ViewSonic®



IFP7500/IFP7500-CN
Commercial Touch 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 in the upper right corner of our website. “Antes de operar su equipo lea cu idadosamente las instrucciones en este manual”

Model No. VS16865

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 !

ViewSonic®

Compliance Information

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

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

CAN ICES-3 (B)/NMB-3(B)

CE Conformity for European Countries

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

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



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.

Declaration of RoHS2 Compliance

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

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr^{6+})	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

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

Examples of exempted components are:

1. Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):
   (1) Short length (≦500 mm): maximum 3.5 mg per lamp.
   (2) Medium length (＞500 mm and ≦1,500 mm): maximum 5 mg per lamp.
   (3) Long length (＞1,500 mm): maximum 13 mg per lamp.
2. Lead in glass of cathode ray tubes.
3. Lead in glass of fluorescent tubes not exceeding 0.2% by weight.
4. Lead as an alloying element in aluminium containing up to 0.4% lead by weight.
5. Copper alloy containing up to 4% lead by weight.
6. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
7. Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.

Cautions and Warnings

1. Read these instructions completely before using the equipment.
2. Keep these instructions in a safe place.
3. Heed all warnings and follow all instructions.
4. Always handle the Display with care when moving it.
5. Never remove the rear cover. This Display contains high-voltage parts. You may be seriously injured if you touch them.
6. Do not use this equipment near water. **Warning:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
7. Avoid exposing the Display to direct sunlight or another heat source. Orient the Display away from direct sunlight to reduce glare.
8. Clean with a soft, dry cloth. If further cleaning is required, see the “Care and Maintenance” section in this guide for further instructions.
9. Avoid touching the screen. Skin oils are difficult to remove.
10. Do not rub or apply pressure to the LCD panel, as it may permanently damage the screen.
11. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer’s instructions.
12. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
13. Place the Display in a well ventilated area. Do not place anything on the Display that prevents heat dissipation.
14. Do not place heavy objects on the Display, video cable, or power cord.
15. If smoke, an abnormal noise, or a strange odor is present, immediately switch the Display off and call your dealer or ViewSonic. It is dangerous to continue using the Display.
16. Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, consult an electrician for replacement of the outlet.
17. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where if emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
18. Only use attachments/accessories specified by the manufacturer.

(Continued on next page)

19. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use caution when moving the cart/equipment combination to avoid injury from tipping over.



20. Unplug this equipment when it will be unused for long periods of time.

21. Refer all servicing to qualified service personnel. Service is required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.

22. The Unit is a Monitor with LED backlight intended for general office used.

Contents

Compliance Information

FCC Compliance Statement i
Industry Canada Statement i
CE Conformity for European Countries i
Indian Restriction of Hazardous Substances ii
Declaration of RoHS2 Compliance ii
Cautions and Warnings iii

Copyright Information

Product Registration 2
For Your Records 2

1. Getting Started

1.1 Package Contents 3
1.2 Wall Mount Kit Specifications (VESA) 4

2. Display Features

2.1 Control Panel Overview 5
2.2 Terminal Interface Overview 6
2.3 Camera Plate Installation 7
2.4 Remote Control Overview 8
2.5 Inserting Remote Control Batteries 9
2.6 Remote Control Receiver Range 9

3. Setting Up Your Display

3.1 Connecting an External PC 10
3.2 RS232 Connections 11
3.3 Connecting USB Peripherals 12
3.4 AV IN Connections 13
3.5 HDMI Connections 13
3.6 Power On/Standby 14

4. OSD Menu Operation

4.1 General Setting 15
4.2 More OSD settings 17
4.3 Launcher 20
4.4 vPen 21
4.5 vBoard 22
4.6 vCast 24
4.7 Zoom 26

5. Trouble Shooting

6. Care and Maintenance

7. Display Modes

7.1 Overall Specification 30
7.2 VGA Display Mode 30
7.3 HDMI Mode 31

8. RS-232 Protocol

8.1 Introduction 32
8.2 Description 32
8.2.1 Hardware specification 32
8.2.2 Communication Setting 33
8.2.3 Command Message Reference 33
8.3 Protocol 33
8.3.1 Set-Function Listing 33
8.3.2 Get-Function Listing 38

9. LAN Control

Other Information

Customer Support 45
Limited Warranty 46
Mexico Limited Warranty 48

Copyright Information

Copyright © ViewSonic Corporation, 2017. 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, the three birds logo, OnView, ViewMatch, and ViewMeter 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.

SRS PREMIUM SOUND is a trademark of SRS Labs, Inc.

Premium Sound technology is incorporated under license from SRS Labs, Inc.

ENERGY STAR® is a registered trademark of the U.S. Environmental Protection Agency (EPA).

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

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.

Product Registration

To fulfill possible future product needs, and to receive additional product information as it becomes available, please visit your region section on ViewSonic's website to register your product online.

The ViewSonic CD also provides an opportunity for you to print the product registration form. Upon completion, please mail or fax to a respective ViewSonic office. To find your registration form, use the directory ":\CD\Registration". Registering your product will best prepare you for future customer service needs.

Please print this user guide and fill the information in the "For Your Records" section. Your Displays serial number is located on the rear side of the display.

For additional information, please see the "Customer Support" section in this guide.

For Your Records

Product Name:	IFP7500/IFP7500-CN ViewSonic Commercial Touch Display
Model Number:	VS16865
Document Number:	IFP7500/IFP7500-CN_UG_ENG Rev. 1A 03-16-17
Serial Number:	_____
Purchase Date:	_____

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 ViewSonic website to learn more.

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

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

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

1. Getting Started

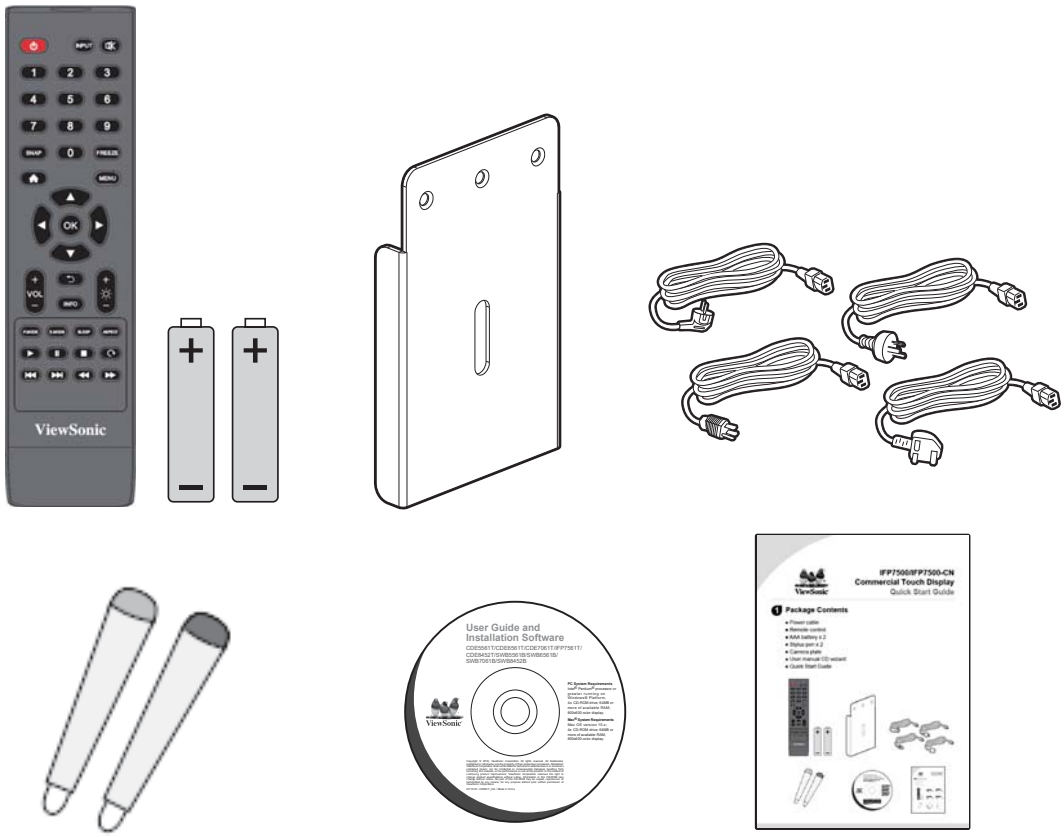
Congratulations on your purchase of a ViewSonic® Display.

Important! Save the original box and all packing material for future shipping needs.

Note: The word “Windows” in this user guide refers to Microsoft Windows operating system.

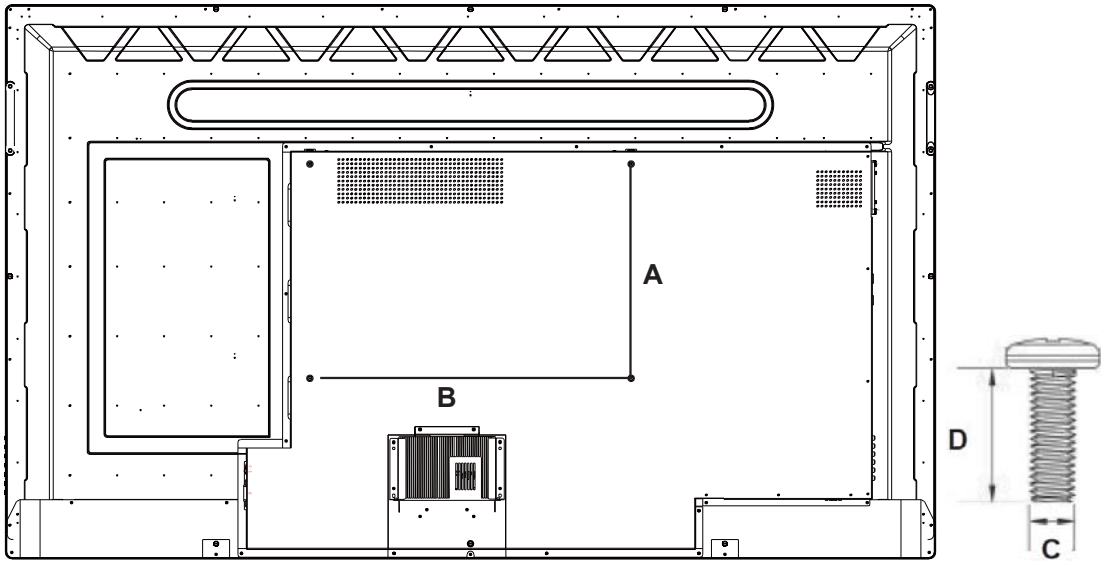
1.1 Package Contents

- Power cable by country
- Remote control
- AAA battery x 2
- Stylus pen x 2
- Camera plate
- User manual CD wizard
- Quick Start Guide



1.2 Wall Mount Kit Specifications (VESA)

Please follow the instructions in the wall mount installation guide to install your wall mount or mobile mount bracket. If attaching to other building materials, please contact your nearest dealer.



