

KRAMER ELECTRONICS LTD.

USER MANUAL

MODEL:

VIA Connect PRO Collaboration Hub

P/N: 2900-300419 Rev 1



VIA CONNECT PRO QUICK START GUIDE

For Installer

This guide helps you install and use your product for the first time.

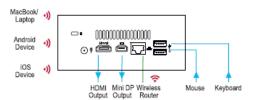
For more detailed information, go to http://bit.ly/Kramer-VIA-collaboration-hub
to download the latest manual or scan the QR code above.

STEP 1: Check What's in the Box

- 1. VIA Connect PRO Collaboration Device 3. Quick Start Guide
- 2. Power supply with power cords 4. Mini DP to VGA Adapter

STEP 2: Inputs and Outputs at a Glance

Always switch off the power on each device before connecting it to your VIA Connect PRO.



Always use Kramer high-performance cables for connecting AV equipment to the **VIA Connect PRO.**

STEP 3: Connect the Unit

- · Connect keyboard and mouse
- · Connect your main display
- Connect a Local Area Network (LAN) cable for connection to your network or use a router for connection to Wi-Fi
- · Connect the power supply
- Turn on the device

STEP 4: Configure VIA Connect PRO

Open the VIA Connect PRO menu and click on Features, then on Settings.

Enter password: supass.

The Settings Menu tabs are:

- · LAN Settings Configure your network parameters and apply settings
- · Room Name/Code Manage room code and name preferences
- · System Controls Manage your display and audio settings
- Wallpaper Insert a custom wallpaper image
- Authentication Activate presentation mode and define moderator/participant settings

After settings are defined, click on the reboot button to apply all settings. For more details, read the Settings section in the user manual.



VIA CONNECT PRO QUICK START GUIDE

For User

STEP 1: Connect Your Device to the Proper Network

Connect your device to the same network used by Kramer VIA Connect PRO in the specific meeting room (either Wi-Fi or LAN).

STEP 2: Run or Download the Application

MAC or PC

- Navigate to the embedded Web page of VIA Connect PRO by entering the Room Name of the VIA into your computer's browser.
- Select Mac or Windows and run the application or download the installation file by clicking on the VIA Setups tab.





iOS/Android

 Download and install the free VIA App from Apple's App Store or Google's Play Store. Use the QR code above.

STEP 3: Login



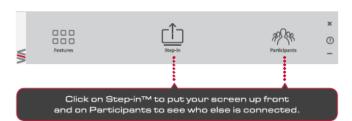
Room Name: Copy the room name as appears in the wallpaper (IP Address).

Nickname: Enter a name for your device.

Room Code: Enter a 4-digit code as it appears in the wallpaper.

Login: Press Login to join the meeting.

STEP 4: Main Menu



STEP 5: Features



Wireless Connection

Bring your own device (BYOD) and join the session through wireless connection. No dongle is needed.



Enable Control

Give a participant control over the presenter's MAO® or PC laptops.



MultiMedia

Share smooth full motion video (up to 1080p/60), Mp3 files, and photos.



Chat

Send a message to a colleague in the meeting.



Cloud

Drag and drop files to the cloud to share instantly with everyone in the meeting.



Whiteboard

Create, annotate, illustrate, review or highlight the current display.



File Transfer

Share a file with one or several collaborators.



Start Collaboration

Olick to collaborate through a common display, using your own device. Multiple users can interact and control what's happening on the main display at the same time.

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1 Introduction

Welcome to VIA Connect PRO.

VIA Connect PRO is Kramer's unique, powerful wireless presentation and collaboration hub. It converts any display at any location into an interactive meeting point, and it works with a wide range of presentation devices from desktop and notebook computers to tablets and smartphones.

Each participant in a **VIA Connect PRO** session can quickly view, edit, annotate, comment, and share content with other participants. Participants can share their ideas through the primary screen, or break off with others into smaller groups during a meeting.

The VIA Connect PRO integrates seamlessly with any organization's current IT infrastructure, converting any projector or screen into a networked device that users can share and view on their current devices. Every local connection to VIA Connect PRO is wireless, free of dongles, cables, and other compatibility peripherals.

