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# VC10

## Wireless Presentation Gateway

### User Guide

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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 in the upper right corner of our website. "Antes de operar su equipo lea cuidadosamente las instrucciones en este manual"

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Model No. VS17129

## 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

## Please read before proceeding

- Use only the batteries and power adapter provided by the manufacturer. The use of unauthorized accessories may void your warranty.
- Do not store your device in temperatures higher than 50°C (122°F).
- The operating temperature for this device is from 0°C (32°F) to 35°C (95°F).

## FCC Compliance Statement

The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC ID: GSS-VS15989 on the product label. This device complies with part 15 of the 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 mobile device 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The antenna(s) used for this transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

The device was tested and complies to measurement standards and procedures specified in FCC OET Bulletin 65, Supplement C

### **FCC SAR Information**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## **CE Conformity for European Countries**

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

### **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 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.



### **European Union Regulatory Conformance**

The equipment complies with the RF Exposure Requirement 1999/519/EC, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0-300 GHz). This equipment meets the following conformance standards: EN301489-1, EN301489-17, EN60950-1, EN300328.

We, hereby, declare that this Wi-Fi radio is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

## IC Warning Statement

This device complies with Industry Canada license- exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : ( 1 ) l'appareil ne doit pas produire de brouillage, et ( 2 ) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

### Country Code Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

*Pour les produits disponibles aux États-Unis/Canada du marché, seul le canal 1 à 11 peuvent être exploités. Sélection d'autres canaux n'est pas possible.*

### For MPE Statement – Mobile device

#### IMPORTANT NOTE:

#### IC Radiation Exposure Statement:

This equipment complied with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

*Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.*

## 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 (Cr <sup>6+</sup> ) | 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 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 ( $\leq 500$  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 aluminium 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. piezoelectric devices, or in a glass or ceramic matrix compound.

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DPMS, DisplayPort, and DDC are trademarks of VESA.

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

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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>    | VC10<br>Wireless Presentation Gateway |
| <b>Model Number:</b>    | VS17129                               |
| <b>Document Number:</b> | VC10_UG_ENG Rev. 1A 08-25-17          |
| <b>Serial Number:</b>   | _____                                 |
| <b>Purchase Date:</b>   | _____                                 |

### Proper product disposal is necessary at the end of product life

ViewSonic respects the environment and is committed to working and living green.

Thank you for being part of a Smarter, Greener Computing effort.

Please visit the ViewSonic website to learn more.

USA & Canada: <http://www.viewsonic.com/company/green/recycle-program/>

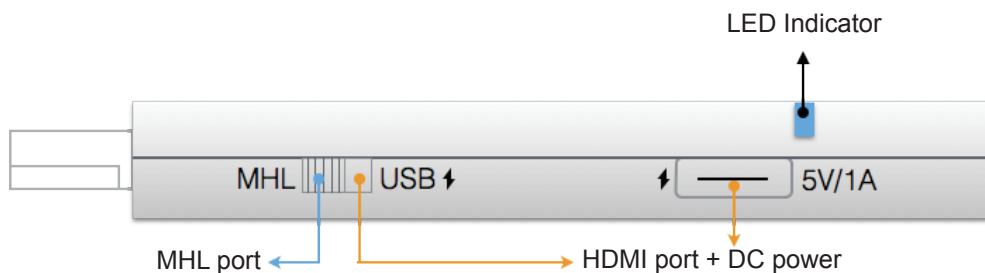
Europe: <http://www.viewsoniceurope.com/uk/support/recycling-information/>

Taiwan: <http://recycle.epa.gov.tw/recycle/index2.aspx>

# General

“EZCast Pro” is a new product based on successful wireless app EZCast, and adds some new features for commercial/educational application. It supports Multi-users Display under our new Host Control System and Content Broadcasting function. There are still more new features to be added soon, please download and enjoy our EZCast Pro features with hardware!

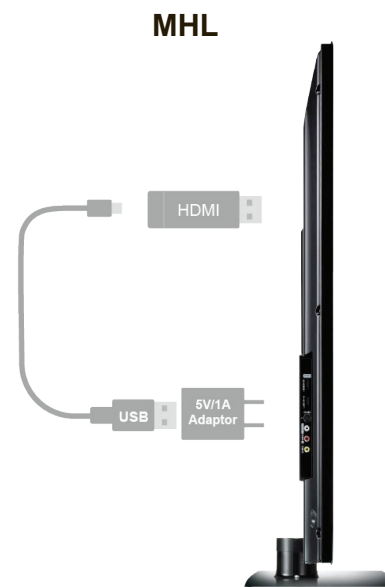
## Hardware Installation



The EZCast Pro dongle is compatible with MHL interface, so there are 2 ways to connect with EZCast Pro dongle with your receiver devices like TV, Monitor or Projector. Use the switch to choose HDMI output or MHL output, please be noted your MHL device must provide 900mA power, and if you use HDMI out, you will need external 5V/1A DC power to bring up the dongle.



Plug into MHL port directly to use it directly.  
\*Requires 900mA from MHL port



Use external DC power, and make sure you're your USB DC power can provide 1A current.

## App Installation

- **IOS and Android users:**

- Please search “EZCast Pro” in Apple’s App Store or Google Play and install it.
- Or Use the QR scanner app to scan the QR code on EZCast LAN’s main page.  
\*Supports iOS9 and Android 4.2 above

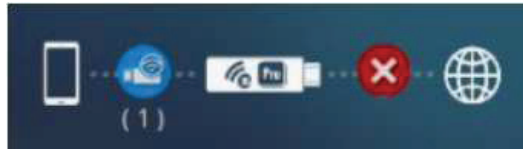
- **Windows and Mac OS users:**

- Please download it from our official website: [www.iezcast.com](http://www.iezcast.com) or [www.iezvu.com](http://www.iezvu.com)  
\*Supports from Windows 7/8.1/10, and Mac OS 10.10 and after.

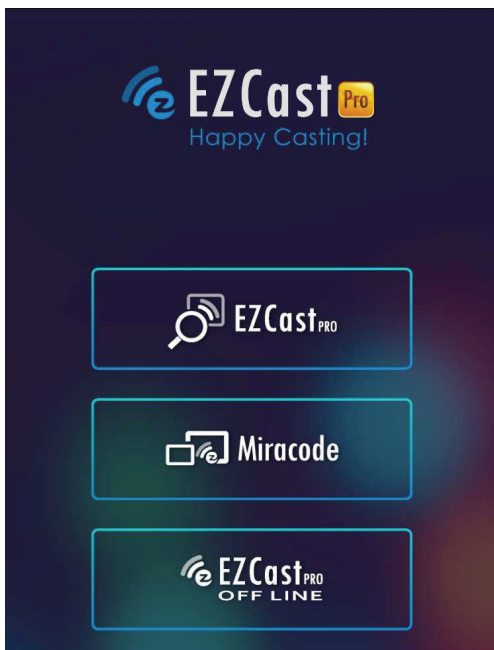
- **Get Started (ex: iOS version)**

- Enter your NB/PC/Smartphone/Tablet’s WiFi setting, find the SSID (EZCastPro\_xxxxxxx or Pro D01\_xxxxxxx) and connect with it.
- Open EZCastPro app on your device.
- Once you’ve connected to EZCastPro, the on-screen link status will be updated and show how many devices are linking to it directly.

## App starts(below photos are based on iOS version)



- When you execute the app, if you are not linking to EZCast Pro, you can only use several functions in offline mode.
- Click “EZCastPro” icon, the device will be listed, you can select the device you like to cast if there are more than one.



