

# WPG-370 Wireless Presentation Gateway User Guide

IMPORTANT: Please read this User Guide to obtain important information on installing and using your product in a safe manner, as well as registering your product for future service. Warranty information contained in this User Guide will describe your limited coverage from ViewSonic Corporation, which is also found on our web site at http://www.viewsonic.com in English, or in specific languages using the Regional selection box in the upper right corner of our website. "Antes de operar su equipo lea cu idadosamente las instrucciones en este manual"

Model No. VS15180

# **Compliance Information**

#### Please read before proceeding

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

#### **FCC Notice**

The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC ID: GSS-VS15180 on the product label. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. This mobiledevice has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequencyenergy and, if not installed and used in accordance with the instructions, may cause harmful 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.

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

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

#### **FCC SAR Information**

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

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

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

#### **CE Conformity for European Countries**



The device complies with the EMC Directive 2004/108/EC and Low Voltage Directive 2006/95/EC, R&TTE Directive 1999/5/EC.

#### Following information is only for EU-member states:

The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment as unsorted municipal waste, but use the return and collection systems according to local law. If the batteries, accumulators and button cells included with this equipment, display the chemical symbol Hg, Cd, or Pb, then it means that the battery has a heavy metal content of more than 0.0005% Mercury, or more than 0.002% Cadmium, or more than 0.004% Lead.



#### **European Union Regulatory Conformance**

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

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

## **Declaration of RoHS2 Compliance**

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

| Substance                             | Proposed Maximum  Concentration | Actual Concentration |
|---------------------------------------|---------------------------------|----------------------|
| Lead (Pb)                             | 0.1%                            | < 0.1%               |
| Mercury (Hg)                          | 0.1%                            | < 0.1%               |
| Cadmium (Cd)                          | 0.01%                           | < 0.01%              |
| Hexavalent Chromium (Cr6+)            | 0.1%                            | < 0.1%               |
| Polybrominated biphenyls (PBB)        | 0.1%                            | < 0.1%               |
| Polybrominated diphenyl ethers (PBDE) | 0.1%                            | < 0.1%               |

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

Examples of exempted components are:

- 1. Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):
  - (1) Short length (≤500 mm): maximum 3.5 mg per lamp.
  - (2) Medium length (>500 mm and  $\leq$ 1,500 mm): maximum 5 mg per lamp.
  - (3) Long length (>1,500 mm): maximum 13 mg per lamp.
- 2. Lead in glass of cathode ray tubes.
- 3. Lead in glass of fluorescent tubes not exceeding 0.2% by weight.
- 4. Lead as an alloying element in aluminium containing up to 0.4% lead by weight.
- 5. Copper alloy containing up to 4% lead by weight.
- 6. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- 7. Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.

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# **Product Registration**

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: www.viewsonic.com.

### For Your Records

**Product Name:** WPG-370

Wireless Presentation Gateway

Model Number: VS15180

**Document Number:** WPG-370 UG ENG Rev. 1B 04-11-13

Serial Number:

Purchase Date:

#### Product disposal at end of product life

ViewSonic respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit ViewSonic website to learn more.

USA & Canada: http://www.viewsonic.com/company/green/recycle-program/

Europe: http://www.viewsoniceurope.com/uk/support/recycling-information/

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

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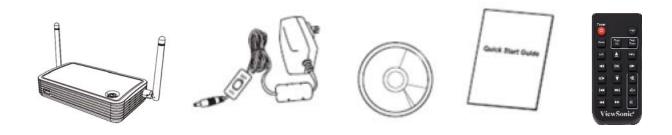
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# **Chapter 1: Product Introduction**

Congratulations on your purchase of ViewSonic Wireless Presentation Gateway WPG-370. This section introduces you to the WPG-370 (referred to as the WPG in this user guide).

## 1-1 Package Contents

- (1) WPG-370
- (2) AC adapter with UK/EU/US plug
- (3) CD-ROM
- (4) Quick Installation Guide



## 1-2 Hardware Recommendation

WPG-370 supports real time presentation, Intel Wireless Display® & Multimedia Media streaming play back functions.

#### (1) Presentation Mode (HDMI/VGA)

WPG-370 is designed to able to stream video/music/photo contents from PC (Windows 7 /Window 8 only) to your TV through this device.

#### **PC or Notebook**

- CPU: Core 2 Duo 2.0GHz or better
- Memory: 2.0 GB or better
- Network: 802.11g/n Wi-Fi and/or 100/1000 Mbps Ethernet
- Software: WPG-370 Utility. (Windows & MAC)

#### (2) Intel WiDi Mode (HDMI)

Users must have Intel WiDi® compatible platforms to support Intel Wireless Display. The requirement of Intel WiDi® compatible platforms is as below.

