



LDE136-153

All-in-One Direct View LED Display

User Guide

Note: Please read this User Guide to obtain important information on installing and using your product safely, as well as registering it for future service. The warranty information in this User Guide describes your limited coverage from ViewSonic® Corporation. It is also available at <https://www.viewsonic.com> in English, or in other languages via the regional selection box on our website.

Model Number : VS21403

Product Name : LDE136-153

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

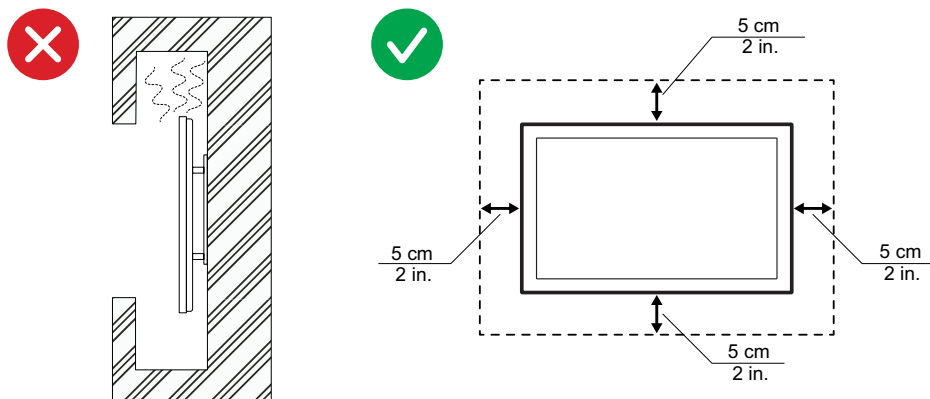
Read these instructions carefully, keep them in a safe place, and follow all warnings and instructions.

General Safety Precautions

- Keep the remote control or loose batteries away from children and pets.

Installation

- Verify that the wall or mounting surface can support the display's weight before installation. Reinforce the wall if necessary.
- Follow the manufacturer's recommended installation guidelines to ensure safe and optimal operation.
- Do not place the display in an unstable location. The display may fall, resulting in injury or damage.
- Do not place any heavy objects on the display or cables.
- Do not direct air conditioning or forced airflow at the display. Condensation from cold airflow can damage internal components.
- Do not expose the display to direct sunlight, hot surfaces, or other sources of sustained heat, including radiators, heat registers, stoves, or amplifiers.
- Do not use the display near open flames or sparks.
- Keep flammable materials away from the display.
- Do not use the display near water or in humid conditions. Avoid exposing it to rain or moisture.
- Always route and manage cables connected to the display to prevent tripping, pulling, or grabbing.
- Place the display in a well-ventilated area. Do not place anything on the display that prevents heat dissipation.



Power Cord Safety

- Do not compress the power cord, particularly at the plug and at the point where it connects to the display.
- Do not use the display if the power cord or plug is damaged.
- The power cord is designed with a grounding prong to ensure safe operation. Do not remove or damage the grounding prong.
- Only use the original power cord and do not use damaged or modified cords.
- Unplug the display when it will be unused for long periods of time.

Handling

- When moving the display, handle it with care to avoid damage or injury.
- Only use attachments and accessories specifically designed and approved by the manufacturer to ensure compatibility and safety.
- For best results, always mount, handle, transport, and store the display in a vertical position. Failure to do so may void the warranty and reduce the display's lifespan. Damage resulting from improper handling or modification is not covered under warranty.

Troubleshooting

Warning: If you notice smoke, an unusual noise, or a strange odor, immediately turn off the display, disconnect the power supply, and contact your reseller or ViewSonic. Do not continue using the display.

- Refer all servicing to qualified service personnel.
- Do not disassemble the display. It contains electrical components that can cause shock.

Contents

Safety Precautions..... 3

Introduction..... 7

Package Contents..... 7

Product Overview..... 9

System Control Board..... 10

Remote Control..... 11

Overview..... 11

Receiver Range..... 13

Installing the Batteries..... 14

Making Connections..... 15

Connecting to Power..... 15

Connecting to Video..... 16

HDMI..... 16

USB Type C..... 16

Connecting to External Devices..... 17

Audio..... 17

Control..... 17

USB..... 17

Using the Display..... 18

Turning the Display On/Off..... 18

Home Screen..... 19

Display Settings..... 20

General Settings..... 20

Network..... 21

General..... 22

System..... 24

On-Screen Display Menu..... 25

Brightness..... 26

Volume..... 26

Color..... 27

Input Source..... 28

RS-232 Protocol	29
Description	29
RS-232 Hardware Specification.....	29
RS-232 Communication Setting.....	30
LAN Communication Setting.....	30
Command Table	31
Get Operation Time Example	34
Appendix.....	35
Specifications	35
General Settings Menu Tree.....	37
On-Screen Display Menu Tree.....	41
Supported Resolutions and Timings.....	42
PC Signal.....	42
Video Signal.....	43
Supported Formats	44
Audio.....	44
Photo	44
Video.....	45
Troubleshooting.....	48
Power LED Indicator List.....	50
Maintenance	51
Regulatory and Service Information	54
Compliance Information.....	54
FCC Compliance Statement	54
Industry Canada Statement	54
CE Conformity for European Countries	55
Declaration of RoHS2 Compliance.....	56
Indian Restriction of Hazardous Substances	57
Product Disposal at End of Product Life.....	57
Copyright Information	58
Customer Service	59
Limited Warranty	60
Mexico Limited Warranty.....	63

Introduction

Package Contents

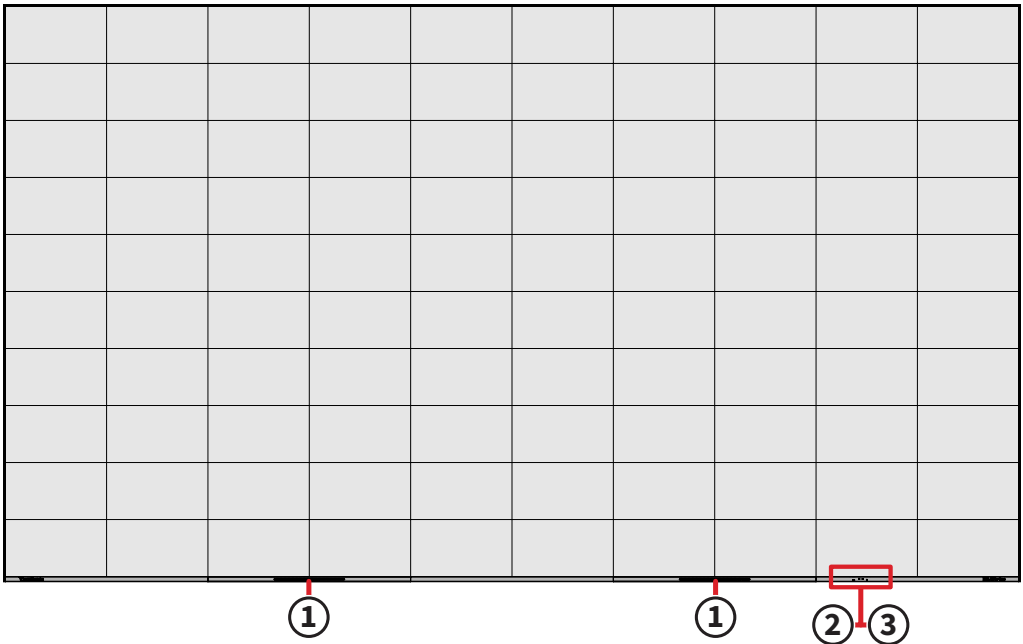
Item	Description	Quantity	Note
Quick Start Guide		1	
LED Display	Cabinet Section	5	One Right (A), three Middle (B, C, D), and one Left (E)
	LED Module	100	The quantity of spare LED modules varies by country.
Screen Bezel		20	5 x Left 5 x Right 5 x Top 5 x Bottom
Wall Installation	Wall Mount Brackets	4	2 x 1799 mm 2 x 1199 mm
	Wall Mount Connector Plate	2	
Accessories	Screws	40 x M8 x 80 mm 5 x M6 x 12 mm 12 x M6 x 10 mm 5 x M3 x 35 mm 5 x M2.5 x 4 mm	
	Hand Tools	2 x Cabinet magnet adjustment tools 2 x Cross-head screwdrivers 2 x Ratcheting wrenches 2 x L-shaped pipe wrenches	
	Anti-Static Gloves	2 pairs	
Power Cord	AC input	1	5 m
Ethernet Cable		1	3.5 m
Maintenance Tool	LED Module Removal Tool	1	
USB Thumb Drive		1	
Remote Control		1	

Note:

- The display ships in a wooden crate.
- Due to its size and weight, have two or more people handle this product.
- The base stand (trolley) is an optional accessory, sold separately.

