

# ViewSonic<sup>TM</sup>

## VPD400/VPD500

### Portable Media Player

- User Guide

- Guide de l'utilisateur

- Guía del usuario

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"



Model No.: VS12836  
VS12835

# Compliance Information

## FCC Statement

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

## For Canada

- This Class B digital apparatus complies with Canadian ICES-003.
- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## 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 is in compliance with the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment including any spent or discarded batteries or accumulators as unsorted municipal waste, but use the return and collection systems available.



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.



## Declaration of RoHS Compliance

This product has been designed and manufactured in compliance with Directive 2002/95/EC of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 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 of the RoHS Directives as noted below:

Examples of exempted components are:

1. Mercury in compact fluorescent lamps not exceeding 5 mg per lamp and in other lamps not specifically mentioned in the Annex of RoHS Directive.
2. Lead in glass of cathode ray tubes, electronic components, fluorescent tubes, and electronic ceramic parts (e.g. piezoelectronic devices).
3. Lead in high temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
4. Lead as an alloying element in steel containing up to 0.35% lead by weight, aluminium containing up to 0.4% lead by weight and as a copper alloy containing up to 4% lead by weight.

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### For Your Records

Product Name:	VPD400/VPD500 ViewSonic Portable Media Player
Model Number:	VS12836/VS12835
Document Number:	VPD400_VPD500_UG_ENG Rev. 1D 01-20-10
Serial Number:	_____
Purchase Date:	_____

## Product disposal at end of product life

ViewSonic is concerned about the preservation of our environment. Please dispose of this product properly at the end of its useful life. Your local waste disposal company may provide information about proper disposal.

## Preface

Thank you for purchasing a ViewSonic Portable Media Player.

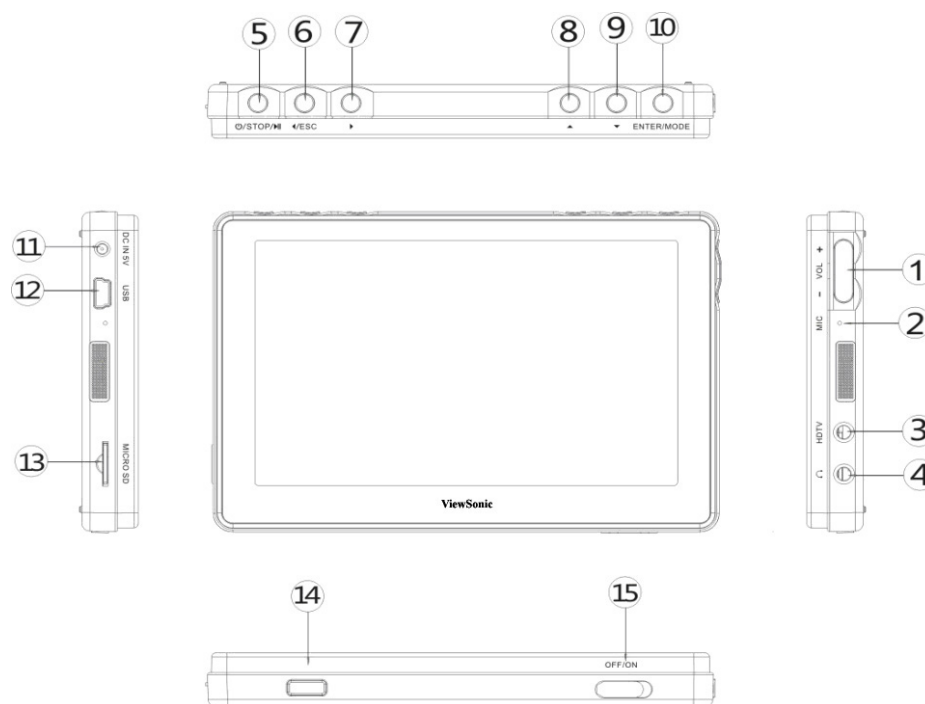
ViewSonic VPD400/VPD500 has a native 800x480 screen resolution, 0.198mm hyperfine pitch. More than 16 million true colors, 4.3 inches (VPD400) and 5.0 inches (VPD500), 16 : 9 large widescreen, supports component video output. With infrared remote control, you are able to operate the players remotely while viewing contents on external display. Both players support multi-format videos such as MP3、WMA、WAV、APE、FLAC、ACC、OGG etc.

To operate the player properly, please read the user guide.

## Content

<b>I. Controls overview.....</b>	<b>3</b>
<b>II. Note.....</b>	<b>5</b>
<b>III. Basic operations.....</b>	<b>6</b>
<b>IV. Listen to music.....</b>	<b>8</b>
<b>V. Playback video.....</b>	<b>13</b>
<b>VI. Photos.....</b>	<b>17</b>
<b>VII. eBook.....</b>	<b>21</b>
<b>VIII. Recording.....</b>	<b>27</b>
<b>IX. File management.....</b>	<b>28</b>
<b>X. Settings.....</b>	<b>33</b>
<b>XI. Use of USB and battery charging.....</b>	<b>39</b>
<b>XII. FAQ.....</b>	<b>40</b>

## I. Controls Overview



1. Volume Up/Down
2. Built in Microphone
3. Video Output
4. Earphone jack
5. Play/Pause/Stop
6. Navigation button (left), Escape, Rewind
7. Navigation button (right), Fast-forward
8. Navigation button (up), Previous
9. Navigation button (down), Next
10. Enter/Mode
11. DC socket (5V , 2A)
12. USB slave jack
13. Micro SD memory Card slot
14. Infrared receiver window
15. Power switch

• **Product features** —————

- 4.3/5.0 inch, 16 million colors, TFT display screen.
- Support real 720p HD video.
- Support subtitle display.
- Support HD TV-OUT video output.
- Support infrared remote control operation, fast and convenient.
- Support audio formats including MP3, WMA, WAV, APE and FLAC, AAC, OGG.
- Support Micro SD cards with 128MB/4GB/8GB memory sizes.
- Support multi-format HD videos such as MPEG, AVI (DivX, Xvid), RM, RMVB, DAT, VOB, MP4, H.264, etc.
- Support picture viewing in JPEG, BMP, PNG, GIF, and TIF.
- Build-in microphone for recording.
- Power saving and Auto Off can be adjusted to prolong battery life.
- Support Windows® 2000, XP, Vista, and 7.
- USB 2.0 high rate transmission.
- Support eBook reader (.TXT file format) and bookmark.
- Support firmware upgrade.
- Support multi-function, you can listen to the music while reading the eBook.




## II. Note


This manual contains important safety information. In order to avoid damage and injury, please read the manual carefully before operating the unit.

- Never use this player in a very cold, hot, dusty and moist environment.
- Wipe the LCD screen with a soft, dry cloth. Never spray any liquid onto the LCD screen. Never use alcohol, paint thinner, or benzene to clean the screen. If the screen is extremely dirty, use a soft cloth dipped in soap and water solution or a weak detergent solution.
- Avoid dropping and hitting with hard objects. Do not place the player on any severe vibration surface.
- Battery life will vary dependent on usage conditions.
- Please charge the battery in time if any of the following conditions occurs:
  - A. The battery icon is empty.
  - B. The player turns itself off automatically and again shortly after being turned on or could not be turned on
  - C. There is no response when pressing on the buttons.
- During formatting, uploading or downloading files, do not disconnect any cable. Do not disassemble the player; otherwise, the warranty will be void.
- The player system files reside in the internal memory.
- There might be some discrepancies when reporting available storage memory while the player is connected to a computer.
- Always scan the local memory for computer virus before attempting any firmware update or reformat the local memory.
- The player power switch must be set to the ON position when charging the unit.

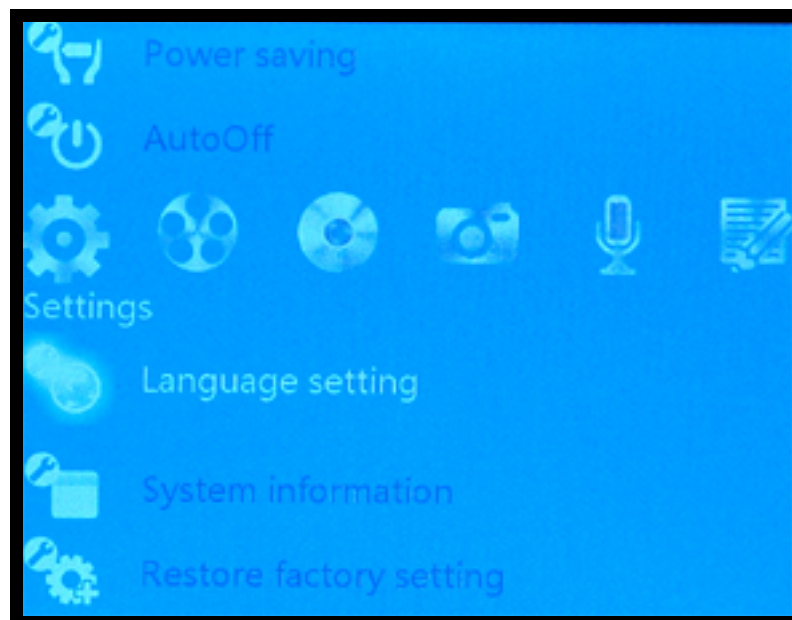
### III. Basic operations




- **Power on and power off** \_\_\_\_\_

Power on: Slide the **ON/OFF** button to the ON position, press and hold the  button for a few seconds until the boot screen appears.

