ViewSonic®

PJ-vTouch-10S
Projector Interactive Kits
User Guide

Model No. VS16519

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 !

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Compliance Information

Please read before proceeding

- Use only the batteries and power adapter provided by the manufacturer. The use of unauthorized accessories may void your warranty.
- Do not store your device in temperatures higher than 50°C (122°F).
- The operating temperature for this device is from 0°C (32°F) to 35°C (95°F).

FCC Notice

The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC ID: GSS-VS15180 on the product label.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. This mobiledevice 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 frequencyenergy and, if not installed and used in accordance with the instructions, may cause harmful interferenceto 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.

Changes or modifications not expressly approved by the party responsible for compliance could void theuser's authority to operate the equipment.The antenna(s) used for this transmitter must not be colocated or operating in conjunction with any otherantenna or transmitter.

The device was tested and complies to measurement standards and procedures specified in FCC OET Bulletin 65, Supplement C

FCC SAR Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CE Conformity for European Countries

The device complies with the EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU, R&TTE Directive 1999/5/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 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.

European Union Regulatory Conformance

The equipment complies with the RF Exposure Requirement 1999/519/EC, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0-300 GHz). This equipment meets the following conformance standards: EN301489-1, EN301489-17, EN55022/24, EN60950-1, EN300328, EN301893.

We, hereby, declare that this Wi-Fi radio is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

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 ($\leqq$500 mm): maximum 3.5 mg per lamp.
   (2) Medium length ($>$500 mm and $\leqq$1,500 mm): maximum 5 mg per lamp.
   (3) Long length ($>$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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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.

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/eu/support/call-desk/

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

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Packaged Items

Make sure your box contains everything listed. If any pieces are missing, contact your dealer.

- Camera unit x 1
- Laser Module unit x1
- Adapter
- Quick start Guidel x 1
- Screw (T3 x 15) x 2
- Stylus pen x 2
- USB cable x 1 (For charging the stylus pen)
- Mini USB cable (5 m) x 1 (For connecting the computer with the camera unit)
- Y Cabel
- Sync Cabel
- Installation disc
- 3M double-sided molding tape
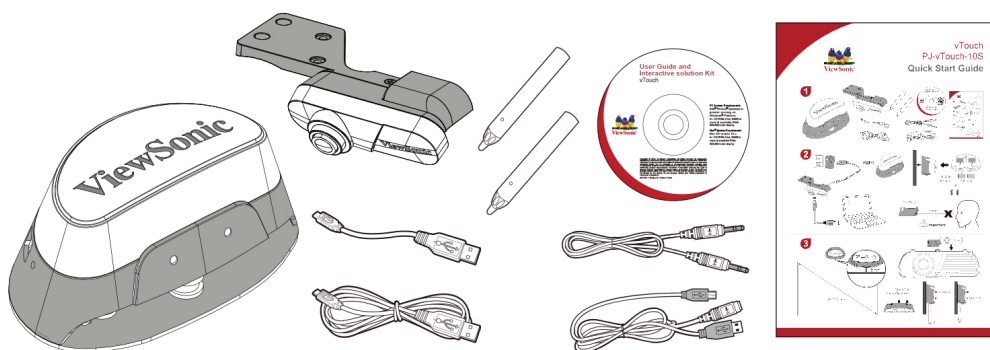
Notes:

- Download the driver and the calibration software from our website to install them on the computer. URL:
- Drawing software is required to use the interactive white board function.
  Get commercially available drawing software.

Part names of the supplied stylus pen

Tip   LED indicator

Charging jack (Mini USB)
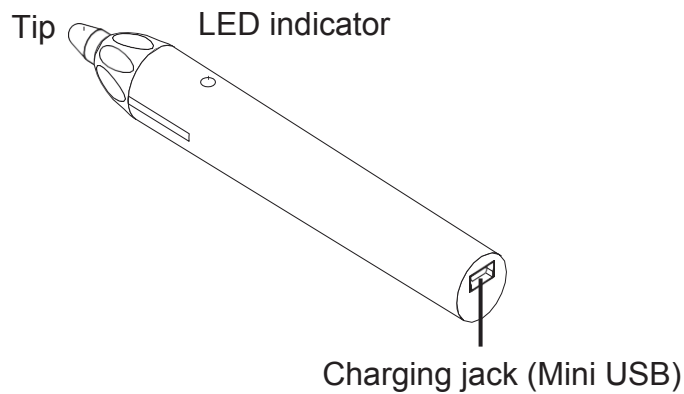
Charging Stylus

Please use the Stylus charging cable and connect the charging jack of Stylus to a USB port on a computer and Stylus will start charging; it takes approximately 3 minutes to charge Stylus.
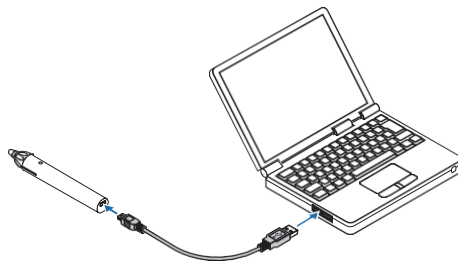
- Press the tip of Stylus and the LED indicator will turn red. This means that Stylus charging is completed. When the LED indicator on Stylus does not light up, please follow the steps described above to charge Stylus again.

Notes for using Stylus

- Please do not use Stylus improperly, including dropping, banging or disassembling Stylus.
- If Stylus comes in contact with water or any other type of liquid, please wipe it dry immediately and keep it dry.
- Avoid high temperature and humidity.

Setup Procedure

Setup Flow

- Mount the camera onto the projector.
- Connect the projector to the computer.
- Turn on the power of the projector and adjust its position and focus of the projection.
- Connect the computer and camera using the USB cable.
- Laser Module installation
- Install the driver and calibration software on the computer and perform calibration.

