ViewSonic®

EP1042T
Multimedia Digital Poster
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. VS16289

Thank you for choosing ViewSonic

With over 25 years 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 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)

Declaration of RoHS2 Compliance

The 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%
Bis (2-ethylhexyl) phthalate (DEHP)	0.1%	< 0.1%
Butyl benzyl phthalate (BBP)	0.1%	< 0.1%
Dibutyl phthalate (DBP)	0.1%	< 0.1%
Diisobutyl phthalate (DIBP)	0.1%	< 0.1%

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

Examples of exempted components are:

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.

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For Your Records

Product Name:	**EP1042T** **ViewSonic Multimedia Digital Poster**
Model Number:	**VS16289**
Document Number:	**EP1042T_UG_ENG Rev. 1A 06-30-16**
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. Introduction

1.1. Features

EP1042T

- 10.1-inch multi-touch widescreen LCD display and stereo speakers
- Support for HTML5 widgets for dynamic content (W3C Widgets standard)
- Full-HD 1080p hardware (powered by AC adapter) decoding of MPEG, H.264, and VC-1 media formats
- 8GB on-board EMMC local storage with micro SD card slot
- Built-in embedded antenna b/g/n 2.4GHz network, Bluetooth and Ethernet
- Supports full POPAI Screen Media Formats Standards profiles S1 to S12, and E1 to E8
- Multiple 3rd party software solution compatibility
- Industry leading W3C SMIL support for developers
- Backlight LED
- Built-in camera
- Power over Ethernet 13W
- Programmable LED light bars on the side

1.2. Package contents

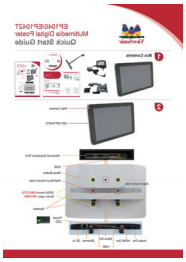
Main Unit

AC Adapter
(with select power plug)

Power and Micro SD card brackets

Display Stand

Software QSG

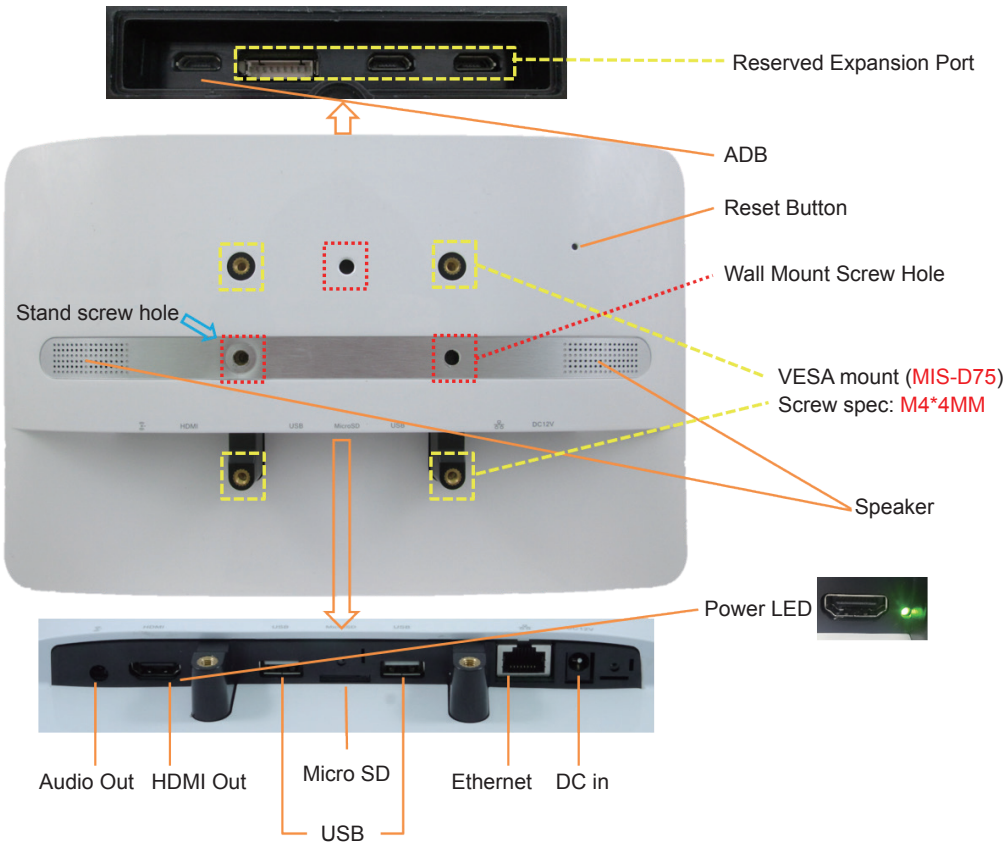


Quick Start Guide

Software CD

Note: A USB mouse is required for system setup.

1.3. Physical view and features



1.4. Mounting and Installation

Mounting Option 1: [VESA mount]

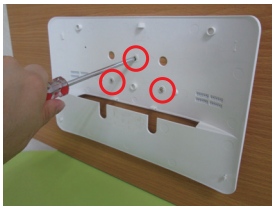
Supporting VESA standard: VESA MIS-D75 (75*75mm)

Supporting screw: M4*4mm (exclude the mounting plate thickness)

Mounting Option 2: [Using back cover]

(Power / SD card brackets MUST NOT installed while mount on back cover)

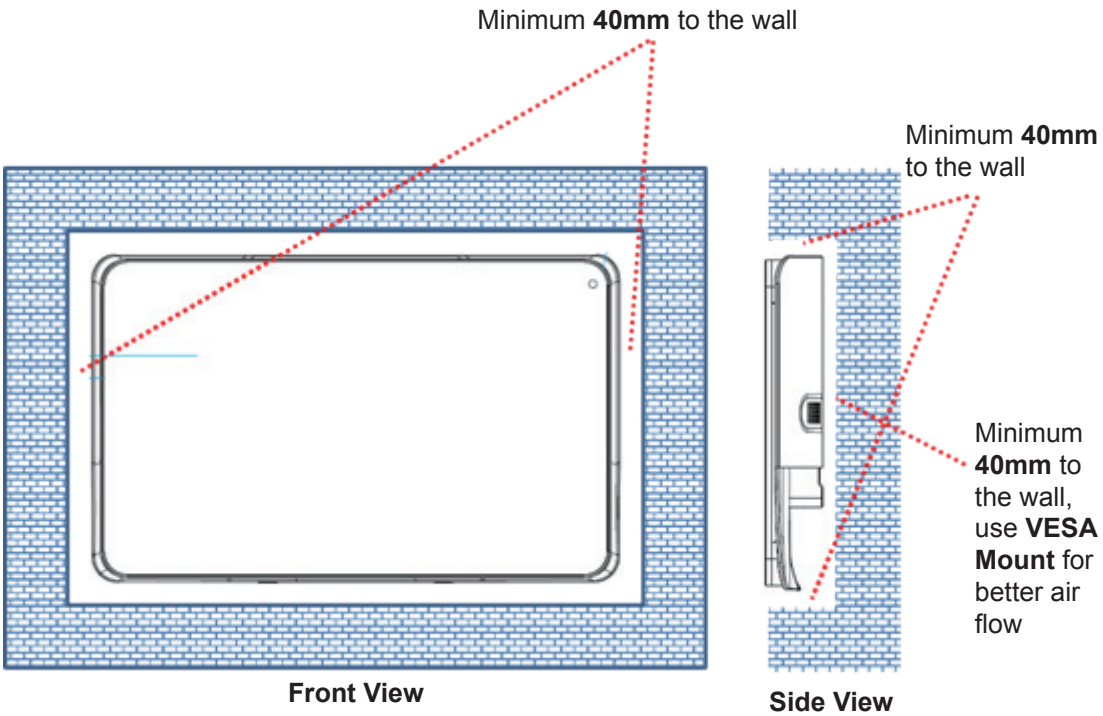
Release the back cover screw to release back cover



Install back cover: thread head height not exceed 3mm

Route power and network cable from bottom, insert to signboard before mount signboard on back cover

While install on indented wall or install inside custom casing/frame, follow below installation guide line to allow enough space for air flow:

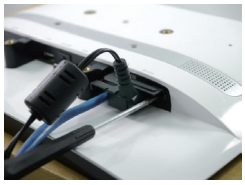


Front View

Side View

Securing power/network cable

Insert power plug



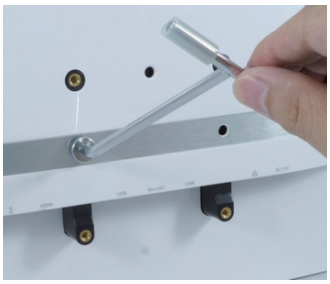
Fasten bracket onto the socket

Securing SD card

Insert SD Card bracket

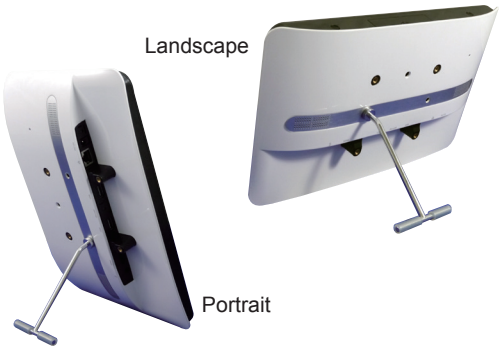
Fasten the SD Card bracket

Installing the table stand



Simply screw the supplied table stand onto the stand screw hole.