--> Discover device

--> Input IP or Miracode to link manually

--> Work under offline mode

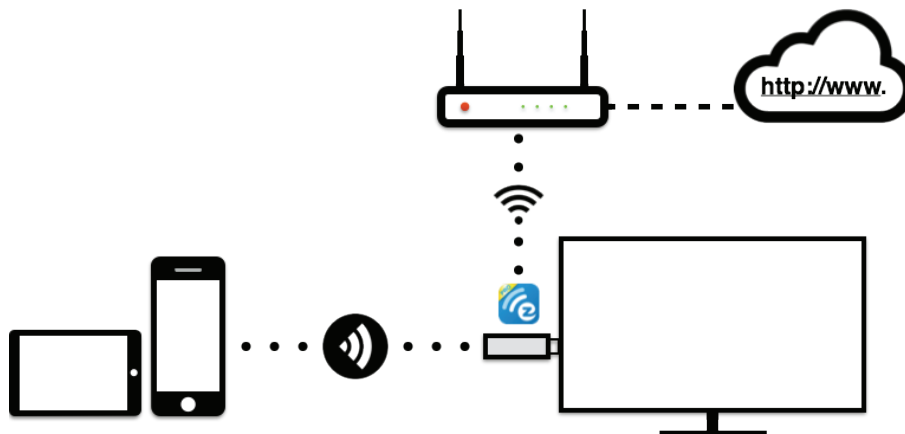
**Note:** EZCast Pro app only works with EZCast Pro hardware now, it's not compatible with other EZCast products.

- Click “EZCastPro” icon, the device will be listed, you can select the device you like to cast if there are more than one.
- If you are not linking to EZCast Pro, you can only use several functions in offline mode.

**Note:** EZCast Pro app only works with EZCast Pro hardware now, it's not compatible with other EZCast products.

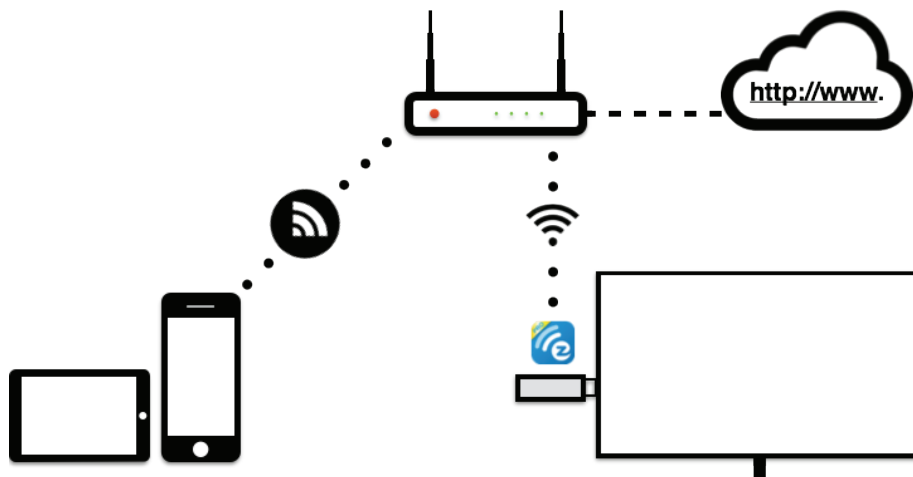
## Important: WiFi Link mode explanations

- EZCast Pro devices allow various connection methods, here are the descriptions:
- SoftAP mode: It's direct linking from PC/MobilePhone/Tablet to a Pro device, you can link to EZCast Pro's SSID directly to discover it, and you can also setup Pro devices'WiFi to link with your router to keep internet surfing.



**Note:** After setting up your internet, sometimes the connection between EZCastPro and your mobile phone might be disconnected because of different WiFi router channel. Please remember to reconnect again.

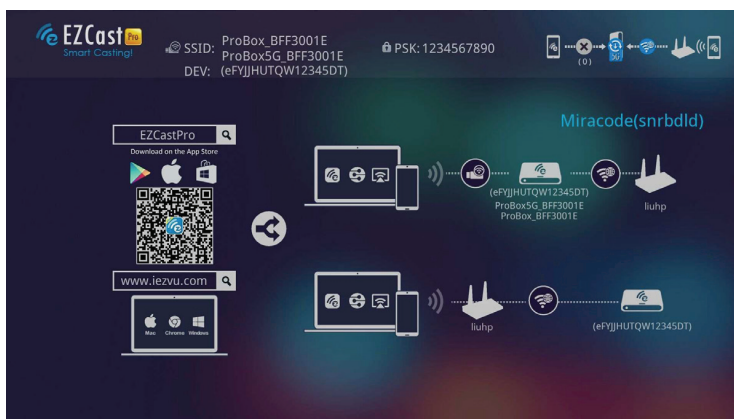
- There is another link mode "Infrastructure mode", which allows you to link with EZCast Pro Box through router instead of SoftAP mode. However, the performance may not be as good as direct link, and you will need to enter the setting to enable it if needed.



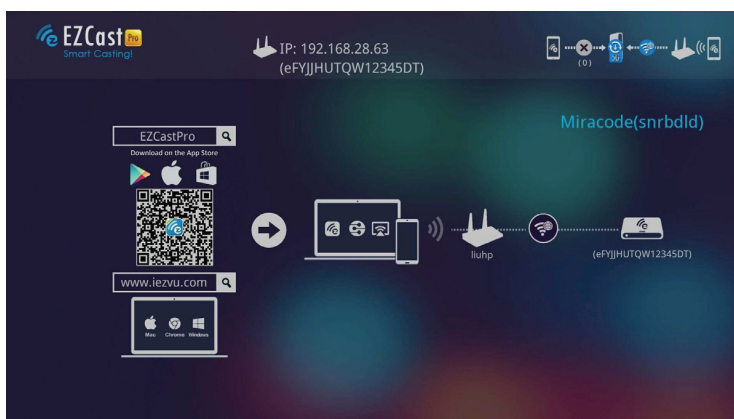
- There is 2 special modes for WiFi connections in our advanced setting, one is “Direct link only” and the other is “Via Router only” .
- In “Direct Link Only” mode, you will not be able to discover EZCast Pro through your home router. Under “Via Router Only” mode, the Pro device will shut down Soft AP (SSID), in this mode the SSID will be turned off so that no one can search it directly to prevent some hacker’s attack. Please be careful you will need to connect device through router under this mode.



Direct Link: This provides best bandwidth between your Smart devices/PC and EZCast Pro

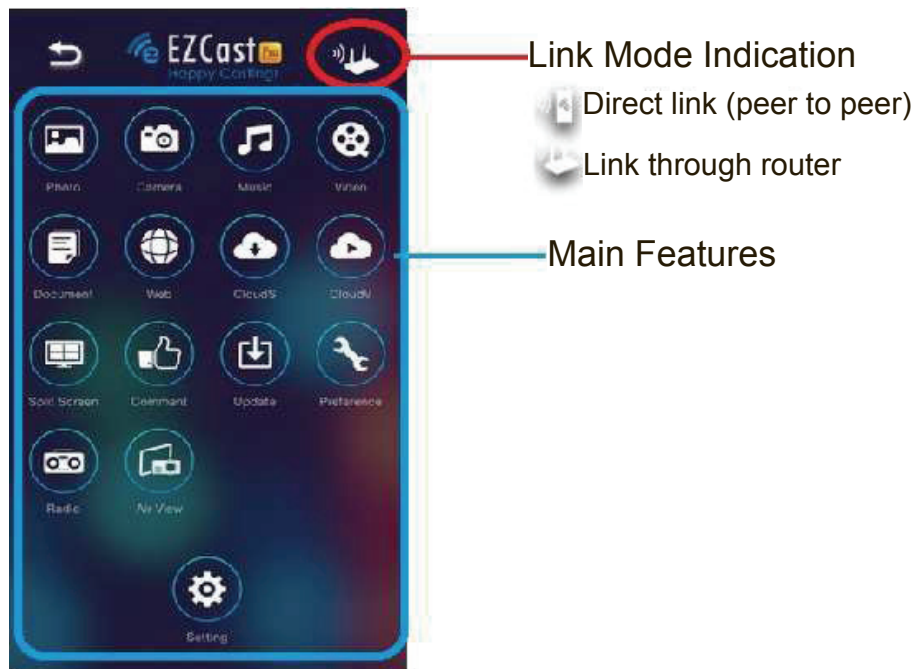


Via Router Allowed: You will be able to discover EZCast Pro through home router if you have established the connection with router.



Via Router Only: In this mode, the SoftAP of 2.4Ghz/5Ghz WiFi will be turned off, you can use it under some particular purpose so no one can link to EZCast Pro directly.

