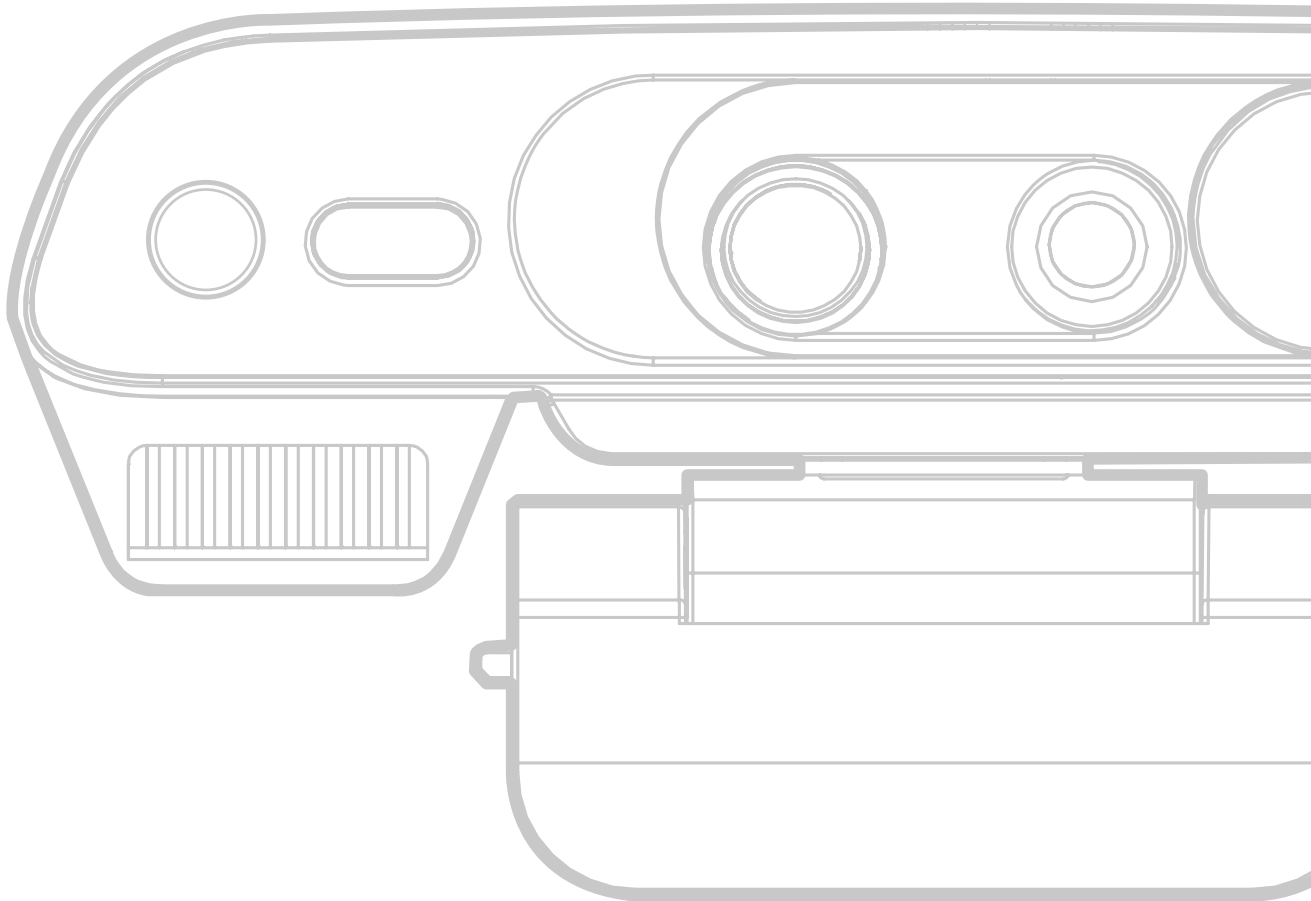


VBC100

myViewBoard Sens User Guide



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®!

Compliance Information

FCC 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.

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

Warning: Use only power supplies listed in the user instructions.

AVERTISSEMENT: Utilisez uniquement les sources d'alimentation mentionnées dans les instructions d'utilisation.

For Canada

- This Class B digital apparatus complies with Canadian ICES-3(B)/ NMB-3(B).
- Cet appareil numérique de la classe B est conforme à la norme ICES-3(B)/ NMB-3(B) Canada.

CE Conformity for European Countries



The device complies with the EMC Directive 2014/30/EU and General Product Safety Directive 2001/95/EC.

Following information is only for EU-member states:

The mark is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE).

The mark indicates the requirement NOT to dispose the equipment including any spent or discarded batteries or accumulators as unsorted municipal waste, but use the return and collection systems available.

If the batteries, accumulators and button cells included with this equipment, display the chemical symbol Hg, Cd, or Pb, then it means that the battery has a heavy metal content of more than 0.0005% Mercury or more than, 0.002% Cadmium, or more than 0.004% Lead.



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:

1. Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):
 - (1) Short length (≤ 500 mm): maximum 3.5 mg per lamp.
 - (2) Medium length (> 500 mm and $\leq 1,500$ mm): maximum 5 mg per lamp.
 - (3) Long length ($> 1,500$ mm): maximum 13 mg per lamp.
2. Lead in glass of cathode ray tubes.
3. Lead in glass of fluorescent tubes not exceeding 0.2% by weight.
4. Lead as an alloying element in aluminum containing up to 0.4% lead by weight.
5. Copper alloy containing up to 4% lead by weight.
6. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
7. 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.

Contents

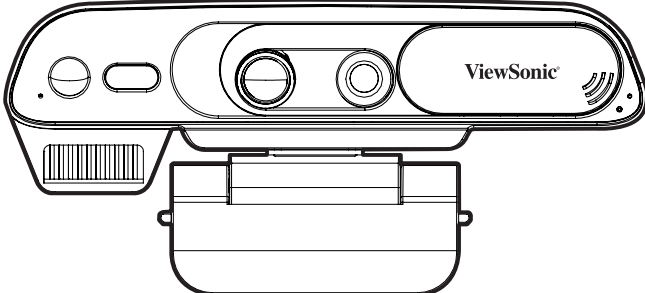
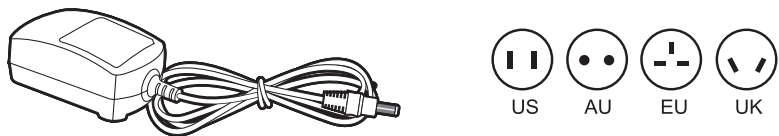

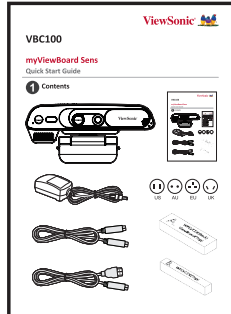

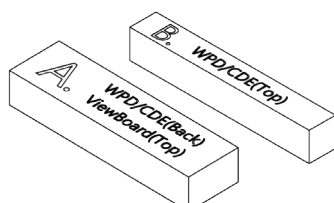
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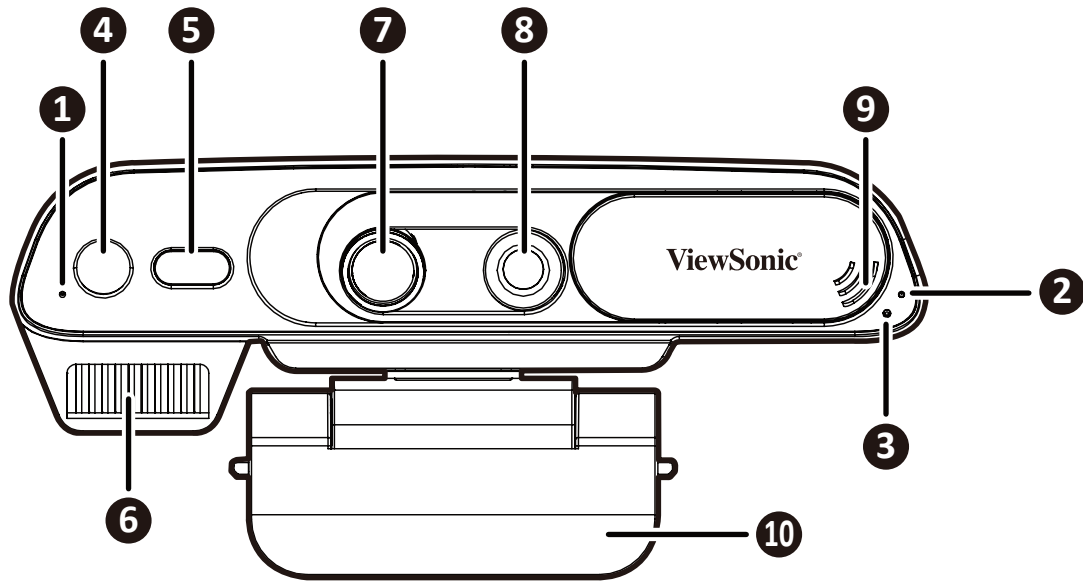
Product Overview

Package contents

Please take a moment to check if all the necessary items are included in the package. If anything is missing or damaged, please contact your dealer immediately.