Product Overview

Front View



Rear View



Bottom View

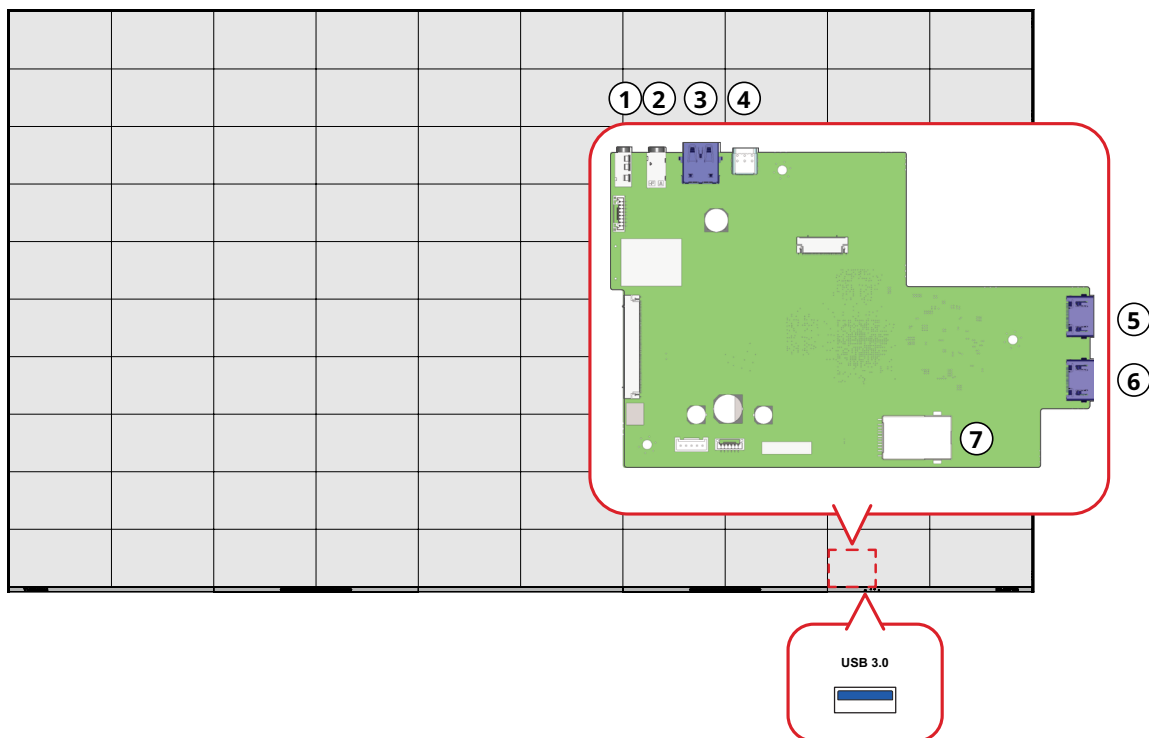


Part		Part	
1	Internal Speakers	4	USB Type A
2	Power LED Indicator	5	Power Button
3	IR Receiver		

System Control Board

Note:

- Connect the I/O ports on the System Control Board when installing the display.
- For post-installation servicing, contact qualified service personnel. To access the System Control Board, remove the LED Module at the lower right corner.



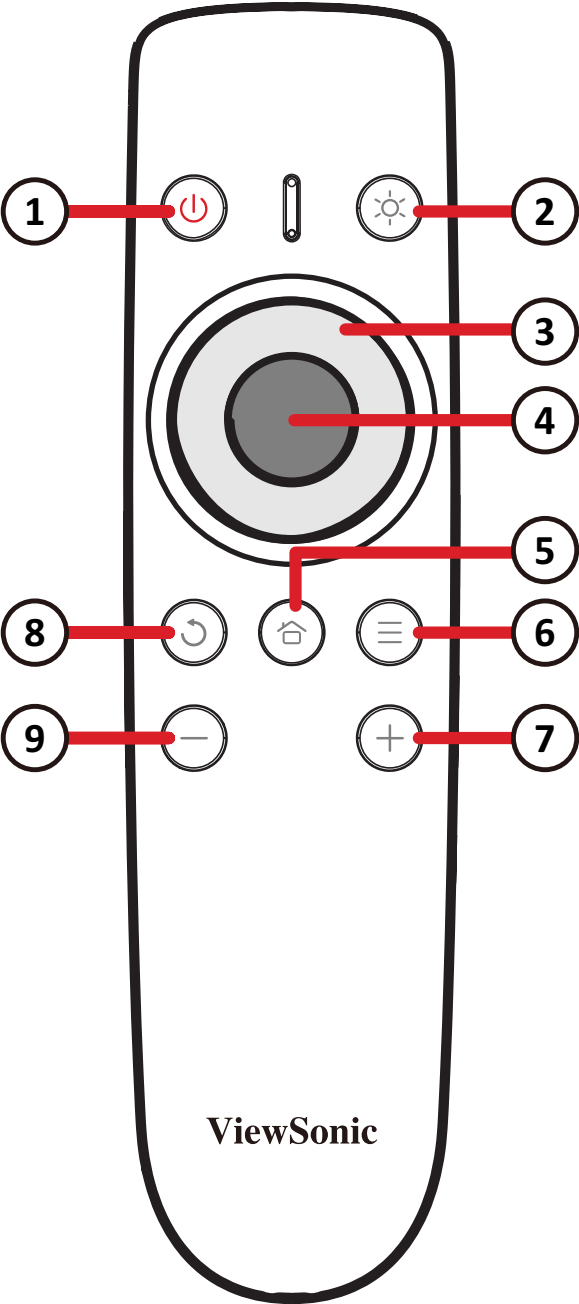
Connection Type		Description
1	RS-232 ¹	For remote operation of the display from an external computer or control system.
2	Audio Out	Analog audio output to external speakers.
3	USB Type A ²	For storage devices.
		• USB 3.0 standard. • Supports 5V/900mA output.
4	USB Type C ¹	HDMI output for external device input.
5	HDMI 1	HDMI 2.0 input with HDCP 2.2 support.
6	HDMI 2	HDMI 1.4 input with HDCP 1.4 support.
7	RJ45	For remote operation of the display from an external computer or control system.

¹– To avoid compatibility issues, use only the supplied cable.

²– The display has two USB Type A ports: one externally accessible and one integrated into the System Control Board.

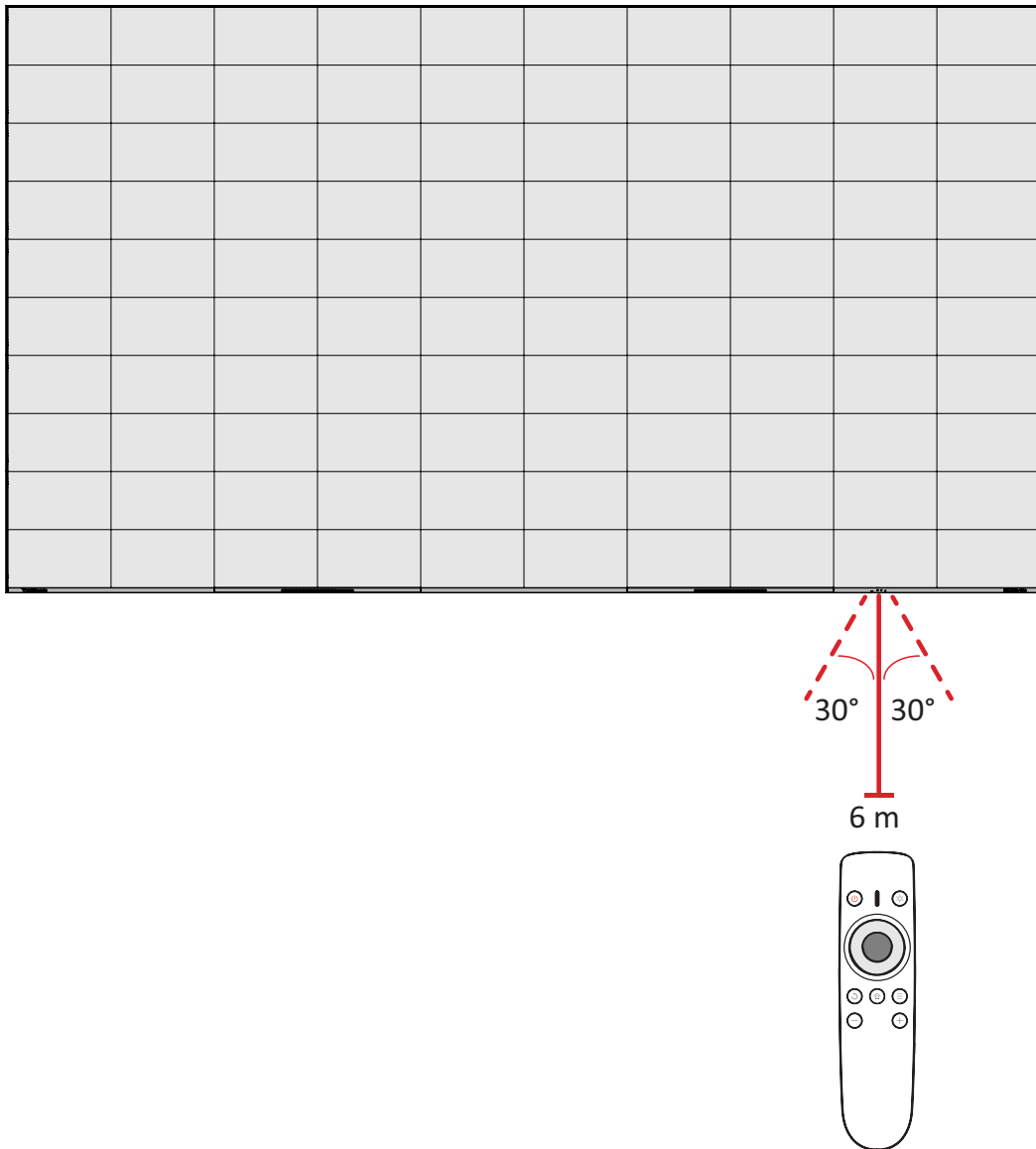
Remote Control

Overview



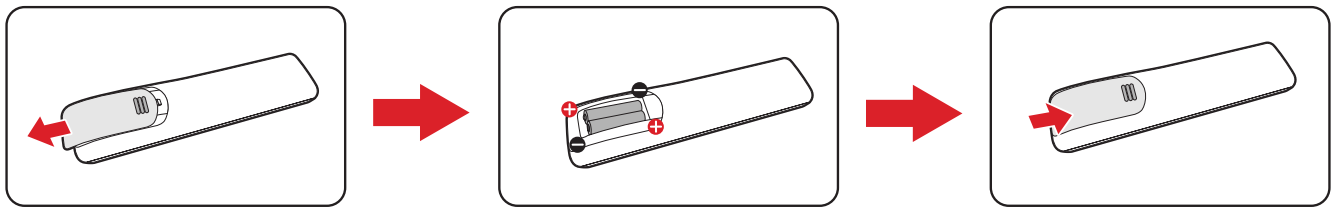
Button		Description
1	Power	Turns the display on or off.
2	Brightness	Adjusts the brightness level.
3	Navigation	Selects an item or adjusts the value in the menu.
4	OK	Confirms the selected item.
5	Home	Goes to the Home screen.
6	Menu	Opens the On-Screen Display Menu.
7	Volume Up	Increases the volume level.
8	Return	Returns to the previous screen.
9	Volume Down	Decreases the volume level.

Receiver Range



For optimal performance, aim the remote control directly at the IR Receiver. The maximum operating range is 6 m (19.69 ft) with a horizontal and vertical field of view of ± 30 degrees.