Model	VESA Spec. (A x B)	Standard Screw (C x D)	Quantity
IFP7500/ IFP7500-CN	600 x 400 mm	M8 x 20 mm	4

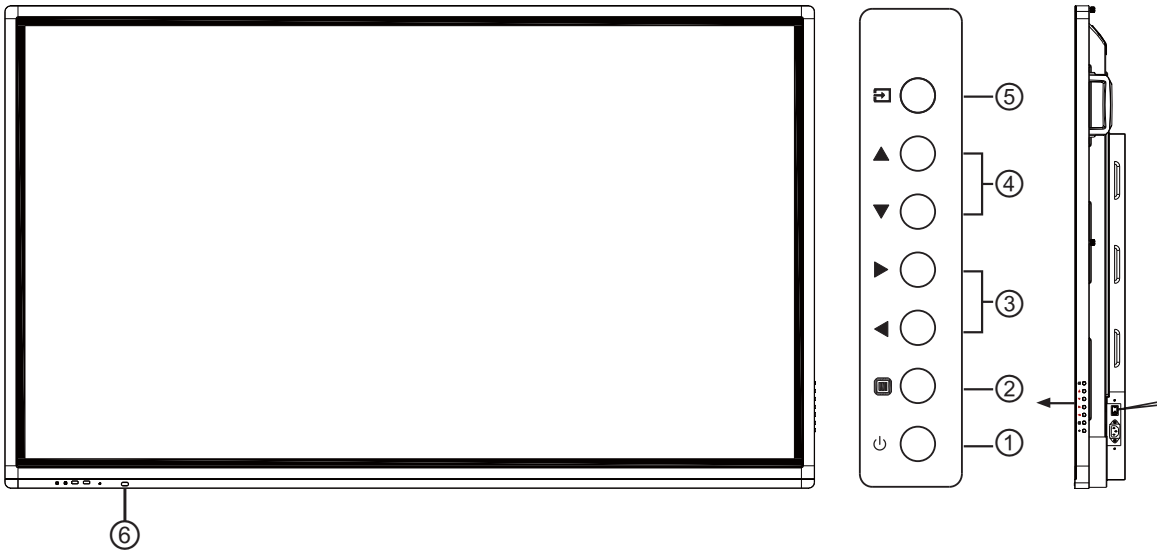
- ViewSonic provides the standard dimensions for wall mount kits as shown in the table above.
- To find the perfect mount, please browse www.viewsonic.com or call our service team.
- When purchasing our wall mount kit, a detailed install manual and all parts necessary for assembly are provided.
- Do not use screws that are longer than the standard dimension, as they may cause damage to the inside of the Display set.

2. Display Features

This section introduces you to the features of your Display.

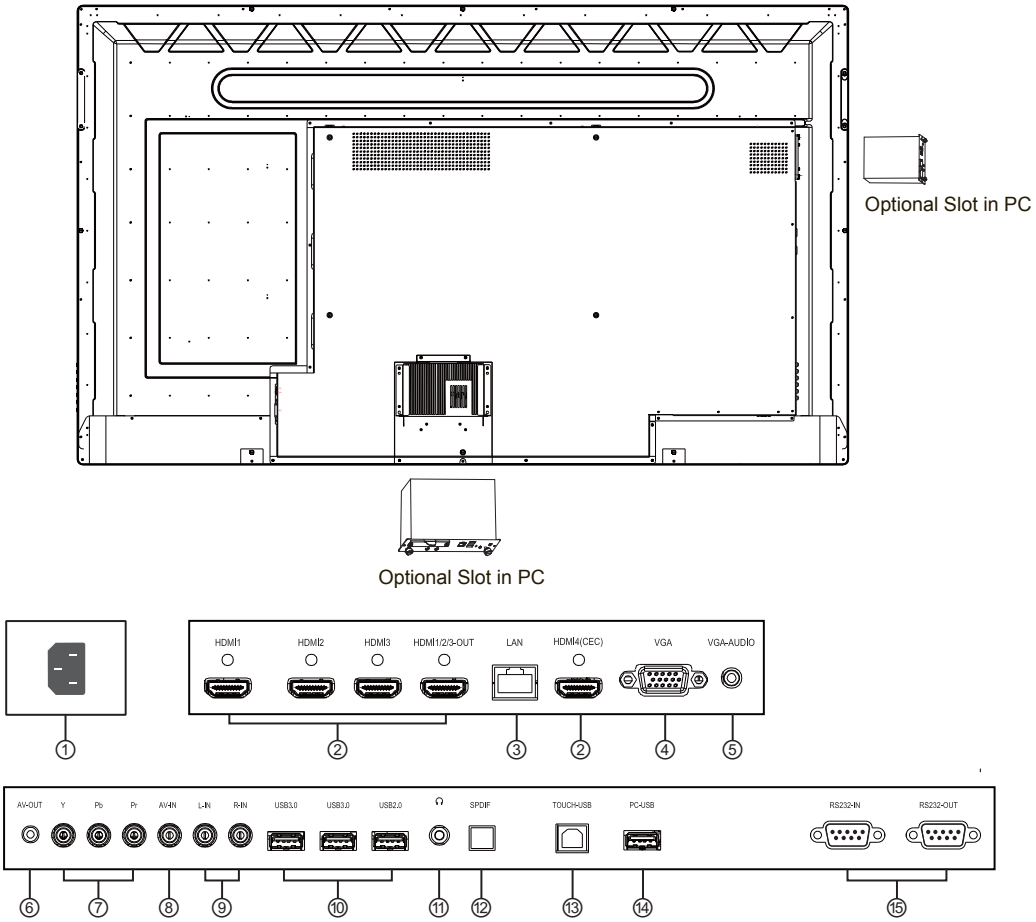
Note: The features or applications described in this User's manual may vary depending on the device model purchased.

2.1 Control Panel Overview



Item	Description
1	Power On/Standby button
2	Press to show the OSD (On Screen Display) menu
3	VOL + / VOL - button; select or adjust menu options
4	BRI+ / BRI- button; select or adjust menu options
5	Press to show Input Source menu
6	Indicator and remote receiver
7	AC Power On/Off switch

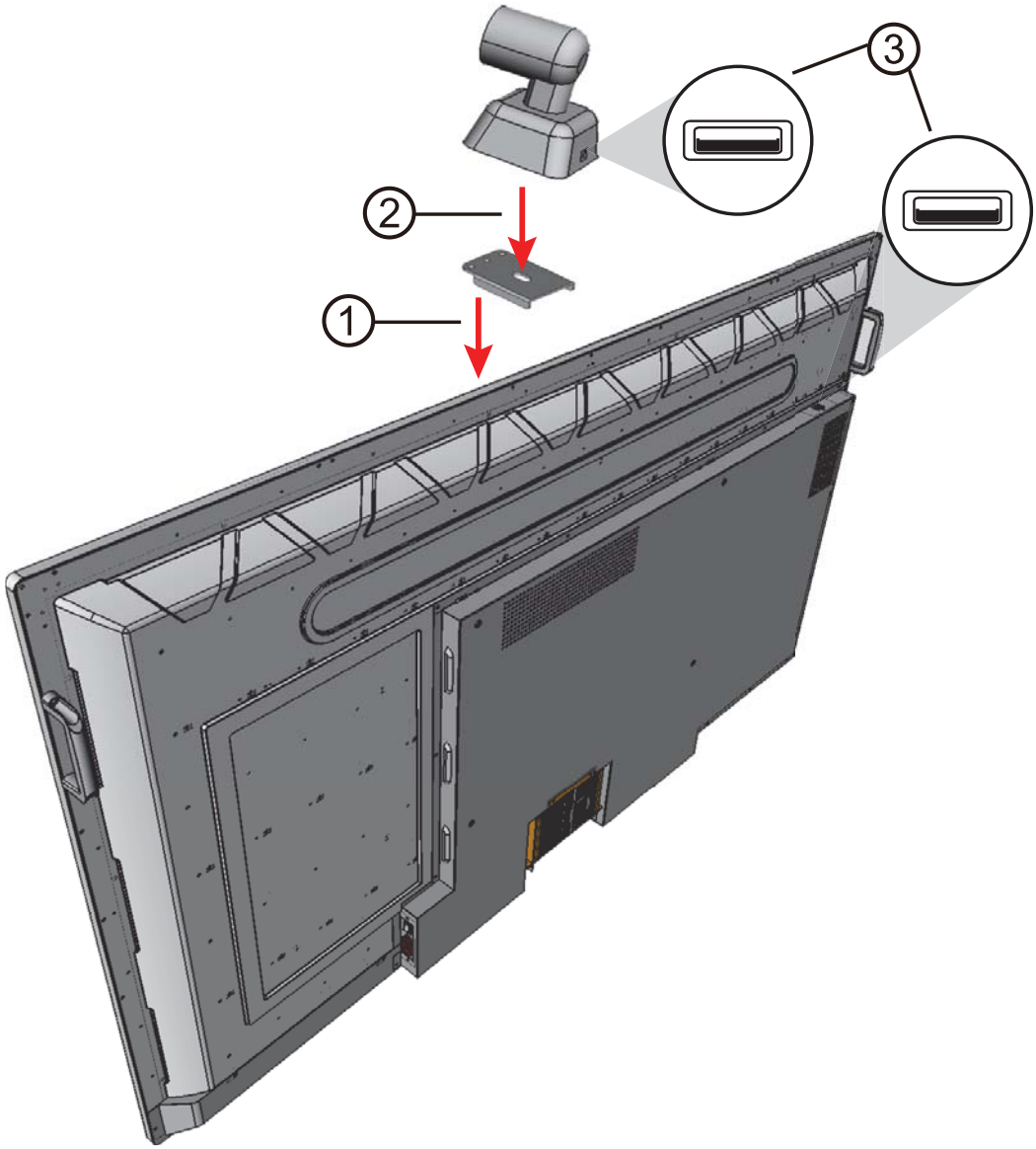
2.2 Terminal Interface Overview



Item	Description	Item	Description
1	Power port	10	USB ports
2	HDMI ports	11	Headset port
3	LAN port	12	SPDIF port
4	VGA port	13	TOUCH-USB port
5	VGA-AUDIO	14	PC-USB port
6	AV-OUT	15	RS232 IN/OUT port
7	YPbPr/YCbCr IN ports	16	Front panel audio port
8	AV-IN port	17	Front panel MIC port
9	AUDIO IN port	18	Front panel PC-USB port Front panel USB port

