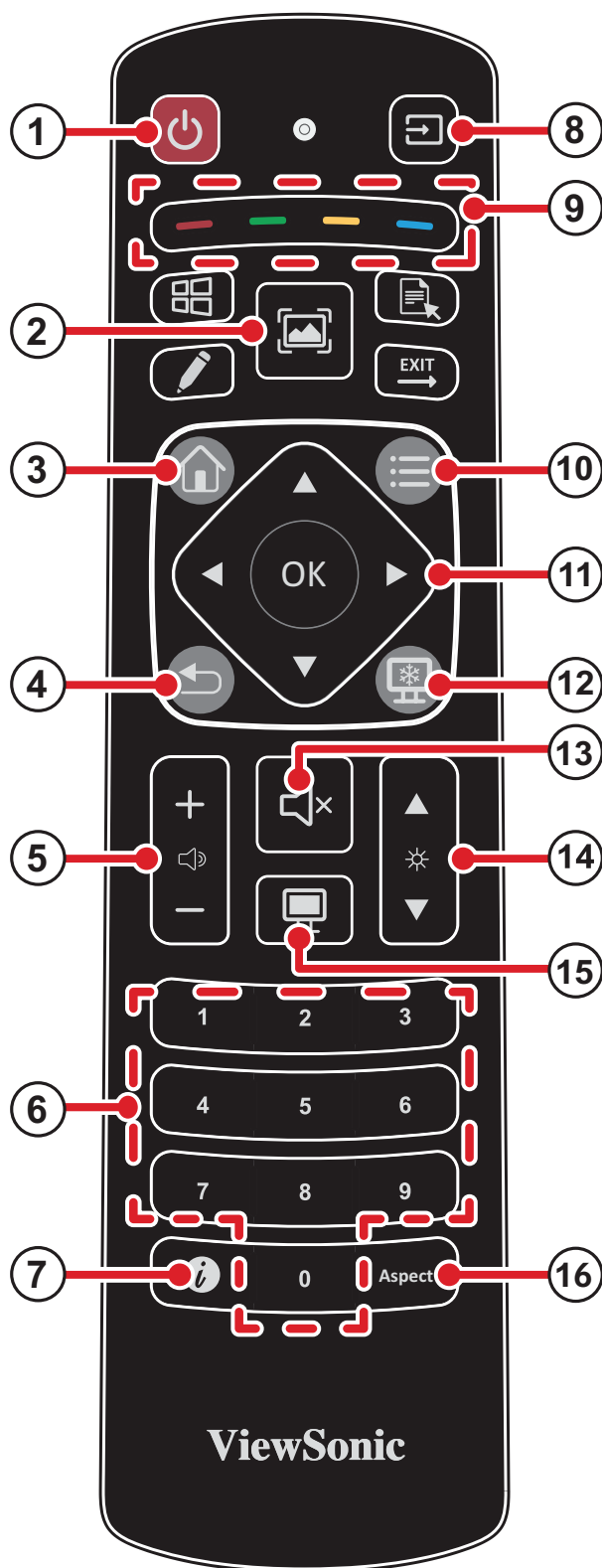
Button		Description
1	Input	Opens the input source menu.
2	Up	In the On-Screen Display Menu, selects an item.
3	Down	In the On-Screen Display Menu, selects an item.
4	Right/Volume Decrease	<ul style="list-style-type: none"> <li>Decreases the volume level.</li> <li>In the On-Screen Display Menu, adjusts the value of the selected item.</li> </ul>
5	Left/Volume Increase	<ul style="list-style-type: none"> <li>Increases the volume level.</li> <li>In the On-Screen Display Menu, adjusts the value of the selected item.</li> </ul>
6	Menu	<ul style="list-style-type: none"> <li>Opens the main menu.</li> <li>Confirms the operation in the menu.</li> </ul>
7	Power	Turns the display on or off.

# I/O Panel



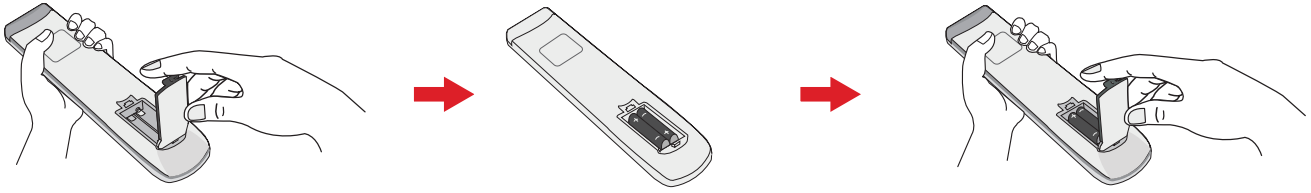
Port		Description
1	<b>AUDIO OUT</b>	Audio output to an external speaker.
2	<b>LAN</b>	Standard RJ45 (10M/100M) internet.
3		<ul style="list-style-type: none"> <li>• USB Type C.</li> <li>• DisplayPort v. 1.2.</li> <li>• 10M/100M internet.</li> <li>• USB 2.0 standard.</li> <li>• Power delivery (15W, 5V/3A).</li> </ul>
4	<b>HDMI 1/2</b>	<ul style="list-style-type: none"> <li>• Supports 4K display; HDMI v. 2.0; HDCP 2.2; CEC.</li> <li>• HDMI input.</li> <li>• Connect to a computer with HDMI output, set-top box, or other video device.</li> </ul>
5	<b>HDMI 3</b>	<ul style="list-style-type: none"> <li>• Supports 4K display; HDMI v. 2.0; HDCP 2.2; CEC; ARC.</li> <li>• HDMI input.</li> <li>• Connect to a computer with HDMI output, set-top box, or other video device.</li> </ul>
6	<b>USB</b>	<ul style="list-style-type: none"> <li>• USB Type A.</li> <li>• USB 2.0 standard; 5V/500ma.</li> <li>• Connect USB devices such as hard disks, keyboard, mouse, etc.</li> </ul>
7	<b>SPDIF</b>	Multichannel sound via optical signals.
8	<b>RS232</b>	Serial interface used for mutual transfer of data between devices.

# Remote Control



<b>Button</b>		<b>Description</b>	
<b>1</b>	<b>Power</b>	Turns the display on or off.	
<b>2</b>	<b>Screenshot</b>	Takes a screenshot.	
<b>3</b>	<b>Home</b>	Returns to the Home screen	
<b>4</b>	<b>Return</b>	Returns to the previous screen.	
<b>5</b>	<b>Volume</b>	Increases or decreases the volume level.	
<b>6</b>	<b>Keypad</b>	Number keypad.	
<b>7</b>	<b>Information</b>	Opens the information menu.	
<b>8</b>	<b>Input Source</b>	Selects the input source.	
<b>9</b>	<b>Media Control</b>	Red	Play/Pause
		Green	Stop
		Yellow	Next
		Blue	Previous
<b>10</b>	<b>Settings</b>	Opens the settings menu.	
<b>11</b>	<b>Navigation</b>	Selects an item or adjusts the value in the menu.	
<b>12</b>	<b>Freeze</b>	Freezes the screen.	
<b>13</b>	<b>Mute</b>	Stops audio output.	
<b>14</b>	<b>Brightness</b>	Increases or decreases the brightness level.	
<b>15</b>	<b>Blank</b>	Blanks the screen.	
<b>16</b>	<b>Aspect Ratio</b>	Changes the aspect ratio.	

## Installing the Batteries

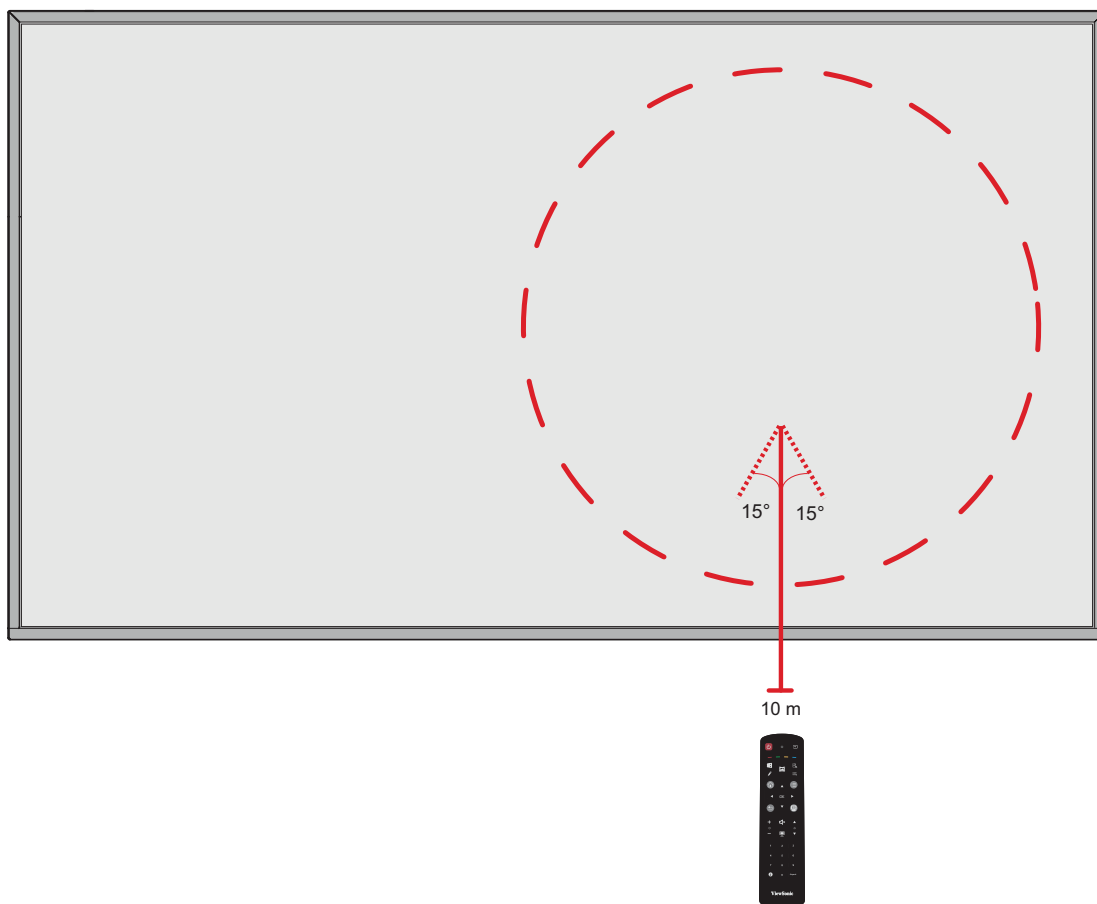


1. Open the battery compartment by removing the battery cover.
2. Insert two AAA batteries, ensuring correct polarity.
3. Replace the battery cover until it clicks into place.

### 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.

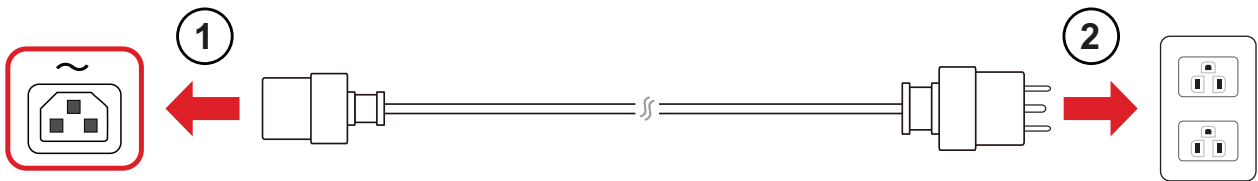
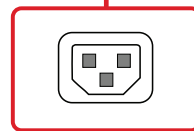
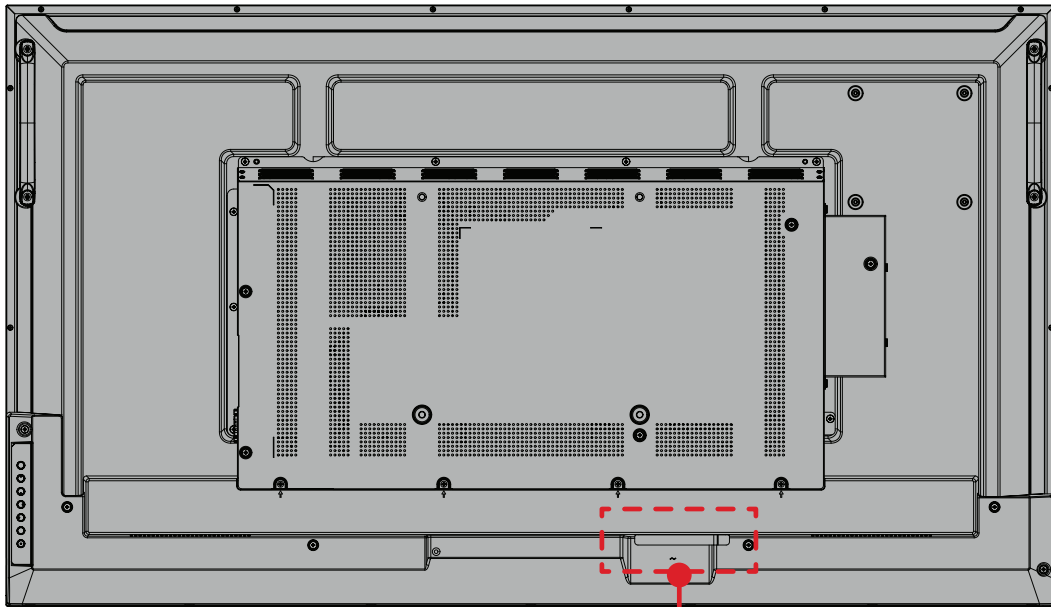
## Receiver Range



The working range of the remote control is shown here. It has an effective range of 10 m (32.81 ft) in a straight line, 15 degrees left and right at 8 m (26.25 ft). Ensure there is nothing obstructing the remote control's signal to the receiver.

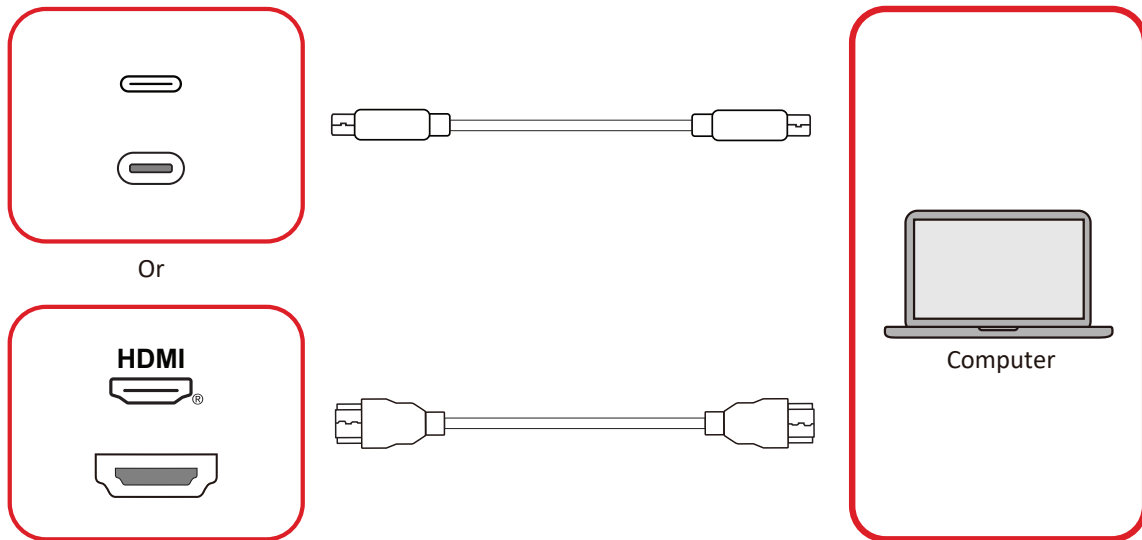
# Making Connections

## 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.

## Connecting to External Devices



Your external device(s) can be connected in any of the following configurations:

### USB Type C Connection

Connect a USB Type C cable from your external device to the USB Type C port on the display.

### HDMI Connection

Connect an HDMI cable from your external device to the **HDMI 1/HDMI 2/HDMI 3** port on the display.

## RS-232 Connection



When you use a RS-232 serial cable to connect the display to an external computer or control system, certain functions can be controlled remotely such as: power on and off, volume adjustment, input select, brightness, and more.

## USB Connection

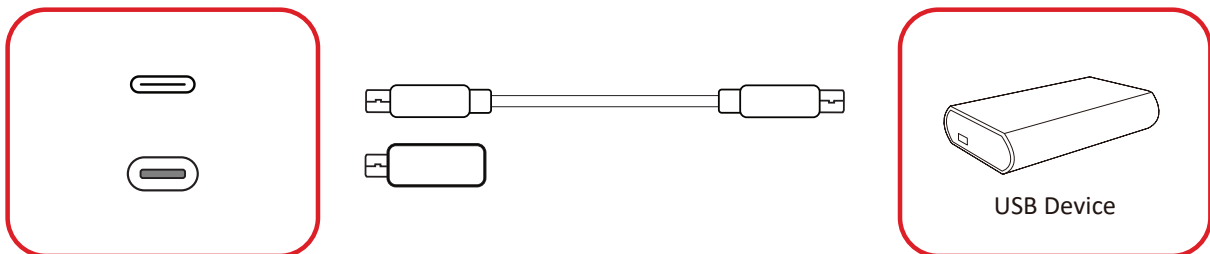
Just like any PC, it is easy to connect various USB devices and other peripherals to the display.

### USB Type A



Plug the USB device or storage drive into a USB Type A port of the display.

