

# CDE31 Series

## Commercial Display 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 of our website.

Model No. VS20679 | VS20680 | VS20681 | VS20682 | VS20683 | VS20684  
P/N: CDE4331 | CDE5531 | CDE6531 | CDE7531 | CDE8631 | CDE9831 | CDE4331-1C | CDE5531-1C |  
CDE6531-1C | CDE7531-1C | CDE8631-1C | CDE9831-1C | CDE4331-1B | CDE5531-1B | CDE6531-1B |  
CDE7531-1B | CDE8631-1B | CDE9831-1B

## **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.

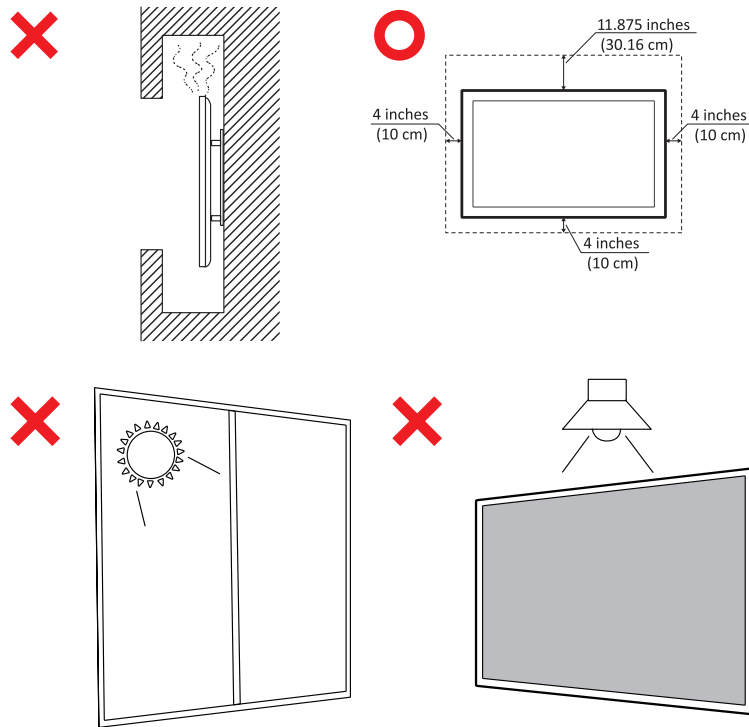
Once again, thank you for choosing ViewSonic®!

# Safety Precautions

Please read the following **Safety Precautions** before you start using the device.

- Keep this user guide in a safe place for later reference.
- Read all warnings and follow all instructions.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- Never remove the rear cover. This display contains high-voltage parts. You may be seriously injured if you touch them.
- Avoid exposing the device to direct sunlight or other sources of sustained heat.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that may increase the temperature of the device to dangerous levels.
- Use a soft, dry cloth to clean the external housing. For more information, refer to the "Maintenance" section.
- When moving the device, be careful not to drop or bump the device on anything.
- Do not place the device on an uneven or unstable surface. The device may fall over resulting in an injury or a malfunction.
- Do not place any heavy objects on the device or connection cables.
- If smoke, an abnormal noise, or a strange odor is present, immediately turn the device off and call your dealer or ViewSonic®. It is dangerous to continue using the device.
- The device is a monitor with an LED backlight intended for general office use.
- Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, obtain an adapter and do not attempt to force the plug into the outlet.
- When connecting to a power outlet, DO NOT remove the grounding prong. Please ensure grounding prongs are NEVER REMOVED.
- Protect the power cord from being treaded upon or pinched, particularly at the plug, and at the point where it emerges from the equipment. Ensure that the power outlet is located near the equipment so that it is easily accessible.
- Only use attachments/accessories specified by the manufacturer.
- When a cart is used, use with caution when moving the cart/equipment combination to avoid injury from tipping over.

- Disconnect the power plug from the AC outlet if the device is not being used for a long period of time.
- Place the device in a well-ventilated area. Do not place anything on the device that prevents heat dissipation. Also, avoid any direct lighting.



- The handles must not be used for mechanical lifting or hoisting. They are designed only for manual handling.
- Team lifting is recommended:
  - » For 86" products: At least four people are recommended for handling.
  - » For products larger than 86": At least six people are recommended for handling.

## IMPORTANT

To ensure the optimal performance and longevity of your display, it is essential to follow the recommended handling, mounting, and storage procedures. Placing the display in a horizontal position can lead to a range of potential issues, including:

- Excessive stress on the display's structural components, resulting in the formation of cracks or distortions along the edges.
- Uneven weight distribution, which can cause the screen to warp, sustain internal damage, or crack over time.
- Thermal-related damage, as the internal components may not be able to dissipate heat as intended, leading to potential failure or permanent damage.

Furthermore, altering the display's form can also compromise the integrity of its internal components, including the sensitive LCD cells, which can result in a permanent degradation of the display's quality.

To prevent such issues and maintain the display's optimal condition, it is recommended to always mount, handle, transport, and store it in a vertical position. Failure to do so may void the warranty and compromise the display's performance and lifespan.

**Note:** Any damage resulting from the misuse or improper handling of the display is not covered under warranty.

**CAUTION:**

Immediately unplug your device from the wall outlet and refer servicing to a qualified service personnel under the following conditions:

- When the power supply cord or plug is damaged.
- If liquid has been spilled onto or objects have fallen into the unit.
- If the unit has been exposed to moisture.
- If the unit does not operate normally or has been dropped.

Never place the device in an unstable location. The device may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- Using cabinets or stands recommended by the manufacturer of the device.
- Only using furniture that can safely support the device.
- Ensuring the device is not overhanging the edge of the supporting furniture.
- Not placing the device on tall furniture (e.g., cupboards or bookcases) without anchoring both the furniture and the device to a suitable support.
- Not placing the device on cloth or other materials that may be located between the device and supporting furniture.
- Educating children about the dangers of climbing on furniture to reach the device or its controls.

If the existing device is going to be retained and relocated, the same considerations as above should be applied.

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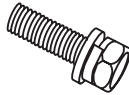
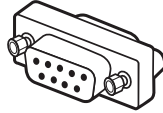
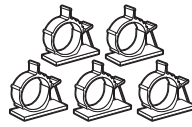
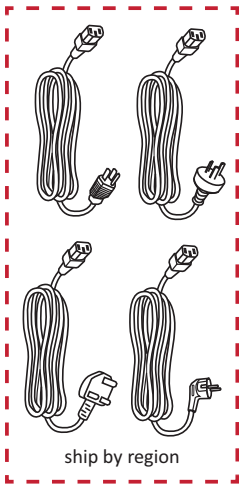
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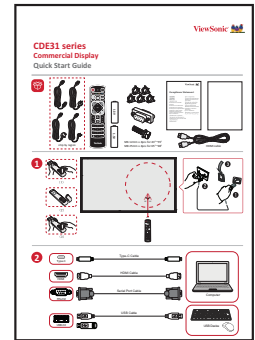
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# Introduction

## Package Contents



M6 12 mm x 4 pcs for 43"–55"  
M8 25 mm x 4 pcs for 65"–98"



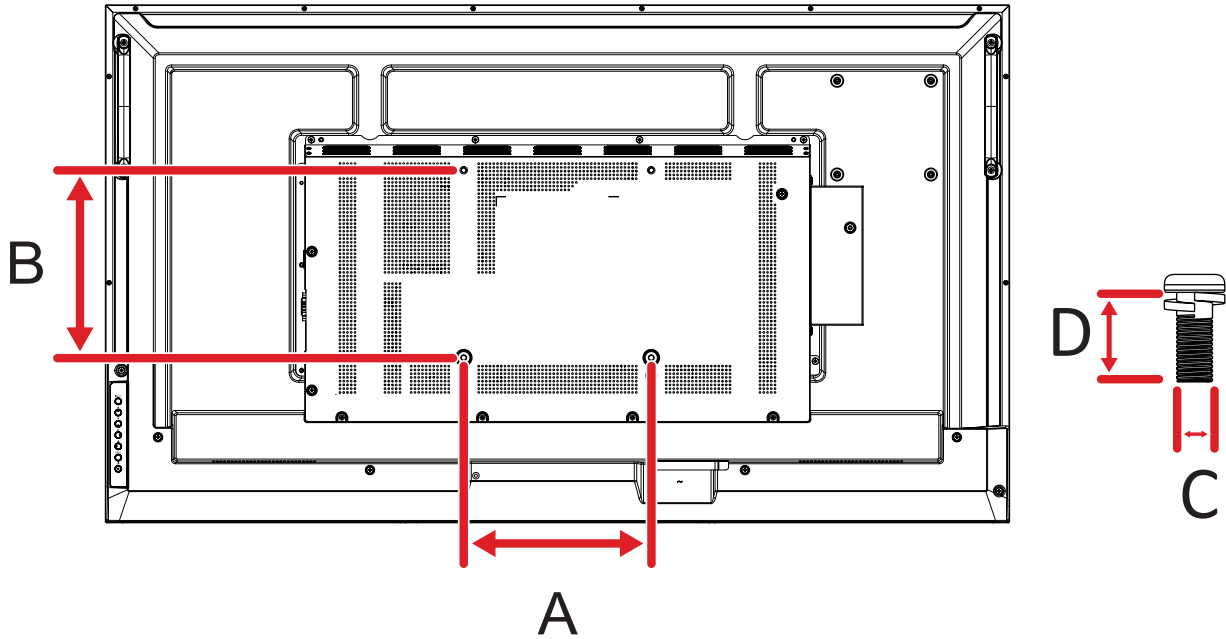
HDMI cable

- Power Cable (3 m/9.84 ft)
- HDMI Cable (3 m /9.84 ft)
- Remote Control
- 2 x AAA Batteries
- RS-232 Adapter
- 4 x Mounting Screws
- 5 x Clamps
- Compliance Statement
- Quick Start Guide

**Note:** The cables included in your package may vary depending on your country or region. Please contact your local reseller for more information.

# Wall Mounting Specifications (VESA)

**Note:** Please follow the instructions in the wall mount installation guide to install your wall mount or mobile mount bracket. If attaching to other building materials, please contact your nearest dealer.



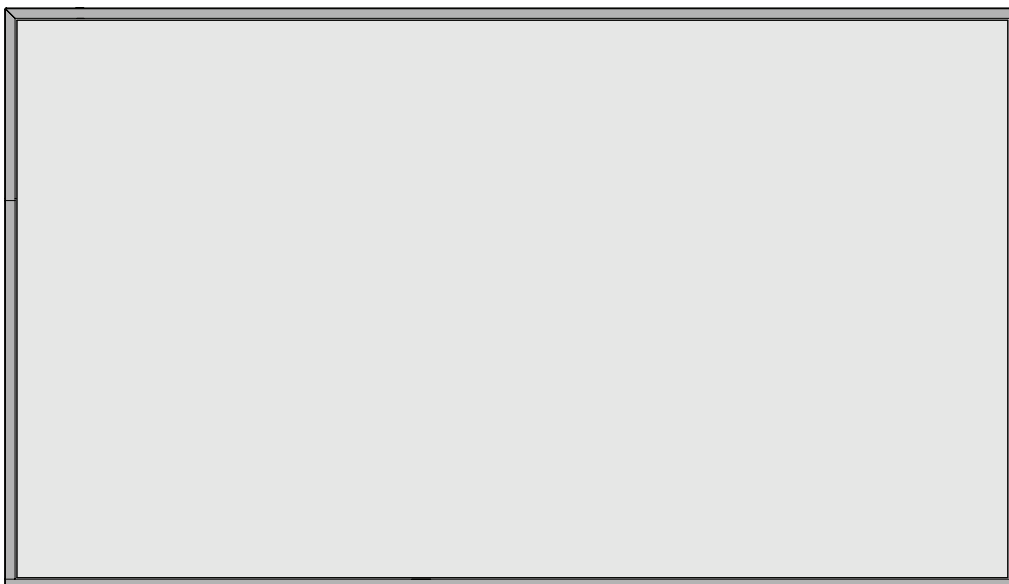
Model	VESA Spec. (A x B)	Standard Screw (C x D)	Quantity
CDE4331	200 x 200 mm	M6 x 12 mm	4
CDE5531	400 x 400 mm		
CDE6531	600 x 400 mm	M8 x 25 mm	
CDE7531			
CDE8631			
CDE9831	800 x 400 mm		

**Note:** Do not use screws that are longer than the standard dimension, as they may cause damage to the inside of the display.

