

# ViewSonic<sup>TM</sup>

EP1020r/EP1021r  
Multimedia Digital Poster

- User Guide



Model No. : VS13489

# Compliance Information

## For U.S.A.

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.

## For Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## CE Conformity for European Countries

 The device complies with the EMC Directive 2004/108/EC and Low Voltage Directive 2006/95/EC.

## 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 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment as unsorted municipal waste, but use the return and collection systems according to local law.

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.



## **FCC Radiation Exposure Statement**

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This wireless module 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.

## **Industry Canada Notice**

This device complies with Canadian RSS-210. To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmitting antenna) that is installed outdoors is subject to licensing. The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's web site [www.hc-sc.gc.ca/rpb](http://www.hc-sc.gc.ca/rpb).

## **R&TTE Compliance Statement**

This device complies with the Essential Requirements of the R&TTE Directive of the European Union (1999/5/EC). This equipment meets the following conformance standards:

ETSI EN 300 328

EN 301 489-01

EN 301 489-17

EN 62311

**Notified Countries:** Germany, UK, Netherlands, Belgium, Sweden, Denmark, Finland, France, Italy, Spain, Austria, Ireland, Portugal, Greece, Luxembourg, Estonia, Latvia, Lithuania, Czech Republic, Slovakia, Slovenia, Hungary, Poland and Malta.

# Important Safety Instructions

1. Read these instructions completely before using the equipment.
2. Keep these instructions in a safe place.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this equipment near water. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
6. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer's instructions.
7. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
8. 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, consult an electrician for replacement of the outlet.
9. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where it emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
10. Only use attachments/accessories specified by the manufacturer.
11. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use caution when moving the cart/equipment combination to avoid injury from tipping over.
12. Unplug this equipment when it will be unused for long periods of time.
13. Refer all servicing to qualified service personnel. Service is required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.



# Declaration of RoHS Compliance

This product has been designed and manufactured in compliance with Directive 2002/95/EC of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 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%

Certain components of products as stated above are exempted under the Annex of the RoHS Directives as noted below:

Examples of exempted components are:

1. Mercury in compact fluorescent lamps not exceeding 5 mg per lamp and in other lamps not specifically mentioned in the Annex of RoHS Directive.
2. Lead in glass of cathode ray tubes, electronic components, fluorescent tubes, and electronic ceramic parts (e.g. piezoelectronic devices).
3. Lead in high temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
4. Lead as an alloying element in steel containing up to 0.35% lead by weight, aluminium containing up to 0.4% lead by weight and as a copper alloy containing up to 4% lead by weight.

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## Product Registration

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: [www.viewsonic.com](http://www.viewsonic.com).

### For Your Records

<b>Product Name:</b>	EP1020r/EP1021r ViewSonic Multimedia Digital Poster
<b>Model Number:</b>	VS13489
<b>Document Number:</b>	EP1020r/EP1021r_UG_ENG Rev. 1A 07-16-10
<b>Serial Number:</b>	_____
<b>Purchase Date:</b>	_____

### Product disposal at end of product life

The lamp in this product contains mercury. Please dispose of in accordance with local, state or federal laws.

ViewSonic® is concerned about the preservation of our environment. Please dispose of this product properly at the end of its useful life. Your local waste disposal company may provide information about proper disposal.

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# 1. Introduction

This document describes the hardware and software operations of the EP1020r/EP1021r, system set up, and frequently asked questions.

## 1.1. Hardware features

- 10.4-inch 4:3 LCD display and stereo speakers
- Built-in wireless b/g and Ethernet network
- Scala enabled for compatibility with Scala Content Manager
- Signage Manager Express configuration utility
- Content authoring via Microsoft PowerPoint (template-based slide show creation)
- Supports advanced device programming via the W3C SMIL open API

## 1.2. Software Features

### Signage Manager Express utility for streamlined digital signage management



Signage Manager Express helps you quickly set up and test playback on your digital signage player. Once you have scheduled your contents, you can quickly configure all players across the network simultaneously with a few clicks of the mouse. Please see the Signage Manager Express User's Manual for operation details.

