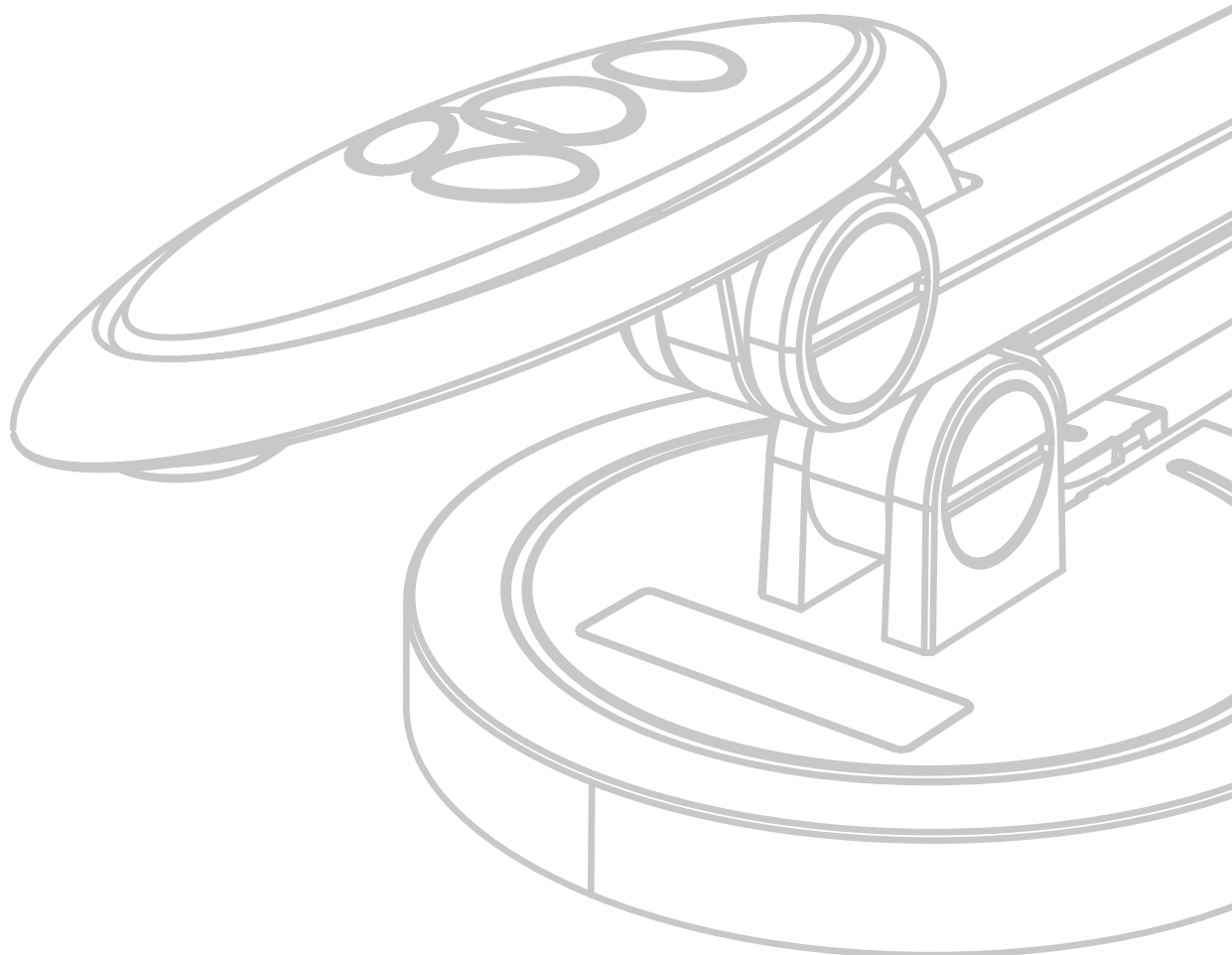


# **VB-VIS-002**

## **ViewSonic VB-VIS-002 Document Cam User Guide**



## **Thank you for choosing ViewSonic®**

As a world-leading provider of visual solutions, ViewSonic® is dedicated to exceeding the world's expectations for technological evolution, innovation, and simplicity. At ViewSonic®, we believe that our products have the potential to make a positive impact in the world, and we are confident that the ViewSonic® product you have chosen will serve you well.

Once again, thank you for choosing ViewSonic®!

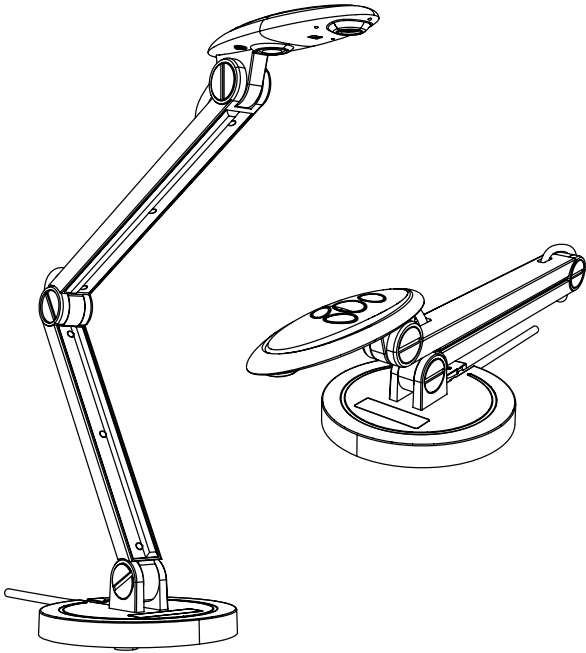

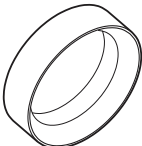
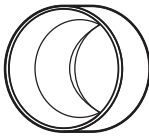


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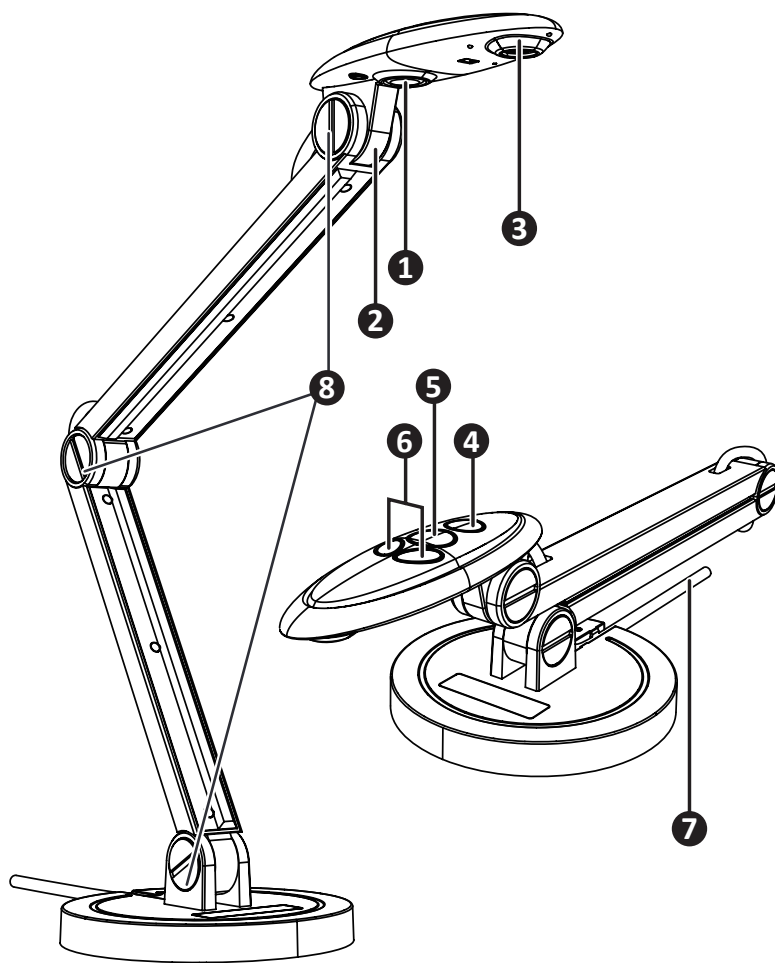
# Product Overview

## Package Contents

Please take a moment to check if all the necessary items are included in the package. If anything is missing or damaged, please contact your dealer immediately.

 <p>VB-VIS-002</p>	
<div><p>Ø33/34mm</p><p>Ø28 mm</p><p>Ø31mm</p><p>Microscope adapter accessories</p></div>	
 <p>Anti-glare sheet</p>	 <p>Quick Start Guide (QSG)</p>