### USB Type C



Plug the USB device or storage drive into the USB Type C port of the display.

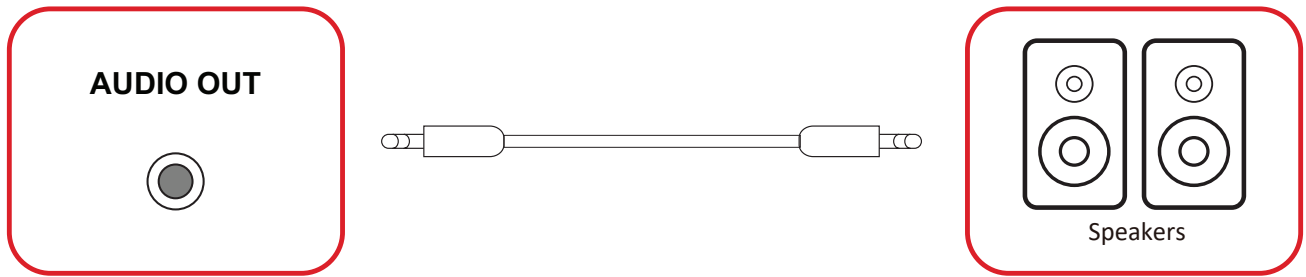
## Network Connection



To connect to a local network, connect an Ethernet cable to your network, then connect the other end to the **LAN** port of the display.

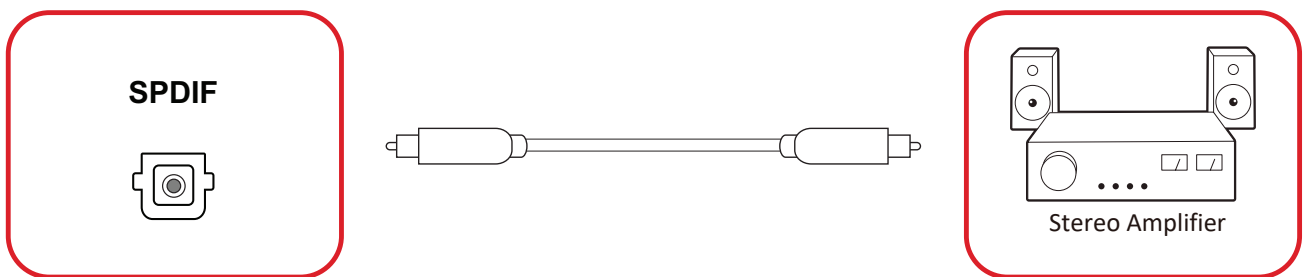
# Audio Connections

## Audio Out



To play audio from the display through an external speaker, connect one end of an audio cable to the external speaker, and the other end to the **AUDIO OUT** port of the display.

## SPDIF



To connect to an external sound system, connect an optical cable from the display's **SPDIF** port to your sound system's optical connector.

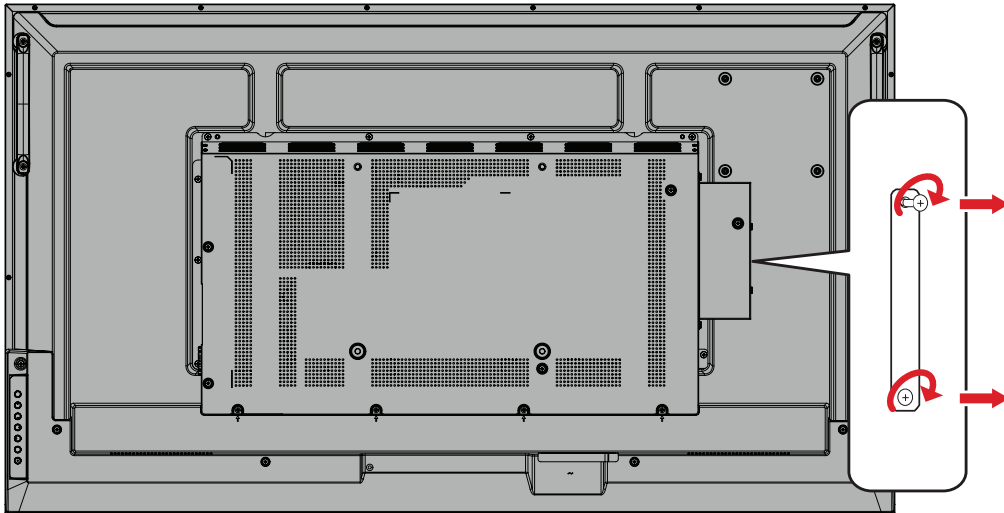
## Optional Connections

**Note:** The following illustrations are for instructional purpose only. For details, please refer to the actual device.

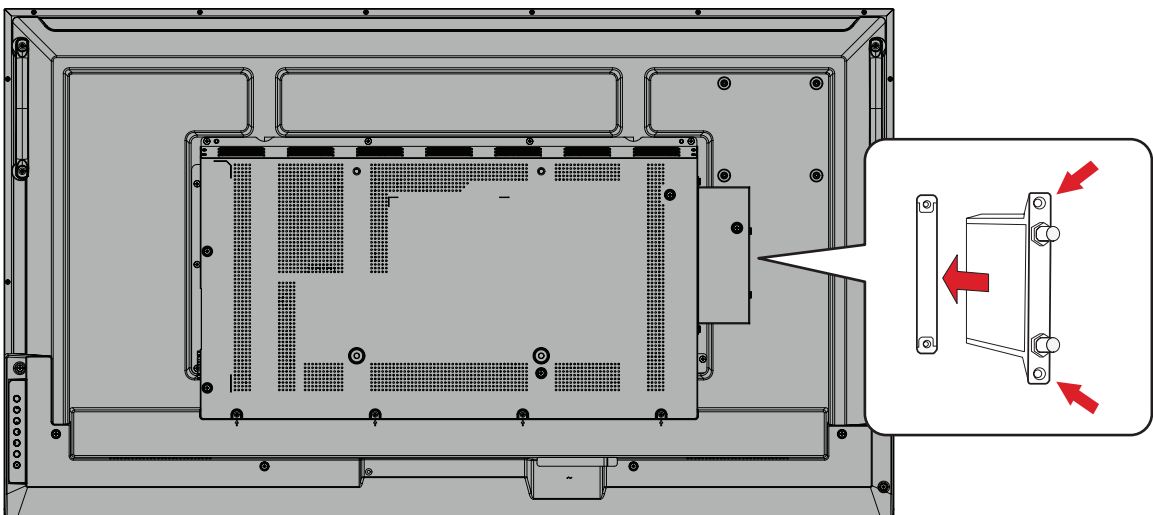
The display comes with a **Wi-Fi Slot** for an optional Wi-Fi card add-on (e.g., VB-WIFI-005).

### Wi-Fi Card (Wi-Fi Slot) Installation

1. Remove the **Wi-Fi Slot** cover of the display.



2. Carefully insert the slot-in Wi-Fi card into the **Wi-Fi Slot** of the display.



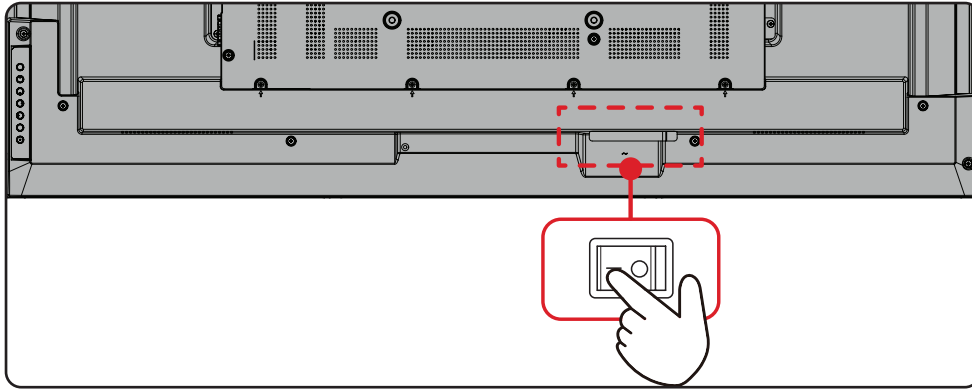
3. Secure the slot-in Wi-Fi card to the display.

# Using Your Display

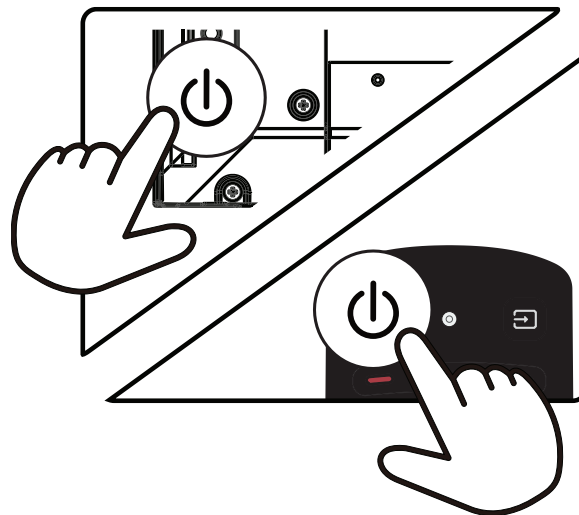
## Turning the Display On/Off

1. Ensure the power cord is connected, plugged into a power outlet, and the power supply switch is in the “On” position.

**Note:** The power supply switch is located at the bottom of the display.



2. Press the **Power** button on the display or the remote control to turn on the display.

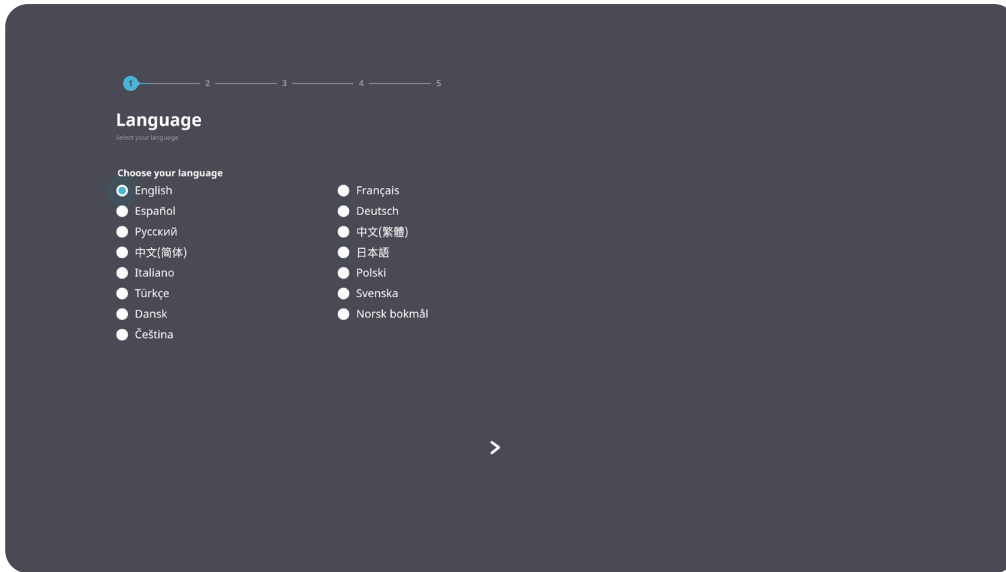


3. To turn the display off, press and hold the **Power** button.

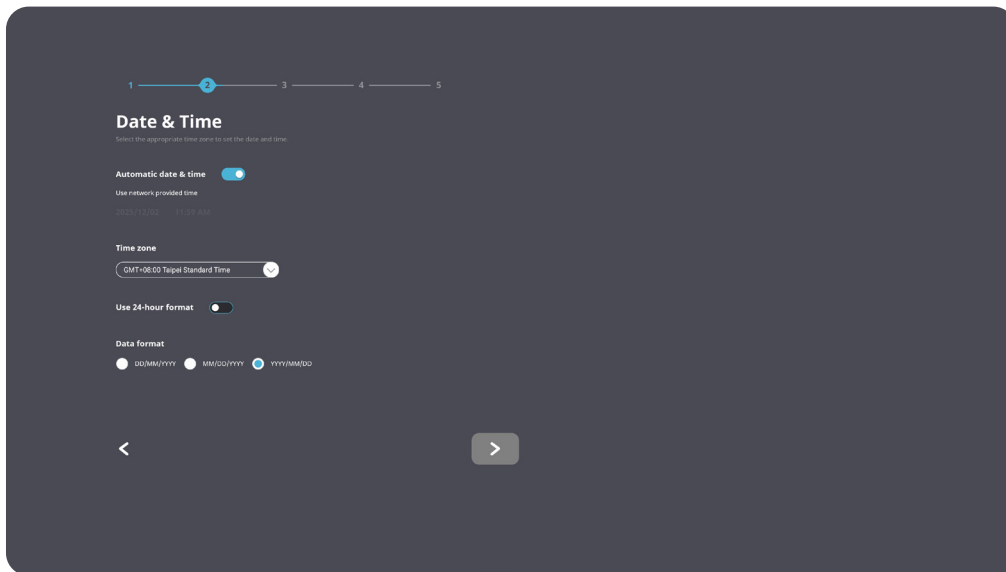
# Initial Launch Setup

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

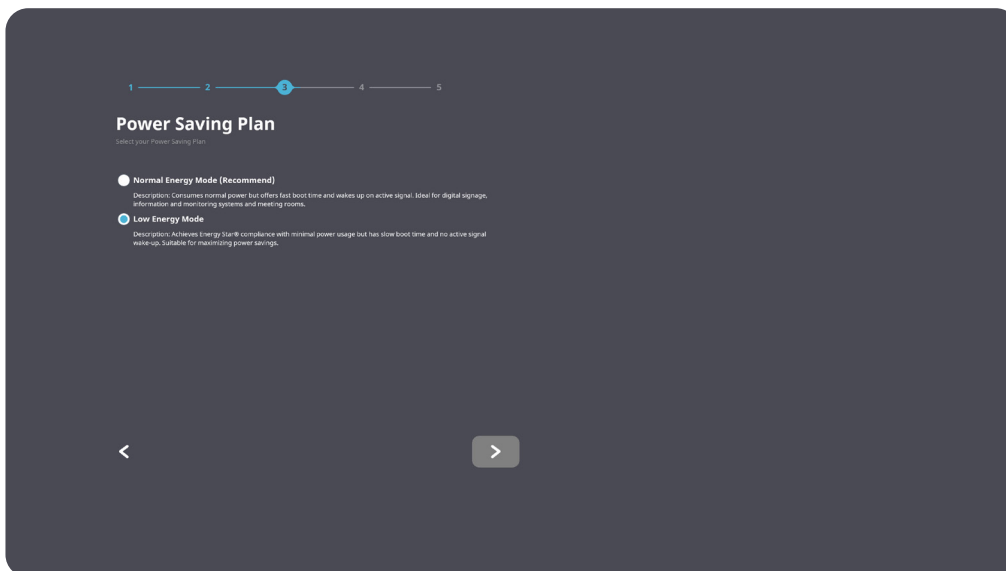
## 1. Select your Language.



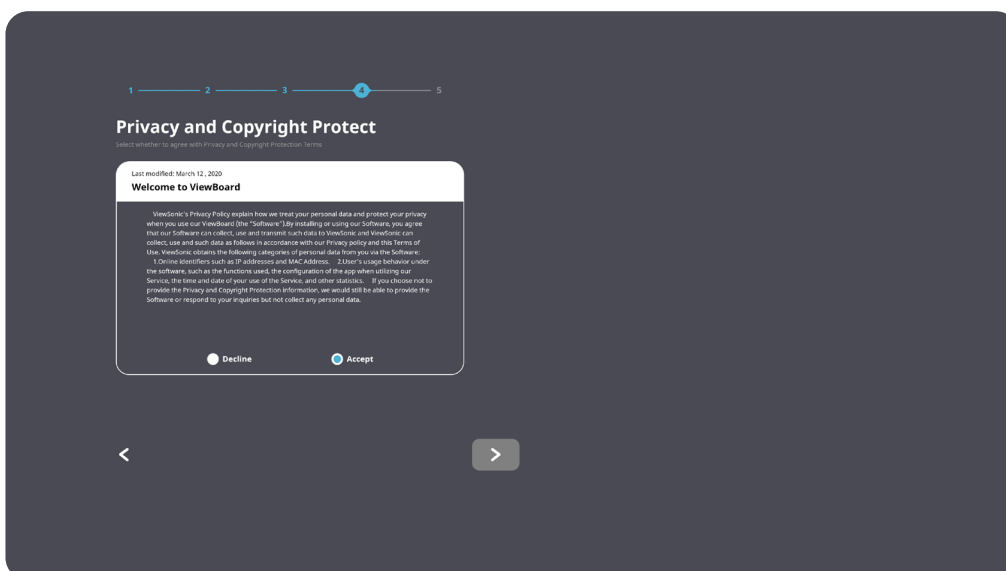
## 2. Select your Time Zone.