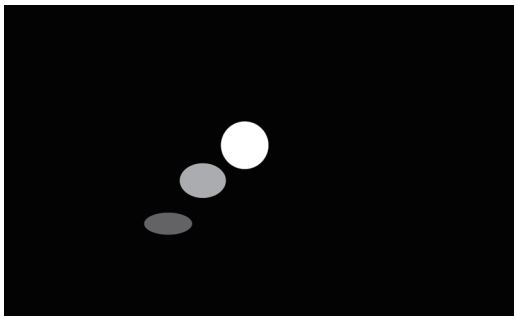
Support landscape/portrait setup.



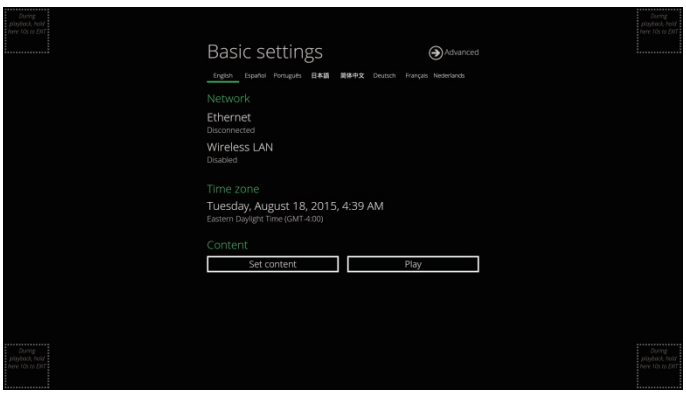
2. Configuring the device

2.1. System connections

1. Attach the AC power adapter to provide power to the unit. After approximately 35 seconds, booting animation will be displayed on the screen below as shown here:



2. The player boot process takes approximately 60 seconds to complete. After boot up is complete, the signboard will stay in the **Basic settings** menu if no content service has been configured (i.e. first boot up for a brand new unit or after a factory reset). Plug in a USB mouse to start configuring the signboard. If you have already set content into the signboard, contents will start playing back automatically 15 seconds after boot up.

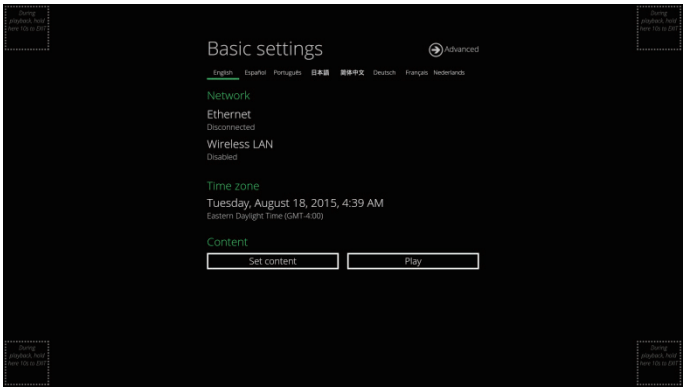


Note: To enter the menu system at any time during playback, plug in a USB mouse and hold the left mouse key in the corner area as shown below for 10 seconds.

* You will be asked for a password if a password has been pre-configured.

2.2. Basic settings

You must attach a USB mouse to the signboard to configure settings.



Basic settings allow users to configure 3 important signage application settings: **Network**, **Time zone** and **Content**.

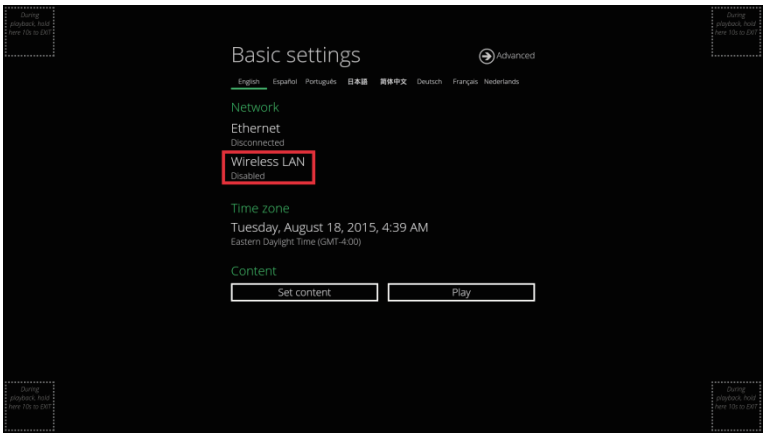
Each time the Basic settings menu is entered, the signboard will start playback automatically after 15 seconds if content services have been set previously. Auto playback can be canceled by clicking on the button while it's counting down.

To enter the **Advanced Setting** menu, click the **Advanced** button.

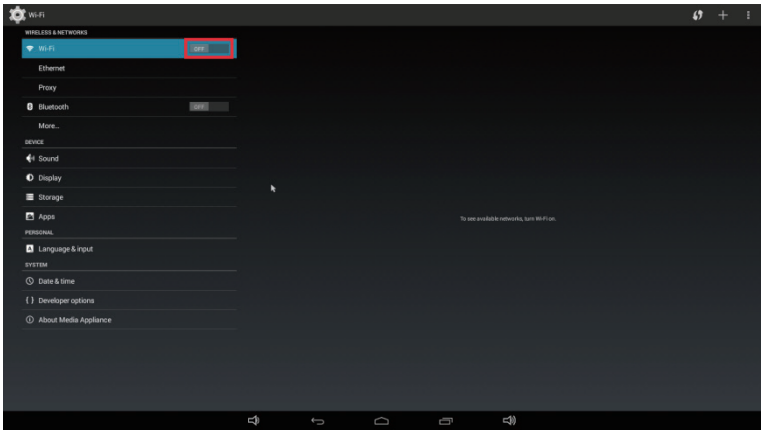
2.3. Connecting the device to your network

Wireless connection

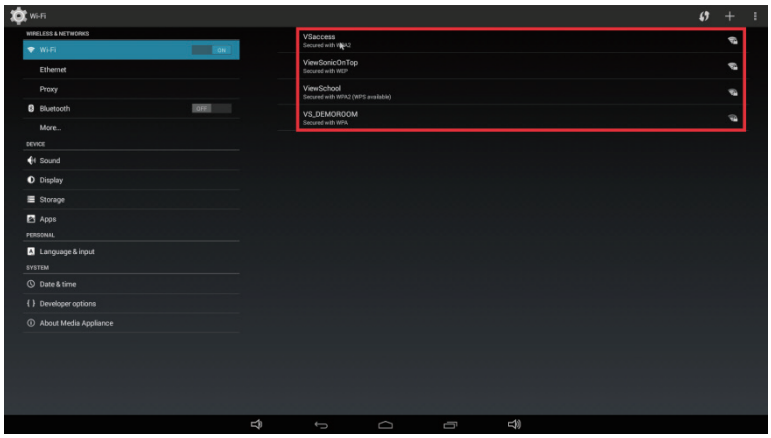
1. Click the **Wireless LAN** setting, and the wireless configuration UI will be launched.



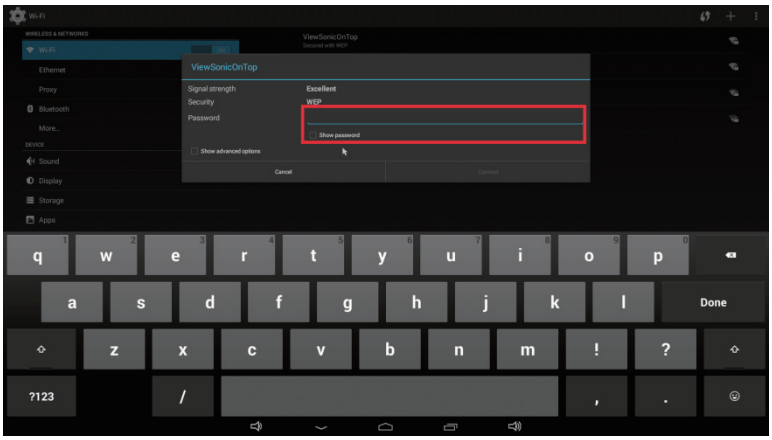
2. Click the **ON/OFF** button as indicated below to turn the Wireless interface on (Ethernet will be disconnected when the signboard connects to a wireless network).



3. The signboard will scan for wireless signals nearby and available AP stations will be listed.



4. Click on the station name to connect. If the network requires authentication, you will be asked to provide the password for access.



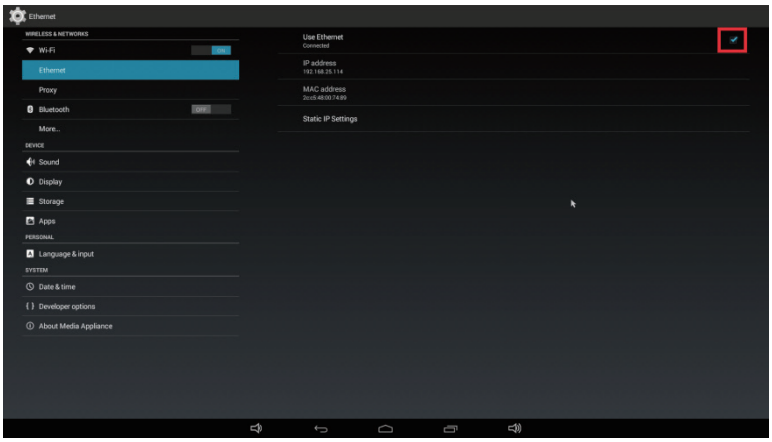
Wired connection

To use the wired Ethernet connection, first connect an Ethernet cable then disable the Wireless LAN interface.

1. Click the **Wireless LAN** setting, the wireless configuration UI will be launched.
2. Click the **ON/OFF** button as indicated below to turn the Wireless interface off.