| System<br>Component | Requirement  |
|---------------------|--|
| Processor           | <ul> <li>2nd generation Intel® Core™ i3/i5/i7 Mobile Processor</li> <li>3rd Generation Intel® Core™ i3/i5/i7 Mobile and Desktop Processor</li> <li>Go Intel web site to check in detail:</li> <li><a href="http://www.intel.com/support/wireless/wtech/iwd/sb/CS-031059.htm">http://www.intel.com/support/wireless/wtech/iwd/sb/CS-031059.htm</a></li> </ul>                                       |
| Graphics            | <ul> <li>Intel® HD Graphics 4000</li> <li>Intel® HD Graphics 3000 (mobile)</li> <li>Intel® HD Graphics 2500</li> <li>Intel® HD Graphics 2000 (mobile)</li> </ul>   |
| Wireless            | <ul> <li>Intel® Centrino® Wireless-N 1000, 1030, 2200, or 2230</li> <li>Intel® Centrino® Wireless-N 2200 for Desktop</li> <li>Intel® Centrino® Advanced-N 6200, 6205, 6230, or 6235</li> <li>Intel® Centrino® Advanced-N 6205 for Desktop</li> <li>Intel® Centrino® Wireless-N + WiMAX 6150</li> <li>Intel® Centrino® Advanced-N + WiMAX 6250</li> <li>Intel® Centrino® Ultimate-N 6300</li> </ul> |
| Software            | Intel® My WiFi Technology (Intel® MWT) <sup>2</sup> and Intel® Wireless Display <sup>1</sup> must be pre-installed and enabled.  |
| OS                  | Windows 7 64-bit*, Home Premium, Ultimate or Professional Windows 7 32-bit*, Home Premium, Ultimate, Professional or Basic Windows* 8 32-bit and 64-bit editions   |

Minimum requirement of driver and Utility

Intel WiFi Driver - 15.5

Intel Graphics Driver - 15.28

Intel WiDi - 3.5

Automatically identify and find driver and software updates by below link, it will automatically check your system and install everything for you:

http://www.intel.com/p/en US/support/detect/wireless-display

#### (3) Media Streaming Mode (HDMI/VGA)

WPG-370 is designed to able to stream video/music/photo contents from PC (Windows 7 based), smart phone, and Tablet-PC to your TV through this device.

#### **PC or Notebook**

• CPU: Core 2 Duo 2.0GHz or better

• Memory: 1.0 GB or better

• Network: 802.11g/n Wi-Fi and/or 100/1000 Mbps Ethernet

#### **Smart phone**

• CPU: 800 MHz or better

• Memory: 256 MB or better

• Network: 802.11g/n Wi-Fi or better

#### **Tablet-PC**

• CPU: 600 MHz or better

• Memory: 256 MB or better

• Network: 802.11g/n Wi-Fi or better

#### **Recommend software**

• Android OS: AirFun or iMediaShare

• iOS: iMediashare

## 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 or HDMI cable.

#### Features

- 802.11 a/b/g/n Wireless compatibility
- 802.11n 2.4GHz & 5GHz dual band standards
- Supports both Wireless and Ethernet connectivity
- VGA or HDMI connections
- Wireless multimedia streaming up to Full HD 1080p
- Designed to work with Intel® WiDi and other wireless display standards
- PC content, movies, photo's apps and more all on your big screen
- Compatible with Windows, Apple and Android devices
- Network security
- USB display on Media Streaming mode

# 1-4 Remote Controller



| No. | Button       | description   |
|-----|--------------|---|
| 1   | O            | Power on & off  |
| 2   | Login        | Show standby screen (not available on this model)                 |
| 3   | Mode         | Change mode (cycling Presentation, media streaming and WiDi)      |
| 4   | Page<br>Up   | Go to Previous Page ( not available on this model)                |
| 5   | Page<br>Down | Go to next Page( not available on this model)                     |
| 6   | Exit         | Return to top layer of OSD or Exit menu or stop play Music/ video |
| 7   | Menu         | Show OSD Menu   |
| 8   | ок           | Selection confirm   |
| 9   | <b>A</b>     | Move the cursor up  |
| 10  | ₹            | Move the cursor down  |

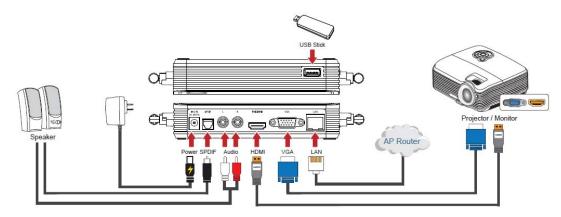
| 11 | I               | Move the cursor right        |
|----|-----------------|------------------------------|
| 12 | ◀               | Move the cursor left         |
| 13 | 11/▶            | Play or Pause Music or video |
| 14 | <b>!</b>        | Previous key                 |
| 15 | <b>₩</b>        | Next Key                     |
| 16 | 4               | Fast backward key            |
| 17 | <b>&gt;&gt;</b> | Fast Forward key             |
| 18 |                 | Mute on/off                  |
| 19 | <b>4</b>        | Increase Volume              |
| 20 | A_              | Decrease Volume              |

#### Notes:

- 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 Hardware Setup/Installation

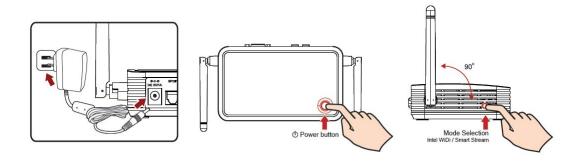
#### (1) Connect your device



Note: HDMI and VGA can't be connected at the same time.