Key features of VIA Connect PRO:

- Login using conventional Wi-Fi or LAN connections, no dongle needed
- Provides true HD 1080p/60 video streaming
- Supports Windows laptops and MAC®, as well as iOS and Android mobile operating systems
- Compatible with all common Web browsers
- Up to 255 simultaneous users can be logged in
- Up to 4 participant screens can be displayed simultaneously

1.1 Applications & Features

Present, share, chat, send and receive files, hold sidebar conversations, annotate, edit, and save copies of all your work, just as you would with a whiteboard or flip chart...except that you can do it all from your notebook computer, tablet, and smartphone.

Here are just a few of the things you can do with VIA Connect PRO:

Up to four different participant screens can be shown at the same time. **VIA Connect PRO** automatically sizes each screen to the maximum available resolution. Finished sharing? Tap Step-out to disconnect.

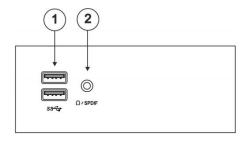
Chat and Share a file: Need to ask a meeting participant a question? Click on their screen name and send them a text message with complete privacy. Windows and Mac PC users can also share files between themselves or the main presenter, all at the click of a mouse.

Control a participant's computer: Need to access files or play back a presentation from a participant's PC? Simply click Enable Control on the PC, and its cursor can be controlled remotely to launch programs and play media.

Multimedia: Sometimes it's just easier to explain your ideas with a video. Simply click the Multimedia tab on your device's screen and you can load and display JPEG images (all operating systems) and play MP4 videos (Windows and Mac PCs and iOS devices only). You can also display and share PDFs from any logged-in device.

1.2 Controls and Connections

This section defines VIA Connect PRO.



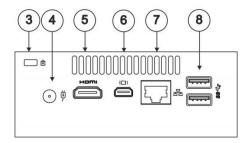


Figure 1: VIA Connect PRO Collaboration Hub

#	Feature	Function
1	USB 3.0 Connectors	Connect to up to two USB devices
2	SPDIF 3.5mm Mini Jack	Connects to earphones or an SPDIF acceptor
3	Lock Opening	Connects to a security locking cable
4	Power Connector	Connects to the 19V DC power supply
5	HDMI Connector	Connects to an HDMI acceptor
6	Mini DisplayPort Connector	Connects to a mini DisplayPort acceptor
7	LAN RJ-45 Connector	Connects to a wireless router
8	USB 3.0 Connectors	Connect to up to two USB devices

2 Setting Up



Always switch off the power to each device before connecting it to your **VIA Connect PRO**. After connecting **VIA Connect PRO**, connect its power and then switch on the power to each device.

To connect the **VIA Connect PRO** as illustrated in the example in <u>Figure 2</u> you need:

- A VIA Connect PRO Wireless Collaboration Hub
- A display (projector, monitor, or screen). NOTE: A touchscreen display is best for annotation
- A Local Area Network (LAN) cable for connection to your network. For wireless network connectivity, use a commercial wireless router

The following client devices are applicable with Kramer's **VIA** collaboration hub:

- A Windows 7/8[®] (32-bit/64-bit) computer
- A Macintosh[®] computer, using OSX 10.6.5 or newer (version 10.6.8 recommended)
- An iPad/iPhone[®] tablet/smartphone with the VIA Connect PRO app installed (iPad 2 or later, iOS 5 or later, iOS 6.0 recommended)
- An Android[®] OS 3.2 tablet/smartphone with the VIA Connect PRO app installed

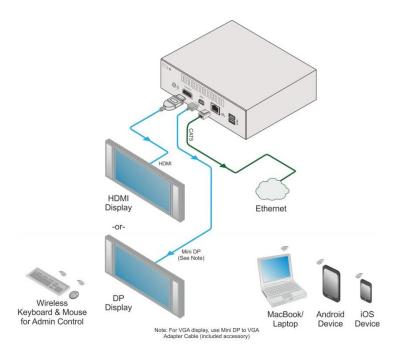


Figure 2: Connecting the VIA Connect PRO Collaboration Hub

2.1 Connecting VIA Connect PRO to a Display

VIA Connect PRO is equipped with HDMI and mini DP display output connectors.