### Scala network enabled (Scala license required)

#### Scala Enabled

For industry leading network management, the EP1020r/EP1021r Digital ePoster is certified to work in a Scala Content Manager networked environment. This provides you with maximum flexibility in a reliable, RISC-based signage display.

#### W3C

#### SMIL Open API for developers

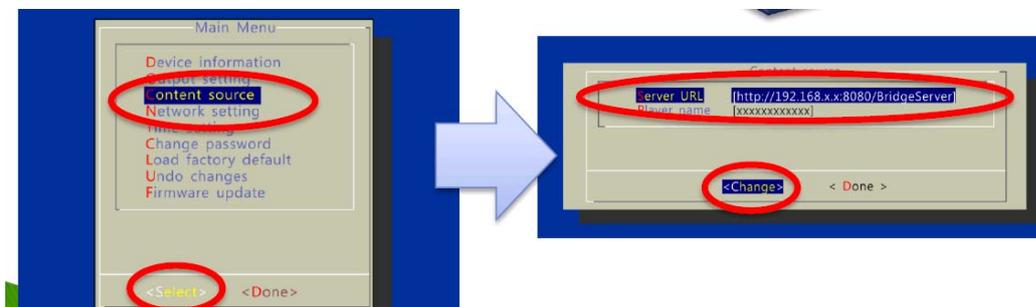
#### SMIL

The EP1020r/EP1021r uses open XML-based scripting language for highly flexible content presentation and playback control, so that your investments are never obsolete. Using SMIL, the de facto language of multimedia communications, the player understands the language adopted by professional development tools from Adobe, Apple, Microsoft, Real Networks, and more.

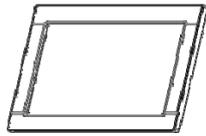
EP1020r/EP1021r compatible with SignageLive and SignChannel application. Please key-in below URL in the CONTENT SOURCE by USB keyboard. License does not include.

SignageLive : <http://go.signagelive.com>

SignChannel: [http://rss.signchannel.com/productid=IAMP001/frameid=\\${player-id}/firmware=1.4.7](http://rss.signchannel.com/productid=IAMP001/frameid=${player-id}/firmware=1.4.7)



### 1.3. Package Contents



Main Unit



AC Adapter



Quick Start Guide



Software CD



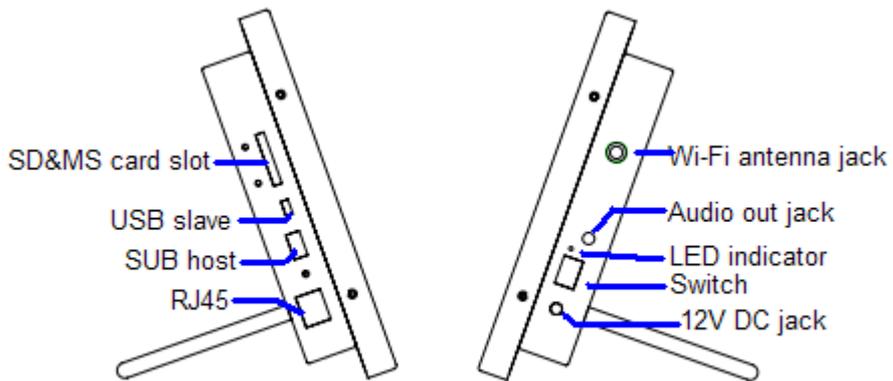
Stand



Antenna  
(EP1020r)