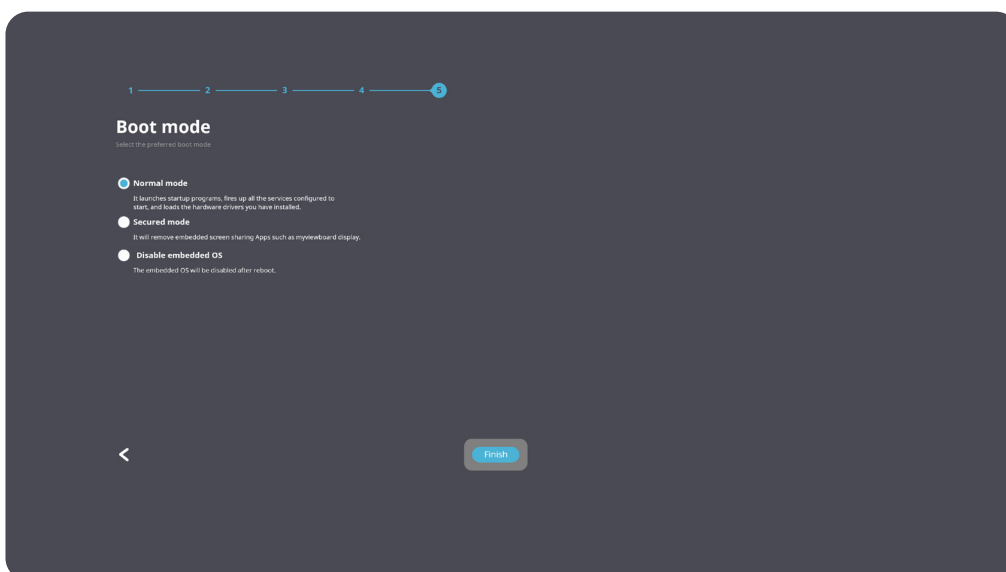
### 3. Select your Power Saving Mode.



### 4. Accept or Decline Privacy and Copyright Protection.

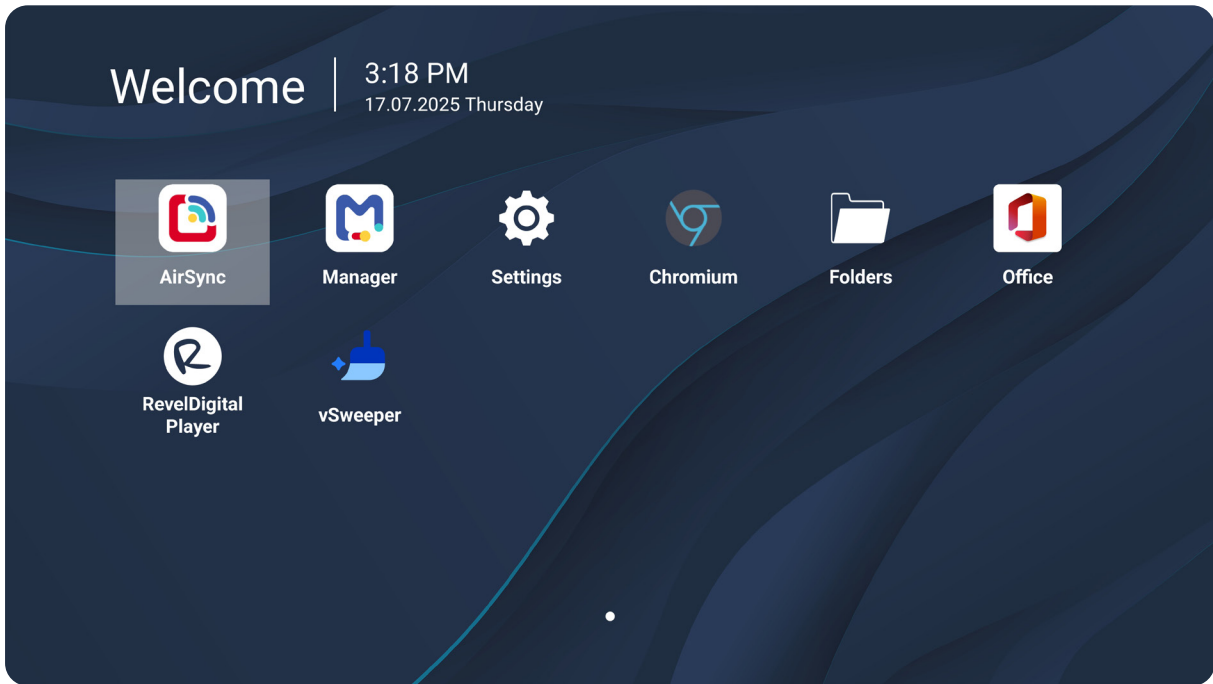


### 5. Select your Boot Mode.



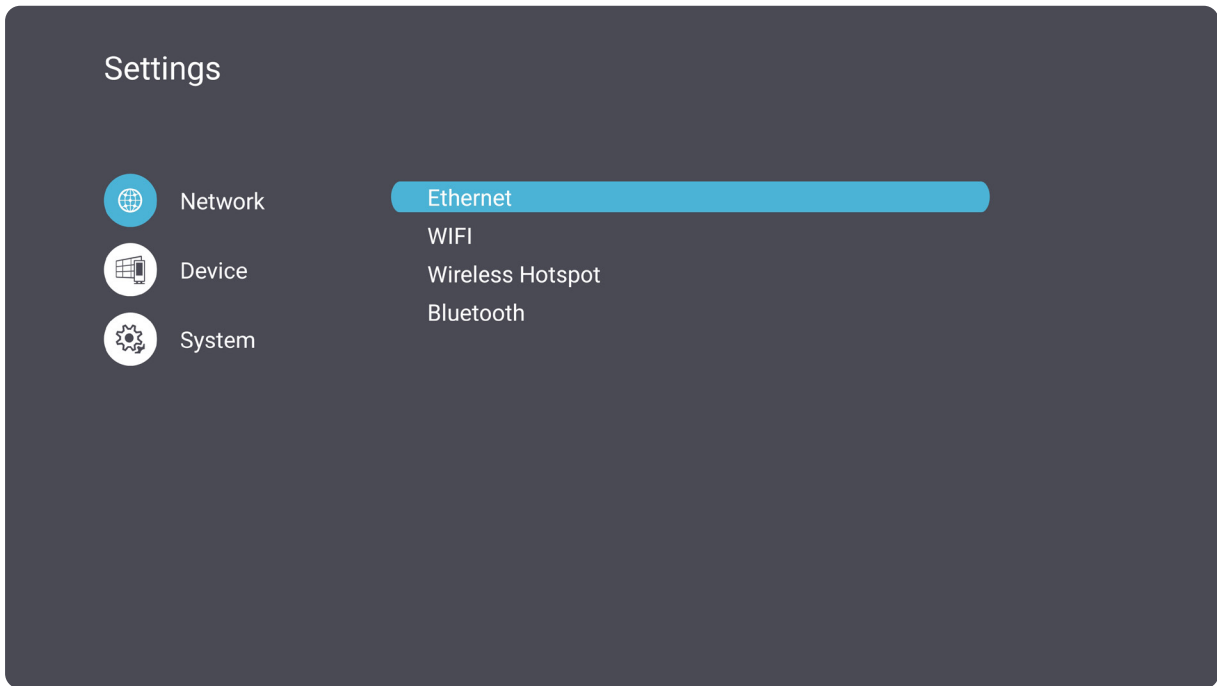
# Home Screen

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



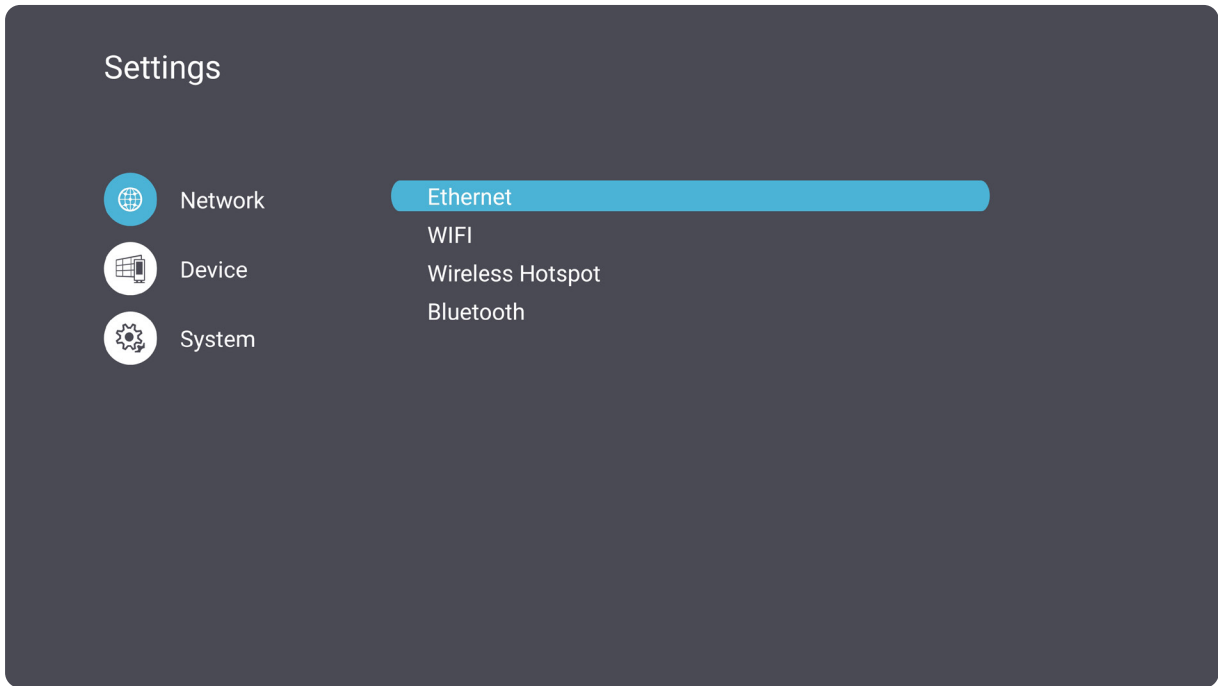
**Note:** Press the **Home** button on the remote control at any time to return to the **Home Screen**.

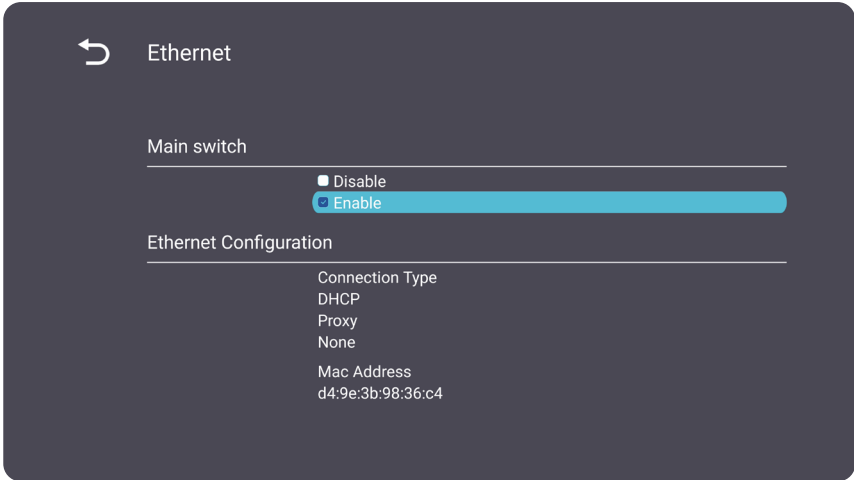
# General Settings

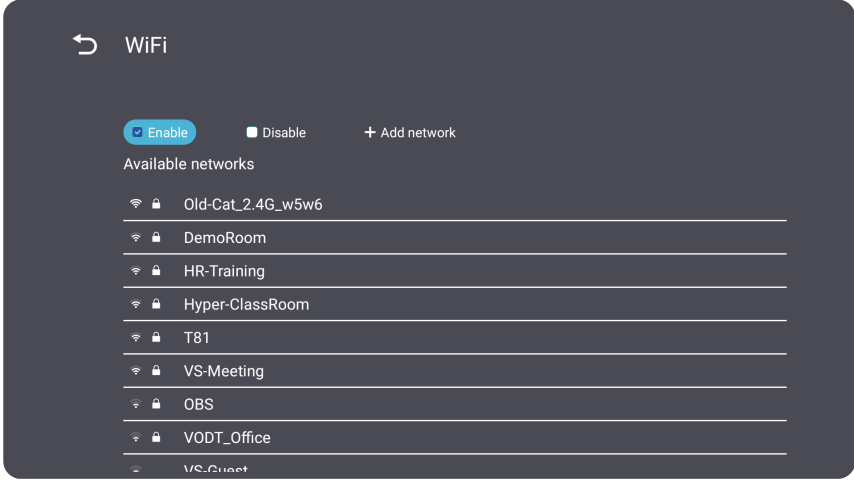
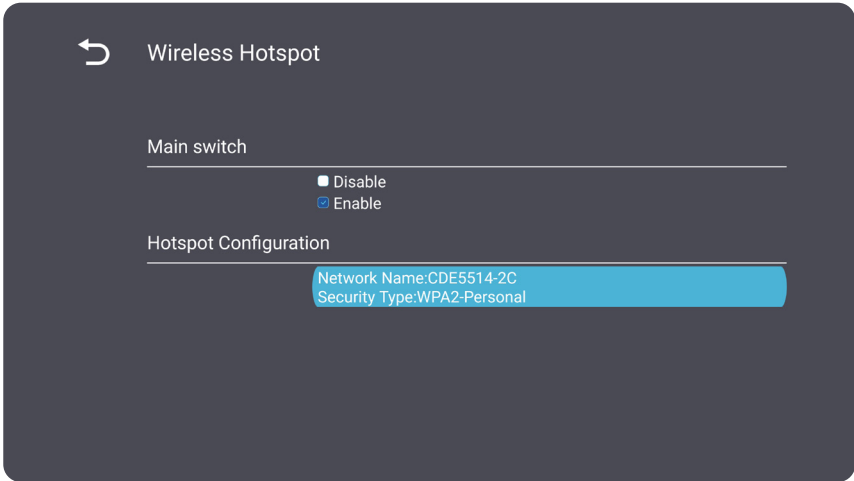
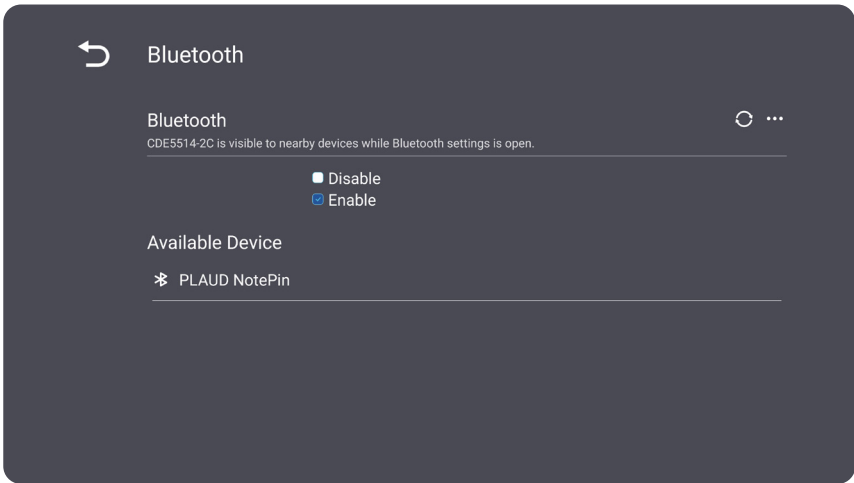


Setting	Description
<b>Network</b>	Set up and manage Ethernet, Wi-Fi, Wireless Hotspot, Bluetooth, and Miracast connections.
<b>Device</b>	Setup and manage Signage Display, System Tools, Display, Apps, Input Source, and Physical Keyboard settings.
<b>System</b>	Setup and manage the Date & Time and view information about the display.