## App Tips



- You can cast your multimedia data wirelessly now, however, please be noted some features like cloud video or web will require internet connection.
- Please be noted EZMirror(Miracast) mode will disconnect current WiFi and you will need to connect to internet by your phone (3G or WiFi) if you want to keep internet surfing.

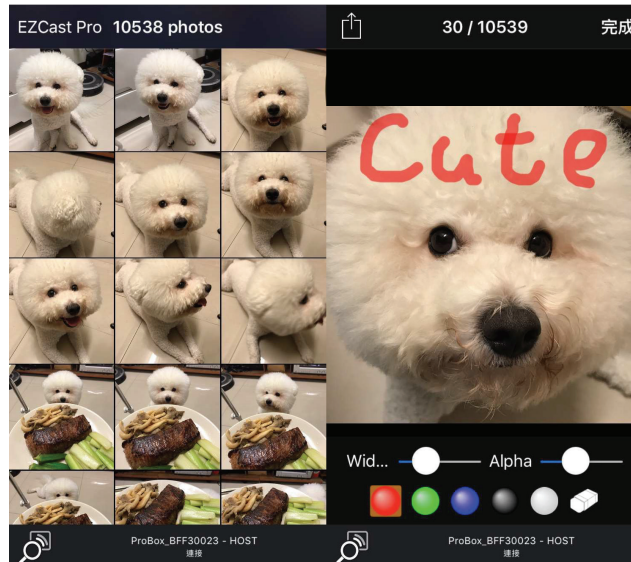
## App Features(\*based on iOS app for your reference)

- **Photo**

- You will have to allow EZCast Pro to share your camera roll and enable the location service before using Photo function.



- In Photo viewer, you can select photo and it will be displayed on your TV/Projector. You can also use gesture control to zoom in/out or change photos.



- We developed a practical Sketch tool ,you can draw on the photo you picked, and save it if you like.



## • Video

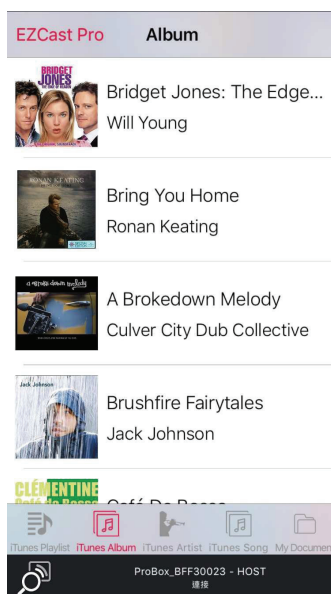
- There are 2 sources to video streaming. One is to sync the video you like through iTunes (iTunes File Syncing), or you can select video from your recorded video (Camera Roll)



- Please be noted iOS will compress the recorded video before streaming to save the bandwidth, you can decide if you want to save it in EZCast Pro app for future use.
- You can also sync subtitle file to EZCast Pro, just make sure the filename is the same with your video and sync through iTunes, it will be automatically shown with video playing.  
\*For subtitle, we support srt, smi, ssa and cdg formats with UTF-8 coding.
- For subtitle support, please see demo video: <http://goo.gl/0yq5Z8>

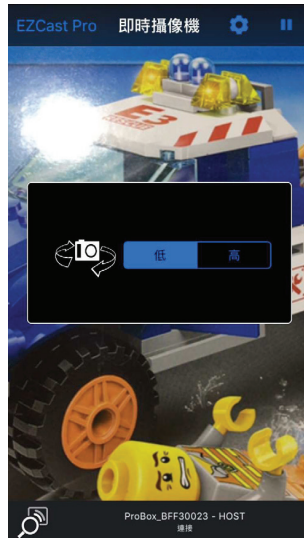
## • Music

- The music player allows you to stream music through WiFi, and we can support playlist.



- **Live Camera**

- Live camera is a real object camera which allows you to stream the image from mobile device's camera, and take a snap shot to edit.



- You can adjust image quality, switch from Front/Rear camera. You can enable Sketch and save the current image to album.

- **Document**

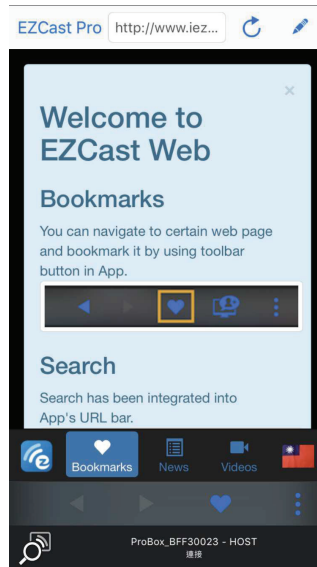
- The document viewer can support MS-office, PDF, and Apple's iWorks. Before you start to cast, please remember to sync the document files to your iOS device through iTunes.



- The document viewer supports sketch as well, that means you can make some note on the document, and save the page to camera roll.  
\* Please be noted some documents may not be displayed the same as shown on PC.

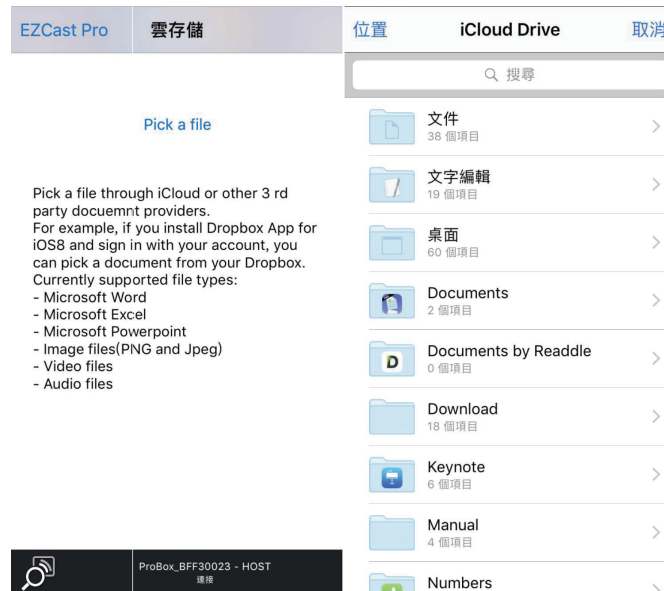
- **Web**

- EZCast Pro comes with a built-in browser, and we also categorize several popular websites for you.
- The web page will dynamically change with different country setting in your device.
- Sketch function is also supported.



- **Cloud Storage**

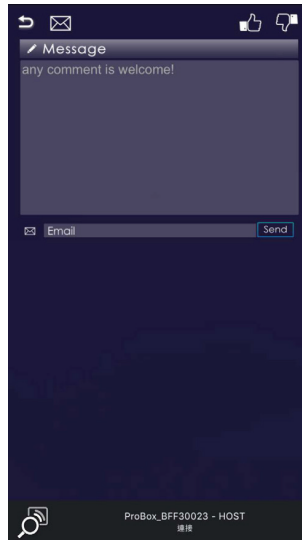
- We will link to your personal Dropbox and \*Google Drive account to let you access your cloud storage anywhere. All content will be shown for you to download and display.



