

# LDC031 Series

## All-in-One Direct View LED Display User Guide

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

Model No. VS19921 | VS19922 | VS19923 | VS19924 | VS20448  
P/N: LDC031-120 | LDC031-150 | LDC031-180 | LDC031-250 | LD-SCB-023

## **Thank you for choosing ViewSonic®**

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

Once again, thank you for choosing ViewSonic®!

# Safety Precautions

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

- Keep this user guide in a safe place for later reference.
- Read all warnings and follow all instructions.
- Ensure there is no direct airflow from air conditioning blowing on the display.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- Avoid exposing the device to direct sunlight or other sources of sustained heat.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that may increase the temperature of the device to dangerous levels.
- When moving the device, be careful not to drop or bump the device on anything.
- Do not place the device on an uneven or unstable surface. The device may fall over resulting in an injury or a malfunction.
- Verify the wall can support the display's weight. If not, reinforce the wall before installation.
- Do not place any heavy objects on the device or connection cables.
- If smoke, an abnormal noise, or a strange odor is present, immediately turn the device off and call your dealer or ViewSonic®. It is dangerous to continue using the device.
- Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, obtain an adapter and do not attempt to force the plug into the outlet.
- When connecting to a power outlet, DO NOT remove the grounding prong. Please ensure grounding prongs are NEVER REMOVED.
- Protect the power cord from being treaded upon or pinched, particularly at the plug, and at the point where it emerges from the equipment. Ensure that the power outlet is located near the equipment so that it is easily accessible.
- Only use attachments/accessories specified by the manufacturer.
- When a cart is used, use with caution when moving the cart/equipment combination to avoid injury from tipping over.



- Disconnect the power plug from the AC outlet if the device is not being used for a long period of time.
- Place the device in a well-ventilated area.
- Do not cover the surface of the display with any material.
- Do not block the air circulation around the display.
- Keep flammable materials away from the display.
- Refer all servicing to qualified service personnel. Service will be 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 in the unit;
  - » if the unit is exposed to moisture;
  - » if the unit does not operate normally or has been dropped.
- Do not assemble the display by yourself.
- This panel is an advanced product that contains millions of pixels. You may occasionally see pixel spots when viewing the screen. Since these deactivated pixels are not a defect, the performance and reliability of the product is not affected. For more information, please see page 91.



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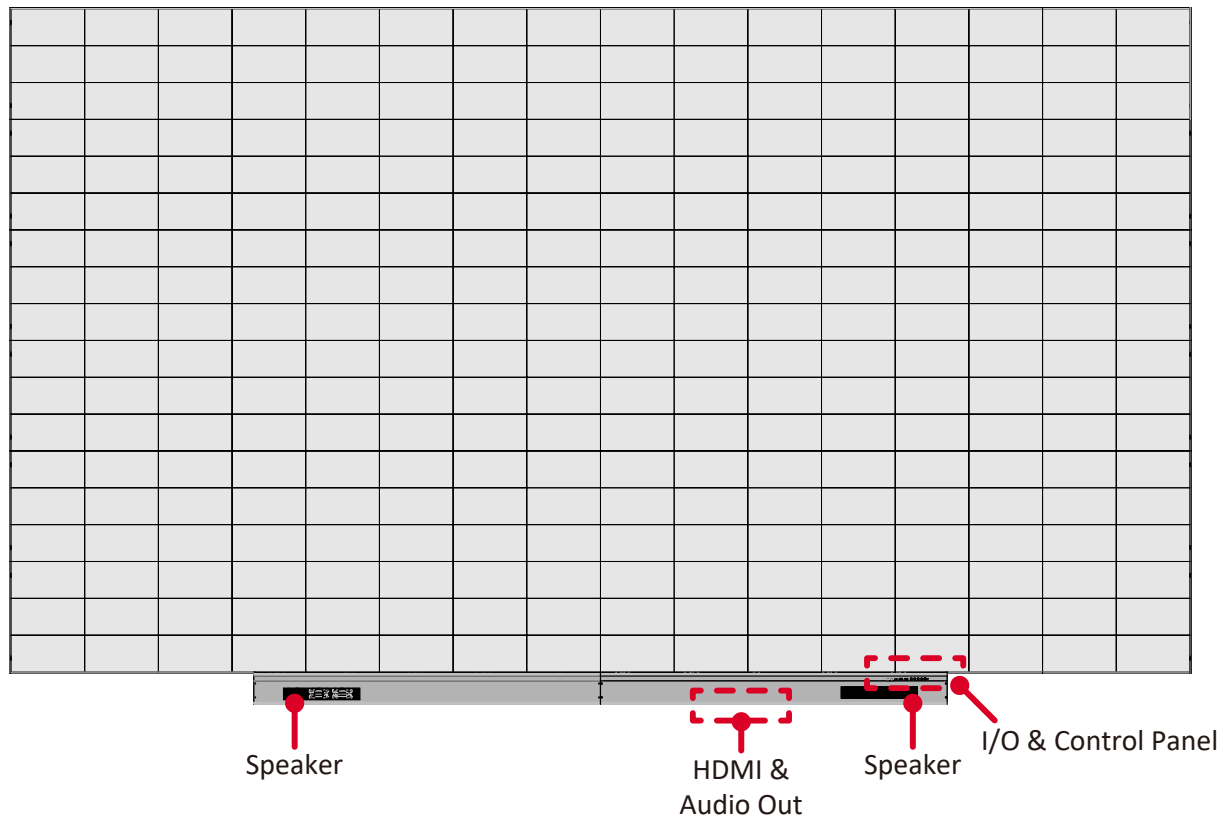
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# Introduction

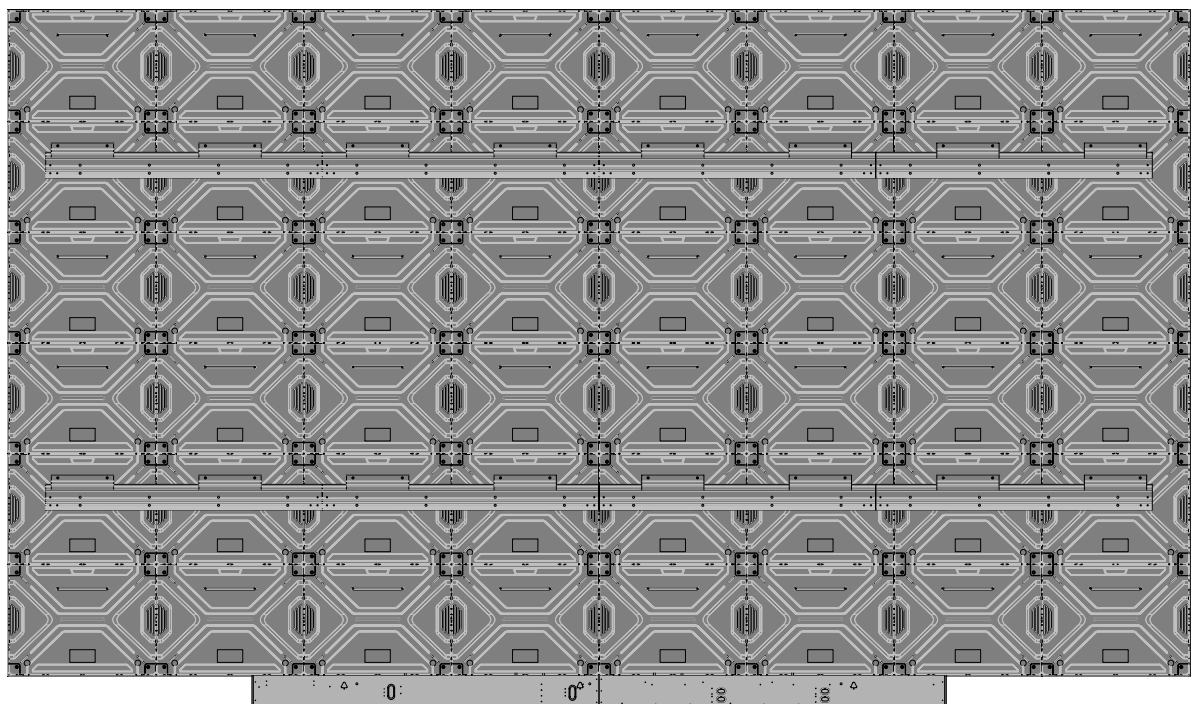
## Product Overview

**NOTE:** Below is a 6 x 6 cabinet example (sizing will vary by model) with the LD-SCB-011/LD-SCB-021 control box.

### Front View

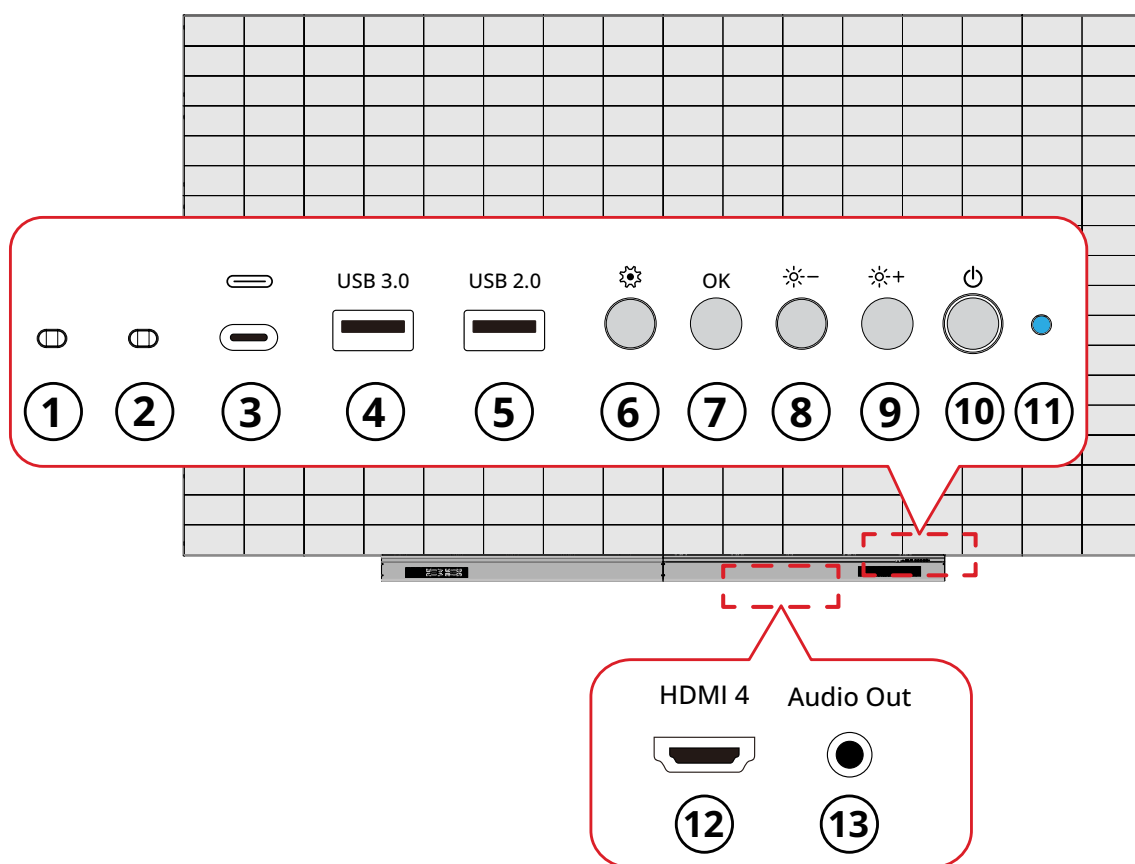


### Rear View



# Control Panel and I/O

## LD-SCB-011/LD-SCB-021 Control Box

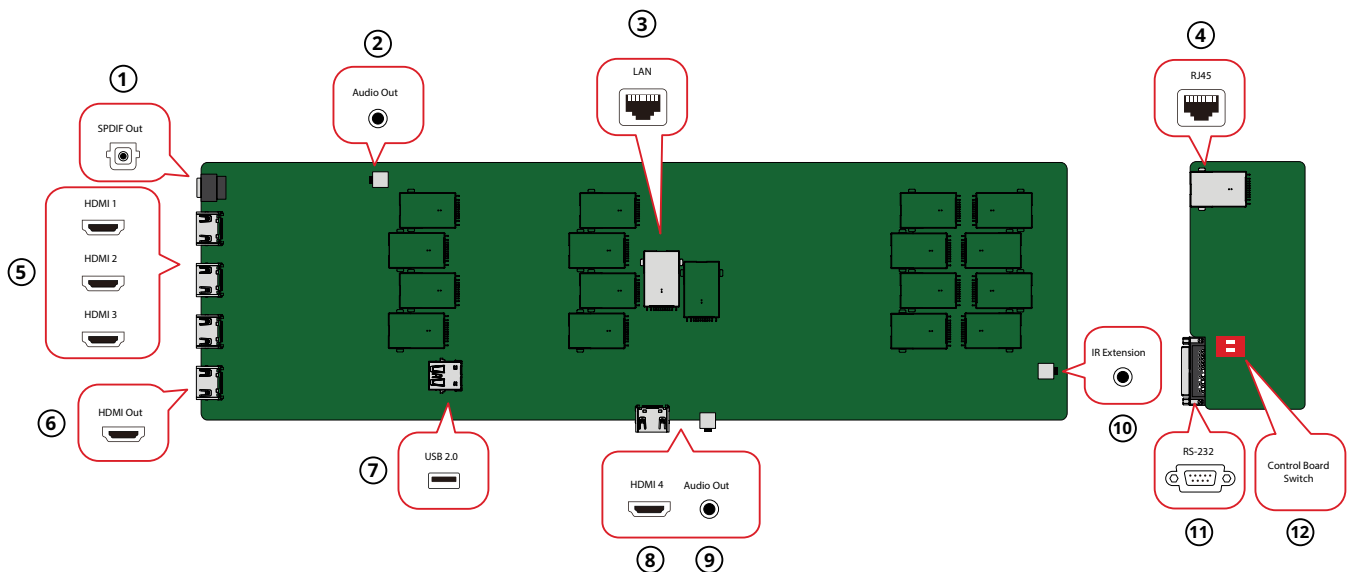


| Item |                     | Description                                                                                                                            |
|------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Light Sensor        | Ambient light sensor.                                                                                                                  |
| 2    | IR Receiver         | Receiver for remote control signal.                                                                                                    |
| 3    | USB Type C          | USB 2.0 support (5V/1.0A).                                                                                                             |
| 4    | USB 3.0             | USB Reader (5V/0.9A).                                                                                                                  |
| 5    | USB 2.0             | USB Reader (5V/0.5A).                                                                                                                  |
| 6    | Menu                | Open the display settings or On-Screen Display (OSD) Menu.                                                                             |
| 7    | Brightness/OK       | <ul style="list-style-type: none"><li>• Brightness adjustment button.</li><li>• Confirm selection when the OSD Menu is open.</li></ul> |
| 8    | Brightness Decrease | Decrease the brightness level.                                                                                                         |
| 9    | Brightness Increase | Increase the brightness level.                                                                                                         |
| 10   | Power               | Power on, standby and wake button.                                                                                                     |
| 11   | Indicator Light     | Power status indicator light.                                                                                                          |
| 12   | HDMI 4              | High definition input: PIP/PBP, connect to PC with HDMI output, set-top box, or other video device.                                    |
| 13   | Audio Out           | Audio output to an external audio device.                                                                                              |

# I/O Ports

## LD-SCB-011/LD-SCB-021 Control Box

**NOTE:** The below I/O ports are accessed by removing the right side of the System Control Box Cover.



| Item |                      | Description                                                                                                                                                                                       |
|------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | SPDIF Out            | Multi-channel optical audio signal.                                                                                                                                                               |
| 2    | Audio Out            | Audio output to an external audio device.                                                                                                                                                         |
| 3    | LAN                  | Standard RJ45 (10M/100M/1000M) Internet connection interface.                                                                                                                                     |
| 4    | RJ45                 | Standard RJ45 control connection interface.                                                                                                                                                       |
| 5    | HDMI 1/2/3           | High definition input: PIP/PBP, connect to PC with HDMI output, set-top box, or other video device.                                                                                               |
| 6    | HDMI Out             | Extend the display's content out to another display device.                                                                                                                                       |
| 7    | USB 2.0              | USB Type A port for power (5V/2A).                                                                                                                                                                |
| 8    | HDMI 4               | High definition input: PIP/PBP, connect to PC with HDMI output, set-top box, or other video device.<br><b>NOTE:</b> This port can also be accessed without removing the System Control Box Cover. |
| 9    | Audio Out            | Audio output to an external audio device.<br><b>NOTE:</b> This port can also be accessed without removing the System Control Box Cover.                                                           |
| 10   | IR Extension         | Connection point for an extended IR receiver.                                                                                                                                                     |
| 11   | RS-232               | Serial control port.                                                                                                                                                                              |
| 12   | Control Board Switch | Control switch for the control board.<br><b>NOTE:</b> Make sure to switch to the left for RS-232 control.                                                                                         |

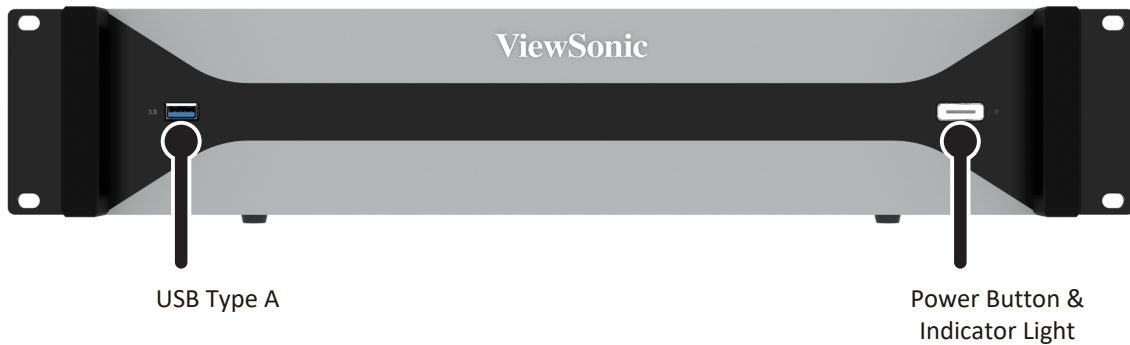
# Control Panel and I/O

## LD-SCB-023 Control Box

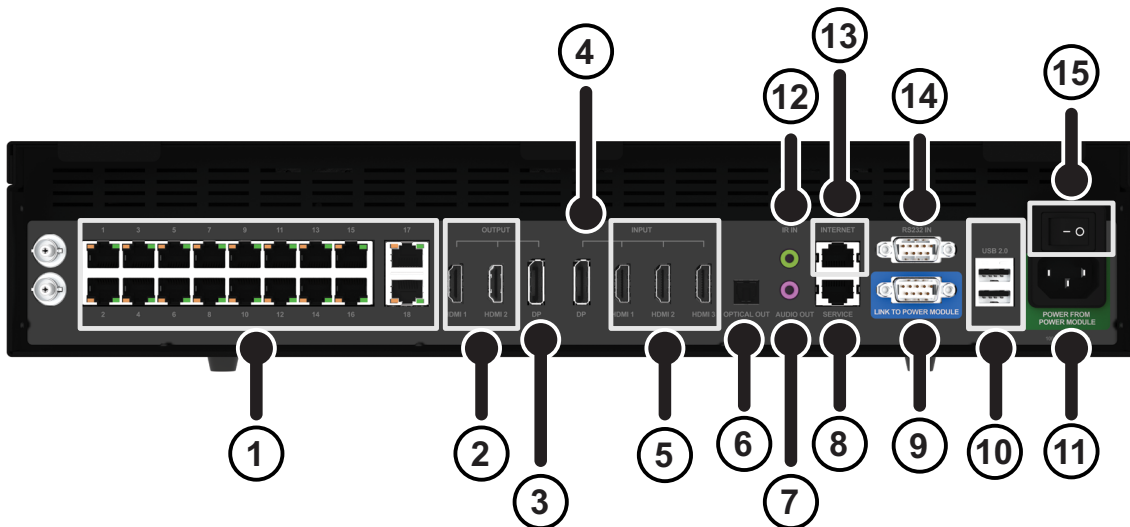
**NOTE:** The LD-SCB-023 control box comprises of a Control Box and Power Module.

### Control Box

#### Front View



#### Rear View



- |                             |                    |                             |                       |
|-----------------------------|--------------------|-----------------------------|-----------------------|
| 1. RJ45                     | 2. HDMI 2.0 Out    | 3. DisplayPort 1.2 Out      | 4. DisplayPort 1.2 In |
| 5. HDMI 2.0 In              | 6. Optical Out     | 7. Audio Out                | 8. LAN (Service only) |
| 9. RS232 (For Power Module) | 10. USB Type A 2.0 | 11. AC In (To Power Module) | 12. IR Extension      |
| 13. LAN                     | 14. RS232          | 15. Power Switch            |                       |

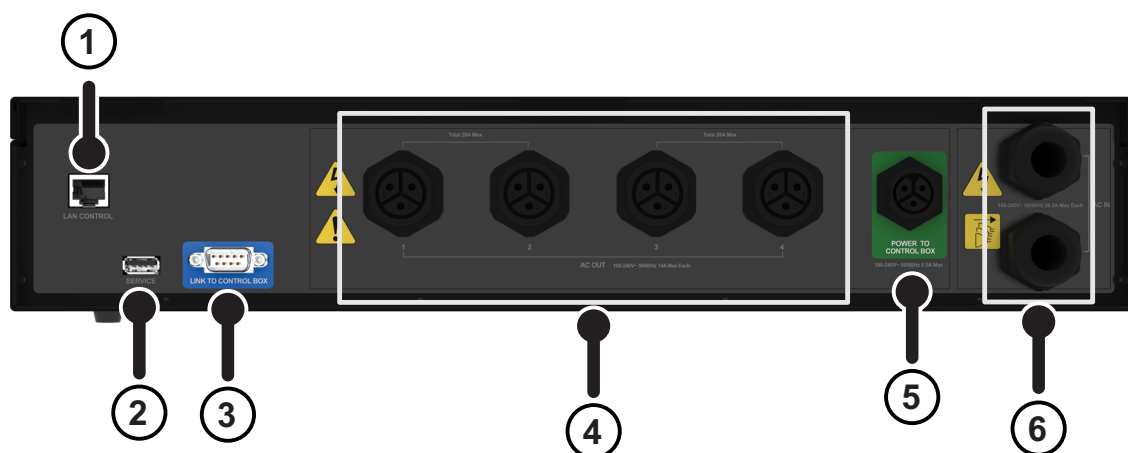


## Power Module

### Front View



### Rear View

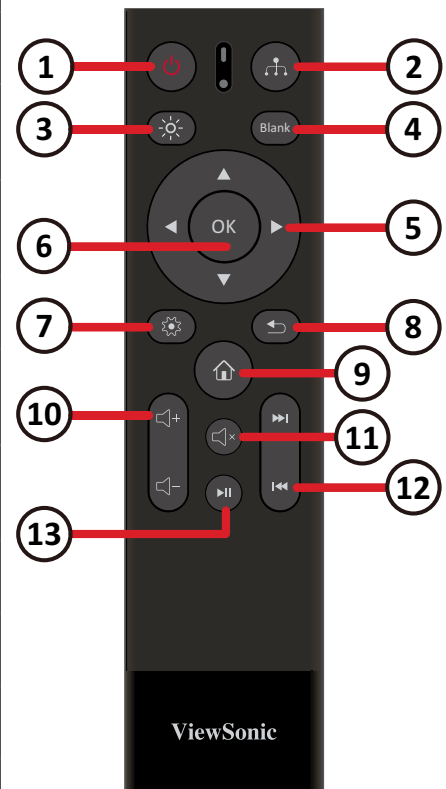


- |                                             |                                        |                                     |                         |
|---------------------------------------------|----------------------------------------|-------------------------------------|-------------------------|
| <b>1.</b> LAN Control                       | <b>2.</b> USB Type A<br>(Service only) | <b>3.</b> RS232 (To Control<br>Box) | <b>4.</b> Power Sockets |
| <b>5.</b> Power Socket<br>(For Control Box) | <b>6.</b> AC In <sup>1</sup>           |                                     |                         |

<sup>1</sup> - The System Control Box Power Cables are already pre-connected to the Power Module.

# Remote Control

| Button |                    | Description                                                |
|--------|--------------------|------------------------------------------------------------|
| 1      | Power              | Turn the display on or off.                                |
| 2      | Source             | Select the input source.                                   |
| 3      | Brightness         | Adjust the screen's brightness level.                      |
| 4      | Blank              | Change the current screen to a black screen.               |
| 5      | Directional        | Navigate menus and make adjustments.                       |
| 6      | OK                 | Confirm the selection.                                     |
| 7      | Menu               | Open the display settings or On-Screen Display (OSD) Menu. |
| 8      | Return             | Return to the previous screen or exit a menu.              |
| 9      | Home               | Go to the Home screen.                                     |
| 10     | Volume Control     | Adjust the volume level.                                   |
| 11     | Mute               | Turn off the display's sound.                              |
| 12     | Forwards/Backwards | Move to next or previous content.                          |
| 13     | Play/Pause         | Play or pause content.                                     |



## Bluetooth Remote Control Pairing

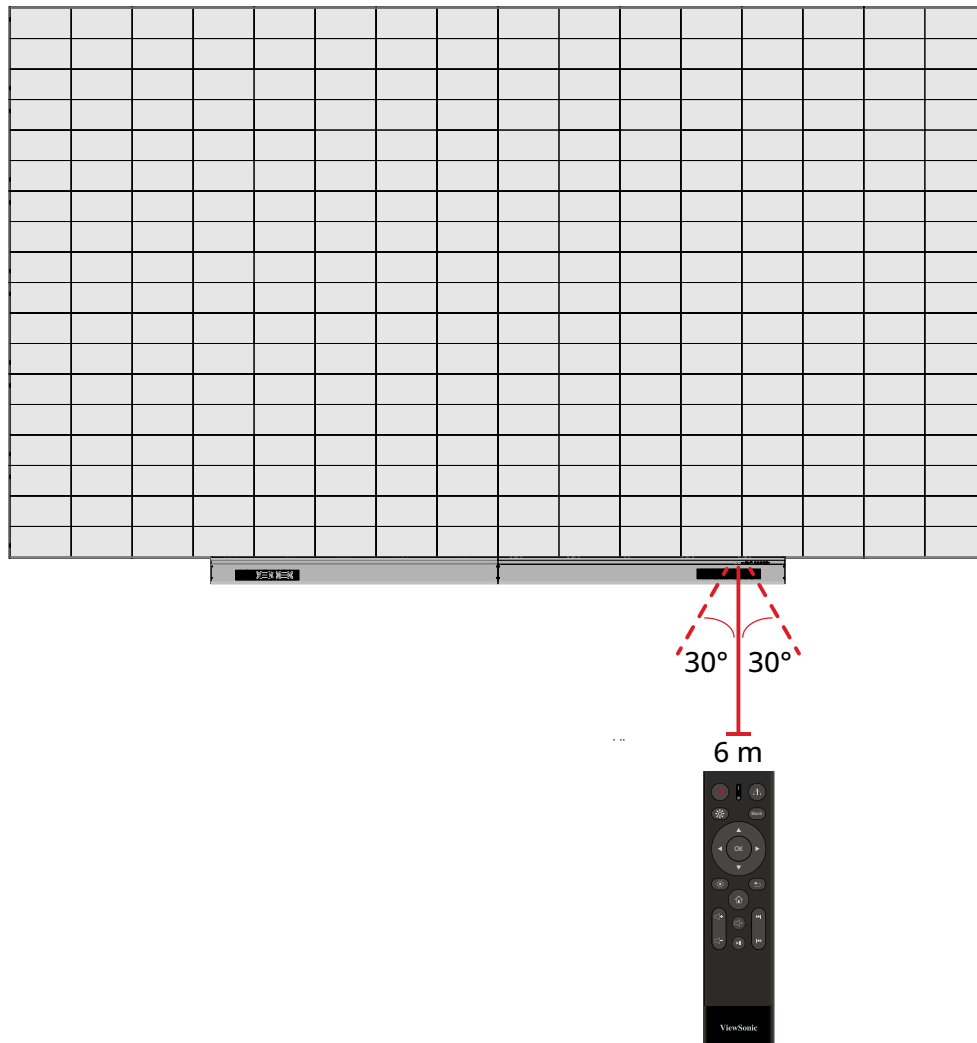
To pair the remote control:

1. Make sure Bluetooth is enabled, go to: **Settings > Network > Bluetooth > Enable**.
2. Press and hold the **Menu** (⚙️) and **Return** (↩️) buttons for approximately three seconds until the indicator on the remote control flashes blue.
3. If the pairing is successful, a pop-up message will appear on the screen.

**NOTE:** If the pairing is unsuccessful after one minute, please try again by repeating Step 1 above.

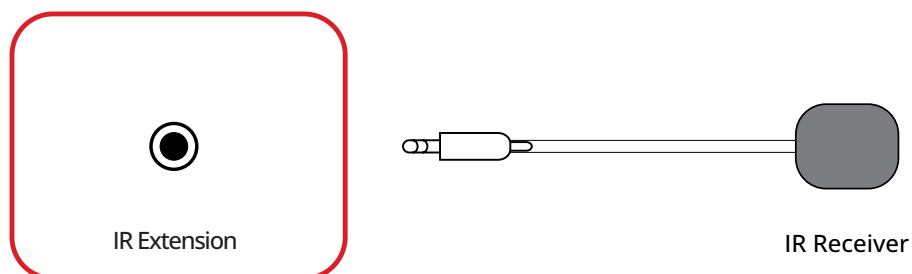
## Remote Control Receiver Range

The operating range of the remote control is shown here. It has an effective range of 6 meters (20 feet), 30° degrees left and right. Please make sure there is nothing obstructing the remote control's signal to the receiver.