- The HDMI connection can be used with any compatible projection or directview display, such as an LCD monitor. This connection carries embedded audio, and can also be routed and switched just like any other HDMI connection
- The mini DisplayPort connector connects to a DisplayPort display or to a VGA display by means of a mini DP to VGA adapter cable included in the packaging of VIA Connect Pro

VIA Connect PRO's internal video card reads the Extended Display Identification Data (EDID) for any connected display and sets the optimum display resolution and image refresh rate automatically through the HDMI and Mini DisplayPort jacks.

For full functionality, **VIA Connect PRO** must be connected to a local area network (LAN). You must assign an IP address to the **VIA Connect PRO**.

NOTE: Do not turn the device on before connecting the LAN port to the network.

NOTE: To allow participation in a collaborative session (send and receive content), connect the **VIA Connect PRO** hub and all participant devices (PCs/ MACs/ smartphones/tablets) to the same network (LAN - wired/wireless).

The VIA Connect PRO hub receives user's display/screen information and multimedia files from their device (laptop/tablet/smartphone) and sends them to the collaboration display (the display connected directly to VIA Connect PRO hub unit).

2.2 Downloading and Running VIA Connect PRO Software

All participants in a meeting must download and run either the Kramer **VIA** executable file (PC, Mac) or the appropriate Android/iOS app.

To access the PC and Mac executable files:

- Open your Web browser and enter the IP address for your VIA Connect PRO unit
- Click on the file format (Win7/8, Mac OS) for your computer. You are prompted to save this file to your computer. Select "OK" and download.
- Once downloaded, locate the file on your computer (under "Downloads") and click to launch it. You then see the VIA Connect PRO login screen. (For faster access, move the file to your desktop)



 For tablets and smartphones, the Kramer VIA app is found in the App Store (iOS) and Google Play (Android). Download the app to your tablet/phone and install. When you run the app, you see the following screen:



2.3 Logging In to VIA Connect PRO

Windows and Mac OS

- Choose a username (nickname) for your device (it can be any mix of letters and numbers) then enter it on the login screen
- Next, enter the room code, seen on the lower right part of the screen. This lets you access VIA Connect PRO

iOS and Android

- First, enter the IP address for the VIA Connect PRO. This is found on the main display screen in the lower left
- Next, choose a username (nickname) for your device (it can be any mix of letters and numbers) then enter it on the login screen of your device
- Finally, enter the room code as seen on the lower right part of the screen.
 This lets you access VIA Connect PRO. Now, you're ready to go!

3 VIA Connect PRO Functions and What They Do

VIA Connect PRO presents two types of screens depending whether it is being used by the Admin or by a User. The following screen shots illustrate both types.

Figure 3 shows the VIA Connect PRO main Admin screen and its functions:

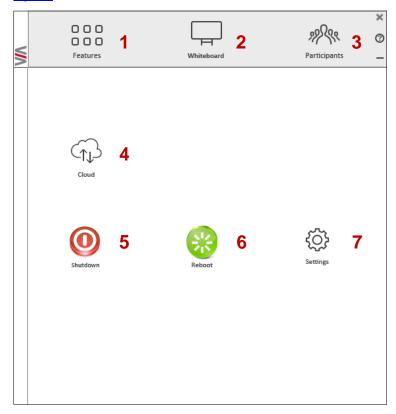


Figure 3: VIA Connect PRO Admin Screen and Features

Item	Icon	Action
1	Features	Allows user to see and access all available features of VIA Connect PRO
2	Whiteboard	Opens a canvas to annotate, draw, and update document collaboratively over a live stream
3	Participants	Provides a list of all participants in the session
4	Cloud	Drag and drop files to the cloud to share instantly with everyone in the session
5	Shutdown	Shuts down VIA Connect PRO system
6	Reboot	Reboots VIA Connect PRO System
7	Settings	Performs settings on the LAN, configurations related to room code, system controls, wallpaper and activation center