1. **Mounting the camera onto the projector.**

   - Prepare a screwdriver and take 2 M4x8 screws from the included accessories, lock the camera onto the projector.
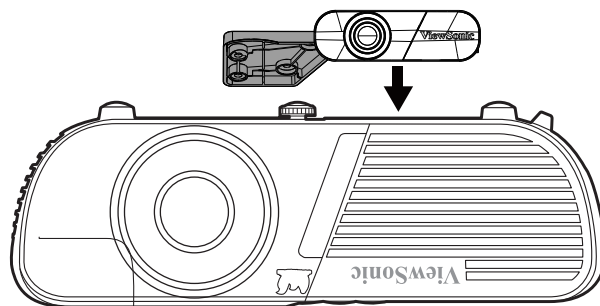
2. **Connecting the projector to the computer**

   Connect the projector to the computer using a VGA or HDMI cable.

   Turn on the power of the projector and just its position and focus, please refer to the user manual of the projector for the adjustment method.

3. **Connecting the computer and camera.**

   Please take out the Mini USB cable (5 m), insert the Mini USB terminal to the camera, and the other end USB (Type A) to the USB port of the computer.
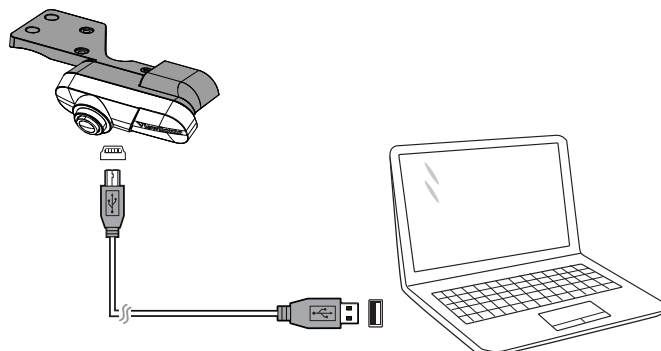
4. Laser Module installation

Please install the module approximately 3 centimeters above the center of the projected image. This product is equipped with magnets allowing it to attach to whiteboards directly. If the module needs to be installed at a location where magnets cannot attach to, it can be fixed in place using the 3M double-sided molding tape or screws.

3 cm

80~100 inch
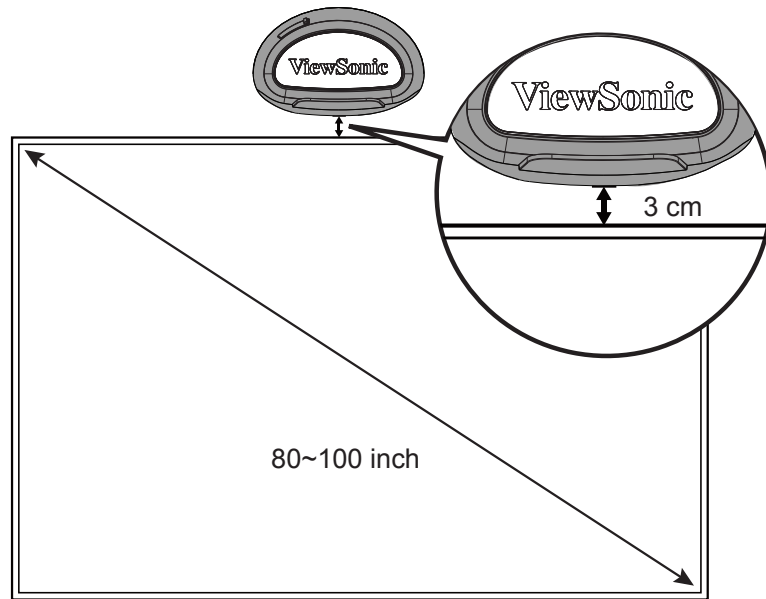
Note: The recommended height for the laser module installation is less than 2 meters.

5. Y Cable connection:

A. Please connect the Y Cable to the adapter
B. Connect the other end to the laser module (Micro USB)
C. Use the Sync Cable to connect the Y cable and camera

A

B

C
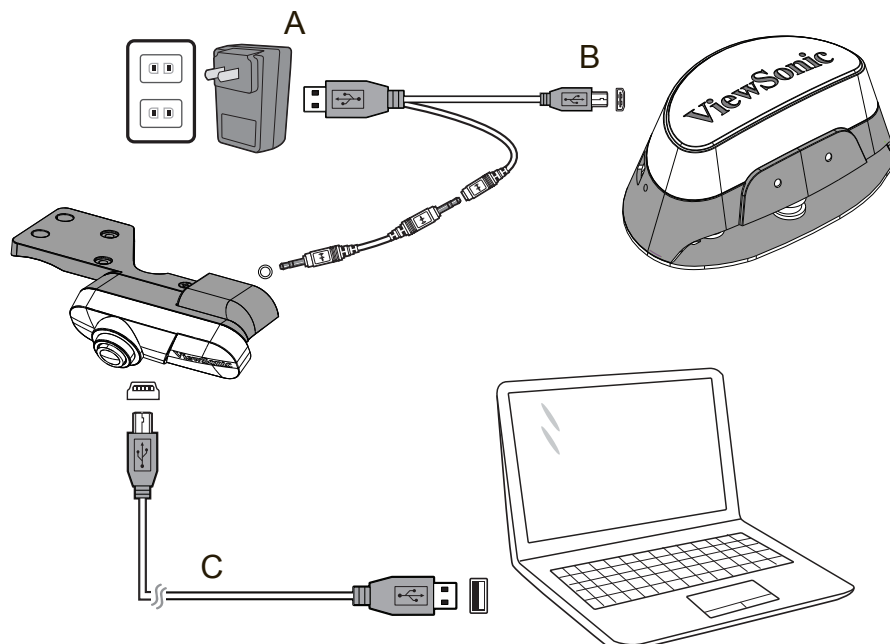
6. The laser module must be installed for the finger touch control function, and the laser light must be adjusted parallel to the surface of the screen. Please perform adjustments according to the steps below:

6.1 Open the top cover of the **Laser Module** and press the **Red Laser switch**; a levelled laser beam will appear used to calibrate the flatness of the **Laser Module** and whiteboard.