**NOT INCLUDED**: A USB keyboard is required for system setup

### 1.4. Physical ports and features



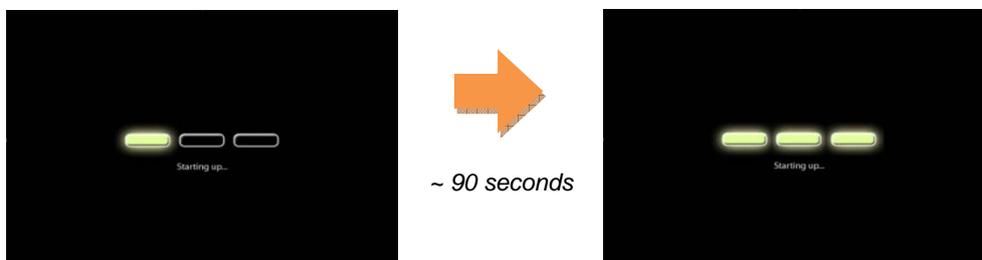
### 1.5. VESA mounting

The EP1020r/EP1021r provide MIS-D 75 VESA mounting (75mmx75mm)

## 2. Configuring the EP1020r/EP1021r

### 2.1. System Connections

- 1 Attach the AC power adapter to power on the unit. The following progress bar will be displayed on your monitor:



- 2 Player boot process takes approximately **90 seconds** to complete. After boot up, the player will indicate that it is ready for content sync via the USB port.

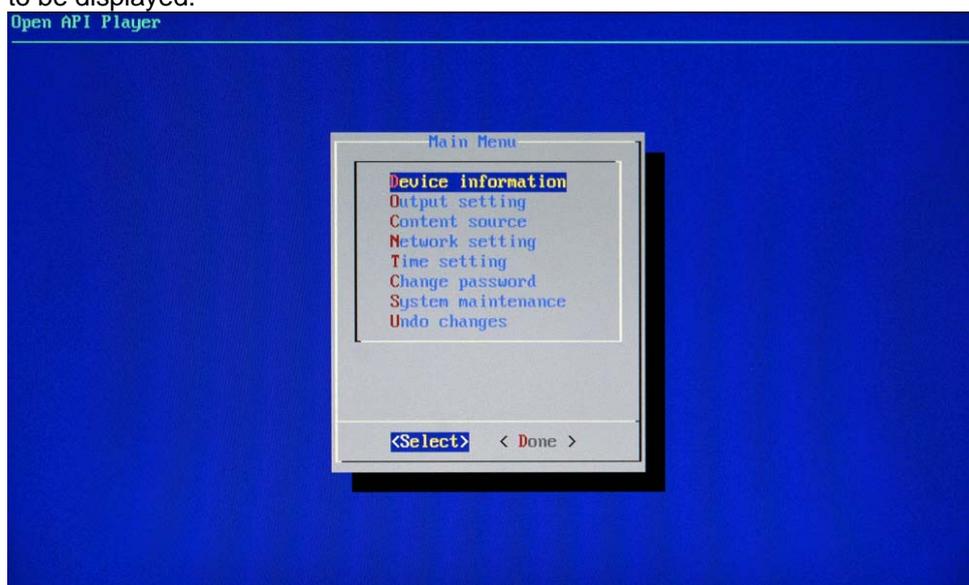


The player will boot into the “Open Standard Media Player” screen. Plug in a USB keyboard to enter configuration menus. The menu and blue background will appear in about 30 seconds.

**If you have already loaded media contents into the player,** contents will play back immediately after boot up, and the “Open Standard Media Player” screen will not be shown. You can still plug in a USB keyboard at any time during playback to enter the menu system.

### 2.2. USB keyboard Configuration Menus

You must attach a USB keyboard to the EP1020r/EP1021r to configure settings. With the player booted up and ready, it takes approximately 30 seconds after you plug in the keyboard for the following menu to be displayed:



#### Navigating the menus

Navigate the menus using arrow keys, space bar, enter key, ESC, and numeral keys on your USB keyboard. Use the keyboard arrow keys to highlight menu items, press the space bar to move the star (cursor), and then press enter to confirm (<OK>) or reject (<Cancel>) any changes.