## ViewSonic VB-VIS-002 Document Cam Components Overview

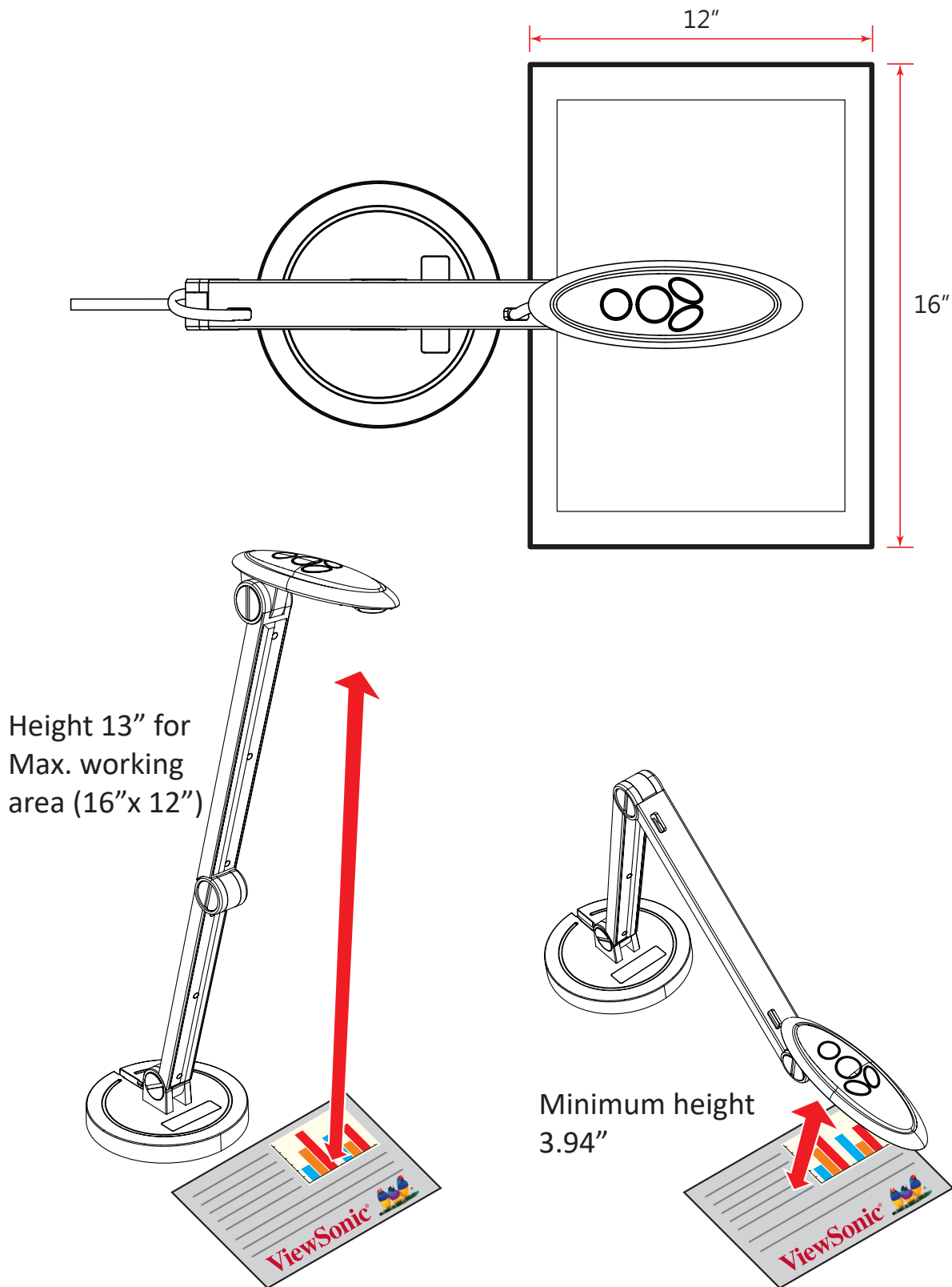


No.	Components
1	LED Lamp
2	Microphone
3	Camera Head
4	Lamp Button
5	Focus Button
6	Brightness Adjusting Button
7	USB Cable
8	Arm Screw

## Setting Up

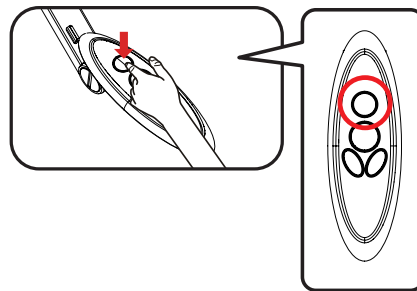
This section provides useful tips on how to adjust the document camera smoothly for your needs.

### Working Area



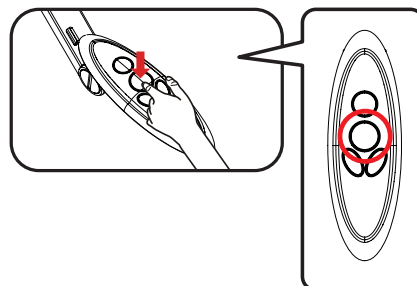
## Illumination Lamp

If you are in a dark environment, please turn the LED lamp on to improve the exposure.



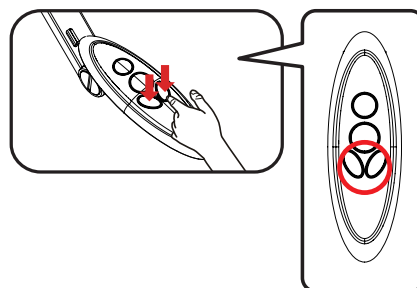
## Adjusting the Focus

Press the Focus button to do an one-time auto focus.



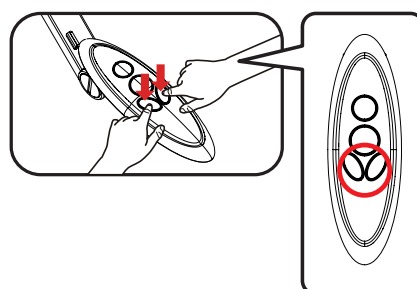
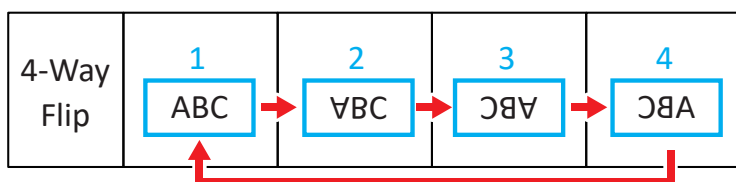
## Adjusting the Brightness

Press the Brightness button to increase or decrease the brightness level.



## Image Orientation

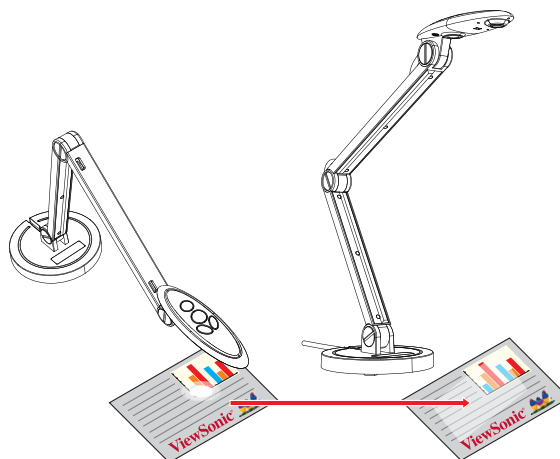
Change the image orientation by simultaneously pressing both the brightness(+) and the brightness(-) buttons.



## Anti-glare

The anti-glare sheet is a transparent plastic that is overlaid on top of shiny objects or glossy surfaces to reduce the glare.

To use, simply place the anti-glare sheet on top of the shiny object or glossy surface such as a magazine to reduce light reflection.



# Getting Started

## Using the Document Camera as a PC cam

### Starting the Application

#### 1. Connect the document camera to your computer

- Turn on your computer then connect the accessory USB cable to the USB port of your computer.
- Make sure the connector and the port are aligned correctly.

#### 2. Launch PC Camera

- After the document camera is correctly connected to and detected by your PC, you are ready to use the PC Camera function.

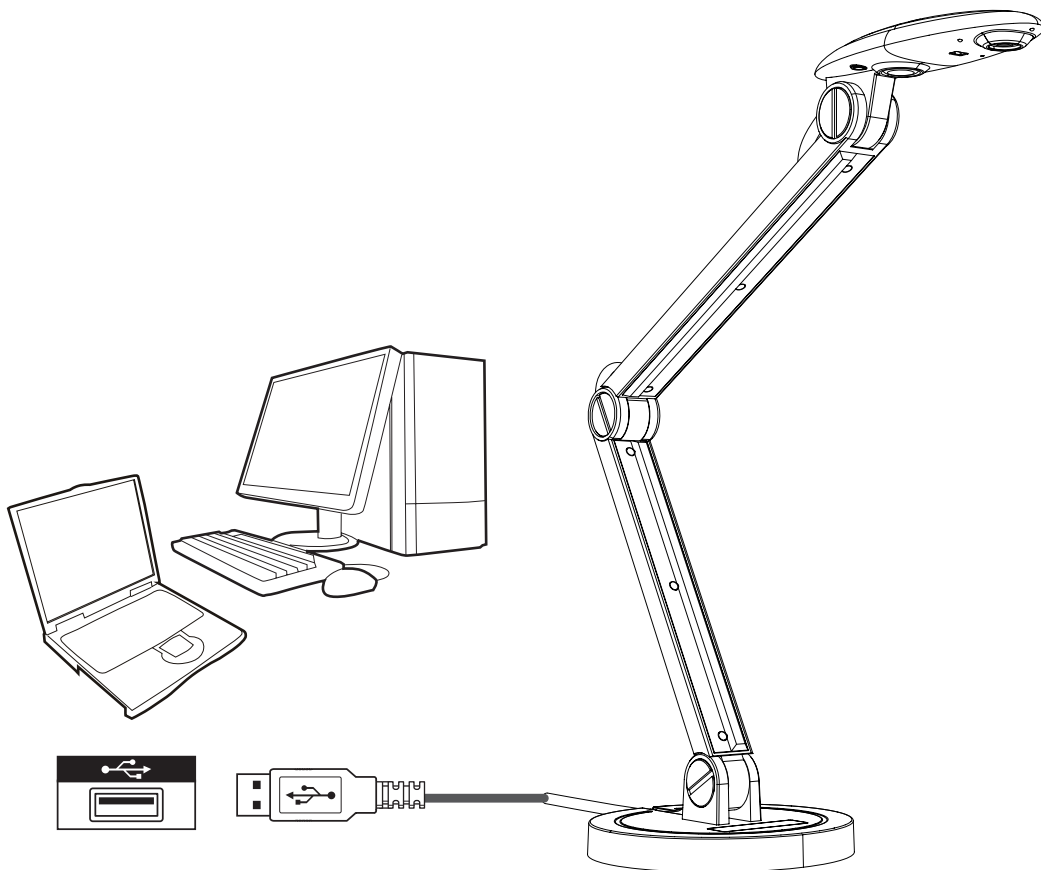
### Working with vDocCam

Windows: <https://www.viewsonicglobal.com/q/sw/vdoccam-win>

Mac: <https://www.viewsonicglobal.com/q/sw/vdoccam-mac>

ChromeOS: <https://www.viewsonicglobal.com/q/sw/vdoccam-chrome>

1. Install the vDocCam application software.
2. Connect the device and the PC with the accessory USB cable.
3. Start vDocCam on your PC.