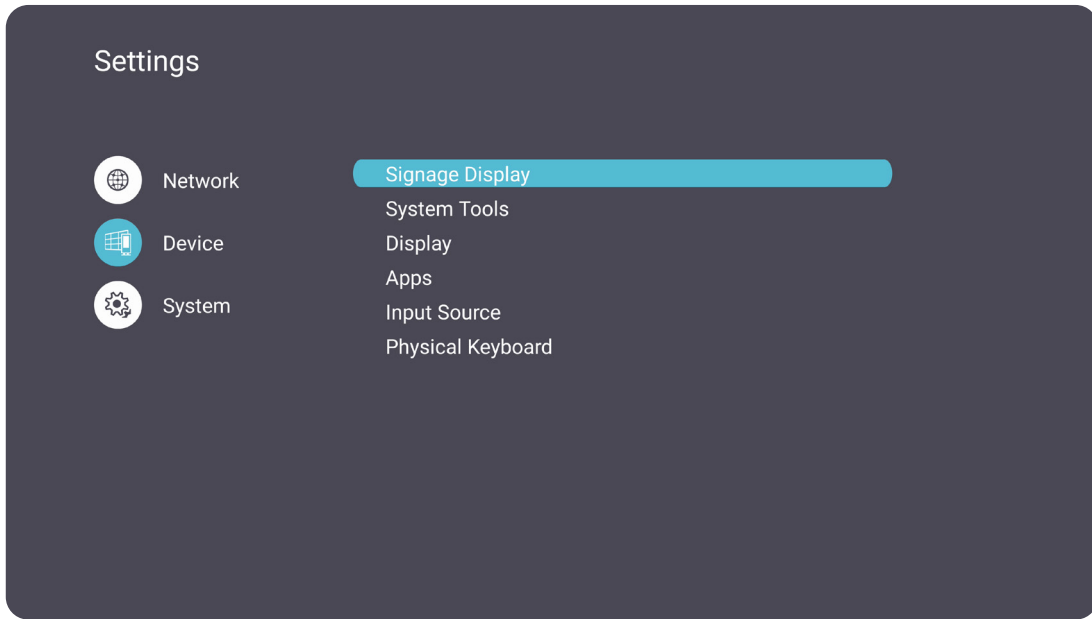
# Network



Setting	Description
Ethernet	<p>Set up and manage wired network connections.</p>  <p><b>Note:</b> After Ethernet is turned on, the Connection Type and MAC Address will be available.</p>

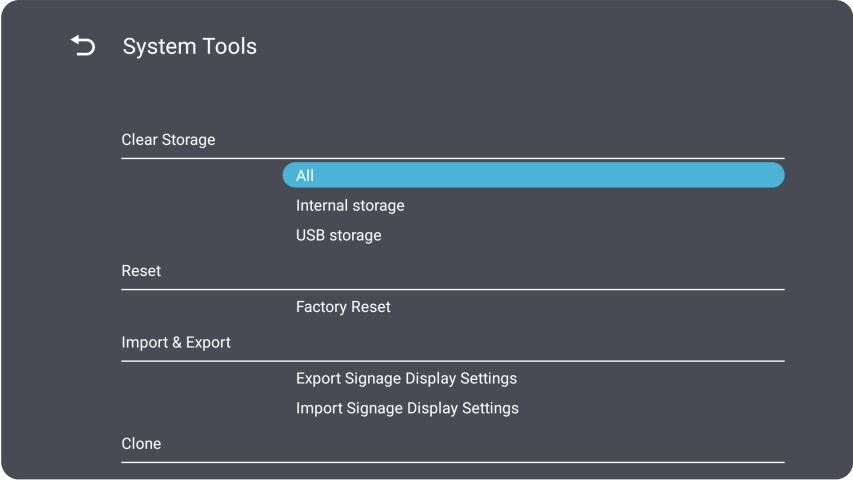
Setting	Description
<p><b>Wi-Fi</b></p>	<p>Set up and manage wireless network connections.</p>  <p><b>Note:</b> Turn on Wi-Fi to see the available networks.</p>
<p><b>Wireless Hotspot</b></p>	<p>Set up and manage hotspot connections.</p> 
<p><b>Bluetooth</b></p>	<p>Set up and manage Bluetooth connections.</p> 

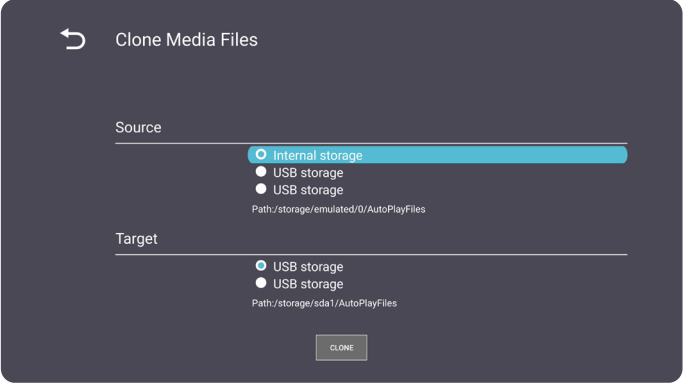
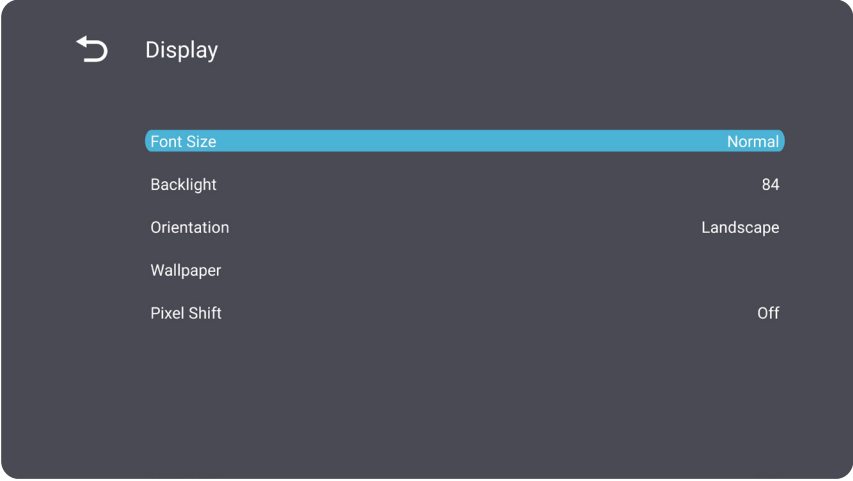
# Device



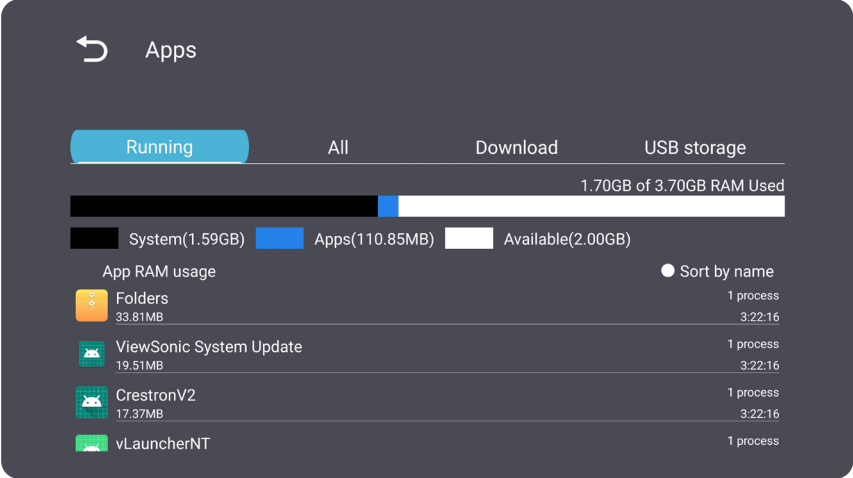
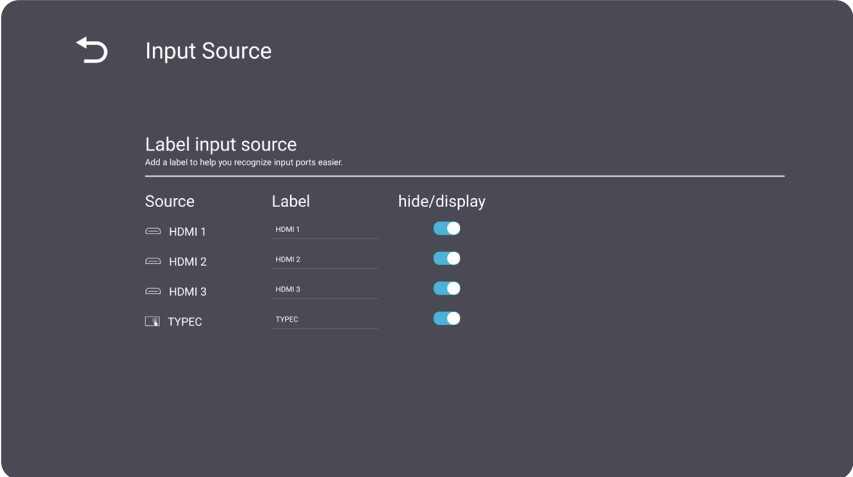
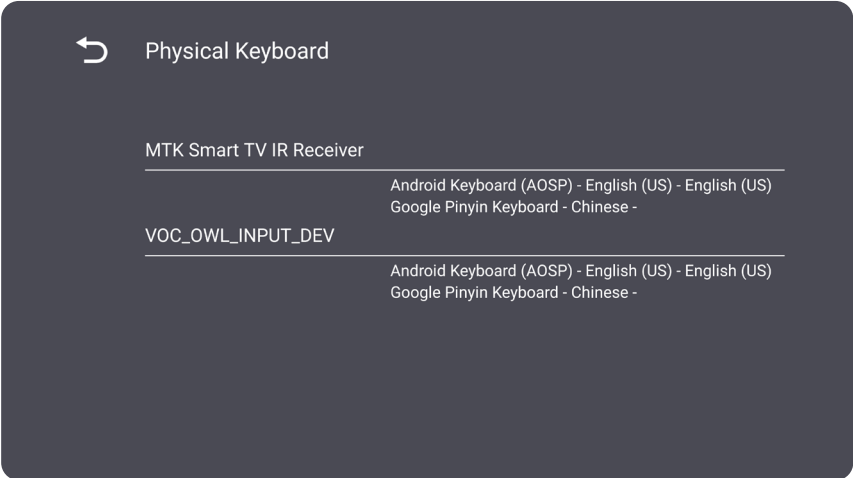
Setting	Description		
Signage Display	<p>The screenshot shows the 'Signage Display' settings screen. It has a back arrow at the top left. Below the title 'Signage Display', there are three sections: 'General settings' with a sub-section 'Signage Display Name' containing the value 'CDE5514-2C' and a 'Boot logo' option; 'Source setting' with a 'Custom App' option; and 'Credential settings' with 'Trusted Credentials' and 'User Credentials' options.</p>		
	General Settings	Signage Display Name	Set up the display's name.
		Boot Logo	Turn on or off the boot logo animation. <b>Note:</b> To use a custom boot logo or animation file, <b>Boot on logo</b> in the <b>Advanced</b> settings of the On-Screen Display Menu must be set to <b>User</b> .

Setting	Description		
<b>Signage Display</b>	Source Setting	Custom App	Setup a custom .apk application for Custom input source. If a Custom App is setup, the display will open the App when the input source is changed to “Custom”.
	Credential Settings	Trusted Credentials	View and manage all trusted credentials.
		User Credentials	View and manage user credentials.
		Install from Storage	Allow or don't allow application installation from USB storage devices.
		Clear Credentials	Clear all credentials.
	Security	External Storage	Allow or don't allow USB storage devices.
		Unknown Sources	Allow or don't allow the installation of unknown .apk files.
		Privacy and Copyright Protection	View the privacy and copyright protection statement.
		App Authority	Set the application permission.

Setting	Description		
System Tools			
	Clear Storage	All	Clear all storage.
		Internal Storage	Only clear internal storage.
		USB Storage	Only clear USB storage.
	Reset	Factory Reset	Reset the display to factory default settings.
	Import & Export	Export Signage Display Settings	Export the display's settings to a USB storage device. <b>Note:</b> The file will be saved in a folder named "ViewSonic" and named "vsSettingFile.txt".
Import Signage Display Settings		Import display settings from a USB storage device.	

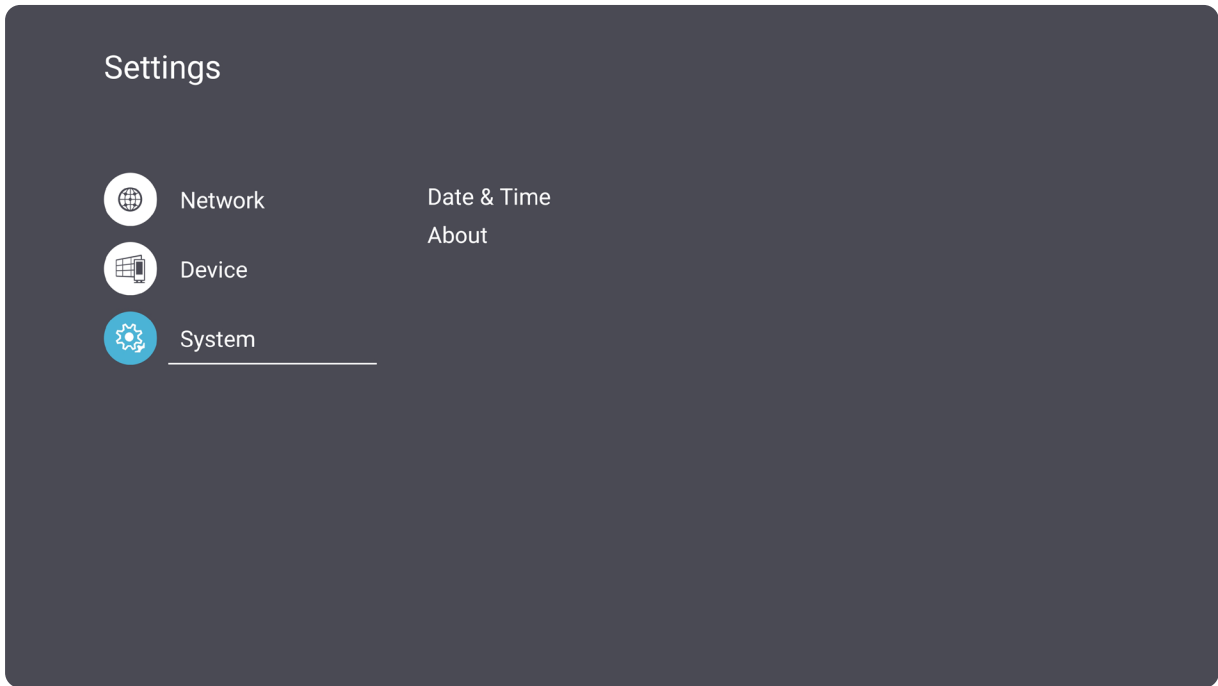
Setting	Description		
System Tools	Clone	<p>Create a copy of media files from the internal storage folder “AutoPlayFiles”.</p> 	
		Source	Choose the media files to copy.
		Target	Choose where to copy the media files.
	Auto Reboot	Restart the display automatically after a set period of time to prevent the accumulation of cached data, ensuring optimal performance and stability. The recommended interval is seven days.	
Display			
	Font Size	Adjust the display’s font size.	
	Backlight	Adjust the brightness of the display.	
	Orientation <sup>1</sup>	Set the screen orientation: Auto, Landscape, or Portrait.	
	Wallpaper	Choose a background image for the display.	
	Pixel Shift	Moves the screen image automatically to protect the display from burn-in or after-image symptoms.	

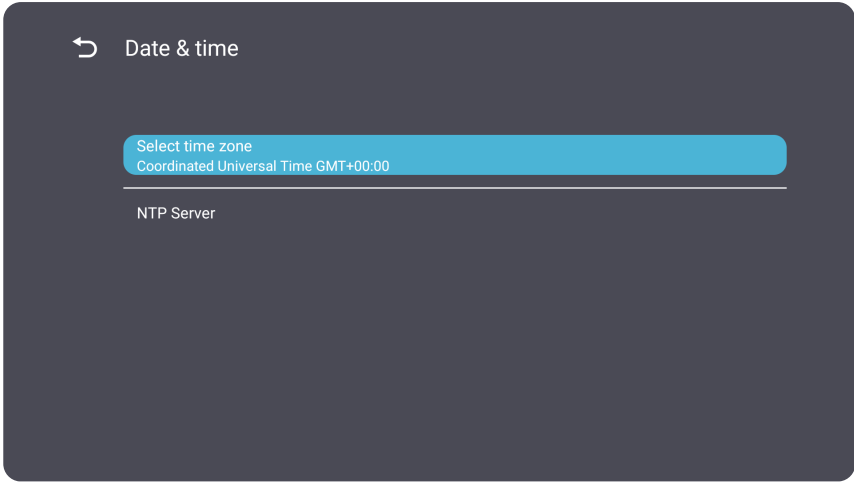
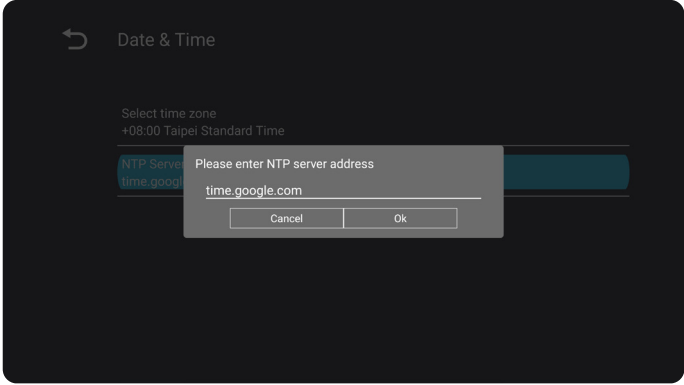
1– The Orientation option is only available on CDE14-2C models.