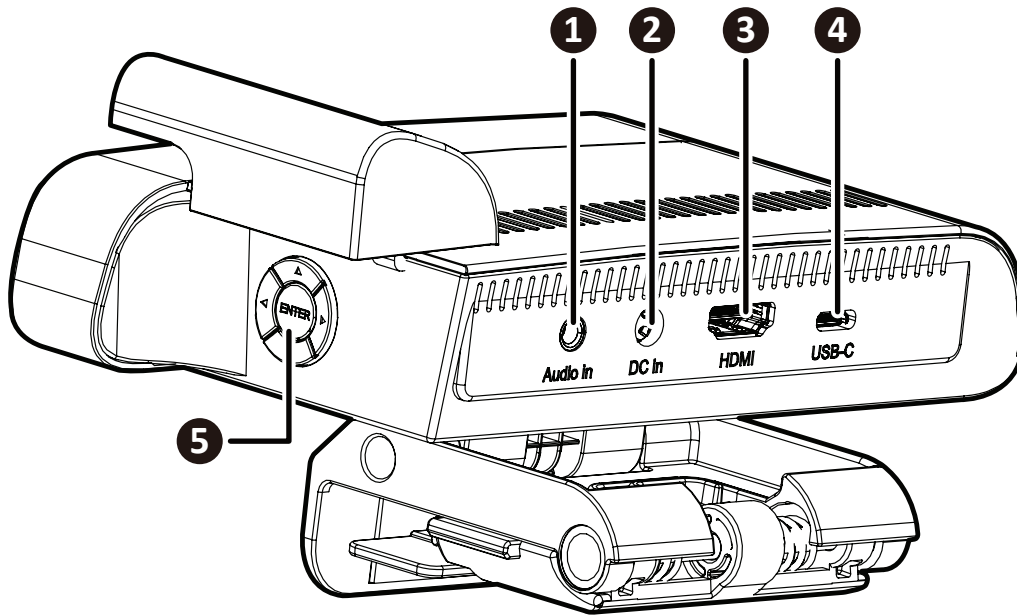
 <p>VBC100</p>	
 <p>Power adapter x 1 AC plug type *4 (US/AU/EU/UK)</p>	
 <p>USB 3.1 Type C Male to Type C Male 1.8M cable x 1</p>	 <p>Quick start guide (QSG)</p>
 <p>USB 2.0 Type C Male to USB-A Male 1.8M cable x 1</p>	
	<p>A. Ethylene Vinyl Acetate (EVA 65*18mm) Apply to WPD/CDE/ViewBoard models.</p> <p>B. Ethylene Vinyl Acetate (EVA 65*9.5mm) Apply to WPD/CDE models.</p> <p>Note: WPD/CDE = ViewSonic CDE8620, CDE7520, CDE5520, CDE8620 ViewBoard = IFP8670, IFP6550-3, IFP5550-2</p>


Front View



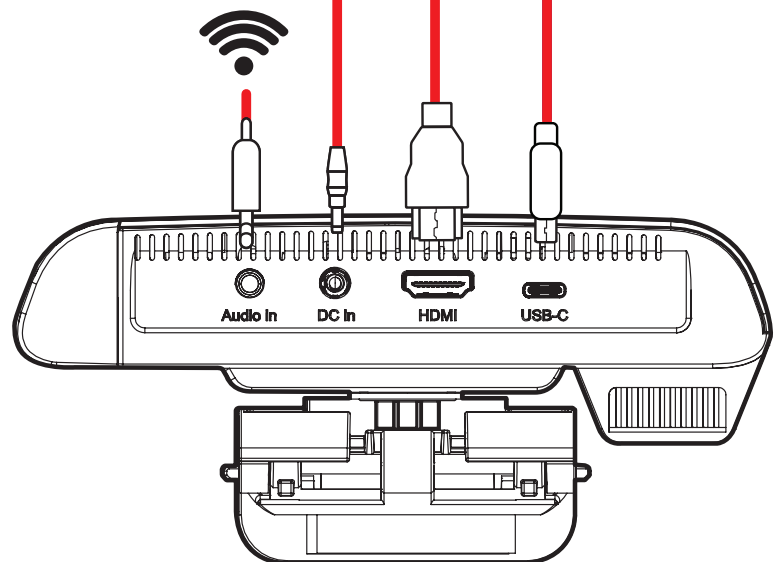
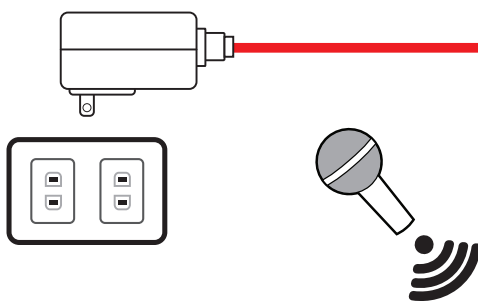
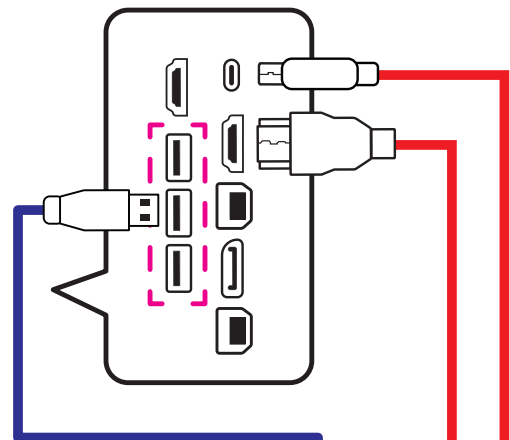
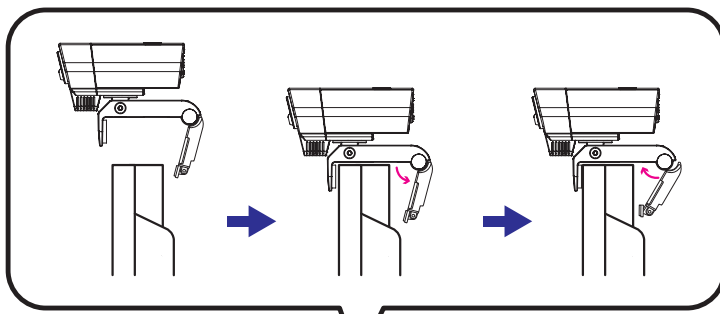
No.	Components	Description		
1	Internal Microphone	Built-in audio input		
2	Internal Microphone	Built-in audio input		
3	Power LED	Indicator LED		
		LED Behavior	LED	Status
		Wide lens video	Red light	Remain on
		Tele lens video	Green light	Remain on
		Stitching video	Red + Green light	Remain on
	Slide door is closed	No light	Off	
4	PIR Sensor	Passive infrared sensor is an electronic sensor that measures infrared (IR) light radiating from objects in its field of view and is used in PIR-based motion detectors.		
5	Light Level Sensor	Measures internal or external light levels.		
6	Humidity/Temperature Sensor	Measures relative humidity and temperature.		
7	Wide Camera Lens	FOV-D = $146.6^\circ \pm 5^\circ$ camera lens		
8	Tele Camera Lens	FOV-D = $58.4^\circ \pm 5^\circ$ camera lens		
9	Slider Door	Power on/off switch		
10	Clip	VBC100 fixed bracket clip		

Rear View



No.	Components	Description
1	Audio In	External audio source input. Note: Attaching an external audio source disables the built-in microphone.
2	DC In	DC jack 5V, system power input connector.
3	HDMI OUT	V1.4B (Type A) port. Connect to devices with HDMI input function.
4	USB-C	USB 2.0 for data transmission, network signal output, and an extension for audio and video. Note: For privacy concerns, no video output is produced.
5		Camera key: Cursor Up / Down / Left / Right / Enter

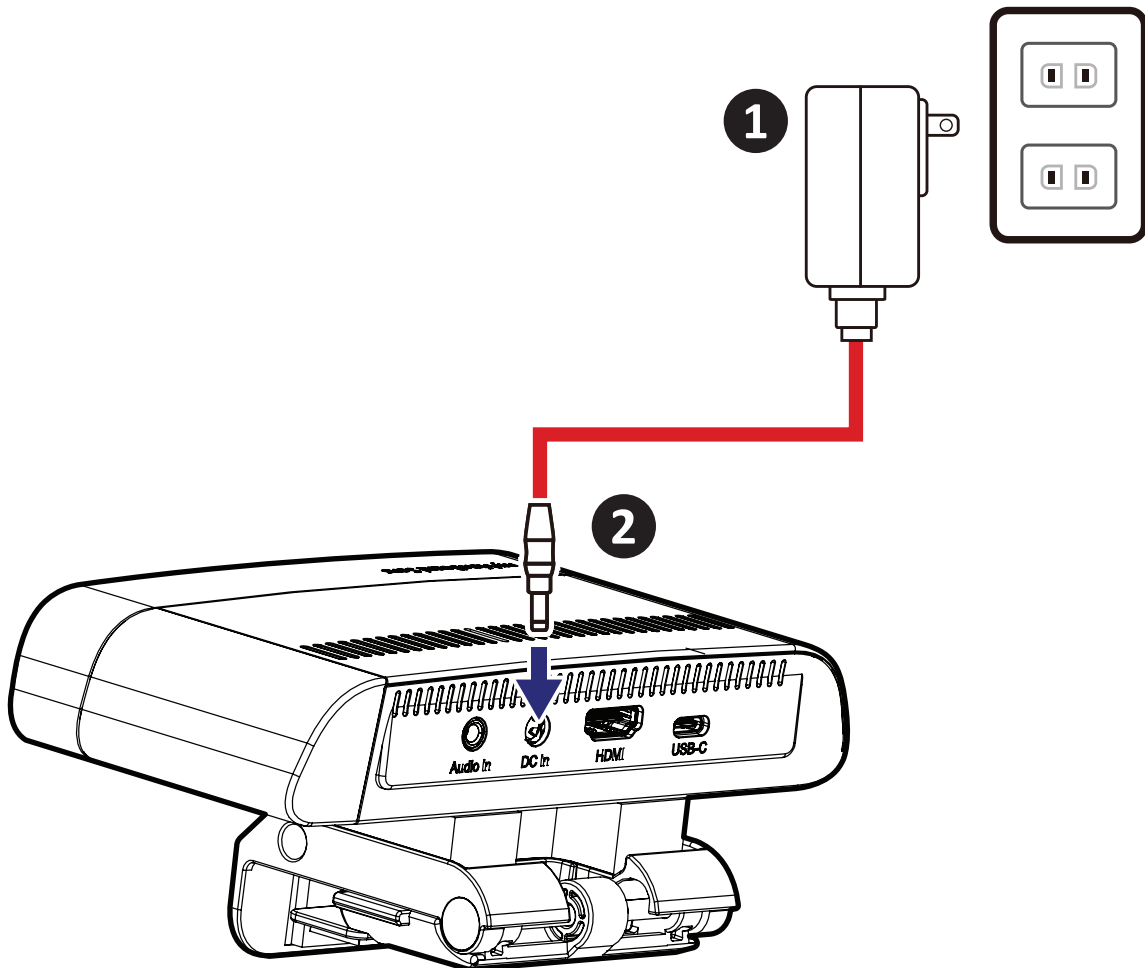
Getting Started



Connecting to Power

To connect your myViewBoard Sens to a power source, perform the following:

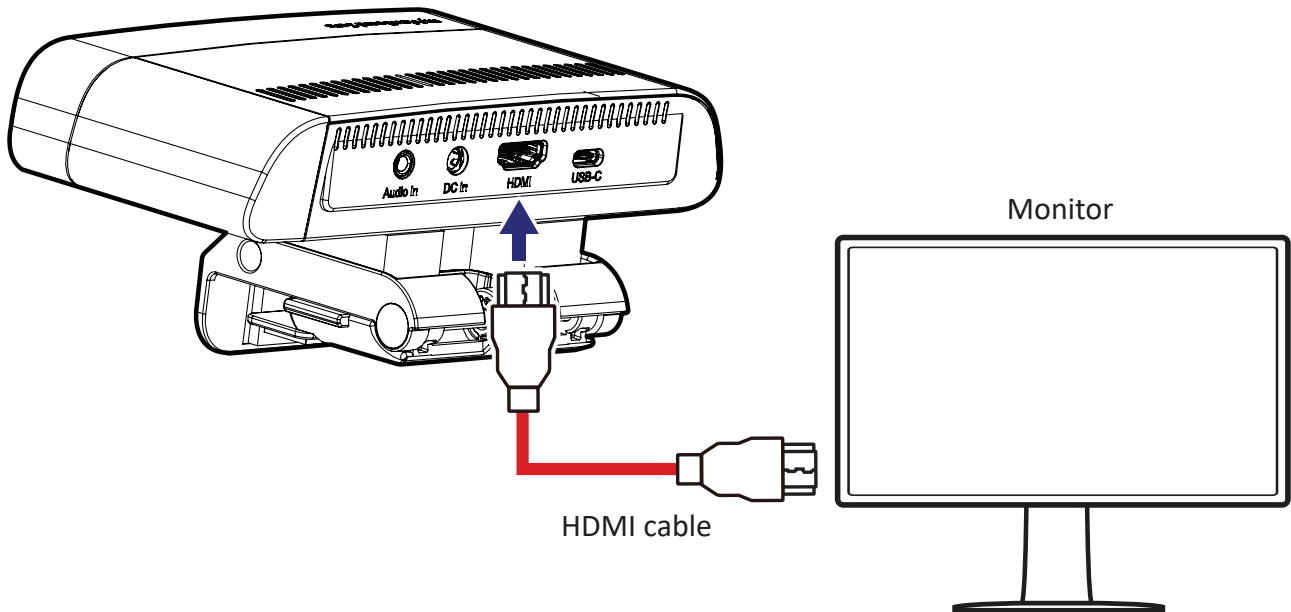
1. Connect one end of the power cord to the AC adapter and the other end to a power outlet.
2. Connect the AC adapter to the DC-in jack of your myViewBoard Sens.



Connecting to a Display Device

Use an HDMI cable to connect to an external display.

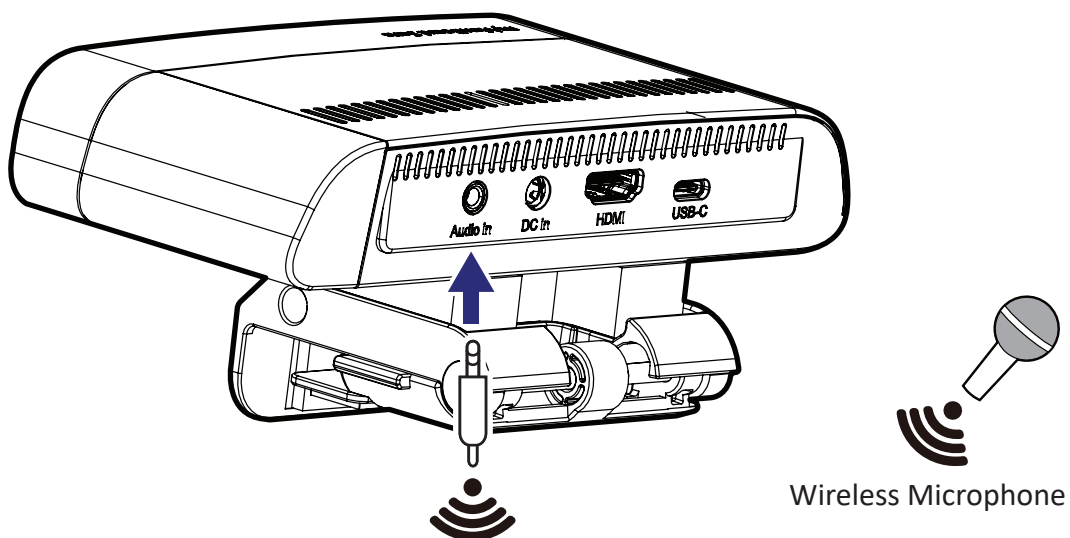
1. Connect one end of the HDMI cable to the HDMI port of the myViewBoard Sens.
2. Connect the other end of the HDMI cable to the HDMI port of a display device.



Connecting to an Audio Device

Use a 3.5mm audio jack cable to connect to an audio device (ex: wireless microphone).

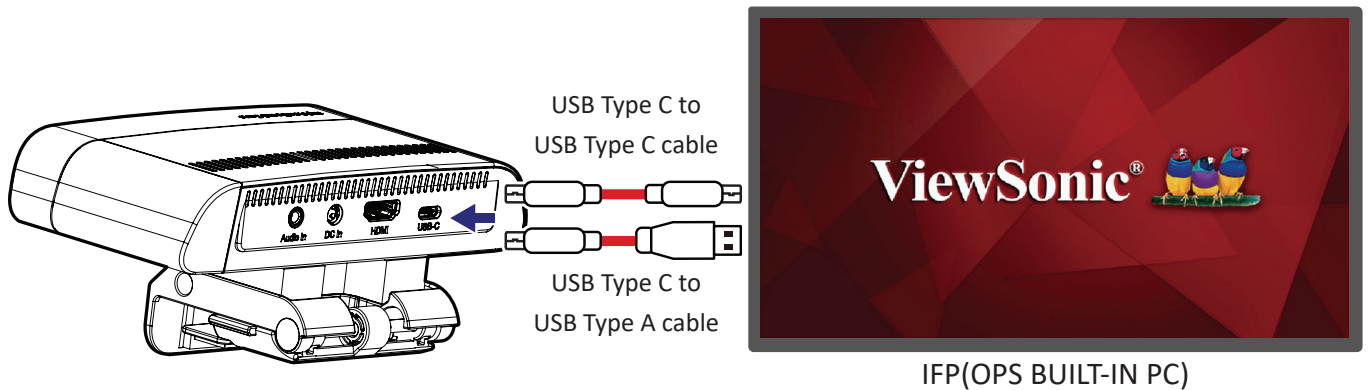
Note: Attaching an external audio source disables the built-in microphone.



Connecting to an IFP (OPS Built-in PC) Device

Use an USB 3.1 Type C Male to Type C Male (or USB 2.0 Type C Male to USB A Male) cable to connect to an IFP (OPS Built-in PC) device.