Gears For Laser Alignment

Gears A

Gears B
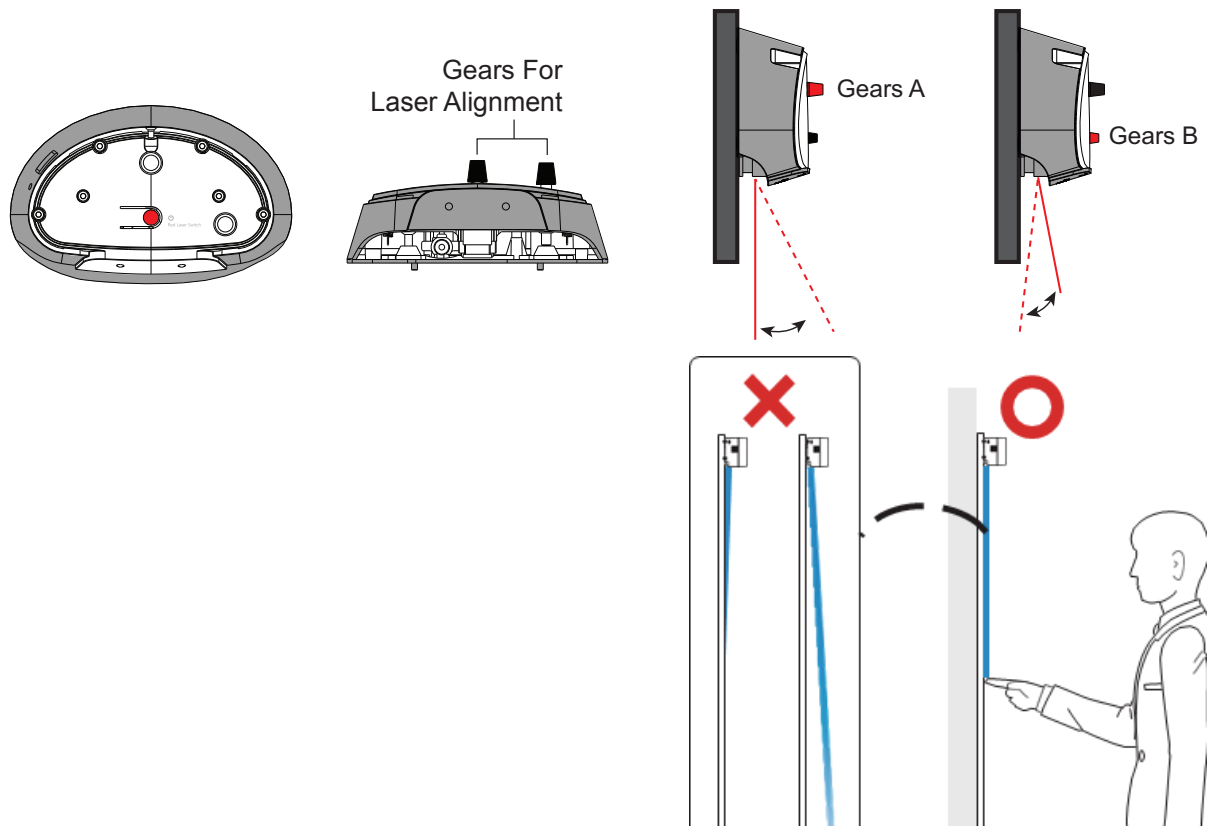
6.2   Red Laser flatness calibration steps:

6.2.1   Adjust Gear B; make the distance between the two points b / c in the image below and the whiteboard parallel.

6.2.2   Adjust Gear A, check and make sure that the distance between the two points b / c and the whiteboard is 6±1.5mm.

6.2.3   Check and make sure that the distance between the three points a / b / c and the whiteboard is approximately 6±1.5mm.

6.2.4   Calibration complete; press the red laser switch to turn off the red laser.
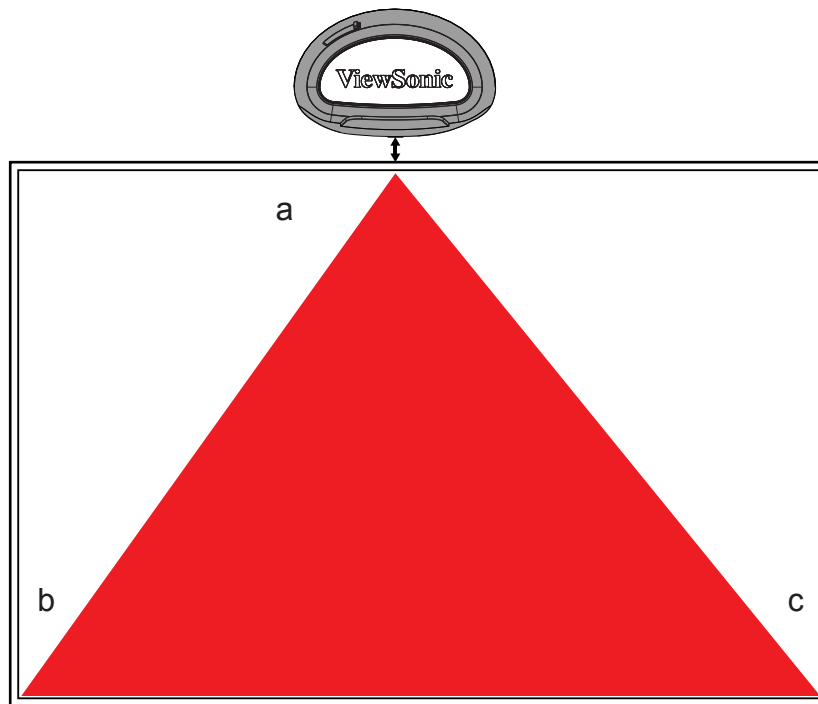
Operating Environment / EyeRIS

Supported OSs are as follows

Windows 7, Windows 8/8.1 and above

- For starting up the software, Microsoft .NET Framework 4 or later is required. Download the Microsoft .NET Framework from the website of Microsoft and install it onto the computer.

