

# ViewSonic®

## WPG-350

### Wireless Presentation Gateway



ViewSonic®

- User Guide
- Guide de l'utilisateur
- Bedienungsanleitung
- Guía del usuario
- Руководство пользователя
- 使用手冊 (繁體)
- 使用手冊 (簡體)

Model No. : VS12526

# 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.



## FCC Radiation Exposure Statement

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This wireless module 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.

## Industry Canada Notice

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

## R&TTE Compliance Statement

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

ETSI EN 300 328 V1.7.1 (2006)

EN 301 489-01 V1.6.1 (2005)

EN 301 489-17 V1.2.1 (2002)

EN 62311 (2008)

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

# Declaration of 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:

<b>Substance</b>	<b>Proposed Maximum Concentration</b>	<b>Actual Concentration</b>
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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## Product Registration

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: [www.viewsonic.com](http://www.viewsonic.com). The ViewSonic® Wizard CD-ROM also provides an opportunity for you to print the registration form, which you may mail or fax to ViewSonic.

## For Your Records

<b>Product Name:</b>	<b>WPG-350</b> <b>ViewSonic Wireless Presentation Gateway</b>
<b>Model Number:</b>	<b>VS12526</b>
<b>Document Number:</b>	<b>WPG-350_UG_ENG Rev. 1A 06-22-09</b>
<b>Serial Number:</b>	_____
<b>Purchase Date:</b>	_____



The lamp in this product contains mercury.

Please dispose of in accordance with local, state or federal laws.

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## Important Safety Instructions

1. Do not place the product near water or in humid and / or hot environment, like bathroom or kitchen. Please refer to the specification of the environment.
2. This product is designed to be used indoor.
3. **Avoid swallowing any parts, components, or accessory of this product.**
4. If this product is dropped into water when it's powered on, **DO NOT ATTEMPT TO RETRIEVE BACK BY YOURSELF!** Switch the electrical power switch off first, and call a qualified electrical technician for help.
5. If to hang this product, please make sure placement is properly secured. Misplacement would cause falling and damage this product and injury to people!
6. Do not drag any connected cord with force; the terminal and cord will be damaged.
7. Only use dry cloth with water to clean this product; do not use alcohol or other chemical solution to clean this product.
8. Do not repair, disassemble, or modify the product; if the product is not working properly, please contact the dealer of purchase.
9. Do not put the product and / or A/C adapter directly on paper, cloth, or other flammable materials. After hours of use, this product will become hot, and may cause flammable materials placed under it to burn.
10. Do not cover the product with cloth or any material; the product will become overheat and cause malfunction, even cause fire.
11. When the product is powered on, do not connect or disconnect any connection cable.
12. If not using the product for a long time, please unplug A/C adapter from wall socket, and remove the battery inside remote controller.



## Chapter I Product Introduction

Congratulations on your purchase of ViewSonic Wireless Presentation Gateway WPG-350. This section introduces you to the WPG-350 (referred to as the WPG in this user guide).

### 1-1 Package Contents



- (1) WPG-350
- (2) AC adapter
- (3) Remote controller
- (4) IR receiver extension cord
- (5) AC adapter extension cord
- (6) VGA cord
- (7) Quick Installation Guide
- (8) Software CD-ROM

## 1-2 Requirements

<b>PC CPU Speed</b>	<b>Intel Pentium 4/1.5 GHz or higher</b> (Recommend Intel Core 2 Duo CPU For Video Playback Mode)
<b>Memory</b>	<b>512 MB of RAM or higher</b> (Recommend 1GB of RAM For Video Playback Mode)
<b>Operating System</b>	<b>Windows XP 32 bit or above</b> (Recommend Windows XP 32 bit) <b>MAC OS X 10.4 and 10.5</b> (Both PowerPC / Intel Version)
<b>Network</b>	<b>100Mbps Wired Fast Ethernet /</b> <b>11Mbps 802.11b wireless Ethernet</b> (Recommend 54Mbps 802.11g wireless Ethernet)

## 1-3 Highlights

Thanks again for choosing the product. This product allows multiple users to connect to the same projector by wired or wireless network and avoiding the hassle of using VGA cable.

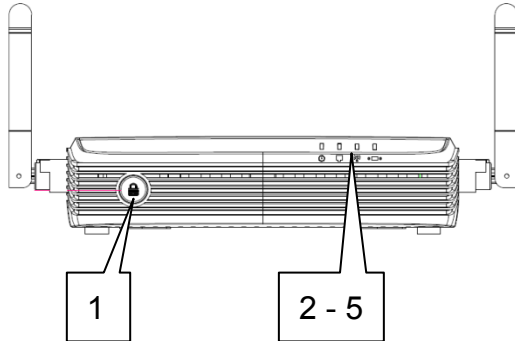
### Features

1. 802.11 b/g/n Wireless compatibility.
2. Supports both Wireless and Ethernet connectivity
3. VGA connections
4. Conference control
5. Supports multiple users at the same time *with* Quarter split screen
6. WPS (Wi-Fi Protected Setup)
7. **Output Resolution: 1024x768 or 800x600.**
8. Upgrade software via the Internet.
9. Network security.
10. Presentation remote
11. Video capture, to capture screen image for projection\*

*\*This function will be available in Q4, 2009 via upgrade through Internet.*

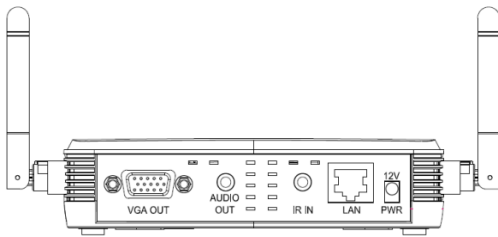
## 1-4 Part Names

### Front View



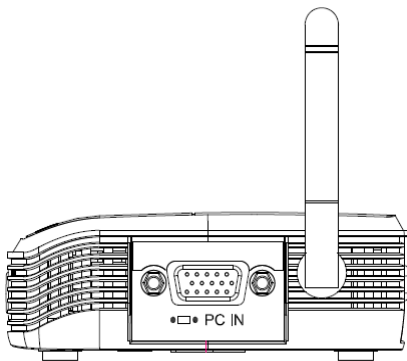
Item No.	Description
1	WPS: Single Click when the device is ON. Turn On: Single Click when the device is OFF.
2	'POWER' LED
3	'LAN' LED
4	'WIRELESS' LED
5	'PC IN' LED

### Back View



Name	Description
12V	Connect to A/C adapter / ViewSonic projector's D/C power outlet
LAN	10/100Mbps fast Ethernet port
IR IN	Connect to IR receiver
Audio Out	Stereo audio output
VGA OUT	VGA video output
Antenna	Receives wireless signal.

### Side View

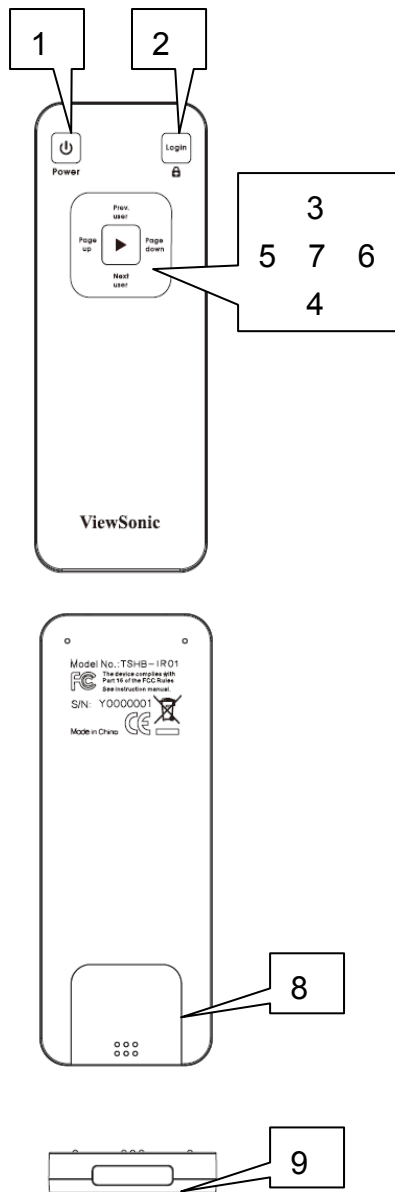



Name	Description
PC IN	Connect to computer's VGA output port

*Note:*

**1) WPS stands for Wi-Fi Protected Setup.**

## Remote Controller



Item No.	Description
1 Power	Stand-by mode on/off
2 Login	Show user list: Single Click.
2 	WPS: Press and hold for 3 seconds.
3 Prev.user	Move up to select user for presentation
4 Next user	Move down to select user for presentation
5 Page up	Go to previous page
6 Page down	Go to next page
7 Confirm	Confirm selected user for presentation
8 Battery Lid	Press battery lid and push it downward by your thumb to open battery compartment
9 IR LED	Infrared signal transmitter

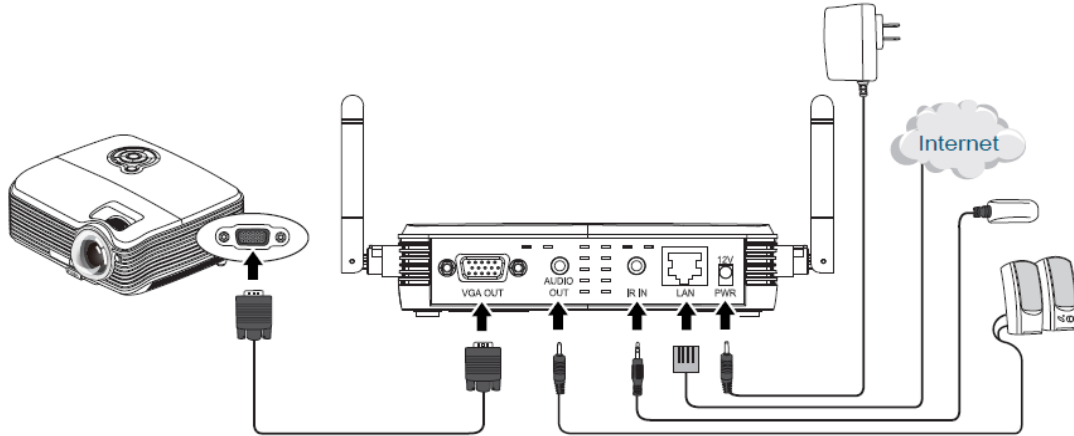
### Note:

**1) Remote controller effective distance is 7 meters. This distance will be shortened in some environments, or when the battery is low.**

**2) If there's strong light source near WPG and / or remote controller, remote controller may not be able to function properly.**

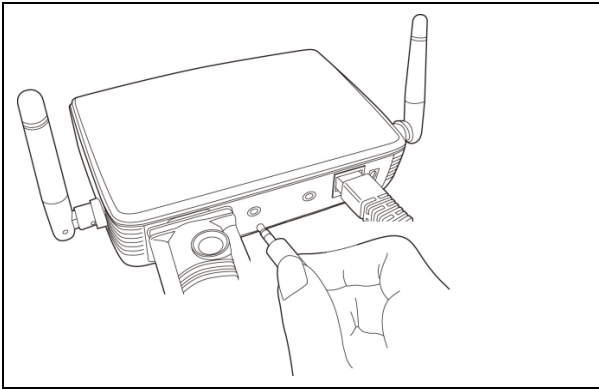
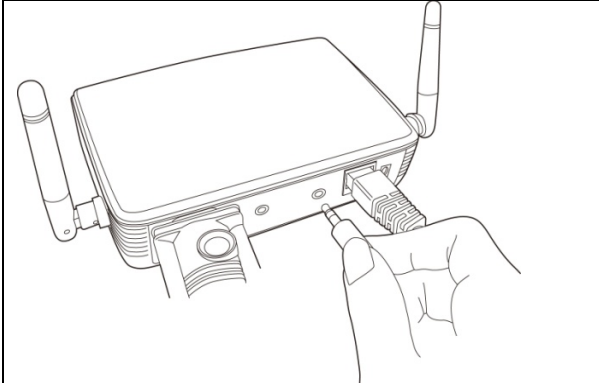
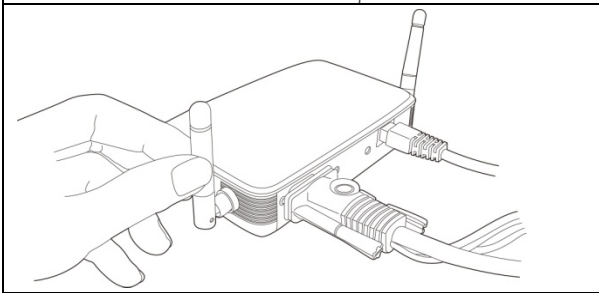
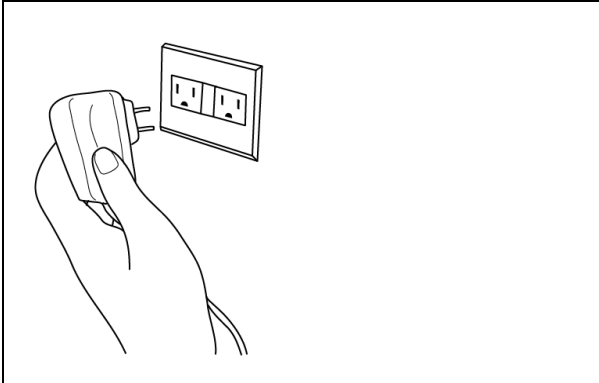
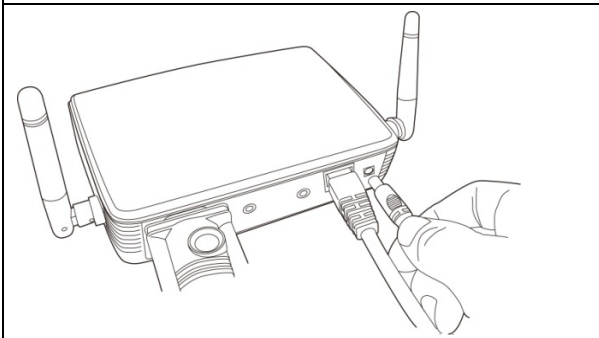
# 1-5 Initial Setup

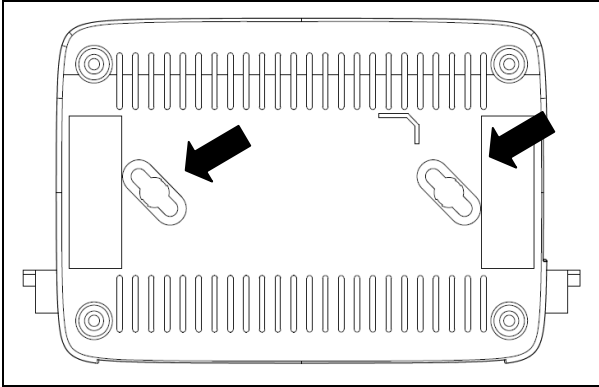
## Connection Overview



## Step-by-step setup instructions

<p>A hand is shown plugging a VGA cable into the projector's VGA-out port.</p>	<p>Connect one end of the VGA cable to the external display, and the other to WPG VGA-out port locates at back.</p>
<p>A hand is shown plugging an Ethernet cable into the projector's LAN port.</p>	<p>Connect the Ethernet cable to the LAN port</p>

	<p>Connect audio cable to WPG Audio-out Port locate at the back, and the other end to an external amplifier / speaker.</p>
	<p>Connect the IR receiver extending cable to 'IR IN' port located at the back of WPG, and place the IR receiver at a place where you can point the remote controller to it easily</p>
	<p>Adjust the antennas so they are perpendicular to the ground.</p>
	<p>Connect the A/C power adapter to the electrical outlet on the wall.</p>
	<p>Connect A/C power adapter to the power jack labeled as '12V' at the back of WPG.</p>



To fix the product placement, please use two wall mount holes located at the back of the product.