## 2.3. Connect the EP1020r/EP1021r to your network

### Determine a connection type

1. Wireless connection(EP1020r): The player will scan for wireless signals nearby during boot up. If the network requires authentication, you will be asked to provide the password for access.
2. Connect a LAN cable to the RJ-45 port. **REBOOT** player to initialize the adapter

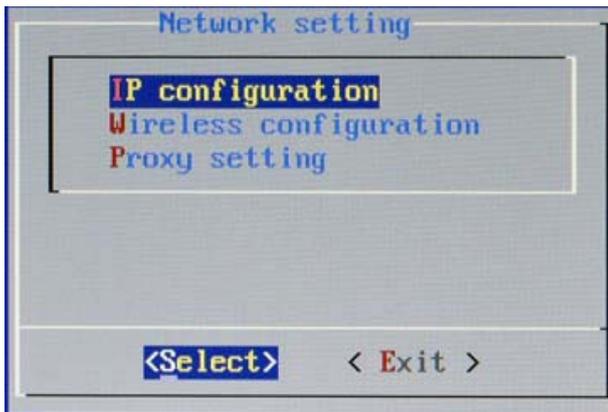
### Player IP address

You will also need an IP address for the player on your network. This could be set automatically (DHCP) or manually (static IP):

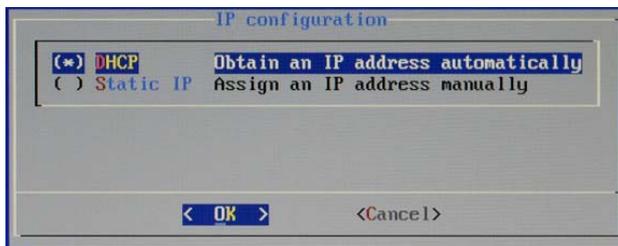
#### 1) DHCP – Automatically Assign Network IP Address

DHCP is enabled by default. You do not need to change the settings unless setting a static IP.

#### 2) Static – Manually Assign Network IP Address



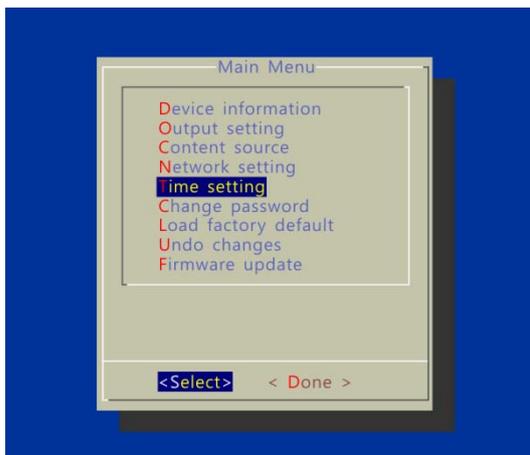
Highlight "IP configuration" and press "Enter" on keyboard to <Select>



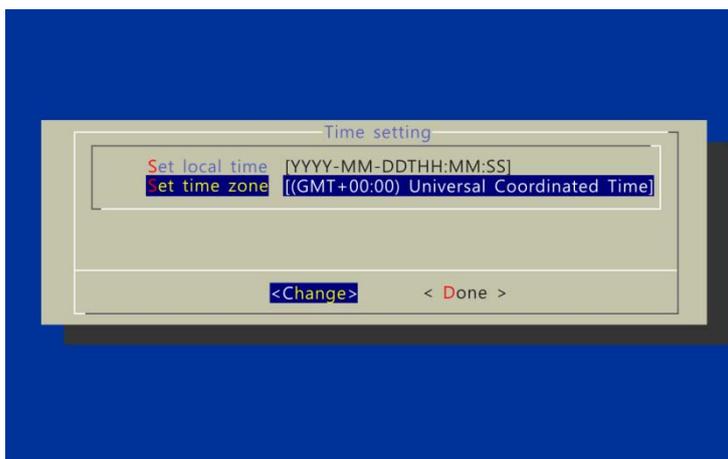
Move the highlight to "Static IP" below, press "Space bar" on the keyboard to fill in the star (\*) at the Static IP brackets, and press "Enter" on the keyboard to select <OK>.