Note: USB port is for Firmware upgrade only in Intel® WiDi mode.

#### (2) Connect power and push power button to turn on WPG-370.



After few seconds, when you see the below screen: the device is assigned an IP address, the system is in Presentation mode and ready to do PC mirror from your PC/Mac. Please connect to WPG370 via Wi-Fi.





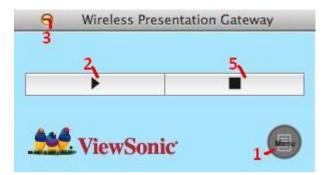
(3) You can switch between Presentation mode, Intel WiDi® Adapter mode and Media Streaming mode by pushing the "Mode" button on remote or side of box.



# Chapter 2: WPG-370 administration setting.

# 2-1 Using application software





| No | Name     | Function Description                                       |
|----|----------|--|
| 1  | Menu     | Access menu list.  |
| 2  | Play     | 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                            |

# 2-2 Menu List

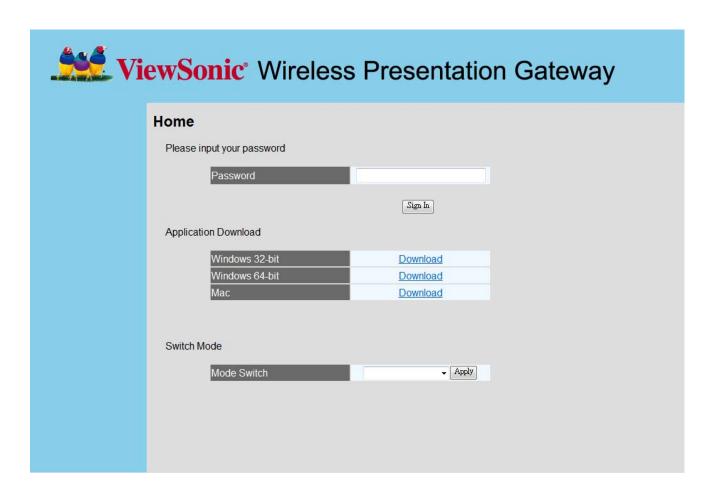
Besides the buttons, you can also click 'Menu' button to access menu list.

| Item                   | Description   |
|------------------------|---|
| Information            | Check the information of connected WPG.                         |
| Projection Control     | Controls the projection:  |
|                        | Play: Start presentation.                                       |
|                        | Pause: Pauses presentation.                                     |
|                        | Stop: Stop presentation.  |
|                        | Output Resolution: Changes display resolution and you can check |
|                        |   |
| Web Configuration menu | 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                       |
| Exit                   | Close menu list   |

# 2-3 Connect to Web Configuration Menu

Please key IP address and suffix(/remote/admin.html) in browser, Ex:, 192.168.59.254/remote/admin.html.

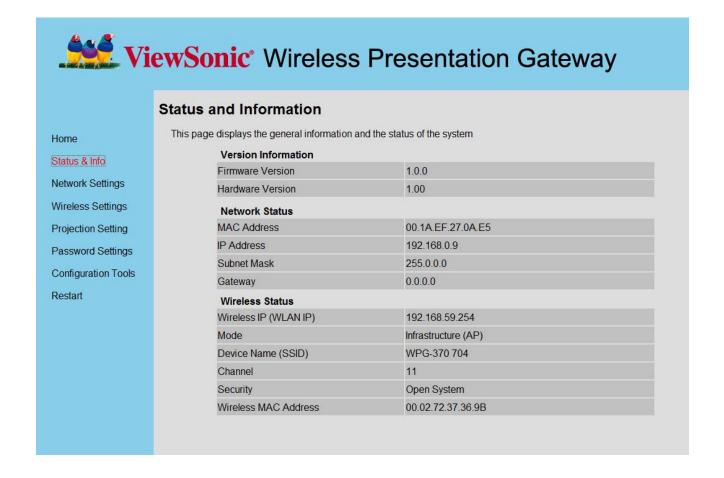
Default pass word is "admin".