2.3 Camera Plate Installation

1. Install camera plate with screws on the top frame of the display
2. Install camera on the camera plate with screw
3. Plug camera USB cable in top USB port of the display



2.4 Remote Control Overview

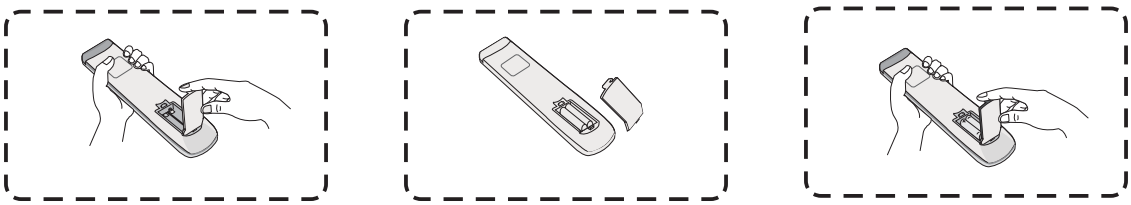


⏻	Switch between normal operation and standby
SNAP ☐	Take screenshot
🔇	Enable or disable sound
NUMERIC KEYS	Input any number
FREEZE	Enable or disable freeze function in the system
HOME 🏠	Display the main launcher
MENU	Display the on screen menu
CURSOR KEYS ◀/▶/▲/▼	Select or adjust menu options
VOL +/-	Adjust volume
⮌	Return to the previous setting interface
INPUT	Display the input source selection menu
BRI +/-	Adjust brightness
S.MODE	Select the sound mode
SLEEP	Set the sleep time and auto standby when the specified time is reached
ASPECT	Switch the aspect ratio on the screen
P.MODE	Select the picture mode
OK	Confirm the operation
▶	For operation of multimedia functions in the intelligent platform
⏸	
■	
↻	
⏮	
⏭	
◀◀	
▶▶	
INFO	Display the content information of the input source

2.5 Inserting Remote Control Batteries

To insert the provided batteries into the remote control follow these instructions. We recommend that you don't mix battery types.

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



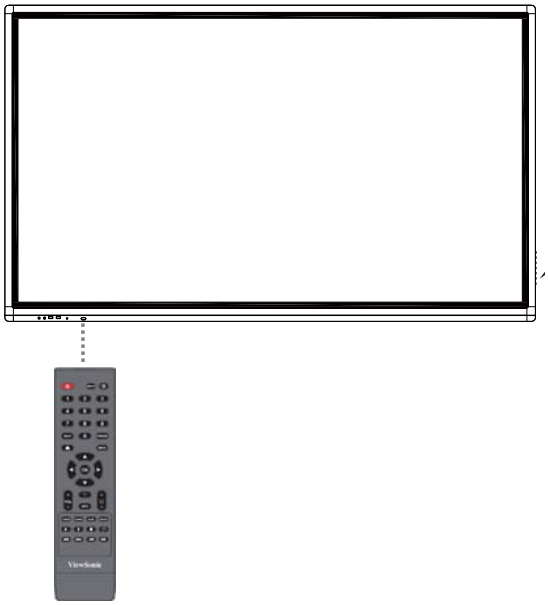
（1） （2） （3）

Warning: There is a risk of explosion if batteries are replaced with the incorrect type.

Note: Always dispose of old batteries in an environmentally friendly way. Contact your local government for more information on how to dispose of batteries safely.

2.6 Remote Control Receiver Range

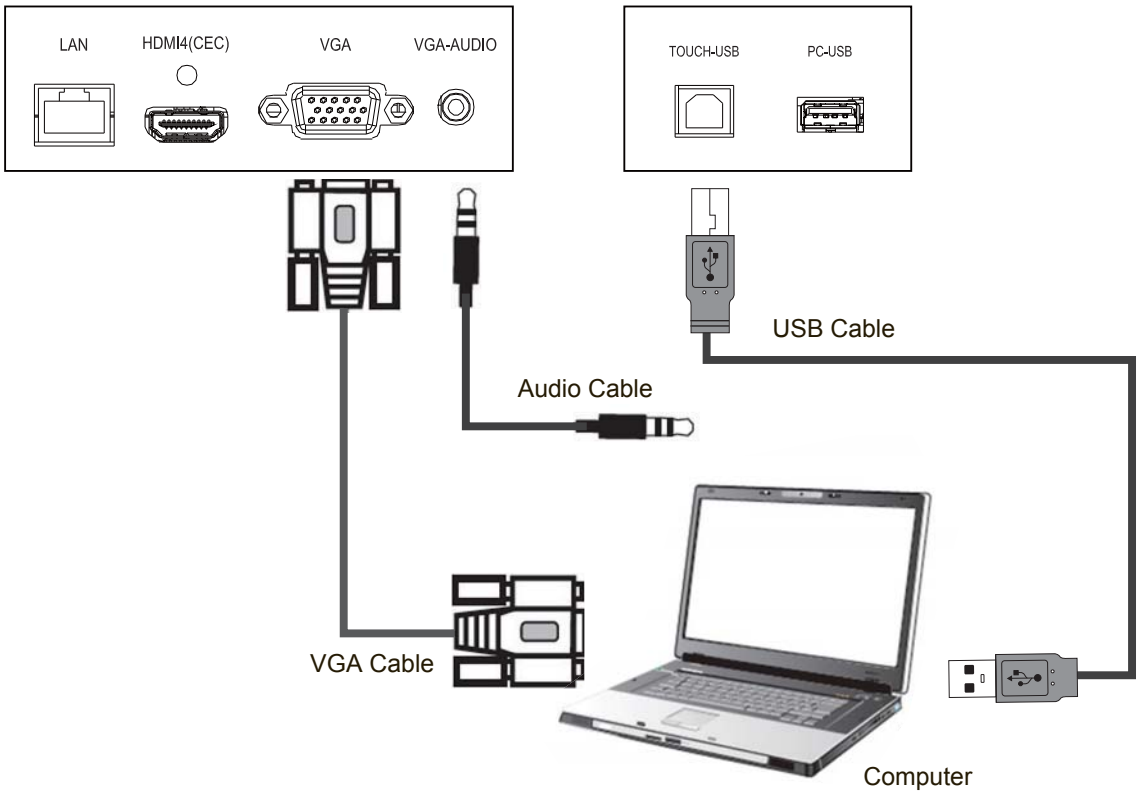
The working range of the remote control receiver is shown here. It has an effective range of 8 meters. Make sure there is nothing obstructing the remote control's signal to the receiver.



3. Setting Up Your Display

Warning: For the safety of you and your unit, please do not connect to a power supply before the external device is prepared.

3.1 Connecting an External PC



1. To display video and sound from an external PC follow the instructions below.

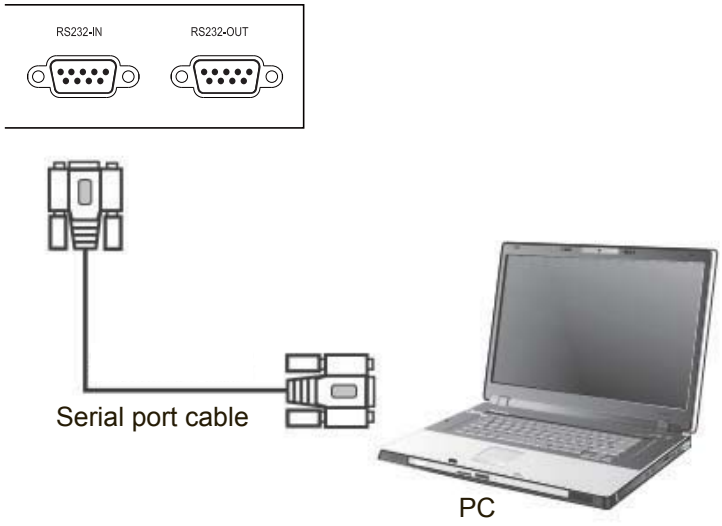
   Note: External PCs can also be connected to the display via HDMI cable.

   - Connect a VGA cable (15-pin) from your external PC to the VGA IN port on the display.
   - Connect an audio cable from the AUDIO OUT port on your external PC to the AUDIO IN port on the display.

2. Connect a USB cable to the external PC from the TOUCH OUT port of the display.

Note: For optimal results, select 1920x1080p as the external computer's input resolution.