Figure 4 shows the VIA Connect PRO main User screen and its functions:

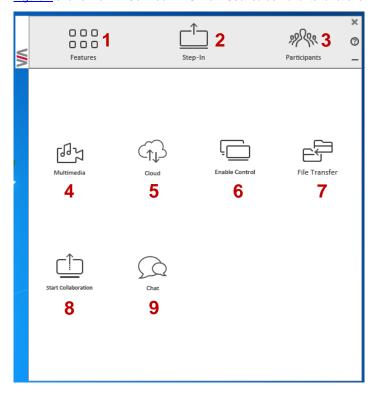


Figure 4: VIA Connect PRO Main User Screen and Features

Item	Icon	Action
1	Features	Allows user to see and access all available features of VIA Connect PRO
2	Step-In/ Step-Out	Allows the user to show his device's screen on main display, or to step out
3	Participants	Provides a list of all participants in the session
4	Multimedia	Supports video formats: avi, vob, mp4, mov, mpx (ex. mpg). Shares smooth full-motion video (up to 1080p/60), MP3 files and photos
5	Cloud	Drag and drop files to the cloud to share instantly with everyone in the session
6	Enable Control	Gives participants control over the presenters Mac or PC laptop
7	File Transfer	Shares files between the available participants during the session
8	Start Collaboration	Click to collaborate through a common display using your own device. Multiple users can interact and control the main display at the same time
9	Chat	Allows sending chat messages among available participants during that session

4 Using VIA Connect PRO

VIA Connect PRO is a powerful and versatile collaboration hub that gives participants a wide selection of presentation tools. In this section, we'll look at each of those tools and discuss briefly how it works.

4.1 VIA Connect PRO Main Menu

This section refers to the user's experience.

The **VIA Connect PRO** User main menu has three tabs across the top – Features, Step-In/Out, and Participants.

- Clicking on the Features icon on the main menu allows the user to see and access all available functions of VIA Connect PRO
- Clicking on the Step-In icon on the main menu displays your PC/device screen on the main screen. Clicking Step-Out removes your device screen from the main screen
- Clicking on the Participants icon (<u>Figure 5</u>) reveals a list of all participants in the session

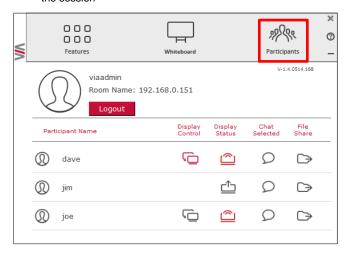


Figure 5: The Participant List

Under Participants, the following icons are used:

Item	Icon	Meaning
Display Status		Start a presentation at a display
		The user is currently presenting
Chat Status	Q	Start a chat session with any available participants
	Q	The participant is currently chatting with you. Click to open the chat session
File Transfer		Start a file transfer with another participant
		File transfer is already active with that participant
Enable Control		Take control of any user while the user is displaying
	٦	Admin has the control of that user

4.2 Enabling Control

This function allows the admin to take control of a participant's PC (Windows or Mac OS). (In our example, <u>Figure 6</u>, *user Dave* has stepped in and the Admin has taken control of *Dave*):

The admin can work on Dave's system as he has taken control. (Admin can play media or work on a document or presentation file collaboratively with *Dave*).

Any other participant who wants to take control or collaborate with *Dave's* system can click on the Start Collaboration icon and drag his laptop mouse to the top and off their local screen. That cursor now moves to the **VIA Connect PRO** unit and appears on the main display of Dave. Buttons are shown in the picture below:

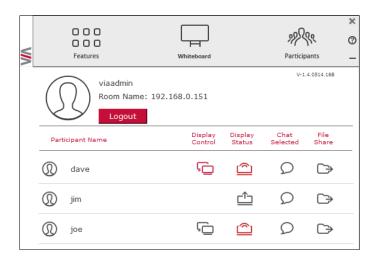


Figure 6: Enable Control

4.3 Chatting with Participants

The admin or user can start a chat session to exchange text messages between users.