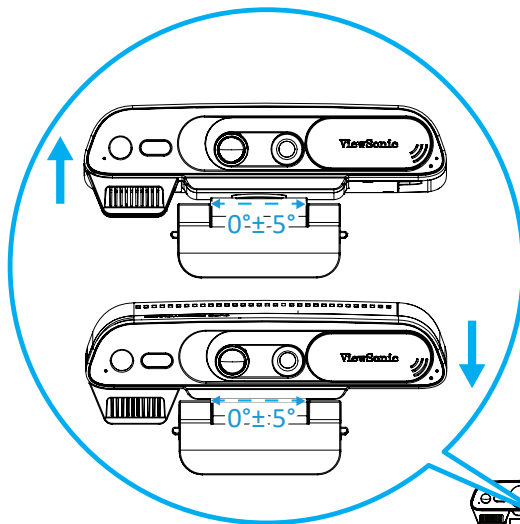
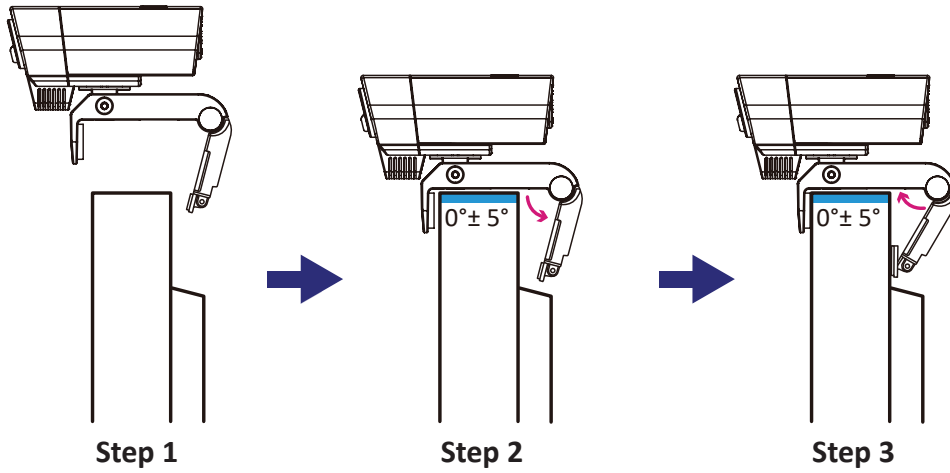
1. Connect one end of the USB 3.1 Type C Male to Type C Male (or USB 2.0 Type C Male to USB A Male) cable to the USB Type C port of the myViewBoard Sens.
2. Connect the other end of the USB 3.1 Type C Male to Type C Male (or USB 2.0 Type C Male to USB A Male) cable to the USB Type C or USB Type A port of an IFP (OPS Built-in PC).



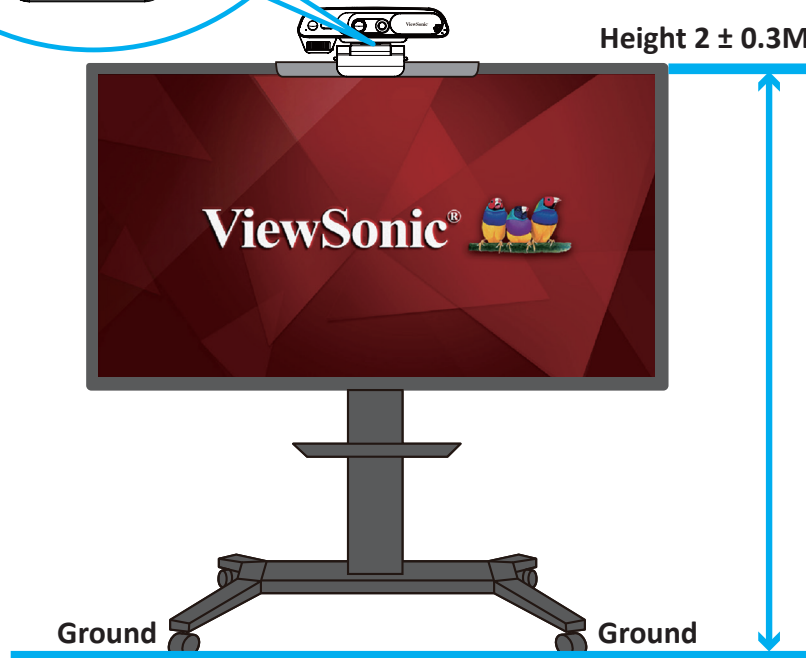
Performing Connections

Installing the Hardware

Normal Type

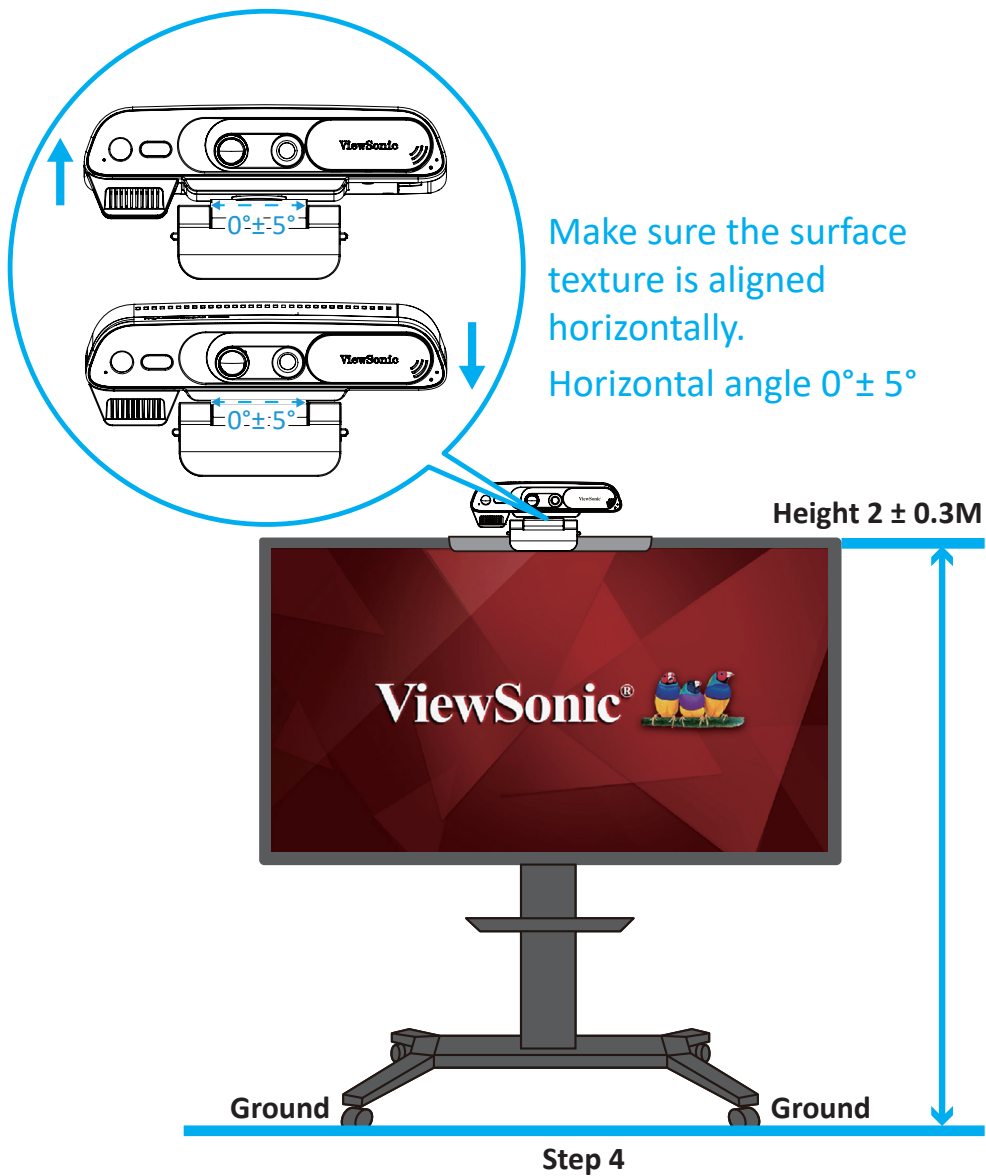
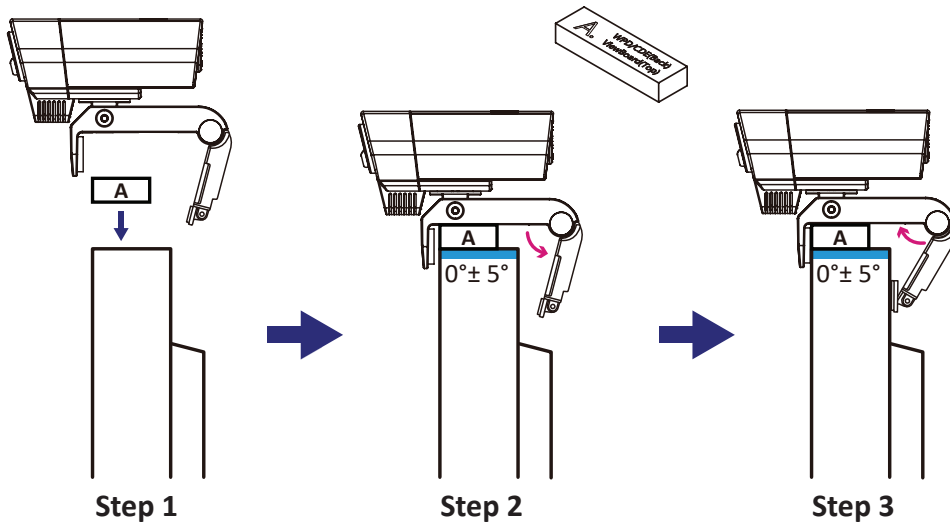


Make sure the surface texture is aligned horizontally.
Horizontal angle $0^\circ \pm 5^\circ$