3.2 RS232 Connections

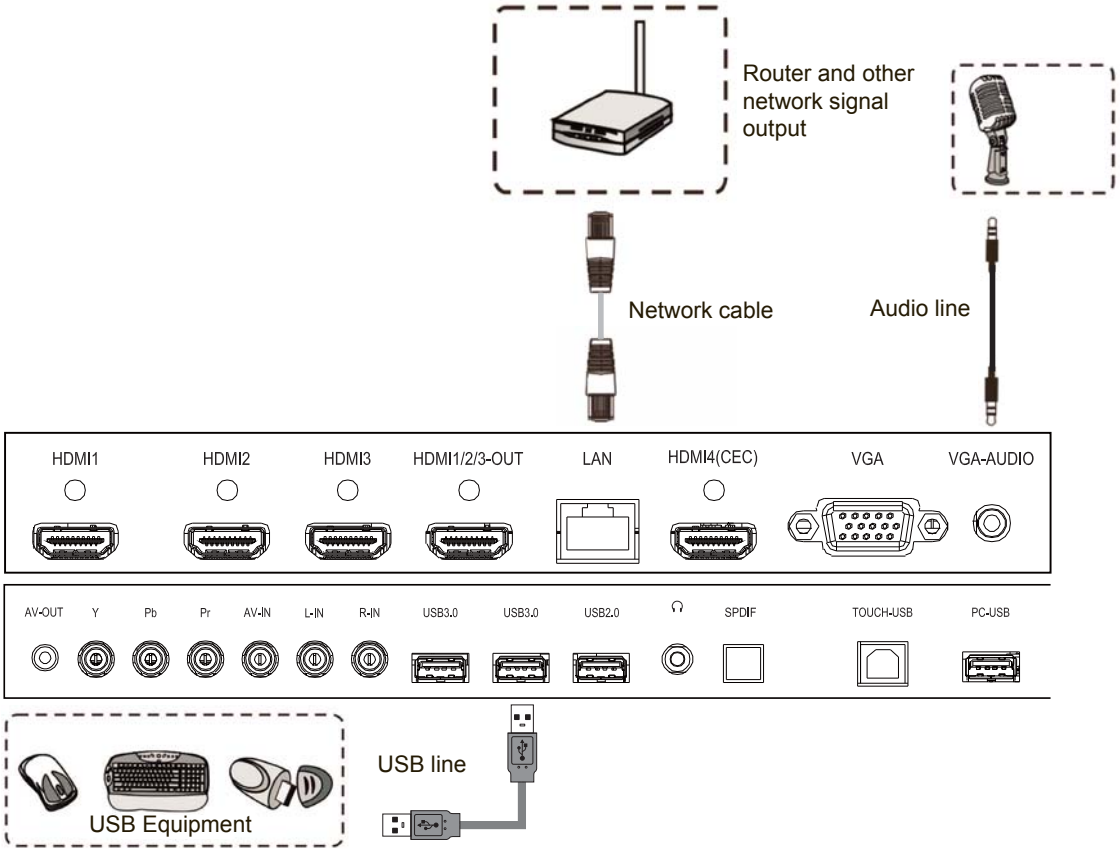


When you use a RS232 serial port cable to connect your display to an external computer, certain functions can be controlled by the PC, including power on/off, volume adjustment and more.

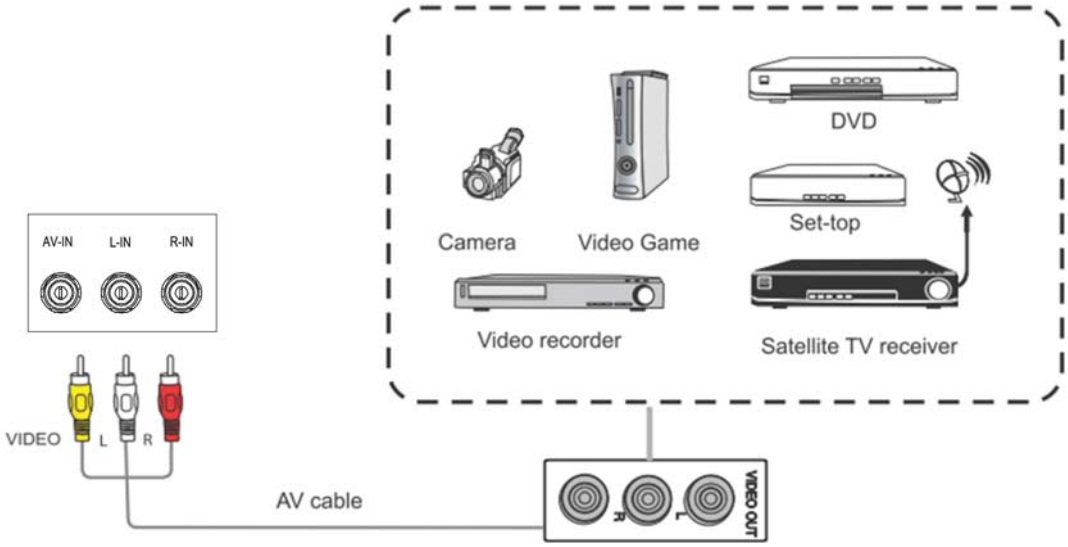
3.3 Connecting USB Peripherals

Just like a regular PC, it is easy to connect various USB devices and other peripherals with your smart whiteboard.

1. USB Peripherals: Plug the USB device cable into the USB IN port.
2. Networking and modem cables: Plug the router cable into the LAN IN port.
3. Microphone: Plug the microphone cable into the MIC port.

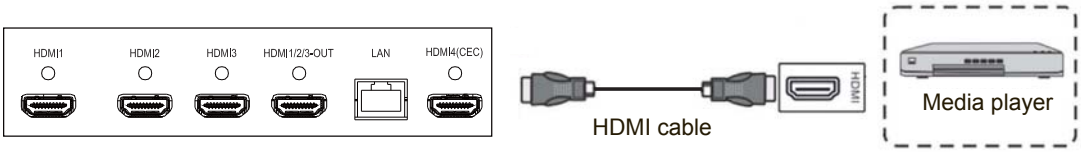


3.4 AV IN Connections



1. Connect a 3-color AV cable from the AV IN ports on your display to the AV OUT ports of a peripheral device (AV cable: Yellow is Video, Red is Audio-R, White is Audio-L).
2. Plug in the power cord, and turn on the rear-panel power supply switch.
3. Press the ⏻ button on the right-hand side of the display to turn the screen on.
4. Press the INPUT button to switch to the “AV” source.

3.5 HDMI Connections

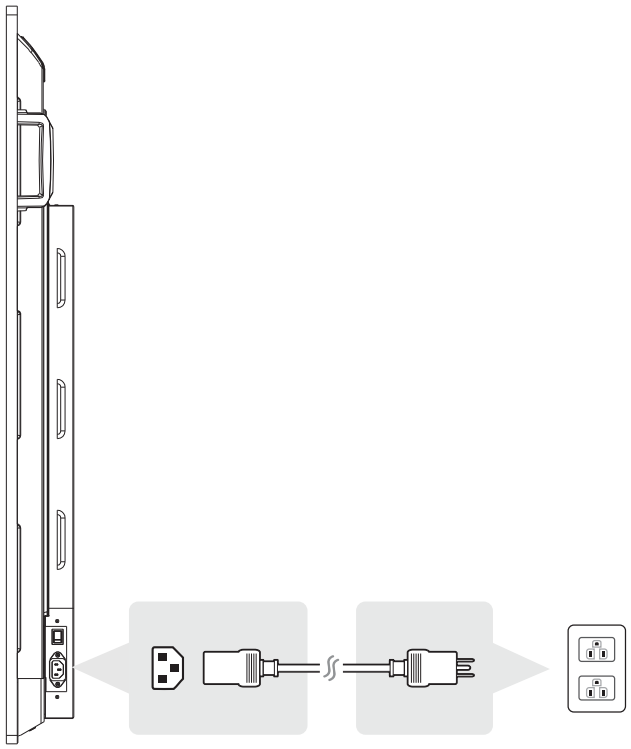


1. Connect the HDMI cable to the HDMI ports on your display and peripheral device.
2. Plug in the power cord, and turn on the rear-panel power supply switch.
3. Press the ⏻ button on the right-hand side of the display to turn the screen on.
4. Press the INPUT button to switch to the HDMI source.

NOTE:
(1). The HDMI output port is only available for the inputs of HDMI1, 2, and 3.
(2). Only HDMI4 features CEC function.
(3). For Apple Mac, please use HDMI4.

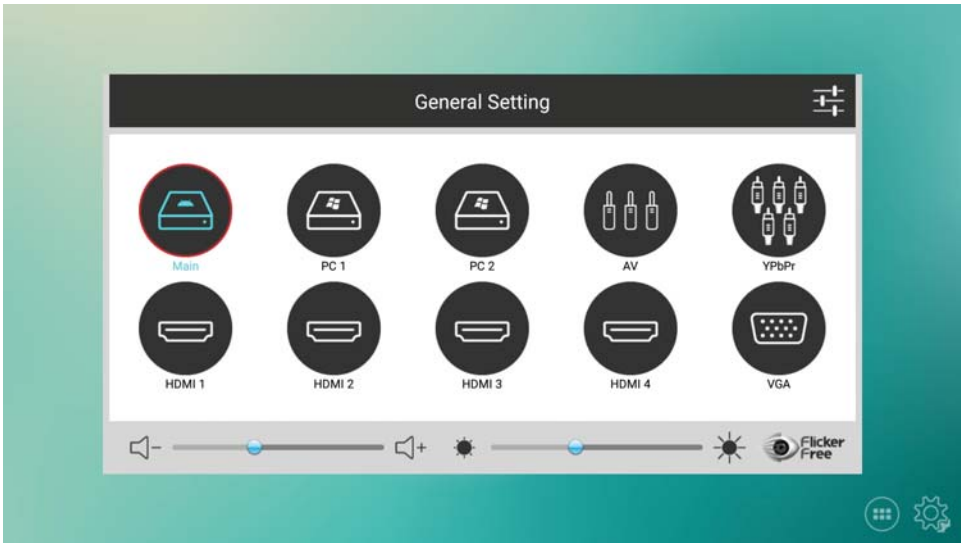
3.6 Power On/Standby

Insert the power plug into the power outlet. First turn on the On/Off button “⏻” on the product, if available; then press “⏻” on the remote control or control panel to turn on the product.
In power-on state, press “⏻”, and the product will enter standby.



4. OSD Menu Operation

4.1 General Setting



To select an input source:

1. Press INPUT button on remote control to display the general setting menu.
2. Press DOWN / UP / LEFT/ RIGHT to select the input source you want.
3. Press OK button on remote control or click with touch pen to select the input source.
4. Press ⮌ key on remote control or click blank area outside menu with touch pen to quit the on-screen menu.