## IR Extension

If an additional IR Receiver is needed, an IR extension cable can be connected to the **IR Extension** port of the display.



**NOTE:** The **IR Extension** port is accessed by removing the System Control Box Cover.

## Inserting Remote Control Batteries

The remote control is powered by two 1.5V "AAA" batteries.

To insert batteries into the remote control:

1. Remove the cover on the rear of the remote control.
2. Insert two "AAA" batteries, ensuring the positive (+) symbol on the battery matches the positive (+) symbol on the battery post.
3. Replace the cover by aligning it with the slot on the remote control and snapping the latch shut.

**WARNING:** There is a risk of explosion if batteries are installed with incorrect polarity.

### NOTE:

- It is recommended that you do not mix battery types.
- Avoid exposure to heat or steam.
- Do not allow water or other liquids to splash on the remote control. If the remote control becomes wet, wipe it dry immediately.
- Always dispose of old batteries in an environmentally friendly way. Contact your local government for more information on how to dispose of batteries safely.

# Making Connections

## Connecting to Video

### HDMI



Connect an HDMI cable from your external device to the **HDMI 1/HDMI 2/HDMI 3/HDMI 4** port on the display.

### HDMI Out



To output video via an external display device, connect an HDMI cable to the **HDMI IN** port of your external display device, and the other end to the **HDMI OUT** port of the display.

### DisplayPort

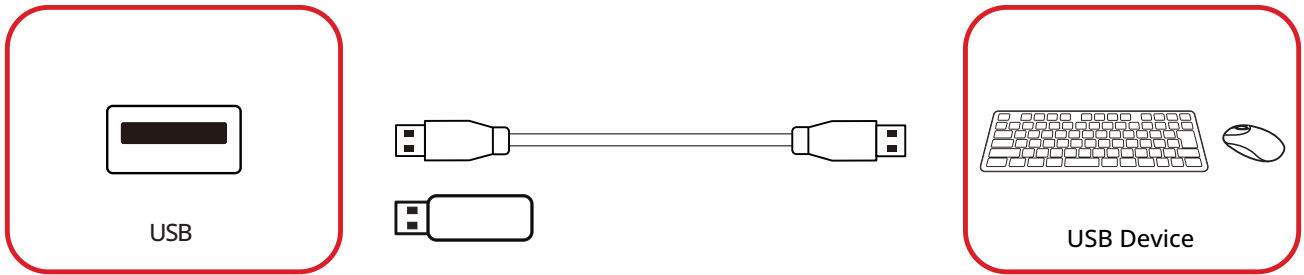


Connect a DisplayPort cable from your external device to the **DisplayPort In** port of the control box.

**NOTE:** This applies to the LD-SCB-023 control box only.

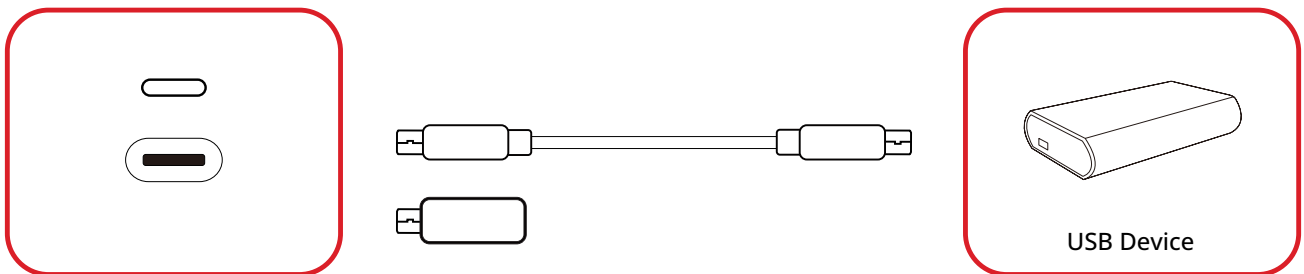
# USB Connection

## USB Type A



Plug the USB device or storage drive into a USB Type A (**USB 3.0** or **USB 2.0**) port on the display's control panel.

## USB Type C



Plug the USB device or storage drive into the USB Type C (—) port on the display's control panel.

**NOTE:** The USB Type C port is for data transfer only.

# Network Connection

## LAN



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

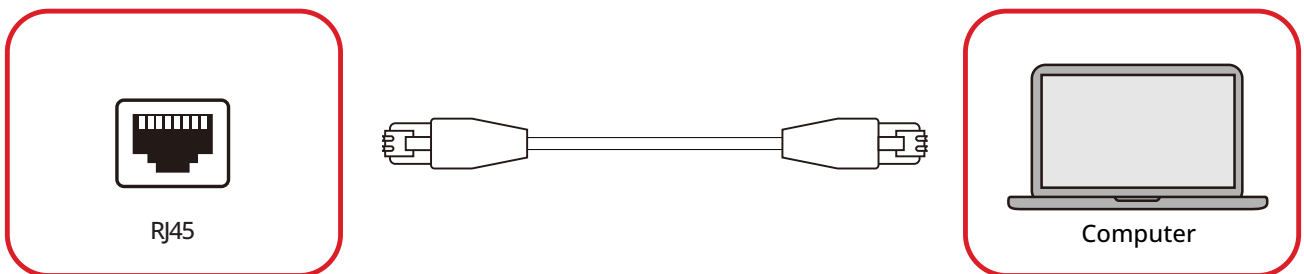
## Control Connection

### RS-232 (DB 9-pin)



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

### RJ45 (LAN)



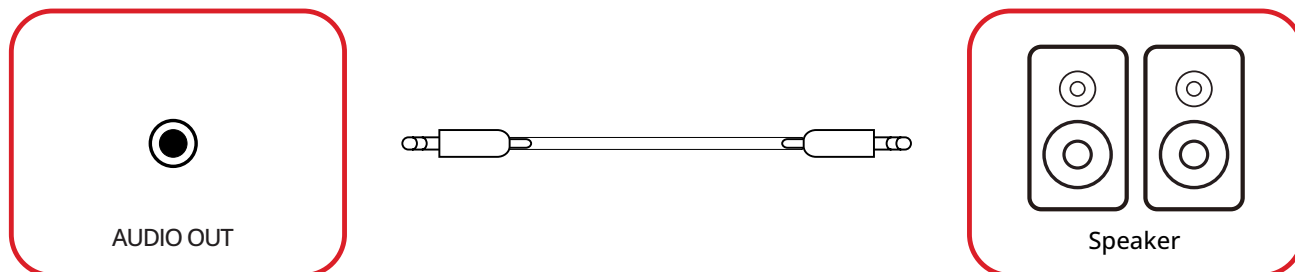
When you use an Ethernet cable to connect the display to an external computer or control system, certain functions can be controlled remotely such as: power on and off, volume adjustment, input select, brightness, and more.



# Audio Connection

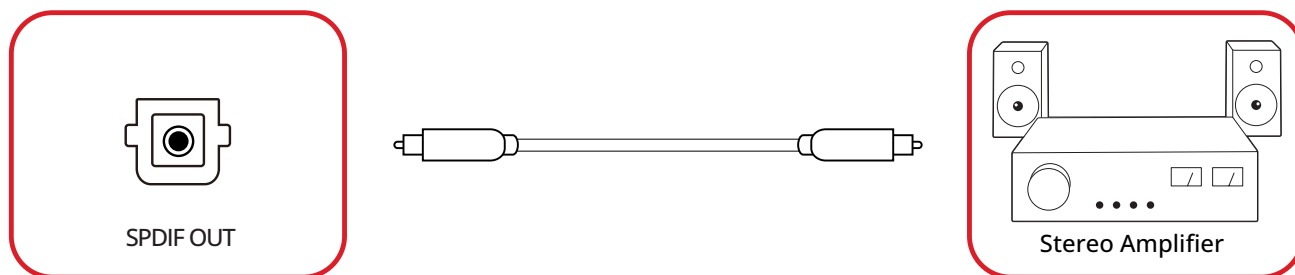
## Audio Out

To play audio from the display through an external speaker, connect one end of an audio cable to the external speaker, and the other end to the display's **Audio Out** port.



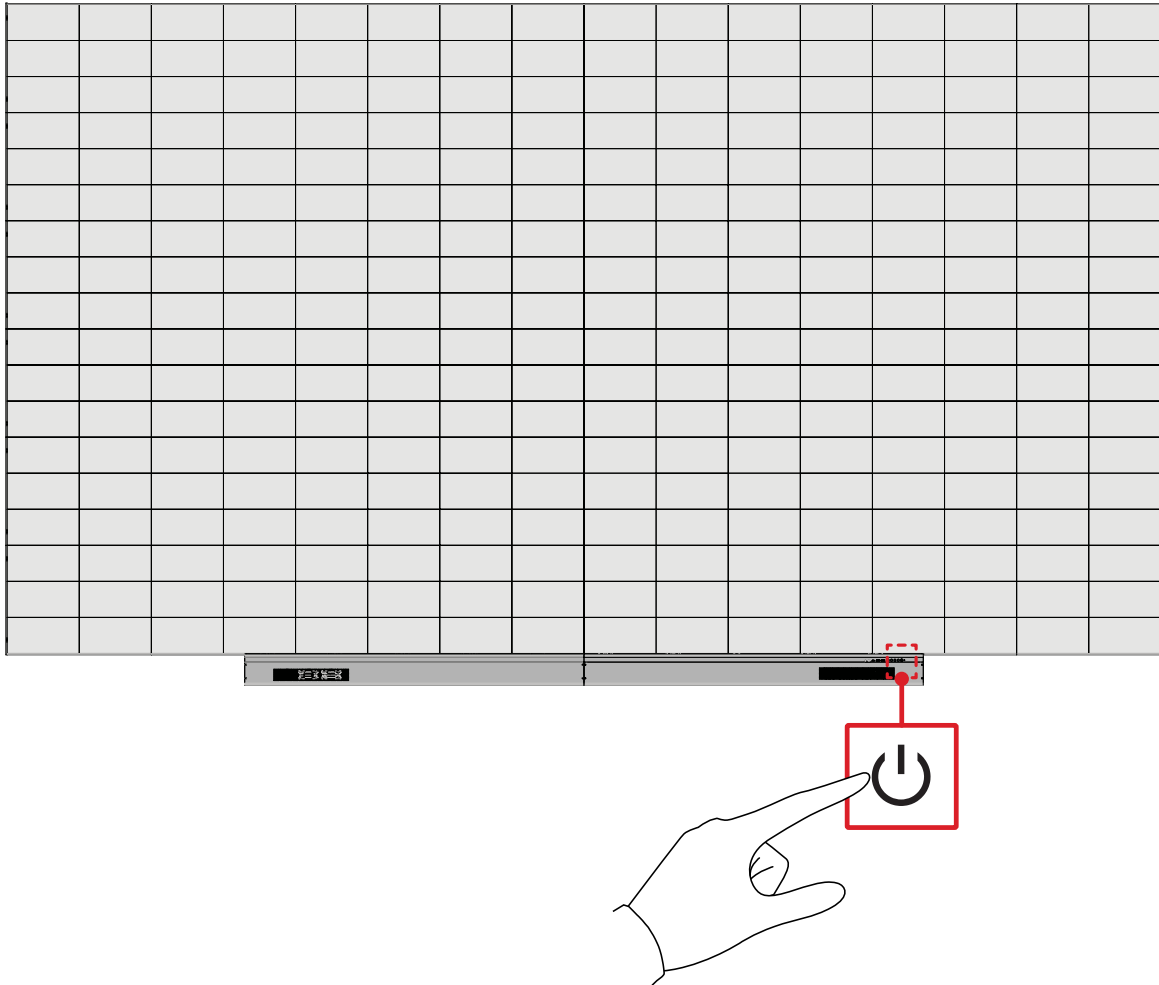
## SPDIF

To play audio from the display through an external speaker, connect one end of an optical cable to the external speaker, and the other end to the display's **SPDIF Out** port.



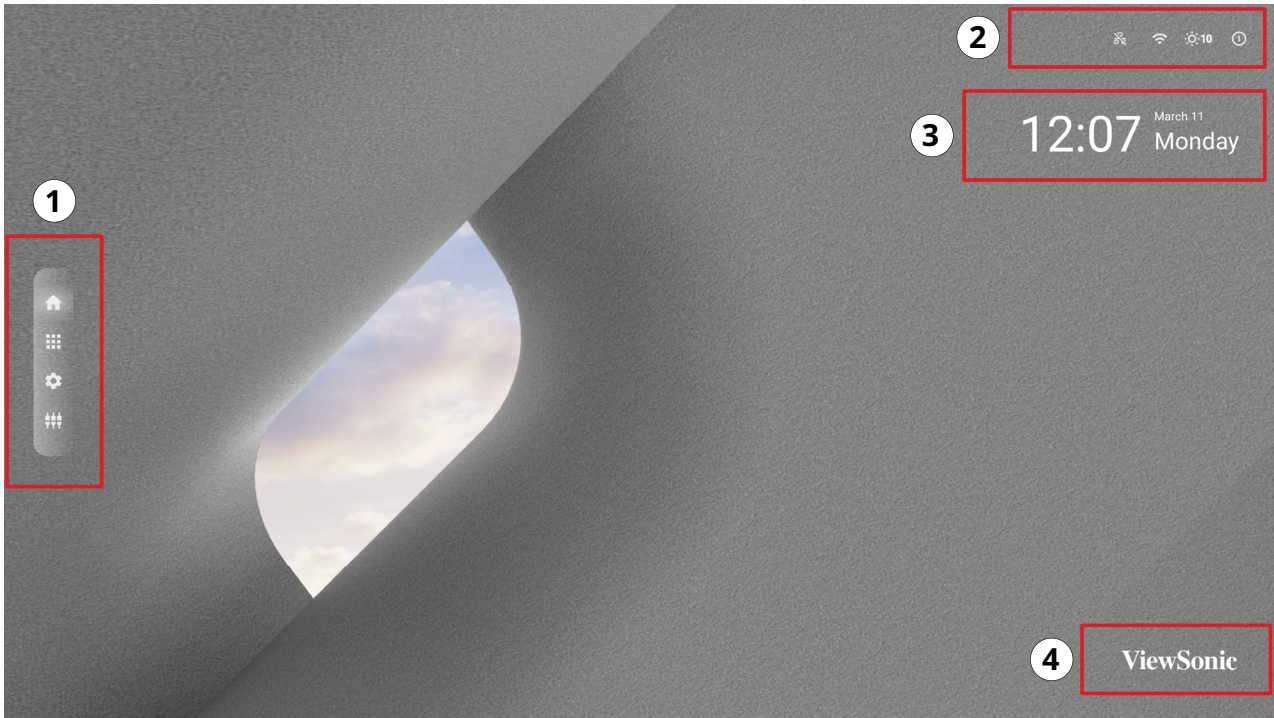
# Using Your Display

## Turning the LED Display On/Off



1. Make sure the power cord is connected and plugged into a power outlet.
2. Press the  **Power** button to turn on the display.
3. To turn the display off, press the  **Power** button again.

# Home Screen

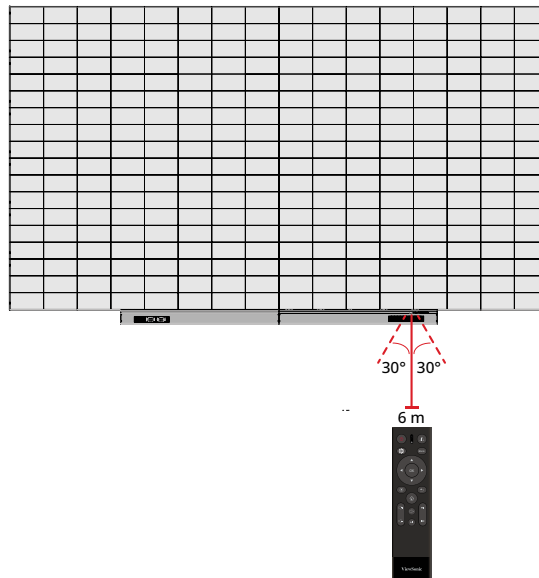


| Number | Item              | Description                                                                                                  |
|--------|-------------------|--------------------------------------------------------------------------------------------------------------|
| 1      | Main Menu         | Access the Home Screen, App Center, Settings, and Input Source.                                              |
| 2      | Quick Access      | Quick access to WAN/LAN, Wi-Fi, Brightness, and Power.<br><b>NOTE:</b> Only supported by keyboard and mouse. |
| 3      | Date & Time       | Adjust and show or hide the Date & Time by going to: <b>Settings &gt; Device &gt; Launcher Settings</b>      |
| 4      | ViewSonic<br>Logo | Show or hide the logo by going to: <b>Settings &gt; Display &gt; Launcher Settings</b>                       |

# Navigating the Home Screen

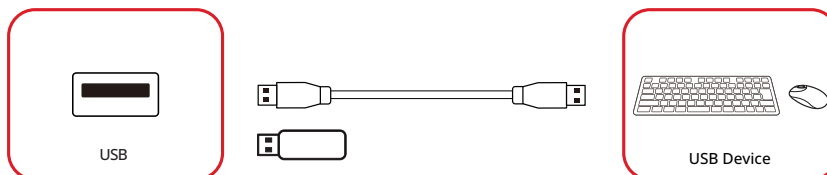
## Remote Control

The remote control can be used to easily navigate the Home Screen. When using the remote control, ensure it is kept within the IR receiver range as shown below:

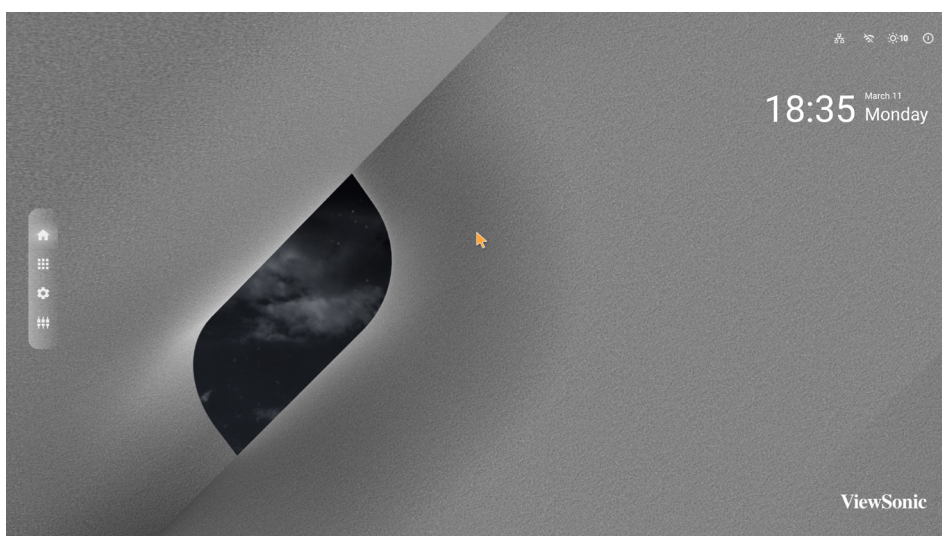


## Keyboard and Mouse

When connected to the USB Type A port of the display, a keyboard and mouse can also be used to navigate the Home Screen.



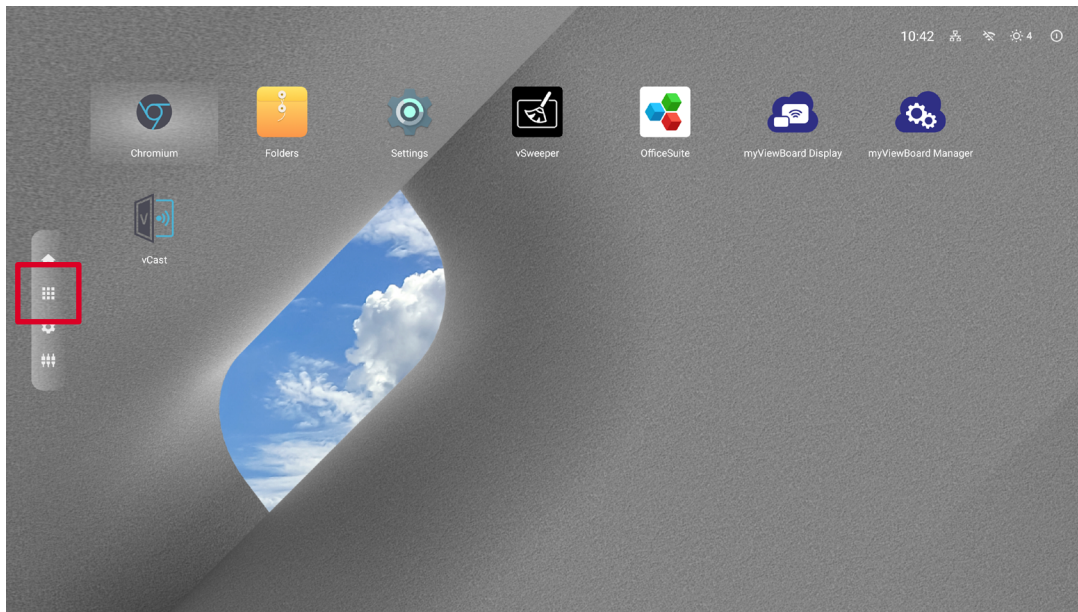
An orange mouse pointer will appear on the display when used.



- The left mouse button will confirm actions.
- The right mouse button will go back to the previous layer.

# App Center

Installed applications will be in the App Center.

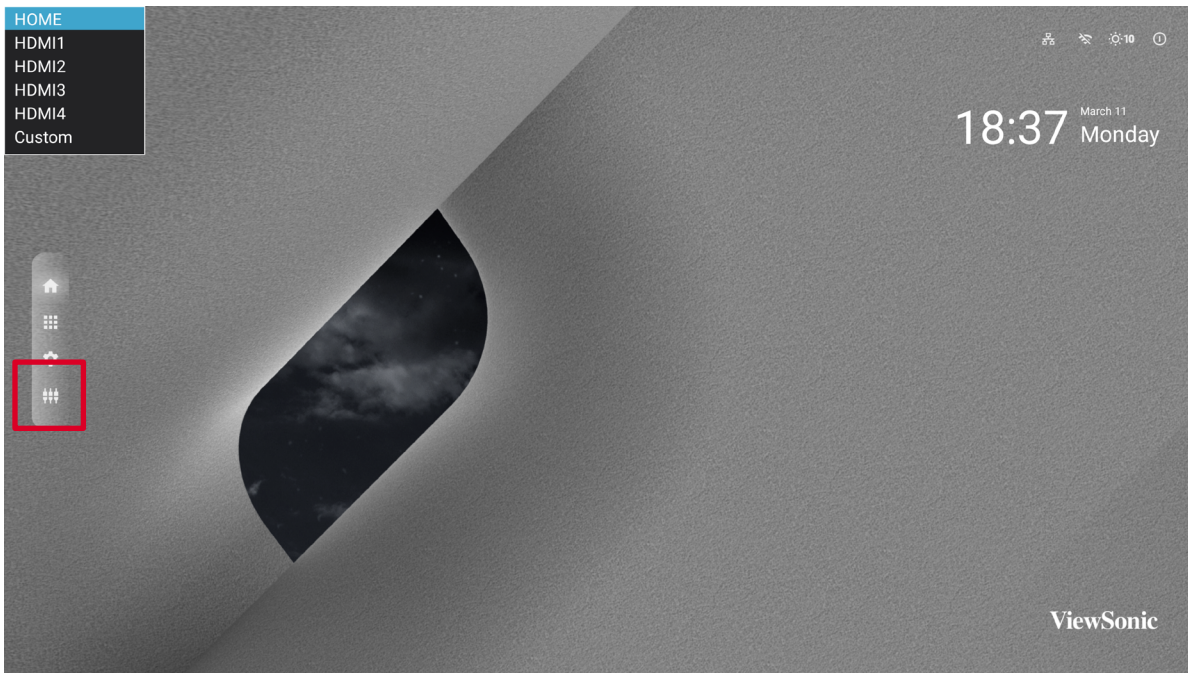


| Icon                                                                                | Name                | Description                                        |
|-------------------------------------------------------------------------------------|---------------------|----------------------------------------------------|
|   | Settings            | Adjust and view the display's settings.            |
|  | Chromium            | Web browser.                                       |
|  | Folders             | File explorer.                                     |
|  | vSweeper            | Resource management tool.                          |
|  | OfficeSuite         | Create documents, spreadsheets, and presentations. |
|  | myViewBoard Display | Wirelessly mirror your desktop.                    |
|  | myViewBoard Manager | Remote device management.                          |
|  | vCast               | Receive casted content from other devices.         |

**NOTE:** Pre-installed applications are subject to change without notice.



# Input Source



The display supports eight input sources: **Home**, **HDMI 1**, **HDMI 2**, **HDMI 3**, **HDMI 4/DP<sup>1</sup>**, and **Custom**.

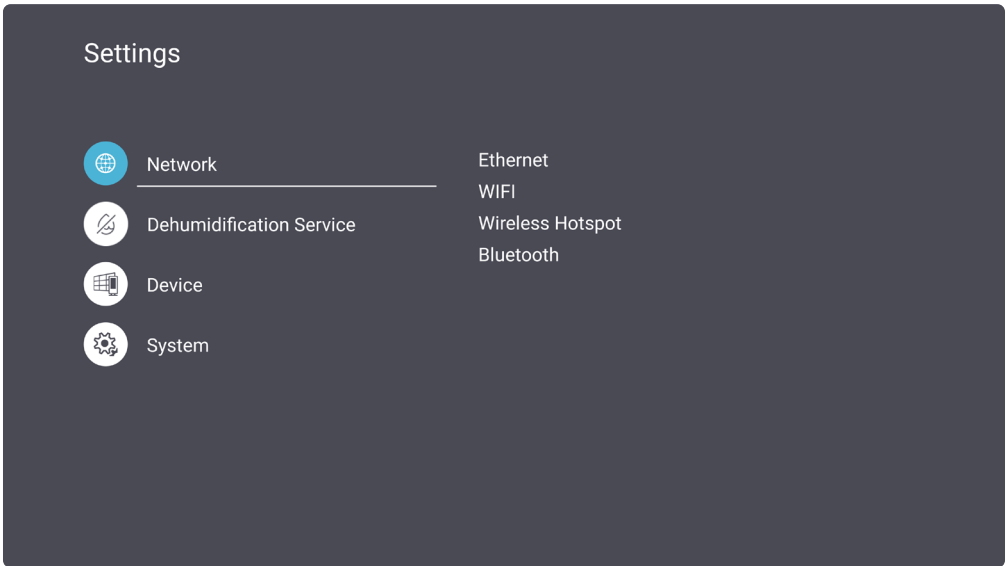
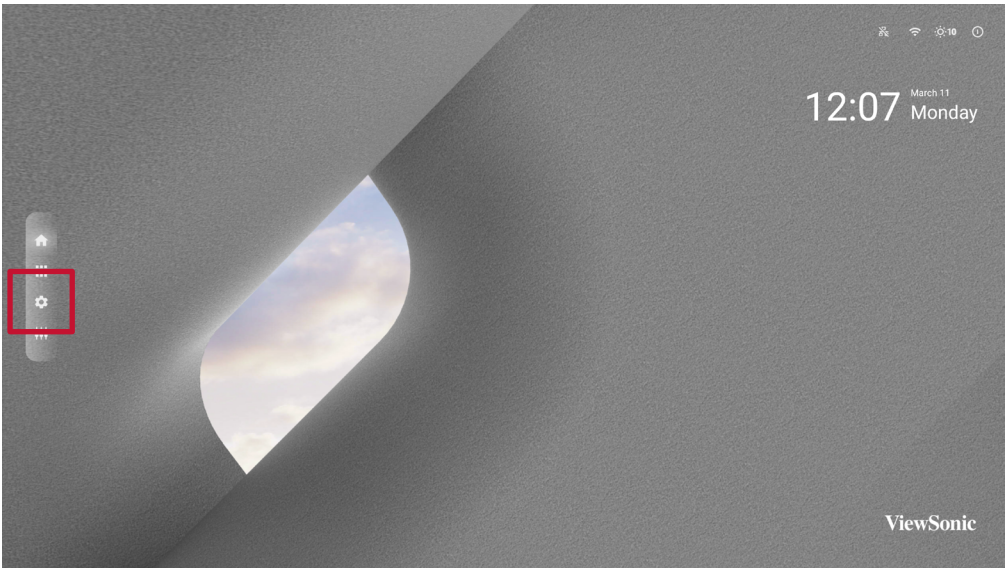
**NOTE:** The **Custom** input source is used to quickly access custom applications. To select the custom application, go to: **Settings > Device > Signage Display > Custom App**.

---

1 - DP is only for LD-SCB-023.