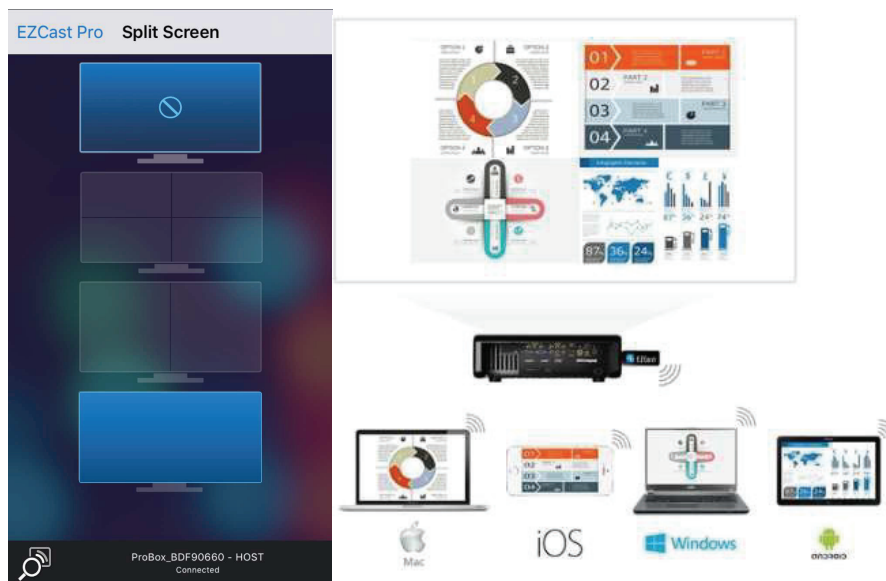
- You can enable sketch function if you download and decode a document file

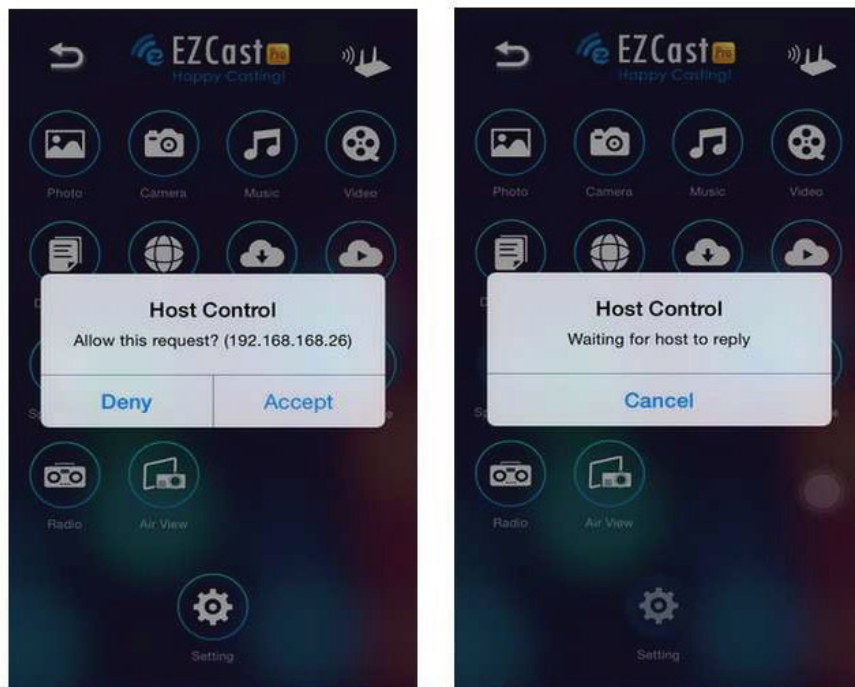
- **Comment**

- We treasure your feedback either good or bad, so we created an innovative way to communicate with you. You can send some comments, suggestions or even bugs to us directly, and all the inputs will make our product better.



- **Split Screen and Host Control**

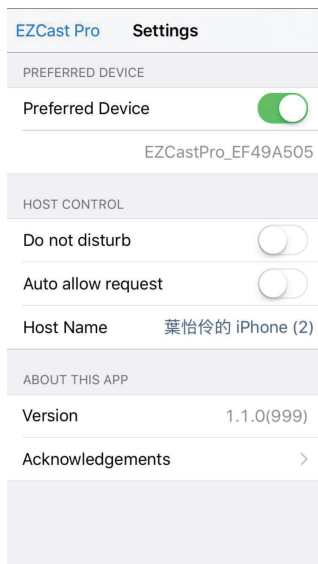




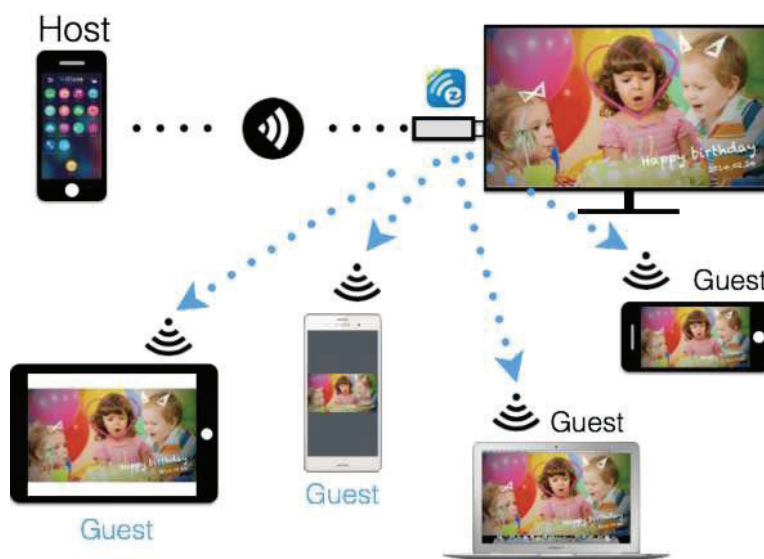
- When you are the first user link to EZCast Pro and open the app, you will become the "Host".
- Host has the authority to control the display, that means Host role can use all features without limitation. The next or later coming users will be treated as "Guest", some functions will be disabled under Guest mode, and you will need to get Host's permission to display.
- EZCast Pro device will allow max. 4 users to display on screen together, but only Host can decide the position he wants, other guest's screens will be placed automatically after the request is allowed.

- **Preference**

- Except Preferred device setting, you can also enable/disable the inquiry from guests, or automatically allow all display requests from guests without showing pop-up message.



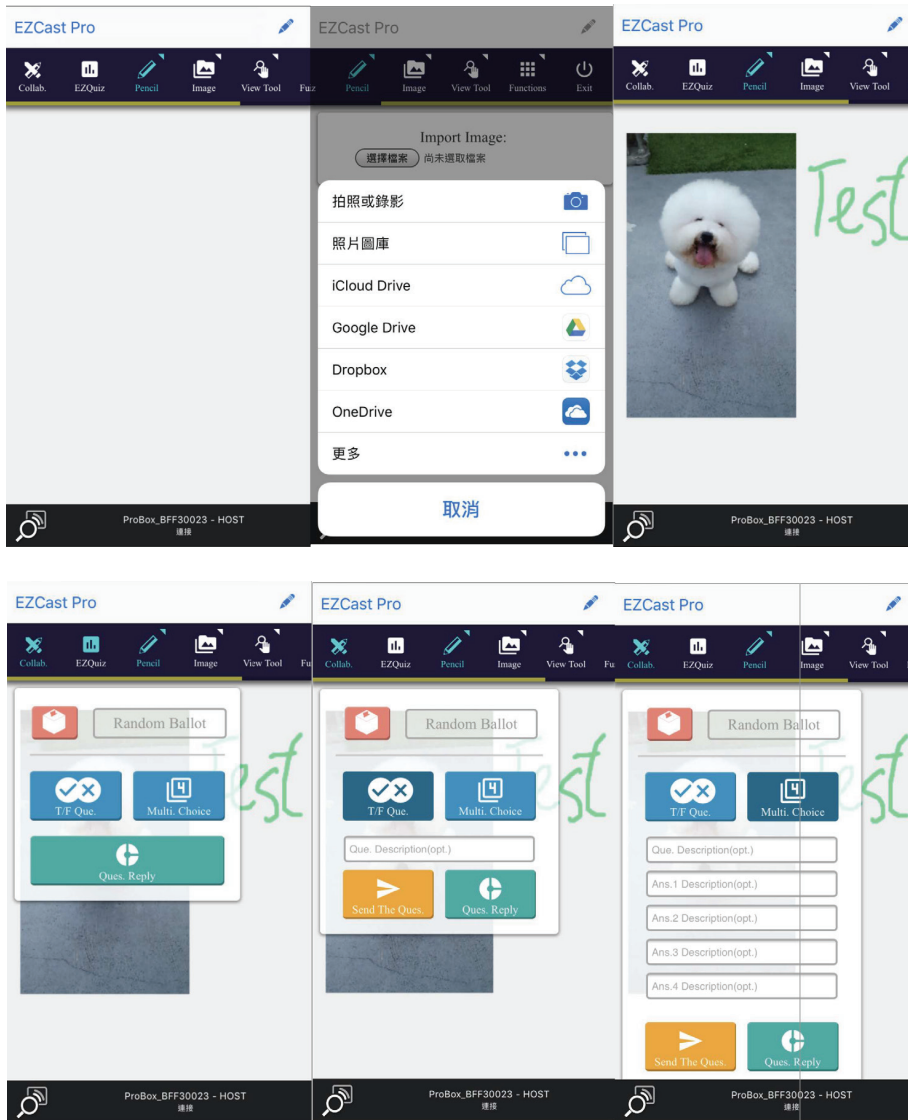
- **AirView**



- You can enable AirView function to see the current display content on EZCast Pro hardware, this is a great tool for display sharing.
- This function will not need Host's permission to enable.  
\* This feature doesn't support video or audio streaming.