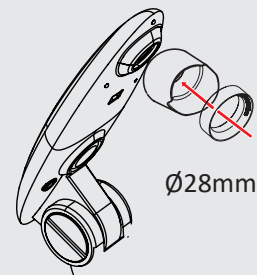
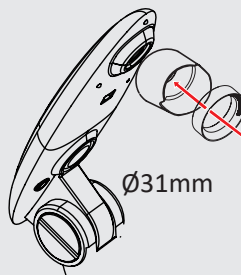
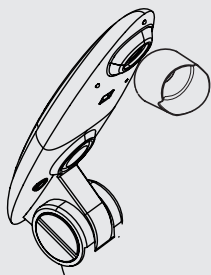


## Connecting to a Microscope

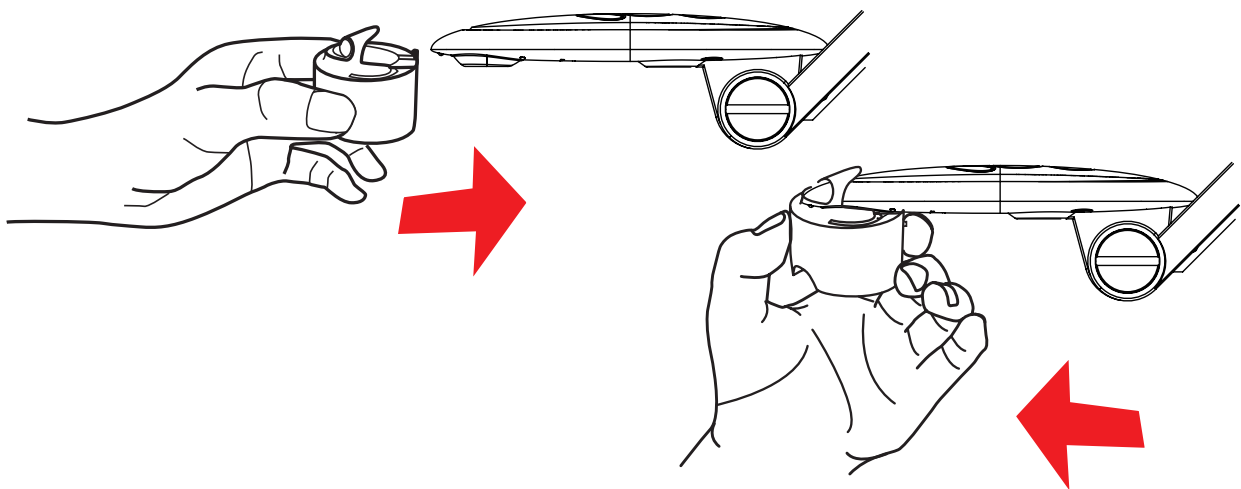
Connecting to a microscope enables you to examine microscopic objects on a big screen.

1. Adjust the microscope and focus objects.
2. Choose an appropriate microscope adapter.
3. Microscope adapter accessories are applicable to: Ø28mm ,Ø31mm, Ø33mm, and Ø34mm eyepieces.

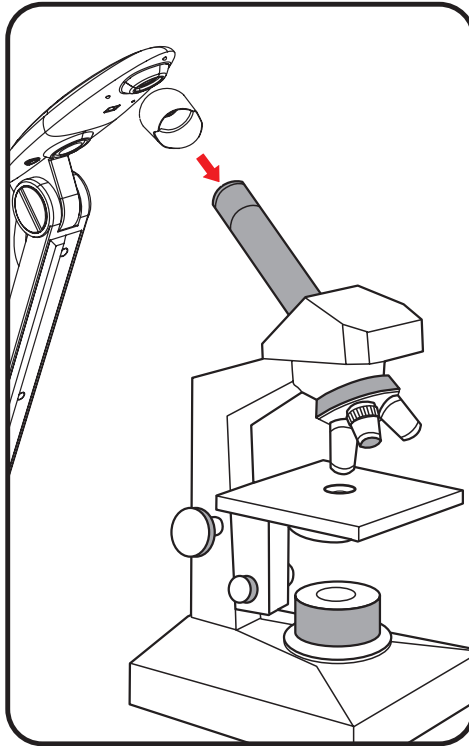
- ❗ For eyepieces of about Ø33mm, Ø34mm, only a microscope adaptor should be installed.
- ❗ For a Ø28mm eyepiece, insert the Ø28mm adapter into the microscope adapter.
- ❗ For a Ø31mm eyepiece, insert the Ø31mm adapter into the microscope adapter.



4. Mount/remove the microscope adapter onto/off the lens by performing the action shown in the picture below.



5. Connect the lens and microscope adapter to the microscope.

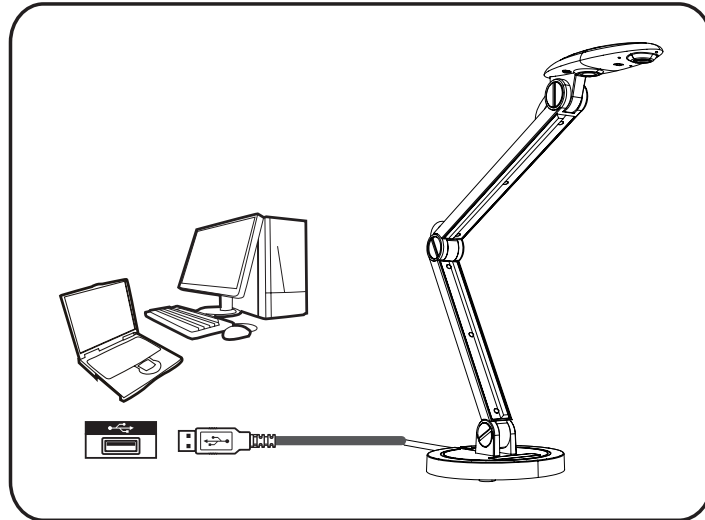


**Note:**

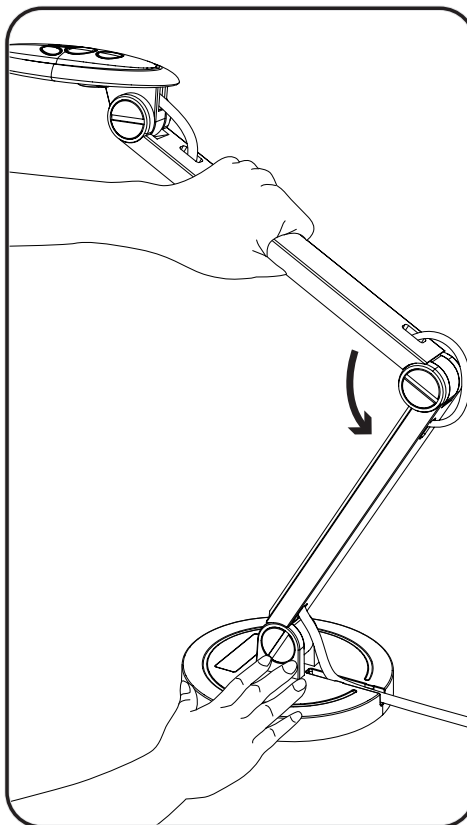
- If the image is not clear. Please adjust the focus of the microscope.
- Press the Focus button to fine-tune the focus.

## Storing

1. Close the application software.
2. Remove the USB cable from the document camera and computer.

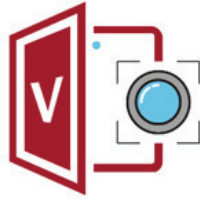


3. Fold the camera head and arms in the direction shown in the figure below.



# Operating vDocCam

## Application Software : vDocCam



Windows: <https://www.viewsonicglobal.com/q/sw/vdoccam-win>



Windows

Mac: <https://www.viewsonicglobal.com/q/sw/vdoccam-mac>



Mac

ChromeOS : <https://www.viewsonicglobal.com/q/sw/vdoccam-chrome>

Please refer to Page 22~ Page 25 for [How to install Chrome app manually](#)