# Settings

Adjust and view the display's settings.



| Menu                     | Description                                                                                                                  |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Network                  | View and adjust Ethernet, Wi-Fi, Wireless Hotspot, and Bluetooth settings.                                                   |
| Dehumidification Service | View and adjust dehumidification settings and start the dehumidification process.                                            |
| Device                   | View and adjust Signage Display, System Tools, Display, Apps, Audio, Physical Keyboard, Input method, and Launcher settings. |
| System                   | View and adjust Date & Time and About settings.                                                                              |

## Settings Menu Tree

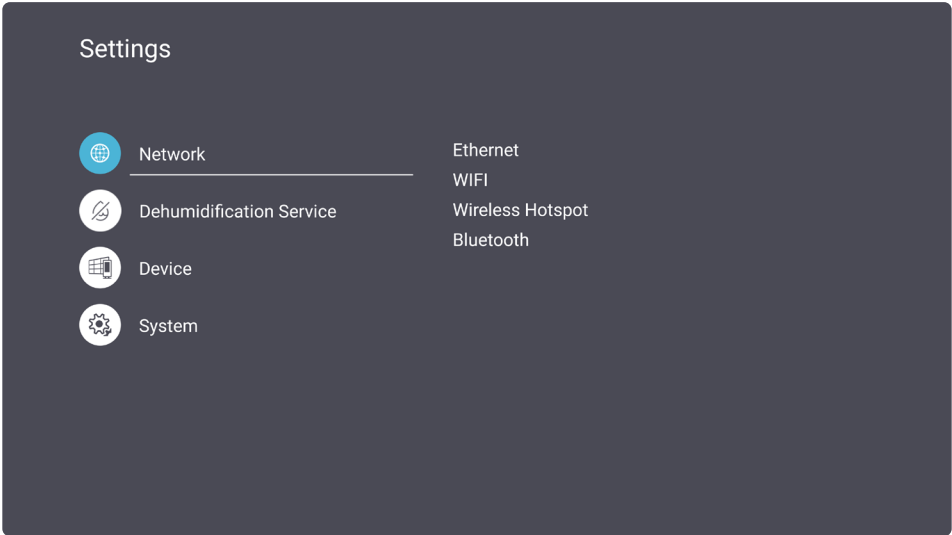
| Main Menu                | Sub-menu                   | Menu Option            |                 |
|--------------------------|----------------------------|------------------------|-----------------|
| Network                  | Ethernet                   | Main Switch            | Disable         |
|                          |                            |                        | Enable          |
|                          |                            | Ethernet Configuration | Connection Type |
|                          |                            |                        | Mac Address     |
|                          | Wi-Fi                      | Disable                |                 |
|                          |                            | Enable                 |                 |
|                          |                            | Add Wi-Fi              |                 |
|                          | Wireless Hotspot           | Main Switch            | Disable         |
|                          |                            |                        | Enable          |
|                          |                            | Hotspot Configuration  | Network Name    |
|                          |                            |                        | Security Type   |
|                          | Bluetooth                  | Bluetooth              | Disable         |
|                          |                            |                        | Enable          |
|                          |                            | Available Device       |                 |
| Dehumidification Service | Dehumidification Settings  | Dehumidification Level | Shutdown        |
|                          |                            |                        | Low             |
|                          |                            |                        | Middle          |
|                          |                            |                        | High            |
|                          | Begin Dehumidification Now |                        |                 |



| Main Menu | Sub-menu          | Menu Option         |                                  |
|-----------|-------------------|---------------------|----------------------------------|
| Device    | Signage Display   | General Settings    | Signage Display Name             |
|           |                   |                     | Boot Logo                        |
|           |                   | Source Settings     | Custom App                       |
|           |                   | Credential Settings | Trusted Credentials              |
|           |                   |                     | User Credentials                 |
|           |                   |                     | Install from Storage             |
|           |                   |                     | Clear Credentials                |
|           |                   | Security            | External Storage                 |
|           |                   |                     | Unknown Sources                  |
|           |                   |                     | Privacy and Copyright Protection |
|           |                   |                     | App Authority                    |
|           | System Tools      | Clear Storage       | All                              |
|           |                   |                     | Internal Storage                 |
|           |                   |                     | USB Storage                      |
|           |                   | Reset               | Factory Reset                    |
|           |                   | Import & Export     | Export Signage Display Settings  |
|           |                   |                     | Import Signage Display Settings  |
|           |                   | Clone               | Clone Media Files                |
|           | Display           | Font Size           |                                  |
|           |                   | Screen Saver        |                                  |
|           | Apps              | Running             |                                  |
|           |                   | All                 |                                  |
|           |                   | Download            |                                  |
|           | Physical Keyboard |                     |                                  |
|           | Launcher Settings | ViewSonic Logo      | On                               |
|           |                   |                     | Off                              |
|           |                   | Date & Time         | On                               |
|           |                   |                     | Off                              |
|           | Input Method      | Theme               |                                  |
|           |                   |                     |                                  |

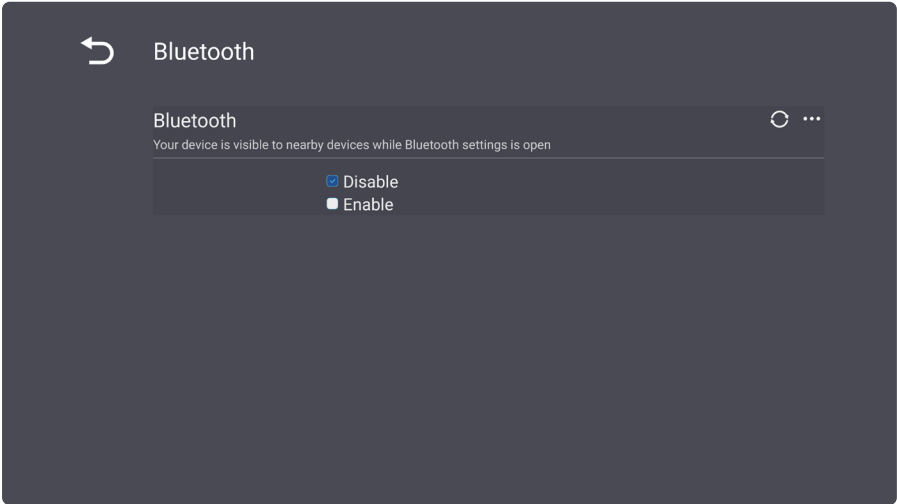
| Main Menu | Sub-menu    | Menu Option           |  |
|-----------|-------------|-----------------------|--|
| System    | Date & Time | Select Time Zone      |  |
|           |             | NTP Server            |  |
|           | About       | Local System Updates  |  |
|           |             | Online System Updates |  |
|           |             | Asset Tagging         |  |
|           |             | Legal Information     |  |
|           |             | Android Version       |  |
|           |             | Kernel Version        |  |
|           |             | Build Number          |  |
|           |             | Operation Hours       |  |

Network

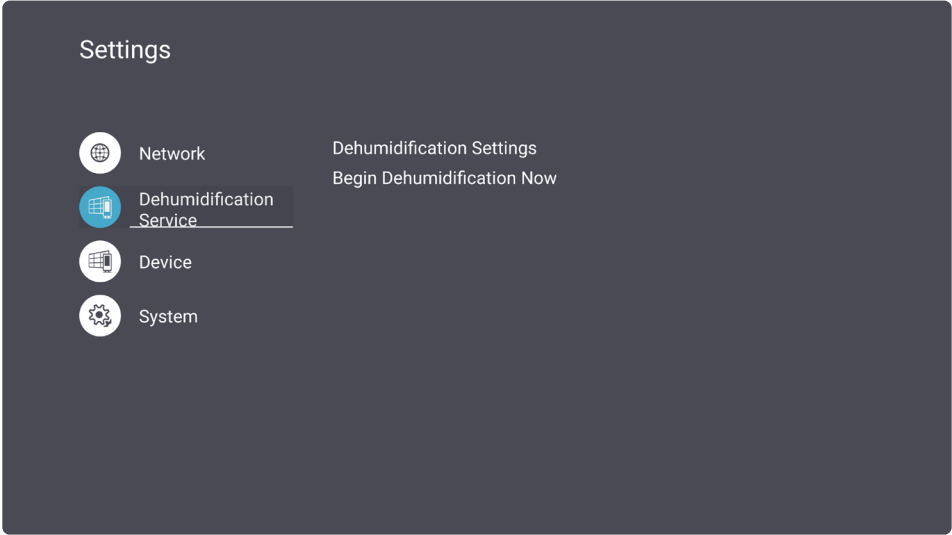


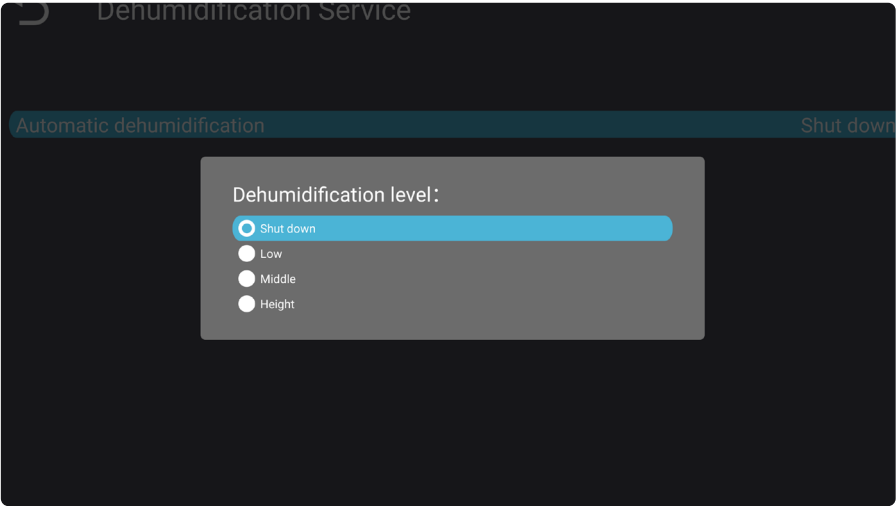
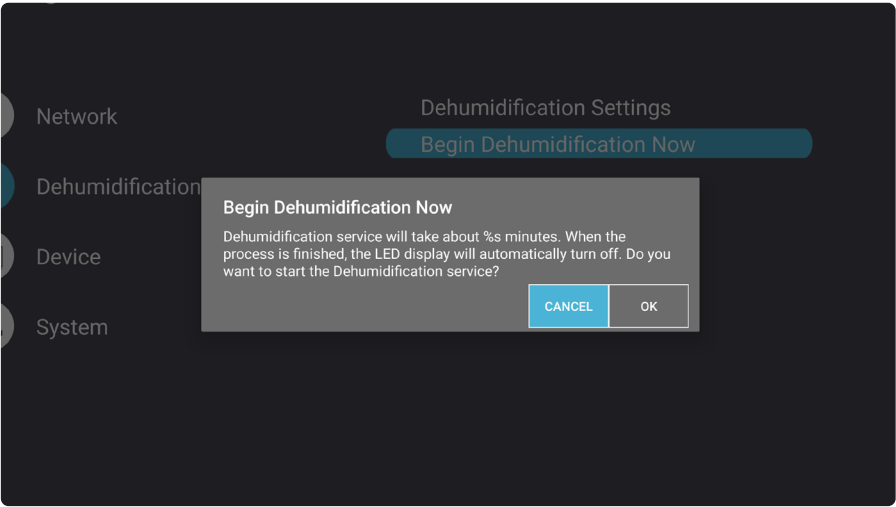
| Sub-menu | Description                                                                                                                                                                                                                                                                                                                                                         |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ethernet | <div>Enable or disable Ethernet and configure it.</div> <div><div><div>← Ethernet</div><div><div>Main switch</div><div><div><div>Disable</div><div>Enable</div></div></div><div>Ethernet Configuration</div><div><div>Connection Type</div><div>DHCP</div><div>Proxy</div><div>None</div><div>Mac Address</div><div>12:8b:4a:67:a1:42</div></div></div></div></div> |

| Sub-menu                       | Description                                                                                                                                                                                                                                                                                          |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Wi-Fi</b></p>            | <p>Open the Wi-Fi selection interface to enable or disable Wi-Fi and connect to a Wi-Fi network.</p> <div data-bbox="493 271 1393 772"></div> <p>You can also select <b>Add Network</b> in the Wi-Fi selection screen to manually add a Wi-Fi network.</p> <div data-bbox="493 887 1393 1388"></div> |
| <p><b>Wireless Hotspot</b></p> | <p>Enable or disable Wireless Hotspot. Once enabled, the hotspot name will be displayed and can be connected to.</p> <div data-bbox="493 1503 1393 2004"></div>                                                                                                                                      |

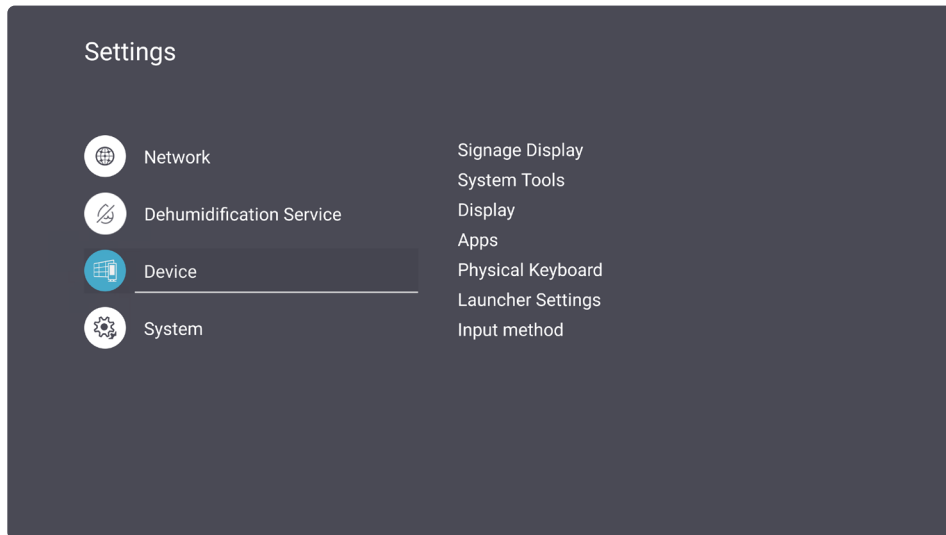
| Sub-menu                | Description                                                                                                                                                                                                                                                                                                   |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Bluetooth</b></p> | <p>Enable or disable Bluetooth. Once enabled, available devices will be displayed and can be connected to.</p>  <p><b>NOTE:</b> The volume of a connected Bluetooth speaker cannot be adjusted with the remote control.</p> |

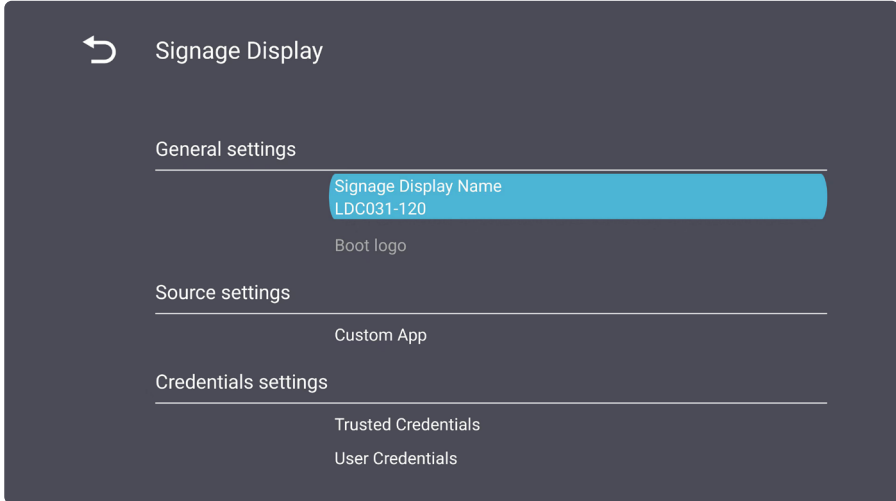
# Dehumidification Service

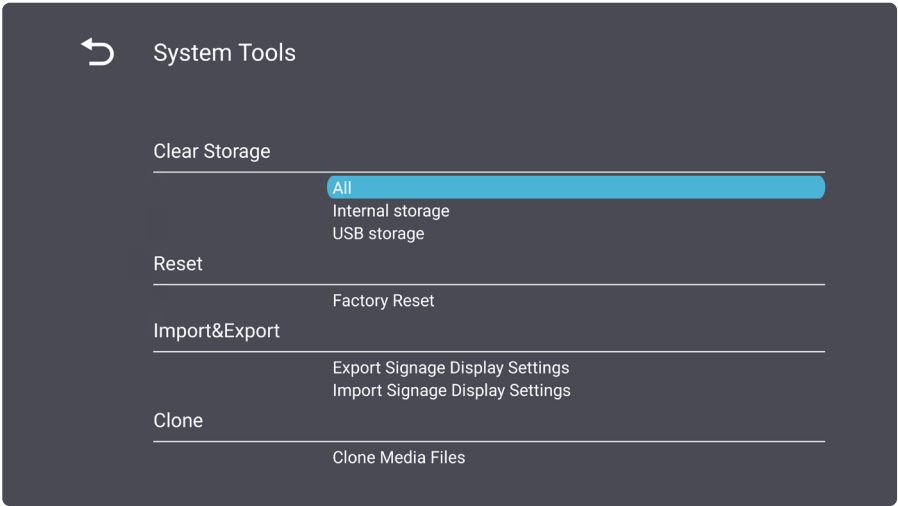
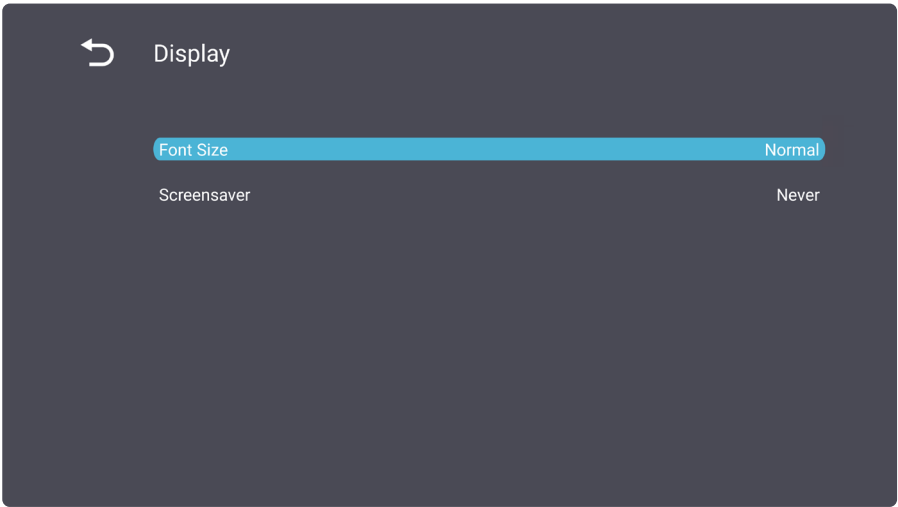


| Sub-menu                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dehumidification Settings | <p>Set the dehumidification level or shut it down.</p>  A screenshot of the 'Dehumidification Service' settings screen. At the top, there is a title bar with 'Automatic dehumidification' and 'Shut down' buttons. Below this, there is a section titled 'Dehumidification level:' with four radio button options: 'Shut down' (which is selected), 'Low', 'Middle', and 'Height'.                                                                                                                                                                                          |
| Begin Dehumidification    | <p>Manually start the dehumidification process.</p>  A screenshot of the 'Begin Dehumidification Now' dialog box. The dialog box has a title bar with 'Dehumidification Settings' and 'Begin Dehumidification Now' buttons. The main text inside the dialog box reads: 'Begin Dehumidification Now', 'Dehumidification service will take about %s minutes. When the process is finished, the LED display will automatically turn off. Do you want to start the Dehumidification service?'. At the bottom right of the dialog box, there are two buttons: 'CANCEL' and 'OK'. |

## Device

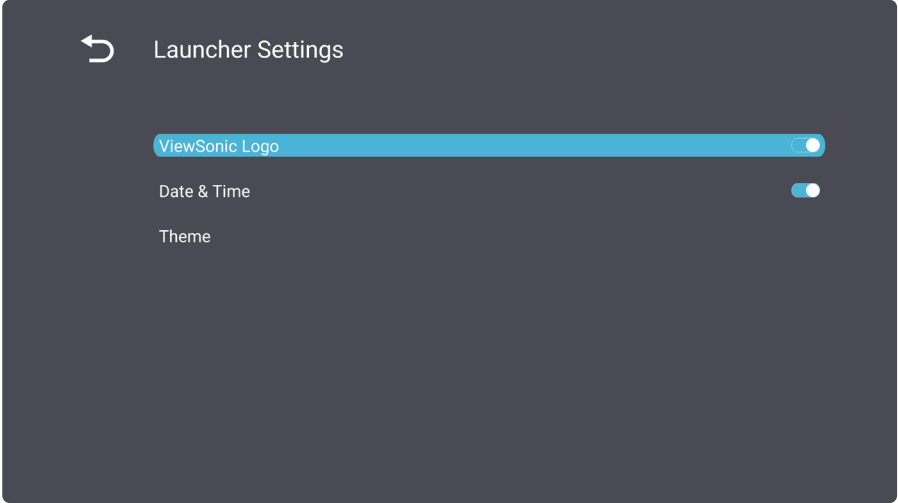


| Sub-menu        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Signage Display |  <p><u>General Settings</u><br/>Set the <b>Signage Display Name</b> and <b>Boot Logo</b>.</p> <p><u>Source Settings</u><br/>Set the application to open when the <b>Custom</b> input source is selected.</p> <p><u>Credential Settings</u><br/>View and clear credentials and install from storage.</p> <p><u>Security</u><br/>Review privacy and copyright protections, allow external USB storage and installing applications from unknown sources.</p> |

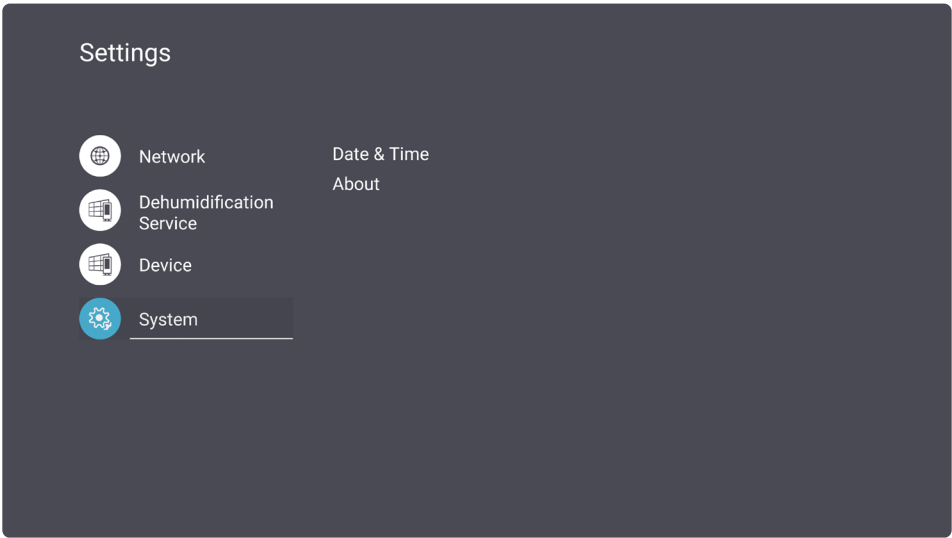
| Sub-menu                   | Description                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>System Tools</b></p> |  <p><u>Clear Storage</u><br/>Clear storage space from both internal and external storage.</p> <p><u>Reset</u><br/>Reset the display to its default factory values.</p> <p><u>Import &amp; Export</u><br/>Import or export the display's settings.</p> <p><u>Clone</u><br/>Copy media files from the display.</p> |
| <p><b>Display</b></p>      |  <p><u>Font Size</u><br/>Set the font size for the display.</p> <p><u>Screensaver</u><br/>Enable or disable a screensaver.</p>                                                                                                                                                                                 |



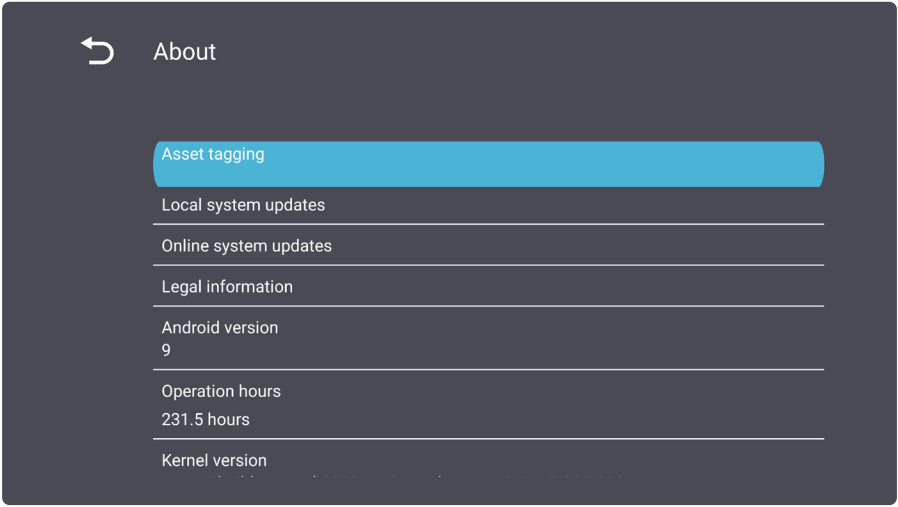
| Sub-menu          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Apps              | <p>View information about the display’s running, downloaded, or all applications.</p> <div><div><div><div><div></div><div>Apps</div></div><div><div>Running</div><div>All</div><div>Download</div></div><div><div>1.28GB of 3.75GB RAM Used</div></div><div><div><div></div><div>System(967.79MB)</div></div><div><div></div><div>Apps(348.11MB)</div></div><div><div></div><div>Available(2.46GB)</div></div></div><div><div><div><div></div><div>Sort by name</div></div><div>App RAM usage</div></div><div><div><div><div><div></div><div>OfficeSuite</div><div>101.50MB</div></div><div>1 process</div></div><div><div><div><div></div><div>vCast</div><div>100.77MB</div></div><div>1 process</div><div>0:27:15</div></div><div><div><div><div></div><div>myViewBoard Display</div><div>47.01MB</div></div><div>1 process</div><div>0:27:15</div></div></div></div></div></div></div></div></div></div> |
| Physical Keyboard | <p>View and select a keyboard input method.</p> <div><div><div><div></div><div>Physical Keyboard</div></div></div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Sub-menu                        | Description                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Launcher Settings</b></p> |  <p><u>ViewSonic Logo</u><br/>Display or hide the ViewSonic logo on the Home Screen.</p> <p><u>Date &amp; Time</u><br/>Display or hide the Date &amp; Time on the Home Screen.</p> <p><u>Theme</u><br/>Set the theme for the Home Screen.</p> |
| <p><b>Input Method</b></p>      | <p>View and select an input method.</p>                                                                                                                                                                                                                                                                                         |

System



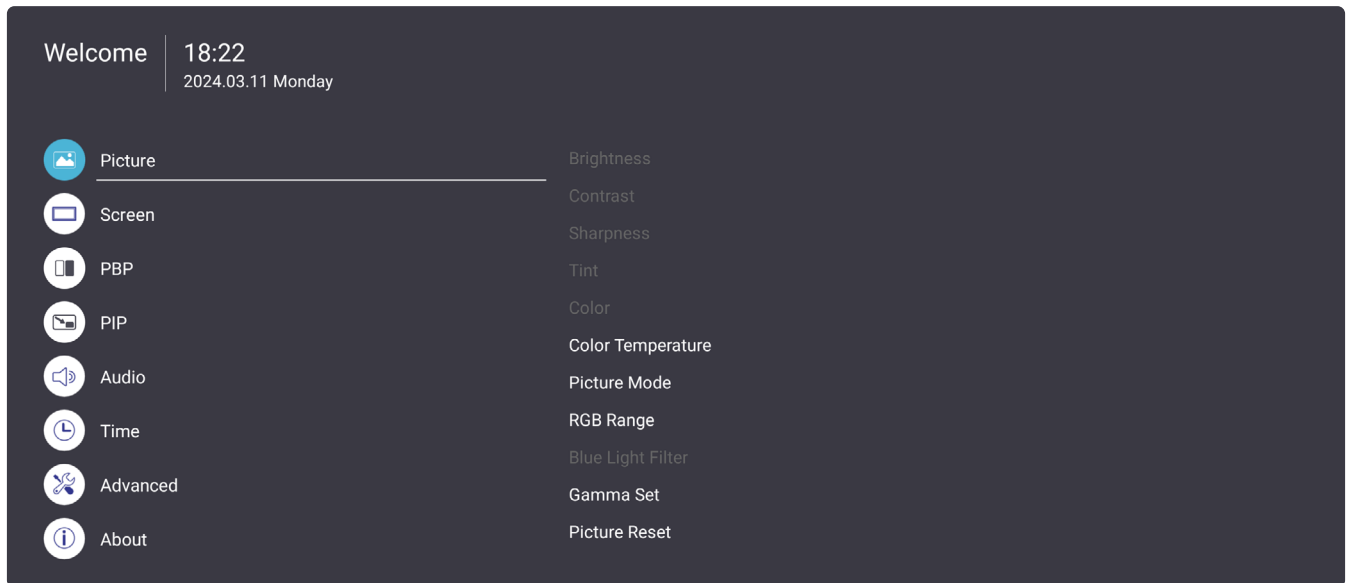
| Sub-menu    | Description                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date & Time | <div><div><div><div><div></div><div>Date &amp; Time</div></div><div><div>Select time zone</div><div>GMT+08:00 Hong Kong Standard Time</div></div><div><div>NTP Server</div><div>524288,1048576,2097152,262144,524288,1048576</div></div></div></div></div> <div><div>Select Time Zone</div><div>Set the display's time zone.</div><div>NTP Server</div><div>View NTP service information.</div></div> |

| Sub-menu            | Description                                                                                                                                                                                                   |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>About Device</b> | <p>View information about the display and update the system locally or online.</p> <div data-bbox="515 271 1417 775"></div> |

# On-Screen Display (OSD) Menu

Use the On-Screen Display (OSD) Menu to adjust settings.

**NOTE:** The OSD Menu is only available when there is an active input source (e.g., HDMI).



To open and operate the OSD Menu:

1. Press the **MENU** (⚙️) button on the remote control.
2. Press ▼/▲/◀/▶ on the remote control to select menu items or adjust values.
3. Press **OK** to confirm your selection.
4. Press the **RETURN** (↩️) button to go back to the previous menu level.
5. Press the **MENU** (⚙️) button to exit the OSD Menu.