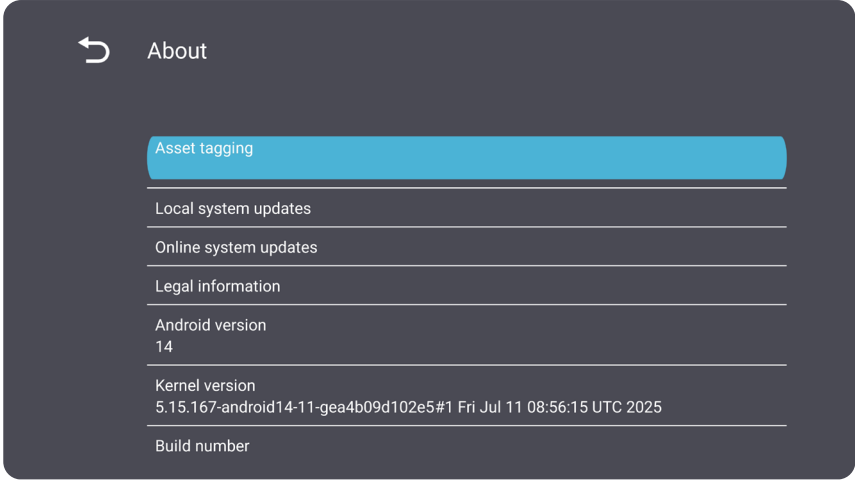
Setting	Description															
<p><b>Apps</b></p>	<p>View any running or installed applications. Select them for more detailed information and options.</p> 															
<p><b>Input Source</b></p>	<p>Change the input source channel name.</p>  <table border="1"> <thead> <tr> <th>Source</th> <th>Label</th> <th>hide/display</th> </tr> </thead> <tbody> <tr> <td>HDMI 1</td> <td>HDMI 1</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>HDMI 2</td> <td>HDMI 2</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>HDMI 3</td> <td>HDMI 3</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>TYPEC</td> <td>TYPEC</td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>	Source	Label	hide/display	HDMI 1	HDMI 1	<input checked="" type="checkbox"/>	HDMI 2	HDMI 2	<input checked="" type="checkbox"/>	HDMI 3	HDMI 3	<input checked="" type="checkbox"/>	TYPEC	TYPEC	<input checked="" type="checkbox"/>
Source	Label	hide/display														
HDMI 1	HDMI 1	<input checked="" type="checkbox"/>														
HDMI 2	HDMI 2	<input checked="" type="checkbox"/>														
HDMI 3	HDMI 3	<input checked="" type="checkbox"/>														
TYPEC	TYPEC	<input checked="" type="checkbox"/>														
<p><b>Physical Keyboard</b></p>	<p>Set up the keyboard.</p> 															

Setting	Description
<p style="text-align: center;"><b>Crestron</b></p>	<p>Configure Crestron settings.</p> <div style="background-color: #333; color: #fff; padding: 10px; border-radius: 10px; margin: 10px 0;"> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <span style="font-size: 24px; margin-right: 10px;">↩</span> <span>Crestron</span> </div> <hr style="border: 0.5px solid #ccc; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>Control System</span> <span>Disconnected <input type="checkbox"/></span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>IP Address</span> <span>172.20.42.41</span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>Port</span> <span>41794</span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>IPID</span> <span>3</span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>Virtual Control Room Id</span> <span></span> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>Use SSL</span> <span>Disable</span> </div> <hr style="border: 0.5px solid #ccc; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <span>Fusion To Device</span> <span>Disconnected <input type="checkbox"/></span> </div> </div>

# System



Setting	Description
Date & Time	<p>Set the date and time.</p>  A screenshot of the "Date & Time" settings screen. It shows a back arrow and the text "Date & time". Below that is a "Select time zone" section with a blue bar containing the text "Coordinated Universal Time GMT+00:00". Underneath is an "NTP Server" section.
NTP Server	<p>Set the NTP server.</p>  A screenshot of the "NTP Server" settings screen. It shows a back arrow and "Date & Time". Below that is "Select time zone" with "+08:00 Taipei Standard Time". The "NTP Server" field contains "time.google.com". A dialog box is overlaid on the screen with the title "Please enter NTP server address" and the text "time.google.com". At the bottom of the dialog are "Cancel" and "Ok" buttons.

Setting	Description	
<b>About</b>		
	Asset Tagging	Allows users to enter property number.
	Local System Update	Upgrade the display manually with a local file.
	Online System Updates	Automatically search for and install system update files.
	Legal Information	View relevant legal information.
	Android Version	View the version of Android.
	Kernel Version	View the kernel version.
	Build Number	View the build version of the current software.

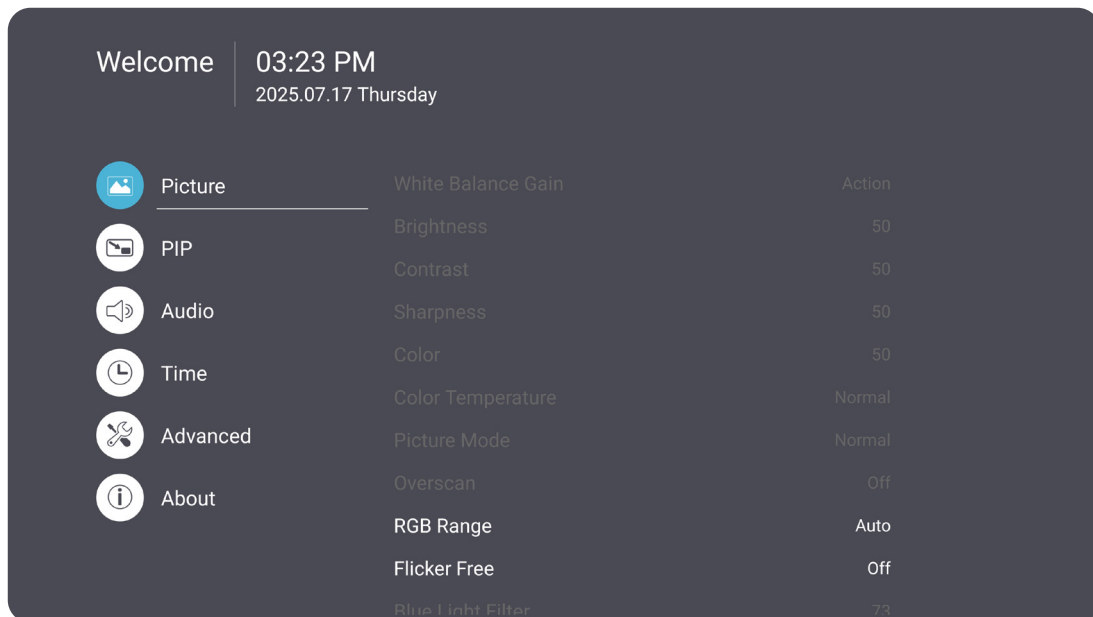
## General Settings Menu Tree

Main Menu	Sub-menu	Menu Option	
Network	Ethernet	Main Switch	Enable
			Disable
		Ethernet Configuration	Connection Type
			MAC Address
	Wi-Fi	Enable	
		Disable	
		Add Network	
	Wireless Hotspot	Main Switch	Enable
			Disable
		Hotspot Configuration	
	Bluetooth	Bluetooth	Enable
			Disable
Available Devices			
Device	Signage Display	General Settings	Signage Display Name
			Boot Logo
		Source Setting	Custom App
		Credentials Settings	Trusted Credentials
			User Credentials
			Install from Storage
			Clear Credentials
		Security	External Storage
			Unknown Sources
			Privacy and Copyright Protection
			App Authority

Main Menu	Sub-menu	Menu Option		
Device	System Tools	Clear Storage	All	
			Internal Storage	
			USB Storage	
		Reset	Factory Reset	
		Import & Export	Export Signage Display Settings	
			Import Signage Display Settings	
		Clone	Clone Media Files	Source
			Target	
	Display	Font Size		
		Backlight		
		Orientation <sup>2</sup>	Auto	
			Landscape	
			Portrait	
		Wallpaper		
	Pixel Shift			
	Apps			
	Input Source			
	Physical Keyboard			
	Crestron			
	System	Date & Time	Select Time Zone	
NTP Server				
About		Asset Tagging		
		Local System Updates		
		Online System Updates		
		Legal Information		
		Android Version		
		Kernel Version		
		Build Number		

<sup>2</sup>– The Orientation option is only available on CDE14-2C models.

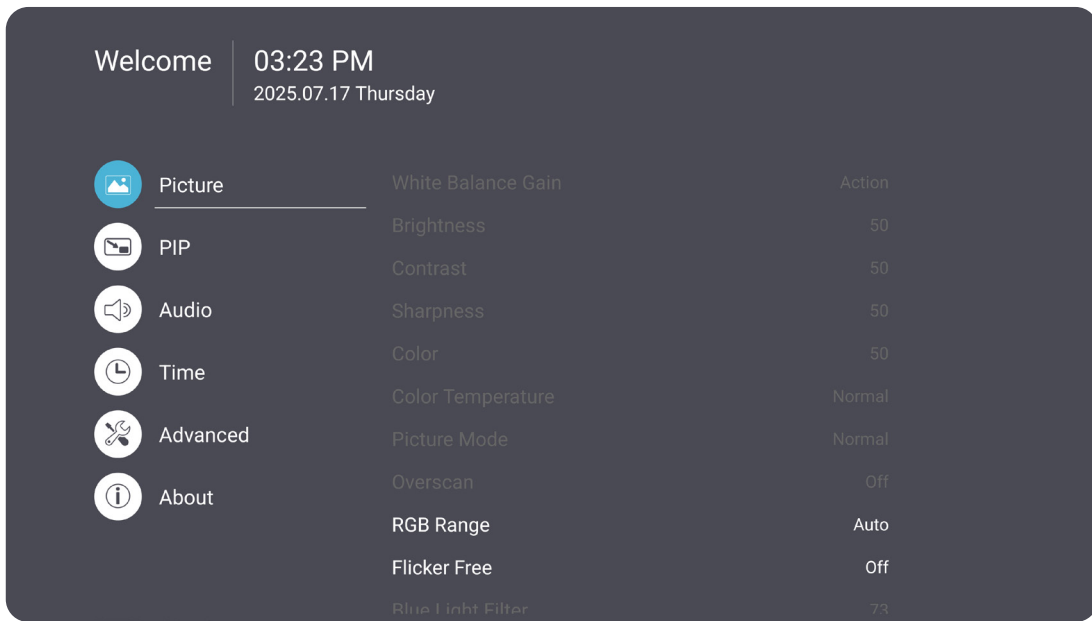
# On-Screen Display Menu



To open and operate the On-Screen Display Menu:

1. Press the **Settings** button on the remote control.
2. Press the **Navigation** buttons ( $\downarrow/\uparrow/\leftarrow/\rightarrow$ ) on the remote control to select menu items or adjust values.
3. Press the **OK** button to confirm your selection.
4. Press the **Return** button to go back to the previous menu level.
5. Press the **Settings** button again to exit.

# Picture



Item	Description
<b>White Balance Gain</b>	Adjust the red, green, and blue gain.
<b>Brightness</b>	Adjust the background black levels of the screen image.
<b>Contrast</b>	Adjust the degree of difference between the lightest and darkest parts of the picture and change the amount of black and white in the image.
<b>Sharpness</b>	Adjust the picture quality.
<b>Color</b>	Adjust the amount of color present.
<b>Color Temperature</b>	Adjust the color temperature.
<b>Picture Mode</b>	Select a predefined picture setting.
<b>Overscan</b>	Change the display area of the image.
<b>RGB Range</b>	Manually change the color format options to fit the correct color format range if the colors are not displayed correctly.
<b>Flicker Free</b>	Reduce or eliminate screen flicker.
<b>Blue Light Filter</b>	Adjusts the filter that blocks high-energy blue light for a more comfortable viewing experience.
<b>Noise Reduction</b>	Reduce image noise and distortion.
<b>Gamma Set</b>	Reflect the relationship between input source and picture brightness.
<b>HDR 10</b>	Turn High Dynamic Range on or off.
<b>Picture Reset</b>	Return the <b>Picture</b> menu settings to their default values.

## **Low Blue Light Filter and Eye Health**

The Blue Light Filter blocks high-energy blue light for a more comfortable viewing experience.

### **Calculating Breaks**

When viewing screens for extended periods, it is recommended to take periodic breaks from viewing. Short breaks of at least 10 minutes are recommended after one hour of continuous viewing.

Taking shorter, more frequent breaks are generally more beneficial than longer, less frequent breaks.

### **Focus Fatigue (20-20-20 Rule)**

To reduce the risk of eye fatigue by constantly looking at the screen, look away from the screen at least every 20 minutes and gaze at a distant object (at least 20 feet away) for at least 20 seconds.

### **Looking at Distant Objects**

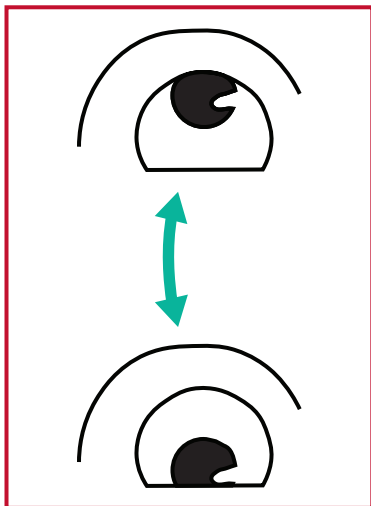
While taking breaks, users can further reduce eye strain and dryness by focusing on objects that are further away from them for 10-15 seconds, then gaze at something up close for 10-15 seconds. Repeat this up to 10 times. This exercise reduces the risk of your eyes' focusing ability to "lock up" after prolonged computer work.

## Eye and Neck Exercises

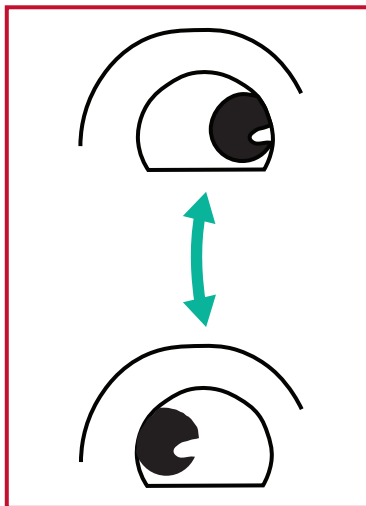
### Eye Exercises

Eye exercises can help minimize eye strain. Slowly roll your eyes to the left, right, up, and down. Repeat as many times as needed.

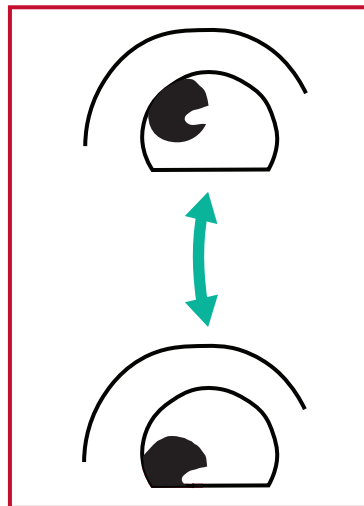
#### Exercises for the eyes



(1) Keep the body and the head upright. Move the eyes up to look at the ceiling, then turn down to look at the floor.



(2) Move the eyes left and right slowly to look at objects on the two sides.



(3) Move the eyes to look at objects at the right upper direction and then right lower direction. Repeat for the left upper and left lower directions.

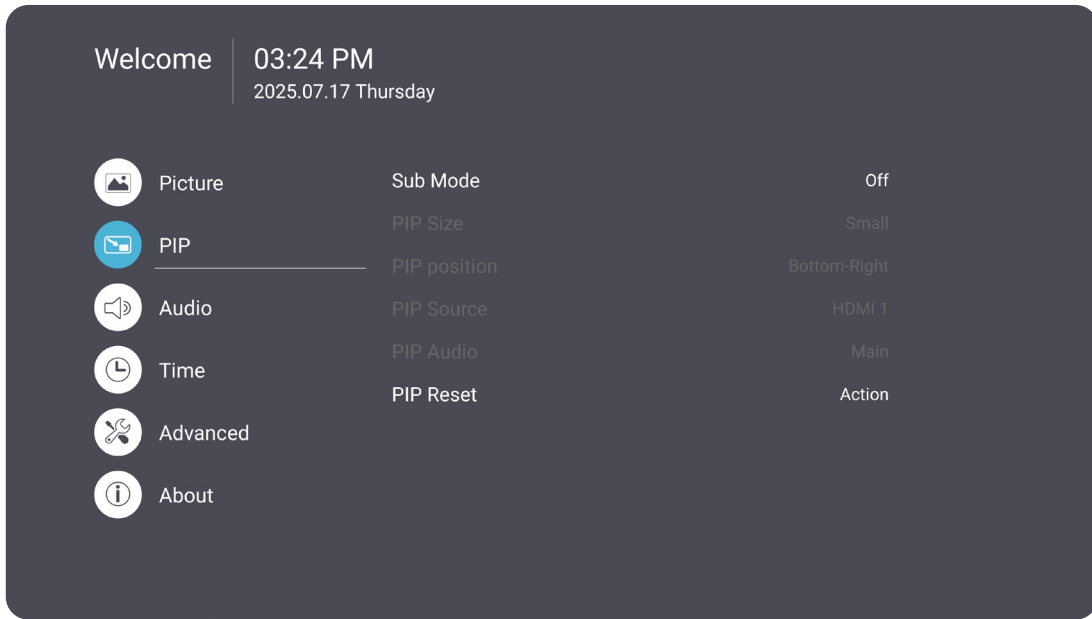
### Neck Exercises

Neck exercises can also help minimize eye strain. Relax your arms and let them hang at your sides, bend forward slightly to stretch the neck, turn your head to the right and to the left. Repeat as many times as needed.

### **Flicker-Free**

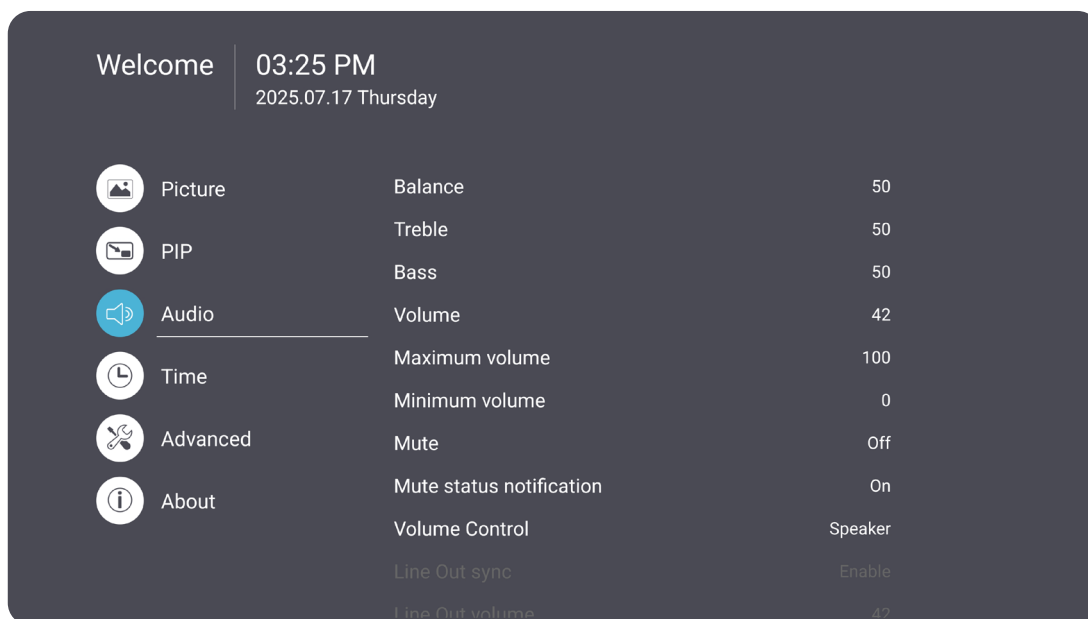
The CDE14 series uses DC-adjustable backlighting, which does not produce a visible or invisible flicker within the 0~3000 Hz range and therefore can reduce eye fatigue.

