

# ViewSonic®



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## EP4220

# Multimedia Digital Poster

## User Guide

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**IMPORTANT:** Please read this User Guide to obtain important information on installing and using your product in a safe manner, as well as registering your product for future service. Warranty information contained in this User Guide will describe your limited coverage from ViewSonic Corporation, which is also found on our web site at <http://www.viewsonic.com> in English, or in specific languages using the Regional selection box in the upper right corner of our website. “Antes de operar su equipo lea cuidadosamente las instrucciones en este manual”

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Model No. VS15186

## 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 Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A/Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. 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. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.


- 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:** To comply with the limits for the Class A/Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class A/Class B limits. All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception. Changes and modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.

### For Canada

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

## CE Conformity for European Countries

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

### Following information is only for EU-member states:

The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 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.

If the batteries, accumulators and button cells included with this equipment, display the chemical symbol Hg, Cd, or Pb, then it means that the battery has a heavy metal content of more than 0.0005% Mercury or more than, 0.002% Cadmium, or more than 0.004% Lead.



## Industry Canada Notice

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

## R&TTE Compliance Statement

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

ETSI EN 300 328

EN 301 489-01

EN 301 489-17

EN 62311

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

# Declaration of RoHS2 Compliance

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

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0,1%	< 0,1%
Mercury (Hg)	0,1%	< 0,1%
Cadmium (Cd)	0,01%	< 0,01%
Hexavalent Chromium (Cr <sup>6+</sup> )	0,1%	< 0,1%
Polybrominated biphenyls (PBB)	0,1%	< 0,1%
Polybrominated diphenyl ethers (PBDE)	0,1%	< 0,1%

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

Examples of exempted components are:

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

# Safety Precautions

FOR OPTIMUM PERFORMANCE, PLEASE NOTE THE FOLLOWING WHEN SETTING UP AND USING THE LCD COLOR MONITOR:

- DO NOT REMOVE MONITOR BACK COVER. There are no user serviceable parts inside and opening or removing covers may expose you to dangerous shock hazards or other risks. Refer all servicing to qualified service personnel.
- Do not spill any liquids into the cabinet or use your monitor near water.
- Do not insert objects of any kind into the cabinet slots, as they may touch dangerous voltage points, which can be harmful or fatal or may cause electric shock, fire or equipment failure.
- Do not place any heavy objects on the power cord. Damage to the cord may cause shock or fire.
- Do not place this product on a sloping or unstable cart, stand or table, as the monitor may fall, causing serious damage to the monitor.
- Do not place any objects onto the monitor and do not use the monitor outdoors.
- The inside of the fluorescent tube located within the LCD monitor contains mercury. Please follow the laws or rules of your municipality to dispose of the tube properly.
- Do not bend power cord.
- Do not use monitor in high temperature, humid, dusty, or oily areas.
- If monitor or glass is broken, do not come in contact with the liquid crystal and handle with care.
- Allow adequate ventilation around the monitor, so that heat can properly dissipate. Do not block ventilated openings or place the monitor near a radiator or other heat sources. Do not put anything on top of the monitor.
- The power cable connector is the primary means of detaching the system from the power supply. The monitor should be installed close to a power outlet, which is easily accessible.
- Handle with care when transporting. Save packaging for transporting.
- Please clean the holes of back cabinet to reject dirt and dust at least once a year because of set reliability.
- If using the cooling fan continuously, it's recommended to wipe holes a minimum of once a month.
- When installing the remote control batteries;
  - Align the batteries according to the (+) and (-) indications inside the case.
  - Align the (-) indication of the battery first inside the case.

## **WARNING:**

Usage of other than specified head- or earphones can result in hearing loss due to excessive sound pressures.

## **CAUTION:**

Immediately unplug your monitor from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power supply cord or plug is damaged.
- If liquid has been spilled, or objects have fallen into the monitor.
- If the monitor has been exposed to rain or water.
- If the monitor has been dropped or the cabinet damaged.
- If the monitor does not operate normally by following operating instructions.

## **Recommended Use**

### **CAUTION:**

- For optimum performance, allow 20 minutes for warm-up.
- Rest your eyes periodically by focusing on an object at least 5 feet away. Blink often.
- Position the monitor at a 90° angle to windows and other light sources to minimize glare and reflections.
- Clean the LCD monitor surface with a lint-free, nonabrasive cloth. Avoid using any cleaning solution or glass cleaner!
- Adjust the monitor's brightness, contrast and sharpness controls to enhance readability.
- Avoid displaying fixed patterns on the monitor for long periods of time to avoid image persistence (after image effects).
- Get regular eye checkups.