Power off: press and hold the  button for a few seconds until the screen is off.

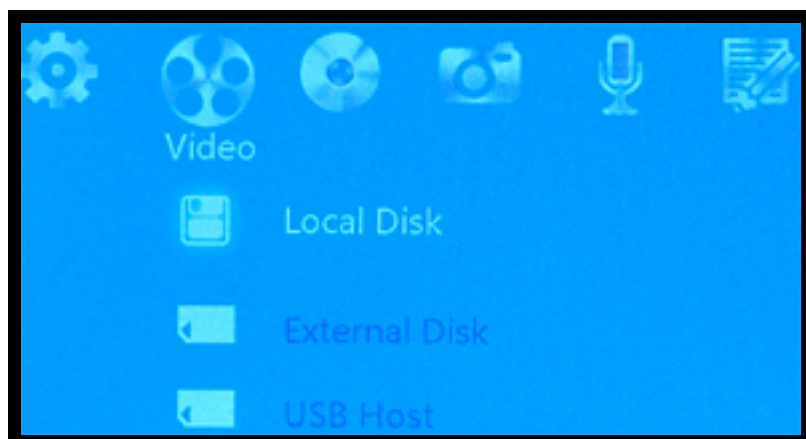
- **Main menu** \_\_\_\_\_









1. Press the   button to select Settings, Video, Music, Photo, Record, or eBook media type. Use the Up/Down button to highlight your media source.
2. Press the  button to select the highlighted media source.

• **Menu Navigation**


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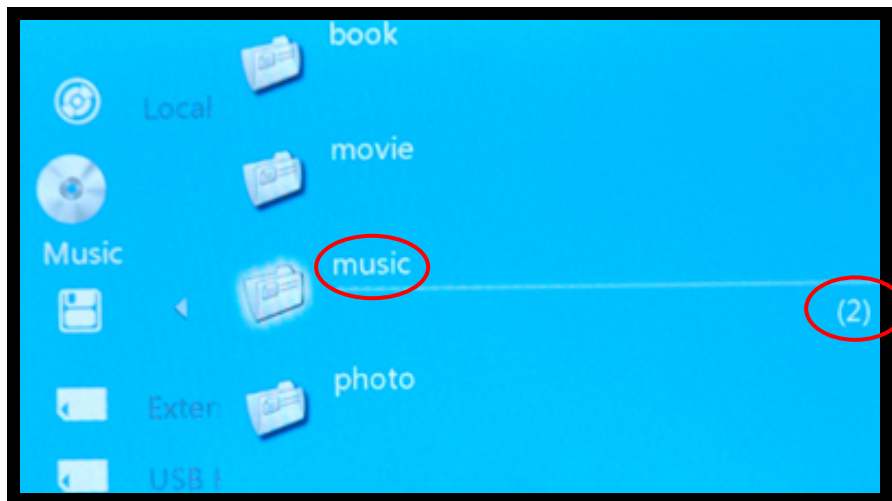


1. Press the  button to return to the upper menu.
2. Press the   button to select the media type. Press the   button to move up and down, press the  button to enter the selected function.

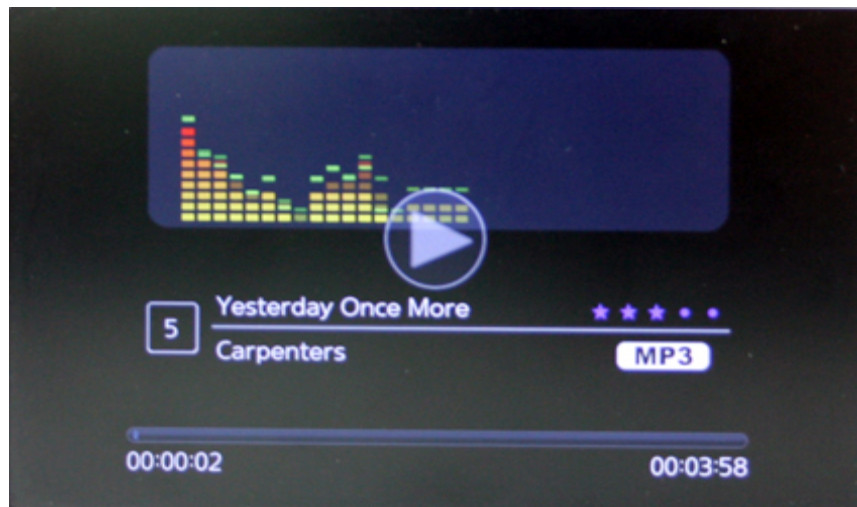
## IV. Listen to music








On the main menu, press the   button to select the “Music” icon.

Use the Up/Down button to highlight your media source, then press  button to select the highlighted media source.



The total number of songs inside the music folder is listed inside a parenthesis as shown. Scroll down to the “music” folder and press on the Mode button to select. Press Enter button again to playback the song.



1. During music playback, press  to pause/stop/play.
2. During music playback, press and hold   buttons to fast forward or rewind the song.
3. During music playback, press   to adjust volume.
4. During music playback, press the   buttons to return to the previous/next song.
5. The artist, title, format, duration, quality rating, and current song number playing is shown.
6. To stop the music playback, press Pause and then Escape button.

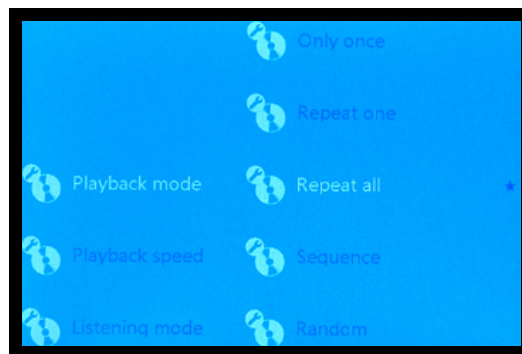
### • **Music Sub-Menu**

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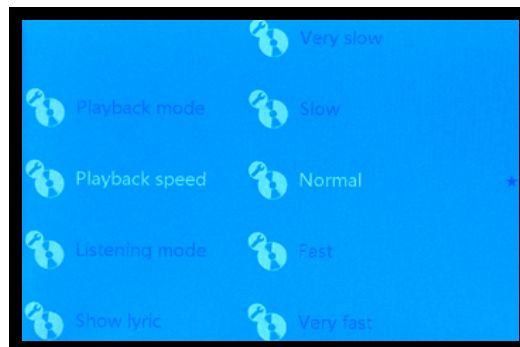
During music playback, press  button to enter music setting menu.

Available settings are: playback mode, playback speed, listening mode, show lyric, file information, rating set, power information, and LCD brightness.

Playback mode: only once, repeat one, repeat all, sequence, random.




Playback speed: very slow, slow, normal, fast, very fast.

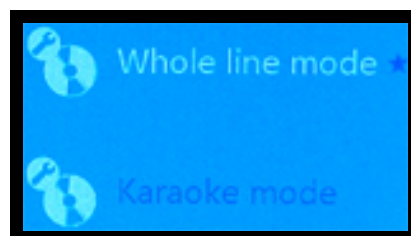
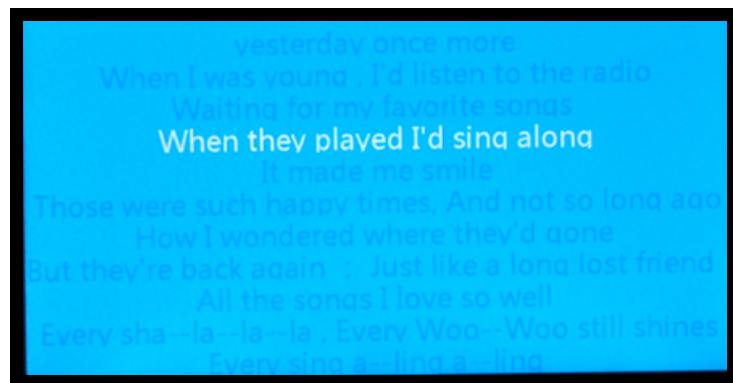
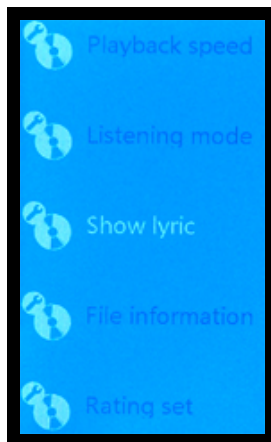


## Enjoy Life, Enjoy ViewSonic

Listening mode: natural, pop, classical, jazz, rock, soft, and dynamic bass boost.



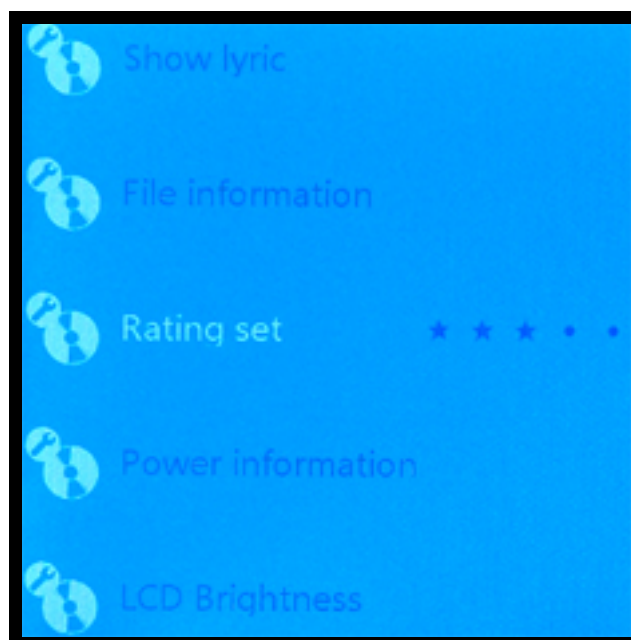
Show lyric: The lyric and the song filenames must be the same. Press  button on "Show lyric" and the lyrics are shown.