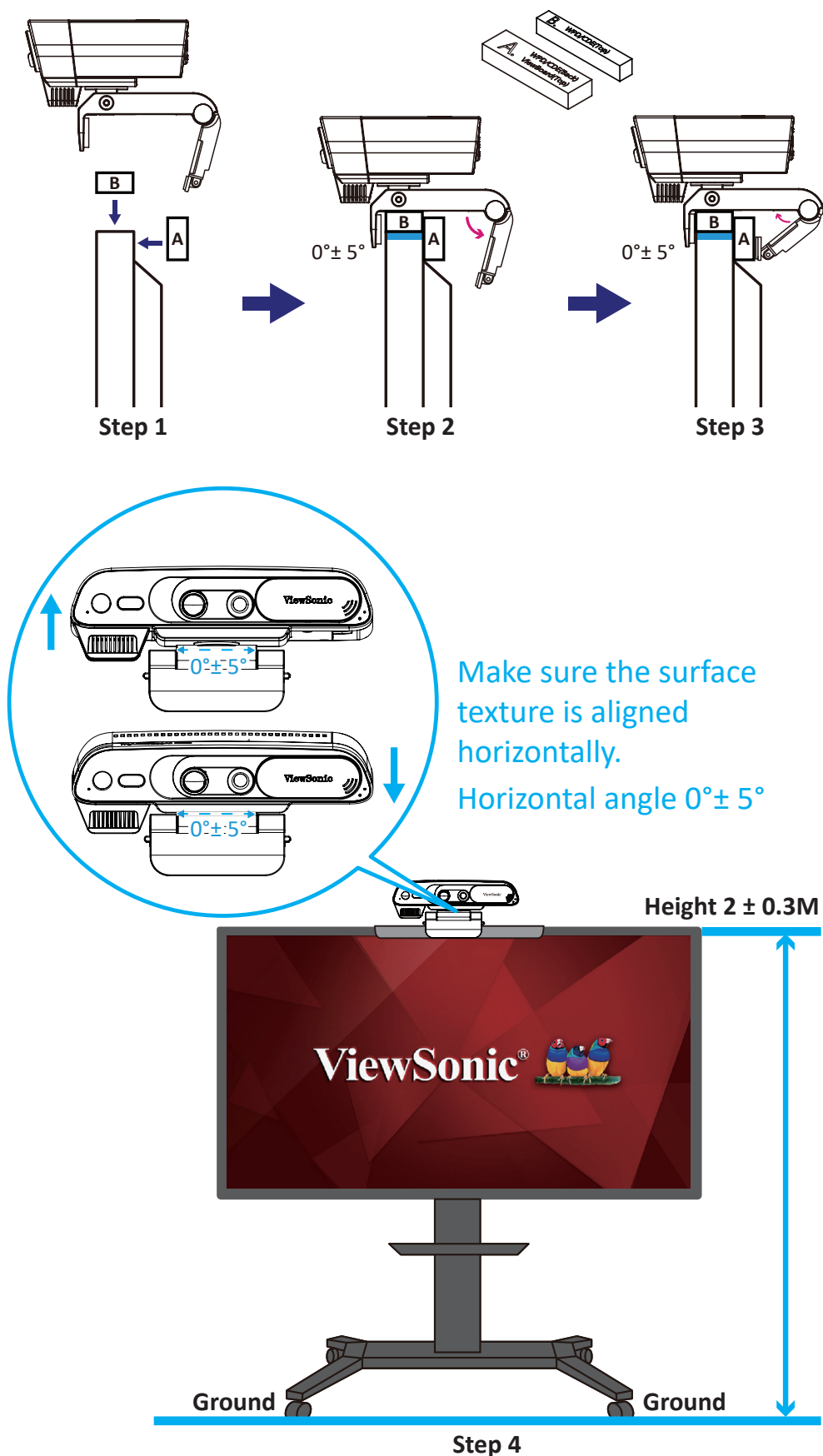


Step 4

ViewBoard Type

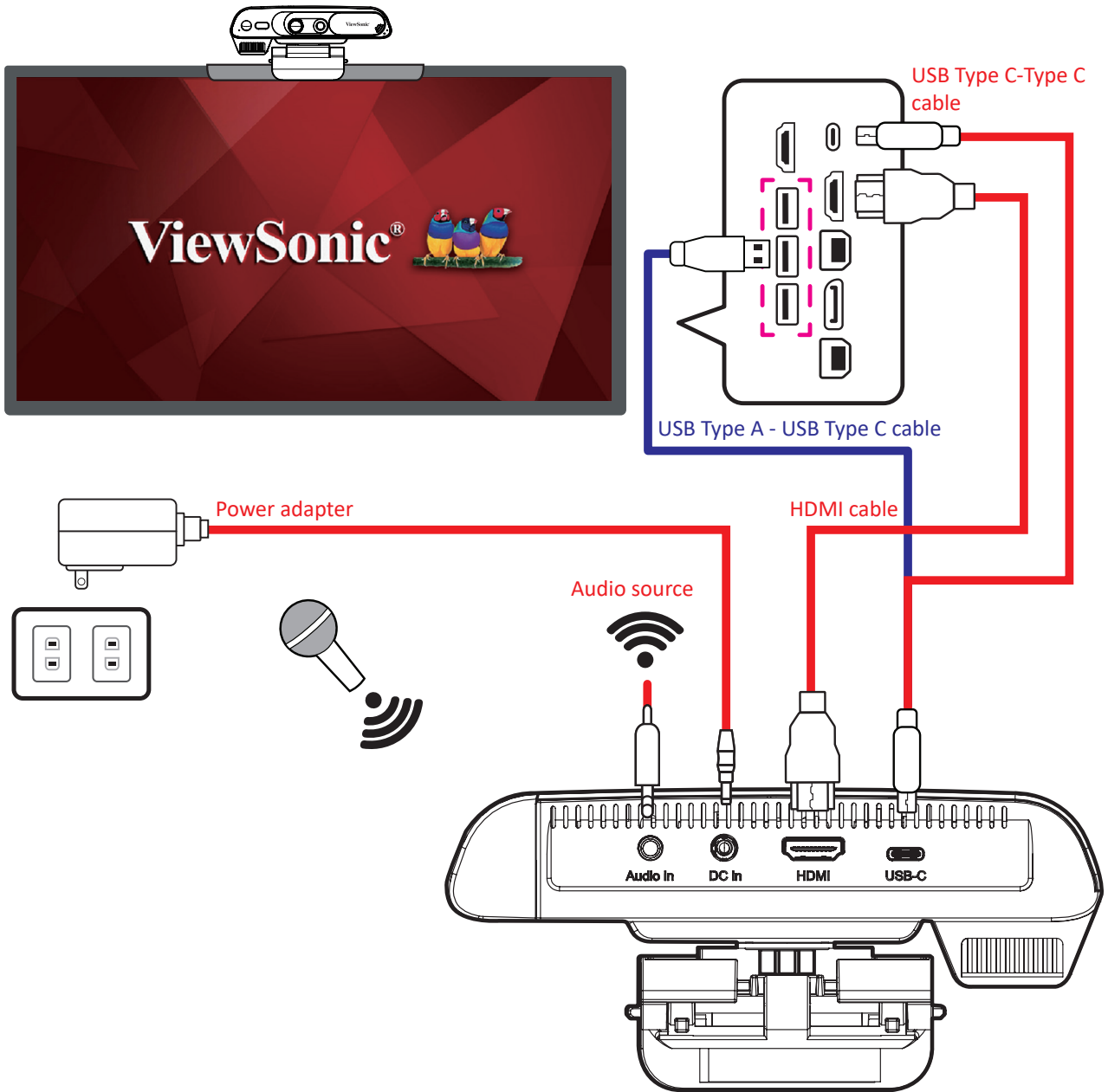


WPD/CDE Type



Note: ViewBoard = IFP8670, IFP6550-3, IFP5550-2
WPD/CDE = ViewSonic CDE8620, CDE7520, CDE5520, CDE8620

Making Connections



USB-C Connection

Connect to a PC/laptop via a **USB Type C-Type C** cable or USB Type C-Type A cable to launch the myViewBoard Sens App.

HDMI Connection

Connect to an IFP/monitor/projector via **HDMI cable** to display images.

DC In

Input DC + 5.0V (2.0A 10.0W) power via the **power adapter**.

Audio In

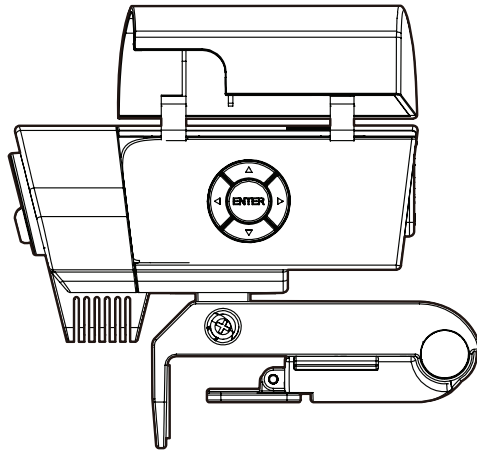
An external audio source (ex: wireless receiver) input.

Stitching Calibration

After installing the hardware, you need to perform stitching calibration to ensure that the scene image quality meets the specifications. You can perform stitching calibration through the following operations.

Method 1

When the OSD is off, long press (3 sec.) the up cursor to activate Stitching calibration.



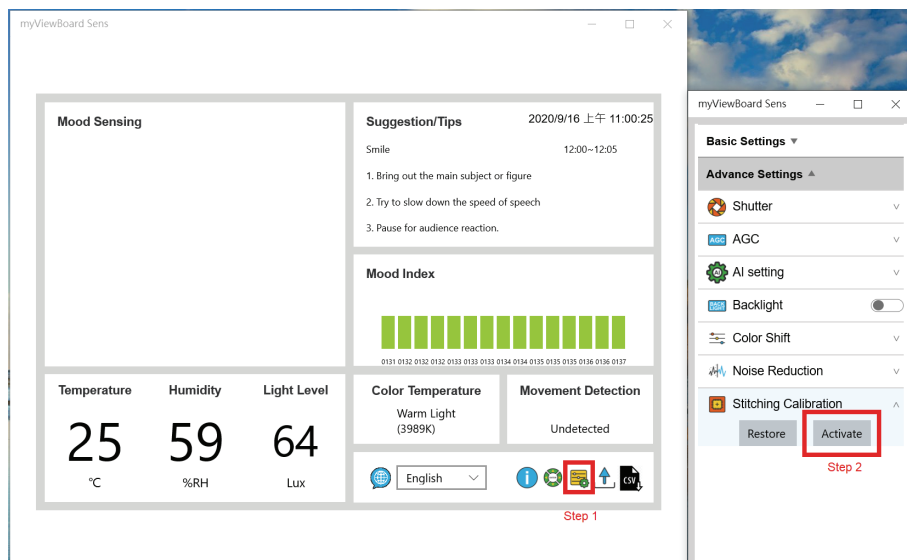
Method 2

On the myViewBoard Sens App, long press (3 sec.) the up cursor when the OSD is off to activate Stitching calibration.