## **Ergonomics**

To realize the maximum ergonomic benefits, we recommend the following:

- Use the preset Size and Position controls with standard signals.
- Use the preset Color Setting.
- Use non-interlaced signals.
- Do not use primary color blue on a dark background, as it is difficult to see and may produce eye fatigue due to insufficient contrast.

# Copyright Information

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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.

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# Product Registration

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

The ViewSonic® Wizard CD-ROM also provides an opportunity for you to print the registration form, which you may mail or fax to ViewSonic.

<b>For Your Records</b>	
Product Name:	EP4220 ViewSonic Multimedia Digital Poster
Model Number:	VS15186
Document Number:	EP4220_UG_ENG Rev. 1D 02-24-17
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>

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# 1. Unpacking and Installation

## 1.1. Unpacking

- This product is packed in a carton, together with the standard accessories.
- Any other optional accessories will be packed separately.
- Due to the size and weight of this display it is recommended for two people to move it.
- After opening the carton, ensure that the content is in good condition and complete.

## 1.2. Package Contents

Please verify that you received the following items with your package content:

- CD ROM
- Remote control with batteries
- Power cord
- HDMI cable
- Quick Installation Guide



For EU\*



For China\*



CD ROM



Remote Control and Batteries



For North America\*



For UK\*



HDMI Cable

\* The supplied power cord varies depending on destination.

### NOTES:

- Please make sure that for all other regions, apply a power cord that conforms to the AC voltage of the power socket and has been approved by and complies with the safety regulations of the particular country.
- You might like to save the package box and packing material for shipping the display.

# 2. Parts and Functions

## 2.1. Input/Output Terminals



### ① HDMI IN

Connect the HDMI output of an AV device, or the DVI-D output of a PC by using a DVI-HDMI cable.

### ② VGA IN (D-Sub)

Connect the computer VGA output.

### ③ PC Audio

PC audio input

### ④ USB

USB port

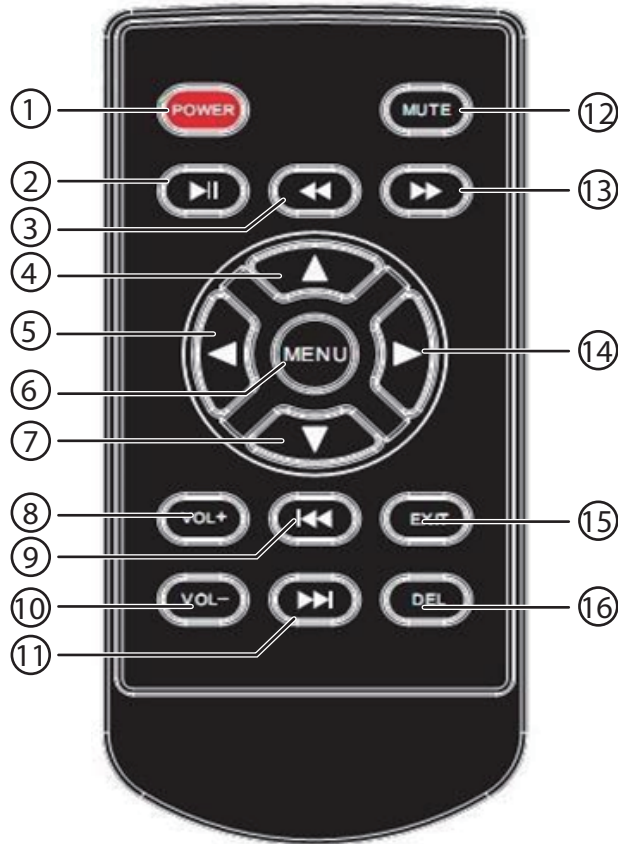
### ⑤ SD

SD slot

### ⑥ RS232C (IN)

RS232C input connection for the use of RS232C command.

## 2.2. Remote Control



① **[POWER] button**

Press to switch on the display from standby mode. Press again to turn it off and back into standby mode.

② **[▶||] button**

Switch between play/pause mode.

③ **[◀◀] button**

Speed backward.

④ **[▲] button**

Press to move the selection up in OSD menu.

⑤ **[◀] button**

- Press to move the selection left in OSD menu.
- Press to decrease the value in OSD menu.