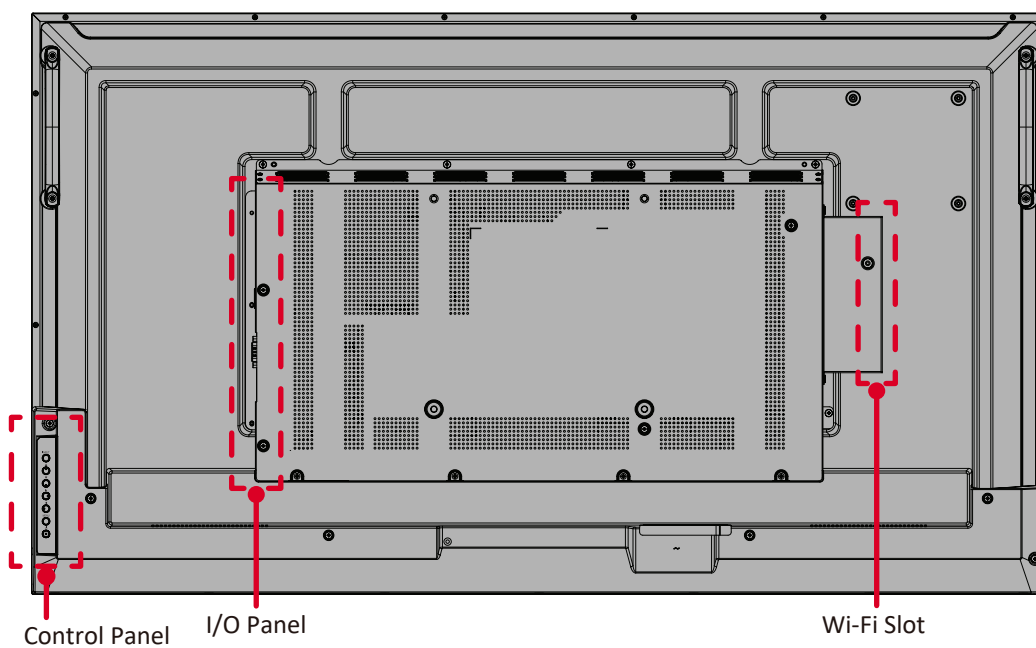
# Product Overview

CDE4331

## Front Panel



## Rear Panel

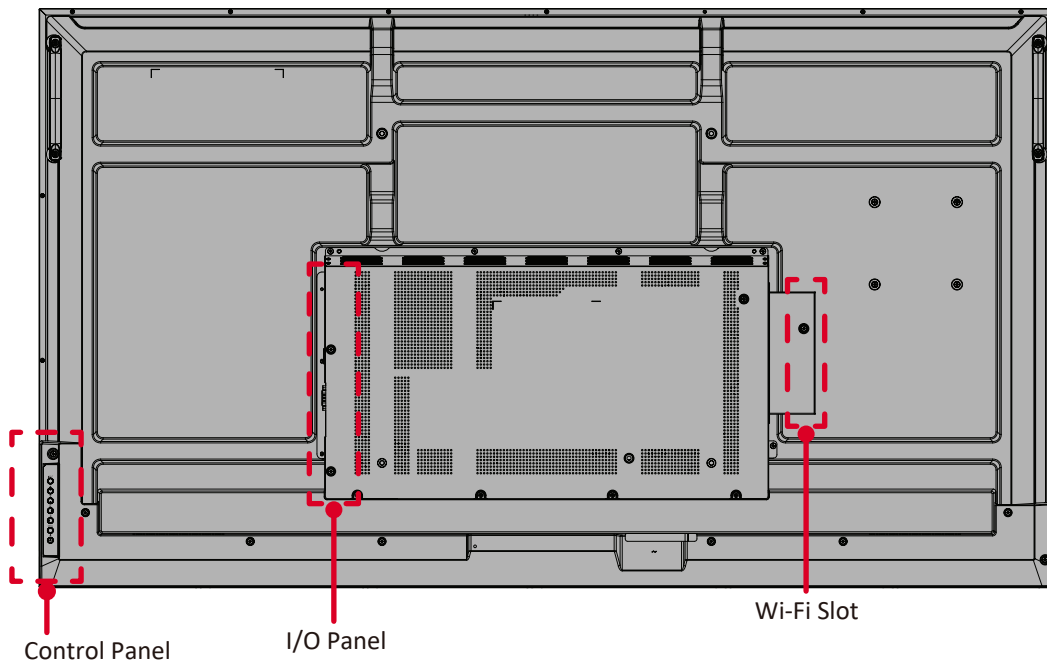


# CDE5531

## Front Panel



## Rear Panel

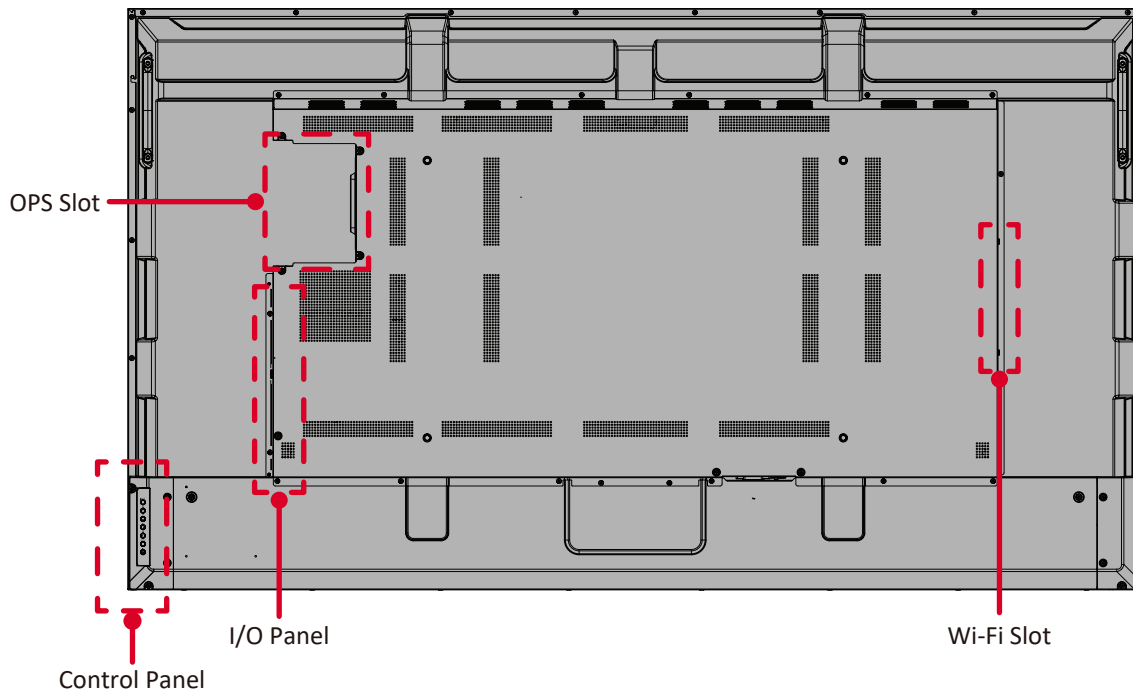


# CDE6531

## Front Panel



## Rear Panel

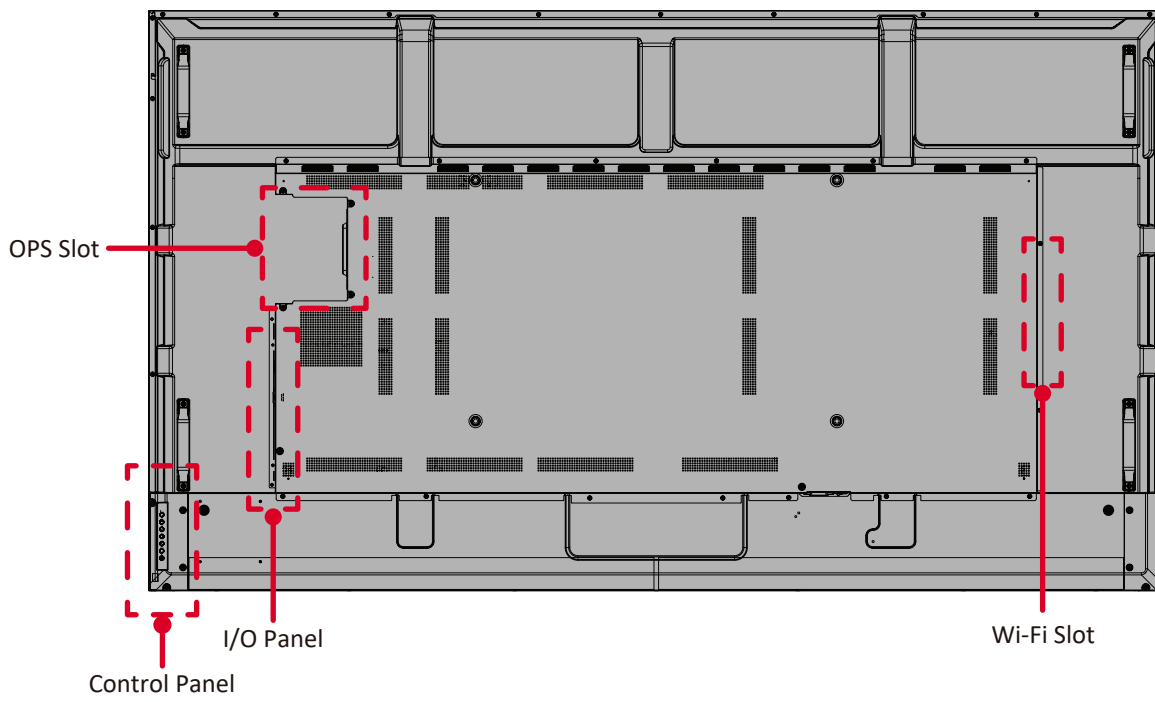


# CDE7531

## Front Panel



## Rear Panel

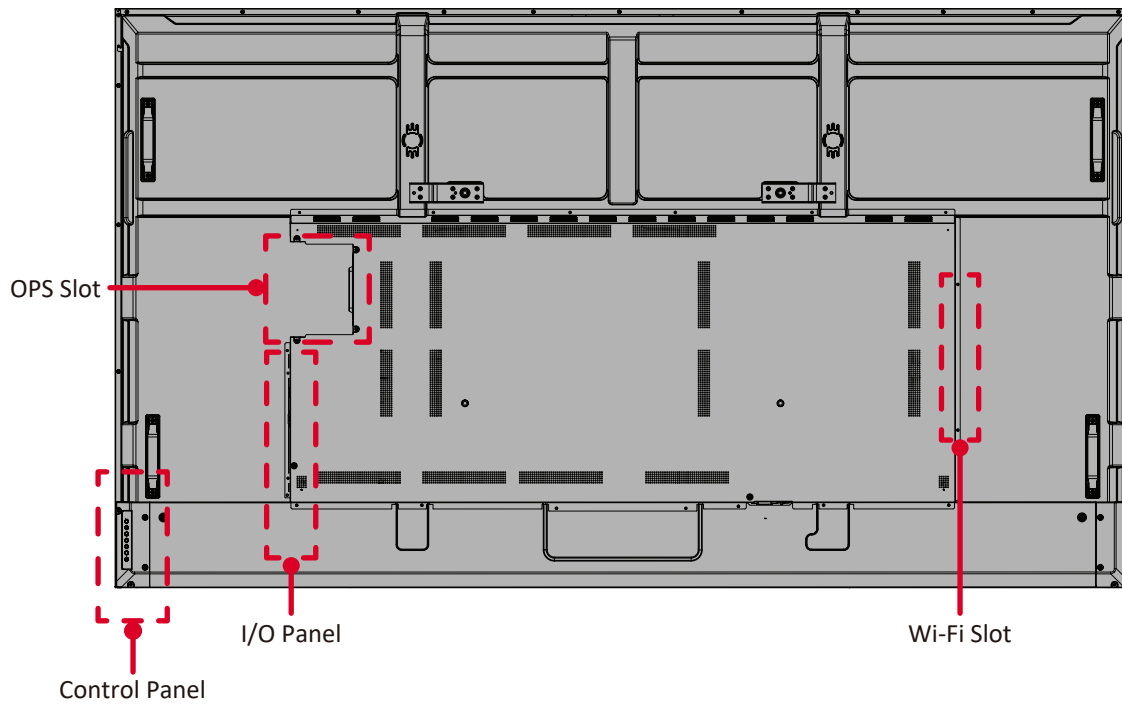


# CDE8631

## Front Panel



## Rear Panel

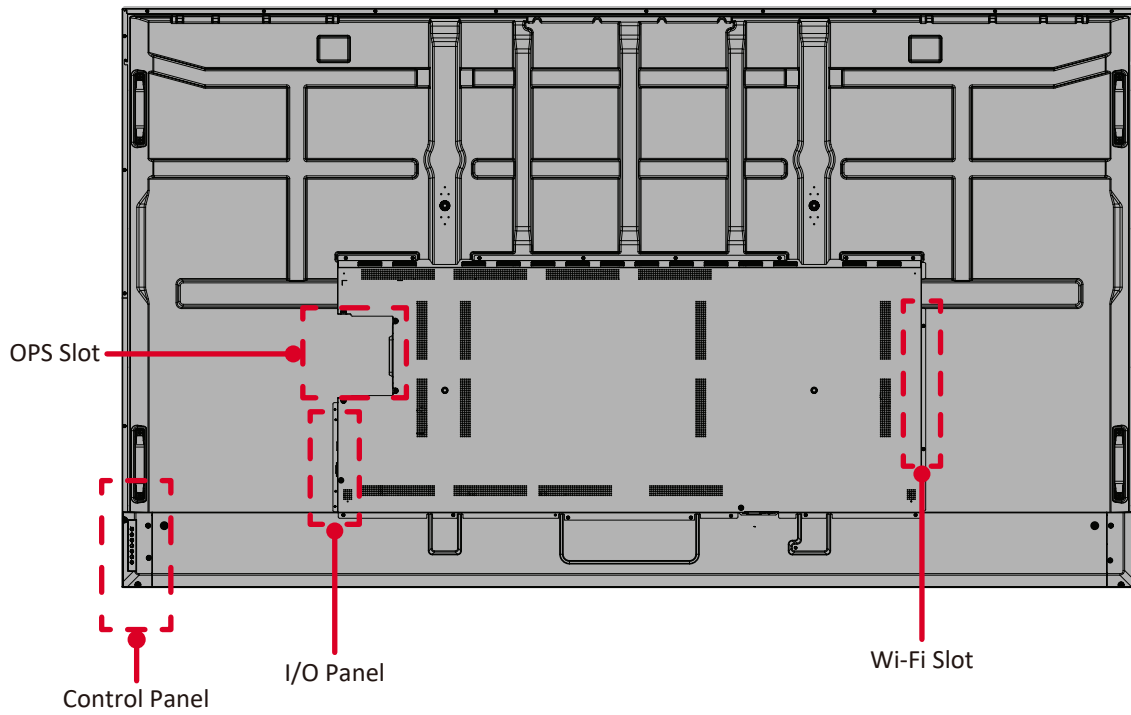


# CDE9831

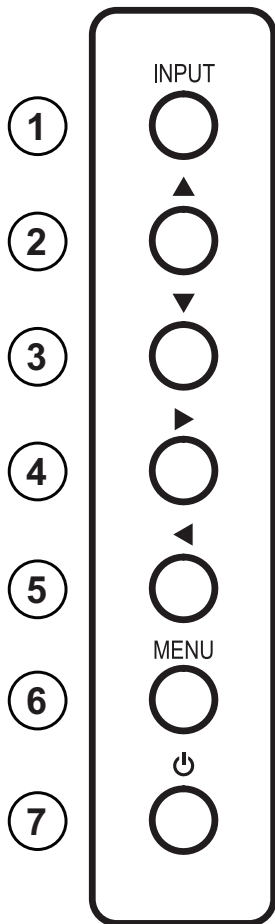
## Front Panel



## Rear Panel

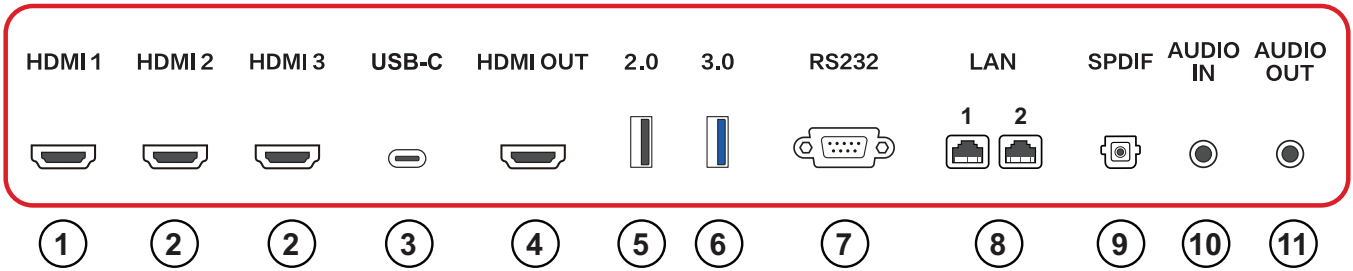


# Control Panel



Button		Description
1	<b>Input</b>	<ul style="list-style-type: none"> <li>• Opens the input source menu.</li> <li>• Closes the input source menu.</li> <li>• Confirms the operation in the menu.</li> </ul>
2	<b>Up</b>	In the On-Screen Display Menu, selects an item.
3	<b>Down</b>	In the On-Screen Display Menu, selects an item.
4	<b>Right/Volume Decrease</b>	<ul style="list-style-type: none"> <li>• Decreases the volume level.</li> <li>• In the On-Screen Display Menu, adjusts the value of the selected item.</li> </ul>
5	<b>Left/Volume Increase</b>	<ul style="list-style-type: none"> <li>• Increases the volume level.</li> <li>• In the On-Screen Display Menu, adjusts the value of the selected item.</li> </ul>
6	<b>Menu</b>	<ul style="list-style-type: none"> <li>• Opens the main menu.</li> <li>• Closes the main menu.</li> <li>• Confirms the operation in the input source menu.</li> </ul>
7	<b>Power</b>	Turns the display on or off.