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Rating set: The quality of the song is rated with stars. A song with five stars rating has the best quality.






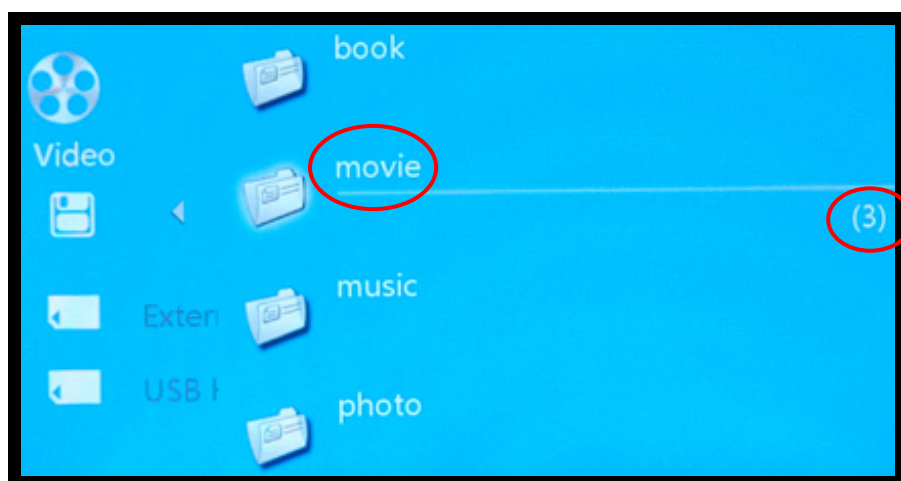


## V. Playback video

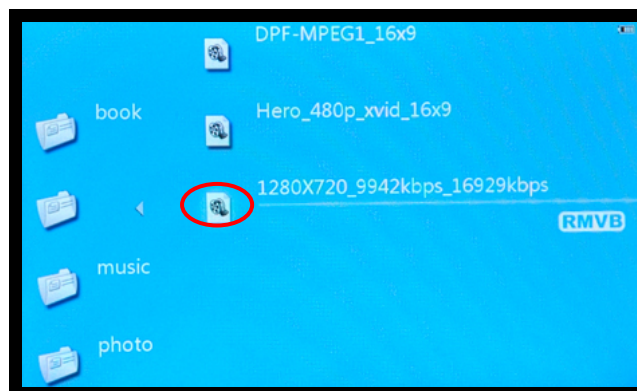
On the main menu, select the "Video" icon. Use the Up/Down button to highlight your media source and press the Enter button to select the video media source.

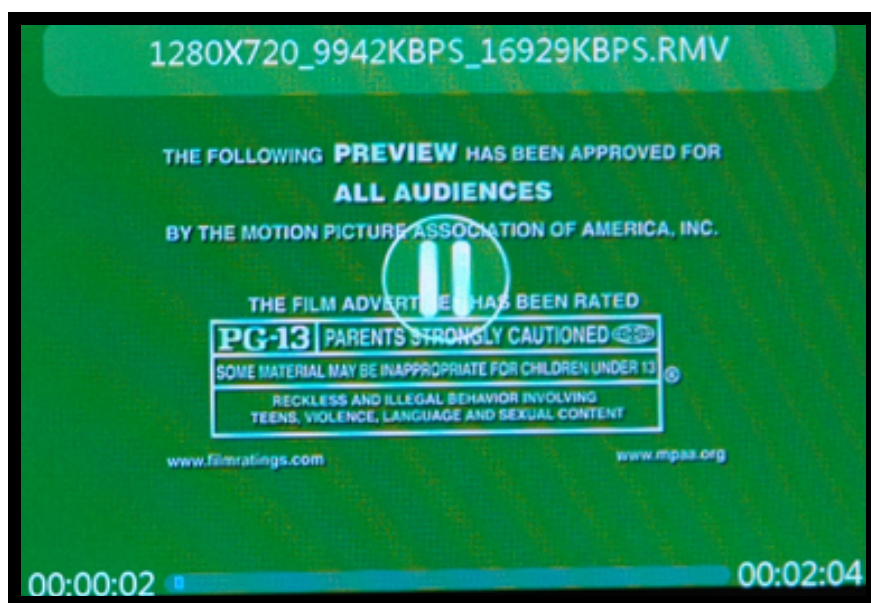
### • Video \_\_\_\_\_









On the video list, press   buttons to browse files. The total number of video files inside the movie folder is listed inside a parenthesis as shown. Scroll to the "movie" folder and, then press  button to select the movie folder.



Press the Enter again to playback the selected video file.






1. During video playback, press  to pause/stop/play.
2. During video playback, press   buttons to fast forward or rewind the video.
3. During video playback, press   to adjust volume.
4. During video playback, press the   buttons to return to the previous/next video.
5. During video playback, press  to return to upper menu.
6. To stop the video playback, press Pause and then Escape button.

• **Continue to play at breakpoint** \_\_\_\_\_

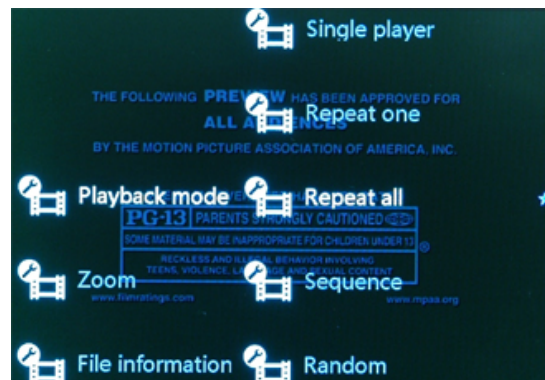
If you want to continue to view a video from a previous breakpoint, please select a video file and press the Enter button. On the breakpoint dialogue box, select "Yes" and press on the Enter button to playback from the previous position that was last exit. The default is "Yes" if you do not answer within the specified time. If you choose "No", the playback will start from the beginning.

## • Video sub-menu

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Press  button on the video pop-up menu, the video sub-menu has the following: Playback mode, zoom, file information, power information, video enhancement, subtitle display, subtitle list, an LCD brightness.

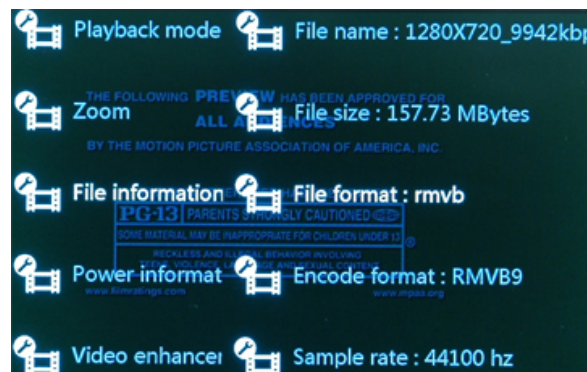
1. Playback mode: single player, repeat one, repeat all, sequence, random.



2. Zoom: full screen (aspect ratio), full screen (stretch), original size.

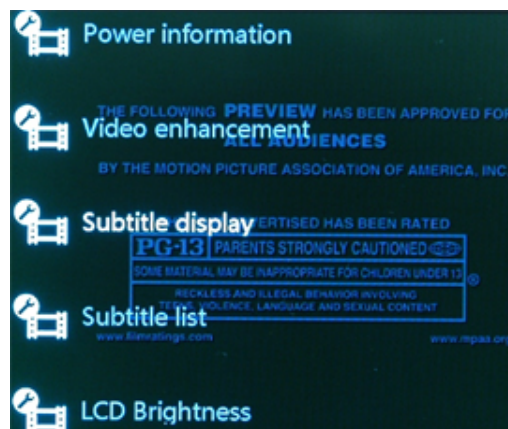


3. File information: file name, file size, file format, encode format, frame rate, sample rate, and resolution.



- **Subtitle display** \_\_\_\_\_






The VPD400/VPD500 supports AVI subtitle format SRT and SUB. The subtitle and video filenames must be the same.

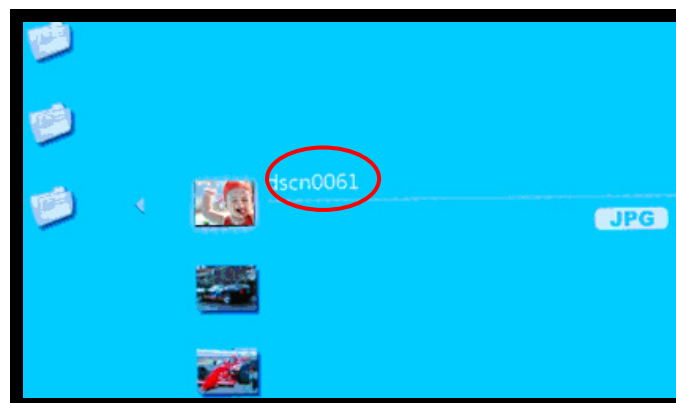
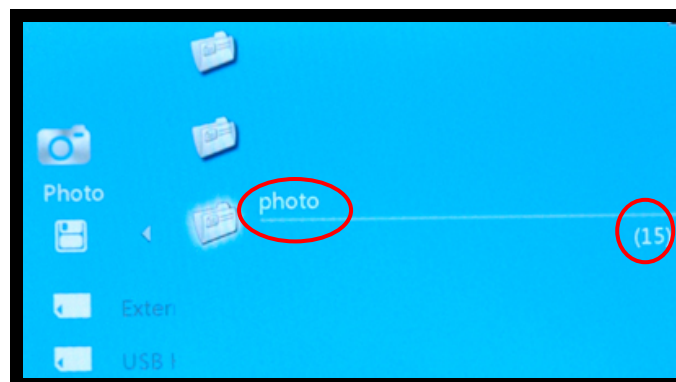


## VI. Photos


On the main menu, select the "Photo" icon as shown.