Installing the Batteries



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

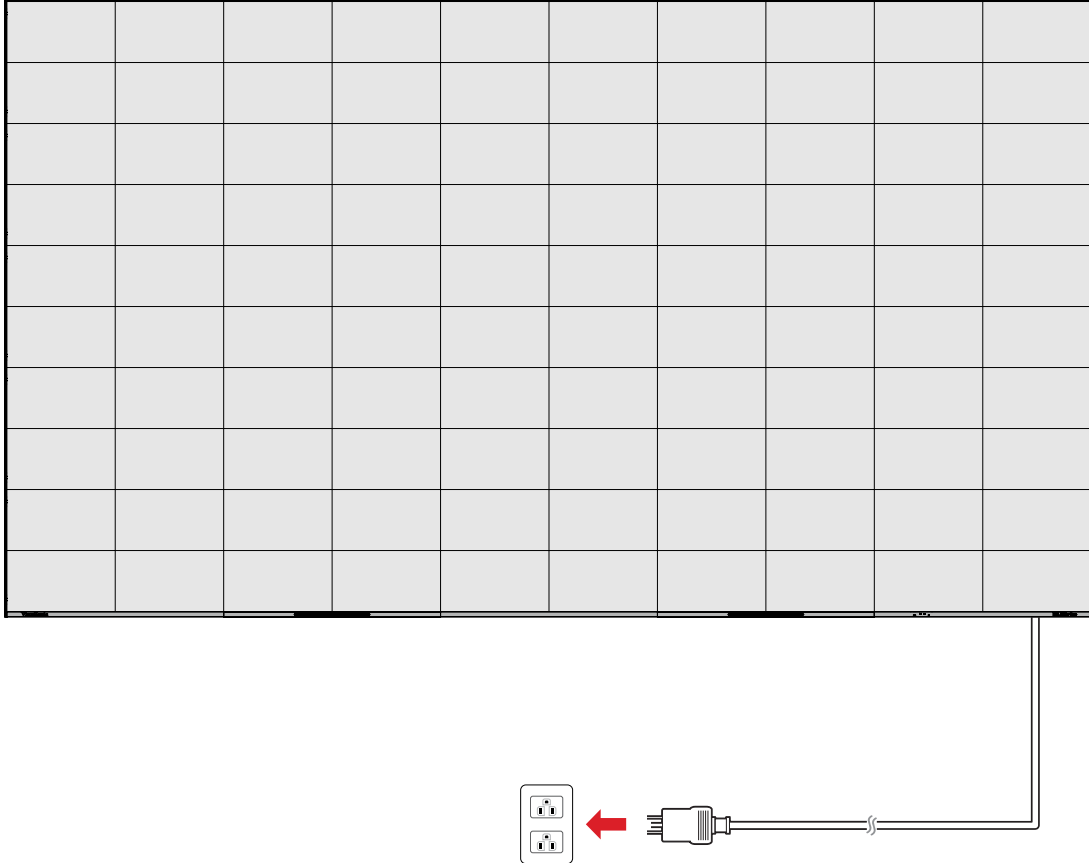
Note:

- Store the remote control and batteries away from heat and humidity.
- Use only recommended battery types.
- Remove batteries when not in use for extended periods.
- Dispose of old batteries following the manufacturer's instructions and local regulations.

Making Connections

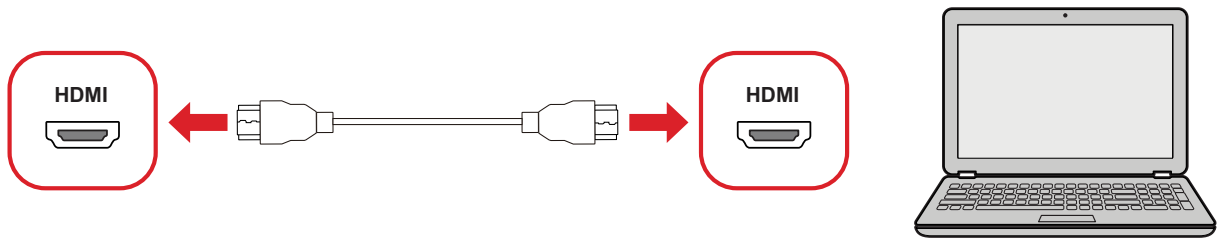
Connecting to Power

Note: The power cord shown is for reference only. The actual product may vary.

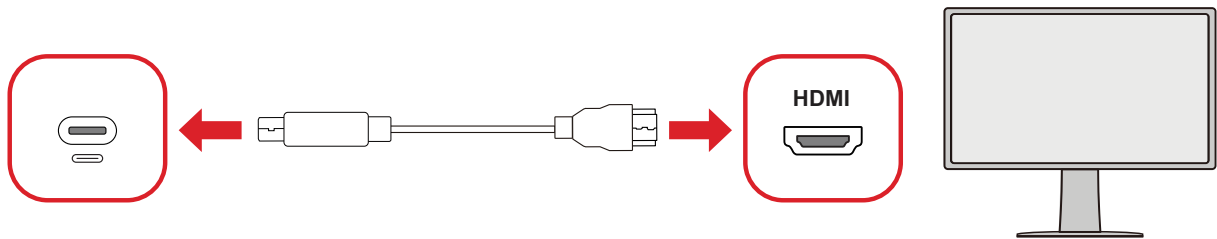


Connecting to Video

HDMI



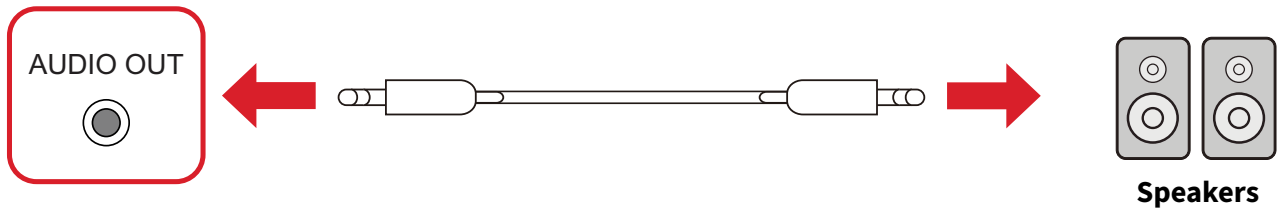
USB Type C



Note: To use video output, ensure that both your device (e.g., laptop) and cable support video signal transmission.