Proceed to configure an available static IP address. Please ask your network administrator for assistance if necessary

## 2.4. Clock and Calendar Settings



In the main menu, highlight “Time setting” and press “Enter” on keyboard to <Select>



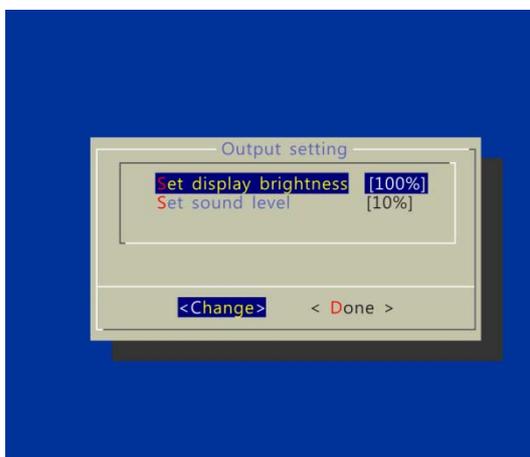
→ **SET** local time, then

→ **SET** time zone.

Daylight Saving (DST) rules can be configured when you enter the *Set time zone* submenu.

## 2.5. Brightness and Volume settings

From the *Main Menu*, select *Output setting* to enter the submenu.



EP1020r/EP1021r brightness is fixed.

You can enter the *sound level* in percentage (%) from 0(quietest) to 100 (loudest) or in decibels (db) from -22 (quietest) to 0 (loudest)

## 2.6. Setting a password



To prevent your player settings from being modified by unauthorized personnel, set a player password to hide the menus.

From the top level menu, select “Change password” to set a password.

Once a password is set, you can only access the menus by connecting a USB keyboard and pressing CONTROL + ALT + DELETE (3-key combination) simultaneously. You may connect the keyboard at any stage of player operation or before/ during boot-up.

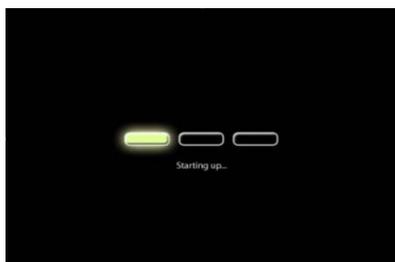
If you forget the password, you will need to reset the device. See Factory Reset.

## 2.7. Factory reset

System reset will re-initialize the system, clear passwords, and return settings to their default values. Perform the following:

1. Connect USB keyboard
2. Reboot the player and look for the reset instructions on the top left (circled area in red). When it appears, press the *Delete* key on your keyboard

→ If you missed the reset window, unplug power and try again



3. You should see a menu with a reset confirmation dialogue box. SELECT Yes to confirm
4. WAIT while system reboots to complete reset

## 2.8. Applying firmware upgrades

Firmware updates can be performed using a USB flash drive or via network using Manager Express.

Please read the release notes carefully regarding the changes that will be made to your player before applying the upgrade

1. Obtain the latest firmware and copy it to the root directory of a USB drive
2. Power on device and plug USB keyboard to the device to enter menu system
3. Follow on screen instructions and select firmware upgrade option in the menu
4. When instructed, plug in the USB drive to begin firmware upgrade

### 3. Content Management

For testing videos and player connectivity, please see the *Signage Manager Express Software Manual* for operating instructions.

For setting up the player on a Scala Content Manager Network, please see the *Bridge Server 1.5 Quick Start Guide*

## 4. Working with SMIL

The EP1020r/EP1021r use open communications protocols for highly flexible content presentation and playback control. SMIL-compliance means predictable results across multiple devices, and SMIL's non-proprietary nature means that your investments are never obsolete.