DHCP – automatically assign network IP address

3. Turn on the Ethernet interface. For DHCP environments, configuration will be finished in this step.

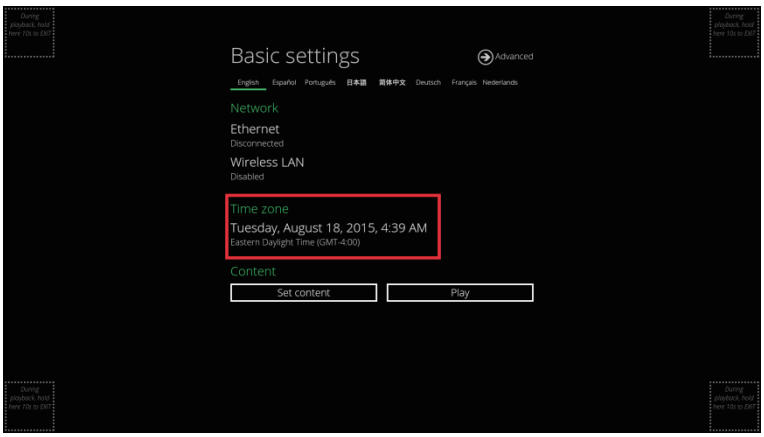


Static IP – manually assign network IP address

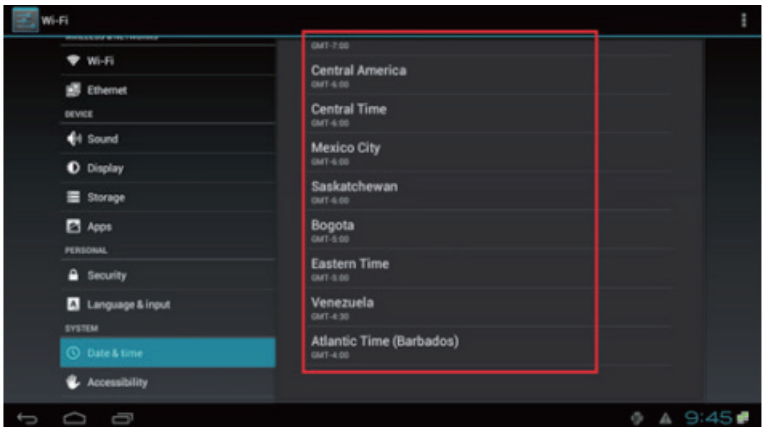
4. Click **Ethernet** to make a static IP configuration.

2.4. Time zone settings

1. Click **Time zone** to launch the configuration menu.

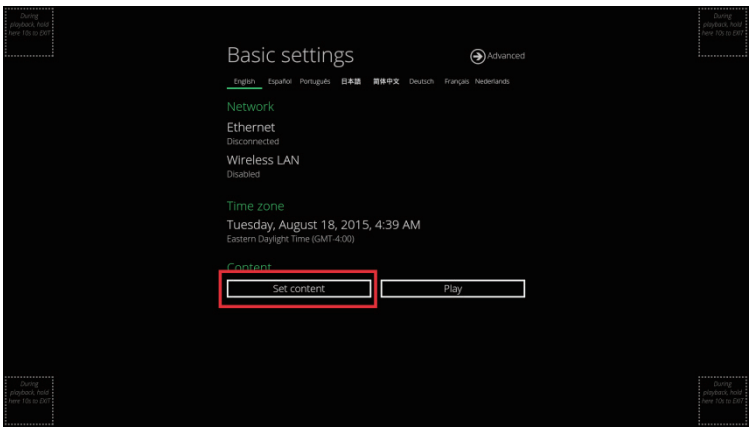


2. Choose the correct time zone from available options.



2.5. Content settings

1. Click the **Set content** button to launch the configuration menu.

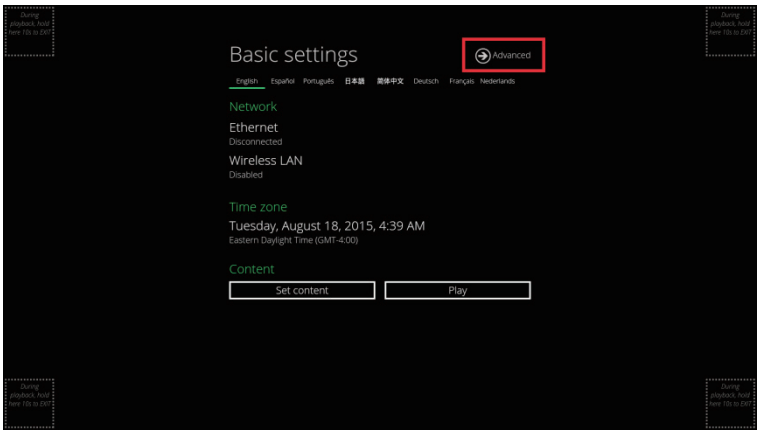


2. **Input** the content source URL and click on **Connect**. The signboard will start playback immediately.

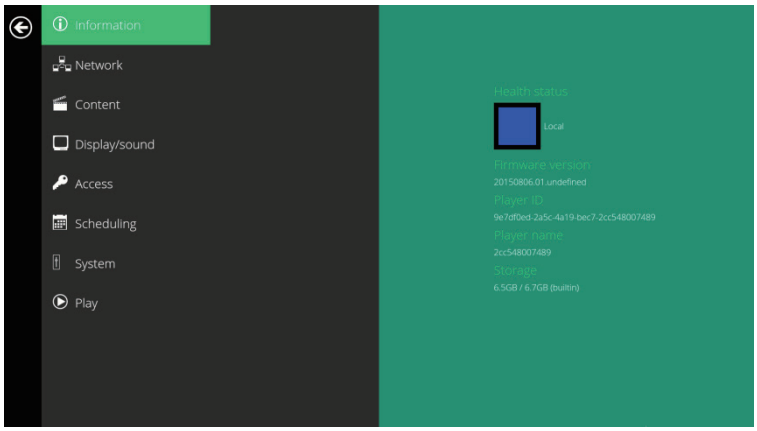
2.6. Player information

From the signboard you can check the basic information including **Health status**, **Firmware version** and **Player ID**.

1. Click **Advanced**, and the advanced configuration menu will be launched.



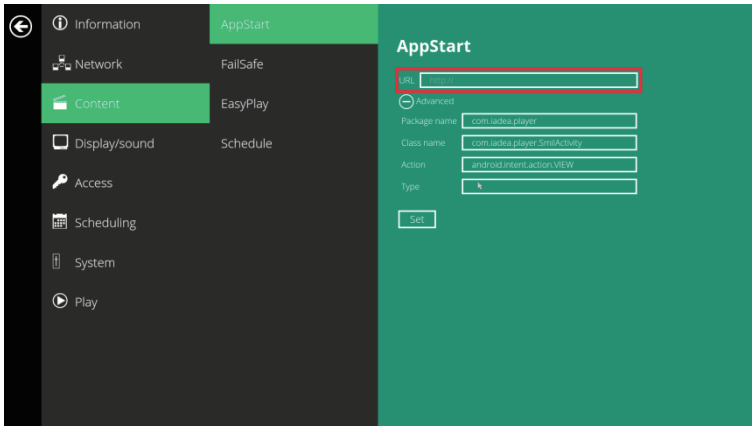
2. Click on **Information** to view **Health Status** definitions:
   Green – Normal > Device connection to the content source URL server is normal.
   Blue – Local > Device is playing content from the USB drive or SD card.
   Gray – Disconnected > Device is disconnected.



2.7. Content configuration – AppStart

User can assign the URL and App after system start up.

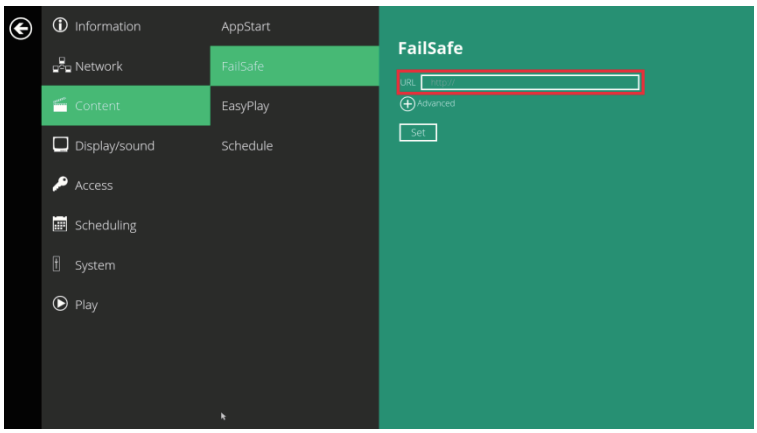
1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **Content**, and then click **AppStart**.
3. Enter the valid URL of HTML/SMIL in AppStart.
4. The Advanced option is used for the 3rd-party App configurations only.



2.8. Content configuration – FailSafe

The URL and APP can also be assigned once the system has failed to play the assigned content.

1. Click on the Advanced button. The advanced configuration menu will be launched.
2. Click on **Content**, and then click on **FailSafe**.
3. Enter the URL of HTML/SMIL/Media RSS in FailSafe.
4. The Advanced option is used for the 3rd-party App configurations only.