Caution: Touch function only available on IFP series



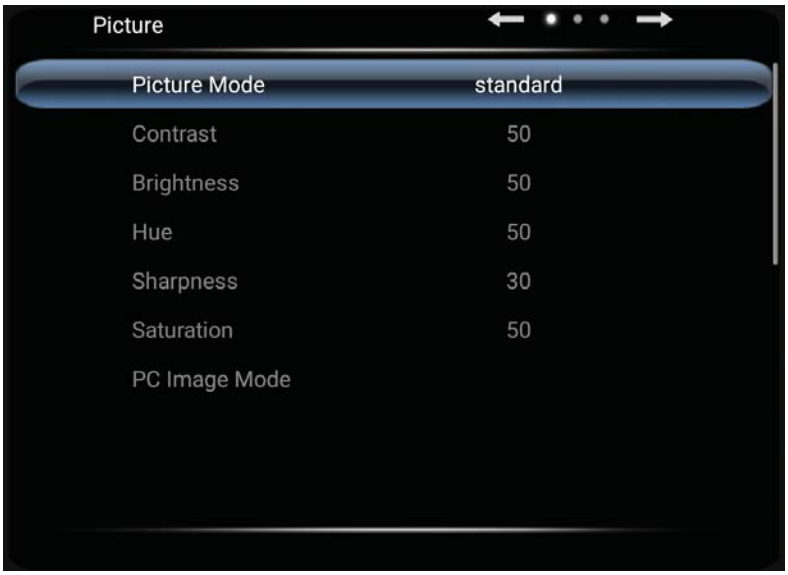
1. Press INPUT button on remote control to display the general setting menu.
2. Drag icon directly with touch pen to adjust the value.
3. Press ⮌ key on remote control or click blank area outside menu with touch pen to quit the on-screen menu.



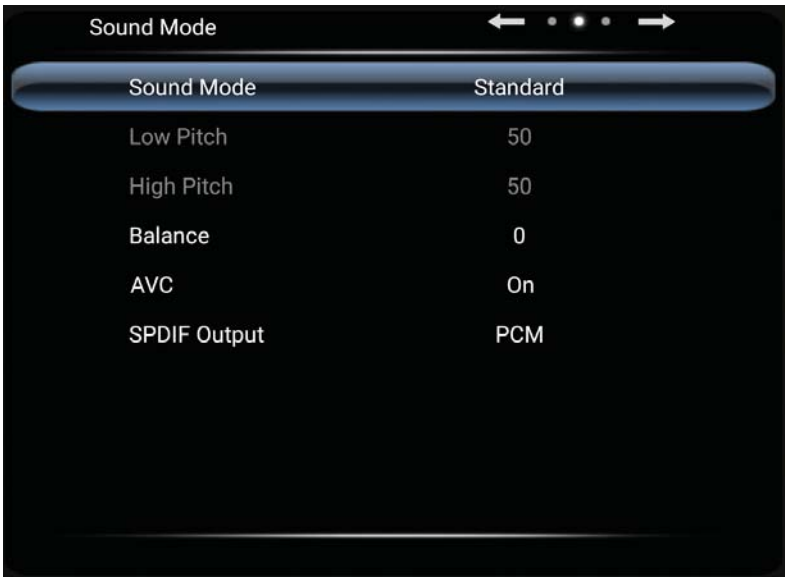
To adjust the volume:

1. Press INPUT button on remote control to display the general setting menu.
2. Drag icon directly with touch pen to adjust the value.
3. Press EXIT key on remote control or click blank area outside menu with touch pen to quit the on-screen menu.

4.2 More OSD settings



Picture Mode		Select pre-settings for user scenario
Contrast		Measure the luminance between the brightest white and the darkest black that can be produced in the light and dark areas of a picture.
Brightness		Adjust the overall brightness of pictures: increase the analog value to enhance the brightness; decrease the analog value to reduce the brightness (0-100).
Hue		Adjust the hue of pictures: increase the analog value to change the hue to green; decrease the analog value to change the hue to purple (0-100).
Sharpness		Adjust the black-white gradation of pictures: increase the analog value to improve the sharpness; decrease the analog value to reduce the sharpness (0-100).
Saturation		Adjust the color depth of pictures: increase the analog value to increase the color depth; decrease the analog value to reduce the color depth (0-100).
PC image Mode	**Clock**	Adjust the clock of PC signal
	Phase	Adjust the phase of PC signal
	Horizontal Position	Adjust the horizontal position of screen
	Vertical Position	Adjust the vertical position of screen
	Auto Tune	Auto adjustment
Color Temperature Mode		Adjust the overall color temperature of pictures: Standard, Warm, Cold, and Filter
Blue Lighter		Adjust blue light filter value
Zoom Mode		Adjust the aspect ratio



Sound Mode	Select the sound effect mode
Bass	Adjust the bass level: increase the analog value to raise the bass level; decrease the analog value to lower the bass level (0-100).
Treble	Adjust the treble: The bigger the analog value (0-100), the higher the treble.
Balance	Adjust the balance between left and right channels: adjust the analog value leftward to increase the volume of left channel; adjust the analog value rightward to increase the volume of right channel (L50-R50). Generally, the balance is set to 0.
AVC	Select enabling or disabling auto volume control
SPDIF Output	Select the digital sound output mode: PCM, RAW, and OFF.



Menu Time	Adjust the OSD close time
Burn-in protection	Enabling this feature will unnoticeably shift the pixels at regular intervals in order to prevent screen image burn-in
Standby Mode	Select standby deep leavel
Auto Brightness	Enable/disable auto brightness control
HDMI_CEC	Enable/disable HDMI4 CEC function
Restore to Defaults	Restore all settings to default value

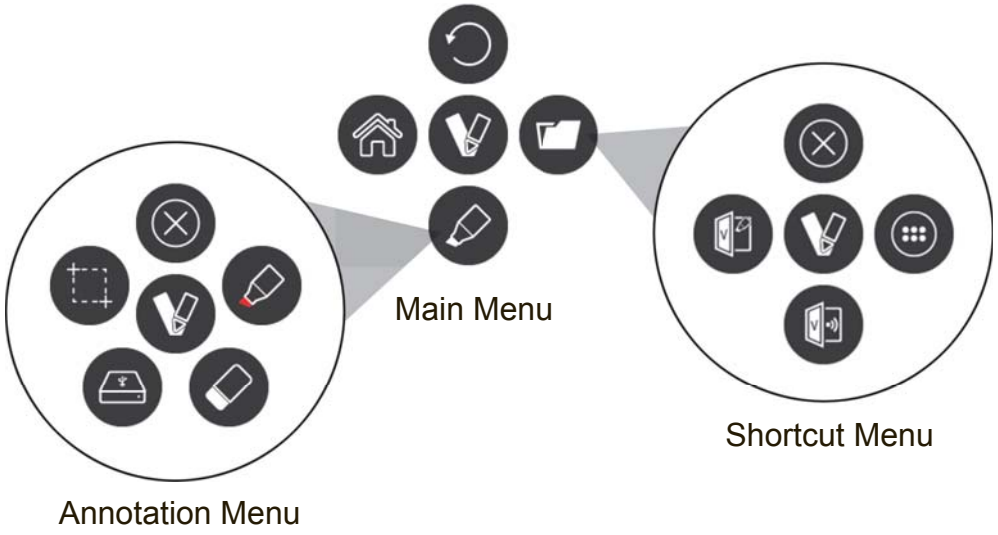
4.3 Launcher



Item		Description
	vBoard	Click to launch annotation app
	vCast	Click to show wireless screen sharing app
	Browser	Click to launch web browser
	APPs	Click to pop up app list.
	Settings	Click to show settings page.

4.4 vPen

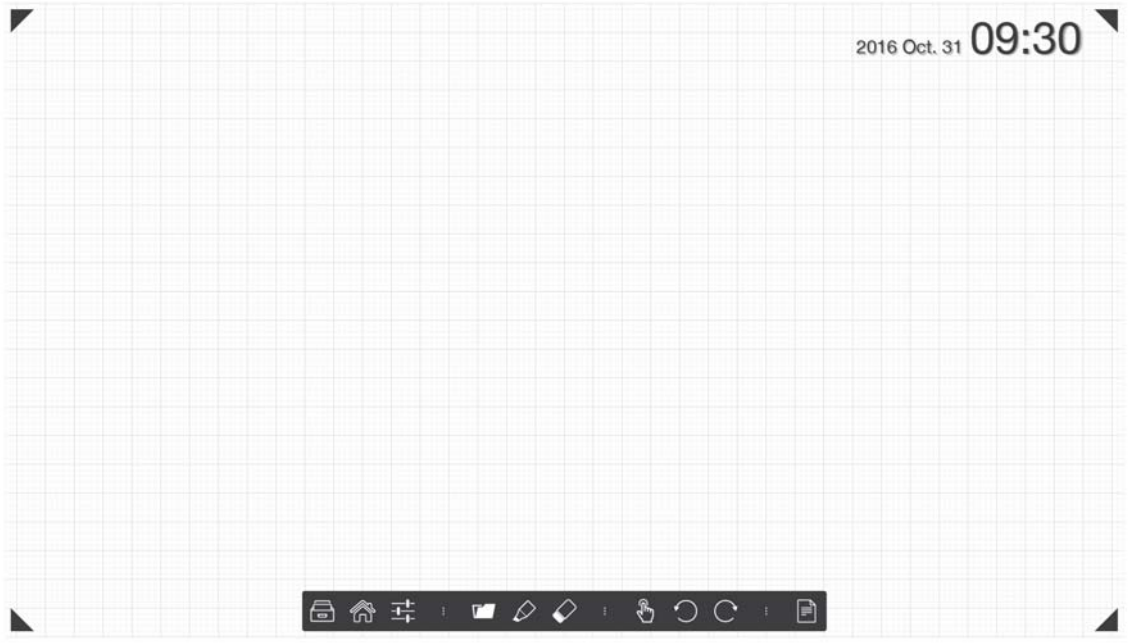
1. In any input source, you can call up the annotation menu by placing two fingers on the screen (about 20-50mm spacing) and holding there for two seconds.
2. In annotation menu, user can only use floating pen to operate.



Item		Description
	Floating point	Click to show/hide sub points. Or drag and drop the point somewhere on the screen.
	Return	Click to return to previous operation interface.
	Home	Click to return to main launcher.
	Pen	Pop up Pen menu. Click to make annotation in the picture, click again to change color.
	Screen capture	Click and drag a rectangle on screen. It can arbitrarily adjust position and shape of the rectangular. Storage location: /Storage/vBoard
	Save as	Click to save the current image. Storage location: /Storage/vBoard
	Eraser	Click to erase handwriting as required.
	Shortcut	Pop up shortcut menu.
	vBoard	Click to enter vBoard software.
	vCast	Click to enter vCast software.
	App	Click to launch apps menu.
	Close	Click to close annotation menu.