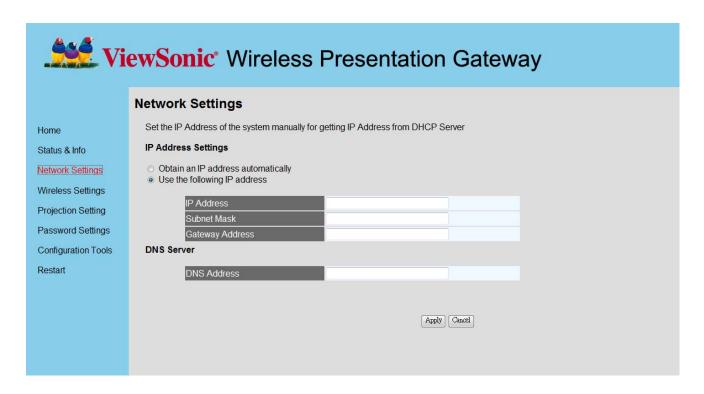
| Item                 | Description  |
|----------------------|--|
| Application download | Download application from Internet                                 |
| Mode switch          | Switch between Presentation, Intel WiDi®, and Media streaming mode |

#### 2-4 Status & Info

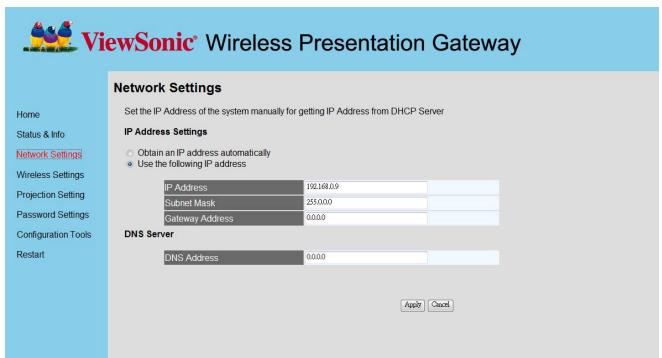
Displays system information, like system software version and IP address. Many useful information can be obtained here when you need help about system configuration and firmware upgrade.



## 2-5 Network Setting



Displays and configures the network settings.



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

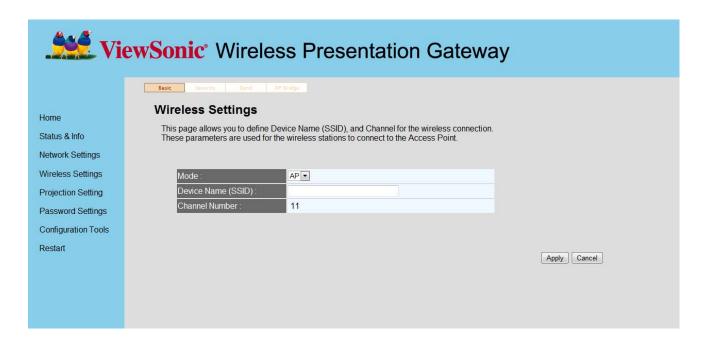
Click 'Apply' button to save the settings.

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.

## 2-6 Wireless Settings

Configures wireless network settings.

(1) 'Basic' Settings



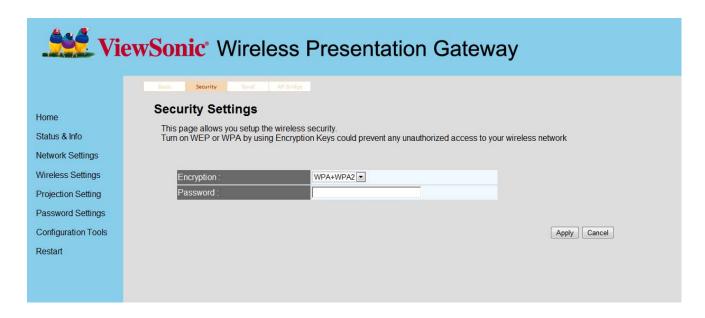
Displays and configures the wireless settings.

| 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.               |
| Device Name (SSID) | Input the Device Name of presentation gateway here. Default is                |
|                    | 'WPG-370".  |
| Channel Number     | Show the wireless channel number: 1 to 13. (1 to 11 in certain version of     |
|                    | product)  |

Click 'Apply' button to save the settings.

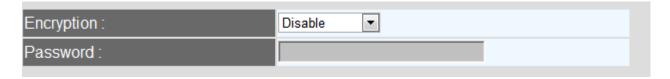
NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

#### (2) "Security" Setting



#### **Encryption: Disabled**

Disables wireless encryption.

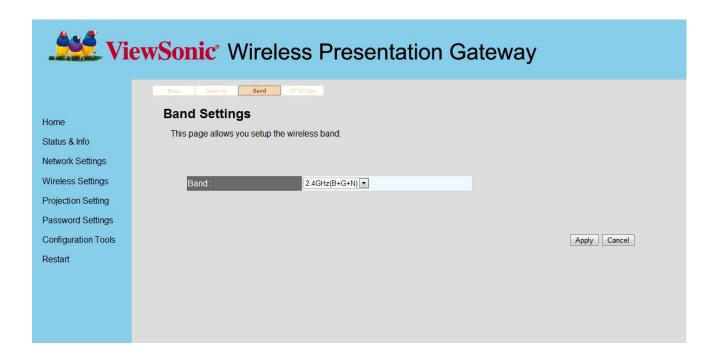


#### **Encryption: WPA + WPA2**

Enable WPA + WPA2 encryption. Wireless clients must support WPA encryption and know the encryption passphrase you set here.