If you can see this start screen display on projector, indicates WPG-350 is working and all connection cables are correctly connected.

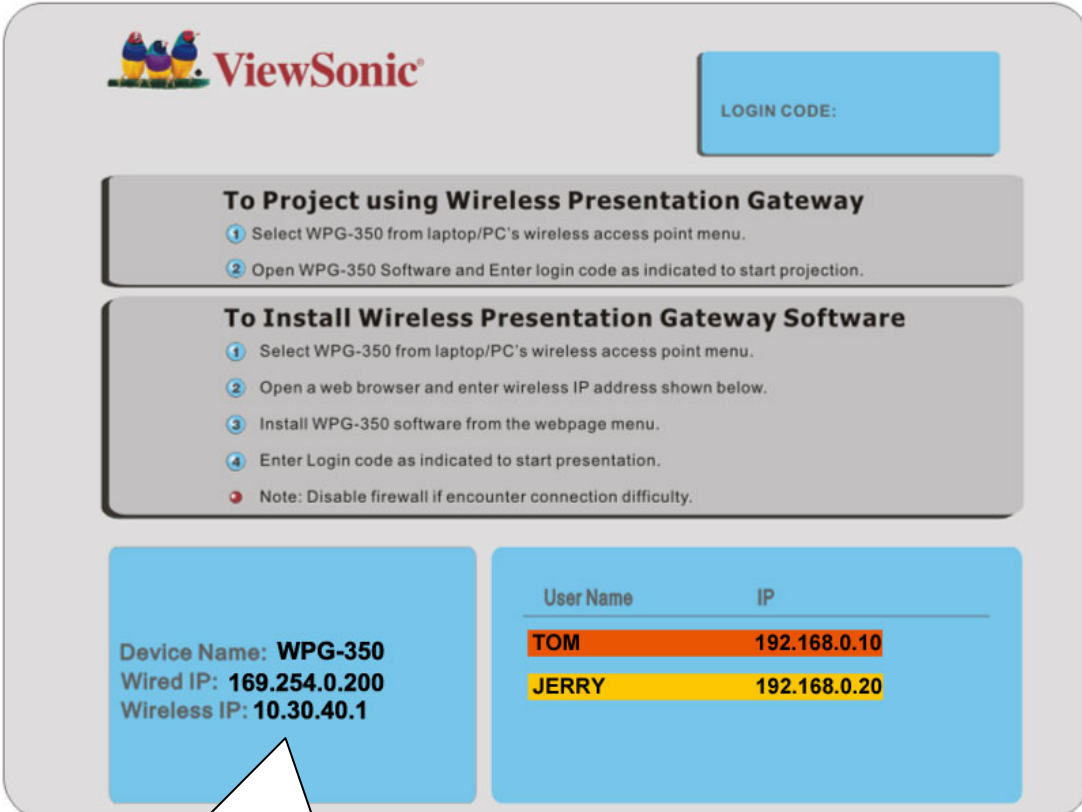
*Note:*  
**DO NOT USE VELCRO STICKER ALONE TO FIX THE PRODUCT ON THE WALL!**



## Chapter II Using WPG

### 2-1 Check the IP address of WPG

When WPG is powered on, check the connected display, you can find the IP address and login code Instruction Page:



The image shows a screenshot of the ViewSonic WPG-350 instruction page. At the top left is the ViewSonic logo. To the right is a blue box labeled "LOGIN CODE:". Below this are two main sections: "To Project using Wireless Presentation Gateway" and "To Install Wireless Presentation Gateway Software". The first section has two steps: 1. Select WPG-350 from laptop/PC's wireless access point menu. 2. Open WPG-350 Software and Enter login code as indicated to start projection. The second section has four steps: 1. Select WPG-350 from laptop/PC's wireless access point menu. 2. Open a web browser and enter wireless IP address shown below. 3. Install WPG-350 software from the webpage menu. 4. Enter Login code as indicated to start presentation. A note below the steps says: "Note: Disable firewall if encounter connection difficulty." At the bottom, there are two blue boxes. The left one contains: "Device Name: WPG-350", "Wired IP: 169.254.0.200", and "Wireless IP: 10.30.40.1". The right one contains a table with two columns: "User Name" and "IP". The table has two rows: "TOM" with IP "192.168.0.10" and "JERRY" with IP "192.168.0.20".

Device Name: **WPG-350**  
Wired IP: **169.254.0.200**  
Wireless IP: **10.30.40.1**

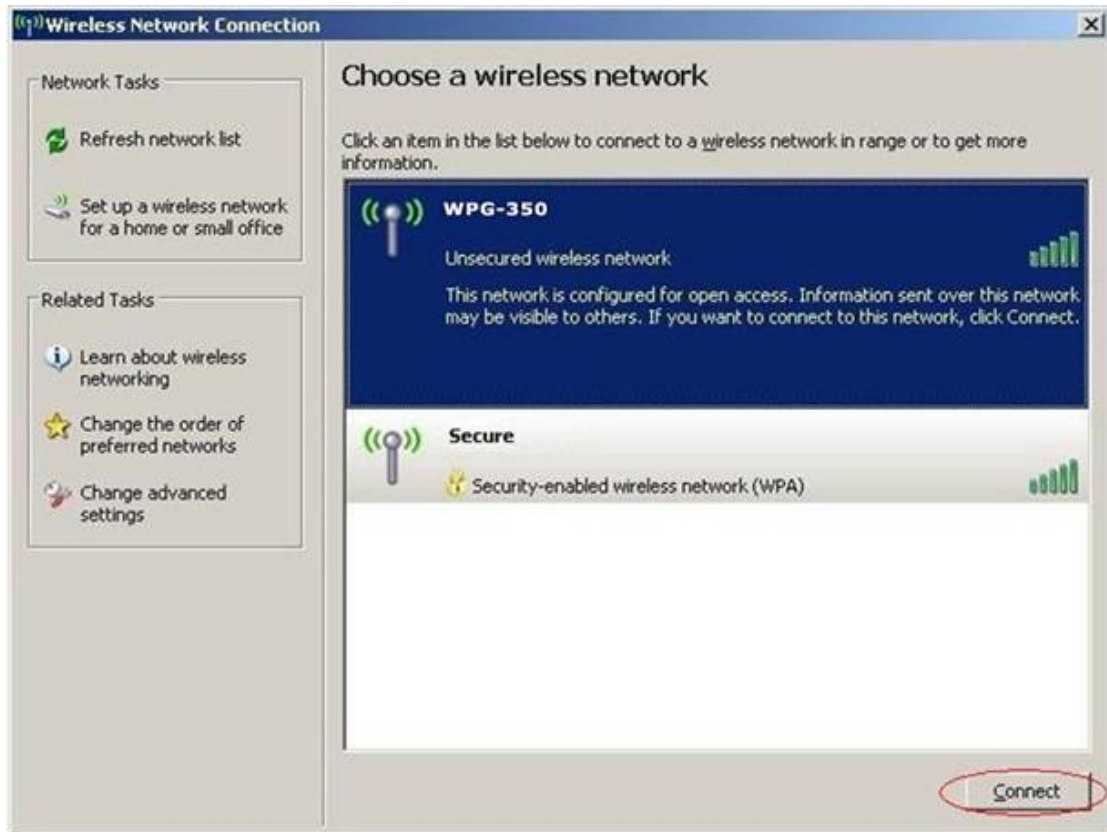
User Name	IP
TOM	192.168.0.10
JERRY	192.168.0.20

The IP Address (Wireless / Wired Ethernet) of the device.

You can connect to WPG by the IP address of the connection type you're using (wired / wireless).

## 2-2 Connect to WPG by wireless network

Use your computer's Wireless Network Connection window to access an available wireless network. Select the device from the list. Click Connect. The default device name is WPG-350.



Note: If using a wireless client other than Windows, the screen above may look differently. For more details, see your PC user guide.

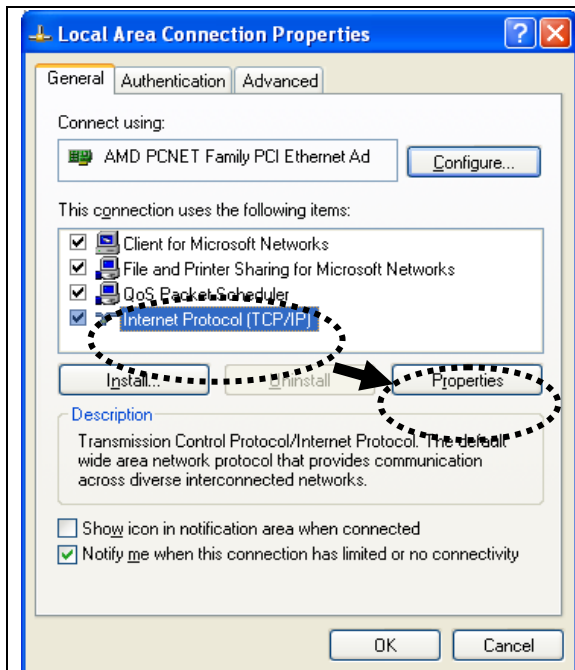
## 2-3 Manual Network Connection Setting

If there's no DHCP server available on your LAN, please follow the following instructions to set the IP address of the computer.

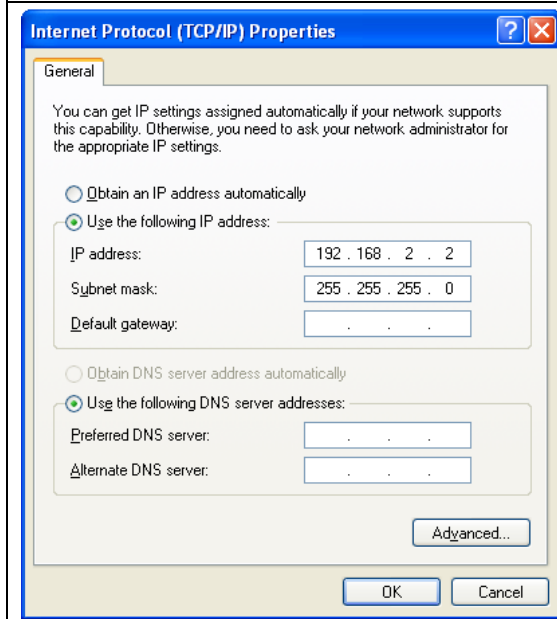
*If the operating system of your computer is....*

<b>Windows XP</b>	- please go to section 2-3-1
<b>Windows Vista</b>	- please go to section 2-3-2
<b>Macintosh</b>	- please go to section 2-5-4

## 2-3-1 Windows XP IP address setup:



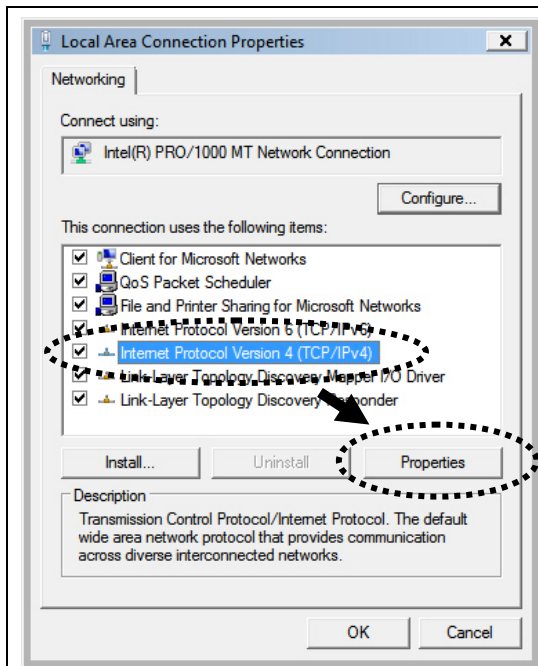
Click 'Start' from windows toolbar locate at bottom, open control panel, then select **Network and Internet Connections**, click **Network Connections**, and then double-click **Local Area Connection, Local Area Connection Status** window will appear, and then click 'Properties'



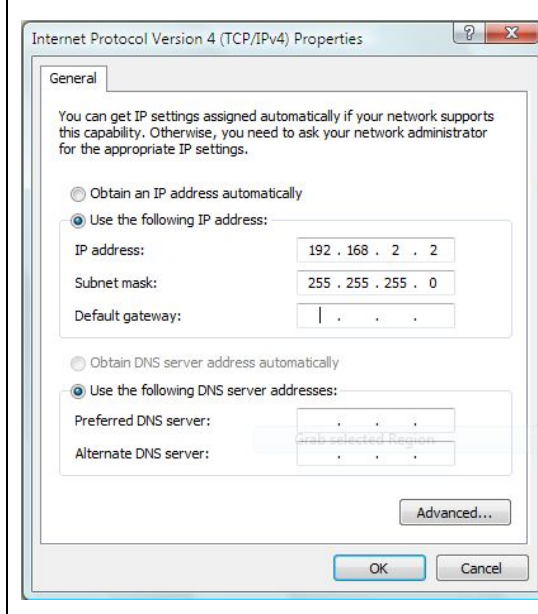
Select 'Use the following IP address', then input the following settings in respective field:

IP address: 192.168.0.x (where x is an integer greater or less than 200, if there's more than one computer need to use this WPG on the same network, each computer should use an unique number)  
Subnet Mask: 255.255.255.0  
Click 'OK' when finish.