ChromeOS

# Chapter 1: Introduction

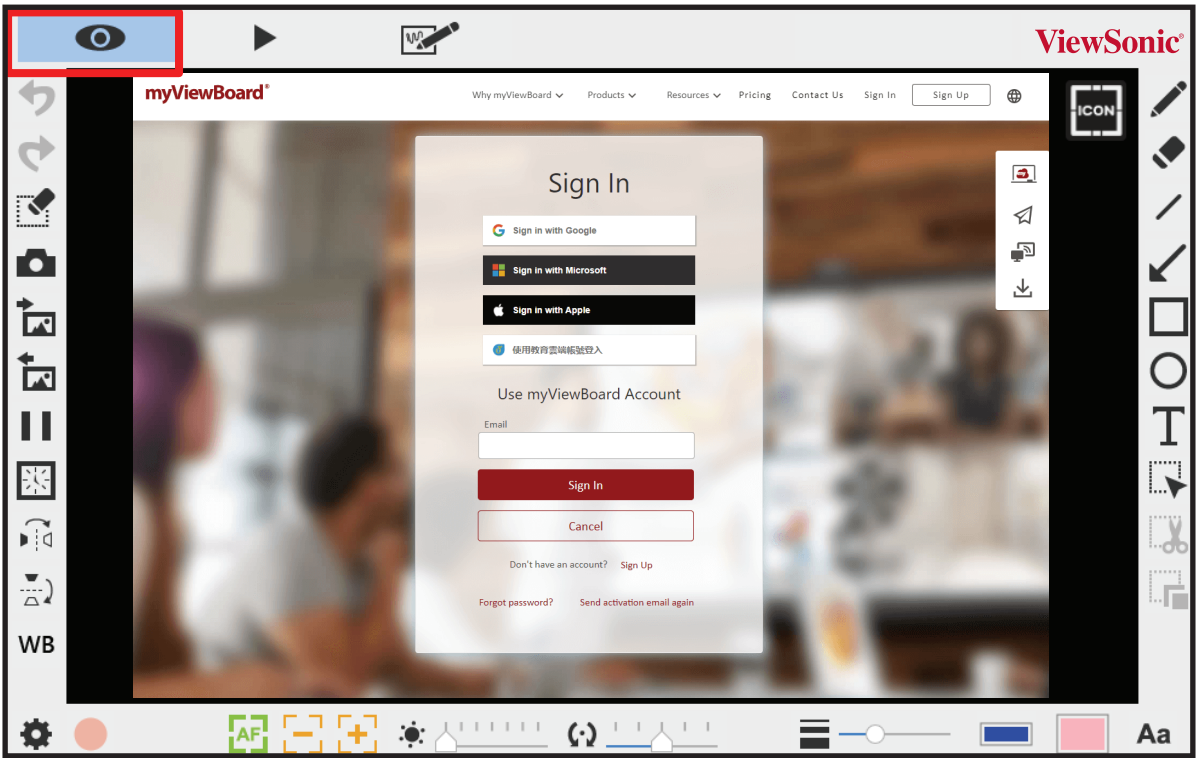
When the document camera is connected with the computer/laptop, it automatically goes to the live mode, in which the view captured by the document camera is shown. There are a variety of function icons listed on the right, the left and the lower sides of the window. The following manual will be divided into three parts: Live mode (Chapter 2), Playback mode (Chapter 3) and Drawing mode (Chapter 4).











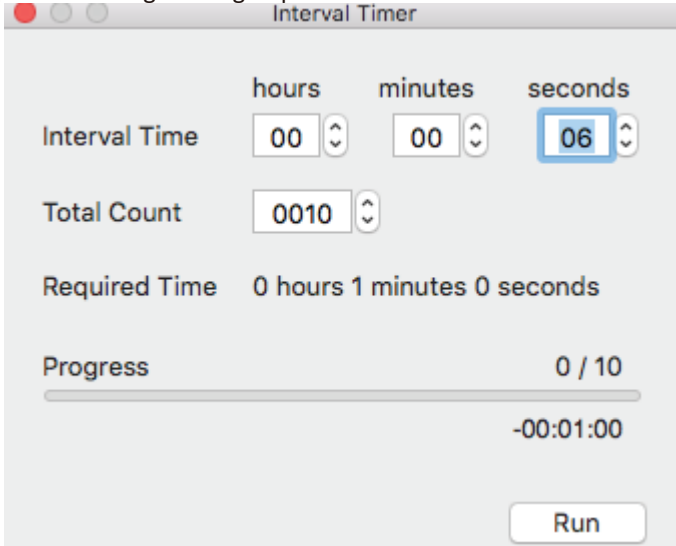


<b>ViewSonic®</b>	<b>About</b> Shows the information of this application
	<b>Live mode</b> Shows the live image perceived by the document camera
	<b>Playback mode</b> Review images and videos captured by the document camera
	<b>Drawing mode</b> A white/black board for you to draw and add annotations at will
	<b>Show / Hide Toolbar</b>


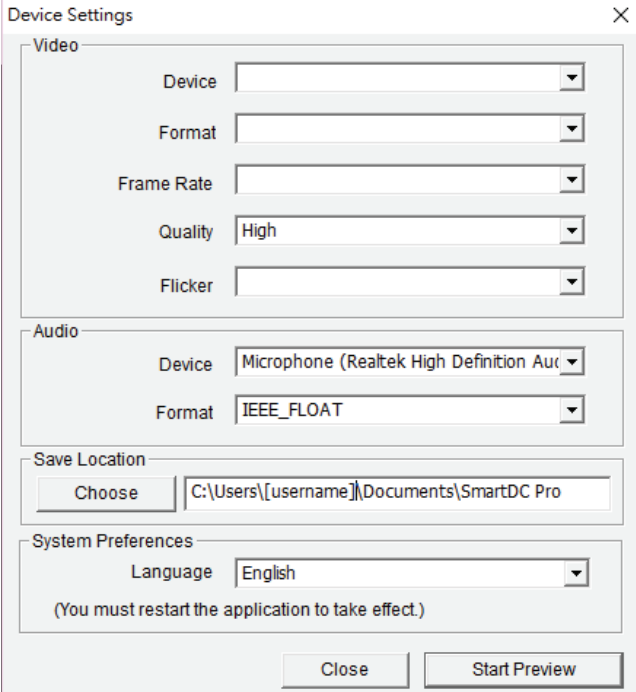










# Chapter 2: Live Mode

The live mode presents the live view captured by the document camera. Many functions are listed on the left, the right and the lower bar. All of them can enhance your presentation.













	<b>Undo</b>
	<b>Redo</b>
	<b>Erase all or erase the selected area</b>
	<b>Snapshot</b> Capture the image and save it as a JPG file

	<b>Import an image file</b> Import a JPG or PNG file from your computer
	<b>Export your drawing</b> Export the things (without the background view), such as annotations, texts, and drawings you create in this mode. (1) You can select the area, export and save it as a PNG file onto your computer. (2) If you do not select the area and use the export function, the things you create in the whole view area will be exported as a PNG file
	<b>Freeze the live view</b>
	<b>Interval timer shooting</b> Capture the image during a specified time interval.  <p>A small window pops up for you to set the interval time and the total number of pictures. Once you finish the setting, just click run.</p>
	<b>Flip horizontally</b> Flip an image right/left
	<b>Flip vertically</b> Flip an image up/down
<b>WB</b>	<b>White Balance</b> Adjust the white balance manually.

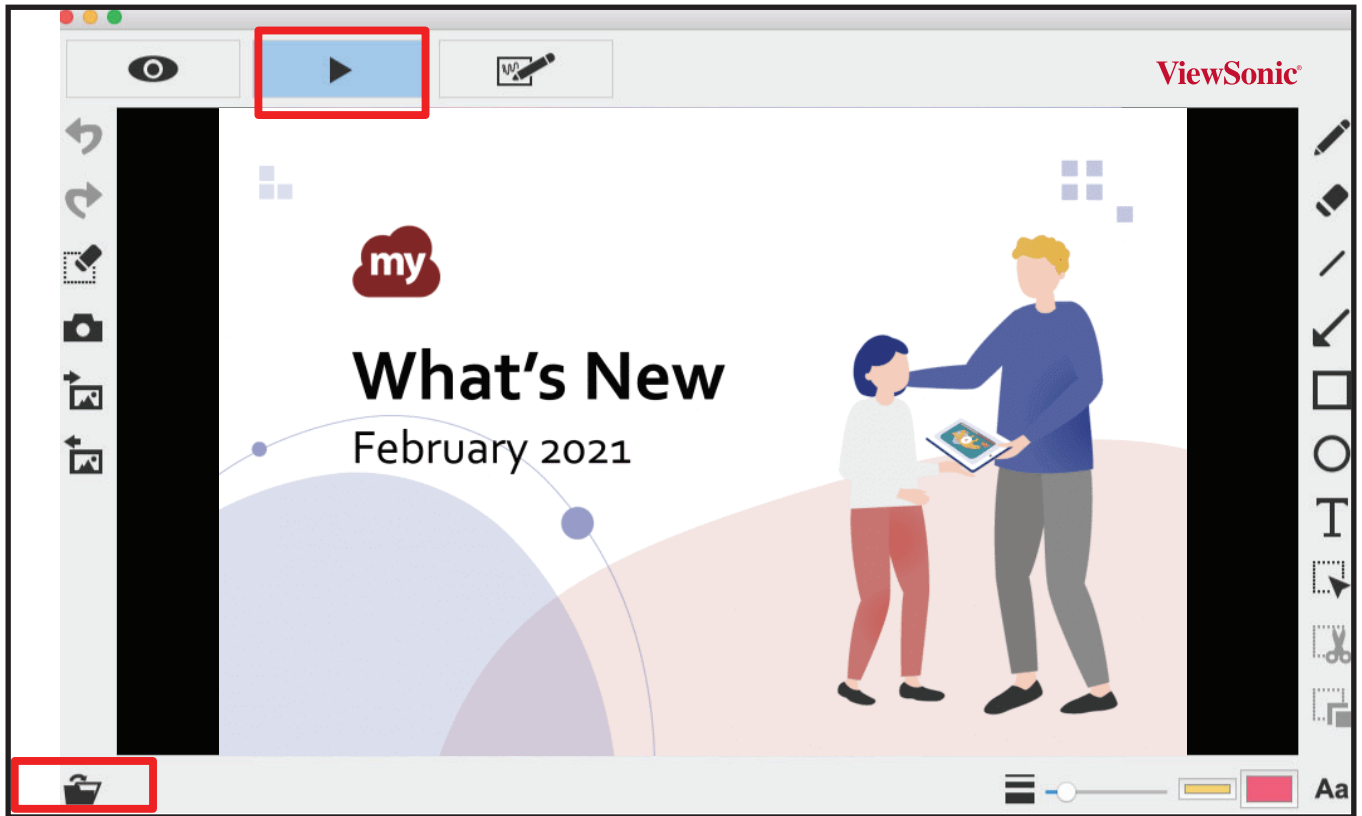
	<p><b>Setting</b></p> <p>Once you click this icon, a small window pops up for you to choose the device (the default is Document camera), the format of the video and audio files, and the place where you would like to save the files</p> 
	<p><b>Start recording</b></p>
	<p><b>Stop recording</b></p>
	<p><b>Auto focus</b></p>
	<p><b>Zoom out</b></p>
	<p><b>Zoom in</b></p>
	<p><b>Brightness</b></p>
	<p><b>Rotate</b> 360° rotate the view</p>
	<p><b>Width</b> Choose the width for using freehand and other drawing functions</p>
	<p><b>Ink color</b> Choose the color for using freehand and other drawing functions</p>
	<p><b>Fill color</b> Choose the color for the drawing function (except for using freehand and drawing a line)</p>
<p><b>Aa</b></p>	<p><b>Fonts</b> Choose the font for the text you add on</p>