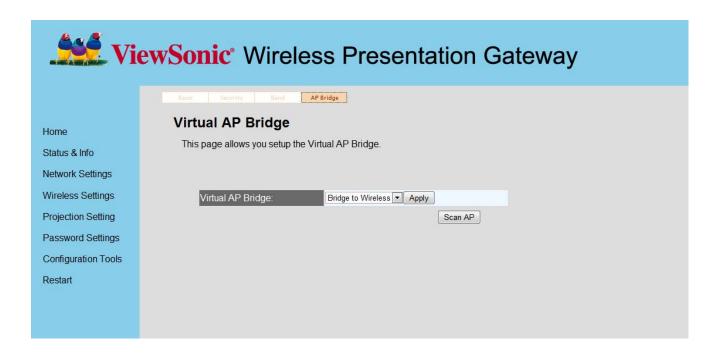
NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking "Restart" on the main menu.

#### (3) Band Setting



| Item | Description   |
|------|---|
| Band | Select the wireless band. Available options are:        |
|      | 2.4GHz (B+G+N) - 802.11b, 802.11g, and 802.11n clients. |
|      | 5GHz (B+G+N) - 802.11b, 802.11g, and 802.11n clients.   |

## 2-7 Virtual AP Bridge Setting

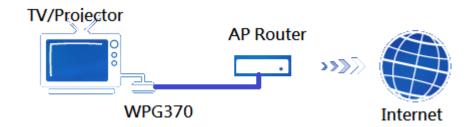


| Item               | Description                                |
|--------------------|--|
| Virtual AP only    | Ad-hoc mode                                |
| Bridge to Wireless | Connect to Internet via Wireless AP router |
| Bridge to Ethernet | Connect to Internet via Wired AP router    |

#### **Bridge to Ethernet/Wired Connection**

Step1: Connect LAN to the AP router

Step2: Change Virtual AP Bridge to "Bridge to Ethernet" and click "Apply". Then you can bridge WPG370 to Internet.



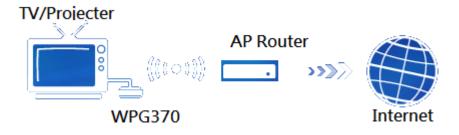
Note: WPG 370 must connect to AP router and can't connect to WAN directly.

#### **Bridge to Wireless/ Wireless connection**

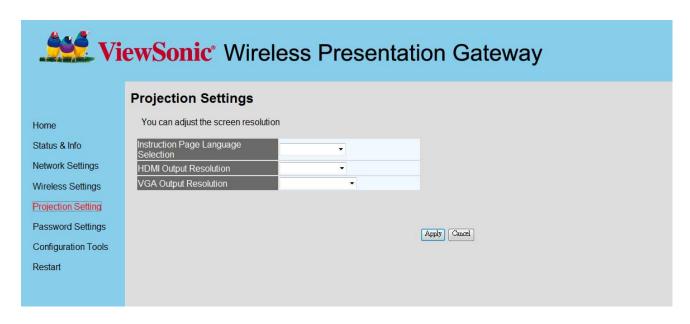
Step1: Change Virtual AP Bridge to "Bridge to Wireless" and click Apply.

Step2: Click Wireless connection button. Then there will show the Wireless AP list on the screen.

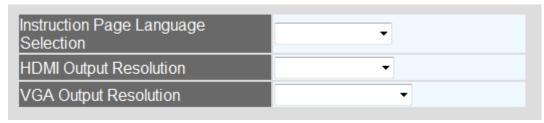
Please choose the AP you want to connect.



## 2-8 Projection Setting



Displays and configures the projection setting.



| Item                                | Description                                   |
|-------------------------------------|---|
| Instruction Page Language Selection | Select the displaying language.               |
| HDMI Output Resolution              | Select HDMI output resolution for projection. |
| VGA Output Resolution               | Select VGA output resolution for projection.  |

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.

## 2-9 Password Setting



Displays and configures the password setting.

| Item                              | Description                                       |
|-----------------------------------|---|
| Current Password                  | Input current password here. Default pass word is |
|                                   | "admin".  |
| 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.

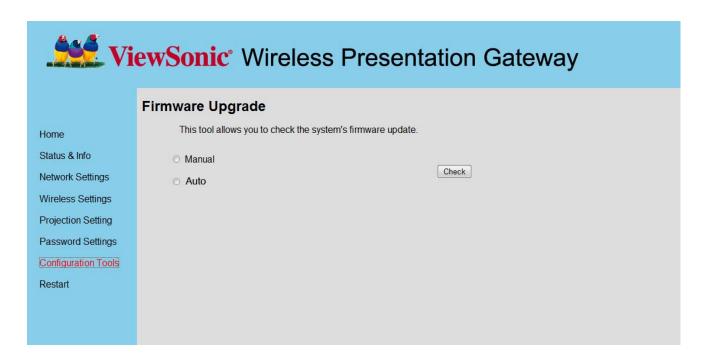
#### 2-10 Restart

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



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

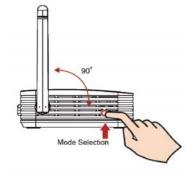
## 2-11 Firmware Upgrade



Select 'Auto', WPG will download and upgrade latest firmware automatically once WPG connects to Internet.