About trademarks

Microsoft, Windows, .NET Framework are either registered trademarks or trademarks of Microsoft Corporation in the U.S. or other countries.

Setup Procedure

Perform setup operations in below steps:

Install the software onto the computer

↓

Startup the software

↓

Perform calibration
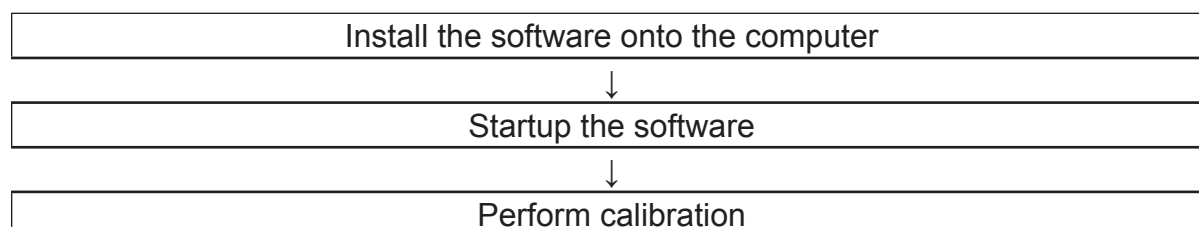
Install the Software onto the Computer

IMPORTANT

- When installing / uninstalling the software, you must log on the computer with Administrator's privileges.
- Before starting to install the software, quit all application software in running. If other application software is remained in running, installation may not be completed properly.
- If the displayed language on your OS is not one of correspondent languages for this software, all indications are displayed in English.
- In case the software in old version has been installed on the computer, make sure to uninstall the software in old version first and then start to install one in the latest version

1. **Download the software**

   Access to our projector support page in our website with the below URL: HTTP://www.viewsonic.com/support/

   Find the software for the IWB Setup Software, EyeRIS, download and install it onto the computer according to the displayed instructions.

2. **Double click [EyeRIS_3.0.6.21_20160517_ViewSonic.msi]**

   The Setup window is displayed.

3. **Click [Next>].**

   Displays the Terms of Use screen.
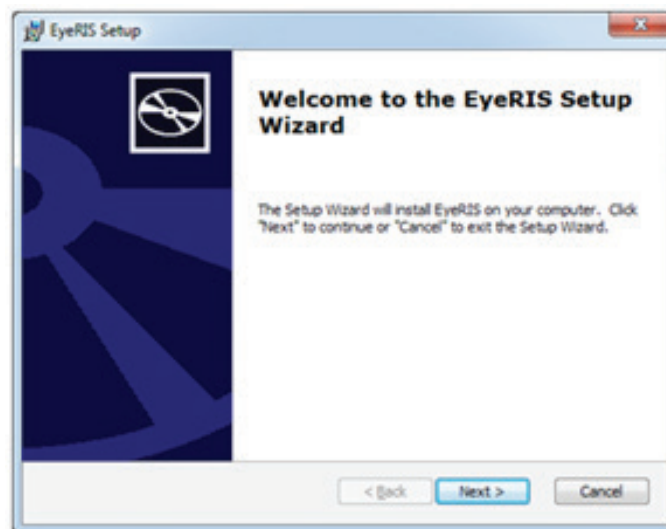
4. **Select "I accept the terms in the License Agreement" and click "Next>"Displays the selection screen of the installation destination folder.**
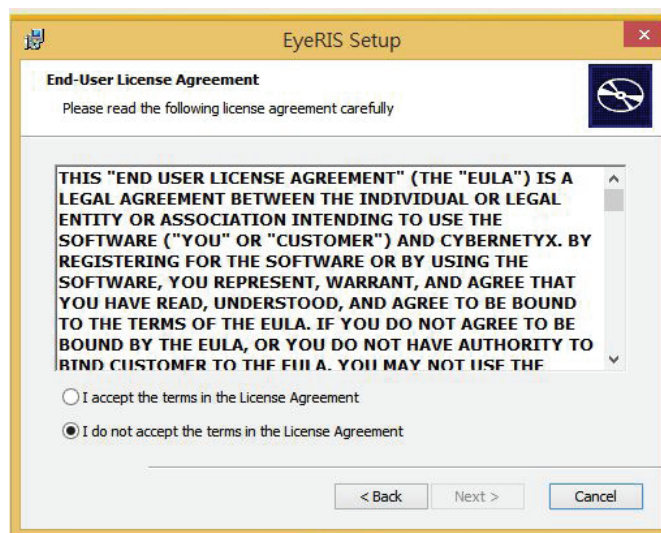
5. Click [Next>].