# I/O Panel



Port		Description
1	HDMI 1	<ul style="list-style-type: none"> <li>Support HDMI v. 2.0; CEC; ARC.</li> <li>High definition input.</li> <li>Connect to a PC with HDMI output, set-top box, or other video device.</li> </ul>
2	HDMI 2/3 <sup>1 2</sup>	<ul style="list-style-type: none"> <li>Support HDMI v. 2.0; CEC.</li> <li>High definition input.</li> <li>Connect to a PC with HDMI output, set-top box, or other video device.</li> <li>Support connecting multiple displays (tiling).</li> </ul>
3	USB-C	<ul style="list-style-type: none"> <li>USB Type C input.</li> <li>USB 2.0 standard with DP 1.2 support.</li> <li>10M/100M Ethernet.</li> <li>Transfer audio, video, data, and power.</li> <li>Support 5V/3A (15W), 9V/3A (27W), 12V/3A (36W), 15V/3A (45W), 20V/3.25A (65W) power delivery.</li> </ul>
4	HDMI OUT <sup>3</sup>	<ul style="list-style-type: none"> <li>Support 4K @ 60 Hz, HDCP 2.2.</li> <li>Tiled matrices support up to 5 x 5.</li> <li>HDMI output for external device input.</li> </ul>
5	2.0 (Type A)	<ul style="list-style-type: none"> <li>USB Type A input.</li> <li>USB 2.0 standard.</li> <li>Connect USB devices such as thumb drives, keyboard, mouse, etc.</li> <li>Output rating: 5Vdc/900mA.</li> </ul>

1– To turn on the display using the **HDMI 2/3** ports, make sure **Sleep Mode** is selected in the **Advanced > Power Save** menu.

2– Unlike the **HDMI 1** port, the **HDMI 2/3** ports are optimized to support the tiling feature. Therefore, when in **Power Save Hibernate** the display cannot be turned on via HDMI wake-up. For more information, refer to “Advanced”.

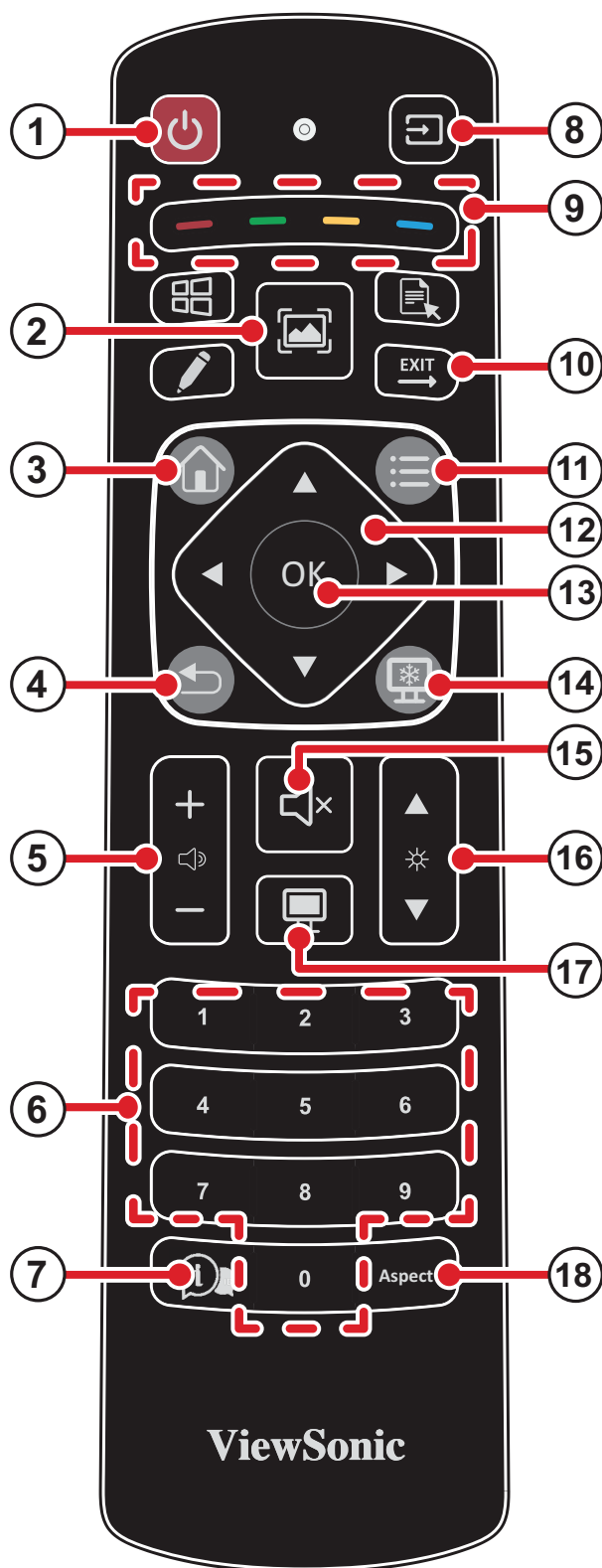
3– The **HDMI Out** port recognizes input signals only from the **HDMI 2/3** ports, **USB-C** port, or **OPS slot** (select models). Passthrough from an embedded player or the **HDMI 1** port is not supported.

Port		Description
6	3.0 (Type A)	<ul style="list-style-type: none"> <li>• USB Type A input.</li> <li>• USB 3.2 standard.</li> <li>• Connect USB devices such as thumb drives, keyboard, mouse, etc.</li> <li>• Output rating: 5Vdc/900mA.</li> </ul>
7	RS232	Serial interface.
8	LAN 1/LAN 2	Standard RJ45 (10M/100M/1G) Internet connection and TCP/IP control.
9	SPDIF	Multichannel digital audio output to an external audio amplifier.
10	AUDIO IN	3.5 mm jack for external audio input.
11	AUDIO OUT	3.5 mm jack for audio output to external speakers or an external audio amplifier <sup>4</sup> .

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4– This output may drive the audio output to potentially dangerous levels.

# Remote Control



<b>Button</b>		<b>Description</b>	
<b>1</b>	<b>Power</b>	Turns the display on or off.	
<b>2</b>	<b>Screenshot</b>	Screen capture.	
<b>3</b>	<b>Home</b>	Back to the Home screen.	
<b>4</b>	<b>Return</b>	Returns to the previous screen.	
<b>5</b>	<b>Volume</b>	Increases or decreases the volume level.	
<b>6</b>	<b>Keypad</b>	Number keypad.	
<b>7</b>	<b>Information/ID</b>	Opens the information menu and pairs the remote control with a specific display ID.	
<b>8</b>	<b>Input Source</b>	Selects the input source.	
<b>9</b>	<b>Media Control</b>	Red	Play/Pause
		Green	Stop
		Yellow	Fast-forward
		Blue	Rewind
<b>10</b>	<b>Exit</b>	Closes the dialog box.	
<b>11</b>	<b>Settings</b>	Opens or closes the settings menu.	
<b>12</b>	<b>Navigation</b>	Selects an item or adjusts the value in the menu.	
<b>13</b>	<b>OK</b>	Confirms the selected item.	
<b>14</b>	<b>Freeze</b>	Freeze screen.	
<b>15</b>	<b>Mute</b>	Stops audio output.	
<b>16</b>	<b>Brightness</b>	Increases or decreases the brightness level.	
<b>17</b>	<b>Blank</b>	Blank screen.	
<b>18</b>	<b>Aspect Ratio</b>	Changes the aspect ratio.	

## Pair the Remote Control with a Specific Display ID

If the icon on the **Information** button of your remote control appears as shown.



It indicates that you can assign an ID to enable one remote control to operate only one display. This helps prevent interference when multiple displays are used in the same space. The pairing instructions for a specific display and remote control are as follows:

**1.** Press and hold the **Information/ID** button on the remote control.

**Note:** The red LED on the remote control will flash twice quickly. After releasing the **Information/ID** button, the red light will stay on, indicating entry into setup mode. (If no further button is pressed, the red light will turn off after about 20 seconds and return to normal operation mode.)

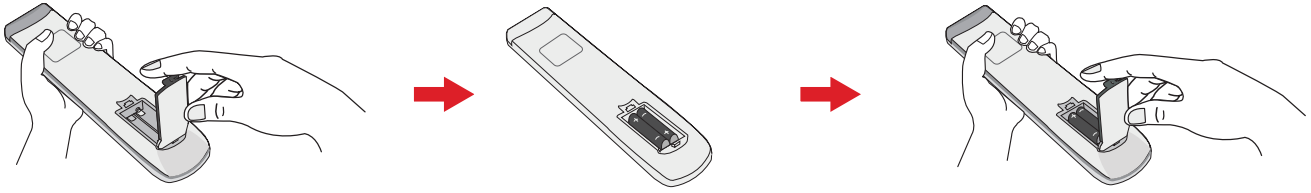
**2.** While in setup mode, enter a two-digit ID number (01–99), then press the **OK** button to complete the setup.

- If a valid number is entered, the red light will blink slowly twice and exit setup mode, returning to normal operation.
- If an invalid ID is entered during setup mode, the red light will turn off immediately, but the previously saved correct setting will not be overwritten.

**Note:**

- The number set on the remote control must match the Monitor ID shown in the CDE OSD Menu to enable one-to-one control.
- ID 99 is a universal code that can control all devices.
- ID 99 can also be used as a workaround if the CDE ID is unknown—set the remote to 99, open the OSD to check the CDE’s ID, then reconfigure the remote to the correct pairing number.

## Installing the Batteries

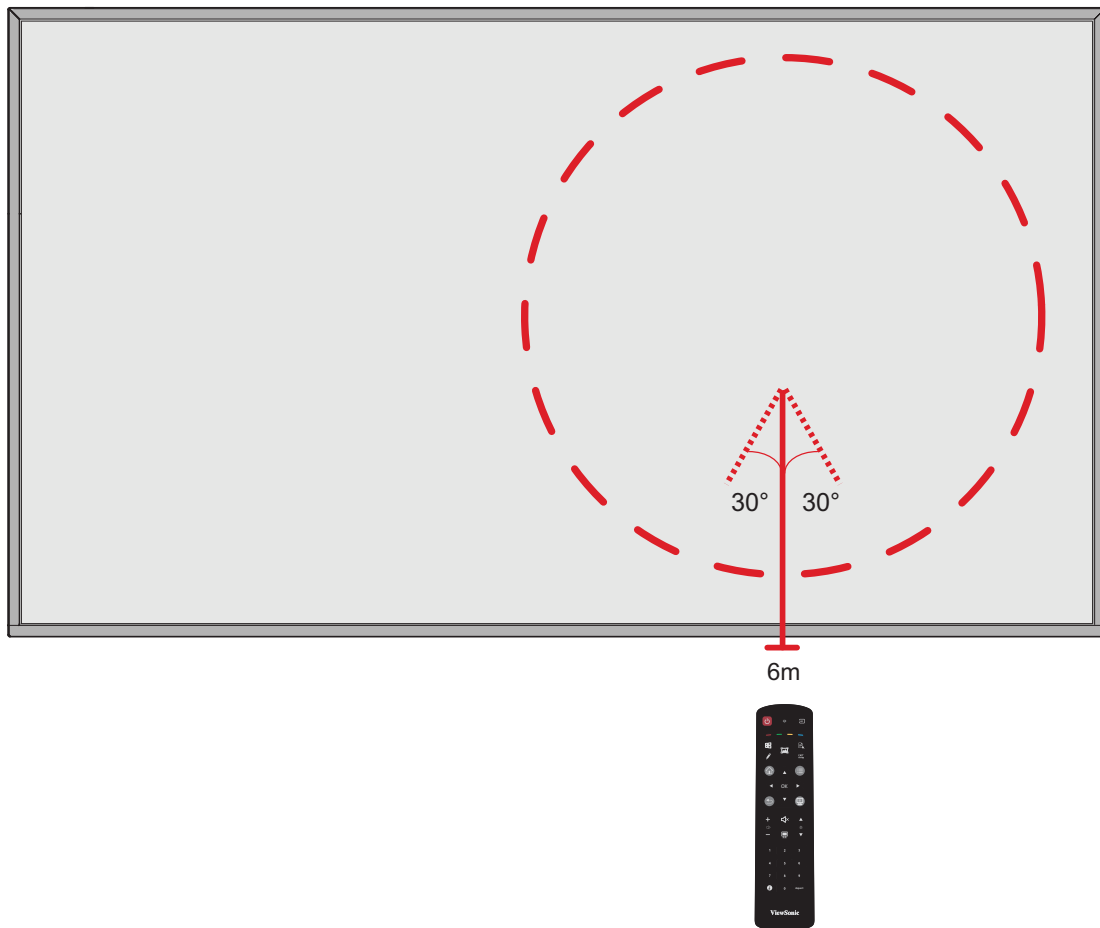


1. Open the battery compartment by removing the battery cover.
2. Insert two AAA batteries, ensuring correct polarity.
3. Replace the battery cover until it clicks into place.

### Note:

- Store the remote control and batteries away from heat and humidity.
- Use only recommended battery types.
- Remove batteries when not in use for extended periods.
- Dispose of old batteries following the manufacturer's instructions and local regulations.