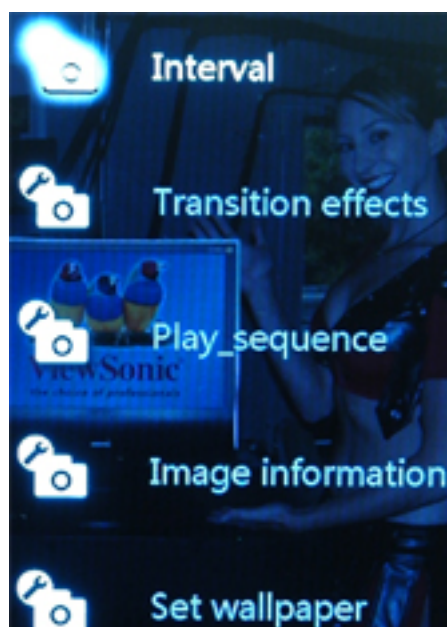


1. Press   buttons to highlight local disk, and press the Enter/Mode button to select local disk. Press   to scroll through the picture list or folders, press  button to preview the photo. Press the Play/Pause/Stop button to view full screen.



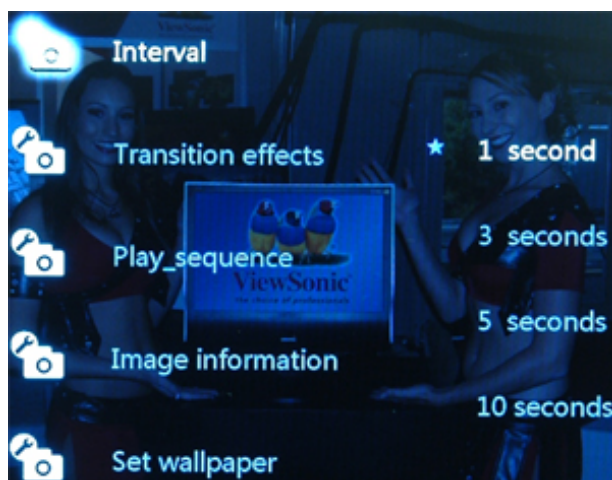


2. While in full screen mode, press Play/Pause/Stop button again to start slide show. To stop the slide show playback, press Pause and then Escape button.
3. In full screen viewing mode, press  button to enter a sub-menu.  
Photo sub-menu options: interval, transition effects, sequence, image information, and set wallpaper.

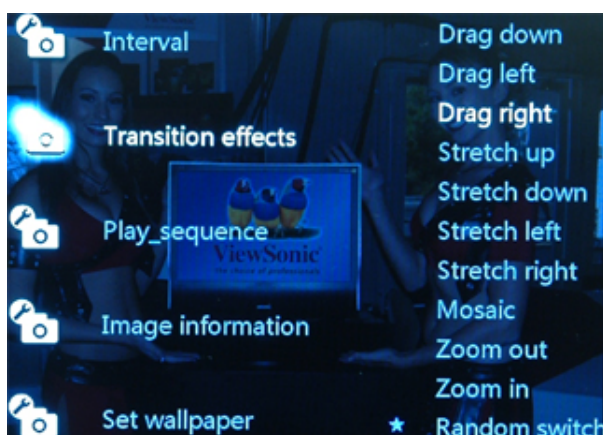




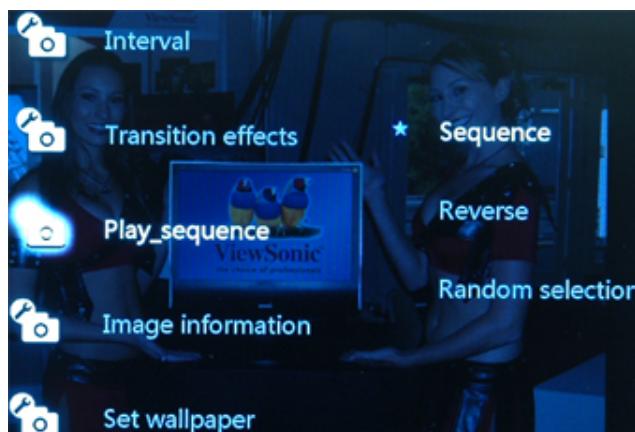
Interval: There are 4 intervals for the slide show: 1 second, 3 seconds, 5 seconds, 10 seconds.



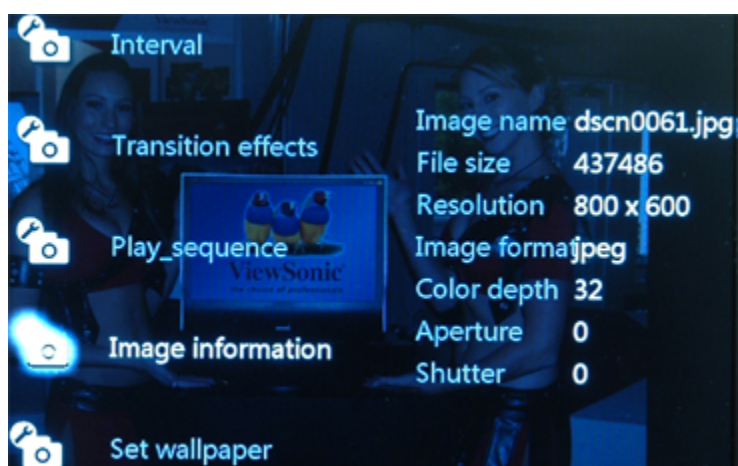
(1) Transition effects: There are over 16 transition effects to choose.



Sequence: sequence, reverse, random



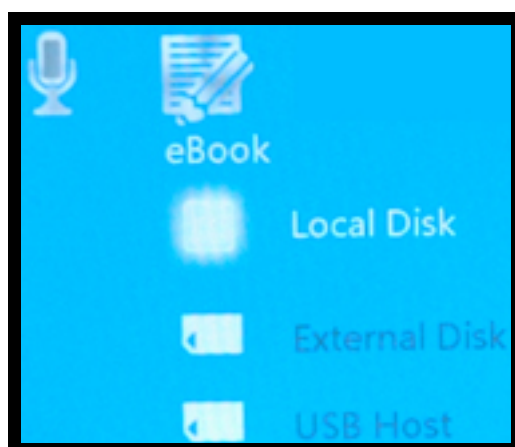
(2) Image information: file name, file size, resolution, format, color depth, aperture, and shutter.






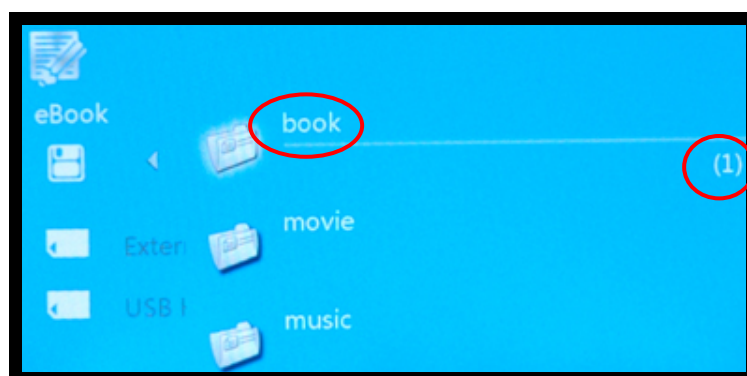


## VII. eBook

On the main menu, highlight the "eBook" icon.



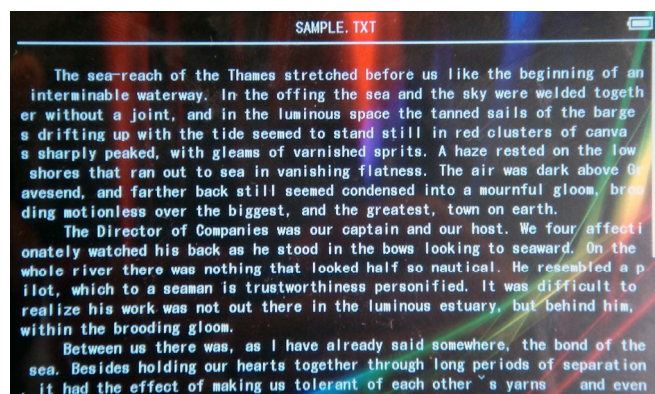
On the eBook menu, press   to scroll and highlight your media source, press  button to select your eBook media source. Use the Up/Down button to highlight your eBook file or folder and press the Enter button to select the file or folder.









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Press the Enter button again to read.



The eBook browsing screen is shown; press   to move up / down the page, press  button to enter the eBook setting menu. On the setting menu, press   keys to set add bookmark, open bookmark, font size, font color, text scroll, and rotate. Press on the Enter button to select the highlighted sub-menu setting. Press the  button to exit the sub-menu setting.