## On-Screen Display (OSD) Menu Tree

| Main Menu | Sub-menu          | Menu Option   |
|-----------|-------------------|---------------|
| Picture   | Brightness        | (-/+, 0~100)  |
|           | Contrast          | (-/+, 0~100)  |
|           | Sharpness         | (-/+, 0~15)   |
|           | Tint              | (-/+, 0~100)  |
|           | Color             | (-/+, 0~100)  |
|           | Color Temperature | Warm          |
|           |                   | Normal        |
|           |                   | Cool          |
|           |                   | User          |
|           | Picture Mode      | Normal        |
|           |                   | Dynamic       |
|           |                   | Soft          |
|           |                   | User          |
|           | RGB Range         | Full Range    |
|           |                   | Limited Range |
|           |                   | Auto          |
|           | Blue Light Filter | (-/+, 0~100)  |
|           | Gamma Set         | Native        |
|           |                   | 2.2           |
|           |                   | 2.4           |
|           | Picture Reset     | Cancel        |
|           |                   | Reset         |
| Screen    | Zoom Mode         | Full          |
|           |                   | Real          |
|           |                   | Dynamic       |
|           |                   | 21:9          |
|           | Screen Reset      | Cancel        |
|           |                   | Reset         |

| Main Menu | Sub-menu            | Menu Option          |  |
|-----------|---------------------|----------------------|--|
| PBP       | PBP Mode            | Full Screen          |  |
|           |                     | Dual Screen          |  |
|           |                     | Three-part Screen    |  |
|           |                     | Center Screen        |  |
|           |                     | Quad Screen          |  |
|           | PBP Source          |                      |  |
|           | PBP Audio           |                      |  |
| PBP Reset |                     |                      |  |
| PIP       | PIP Mode            | Top Left             |  |
|           |                     | Top Right            |  |
|           |                     | Bottom Left          |  |
|           |                     | Bottom Right         |  |
|           | PicMain             |                      |  |
|           | PicSub              |                      |  |
|           | PIP Audio           |                      |  |
|           | PIP Reset           |                      |  |
| Audio     | Treble <sup>2</sup> | (-/+ , 0~24)         |  |
|           | Bass <sup>1</sup>   | (-/+ , 0~24)         |  |
|           | Volume              | (-/+ , 0~100)        |  |
|           | Maximum Volume      | (-/+ , 0~100)        |  |
|           | Minimum Volume      | (-/+ , 0~99)         |  |
|           | Mute                | Off                  |  |
|           |                     | On                   |  |
|           | Volume Control      | Speaker <sup>3</sup> |  |
|           |                     | SPDIF                |  |
|           |                     | Headset              |  |
|           | Audio Reset         | Cancel               |  |
|           |                     | Reset                |  |

2 - Not supported by LD-SCB-023.

3 - Not supported by LD-SCB-023.

| Main Menu | Sub-menu           | Menu Option                    |
|-----------|--------------------|--------------------------------|
| Time      | Off Time           | Off                            |
|           |                    | (10 mins~240 mins)             |
|           | Date and Time      | Use Network-Provided Time      |
|           |                    | Set Date Format                |
|           |                    | Choose Time Zone               |
|           |                    | Use 24-hour Format             |
|           | Schedule           | Schedule List                  |
|           |                    | Enable                         |
|           |                    | Start Time                     |
|           |                    | End Time                       |
|           |                    | Input                          |
|           |                    | Day of the Week                |
|           |                    | Every Week                     |
|           | Slideshow Interval | (1s/3s/5s/10s/15s/20s/25s/30s) |
|           | OSD Turn Off       | Off                            |
|           |                    | (5~120 seconds)                |
|           | Information OSD    | Off                            |
|           |                    | (1~60 seconds)                 |
|           | Time Reset         | Cancel                         |
|           |                    | Reset                          |



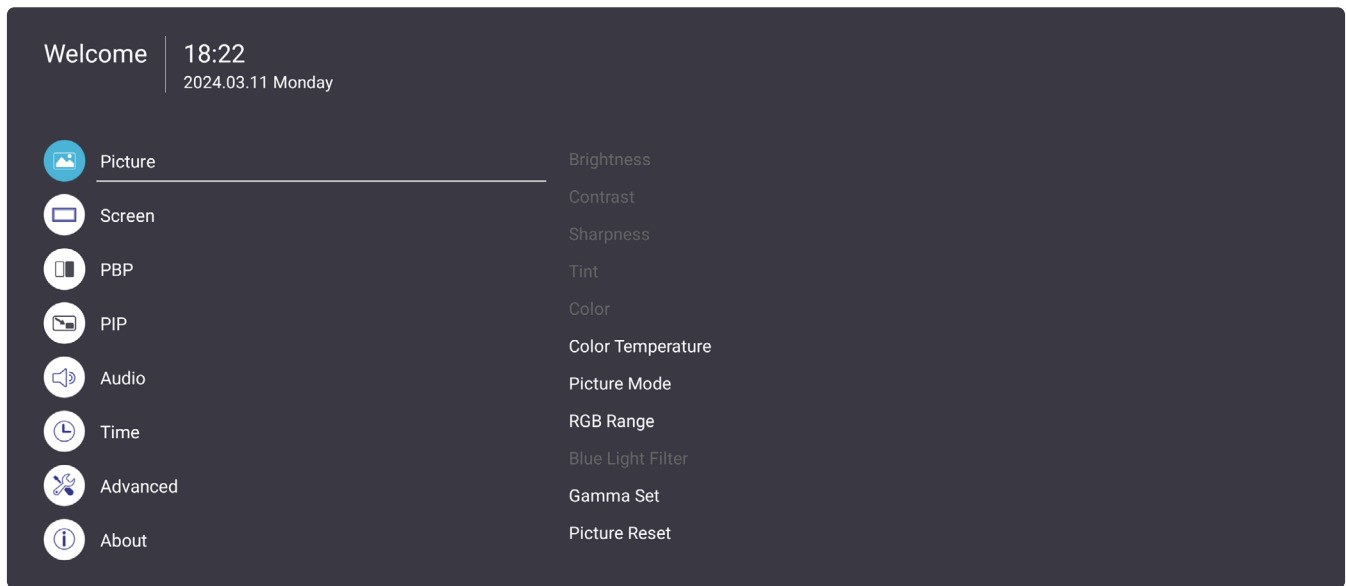
| Main Menu | Sub-menu | Menu Option                |                                 |
|-----------|----------|----------------------------|---------------------------------|
| Advanced  | Saving   | Panel Saving               | Off                             |
|           |          |                            | On                              |
|           |          | Power Save                 | Sleep                           |
|           |          |                            | Hibernate                       |
|           |          | Light Sensing <sup>4</sup> | Off                             |
|           |          |                            | On                              |
|           | Boot     | Boot On Source             | Last Source                     |
|           |          |                            | Input                           |
|           |          | Boot On Logo               | ViewSonic                       |
|           |          |                            | Blue                            |
|           |          |                            | Black                           |
|           |          |                            | Custom                          |
|           | Signal   | Auto Signal Detection      | Off                             |
|           |          |                            | On                              |
|           |          | No Signal Standby          | (Off/0 min/5 min/15 min/30 min) |
|           | Port     | HDMI with One Wire         | Off                             |
|           |          |                            | On                              |
|           |          | HDMI Version               | 1.4                             |
|           |          |                            | 2.0                             |
|           |          |                            | Auto                            |
|           |          | USB Cloning                | Import                          |
|           |          |                            | Export                          |
|           |          | USB Auto Play              | Off                             |
|           |          |                            | On                              |

<sup>4</sup> - Not supported by LD-SCB-023.

| Main Menu | Sub-menu            | Menu Option     |                     |
|-----------|---------------------|-----------------|---------------------|
| Advanced  | Other               | Switch On State | Power Off           |
|           |                     |                 | Last Status         |
|           |                     |                 | Forced On           |
|           |                     | Language        | English             |
|           |                     |                 | French              |
|           |                     |                 | Spanish             |
|           |                     |                 | German              |
|           |                     |                 | Russian             |
|           |                     |                 | Dutch               |
|           |                     |                 | Traditional Chinese |
|           |                     |                 | Simplified Chinese  |
|           |                     |                 | Turkish             |
|           |                     |                 | Arabic              |
|           |                     | Factory Reset   | Cancel              |
|           |                     |                 | Reset               |
|           |                     | Advanced Reset  | Cancel              |
|           |                     |                 | Reset               |
| About     | Heat Status         | xx° C / xx° F   |                     |
|           | Monitor Information | Model Name      |                     |
|           |                     | Serial No.      |                     |
|           |                     | Operation Hours |                     |
|           |                     | SW Version      |                     |

# Menu Options

## Picture



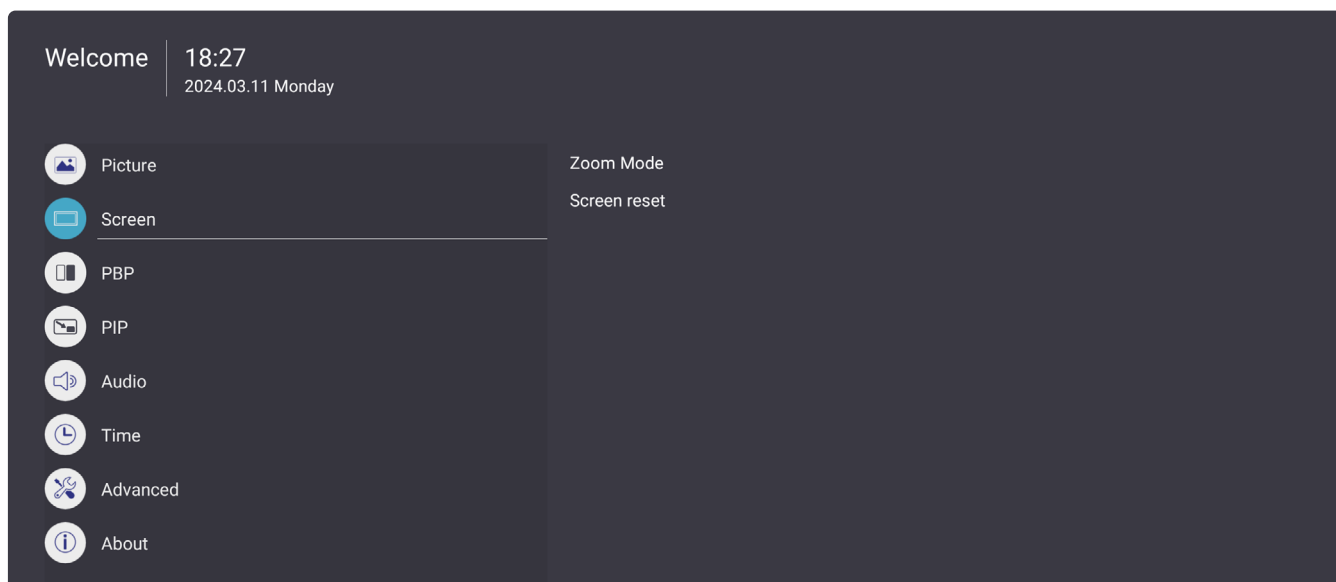
1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
2. Then press **OK** or use **▼/▲/◀/▶** on the remote control to select the **Picture** menu.
3. Press **▼/▲** to select the menu option. Then press **OK** to display its sub-menu, or press **◀/▶** to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu                 | Description                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Brightness</b>        | Adjust the background black levels of the screen image.                                                                                                           |
| <b>Contrast</b>          | Adjust the degree of difference between the lightest and darkest parts of the picture and changes the amount of black and white in the image.                     |
| <b>Sharpness</b>         | Adjust the on-screen image's clarity.                                                                                                                             |
| <b>Tint</b>              | Adjust the color balance of the screen image. The higher the value, the more greenish the image becomes. The lower the value, the more reddish the image becomes. |
| <b>Color</b>             | Adjust the amount of color in the on-screen image.                                                                                                                |
| <b>Color Temperature</b> | Set how color appears on screen using the Kelvin scale.                                                                                                           |
| <b>Picture Mode</b>      | Select the mode that best fits the display's environment.                                                                                                         |
| <b>RGB Range</b>         | Select from Full Range (black and white levels are full [0~255]), Limited Range (Black and white levels are limited [16~235]), or Auto.                           |
| <b>Blue Light Filter</b> | Block high-energy blue light for a more comfortable viewing experience.                                                                                           |

| Sub-menu             | Description                                                             |
|----------------------|-------------------------------------------------------------------------|
| <b>Gamma Set</b>     | Manually adjust the brightness level of the monitor's grayscale levels. |
| <b>Picture Reset</b> | Reset the Picture settings to their default values.                     |

## Screen

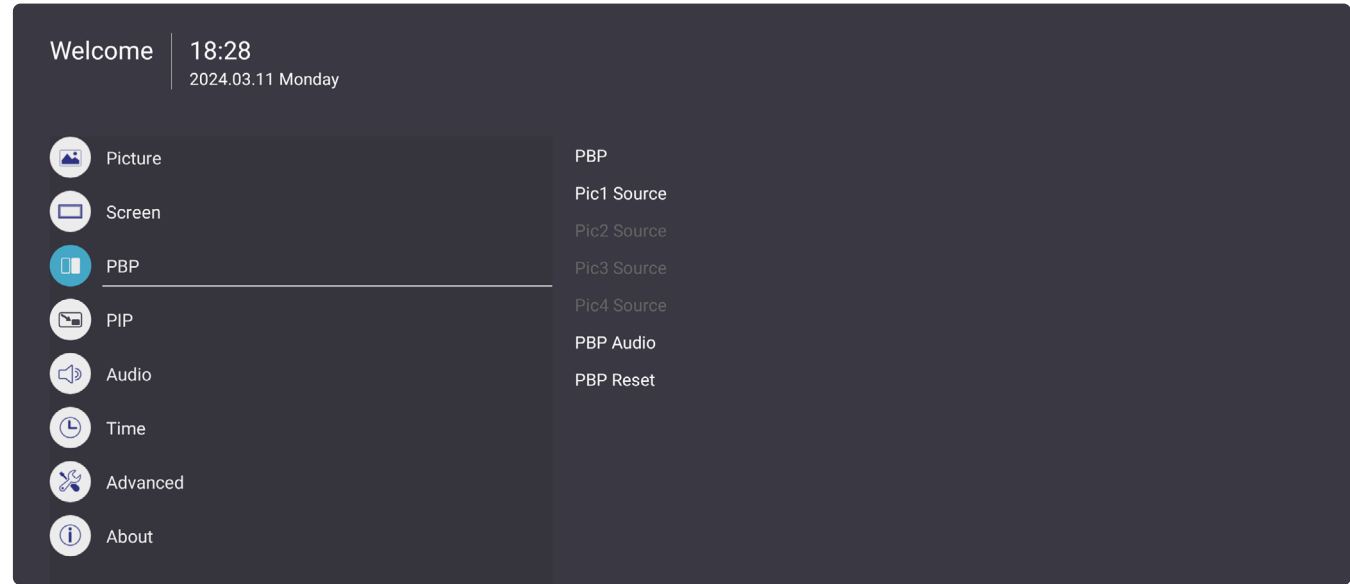


1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **Screen** menu.
3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu            | Description                                        |
|---------------------|----------------------------------------------------|
| <b>Zoom Mode</b>    | Set the on-screen image's width and height.        |
| <b>Screen Reset</b> | Reset the Screen settings to their default values. |

# PBP (Picture-by-Picture)

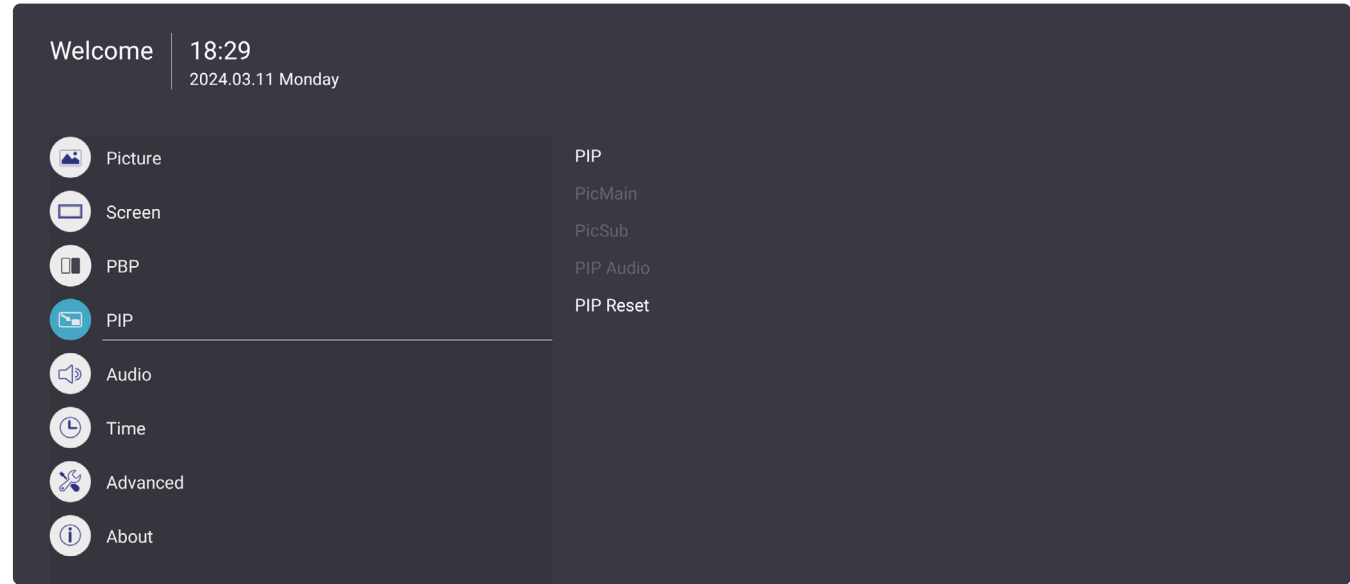


- 1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
- 2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **PBP** menu.
- 3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu          | Description                                                             |
|-------------------|-------------------------------------------------------------------------|
| <b>PBP Mode</b>   | Select the type of PBP screen: Full, Dual, Three-part, Center, or Quad. |
| <b>PBP Source</b> | Set the video source for the PBP.                                       |
| <b>PBP Audio</b>  | Set the audio source for the PBP.                                       |
| <b>PBP Reset</b>  | Reset the PBP settings to their default values.                         |

# PIP (Picture-in-Picture)

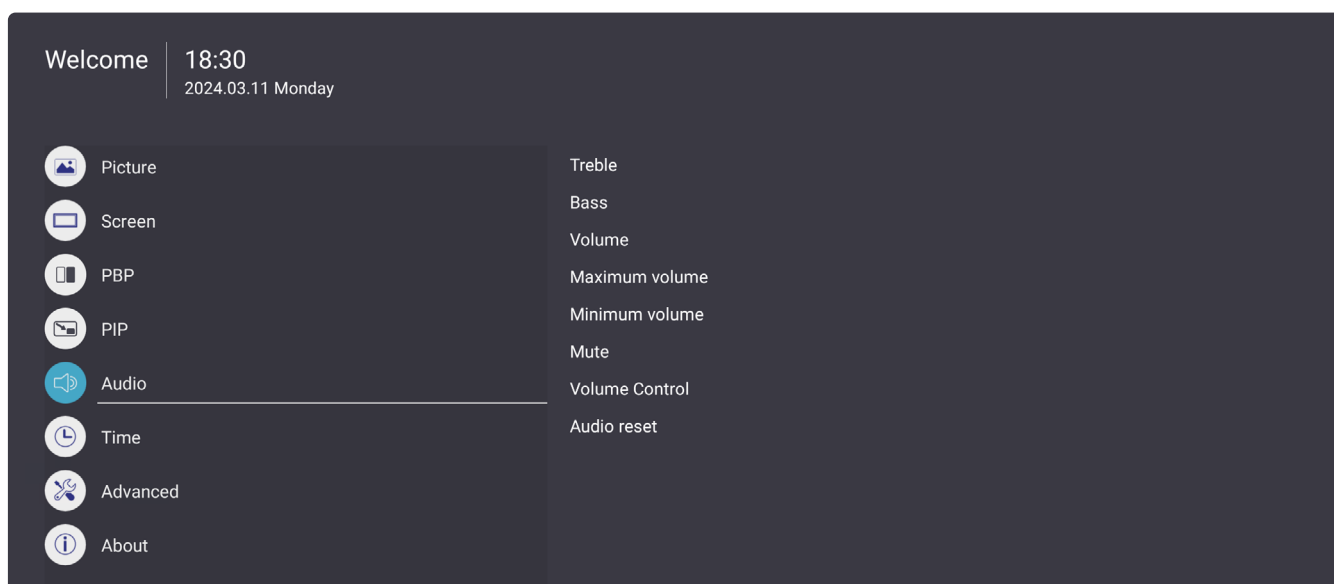


- 1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
- 2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **PIP** menu.
- 3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu         | Description                                                                            |
|------------------|----------------------------------------------------------------------------------------|
| <b>PIP Mode</b>  | Select the location of the PIP screen: Top Left, Top Right, Bottom Left, Bottom Right. |
| <b>PicMain</b>   | Set the video input source of the main screen.                                         |
| <b>PicSub</b>    | Set the video input source of the sub-screen.                                          |
| <b>PIP Audio</b> | Set the audio source for the PIP.                                                      |
| <b>PIP Reset</b> | Reset the PIP settings to their default values.                                        |

## Audio



1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **Audio** menu.
3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

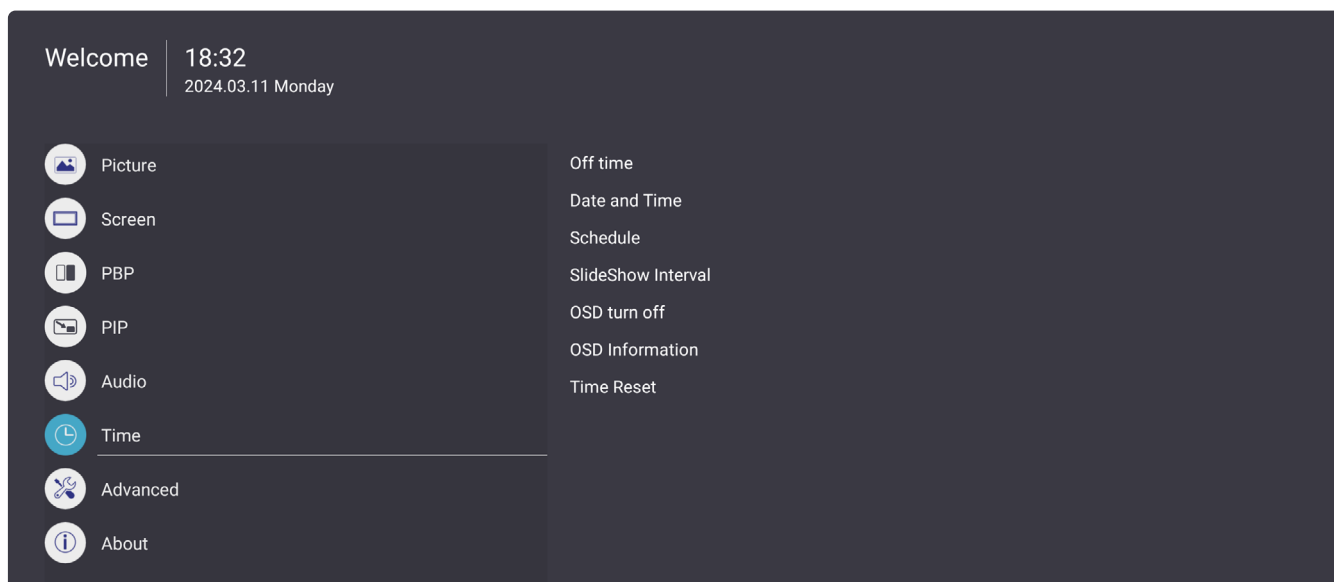
| Sub-menu                  | Description                                                          |
|---------------------------|----------------------------------------------------------------------|
| <b>Treble<sup>5</sup></b> | Adjust the display's treble level (higher-pitched sounds).           |
| <b>Bass<sup>4</sup></b>   | Adjust the display's bass level (lower-pitched sounds).              |
| <b>Volume</b>             | Adjust the display's sound level.                                    |
| <b>Maximum Volume</b>     | Set a maximum sound level.                                           |
| <b>Minimum Volume</b>     | Set a minimum sound level.                                           |
| <b>Mute</b>               | Turn off the display's sound.                                        |
| <b>Volume Control</b>     | Select the audio source: the display, SPDIF port, or Audio Out port. |
| <b>Audio Reset</b>        | Reset the Audio settings to their default values.                    |

---

5 - Not supported by LD-SCB-023.



## Time



1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **Time** menu.
3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu                  | Description                                                                            |
|---------------------------|----------------------------------------------------------------------------------------|
| <b>Off Time</b>           | Set a time for the display to turn off.                                                |
| <b>Date and Time</b>      | Set the date and time of the display.                                                  |
| <b>Schedule</b>           | Set a schedule to turn the display on and off.                                         |
| <b>Slideshow Interval</b> | Set the time interval to change between images for a photo slide show.                 |
| <b>OSD Turn Off</b>       | Set the length of time the OSD Menu remains on screen.                                 |
| <b>OSD Information</b>    | Set the length of time the volume, brightness, and input source menu remain on screen. |
| <b>Time Reset</b>         | Reset the Time settings to their default values.                                       |

Advanced



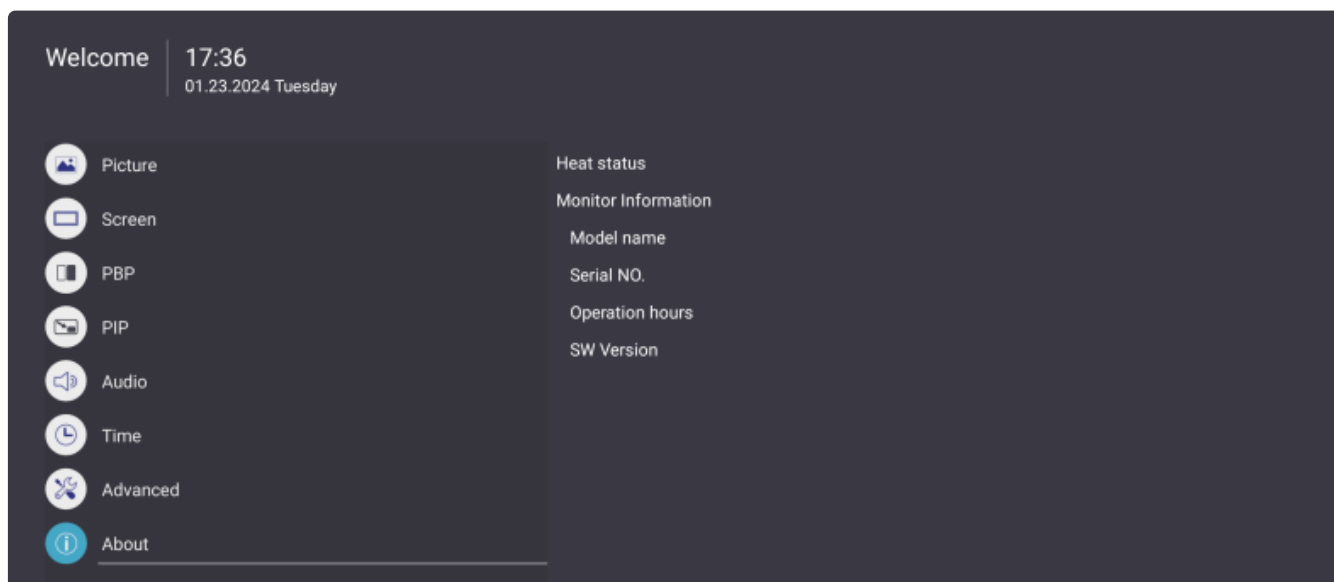
- 1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
- 2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **Advanced** menu.
- 3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu  | Description                                                                                                                                                                                                             |        |             |       |                                                                 |           |                        |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------|-------|-----------------------------------------------------------------|-----------|------------------------|
| Saving    | <u>Panel Saving</u><br>Reduces the risk of image burn-in when enabled.                                                                                                                                                  |        |             |       |                                                                 |           |                        |
|           | <u>Power Save</u><br>Reduce power consumption.                                                                                                                                                                          |        |             |       |                                                                 |           |                        |
|           |                                                                                                                                                                                                                         |        |             |       |                                                                 |           |                        |
|           |                                                                                                                                                                                                                         |        |             |       |                                                                 |           |                        |
|           |                                                                                                                                                                                                                         |        |             |       |                                                                 |           |                        |
|           | <table><tr><th>Option</th><th>Description</th></tr><tr><td>Sleep</td><td>Power usage is 38W. LAN control can still be used in this mode.</td></tr><tr><td>Hibernate</td><td>Power usage is &lt; 0.5W.</td></tr></table> | Option | Description | Sleep | Power usage is 38W. LAN control can still be used in this mode. | Hibernate | Power usage is < 0.5W. |
| Option    | Description                                                                                                                                                                                                             |        |             |       |                                                                 |           |                        |
| Sleep     | Power usage is 38W. LAN control can still be used in this mode.                                                                                                                                                         |        |             |       |                                                                 |           |                        |
| Hibernate | Power usage is < 0.5W.                                                                                                                                                                                                  |        |             |       |                                                                 |           |                        |

| Sub-menu      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Boot</b>   | <p><u>Boot On Source</u><br/>Select the input source to enter automatically after the display is turned on.</p> <p><u>Boot On Logo</u><br/>Show or hide a logo when the display is turned on.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Signal</b> | <p><u>Auto Signal Detection</u><br/>Allow the display to detect and display available input sources automatically.</p> <p><u>No Signal Standby</u><br/>Set the time period for the display to enter standby mode when there is no input signal.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Port</b>   | <p><u>HDMI with One Wire</u><br/>Enable or disable CEC (Consumer Electronics Control).<br/><br/>CEC synchronizes power on/off operation via HDMI connection. That is, if a device that also supports CEC is connected to the HDMI input of the display, when the display's power is turned off, the power of the connected device will also be turned off automatically. When the power of the connected device is turned on, the display's power will be turned on automatically.</p> <p><u>USB Cloning</u><br/>Save the OSD Menu configuration to a USB storage device.</p> <p><u>HDMI Version</u><br/>Select the HDMI version.</p> <p><u>USB Auto Play</u><br/>If enabled, the display will copy media files from a connected external USB storage device to the display's internal storage then play the media files automatically.<br/><br/><b>NOTE:</b> If power is lost during the file transfer, please remove the files from the internal storage and try again.</p> |
| <b>Other</b>  | <p><u>Switch On State</u><br/>Select the display status for the next time the power cord is connected to a power outlet: Power Off, the display will remain off, Last Status, the display will return to the previous power status, or Forced On, the display will turn on.</p> <p><u>Language</u><br/>Set the language for the OSD Menu.</p> <p><u>Factory Reset</u><br/>Reset all OSD Menu settings to their default values.</p> <p><u>Advanced Reset</u><br/>Reset the Advanced settings to their default values.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## About



1. Press the **MENU** (⚙️) button on the remote control to display the OSD Menu.
2. Then press **OK** or use ▼/▲/◀/▶ on the remote control to select the **About** menu.
3. Press ▼/▲ to select the menu option. Then press **OK** to display its sub-menu, or press ◀/▶ to adjust/select the setting.