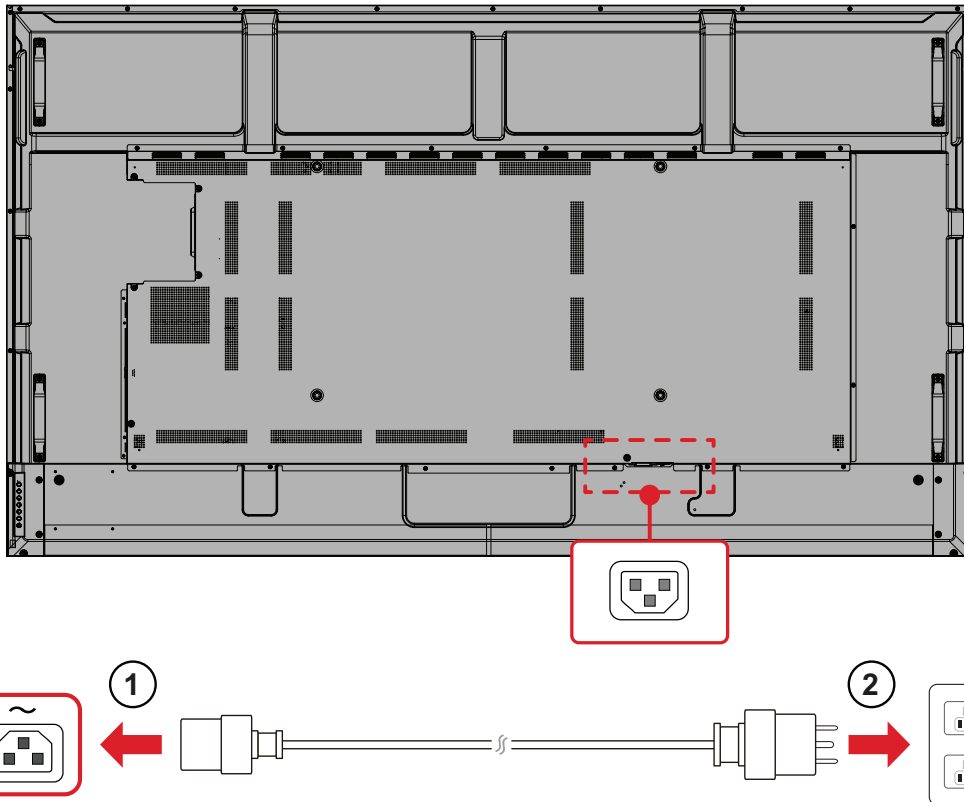
## Remote Control Receiver Range



The working range of the remote control is shown here. It has an effective range of 6 meters, 30° degrees left and right. Ensure there is nothing obstructing the remote control's signal to the receiver.

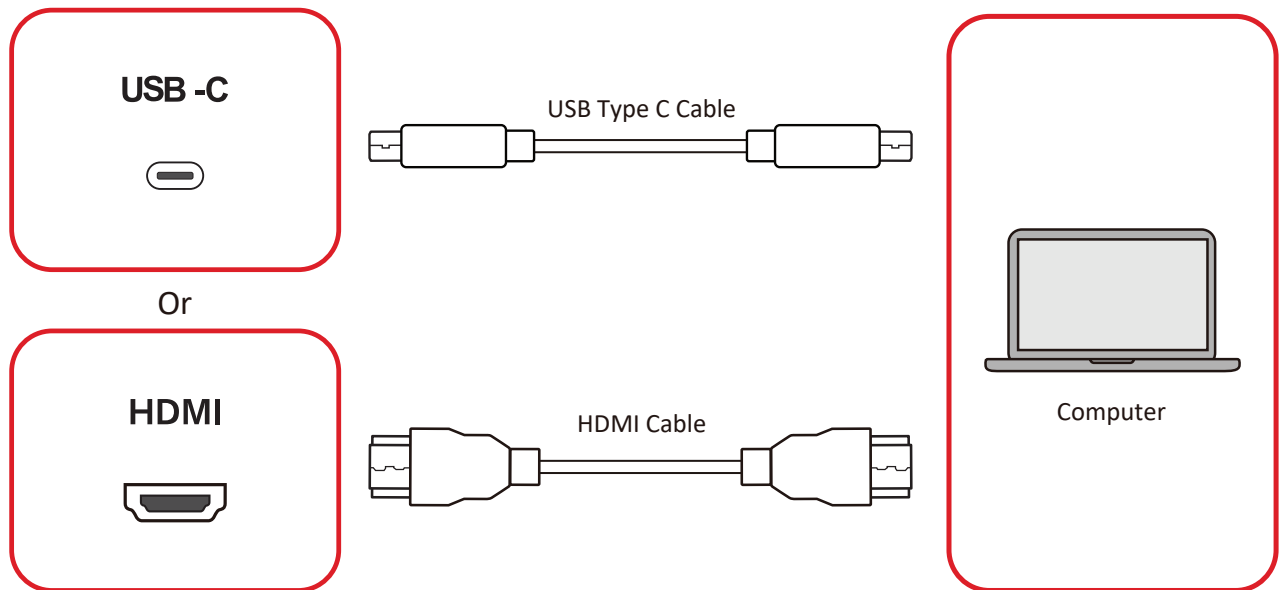
# Making Connections

## Connecting to Power



1. Connect the power cord to the **AC IN** jack at the rear of the display.
2. Plug the power cord plug into a power outlet.

## Connecting to External Devices



Your external device(s) can be connected in any of the following configurations:

### USB Type C Connection

Connect a USB Type C cable from your external device to the USB Type C port on the display.

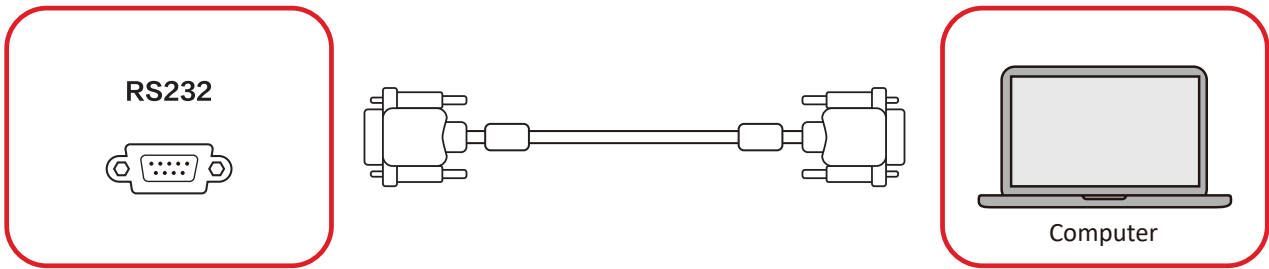
**Note:**

- For video output use, make sure your USB Type C output device (e.g., laptop) and cable support video signal transmission.
- USB Type C also supports network sharing. An on/off toggle is available in the OSD Menu to enable or disable this function.

### HDMI Connection

Connect an HDMI cable from your external device to the **HDMI 1/HDMI 2/HDMI 3** port on the display.

## RS-232 Connection



When you use a RS-232 serial cable to connect the display to an external computer or control system, certain functions can be controlled remotely such as: power on and off, volume adjustment, input select, brightness, and more.

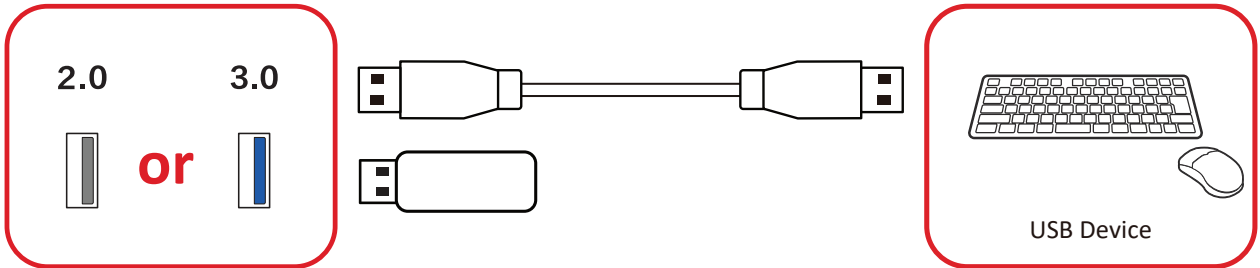
**Note:** A crossover cable is required for connection. If you are using a straight-through cable, plug the included adapter (female) to the display's RS-232 port (male).

# USB Connection

Just like any PC, it is easy to connect various USB devices and other peripherals to your display.

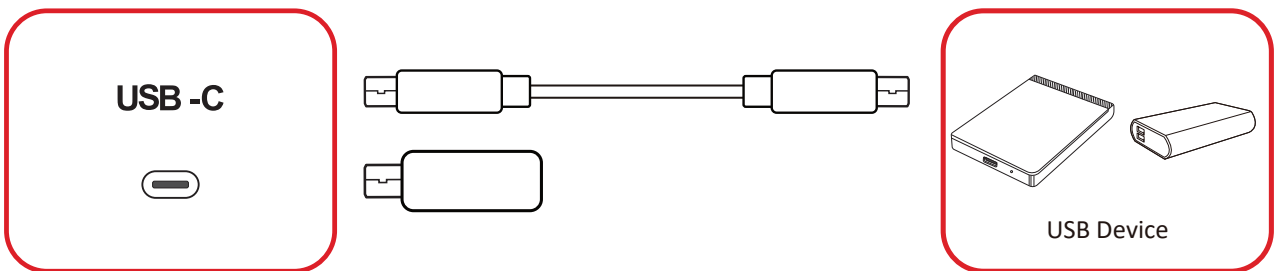
**Note:** The USB ports only support the FAT32 file system.

## USB Type A



Plug the USB device or storage drive into a USB Type A port of the display.

## USB Type C



Plug the USB device or storage drive into a USB Type C port of the display.

## Network Connection

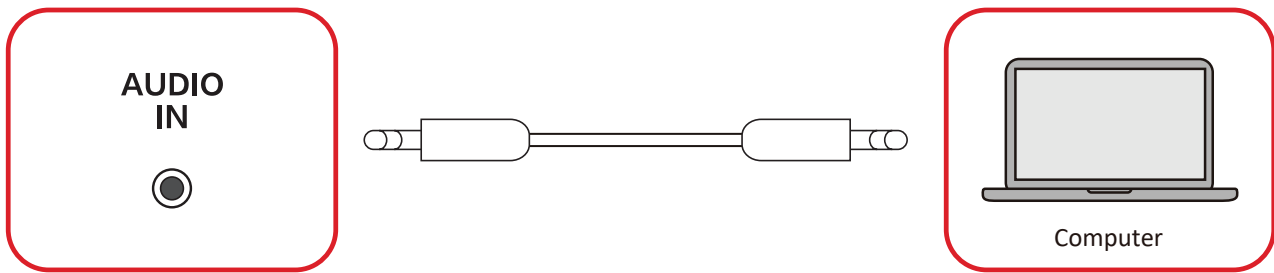


To connect to a local network, connect an Ethernet cable to your network, then connect the other end to a LAN port of the display.

**Note:** This product is equipped with two LAN ports. When network sharing with external devices is not required, the **LAN 2** port can be disabled through the OSD Menu.

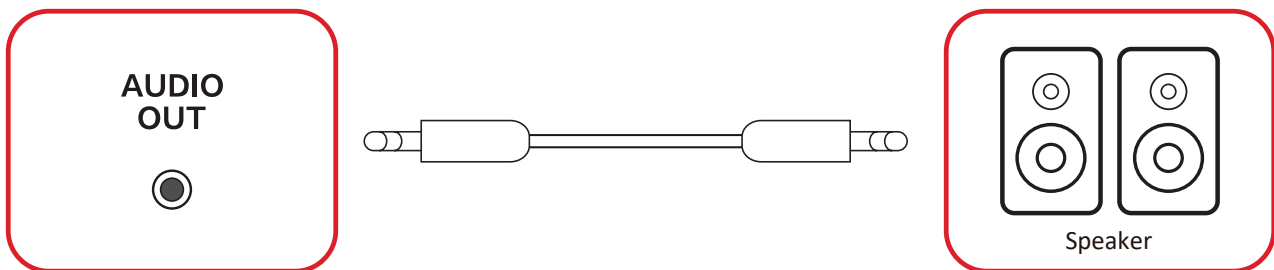
# Audio Connections

## Audio In



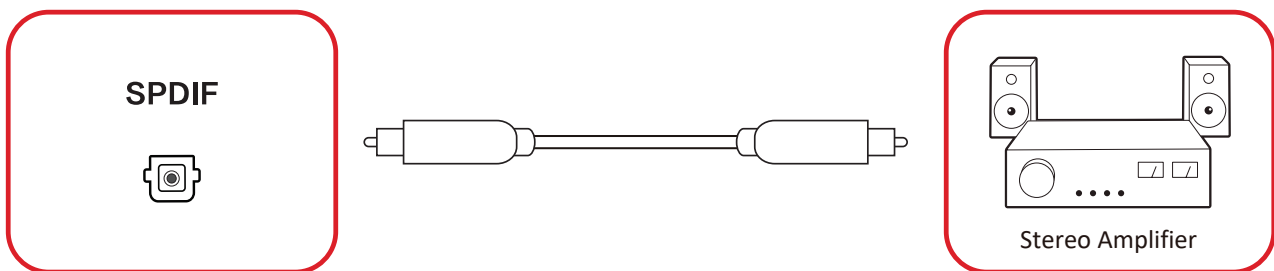
To play audio from your external device through the display's speakers, connect one end of an audio cable to your external device, and the other end to the **AUDIO IN** port of the display.

## Audio Out



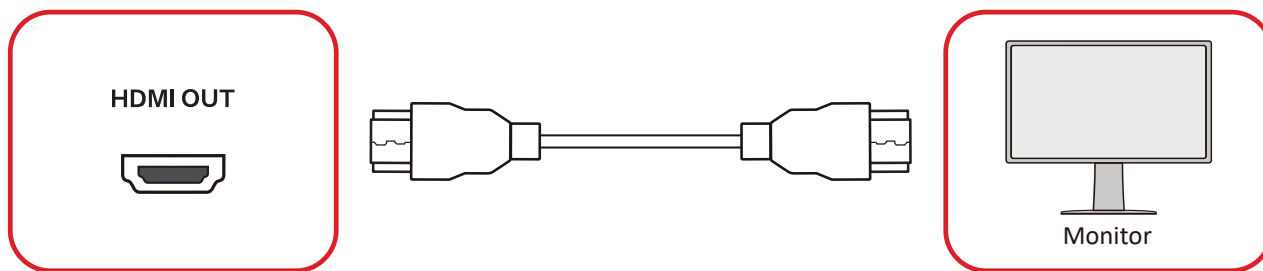
To play audio from the display through external speakers, connect one end of an audio cable to the external speakers, and the other end to the **AUDIO OUT** port of the display.

## SPDIF



To connect to an external sound system, connect an optical cable from the display's **SPDIF** port to your sound system's optical connector.

## Video Output



1. Connect an HDMI cable to the **HDMI IN** port of your display device, and the other end to the **HDMI OUT** port of the display.
2. Press the **INPUT** button on the display or remote control and switch to the HDMI IN input source.