If "Auto" upgrade fail, suggest using Manual Firmware upgrade, update process as following:

- 1. Download the firmware by pressing "Manual" button.
- 2. Rename file name to "install.img" if file name is difference.
- 3. Copy "install.img" to the root directory of a USB flash.
- 4. Press & hold the mode selection key and power on the device till show "Waiting for USB upgrade".
- 5. Please plug the USB flash into the USB connector. Firmware will be upgraded automatically.
- 6. After upgrading, the system will reboot automatically. Please power off/power on the device after reboot.

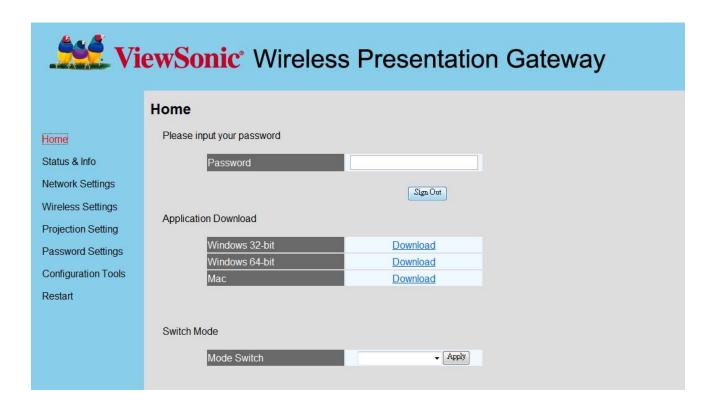


#### Note:

It's recommended to use wired Ethernet connection to perform firmware upgrade. Before you can update FW on the internet, you must connect to Internet.

If you have a AP router that connect to internet, you can follow the setting below to bridge WPG370 to the AP router and then connect to internet. For more information, please refer to 2.7 AP Bridge setting.

# 2-12 Logout



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

# Chapter 3: Using WPG-370 on Presentation Mode

#### 3-1 Switch WPG-370 to Presentation Mode

Push mode selection button on the WPG-370 till you see the screen below, the box is ready for **Presentation Mode** connection.



#### 3-2 Check the IP address of WPG

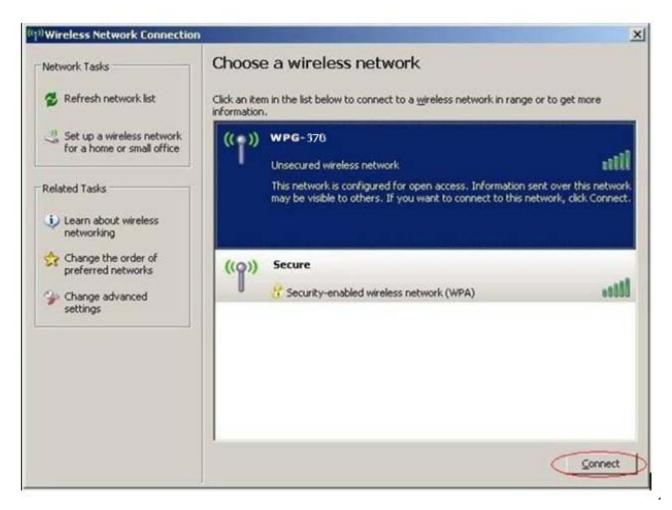
When WPG is powered on, check the connected display, you can find the IP address and login code Instruction Page:



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

## 3-3 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-370.



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

# 3-4 Using application software

You can install WPG370 application in the CD ROM or download the application from setup page of WPG-370, detail see item 2-1.

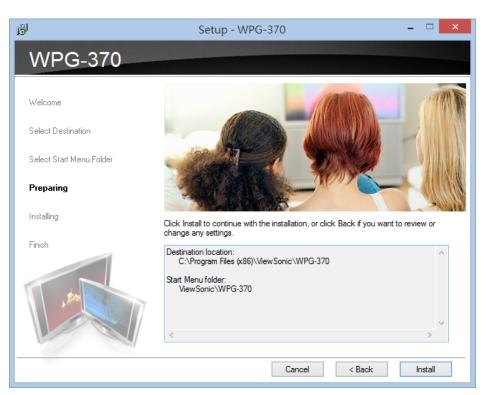
.