Method 3

myViewBoard Sens App > Setting > Advance Settings > Stitching Calibration > Activate



Stitching Calibration Limitations

Note that stitching calibration may encounter issues under the following conditions:

1. Objects are too near to the camera.
2. Objects within the same stitch ROI window are located at very different depth fields.
3. Objects within the same stitch ROI window have the same periodic pattern.
4. Objects that have no visible edges can cause issues during stitching.

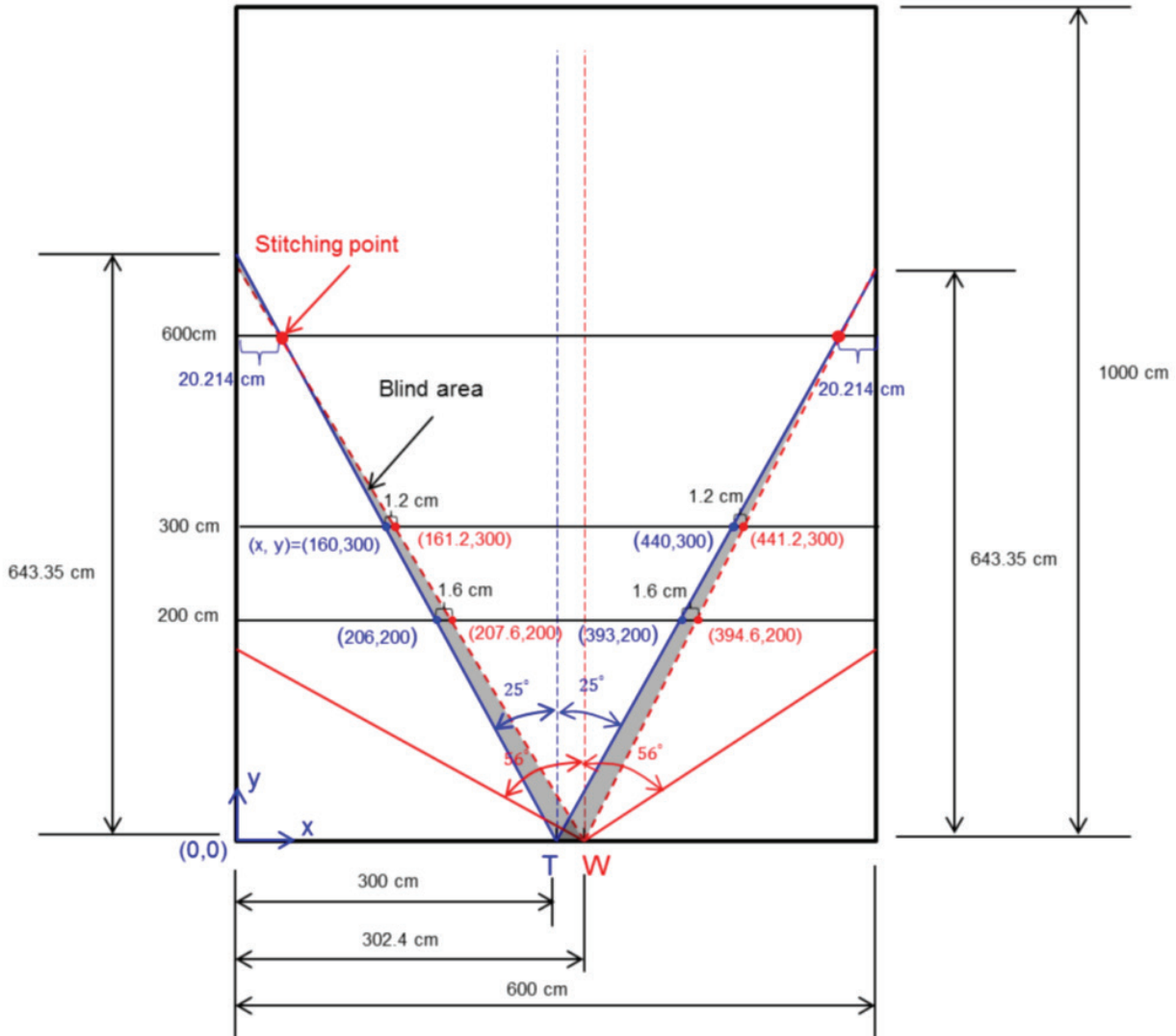



Fig. 1 Estimated blind Areas for production line's 6m calibration

OSD UI Description

		Short Press	Note
	Up	Cursor Up	When OSD is off, long press (3 sec.) activates stitching calibration
	Down	Cursor Down	
	Left	Cursor Left	Back to the previous page
	Right	Cursor Right	
	Enter	Enter	Long press (3 sec.) When the OSD is off: activate the OSD When the OSD is on: Exit the OSD without saving

Long Press ENTER (3 sec.) to activate the OSD menu:

Image

MENU	
Image	
White Balance	
HDMI Output	
Audio	
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

Image	
Brightness	“Adjust the background black levels of the screen image.”
Contrast	“Adjust the distinction between lighter and darker areas of an image.”
Sharpness	“Adjust the clarity of detail in an image.”
Color Gain	“Adjust the RGB color values.”
V-Flip	“Flip the vertical image (Upside down).”
H-Flip	“Flip the horizontal image (Mirror).”
Save/Return	“Save adjusted values/return to the Front page.”

White Balance

MENU	
Image	Cool Light Environment
White Balance	Warm Light Environment
HDMI Output	Auto Tracking
Audio	Fixed White Balance
PIR Detector	Description:
Time Option	“Corrects the tone effect of the ambient light condition to record a neutral white subject in white.”
Language	Cool Light Environment >5300K
AI setting	Warm Light Environment <3300K
Stitching Calibration	Automatic Tracking.
Save or Exit	Fixed White Balance

HDMI Output

MENU	
Image	
White Balance	
HDMI Output	Description: HDMI out will auto-detect a preferred mode via EDID to display the native resolution. Users can only set the resolution supported by the EDID of the terminal device.
Audio	
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

HDMI Output > Resolution settings

HDMI Output	
Resolution	4K/30fps
Save/Return	4K/25fps
	1080/60fps
	1080/50fps
	1080/30fps
	1080/25fps
	720/60fps
	720/50fps

Audio

MENU	
Image	
White Balance	
HDMI Output	
Audio	Description: Sets audio (Microphone /Audio in) sound value.
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

PIR Detector

MENU	
Image	High
White Balance	Middle
HDMI Output	Low
Audio	Description: Passive infrared sensor (PIR) sensitivity adjustment.
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

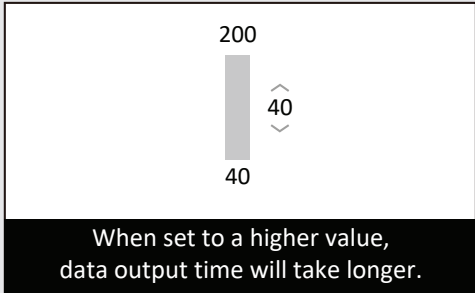
Time Option

MENU	
Image	Display
White Balance	Time Setup
HDMI Output	Description:
Audio	Display: Selects the date and time display format.
PIR Detector	Time Setup : Automatic update or Manual the date and time.
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

Language

MENU	
Image	English
White Balance	Deutsch
HDMI Output	Español
Audio	中文
PIR Detector	Français
Time Option	
Language	Description:
AI Setting	Select the language displayed by the UI OSD English/German/Spanish/Chinese/French
Stitching Calibration	
Save or Exit	

AI setting

MENU	
Image	
White Balance	
HDMI Output	
Audio	
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

Description:
AI detection condition setup

Stitching Calibration

MENU	
Image	Restore Factory settings
White Balance	Activate
HDMI Output	<p>Description: Restore Factory settings : Back to the factory 6M calibration default setting. Activate : Execute stitching calibration.”</p>
Audio	
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