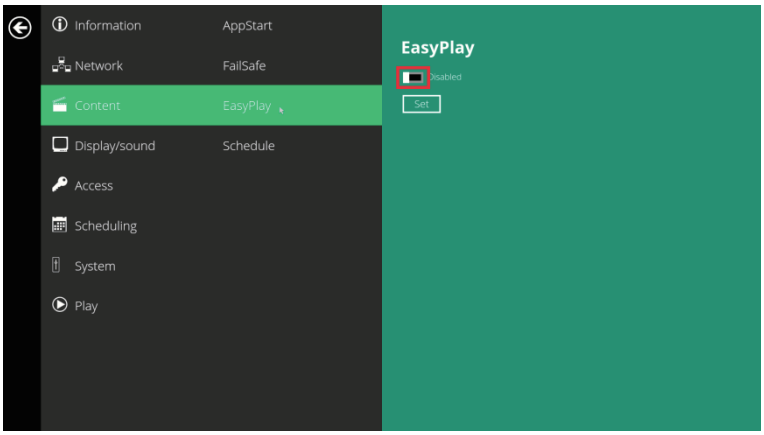


2.9. Content configuration – EasyPlay

The EasyPlay feature allows the signboard to play media contents from the USB flash drive (or SD card) directly.

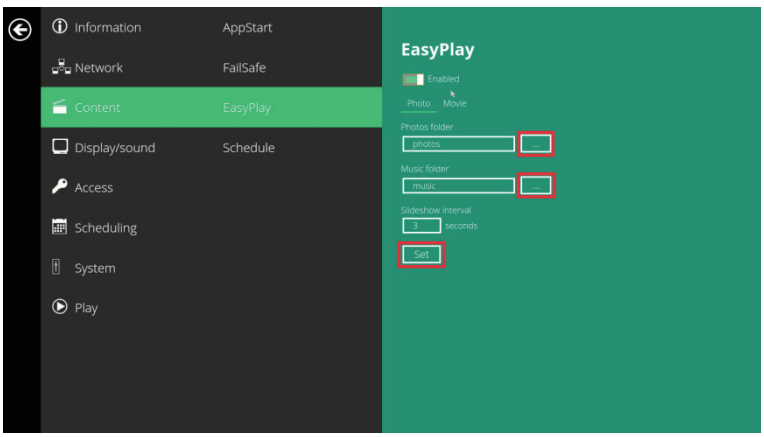
When EasyPlay is enabled, the signboard will play contents from the USB drive (or SD card) only. To play contents from the URL server configured via 'Set content', EasyPlay must be disabled.

1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **Content**, and then click on **EasyPlay**.
3. Click **Disabled/Enabled** button to enable EasyPlay , and choose from 2 available operation modes: **Photo Mode** and **Movie Mode**.



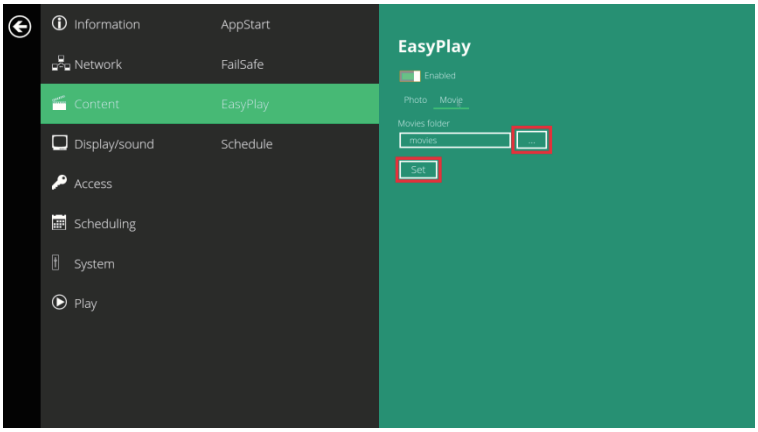
Configuring Photo Mode

4. Click on **Photo** to choose photos and music. Click on the button as marked in red below, and select a photos/music directory from the USB drive.
5. Click on the Set button after selecting a folder.



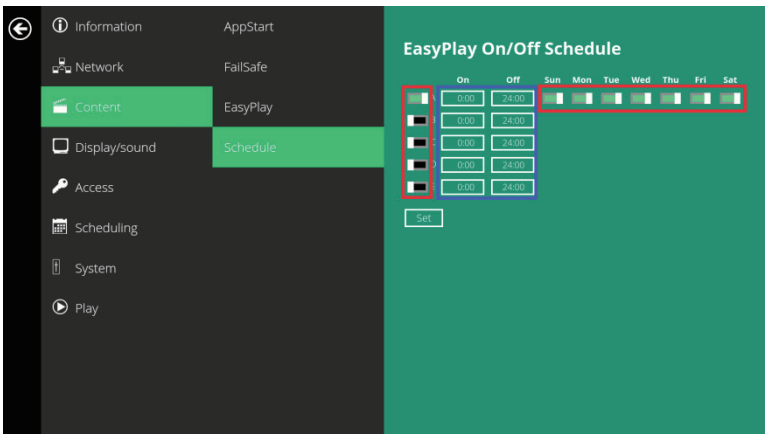
Configuring Movie Mode

1. Click **Movie** to begin choosing movies. Click on the button marked in red below to browse the movie directory from the USB drive.
2. Click on the **Set** button after selecting a folder.
3. The files in the selected folders will be played after clicking on the **Play** button in the **Basic settings** or **Advanced configuration** menus.

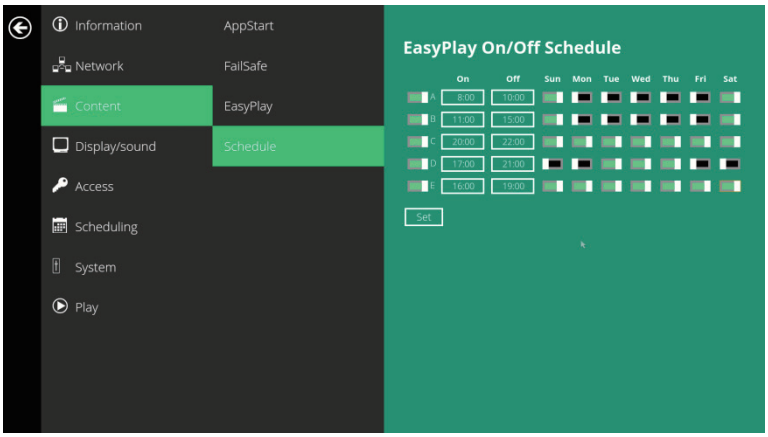


EasyPlay Schedule configuration

1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **Content**, and then click on **Schedule**.
3. Click on the buttons marked in red below to enable/disable the EasyPlay schedule for each time slot.
   Type the scheduled time in the dialogue boxes marked in blue below by using the pop-up keyboard or a USB keyboard.

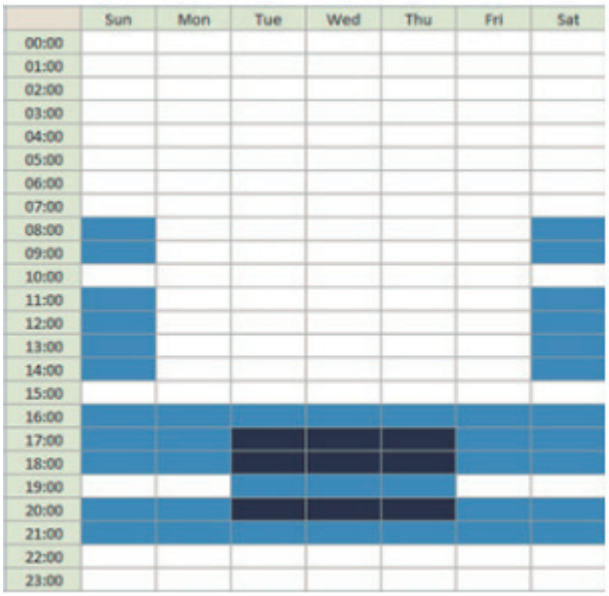


4. The **On** times assigned in time slots A-E are **inclusive**, as seen in the schedule assigned here:



The exact playback time will are depicted by blue time.

Dark blue represents time overlaps between C/D and D/E.



2.10. Display settings

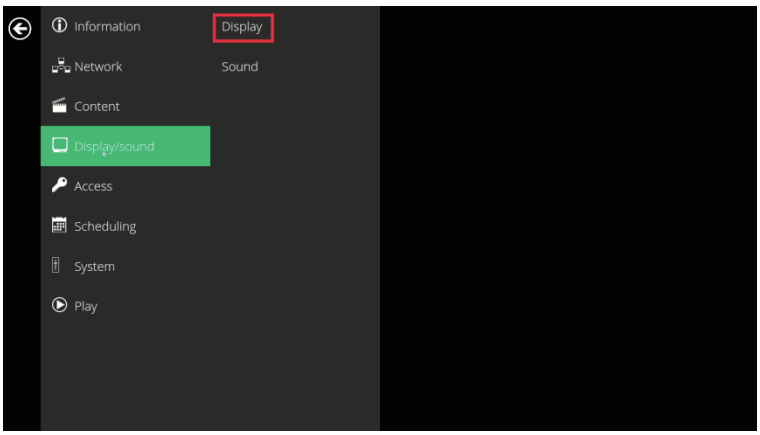
Output Mode

The default output mode is set to **Panel**.