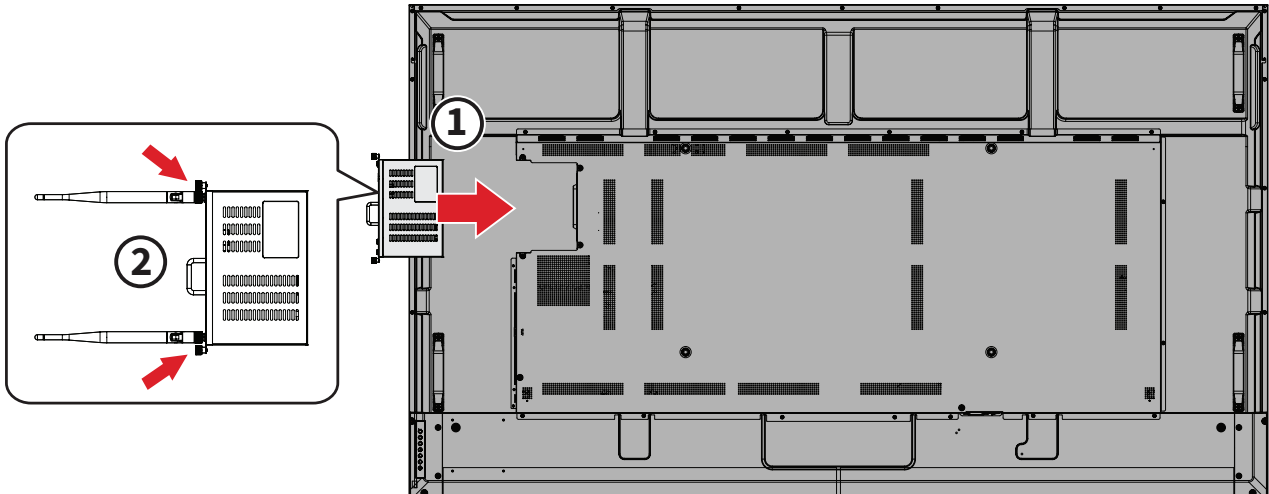
## Optional Connections

**Note:** The following illustrations are for instructional purpose only. Refer to the actual device for details.

The display comes with an **OPS Slot** as well as a **Wi-Fi Slot** for optional add-ons such as a slot-in PC<sup>1</sup> (e.g., VPCF35-W53-G1) or Wi-Fi card (e.g., VB-WIFI-005).

### Slot-in PC (OPS Slot) Installation

**Important:** Make sure the display is turned off.

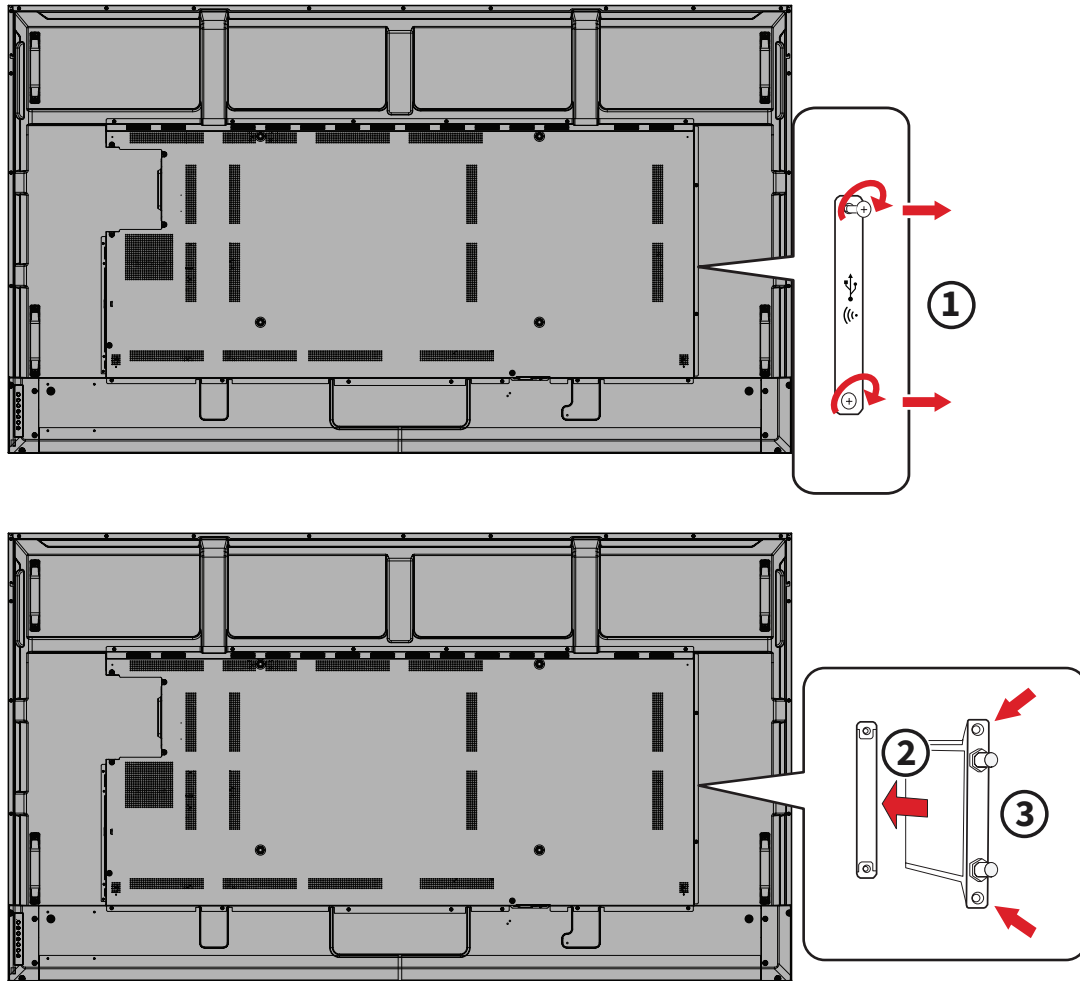


1. Carefully insert the slot-in PC into the **OPS Slot** of the display.
2. Secure the slot-in PC to the display.

---

1 – **OPS slot** is only available for 65" displays and above.

## Wi-Fi Card (Wi-Fi Slot) Installation



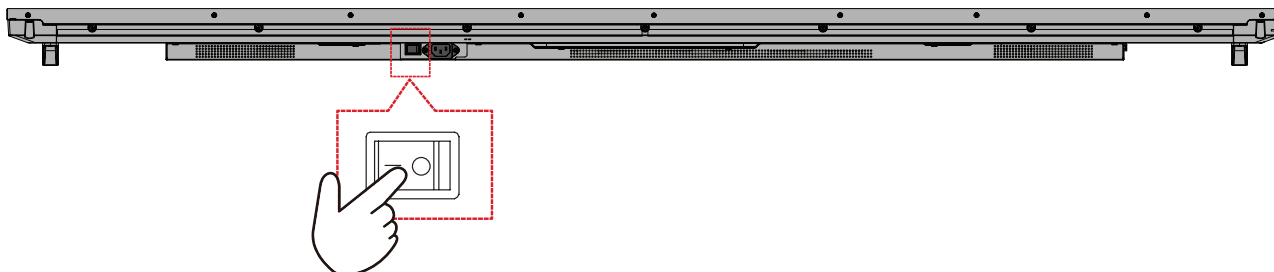
1. Remove the **Wi-Fi Slot** cover of the display.
2. Carefully insert the slot-in Wi-Fi card into the **Wi-Fi Slot** of the display.
3. Secure the slot-in Wi-Fi card to the display.

# Using Your Display

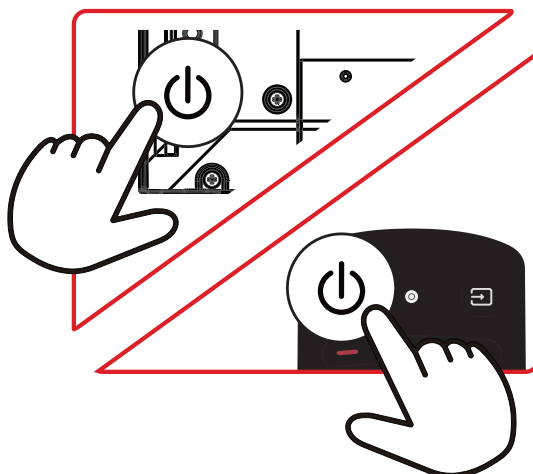
## Turning the Display On/Off

1. Ensure the power cord is connected, plugged into a power outlet, and the power supply switch is in the “On” position.

**Note:** The power supply switch is located at the bottom of the display.



2. Press the **Power** button on the display or the remote control to turn on the display.

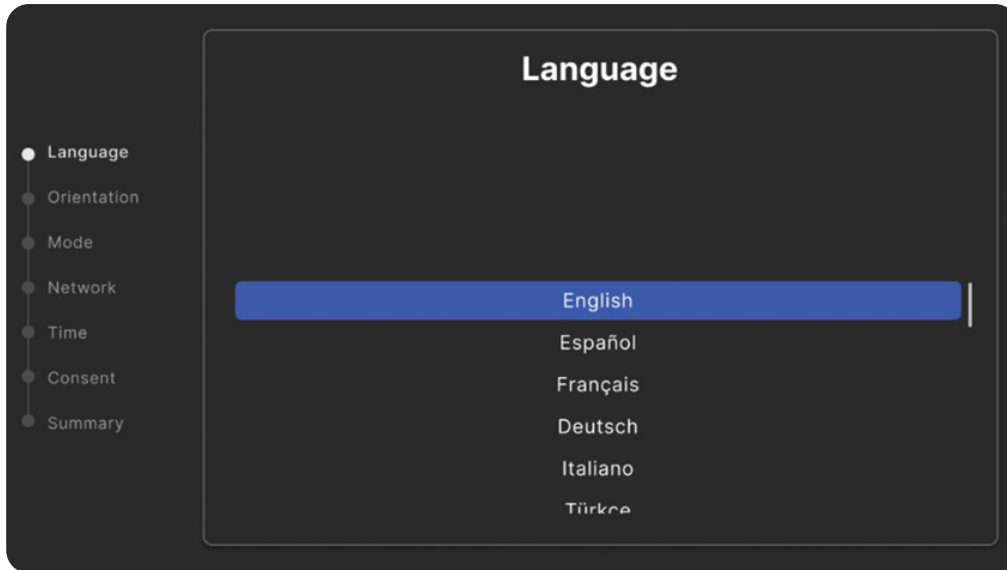


3. To turn the display off, press the **Power** button.

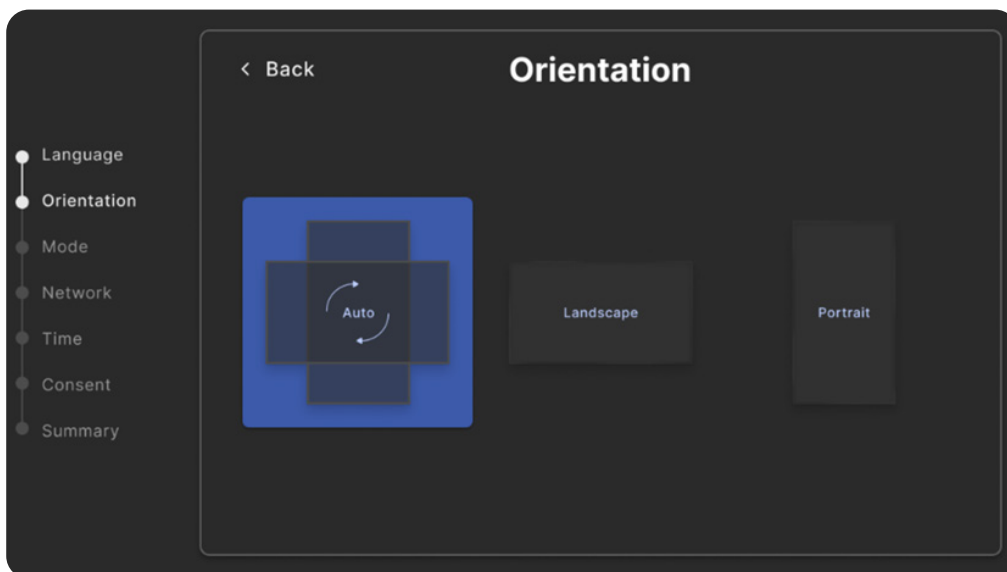
## Initial Launch Setup

When you first turn on your display, an initial setup wizard will launch.

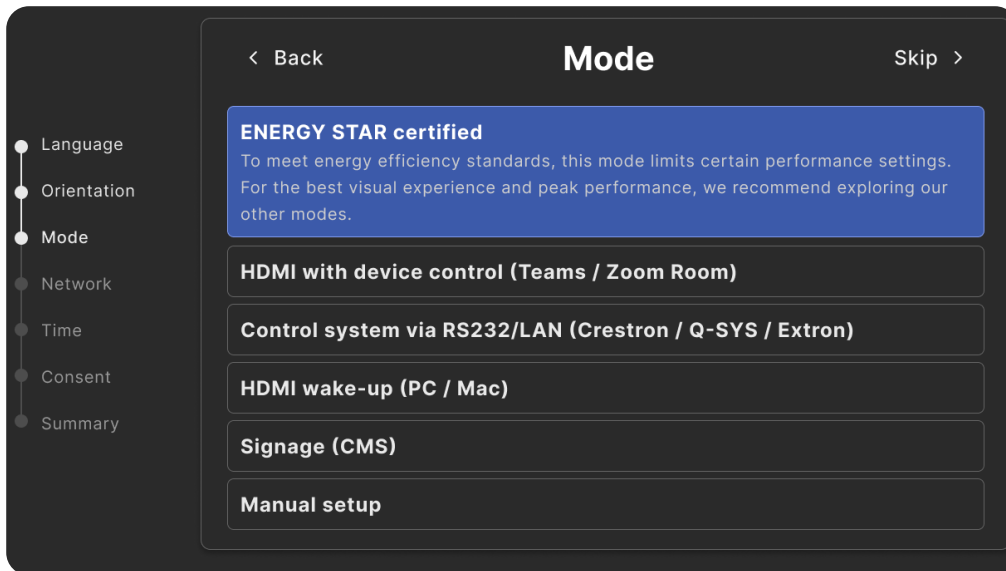
### 1. Select your Language.