⑥ **[MENU] button**

Press to turn the OSD menu on/off.

⑦ **[▼] button**

Press to move the selection down in OSD menu.

⑧ **[VOL UP] button**

Press to increase the audio output level.

⑨ **[▶▶] button**

Press to previous part.

⑩ **[VOL DOWN] button**

Press to decrease the audio output level.

⑪ **[▶▶] button**

Press to next part.

⑫ **[MUTE] button**

Press to turn the mute function on/off.

⑬ **[▶▶] button**

Speed forward.

⑭ **[▶] button**

- Press to move the selection right in OSD menu.
- Press to increase the value in OSD menu.

⑮ **[EXIT] button**

Exit OSD or playback.

⑯ **[DEL] button**

Press to delete when cursor is on the file.

### 3. OSD Menu

The OSD home page



### 3.1. Preference:

Preference main page:

PREFERENCE	
OSD Language	English
Repeat Mode	REPEAT ALL
Play Log	Off
Power Resume	Off
Photo Slide mode	Left -> Right
Photo Show Time	5S
Marquee	Off
Marquee Color	White
Marquee Back Color	Transparent
Play Type	ALL
No Device off	Off
Input Source	HDMI
USB COPY	Start

All the function below could be reached by Left and Right button:

- a. **OSD Language**  
Chinese: Set OSD to Chinese  
English: Set OSD to English
- b. **Repeat Mode**  
Repeat One: Repeat single file  
Repeat All: Repeat all the files under USB or SD card.  
Repeat None: stop playback after playback one time of whole contents under root directory.
- c. **Play Log**  
Turn this on to record the content name and start time, also on/off time of the display.
- d. **Power Resume**  
Auto record file name and playback time, resume playback when it turns on again after power off. (P.S. Don't support music file)
- e. **Photo Slide Mode**  
Set the animation effect of pictures
- f. **Photo Show Time**  
Set the playback time of pictures (5s->7s->10s->15s->30s->60s->90s->120s->150s)
- g. **Marquee/Scrolling message**  
Turn on/off scrolling message
- h. **Marquee Color/Font Color**  
Set the font color of scrolling message
- i. **Marquee Back Color**  
Set the background color of scrolling message

**j. Play Type/Playback Mode**

Photo: Only play pictures under the root directory.

Music: Only play audios under the root directory.

Photo + Mp3: Play images with background music and repeat.

Playlist: Play by playlist

Video: Only play videos under the root directory.

All: Play all the readable image, audio and video files under the root directory.

Split Screen: Support max 6 zones(1 video and 5 photo zones)

P.S.: Press Exit under the split zone playback mode and press Menu button to go to the OSD. Scrolling message can't overlay on the picture, please reserve 100 pixels for message. If the pictures can't be switched from the current one, please check the picture is qualified (please refer to the splitting zone tool for details). If everything is alright, please save the picture as standard mode under Photoshop.

**k. No Device Off/Off if there is no storage**

On: If there is no storage device, it will turn on auto turn off mode after 20 seconds, and if there is still no action after 30 seconds, the display will turn off. During this period, the count down will be stopped if there is storage device inserted or entering the OSD.

Off: Turn off this function

**l. Input Source**

Input source could be switched between HDMI, VGA and SD card.

**M. USB COPY**

Copy USB content to SD card.

### 3.2. Time Set

The Time Setting page is as following. Press Up/Down key to select and Menu key to enter settings.

#### Set the clock

Settings of clock include year, month, date, hour, minute, and location of clock.

Year: Set the year, 2000-2099

Month: Set the month, 1-12

Date: Set the date

Hour: Set the hour

Minute: Set the minute

Show Time: Off, Date, Time, All

Time Position: Set the location of the clock (For split screen, it's better to place the clock on video zone to avoid covering image.

#### Timer Setting

Max 5 groups of timers can be supported. Here only take example of just one timer, same applied to the others.

TIMER1 SET	
TIMER MODE	Off
On Time	
Hour	0
Minute	0
Off Time	
Hour	0
Minute	0
Volume	30

#### a. Timer mode

Everyday: Timer works on everyday.

Weekdays: Timer works from Monday to Friday.

Weekend: Timer works on every Saturday and Sunday.

Off: Turn the timer off

#### b. On Time

Set the turning on time

#### c. Off Time

Set the turning off time

#### d. Volume

Set the volume during the timer

**Note:** The off time must be newer than on time. All the timers must be in right order. Make sure there is not overlay on each group of timer.