# PIP



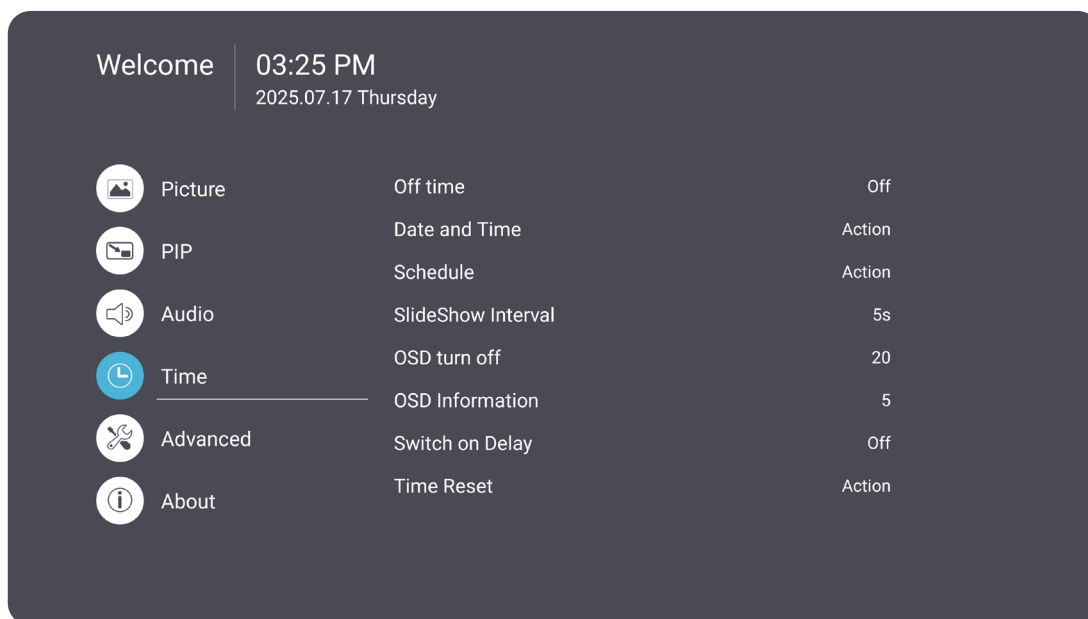
Item	Description	
Sub Mode	Off	Turn off the function.
	PIP	Split the screen into two parts, a main window and an inset window. Users can specify the input source for each screen.
	PBP	Display two windows, a 1x1 split screen, side-by-side on the left and right of the screen. Users can specify the input source for each screen.
PIP Size	Small	Select the size of the sub-picture in PIP mode.
	Medium	
	Large	
PIP Position	Bottom-Right	Select the position of the sub-picture in PIP mode.
	Bottom-Left	
	Top-Right	
	Top-Left	
PIP Source	Select the input signal for the sub-picture.	
PIP Audio	Main	Select audio from the main picture.
	Sub	Select audio from the sub-picture.
PIP Reset	Return the <b>PIP</b> menu settings to their default values.	

# Audio



Item	Description
<b>Balance</b>	Adjust the left/right speaker balance.
<b>Treble</b>	Increase or decrease the treble level (higher-pitched sounds).
<b>Bass</b>	Increase or decrease the bass level (lower-pitched sounds).
<b>Volume</b>	Increase or decrease the display's volume level.
<b>Maximum Volume</b>	Set the display's maximum volume level.
<b>Minimum Volume</b>	Set the display's minimum volume level.
<b>Mute</b>	Mute the volume.
<b>Mute Status Notification</b>	Mute display icon switch.
<b>Volume Control</b>	Select audio source from internal speaker or Audio Out port.
<b>Line Out Sync</b>	Sync Audio Out volume with the display's speakers.
<b>Line Out Volume</b>	Increase or decrease the Audio Out volume.
<b>Audio Reset</b>	Return the <b>Audio</b> menu settings to their default values.

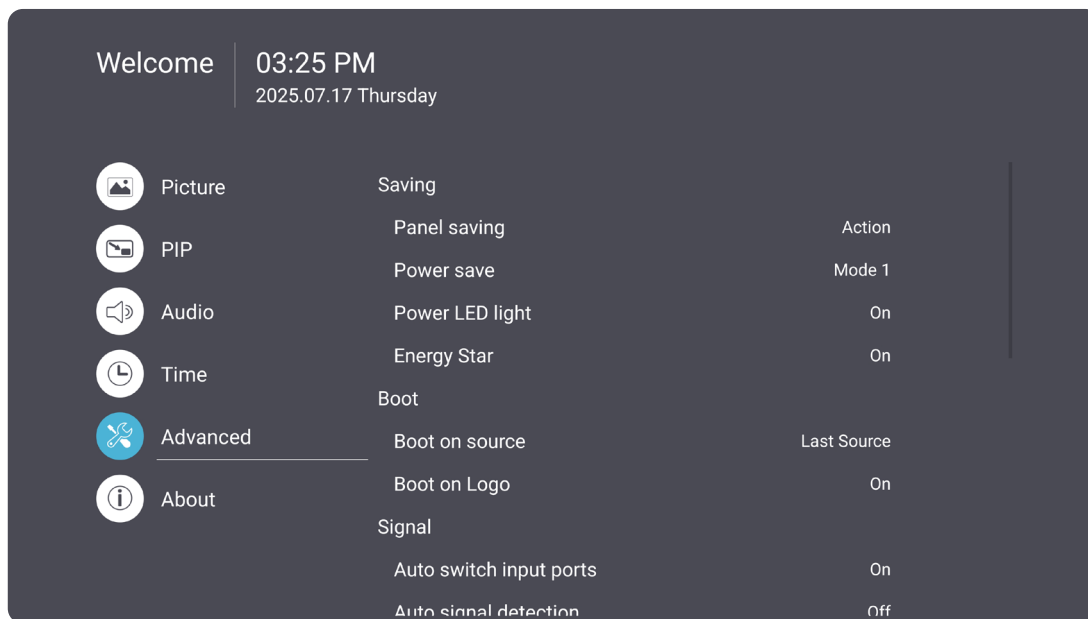
# Time



Item	Description	
<b>Off Time</b>	Set the auto power off time.	
<b>Date and Time</b>	Set the system time and format.	
<b>Schedule</b>	Schedule List	Set a schedule to turn on or off the display.
	Enable	Turn on this function.
	Start Time	Set the time to turn on the display.
	End Time	Set the time to turn off the display.
	Input	The display will be turned on automatically when detecting an input signal.
	HDMI 1/HDMI 2/HDMI 3/Type C/USB Auto Play/Custom	The display will be turned on automatically when detecting the selected input signal.
	Day Of The Week	Set a day of the week to turn on the display automatically.
	Every Week	Turn on the display every week.

<b>Item</b>	<b>Description</b>
<b>Slideshow Interval</b>	Set the time period between each picture.
<b>OSD Turn Off</b>	Set the time period the OSD Menu stays on the screen.
<b>OSD Information</b>	Set the time period the OSD information will be displayed in the upper left corner of the display.
<b>Switch on Delay</b>	Adjust the power-on delay time (in seconds).
<b>Time Reset</b>	Return the <b>Time</b> menu settings to their default values.

## Advanced



Item	Description	
<b>Panel Saving</b>	Reduces the risk of image burn-in.	
<b>Power Save</b>	Reduce power consumption.	
	Mode 1	TCP off, WOL on.
	Mode 2	TCP off, WOL on, wake up by video signal resume.
	Mode 3	TCP on, WOL off, wake up by video signal resume.
	Mode 4	TCP on, WOL off, no wake up by video signal resume support.
<b>Power LED Light</b>	Turn on or off the Power LED indicator.	
<b>Energy Star</b>	Automatically reduce power consumption.	
<b>Boot on Source</b>	Last Input	Select the input source after boot up.
	HDMI 1	
	HDMI 2	
	HDMI 3	
	Type C	
	USB Auto Play	
	Custom	

Item	Description	
<b>Boot on Logo</b>	Allow or don't allow a logo when the display is turned on.	
	Off	Neither the ViewSonic nor animation logo will show.
	On	The ViewSonic logo and animation will show.
	User	If a custom logo option is set in <b>General Settings</b> , then the custom logo will show. If there is no custom logo set then no logo will show.
<b>Auto Switch Input Ports</b>	Automatically switch to the input source when a signal is detected.	
<b>Auto Signal Detection</b>	Let the display detect and display available input sources automatically.	
<b>No Signal Standby</b>	Off	Set the time period to enter Standby Mode when there is no signal.
	0 min	
	5 min	
	15 min	
	30 min	
<b>HDMI with One Wire</b>	<p>Turn on or off CEC (Consumer Electronics Control).</p> <p>CEC synchronizes power on/off operation via HDMI connection. That is, if a device that also supports CEC is connected to the HDMI input of the display, when the display's power is turned off, the power of the connected device will also be turned off automatically. When the power of the connected device is turned on, the display's power will be turned on automatically.</p>	
<b>USB Cloning</b>	Import	Load the On-Screen Display Menu's settings from a USB storage device.
	Export	Save the On-Screen Display Menu's settings to a USB storage device.
<b>HDMI Version</b>	<p>Set the HDMI version to 1.4 or 2.0.</p> <p><b>Note:</b> Only for HDMI input.</p>	

Item	Description	
<b>USB Auto Play</b>	If turned on, the display will copy media files from the external USB storage device to the display's internal storage then play the media files automatically.	
<b>Power Off Reminder</b>	Show a reminder dialog when turning the display off.	
<b>Switch on State</b>	Select the display status for the next time the power cord is connected to a power outlet.	
	Power Off	The display will remain off when the power cord is connected.
	Forced On	The display will turn on when the power cord is connected.
Last Status	The display will return to the previous power status.	
<b>WOL</b>	Turn on or off the Wake on LAN (WOL) feature.	
<b>Monitor ID</b>	Assign a number to remote control the display by RS-232. The number range is: 1~98; 99 is reserved for "All Displays".	
<b>Language</b>	Select the menu language.	
<b>Factory Reset</b>	Return all On-Screen Display Menu settings to their default values.	
<b>Advanced Reset</b>	Return all <b>Advanced</b> menu settings to their default values.	

## Setting the Display to AutoPlay on Boot

The display supports autoplay only from a USB thumb drive. For other devices, use a content management system (CMS) software.

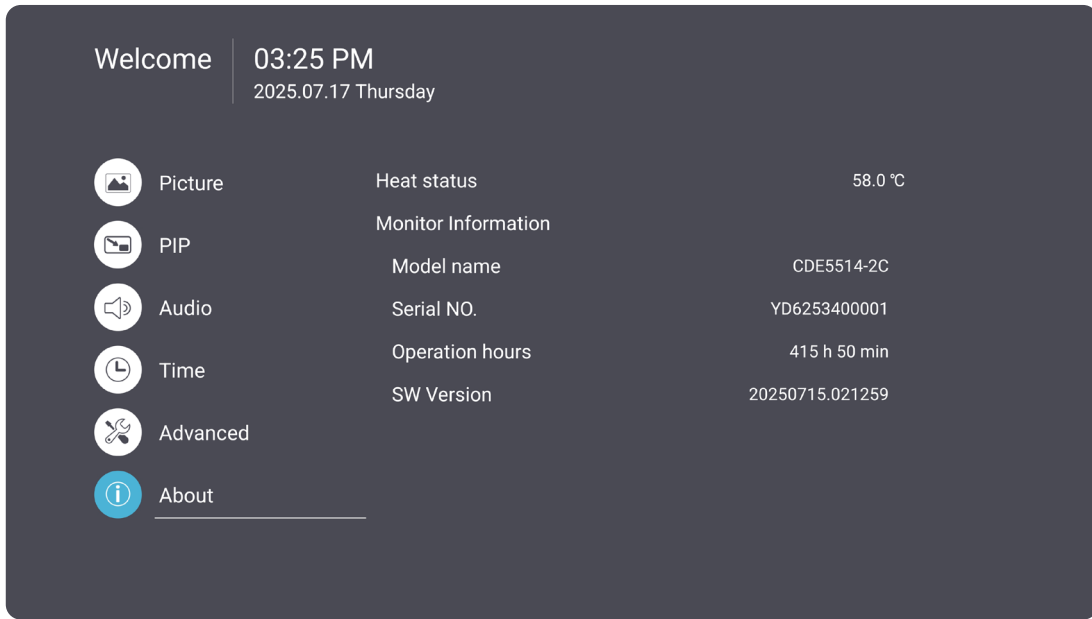
### From USB Thumb Drive

1. Plug the USB thumb drive that has media files (e.g., photos, music, or videos) into a USB Type A port of the display.
2. Press the **Settings** button on the remote control to open the On-Screen Display Menu.
3. Go to **Advanced**, then turn on the **USB Auto Play** toggle. This action creates a folder called "AutoPlayFiles" and copies all the media files in the USB thumb drive to the folder automatically.
4. On the **Advanced** menu, go to **Boot on Source**, then turn on the **USB Auto Play** toggle.
5. Next time the display is turned on, the media files in the folder will autoplay.

### Using a CMS software

1. Downloaded the CMS software to the display.
2. Press the **Settings** button on the remote control to open the On-Screen Display Menu.
3. Go to **Advanced > Boot on Source > Custom**, then select the installed CMS software.
4. Next time the display is turned on, the CMS software will launch automatically.

# About



Item	Description
<b>Heat Status</b>	Check the temperature of the display.
<b>Monitor Information</b>	See information about the display: Model Name, Serial No., Operation Hours, and Software Version.

## On-Screen Display Menu Tree

Main Menu	Sub-menu	Menu Option		
Picture	White Balance Gain	RGB Gain Adjust	(-/+, 0~255)/1	
	Brightness		(-/+, 0~100)/1	
	Contrast		(-/+, 0~100)/1	
	Sharpness		(-/+, 0~100)/10	
	Color		(-/+, 0~100)/1	
	Color Temperature		Warm	
			Normal	
			Cool	
			User	
	Picture Mode		Normal	
			Dynamic	
			Soft	
			User	
	Overscan		Off	
			On	
	RGB Range		Full Range	
			Limited Range	
			Auto	
	Flicker Free		Off	
			On	
	Blue Light Filter		(-/+, 0~100)/1	
	Noise Reduction		Off	
			Low	
			Medium	
			High	
			Auto	
	Gamma Set		Native	
			2.2	
		2.4		
		DICOM		
HDR10		Off		
		On		
Picture Reset		Cancel		
		Reset		

Main Menu	Sub-menu	Menu Option
<b>PIP</b>	Sub Mode	Off
		PIP
		PBP
	PIP Size	Small
		Medium
		Large
	PIP Position	Bottom-Right
		Bottom-Left
		Top-Right
		Top-Left
	PIP Source	
PIP Audio	Main	
	Sub	
PIP Reset		
<b>Audio</b>	Balance	(-/+ , 0~100)/1
	Treble	(-/+ , 0~100)/1
	Bass	(-/+ , 0~100)/1
	Volume	(-/+ , 0~100)/1
	Maximum Volume	(-/+ , 0~100)/1
	Minimum Volume	(-/+ , 0~100)/1
	Mute	Off
		On
	Mute Status Notification	Off
		On
		3 seconds
	Volume Control	Speaker
		Audio Out
		Sync
	Line Out Sync	Enable
		Disable
	Line Out Volume	(-/+ , 0~100)/1
Audio Reset	Cancel	
	Reset	

Main Menu	Sub-menu	Menu Option		
Time	Off Time	Off		
		10/20/30/60/90/120/180/240 min		
	Date and Time	User Network Provided Time		
		Set Date		
		Set Time		
		Choose Time Zone		
		Use 24-Hour Format		
		Set Date Format		
	Schedule	Schedule List		
		Enable		
		Start Time		
		End Time		
		Input	HDMI 1	
			HDMI 2	
			HDMI 3	
			Type C	
			USB Auto Play	
			Custom	
	Day of the Week	Day of the Week		
		Every Week		
	Slideshow Interval	5 sec		
		10 sec		
		15 sec		
		20 sec		
		User		
	OSD Turn Off	Off		
		-	(-/+, 5~120)/5 Seconds	
	OSD Information	Off		
		-	(-/+, 1~60)/1 Second	
	Switch on Delay	Off		
		(-/+, 1~60)/1 Second		
	Time Reset	Cancel		
Reset				

Main Menu	Sub-menu	Menu Option
<b>Advanced</b>	Panel Saving	Off
		On
	Power Save	Mode 1
		Mode 2
		Mode 3
		Mode 4
	Power LED Light	Off
		On
	Energy Star	Off
		On
	Boot on Source	Last Input
		HDMI 1
		HDMI 2
		HDMI 3
		Type C
		USB Auto Play
		Custom
	Boot on Logo	Off
		On
		User
	Auto Switch Input Ports	Off
		On
	Auto Signal Detection	Off
		Auto
		Last
		Fail Over
	No Signal Standby	Off
		0 min
		5 min
		15 min
		30 min
	HDMI with One Wire	Off
On		