To initiate a chat session:

 Go to the participant list and click the chat icon for the desired participant. The chat window opens (<u>Figure 7</u>) and you can chat with selected participant:



Figure 7: Chat Window

In the chat window, the participant's name is at the left side of the window and your chat messages are on the right side.

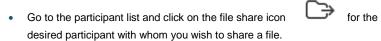
The user can check for active chat sessions by going to Features > Chat



4.4 Sharing Files

VIA Connect PRO can transfer files between PC/Mac logged in users.

To share a file:



In the cloud directory, select the desired file on your device. Then, click
 Share

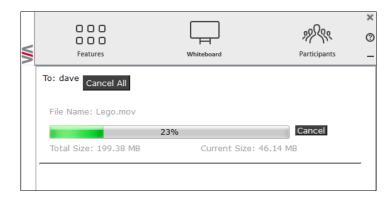


Figure 8: Admin File Sharing

The target participant needs to select a location to save the file and start the file transfer process. Once completed, the file is saved on that participant's system.

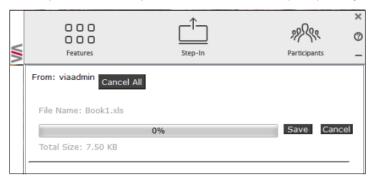


Figure 9: User File Sharing

When completed, the file is saved at receiver's system.

You can check or cancel currently sharing file from *Features > File Transfer*.



4.5 Accessing Cloud Data

The cloud is used to access all data that has been shared by participants using **VIA Connect PRO** hub.

To access cloud data:

• Click on Features and then click on the cloud icon to go to the Cloud directory where all the users' shared files were saved.

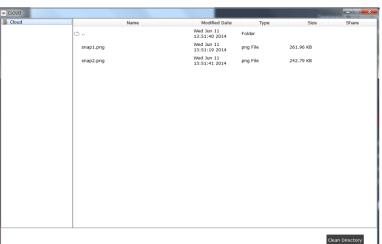


Figure 10: Shared Files on the Cloud

- To delete all files from the cloud directory, click on Clean Directory
- A warning note appears that this is a permanent delete action

4.6 Whiteboard Collaboration

The whiteboard function creates a canvas on the **VIA Connect PRO** hub. With whiteboard, you can:

- · Access a wide range of drawing and annotating tools
- · Comment on any content shown on screen
- Insert any kind of images

To open Whiteboard:

 Go to the main menu and click on the Whiteboard icon. This starts a whiteboard session on VIA Connect PRO.

4.6.1 Whiteboard Functions

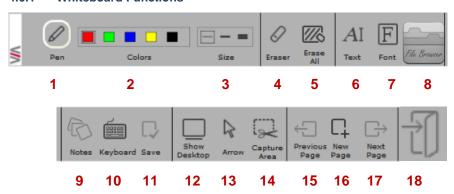


Figure 11: Whiteboard Toolbar

Item	Icon	Action
1	Pen	Enables drawing on the whiteboard
2	Colors	Changes the color of line with various available colors
3	Size	Chooses the line thickness
4	Eraser	Erases your annotations
5	Erase All	Cleans the page
6	Text	Inserts text at your whiteboard page
7	Font	Changes text font of your whiteboard page
8	File Share	Shares files between the available participants during the session
9	Notes	Creates comments or remarks about your annotation at whiteboard page
10	Keyboard	Opens a virtual keyboard at whiteboard to insert text
11	Save	Saves all your activities either as PDF or as JPEG format
12	Show Desktop	Displays your desktop with all running applications, user can also annotate at the running application using desktop stylus
13	Arrow	Selects any object or image
14	Capture Area Tool	The mouse pointer turns into plus sign. Click the upper left corner of the area you want to capture and drag along the screen to the limit of the capture. The selected area is displayed in gray. The area is then included in the current or new page as an object
15	Previous page	Moves to previous page (when multiple pages added)
16	New page	Creates a new page or to add a new page
17	Next page	Moves to next page (when multiple pages added)
18	Close	Closes the whiteboard

4.6.2 Show Desktop

Show Desktop allows you to hide the whiteboard and to navigate freely on your desktop. A toolbar is available for making annotations on your desktop and capturing an object. For example, capture an area of the screen and add it as an object in your current page.