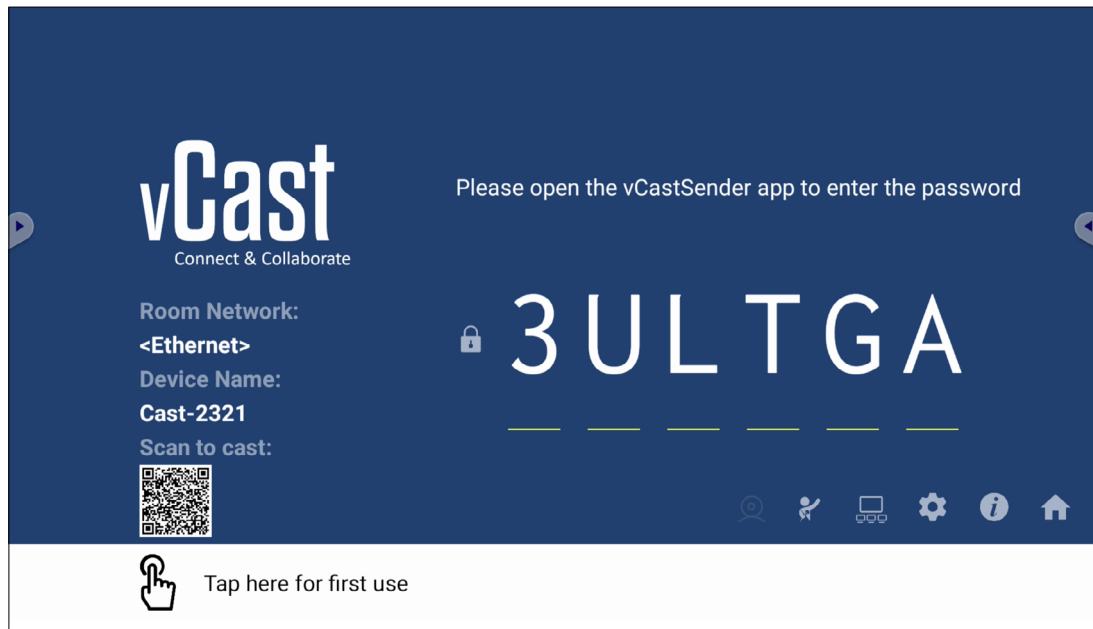
**NOTE:** Some sub-menu options may have another sub-menu layer.

| Sub-menu            | Description                                                                                                   |
|---------------------|---------------------------------------------------------------------------------------------------------------|
| Heat Status         | View the maximum temperature of the display.                                                                  |
| Monitor Information | View information about the display such as: Model Name, Serial Number, Operation Hours, and Software Version. |

# Pre-installed Applications

## vCast

Working with ViewBoard® Cast software (vCast, vCast Pro, and vCastSender), the vCast application will allow the display to receive laptop screens (Windows/Mac/Chrome) and mobile (iOS/Android) users' screens, photos, videos, annotations, and camera(s) that are using the vCastSender application.

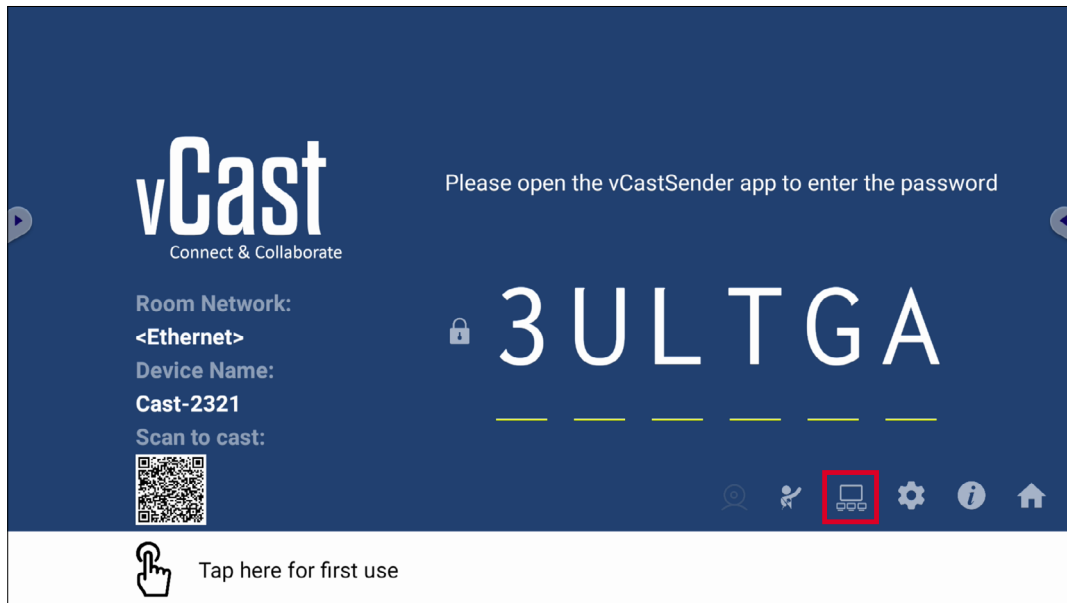


## Network Information

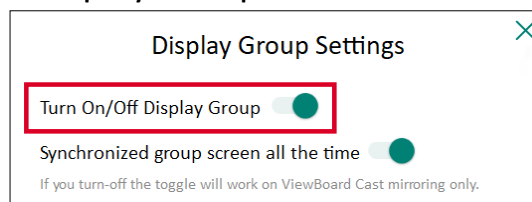
- ViewBoard® Cast software, laptops, and mobile devices can connect to both the same subnet and cross subnet by entering the on-screen PIN code.
- Connected devices will show up under **Device List** on the same subnet connection.
- If the device does not show up under **Device List**, users will need to key-in the on-screen PIN code.
- **Ports:**
  - » TCP 56789, 25123, 8121 & 8000 (Controlling message port & client device audio transfer)
  - » TCP 8600 (BYOM)
  - » TCP 53000 (Request share screen)
  - » TCP 52020 (Reverse control)
  - » TCP 52025 (Reverse control for ViewBoard Cast Button)
  - » TCP 52030 (Status sync)
  - » TCP 52040 (Moderator mode)
  - » UDP 48689, 25123 (Device searching and broadcast & client device audio transfer)
  - » UDP 5353 (Multicast search device protocol)
- **Port and DNS for Activation:**
  - » Port: 443
  - » DNS: <https://vcastactivate.viewsonic.com>
- **OTA Service**
  - » Server Port: TCP 443
  - » Server FQDN Name: <https://vcastupdate.viewsonic.com>

## Display Group Settings

To adjust the Display Group Settings, select the Display Group icon () located in the lower-right corner of the screen.

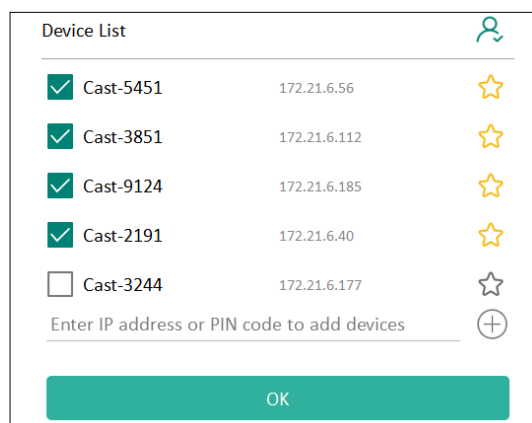


1. Toggle the “Turn On/Off Display Group” ON to enable the Display Group feature.



**NOTE:** Other preinstalled ViewBoard Cast devices in the same network will be listed.

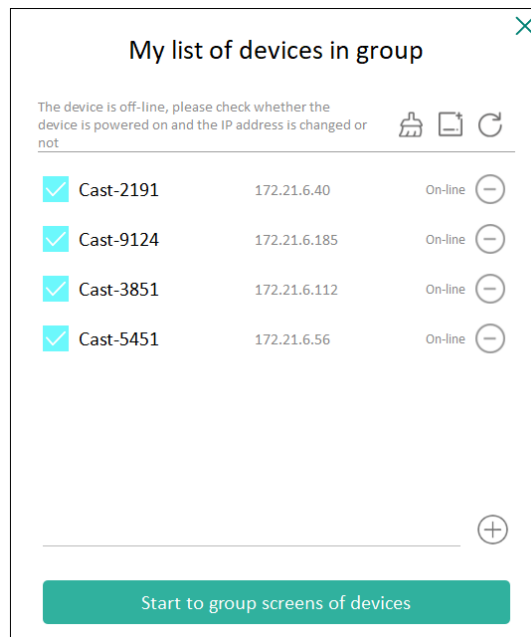
2. Select the devices you want to join the display group and select **OK** to save the settings.



**NOTE:**

- If the devices you want to group are not listed, you can enter their respective IP address or connecting PIN code.
- The Display Group maximum device limit is six devices.

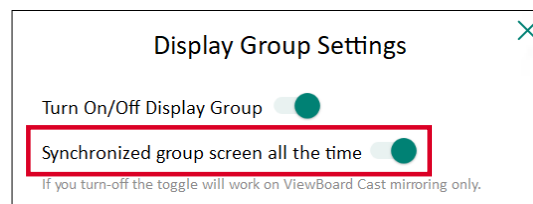
3. If you frequently connect to the same device, you can select the Star icon (☆) next to the device to add it to your frequently connected devices list, “My List of Devices in Group”, for easier Display Group setup and management.





## Synchronized Group Screen All the Time

When the “Synchronized group screen all the time” function is toggled ON, it will display a synchronized group screen continuously. If it is toggled OFF, it will work on vCast mirroring only.



**NOTE:** Select the devices to group first, then toggle the “Synchronized group screen all the time” function ON to avoid interruption.

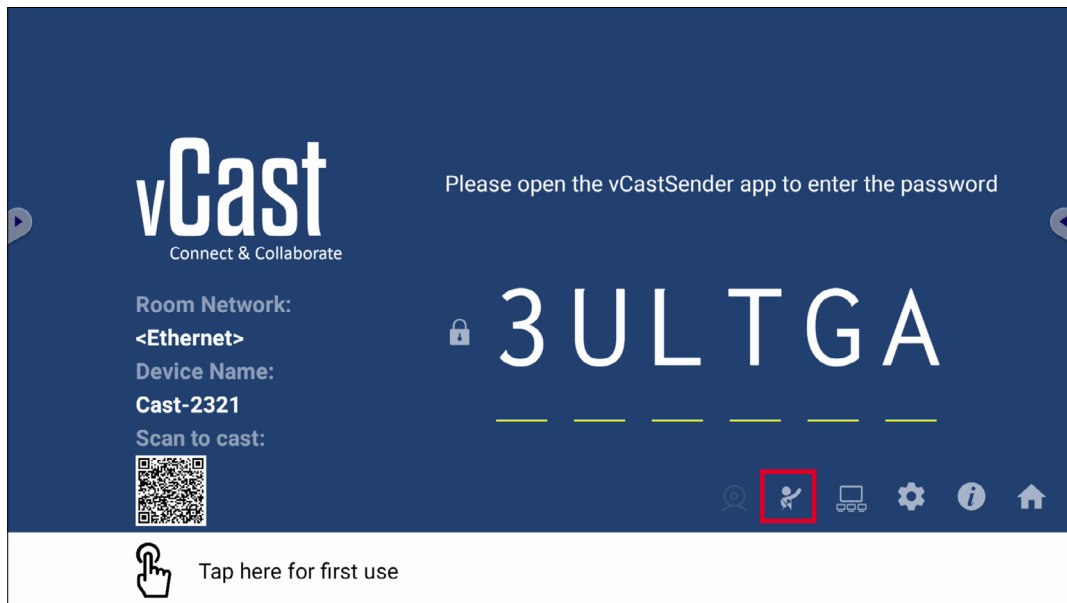
## Share a Screen to the Display Group (One to Many Casting)

After confirming the above settings, you can share your screen to the main display, then the grouped client devices will be synced up to your screen.

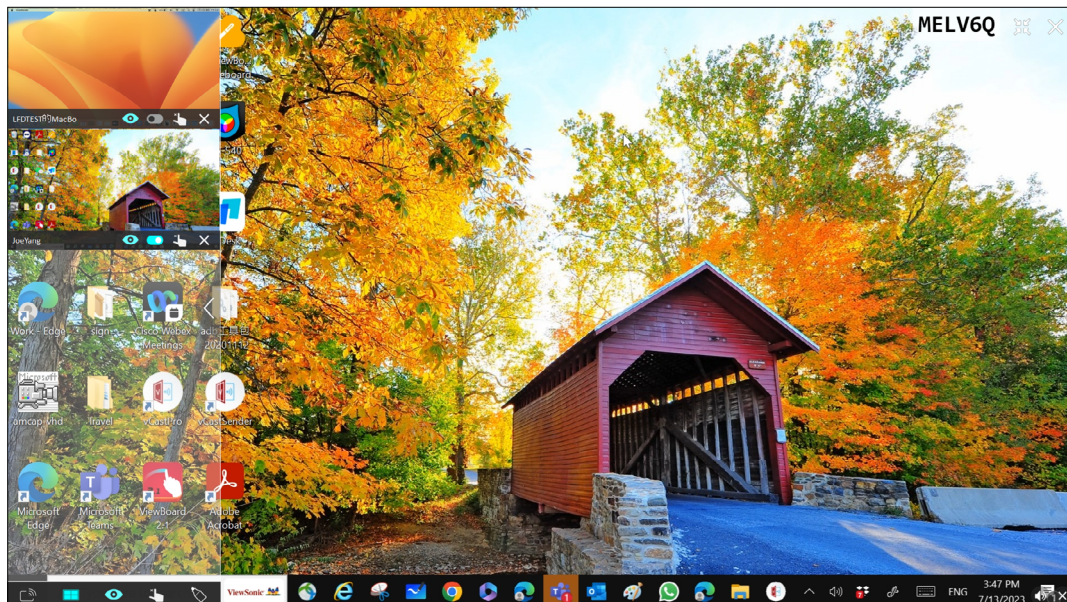


## Moderator Mode

Moderator Mode allows the moderator to take control of the devices connected to the display. To enter Moderator Mode, select the Moderator Mode icon (👤) located in the lower-right corner of the screen.

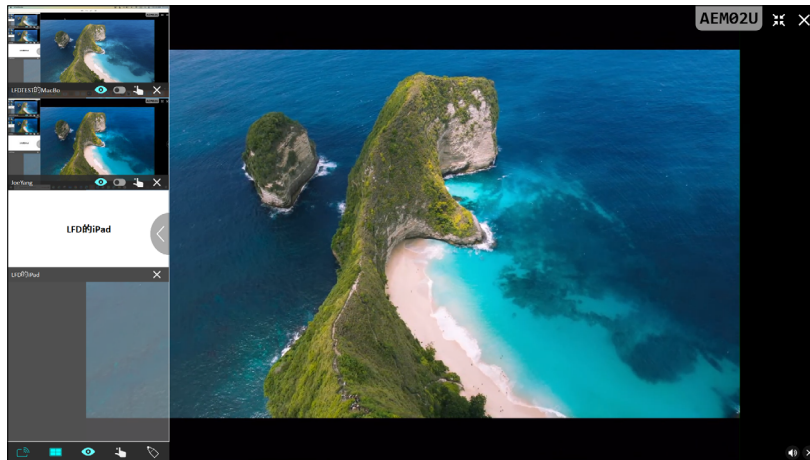


When enabled, the moderator can view a list of all connected screens in the left floating window and can preview each participant's screen and then select any of participant's screen and cast to the display's main screen for presentation. The moderator can also control each participant's screen, annotate on the display, and remove unwanted participants by selecting the close icon (X).



## Broadcast

When enabled, the display's screen will be broadcasted to all of the participant's connected screens simultaneously. The participants can only view the presentation contents until the moderator disables the Broadcast function.



## Multiple Screen Sharing

By default, vCast is set to allow multiple screen sharing, but can also be set to single screen sharing. To do this, the moderator can select the Multiple Screen Sharing icon to switch to single screen sharing.

## Preview Screen

By default, vCast is set to let the moderator preview the participant's screen contents prior to sharing to the display. Selecting the Preview Screen icon, the Moderator can switch to see the participant's name only.

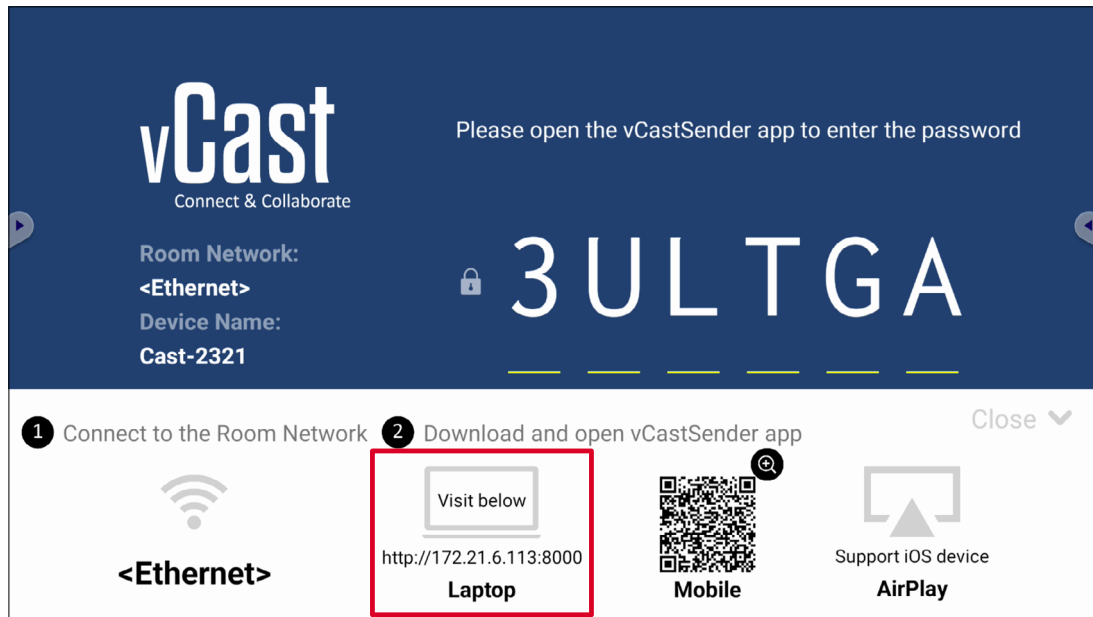
## Touch

By default, participants can use touch for collaboration after connecting. The moderator can enable/disable the touch function of a participant by selecting the Touch icon in their window.

### NOTE:

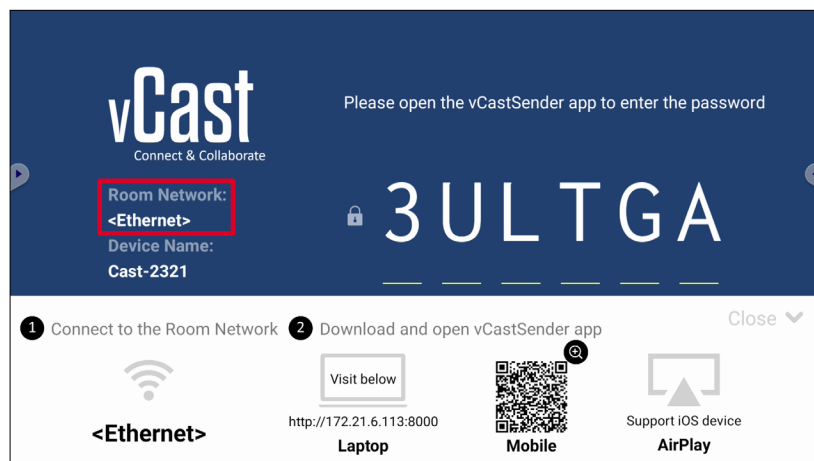
- Moderator Mode is supported on all vCastSender and AirPlay devices, but mobile devices are limited to a “preview” function. Additionally, mobile Android devices cannot cast sound out.
- When you cast your Windows/Mac/Chrome screen to the display, the selected full screen unit will not be broadcasted back to your device to avoid repetitive screen casting.
- The active presenter can touch each of the participant's screens to remotely control casting devices.
- The number of multi-screen presenters on-screen depends on your Windows CPU processor performance and router specifications.

## Casting from Windows, MacBook, and Chrome Devices



1. Ensure the client device (e.g., laptop) is connected to the same network as the display.

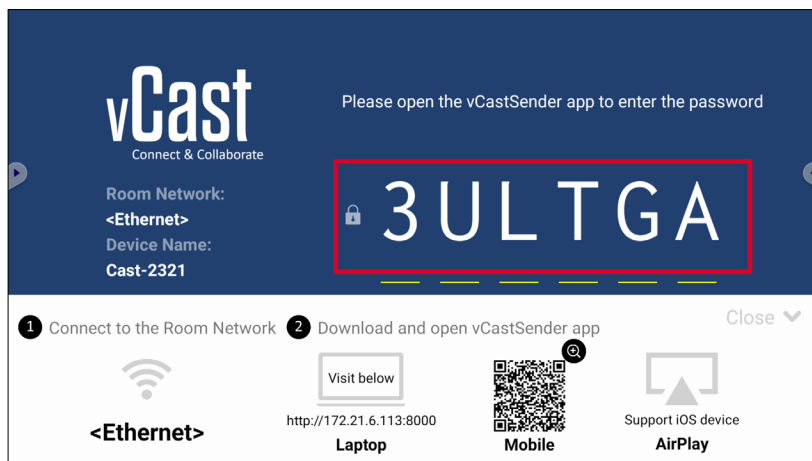
**NOTE:** The network name can be found under **Room Network**.



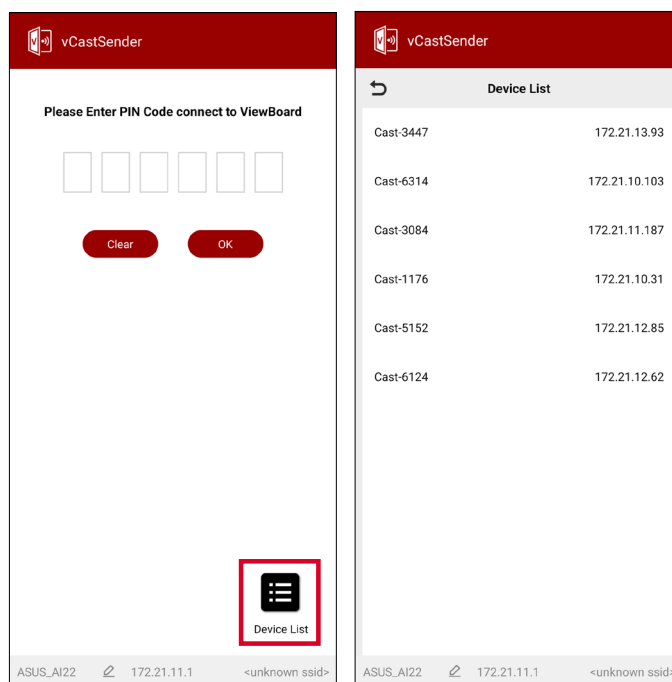
2. On the client device, visit the address that is shown on the display to download and install the vCastSender application.
3. After installing, launch the vCastSender application.

4. To connect to the display, input the PIN code and click OK.

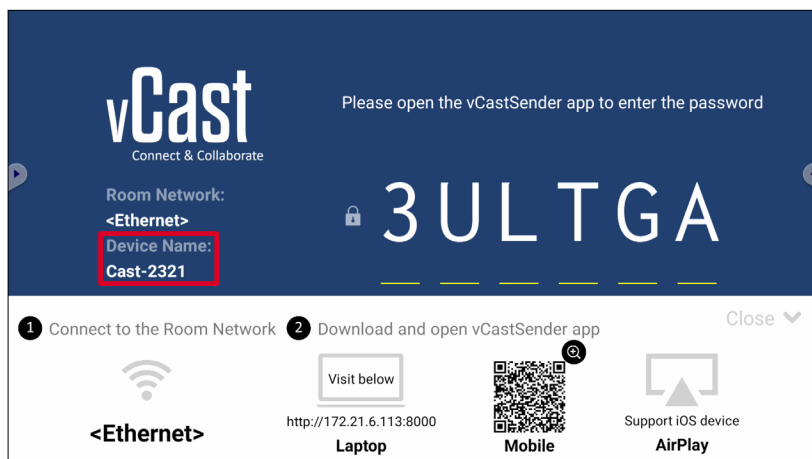
**NOTE:** The **PIN code** can be found as highlighted below:



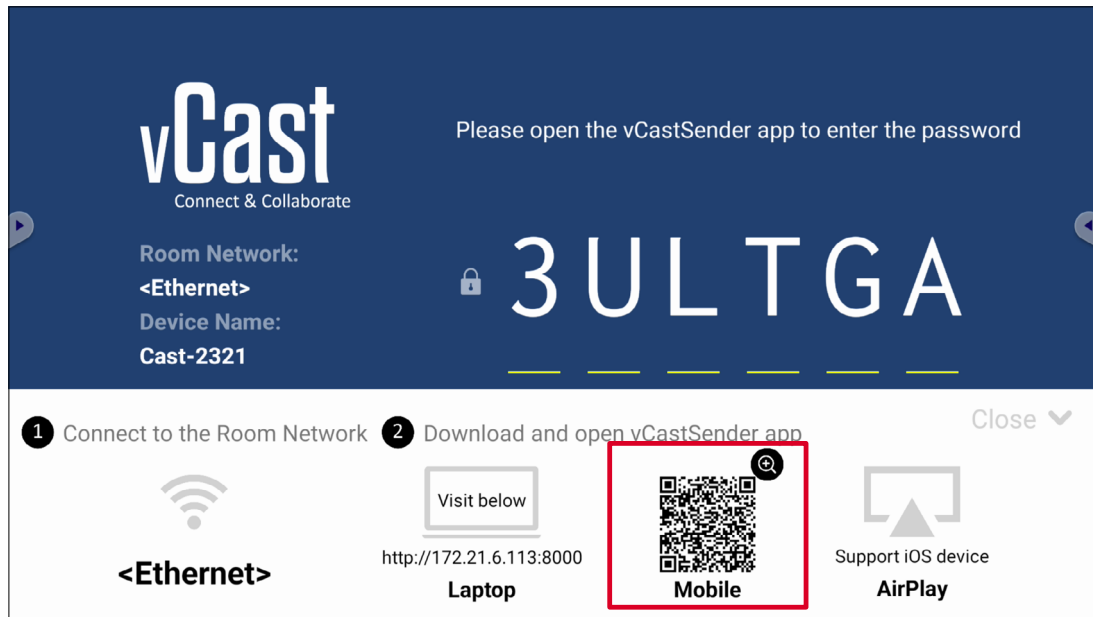
5. Additionally, you can connect to the display by clicking **Device List** then the **Device Name** listed.