#### (1) Install application in CD-ROM







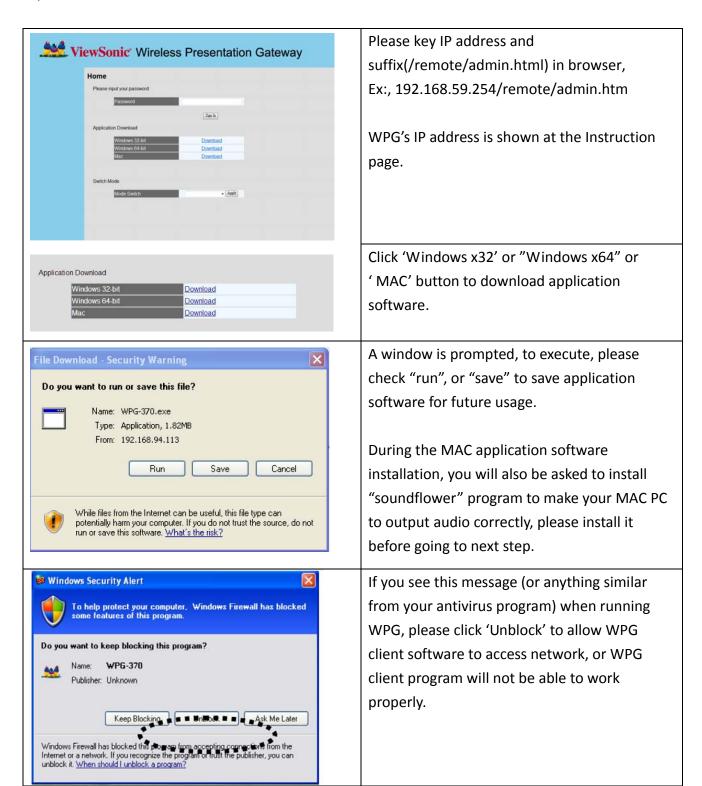


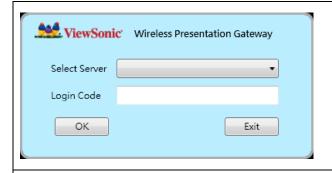




#### (2) Download application from Internet.

Please follow instructions to download and install WPG-370 application software according to your system:





WPG will auto detect 'Server IP' please input login code as shown on instruction page.



If login code is correct, application software will appear.

### Chapter 4: Using WPG-370 on Intel WiDi Mode

### 4-1 Switch WPG-370 to Intel WiDi Mode

Push mode selection button on the WPG-370 till you see the screen below, the box is ready for Intel Wireless Display connection.

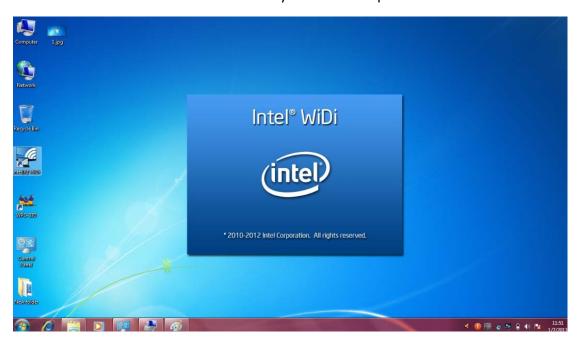


### 4-2 Connect to WPG-370 by Intel WiDi

For Intel WiDi platform device

Please follow the next steps to do Intel WiDi connection

1. **Double** click the Intel WiDi icon from your PC desktop.



Click "Scan" for available adapters" and then connect to the adapter with same ID on the screen.



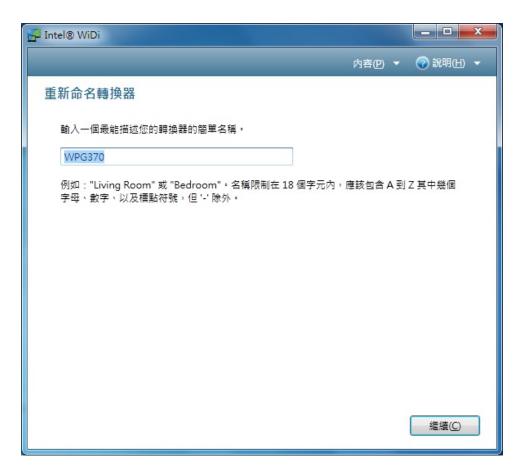
2. For the first connection, users need to type the password show on the projector or TV screen.





3. After the connection successful, PC screen will be projected to the screen of TV or projector.





## Chapter 5: Using WPG-370 on Media Streaming Mode

### 5-1 Switch WPG-370 to Media Streaming Mode

Push mode selection button on the WPG-370 till you see the screen below, the box is ready for **Media Streaming Mode** connection.



In Media Streaming mode, you can streaming photo/music/video from your PC, Smartphone or tablet. Or play video/Music/photo form USB

Please follow the instruction to do media streaming.

1. Connect to WPG-370 in Wi-Fi AP list.

#### Wi-Fi Connect



- 2. Play media by WiFi streaming, we recommend software/AP as following: For more information Please check user manual of each software.
  - Android: iMediaShare, Airfun
  - iOS: iMediaShare, Wi-Fi Media
- 3. Play media by USB
  - Plug in USB drive in to WPG-370
  - Use remote or virtual remote to control. (key in IP address with suffix "/remote")
     EX: 192.168.59.254/remote, will show below





You can play Video, Photo or music that you select.