	<b>Freehand</b> Draw and write at will
	<b>Eraser</b> Erase the notes or drawings you have added
	<b>Line</b> Draw a line
	<b>Arrow</b> Draw an arrow
	<b>Rectangle</b> Draw a rectangle
	<b>Ellipse</b> Draw an ellipse
	<b>Text</b> Add text
	<b>Selection</b> Select the area for exporting, cutting, and copying
	<b>Cut Out</b> Cut out the selected area and save it to the clipboard
	<b>Duplicate</b> Copy and paste the area you select

## Chapter 3: Playback Mode

Images captured by the document camera, saved from the drawing board mode (see Chapter 4) and images in your computer can be opened in the Playback mode. Additionally, the images opened here can be further edited with the functions listed on the left, lower and right bar.

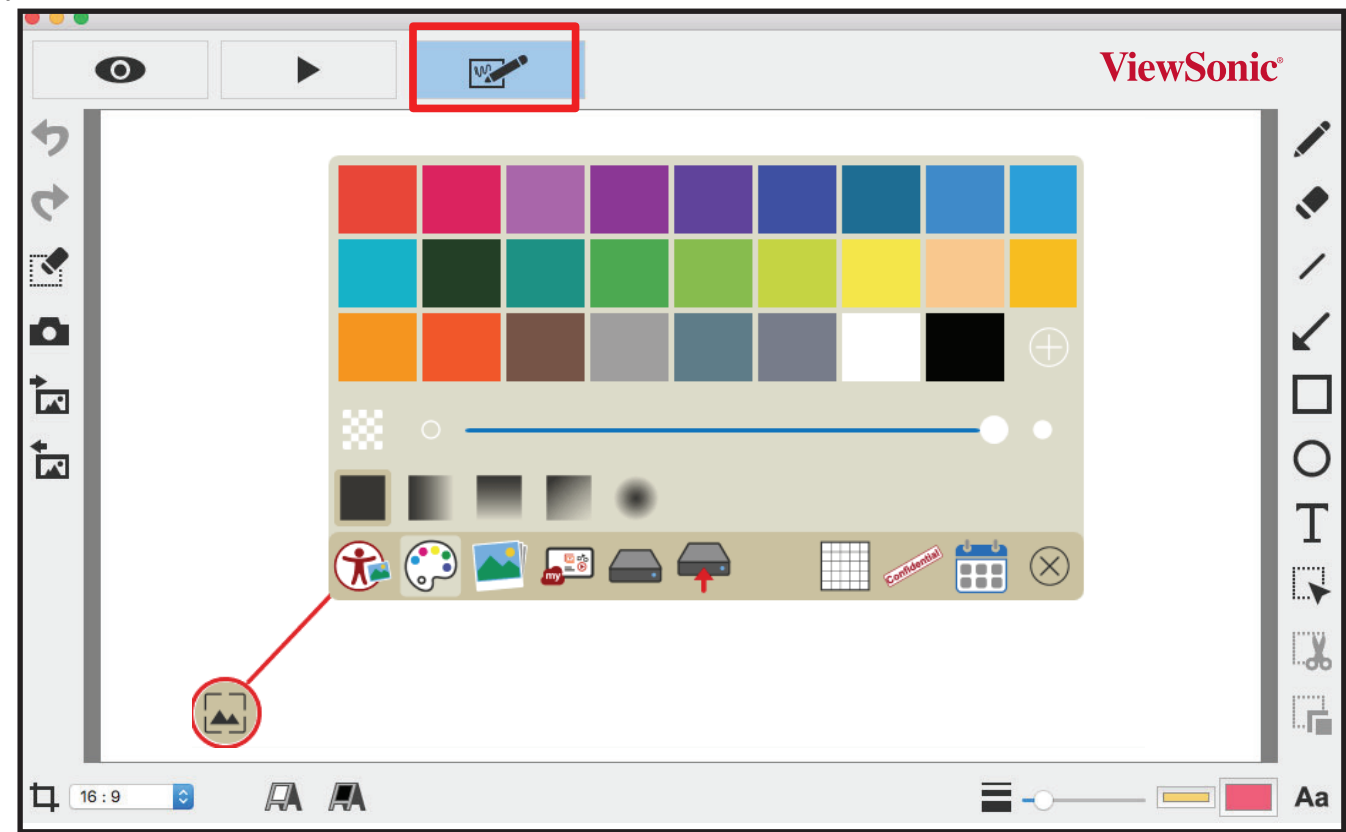








	<b>Undo</b>
	<b>Redo</b>
	<b>Erase all or erase the selected area</b>
	<b>Snapshot</b> Capture the image and save it as a JPG file
	<b>Import an image file</b> Import a JPG or PNG file from your computer
	<b>Export your drawing</b> Export the things (without the background view), such as annotations, texts, and drawings you create in this mode. (1) You can select the area, export and save it as a PNG file onto your computer. (2) If you do not select the area and use the export function, the things you create in the whole view area will be exported as a PNG file.











	<b>Open file</b>
	<b>Width</b> Choose the width for using freehand and other drawing functions
	<b>Ink color</b> Choose the color for using freehand and other drawing functions
	<b>Fill color</b> Choose the color for the drawing function (except for using freehand and drawing a line)
<b>Aa</b>	<b>Fonts</b> Choose the font for the text you add
	<b>Freehand</b> Draw and write at will
	<b>Eraser</b> Erase the notes or drawings you have added
	<b>Line</b> Draw a line
	<b>Arrow</b> Draw an arrow
	<b>Rectangle</b> Draw a rectangle
	<b>Ellipse</b> Draw an ellipse
<b>T</b>	<b>Text</b> Add text
	<b>Selection</b> Select the area for exporting, cutting, and copying
	<b>Cut Out</b> Cut out the selected area and save to the clipboard
	<b>Duplicate</b> Copy and paste the area you select

# Chapter 4: Drawing Mode

The drawing mode provides you a white or black plane with all the drawing tools you will need.



	Undo
	Redo
	Erase all or erase the selected area
	<b>Snapshot with your drawing</b> Capture the image and save it as a JPG file
	<b>Import an image file</b> Import a JPG or PNG file from your computer
	<b>Export your drawing</b> Export the things (without the background view), such as annotations, texts, and drawings you create in this mode. (1) You can select the area, export and save it as a PNG file onto your computer. (2) If you do not select the area and use the export function, the things you create in the whole view area will be exported as a PNG file.

	<b>Aspect ratio</b> Choose the aspect ratio: 16:9 or 4:3
	<b>White board</b> In this mode, you can change the plane from black to white
	<b>Black board</b> In this mode, you can change the plane from white to black
	<b>Width</b> Choose the width for using freehand and other drawing functions
	<b>Ink color</b> Choose the color for using freehand and other drawing functions
	<b>Fill color</b> Choose the color for the drawing function (except for using freehand and drawing a line)
<b>Aa</b>	<b>Fonts</b> Choose the font for the texts you have added
	<b>Freehand</b> Draw and write at will
	<b>Eraser</b> Erase the notes or drawings you have added.
	<b>Line</b> Draw a line
	<b>Arrow</b> Draw an arrow
	<b>Rectangle</b> Draw a rectangle
	<b>Ellipse</b> Draw an ellipse
<b>T</b>	<b>Text</b> Add text
	<b>Selection</b> Select the area for exporting, cutting, and copying
	<b>Cut Out</b> Cut out the selected area and save to the clipboard
	<b>Duplicate</b> Copy and paste the area you select