4.5 vBoard

For Pen tool, you can
a. use Pen with one finger to draw something on the board
b. move plate around the board by holding two fingers
c. zoom in/out by two fingers gesture
d. quickly erase object by holding three fingers





Item	Description
File	New/Open/Save file
Home	Return to Launcher
Settings	Open settings dialog
Open Doc	Open a media/document file via default app
Pen	Click to pop a parameter dialog for pen drawing. Color, thickness, transparency and shape object can be selected through this dialog Then close dialog to start drawing
Eraser	Click to use an eraser
Select	Select any object on the board

 Undo	Cancel the last change
 Redo	Revert the effects of the undo action
 Page	Click to show page management
	Click to show or hide the grid
	Click to show or hide the clock
	Click to reverse tool bar
	Click to reverse tool bar

4.6 vCast

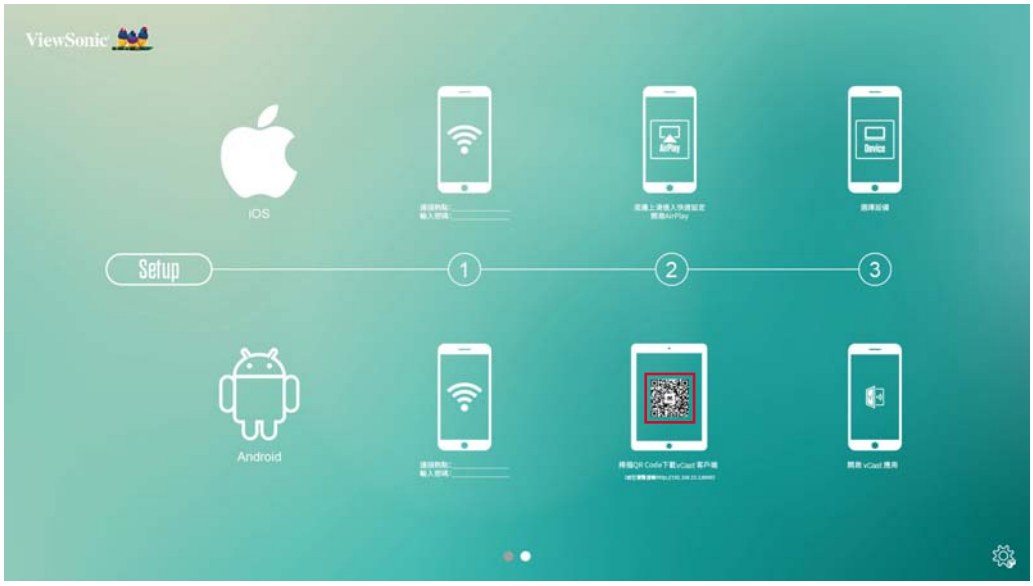
Step 1: Connect your device to the same WiFi environment

Step 2: Install Client application on your device

Windows/Mac: Type the address shown on Viewboard into the browser web address bar (not search bar) and hit enter



Mobile device (iOS/Android): Type the address shown on Viewboard into the browser web address bar (not search bar) and hit enter or scan the QR code shown on Viewboard.



*iOS device can choose to use Airplay to connect

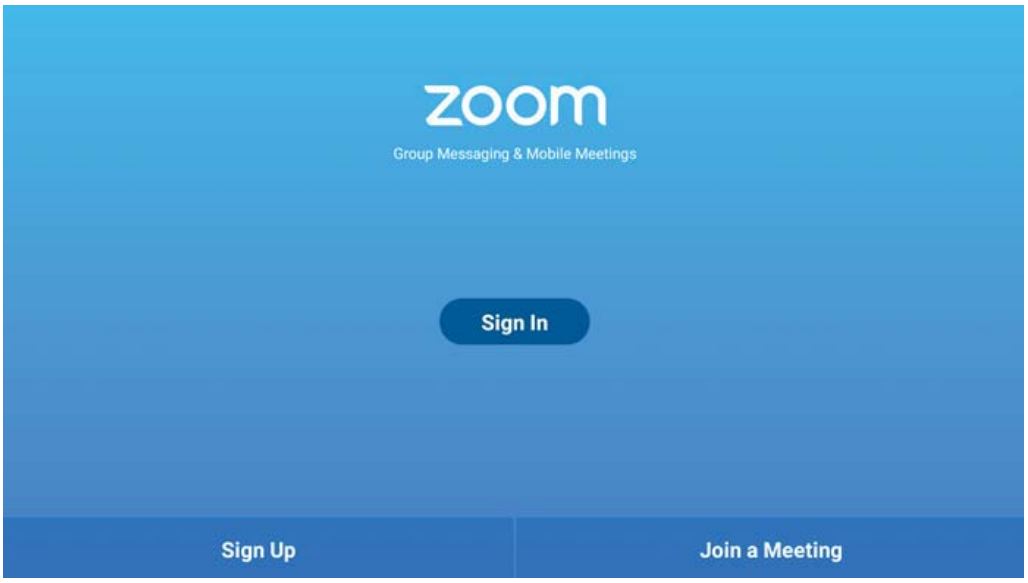
Step 3: Choose the application according to your device and launch the application after installation

Step 4: Type the PIN code into your device and connect to vCast when PIN code is required (Optional in settings)



4.7 Zoom

Click to run Zoom application.



1. Sign In: login with your existing Zoom account. A social network account might be used to quick login, ex: Facebook.
2. Sign Up: you can quickly register a Zoom account via e-mail, if you do not have one.
3. Join a Meeting: If you have an invitation mail with a meet ID, here you can join a meeting with the Meeting ID.

5. Trouble Shooting

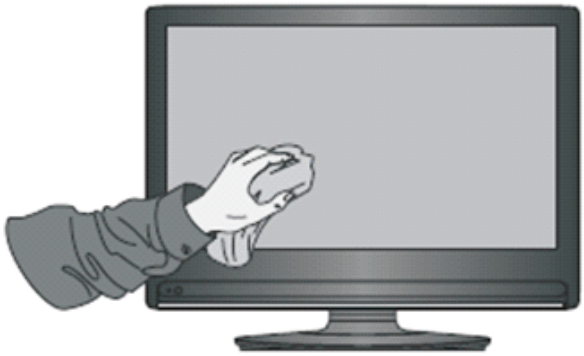
Symptom	Possible Cause	Solution
The screen does not display anything; there is no sound, and the indicator does not come on	Looseness of power plug, power connection failure	Check if the power cord is properly connected
Pictures shown on the product have dotted line or stripe interference	Signal interference caused by automobile, neon light, electric hair dryer, etc.	Do not use electric hair dryer near the product; adjust the antenna orientation to reduce interference
Pictures are colorless	Color saturation is set too low	Enter “Picture” settings to increase the color saturation
The product has no accompanying sound	1. Volume is set too low 2. Sound is muted	1. Adjust the volume to a proper level 2. Press the “MUTE” key on the remote control to unmute the product
The Display does not display anything, and gives a prompt indicating no signal input; the red indicator blinks	Looseness or removal of the signal connection cable	Check if the signal connection cable is loosened or has come off; if so, reconnect it
Pictures shown on the Display are offset, do not cover the entire screen, go beyond the screen, or are blurred	1. Improper adjustment 2. Wrong display mode	1. Use the auto adjustment function 2. Enter “Screen Adjustment” to adjust the horizontal or vertical position 3. Use the recommended mode
Short remote control distance, malfunction of remote control	1. The remote receiver of the product is blocked by some object 2. Battery level of the remote control is low	1. Move the object to avoid blocking the remote receiver 2. Replace the battery
A link cannot be accessed via the browser	1. Wrong network parameter configuration 2. Improper network connection 3. Network service is not activated	1. Ask the network administrator for available network IP addresses and other parameters 2. Check if the network connection cable is properly connected 3. Consult the network service provider

Symptom	Possible Cause	Solution
Video gets seriously stuck when played online	1. Network bandwidth is low 2. Several movies are buffered or other content is downloaded simultaneously 3. Several devices share the same network	1. Upgrade your network bandwidth to a higher one 2. Try replacement with other VOD addresses to obtain better resources
The product gets stuck, crashes or cannot be operated	1. Too many programs are running 2. Normal operation of the product is disturbed by external environment (e.g., lightning, static electricity)	Disconnect the product from power supply; wait for 1-2min and reconnect power supply; then restart the product

6. Care and Maintenance

Please follow these cleaning guidelines to make sure your smart whiteboard display looks like new for years to come:

- Don't clean the machine if it has been turned on for a long period of time.
- Unplug the unit from the wall outlet before cleaning or polishing it.



- Don’t use liquid cleaners or aerosol cleaners on the screen.
- Only use a slightly dampened cloth when cleaning the exterior of the unit.
- Don't use system continuously for long periods of time.
- Remember to unplug the display when it is not in use.
- Use a power surge protector to prevent system failures and power supply surges.
- Make sure the display remains dry at all times. Be careful when handling liquids near or on the unit.

Note: If condensation appears between the glass and the panel, keep the display turned on until the moisture disappears.

7. Display Modes

7.1 Overall Specification

Model	IFP7500	IFP7500-CN
Physical resolution	3840×2160(pixels)	
Pixel pitch	0.429mm×0.429mm	
Response time	8ms	
Brightness	450cd/m²	
Contrast	1200:1	
Viewing angle	178°/178°	
Chroma	1.07B	
System functions	Contrast, brightness, definition, color saturation, color tone, signal switching, color temperature adjustment, refresh rate switching and running state display	
Control mode	Key control/infrared remote control/RS232 control	
Input voltage	AC 100-240V	
Power consumption	300W	
Dimension (without packing)	1736.8 mm × 1035.3 mm × 108.2 mm	
Net weight/gross weight	60.64 kg / 80.4 kg	
Wall mounting holes	400mm(H)×600mm(W)	
Installation method	Through the wall mounting holes (screw size: M8)	
Housing material	Aluminum profile / plastic	
Environmental protection standard	All components and packing materials comply with the international environmental protection standards	

7.2 VGA Display Mode

NO.	Mode	Resolution	Refresh Rate
1	VGA	640×480	60Hz
2	SVGA	800×600	60Hz
3	XGA	1024×768	60Hz
4		1280×720	60Hz
5	WXGA	1360×768	60Hz
6	WUXGA	1920×1080	60Hz

7.3 HDMI Mode

Resolution	Hz
640x480	@60Hz
800x600	@60Hz
1024x768	@60Hz
1280x1024	@60Hz
1440x900	@60Hz
1920x1080	@60Hz
720x480i	@59.94Hz/60Hz
640x480p	@59.94Hz/60Hz
720x480p	@59.94Hz/60Hz
720x576i	@50Hz
720x576p	@50Hz
1280x720p	@50Hz/60Hz
1920x1080i	@50Hz/60Hz
1920x1080p	@23.97Hz/24Hz29.97Hz/30Hz/50Hz/60Hz
3840x2160p	@23.97Hz/24Hz29.97Hz/25Hz/30Hz/50Hz*/60Hz*

Note: Only HDMI 4 support up to 3840x2160@50Hz/60Hz

8. RS-232 Protocol

8.1 Introduction

This document describes the hardware interface spec and software protocols of RS232 interface communication between ViewSonic Commercial TV / Digital Signage and PC or other control unit with RS232 protocol.