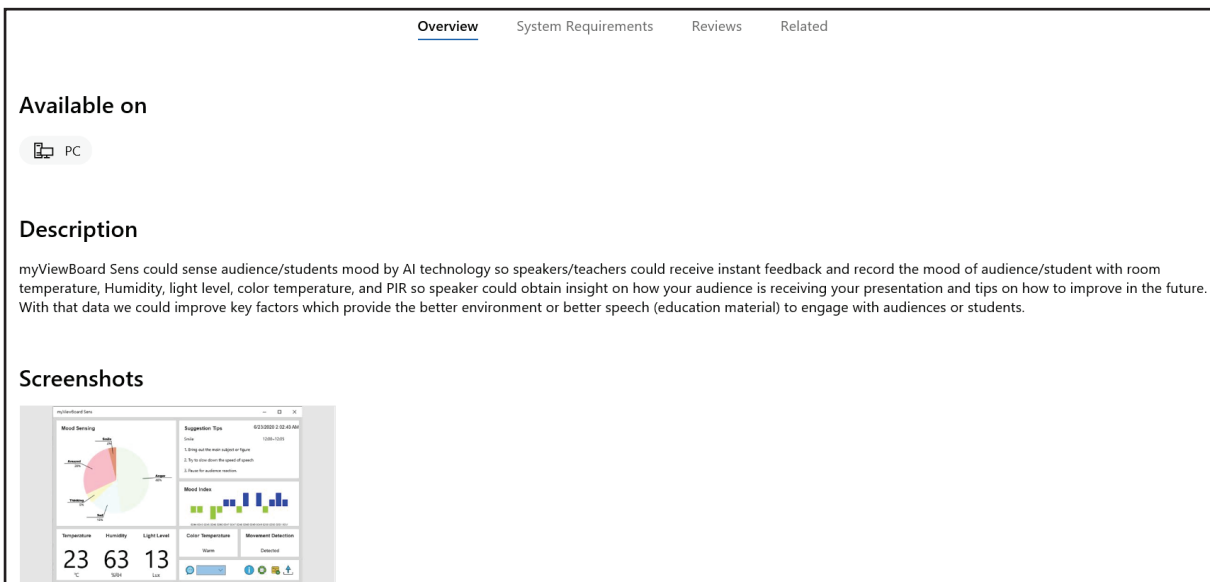
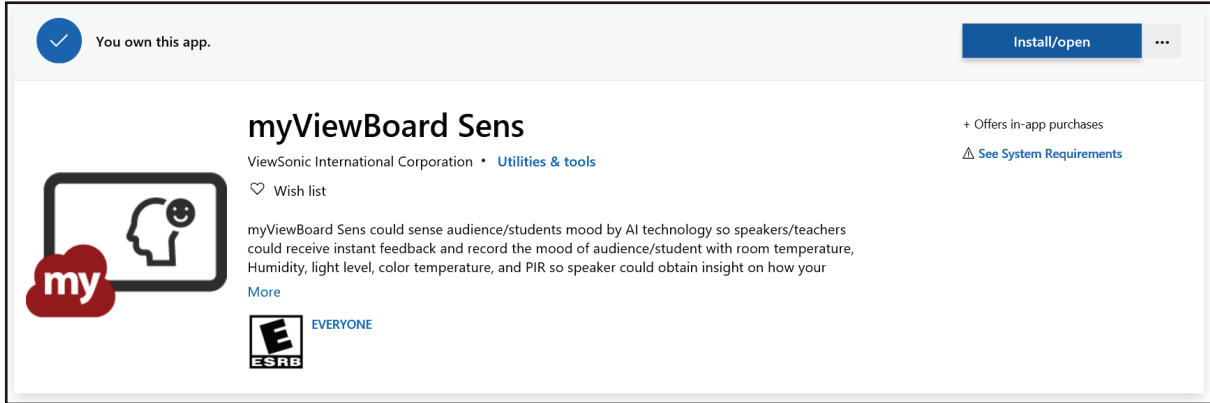
Save or Exit

MENU	
Image	Save
White Balance	Restore
HDMI Output	Exit
Audio	<p>Description: Save: Save adjusted values. Restore: Return to the Front page. Exit: Exit UI settings</p>
PIR Detector	
Time Option	
Language	
AI Setting	
Stitching Calibration	
Save or Exit	

Operating myViewBoard Sens

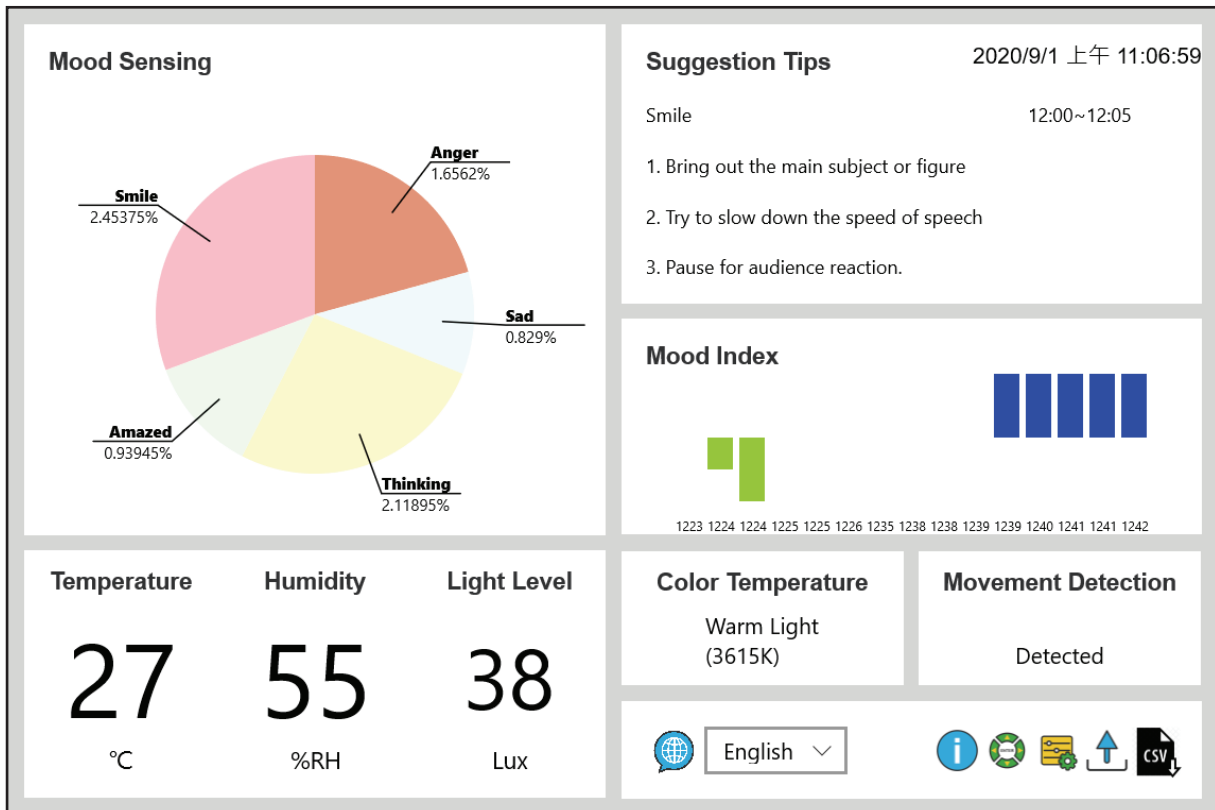
Installing the myViewBoard Sens App

Connect to the Windows store to download the myViewBoard Sens App. Select install, and then launch. Please refer to the screenshots below.



Overview		System Requirements	Reviews	Related
Minimum Your device must meet all minimum requirements to open this product		Recommended Your device should meet these requirements for the best experience		
OS	Windows 10 version 17763.0 or higher, Windows 10 version 17763.0 or higher, Xbox One	OS	Windows 10 version 17763.0 or higher, Windows 10 version 17763.0 or higher, Xbox One	
Architecture	x64	Architecture	x64	
Mouse	Integrated Mouse	Mouse	Integrated Mouse	
Touch	Not specified	Touch	Integrated Touch	
Keyboard	Not specified	Keyboard	Integrated Keyboard	
Notes	myViewBoard Sens;Windows 10, version 1809 or above	Notes	myViewBoard Sens;Windows 10, version 1809 or above	

myViewBoard Sens Startup Screen Description



Mood Sensing

Shows percentages of 5 mood sensing responses (Smile / Amazed / Thinking / Anger / Sad).

Suggestion Tips

Provides suggestions to help keep the audience engaged so the detected mood index of the audience stays positive.

Mood Index

A composite index used to measure 5 mood sensing swings.

Positive: Smile / Amazed

Neutral: Thinking

Negative: Anger / Sad

Temperature

Value of the ambient temperature.

Humidity

Humidity is the concentration of water vapor present in the air of the physical parameter.

Light Level

Detect changes in ambient light sources. Unit: Lux.

Color Temperature

The color temperature of a light source is the temperature of an ideal black-body radiator that radiates the light of a color comparable to that of the light source.

Warm Light: 2300K~ 5000K

Daylight: 5000K~ 6500K

Cold Light: 6500K~ 9500K

Movement Detection

PIR sensors to sense motion. Detects whenever a human has moved in or out of the sensor's range.



User interface the language select: English / Deutsch / Spanish / French / Chinese.



Information



myViewboard Sens

Firmware Version: 0.80.0

AI Version: 10.0.7

APP Version: 1.0.11.0

Login ID: MyViewBoardSens@viewsonic.com

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[LGPL Source Code](#)















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Camera Five-way function key control	
Cursor Up	Move cursor upwards to the desired item.
Cursor Down	Move cursor downwards to the desired item.
Cursor Left	Move cursor to the left to select or adjust the parameters of the selected item.
Cursor Right	Move cursor to the right to select or adjust the parameters of the selected item.
Cursor Enter	Displays the main menu to confirm, and to enter submenus when available.



Setting

Basic Settings	Description
 Brightness	Adjust the background black levels of the screen image.
 Contrast	Contrast is the distinction between lighter and darker areas of an image, and it refers to making more obvious the objects or details within an image.
 Sharpness	Adjust the clarity of detail in an image. Sharpness can be defined as edge contrast, that is, the contrast along edges in a photo.
 Color Gain	Actively ganging the RGB components together and effecting the highlight areas of the image & range of color.
 HDR	High Dynamic Range (HDR) represents broadening that contrast. provides information about brightness and color across a much wider range.
 White Balance	Specifies how the camera compensates for variations in room light sources. Cool >5300K , Warm <3300K, Fixed According to Environment.
 HDMI Output	HDMI out will auto-detect the preferred mode via EDID to display the native resolution. Users can only set the resolution supported by the EDID of the terminal device.
 Audio	Sets audio(Microphone /Audio in) sound value.
 PIR Detector	Passive infrared sensor (PIR) sensitivity adjustment.
Advanced Settings	Description
 Shutter	Shutter speed control Normal mode: Automatically / Slow shutter: The subject is dark. / High-speed mode: The subject is bright.
 AGC	AGC automatically adjusts the Video amplitude under various lighting conditions.
 AI Setting	AI detection condition setup. More faces mean more system resources will be used.
 Backlight	Compensate for backlighting by enhancing automatic exposure control on the camera.
 Color Shift	Changing the brightness/color levels while leaving mid-tones and highlight areas unaffected.
 Noise Reduction	Activates the high ISO noise reduction process of removing noise from an audio and image signal.
 Stitching Calibration	Tele & Wide stitching calibration. Stitching calibration must be executed after the VBC100 installation is completed.