**NOTE:** The **Device Name** can be found as highlighted below:

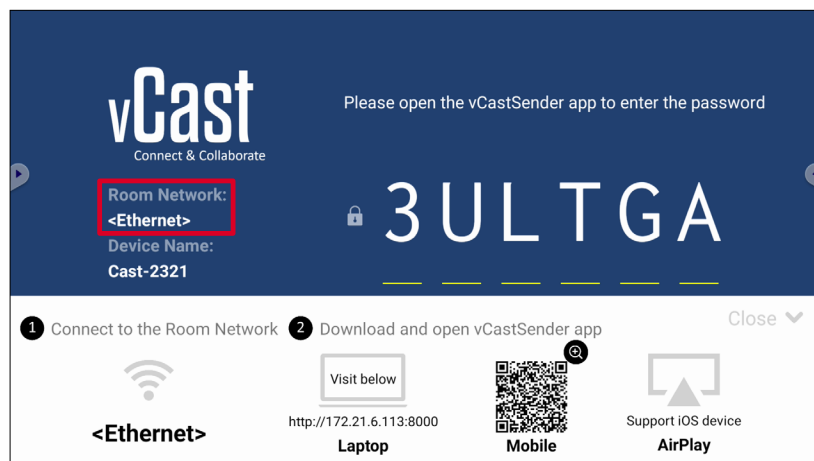


## Casting from Android Devices

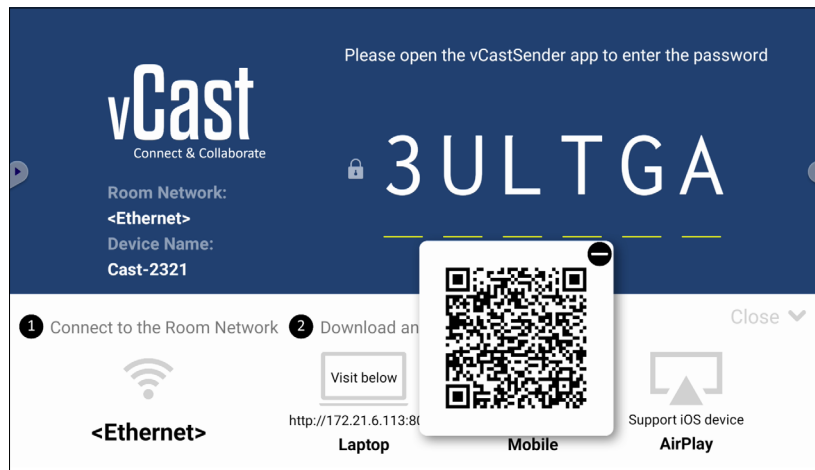


1. Ensure the client device (e.g., Android phone or tablet) is connected to the same network as the display.

**NOTE:** The network name can be found under **Room Network**.

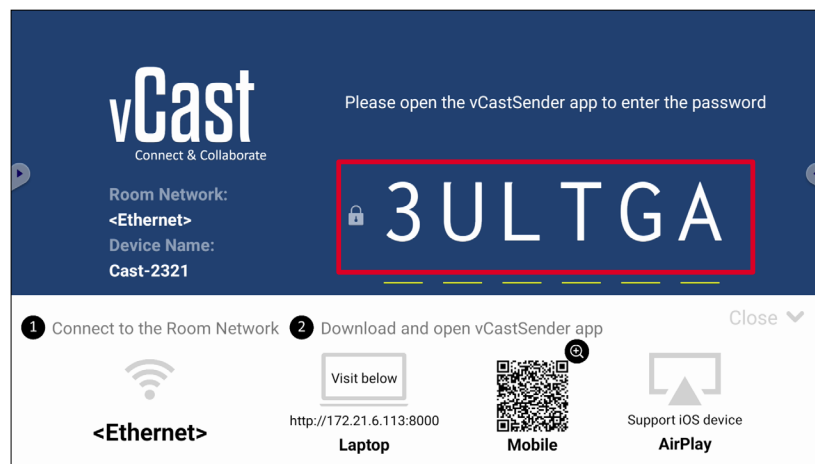


2. On the Android client device, scan the QR code shown on the display to directly download the vCastSender application, or download the application from the Google Play Store.



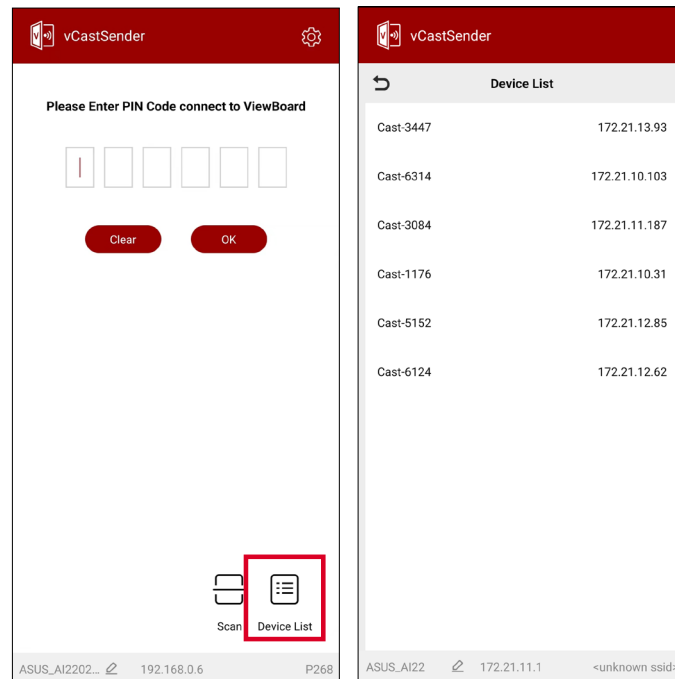
3. After installing, launch the vCastSender application.
4. To connect to the display, input the PIN code and select **OK**.

**NOTE:** The **PIN code** can be found as highlighted below:

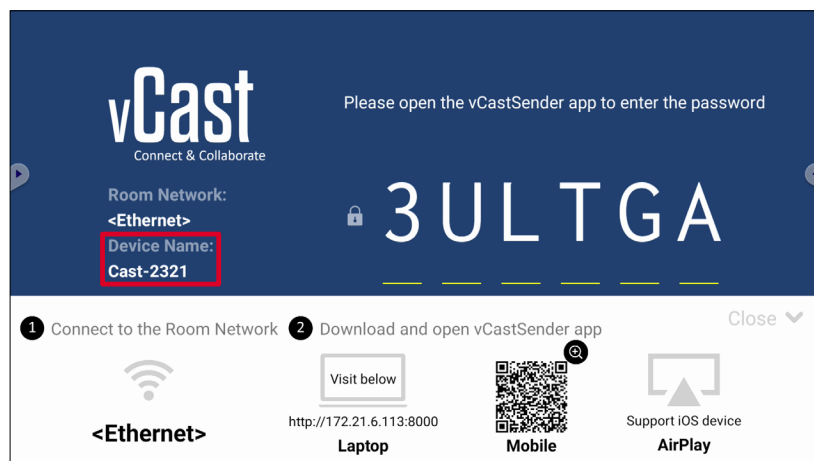




5. You can also connect to the display by selecting **Device List** then the **Device Name** listed.

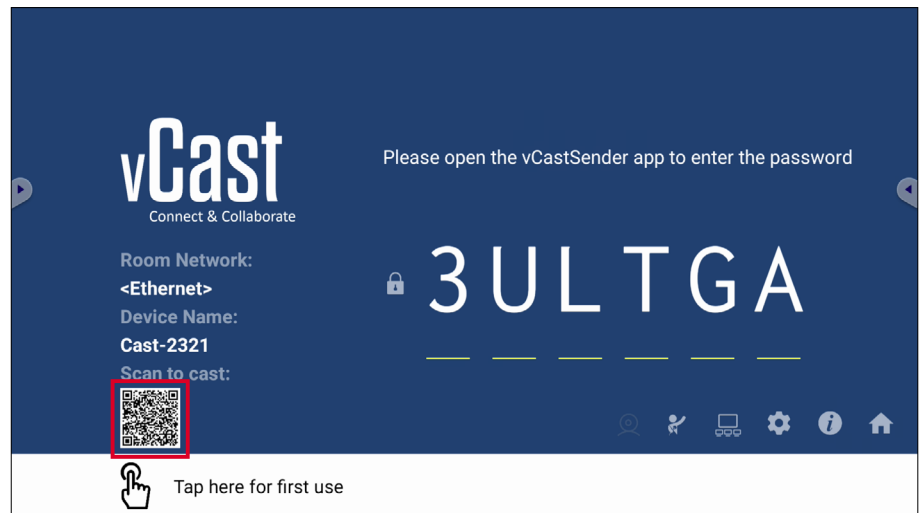
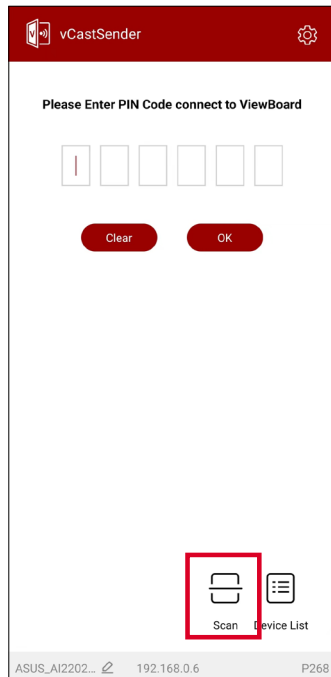


**NOTE:** The **Device Name** can be found as highlighted below:



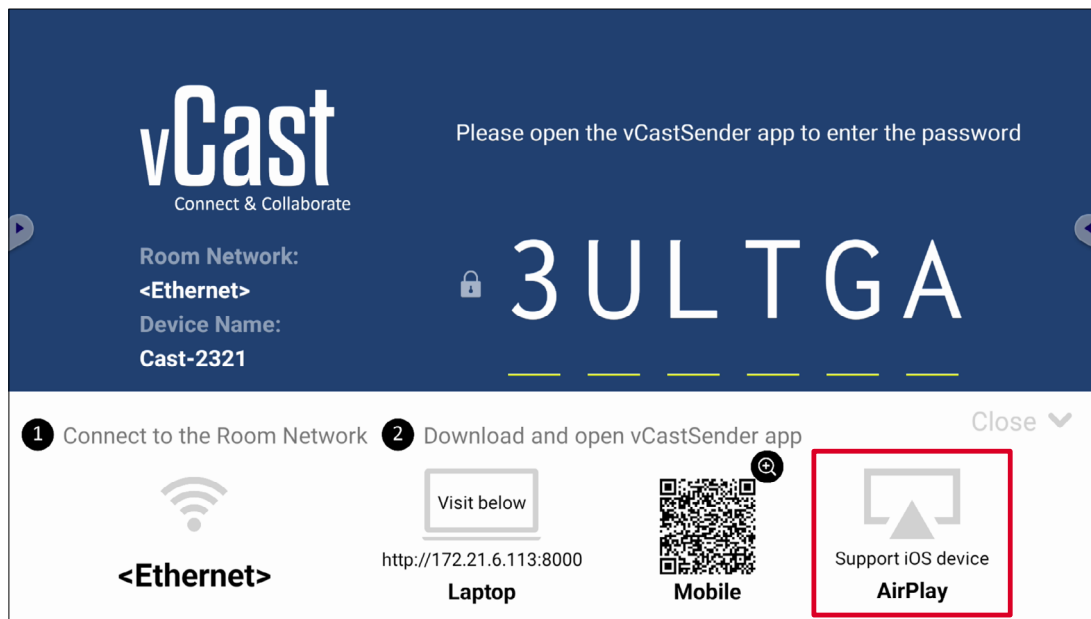


6. Additionally, you can connect to the display by selecting **Scan** then placing the on-screen QR code into the box to automatically connect.



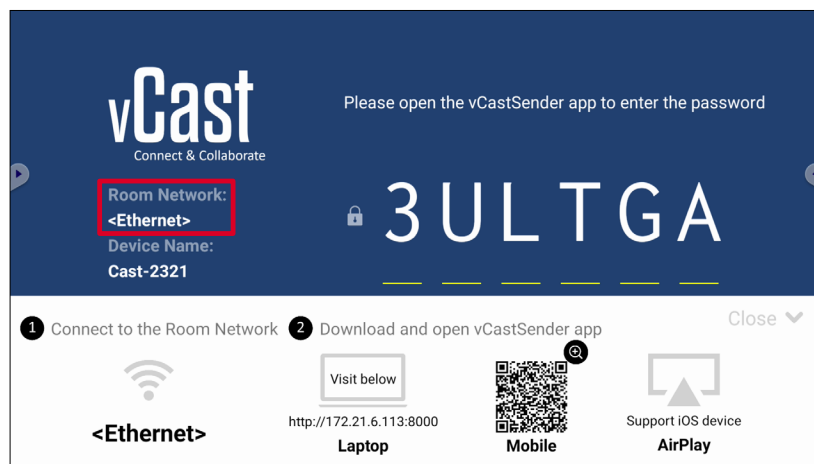
## Casting from Apple iOS Devices

Apple AirPlay® is compatible with vCast for screen mirroring and content streaming under the same subnet environment only. An “AirPlay Password” will be generated on-screen for connection when using AirPlay to cast to the display.



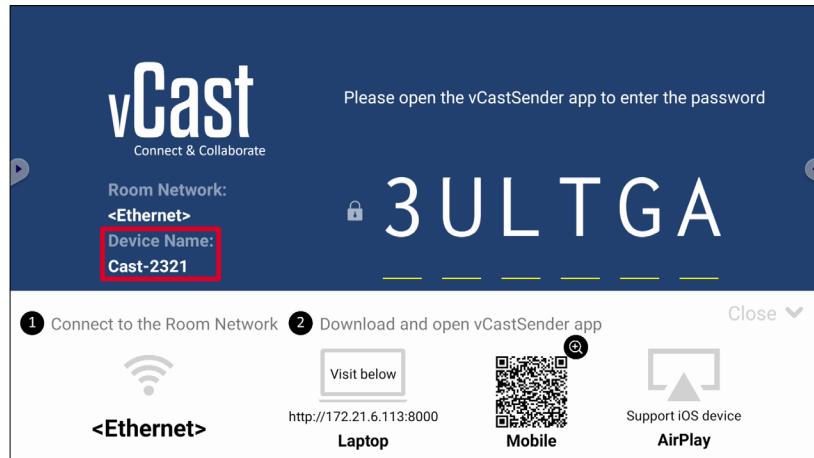
1. Ensure the client device (e.g., iPhone or iPad) is connected to the same network as the display.

**NOTE:** The network name can be found under **Room Network**.

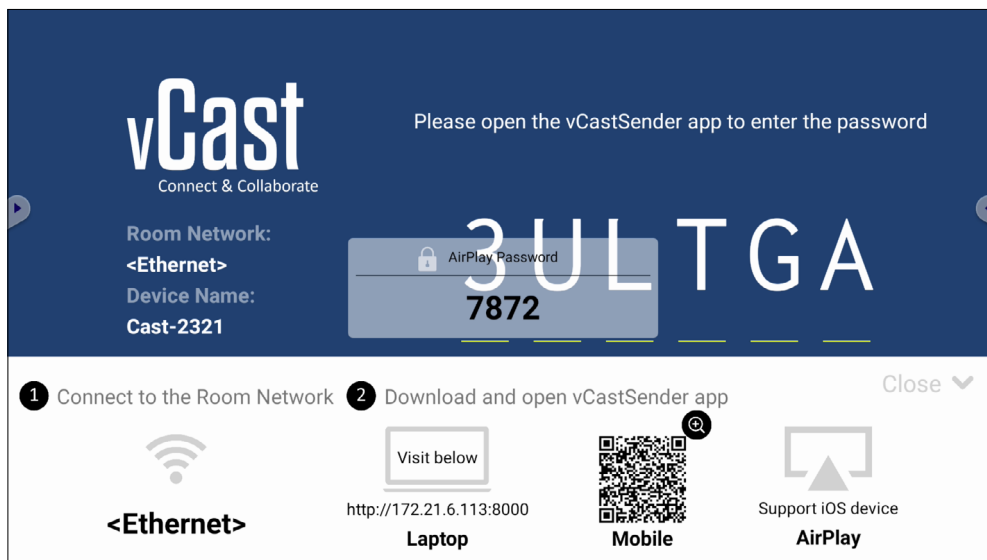


2. On the iOS client device, directly open AirPlay and select the **Device Name** of the display to connect.

**NOTE:** The **Device Name** can be found as highlighted below:

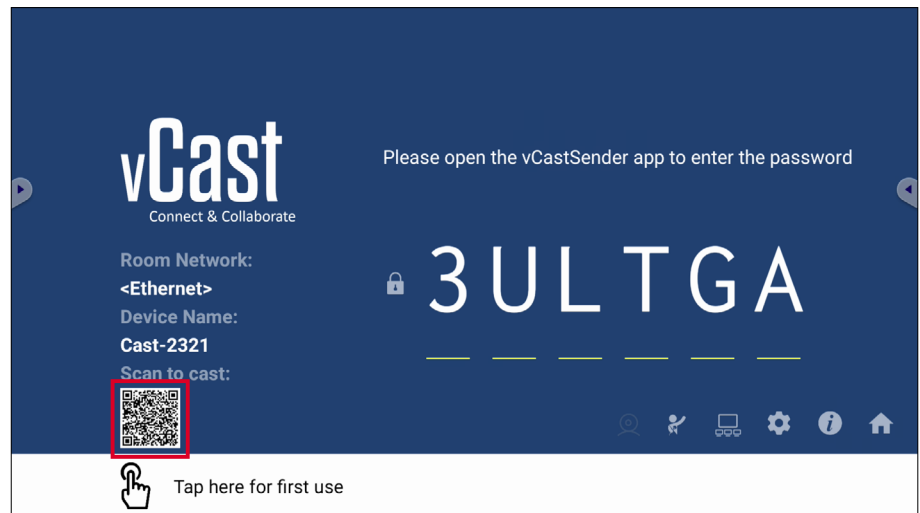
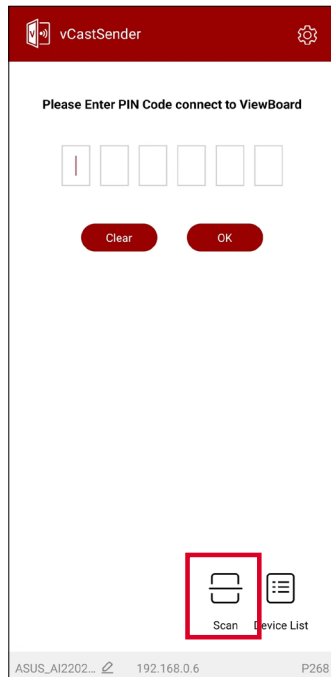


3. Input the generated on-screen **AirPlay Password** on the client device to connect.



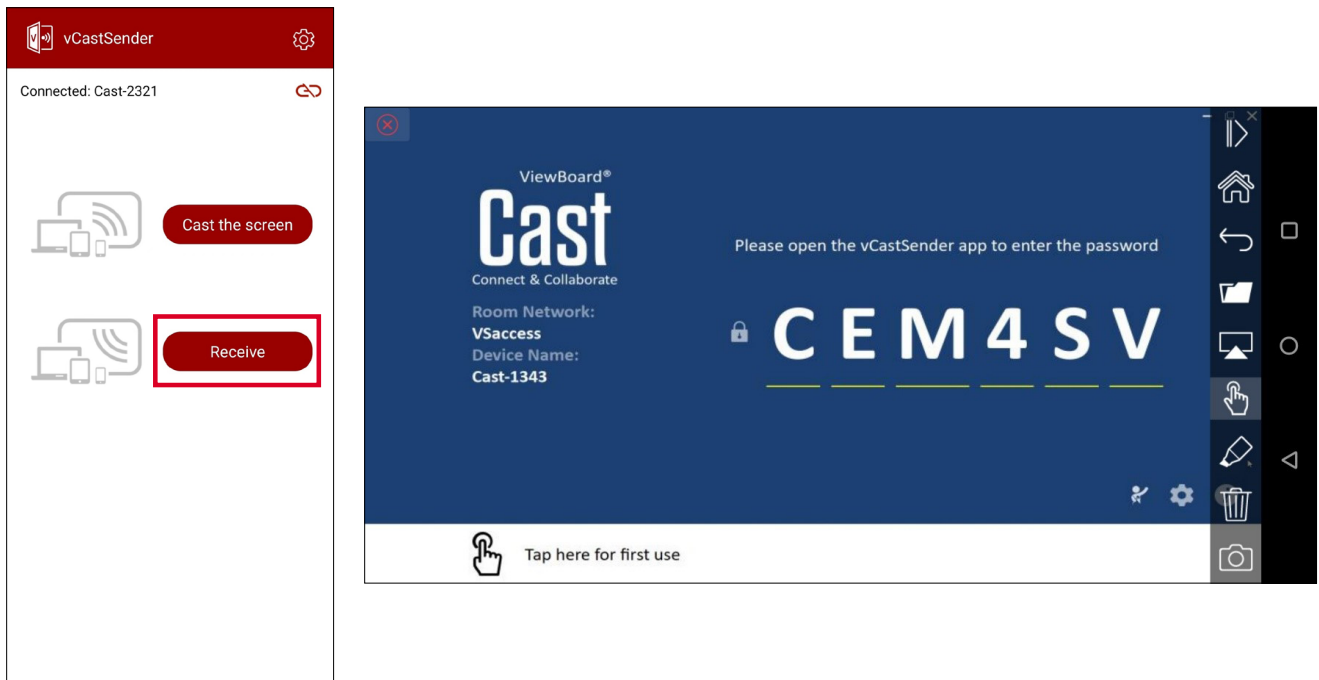
**NOTE:** In a cross subnet environment, please download and connect with the vCastSender iOS application from the Apple App Store.

4. You can also connect to the display by selecting **Scan** then placing the on-screen QR code into the box to automatically connect.



## Connecting to a ViewBoard from a Mobile Device

Once connected, select **Receive**. The display's screen will appear on the mobile device with an on-screen toolbar. Users can interact with the display with annotations, file sharing, etc.



| Item                                                                                |                 | Description                                               |
|-------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------|
|  | <b>Toggle</b>   | Hide or display the toolbar.                              |
|  | <b>Home</b>     | Return to the Home interface.                             |
|  | <b>Return</b>   | Return to the previous operation.                         |
|  | <b>Folder</b>   | View or open the mobile device's files.                   |
|  | <b>Share</b>    | Cast the mobile device's screen to the connected display. |
|  | <b>Touch</b>    | Remotely control the connected display.                   |
|  | <b>Annotate</b> | Make annotations, and adjust the pen color.               |
|  | <b>Clear</b>    | Clear everything on screen.                               |
|  | <b>Camera</b>   | Send camera images to the connected display.              |

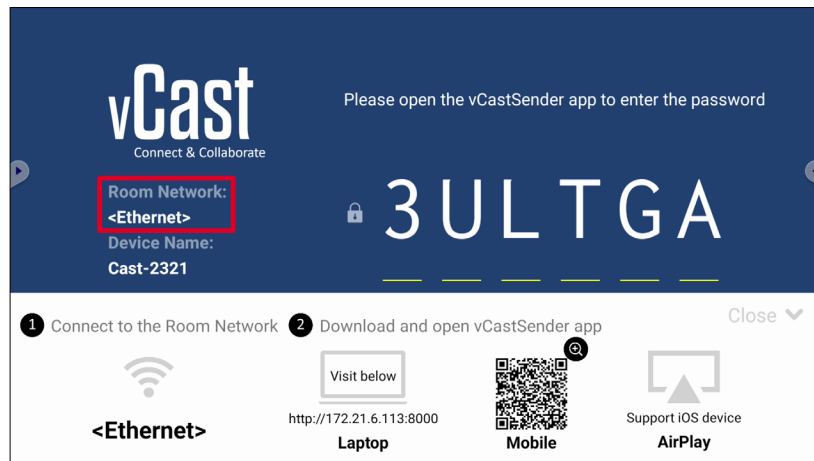
## Casting with Chromecast

vCast supports native Chromecast screen sharing via the Chrome browser casting when the Chromecast feature is enabled.

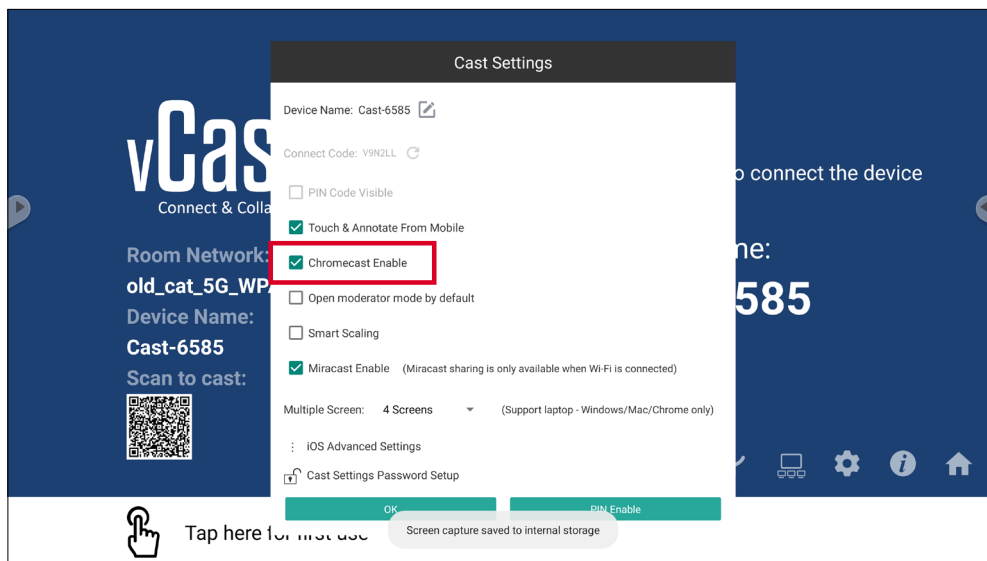
**NOTE:** Chromecast does not support password protection or multiple-screen casting.

1. Ensure the client device (e.g., laptop) is connected to the same network as the ViewBoard.

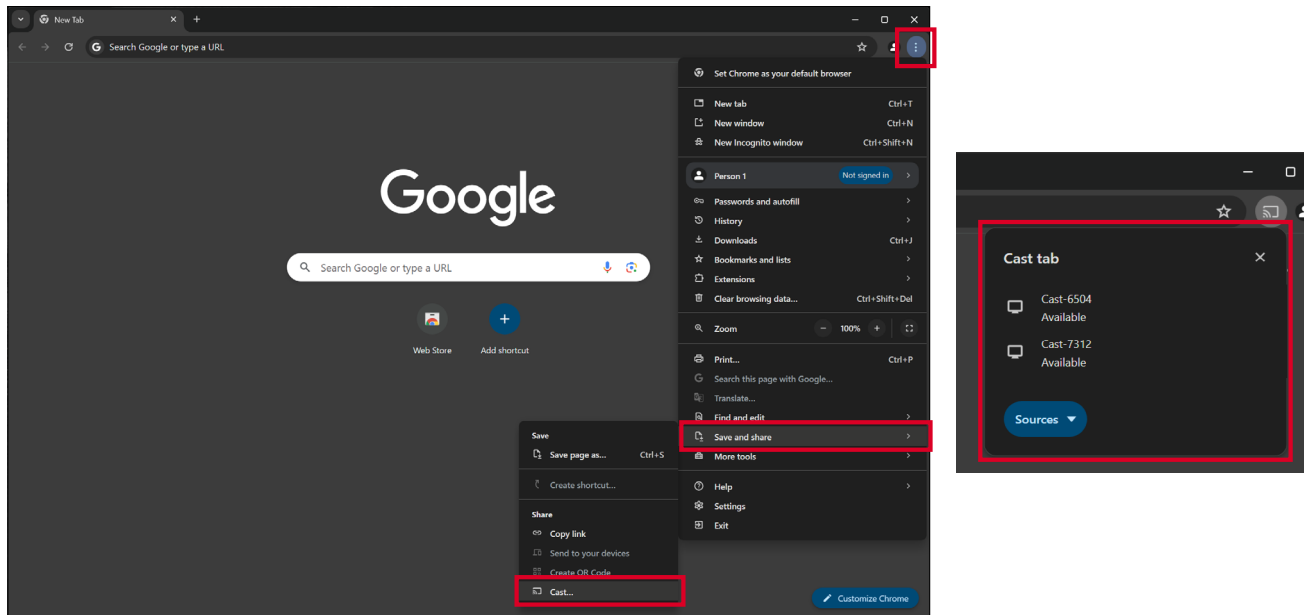
**NOTE:** The network name can be found under **Room Network**.



2. Ensure the **Chromecast Enable** checkbox is selected in the vCast settings.



3. In the Chrome browser, go to: **Settings > Save and share > Cast...** > Select the screen to cast to.



## Casting with Miracast

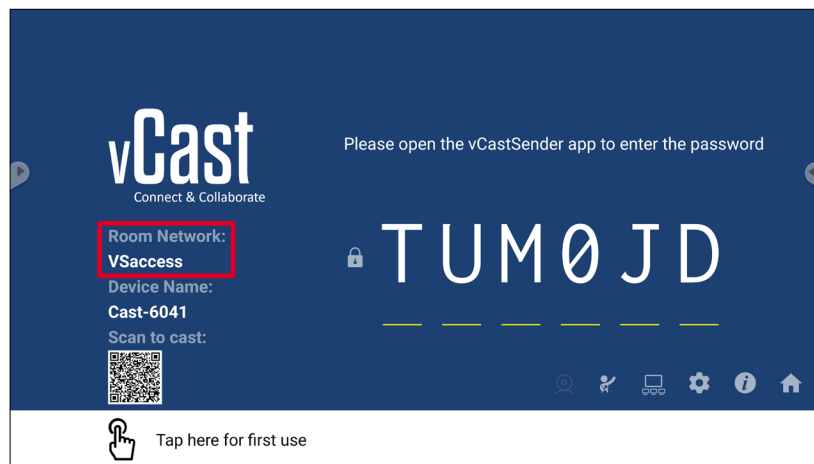
vCast supports native Miracast to cast content from Windows and Android devices to a ViewBoard when the Miracast feature is enabled.