Icon	Name	Action
	Whiteboard	Press this button to immediately return to your board page
	Pencil	Writes on the whiteboard
	Eraser	Erases precisely what you have written on the whiteboard
R	Selection Tool	Selects any object to move it and apply changes
	Capture Area Tool	The mouse pointer turns into plus sign. Click and drag over the desired area
	Window Selection	Directly captures a window and all of its content.
	Save	Saves your activity in either.jpg or .pdf format
	Show/Hide	Show/hide annotations
	Exit	Exits the whiteboard

4.7 VIA Connect PRO Settings Menu

The Settings menu is where you configure your VIA Connect PRO unit.

The Settings menu tabs include:

- LAN Settings configures network parameters
- Room Name/Room Code manages room code and name preferences
- Configurations activates/deactivates energy saving mode and system log
- System Controls manages your display and audio settings
- Wallpaper inserts a customized wallpaper
- Authentication activates presentation mode and define moderator/participants settings

To open the settings page use keyboard and mouse connected to **VIA Connect PRO** unit:

- Click on Features to expand
- Click on Settings. It requests user name and password for the VIA Adminuser
- Enter the password "supass"

The Settings screen opens:



Figure 12: Settings Screen

After settings are defined, click on Reboot tab to apply all.

4.7.1 LAN Settings

Use LAN settings to change the IP address, DNS and default gateway of VIA Connect PRO.



When changing these settings, make sure they are correct. Incorrect values can cause a loss of communication.

To change the IP address:

- Click on LAN Settings
- Enter as required the IP address, subnet mask, default gateway, DNS server 1, DNS server 2



Figure 13: LAN Settings Screen

- When finished, click on Apply Settings
- Click OK at the Confirmation Message
- Click on Reboot to restart the system with the new settings

4.7.2 Room Name/Code Settings

To activate/deactivate Room Code, Date & Time:



Figure 14: Room/Name Code Screen

- Show Room Name on Wallpaper: This feature displays the Room Name (a standard IP address) on the VIA Connect PRO home screen. By default, it displays the current IP address, but you can change it to a Domain Name System (DNS) name if local DNS services are supported by the network. To change the Room Name, enter the new address or DNS name, then click on Apply and reboot VIA Connect PRO. To login any device to the VIA Connect PRO client, you must enter the same Room Name in the location field on your device
- Activate Room Code: The Room Code is a security overlay feature that
 generates and updates a four digit code. It appears on the lower right of the
 VIA Connect PRO home page. When activated, this code must be entered
 by any device before logging into VIA Connect PRO
- Show Date Time on Wallpaper: Displays the date/time on the top right of the display



The color of the text of the room name, the room code, the date and time to show on the background of the **VIA Connect PRO** wallpaper can also be changed in this Settings menu.

4.7.3 Configuration Settings

To change configurations:

- · Click on Configurations
- Activate System Log Activates the logging of all system activity either by the client or the gateway to aid diagnosing a problem with VIA Connect PRO
- Enable Quick Client Access Enables a floating icon on the desktop of the VIA Connect PRO gateway to open the VIA Connect PRO menu. The user can click on this icon and the menu opens
- Activate Energy Saving Mode Allows the device to switch to sleep mode after 15 minutes of no activity

4.7.4 Authentication Settings

In this section, you can activate Presentation (moderator–participant) Mode. In this mode, a participant requires permission from the moderator to use the Step-In function on VIA Connect PRO.

To enable Presentation Mode:

- · Click on Authentication
- Select Activate Presentation Mode and reboot VIA Connect PRO gateway



Figure 15: Authentication Screen

There are 2 default users available to login into **VIA Connect PRO** client in Presentation mode.