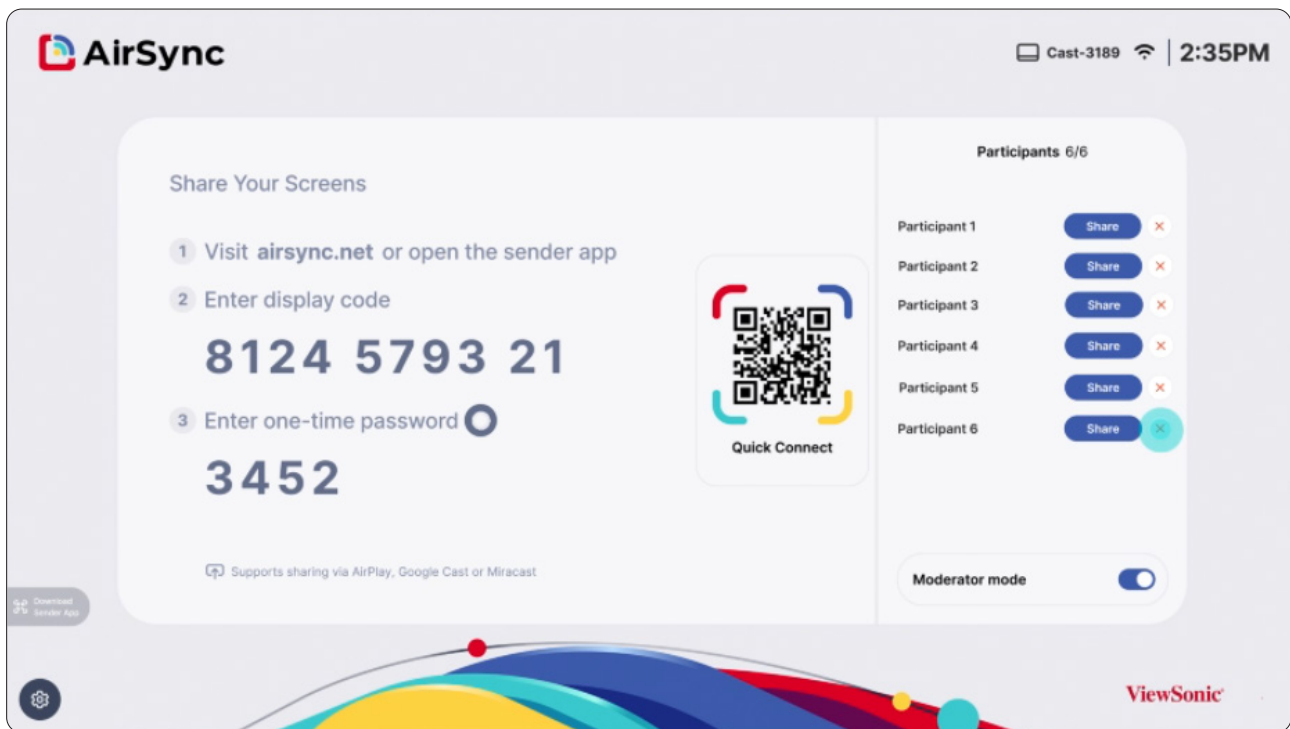
Main Menu	Sub-menu	Menu Option
Advanced	USB Cloning	Import
		Export
	HDMI Version	Standard 1
		Standard 2
		Enhanced
	USB Auto Play	Off
		On
	Power Off Reminder	Off
		On
	Switch On State	Power Off
		Forced On
		Last Status
	WOL	Off
		On
	Monitor ID	(-/+ , 1~99)/1
	Language	Češka
		Dansk
		Deutsch
		English
		Español
		Français
		Italiano
日本語		
Norsk Bokmål		
Polski		
Русский		
Svenska		
Türkçe		
繁體中文		
简体中文		

Main Menu	Sub-menu	Menu Option	
<b>Advanced</b>	Factory Reset	Cancel	
		Reset	
	Advanced Reset	Cancel	
		Reset	
<b>About</b>	Heat Status		
	Monitor Information	Model Name	
		Serial No.	
		Operation Hours	
		SW Version	

# Pre-installed Applications and Settings

## AirSync

Wirelessly share a device's screen to a larger display.

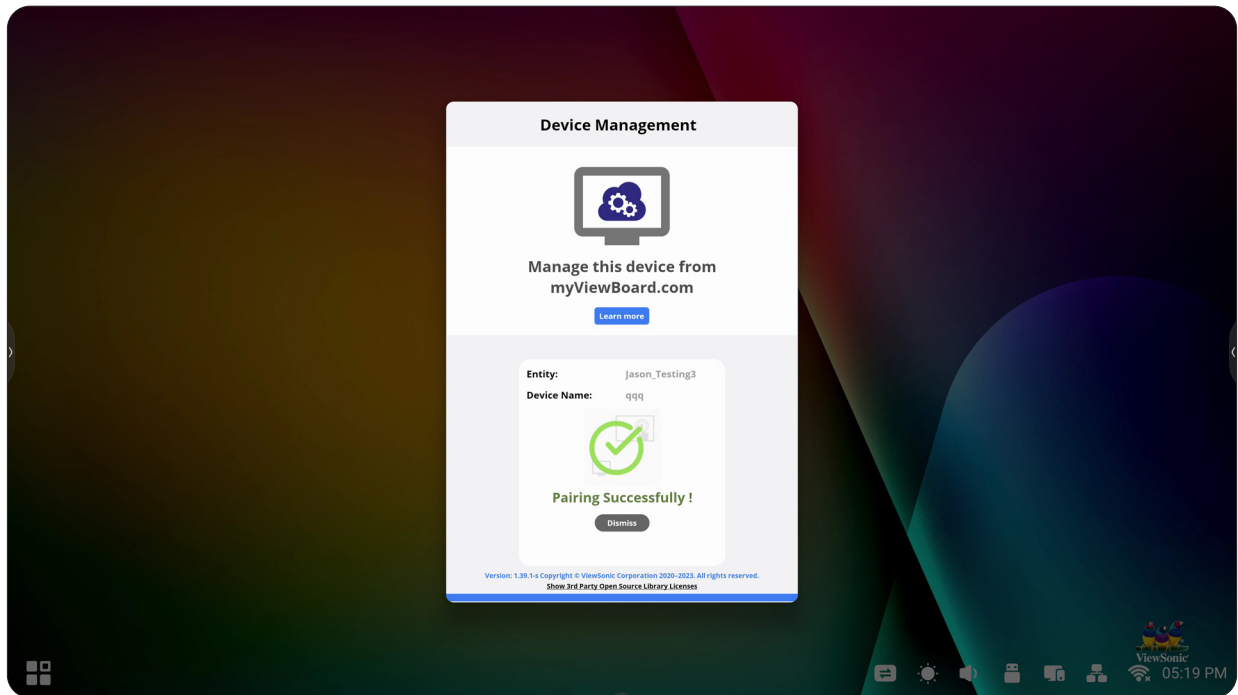


**Note:** To learn more about AirSync, visit the [ViewSonic Apps and ViewBoard Knowledge Base](#).

# Manager

Remotely manage multiple ViewSonic device installations.

**Note:** Only Entity Admins, after logging into myviewboard.com, have access to this feature.

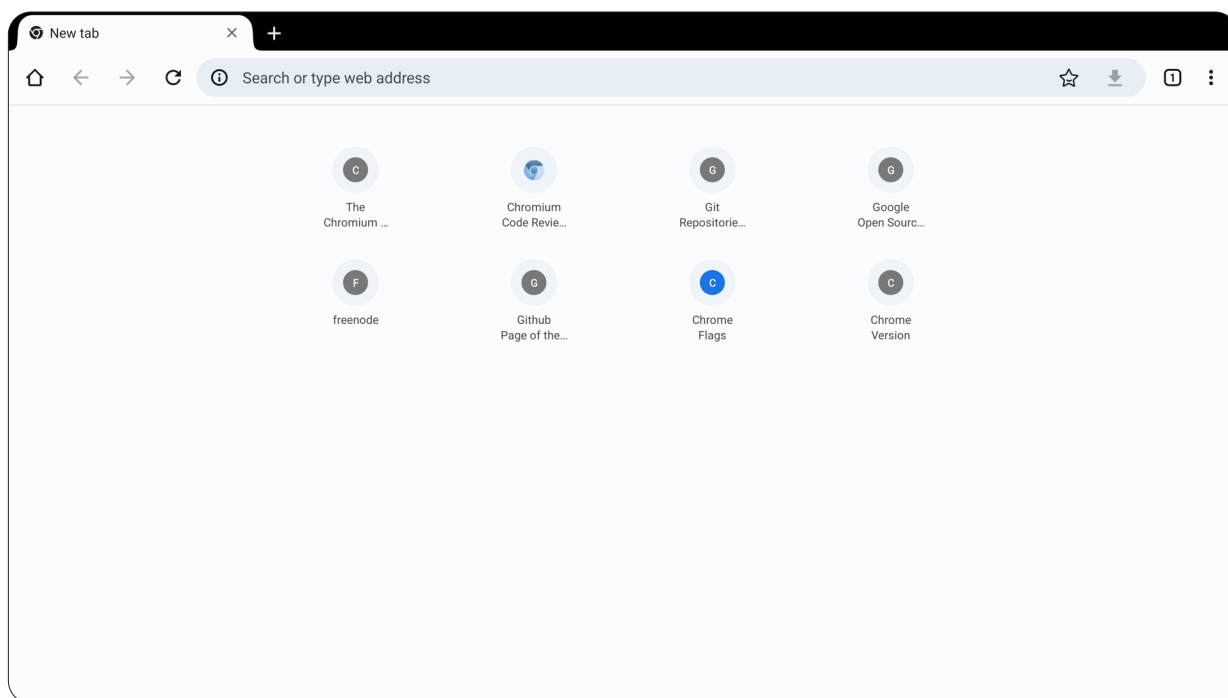


After setting up devices and installing Manager, you can add them to an entity and manage them remotely from the Manager web application.

**Note:** To learn more about Manager, visit the [ViewSonic Apps and ViewBoard Knowledge Base](#).

# Chromium

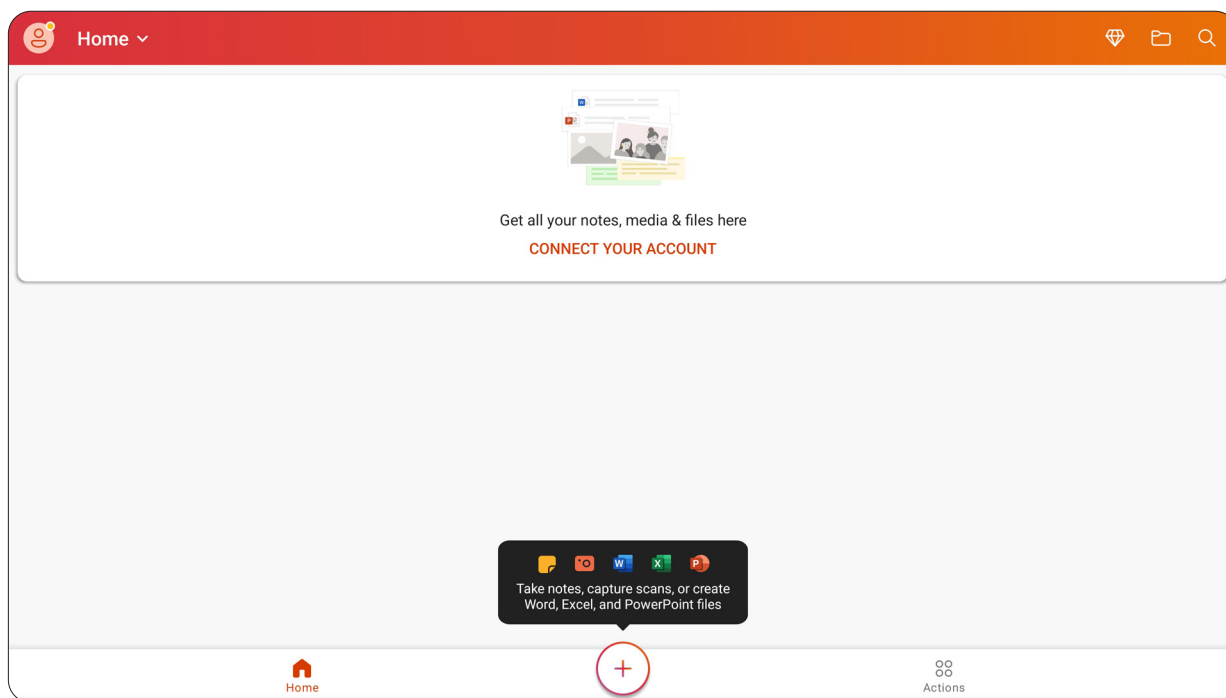
A web browser for surfing the Internet.



**Note:** To learn more about Chromium, visit the [Chromium Projects](#).

# Office

Create, edit, and view documents, memos, presentations, and spreadsheets.



**Note:** To learn more about Office, visit the [Microsoft Office](#).

# Revel Digital Player

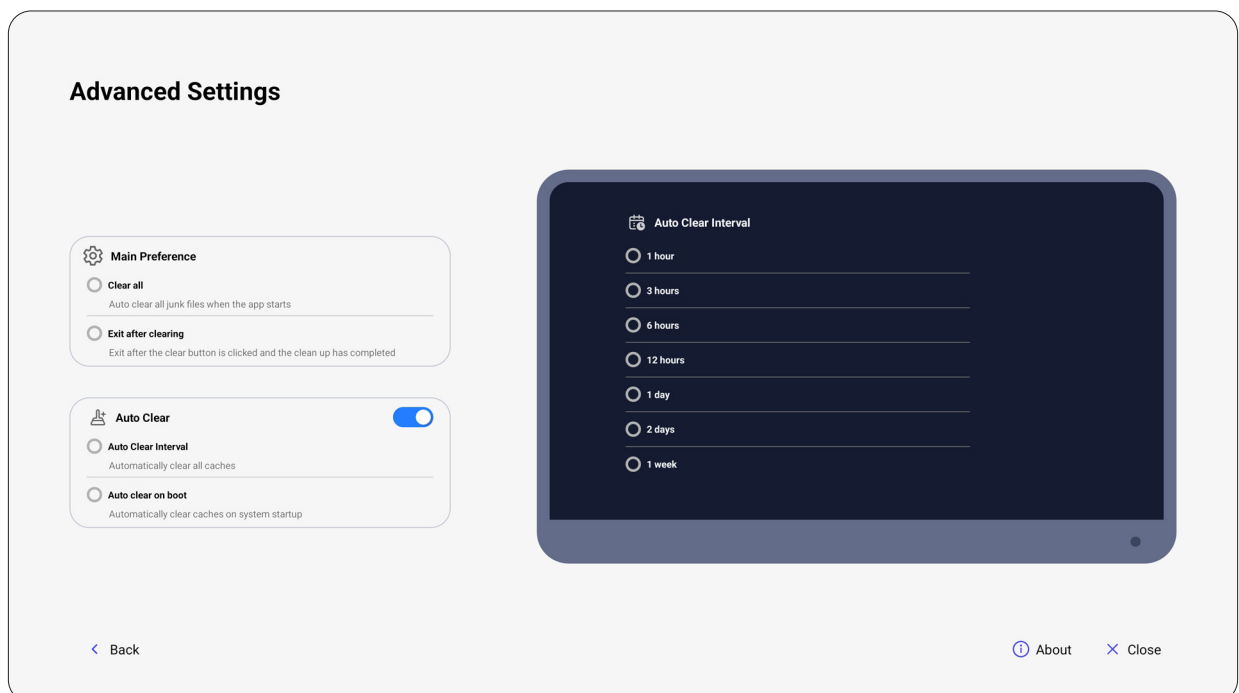
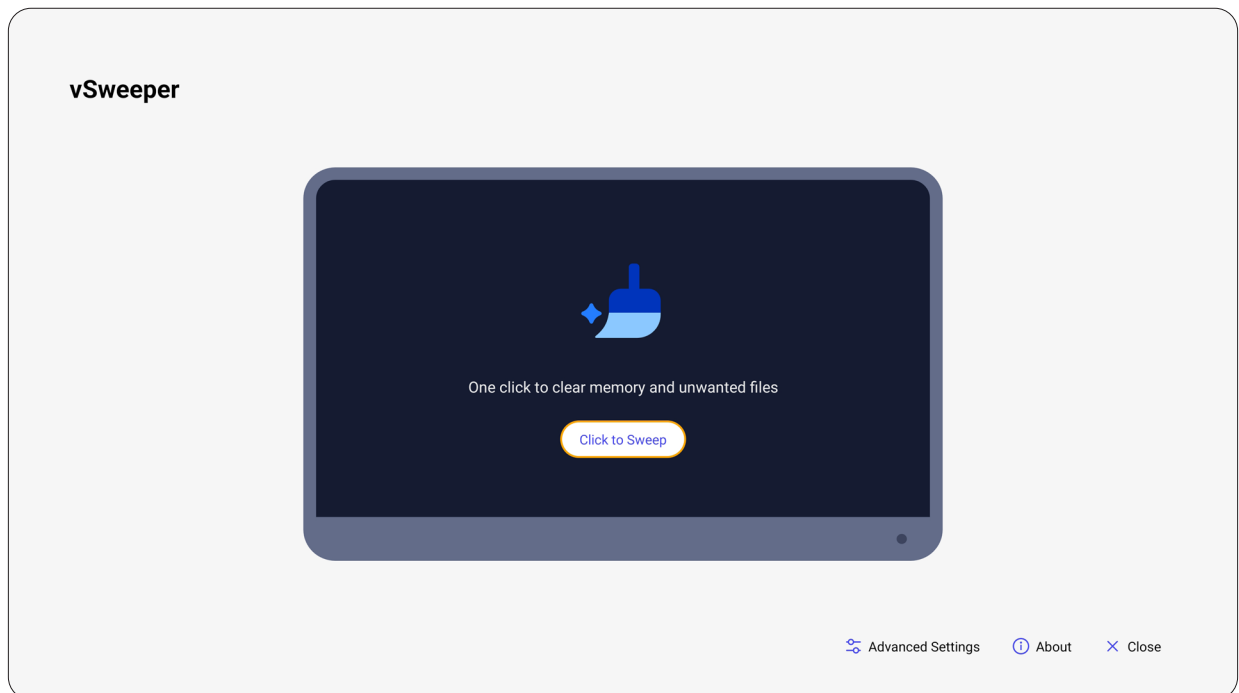
Manage digital signage.