# **Appendix A: Support resolution**

| Interface | Output resolution  |  |  |
|-----------|--|--|--|
| VGA       | 800x600@60Hz \ 1024x768@60Hz \ 1280x800@60Hz \ 1280x1024@60Hz \              |  |  |
|           | 1366x768@60Hz  |  |  |
| HDMI      | NTSC,PAL,480p,576p,720p50Hz,720p60Hz,1080i50Hz,1080i60hz,1080p50Hz,1080p60Hz |  |  |

# **Appendex B: WPG-370 Support Media Format**

## Video Format

| Format  | File extension        |  |
|---------|-----------------------|--|
| AVI     | avi                   |  |
| MPEG-1  | mpg, mpeg             |  |
| MPEG-2  | mpg, mpeg             |  |
| MPEG-TS | m2t, tts              |  |
| MPEG-4  | mp4, mp4v, mpeg4, m4v |  |
| 3GP     | Здр, Здрр             |  |
| 3GP2    | 3g2, 3gpp2            |  |
| MOV     | mov                   |  |
| WMV     | wmv                   |  |
| DVR-MS  | dvr, dvr-ms           |  |

### **Audio Format**

| Format | File extension |
|--------|----------------|
| MP3    | mp3            |
| LPCM   | pcm, wav, l16  |
| WMA    | wma            |
| WAV    | wav            |
| MP4    | mp4            |
| AAC    | aac            |
| OGG    | ogg, oga, ogv  |

## **Photo Format**

| Format | File extension |
|--------|----------------|
| GIF    | gif            |
| JPG    | jpg, jpeg      |
| ВМР    | bmp            |
| PNG    | png            |

# **Customer Support**

For technical support or product service, see the table below or contact your reseller.

Note: You will need the product serial number.

| Country/Region   | Website                 | T = Telephone<br>F = FAX  | Email   |  |  |  |  |
|--|-------------------------|---|---|--|--|--|--|
| Australia/New Zealand  | www.viewsonic.com.au    | AUS= 1800 880 818<br>NZ= 0800 008 822   | service@au.viewsonic.com                          |  |  |  |  |
| Canada   | www.viewsonic.com       | T (Toll-Free)= 1-866-463-4775<br>T (Toll)= 1-424-233-2533<br>F= 1-909-468-3757  | service.ca@viewsonic.com                          |  |  |  |  |
| Europe   | www.viewsoniceurope.com | www.viewsoniceurope.com/uk/support/call-desk/                                   |   |  |  |  |  |
| Hong Kong  | www.hk.viewsonic.com    | T= 852 3102 2900  | service@hk.viewsonic.com                          |  |  |  |  |
| India  | www.in.viewsonic.com    | T= 1800 266 0101  | service@in.viewsonic.com                          |  |  |  |  |
| Korea  | www.kr.viewsonic.com    | T= 080 333 2131   | service@kr.viewsonic.com                          |  |  |  |  |
| Latin America (Argentina)  | www.viewsonic.com/la/   | T= 0800-4441185   | soporte@viewsonic.com                             |  |  |  |  |
| Latin America (Chile)  | www.viewsonic.com/la/   | T= 1230-020-7975  | soporte@viewsonic.com                             |  |  |  |  |
| Latin America<br>(Columbia)  | www.viewsonic.com/la/   | T= 01800-9-157235   | soporte@viewsonic.com                             |  |  |  |  |
| Latin America (Mexico)   | www.viewsonic.com/la/   | T= 001-8882328722   | soporte@viewsonic.com                             |  |  |  |  |
| Renta y Datos, 29 SUR 721, COL. LA PAZ, 72160 PUEBLA, PUE. Tel: 01.222.891.55.77 CON 10 LINEAS Electroser, Av Reforma No. 403Gx39 y 41, 97000 Mérida, Yucatán. Tel: 01.999.925.19.16 Other places please refer to http://www.viewsonic.com/la/soporte/index.htm#Mexico |                         |   |   |  |  |  |  |
| Latin America (Peru)   | www.viewsonic.com/la/   | T= 0800-54565   | soporte@viewsonic.com                             |  |  |  |  |
| Macau  | www.hk.viewsonic.com    | T= 853 2870 0303  | service@hk.viewsonic.com                          |  |  |  |  |
| Middle East  | ap.viewsonic.com/me/    | Contact your reseller   | service@ap.viewsonic.com                          |  |  |  |  |
| Puerto Rico & Virgin Islands   | www.viewsonic.com       | T= 1-800-688-6688 (English)<br>T= 1-866-379-1304 (Spanish)<br>F= 1-909-468-3757 | service.us@viewsonic.com<br>soporte@viewsonic.com |  |  |  |  |
| Singapore/Malaysia/<br>Thailand  | www.viewsonic.com.sg    | T= 65 6461 6044   | service@sg.viewsonic.com                          |  |  |  |  |
| South Africa   | ap.viewsonic.com/za/    | Contact your reseller   | service@ap.viewsonic.com                          |  |  |  |  |
| United States  | www.viewsonic.com       | T (Toll-Free)= 1-800-688-6688<br>T (Toll)= 1-424-233-2530<br>F= 1-909-468-3757  | 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.