### 4.1. Introduction

Using SMIL (pronounced "smile"), the language created by W3C for multimedia communications, the media player understands the language "spoken" by professional tools from companies such as Adobe, Apple, Microsoft, and Real Networks. What this means is quicker, easier, and better integration of your players into your digital signage networks, opening up avenues of software controls and realizing the full potential of your player hardware down the road.



### 4.2. Playing a SMIL demo

The demonstration files can be found in the *Software and Documentation CD*.

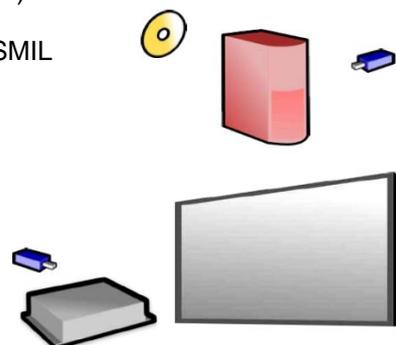
#### Step 1: Prepare contents using a PC

Prepare a formatted USB drive (using the "FAT32" file system option).

Copy the entire sample SMIL directory with all its content files from *Software and Documentation CD* to the USB drive. Make sure the SMIL directory shows up in the root directory of the USB drive.

#### Step 2: Upload contents to player

Power up the EP1020r. Booting takes about 90 seconds. When the orange boot indicator lamp goes out, insert USB drive into the USB port to begin upload. All files under the SMIL directory will be copied to the player and the sample contents will begin to play.



### 4.3. [www.a-smil.org](http://www.a-smil.org) for Developers

The media player utilizes W3C SMIL open standard, making it easier to customize to your project management needs. For resources, downloads, and community support, please visit [www.a-smil.org](http://www.a-smil.org).

## 5. Technical Data

### 5.1. Specifications

		EP1020r
<b>Display and Sound</b>		10.4" TFT LCD 4:3 aspect ratio 800x600 native resolution Built-in stereo speakers 3 Wx2
<b>Video format support</b>		MPEG-4 ASP/DivX (up to 720x480, 4 Mbps) Recommended 4:3 video resolution: 640x480
<b>Image format support</b>		JPEG baseline (800x600 recommended resolution)
<b>Audio codec support</b>		MP3 audio (up to 384Kbps), MPEG L2 audio (up to 384Kbps)
<b>Script language</b>		W3C SMIL 3.0 (sub-set): wall-clock, sequential, parallel, and exclusive scheduling
<b>Software management</b>		LAN – Manager Express USB direct update WAN – Optional Scala Content Manager network
<b>Network Connectivity and I/O Ports</b>		Wi-Fi: IEEE 802.11 b/g (EP1020r) Wi-Fi Security: WPA/WPA2, TKIP/AES (EP1020r) Ethernet: RJ45 Port USB storage host (Type A) 3.5mm stereo audio out jack
<b>Digital Signage Features</b>		"Power auto on" upon power cord attach Automatic error recovery (built-in WDT) Real-time clock for playback scheduling Automatic NTP clock adjustment
<b>Local storage</b>		Internal 2GB NAND flash Memory expansion port: Secure Digital Card (SD and SDHC)
<b>Accessories</b>		Documentation CD Quick start guide AC power adapter Display stand Antenna (EP1020r)
<b>Power supply</b>		12V, 2A DC
<b>Power consumption</b>		Typical* 20W (max)
<b>Environmental</b>		Operating temperature: 0 – 40° C / 32 – 104° F Humidity: 5 – 85% @ 40° C / 32 – 104° F non- condensing
<b>Dimensions (WxHxD)</b>		251x198x43 mm 9.88"x7.8"x1.69"
<b>Weight</b>		1.8 kgs 4.0 lbs.
<b>Safety</b>		UL/CE approved AC adaptor
<b>Certifications</b>	<b>Normal</b>	CE/FCC/ICES003, RoHS
	<b>EP1020r only</b>	CE R&TTE / ICES003 IC / FCC-ID / ROHS
<b>Warranty</b>		One-year limited parts & labor

## 6. Appendix: FAQ

### *What can I do to improve Signage Manager Express performance on my PC?*

The latest Microsoft .NET 3.5 SP1 offers improved performance and bug fixes to Signage Manager Express. You can install the update via this internet browser link <http://go.microsoft.com/fwlink/?LinkId=124150> or by searching for “.NET 3.5 SP1” At [www.microsoft.com](http://www.microsoft.com).