## 2-3-2 Windows Vista IP address setup:



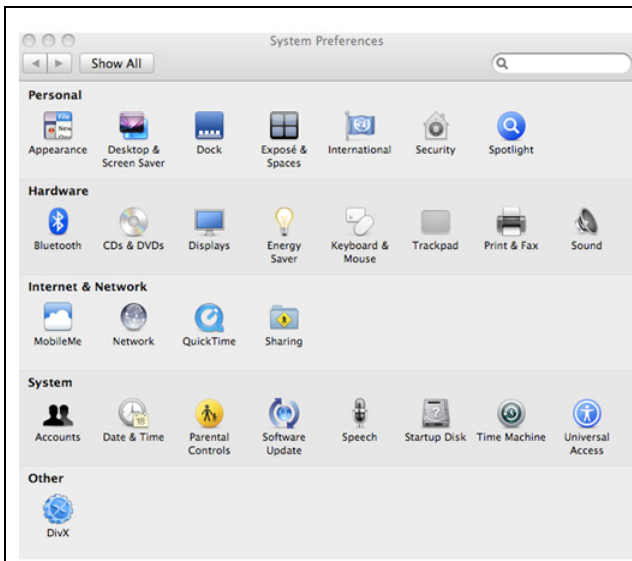
Click 'Start' from windows toolbar locate at bottom to select control panel. Click **View Network Status and Tasks**, then click **Manage Network Connections**. Right-click **Local Area Network**, then select **'Properties'**. **Local Area Connection Properties** window will appear, select 'Internet Protocol Version 4 (TCP / Ipv4)', and then click 'Properties'



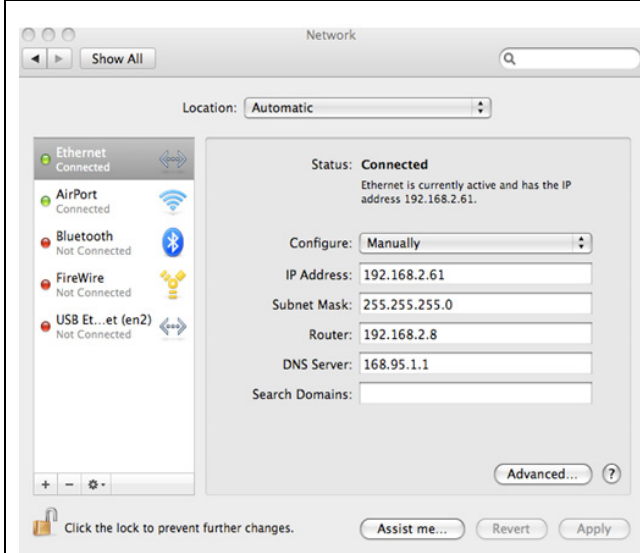
Select 'Use the following IP address', then input the following settings in respective field:

IP address: 192.168.0.x (where x is an integer greater or less than 200, if there's more than one computer need to use this WPG on the same network, every computer should use an unique number)  
Subnet Mask: 255.255.255.0  
Click 'OK' when finish.

### 2-3-3 Macintosh IP address setup:



Select 'System Preferences', and double-click 'Network'.



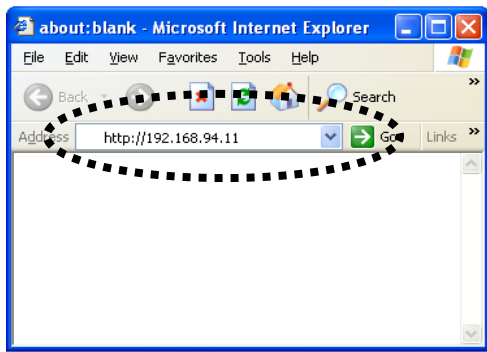
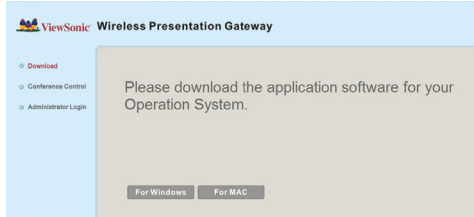
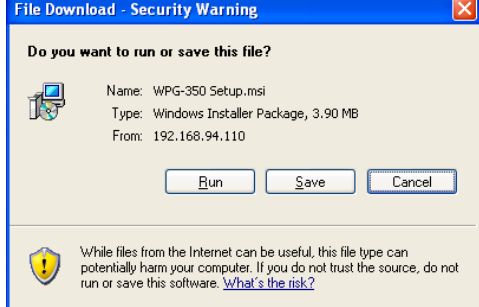
Select 'Manually' in 'Configure' field, then input the following settings in respective field:

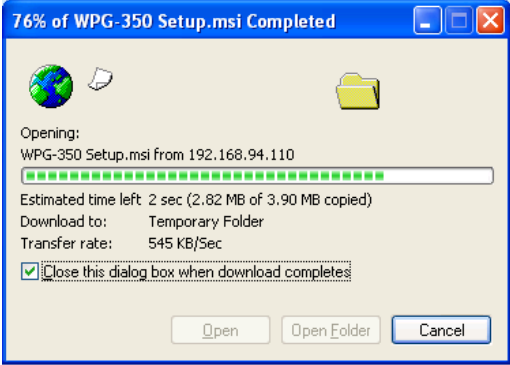
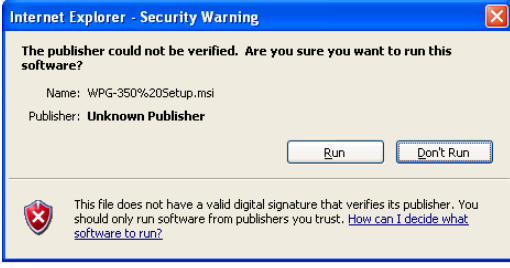
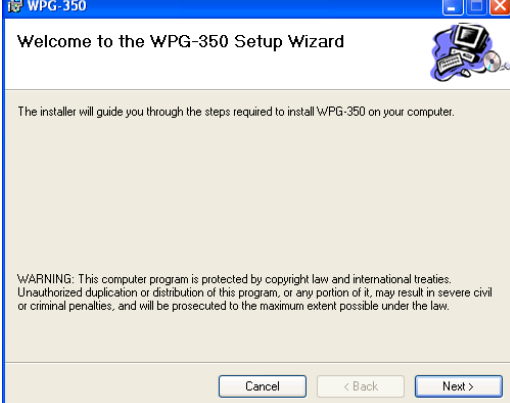

IP address: 192.168.0.x (where x is an integer greater or less than 200, if there's more than one computer need to use this WPG on the same network, every computer should use an unique number)  
Subnet Mask: 255.255.255.0

## Chapter III Using Application Software (PC Version)

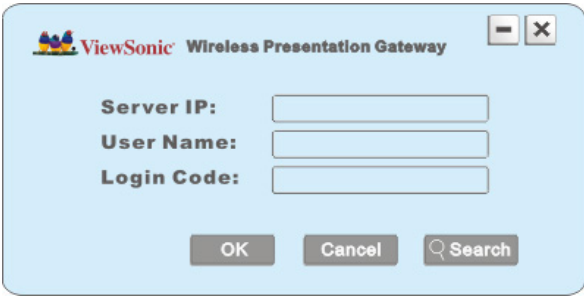

### 3-1 Download and Install Application Software

Before any computer can use the WPG, application software must be installed first. Please follow instructions to download and install WPG application software:

	<p>Use the web browser to connect to the IP address shown on WPG (Wireless / Wired IP address)</p> <p>WPG's IP address is shown at the Instruction page.</p>
	<p>Click 'For Windows' button to download application software.</p>
	<p>A window is prompted, to execute, please check “run”, or “save” to save application software for future usage.</p>

	<p>Please be patient when your computer is downloading application software:</p>
	<p>After application software download is complete, click 'Run'.</p>
	<p>Click 'Next' to continue.</p>
	<p>A new icon will appear.</p>

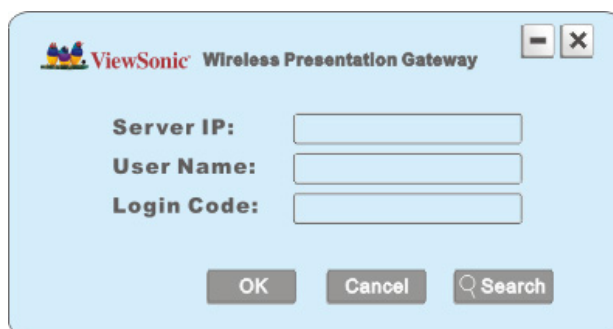


	<p>Double click the icon to launch login window, 'Server IP' will be determined automatically, please input a user name (login window uses your computer's name by default), and input login code as displayed on upper-right of WPG-350's display.</p>
	<p>If login code is correct, application software will appear.</p>

### 3-2 Launch Application Software and Login

Double-click on application software to launch WPG's application software.

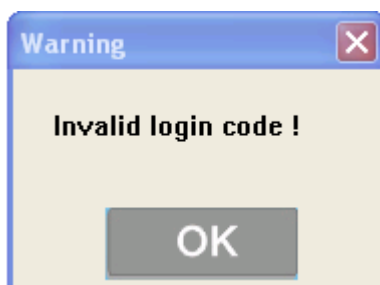
Application software will search for WPG connected to local area network when it starts, WPG's device name will be displayed at 'Server IP' field:



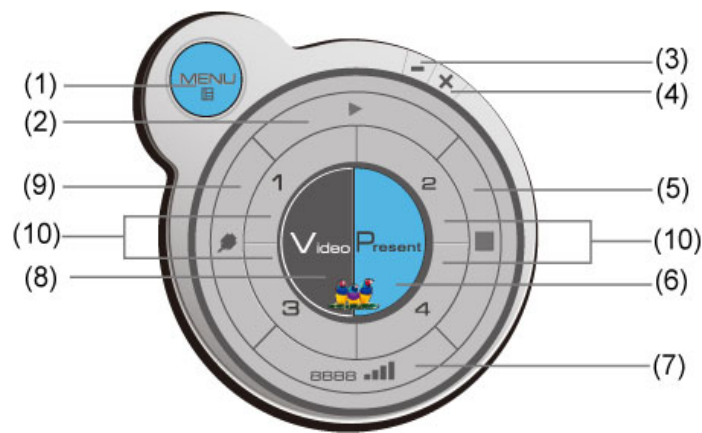
Please input a unique user name (used to identify each WPG user and should not be the same as other users) in 'User Name' field, and input the login code as shown on WPG's Instruction page. *When you're ready, click 'OK' button to continue.*

Application software will use your computer's name as user name. You can use this name, or input any user name in 'User Name' field, and input the login code as shown on WPG's Instruction page. *When you're ready, click 'OK' button to continue.*

Login code must match with the one display on WPG's Instruction page, else following message would appear. Click "OK" to enter the login code again.



### 3-2-1 Use icon on application software



No.	Name	Function Description				
1	Menu	Access menu list.				
2	Play / Pause	Start / pause presentation. When pausing a progressing presentation, the displaying image will freeze; press play button again to resume				
3	Minimize	Minimizes Application Software window				
4	Close	Closes Application Software window				
5	Stop	Stop a progressing presentation				
6	Present	Switches to present mode				
7	Login code / Signal	Displays login code (4-digit number) and wireless signal strength				
8	Video playback	Starts video playback mode				
9	VGA switch	Switch display source (display the image from your computer's display or from 'VGA IN' connector)				
10	'1' to '4'	Quarter split display control. Click number 1 to 4 to start / stop presentation of corresponding quarter split display area.  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
1	2					
3	4					

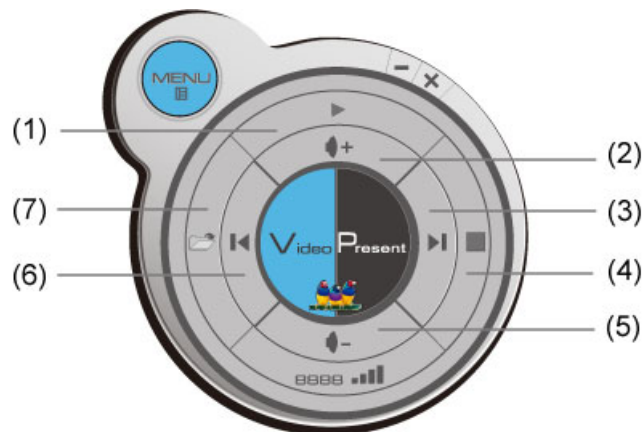
### 3-2-2 Menu List

Besides the buttons, you can also click 'Menu' button to access menu list.