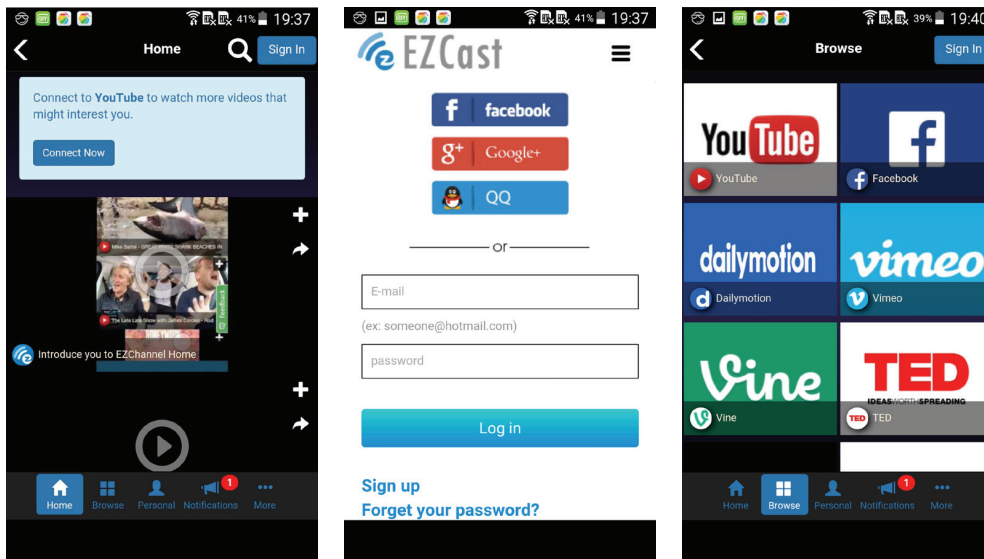
- **EZBoard**

- EZBoard is an innovative function to achieve real collaboration, which will allow all users share/ collaborate in the same board. It can support sketch, insert photos or texts, all users can see the real-time result either on Pro or their own devices. Furthermore, we also integrate a quick tool for quiz purpose.



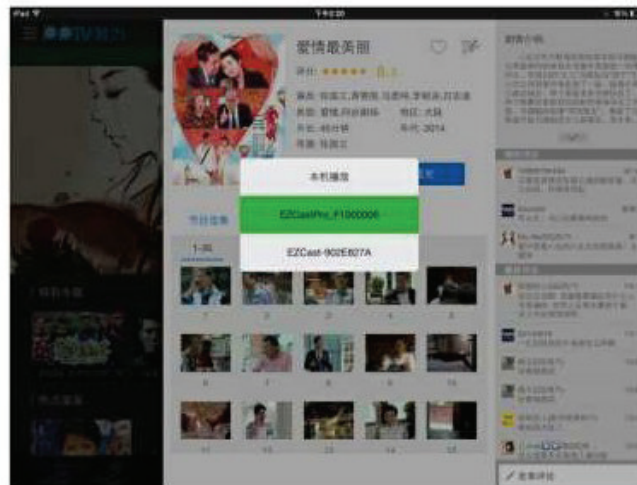
\* Please be noted EZBoard will require internet connection.

- **EZChannel**



- Once you enter EZChannel, you can enjoy default featured channel, public channel or your friend's channel. Please be noted some features will require logging in.
- You can subscribe your channel here, review your playlists(collections) or install Chrome plug-in in the setting.
  - \* Please be noted this function will require internet connection.

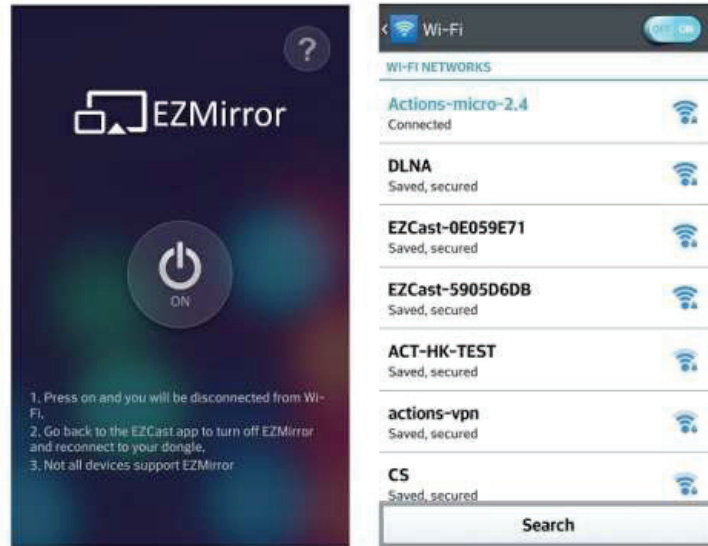
- **DLNA DMR**



- DLNA is an industrial standard which allows you to stream multimedia formats through WiFi/LAN
- In the main menu, you can also use DMLA app to push multimedia files to EZCast Pro for streaming.



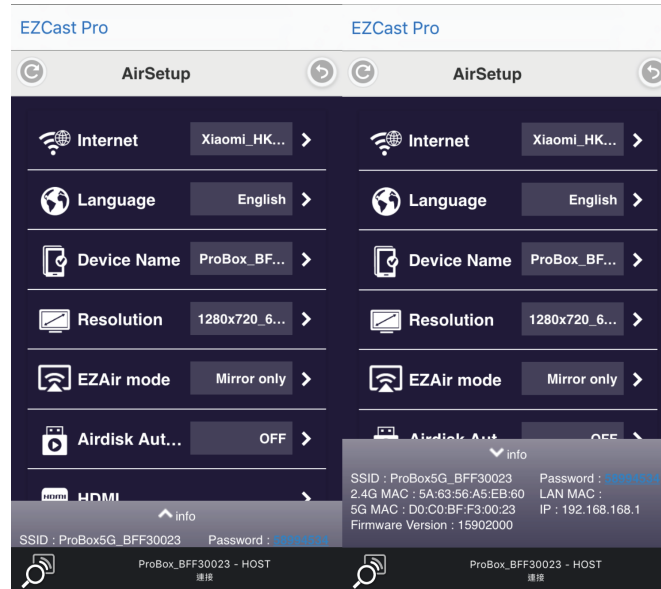
- EZMirror(Miracast, this is only available for Windows and Android)



- EZMirror is fully compatible with Miracast, you can click the EZMirror button in EZCast app, and the receiver will be switched to Miracast mode.
- Once you turn it on, there will be a 60 seconds countdown for your mobile phone to connect with the receiver. Please select your Miracast function in your mobile phone setting page.
- We also recommend you link your smart phone to your home network at the same time to keep internet connection.