Moderator:

Default user name: su
 Default password: supass

Participant:

Default user name: user
 Default password: userpass

You can create more users as needed.

To create users:

 Open the VIA Connect PRO Web site by entering the VIA Connect PRO IP address in any Web browser At the top, login with default moderator username (supass). The moderator
can create a database of participants by assigning a Username, Password
and Role (Moderator or Participant) to each one of them, as shown in
Figure 16 below



Figure 16: Moderator Mode

Now any user who was created by the moderator can get permission to join the session.

To login into the VIA Connect PRO client when Presentation Mode is activated:

- Open the VIA Connect PRO client and enter the location (IP address of the VIA Connect PRO gateway)
- Enter user name and password (as defined by moderator)
 Now you see the Room Code field.
- Enter the room code (if Room Code is activated)
- Click on Login



Figure 17: Login Screen When Moderator Mode is Active

To start a presentation:

 Click on "Step-In" and VIA Connect PRO sends a request to the moderator for display permission

user is requesting for display

 The moderator clicks on "Allow" to start the participant's presentation on the collaboration display

The presentation is now visible on the VIA Connect PRO main display

Note: The moderator can "Step-In" at any time without permission.

4.7.5 Wallpaper Settings

This feature allows any corporation or institution to change the default screen to match their branding and in-room equipment usage instructions.

To change wallpaper:

- Click on Wallpaper
- Click on Import Wallpaper
- Connect the USB drive with the wallpaper file (must be a png image file)
 and click OK from your system. Upload begins

Click on Reboot
 The background image on VIA Connect PRO changes after rebooting



Figure 18: Wallpaper Screen

4.7.6 System Control Settings

System controls access the audio settings, display settings, system health and log files of the **VIA Connect PRO** unit. The log folder is only available if system logging is activated from the configurations tab of settings.

The VIA Connect PRO unit is pre-activated by Kramer.

To access the Settings via any connected PC device:

- Open your Web browser and enter the IP address for your VIA Connect PRO unit
- Enter user name "su" and password "supass".
- Click on Via Management tab to access the Settings menu.



Figure 19: Web Browsing Management - Network Settings



Figure 20: Web Browsing Management - Wallpaper Settings



Figure 21: Web Browsing Management - Configuration Settings



Figure 22: Web Browsing Management - Authentication Settings

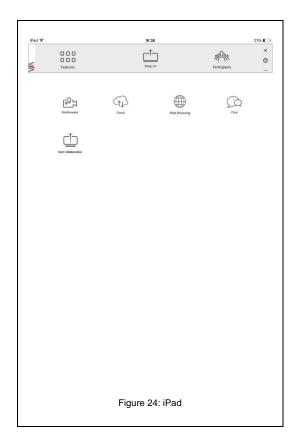
4.8 User Experience

VIA Connect PRO enables a high level of collaboration in meetings. Participants can share files, chat, edit a common document, or stream full HD (1080p/60) video content. Following is a summary of VIA Connect PRO functions:



Note: Different devices enable different features depending on the device capabilities. See the following illustrations.