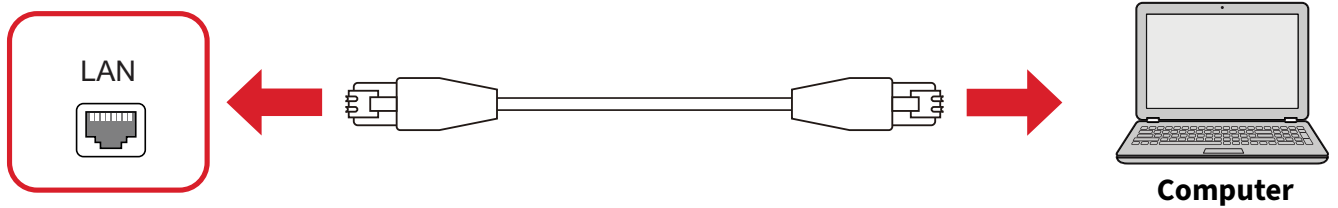
Connecting to External Devices

Audio

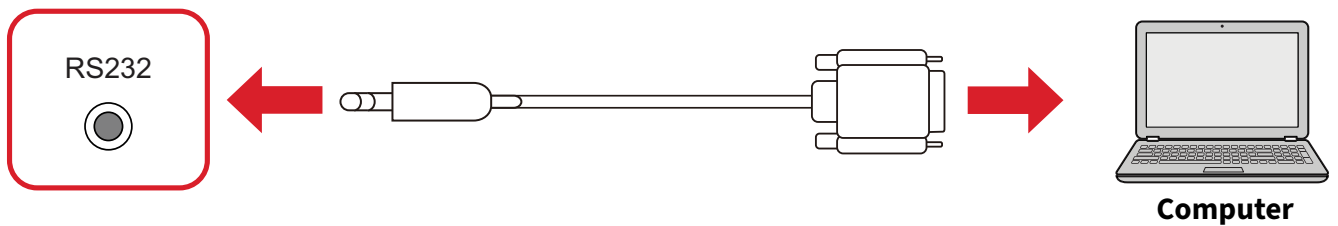


Control

- LAN

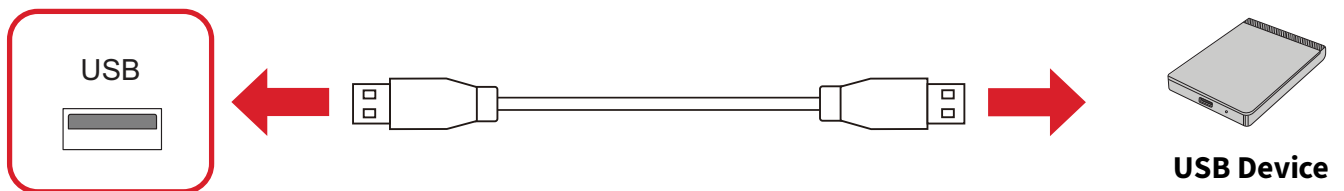


- RS-232



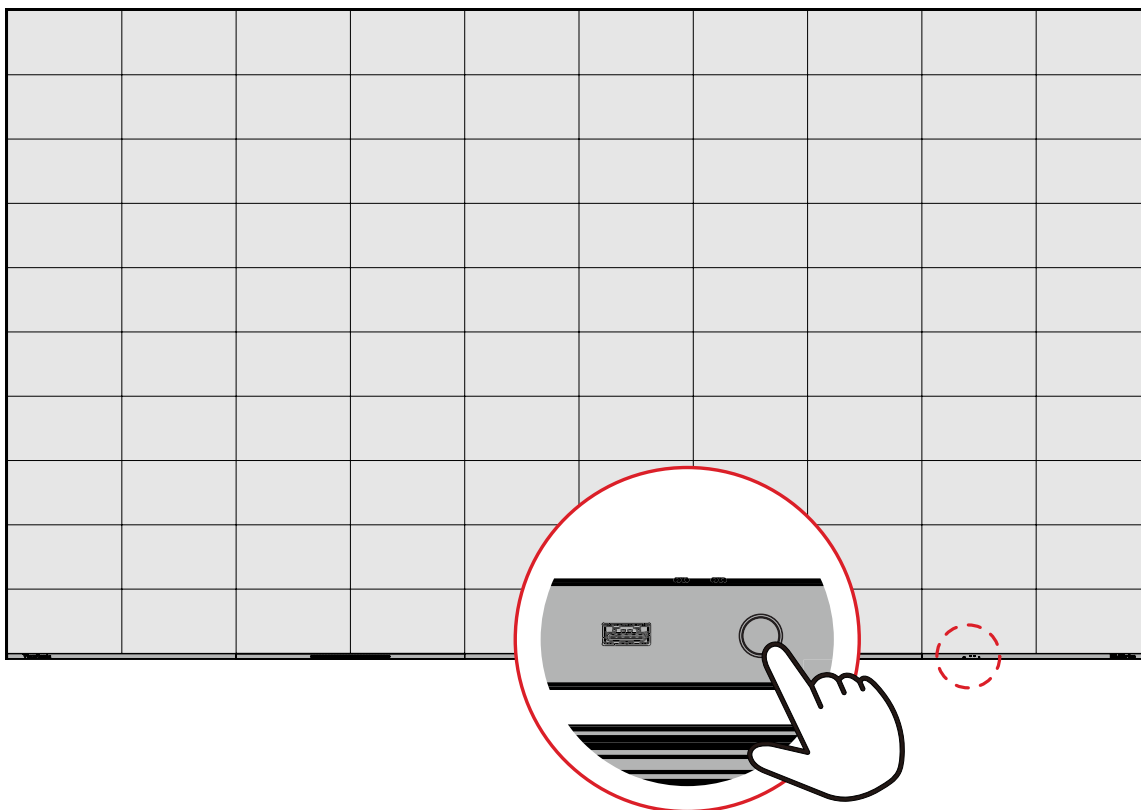
USB

Note: The USB ports support data transfer only.



Using the Display

Turning the Display On/Off

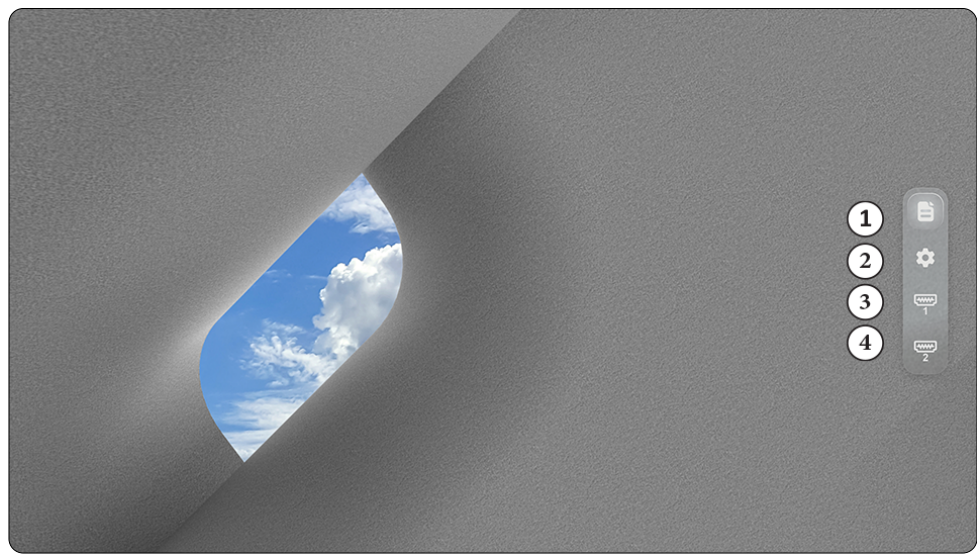


1. Press the **Power** button on the display or remote control to turn on the display.
2. To turn the display off, press and hold the **Power** button until the display turns off.

Note: Do not unplug the power cord before the display completely turns off.

Home Screen

When you turn on the display or press the **Home** button on the remote control, the Home screen appears.



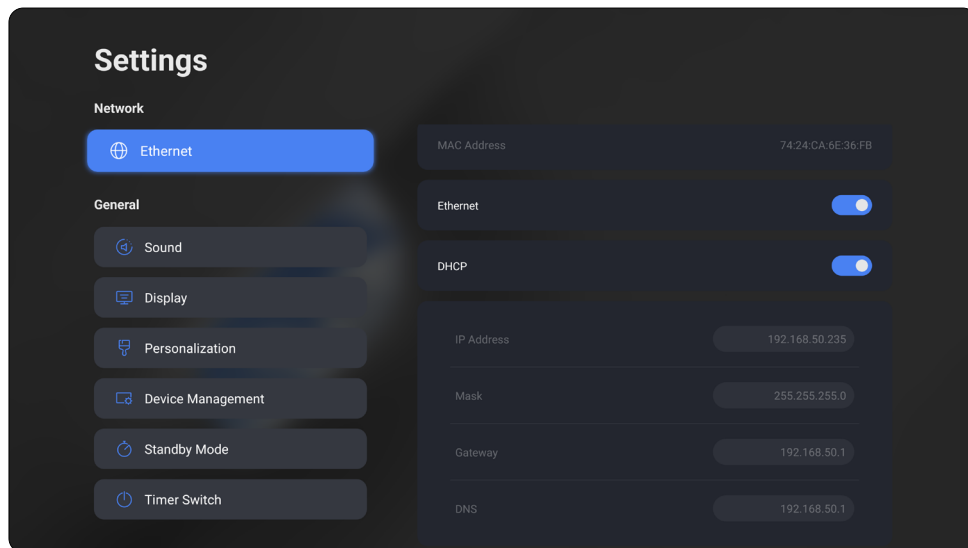
Menu		Description
1	File Manager ¹	Manages local files and folders.
2	Settings	Opens the Settings menu.
3	HDMI 1	Sets HDMI 1 as the input source.
4	HDMI 2	Sets HDMI 2 as the input source.

¹– To access **File Manager** from the On-Screen Display Menu, select **Input Source** > **Home**. For more information, refer to “Input Source”.

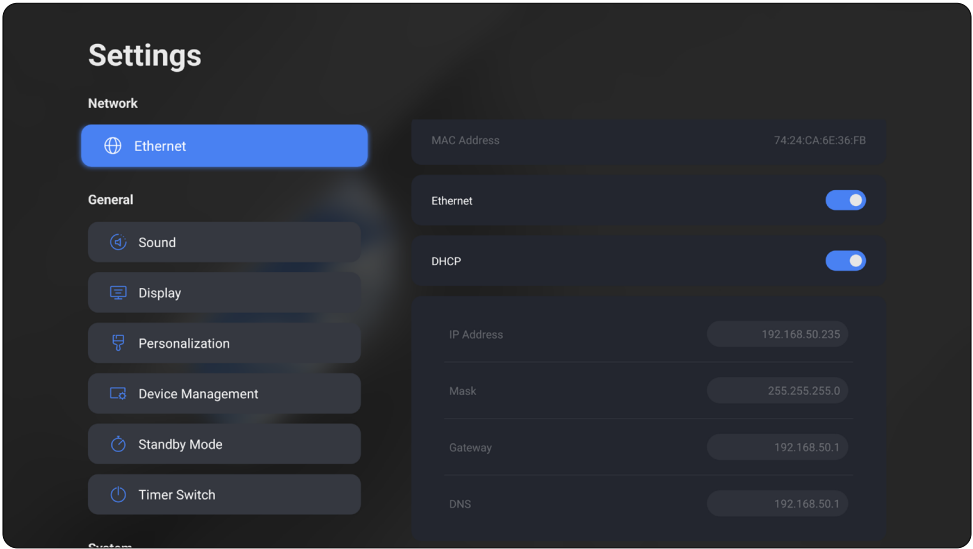
Display Settings

General Settings

Configure Network, General, and System settings.

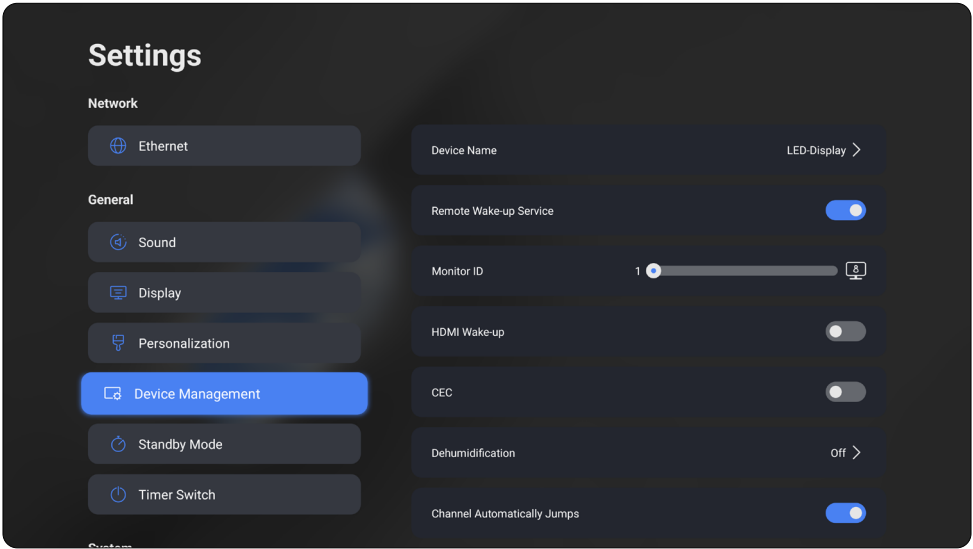


Network



Menu	Description
Ethernet	Adjusts Ethernet network settings.