Troubleshooting

If you experience a problem with your myViewBoard Sens, refer to the following troubleshooting guide. If a problem persists, contact the service center.

myViewBoard Sens will not start

If the LED does not light up during device boot up:

- Verify that the AC adapter is properly plugged into the DC-in jack of the myViewBoard Sens and to the power outlet.
- Verify that the DC connector is fully inserted into the correct socket on the front of the myViewBoard Sens.
- Check the power socket with another device (e.g. table lamp).
- Check that the sliding door of myViewBoard Sens is turned to the right position (power on).
- If there is still no power, contact ViewSonic support or the reseller from whom the device was purchased.

myViewBoard Sens LED indicator statuses

Function	Red LED	Green LED	Status
Stitch mode	V	V	Remain On
Wide mode	V		Remain On
Tele mode		V	Remain On
Uvc Tools FW/AI Upgrading	V	V	Flicker
Uvc Tools FW/AI Upgrade NG	V		Flicker
Uvc Tools FW/AI Upgrade OK		V	Flicker
Usb cable in, Door open. (Power source is under 5V/3A)	V	V	Flicker

Unable to send a display signal to the monitor device

- If you do not see a power LED (blue, green, or orange light) on the front or bottom of the monitor, make sure the monitor is turned on.
- Verify that the HDMI cable has been plugged in properly into the HDMI outlet.

myViewBoard Sens APP cannot detect myViewBoard Sens device

- Make sure that the USB 3.1 Type C Male to Type C Male (or USB 2.0 Type C Male to USB-A Male) cable has been plugged in properly into the myViewBoard Sens device outlet.
- Make sure that the Windows 10 Device Manager can recognize the myViewBoard Sens device.
- Restart the myViewBoard Sens APP.

Specifications

Camera		
Wide Camera	Sensor	Sony IMX317 1/2.5", 3840x2160 (1.62um), D=7.14, CRA = 4.5° WDR
	Scanning Mode	Progressive
	Lens	Fix iris/focus 1/2.5" F2.0± 5%
	EFL(mm)	3.16± 5% mm
	FOV (degree)	FOV-D = 146.6° ± 5° FOV-H = 123.1° ± 5° FOV-V = 65.1° ± 5°
	Lens Structure	2G3P
	Image Circle	Max ø7.28mm
	Optical Distortion	-66.3% @ D=7.14mm
	Relative Illumination	35% @ D=7.14mm
	Chief Ray Angle	16.1° @ D=7.14mm
	TVL	Center : 1450TVL Focus &Test at 5M 0.7F : 1100TVL Focus &Test at 5M
	Focus range	2m~6.5m (face must be no smaller than 80x80 pixel)
Tele Camera	Sensor	Sony IMX317 1/2.5", 3840x2160 (1.62um), D=7.14, CRA = 4.5° WDR
	Scanning Mode	Progressive
	Lens	Fix iris/focus 1/2.3" F2.0± 5%
	EFL(mm)	7.35± 5%mm
	FOV (degree)	FOV-D = 58.4° ± 5° FOV-H = 50.2° ± 5° FOV-V = 27.5° ± 5°
	Lens Structure	2G3P
	Image Circle	Max ø7.5mm
	Optical Distortion	-13.69% @ D=7.2mm
	Relative Illumination	40% @ D=7.2mm
	Chief Ray Angle	15.9° @ D=7.2mm
	TVL	Center : 1450TVL Focus &Test at 9M 0.7F : 1100TVL Focus &Test at 9M
	Focus range	6.4m~10m (face must be no smaller than 80x80 pixel)
Processor		
	ASIC	NT96685(Novatek), build in 4Gb DDR
	VPU	MA2485(Intel), build in 4Gb DDR
	Memory	SPI NAND Flash 4Gb
	PMIC	PMIC
	Audio Codec	Audio Codec (Build in 2ch EQ,DRC for internal Mic, bypass for external plug-in)
Sensors		
	Humidity/Temperature sensor	Temperature : Measurement Range :-10~60°C Accuracy : 5~60°C: ±3°C (At 1m/s air flow) -10~5°C: ±3°C (At 1m/s air flow) Humidity: Measurement Range :0~99%RH Accuracy:20~80%RH: ±5%RH Other RH: ±7%RH
	Light level sensor	Measurement Range :0~20K Lux Accuracy:±10%
	Environment color Temperature sensor	D65 => 6500K+/-500K TL84 => 4100+/-500K IncA => 2856K+/-500K Horizon => 2300K+/-500K Color temperature sensor:2000~10000k Accuracy:±20 %
	PIR sensor	Detection Range : 2 Meter(H=100° ±10° / V=60°) Sensitivity level: L / M / H

VIDEO		
	Compression	H.264 & MJPEG
	UVC mode	For privacy concerns, no video output is produced. (AI internal processing is performed in Stitching mode: 7680 x 3296 P5 MJPEG)
	HDMI mode	Stitching /Tele / Wide Mode
	Resolution	3840 x 2160 P30 3840 x 2160 P25 1920 x 1080 P60 1920 x 1080 P50 1920 x 1080 P30 1920 x 1080 P25 1280 x 720 P60 1280 x 720 P50
AUDIO	Microphone(Internal)	Left x1, Right x1 Audio Codec (Build in 2ch EQ,DRC for internal Mic)
	Audio-Input(External)	Microphone jack x1
OPERATING SYSTEM		Windows 10
CONNECTOR	Input	DC Jack(rear of camera)
	Output	Microphone jack 3.5mm x1 (rear of camera)
	Bidirectional	HDMI out x 1 (Type A [19-pin female]) (rear of camera) USB 2.0 x 1 (Type C) (rear of camera)
LED INDICATOR		Due color (Green/Red, front camera)
COMPLIANCE		EMC : FCC, CE / Safety : EN62368-1
POWER	Adapter	AC Input: 90~264VAC,50/60Hz,0.5A ac max DC output: DC+5V ±5% /2A 10W
OPERATING CONDITION	Temperature	14°F to 104°F (-10°C to 40°C)
	Humidity	20% to 90% Non-Condensing
STORAGE CONDITION	Temperature	-4°F to 140°F (-22°C to +60°C)
	Humidity	20% to 90% Non-Condensing
DIMENSIONS	Physical(W*H*D)	156.32 x 102.54 x 71.70 (mm)
	Gift box(W*H*D)	210 x 172 x 113 (mm)
	Outer carton(W*H*D)	427 x 307 x 246 (mm)
WEIGHT	Physical	305g
	Gift box	1060g
	Outer carton	5170.5g
INCLUDED ACCESSORIES		1. Quick start guide 2. Universal 5V2A Power Adapter x 1 (with US, AU, EU, UK head) 3. USB Type C(Male) to USB-A cable(Male) 1.8M *1 4. USB Type C 3.1(Male) to USB Type C 3.1(Male) 1.8M * 5. Ethylene Vinyl Acetate(EVA 65*18mm) 6. Ethylene Vinyl Acetate(EVA 65*9.5mm)
SHIPPING	Unit / Gift box	1
	Gift box/Outer carton	4
	Unit/ Outer carton	4
	Outer carton/ Pallet	56
	Unit / Pallet	224 (Sea limit height 2000mm, 7 layer * 8 *4 = 224pcs)
	Unit/ Pallet (Air)	160 (Air limit height 1500mm, 5 layer * 8 *4 = 160pcs)
	Unit / 20'(Sea)	2240
Unit / 40'(Sea)	4480	

Other Information

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 Network Media Player

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.

How long the warranty is effective:

ViewSonic Network Media Player are warranted for 1 year for labor from the date of the first customer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified, or removed.
2. Damage, deterioration, or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by ViewSonic.
 - c. Causes external to the product, such as electric power fluctuations or failure.
 - d. Use of supplies or parts not meeting ViewSonic's specifications.
 - e. Normal wear and tear.
 - f. Any other cause which does not relate to a product defect.
3. 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.

How to get service:

1. For information about receiving service under warranty, contact ViewSonic Customer Support (please refer to Customer Support page). You will need to provide your product's serial number.
2. To obtain warranted 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.
3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.

4. 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:

1. 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.
2. Any other damages, whether incidental, consequential, or otherwise.
3. Any claim against the customer by any other party.

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 Juarez 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
Puebla, Pue. (Matriz): RENTA Y DATOS, S.A. DE C.V. Domicilio: 29 SUR 721 COL. LA PAZ 72160 PUEBLA, PUE. Tel: 01(52).222.891.55.77 CON 10 LINEAS E-Mail: datos@puebla.megared.net.mx	Veracruz, Ver.: CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419 ENTRE PINZÓN Y ALVARADO Fracc. Reforma C.P. 91919 Tel: 01-22-91-00-31-67 E-Mail: gacosta@qplus.com.mx
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Guerrero Acapulco: GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	Monterrey: Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: aydeem@gps1.com.mx
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