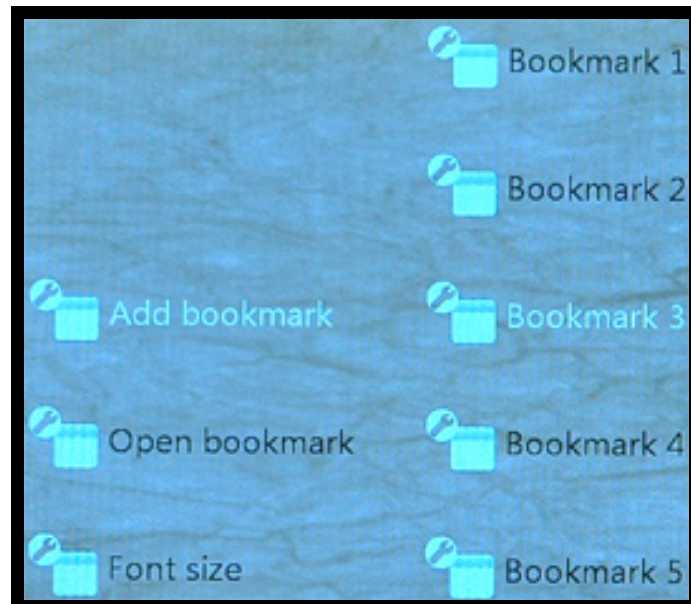
### • To Continue to read \_\_\_\_\_

After opening the eBook file for browsing, a continue-to-read selection dialogue box pop up when the previous browsing has not reached the last


page. Select "Yes" and press the Enter button to continue where you left off or select "No" and the browser automatically skips to the last page.

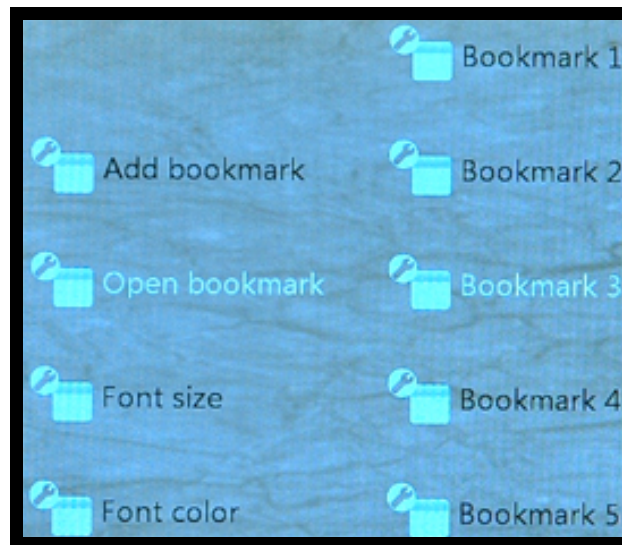
- **Add bookmark** \_\_\_\_\_

On the eBook setting menu, select "Add bookmark" and press  button to enter the bookmark sub-menu. There are five bookmark settings; selecting your setting and press  button to save the bookmark.




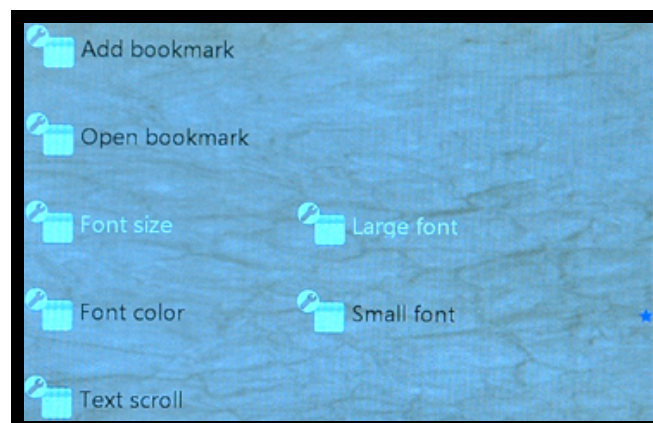
- **Open bookmark** \_\_\_\_\_

On the eBook setting menu, select "Open bookmark", press  button to read the saved bookmark selection. Select your saved bookmark with the Up/Down button and press the Enter button to open. Press the Esc button twice to return to the eBook browser.




- **Font size** \_\_\_\_\_

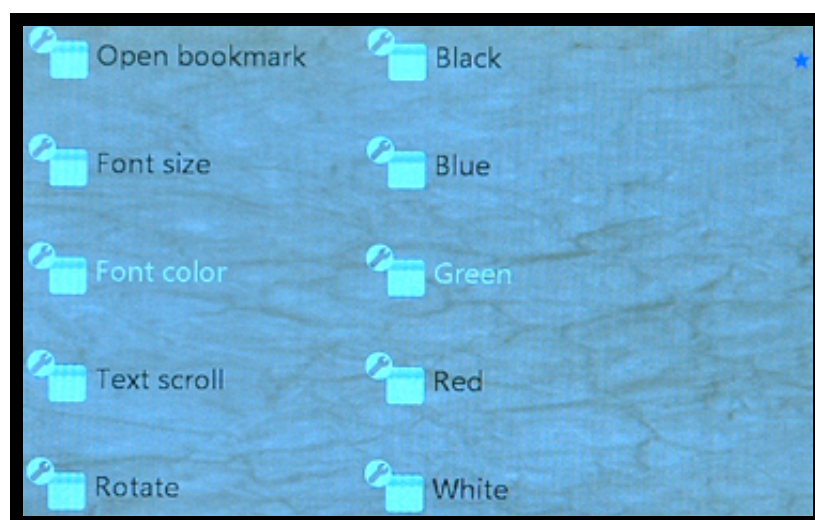
On the eBook setting menu, select "Font size", press  key to set font size. Use the Up/Down button to highlight the font size and press the Enter button to select.



- **Font color** \_\_\_\_\_

On the eBook setting menu, select "Font color", press  button to set font color. The available fonts are black, blue, green, red, and white.

Use the Up/Down button to highlight the font color and press the Enter button to select.



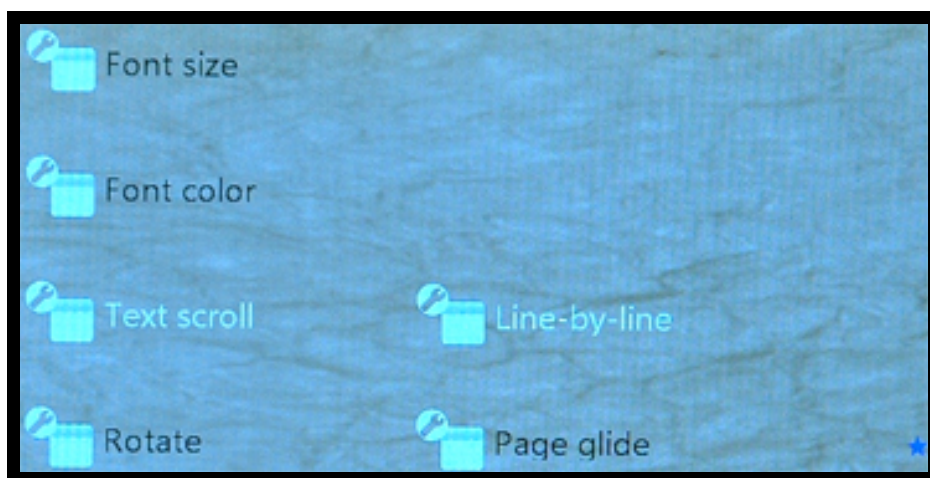
- **Notes** \_\_\_\_\_

The player only support TXT version of "ANSI" encoding. Other text file encoding must be converted to "ANSI" format. Windows<sup>®</sup> Notepad can be used for the conversion. Click on the File / Save As, select Encoding: "ANSI", preserve file type as: "Text documents (\*.txt)", and save, then transfer the file to the player.



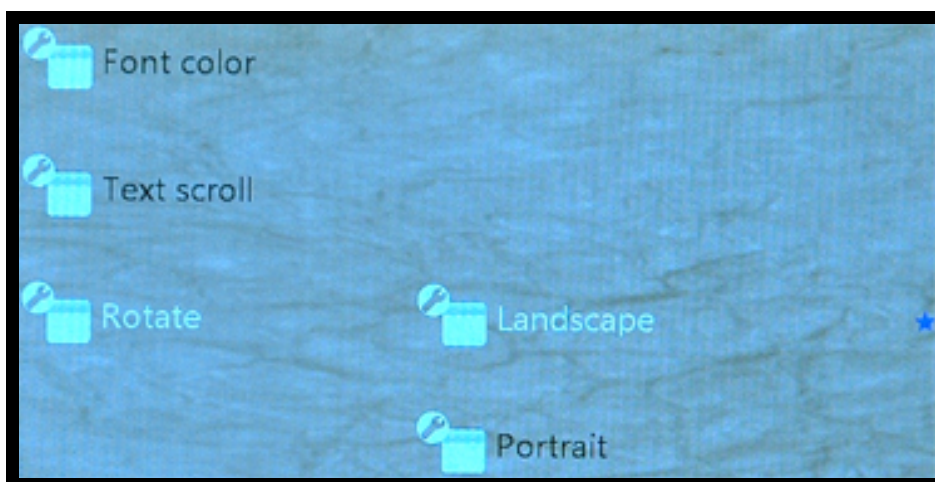
- **Text scroll** \_\_\_\_\_

The scrolling text can be either line-by-line or page glide.