Item Name	Function Description
Administrator	Go to 'ADMIN' page of web menu
Open File	Open a video file for video playback (in video playback mode)
Status	System / IP Address: check the system status and the IP address of WPG. Signal Status: check the status of wireless connection. About: check the version of application software:
Control	VGA1: Displays your computer's display content on projector VGA2: Display 'VGA IN' port's display content on projector Search**: Automatically select an active content source  The content source being used currently will have a check mark in front of it.
Log Out	Stop using application software and logout.
Play / Projection	Play: start presentation Pause: Pause presentation Stop: stop a progressing presentation Blank: blank displaying image (all black) Repeat: Repeat video playback (in video playback mode) Minimize: minimizes application software
Display	Display: Show the name / SSID of WPG Output resolution: changes display resolution and you can check "Follow Desktop" to equivalent to output based on original user desktop resolution setting. The resolution being used currently will have a check mark in front of it.
Exit	Close menu list



### 3-3 Video playback (PC Version)

When you click 'Video' button in application software, the user interface will change and look as follow:



No.	Description
1	Playback / Pause
2	Volume up
3	Fast forward (for 10 seconds)
4	Stop video play
5	Volume down
6	Rewind (for 10 seconds)
7	Open video file

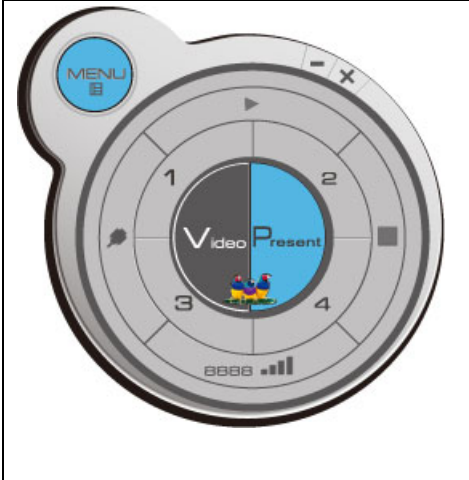
To start video playback:

1. Click 'Video' button
2. Click (7)  to open video file.
3. Video will start playing automatically.
4. Click (4)  to stop playing video.

### 3-4 Quarter Split Screen

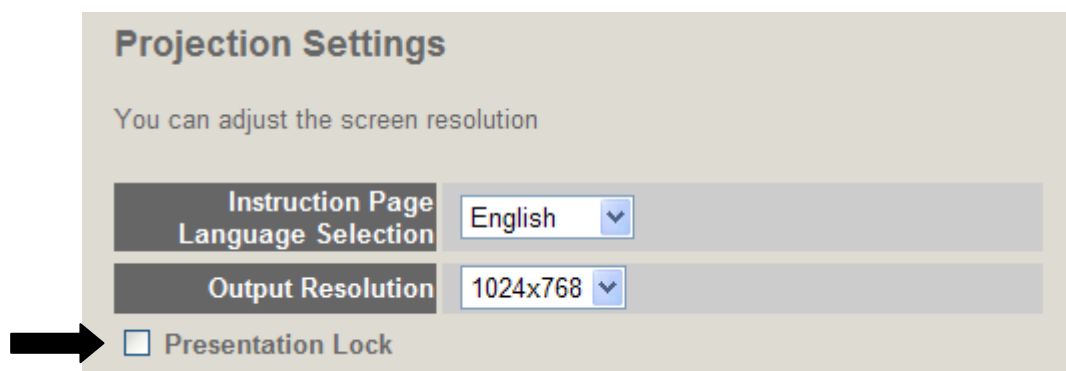
When there is more than one presenter, you can use this function to display up to 4 presenter's content to present on display screen simultaneously.

To use Quarter Split Function, please login to WPG, and select a key (1 to 4) to present:

	<p>Number 1 to 4 correspond to different area of display screen:</p> <table border="1" data-bbox="791 745 1090 931"><tr><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td></tr></table> <p>When you click a number, your content will be displayed in corresponding Quarter-Split display area</p>	1	2	3	4
1	2				
3	4				

To show content in full-screen mode, simply click 'Play' button; to resume to Quarter-Split display, simply click number key 1 to 4.

**NOTE: When 'Presentation Lock' is checked, no one will be able to interrupt a progressing presentation.**



**Projection Settings**

You can adjust the screen resolution

Instruction Page Language Selection: English

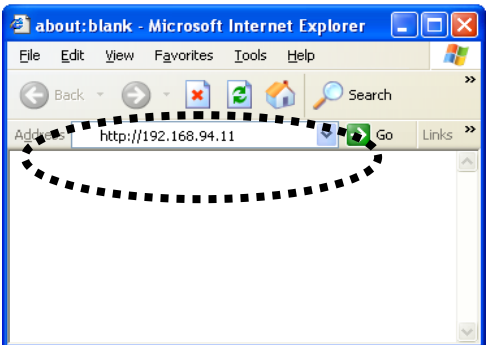


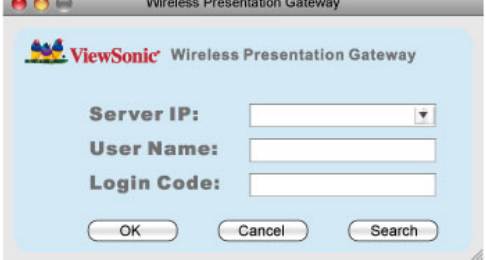
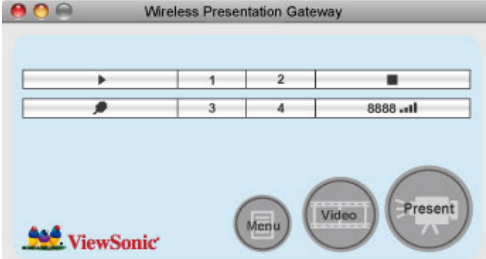
Output Resolution: 1024x768

Presentation Lock

## Chapter IV Using Application Software (MAC Version)

### 4-1 Download and Install Application Software

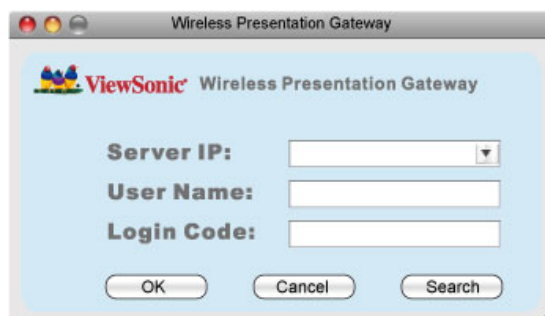
Before any computer can use the WPG, application software must be installed first. Please follow instructions to download and install WPG application software:

	<p>Use safari or IE web browser to connect to the IP address shown on WPG (Wireless / Wired IP address)</p> <p>WPG's IP address is shown at the Instruction page.</p>
	<p>Click 'For MAC' button to download application software.</p>
	<p>Double-click application software icon to launch application software.</p>
	<p>You'll see application software now. 'Server IP' will be determined automatically, please input a user name (login window uses your computer's name by default), and input login code as displayed on upper-right of WPG-350's display.</p>
	<p>If login code is correct, application software will appear.</p>

## 4-2 Launch Application Software and Login (MAC Version)

Double-click on application software to launch WPG's application software.

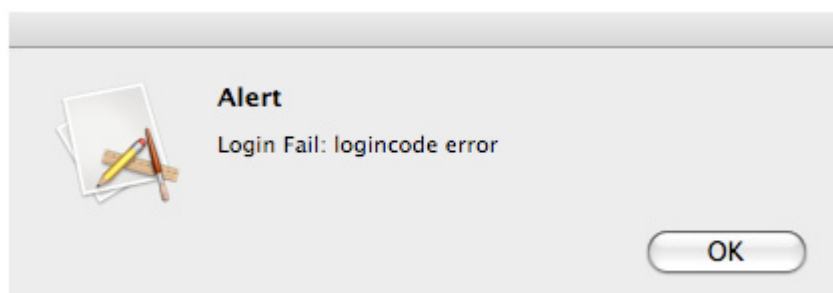
Application software will search for WPG connected to local area network when it starts, WPG's device name will be displayed at 'Server IP' field:



Please input a unique user name (used to identify each WPG user and should not be the same as other users) in 'User Name' field, and input the login code as shown on WPG's Instruction page. *When you're ready, click 'OK' button to continue.*

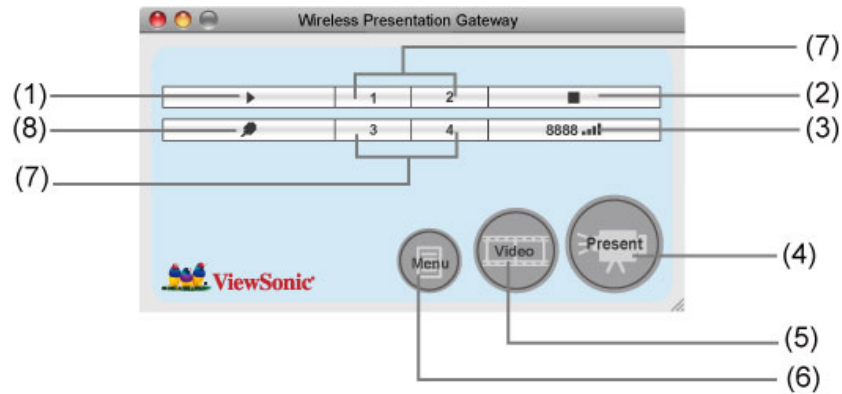
Application software will use your computer's name as user name. You can use this name, or input any user name in 'User Name' field, and input the login code as shown on WPG's Instruction page. *When you're ready, click 'OK' button to continue.*

Login code must match with the one display on WPG's Instruction page, else following message would appear. Click "OK" to enter the login code again.





#### 4-2-1 Use icon on application software



No.	Name	Function Description				
1	Play / Pause	Start / pause presentation. When pausing a progressing presentation, the displaying image will freeze; press play button again to resume				
2	Stop	Stop a progressing presentation				
3	Login code / Signal	Displays login code (4-digit number) and wireless signal strength				
4	Present	Switches to present mode				
5	Video playback	Starts video playback mode				
6	Menu	Access menu list				
7	'1' to '4'	Quarter split display control. Click number 1 to 4 to start / stop presentation of corresponding quarter split display area.  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
1	2					
3	4					
8	VGA Switch	Switch display source (display the image from your computer's display or from 'VGA IN' connector)				

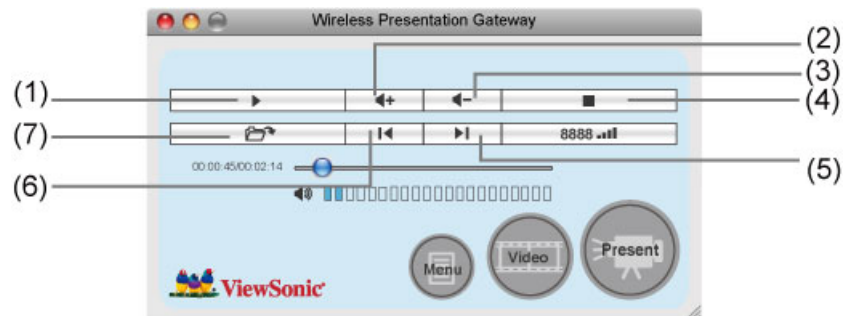
## 4-2-2 Menu List

Besides the buttons, you can also click 'Menu' button to access menu list.

Item Name	Function Description
Administrator	Go to 'ADMIN' page of web menu
Open File	Open a video file for video playback (in video playback mode)
Status	System / IP Address: check the system status and the IP address of WPG. Signal Status: check the status of wireless connection. About: check the version of application software:
Control	VGA1: Displays your computer's display content on projector VGA2: Display 'VGA IN' port's display content on projector Search**: Automatically select an active content source  The content source being used currently will have a check mark in front of it.
Log Out	Stop using application software and logout.
Play / Projection	Play: start presentation Pause: stop presentation Stop: stop a progressing presentation Blank: blank displaying image (all black) Repeat: Repeat video playback (in video playback mode) Minimize: minimizes application software
Display	Display: Show the name / SSID of WPG. Change resolution: changes display resolution. The resolution being used currently will have a check mark in front of it.
Exit	Close menu list



### 4-3 Video playback

When you click 'Video' button in application software, the user interface will change and look as follow:



No.	Description
1	Playback / Pause
2	Volume up
3	Volume down
4	Stop video play
5	Fast forward (for 10 seconds)
6	Rewind (for 10 seconds)
7	Open video file


To start video playback:

1. Click 'Video' button
2. Click (7)  to open video file.
3. Video will start playing automatically.
4. Click (4)  to stop playing video.

#### 4-4 Quarter Split Screen (MAC Version)

When there is more than one presenter, you can use this function to display up to 4 presenter's content to present on display screen simultaneously.

To use Quarter Split Function, please login to WPG, and select a key (1 to 4) to present:

	<p>Number 1 to 4 correspond to different area of display screen:</p> <table border="1" data-bbox="922 792 1232 981"><tr><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td></tr></table> <p>When you click a number, your content will be displayed in corresponding Quarter-Split display area</p>	1	2	3	4
1	2				
3	4				

To show content in full-screen mode, simply click 'Play' button; to resume to Quarter-Split display, simply click number key 1 to 4.