### 2. Select the display's orientation.

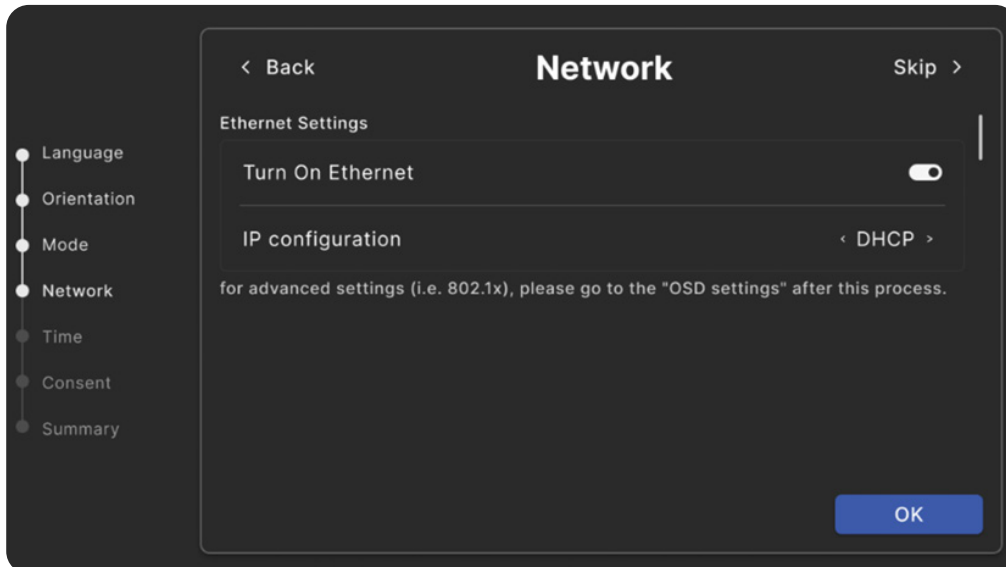


3. Select your configuration mode based on your specific needs and preferences.

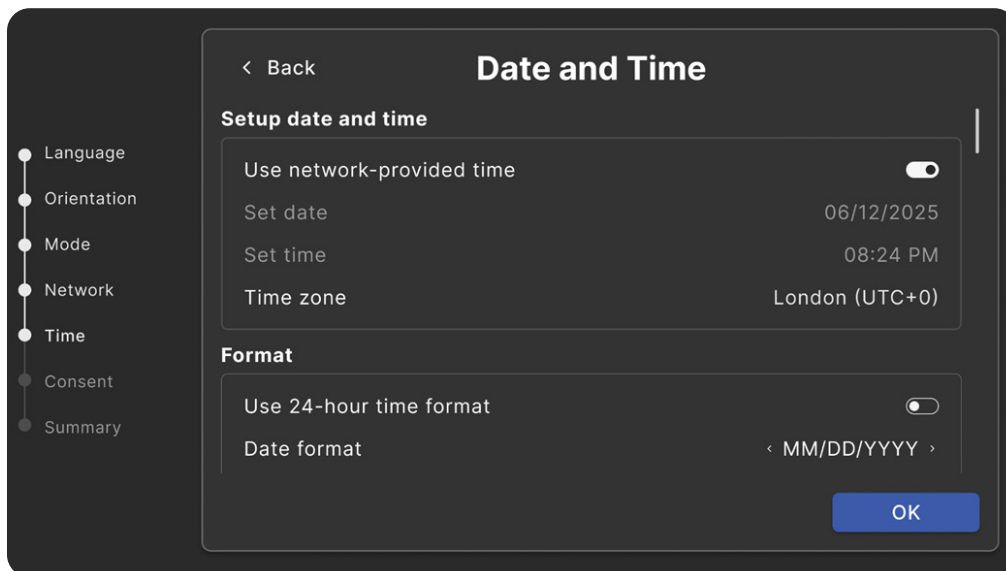


4. Set up your network.

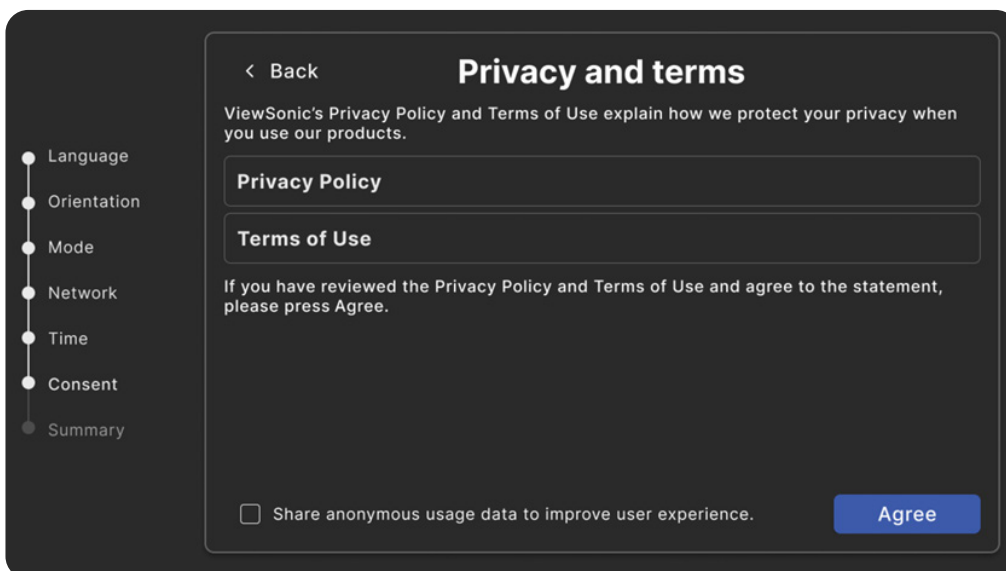
**Note:** You can set up Wi-Fi after plugging in the Wi-Fi dongle.



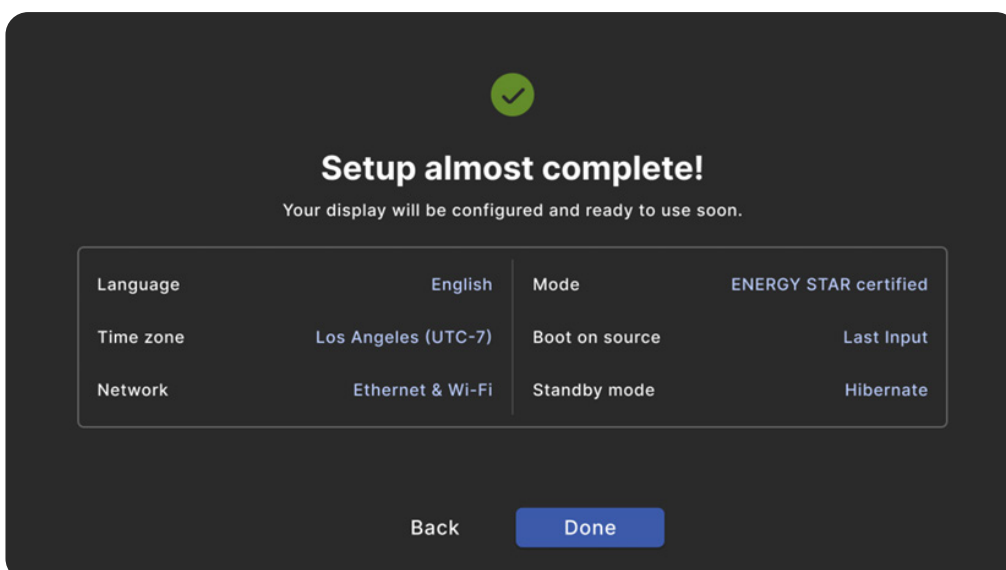
5. Set the time zone, time format, and other settings.



6. Accept the Privacy and Terms.

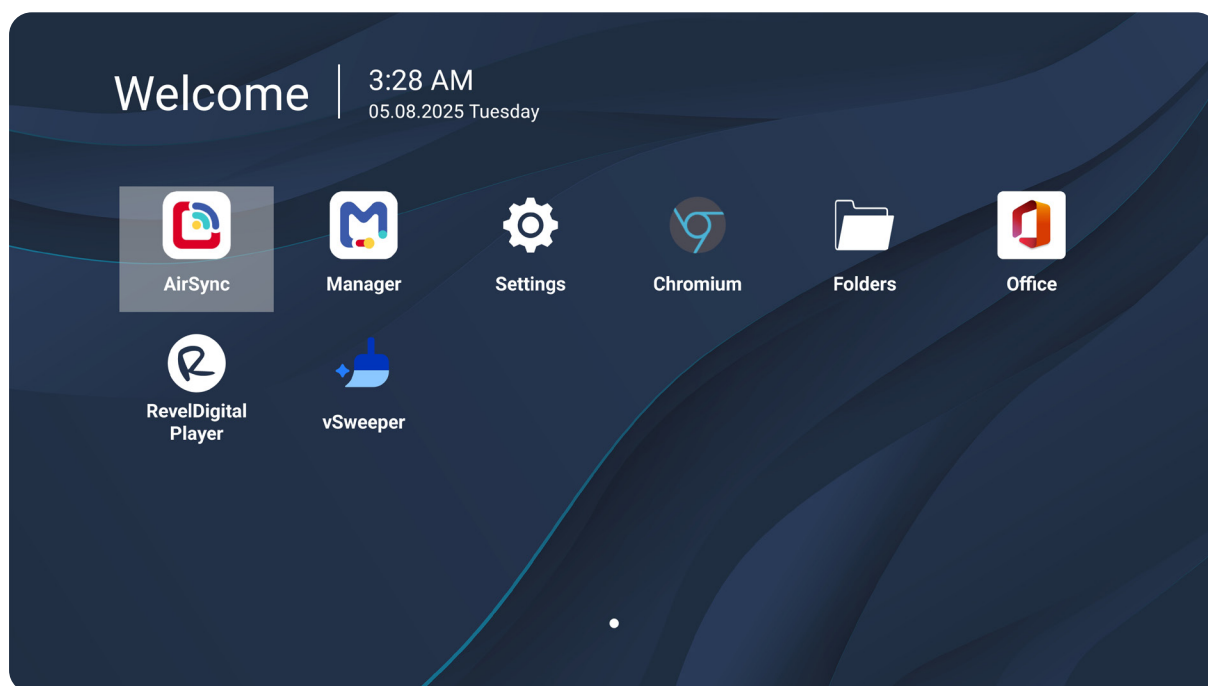


7. Review your settings, then select **Done** to complete the setup.



## Home Screen

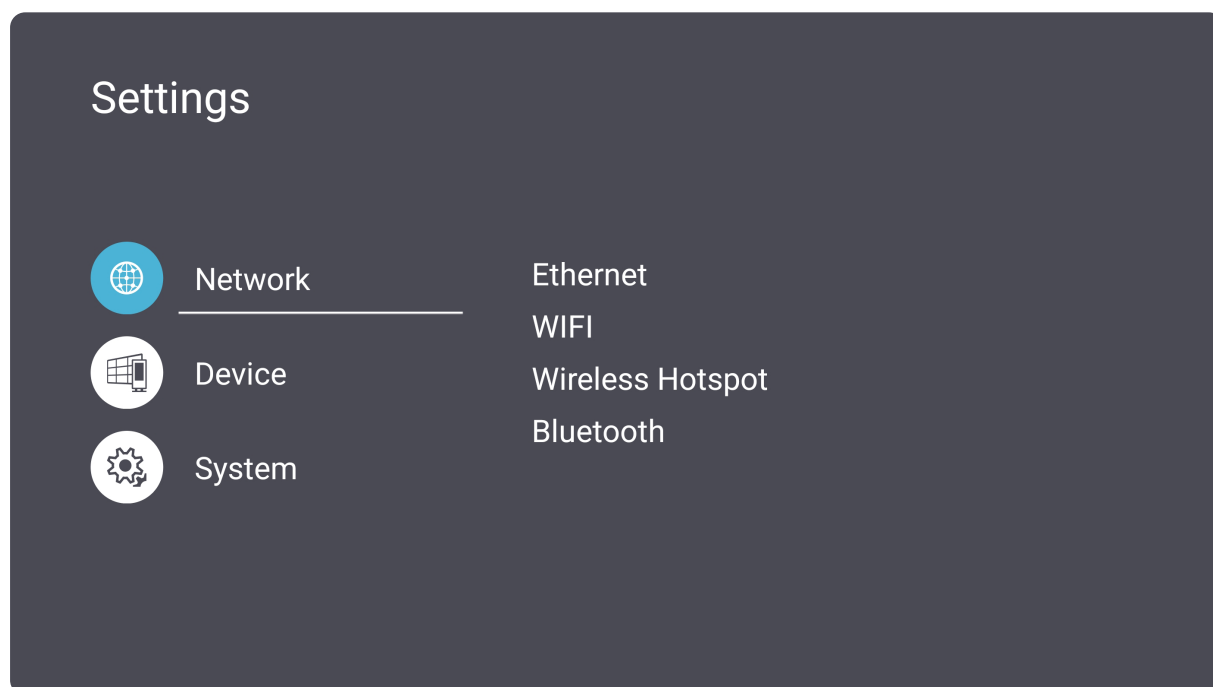
From the **Home screen** all the installed applications can be accessed.



**Note:** Press the **Home** button on the remote control at any time to return to the **Home** screen.

## General Settings

Configure basic Network, Device, and System settings.



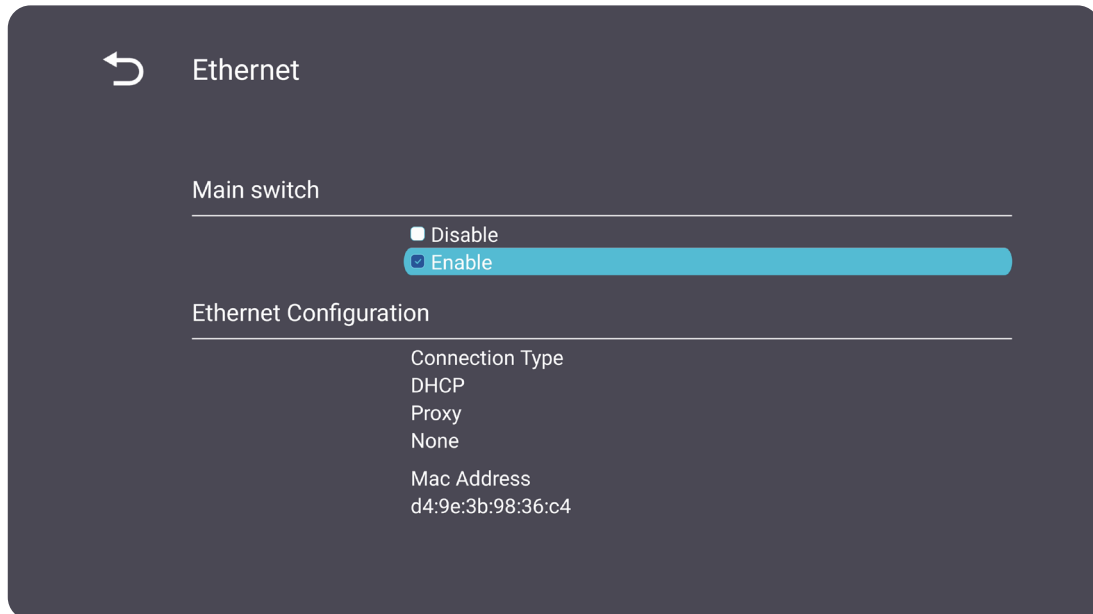
## Network

Configure Ethernet, Wi-Fi, Wireless Hotspot, and Bluetooth settings.

**Note:** Wi-Fi, Wireless Hotspot, and Bluetooth settings appear when an optional Wi-Fi card (e.g., VB-WIFI-005) is installed in the **Wi-Fi Slot** of the display.