### NOTE:

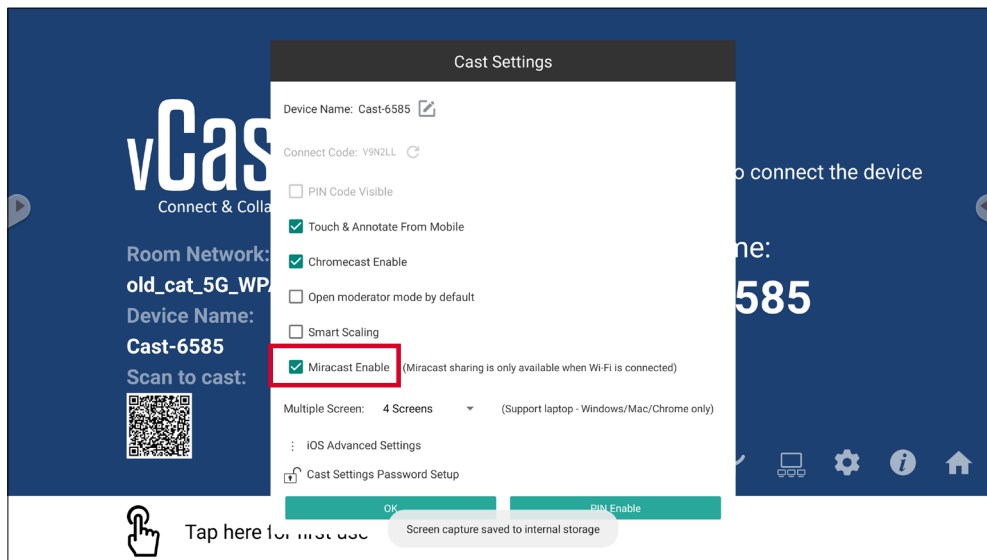
- Miracast does not support password protection or multiple-screen casting.
- Miracast sharing is only available over Wi-Fi.
- Miracast will automatically turn off after being idle for one hour.

1. Ensure the client device (e.g., laptop) is connected to the same network as the ViewBoard.

**NOTE:** The network name can be found under **Room Network**.



2. Ensure the **Miracast Enable** checkbox is selected in the vCast settings.

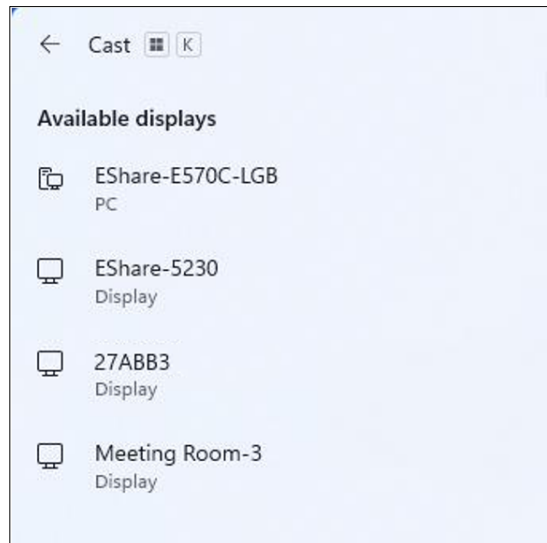




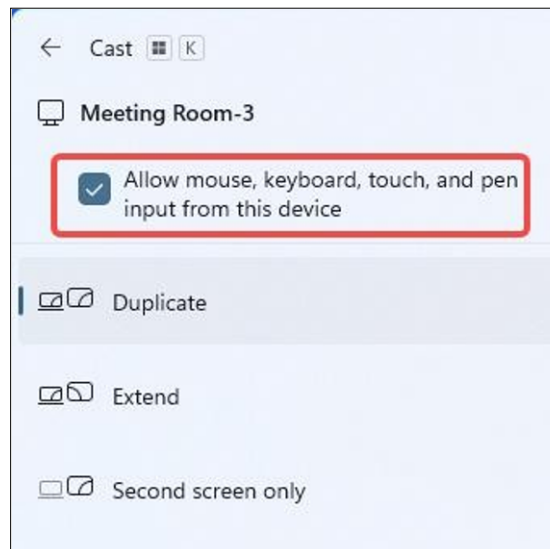
**3. Please follow the below steps to cast:**

For Windows devices:

**1. On the Windows device, press Win + K and select the display to cast to.**



**2. Select the checkbox “Allow mouse, keyboard, touch, and pen input from the device” to enable the touch feedback feature.**



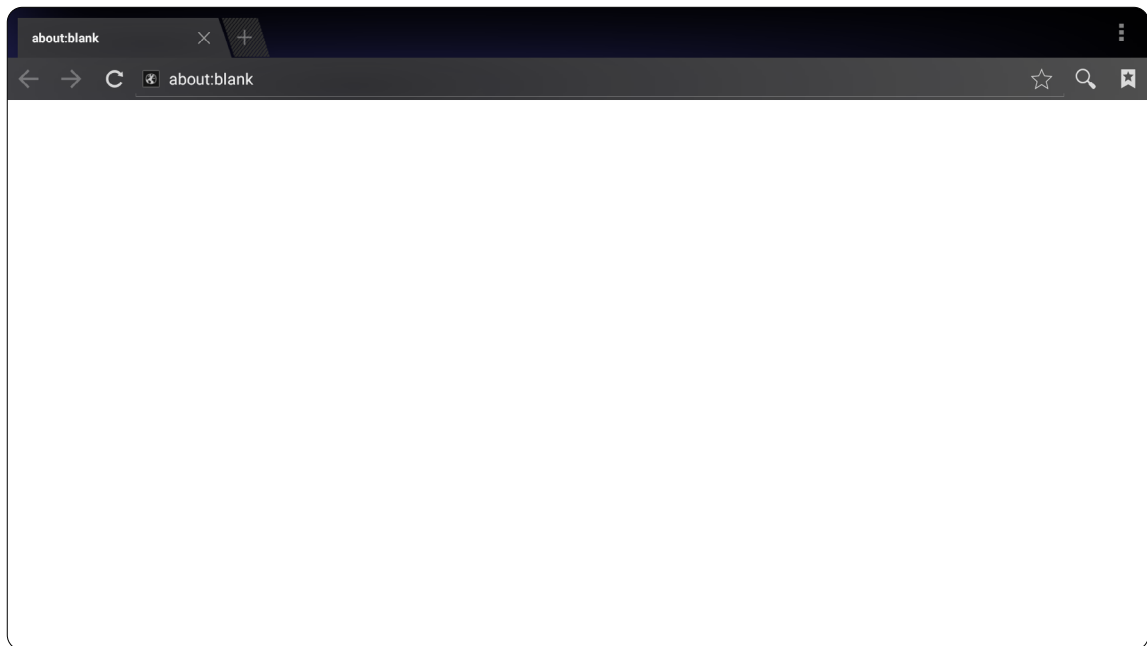
For Android devices:

On the Android device, directly select Cast/Smart View/Wireless Projection then select the display to cast to.

# Other Default Applications

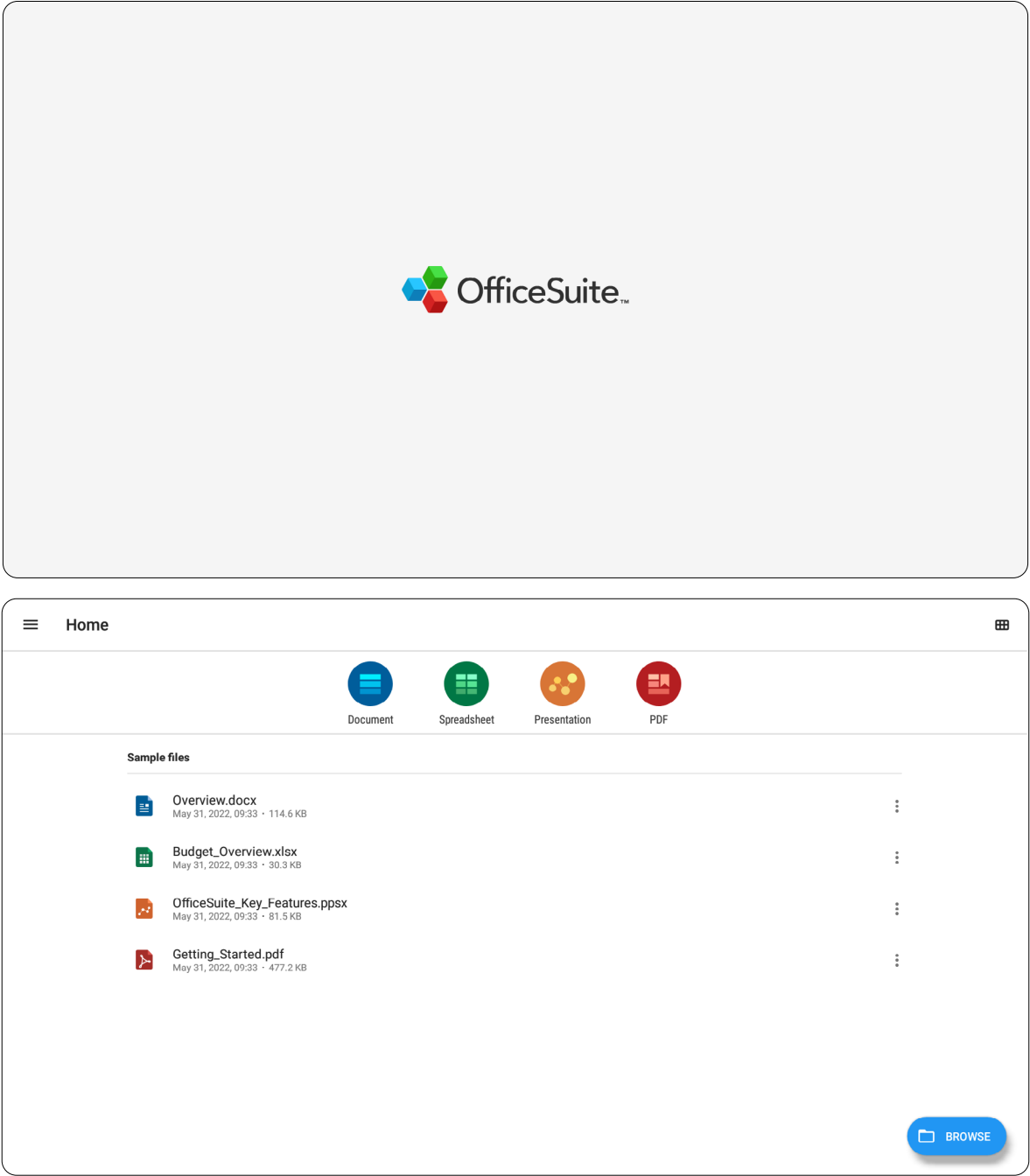
## Browser

Web browser for surfing the Internet.



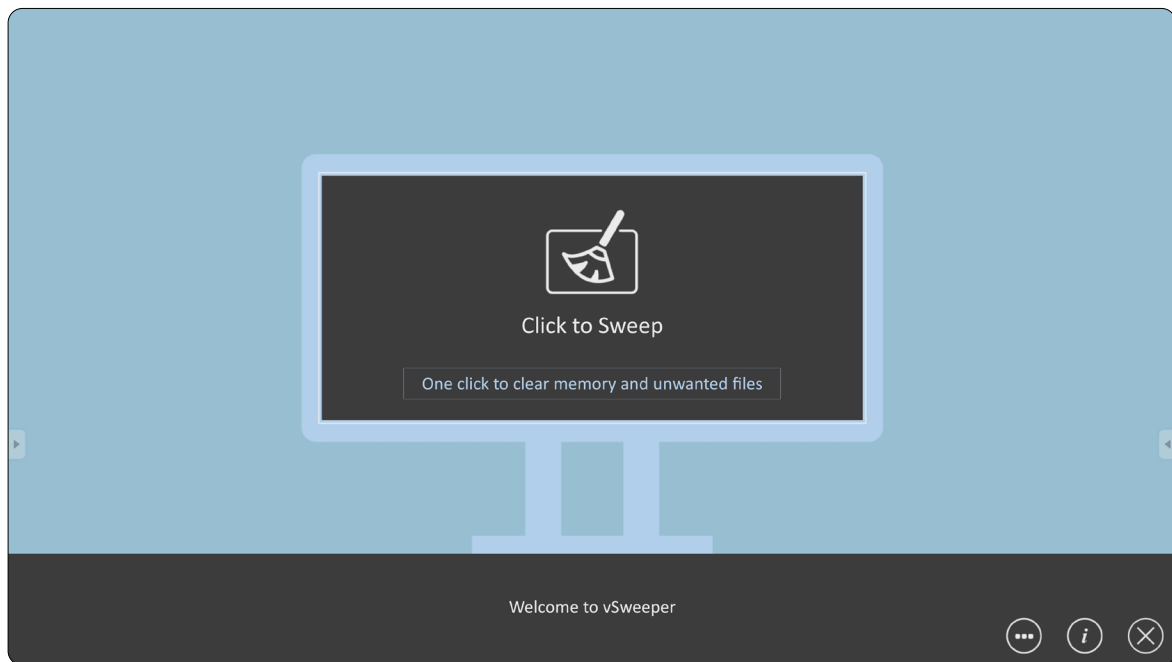
# OfficeSuite

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

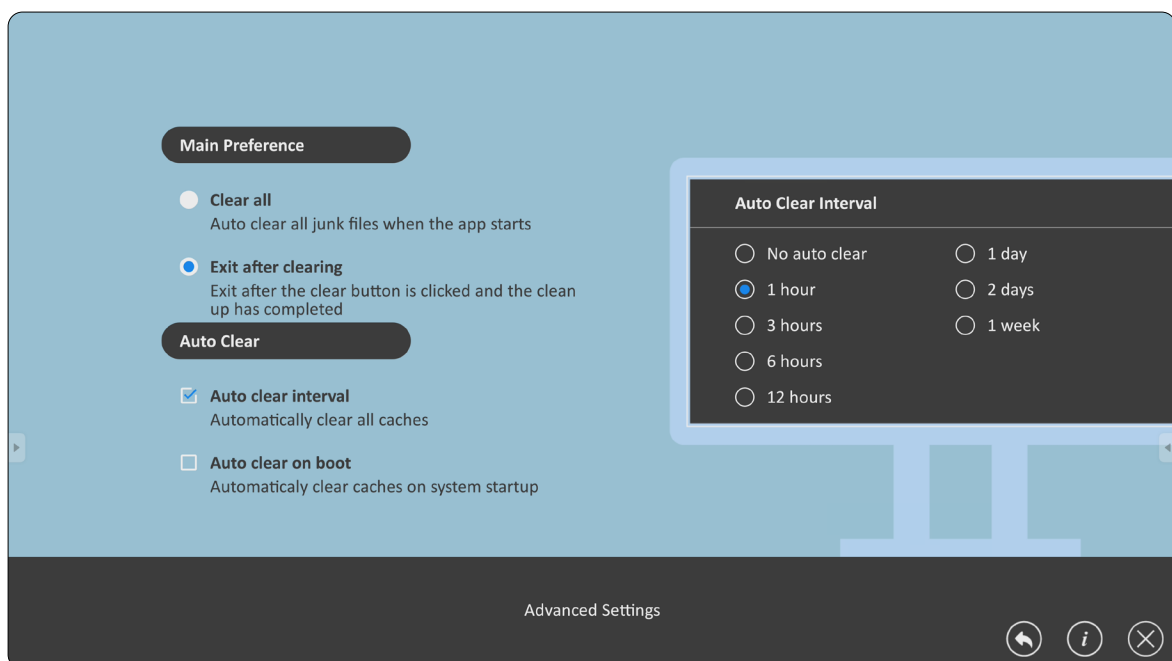


## vSweeper

Remove unnecessary data and unwanted files.



Advanced Settings can also be customized to the user's needs.



# Appendix

## Specifications

| Item                               | Category               | Specifications                                                          |            |            |            |
|------------------------------------|------------------------|-------------------------------------------------------------------------|------------|------------|------------|
| Model                              |                        | LDC031-120                                                              | LDC031-150 | LDC031-180 | LDC031-250 |
| LED Screen                         | Type                   | Direct View LED Display                                                 |            |            |            |
|                                    | Size                   | 78.74 cm                                                                |            |            |            |
|                                    |                        | 31"                                                                     |            |            |            |
|                                    | Active Size<br>(H x V) | 640 x 480 mm                                                            |            |            |            |
|                                    |                        | 25.20" x 18.90"                                                         |            |            |            |
|                                    | Pitch Size             | 1.25 mm                                                                 | 1.53 mm    | 1.83 mm    | 2.5 mm     |
|                                    | Resolution             | 512 x 384                                                               | 416 x 312  | 348 x 261  | 256 x 192  |
|                                    | Refresh Frequency      | 3840 Hz                                                                 |            |            |            |
|                                    | Contrast Ratio         | 6500:1 (Typical)                                                        |            |            |            |
|                                    | Brightness             | 100-600 cd/m2 (100 levels of adjustment)                                |            |            |            |
| LED Lifespan                       | 100,000 hours          |                                                                         |            |            |            |
| Power                              | Voltage                | 100-120V/30A ~ 50/60Hz<br>220-240V/15A ~ 50Hz<br>(will vary by country) |            |            |            |
| Operating Conditions               | Altitude               | ≤ 5,000 m                                                               |            |            |            |
|                                    |                        | ≤ 16,404 ft                                                             |            |            |            |
|                                    | Relative Humidity      | 10%~80% non-condensing                                                  |            |            |            |
|                                    | Temperature            | 0° C to 40° C                                                           |            |            |            |
| 32° F to 104° F                    |                        |                                                                         |            |            |            |
| Storage Conditions                 | Altitude               | ≤ 5,000 m                                                               |            |            |            |
|                                    |                        | ≤ 16,404 ft                                                             |            |            |            |
|                                    | Relative Humidity      | 10%~85% non-condensing                                                  |            |            |            |
|                                    | Temperature            | -10° C to 60° C                                                         |            |            |            |
| 14° F to 140° F                    |                        |                                                                         |            |            |            |
| Physical Dimensions<br>(W x H x D) | Per Cabinet            | 640 x 480 x 31 mm                                                       |            |            |            |
|                                    |                        | 25.2" x 18.9" x 1.2"                                                    |            |            |            |
| Weight                             | Per Cabinet            | 6.3 kg                                                                  |            |            |            |
|                                    |                        | 13.89 lbs                                                               |            |            |            |
| Power Consumption                  | On (Typical)           | 53W                                                                     | 39W        | 37W        | 29W        |
|                                    | On (Maximum)           | 150W                                                                    | 110W       | 105W       | 83W        |
|                                    | Off                    | < 0.5W                                                                  |            |            |            |

**NOTE:** Product specifications are subject to change without notice.

## Control Box Specifications

| Item                            | Category           | Specifications                                                  |                                                                 |                                                                             |
|---------------------------------|--------------------|-----------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------|
| Model                           |                    | LD-SCB-011                                                      | LD-SCB-021                                                      | LD-SCB-023                                                                  |
| Input                           | HDMI               | 4 x (HDMI 2.0, HDCP 2.2)(3 x internal + 1 x external)           | 4 x (HDMI 2.0, HDCP 2.2)(3 x internal + 1 x external)           | 3 x (HDMI 2.0, HDCP 2.2)                                                    |
|                                 | USB Type A         | 3 x (2 x USB 2.0, 1 x USB 3.0)                                  | 3 x (2 x USB 2.0, 1 x USB 3.0)                                  | 3 x (1 x USB 3.0, 2 x USB 2.0)                                              |
|                                 | RJ45               | 3 x (internet/Control/Service)                                  | 3 x (internet/Control/Service)                                  | 3 x (internet/Control/Service)                                              |
|                                 | IR In (3.5 mm)     | 1 x                                                             | 1 x                                                             | 1 x                                                                         |
|                                 | Wi-Fi              | 2.4G/5G Hz                                                      | 2.4G/5G Hz                                                      | 2.4G/5G Hz                                                                  |
|                                 | USB Type C         | 1 x (data only)                                                 | 1 x (data only)                                                 | N/A                                                                         |
|                                 | DP                 | N/A                                                             | N/A                                                             | 1 x (DP 1.2)                                                                |
| Output                          | HDMI               | 1 x (HDMI 1.4, HDCP 1.4) (1 x internal)                         | 1 x (HDMI 1.4, HDCP 1.4) (1 x internal)                         | 2 x (HDMI 2.0, HDCP 1.4/2.0)                                                |
|                                 | Speaker            | 30W                                                             | 30W                                                             | N/A                                                                         |
|                                 | Audio Out (3.5 mm) | 2 x                                                             | 2 x                                                             | 1 x                                                                         |
|                                 | Optical            | 1 x                                                             | 1 x                                                             | 1 x                                                                         |
|                                 | USB Type A (Power) | 1 x USB 3.0 5V/0.9A<br>1 x USB 2.0 5V/0.5A<br>1 x USB 2.0 5V/2A | 1 x USB 3.0 5V/0.9A<br>1 x USB 2.0 5V/0.5A<br>1 x USB 2.0 5V/2A | 1 x USB 3.0 5V/1A<br>2 x USB 2.0 5V/0.5A                                    |
|                                 | DP                 | N/A                                                             | N/A                                                             | 1 x (DP 1.2)                                                                |
| Ethernet Ports to Cabinet       |                    | 16                                                              | 16                                                              | 18                                                                          |
| Physical Dimensions (W x H x D) |                    | 3,012 x 140 x 37.5 mm                                           | 3,012 x 140 x 37.5 mm                                           | 482.6 x 93 x 405.2 mm (Power Module)<br>482.6 x 93 x 280.4 mm (Control Box) |
|                                 |                    | 118.58" x 5.51" x 1.48"                                         | 118.58" x 5.51" x 1.48"                                         | 19" x 3.66" x 15.95" (Power Module)<br>19" x 3.66" x 11.04" (Control Box)   |
| Weight                          |                    | 15.5 kg                                                         | 15.5 kg                                                         | 8.7 kg (Power Module)<br>4.1 kg (Control Box)                               |
|                                 |                    | 34.17 lb                                                        | 34.17 lb                                                        | 19.18 lb (Power Module)<br>9.03 lb (Control Box)                            |
| Power Consumption               |                    | 6.16kW@220V<br>3.08kW@110V                                      | 12.32kW@220V<br>6.16kW@110V                                     | 12.32kW@220V<br>6.16kW@110V                                                 |

# Timing Chart

## HDMI (PC)

| Resolution  | Refresh Rate |
|-------------|--------------|
| 640 x 480   | 60 Hz        |
| 800 x 600   | 60 Hz        |
| 1024 x 768  | 60 Hz        |
| 1280 x 768  | 60 Hz        |
| 1280 x 800  | 60 Hz        |
| 1280 x 960  | 60 Hz        |
| 1280 x 1024 | 60 Hz        |
| 1360 x 768  | 60 Hz        |
| 1366 x 768  | 60 Hz        |
| 1400 x 1050 | 60 Hz        |
| 1440 x 900  | 60 Hz        |
| 1600 x 1200 | 60 Hz        |
| 1680 x 1050 | 60 Hz        |
| 1920 x 1080 | 60 Hz        |

## HDMI (Video)

| Video       | Resolution  | Refresh Rate          |
|-------------|-------------|-----------------------|
| 480p        | 640 x 480   | 60 Hz                 |
| 576p        | 720 x 576   | 50 Hz                 |
| 800 x 600   | 800 x 600   | 60 Hz                 |
| 1024 x 768  | 1024 x 768  | 60 Hz                 |
| 720p        | 1280 x 720  | 50, 60 Hz             |
| 1080p       | 1920 x 1080 | 24, 25, 30, 50, 60 Hz |
| 2560 x 1080 | 2560 x 1080 | 60 Hz                 |
| 3440 x 1440 | 3440 x 1440 | 60 Hz                 |
| 2160p       | 3840 x 2160 | 24, 25, 30, 50, 60 Hz |

### NOTE:

- The computer text quality is optimal in HD 1080 mode (1920 x 1080, 60 Hz).
- Your computer display screen might appear different depending on the manufacturer and your operating system.
- Consult your computer's instructional manual on how to connect to an external display.
- If a vertical and horizontal frequency-select mode exists, select 60 Hz (vertical) and 67.5 kHz (horizontal). In some cases, abnormal signals (such as stripes) might appear on the screen when the computer power is turned off (or if the computer is disconnected). If this is the case, press the [INPUT SOURCE] button to enter the video mode and supply an active signal.
- The display timings conform to VESA and CTA standards.
- For 4:3 content, the screen will display them in the center of the screen and maintain a 4:3 aspect ratio.
- The optimal vertical frequency for each mode is 60Hz.
- **HDMI 3/DP<sup>1</sup>** does not support YUV420.

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1 - DP is only supported by LD-SCB-023.



## Supported Media Formats

| Type  | File Type | Codec                                        | Ability                                                                                                                                                                                       |
|-------|-----------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Photo | .jpeg     | JFIF file format 1.02                        | Max Resolution: 8176 x 8176<br>Min Resolution: 48 x 48                                                                                                                                        |
|       | .jpg      | JFIF file format 1.02                        | Max Resolution: 8176 x 8176<br>Min Resolution: 48 x 48                                                                                                                                        |
|       | .bmp      | BMP                                          | Max Resolution: 8176 x 8176<br>Min Resolution: 48 x 49                                                                                                                                        |
|       | .gif      | GIF                                          | Max Resolution: 8176 x 8176<br>Min Resolution: 48 x 50                                                                                                                                        |
|       | .png      | PNG                                          | Max Resolution: 8176 x 8176<br>Min Resolution: 48 x 51                                                                                                                                        |
| Audio | .mp1/2/3  | MPEG 1/2 Layer 1/2/3                         | Bit rate: 8 kbps~320 kbps, CBR and VBR<br>Sampling rate: 8 kHz~48 kHz                                                                                                                         |
|       | .wma      | WMA version 4, 4.1, 7, 8, 9, wmapro          | Bit rate: 8 kbps~320 kbps<br>Sampling rate: 8 kHz~48 kHz<br>Non-support WMA Pro, lossless and MBR                                                                                             |
|       | .wav      | MS-ADPCM, IMA-ADPCM, PCM                     | Sampling rate: 8 kHz~48 kHz<br>Support 4 bit MS-ADPCM, IMA-ADPCM                                                                                                                              |
|       | .flac     | Compress Level 0~8                           | Sampling rate: 8 kHz~48 kHz                                                                                                                                                                   |
|       | .aac\m4a  | ADIF ,ATDS Header AAC-LC and AAC-HE, AAC-ELD | Sampling rate: 8 kHz~48 kHz                                                                                                                                                                   |
|       | .oog\oga  | Q1~ Q10                                      | Sampling rate: 8 kHz~48 kHz                                                                                                                                                                   |
| Video | .3gp      | MPEG4                                        | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: MS MPEG4 v1, v2, v3<br>Not supported: GMC           |
|       |           | H.263                                        | Supported Image Size: SQCIF (128 x 96), QCIF (176 x 144), CIF (352 x 288), 4CIF (704 x 576)<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: H.263+             |
|       |           | H.264                                        | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF |

| Type  | File Type | Codec    | Ability                                                                                                                                                                                       |
|-------|-----------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video | .asf      | VC-1     | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 45 Mbps                                                                         |
|       | .avi      | MPEG4    | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: MS MPEG4 v1, v2, v3<br>Not supported: GMC           |
|       |           | H.264    | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF |
|       |           | VC-1     | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 45 Mbps                                                                         |
|       |           | MJPEG    | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps                                                                       |
|       | .dat      | MPEG-1/2 | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 80 Mbps<br>Supported: Field Coding                                              |
|       | .flv      | H.264    | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF |

| Type  | File Type | Codec      | Ability                                                                                                                                                                                              |
|-------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video | .mkv      | MPEG4      | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: MS MPEG4 v1, v2, v3<br>Not supported: GMC                  |
|       |           | H.264      | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF        |
|       |           | H.264 MVC  | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 50 Mbps<br>Supported: Stereo High Profile only                 |
|       |           | H.265/HEVC | Supported Image Size: 64 x 64 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Main Profile & Main10 Profile<br>Supported: Tile & SLIC |
|       |           | VC-1       | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate :30 fps<br>Maximum Bit Rate: 45 Mbps                                                                                |
|       |           | VP8        | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps                                                                              |
|       |           | VP9        | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 60fps<br>Maximum Bit Rate: 100 Mbps                                                                        |

| Type  | File Type | Codec      | Ability                                                                                                                                                                                              |
|-------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video | .mov      | MPEG4      | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: MS MPEG4 v1, v2, v3<br>Not supported: GMC                  |
|       |           | H.264      | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF        |
|       |           | H.265/HEVC | Supported Image Size: 64 x 64 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Main Profile & Main10 Profile<br>Supported: Tile & SLIC |
|       |           | H.263      | Supported Image Size: SQCIF (128 x 96), QCIF (176 x 144), CIF (352 x 288), 4CIF (704 x 576)<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: H.263+                    |
|       | .mp4      | MPEG4      | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: MS MPEG4 v1, v2, v3<br>Not supported: GMC                  |
|       | .mp5      | H.264      | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF        |
|       | .mp6      | H.265/HEVC | Supported Image Size: 64 x 64 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Main Profile & Main10 Profile<br>Supported: Tile & SLIC |

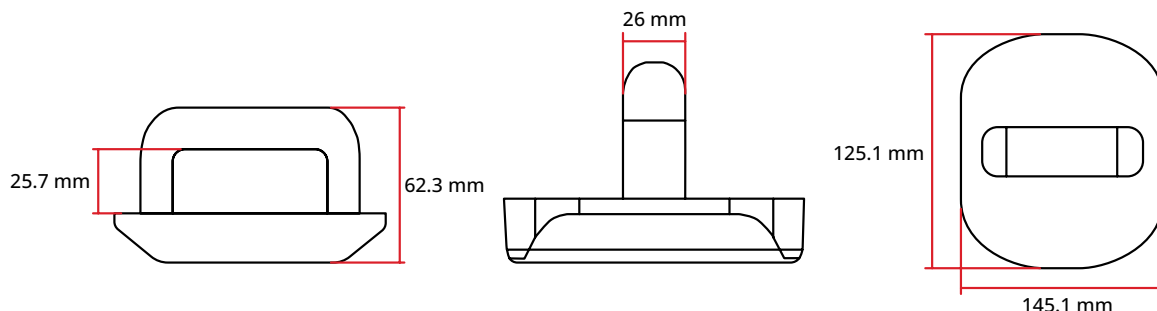
| Type  | File Type | Codec      | Ability                                                                                                                                                                                              |
|-------|-----------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video | .mp7      | H.263      | Supported Image Size: SQCIF (128 x 96), QCIF(176 x 144), CIF (352 x 288), 4CIF (704 x 576)<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps<br>Not supported: H.263+                     |
|       | .mpg      | MPEG-1/2   | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 80 Mbps<br>Supported: Field Coding                                                     |
|       | .ts       | MPEG-1/2   | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 80 Mbps<br>Supported: Field Coding                                                     |
|       |           | H.264      | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Field Coding<br>Supported: MBAFF        |
|       |           | H.264 MVC  | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 30 fps, 1080p @ 60 fps<br>Maximum Bit Rate: 50 Mbps<br>Supported: Stereo High Profile only                 |
|       |           | H.265/HEVC | Supported Image Size: 64 x 64 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 60 fps<br>Maximum Bit Rate: 100 Mbps<br>Supported: Main Profile & Main10 Profile<br>Supported: Tile & SLIC |
|       |           | VC-1       | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 45 Mbps                                                                                |
|       | .vob      | MPEG-1/2   | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 80 Mbps<br>Supported: Field Coding                                                     |

| Type  | File Type | Codec | Ability                                                                                                                        |
|-------|-----------|-------|--------------------------------------------------------------------------------------------------------------------------------|
| Video | .webm     | VP8   | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 38.4 Mbps        |
|       |           | VP9   | Supported Image Size: 48 x 48 pixels to 4096 x 2304 pixels<br>Maximum Frame Rate: 2304p @ 60 fps<br>Maximum Bit Rate: 100 Mbps |
|       | .wmv      | VC-1  | Supported Image Size: 48 x 48 pixels to 1920 x 1080 pixels<br>Maximum Frame Rate: 30 fps<br>Maximum Bit Rate: 45 Mbps          |

# Maintenance Tools

## System Control Box Maintenance Tool<sup>2</sup>

### Dimensions

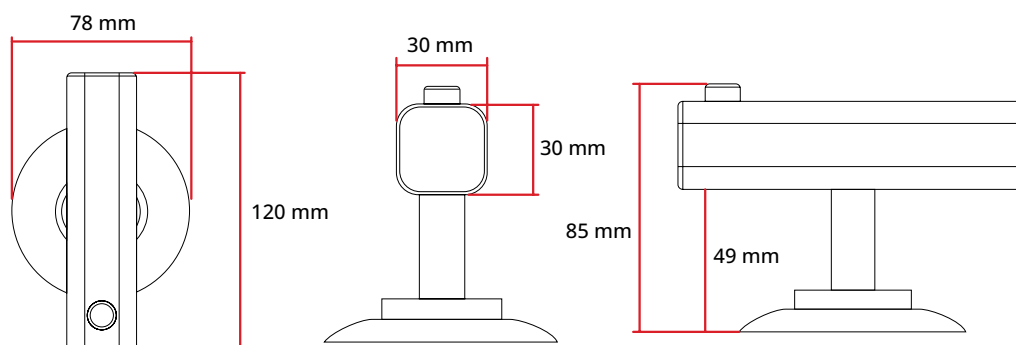


### Specifications

| Item              | Description             |
|-------------------|-------------------------|
| Model             | LD-MK-004               |
| Product Dimension | 145.1 x 125.1 x 62.3 mm |
|                   | 5.71" x 4.93" x 2.45"   |
| Weight            | 0.5 kg                  |
|                   | 1.10 lb                 |

## LED Module Removal Tool

### Dimensions



### Specifications

| Item              | Description           |
|-------------------|-----------------------|
| Model             | LD-MK-006             |
| Product Dimension | 120 x 87 x 80 mm      |
|                   | 4.72" x 3.43" x 3.15" |
| Weight            | 0.2 kg                |
|                   | 0.44 lb               |

<sup>2</sup> - Only supports LD-SCB-011/021.