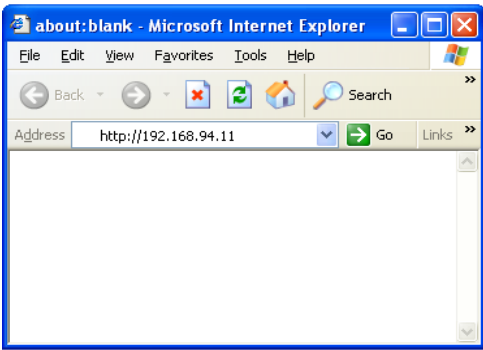
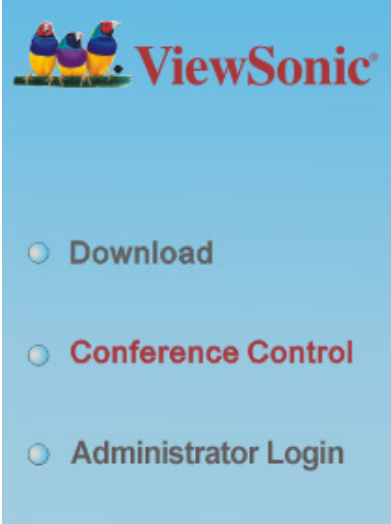
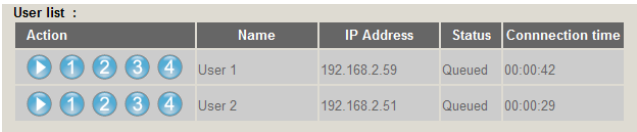
**NOTE: When 'Presentation Lock' is checked, no one will be able to interrupt a progressing presentation.**



## Chapter V Configure WPG

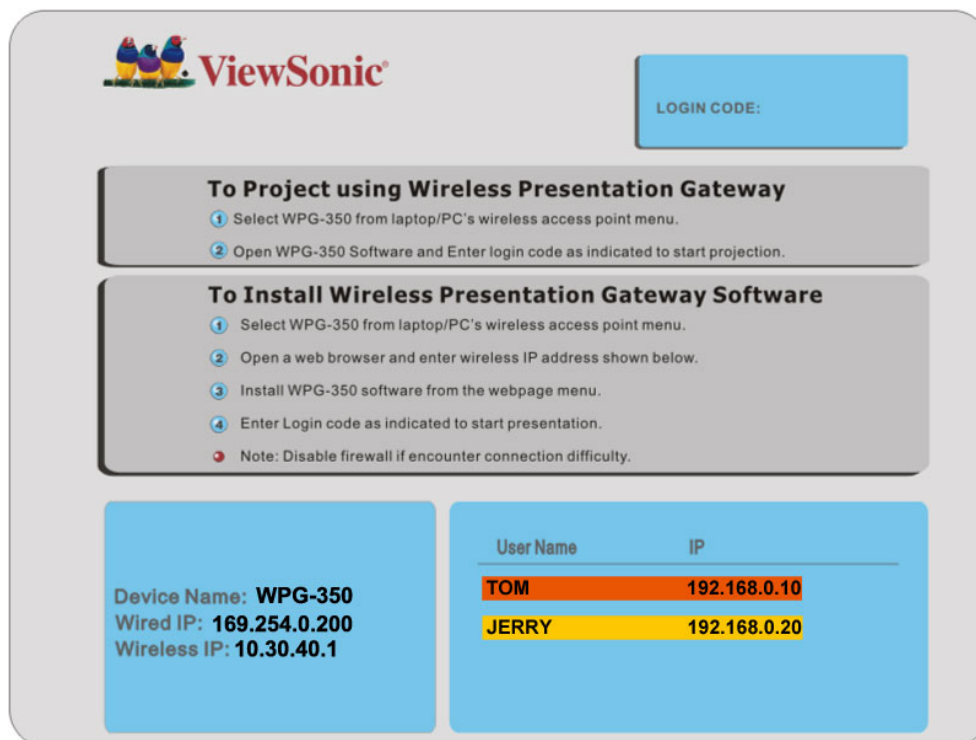
### 5-1 Conference Control

When there is more than one presentation login to WPG, you can control the content from different presenter via Conference Control webpage.

	<p>Use the web browser to connect to the IP address of WPG (Wireless / Wired IP address). WPG's IP address can be found at the lower-left corner of Instruction page (refer to chapter 2-1).</p>																				
	<p>Click 'Conference Control' from WPG's web user interface.</p>																				
 <table border="1"> <thead> <tr> <th colspan="5">User list :</th> </tr> <tr> <th>Action</th> <th>Name</th> <th>IP Address</th> <th>Status</th> <th>Connection time</th> </tr> </thead> <tbody> <tr> <td>▶ 1 2 3 4</td> <td>User 1</td> <td>192.168.2.59</td> <td>Queued</td> <td>00:00:42</td> </tr> <tr> <td>▶ 1 2 3 4</td> <td>User 2</td> <td>192.168.2.51</td> <td>Queued</td> <td>00:00:29</td> </tr> </tbody> </table>	User list :					Action	Name	IP Address	Status	Connection time	▶ 1 2 3 4	User 1	192.168.2.59	Queued	00:00:42	▶ 1 2 3 4	User 2	192.168.2.51	Queued	00:00:29	<p>All users currently logged in will be displayed here. To select a user's display content in certain area of Quarter-Split Display, click number 1 to 4; to display in full-screen, click ▶ button of the presenting user. To stop a progressing presentation, click ■</p>
User list :																					
Action	Name	IP Address	Status	Connection time																	
▶ 1 2 3 4	User 1	192.168.2.59	Queued	00:00:42																	
▶ 1 2 3 4	User 2	192.168.2.51	Queued	00:00:29																	

To select user by remote controller:

When there is more than one connected application software, you can also use remote controller to select one of them to display the content (same as 'Conference control' function described in last chapter). Press 'Login' button on remote control.



The image shows the ViewSonic WPG-350 web interface. At the top left is the ViewSonic logo. To the right is a blue box labeled 'LOGIN CODE:'. Below this are two instructional sections: 'To Project using Wireless Presentation Gateway' and 'To Install Wireless Presentation Gateway Software'. At the bottom left, a blue box displays device information: 'Device Name: WPG-350', 'Wired IP: 169.254.0.200', and 'Wireless IP: 10.30.40.1'. At the bottom right, a blue box contains a table with two columns: 'User Name' and 'IP'. The table lists two users: 'TOM' with IP '192.168.0.10' and 'JERRY' with IP '192.168.0.20'. The 'TOM' row is highlighted in orange, and the 'JERRY' row is highlighted in yellow.

**ViewSonic**

LOGIN CODE:

**To Project using Wireless Presentation Gateway**

- 1 Select WPG-350 from laptop/PC's wireless access point menu.
- 2 Open WPG-350 Software and Enter login code as indicated to start projection.

**To Install Wireless Presentation Gateway Software**

- 1 Select WPG-350 from laptop/PC's wireless access point menu.
- 2 Open a web browser and enter wireless IP address shown below.
- 3 Install WPG-350 software from the webpage menu.
- 4 Enter Login code as indicated to start presentation.

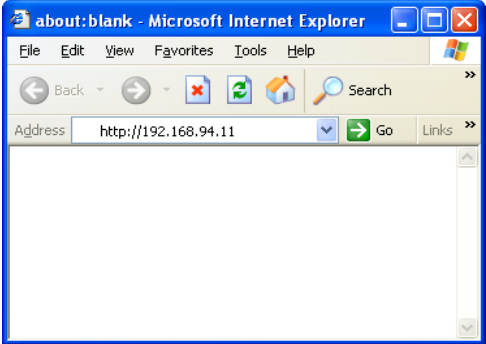
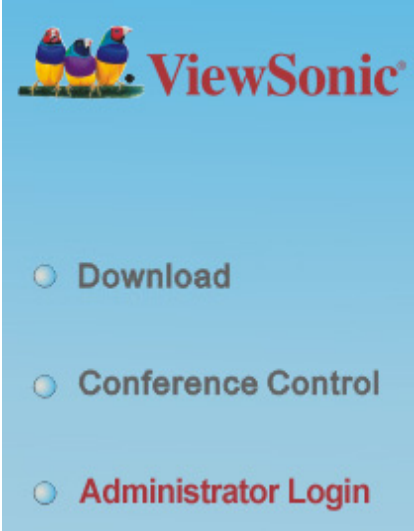
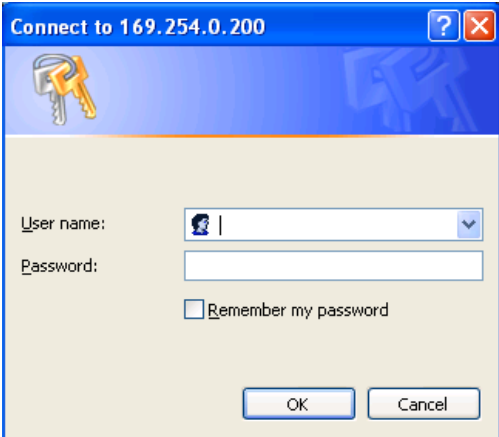
Note: Disable firewall if encounter connection difficulty.

Device Name: **WPG-350**  
Wired IP: **169.254.0.200**  
Wireless IP: **10.30.40.1**

User Name	IP
<b>TOM</b>	<b>192.168.0.10</b>
<b>JERRY</b>	<b>192.168.0.20</b>

You can use 'Prev.' and 'Next' button on the remote controller to move the bar, then click ► button to select the presenting user.

## 5-2 Connect to Web Configuration Menu

	<p>Use the web browser to connect to the IP address of WPG (Wireless / Wired IP address). WPG's IP address can be found at the lower-left corner of Instruction page (refer to chapter 2-1).</p>
	<p>Click 'Administrator Login' link on the left.</p>
	<p>Please input 'admin' as username. For 1<sup>st</sup> time login you don't have to input password, just click 'OK' to continue. You can change password after login.</p> <p>If you set password before, please input password in 'Password' field.</p>

## 5-3 Status & Info

Displays system information, like system software version and IP address. Many useful information can be obtained here when you need help about system configuration and firmware upgrade.

The screenshot shows the 'Status & Info' page of the ViewSonic Wireless Presentation Gateway. The page title is 'ViewSonic Wireless Presentation Gateway'. The left sidebar contains a menu with the following items: Status & Info (selected), Network Settings, Wireless Settings, Projection Settings, Password Settings, Configuration Tools, Restart, and Logout. The main content area is titled 'Status and Information' and includes a sub-header 'Version Information' with a table of system details.

Version Information	
Firmware Version	1.04
Protocol Version	1.02
Hardware Version	1.00

Network Status	
MAC Address	00:1f:1f:80:28
IP address	169.254.0.200
Subnet Mask	255.255.0.0
Gateway	0.0.0.0

Wireless Status	
Wireless Function	Enable
Wireless IP (WLAN IP)	0.0.0.0
Mode	AP

## 5-4 Network Settings

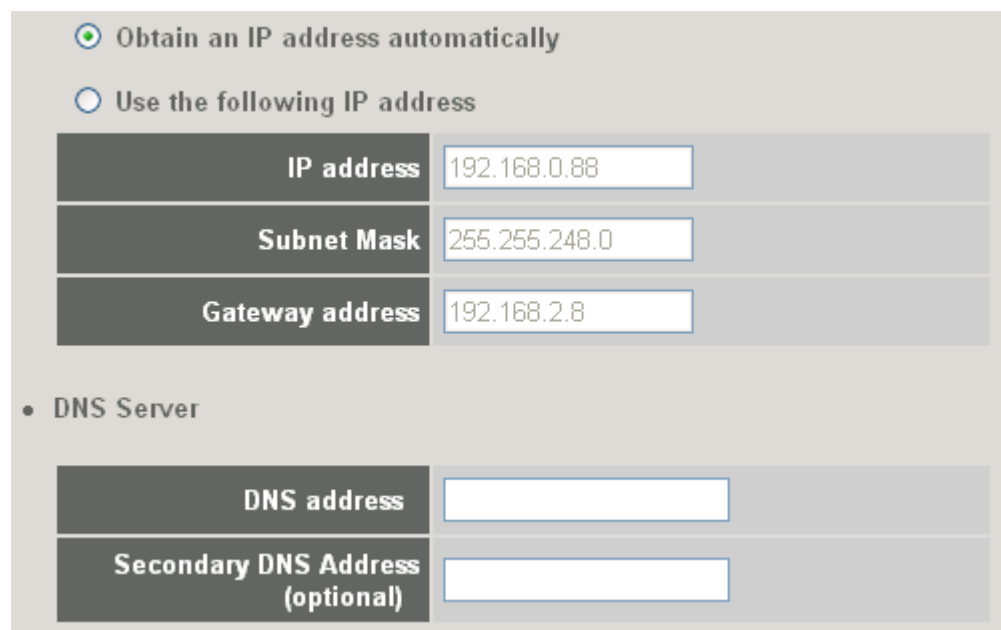
The screenshot shows the 'Network Settings' page of the ViewSonic Wireless Presentation Gateway. The page title is 'ViewSonic Wireless Presentation Gateway'. The left sidebar contains a menu with the following items: Status & Info, Network Settings (selected), Wireless Settings, Projection Settings, Password Settings, Configuration Tools, Restart, and Logout. The main content area is titled 'Network Settings' and includes a sub-header 'IP Address Settings' with two radio button options. The 'Use the following IP address' option is selected, and the corresponding fields are filled with the following values:

IP address	192.168.0.88
Subnet Mask	255.255.248.0
Gateway address	192.168.2.8

Below the IP address settings, there is a section for 'DNS Server' which is currently empty.



Displays and configures the network settings.