General

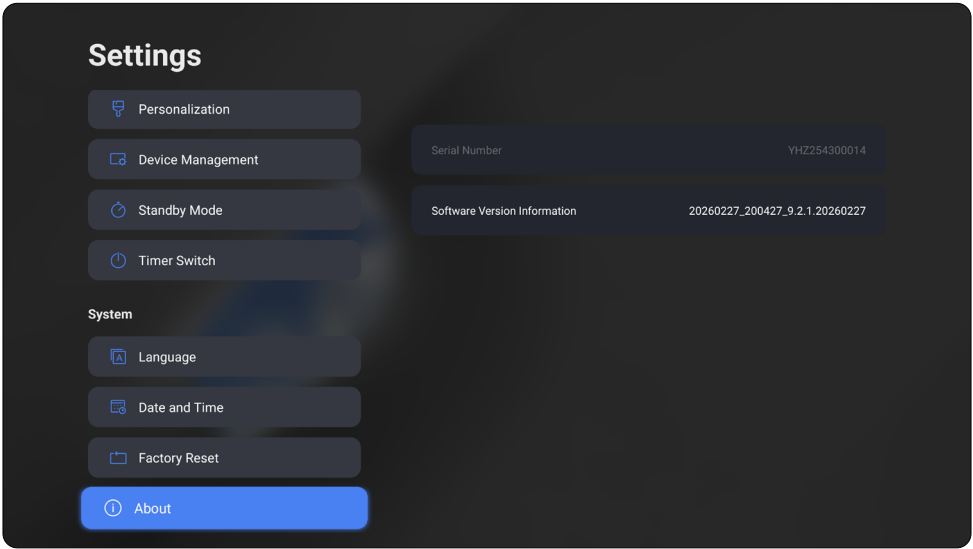


Menu	Description	
Sound	Volume	Adjusts the volume level.
	Speaker	Selects the audio input source.
Display	Image Mode	Sets a preset color mode: Standard, Soft, Movie, or Meeting.
	Brightness	Adjusts how bright or how dark the image will be.
	Contrast	Adjusts the difference between the brightest and darkest parts of the image.
	Saturation	Adjusts the amount of brilliance and intensity in the image.
	Color Temperature	Selects a color temperature: Warm, Normal, Cool, or Customize.
	Color Hue	Fine-tunes the colors displayed.
Personalization	Home Page	Sets the background image on the Home screen.
	Boot Animation	Selects a custom boot logo or animation file.

Menu	Description	
Device Management	Device Name	Sets the display's name.
	Remote Wake-up Service	Enables the display to be powered on remotely via Wake-on-LAN.
	Monitor ID	Assigns a number ¹ to the display for remote control via RS-232.
	HDMI Wake-up	Wakes the display from standby when an HDMI signal is detected.
	CEC	Turns on or off HDMI CEC-compatible devices connected to the display with a single button press.
	Dehumidification Settings	Reduces moisture in the display based on the configured humidity level.
	Channel Automatically Jumps	Switches the input source automatically when a display cable is connected.
	Last Shutdown Input	Sets the default input source when the display is turned on: Default Last Shutdown Channel, Home, HDMI 1, or HDMI 2.
Standby Mode	Standby Mode	Sets the standby mode that activates when the Power button is pressed: Hibernate or Sleep .
	Standby Timer	Turns the display off automatically after a set period of time when no input signal is detected.
Timer Switch	Add Power-on Schedule	Schedules the display to turn on automatically at a specified time.
	Add Power-off Schedule	Schedules the display to turn off automatically at a specified time.

¹– The number range is 1–98. Number 99 is reserved.

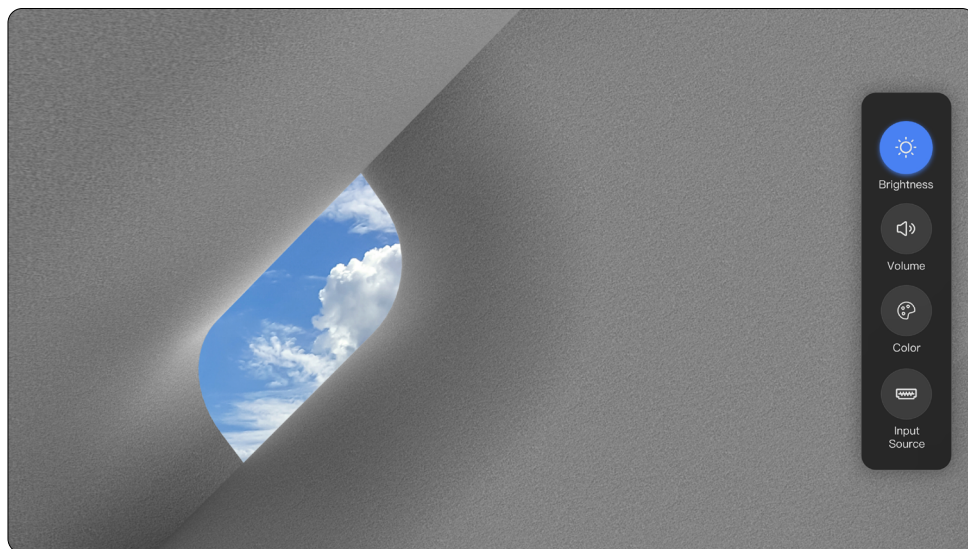
System



Menu	Description
Language	Sets the language for the On-Screen Display menu.
Date and Time	Sets the current date and time.
Factory Reset	Returns the display’s settings to their default values.
About	Shows the display’s serial number and firmware version.

On-Screen Display Menu

Open the On-Screen Display Menu by pressing the **Menu** button on the remote control.



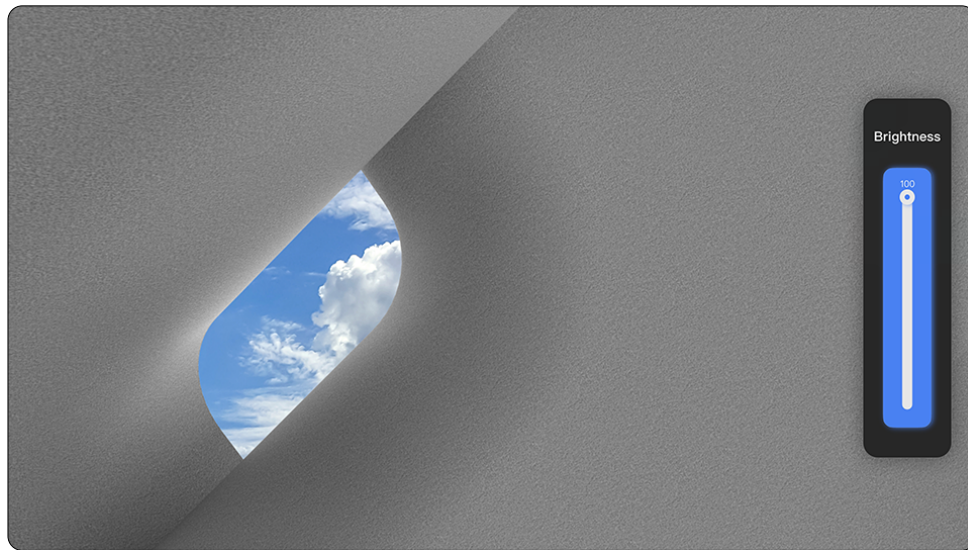
To adjust settings, highlight a menu option using the **Navigation** buttons (▲/▼/◀/▶) on the remote control, then press **OK**. To exit, press the **Menu** button on the remote control.

Menu	Description
Brightness	Displays the brightness slider.
Volume	Displays the volume slider.
Color ¹	Opens the Color menu.
Input Source	Opens the Input Source menu.

1- The **Color** menu is available only when **Home** is selected as the input source. To access image settings for **HDMI 1** or **HDMI 2**, from the Home screen select **Settings** > **General** > **Display**.

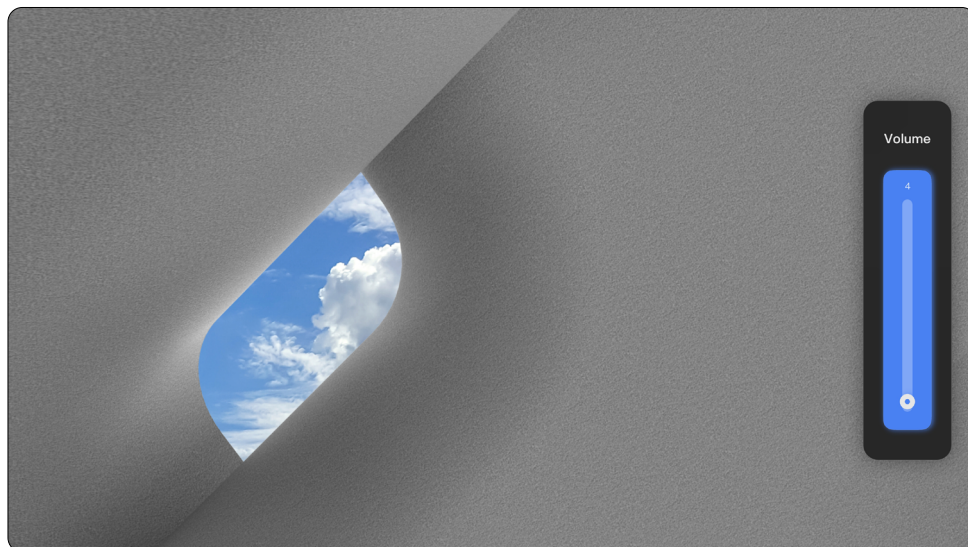
Brightness

Adjusts how bright or how dark the image will be.

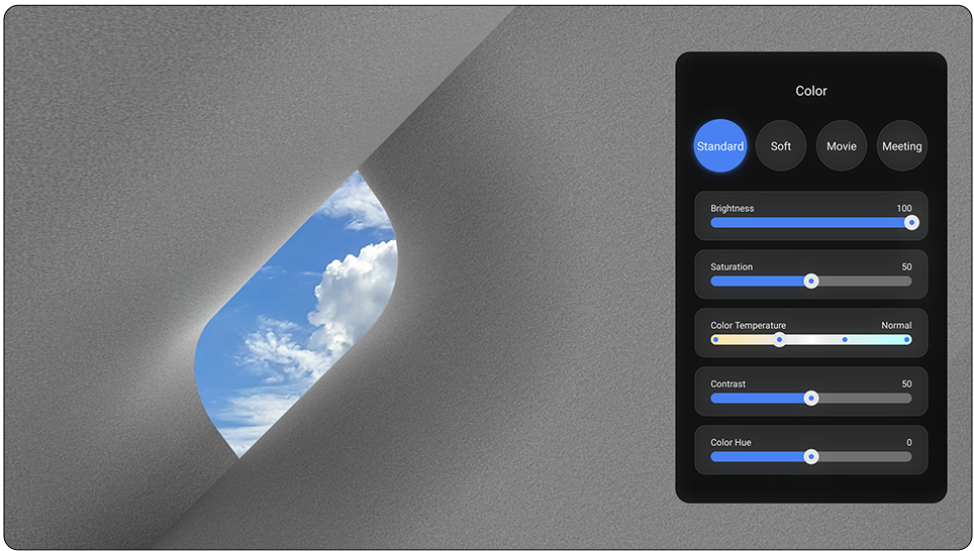


Volume

Adjusts the volume level.