### 3.3. Function Set

**a. Insert Adv (min)**

This is to set the time for inserting each content, it could be from 1 to 60 minutes. Turn this off if there is not needed.

**b. Insert Adv Num**

This is to set the number of contents to be inserted for each time, it could be from 1 to 9. After the insert number is set, it's better to make the file number to the integer times of the inserting number.

**c. Picture Rotate**

Rotate the image by 90°, 180°, 270°.

**d. Show Logo**

On/Off the Logo.

**e. Marquee Speed**

Set the speed for scrolling message.

**f. Subtitle Position**

Set the location for scrolling message, on the top or bottom side of screen.

**g. Photo Display**

Photo aspect ratio: Full Screen, Original Size, Scaling up.

### 3.4. Screen Set

Screen set main page is as following:

SCREEN SET	
Brightness	50
Contrast	55
Color	50
Sharpness	50
Backlight	10
Noise Reduction	Middle
Video Mode	Full Screnn
Color Temperature	Enter
Auto Adjust	Auto Adjust

**Brightness:** Set the brightness of screen

**Contrast:** Set the contrast value of screen

**Color:** Set the color saturation

**Sharpness:** Set the sharpness of screen

**Backlight:** Adjust the backlight voltage (0-10), 0 means the lowest voltage (0.16v), 10 means the highest one (3v).

**Noise Reduction:** Set the noise reduction mode of video playback.

**Video Mode:** The display ratio could be Original Size and Scaling up and full screen.

**Color Temperature:** The color temperature should be Medium, Warm and Cool.

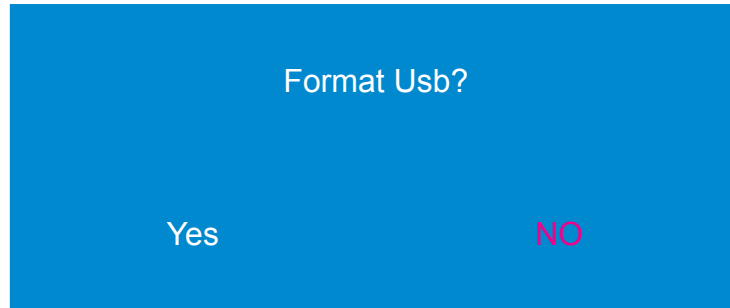
## 4. Make Scrolling Message

Create a text file with name SCROLL.TXT (all capital), and copy the message inside, set the coding to be Unicode and save it.



## 5. Auto Copy of Files

This version supports auto copying files from one USB drive to another USB drive or SD card. Create a new file with name COPY.TXT(all capital), and copy all the new files into the USB drive and insert to the USB port of the display. The new content will be automatically copied to the current storage. You will see image as following:



Press the Left/Right key to select and press MENU key to confirm selection. If there is no selection within 10 seconds, the system will execute "NO" option to copy the new content to the current storage.

YES: Format the current drive first, and copy the new contents in.

NO: Copy the contents in without format the current drive. The files with same name will be replaced by new file.

**Note:** Folders can not be supported for this auto copy function. Only single files under root directory.

## 6. One Key Upgrade

Copy the upgrade software to the USB drive and insert the USB drive to the board of display, then press the MUTE key for about 5 seconds, then it will go to auto-upgrade progress. It will take about 2minutes for the upgrade, after it is done, the display will reboot automatically.

Note: Please do not power it off during the upgrade. After the upgrade, please reset to factory default setting, otherwise the panel will be a little bit dark.

## 7. Video Format Supported

Suffix	Format	Coding	Resolution and PFS	Code Stream
dat,mpg, mpeg	MPG, MPEG	Mpeg1,2	1920x1080@30P	20Mbit/sec
ts, trp, tp, m2ts	MPEG2 -TS H264-TS	MPEG2 ,H.264	1920x1080@30P	20Mbit/sec
vob	MPEG2 -PS	MPEG2	1920x1080@ 30P	20Mbit/sec
mp4	AVI, MP4	MPEG4 Xvid 1.00, Xvid1.01, Xvid 1.02, Xvid1.03, Xvid1.10-beta1/2 H.264	1920x1080@ 30P	20Mbit/sec
rm, rmvb	RMVB, RM	rm	1920x1080 @ 25P	10Mbit/sec
mkv	MKV	H.264, MPEG1,2,4	1920x1080 @ 30P	20Mbit/sec
divx, avi	AVI (1.0, 2.0), DMF0,1,2	MPEG2, MPEG4 Xvid 1.00, Xvid1.01, Xvid 1.02, Xvid1.03, Xvid 1.10-beta1/2 H.264	1920x1080 @ 30P	20Mbit/sec
Motion JPEG	AVI, MOV	JPEG	640x480 @ 30P	10Mbit/sec
asf, wmv	ASF (Revision 01.20.03)	VC1	1920x1080 @ 30P	20Mbit/sec