Obtain an IP address automatically  
 Use the following IP address

IP address	192.168.0.88
Subnet Mask	255.255.248.0
Gateway address	192.168.2.8

• DNS Server

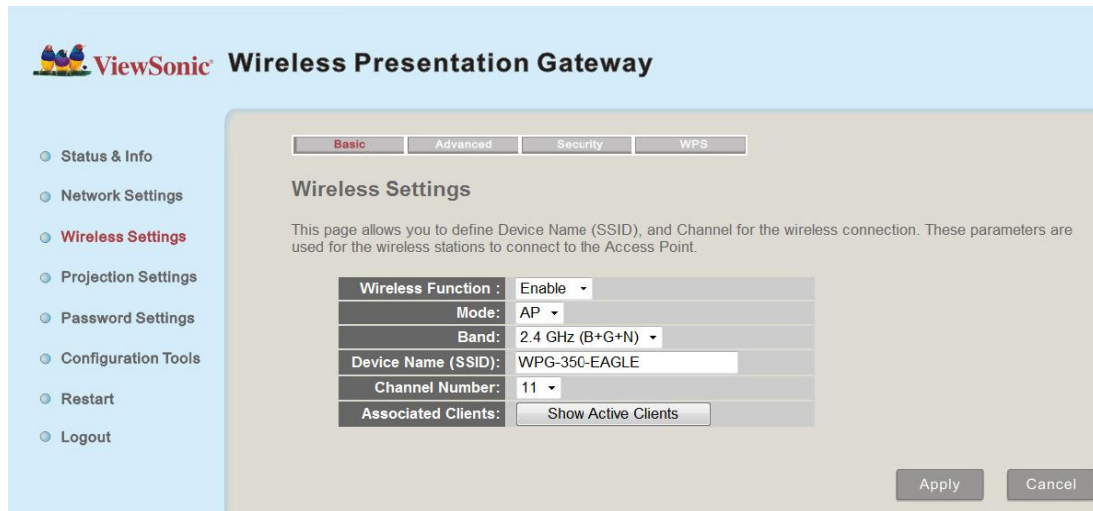
DNS address	
Secondary DNS Address (optional)	

Item	Description
Obtain an IP address automatically	WPG will obtain an IP address from DHCP server automatically.
Use the following IP address	Set WPG IP address manually. Fill the fields below to setup IP address.
DNS Server	Please input the IP address of the DNS (Domain Name Service) server.

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the web configuration menu.

## 5-5 Wireless Settings



**ViewSonic Wireless Presentation Gateway**

- Status & Info
- Network Settings
- Wireless Settings**
- Projection Settings
- Password Settings
- Configuration Tools
- Restart
- Logout

**Basic** | Advanced | Security | WPS

### Wireless Settings

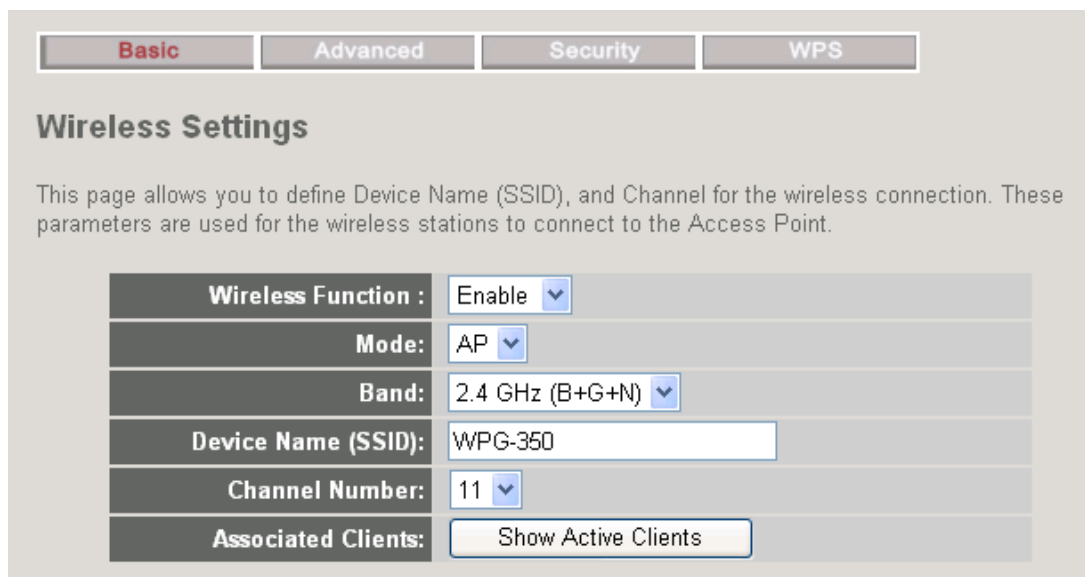
This page allows you to define Device Name (SSID), and Channel for the wireless connection. These parameters are used for the wireless stations to connect to the Access Point.

Wireless Function :	Enable ▾
Mode:	AP ▾
Band:	2.4 GHz (B+G+N) ▾
Device Name (SSID):	WPG-350-EAGLE
Channel Number:	11 ▾
Associated Clients:	Show Active Clients

Apply Cancel

Configures wireless network settings.

### 5-5-1 'Basic' Settings



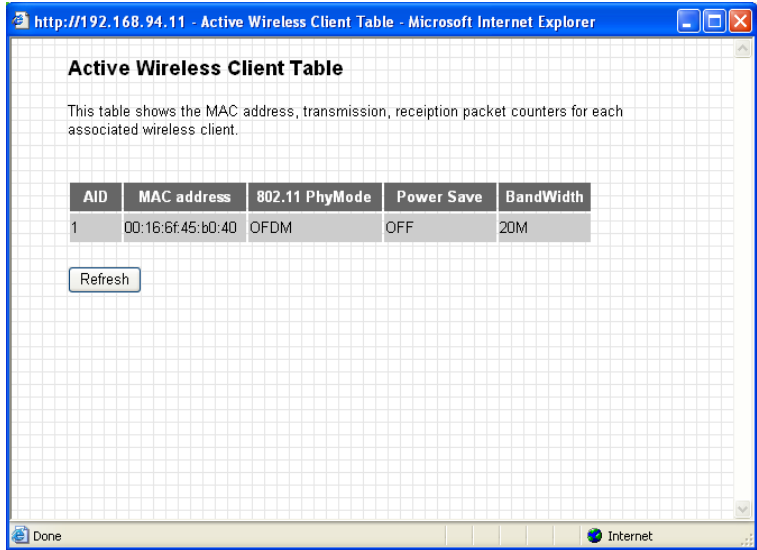
**Basic** | Advanced | Security | WPS

### Wireless Settings

This page allows you to define Device Name (SSID), and Channel for the wireless connection. These parameters are used for the wireless stations to connect to the Access Point.

Wireless Function :	Enable ▾
Mode:	AP ▾
Band:	2.4 GHz (B+G+N) ▾
Device Name (SSID):	WPG-350
Channel Number:	11 ▾
Associated Clients:	Show Active Clients

Displays and configures the wireless settings.

Item	Description
Wireless Function	Select 'Enable' to enable wireless network function; 'Disable' to disable it.
Mode	Select wireless mode. Only AP (Access Point) mode is supported.
Band	Select the wireless band. Available options are:  2.4GHz (B) - 802.11b clients only. 2.4GHz (N) - 802.11 Draft-n clients only. 2.4GHz (B+G) - 802.11b and 802.11n clients. 2.4GHz (G) - 802.11g clients only. 2.4GHz (B+G+N) - 802.11b, 802.11g, and 802.11n clients.
Device Name (SSID)	Input the Device Name of presentation gateway here. Default is 'WPG-350'.
Channel Number	Select the wireless channel number: 1 to 13. (1 to 11 in certain version of product)
Associated Client	Shows all connected wireless clients (wired clients will not be displayed here).   <p>Click 'Refresh' button to reload list.</p>

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking “Restart” on the web configuration menu.

### 5-5-2 ‘Advanced’ Settings

<b>Fragment Threshold:</b>	<input type="text" value="2346"/> (256-2346)
<b>RTS Threshold:</b>	<input type="text" value="2347"/> (0-2347)
<b>Beacon Interval:</b>	<input type="text" value="100"/> (20- 1024 ms)
<b>DTIM Period:</b>	<input type="text" value="3"/> (1-10)
<b>Data Rate:</b>	<input type="button" value="Auto"/> ▾
<b>N Data Rate:</b>	<input type="button" value="Auto"/> ▾
<b>Channel Width:</b>	<input checked="" type="radio"/> Auto 20/40 MHZ <input type="radio"/> 20 MHZ
<b>Preamble Type:</b>	<input checked="" type="radio"/> Short Preamble <input type="radio"/> Long Preamble
<b>Broadcast Essid:</b>	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
<b>CTS Protect:</b>	<input type="radio"/> Auto <input type="radio"/> Always <input checked="" type="radio"/> None
<b>Tx Power:</b>	<input type="button" value="100 %"/> ▾
<b>WMM:</b>	<input type="radio"/> Enable <input checked="" type="radio"/> Disable

Display and configures the advanced settings.

Item	Description
Fragment Threshold	Set the Fragment threshold of wireless radio. <b>Default value is 2346.</b>
RTS Threshold	Set the RTS threshold of wireless radio. <b>Default value is 2347.</b>
Beacon Interval	Set the beacon interval of wireless radio. <b>Default value is 100.</b>
DTIM Period	Set the DTIM period of wireless radio. <b>Default value is 3.</b>
Data Rate	Change data transfer rate. <b>Default value is ‘Auto’</b> and it’s recommended to use default setting.
N Data Rate	Same as above, but only for 802.11n clients.

Channel Width	Set channel width of wireless radio. <b>Default setting is 'Auto 20/40 MHz'.</b>
Preamble Type	Set the type of preamble of wireless radio, <b>Default setting is 'Short Preamble'.</b>
Broadcast Device Name (SSID)	Decide if the product will broadcast its own device name or not. You can hide the device name of this product (set the option to 'Disable')
CTS Protect	Enable to reduce the chance of radio signal collisions between 802.11b and 802.11g wireless access points. It's recommended to set this option to 'Auto' or 'Always'.
Tx Power	You can set the output power of wireless radio.
Turbo Mode	Enhances the data transfer rate of network. Default setting is "Enable".
WMM	Wi-Fi MultiMedia Quality of Service is a set of features for Wi-Fi networks that improve the user experience for audio, video, and voice applications by prioritizing data traffic. Default setting is "Disable".

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

### *5-5-3 'Security' Settings*

#### *5-5-3-1 Encryption: Disabled*

Disables wireless encryption. Other people may intercept the content of presentation if wireless data is not encrypted, and this will allow everyone to connect to this product, unless 802.1x authentication is enabled.

Encryption :

Enable 802.1x Authentication

RADIUS Server IP address :

RADIUS Server Port :

RADIUS Server Password :

Display and configures the encryption settings.

Item	Description
Enable 802.1x Authentication	Check this box to enable 802.1x authentication.
RADIUS Server IP address	IP address of RADIUS authentication server here.
RADIUS Server Port	Port number of radius server here.
RADIUS Server Password	Password of radius server.

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

### ***5-5-3-2 Encryption: WEP***

Enable WEP encryption. Wireless clients must support WEP encryption and know the encryption key you set here.

Display and configures the encryption settings.

Item	Description
Key Length	Select WEP key length (64 bit or 128 bit), longer WEP key provides better security. Recommend to select '128-bit' for better security.
Key Format	Select key format: ASCII or Hex.  ASCII: 5 characters (64 bit key length) / 13 characters (128 bit key length) HEX: 10 characters (64 bit key length) / 26 characters (128 bit key length)
Default Tx Key	You can set up to four sets of WEP key and decide which key is being used by default here. Default setting is '1'
Encryption Key 1 to 4	Input WEP key characters here. Use any alphanumerical characters (0-9, a-z, and A-Z) if you select 'ASCII' key format, and use characters 0-9, a-f, and A-F for HEX
Enable 802.1x Authentication	Enables 802.1x authentication. You don't have to check this box if you don't have 802.1x authentication server.
RADIUS Server IP	IP address of RADIUS authentication server.

address	
RADIUS Server Port	Port number of radius server, from 1 to 65535. Default setting is 1812.
RADIUS Server Password	Password of radius server, up to 64 characters.

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

### 5-5-3-3 Encryption: WPA pre-shared key

Enable WEP encryption. Wireless clients must support WPA encryption and know the encryption passphrase you set here.

Display and configures the encryption settings.

Item	Description
WPA Unicast Cipher Suite	Select the type of WPA cipher suite. Select 'WPA (TKIP)' for maximum compatibility and WPA2 (AES) / WPA2 Mixed for better security.
Pre-shared Key Format	Select the type of pre-shared key: Passphrase or HEX characters.
Pre-shared Key	Input WPA Passphrase here. Passphrase: 8 or more alphanumerical characters, up to 63 characters Hex: 64 characters (0-9, a-f, and A-F)



Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

#### 5-5-3-4 Encryption: WPA RADIUS

Enable WPA encryption with RADIUS authentication support. The client must support WPA encryption and you need to provide the setting of RADIUS server here.

The screenshot shows a configuration window for WPA RADIUS encryption. It includes a dropdown menu for 'Encryption' set to 'WPA RADIUS', radio buttons for 'WPA Unicast Cipher Suite' with 'WPA(TKIP)' selected, and input fields for 'RADIUS Server IP address', 'RADIUS Server Port' (1812), and 'RADIUS Server Password'. 'Apply' and 'Cancel' buttons are located at the bottom right.

Display and configures the encryption settings.