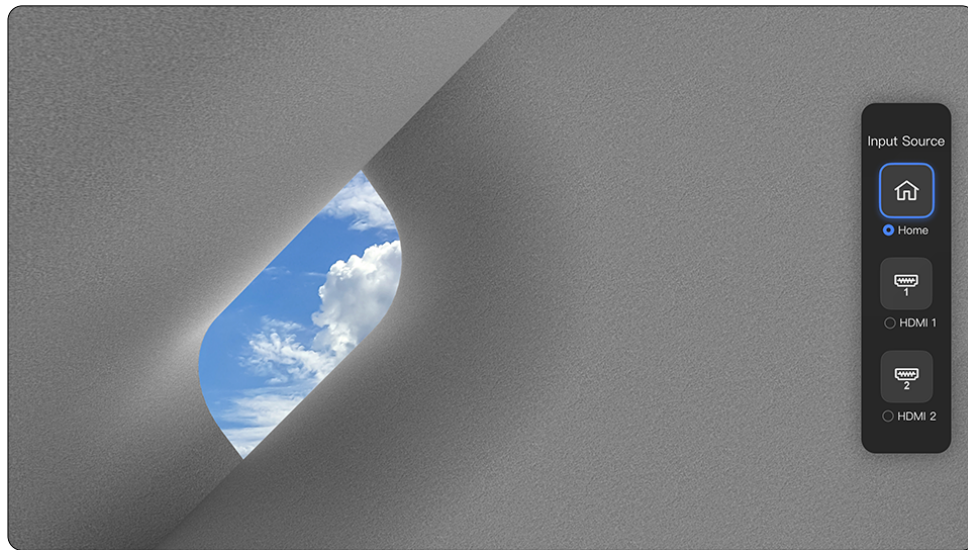
Color



Menu	Description
Color	Sets a preset color mode: Standard, Soft, Movie, or Meeting.
Brightness	Adjusts how bright or how dark the image will be.
Saturation	Adjusts the amount of brilliance and intensity in the image.
Color Temperature	Selects a color temperature: Warm, Normal, Cool, or Customize.
Contrast	Adjusts the difference between the brightest and darkest parts of the projected image.
Color Hue	Fine-tunes the colors displayed.

Input Source

Selects the input source.



RS-232 Protocol

This section outlines the hardware interface and software protocols for RS-232 communication between the display and computers or other control units.

Note: In this section, “PC” refers to all control units that can send or receive RS-232 commands.

The protocol contains three command sections:

- Set-Function
- Get-Function
- Remote Control Pass-Through

Description

RS-232 Hardware Specification

Display communication port:

- Connector type: 3.5 mm barrel connector.
- A straight-through cable is required for connection.
- Pin assignment:

3.5 mm Barrel
Connector



Item	Signal	Description
Tip	TXD	Output from the display.
Ring	RXD	Input to the display.
Sleeve	GND	

RS-232 Communication Setting

- Baud rate select: 115200 bps (fixed)
- Data bits: 8 bits (fixed)
- Parity: None (fixed)
- Stop bits: 1 (fixed)

LAN Communication Setting

- Type: Ethernet
- Protocol: TCP/IP
- Port: 5000 (fixed)
- WOL port: 9 (fixed) for UDP
- Cross subnet: No
- Logon credentials: No

Set-Function Format

Send: (Command Type = “s”)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Byte count	1 byte	2 byte	1 byte	1 byte	1 byte	1 byte	1 byte	1 byte
Byte order	1	2-3	4	5	6	7	8	9

Reply: (Command Type = “+”)

Name	Length	ID	Command Type	CR
Byte count	1 byte	2 byte	1 byte	1 byte
Byte order	1	2-3	4	5

Note: 30 31 represents ID #1, 30 32 represents ID #2, and 39 38 represents ID #98.

Command Table

Set Function	Command			Description		Command	
	Type (ASCII)	Code (ASCII)	Code (HEX)			ASCII	HEX
Power on/off(standby)	s	!	21	000:	STBY	801s!000	38 30 31 73 21 30 30 30 0D
				001:	ON	801s!001	38 30 31 73 21 30 30 31 0D
Input Select	s	“	22	00A:	Home	801s"00A	38 30 31 73 22 30 30 33 0D
				004:	HDMI1	801s"004	38 30 31 73 22 30 30 34 0D
				014:	HDMI2	801s"014	38 30 31 73 22 30 31 34 0D
Brightness	s	\$	24	000-100		801s\$XXX (XXX:000-100)	38 30 31 73 24 3X 3X 3X 0D
				900:	decrease (-1)	801s\$900	38 30 31 73 24 39 30 30 0D
				901:	increase (+1)	801s\$901	38 30 31 73 24 39 30 31 0D
Volume	s	5	35	000-100		801s\$XXX (XXX:000-100)	38 30 31 73 24 3X 3X 3X 0D
				900:	Decrease (-1)	801s\$900	38 30 31 73 24 39 30 30 0D
				901:	increase (+1)	801s5901	38 30 31 73 3539 30 31 0D
Mute	s	6	36	000:	Off	801s6000	38 30 31 73 36 30 30 30 0D
				001:	On (Mute)	801s6001	38 30 31 73 36 30 30 31 0D
Key Pad	s	A	41	000:	Up	801sA000	38 30 31 73 41 30 30 30 0D
				001:	Down	801sA001	38 30 31 73 41 30 30 31 0D
				002:	Left	801sA002	38 30 31 73 41 30 30 32 0D
				003:	Right	801sA003	38 30 31 73 41 30 30 33 0D
				004:	Enter	801sA004	38 30 31 73 41 30 30 34 0D
				005:	Input	801sA005	38 30 31 73 41 30 30 35 0D
				006:	Menu/ (Exit)	801sA006	38 30 31 73 41 30 30 36 0D
				007:	Exit	801sA007	38 30 31 73 41 30 30 37 0D
				009:	Input list	801sA009	38 30 31 73 41 30 30 39 0D
				010:	Brightness	801sA010	38 30 31 73 41 30 31 30 0D
				011:	Blank	801sA011	38 30 31 73 41 30 31 31 0D
				012:	Home	801sA012	38 30 31 73 41 30 31 32 0D
				013:	Volume +	801sA013	38 30 31 73 41 30 31 33 0D
				014:	Volume -	801sA014	38 30 31 73 41 30 31 34 0D
				015:	Next	801sA015	38 30 31 73 41 30 31 35 0D
				016:	Previous	801sA016	38 30 31 73 41 30 31 36 0D
				017:	Mute	801sA017	38 30 31 73 41 30 31 37 0D
				018:	Play/Pause	801sA018	38 30 31 73 41 30 31 38 0D

Set Function	Command			Description		Command	
	Type (ASCII)	Code (ASCII)	Code (HEX)			ASCII	HEX
Restore default	s	~	7E	000		801s~000	38 30 31 73 7E 30 30 30 0D
Input Select: Cycle	s	"	22	00Z		801s"00Z	38 30 31 73 22 30 30 5A 0D
Contrast	s	#	23	000-100		801s#XXX (XXX:000-100)	38 30 31 73 23 3X 3X 3X 0D
Sharpness	s	%	25	000-100		801s%XXX (XXX:000-100)	38 30 31 73 25 3X 3X 3X 0D
Color (Saturation)	s	&	26	000-100		801s&XXX (XXX:000-100)	38 30 31 73 26 3X 3X 3X 0D
Tint (Color Hue)	s	'	27	000-100		801s'XXX (XXX:000-100)	38 30 31 73 27 3X 3X 3X 0D
Color Mode	s	)	29	000:	Normal	801s)000	38 30 31 73 29 30 30 30 0D
				001:	Warm	801s)001	38 30 31 73 29 30 30 31 0D
				002:	Cold	801s)002	38 30 31 73 29 30 30 32 0D
				003:	Personal	801s)003	38 30 31 73 29 30 30 33 0D
OSD Language	s	2	32	000:	English	801s2000	38 30 31 73 32 30 30 30 0D
				001:	French	801s2001	38 30 31 73 32 30 30 31 0D
				002:	Spanish	801s2002	38 30 31 73 32 30 30 32 0D
				003:	German	801s2003	38 30 31 73 32 30 30 33 0D
				004:	Russian	801s2004	38 30 31 73 32 30 30 34 0D
				005:	Dutch	801s2005	38 30 31 73 32 30 30 35 0D
				006:	T-Chinese	801s2006	38 30 31 73 32 30 30 36 0D
				007:	S-Chinese	801s2007	38 30 31 73 32 30 30 37 0D
				008:	Turkish	801s2008	38 30 31 73 32 30 30 38 0D
				009:	Arabic	801s2009	38 30 31 73 32 30 30 39 0D
				00A:	Japanese	801s200A	38 30 31 73 32 30 30 41 0D
				00B:	Korean	801s200B	38 30 31 73 32 30 30 42 0D
				00C:	Italian	801s200C	38 30 31 73 32 30 30 43 0D
Date: Year	s	V	56	Y17-Y99		801sVYXX (XX:17-99)	38 30 31 73 56 59 3X 3X 0D
Date: Month	s	V	56	M01-M12		801sVMXX (XX:01-12)	38 30 31 73 56 4D 3X 3X 0D
Date: Day	s	V	56	D01-D31		801sVDXX (XX:01-31)	38 30 31 73 56 44 3X 3X 0D
Time: Hour	s	W	57	H00-H23		801sWHXX (XX:00-23)	38 30 31 73 57 48 3X 3X 0D
Time: Min	s	W	57	M00-M59		801sWMXX (XX:00-59)	38 30 31 73 57 4D 3X 3X 0D