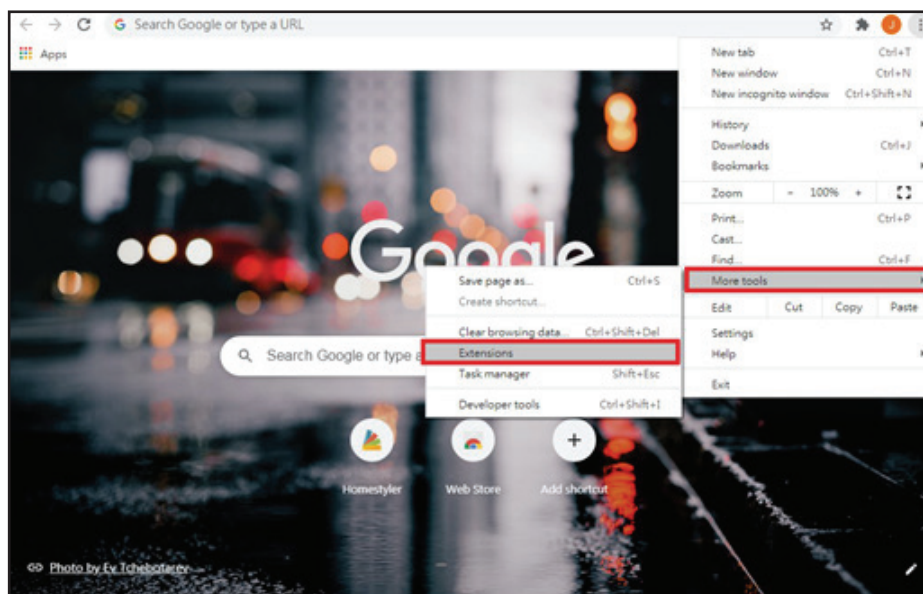
# How to install Chrome app manually

## Step 1 Prepare your app file

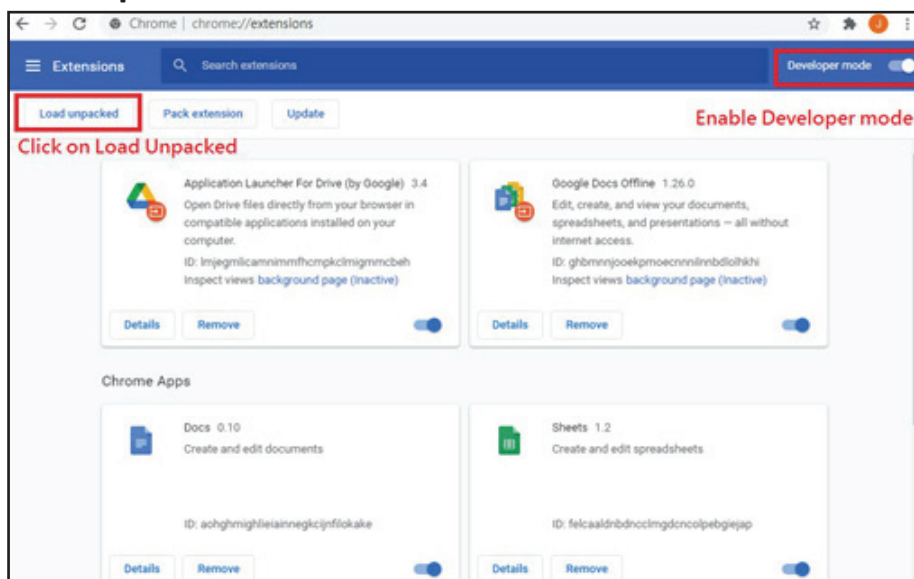
- If the App file is stored in the USB flash drive, please save the file to the computer's hard drive.
- Unzip the App file and you will get a “vDocCam” folder.

## Step 2 Manually install “vDocCam” app in your Chrome Browser

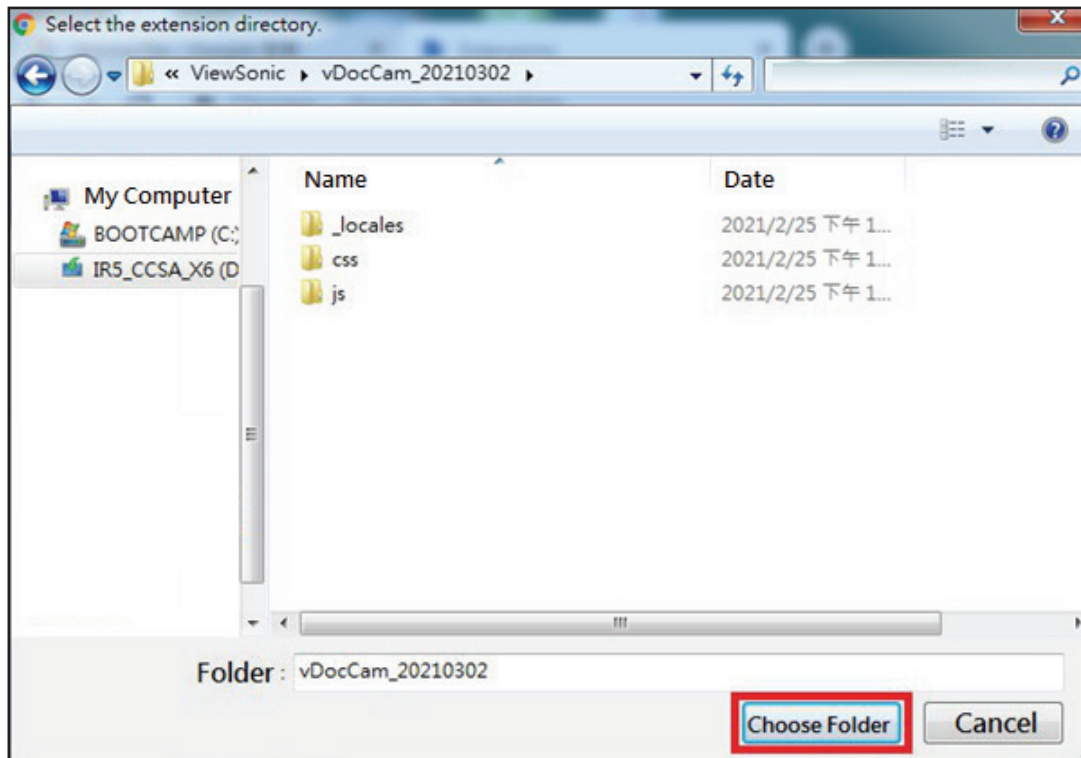
- Open Chrome browser.
- Click Chrome Settings (three dots) on the upper-right corner.
- Select “**More Tools**” and “**Extensions**”.



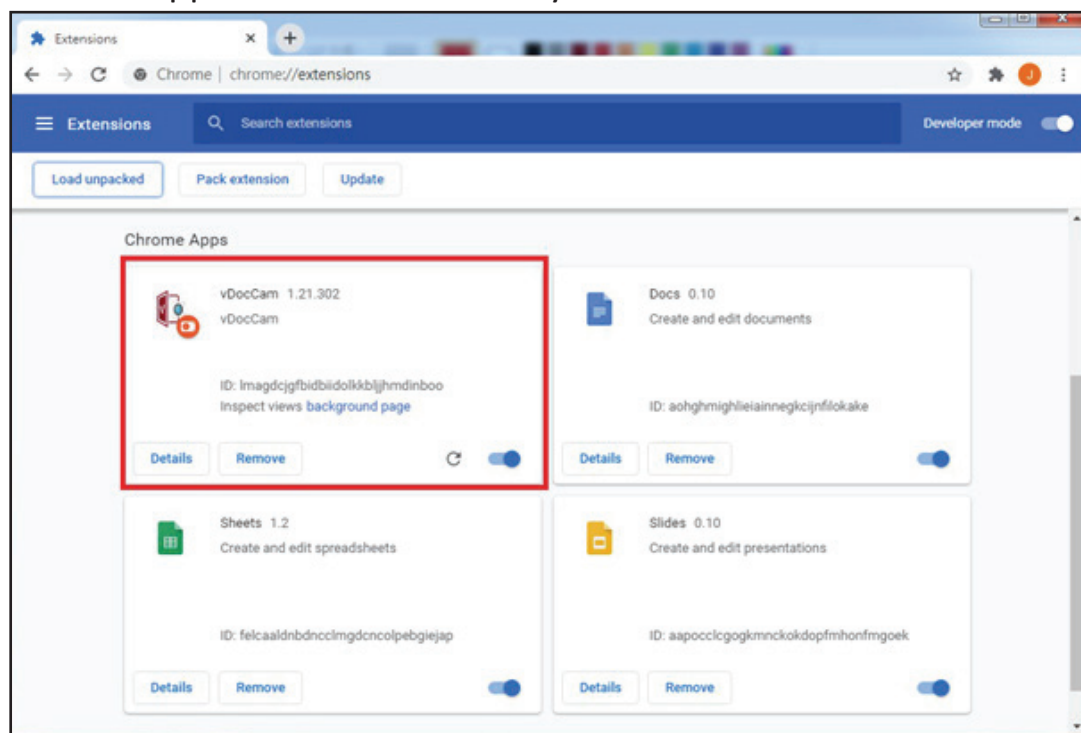
- Enable “**Developer mode**”.
- Click on “**Load unpacked**”



- f. Select the “vDocCam” folder that you prepared.
- g. Press “Choose Folder”

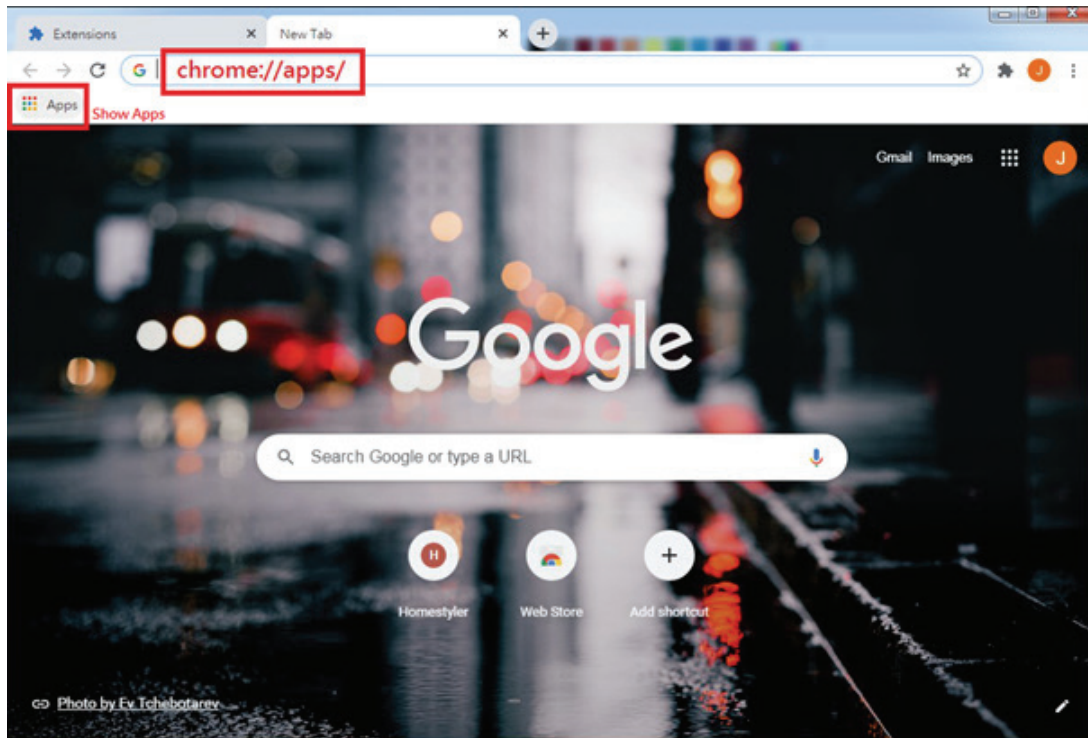


- h. The vDocCam app has been successfully installed.