### *What is the maximum file size for a single video file?*

The maximum video file size for the EP1020r is 2GB. We recommend reserving a safety margin to avoid exceeding the limit (i.e. limiting files to 1850MB).

### *How do I manage the playback of contents?*

Playback on a schedule is one of the main functions of the EP1020r/EP1021r. For most users, it can be managed via the easy to use Signage Manager Express software. Scala users may obtain a player license from Scala to manage the media player directly from Scala Content Manager. For advanced customization, there is SMIL compatibility. See the developer’s manual for customizing the player with open-standard W3C SMIL commands.

About Signage Manager Express: Unlike the difficulty of programming VCRs on screen from a remote control, the Signage Manager Express software is designed to be simple by using a graphical personal computer interface. Playback contents are laid out visually in a calendar view. Anyone with basic computer skills can quickly create or modify schedules, delivering the right message to the right audience at the right times. Please refer to the Signage Manager Express User’s Manual for detailed operations and techniques.

### *Could the player display Flash or Microsoft PowerPoint presentations?*

The player features limited PowerPoint support, but not Flash support.

While PCs can play many formats with varying degrees of success, RISC-based media players are designed to reliably play specific video formats (Please see spec for details). While Microsoft PowerPoint native files could not play directly on a RISC-based player, the file is converted through other software (i.e. Signage Manager Express) into an image format to be played as an image slideshow.

### *Why won’t some media files play smoothly?*

The video data bit-rate may be higher than the recommended bit rate.

The video data bit-rate is the amount of video or audio data used per second to store or play the contents, usually expressed in Mbps (mega-bits per second). Video encoded with excessive bit-rates will not playback smoothly in the media player, likely due to storage i/o bottlenecks. You can try recompressing unplayable video files at lower bit rates using the free and open source Handbrake tool at <http://handbrake.fr/>. Once you have found the right output settings for size and quality, save them in Handbrake **profiles** for future use. Then you can easily recompress any unplayable files you encounter in the future.

### *Why won’t some media files play at all?*

Despite our best efforts to adhere to video format standards, video compression introduces many variables, and sometimes the videos you acquire may not be playable on all players. In this case, you should check your compression settings (bitrate, audio codec, and other parameters) and use a compatible setting.

If the files can play on your PC but not on your player, you should **recompress** the file to ensure playback. For greatest compatibility, we recommend outputting to the WMV format (VC-1 codec, 3 to 5 Mbps bit-rate). You can recompress unplayable video files with recommended file formats and bit rates using the free and open source Handbrake tool at <http://handbrake.fr/>. Once you have found the right output settings for size and quality, save them in Handbrake **profiles** for future use. Then you can easily recompress any unplayable files you encounter in the future.

### *The media playback looks different on a PC compared to the media player’s screen. (Wrong aspect ratio)*

The EP1020r/EP1021r will always stretch contents to 4:3 aspect ratio, regardless of the **native resolution** of the video source. If you format your video for 4:3 in your editor, the output should be correct regardless of the encoding resolution.

There are 2 major aspect ratios (width-to-height ratios) for video content, but many kinds of displays. If you play 16:9 video on a 4:3 display (or vice versa), a circle becomes oval, and the picture takes on a squeezed or stretched look. To avoid this distorted look, adding black bars are a common technique.

***Some JPEG images cannot be played in the media player.***

Progressive JPEG are not supported. Please convert to baseline JPEG for maximum compatibility.