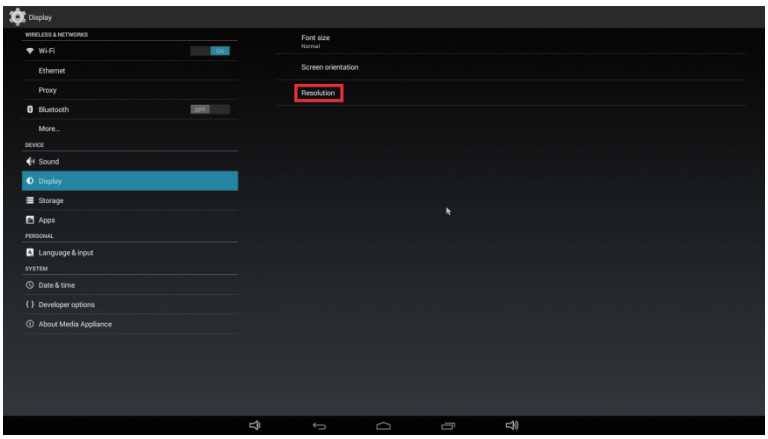
If you are connecting to a monitor via HDMI compatible port, refer to the device specifications for the best matching setting.

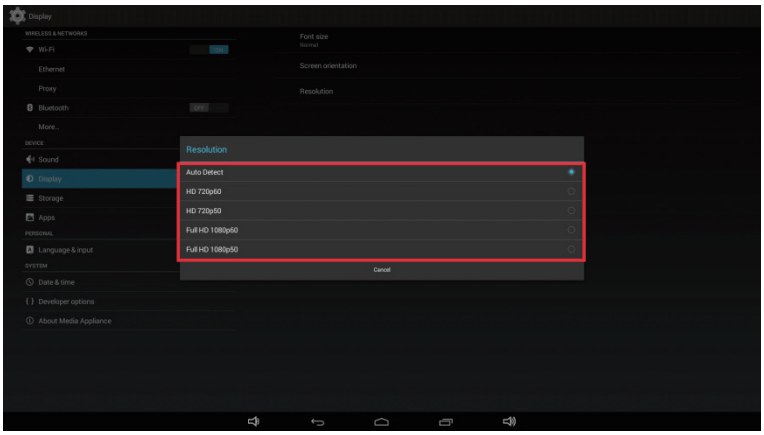
Note: The signboard supports only one output device at a time.

1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **Display/sound**, and then click on **Display**. The Display Settings page will be launched.



3. Select **Resolution** from the popup menu.

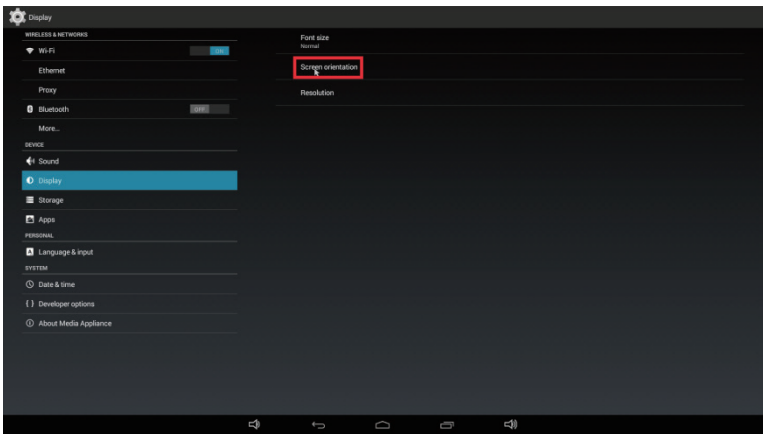




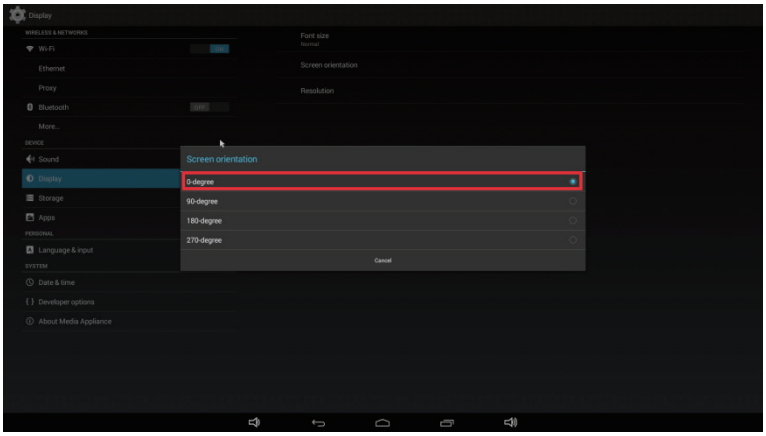
Screen orientation

Screen orientation allows you to set the display to 90/180/270-degree rotation.

1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **Display/sound**, and then click on **Display**. The Display Settings page will be launched.
3. Click on **Screen orientation**, as marked in red below.



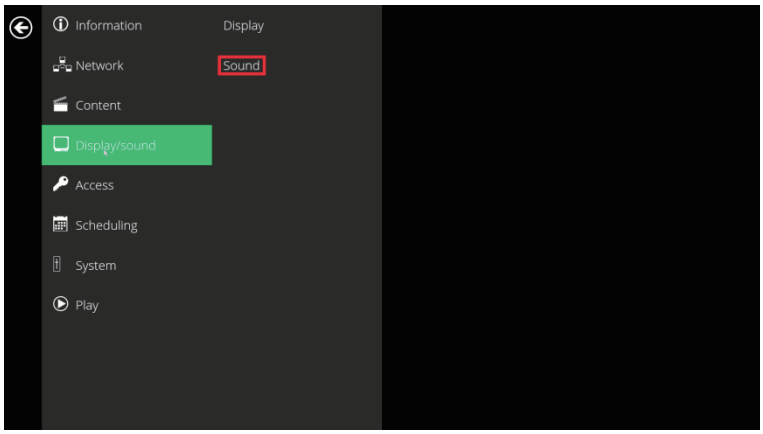
4. Select your preferred angle from the menu.



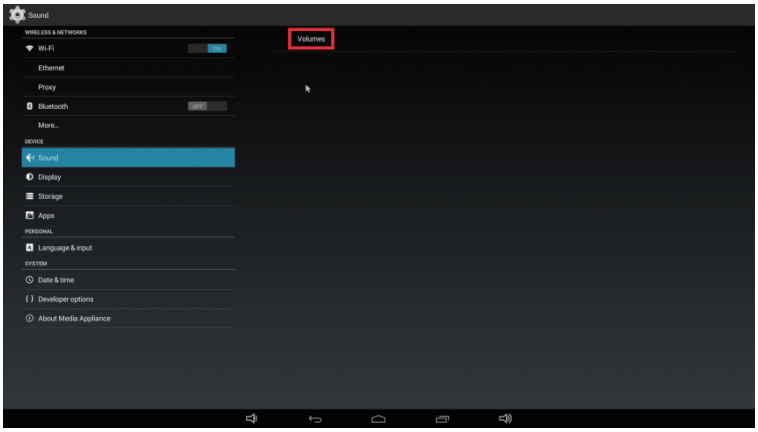
2.11. Sound settings

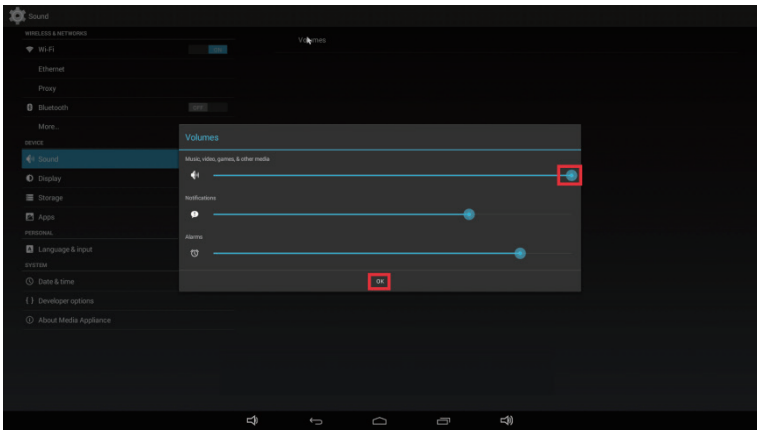
To control the output sound volumes and touch sounds:

1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **Display/sound**, and then click on **Sound**. The Sound Settings page will be launched.



3. Click on **Volumes**, the Volumes settings page will be launched. Drag the blue dots to adjust the volumes for the selected item, and then click **OK** to save the new settings.

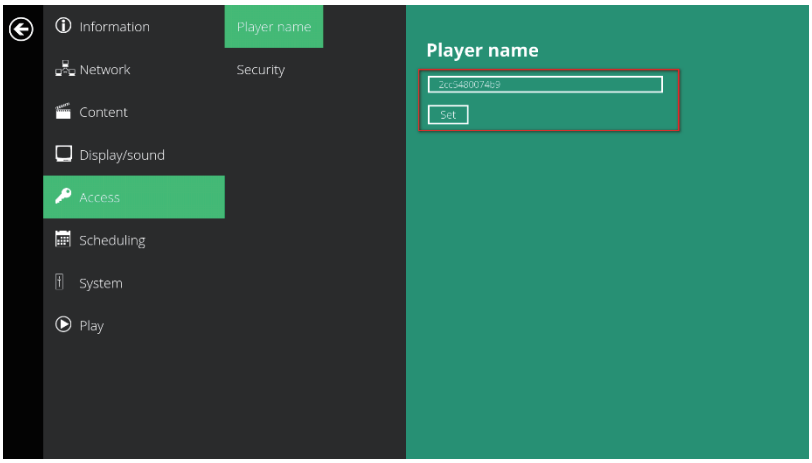




2.12. Access configuration – Player name

The player's name can be specified so the player can be easily recognized in the management software. (Management software support is required).