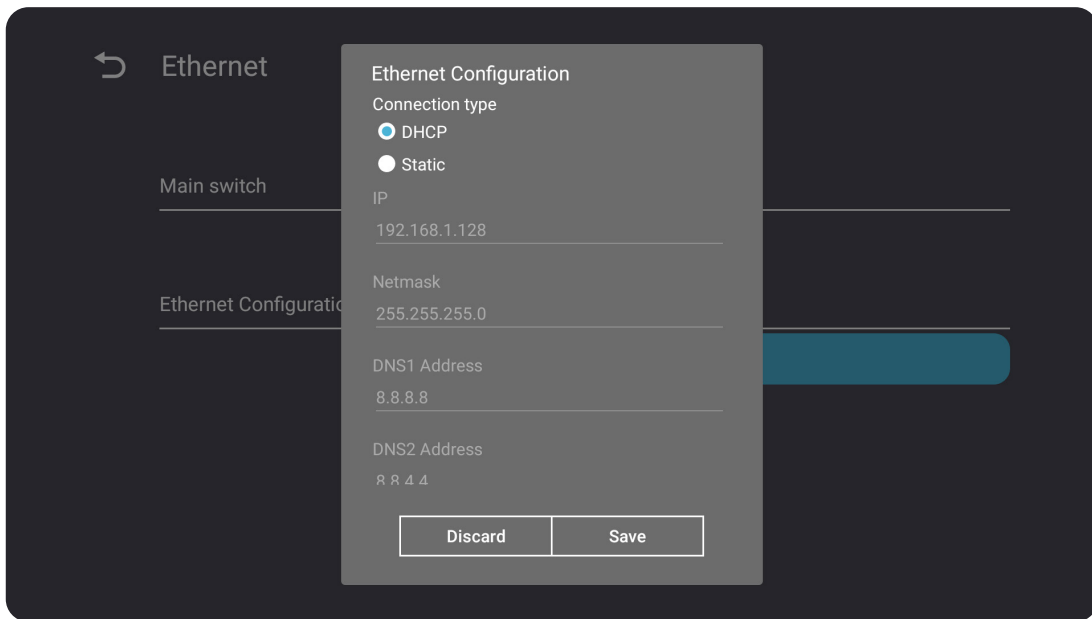
### Ethernet

- Enable/Disable Ethernet.



**Note:** After Ethernet is Enabled, the Connection Type and MAC Address will be available.

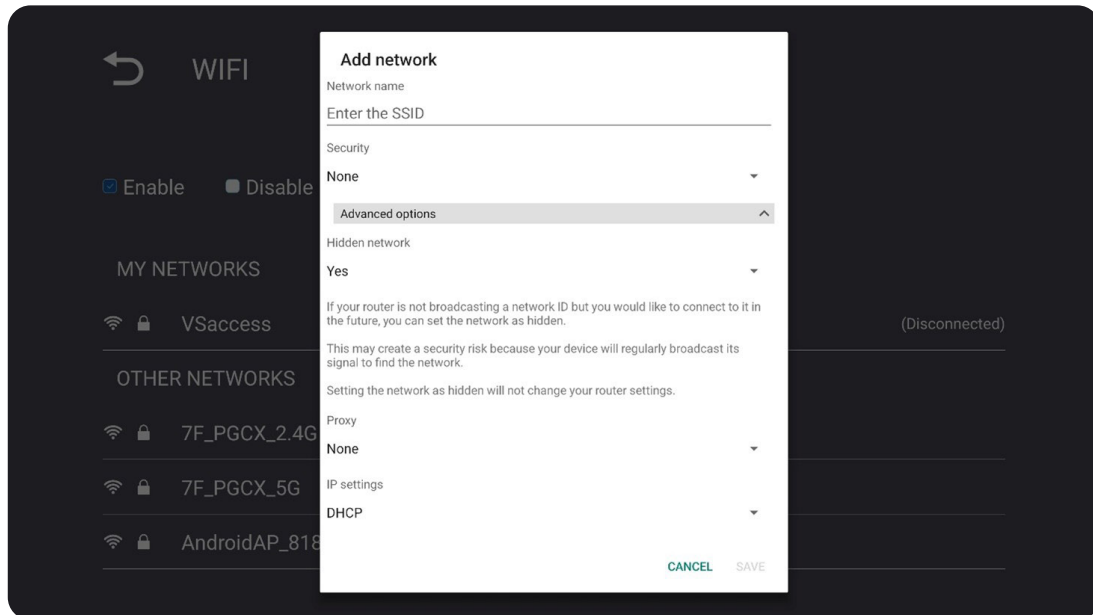
- Adjust the Connection Type.



Connection Type	Description
<b>DHCP</b>	Cannot modify IP Address, Netmask, DNS Address and Gateway.
<b>Static IP</b>	Can input IP Address, Netmask, DNS Address and Gateway.

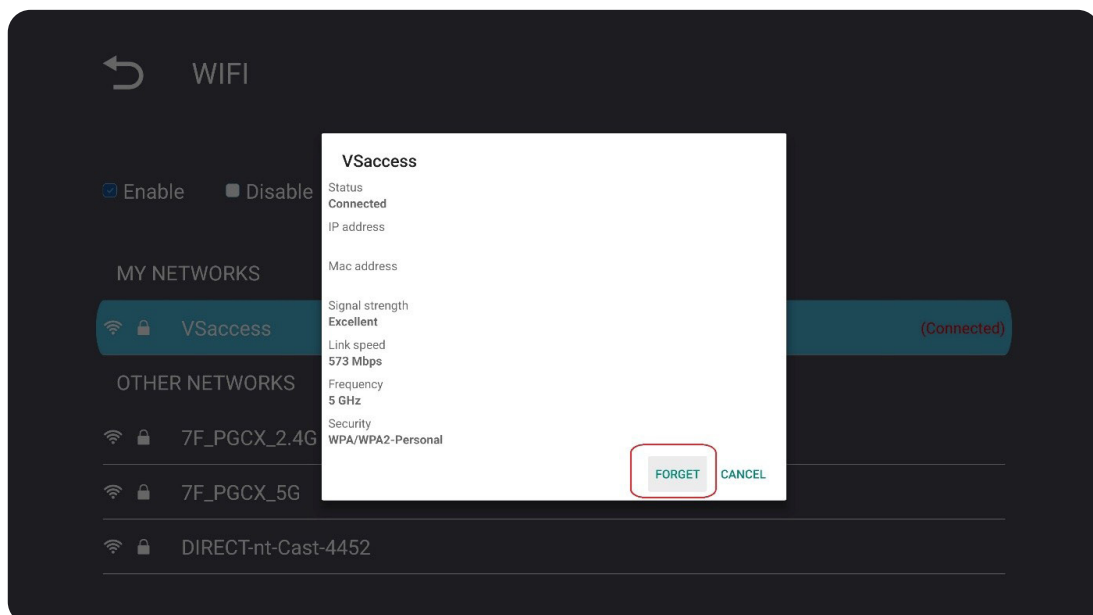
## Wi-Fi

- Enable/Disable Wi-Fi.
- Add a Wi-Fi network or choose from the available listed.



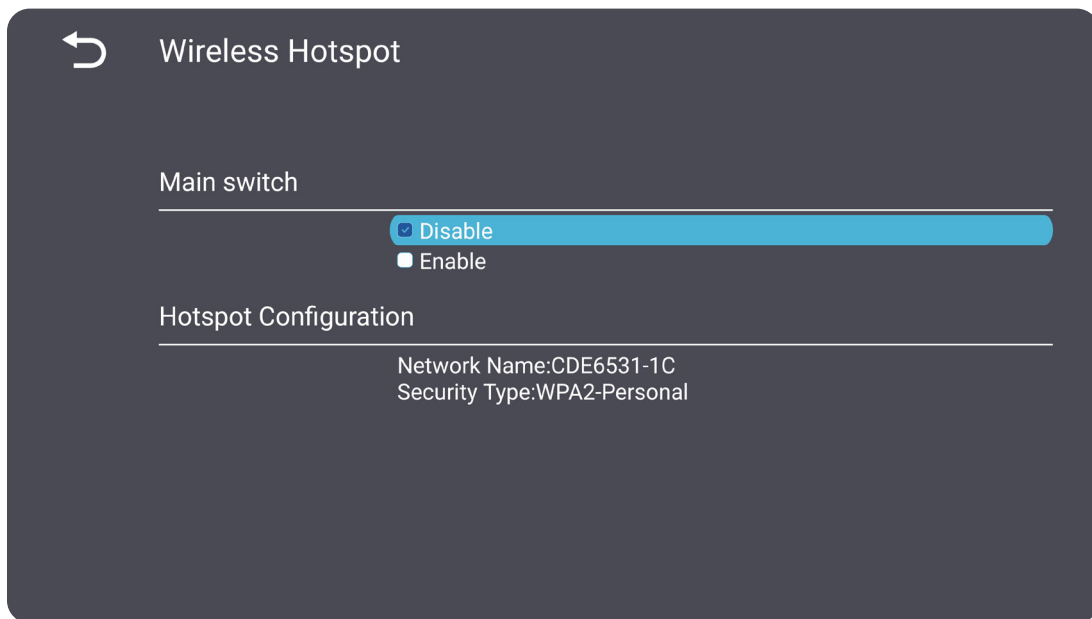
### Note:

- After Wi-Fi is Enabled, available networks will be listed.
- Only one Wi-Fi network can be connected at a time.
- To forget a Wi-Fi network from the MY NETWORK list, tap the network, then tap forget.



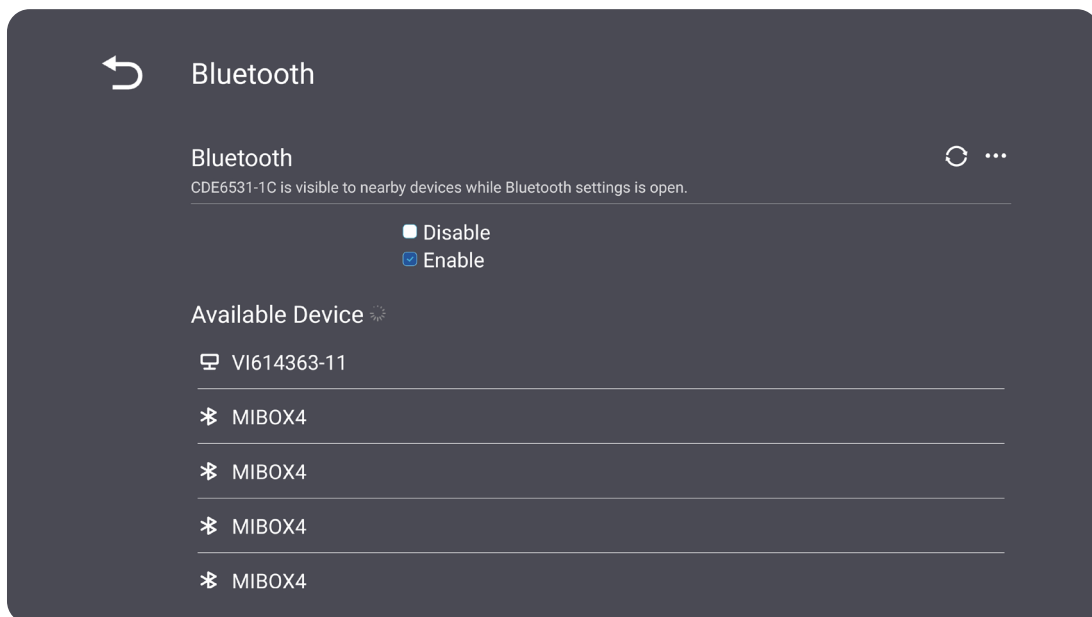
## Wireless Hotspot

- Enable/Disable Wireless Hotspot.
- Share an internet connection with your devices once enabled.



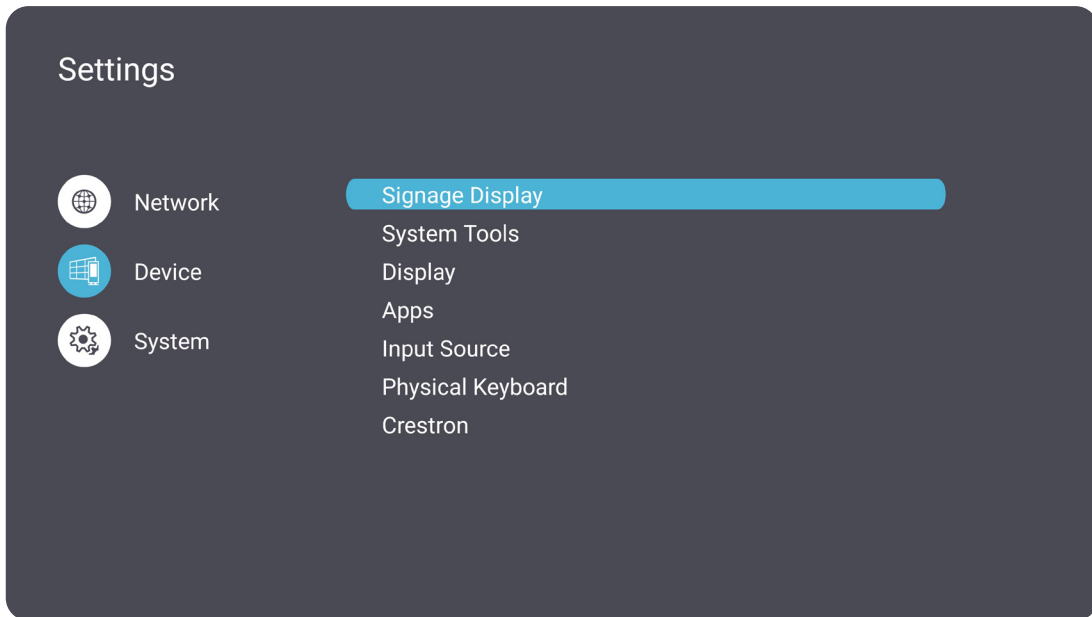
## Bluetooth

- Enable/Disable Bluetooth.