The protocol contains three sections command:

- Set-Function
- Get-Function
- Remote control pass-through mode

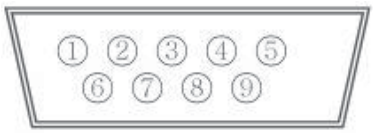
※ In the document below, “PC” represents all the control units that can sent or receive the RS232 protocol command.

8.2 Description

8.2.1 Hardware specification

Viewsonic TV communication port on the rear side:
(1) Connector type: DSUB 9-Pin Male
(2) Pin Assignment

Male DSUB 9-Pin
(outside view)



Pin #	Signal	Remark
1	NC	
2	RXD	Input to Commercial TV or DS
3	TXD	Output from Commercial TV or DS
4	NC	
5	GND	
6	NC	
7	NC	
8	NC	
9	NC	
frame	GND	

* Use of crossover (null modem) cable required for use with PC

[Special case]
3.5mm barrel connector

Pin #	Signal	Remark
Tip	TXD	Output from Commercial TV or DS
Ring	RXD	Input to Commercial TV or DS
Sleeve	GND	

8.2.2 Communication Setting

- Baud Rate Select: 9600bps (fixed)
- Data bits: 8 bits (fixed)
- Parity: None (fixed)
- Stop Bits: 1 (fixed)

8.2.3 Command Message Reference

PC sends to Monitor command packet followed by “CR”. Every time PC sends control command to the Monitor, the Monitor shall respond as follows:

1. If the message is received correctly it will send “+” (02Bh) followed by “CR” (00Dh)
2. If the message is received incorrectly it will send “-” (02Dh) followed by “CR” (00Dh)

8.3 Protocol

8.3.1 Set-Function Listing

The PC can control the TV/DS for specific actions. The Set-Function command allows you to control the TV/DS behavior in a remote site through the RS232 port. The Set-Function packet format consists of 9 bytes.

Set-Function description:

Length:	Total Byte of Message excluding “CR”.
TV/DS ID	Identification for each of TV/DS (01~98; default is 01) ID “**99**” means to apply the set command for all connected displays. Under such circumstances, only ID#1 display has to reply. The TV/DS ID can be set via the OSD menu for each TV/DS set.
Command Type	Identify command type, “s” (0x73h): Set Command “+” (0x2Bh): Valid command Reply “-“ (0x2Dh): Invalid command Reply
Command:	Function command code: One byte ASCII code.
Value[1~3]:	Three bytes ASCII that defines the value.
CR	0x0D

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
Bytes order	1	2~3	4	5	6	7	8	9

NOTE:
For VT2405LED-1 and VT3205LED, the set "Power on" command is the exception.

Reply: (Command Type="+" or "-")

Name	Length	ID	Command Type	CR
Byte Count	1 Byte	2 Byte	1 Byte	1 Byte
Bytes order	1	2~3	4	5

NOTE:

1. The reply for "Power on" command is the exception for VT2405LED-1 and VT3205LED. It's 0x322B0D (2+<CR>).
2. When PC applies command to all displays (ID=99), only the #1 set needs to reply by the name of ID=1.

Example1: Set Brightness as 76 for TV-02 and this command is valid
Send (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x32	0x73	0x24	0x30	0x37	0x36	0x0D

Reply (Hex Format)

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x32	0x2B	0x0D

Example2: Set Brightness as 176 for TV-02 and this command is NOT valid
Send (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x32	0x73	0x24	0x31	0x37	0x36	0x0D

Reply (Hex Format)

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x32	0x2D	0x0D

Set-function table

Set Function	Length	ID	Command Type	Command		Value Range	Comments
			(ASCII)	Code (ASCII)	Code (Hex)	(Three ASCII bytes)	
Power on/ off (standby)	8		s	!	21	000: STBY 001: ON	Exclude VT2405-1, and VT3205
Input Select	8		s	“	22	000: TV 001: AV 003: YPbPr 004: HDMI 014: HDMI2 024: HDMI3 034: HDMI4 006: VGA1 007: OPS 017: SDM 00A: MAIN	1. No need for USB 2. For the case of two more same sources, the 2nd digital is used to indicate the extension. 3. Exclude VT2405-1, and VT3205
Contrast	8		s	#	23	000 ~ 100	
Brightness	8		s	$	24	000 ~ 100	
Sharpness	8		s	%	25	000 ~ 100	
Color mode	8		s	)	29	000: Normal 001: Warm 002: Cold	
Sound	8		s	-	2D	000: SRS Off 001: SRS On	(for TV)
Bass	8		s	.	2E	000 ~ 100	(for TV)
Treble	8		s	/	2F	000 ~ 100	(for TV)
Balance	8		s	0	30	000 ~ 100	(for TV) Sets Balance position
Picture Size	8		s	1	31	000: FULL 001: NORMAL 002: REAL	(for DS)
OSD language	8		s	2	32	000: English 001: French 002: Spanish	Extend the value for more supported languages
Power lock	8		s	4	34	000: Unlock 001: Lock	
Volume	8		s	5	35	000 ~ 100 900: Volume down (-1) 901: Volume up (+1)	
Mute	8		s	6	36	000: OFF 001: ON (mute)	
Button lock	8		s	8	38	000: Unlock 001: Lock	

Menu lock	8		s	>	3E	000: Unlock 001: Lock	
Number	8		s	@	40	000~009	(for TV)
Key Pad	8		s	A	41	000: UP 001: DOWN 002: LEFT 003: RIGHT 004: ENTER 005: INPUT 006: MENU/EXIT	
Remote Control	8		s	B	42	000: Disable 001: Enable	**Disable:** RCU has no effect on HDTV. **Enabled:** RCU controls the HDTV. This is the power up default on the HDTV.
Restore default	8		s	~	7E	000	Rests HDTV to factory setting
Date:Year	8		s	V	56	Y17~Y99	Last 2 digits (20)17~(20)99
Date: Month	8		s	V	56	M01~M12	2 digits
Date: Day	8		s	V	56	D01~D31	2 digits
Time: Hour	8		s	W	57	H00~H23	24-hr format. 2 digits.
Time: Min	8		s	W	57	M00~M59	2 digits
Time: Sec	8		s	W	57	S00~S59	2 digits

NOTE:

1. **Behavior at lock modes**

Lock Mode	Behavior
Button Lock	1. Lock all buttons on the front panel and RCU, except for “Power”. 2. All the SET functions should be workable via RS32, even the ones with according hot key in RCU like Mute,…etc.
MENU Lock	1. Lock “MENU’ key of front panel and RCU. 2. The Factory and Hospitality modes should not be blocked for the model using MENU-combined key to enter these two modes. Alternative approach will be indicated separately if any limitation by model.
POWER Lock	1. Lock “POWER” key on the front and RCU. 2. The SET_POWER on/off should be workable via RS232, but does not mean the POWER lock will be released under this case. 3. Can not be unlocked by reset in OSD setting. 4. Will auto AC power-on in power-lock 5. Under power-lock, the set will not enter power saving when no PC signal and neither not turn off when no other video signals after 15min.
Remote control disable	Lock the RCU keys, but keep the front panel buttons workable.

2. **Set Date example**

   Date: 2017-3/15

   Send: 0x 38 30 31 73 56 59 31 37 0D (“Y17”)
   Send: 0x 38 30 31 73 56 4D 30 33 0D (“M03”)
   Send: 0x 38 30 31 73 56 44 31 35 0D (“D15”)

3. **Set Time example**

   Time: 16:27:59

   Send: 0x 38 30 31 73 57 48 31 36 0D (“H16”)
   Send: 0x 38 30 31 73 57 4D 32 37 0D (“M27”)
   Send: 0x 38 30 31 73 57 53 35 39 0D (“S59”)

8.3.2 Get-Function Listing

The PC can interrogate the TV/DS for specific information. The Get-Function packet format consists of 9 bytes which is similar to the Set-Function packet structure. Note that the “Value” byte is always = 000

Get-Function description:

Length:	Total Byte of Message excluding “CR”.
TV/DS ID	Identification for each of TV/DS (01~98; default is 01).
Command Type	Identify command type, “g” (0x67h): Get Command “r” (0x72h): Valid command Reply “-“ (0x2Dh): Invalid command Reply
Command:	Function command code: One byte ASCII code.
Value[1~3]:	Three bytes ASCII that defines the value.
CR	0x0D

Get-Function format
Send: (Command Type=”g”)

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
Bytes order	1	2~3	4	5	6	7	8	9

NOTE: Get “Power STBY status” is the exception for VT2405LED-1 and VT3205LED.

Reply: (Command Type=”r” or “-”)
If the Command is valid, Command Type =”r”

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
Bytes order	1	2~3	4	5	6	7	8	9

NOTE: The reply for “Power STBY status” command is the exception for VT2405LED-1 and V3205LED. It’s 0x36 72 6C 30 30 30 0D (6rl000<CR>).