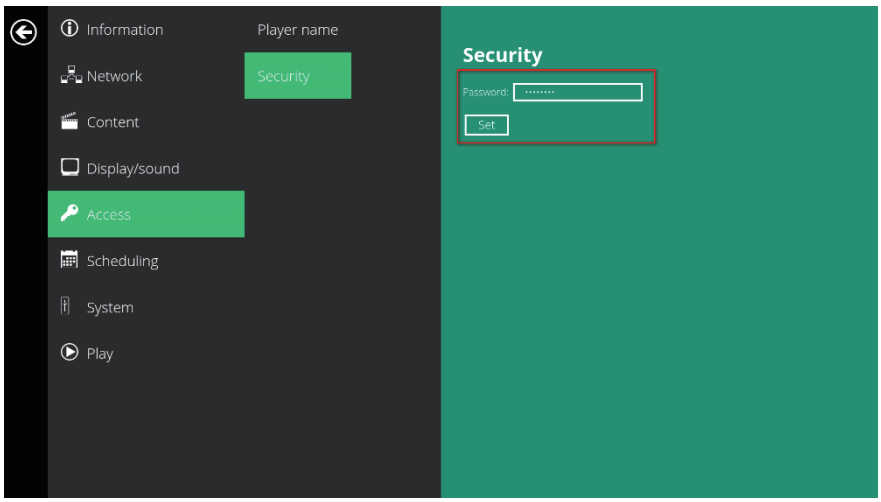
1. Click the **Advanced** button, advanced configuration menu will be launched.
2. Click on **Access**, and click on **Player name**.
3. Input a name for the field and click **Set**.



2.13. Access configuration – Security

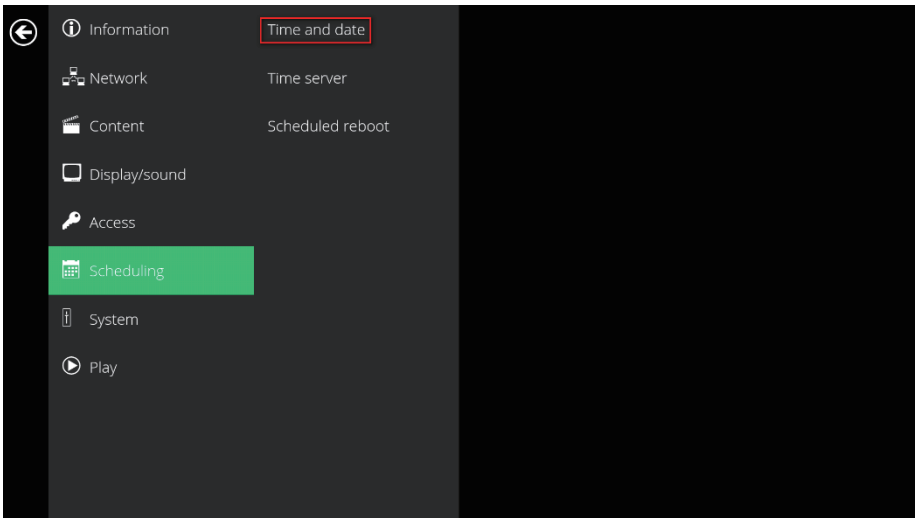
A password can be set to provide authentication for player access. If the password is set, a password prompt will appear if a user is trying to enter the Basic settings menu from playback.

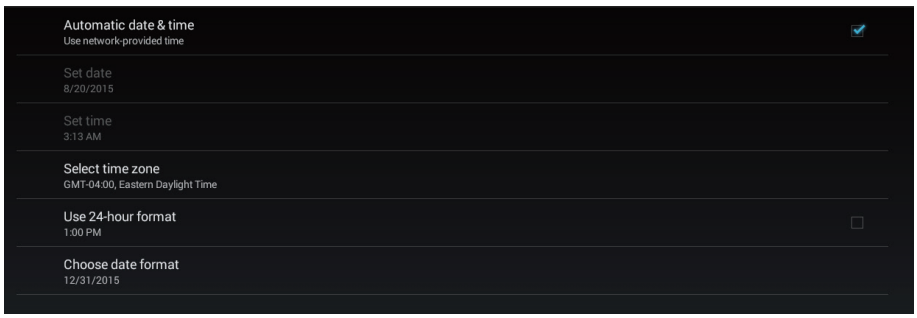
1. Click the **Advanced** button, advanced configuration menu will be launched.
2. Click on **Access**, and click on **Security**.
3. Input a password in the field and click **Set**.



2.14. Schedule configuration – Time and date

The will bring up Date and time configuration panel as shown below, user can set time as auto or manual, set time zone and time format from here.





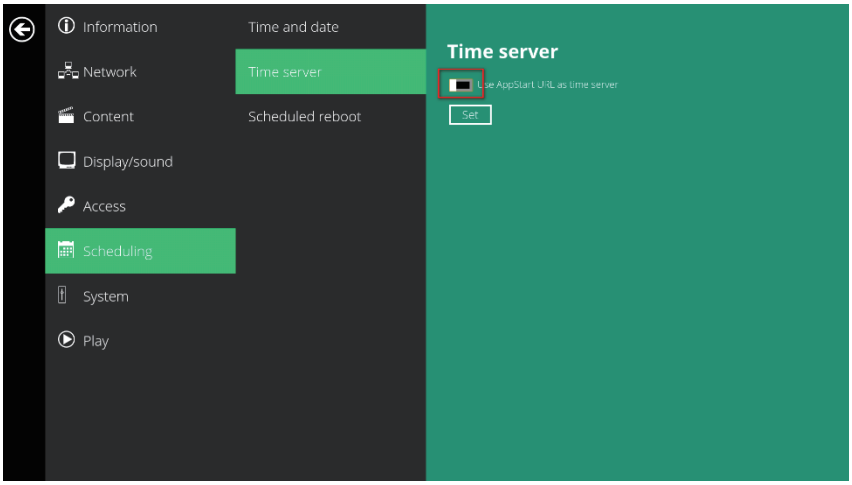
2.15. Schedule configuration – Time Server

The feature allows user to synchronize player's time with the web server where the appStart URL hosted, disabled by default.

When disabled, player synchronize it's time with Android default time server(pool.ntp.org), this requires internet connection.

When enabled, player synchronize it's time with the web server where the appStart URL hosted (based on http response header's time).

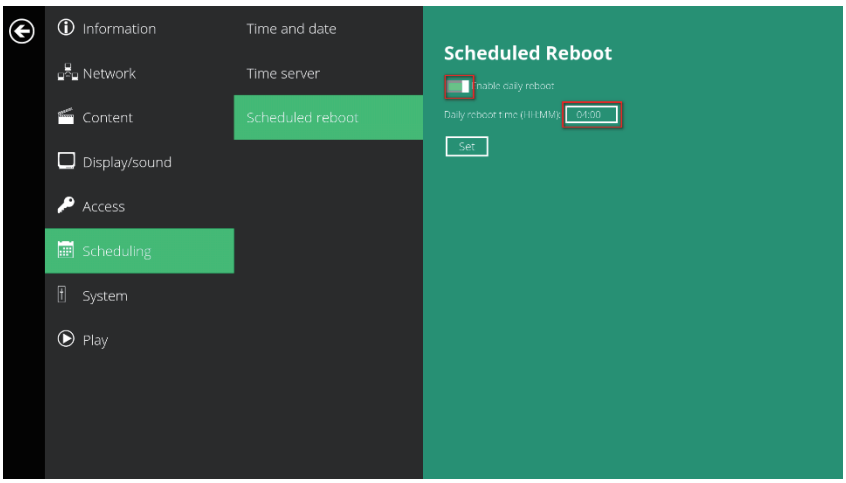
1. Click the **Advanced** button, advanced configuration menu will be launched.
2. Click on Scheduling, and click on Time server.
3. Click the Use AppStart URL as time server button as marked in red below to enable/disable the time server function.
4. Click on Set to save the setting.



2.16. Schedule configuration – Schedule reboot

The feature Scheduled reboot allows the player to reboot on the assigned time automatically every day.

1. Click the **Advanced** button, advanced configuration menu will be launched.
2. Click on **Scheduling**, and click on Scheduled Reboot.
3. Click the Enable daily reboot button as marked in red below to enable/ disable the daily reboot function. Click on the dialogue box to set the time. The value can be inputted with the pop-up keyboard or the USB keyboard.
4. Click on Set to save the setting.