## 8. Technical Specifications

### 8.1. EP4220

#### Display:

Item	Specifications
Screen Size (Active Area)	42" ePoster (106.68 cm)
Number of Pixels	1920 (H) × 1080 (V)
Pixel Pitch	0.4845 (H) × 0.4845 (V) [mm]
Displayable Colors	16.7 Million colors
Brightness	350 cd/m <sup>2</sup>
Contrast Ratio (Typical)	3000:1
Viewing Angle	178 degrees

#### In/Out Terminals:

Item	Specifications
Speaker Output	Internal Speakers 2.5W + 2.5W
RS232C	D-Sub Jack × 1 (9 pin) TXD + RXD (1:1)
HDMI Input	HDMI Jack × 1 (Type A) (19 pin) Digital RGB: TMDS (Video + Audio) MAX: Video: 720p, 1080p, 1920 × 1080/60 Hz (WUXGA) Audio: 48 KHz / 2 Channel (L+R) Supports LPCM only
VGA Input	D-Sub Jack × 1 (15 pin) Analog RGB: 0.7V [p-p] (75Ω), H/CS/V: TTL (2.2kΩ), SOG: 1V [p-p] (75Ω) MAX: 720p, 1080p, 1920 × 1080/60 Hz (WUXGA)

#### General:

Item	Specifications
Power Input	100-240V~ 50-60Hz, 1A
Power Consumption (Max.)	80 W
Power Consumption (Typical)	70 W
Power Consumption (DC off)	< 9W
Dimensions [W × H × D]	685 × 1835 × 450 mm
Weight	57 Kg
Gross Weight	67 Kg

#### Environmental Condition:

Item	Specifications	
Temperature	Operational	0 ~ 50°C
	Storage	-20 ~ 60°C
Humidity	Operational	10 ~ 90% (Non-condensation)
	Storage	10 ~ 95% (Non-condensation)

## 8.2. RS232 Command Table

The PC can control the LCD Monitor for specific actions. The Set-Function command allows you to control the LCD monitor behavior in a remote sit through the RS232 port.

### Communication Setting

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

The Set-Function packet format consists of 5 bytes.

Name	Length	Command	Value1	Value2	Value3	CR
Byte Count	1 Byte	1 Byte	1 Byte	1 Byte	1 Byte	1 Byte
Bytes order	1	2	3	4	5	6

### Set-Function description:

**Length:** Total bytes of message = 5 ASCII (35H) excluding "CR"

**Command:** Function command code: One byte ASCII code

**Value[1~3]:** Three bytes ASCII that defines the value

### EP4220 set command table

Set Function	Length	Command Code (Hex)	Value Range (Three ASCII bytes)	Comments
Power	5	21	000 : STBY 001 : ON	Controlled power status: ON or Standby
Input Select	5	22	004 : HDMI 006 : PC 008 : SD Card	
Contrast	5	23	000 ~ 100	
Brightness	5	24	000 ~ 100	
Sharpness	5	25	000 ~ 100	
Color	5	26	000 ~ 100	
Volume	5	35	000 ~ 100 900:Volume down(-1) 901:Volume up(+1)	
Mute	5	36	000: OFF 001: ON (mute)	
Restore default	5	7E	000	Rests to factory setting

### EP4220 get command table

Get Function	Length	Command Code (Hex)	Value Range (Three ASCII bytes)	Comments
Get power status	5	6C	000 : STBY 001 : ON	Gets the status of the power: 000 = ePoster is in standby 001 = ePoster is ON