- **Rotate** \_\_\_\_\_




The orientation of the screen can be either landscape or portrait.



## VIII. Recording

On the main menu, select the “Record” icon and press the Enter button to select the recording media type.



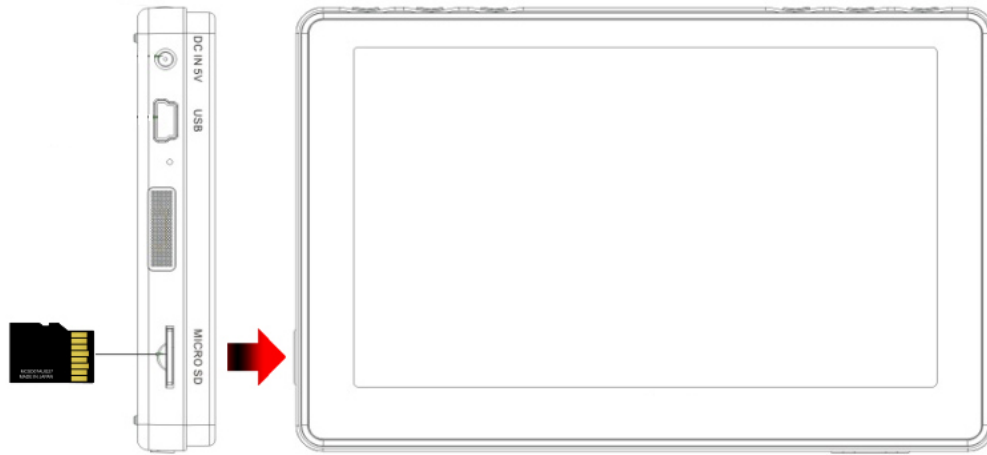
On the recording sub-menu, press  to select “Go record”, press  button to start the recording, press Play/Pause/Stop button to pause the recording, press  button twice to quit.



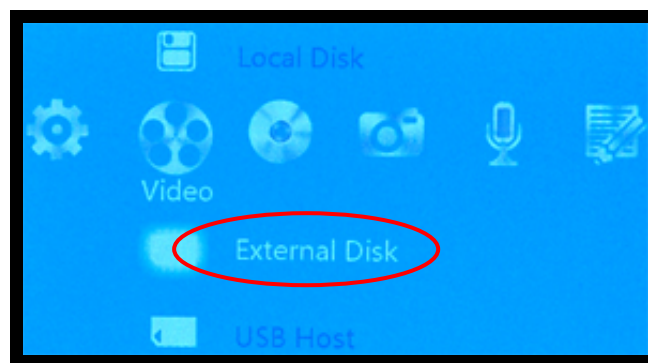
The recording menu is shown. The recorded audio file is saved as an mp3 file. To playback the recorded audio file, select “Play back” on the record sub-menu, then press the Enter to select the audio file and press Enter again to playback the recorded audio file.

## IX. File Management

- **Micro SD memory card** \_\_\_\_\_

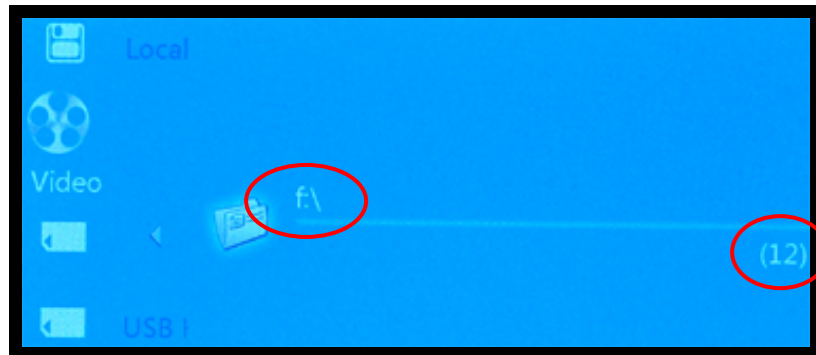


1. Insert your Micro SD memory card into the Micro SD slot with the metallic contacts facing toward the display screen as shown.



2. Select the media type to view. In this case a video file is to be viewed.  
On the **Video** icon, highlight **External Disk**, and press the **ENTER** button to select.





3. Press the **Down** button to highlight the **f:\** folder. The total numbers of files inside the folder are listed to the right inside a parenthesis. Press the **ENTER** button to select.

• **Computer File Transfer** \_\_\_\_\_

1. Use the supplied mini-USB (small connector) to USB Type A (large connector) cable. Connect the small connector as shown to the media player USB port. There is no need to neither connect the AC adapter nor slide the power switch to the ON position when connecting a USB cable to the player for file transfer.



2. Connect the large connector as shown to your computer USB port.



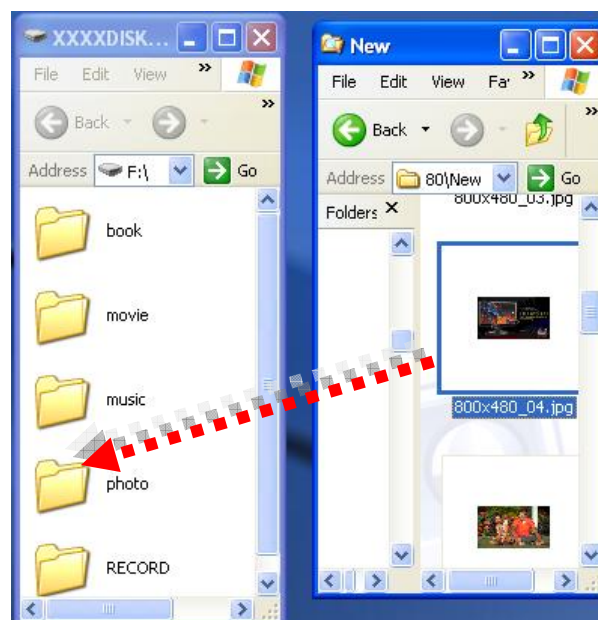
4. Your computer detects and assigns the appropriate drive letter for the media player internal drive. In this case, it is **F** drive. If **“Open folder to view files using Windows Explorer”** is not already highlighted, use your computer mouse to select it, and click on **OK**.



4. The following folders on your media player are shown on your computer.

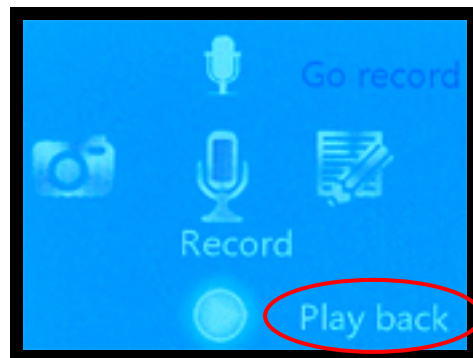


5. Open the folder on your computer that contains the file you wish to transfer to the media player. Drag and drop your selected file onto the media player internal drive. After the file transfer is completed, disconnect the USB cable.

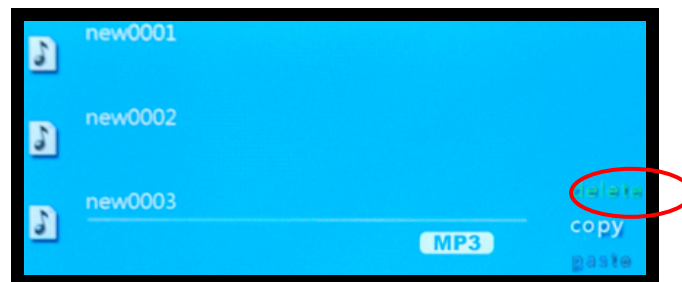


- **Delete File** —————

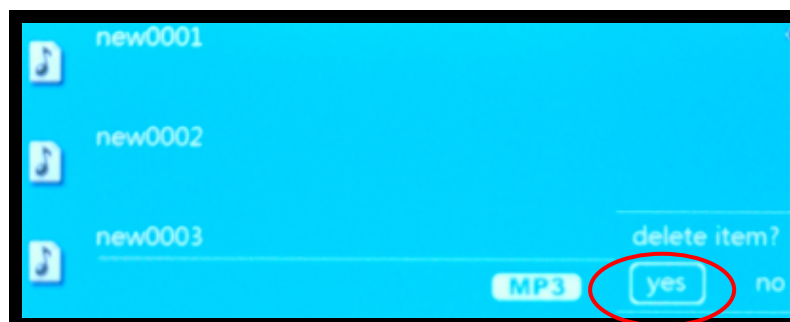
1. Select the media file type to delete. To delete a video file, select the **Video** icon. To delete a photo file, select the **Photo** icon. In this case, a recording audio file is to be deleted. Under the **Record** icon, highlight **Play back**, and press the **ENTER** button to select.



2. The audio filename and type are listed as shown. Select the file to be deleted, and press the **Play** button to delete. The active selection is in green. Press the **ENTER** button to select **Delete** option.



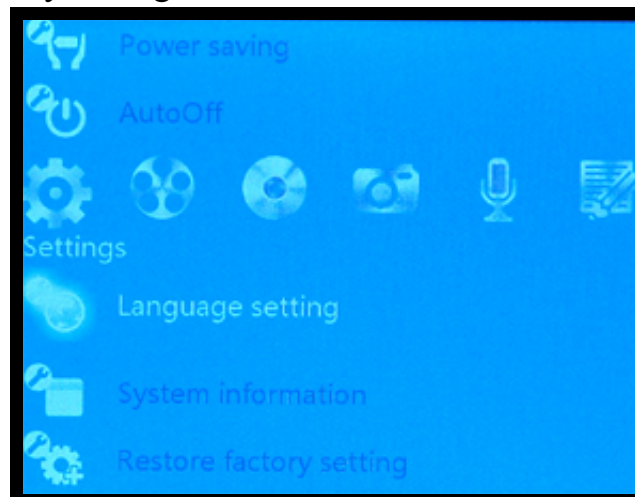
3. A delete confirmation is shown. Select **Yes** and press **ENTER** button to proceed.