If the Command is Not valid, Command Type="-"

Name	Length	ID	Command Type	CR
Byte Count	1 Byte	2 Byte	1 Byte	1 Byte
Bytes order	1	2~3	4	5

Example1: Get Brightness from TV-05 and this command is valid.
The Brightness value is 67.
Send (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x35	0x67	0x62	0x30	0x30	0x30	0x0D

Reply (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x35	0x72	0x62	0x30	0x36	0x37	0x0D

Example2: Get Brightness from TV-05 , but the Brightness command ID is error and it is NOT in the command table.
Send (Hex Format)

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x35	0x67	0XD3	0x30	0x30	0x30	0x0D

Reply (Hex Format)

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x35	0x2D	0x0D

Get-Function table

Get Function	Length	ID	Command Type	Command		Response Range	Comments
			(ASCII)	Code (ASCII)	Code (Hex)	(Three ASCII bytes)	
Get-Contrast	8		g	a	61	000 ~ 100	
Get-Brightness	8		g	b	62	000 ~ 100	
Get-Sharpness	8		g	c	63	000 ~ 100	
Get-Color	8		g	d	64	000 ~ 100	
Get-Volume	8		g	f	66	000 ~ 100	
Get-Mute	8		g	g	67	000: Off 001: On (muted)	
Get-Input select	8		g	j	6A	000~	See Set-function table
Get-Power status: ON/ STBY	8		g	l	6C	001: ON 000: STBY	Exclude VT2405-1, and VT3205
Get-Remote control	8		g	n	6E	000: Disable 001: Enable	Gets RCU mode status
Get-Power lock	8		g	o	6F	000: Unlock 001: Lock	
Get-Button lock	8		g	p	70	000: Unlock 001: Lock	
Get-Menu lock	8		g	q	71	000: Unlock 001: Lock	
Get-ACK	8		g	z	7A	000	This command is used to test the communication link
Get-Power on/off log	8		g	1	31	000 (See below example)	For specific models only
Get-Date: Year	8		g	2	32	Y00~Y00	Last 2 digits (20)17~(20)99
Get-Date: Month	8		g	2	32	M00~M00	2 digits
Get-Date: Day	8		g	2	32	D00~M00	2 digits
Get-Time: Hour	8		g	3	33	H00~H00	24-hr format. 2 digits
Get-Time: Min	8		g	3	33	M00~M00	2 digits
Get-Time: Sec	8		g	3	33	S00~S00	2 digits
Get-Device name	8		g	4	34	000	
Get-MAC address	8		g	5	35	000 (see below example)	For the model with LAN
Get-RS232 version	8		g	6	36	000 (see below example)	Version 0.0.1~9.9.9

NOTE:

1. Time log data is replied as 6 sequential strings in following order.

#1: Previous power-on date (month/ day)

#2: Previous power-on time (hour/ min)

#3: Previous power-off date (month/ day)

#4: Previous power-off time (hour/ min)

#5: Last power-on date (month/day)

#6: Last power-on time (hour/ min)

2. Time log data definition

Value 1	Value 2	Value 3
On/ Off indicator 0: Off 1: On	Month code	Day code
	Hour code	Minute code

Hex code (in hex) = Original data (in dec) + 20

Date & Time	Code (ASCII)	Code (Hex)	Date & Time	Code (ASCII)	Code (Hex)	Date & Time	Code (ASCII)	Code (Hex)	Date & Time	Code (ASCII)	Code (Hex)
0	space	20	16	6	36	32	R	52	48	h	68
1	!	21	17	7	37	33	S	53	49	i	69
2	“	22	18	8	38	34	T	54	50	p	70
3	#	23	19	9	39	35	U	55	51	q	71
4	$	24	20	@	40	36	V	56	52	r	72
5	%	25	21	A	41	37	W	57	53	s	73
6	&	26	22	B	42	38	X	58	54	t	74
7	’	27	23	C	43	39	Y	59	55	u	75
8	(	28	24	D	44	40	`	60	56	v	76
9	)	29	25	E	45	41	a	61	57	w	77
10	0	30	26	F	46	42	b	62	58	x	78
11	1	31	27	G	47	43	c	63	59	y	79
12	2	32	28	H	48	44	d	64			
13	3	33	29	I	49	45	e	65			
14	4	34	30	P	50	46	f	66			
15	5	35	31	Q	51	47	g	67			

Month: 1~12
Day: 1~31
Hour: 00~23
Min: 00~59

3. Time log data example

Assumed the power-on/off record of display#01 as below
2014-8/31 08:00 On
2014-8/31 22:00 Off
2014-9/1 10:30 On
2014-9/1 11:00 To send “GET-Time log” command

Send: 0x 38 30 31 67 31 30 30 30 0D
Reply:
#1 0x 38 30 31 72 3101 08 31 0D (On 8/31)
#2 0x 38 30 31 72 3101 08 00 0D (On 08:00)
#3 0x 38 30 31 72 3100 08 31 0D (Off 8/31)
#4 0x 38 30 31 72 3100 22 00 0D (Off 22:00)
#5 0x 38 30 31 72 3101 09 01 0D (On 9/1)
#6 0x 38 30 31 72 3101 10 30 0D (On 10:30)

4. Get Date example

Assumed the current date of display#01 as below
Date: 2017-3/15

Send: x 38 30 31 67 32 59 30 30 0D (Get Date:Year)
Reply: x 38 30 31 72 32 59 31 37 0D (“Y17”)

Send: x 38 30 31 67 32 4D 30 30 0D (Get Date:Month)
Reply: x 38 30 31 72 32 4D 30 33 0D (“M03”)

Send: x 38 30 31 67 32 44 30 30 0D (Get Date:Day)
Reply: x 38 30 31 72 32 44 31 35 0D (“D15”)

5. Get Time example

Assumed the current time of display#01 as below
Time: 16:27:59

Send: x 38 30 31 67 33 48 30 30 0D (Get Time:Hour)
Reply: x 38 30 31 72 33 48 31 36 0D (“H16”)

Send: x 38 30 31 67 33 4D 30 30 0D (Get Time:Min)
Reply: x 38 30 31 72 33 4D 32 37 0D (“M27”)

Send: x 38 30 31 67 33 53 30 30 0D (Get Time:Sec)
Reply: x 38 30 31 72 33 53 35 39 0D (“S59”)

6. Get Device Name example

Assumed the device name is CDE-5500

Send: x 38 30 31 67 34 30 30 30 0D (Get Device Name)
Reply:
#1 x 38 30 31 72 34 43 44 45 0D (“C” “D” “E”)
#2 x 38 30 31 72 34 2D 35 35 0D (“-” “5” “5”)
#3 x 38 30 31 72 34 30 30 00 0D (“0” “0” “(NULL)”)
#4 x 38 30 31 72 34 00 00 00 0D (“(NULL)” “(NULL)” “(NULL)”)

Assumed the device name is “NMP-302 #1”
Send: x 38 30 31 67 34 30 30 30 0D (Get Device Name)
Reply:
#1 x 38 30 31 72 34 4E 4D 50 0D (“N” “M” “P”)
#2 x 38 30 31 72 34 2D 33 30 0D (“-” “3” “0”)
#3 x 38 30 31 72 34 32 20 23 0D (“2” “(SPACE)” “#”)
#4 x 38 30 31 72 34 31 00 00 0D (“1” “(NULL)” “(NULL)”)

7. Get MAC address example

Assumed the MAC address is 00:11:22:aa:bb:cc

Send: x 38 30 31 67 35 30 30 30 0D (Get MAC add)
Reply:
#1 x 38 30 31 72 35 00 11 22 0D (“00” “11” “22”)
#2 x 38 30 31 72 35 aa bb cc 0D (“aa” “bb” “cc”)

8. Get RS232 version example

Assumed the version is 3.0.1

Send: x 38 30 31 67 36 30 30 30 0D (Get RS232 version)
Reply: x 38 30 31 72 36 33 30 31 0D (“301”)

9. LAN Control

a. Please have the LAN port (RJ45) connected with appropriate setting
b. Follow the same command set as RS232
c. This function is available for the host under the same intranet only, but not internet.
d. The LAN control through slot-in PC is not supported

Other Information

Customer Support

For technical support or product service, see the table below or contact your reseller.
NOTE: You will need the product serial number.

Country/Region	Website	T= Telephone C = CHAT ONLINE	Email
Australia New Zealand	www.viewsonic.com.au	AUS= 1800 880 818 NZ= 0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T= 1-866-463-4775	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/support/call-desk/	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 419 0959	service@in.viewsonic.com
Korea	ap.viewsonic.com/kr/	T= 080 333 2131	service@kr.viewsonic.com
Latin America	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Nexus Hightech Solutions, Cincinnati #40 Desp. 1 Col. De los Deportes Mexico D.F. Tel: 55) 6547-6454 55)6547-6484 Other places please refer to http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico			
Macau	www.hk.viewsonic.com	T= 853-2840-3687	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & Virgin Islands	www.viewsonic.com	T= 1-800-688-6688 (English) C = http://www.viewsonic.com/la/soporte/servicio-tecnico	service.us@viewsonic.com soporte@viewsonic.com
Singapore/ Malaysia/ Thailand	www.ap.viewsonic.com	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United States	www.viewsonic.com	T= 1-800-688-6688	service.us@viewsonic.com

Limited Warranty

ViewSonic® Smart White Board

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.

Who the warranty protects:
This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:
1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
    a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
    b. Any damage of the product due to shipment.
    c. Removal or installation of the product.
    d. Causes external to the product, such as electrical power fluctuations or failure.
    e. Use of supplies or parts not meeting ViewSonic's specifications.
    f. Normal wear and tear.
    g. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
4. Removal, installation, one way transportation, insurance, and set-up service charges.

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

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

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

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

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

Sales outside the U.S.A. and Canada:
For warranty information and service on ViewSonic products sold outside of the U.S.A. and Canada, contact ViewSonic or your local ViewSonic dealer.
The warranty period for this product in mainland China (Hong Kong, Macao and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.
For users in Europe and Russia, full details of warranty provided can be found in www.viewsoniceurope.com under Support/Warranty Information.

Mexico Limited Warranty

ViewSonic® Smart White Board

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

How to get service:
For information about receiving service under warranty, contact ViewSonic Customer Support (Please refer to the attached Customer Support page). You will need to provide your product's serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.
For Your Records
Product Name: _____ Model Number: _____
Document Number: _____ Serial Number: _____
Purchase Date: _____ Extended Warranty Purchase? _____ (Y/N)
If so, what date does warranty expire? _____

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

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

Exclusion of damages:
ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:
1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.
4. Repair or attempted repair by anyone not authorized by ViewSonic.

Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:	
Name, address, of manufacturer and importers: México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 http://www.viewsonic.com/la/soporte/index.htm	
NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004	
Hermosillo: Distribuciones y Servicios Computacionales SA de CV. Calle Juarez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx	***Villahermosa:*** Compumantenimietnos 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
MERIDA: 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 Dr. Suite 200. Brea, CA. 92821, UY.S.A Tel: 800-688-6688 (English); 866-323-8056 (Spanish); E-Mail: http://www.viewsonic.com

Smart White Board Mexico Warranty Term Template In UG
VSC_TEMP_2013


ViewSonic®