# Troubleshooting

## General

| Problem or Issue                                      | Possible Solutions                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Remote Control is not working                         | <ol style="list-style-type: none"><li>1. Check whether something is obstructing the display's remote control receiver.</li><li>2. Check whether the battery polarities in the remote control are installed correctly.</li><li>3. Check whether the batteries need to be replaced.</li></ol>                                                                                |
| The unit turns off unexpectedly                       | <ol style="list-style-type: none"><li>1. Check whether Sleep mode is enabled.</li><li>2. Check if there is a power outage in your area.</li><li>3. Turn on the display, provide an active signal, and see if the problem is with the signal or external control system.</li><li>4. Check whether the Ethernet cables inside the cabinets are connected properly.</li></ol> |
| The power indicator is off, and there is no response  | <ol style="list-style-type: none"><li>1. Ensure the power cable is connected and not loose.</li><li>2. Check that the power outlet is functioning properly and meets the required electrical requirement.</li></ol>                                                                                                                                                        |
| The display does not recognize the USB storage device | <ol style="list-style-type: none"><li>1. Ensure the drive is either formatted for FAT32 or NTFS.</li><li>2. If the USB storage device needs external power, connect its power adapter to an electrical outlet.</li></ol>                                                                                                                                                   |



## Video Not Working Properly

| Problem or Issue                      | Possible Solutions                                                                                                                                                                                                                                                                   |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No picture/No sound                   | <ol style="list-style-type: none"><li>1. Check the Power status.</li><li>2. Check the signal cable.</li><li>3. Use the remote control to ensure the input source setting is the same as the connected device.</li></ol>                                                              |
| Picture is unclear or cuts in and out | <ol style="list-style-type: none"><li>1. Check the signal cable.</li><li>2. Check if other electronics or different signal types are interrupting the signal.</li><li>3. An optional active video cable or optional video extender is required for a long distance source.</li></ol> |
| Poor picture                          | <ol style="list-style-type: none"><li>1. Adjust chroma and/or brightness settings in the menu.</li><li>2. Check the signal cable.</li><li>3. Use the display's native resolution for the source.</li></ol>                                                                           |

## Audio Not Working Properly

| Problem or Issue | Possible Solutions                                                                                                                                                                                                                                                                                                          |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No sound         | <ol style="list-style-type: none"><li>1. Press the Mute/Unmute button.</li><li>2. Adjust the volume.</li><li>3. Check the audio cable connection (if used).</li><li>4. If using a computer digital video with embedded audio, ensure the computer speakers are set to external speakers.</li></ol>                          |
| One speaker only | <ol style="list-style-type: none"><li>1. Adjust the sound balance in the menu.</li><li>2. Check the left and right sound control panel settings of the computer or media player source.</li><li>3. Check the audio cable connection (if used).</li><li>4. Ensure the content has two audio channels and not mono.</li></ol> |

# Maintenance

## General Precautions

- The LED lights used in the modules are susceptible to ESD (Electrostatic discharge). To prevent damage to the LED lights, do not touch them with bare hands or with conductive materials when handling.
- Wear anti-static gloves and wrist strap when installing and servicing the display.
- It is recommended to regularly inspect all installed components.
- Do not bring objects close to the ventilation holes of the display. Burns or personal injuries may occur if any body parts are brought too close.
- Be sure to power off and disconnect all cables before moving the display. Moving the display with its cables attached may damage the cables and thus cause fire or electric shock.
- Power off and disconnect the power plug from the wall outlet as a safety precaution before performing any type of cleaning or maintenance.

## Initial Operation

- If a new screen has been stowed for less than three months, it can be used at normal brightness during its first use.
- If a new screen has been stowed for more than three months, the brightness should be set at 30% for its first use and allowed to operate for two hours continuously. After two hours of use, power off for 30 minutes. The new screen is now ready for normal brightness usage.

## Front Panel Cleaning Instructions

- Use cool, compressed air to remove dust when the power is off. If the dust cannot be removed, the LED module should be replaced.
- Do not scratch and do not put pressure on the panel surface with fingers or any abrasive object.
- Do not use volatile substances such as sprays, solvents, or thinners.

## **Cabinet Cleaning Instructions**

- Do not allow water or detergent to come into contact with the surface of the display. If water or moisture gets inside the unit, a system malfunction or electrical shock may occur.
- Do not scratch and do not put pressure on the cabinet with any abrasive objects of any kind.
- Do not use volatile substances such as sprays, solvents, or thinners on the cabinet.
- Do not place anything made from rubber or PVC near the cabinet for any extended periods of time.

## **Regular Use**

- It is recommended to turn on the display at least once a month for more than eight hours. During a wet and rainy season, it is recommended to turn on the display at least once a week.
- Avoid using full white, full red, full blue, or full green content for an extended period to avoid excessive power usage thus affecting the LED lifespan.

# RS-232 Protocol

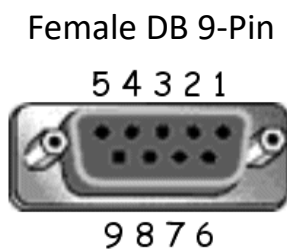
This document describes the hardware interface and software protocols of RS-232 interface communication between the ViewSonic LED Display and computers or other control units with RS-232 protocol.

## Description

### RS-232 Hardware Specification

ViewSonic RS-232 serial port on the lower left side:

1. Connector type: DB 9-Pin Female.
2. Use of straight-through parallel cable for connection
3. Pin Assignment:



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

## RS-232 Communication Setting

- Baud Rate Select: 115200bps (fixed)
- Data bits: 8 bits (fixed)
- Parity: None (fixed)
- Stop Bits: 1 (fixed)

**NOTE:** Make sure the Control Board Switch is switched to the RS-232 control.

## LAN Communication Setting

- Type: Ethernet
- Protocol: TCP/IP
- Port: 5000 (fixed)
- Cross subnet: No
- Logon Credentials: No

**NOTE:** Make sure the Control Board Switch is switched to the LAN control. For further assistance, please contact your local ViewSonic service center.

# Command Table

| Set Function           | Command | Description                | Command                    | HEX                           | Data Range |
|------------------------|---------|----------------------------|----------------------------|-------------------------------|------------|
| Power on /off(standby) | s!21    | 000: STBY                  | 801s!000                   | 38 30 31 73 21<br>30 30 30 0D |            |
|                        |         | 001: ON                    | 801s!001                   | 38 30 31 73 21<br>30 30 31 0D |            |
| Input Select           | s"22    | 00A:HOME                   | 801s"00A                   | 38 30 31 73 22<br>30 30 33 0D |            |
|                        |         | 004: HDMI1                 | 801s"004                   | 38 30 31 73 22<br>30 30 34 0D |            |
|                        |         | 014: HDMI2                 | 801s"014                   | 38 30 31 73 22<br>30 31 34 0D |            |
|                        |         | 024: HDMI3                 | 801s"024                   | 38 30 31 73 22<br>30 32 34 0D |            |
|                        |         | 034: HDMI4/DP <sup>1</sup> | 801s"034                   | 38 30 31 73 22<br>30 33 34 0D |            |
| Brightness             | s\$24   | 000 ~ 100                  | 801s\$XXX<br>(XXX:000-100) | 38 30 31 73 24<br>3X 3X 3X 0D | 000-100    |
|                        |         | 900: Bright down (-1)      | 801s\$900                  | 38 30 31 73 24<br>39 30 30 0D |            |
|                        |         | 901: Bright up (+1)        | 801s\$901                  | 38 30 31 73 24<br>39 30 31 0D |            |
| Power lock             | s434    | 000: Unlock                | 801s4000                   | 38 30 31 73 34<br>30 30 30 0D |            |
|                        |         | 001: Lock                  | 801s4001                   | 38 30 31 73 34<br>30 30 31 0D |            |
| Volume                 | s535    | 000 ~ 100                  | 801s5XXX<br>(XXX:000-100)  | 38 30 31 73 35<br>3X 3X 3X 0D | 000-100    |
|                        |         | 900: Volume down(-1)       | 801s5900                   | 38 30 31 73 35<br>39 30 30 0D |            |
|                        |         | 901:Volume up(+1)          | 801s5901                   | 38 30 31 73 35<br>39 30 31 0D |            |
| Mute                   | s636    | 000: OFF                   | 801s6000                   | 38 30 31 73 36<br>30 30 30 0D |            |
|                        |         | 001: ON (mute)             | 801s6001                   | 38 30 31 73 36<br>30 30 31 0D |            |
| Button lock            | s838    | 000: Unlock                | 801s8000                   | 38 30 31 73 38<br>30 30 30 0D |            |
|                        |         | 001: Lock                  | 801s8001                   | 38 30 31 73 38<br>30 30 31 0D |            |
| Menu lock              | s>3E    | 000: Unlock                | 801s>000                   | 38 30 31 73 3E<br>30 30 30 0D |            |
|                        |         | 001: Lock                  | 801s>001                   | 38 30 31 73 3E<br>30 30 31 0D |            |

1 - DP is supported by LD-SCB-023 only.

| Set Function           | Command | Description          | Command                   | HEX                           | Data Range |
|------------------------|---------|----------------------|---------------------------|-------------------------------|------------|
| Key Pad                | sA41    | 000: UP              | 801sA000                  | 38 30 31 73 41<br>30 30 30 0D |            |
|                        |         | 001: DOWN            | 801sA001                  | 38 30 31 73 41<br>30 30 31 0D |            |
|                        |         | 002: LEFT            | 801sA002                  | 38 30 31 73 41<br>30 30 32 0D |            |
|                        |         | 003: RIGHT           | 801sA003                  | 38 30 31 73 41<br>30 30 33 0D |            |
|                        |         | 004: ENTER           | 801sA004                  | 38 30 31 73 41<br>30 30 34 0D |            |
|                        |         | 005: INPUT           | 801sA005                  | 38 30 31 73 41<br>30 30 35 0D |            |
|                        |         | 006: MENU/<br>(EXIT) | 801sA006                  | 38 30 31 73 41<br>30 30 36 0D |            |
|                        |         | 007: EXIT            | 801sA007                  | 38 30 31 73 41<br>30 30 37 0D |            |
|                        |         | 008:power on/<br>off | 801sA008                  | 38 30 31 73 41<br>30 30 38 0D |            |
|                        |         | 009:input list       | 801sA009                  | 38 30 31 73 41<br>30 30 39 0D |            |
|                        |         | 010:brightness       | 801sA010                  | 38 30 31 73 41<br>30 31 30 0D |            |
|                        |         | 011:blank            | 801sA011                  | 38 30 31 73 41<br>30 31 31 0D |            |
|                        |         | 012:home             | 801sA012                  | 38 30 31 73 41<br>30 31 32 0D |            |
|                        |         | 013:volume+          | 801sA013                  | 38 30 31 73 41<br>30 31 33 0D |            |
|                        |         | 014:volume-          | 801sA014                  | 38 30 31 73 41<br>30 31 34 0D |            |
|                        |         | 015:next             | 801sA015                  | 38 30 31 73 41<br>30 31 35 0D |            |
|                        |         | 016:previous         | 801sA016                  | 38 30 31 73 41<br>30 31 36 0D |            |
|                        |         | 017:mute             | 801sA017                  | 38 30 31 73 41<br>30 31 37 0D |            |
|                        |         | 018:play             | 801sA018                  | 38 30 31 73 41<br>30 31 38 0D |            |
| Remote Control         | sB42    | 000: Disable         | 801sB000                  | 38 30 31 73 42<br>30 30 30 0D |            |
|                        |         | 001: Enable          | 801sB001                  | 38 30 31 73 42<br>30 30 31 0D |            |
| Restore default        | s~7E    | 000                  | 801s~000                  | 38 30 31 73 7E<br>30 30 30 0D |            |
| Input Select:<br>Cycle | s"22    | 00Z                  | 801s"00Z                  | 38 30 31 73 22<br>30 30 5A 0D |            |
| Contrast               | s#23    | 000 ~ 100            | 801s#XXX<br>(XXX:000-100) | 38 30 31 73 23<br>3X 3X 3X 0D | 000-100    |

| Set Function        | Command | Description                | Command                   | HEX                           | Data Range |
|---------------------|---------|----------------------------|---------------------------|-------------------------------|------------|
| Sharpness           | s%25    | 000 ~ 100                  | 801s%XXX<br>(XXX:000-100) | 38 30 31 73 25<br>3X 3X 3X 0D | 000-100    |
| Color               | s&26    | 000 ~ 100                  | 801s&XXX<br>(XXX:000-100) | 38 30 31 73 26<br>3X 3X 3X 0D | 000-100    |
| Tint                | s'27    | 000 ~ 100                  | 801s'XXX<br>(XXX:000-100) | 38 30 31 73 27<br>3X 3X 3X 0D | 000-100    |
| Color mode          | s)29    | 000: Normal                | 801s)000                  | 38 30 31 73 29<br>30 30 30 0D |            |
|                     |         | 001: Warm                  | 801s)001                  | 38 30 31 73 29<br>30 30 31 0D |            |
|                     |         | 002: Cold                  | 801s)002                  | 38 30 31 73 29<br>30 30 32 0D |            |
|                     |         | 003: Personal              | 801s)003                  | 38 30 31 73 29<br>30 30 33 0D |            |
| Freeze<br>On_Off    | s*2A    | 000: Off                   | 801s*000                  | 38 30 31 73 2A<br>30 30 30 0D |            |
|                     |         | 001: On                    | 801s*001                  | 38 30 31 73 2A<br>30 30 31 0D |            |
| Bass <sup>2</sup>   | s.2E    | 000 ~ 024                  | 801s.XXX<br>(XXX:000-024) | 38 30 31 73 2E<br>3X 3X 3X 0D | 000-024    |
| Treble <sup>2</sup> | s/2F    | 000 ~ 024                  | 801s/XXX<br>(XXX:000-024) | 38 30 31 73 2F<br>3X 3X 3X 0D | 000-024    |
| Zoom mode           | s131    | 000: FULL<br>(full screen) | 801s1000                  | 38 30 31 73 31<br>30 30 30 0D |            |
|                     |         | Dynamic (16:9)             | 801s1001                  | 38 30 31 73 31<br>30 30 31 0D |            |
|                     |         | 002: REAL (1:1)            | 801s1002                  | 38 30 31 73 31<br>30 30 32 0D |            |
|                     |         | 003:21:9                   | 801s1003                  | 38 30 31 73 31<br>30 30 33 0D |            |

<sup>2</sup> - Not supported by LD-SCB-023.



| Set Function | Command | Description            | Command  | HEX                           | Data Range |
|--------------|---------|------------------------|----------|-------------------------------|------------|
| OSD language | s232    | 000: English           | 801s2000 | 38 30 31 73 32<br>30 30 30 0D |            |
|              |         | 001: French            | 801s2001 | 38 30 31 73 32<br>30 30 31 0D |            |
|              |         | 002: Spanish           | 801s2002 | 38 30 31 73 32<br>30 30 32 0D |            |
|              |         | 003: German            | 801s2003 | 38 30 31 73 32<br>30 30 33 0D |            |
|              |         | 004: Russian           | 801s2004 | 38 30 31 73 32<br>30 30 34 0D |            |
|              |         | 005: Dutch             | 801s2005 | 38 30 31 73 32<br>30 30 35 0D |            |
|              |         | 006: T-Chinese         | 801s2006 | 38 30 31 73 32<br>30 30 36 0D |            |
|              |         | 007: S-Chinese         | 801s2007 | 38 30 31 73 32<br>30 30 37 0D |            |
|              |         | 008: Turkish           | 801s2008 | 38 30 31 73 32<br>30 30 38 0D |            |
|              |         | 009: Arabic            | 801s2009 | 38 30 31 73 32<br>30 30 39 0D |            |
| PBP-Mode     | s939    | 000: OFF               | 801s9000 | 38 30 31 73 39<br>30 30 30 0D |            |
|              |         | 001: PIP               | 801s9001 | 38 30 31 73 39<br>30 30 31 0D |            |
|              |         | 002: PBP               | 801s9002 | 38 30 31 73 39<br>30 30 32 0D |            |
|              |         | 003: Full Screen       | 801s9003 | 38 30 31 73 39<br>30 30 33 0D |            |
|              |         | 004: Dual Screen       | 801s9004 | 38 30 31 73 39<br>30 30 34 0D |            |
|              |         | 005: Three-part Screen | 801s9005 | 38 30 31 73 39<br>30 30 35 0D |            |
|              |         | 006: Quad Screen       | 801s9006 | 38 30 31 73 39<br>30 30 36 0D |            |

| Set Function         | Command | Description       | Command                | HEX                              | Data Range |
|----------------------|---------|-------------------|------------------------|----------------------------------|------------|
| PIP-Mode             | s;3B    | 000: Up           | 801s;000               | 38 30 31 73 3B<br>30 30 30 0D    |            |
|                      |         | 001: Down         | 801s;001               | 38 30 31 73 3B<br>30 30 31 0D    |            |
|                      |         | 002: Left         | 801s;002               | 38 30 31 73 3B<br>30 30 32 0D    |            |
|                      |         | 003: Right        | 801s;003               | 38 30 31 73 3B<br>30 30 33 0D    |            |
|                      |         | 004: Top-Left     | 801s;004               | 38 30 31 73 3B<br>30 30 34 0D    |            |
|                      |         | 005: Top-Right    | 801s;005               | 38 30 31 73 3B<br>30 30 35 0D    |            |
|                      |         | 006: Bottom-Left  | 801s;006               | 38 30 31 73 3B<br>30 30 36 0D    |            |
|                      |         | 007: Bottom-Right | 801s;007               | 38 30 31 73 3B<br>30 30 37 0D    |            |
| PIP Input            | s737    | 004: HDMI1        | 801s7004               | 38 30 31 73 37<br>30 30 34 0D    |            |
|                      |         | 014: HDMI2        | 801s7014               | 38 30 31 73 37<br>30 31 34 0D    |            |
|                      |         | 024: HDMI3        | 801s7024               | 38 30 31 73 37<br>30 32 34 0D    |            |
|                      |         | 034: HDMI4        | 801s7034               | 38 30 31 73 37<br>30 33 34 0D    |            |
|                      |         | 00A:HOME          | 801s700A               | 38 30 31 73 37<br>30 30 41 0D    |            |
| PBP/PIP-Sound select | s:3A    | 000: Pic1         | 801s:000               | 38 30 31 73 3A<br>30 30 30 0D    |            |
|                      |         | 001: Pic2         | 801s:001               | 38 30 31 73 3A<br>30 30 31 0D    |            |
|                      |         | 002: Pic3         | 801s:002               | 38 30 31 73 3A<br>30 30 32 0D    |            |
|                      |         | 003: Pic4         | 801s:003               | 38 30 31 73 3A<br>30 30 33 0D    |            |
| Date: Year           | sV56    | Y17~Y99           | 801sVYXX<br>(XX:17-99) | 38 30 31 73<br>56 59 3X 3X<br>0D | 17-99      |
| Date: Month          | sV56    | M01~M12           | 801sVMXX<br>(XX:01-12) | 38 30 31 73 56<br>4D 3X 3X 0D    |            |
| Date: Day            | sV56    | D01~D31           | 801sVDXX<br>(XX:01-31) | 38 30 31 73 56<br>44 3X 3X 0D    |            |
| Time: Hour           | sW57    | H00~H23           | 801sWHXX<br>(XX:00-23) | 38 30 31 73 57<br>48 3X 3X 0D    |            |
| Time: Min            | sW57    | M00~M59           | 801sWMXX<br>(XX:00-59) | 38 30 31 73 57<br>4D 3X 3X 0D    |            |
| Time: Sec            | sW57    | S00~S59           | 801sWSXX<br>(XX:00-59) | 38 30 31 73 57<br>53 3X 3X 0D    |            |
| Get-Brightness       | gb62    |                   | 801gb000               | 38 30 31 67 62<br>30 30 30 0D    |            |

| Set Function                     | Command | Description | Command  | HEX                           | Data Range |
|----------------------------------|---------|-------------|----------|-------------------------------|------------|
| Get-Volume                       | gf66    |             | 801gf000 | 38 30 31 67 66<br>30 30 30 0D |            |
| Get-Mute                         | gg67    |             | 801gg000 | 38 30 31 67 67<br>30 30 30 0D |            |
| Get-Input select                 | gj6A    |             | 801gj000 | 38 30 31 67 6A<br>30 30 30 0D |            |
| Get-Power<br>status: ON/<br>STBY | gl6C    |             | 801gl000 | 38 30 31 67 6C<br>30 30 30 0D |            |
| Get-Remote<br>control            | gn6E    |             | 801gn000 | 38 30 31 67 6E<br>30 30 30 0D |            |
| Get-Power lock                   | go6F    |             | 801go000 | 38 30 31 67 6F<br>30 30 30 0D |            |
| Get-Button lock                  | gp70    |             | 801gp000 | 38 30 31 67 70<br>30 30 30 0D |            |
| Get-Menu lock                    | gq71    |             | 801gq000 | 38 30 31 67 71<br>30 30 30 0D |            |
| Get-ACK                          | gz7A    |             | 801gz000 | 38 30 31 67 7A<br>30 30 30 0D |            |
| Get-Thermal                      | g030    |             | 801g0000 | 38 30 31 67 30<br>30 30 30 0D |            |
| Get-Operation<br>hour            | g131    |             | 801g1000 | 38 30 31 67 31<br>30 30 30 0D |            |
| Get-Device<br>name               | g434    |             | 801g4000 | 38 30 31 67 34<br>30 30 30 0D |            |
| Get-MAC<br>address               | g535    |             | 801g5000 | 38 30 31 67 35<br>30 30 30 0D |            |
| Get-IP address                   | g636    |             | 801g6000 | 38 30 31 67 36<br>30 30 30 0D |            |
| Get-Serial<br>number             | g737    |             | 801g7000 | 38 30 31 67 37<br>30 30 30 0D |            |
| Get-FW version                   | g838    |             | 801g8000 | 38 30 31 67 38<br>30 30 30 0D |            |
| Get-Contrast                     | ga61    |             | 801ga000 | 38 30 31 67 61<br>30 30 30 0D |            |
| Get-Sharpness                    | gc63    |             | 801gc000 | 38 30 31 67 63<br>30 30 30 0D |            |
| Get-Color                        | gd64    |             | 801gd000 | 38 30 31 67 64<br>30 30 30 0D |            |
| Get-Tint                         | ge65    |             | 801ge000 | 38 30 31 67 65<br>30 30 30 0D |            |
| Get Freeze                       | gi69    |             | 801gi000 | 38 30 31 67 69<br>30 30 30 0D |            |
| Get-PBP mode                     | gt74    |             | 801gt000 | 38 30 31 67 74<br>30 30 30 0D |            |
| Get-Date: Year                   | g232    |             | 801g2Y00 | 38 30 31 67 32<br>59 30 30 0D |            |
| Get-Date:<br>Month               | g232    |             | 801g2M00 | 38 30 31 67 32<br>4D 30 30 0D |            |



# Regulatory and Service Information

## Compliance Information

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

### FCC Compliance Statement

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

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

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

The antenna(s) used for this transmitter must not be collocated or operating in conjunction with any other antenna or transmitter.

The device was tested and complies to measurement standards and procedures specified in FCC CFR Title 47 Part 15 Subpart C.

## **FCC Radiation Exposure Statement**

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.

**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.

## **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.

## 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. The device for the band 5150-5825 MHz is only for indoor usage to reduce potential for harmful interference to co-channel mobile satellite systems.

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. Les dispositifs fonctionnant dans la bande 5150-5825 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

## CE Conformity for European Countries



The device complies with the EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU.

### The following information is only for EU-member states:

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



## Declaration of RoHS2 Compliance

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

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

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

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



## European Union Regulatory Conformance

The equipment complies with the RF Exposure Requirement 2014/53/EU, Council Recommendation of 16 April 2014 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, EN62368-1, EN300328.

We, hereby, declare that this Wi-Fi radio is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

## Indian Restriction of Hazardous Substances

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

## Product Disposal at End of Product Life

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

### USA & Canada:

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

### Europe:

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

### Taiwan:

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

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

ViewSonic Europe Limited



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

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## Customer Service

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

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

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

## **Limited Warranty**

### **ViewSonic® Commercial Display**

#### **What the warranty covers:**

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

#### **Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

#### **What the warranty excludes and does not cover:**

- Any product on which the serial number has been defaced, modified, or removed.
- Damage, deterioration, or malfunction resulting from:
  - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - » Repair or attempted repair by anyone not authorized by ViewSonic®.
  - » Damage to or loss of any programs, data, or removable storage media.
  - » Normal wear and tear.
  - » Removal or installation of the product.
- Software or data loss occurring during repair or replacement.
- Any damage of the product due to shipment.
- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic's specifications.
- Failure of owner to perform periodic product maintenance as stated in the User Guide.

- Any other cause which does not relate to a product defect.
- Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
- Software - Any third-party software included with the product or installed by the customer.
- Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
- Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in the product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of the product.

### **How to get service:**

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

### **Limitation of implied warranties:**

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

**Exclusion of damages:**

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

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

**Effect of state law:**

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

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

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

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

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

## **Mexico Limited Warranty**

### **ViewSonic® Commercial Display**

#### **What the warranty covers:**

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

#### **Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

#### **What the warranty excludes and does not cover:**

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

## How to get service:

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

### For Your Records

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

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

## Limitation of implied warranties:

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

## Exclusion of damages:

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

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



|                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                         |
| <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> |                                                                                                                                                                                                                                                                                         |
| NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                         |
| <b>Hermosillo:</b><br>Distribuciones y Servicios Computacionales SA de CV.<br>Calle Juárez 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.<br>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 Sesicomp)<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>MÉRIDA:</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 Noviembr<br>Tijuana, Mexico                                                                                                                                                                                                                    | <b>FOR USA SUPPORT:</b><br>ViewSonic® Corporation<br>381 Brea Canyon Road, Walnut, CA. 91789 USA<br>Tel: 800-688-6688<br>E-Mail: <a href="http://www.viewsonic.com">http://www.viewsonic.com</a>                                                                                        |



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