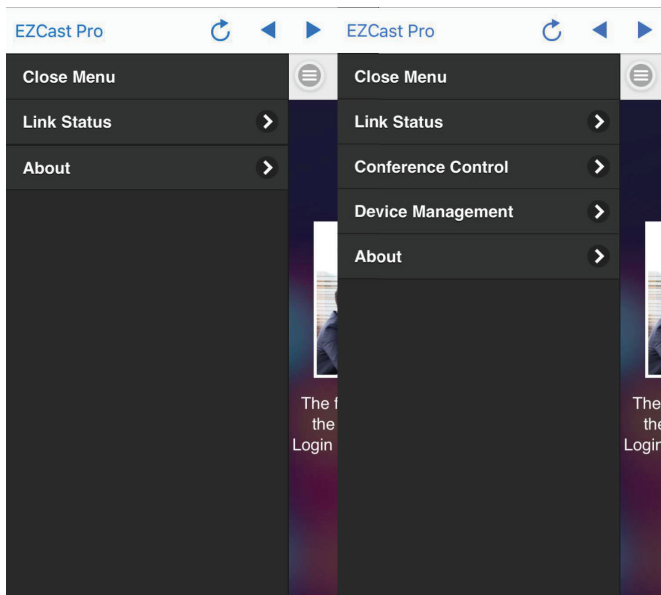
- **AirSetup**

- In setting function, you can setup EZCastPro device's configurations including output resolution, change SSID password, setup router connection for internet surfing, languages, EZAir modes, and turn on/off Airview/Castcode/Miracode...etc.

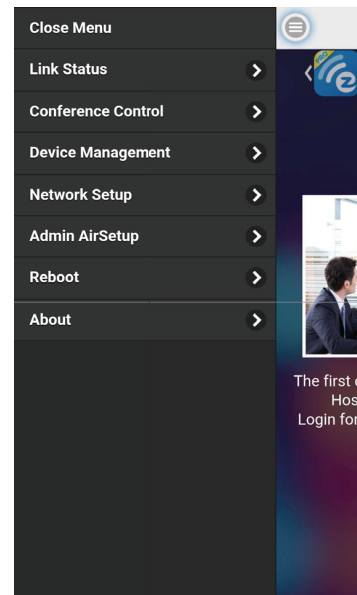


- Miracode: this is a special code for IP translation for better IP protection
- Castcode: Except host control, the admin can turn on Castcode for guests, they will need to input the 4 digits Castcode shown on screen to cast their content. This will prevent accidentally interruption by some users not in the same conference room.

- **Advanced**



Example: Non-admin mode (Guest/Host)



Example: Administrator mode

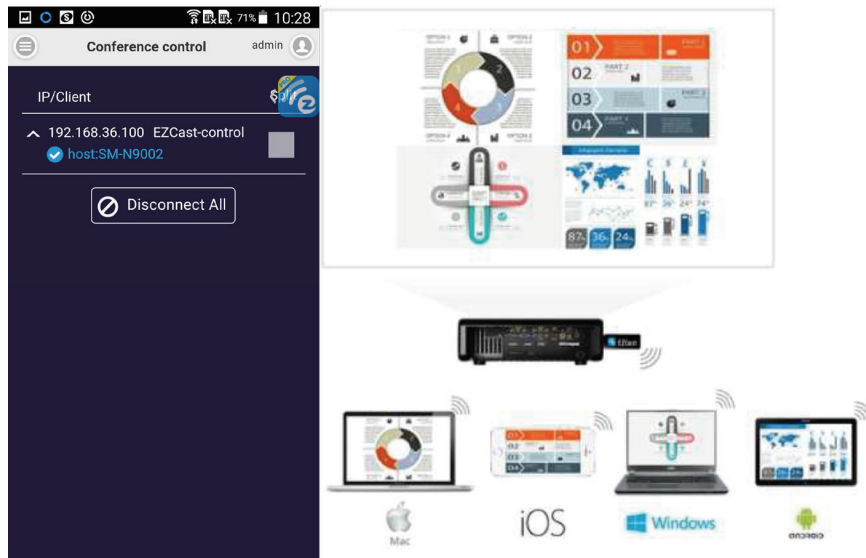
- The Advanced function contains all advanced setting/control including Conference Control, Device Management, Network setup, Admin Setup, Host Authority control, Add CA and Access Control or Reboot and Upgrade FW...etc. The default password is "000000", and you will have to change it while 1st time log-in admin.  
\*Important!!!! Please be careful and keep the new password safe, if you forget the password, the only way to reset it is to contact us for security reason.

- **Link Status**

- You can check all connected devices status here.

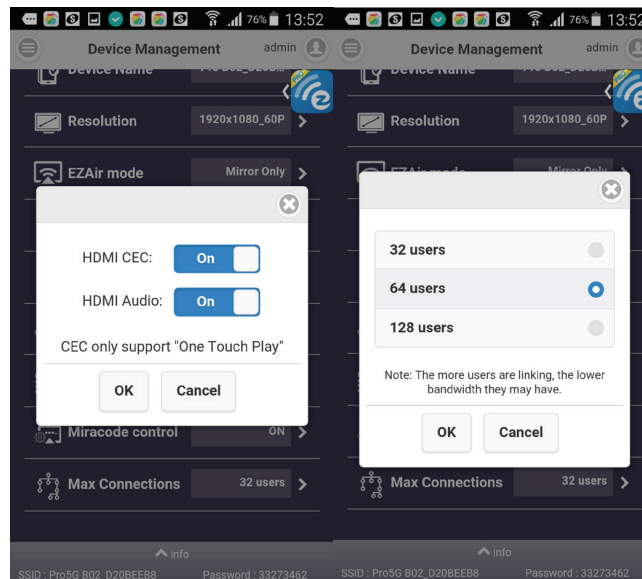
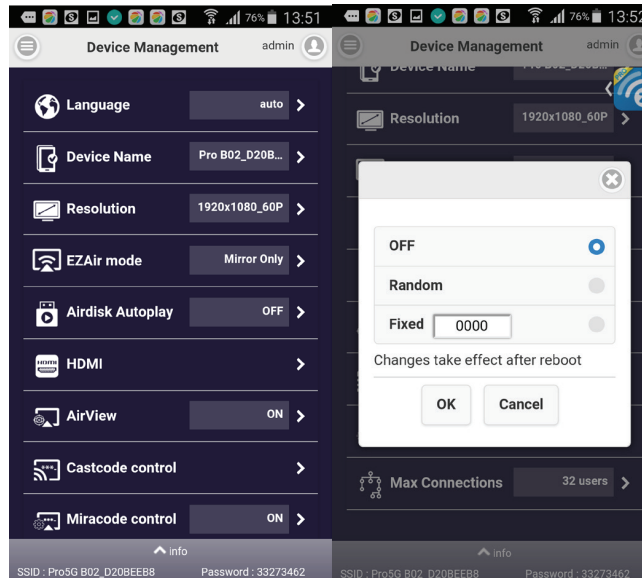
- **Conference Control(Default for Host/Admin only)**

- This is an advanced control for all connected devices, you can select the position and place it.
- You can disconnect all at one time, too.
- Please be noted some special mode like Miracast will not be controlled by it.



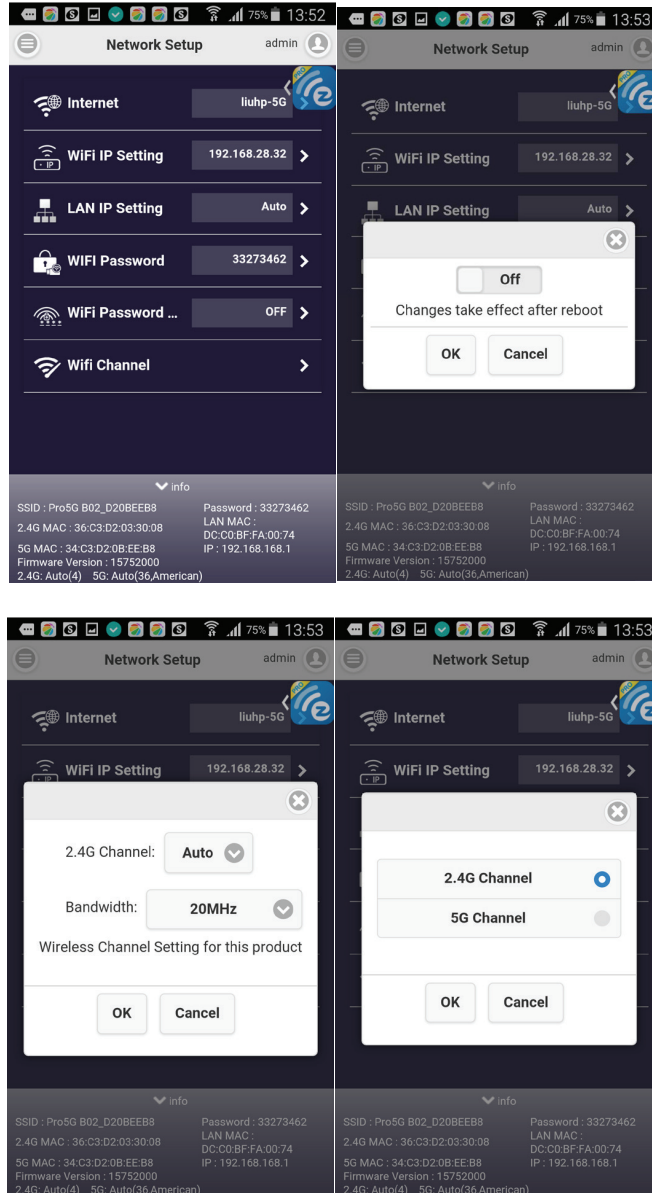
- **Device Management (Default for Host/Admin only)**