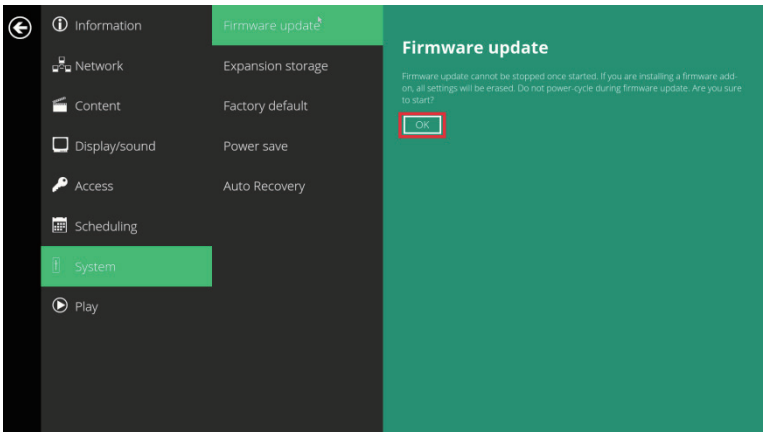


2.17. System configuration - Firmware upgrades

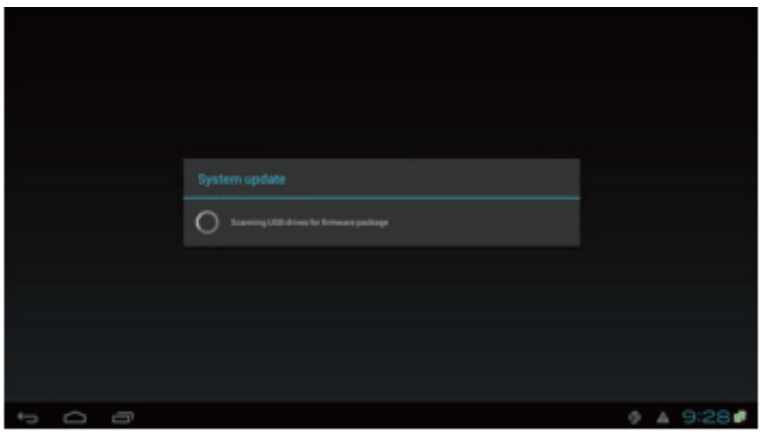
Firmware updates can be performed by using a USB flash drive. Please read the release notes carefully regarding the changes that will be made to your signboard before applying the upgrade.

IMPORTANT: **DO NOT** unplug the USB drive or turn off the signboard while the system is performing a firmware update.

1. Obtain the latest firmware and copy it to the root directory of a USB drive.
2. Plug the power cord into the device.
3. Plug in a USB mouse to the device to enter the Basic settings menu.
4. Click on the **Advanced** button. The advanced configuration menu will be launched.
5. Click on **System**, and then choose **Firmware**.
6. Click on **OK** to start the firmware update process.



7. Plug in the USB drive once the screen reads **Scanning USB drives for firmware package**.

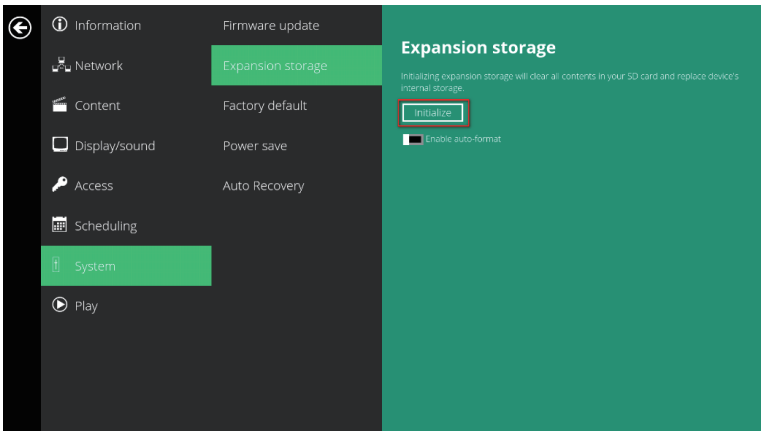


2.18. System configuration – Expansion storage

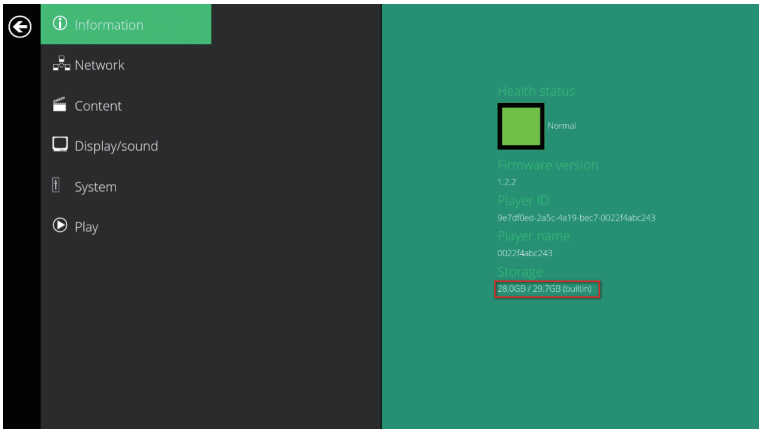
User can add extra Micro SD card to replace its internal storage, please note when internal storage being replaced, player use only the extra Micro SD card as main storage, internal storage will not be used.

Manual Expansion

1. Power off device.
2. Insert Micro SD card and then plug in power cord to power on.
3. In the Basic settings menu, click the Advanced button, advanced configuration menu will be launched.
4. Click on System, click on Expansion storage and click Initialize, player will format Micro SD card then reboot by itself.

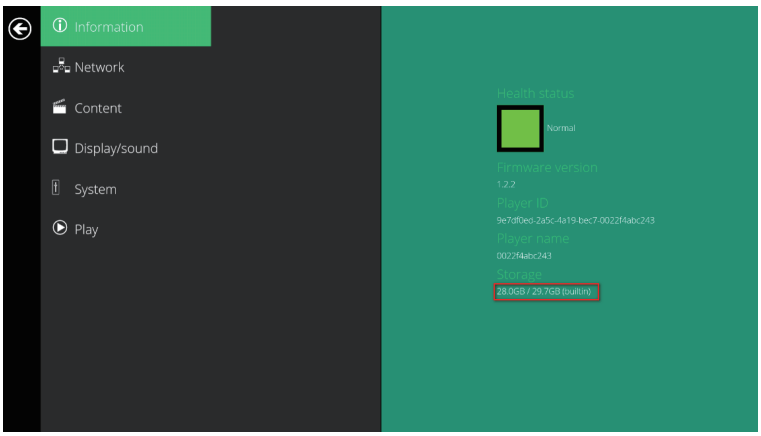


5. After boot up, check player information and new capacity will be displayed.



Auto Expansion

1. In the Basic settings menu, click the Advanced button, advanced configuration menu will be launched.
2. Click on System, click on Expansion storage and enable auto-format.

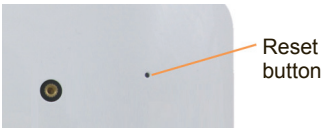


3. Power off device.
4. Insert Micro SD card and then plug in power cord to power on.
5. After boot up, check player information and new capacity will be displayed.

2.19. System configuration - Factory reset

If you forget your preset system password, you must reset the system to regain access to the signboard.

Using the reset button

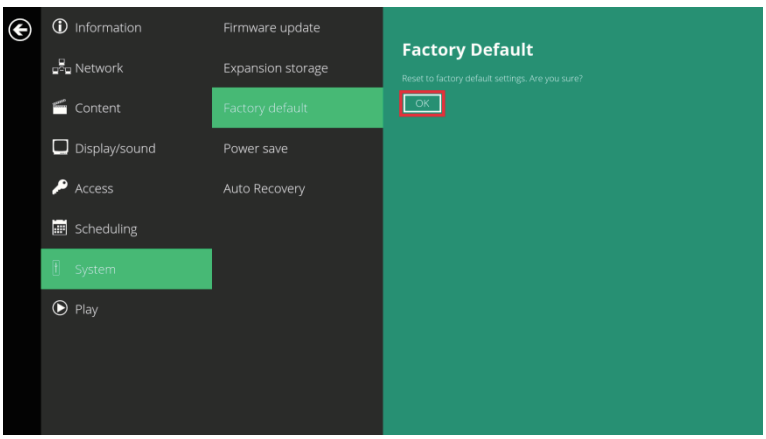


1. Press and hold the reset button with a pen tip.
2. Reconnect the power cord.
3. Wait for 16 seconds or until the status LED flashes.
4. Release the reset button and wait for system to initialize.

Using a USB mouse

System reset will re-initialize the system, clear passwords, and return settings to their default values. Then, perform the following steps:

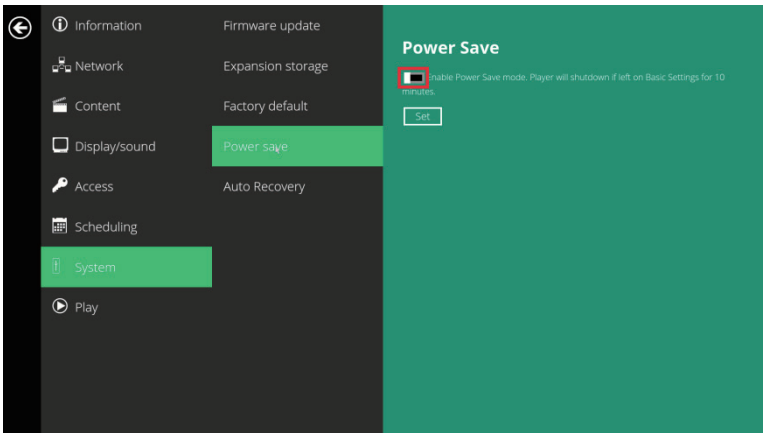
1. Connect a USB mouse.
2. Click on the **Advanced** button. The advanced configuration menu will be launched.
3. Click on **System** configuration, and then choose **Factory default**.
4. Click on **OK** button to reset to factory default.



2.20. System configuration – Power save

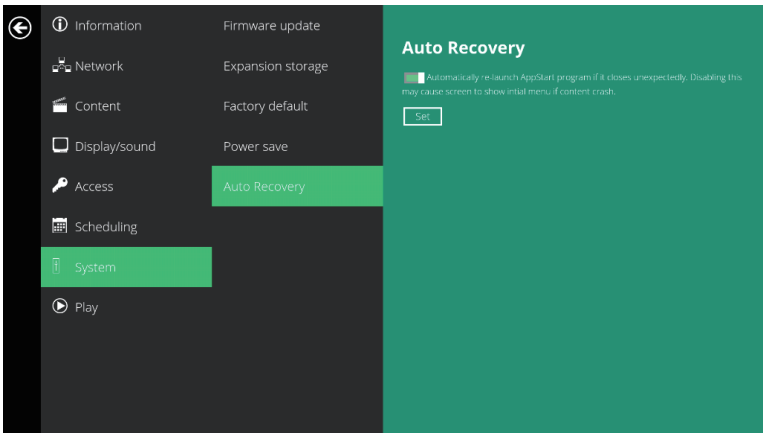
Power save allows the signboard to power off automatically from the Basic settings page if no actions occur after 10 minutes.