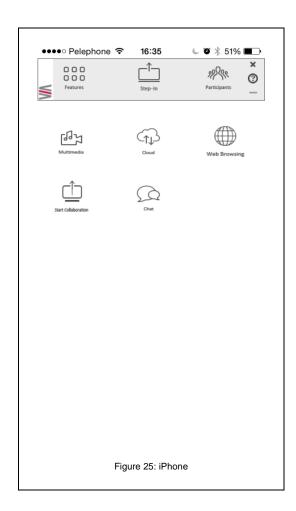




Figure 26: PC

5 Technical Specifications

INPUTS:	4 USB 3.0, 1 LAN on an RJ-45 connector	
GRAPHIC OUTPUTS:	1 HDMI, 1 mini DisplayPort	
AUDIO OUTPUT:	1 S/PDIF	
PROCESSOR:	4th generation Intel® Dual core 1.4GHz	
MAIN MEMORY:	4GB, high speed	
STORAGE:	32GB, solid-state drive	
LAN:	Gigabit LAN	
AUDIO:	Analog or embedded HDMI, S/PDIF Realtek ALC269	
POWER SUPPLY:	65W power adapter (19V, 3.4A)	
INPUT VOLTAGE:	100V~220V AC, 50/60Hz, auto sensing	
OPERATING TEMPERATURE:	0° to +40°C (32° to 104°F)	
STORAGE TEMPERATURE:	-40° to +70°C (-40° to 158°F)	
HUMIDITY:	10% to 90%, RHL non-condensing	
DIMENSIONS:	11.8cm x 11.5cm x 4.0cm (4.6" x 4.5" x 1.6") W, D, H.	
NET WEIGHT:	0.475kg (1.0lbs)	
INCLUDED ACCESSORIES:	3 power cords (US, EU, UK), Kramer mini DP to VGA adapter, VESA mounting bracket	
Specifications are subject to change without notice at http://www.kramerelectronics.com		

LIMITED WARRANTY

The warranty obligations of Kramer Electronics for this product are limited to the terms set forth below:

What is Covered

This limited warranty covers defects in materials and workmanship in this product.

What is Not Covered

This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature. This limited warranty does not cover any damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorized tampering with this product, any repairs attempted by anyone unauthorized by Kramer Electronics to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product. This limited warranty does not cover cartons, equipment enclosures, cables or accessories used in conjunction with this product.

Without limiting any other exclusion herein, Kramer Electronics does not warrant that the product covered hereby, including, without limitation, the technology and/or integrated circuit(s) included in the product, will not become obsolete or that such items are or will remain compatible with any other product or technology with which the product may be used.

How Long Does this Coverage Last

Three years as of this printing; please check our Web site for the most current and accurate warranty information.

Who is Covered

Only the original purchaser of this product is covered under this limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of this product.

What Kramer Electronics will do

Kramer Electronics will, at its sole option, provide one of the following three remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty:

- 1. Elect to repair or facilitate the repair of any defective parts within a reasonable period of time, free of any charge for the necessary parts and labor to complete the repair and restore this product to its proper operating condition. Kramer Electronics will also pay the shipping costs necessary to return this product once the repair is complete.
- 2. Replace this product with a direct replacement or with a similar product deemed by Kramer Electronics to perform substantially the same function as the original product.
- Issue a refund of the original purchase price less depreciation to be determined based on the age of the product at the time remedy is sought under this limited warranty.

What Kramer Electronics will not do Under This Limited Warranty

If this product is returned to Kramer Electronics or the authorized dealer from which it was purchased or any other party authorized to repair Kramer Electronics products, this product must be insured during shipment, with the insurance and shipping charges prepaid by you. If this product is returned uninsured, you assume all risks of loss or damage during shipment. Krame Electronics will not be responsible for any costs related to the removal or re-installation of this product from or into any installation. Kramer Electronics will not be responsible for any costs related to any setting up this product, any adjustment of user controls or any programming required for a specific installation of this product.

How to Obtain a Remedy under this Limited Warranty

To obtain a remedy under this limited warranty, you must contact either the authorized Kramer Electronics reseller from whom you purchased this product or the Kramer Electronics office nearest you. For a list of authorized Kramer Electronics resellers and/or Kramer Electronics authorized service providers, please visit our web site at www.kramerelectronics.com or contact the Kramer Electronics office nearest you.

In order to pursue any remedy under this limited warranty, you must possess an original, dated receipt as proof of purchase from an authorized Kramer Electronics reseller. If this product is returned under this limited warranty, a return authorization number, obtained from Kramer Electronics, will be required. You may also be directed to an authorized reseller or a person authorized by Kramer Electronics to repair the product.

If it is decided that this product should be returned directly to Kramer Electronics, this product should be properly packed, preferably in the original carton, for shipping. Cartons not bearing a return authorization number will be refused.

Limitation on Liability

THE MAXIMUM LIABILITY OF KRAMER ELECTRONICS UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you.

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SAFETY WARNING Disconnect the unit from the power supply before opening and servicing