After that, follow the displayed instructions to complete installation.
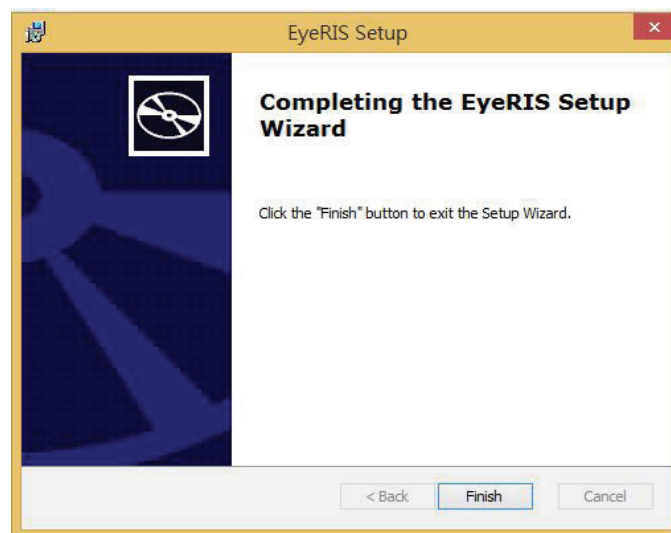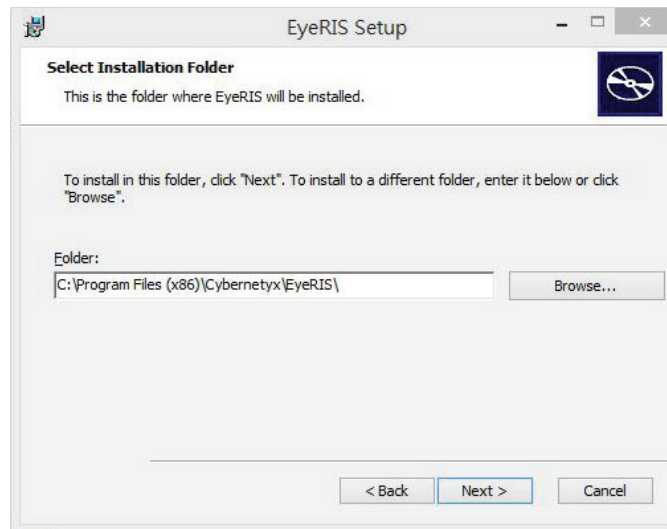
When the installation is complete,EyeRIS and SensorViewer icon is added to the desktop.
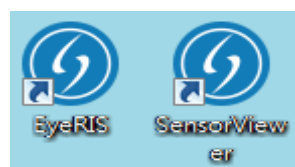
How to uninstall the software

1. **Click [Control Panel] in the start menu, and double-click [Add or Remove Programs].**

2. **Right-click [EyeRIS] and click [Uninstall] in the list.**

   After that, follow the displayed instructions to complete uninstallation.
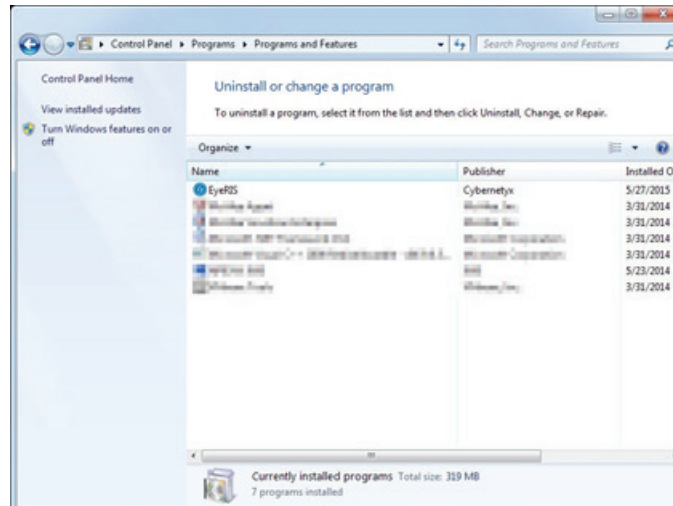
3. **When uninstallation is completed properly, reboot the computer.**

Startup the Software

Preparation:

- First of all, perform setup according to the user's manual supplied with the projector or the installation manual supplied with the Interactive White Board Kit or the Touch Module.
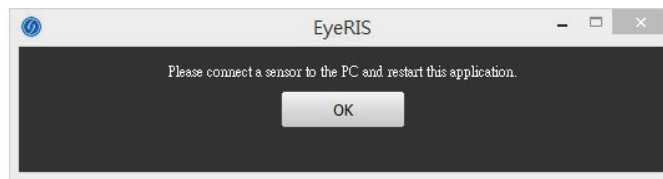
- If the computer and the camera unit are not connected by a USB cable, the message at right would be displayed on and the software would not be started up.

1. **Double click the EyeRIS icon on the desktop.**

   Driver installation message is displayed on.
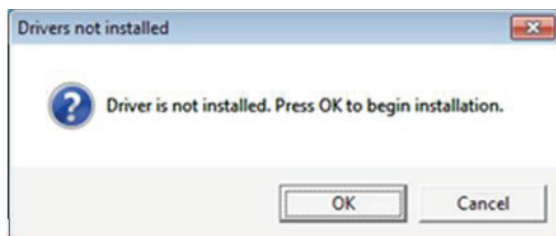
   Click "OK" and follow the displayed instructions for the sequel operations.

   When driver installation is completed properly, EyeRIS Setup Software is automatically launched and ![icon] icon is created in the task tray. Clicking this icon, EyeRIS setup menu is displayed on the screen.

Calibration Menu Display

Indicate status of the stylus pen or the finger touch operation.

[Calibrated] The stylus pen or the finger touch operation is ready to use

[Not calibrated] Cannot use the stylus pen or the finger touch operation because calibration is not performed, or the trouble shooting is displayed on

Indicate connection status of the camera unit and the computer

Close EyeRIS Setup Menu.
* The software will continue to run.

It will be displayed when you detect your software update. Click here to update the software.

Switch to the troubleshooting screen

Perform automatic calibration

Exit EyeRIS

Perform calibration of the Touch Module and adjustment by the adjustment dials A and B.

Perform manual calibration

Select the "Stylus" when you use the

stylus pen. Select the "Finger" when you use the

Touch Module.

Select [SINGLE POINTER] for operation as a mouse.

Select [MULTI POINTER] as tapping operation to a tablet

EyeRIS 3.0

connected (1) Not Calibrated

Calibration   v3.0.4.193

Start Manual   Start Automatic   Align Finger Touch Module

Stylus   Finger

Single Pointer   Multi Pointer

EyeRIS

connected (1) calibrated

Troubleshooting

Pause Calibration   Calibration Reset

Run on system startup   Open TroubleShoot Document (html)

Stress Mode   Disable CPU Idle

Activate the Stylus on the interactive surface (charge Stylus if required) to see a signal.