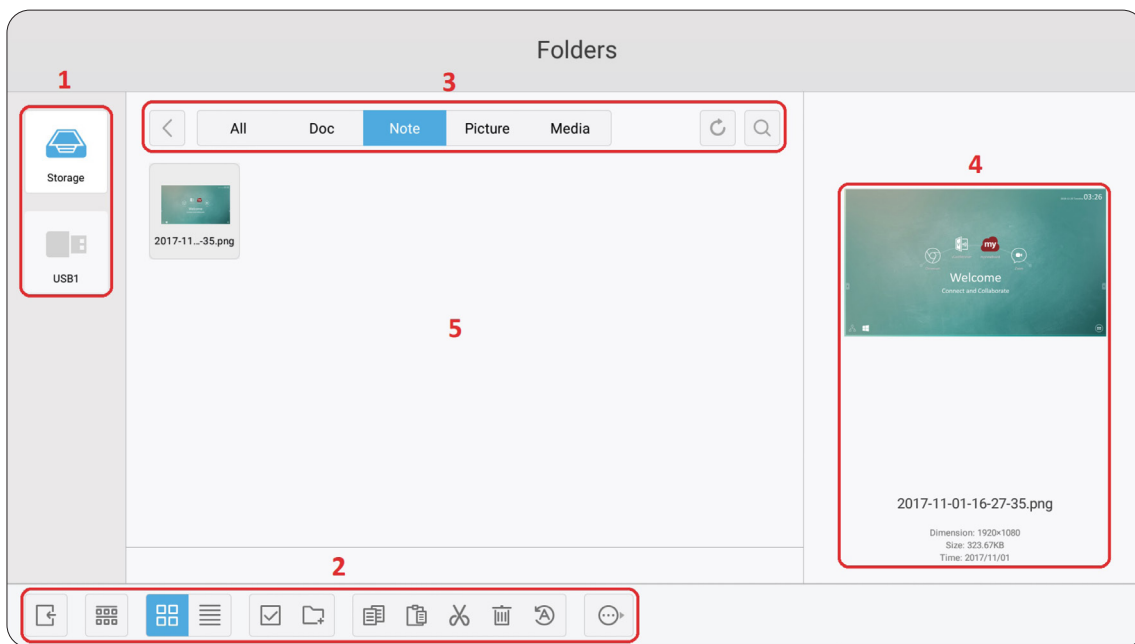
**Note:** To learn more about Revel Digital Player, visit the [Revel Digital](#).

# vSweeper

Clear unnecessary data and unwanted files.



# Folders



## 1. Storage Device Display

Select the appropriate storage device.

## 2. Icons

Item	Description
	<b>Exit</b> Exit Folders
	<b>Sort</b> Sort the files
	<b>Thumbnail</b> Display files by thumbnail view
	<b>List</b> Display files by list view
	<b>Select</b> Select a file
	<b>Add folder</b> Add a folder
	<b>Copy</b> Copy a file
	<b>Paste</b> Paste a file
	<b>Cut</b> Cut a file
	<b>Delete</b> Delete a file
	<b>Rename</b> Rename a file
	<b>More</b> Show more functions

### 3. File Type Menu

Item	Description
All	All types
Doc	Office files
Note	Images stored by myViewBoard, Side Tool Bar, and remote control Screen Capture button.
Picture	Image files
Media	Audio and Video files

### 4. File Information

Preview the file, show the file's name, size, resolution, and creation date.

### 5. Main Display Area

Display files of corresponding type.

# 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
- Remote control pass-through mode

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

## Description

### RS-232 Hardware Specification

ViewSonic LFD communication port on the rear side:

1. Connector type: DSUB 9-Pin Male (female or 3.5 mm barrel connector)
2. Use of crossover (null modem) cable for connection
3. Pin Assignment:

Male DSUB 9-Pin  
(preferred)

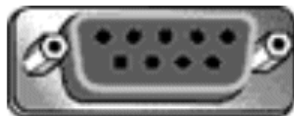
1 2 3 4 5



6 7 8 9

Female DSUB 9-Pin

5 4 3 2 1



9 8 7 6

3.5 mm barrel  
connector (alternative  
for limited space)



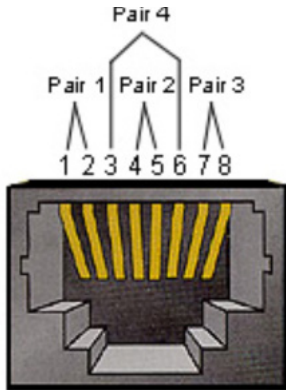
Pin #	Signal	Remark
1	NC	
2	RXD	Input to Display
3	TXD	Output from Display
4	NC	
5	GND	
6	NC	
7	NC	
8	NC	
9	NC	
frame	GND	

Item	Signal	Remark
Tip	TXD	Output from Display
Ring	RXD	Input to Display
Sleeve	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 <sup>\*3.2.0</sup>
- 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 (Three ASCII bytes)	Comments
			Type (ASCII)	Code (ASCII)	Code (Hex)		
Power on *3.2.1/ off (standby)	8		s	!	21	000: STBY 001: ON	1. The Power-on via LAN control may works 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: HDMI  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 digital 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)	
Button lock	8		s	8	38	000: Unlock 001: Lock	*See note in details
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	<b>Disable:</b> RCU will be no function <b>Enabled:</b> RCU controls normally <b>Pass through:</b> 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		Value Range	Comments	
			Type (ASCII)	Code (ASCII) Code (Hex)			
Contrast	8		s	#	23	000 ~ 100	
Sharpness	8		s	%	25	000 ~ 100	
Color	8		s	&	26	000 ~ 100	
Tint	8		s	'	27	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
Customized Hot Keys *3.2.6	8		s	X	58	001~999 001: Open MVBA app *3.2.6	

# Appendix

## USB Media Supported Formats

### Photo

File Extension	Format	Supported Range	Note
.jpeg/jpg	JPEG	Baseline 16383 x 16383	Hardware decoder.
		Progressive 1920 x 1080	
.png	PNG	8192 x 4320	The maximum value of the resolution depends on the size of the DRAM memory.
.bmp	BMP	8192 x 4320	The maximum value of the resolution depends on the size of the DRAM memory.
.gif	GIF	8192 x 4320	The maximum value of the resolution depends on the size of the DRAM memory.

## Video

File Extension	Video	Audio	Maximum Transmit Ratio
.3gp/3GP2	VP8	MPEG1/2 Layer1/2/3 , AAC-LC , HEAAC , VORBIS, LPCM , FLAC	1920 x 1080 @ 60 fps, 40 Mbps
	H.263		1408 x 1152 @ 60 fps, 60 Mbps
	H.264		3840 x 2160 @ 60 fps(Max. up to: 4096 x 2304 ) , 1920 x 1080 @ 120 fps, 135 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ) , 1920 x 1080 @ 120 fps, 60 Mbps
	VP9		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	MJPEG		1920 x 1080 @ 60 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps

File Extension	Video	Audio	Maximum Transmit Ratio
.avi	VP8	MPEG1/2 Layer1/2/3 , AAC-LC , HEAAC , VORBIS , LPCM	1920 x 1080 @ 60 fps, 40 Mbps
	H.263		1408 x 1152 @ 60 fps, 60 Mbps
	H.264		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080@ 120 fps, 135 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	MPEG-1		720 x 576 @30 fps, 60 Mbps
	MJPEG		1920 x 1080 @ 60 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps
.dat	H.264	MPEG1/2 Layer1/2/3,AAC-LC,HEAAC,LPCM	3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 135 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps

File Extension	Video	Audio	Maximum Transmit Ratio
.flv	H.264	MPEG1/2 Layer1/2/3,AAC-LC,HEAAC,LPCM	3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 135 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
.mkv	VP8	MPEG1/2 Layer1/2/3,AAC-LC,HEAAC,LPCM,FLAC,OPUS	1920 x 1080 @ 60 fps, 40 Mbps
	VP9		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	H.264		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 135 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 60 Mbps
	MJPEG		1920 x 1080 @ 60 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps

File Extension	Video	Audio	Maximum Transmit Ratio
.mov	VP8	MPEG1/2 Layer1/2/3,AAC-LC,HEAAC,LPCM,FLAC	1920 x 1080 @ 60 fps, 40 Mbps
	VP9		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	H.263		1408 x 1152 @ 60 fps, 60 Mbps
	H.264		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 135 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 60 Mbps
	MJPEG		1920 x 1080 @ 60 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps

File Extension	Video	Audio	Maximum Transmit Ratio
.mp4	VP8	MPEG1/2 Layer1/2/3,AAG-LG,HEAAG,LPGM,FLAG	1920 x 1080 @ 60 fps, 40 Mbps
	VP9		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 100 Mbps
	H.263		1408 x 1152 @ 60 fps, 60 Mbps
	H.264		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 135 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 100 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 60 Mbps
	MJPEG		1920 x 1080 @ 60 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps
.vob	H.264	MPEG1/2 Layer1/2/3,AAG-LG,HEAAG,LPGM	3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 135 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps

File Extension	Video	Audio	Maximum Transmit Ratio
.mpg/.mpeg	H.264	MPEG1/2 Layer1/2/3,AAG-LG,HEAAG,LPGM	3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 135 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 60 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps
.webm	VP9	VORBIS,OPUS	1920 x 1080 @ 60 fps, 40 Mbps
	VP9		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304), 1920 x 1080 @ 120 fps, 100 Mbps
.ts	H.264	MPEG1/2 Layer1/2/3,AAG-LG,HEAAG,LPGM	3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 135 Mbps
	MPEG-1		720 x 576 @ 30 fps, 60 Mbps
	MPEG-2		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 60 Mbps
	H.265		3840 x 2160 @ 60 fps (Max. up to: 4096 x 2304 ), 1920 x 1080 @ 120 fps, 100 Mbps
	MPEG-4		1920 x 1080 @ 60 fps, 60 Mbps

## Audio

File Extension	Format	Audio Codec	Supported Range
.aac/.m4a	AAC,M4A	AAG-LG,HEAAG	Sample Rate: 8 kHz-48 kHz Bit Rate: 12 Kbps-576 Kbps
.mpg	MP2,MP3	MPEG1/2/ Layer1/2/3	Sample Rate: 16 kHz-48 kHz Bit Rate: 8 Kbps-384 Kbps
	AAC,M4A	AAG-LG,HEAAG	Sample Rate: 8 kHz-48 kHz Bit Rate: 12 Kbps-576 Kbps
	LPCM	LPGM	Sample Rate: 8 kHz-48 kHz Bit Rate: 64 Kbps-1.5Mbps
.flac	FLAC	FLAC	Sample Rate: 8 kHz-44 kHz Bit Rate: < 1.6Mbps
.mp3	MPEG Audio Layer3	MPEG1/2 layer3	Sample Rate: 8 kHz-48 kHz Bit Rate:8 Kbps-320 Kbps
.ogg	Vorbis	Vorbis	Sample Rate: 8 kHz-48 kHz Bit Rate: NA
	OPUS	OPUS	Sample Rate: 8 kHz-48 kHz Bit Rate: 6 Kbps-510 Kbps
.wav	AAC, M4A	AAC-LC, HEAAC	Sample Rate: 8 kHz-48 kHz Bit Rate: 12 Kbps-576 Kbps
	LPCM	LPCM	Sample Rate: 8 kHz-48 kHz Bit Rate: 64 Kbps-1.5Mbps

# Timing Table

## HDMI PC | Type C

Resolution	Refresh Rate (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	VESA
	60.32	37.879	40.000	VESA
1024 x 768	60.004	48.363	65.000	VESA
1280 x 800	59.81	49.702	83.5	VESA
1280 x 1024	60.02	63.981	108.000	VESA
1360 x 768	60.02	47.712	85.500	VESA
1680 x 1050	59.95	65.29	146.25	VESA
1920 x 1080	60	67.5	148.5	VESA
2560 x 1440	59.95	88.787	241.5	VESA

## HDMI

Video	Resolution	Refresh Rate (V Frequency/ Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
480i	720 x 480	59.94	15.734	27	CEA-861
480p	720 x 480	60	31.5	27.027	CEA-861
576i	720 x 576	50	15.625	27	CEA-861
576p	720 x 576	50	31.25	27	CEA-861
720p	1280 x 720	50	37.5	74.25	CEA-861
		60	45	74.25	CEA-861
1080i	1920 x 1080	50	28.125	74.25	CEA-861
		60	33.75	74.25	CEA-861
1080p	1920 x 1080	23.98	26.973	74.175	CEA-861
		24	27	74.25	CEA-861
		25	28.125	74.25	CEA-861
		29.97	33.716	74.175	CEA-861
		30	33.75	74.25	CEA-861
		50	56.25	148.5	CEA-861
		60	67.5	148.5	CEA-861
4K	3840 x 2160	23.98	54	297	CTA
		25	56.25	297	CTA
		29.97	67.5	297	CTA
		50	112.5	594	CTA
		59.94	135	594	CTA

## Type C

Video	Resolution	Refresh Rate (V Frequency/ Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
480p	720 x 480	60	31.5	27.027	CEA-861
576p	720 x 576	50	31.25	27	CEA-861
720p	1280 x 720	50	37.5	74.25	CEA-861
		60	45	74.25	CEA-861
1080p	1920 x 1080	23.98	26.973	74.175	CEA-861
		24	27	74.25	CEA-861
		25	28.125	74.25	CEA-861
		29.97	33.716	74.175	CEA-861
		30	33.75	74.25	CEA-861
		50	56.25	148.5	CEA-861
		60	67.5	148.5	CEA-861
4K	3840 x 2160	23.98	54	297	CTA
		25	56.25	297	CTA
		29.97	67.5	297	CTA
		50	112.5	594	CTA
		59.94	135	594	CTA

# 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	<ol style="list-style-type: none"><li>1. Check whether something is obstructing the display's remote control receiver.</li><li>2. Check whether the batteries in the remote control are installed correctly.</li><li>3. Check whether the batteries need to be replaced.</li></ol>
The unit turns off unexpectedly	<ol style="list-style-type: none"><li>1. Check whether Sleep mode is enabled.</li><li>2. Check if there is a power outage in your area.</li><li>3. Turn on the display and see if the problem is with the signal and control system.</li></ol>

## PC Mode

Problem or Issue	Possible Solutions
No PC signal	<ol style="list-style-type: none"><li>1. Check the display settings.</li><li>2. Check the display resolution.</li><li>3. Adjust the Hs &amp; Vs (synchronization) settings using the OSD menu.</li></ol>
Background streaking	<ol style="list-style-type: none"><li>1. Choose auto adjust.</li><li>2. Adjust clock and phase.</li></ol>
False color	<ol style="list-style-type: none"><li>1. Check the connection.</li><li>2. Adjust the chroma, brightness, and contrast settings.</li></ol>
Unsupported format	<ol style="list-style-type: none"><li>1. Choose auto adjust.</li><li>2. Adjust clock and phase settings.</li></ol>

## Video Not Working Properly

Problem or Issue	Possible Solutions
No picture/ No sound	<ol style="list-style-type: none"><li>1. Check the Power status.</li><li>2. Check the signal cable.</li><li>3. Check that the internal PC is installed correctly.</li></ol>
Picture is unclear or cuts in and out	<ol style="list-style-type: none"><li>1. Check the signal cable.</li><li>2. Check if other electronics are interrupting the signal.</li></ol>
Poor picture	<ol style="list-style-type: none"><li>1. Adjust chroma, brightness, and contrast settings in the menu.</li><li>2. Check the signal cable.</li></ol>

## Audio Not Working Properly

Problem or Issue	Possible Solutions
No sound	<ol style="list-style-type: none"><li>1. Press the <b>Mute</b> button.</li><li>2. Adjust the volume.</li><li>3. Check the audio cable.</li></ol>
One speaker only	<ol style="list-style-type: none"><li>1. Adjust the sound balance in the menu.</li><li>2. Check the sound control panel settings of the computer.</li><li>3. Check the audio cable.</li></ol>

# 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.
- Do not use the system continuously for long periods of time.

## 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

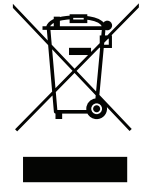
CAN ICES (B) / NMB (B)

### 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 <sup>+</sup> )	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 125 V AC or 250 V 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



Haaksbergweg 75  
1101 BR Amsterdam  
Netherlands



+31 (0) 650608655



[EPREL@viewsoniceurope.com](mailto:EPREL@viewsoniceurope.com)



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

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Microsoft, Windows, and the Windows logo are registered trademarks of Microsoft Corporation in the United States and other countries.

ViewSonic® and the three birds logo are registered trademarks of ViewSonic® Corporation.

VESA is a registered trademark of the Video Electronics Standards Association. DPMS, DisplayPort, and DDC are trademarks of VESA.

ENERGY STAR® is a registered trademark of the U.S. Environmental Protection Agency (EPA).

As an ENERGY STAR® partner, ViewSonic® Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

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

## 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:	
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