## X. Settings

Settings menu has the following options:

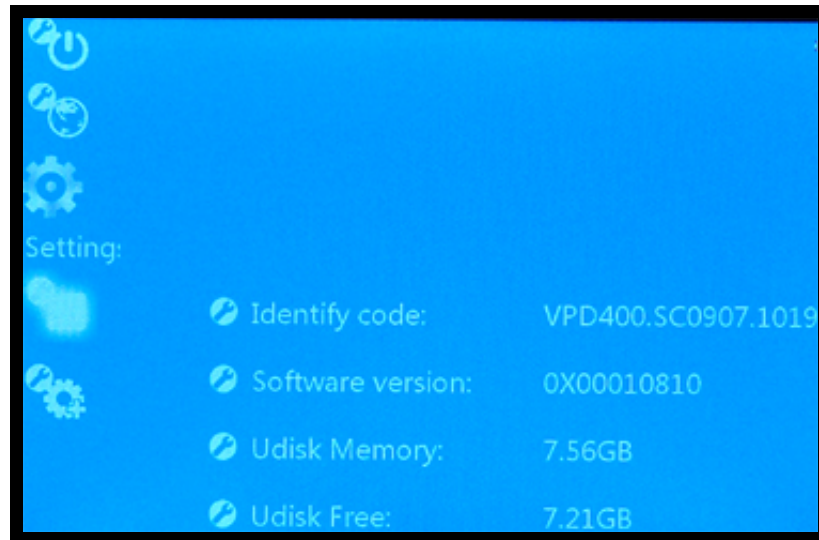
- 1: Output
- 2: Battery information
- 3: Sound
- 4: Power saving
- 5: Auto Off
- 6: Language setting
- 7: System information
- 8: Restore factory setting



On the main menu, select the "Settings" icon. Use the Up/Down button to highlight the setting and press the Enter button to select the setting.

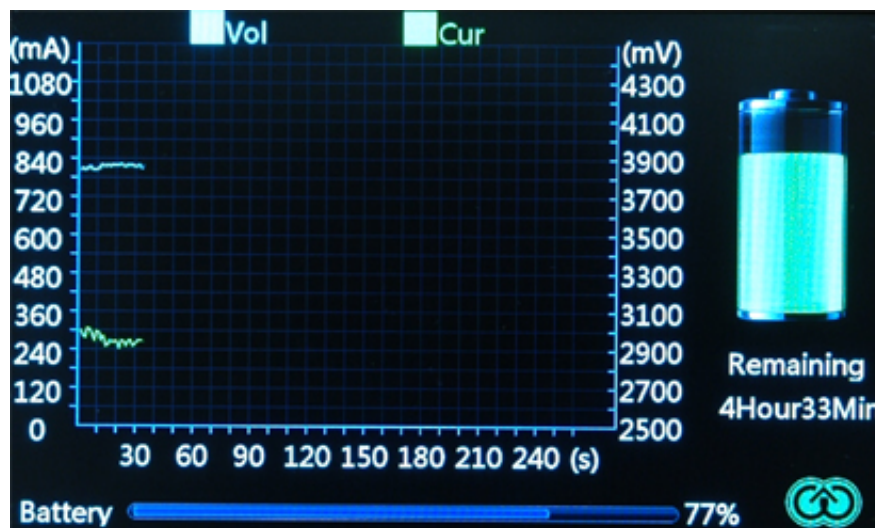
- **System information** —————

The software version, total disk capacity, and free disk space are shown on the System information screen.



- **Battery information** —————

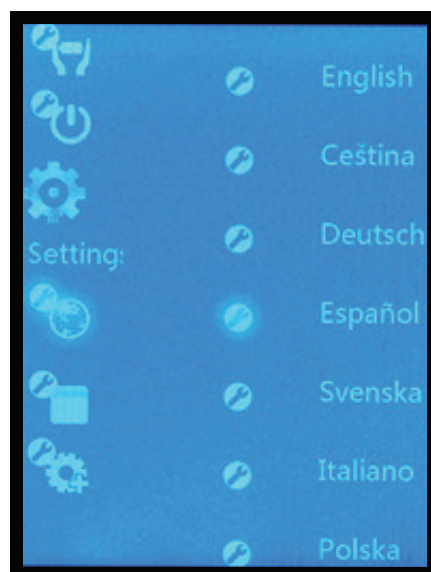
The battery status and charging status are shown on Battery information.



- **Language setting** —————

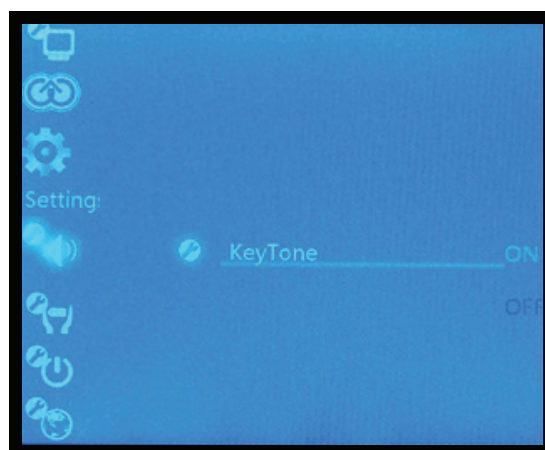
The following On Screen Display languages are available: English, Czech, German, Spanish, Swedish, Italian, Polish, French, Portuguese, Danish,

Finnish, Norwegian, and Traditional Chinese.



### • Sound \_\_\_\_\_

The navigation button sound can either turn on or turn off on the Sound setting screen.





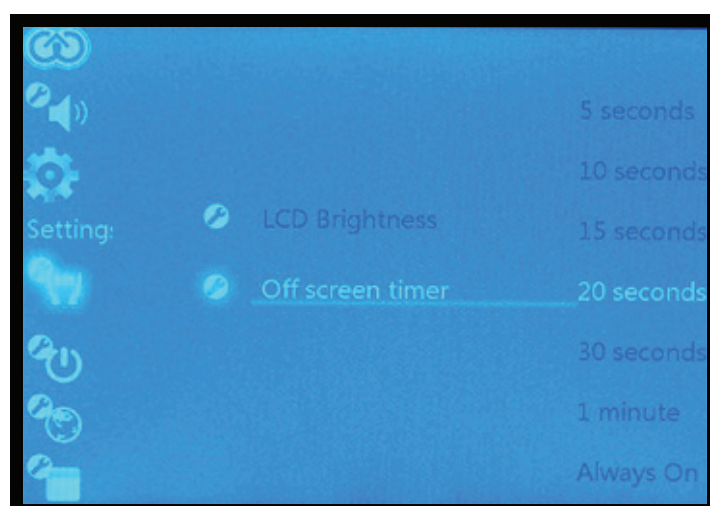
- **Power saving**

LCD backlight brightness and off screen timer can be adjusted on the Power saving screen.

Backlight brightness: Level 5 is at the maximum brightness.

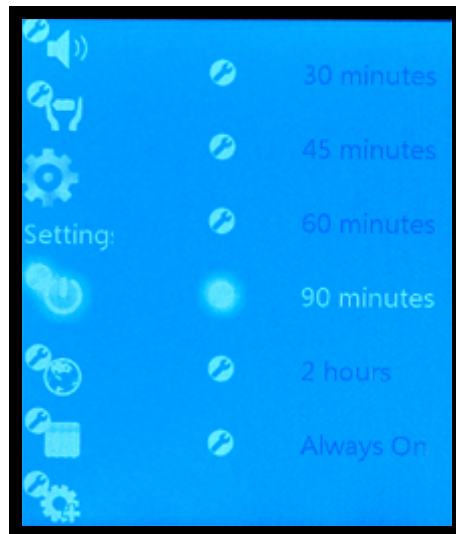


Off Screen Timer: There are seven timer intervals to turn off the display screen that can be adjusted to save power.





Auto Off: There are seven timer intervals that can be selected.



#### • Output

---

The VPD400/VPD500 image can be viewed locally or output to an external display.

Output options: Local display or external display. External output is for external viewing. When the output option is set to External, the player screen is turn off.



External Display Signal Format: There are four signal formats available.