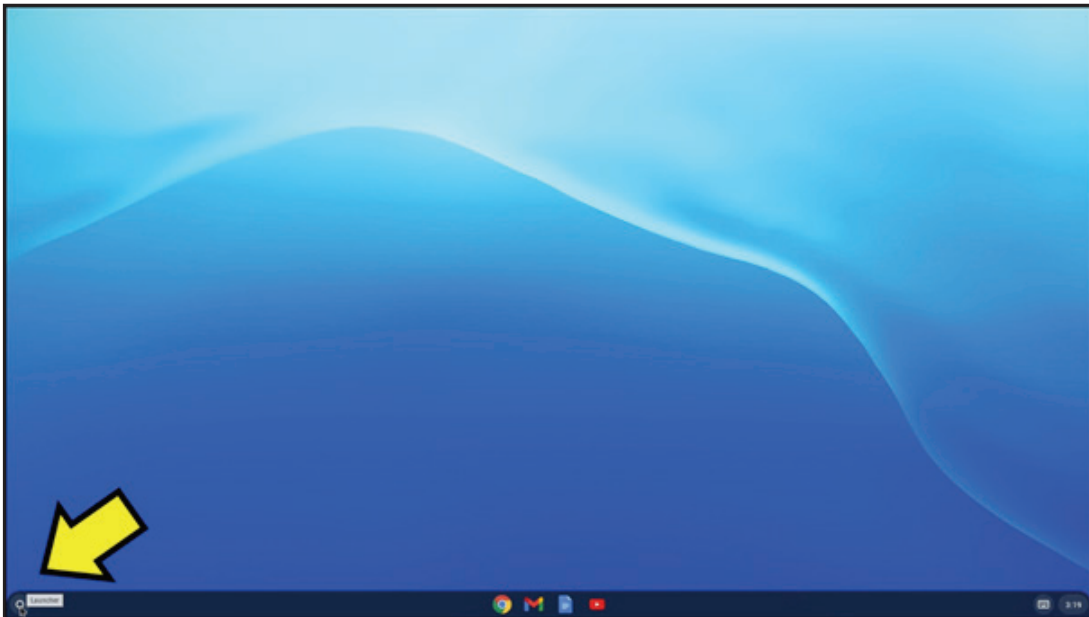


### Step 3 Launch your app

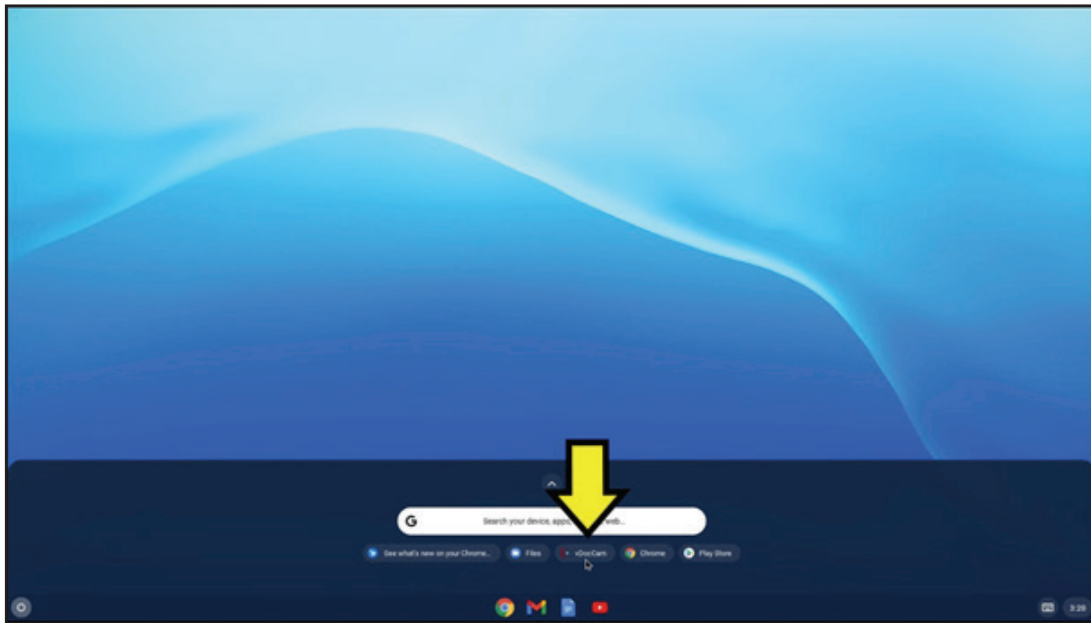
- Open a new tab on Chrome browser
- Option 1: Press **“Show Apps”** or type **“chrome://apps/”** into the address bar.



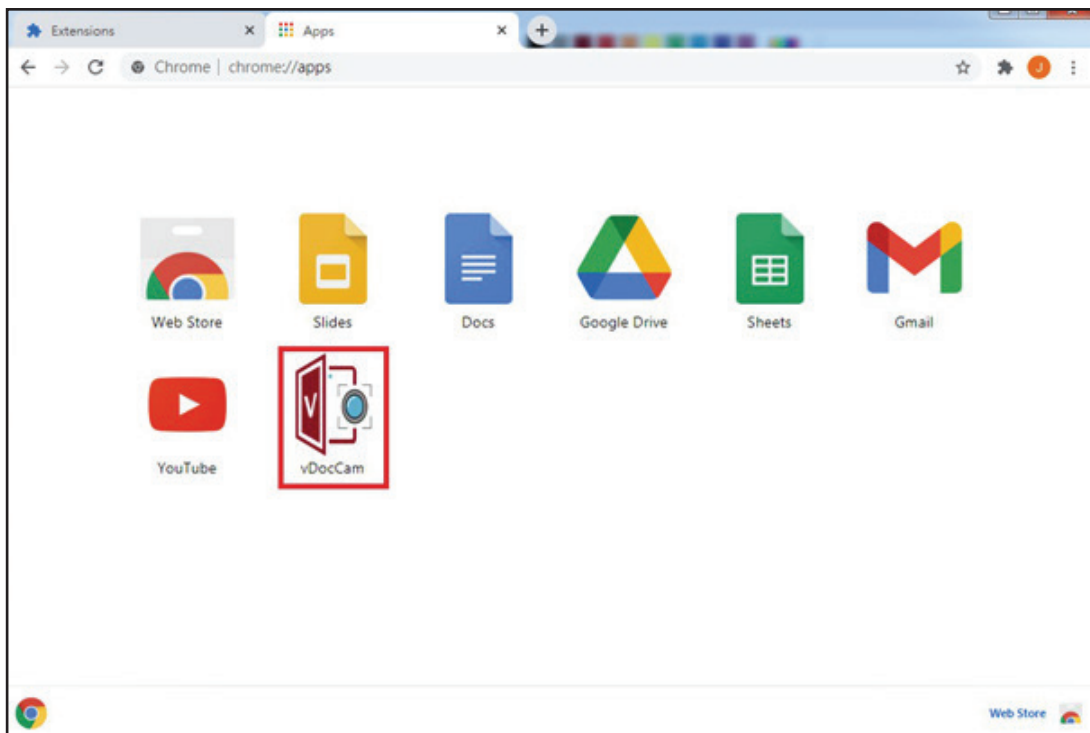
- Option 2: Press **“Launcher”** & find the **“vDocCam”** icon.



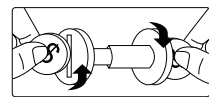


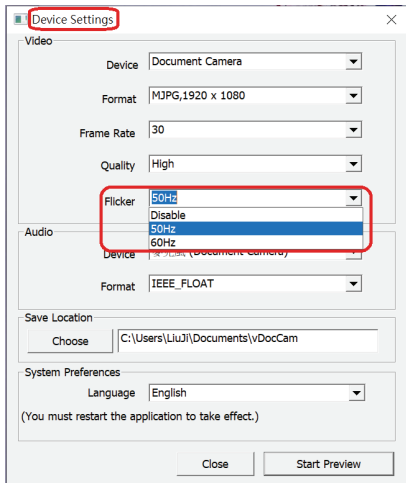




d. Press “**vDocCam**” icon to launch the app.