- You can modify device setting here, including language, device's host name(not SSID), change resolution, change EZAir mode while playing video (only mirror or stream video), turn on/off AirDisk auto play, HDMI CEC, AirView on/off, Castcode on/off/fixed digit, Miracode on/off, as well as the max. users connection.



# Network Setup (Default for Admin, but can be enabled for Host by Administrator)

- You can adjust network related setting here. Please be noted some settings will require reboot.

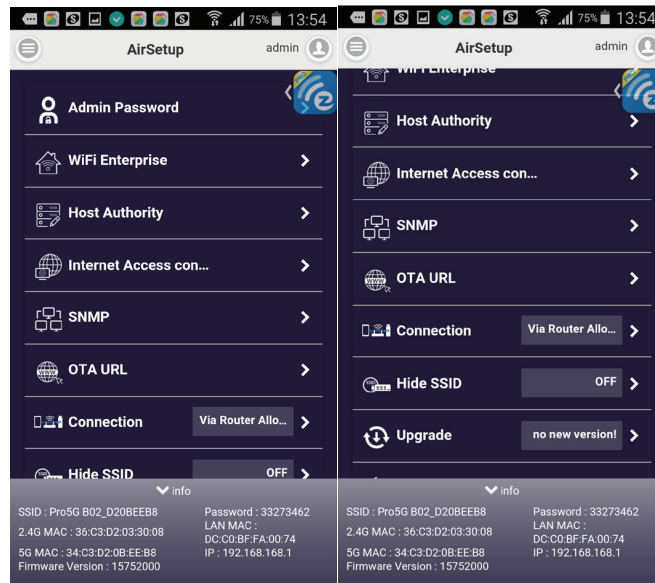


## Admin Setup (Only for Admin)

- You can adjust more detailed functions here, and you can also release some authorities for Host to control the device, and here are some major features descriptions.

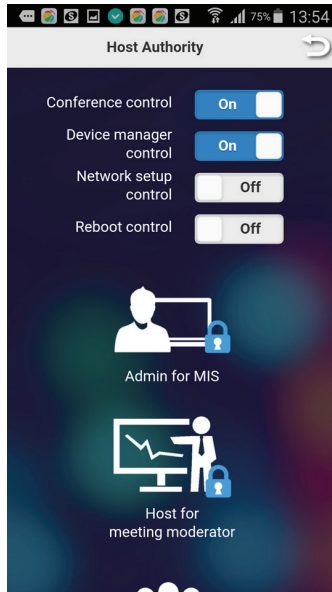
- **Password**

- Admin password change, the default password is “000000”, you will have to change it in the 1st time log-in as admin.  
\*Please be noted to preserve the Administrator password carefully, due to security reason, if you forget it or lose it, this only way to grant it is to contact us to reset it.



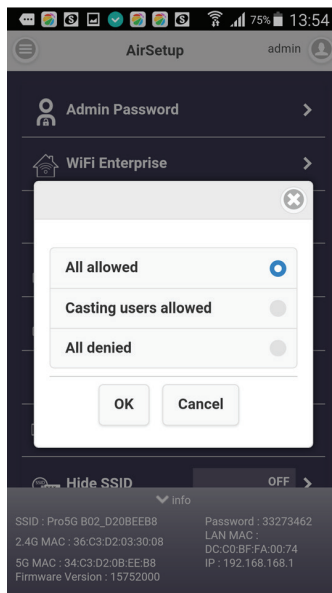
- **Host Authority**

- The admin can release some functions to Host so that the host can get some control, too. If some functions are released to host, then the host can use some functions without logging in as administrator.



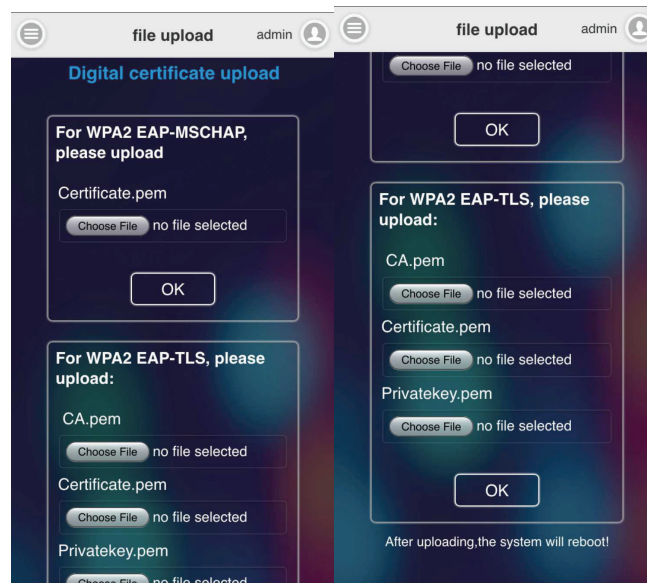
- **Access Control**

- The admin can decide if the connected devices can go for internet through EZCast Pro device or not.



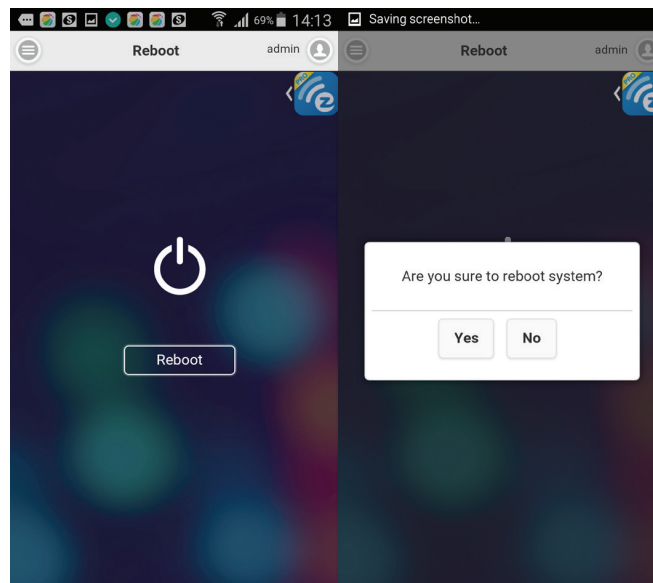


- Add CA for WiFi enterprise (802.1x), this is for WiFi Enterprise connection, consult with your MIS for the CA if needed.



- **Reboot Control (Default for Admin only, but can be released to Host)**

- You can reboot the device if you need.



- **Reset to Default**

- Reset all parameters to default.

- **About**

- Show some device information like version and others.