To active this checkbox of "disable CPU Idle".
(for version EyeRIS_3.1.7.0 only)

Performing Calibration

Before starting to use the stylus pen or the Touch Module, make sure to perform calibration in order to make the computer to recognize exact position touched by the stylus pen or a finger.

Start Manual	Automatically calibrate the stylus pen position. Recommend this when simple calibration is preferred.
Start Automatic	Manually calibrate the stylus pen position. Recommend this for installing the projector permanently or when precise calibration is preferred.
Align Finger Touch Module	Before starting to use the Touch Module, perform calibration and adjustment by the Gears A/B on the Touch Module for the touch operation.

Note: It may require to perform calibration again when resolution of the connected computer is changed or the input signal transmission is interrupted temporarily.

Perform Calibration Automatically [Automatic Calibration]

Click the [Start Automatic] button on the displayed calibration menu.

Projected image on the screen will be switched to the Automatic Calibration Screen

After five to eight seconds, calibration will be completed and the screen will return to display the projected image.

Note:

- If the message in below is displayed on the screen, refer to the Troubleshooting and check if the screen is installed within the recognition area of the camera and if the camera and the screen get influence of external light.
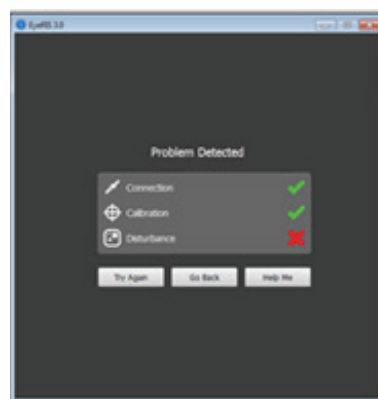
Perform Calibration Manually [Manual Calibration]

1. **Click [Start Manual] button on the displayed calibration menu.**

    Projected image on the screen is switched to the Manual Calibration Screen and red dot is indicated at the top left on the screen.

2. **Press the center of the red dot with the stylus pen.**

    The red dot is indicated at 25 points in order on the screen.
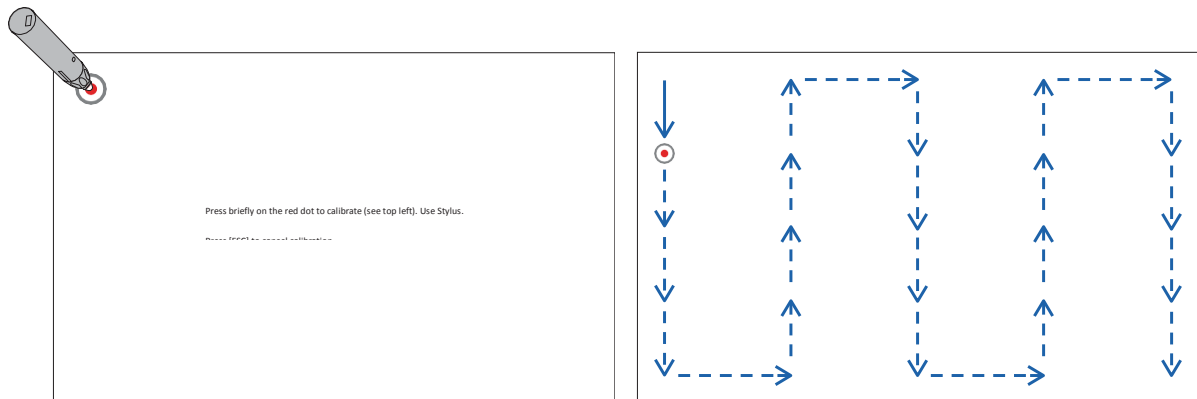
When all points indicated by the red dot are pressed by the stylus pen, calibration is completed and the calibration completion message is displayed on.

3. Touch icon in the task tray by the stylus pen.
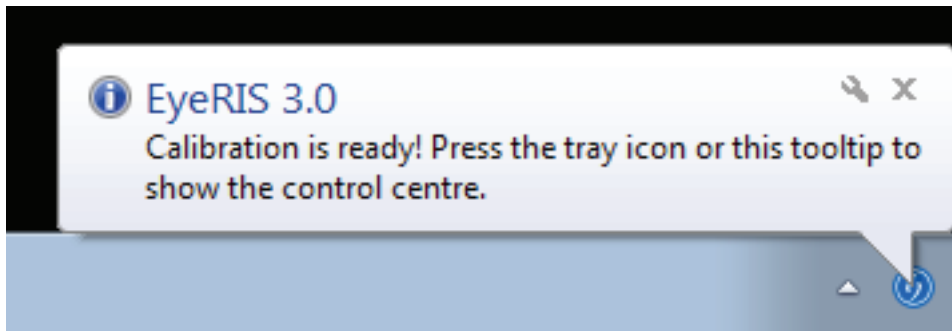
This message is popped up when calibration is completed properly.