# Troubleshooting

When using the document camera :		
Problem	Cause	Solution
Cannot be powered on normally.	The USB cable is not correctly connected to the computer or the computer may have crashed.	Re-connect the USB cable with the document camera.
		Restart the computer.
No image output after connecting.	The document camera is not correctly connected to the computer.	Re-connect the USB cable with the document camera.
	Software is not installed on the computer.	Install the bundled software on the computer.
	Application software is incompatible with the document camera.	Use the bundled software to operate the document camera.
The image is fuzzy.	Probably the distance of object is too close to the lens.	Press AF button to auto focus.
The image does not move.	The computer or application software may have crashed.	Restart the computer or application software.
The arm is loose.	Use two coins to tighten the arm screws if the arm is loose.	
The image is flicker	Camera flickering problems usually occur when there is a difference between the camera refresh rate setting and the artificial lighting refresh rate of the environment. For power voltage and frequency information, please reference <a href="https://en.wikipedia.org/wiki/Mains_electricity_by_country">https://en.wikipedia.org/wiki/Mains_electricity_by_country</a>	Use the vDocCam software “Device setup” item to change the camera’s refresh rate.
<div></div> <div>Before Setting (Horizontal noises)</div>	<div></div> <div>After Setting (Normal)</div>	<div></div>

**Note:** The contents in this manual are subject to change without prior notification.

# Specifications

<b>Optical System</b>	Working Surface	400mm x 300mm
	Zoom	8X digital zoom ( software )
	Focus	Auto (10cm~200cm)
<b>Illumination System</b>	Upper	LED Illumination System
<b>Camera</b>	USB Live Streaming	3264 x 2448 up to 30 fps 2592 x 1944 up to 30 fps 2048 x 1536 up to 30 fps 1600 x 1200 up to 30 fps 1920 x 1080 up to 30 fps 1280 x 720 up to 30 fps 1024 x 768 up to 30 fps
	Sensor	1/3.2", CMOS (Sony IMX179)
	White Balance	Auto, Manual
	Digital zoom	8X digital zoom, required with designed SW
	Lens size	1/3.06 inch
	Lens construction	5 plastic
	Focal length	3.519mm
	F/No.	2.0 ±5%
	View angle	77° ±3°(Viewable Diagonal)
	Image quality	Center≥1600 LW/PH; Corner≥1400 LW/PH
	Focus	Auto focus (10cm~200cm)
	Focus distance	0.1m~5.75m (AT=1.6m)
<b>Audio</b>	Microphone	Built-in
<b>USB</b>	Connection type	USB 2.0x1 (TypeA)
	Video Compression	MJPEG /YUY2
	UVC	Compliant with UVC 1.1
	UAC	Compliant with UAC 1.0
<b>System Compatibility</b>	OS	Windows 7, Windows 8.1, or Windows 10 or higher Mac OS 10.10 or higher Google™ Chromebook™ Version38.0 or higher
	Hardware platform	2.4 GHz Intel Core 2 Duo processor or higher, 2 GB RAM or more, USB 2.0 port
<b>Input/output interface</b>	Input Output Bidirectional	N/A N/A USB2.0 Type A
<b>Generic</b>	Illumination	LED (switch on camera)
	Mechanical Arm	Support
	Working Surface	400mm x 300mm
	Button 1	Focus
	Button 2	Exp +
	Button 3	Exp -
	Button 4	LED Control
<b>COMPLIANCE</b>	Certification	EMC : FCC-A, CE / Safety : LVD
<b>Power</b>	Power Source	5V (USB power supply)
	Power Consumption	≤2W (≤400mA)
<b>MTBF</b>		
<b>Altitude</b>		
<b>OPERATING CONDITION</b>	Temperature	32°F to 104°F (0°C to 40°C)
	Humidity	20% to 90% Non-Condensing
<b>STORAGE CONDITION</b>	Temperature	-4°F to 140°F (-20°C to +60°C)
	Humidity	20% to 90% Non-Condensing

<b>DIMENSIONS</b>	Physical(W*H*D) Gift box(W*H*D) Outer carton(W*H*D)	10.04*3.35*2.76(inch) / 255*85*70(mm) 11.38*4.53*3.27(inch) / 289*115*83 (mm) 19.3*12.2*11.42(inch) / 490*310*290 (mm)
<b>WEIGHT</b>	Physical Gift box Outer carton	0.88lbs/0.4 Kg 1.32lbs/0.6 Kg 18.52lbs/8.4 Kg
<b>INCLUDED ACCESSORIES</b>		1. Quick start guide 2. Anti-Glare Sheet x1 3. Microscope_adapter_accessories_x1set (adaptorØ33/34mm*1,RubberØ28mm*1 , RubberØ31mm*1)
<b>SHIPPING</b>	Unit / Gift box Gift box/Outer carton Unit/ Outer carton; Outer carton/ Pallet Unit / Pallet Unit/ Pallet (Air) Unit / 20'(Sea) Unit / 40'(Sea)	1 12 12 42 504 (Sea limit height 2000mm, 6 layer 42x12= 504pcs ) N/A 5040 10080

# 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 A 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.

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

**Warning:** Use only power supplies listed in the user instructions.

**AVERTISSEMENT:** Utilisez uniquement les sources d'alimentation mentionnées dans les instructions d'utilisation.

## For Canada

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

## CE Conformity for European Countries



The device complies with the EMC Directive 2014/30/EU and General Product Safety Directive 2001/95/EC.

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

The mark is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE).

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

If the batteries, accumulators and button cells included with this equipment, display the chemical symbol Hg, Cd, or Pb, then it means that the battery has a heavy metal content of more than 0.0005% Mercury or more than, 0.002% Cadmium, or more than 0.004% Lead.



## Declaration of 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%
Bis (2-ethylhexyl) phthalate (DEHP)	0.1%	< 0.1%
Butyl benzyl phthalate (BBP)	0.1%	< 0.1%
Dibutyl phthalate (DBP)	0.1%	< 0.1%
Diisobutyl phthalate (DIBP)	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 ( $\leq 500$  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 aluminum 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.

# Other Information

## Customer Service

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

**NOTE:** You will need the product's serial number.

Country/ Region	Website	Country/ Region	Website
Asia Pacific & Africa			
Australia	<a href="http://www.viewsonic.com/au/">www.viewsonic.com/au/</a>	Bangladesh	<a href="http://www.viewsonic.com/bd/">www.viewsonic.com/bd/</a>
中国 (China)	<a href="http://www.viewsonic.com.cn">www.viewsonic.com.cn</a>	香港 (繁體中文)	<a href="http://www.viewsonic.com/hk/">www.viewsonic.com/hk/</a>
Hong Kong (English)	<a href="http://www.viewsonic.com/hk-en/">www.viewsonic.com/hk-en/</a>	India	<a href="http://www.viewsonic.com/in/">www.viewsonic.com/in/</a>
Indonesia	<a href="http://www.viewsonic.com/id/">www.viewsonic.com/id/</a>	Israel	<a href="http://www.viewsonic.com/il/">www.viewsonic.com/il/</a>
日本 (Japan)	<a href="http://www.viewsonic.com/jp/">www.viewsonic.com/jp/</a>	Korea	<a href="http://www.viewsonic.com/kr/">www.viewsonic.com/kr/</a>
Malaysia	<a href="http://www.viewsonic.com/my/">www.viewsonic.com/my/</a>	Middle East	<a href="http://www.viewsonic.com/me/">www.viewsonic.com/me/</a>
Myanmar	<a href="http://www.viewsonic.com/mm/">www.viewsonic.com/mm/</a>	Nepal	<a href="http://www.viewsonic.com/np/">www.viewsonic.com/np/</a>
New Zealand	<a href="http://www.viewsonic.com/nz/">www.viewsonic.com/nz/</a>	Pakistan	<a href="http://www.viewsonic.com/pk/">www.viewsonic.com/pk/</a>
Philippines	<a href="http://www.viewsonic.com/ph/">www.viewsonic.com/ph/</a>	Singapore	<a href="http://www.viewsonic.com/sg/">www.viewsonic.com/sg/</a>
臺灣 (Taiwan)	<a href="http://www.viewsonic.com/tw/">www.viewsonic.com/tw/</a>	ประเทศไทย	<a href="http://www.viewsonic.com/th/">www.viewsonic.com/th/</a>
Việt Nam	<a href="http://www.viewsonic.com/vn/">www.viewsonic.com/vn/</a>	South Africa & Mauritius	<a href="http://www.viewsonic.com/za/">www.viewsonic.com/za/</a>
Americas			
United States	<a href="http://www.viewsonic.com/us">www.viewsonic.com/us</a>	Canada	<a href="http://www.viewsonic.com/us">www.viewsonic.com/us</a>
Latin America	<a href="http://www.viewsonic.com/la">www.viewsonic.com/la</a>		
Europe			
Europe	<a href="http://www.viewsonic.com/eu/">www.viewsonic.com/eu/</a>	France	<a href="http://www.viewsonic.com/fr/">www.viewsonic.com/fr/</a>
Deutschland	<a href="http://www.viewsonic.com/de/">www.viewsonic.com/de/</a>	Қазақстан	<a href="http://www.viewsonic.com/kz/">www.viewsonic.com/kz/</a>
Россия	<a href="http://www.viewsonic.com/ru/">www.viewsonic.com/ru/</a>	España	<a href="http://www.viewsonic.com/es/">www.viewsonic.com/es/</a>
Türkiye	<a href="http://www.viewsonic.com/tr/">www.viewsonic.com/tr/</a>	Україна	<a href="http://www.viewsonic.com/ua/">www.viewsonic.com/ua/</a>
United Kingdom	<a href="http://www.viewsonic.com/uk/">www.viewsonic.com/uk/</a>		



# Limited Warranty

## VIEWSONIC Network Media Player

### **What the warranty covers:**

ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

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

ViewSonic Network Media Player are warranted for 1 year for labor from the date of the first customer purchase.

### **Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

### **What the warranty does not cover:**

1. Any product on which the serial number has been defaced, modified, or removed.
2. Damage, deterioration, or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by ViewSonic.
  - c. Causes external to the product, such as electric power fluctuations or failure.
  - d. Use of supplies or parts not meeting ViewSonic's specifications.
  - e. Normal wear and tear.
  - f. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.

**How to get service:**

1. For information about receiving service under warranty, contact ViewSonic Customer Support (please refer to Customer Support page). You will need to provide your product's serial number.
2. To obtain warranted service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.
4. For additional information or the name of the nearest ViewSonic service center, contact ViewSonic.

**Limitation of implied warranties:**

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

**Exclusion of damages:**

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential, or otherwise.
3. Any claim against the customer by any other party.

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