# Other Information

## Customer Support

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

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

| Country/Region   | Website                 | T= Telephone<br>C = CHAT ONLINE  | Email   |
|--|-------------------------|--|---|
| Australia<br>New Zealand   | www.viewsonic.com.au    | AUS= 1800 880 818<br>NZ= 0800 008 822  | service@au.viewsonic.com                          |
| Canada   | www.viewsonic.com       | T= 1-866-463-4775  | service.ca@viewsonic.com                          |
| Europe   | www.viewsoniceurope.com | <a href="http://www.viewsoniceurope.com/eu/support/call-desk/">http://www.viewsoniceurope.com/eu/support/call-desk/</a>                                    |   |
| Hong Kong  | www.hk.viewsonic.com    | T= 852 3102 2900   | service@hk.viewsonic.com                          |
| India  | www.in.viewsonic.com    | T= 1800 419 095  | service@in.viewsonic.com                          |
| Korea  | ap.viewsonic.com/kr/    | T= 080 333 2131  | service@kr.viewsonic.com                          |
| Latin America<br>(Argentina)   | www.viewsonic.com/la/   | C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>                                 | soporte@viewsonic.com                             |
| Latin America<br>(Chile)   | www.viewsonic.com/la/   | C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>                                 | soporte@viewsonic.com                             |
| Latin America<br>(Columbia)  | www.viewsonic.com/la/   | C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>                                 | soporte@viewsonic.com                             |
| Latin America<br>(Mexico)  | www.viewsonic.com/la/   | C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>                                 | soporte@viewsonic.com                             |
| Nexus Hightech Solutions, Cincinnati #40 Desp. 1 Col. De los Deportes Mexico D.F.<br>Tel: 55) 6547-6454 55)6547-6484<br>Other places please refer to <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico">http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico</a> |                         |  |   |
| Latin America<br>(Peru)  | www.viewsonic.com/la/   | C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>                                 | 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 &<br>Virgin Islands  | www.viewsonic.com       | T= 1-800-688-6688 (English)<br>C = <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a> | service.us@viewsonic.com<br>soporte@viewsonic.com |
| Singapore/<br>Malaysia/<br>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 States  | www.viewsonic.com       | T= 1-800-688-6688  | service.us@viewsonic.com                          |

# Limited Warranty

## ViewSonic® Wireless Presentation Gateway

### 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 Wireless Presentation Gateway is 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, failure, or malfunction resulting from:
  - a. Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature, improper maintenance, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b. Operation outside of product specifications.
  - c. Operation of the product for other than the normal intended use or not under normal conditions.
  - d. Repair or attempted repair by anyone not authorized by ViewSonic.
  - e. Any damage of the product due to shipment.
  - f. Removal or installation of the product.
  - g. Causes external to the product, such as electric power fluctuations or failure.
  - h. Use of supplies or parts not meeting ViewSonic's specifications.
  - i. Normal wear and tear.
  - j. Any other cause which does not relate to a product defect.
3. Removal, installation, 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 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.
4. Repair or attempted repair by anyone not authorized by ViewSonic.

**Effect of local law:**

This warranty gives you specific legal rights, and you may also have other rights which vary from local authority. Some local governances 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.

# Mexico Limited Warranty

## ViewSonic® Wireless Presentation Gateway

### 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 Wireless Presentation Gateway is 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, unauthorized attempted repair, or failure to follow instructions supplied with the product.
  - b. Any damage of the product due to shipment.
  - c. Causes external to the product, such as electrical 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.
4. 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 Support 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? \_\_\_\_\_

1. 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.
2. Take or ship the product in the original container packaging to an authorized ViewSonic service center.
3. 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:

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.

| <b>Contact Information for Sales &amp; Authorized Service (Centro Autorizado de Servicio) within Mexico:</b>  |   |
|---|---|
| <b>Name, address, of manufacturer and importers:</b><br>México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas,<br>Col. San Fernando Huixquilucan, Estado de México<br>Tel: (55) 3605-1099 <a href="http://www.viewsonic.com/la/soporte/index.htm">http://www.viewsonic.com/la/soporte/index.htm</a> |   |
| <b>NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004</b>   |   |
| <b>Hermosillo:</b><br>Distribuciones y Servicios Computacionales SA de CV.<br>Calle Juarez 284 local 2<br>Col. Bugambillas C.P: 83140<br>Tel: 01-66-22-14-9005<br>E-Mail: <a href="mailto:disc2@hmo.megared.net.mx">disc2@hmo.megared.net.mx</a>  | <b>Villahermosa:</b><br>Compumantenimientos Garantizados, S.A. de C.V.<br>AV. GREGORIO MENDEZ #1504<br>COL, FLORIDA C.P. 86040<br>Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09<br>E-Mail: <a href="mailto:compumantenimientos@prodigy.net.mx">compumantenimientos@prodigy.net.mx</a> |
| <b>Puebla, Pue. (Matriz):</b><br>RENTA Y DATOS, S.A. DE C.V. Domicilio:<br>29 SUR 721 COL. LA PAZ<br>72160 PUEBLA, PUE.<br>Tel: 01(52).222.891.55.77 CON 10 LINEAS<br>E-Mail: <a href="mailto:datos@puebla.megared.net.mx">datos@puebla.megared.net.mx</a>  | <b>Veracruz, Ver.:</b><br>CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419<br>ENTRE PINZÓN Y ALVARADO<br>Fracc. Reforma C.P. 91919<br>Tel: 01-22-91-00-31-67<br>E-Mail: <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>   |
| <b>Chihuahua</b><br>Soluciones Globales en Computación<br>C. Magisterio # 3321 Col. Magisterial<br>Chihuahua, Chih.<br>Tel: 4136954<br>E-Mail: <a href="mailto:Cefeo@soluglobales.com">Cefeo@soluglobales.com</a>   | <b>Cuernavaca</b><br>Compusupport de Cuernavaca SA de CV<br>Francisco Leyva # 178 Col. Miguel Hidalgo<br>C.P. 62040, Cuernavaca Morelos<br>Tel: 01 777 3180579 / 01 777 3124014<br>E-Mail: <a href="mailto:aquevedo@compusupportcva.com">aquevedo@compusupportcva.com</a>               |
| <b>Distrito Federal:</b><br>QPLUS, S.A. de C.V.<br>Av. Coyoacán 931<br>Col. Del Valle 03100, México, D.F.<br>Tel: 01(52)55-50-00-27-35<br>E-Mail : <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>   | <b>Guadalajara, Jal.:</b><br>SERVICRECE, S.A. de C.V.<br>Av. Niños Héroes # 2281<br>Col. Arcos Sur, Sector Juárez<br>44170, Guadalajara, Jalisco<br>Tel: 01(52)33-36-15-15-43<br>E-Mail: <a href="mailto:mmiranda@servicrece.com">mmiranda@servicrece.com</a>                           |
| <b>Guerrero Acapulco</b><br>GS Computación (Grupo Sesicom)<br>Progreso #6-A, Colo Centro<br>39300 Acapulco, Guerrero<br>Tel: 744-48-32627   | <b>Monterrey:</b><br>Global Product Services<br>Mar Caribe # 1987, Esquina con Golfo Pérsico<br>Fracc. Bernardo Reyes, CP 64280<br>Monterrey N.L. México<br>Tel: 8129-5103<br>E-Mail: <a href="mailto:aydeem@gps1.com.mx">aydeem@gps1.com.mx</a>  |
| <b>MERIDA:</b><br>ELECTROSER<br>Av Reforma No. 403Gx39 y 41<br>Mérida, Yucatán, México CP97000<br>Tel: (52) 999-925-1916<br>E-Mail: <a href="mailto:rrrb@sureste.com">rrrb@sureste.com</a>  | <b>Oaxaca, Oax.:</b><br>CENTRO DE DISTRIBUCION Y<br>SERVICIO, S.A. de C.V.<br>Murguía # 708 P.A., Col. Centro, 68000, Oaxaca<br>Tel: 01(52)95-15-15-22-22<br>Fax: 01(52)95-15-13-67-00<br>E-Mail: <a href="mailto:gpotai2001@hotmail.com">gpotai2001@hotmail.com</a>                    |
| <b>Tijuana:</b><br>STD<br>Av Ferrocarril Sonora #3780 L-C<br>Col 20 de Noviembre<br>Tijuana, Mexico   | <b>FOR USA SUPPORT:</b><br>ViewSonic Corporation<br>14035 Pipeline Ave. Chino, CA 91710, USA<br>Tel: 800-688-6688 (English); 866-323-8056 (Spanish);<br>E-Mail: <a href="http://www.viewsonic.com">http://www.viewsonic.com</a>   |



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