JPEG images can be either of 2 types: baseline or progressive compression. Baseline JPEG offers greatest compatibility, while progressive JPEGs are suitable for web site images. Progressive images are downloaded and displayed “progressively,” being rendered more clearly as more data is received over the internet. Devices with local storage such as the CF/Network Media Player are usually incompatible with the latter type. Make sure to save images as baseline JPEG in your photo editor, or resave them as baseline JPEGs using free tools such as Paint.net (<http://www.paint.net/>).

***Does the media player support video streaming?***

No, all media files are designed to play from local storage (HDD , CF or SD card).

During content and schedule sync, contents are transferred to player’s local storage before being presented on screen. This ensures the best possible presentation and fluid delivery of your video message. Video streaming raises many playback quality issues such as image freezing, blocking, or blue-screens, costing you valuable “air time” and losing your audience’s attention.

***The media player is not playing. What should I do?***

Check the player’s messages on the display (OSD, or on screen display) for status information.

Since RISC-based media player usually lack input devices such as keyboard or mouse like PCs, troubleshooting is usually based on user’s knowledge and experience with the specific media player. First check the on screen message and stats reports. Bad play list and timing issues are two major causes of playback problems. To determine if the problem is caused by a bad play list, just delete the play list and restart player. The player should loop through all media files, indicating a fault with the play list.

If the playback is scheduled to play at specific time, check to see if the device is set to the right time zone on the world clock. When nothing seems wrong, the time zone setting is often the reason the program is not played.

# Customer Support

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

**NOTE:** You will need the product serial number.

Country/Region	Website	T = Telephone F = FAX	Email
Australia/New Zealand	www.viewsonic.com.au	AUS= 1800 880 818 NZ= 0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533 F= 1-909-468-3757	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/Support/Calldesk.htm	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 11 9999	service@in.viewsonic.com
Ireland (Eire)	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/uk/ support/call-desk/	service_ie@viewsoniceurope.com
Korea	www.kr.viewsonic.com	T= 080 333 2131	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	T= 0800-4441185	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	T= 1230-020-7975	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	T= 01800-9-157235	soporte@viewsonic.com
Latin America (Mexico)	www.viewsonic.com/la/	T= 001-8882328722	soporte@viewsonic.com
Renta y Datos, 29 SUR 721, COL. LA PAZ, 72160 PUEBLA, PUE. Tel: 01.222.891.55.77 CON 10 LINEAS Electroser, Av Reforma No. 403Gx39 y 41, 97000 Mérida, Yucatán. Tel: 01.999.925.19.16 Other places please refer to <a href="http://www.viewsonic.com/la/soporte/index.htm#Mexico">http://www.viewsonic.com/la/soporte/index.htm#Mexico</a>			
Latin America (Peru)	www.viewsonic.com/la/	T= 0800-54565	soporte@viewsonic.com
Macau	www.hk.viewsonic.com	T= 853 2870 0303	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & Virgin Islands	www.viewsonic.com	T= 1-800-688-6688 (English) T= 1-866-379-1304 (Spanish) F= 1-909-468-3757	service.us@viewsonic.com soporte@viewsonic.com
Singapore/Malaysia/ Thailand	www.ap.viewsonic.com	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United Kingdom	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/uk/ support/call-desk/	service_gb@viewsoniceurope.com
United States	www.viewsonic.com	T (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530 F= 1-909-468-3757	service.us@viewsonic.com

# Limited Warranty

## VIEWSONIC® Multimedia Digital Poster

### 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 Multimedia Digital Poster are warranted for 1 year for all parts excluding the light source and 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. Any damage of the product due to shipment.
  - c. Removal or installation of the product.
  - d. Causes external to the product, such as electrical power fluctuations or failure.
  - e. Use of supplies or parts not meeting ViewSonic's specifications.
  - f. Normal wear and tear.
  - g. 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.
4. Removal, installation, one way transportation, insurance, and set-up service charges.

### 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 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.
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.
4. 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 in [www.viewsoniceurope.com](http://www.viewsoniceurope.com) under Support/Warranty Information.