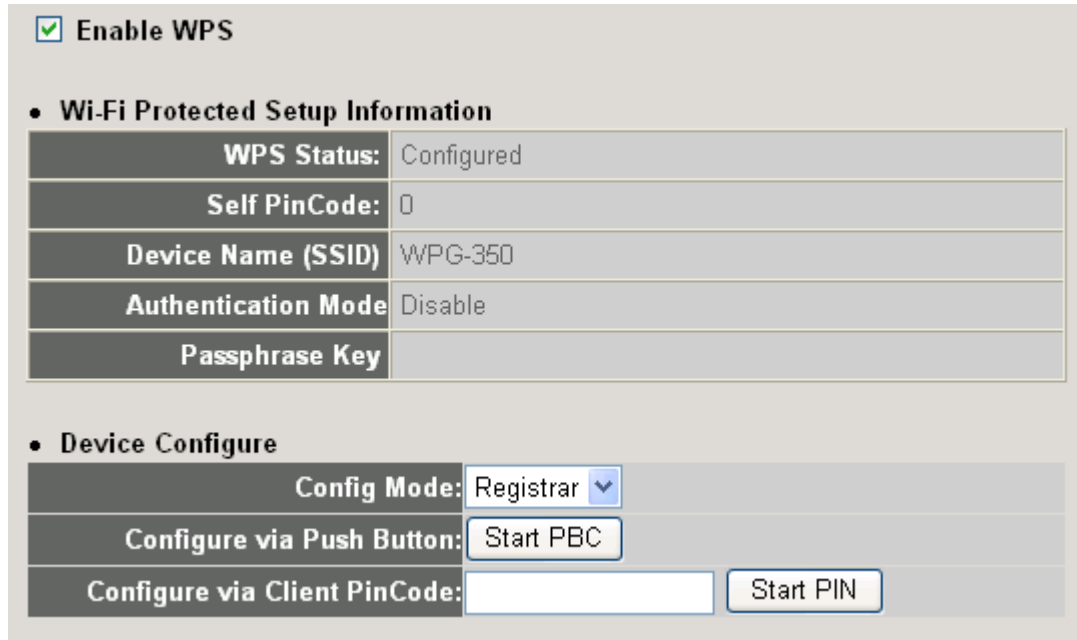
Item	Description
WPA Unicast Cipher Suite	Select the type of WPA cipher suite. Select 'WPA (TKIP)' for maximum compatibility and WPA2 (AES) / WPA2 Mixed for better security.
RADIUS Server IP address	IP address of your Radius authentication server.
RADIUS Server Port	Port number of your Radius authentication server. Default setting is 1812.
RADIUS Server Password	Password of your Radius authentication.

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

### 5-5-4 'WPS' Settings

In this menu, you can use WPS (Wi-Fi Protected Setup) to setup secure wireless connections quickly and easily with WPS-compatible wireless clients.



Enable WPS

- Wi-Fi Protected Setup Information**

WPS Status:	Configured
Self PinCode:	0
Device Name (SSID)	WPG-350
Authentication Mode	Disable
Passphrase Key	
- Device Configure**

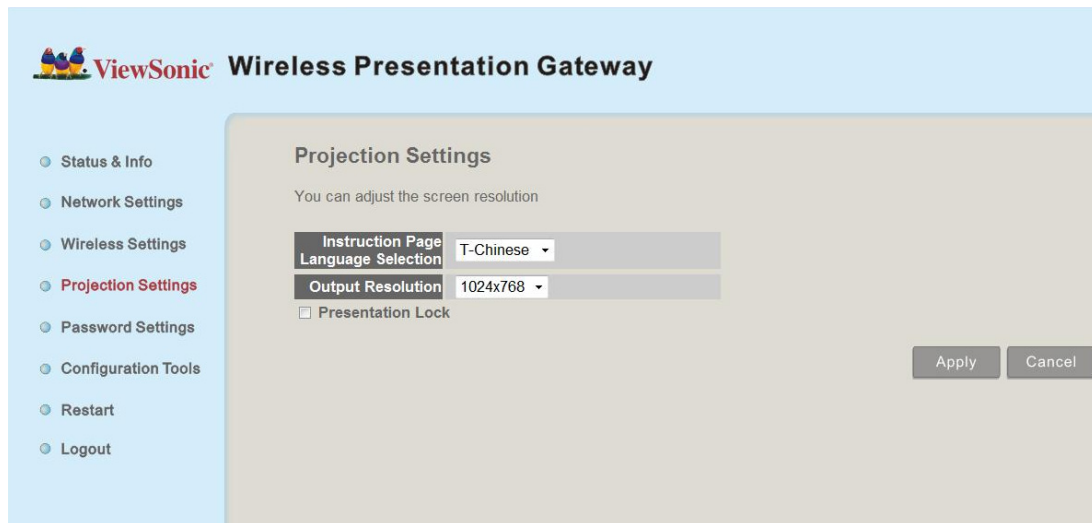
Config Mode:	Registrar
Configure via Push Button:	Start PBC
Configure via Client PinCode:	Start PIN

Display and configures the WPS setting.

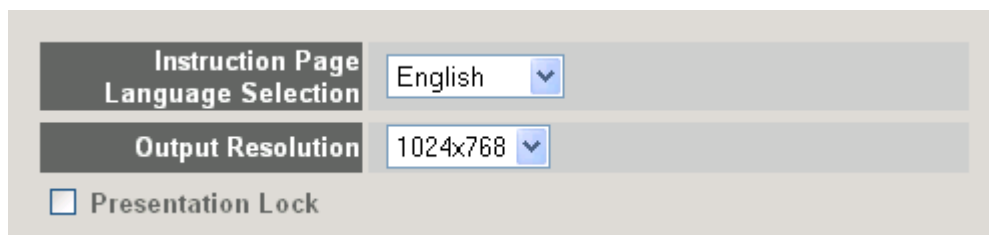
Item	Description
Enable WPS	Check this box to enable WPS functionality; uncheck to disable WPS.
WPS Status	Displays WPS configuration status: Configured (WPS ready), or Unconfigured. If you set wireless security as described in previous section already, WPS status will be 'Configured'.
Self PinCode	Displays WPS self pin code. This code will be used when pin-style WPS pairing mode is being used, and WPS wireless clients will need to know this code.
Device Name (SSID)	Displays the device name of this WPG.
Authentication Mode	Displays current wireless authentication mode.
Passphrase Key	Here uses asterisk mark ( * ) to show WPA passphrase key.
Config Mode	Select WPS configuration mode: 'Registrar' and

	'Enrollee'. Default and recommend setting: Registrar.
Configure via Push Button	<p>Click "Start PBC" to handshake with other device with WPS function.</p> <p>NOTE 1: When WPG is in 'Registrar mode', another wireless device must set to 'Enrollee' mode; and vice versa.</p> <p>NOTE 2: When no WPS connection is established within 2 minutes, this mode will be turned off.</p> <p>NOTE 3: You can also press 'WPS' button located on the front of wireless presentation gateway to enter WPS mode, too.</p>
Configure via Client PinCode	Input the PIN code (up to 8 characters) of the WPS-enabled device here, then click 'Start PIN' button, then WPG will establish connection with it automatically.

## 5-6 Projection Setting



Displays and configures the projection setting.

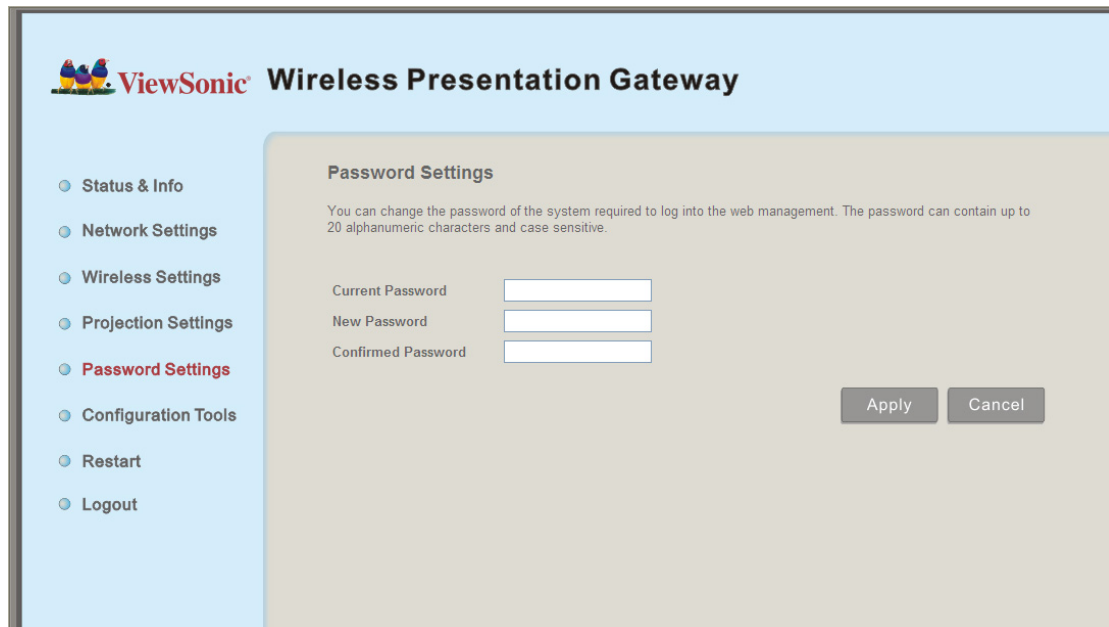


Item	Description
Instruction Page Language Selection	Select the displaying language.
Output Resolution	Select output resolution for projection.
Presentation lock	Check this box to prevent other users to interrupt current presentation.

Click 'Apply' button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

## 5-7 Password Setting



Displays and configures the password setting.

A close-up view of the password input fields. It shows three vertically stacked input boxes. The first is labeled 'Current Password', the second 'New Password', and the third 'Confirmed Password'.

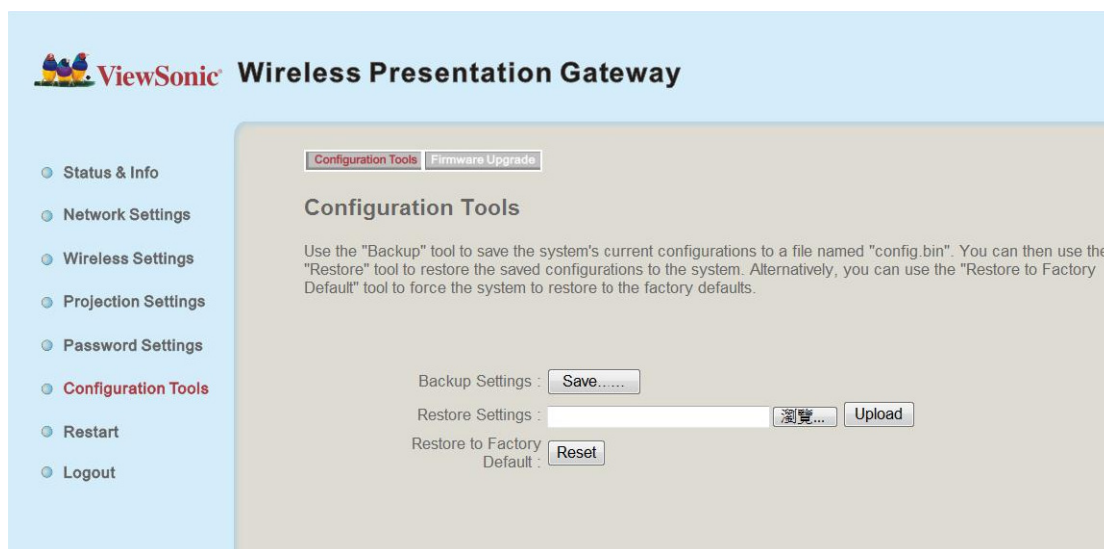
Item	Description
Current Password	Input current password here.
New Password / Confirmed Password	New Password: Enter new password. Confirmed Password: Confirmed the new entered password.

Click 'Apply' button to save the settings.

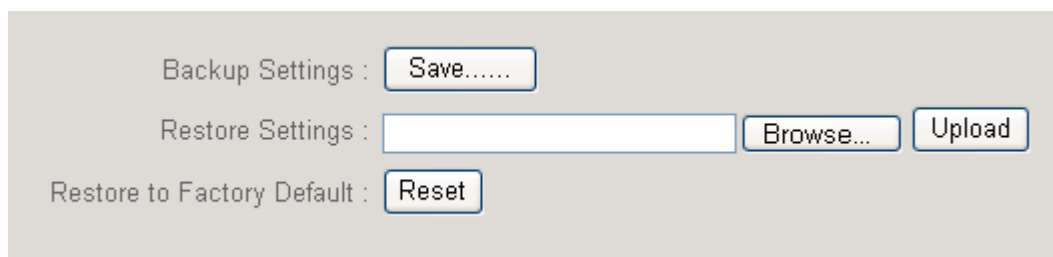
NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

## 5-8 Configuration Tools

### 5-8-1 Configuration Tools



Allows you to backup / restore the setting of WPG.

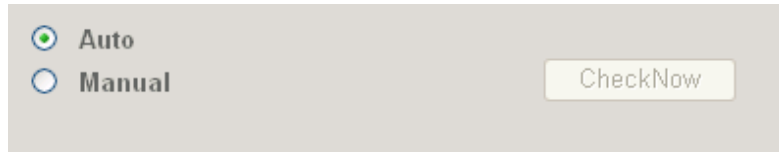


Displays and configures the configuration tools.

Item	Description
Backup Settings	Click 'Save...' button to save wireless presentation gateway's current setting as a file and store it on your computer.
Restore Settings	Click 'Browse...' button to select a previously-saved configuration file stored in your computer's folder.
Reset	Reset all settings of wireless presentation gateway back to factory default settings.

## 5-8-2 Firmware Upgrade

Upgrade the firmware of this WPG.