Set Function	Command			Description	Command	
	Type (ASCII)	Code (ASCII)	Code (HEX)		ASCII	HEX
Time: Sec	s	W	57	S00-S59	801sWSXX (XX:00-59)	38 30 31 73 57 53 3X 3X 0D
Get-Brightness	g	b	62		801gb000	38 30 31 67 62 30 30 30 0D
Get-Input select	g	j	6A		801gj000	38 30 31 67 6A 30 30 30 0D
Get-Power status: ON/STBY	g	l	6C		801gl000	38 30 31 67 6C 30 30 30 0D
Get-ACK	g	z	7A		801gz000	38 30 31 67 7A 30 30 30 0D
Get-Thermal	g	0	30		801g0000	38 30 31 67 30 30 30 30 0D
Get-Operation hour	g	1	31		801g1000	38 30 31 67 31 30 30 30 0D
Get-Device name	g	4	34		801g4000	38 30 31 67 34 30 30 30 0D
Get-MAC address	g	5	35		801g5000	38 30 31 67 35 30 30 30 0D
Get-IP address	g	6	36		801g6000	38 30 31 67 36 30 30 30 0D
Get-Serial number	g	7	37		801g7000	38 30 31 67 37 30 30 30 0D
Get-FW version	g	8	38		801g8000	38 30 31 67 38 30 30 30 0D
Get-Contrast	g	a	61		801ga000	38 30 31 67 61 30 30 30 0D
Get-Color (Saturation)	g	d	64		801gd000	38 30 31 67 64 30 30 30 0D
Get-Tint (Color Hue)	g	e	65		801ge000	38 30 31 67 65 30 30 30 0D
Get-Date: Year	g	2	32		801g2Y00	38 30 31 67 32 59 30 30 0D
Get-Date: Month	g	2	32		801g2M00	38 30 31 67 32 4D 30 30 0D
Get-Date: Day	g	2	32		801g2D00	38 30 31 67 32 44 30 30 0D
Get-Time: Hour	g	3	33		801g3H00	38 30 31 67 33 48 30 30 0D
Get-Time: Min	g	3	33		801g3M00	38 30 31 67 33 4D 30 30 0D
Get-Time: Sec	g	3	33		801g3S00	38 30 31 67 33 53 30 30 0D

Get Operation Time Example

Assumed the accumulated operation time is 00,123,456 hrs.

Send: 38 30 31 67 31 30 30 30 0D (Get Operation time)

Reply: 32 30 31 72 31 31 32 33 34 35 36 00 0D

Appendix

Specifications

Item	Category	Specifications
Display	LED Type	GOB LEDs (SMD 3 in 1)
	Display Size	345.44 cm
		136 in.
	Active Size (H x V)	3,000 x 1,687.5 mm
		118.1 x 66.4 in.
	Pitch Size	1.56 mm
	Resolution	FHD, 1920 x 1080
	Refresh Rate	3,840 Hz
	Contrast Ratio	6,500:1 (Typical)
	Brightness	600 cd/m² (100 levels of adjustment)
LED Lifespan	100,000 hours	
Power¹	Input Voltage	AC 100-240V, 50/60 Hz (will vary by country)
Audio	Internal Speaker	2 x 15W
Operating Conditions	Altitude	≤ 5,000 m
		≤ 16,404 ft
	Relative Humidity	10% to 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% to 85% (non-condensing)
	Temperature	-10° C to 60° C
		14° F to 140° F

¹– Please use the power adapter/power cord from ViewSonic® or an authorized source only.

Item	Category	Specifications
Dimensions (without wall mount)	Physical (W x H x D)	3,012.0 x 1708.9 x 51.7 mm
		118.58 x 67.28 x 2.04 in.
Weight (without wall mount)	Physical	105.0 kg
		231.49 lb
Dimensions (with wall mount)	Physical (W x H x D)	3,012.0 x 1,708.9 x 62.7 mm
		118.58 x 67.28 x 2.47 in.
Weight (with wall mount)	Physical	119.0 kg
		262.35 lb
Dimensions (with base stand)	Physical (W x H x D)	3,012.0 x 2,489.3 x 890.3 mm
		118.58 x 98.00 x 35.05 in.
Weight (with base stand)	Physical	146.8 kg
		324.00 lb
Power Consumption	On ²	512W (Typical) 1,534W (Maximum)
	Off	≤ 0.5W (Maximum)

Note:

- Product specifications are subject to change without notice.
- This display contains millions of pixels. Occasional inactive pixel spots may be visible during normal use. This is a characteristic of the panel technology and does not indicate a defect or affect product performance or reliability.

2– The test condition follows EEI standards.

General Settings Menu Tree

Main Menu	Sub-menu	Menu Option		
Network	Ethernet	MAC Address		
		Ethernet	Disable	
			Enable	
		DHCP	Disable	
			Enable	
		Manually Configure Network Settings	IP Address	
			Mask	
			Gateway	
			DNS	
		General	Sound	
Display	Image Mode		Standard	
			Soft	
			Movie	
			Meeting	
	Brightness		(-/+, 0–100)/1	
	Contrast		(-/+, 0–100)/1	
	Saturation		(-/+, 0–100)/1	
	Color Temperature		Warm	
			Normal	
			Cool	
			Customize	
	Color Hue		(-/+, -50–50)/1	
Personalization	Home Page			
	Boot Animation			

Main Menu	Sub-menu	Menu Option	
General	Device Management	Device Name	
		Remote Wake-up Service	Disable
			Enable
		Monitor ID	
		HDMI Wake-up	Disable
			Enable
		CEC	Disable
			Enable
		Dehumidification Settings	Off
			Low
			Middle
			High
		Channel Automatically Jumps	Disable
			Enable
		Last Shutdown Input	Default Last Shutdown Channel
			Home
			HDMI 1
			HDMI 2

Main Menu	Sub-menu	Menu Option		
General	Standby Mode	Standby Mode	Hibernate Mode	
			Sleep Mode	
		Standby Timer	Off	
			5 min	
			10 min	
			20 min	
			30 min	
			60 min	
	Timer Switch	Add Power-on Schedule		
		Add Power-off Schedule		
System	Language	English		
		简体中文		
		繁體中文		
		Español		
		Français		
		Italiano		
		日本語		
		한국어		
		Русский		
		Nederlands		
		Türkçe		
		عربي		
		Deutsch		

Main Menu	Sub-menu	Menu Option		
System	Date and Time	24-hour Format	Disable	
			Enable	
		Set Date		
		Set Time		
	Factory Reset			
	About	Serial Number		
		Software Version Information		

On-Screen Display Menu Tree

Main Menu	Sub-menu	Menu Option	
Brightness	(-/+, 0-100)/1		
Color	Color Mode	Standard	
		Soft	
		Movie	
		Meeting	
	Brightness	(-/+, 0-100)/1	
	Saturation	(-/+, 0-100)/1	
	Color Temperature	Warm	
		Normal	
		Cool	
		Customize	
	Contrast	(-/+, 0-100)/1	
	Color Hue	(-/+, -50-50)/1	
Input Source	Home		
	HDMI 1		
	HDMI 2		

Supported Resolutions and Timings

PC Signal

HDMI

Resolution	Refresh Rate
640 × 480	60 Hz
800 × 600	
1024 × 768	
1280 × 768	
1280 × 800	
1280 × 960	
1280 × 1024	
1360 × 768	
1366 × 768	
1400 × 1050	
1440 × 900	
1600 × 1200	
1680 × 1050	
1920 × 1080	
3840 × 2160 ³	

³– For the **HDMI 1** port only.

Video Signal

HDMI

Resolution	Refresh Rate
640 × 480	60 Hz
720 × 576	50 Hz
800 × 600	60 Hz
1024 × 768	60 Hz
1280 × 720	50, 60 Hz
1920 × 1080	24, 25, 30, 50, 60 Hz
2560 × 1080	60 Hz
3440 × 1440	60 Hz
3840 × 2160 ⁴	24, 25, 30, 50, 60 Hz

Note:

- For optimal display quality, use 1920 × 1080 resolution at 60 Hz.
- The display timings conform to VESA and CTA standards.
- For 4:3 content, the display centers the image on screen and maintains the 4:3 aspect ratio.
- Display appearance may vary depending on your computer and operating system. Refer to your computer's manual for connection instructions.

⁴– For the **HDMI 1** port only.

Supported Formats

Audio

File Extension	Audio Codec	Support Range
.flac	Compress level 0-8	• Sample Rate: 8 kHz–48 kHz
.mp3	MPEG 1/2 Layer 1/2/3	• Sample Rate: 8 kHz–48 kHz • Bit Rate: 8 kbps–320 kbps, CBR, VBR
.wav	MS-ADPCM, IMA-ADPCM, PCM	• Sample Rate: 8 kHz–48 kHz • Bit Rate: 4 bit MS-ADPCM, IMA-ADPCM

Photo

File Extension	Format	Support Range
.jpeg/.jpg	JPEG	• Min. Resolution: 48 × 48 • Max. Resolution: 8176 × 8176
.png	PNG	
.bmp	BMP	
.gif	GIF	

Video

File Extension	Format	Support Range
.3gp	MPEG4	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps - Not Supported: MS MPEG4 v1, v2, v3
	H.263	- Resolution: SQCIF (128 × 96), QCIF (176 × 144), CIF (352 × 288), 4CIF (704 × 576) - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps - Not Supported: H.263+
	H.264/AVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Field Coding; MBAFF
.avi	MPEG4	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps - Not Supported: MS MPEG4 v1, v2, v3; GMC
	H.264/AVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Field Coding; MBAFF
.flv	H.264/AVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Field Coding; MBAFF

File Extension	Format	Support Range
.mkv	MPEG4	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps - Not Supported: MS MPEG4 v1, v2, v3; GMC
	H.264/AVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Field Coding; MBAFF
	H.264/MVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 50 Mbps - Supported: Stereo High Profile only
	H.265/HEVC	- Resolution: 64 × 64 to 4096 × 2304 - Max. Frame Rate: 2304p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Main Profile; Main10 Profile; Tile; SLIC
	VP8	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps
	VP9	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps - Max. Bit Rate: 100 Mbps
.mov	MPEG4	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps - Not Supported: MS MPEG4 v1, v2, v3; GMC
	H.264/AVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Field Coding; MBAFF
	H.265/HEVC	- Resolution: 64 × 64 to 4096 × 2304 - Max. Frame Rate: 2304p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Main Profile; Main10 Profile; Tile; SLIC