Composite output: General AV lowest quality

Component output: Interlaced SD DVD 480i

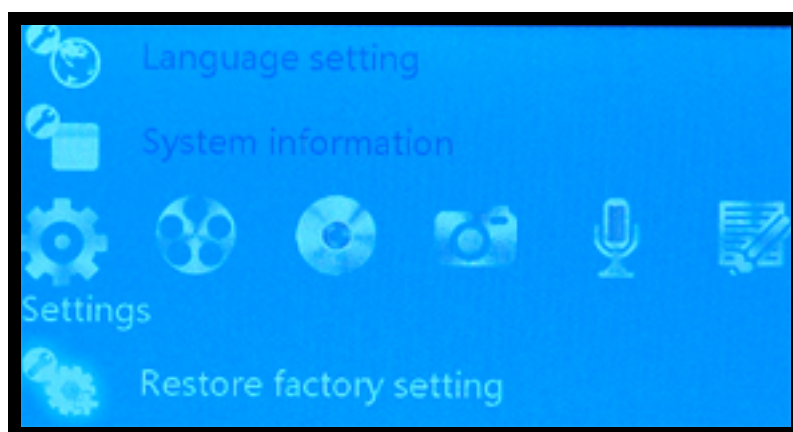
Component output: Progressive SD DVD 480p

High-definition component output: HD 720p best quality

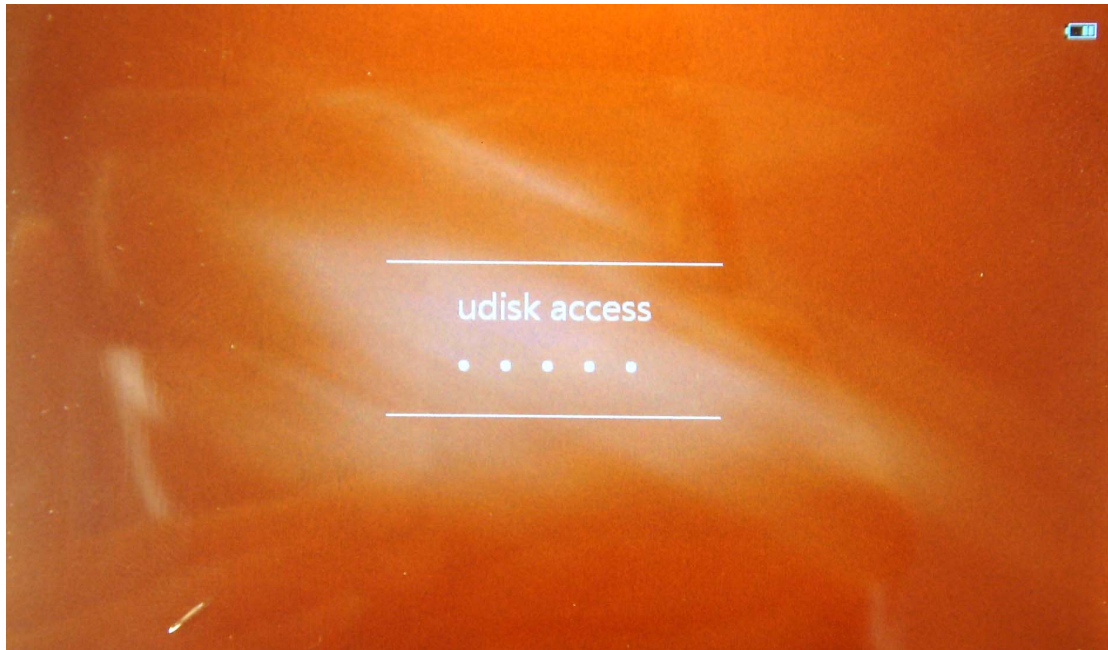


- **Restore factory settings** —————

This option will restore all factory settings. All user-defined values will be erased.



## **XI. Use of USB and battery charging**



There is no need to slide the power switch to the ON position when connecting a USB cable to the player for file transfer.

The VPD400/VPD500 battery can be charged with an AC adapter or connect to the USB on the computer. The power switch must be set to the ON position when charging the unit. However, the player does not have to be powered on.

Five hours are required for a full charge. It is recommended that you charge the player eight hours before the initial use for best battery performance.

## **XII. FAQ**

- **The player could not be power on**

Check if the battery icon is empty.

Check it again after connecting the power adapter.

If you still cannot power on after charging, please contact your reseller.

- **No sound when playing**

Please check if the volume is set to 0.

Please check if the earphone is connected. The player will not output sound to its speakers when the earphone is connected to the unit.

- **Irregular noise during music playback**

Please check whether the earphone plug is clean; dirt can lead to noise. Check if the music file is corrupted. Try another music file. If the file has been damaged, it will lead to irregular tone.

- **Garble screen**

Please check whether it was set to the correct language option.

- **The file can not be downloaded**

Check the connection between the computer and the player.

Check whether the memory is full.

Check whether there is any damage on the USB cable. Slide the power switch to the ON position. Try the file transfer on another computer.

# 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	Web Site	Telephone	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 F= 1-909-468-1202”	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/Support/Calldesk.htm	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 11 9999	service@in.viewsonic.com
Ireland (Eire)	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/ uk/support/call-desk/	service_ie@ viewsoniceurope.com
Korea	www.kr.viewsonic.com	T= 080 333 2131	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	T= 0800 666 0194	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	T= 800 440 303	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	T= 01 800 915 6588	soporte@viewsonic.com
Latin America (Mexico)	www.viewsonic.com/la/	T= 001 800 514 6518	soporte@viewsonic.com
Renta y Datos, 29 SUR 721, COL. LA PAZ, 72160 PUEBLA, PUE. Tel: 01.222.891.55.77 CON 10 LINEAS Electroser, Av Reforma No. 403Gx39 y 41, 97000 Mérida, Yucatán. Tel: 01.999.925.19.16 Other places please refer to <a href="http://www.viewsonic.com/la/soporte/index.htm#Mexico">http://www.viewsonic.com/la/soporte/index.htm#Mexico</a>			
Latin America (Peru)	www.viewsonic.com/la/	T= 0800 53458	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) T= 1-866-379-1304 (Spanish) F= 1-909-468-1202”	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 Kingdom	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/ uk/support/call-desk/	service_gb@ viewsoniceurope.com
United States	www.viewsonic.com	T (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530 F= 1-909-468-1202”	service.us@viewsonic.com

# **Limited Warranty**

## **ViewSonic Portable 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.

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

ViewSonic Portable Media Player are 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, 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.



# Mexico Limited Warranty

## ViewSonic Portable 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 & accessories.

### How long the warranty is effective:

ViewSonic LCD TVs 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, 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.



<b>Contact Information for Sales &amp; Authorized Service (Centro Autorizado de Servicio) within Mexico:</b>	
<b>Name, address, of manufacturer and importers:</b> México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 <a href="http://www.viewsonic.com/la/soporte/index.htm">http://www.viewsonic.com/la/soporte/index.htm</a>	
<b>NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004</b>	
<b>Hermosillo:</b> Distribuciones y Servicios Computacionales SA de CV. Calle Juárez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: <a href="mailto:disc2@hmo.megared.net.mx">disc2@hmo.megared.net.mx</a>	<b>Villahermosa:</b> Compumantenimientos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: <a href="mailto:compumantenimientos@prodigy.net.mx">compumantenimientos@prodigy.net.mx</a>
<b>Puebla, Pue. (Matriz):</b> RENTA Y DATOS, S.A. DE C.V. Domicilio: 29 SUR 721 COL. LA PAZ 72160 PUEBLA, PUE. Tel: 01(52).222.891.55.77 CON 10 LINEAS E-Mail: <a href="mailto:datos@puebla.megared.net.mx">datos@puebla.megared.net.mx</a>	<b>Veracruz, Ver.:</b> CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419 ENTRE PINZÓN Y ALVARADO Fracc. Reforma C.P. 91919 Tel: 01-22-91-00-31-67 E-Mail: <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>
<b>Chihuahua</b> Soluciones Globales en Computación C. Magisterio # 3321 Col. Magisterial Chihuahua, Chih. Tel: 4136954 E-Mail: <a href="mailto:Cefeo@soluglobales.com">Cefeo@soluglobales.com</a>	<b>Cuernavaca</b> Compusupport de Cuernavaca SA de CV Francisco Leyva # 178 Col. Miguel Hidalgo C.P. 62040, Cuernavaca Morelos Tel: 01 777 3180579 / 01 777 3124014 E-Mail: <a href="mailto:aquevedo@compusupportcva.com">aquevedo@compusupportcva.com</a>
<b>Distrito Federal:</b> QPLUS, S.A. de C.V. Av. Coyoacán 931 Col. Del Valle 03100, México, D.F. Tel: 01(52)55-50-00-27-35 E-Mail : <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>	<b>Guadalajara, Jal.:</b> SERVICRECE, S.A. de C.V. Av. Niños Héroes # 2281 Col. Arcos Sur, Sector Juárez 44170, Guadalajara, Jalisco Tel: 01(52)33-36-15-15-43 E-Mail: <a href="mailto:mmiranda@servicrece.com">mmiranda@servicrece.com</a>
<b>Guerrero Acapulco</b> GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	<b>Monterrey:</b> Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: <a href="mailto:aydeem@gps1.com.mx">aydeem@gps1.com.mx</a>
<b>MÉRIDA:</b> ELECTROSER Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, México CP97000 Tel: (52) 999-925-1916 E-Mail: <a href="mailto:rrrb@sureste.com">rrrb@sureste.com</a>	<b>Oaxaca, Oax.:</b> CENTRO DE DISTRIBUCION Y SERVICIO, S.A. de C.V. Murguía # 708 P.A., Col. Centro, 68000, Oaxaca Tel: 01(52)95-15-15-22-22 Fax: 01(52)95-15-13-67-00 E-Mail: <a href="mailto:gpotai2001@hotmail.com">gpotai2001@hotmail.com</a>
<b>Tijuana:</b> STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembre Tijuana, Mexico	<b>FOR USA SUPPORT:</b> ViewSonic Corporation 381 Brea Canyon Road, Walnut, CA. 91789 USA Tel: 800-688-6688 (English); 866-323-8056 (Spanish); Fax: 1-800-685-7276 E-Mail: <a href="http://www.viewsonic.com">http://www.viewsonic.com</a>