1. Click on the **Advanced** button. The advanced configuration menu will be launched.
2. Click on **System**, and then click on **Power save**.



2.21. System configuration – Auto Recovery

The Auto Recovery feature is designed to automatically re-launch appStart program if it closes unexpectedly, disabling this feature may cause screen to show initial menu if content crash.



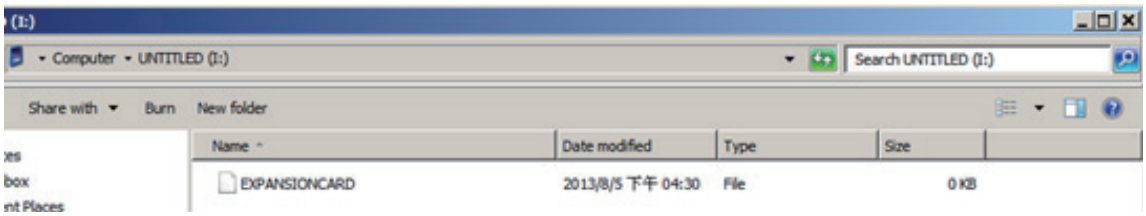
2.22. System configuration – CEC

The CEC feature is designed to control the display power ON/OFF via HDMI cable.

2.23. System configuration – Expand Storage by using micro SD card

The device allows for an external micro SD card to replace the built-in SD card for users who need larger storage space.

1. Take a micro SD card, format clean as **FAT16/32**.
2. In the root directory of the card, create a file named **EXPANSIONCARD** (case insensitive).
3. Insert the micro SD card into the player, lock it with the provided micro SD card lock clip, and then do a power cycle.
4. The device will now have an expanded storage capacity.



2.24. Disclaimer

Image Persistence Disclaimer

Please note that when an image is displayed on screen for prolonged periods of time, you may see a faint image even after it's replaced. This is expected behavior for displays.

You can prevent image persistence by changing the content to make sure that a static image does not stay on the display for long periods of time.

3. Content Management

The device is designed to work with 3rd party management solutions. Please refer to the printed guide for related set up instructions.

4. Authoring in HTML5

A major advancement in the media appliance is the ability to playback HTML5 content which can contain dynamic information.

5. Working with SMIL

The device uses open communications protocols for content presentation and playback control. SMIL-compliance means predictable results across multiple devices, and SMIL's non-proprietary nature means that your investments are never obsolete.

5.1. Introduction

Using SMIL (pronounced "smile"), the language created by W3C for multimedia communications, the media player understands the language "spoken" by professional tools from companies such as Adobe, Apple, Microsoft, and Real Networks. What this means is quicker, easier, and better integration of your players into your digital signage networks, opening up avenues of software controls and realizing the full potential of your player hardware down the road.

5.2. www.a-smil.org for developers

The media player operating system utilizes W3C SMIL as the underlying scripting language, which lends well to customization to your project management needs. For resources, downloads, and community support, please visit www.a-smil.org.

6. Technical Data

6.1. Specifications

Video format support	POPAI Screen Media Standards S6 (MPEG-1 SIF, 3Mbps CBR) S7 (MPEG-1 480p, 10Mbps CBR) S8 (MPEG-1 720p, 15Mbps CBR) S9 (MPEG-2 480p, 6Mbps CBR) S10 (MPEG-2 720p, 12Mbps CBR) S11 (MPEG-4 AVC, 480p, 6Mbps CBR) S12 (MPEG-4 AVC, 720p, 10Mbps CBR) E4 (VC-1/WMV9, MP@ML, 720p) E7 (MPEG-4 ASP, 480p, 10Mbps CBR) E8 (MPEG-4 AVC, 1080p, 10Mbps CBR)
Image format support	POPAI Screen Media Standards S1 (JPEG 480p baseline) S2 (JPEG 720p baseline) S3 (JPEG 1080p baseline) E1 (PNG 24bpp+alpha, 480p) E2 (PNG 24bpp+alpha, 720p) E3 (PNG 24bpp+alpha, 1080p)
Audio codec support	POPAI Screen Media Standards S4 (MPEG L2 audio) S5 (MP3 audio, 320Kbps)
Dynamic content	W3C HTML5 (HTML, CSS, JavaScript) W3C SMIL 3.0 instructions (sub-set)
Hardware	10.1” IPS panel 10 points multi-touch (EP1042T only) Programming LED bar x 2 (EP1042T only) 300 nits maximum brightness 1280x800 panel resolution Viewing angle(H/V): 170/170 Built-in speaker 1W x 2

Physical I/O connectors	3.5mm analog stereo audio out port HDMI output port USB 2.0 x 2 RJ45 Ethernet port Micro SD card slot DC in Micro USB for ADB reserved expansion port
Local storage	8 GB eMMC (up to 6 hrs of typical 720p video @ 3 Mbps)
Accessories	AC Adapter Power plug x 1 (US/EU/EU/UK) Power and Micro SD card brackets Display stand Hardware Quick Start Guide Software Quick Start Guide Documentation CD (UG, QSG, Signage Manager software)
Power requirement	12V 1.5A DC 802.3af compliance PoE, power over Ethernet (EP1042T only)
Power consumption*	13.5 W
Environmental	Operating temperature: 0 – 45° C / 32 – 113° F Storage Humidity: 10 – 85% @ 40° C / 104° F non-condensing
Dimensions	269.88 x 28.5 x 170.77 mm (10.63 x 1.12 x 6.72 in.)
Weight	0.727kg 1.5lbs
Safety & Certifications	FCC, cTUVus, Mexico COC, ICES-003, COFETEL

7. Troubleshooting

What video format can I play?

Video files encoded in MPEG-4 AVC up to 1920x1080 resolutions and 10Mbps bitrates should play perfectly. If a certain video is not played as scheduled, or if it plays poorly, please search the support site for “transcode” instructions.

The signboard is placed near my Wi-Fi access point, yet the connection is unreliable.

Wi-Fi appliances in general should be placed 10 feet (3 meters) from the Wi-Fi access point for reliable operation. Try relocating the access point further away from the signboards to improve connection.

What can I do about the gap between video and video?

Video gaps (blank screen) occur before and after each video are played. To minimize the gap, avoid back to back video programming by scheduling an image between each video.

If both Ethernet & WiFi are connected, which one will take precedence?

If both connections are available, WiFi will be used.

What is the maximum file size for a single video file?

The maximum video file size for the NMP580-W is 2GB. We recommend reserving a safety margin to avoid exceeding the limit (i.e. limiting files to 1850MB).

What should I do if I forgot my password?

In this case, please perform a factory reset.

Use the S/W RESET button located at the back of the signboard to restore factory settings. This will also clear the signboard’s password.

How do I manage the playback of contents?

The media appliance is designed to be interoperable with leading 3rd party management software solutions or via SMIL open standard commands.

Could the signboard display Flash or Microsoft PowerPoint presentations?

The signboard features limited PowerPoint support, but not Flash support.

While PCs can play many formats with varying degrees of success, RISC-based signboard are designed to reliably play specific video formats (Please see spec for details). While Microsoft PowerPoint native files could not play directly on a RISC-based signboard, the file is converted through other software (i.e. Adfotain Manager Express) into an image format to be played as an image slideshow.

Why won't some media files play properly?

The video data bit-rate used may have exceeded the recommended bit rate.

The video data bit-rate is the amount of video or audio data used per second to store or play the contents, usually expressed in Mbps (mega-bits per second). Video encoded with excessive bit-rates will not playback smoothly in the media signboard, likely due to storage I/O bottleneck.

Some JPEG images cannot be played in the signboard.

Progressive JPEG are not supported. Please convert to baseline JPEG for maximum compatibility.

JPEG images can be either of 2 types: baseline or progressive compression. Baseline JPEG offers greatest compatibility, while progressive JPEGs are suitable for web site images. Progressive images are downloaded and displayed "progressively," being rendered more clearly as more data is received over the internet. Progressive images are primarily supported on PCs. For media appliances, make sure to save images as baseline JPEG in your photo editor, or resave them as baseline JPEGs using free tools such as IrfanView (http://www.irfanview.com/).

The signboard is not playing. What should I do?

Play list errors and scheduling issues are two major causes of playback problems. To determine if the problem is caused by a bad play list, just delete the play list and restart signboard. The signboard should loop through all media files, indicating a fault with the play list.

If the playback is scheduled to play at specific time, check to see if the device is set to the right time zone on the world clock. When nothing seems wrong, the time zone setting is often the reason the program is not played.

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 (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533	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 (Argentina)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Mexico)	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			
Latin America (Peru)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Macau	www.hk.viewsonic.com	T= 853 2870 0303	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & 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 (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530	service.us@viewsonic.com

Limited Warranty

VIEWSONIC Network Media Player

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.** Repair or attempted repair by anyone not authorized by ViewSonic.
   - **c.** Causes external to the product, such as electric 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.

How to get service:

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

Limitation of implied warranties:

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

Exclusion of damages:

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

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.

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