4. In order to align EyeRIS more precisely with visual aid, click on Power button to exit EyeRIS U I and Open "Sensor Viewer"application to physically align EyeRIS module with Projection area.
    Open "Sensor Viewer" application from START » All Programs » EyeRIS » Sensor Viewer
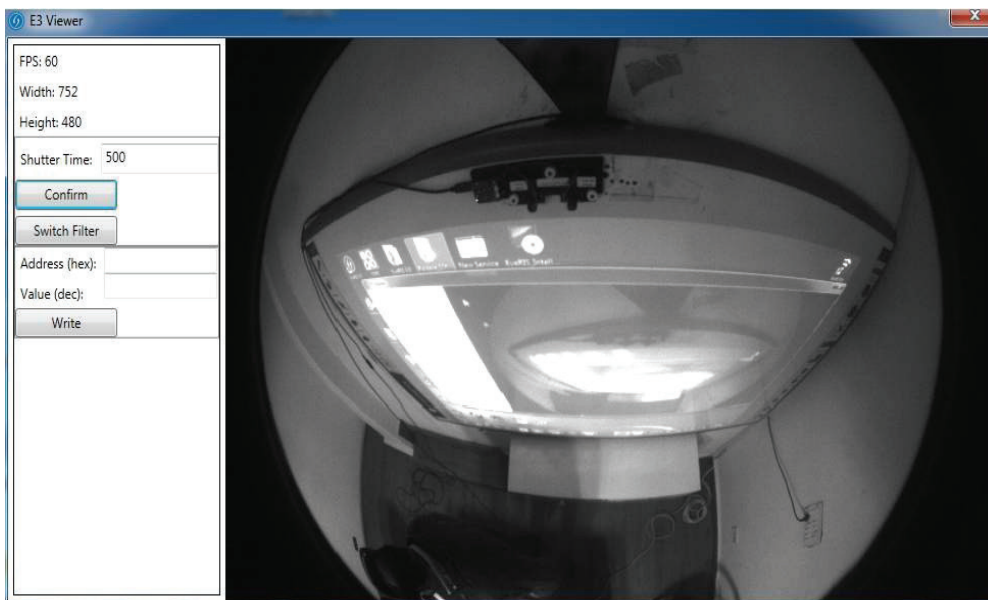
5. A live-feed of EyeRIS image sensor can be seen as below. Align your EyeRIS module mounted on the wall mount in such a way that you can see the entire projection in this viewer.
    (To know more about the EyeRIS installation process refer to the Hardware Installation Manual).

Troubleshooting Tips:
If the Projection area is not visible due to high ambient light, try reducing and click "Confirm" to adjust to the reduced or increased exposure settings. Please note that this adjustment is just to confirm that projection area is fully covered by EyeRIS sensor and has no correlation with the working of EyeRIS.

Notes:

• For disconnecting the USB cable connecting the computer and the camera unit, make sure to exit for finishing the software. If the software is remained in run and the USB cable is disconnected, it may cause of unstable computer motion.

• If a check mark is added to the "Auto Run" in the trouble shooting screen, the software starts automatically when the computer   is started up.

• Drawing software is required to use the interactive white board function.

• Drawing software cannot be downloaded from our projector support page, prepare commercially available drawing software

Troubleshooting

The stylus pen does not work

- Have the driver and the calibration software been installed on the computer?
- Is the USB cable connected between the computer (type A USB port) and the camera unit (type Mini USB port)?
- Has calibration performed properly?
  Even calibration is performed at the beginning, please perform calibration again when the stylus pen becomes inactive during operation
- Are you using the stylus pen in one of the following environment?
  - If direct sunlight strikes the screen surface and/or camera unit, change the installation place where it is not exposed to direct sunlight.
  - If light of a halogen and/or a filament lamp strikes the screen surface and/or camera unit, change the installing direction of the screen and/or camera unit, or block off lamp light.
  - Do not use a screen whose material of frame reflects light.
- Is the camera unit set to the correct position?
- Does the stylus pen have proper charge?
  If red LED is not turned on by pressing the pen tip, charge the stylus pen?
- Is the screen size and usage temperature within appropriate range? Use a screen within the effective range.
- Is the lens of the camera unit soiled?
- If the lens is soiled, wipe it with a soft, dry, non-fluffy cloth

The finger touch operation does not work

- Is the type A USB port on the AC/DC Adapter is connected with the type Micro USB port on the Touch Module by the USB cable?

Lines traced with the stylus pen do not match screen

- Has the sensor been properly calibrated?
- If performing the calibration automatically will not resolve the problem, try to perform the calibration manually.

You can check the installation condition of the camera unit when the troubleshooting in the EyeRIS setup menu is displayed on

- Troubleshooting screen

Switch to the calibration menu

Enable/disable the Auto Run function.

When this function is checked, the software starts automatically when the computer is started up.

Change the stylus pen status.

If clicking / pressing this by the mouse / the stylus pen when PAUSE CALIBRATION is indicated on this button, the stylus pen becomes unavailable.

If clicking this by the mouse when RESUME CALIBRATION is indicated on this button, the stylus pen becomes ready to use.

EyeRIS 3.0
connected (1)   Not Calibrated

Troubleshooting

Resume Calibration

☑ Run on system startup   Open TroubleShoot Document (html)

Activate the Stylus on the interactive surface (charge Stylus if required) to see a signal.

- Check the camera recognition area
  Press four corners of the projection screen by the stylus pen.
  A red square is indicated on the troubleshooting screen and it can be checked all area of the screen surface is in the camera recognition area.

- Check influence of external light

- If the camera and/or the screen is exposed to strong light, it may cause of malfunction because the computer cannot recognize the stylus pen. If a red square is indicated on the screen without touching the screen by the stylus pen, it means the camera and/or the screen get influence of external light. In this case, change the place to install them avoiding to receive direct sunshine or strong light.

- When the Touch Module is mounted beside a window, avoid receiving influence of light from outside by appropriate measures as closing a curtain and keeping a certain distance from the window, etc.

Windows Operating System Version

		CNY EyeRIS 3.1.7_022 supported	Intellispace supported
Windows 8.1	Windows 8.1	Y	Y
	Windows 8.1 Pro	Y	Y
Windows 8	Windows 8	Y	Y
	Windows 8 Pro	Y	Y
	Windows 8 OEM	Y	Y
Windows 7	Windows 7 Home Premium	Y	Y
	Windows 7 Professional	Y	Y
	Windows 7 Enterprise	Y	Y
	Windows 7 Ultimate	Y	Y
Windows 10	Windows 10 Home	Y	Y
	Windows 10 Pro	Y	Y