File Extension	Format	Support Range
.mp4	MPEG4	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps - Not Supported: MS MPEG4 v1, v2, v3; GMC
.ts	H.264/AVC	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps; 1080p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Field Coding; MBAFF
	H.265/HEVC	- Resolution: 64 × 64 to 4096 × 2304 - Max. Frame Rate: 2304p @ 60 fps - Max. Bit Rate: 100 Mbps - Supported: Main Profile; Main10 Profile; Tile; SLIC
.webm	VP8	- Resolution: 48 × 48 to 1920 × 1080 - Max. Frame Rate: 30 fps - Max. Bit Rate: 38.4 Mbps
	VP9	- Resolution: 48 × 48 to 4096 × 2304 - Max. Frame Rate: 2304p @ 30 fps - Max. Bit Rate: 100 Mbps
.m4v	AVC	

Troubleshooting

Remote control does not work

Troubleshooting Checks	Yes/No	Possible Solutions
Are there any obstacles between the remote control and display?	Yes	Remove the obstacle(s).
	No	Aim the remote control at the display's IR receiver within the effective distance and angles when performing an operation. Related sections: • “Receiver Range”
Are the batteries installed correctly?	Yes	If the remote control still does not work, try another set of new batteries to confirm the current batteries have power.
	No	Install the batteries again. Related sections: • “Installing the Batteries”

The display shuts down unexpectedly

Troubleshooting Checks	Yes/No	Possible Solutions
Is the display in sleep mode?	Yes	Reconnect the video cable connecting to an external computer to wake the display up.
	No	Check the power connection between the display and the power outlet.
Is there a power outage in your area?	Yes	Unplug the power cord from the power outlet and wait until the power outage is over before turning the display back on. Related sections: • “Connecting to Power”
	No	Try another power outlet or use another electrical device to confirm the same power outlet is working.

Speakers are not working properly

Troubleshooting Checks	Yes/No	Possible Solutions
Does only one speaker have sound?	Yes	Try another audio cable or audio system to confirm the display's speakers are still working.
	No	Press the Volume button on the remote control to set the volume at a moderate level.
Do both speakers have no sound?	Yes	Check that the audio source is correctly set on both the display and connected device, and that the connected device is turned on.
	No	Restart the display.
Is the display connected to a Bluetooth device?	Yes	Re-pair the display with your Bluetooth device.
	No	Check that the connected device is properly connected to the appropriate port of the display. Related sections: • "Connecting to External Devices"
Is there buzzing or whining noises?	Yes	Route the audio cable away from the display or power supply cable to prevent electrical interference.
	No	Press the Volume button on the remote control to set the volume at a moderate level.

Image is not displayed correctly

Troubleshooting Checks	Yes/No	Possible Solutions
Does the video cable appear damaged?	Yes	Replace the video cable. If the image is still not displayed correctly, restart the display.
	No	Try a different video cable or use another video source to determine if the display is still working correctly.

Power LED Indicator List

Light Color	Status
Solid blue ●	The display is turned on.
Solid red ●	The display is in standby mode.

Maintenance

General Precautions

Warning:

- Do not bring objects close to the ventilation holes. Contact with body parts may cause burns or personal injury.
- Turn off the display and disconnect all cables before moving it. Moving the display with cables attached may cause cable damage, fire, or electric shock.

Caution: The LED lights in the modules are susceptible to ESD (electrostatic discharge). Do not touch them with bare hands or conductive materials.

- Wear anti-static gloves and a wrist strap when installing or servicing the display.
- Regularly inspect all installed components.
- Turn off the display and disconnect the power cord before cleaning or performing any maintenance.

Initial Operation

- If the display has been stored for less than three months, it can be used at normal brightness on first use.
- If the display has been stored for more than three months, follow these steps before resuming normal use:
 1. Set the brightness to 30%.
 2. Let the display operate continuously for two hours.
 3. Turn off the display and wait 30 minutes.
 4. The display is ready for use at normal brightness.

Cleaning the Front Panel

Caution: If dust cannot be removed with compressed air, the LED module must be replaced. Do not attempt to clean it by other means.

- Use cool compressed air to remove dust when the display is off.
- Do not scratch or press on the panel surface with fingers or abrasive objects.
- Do not use volatile substances such as sprays, solvents, or thinners.

Cleaning the Cabinet

Warning: Keep water and detergent away from the display surface. If moisture enters the unit, it may cause a system malfunction or electric shock.

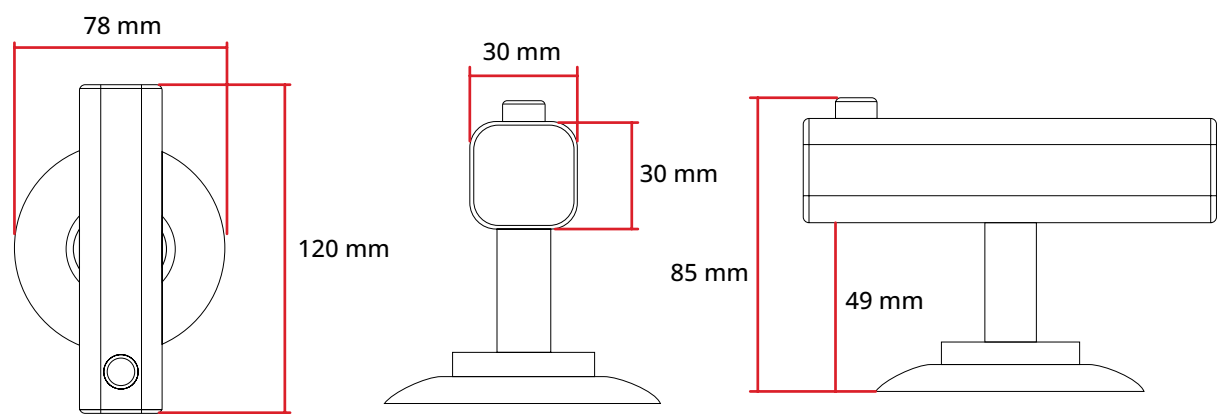
- Do not scratch or press on the cabinet with abrasive objects.
- Do not use volatile substances such as sprays, solvents, or thinners.
- Do not place rubber or PVC materials near the cabinet for extended periods.

Regular Use

- Turn on the display at least once a month for eight or more hours. During humid or rainy weather, turn it on at least once a week.
- Avoid displaying full-screen static content (white, red, blue, or green) for extended periods, as this may increase power consumption and reduce LED lifespan.

LED Module Tool

Specifications



Item	Description
Model	LD-MK-006
Product Dimension (W x H x D)	120 x 87 x 80 mm
	4.72” x 3.43”x 3.15”
Weight	0.2 kg
	0.44 lb

Regulatory and Service Information

Compliance Information

This section addresses all applicable 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.

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

Industry Canada Statement

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

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

CAN ICES (A)/NMB (A)

CE Conformity for European Countries



The device complies with the EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU, Radio Equipment Directive 2014/53/EU and RoHS2 Directive 2011/65/EU & Annex II EU/2015/863.

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 ⁺)	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.

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

 Flevolaan 38, 1382JZ, Weesp,
the Netherlands

 +31 08000232999

 EPREL@viewsoniceurope.com

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

Copyright Information

Copyright © 2026 ViewSonic® Corporation. All rights reserved.

Macintosh and Power Macintosh are registered trademarks of Apple Inc.

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

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

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

Disclaimer: ViewSonic® Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

In the interest of continuing product improvement, ViewSonic® Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.

No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic® Corporation.

Customer Service

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

Note: You will need the product's serial number.

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

Limited Warranty

ViewSonic® 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: <https://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:	
Name, address, of manufacturer and importers: México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 http://www.viewsonic.com/la/soporte/index.htm	
NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004	
Hermosillo: Distribuciones y Servicios Computacionales SA de CV. Calle Juárez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx	Villahermosa: Compumantenimientos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: compumantenimientos@prodigy.net.mx
Puebla, Pue. (Matriz): RENTA Y DATOS, S.A. DE C.V. Domicilio: 29 SUR 721 COL. LA PAZ 72160 PUEBLA, PUE. Tel: 01(52).222.891.55.77 CON 10 LINEAS E-Mail: datos@puebla.megared.net.mx	Veracruz, Ver.: CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419 ENTRE PINZÓN Y ALVARADO Fracc. Reforma C.P. 91919 Tel: 01-22-91-00-31-67 E-Mail: gacosta@qplus.com.mx
Chihuahua: Soluciones Globales en Computación C. Magisterio # 3321 Col. Magisterial Chihuahua, Chih. Tel: 4136954 E-Mail: Cefeo@soluglobales.com	Cuernavaca: Compusupport de Cuernavaca SA de CV Francisco Leyva # 178 Col. Miguel Hidalgo C.P. 62040, Cuernavaca Morelos Tel: 01 777 3180579 / 01 777 3124014 E-Mail: aquevedo@compusupportcva.com
Distrito Federal: QPLUS, S.A. de C.V. Av. Coyoacán 931 Col. Del Valle 03100, México, D.F. Tel: 01(52)55-50-00-27-35 E-Mail : gacosta@qplus.com.mx	Guadalajara, Jal.: SERVICRECE, S.A. de C.V. Av. Niños Héroes # 2281 Col. Arcos Sur, Sector Juárez 44170, Guadalajara, Jalisco Tel: 01(52)33-36-15-15-43 E-Mail: mmiranda@servicrece.com
Guerrero Acapulco: GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	Monterrey: Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: aydeem@gps1.com.mx
MÉRIDA: ELECTROSER Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, México CP97000 Tel: (52) 999-925-1916 E-Mail: rrrb@sureste.com	Oaxaca, Oax.: CENTRO DE DISTRIBUCION Y SERVICIO, S.A. de C.V. Murguía # 708 P.A., Col. Centro, 68000, Oaxaca Tel: 01(52)95-15-15-22-22 Fax: 01(52)95-15-13-67-00 E-Mail: gpotai2001@hotmail.com
Tijuana: STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembre Tijuana, Mexico	FOR USA SUPPORT: ViewSonic® Corporation 10 Pointe Drive, Brea, CA 92821 USA Tel: 909-444-8888 https://www.viewsonic.com



ViewSonic®