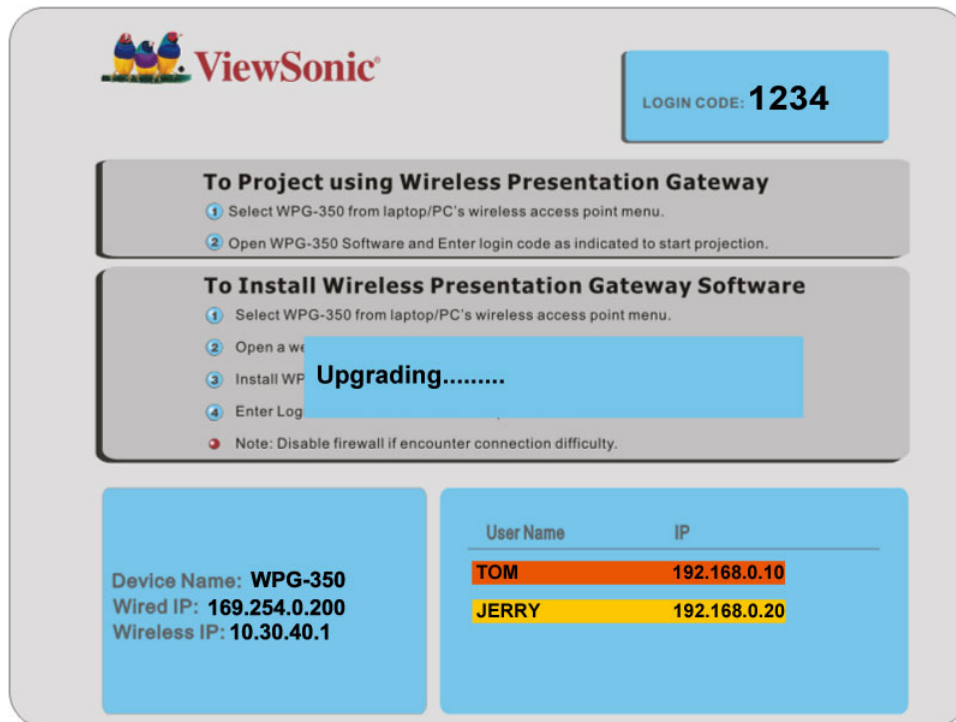


The image shows a control panel for firmware upgrade. It features two radio buttons: 'Auto' (selected) and 'Manual'. To the right of these buttons is a 'CheckNow' button.

If WPG connects to Internet and you wish it to upgrade firmware automatically, select 'Auto'; WPG will download latest firmware and upgrade automatically.

**Note: it's recommended to use wired Ethernet connection to perform firmware upgrade.**

When firmware is upgrading, you'll see the following message:



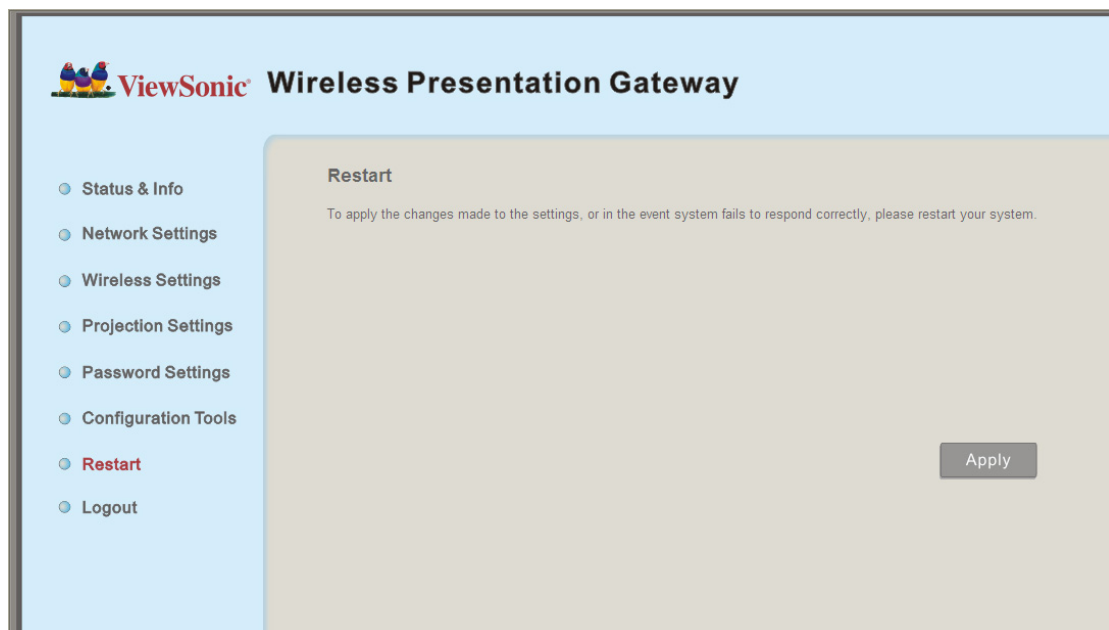
The image shows the ViewSonic WPG-350 firmware upgrade screen. It features the ViewSonic logo at the top left and a 'LOGIN CODE: 1234' box at the top right. Below the login code, there are two sections: 'To Project using Wireless Presentation Gateway' and 'To Install Wireless Presentation Gateway Software'. The 'To Install' section is currently active, showing a progress bar labeled 'Upgrading.....' and a list of steps. At the bottom, there are two boxes: one containing device information (Device Name: WPG-350, Wired IP: 169.254.0.200, Wireless IP: 10.30.40.1) and another containing a user list table.

User Name	IP
TOM	192.168.0.10
JERRY	192.168.0.20

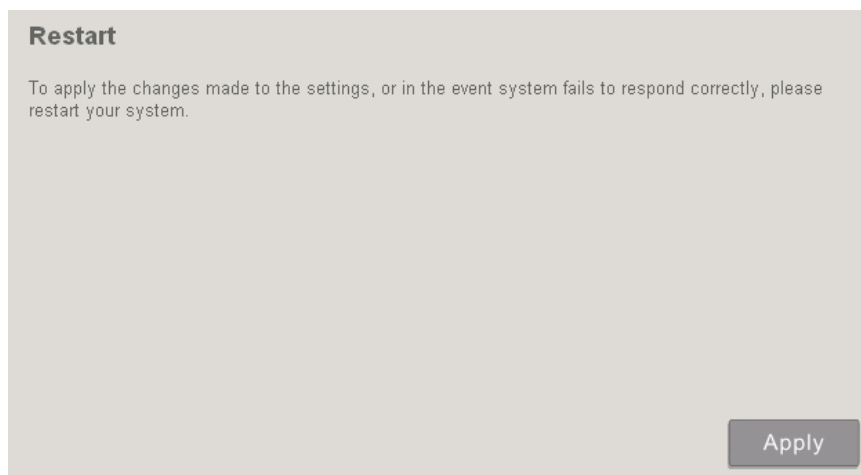
WPG will restart automatically after upgrade is complete, please be patient.

## 5-9 Restart

Restart WPG when the device is not working properly or to apply changes made on web configuration menu.

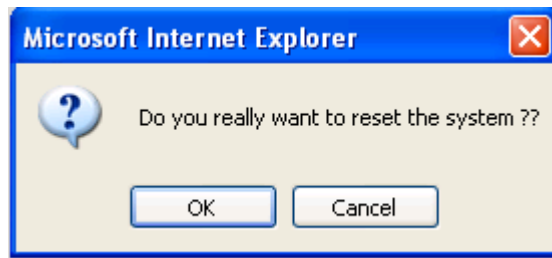


Note: Restart takes about 60 seconds.

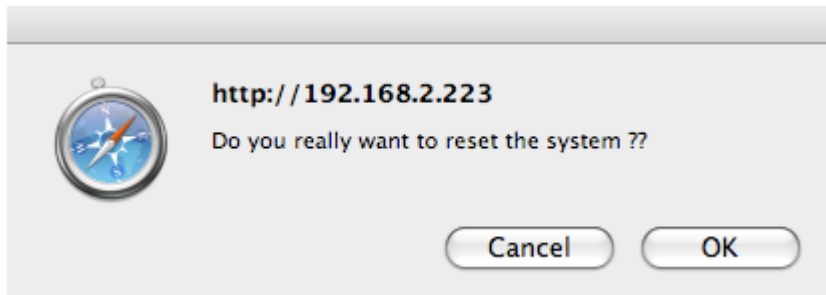




Click 'Apply' to restart the WPG.



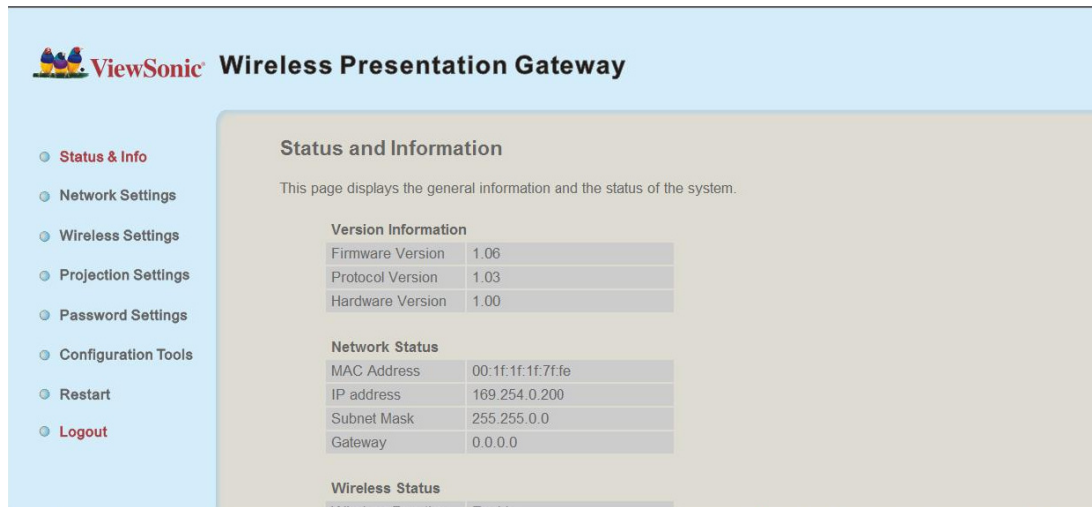
(PC)



(MAC)

Click 'OK' to restart the WPG, or click 'Cancel' to abort.

## 5-10 Logout



If you wish to logout from web configuration menu, click 'Logout'.

## Chapter VI Appendix

### 6-1 Hardware Specification

Product name	WPG-350
Power Supply	External power supply (12V DC, 1A)
Dimensions	133.4 x 92.4 x 31.08mm
Weight	200g
Connectivity	VGA Connector : VGA OUT ----- D-sub 15 pin mini x 1(Black) x 1 PC IN -----D-sub 15 pin mini x1(Blue) x 1  Audio Output Interface: 3.5mm jack x 1  Wired Network Interface : 10/100Mbps auto-sensing/auto-cross-over Ethernet port x 1  Wireless Network Interface : Built-in 802.11b/g/n
Output Resolution	1024 x 768, 800x600
Environmental Requirements	Operating Temperature: 0 ~ 40°C Operating Humidity: 5 ~ 85%, non-condensing Storage Temperature: 0 ~ 50°C Storage Humidity: 5 ~ 85%, non-condensing
Operating System	Supported OS : <ol style="list-style-type: none"><li>1. Windows XP 32/63-bit (SP2 or higher)</li><li>2. Windows Vista 32/63-bit (SP1 or higher)</li><li>3. MAC OS 10.4 / 10.5 (Both Power PC / Intel Version)</li></ol> Supported Web browsers : <ol style="list-style-type: none"><li>1. Microsoft Internet Explorer 6.0 (SP2) or higher</li><li>2. Mozilla's Firefox 3.0 or later</li><li>3. Safari</li></ol>
Approvals	CE, FCC, IC, UL/cUL, NCC, C-TICK, RoHS-compliant
Software	Wireless Presentation Gateway software application

<b>Support Format (For Windows)</b>			
Category	Format		
	Video	Audio*	
AVI	MPEG4	PCM, ADPCM	
	H.261		
	H.263		
	Microsoft MPEG-4 v1/v2		
MPG	MPEG1		
MPEG	MPEG1		
ISO	MPEG1		
MKV	MPEG4		
WMV	WMV7**		WMVA1**, WMVA2**
ASF	WMV8**		
* Audio: Does not support AAC and MP3			
** Supported by Windows Media Player 10 or above			
<b>Support Format (For MAC)</b>			
Category	Format		
	Video	Audio*	
AVI	MPEG4	PCM, ADPCM	
* Audio: Does not support AAC and MP3			

## 6-2 Troubleshooting

Scenario: Can't connect to wireless presentation gateway

Solution:

1. Check the LED lights located at the front of WPG. If 'Power' LED does not light, do the following check:

- Check the connection of A/C adapter, and if the electrical outlet you used with A/C adapter is functioning properly.
- Press 'Power' button on remote controller to see if 'Power' LED lights now.

2. Check the network connection.

3. Make sure you connected to correct IP address.

4. If you're using wireless network, make sure you connected to correct device.

5. If you're using wireless network, check the WEP / WPA password.

Scenario: Remote controller does not work

Solution: 1. Replace the battery of remote controller with a new one (CR-2032 lithium battery).

2. Please point the IR transmitter (located at the top of remote controller) to the IR receiver of WPG.

3. Make sure the IR receiver of WPG (labeled as 'Remote') is not blocked by any object.

4. If there's strong / fluorescent light source near IR transmitter / receiver, remote controller may not be able to function properly.

5. If the distance between IR transmitter / receiver is longer than 7 meters, remote controller may not working properly.

6. Make sure the IR extending cable is correctly inserted to 'IR IN' jack at the back of WPG, not 'AUDIO OUT' jack.

Scenario: No image displayed on WPG's display

Solution:

1. Check the connection between video display and WPG.
2. Make sure the video display you're using supports the video output mode you selected (in VGA mode).
3. Make sure the video display is switched on.

Scenario: I hear noise when WPG is operating.

Solution: If you smell something strange or even see smoke come out from WPG, unplug the A/C adapter (if possible), and return the WPG back to dealer of purchase immediately.

# 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	T=Telephone F=Fax	E-mail
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/Middle East/Baltic countries/North Africa	www.viewsoniceurope.com	Contact your reseller	
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
Korea	www.kr.viewsonic.com	T= 080 265 9080	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	T= 0800 666 0194	soporte@viewsonic.com
Latin America (Brazil)	www.viewsonic.com/la/	T= 0800 891 6984	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 Merida, Yucatan. 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= 853 700 303	service@hk.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.ap.viewsonic.com	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/Support/Calldesk.htm	
United Kingdom	www.viewsoniceurope.com/uk/	www.viewsoniceurope.com/uk/Support/Calldesk.htm	
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

Please go to the Customer Support table in this guide for the ViewSonic website in your region to get warranty information.





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