Specifications

- **Camere**
  - Output resolution: 752 x 480
  - Frame Rate: 60 fps/sec
  - Optical Lens: 1/3.2 inch // F#2.8 // FOV-D 181 degree // TTL18.80mm // 6G // M12 14pie
  - Tracking Active Area: 100" for 16:9 aspect ratio / 80" for 4:3 aspect ratio
  - Inter-Finger Distance Specification: Middle/Center <3CM, Left &Right Side(Bottom)< 4.5CM
  - Connector: Mini USB × 1
  - Power Consumption: 5 V/120mA, Less than 1 watt
  - Weight: 60 g/ 2.12 oz
  - Dimensions:142 x 82 x 39 (mm)
- **Laser Module**
  - Visible Light Output: λ=830nm ±10nm
  - Optical Power Output: 200 mW (single mode)
  - Operating Voltage: DC 5V/1.5A , 7.5A
  - Surface Flatness: <5mm
  - Connector: Micro USB × 1
  - Weight: 90 g/ 3.17 oz
  - Dimensions: 109.8 x 65.6 x47.2 (mm)
- **Stylus pen**
  - Pen Tip Light Emission: Infrared (850 nm)
  - Charging Mode: USB Charging
  - Charging Voltage Range: 4.5V ~ 5.5V
  - Power Supply: 1 Super Capacitor (20F/2.7V)
  - Charging Time: 3 Minute
  - Using Time by a single charging: About 2 Hours
  - Standby Time: 72 Hours
  - Weight: 25 g/ 0.88 oz
  - Dimensions: 135 x 17 x 17 (mm)
- Operating Condition: 23°F to 113°F (-5°C to 45°C)/ 0% to 95% Non-Condensing
- Storage Condition: 22°F to 140°F (-30°C to +60°C)/ 0% to 95% Non-Condensing

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	http://www.viewsoniceurope.com/eu/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.viewsonic.com.sg	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® Wireless Presentation Gateway

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 Wireless Presentation Gateway is warranted for 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, failure, or malfunction resulting from:
   a. Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature, improper maintenance, unauthorized product modification, or failure to follow instructions supplied with the product.
   b. Operation outside of product specifications.
   c. Operation of the product for other than the normal intended use or not under normal conditions.
   d. Repair or attempted repair by anyone not authorized by ViewSonic.
   e. Any damage of the product due to shipment.
   f. Removal or installation of the product.
   g. Causes external to the product, such as electric power fluctuations or failure.
   h. Use of supplies or parts not meeting ViewSonic's specifications.
   i. Normal wear and tear.
   j. Any other cause which does not relate to a product defect.
3. Removal, installation, 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 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.

Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from local authority. Some local governances 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.

Wireless Presentation Gateway Warranty Term Template In UG

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Mexico Limited Warranty

ViewSonic® Wireless Presentation Gateway

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.

How long the warranty is effective:

ViewSonic Wireless Presentation Gateway is warranted for 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, 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:	**Villahermosa:**
Distribuciones y Servicios Computacionales SA de CV.	Compumantenimietnos Garantizados, S.A. de C.V.
Calle Juarez 284 local 2	AV. GREGORIO MENDEZ #1504
Col. Bugambilias C.P: 83140	COL, FLORIDA C.P. 86040
Tel: 01-66-22-14-9005	Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09
E-Mail: disc2@hmo.megared.net.mx	E-Mail: compumantenimientos@prodigy.net.mx
Puebla, Pue. (Matriz):	**Veracruz, Ver.:**
RENTA Y DATOS, S.A. DE C.V. Domicilio:	CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419
29 SUR 721 COL. LA PAZ	ENTRE PINZÓN Y ALVARADO
72160 PUEBLA, PUE.	Fracc. Reforma C.P. 91919
Tel: 01(52).222.891.55.77 CON 10 LINEAS	Tel: 01-22-91-00-31-67
E-Mail: datos@puebla.megared.net.mx	E-Mail: gacosta@qplus.com.mx
Chihuahua	**Cuernavaca**
Soluciones Globales en Computación	Compusupport de Cuernavaca SA de CV
C. Magisterio # 3321 Col. Magisterial	Francisco Leyva # 178 Col. Miguel Hidalgo
Chihuahua, Chih.	C.P. 62040, Cuernavaca Morelos
Tel: 4136954	Tel: 01 777 3180579 / 01 777 3124014
E-Mail: Cefeo@soluglobales.com	E-Mail: aquevedo@compusupportcva.com
Distrito Federal:	**Guadalajara, Jal.:**
QPLUS, S.A. de C.V.	SERVICRECE, S.A. de C.V.
Av. Coyoacán 931	Av. Niños Héroes # 2281
Col. Del Valle 03100, México, D.F.	Col. Arcos Sur, Sector Juárez
Tel: 01(52)55-50-00-27-35	44170, Guadalajara, Jalisco
E-Mail : gacosta@qplus.com.mx	Tel: 01(52)33-36-15-15-43
	E-Mail: mmiranda@servicrece.com
Guerrero Acapulco	**Monterrey:**
GS Computación (Grupo Sesicomp)	Global Product Services
Progreso #6-A, Colo Centro	Mar Caribe # 1987, Esquina con Golfo Pérsico
39300 Acapulco, Guerrero	Fracc. Bernardo Reyes, CP 64280
Tel: 744-48-32627	Monterrey N.L. México
	Tel: 8129-5103
	E-Mail: aydeem@gps1.com.mx
MERIDA:	**Oaxaca, Oax.:**
ELECTROSER	CENTRO DE DISTRIBUCION Y
Av Reforma No. 403Gx39 y 41	SERVICIO, S.A. de C.V.
Mérida, Yucatán, México CP97000	Murguía # 708 P.A., Col. Centro, 68000, Oaxaca
Tel: (52) 999-925-1916	Tel: 01(52)95-15-15-22-22
E-Mail: rrrb@sureste.com	Fax: 01(52)95-15-13-67-00
	E-Mail. gpotai2001@hotmail.com
Tijuana:	**FOR USA SUPPORT:**
STD	ViewSonic Corporation
Av Ferrocarril Sonora #3780 L-C	14035 Pipeline Ave. Chino, CA 91710, USA
Col 20 de Noviembre	Tel: 800-688-6688 (English); 866-323-8056 (Spanish);
Tijuana, Mexico	E-Mail: http://www.viewsonic.com

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