# 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	<a href="http://www.viewsonic.com.au">www.viewsonic.com.au</a>	AUS= 1800 880 818 NZ= 0800 008 822	<a href="mailto:service@au.viewsonic.com">service@au.viewsonic.com</a>
Canada	<a href="http://www.viewsonic.com">www.viewsonic.com</a>	T= 1-866-463-4775	<a href="mailto:service.ca@viewsonic.com">service.ca@viewsonic.com</a>
Europe	<a href="http://www.viewsoniceurope.com">www.viewsoniceurope.com</a>	<a href="http://www.viewsoniceurope.com/uk/support/call-desk/">www.viewsoniceurope.com/uk/support/call-desk/</a>	
Hong Kong	<a href="http://ap.viewsonic.com/kr/">ap.viewsonic.com/kr/</a>	T= 852-3102-2900	<a href="mailto:service@hk.viewsonic.com">service@hk.viewsonic.com</a>
India	<a href="http://www.in.viewsonic.com">www.in.viewsonic.com</a>	T= 1800 266 0101	<a href="mailto:service@in.viewsonic.com">service@in.viewsonic.com</a>
Korea	<a href="http://www.kr.viewsonic.com">www.kr.viewsonic.com</a>	T= 080 333 2131	<a href="mailto:service@kr.viewsonic.com">service@kr.viewsonic.com</a>
Latin America (Argentina)	<a href="http://www.viewsonic.com/la/">www.viewsonic.com/la/</a>	C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>	<a href="mailto:soporte@viewsonic.com">soporte@viewsonic.com</a>
Latin America (Chile)	<a href="http://www.viewsonic.com/la/">www.viewsonic.com/la/</a>	C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>	<a href="mailto:soporte@viewsonic.com">soporte@viewsonic.com</a>
Latin America (Columbia)	<a href="http://www.viewsonic.com/la/">www.viewsonic.com/la/</a>	C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>	<a href="mailto:soporte@viewsonic.com">soporte@viewsonic.com</a>
Latin America (Mexico)	<a href="http://www.viewsonic.com/la/">www.viewsonic.com/la/</a>	C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>	<a href="mailto:soporte@viewsonic.com">soporte@viewsonic.com</a>
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 <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico">http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico</a>			
Latin America (Peru)	<a href="http://www.viewsonic.com/la/">www.viewsonic.com/la/</a>	C= <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>	<a href="mailto:soporte@viewsonic.com">soporte@viewsonic.com</a>
Macau	<a href="http://www.hk.viewsonic.com">www.hk.viewsonic.com</a>	T= 853 2870 0303	<a href="mailto:service@hk.viewsonic.com">service@hk.viewsonic.com</a>
Middle East	<a href="http://ap.viewsonic.com/me/">ap.viewsonic.com/me/</a>	Contact your reseller	<a href="mailto:service@ap.viewsonic.com">service@ap.viewsonic.com</a>
Puerto Rico & Virgin Islands	<a href="http://www.viewsonic.com">www.viewsonic.com</a>	T= 1-800-688-6688 (English) C = <a href="http://www.viewsonic.com/la/soporte/servicio-tecnico">http://www.viewsonic.com/la/soporte/servicio-tecnico</a>	<a href="mailto:service.us@viewsonic.com">service.us@viewsonic.com</a> <a href="mailto:soporte@viewsonic.com">soporte@viewsonic.com</a>
Singapore/Malaysia/ Thailand	<a href="http://www.viewsonic.com.sg">www.viewsonic.com.sg</a>	T= 65 6461 6044	<a href="mailto:service@sg.viewsonic.com">service@sg.viewsonic.com</a>
South Africa	<a href="http://ap.viewsonic.com/za/">ap.viewsonic.com/za/</a>	Contact your reseller	<a href="mailto:service@ap.viewsonic.com">service@ap.viewsonic.com</a>
United States	<a href="http://www.viewsonic.com">www.viewsonic.com</a>	T= 1-800-688-6688	<a href="mailto:service.us@viewsonic.com">service.us@viewsonic.com</a>

# Limited Warranty

## VIEWSONIC® Multimedia Digital Poster

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

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

### **How long the warranty is effective:**

ViewSonic Multimedia Digital Poster are warranted for 1 year for all parts excluding the light source and 1 year for labor from the date of the first customer purchase.

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

This warranty is valid only for the first consumer purchaser.

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

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

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

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

**Limitation of implied warranties:**

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

**Exclusion of damages:**

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

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

**Effect of state law:**

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

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

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

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

For users in Europe and Russia, full details of warranty provided can be found in [www.viewsoniceurope.com](http://www.viewsoniceurope.com) under Support/Warranty Information.



**ViewSonic®**