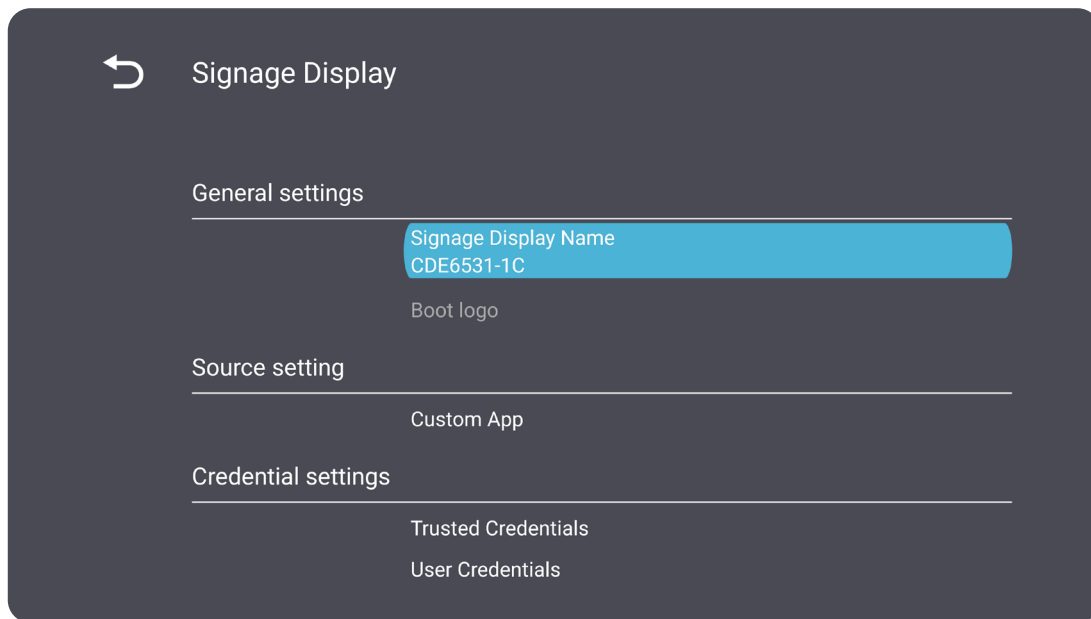




## Device

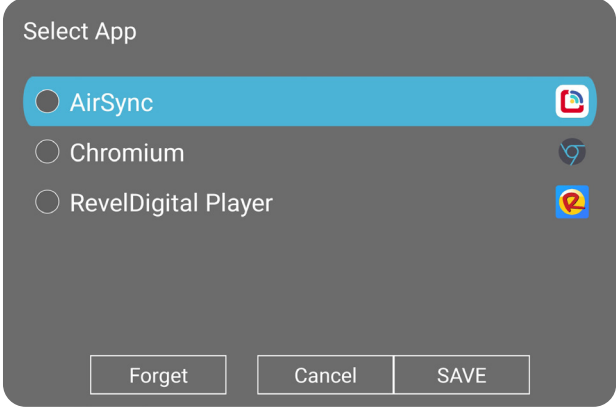
Configure Signage Display, System Tools, Display, Apps, Input Source, Physical Keyboard, and Crestron settings.



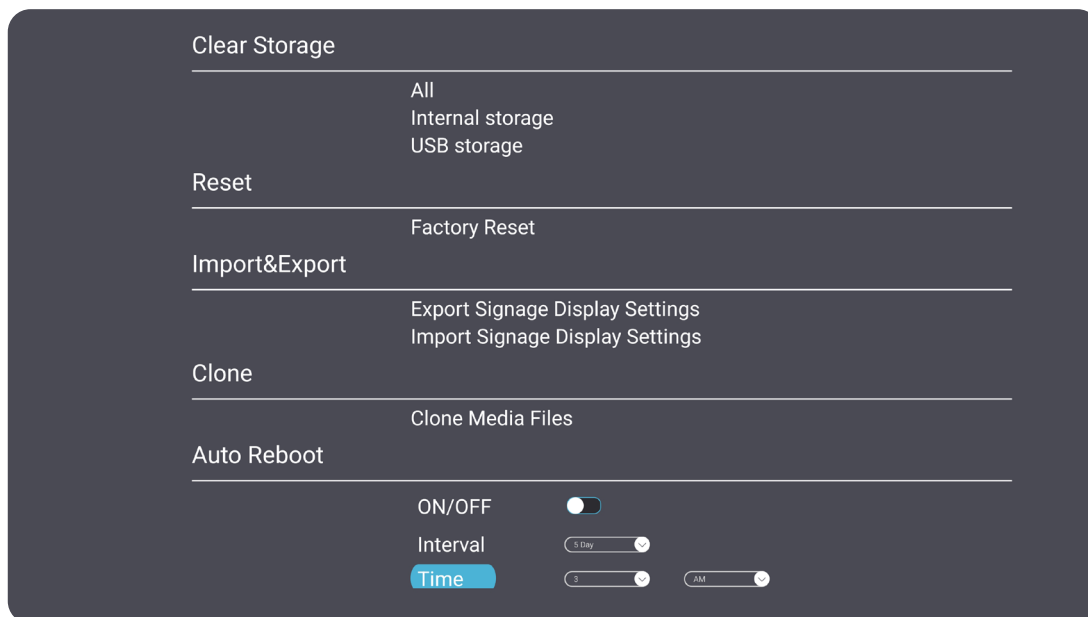
## Signage Display

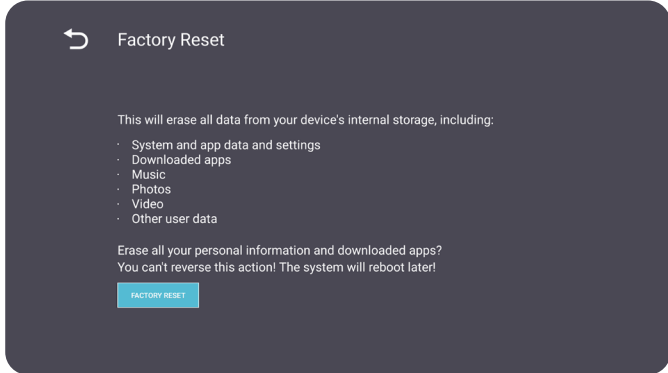


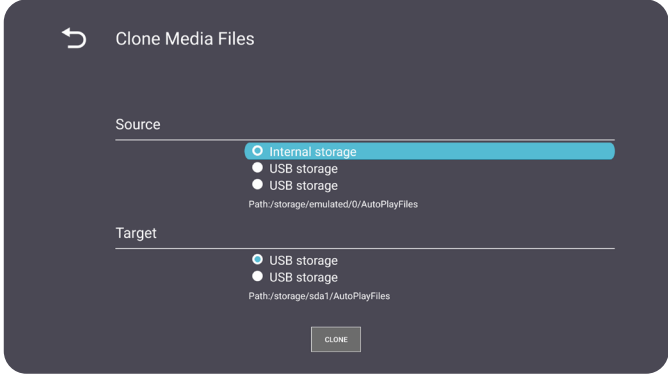
Item	Description	
<p><b>General Settings</b></p>	<p>Signage Display Name</p>	<p>Setup the display's name. Maximum of 36 characters.</p>
	<p>Boot Logo</p>	<ul style="list-style-type: none"> <li>• Enable/Disable the boot logo.</li> <li>• Select a custom boot logo or animation file.</li> </ul> <div data-bbox="746 1077 1370 1301" style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p>Change Logo &amp; Change Animation</p> <p> Change Logo</p> <p> Change Animation</p> </div> <p><b>Note:</b> Ensure "Boot on logo" in the <b>Advanced</b> settings of the OSD Menu is set to "User" to be able to select a custom boot logo or animation file.</p>

Item	Description	
<b>Source Setting</b>	Custom App	<p>Setup a custom .apk application for Custom input source. If a Custom App is setup, the display will open the App when the input source is changed to "Custom".</p> 
<b>Credentials Settings</b>	View and clear credentials and install from storage.	
<b>Security</b>	External Storage	<ul style="list-style-type: none"> <li>• Enable/Disable USB storage.</li> <li>• Re-insert any connected USB external storage device(s) after enabling.</li> </ul>
	Unknown Sources	Allow or don't allow the installation of unknown .apk files.
	Privacy and Copyright Protection	View the privacy and copyright protection statement.
	App Authority	Set the application permission.

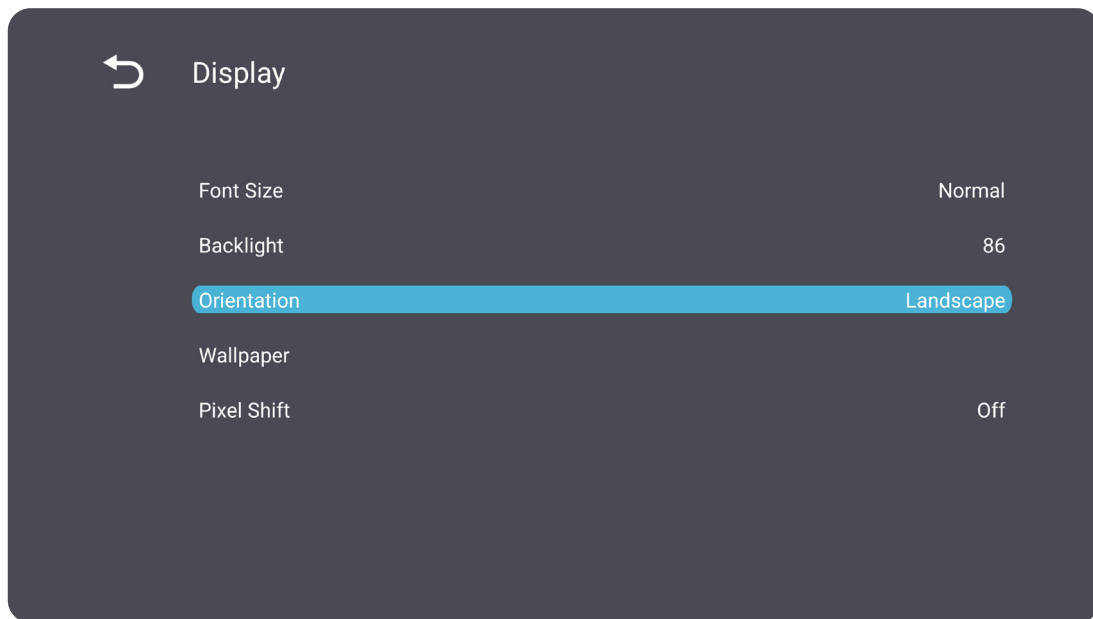
## System Tools



Item	Description	
<b>Clear Storage</b>	All	Clear all folder data.
	Internal Storage	Only clear internal storage folder data.
	USB Storage	Only clear USB storage folder data.
<b>Reset</b>	Factory Reset	<p>Return to factory default settings.</p> 
<b>Import &amp; Export</b>	Export Signage Display Settings	<p>Export display settings to a USB.</p> <p><b>NOTE:</b> The saved file name will be “vsSettingFile.txt” and saved in a folder titled “ViewSonic”.</p>
	Import Signage Display Settings	Import display settings from a USB.

Item	Description	
Clone	Create a copy of media files from the internal storage folder "AutoPlayFiles". 	
	Source	Choose the media files copy location (Internal Storage or USB).
	Target	Select Internal Storage or USB as the target for the copied media files.
Auto Reboot	On/Off	Restart the display automatically after a set period of time to prevent the accumulation of cached data, ensuring optimal performance and stability. The recommended interval is seven days.
	Interval	
	Time	

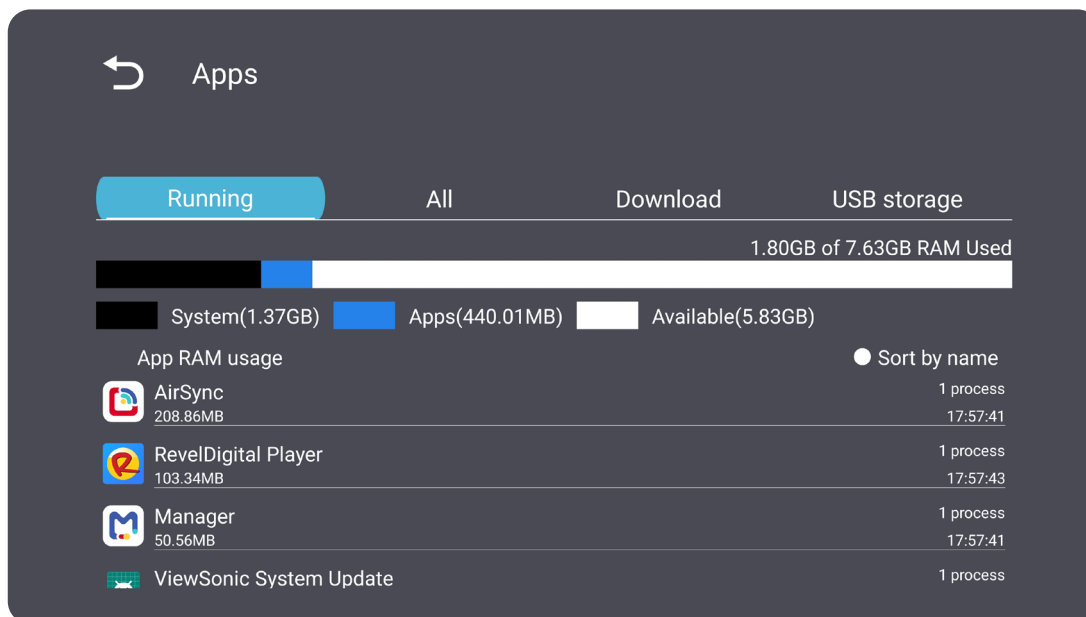
## Display



Item	Description
<b>Font Size</b>	Adjust the display's font size.
<b>Backlight</b>	Adjust the brightness of the display.
<b>Orientation</b>	Set the screen orientation: Auto, Landscape, or Portrait.
<b>Wallpaper</b>	Choose a background image for the display.
<b>Pixel Shift</b>	Avoid screen damage caused by prolonged static images.

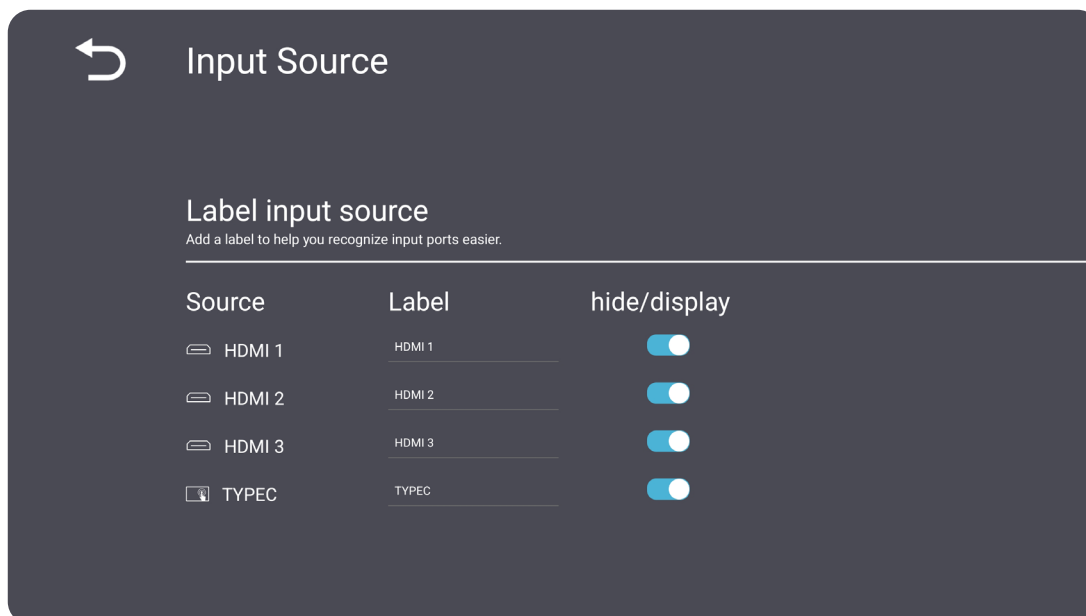
## Apps

- View any running or installed applications. Select each for more detailed information and options.
- By selecting a running application, more information will be displayed, and the application can be stopped or reported.



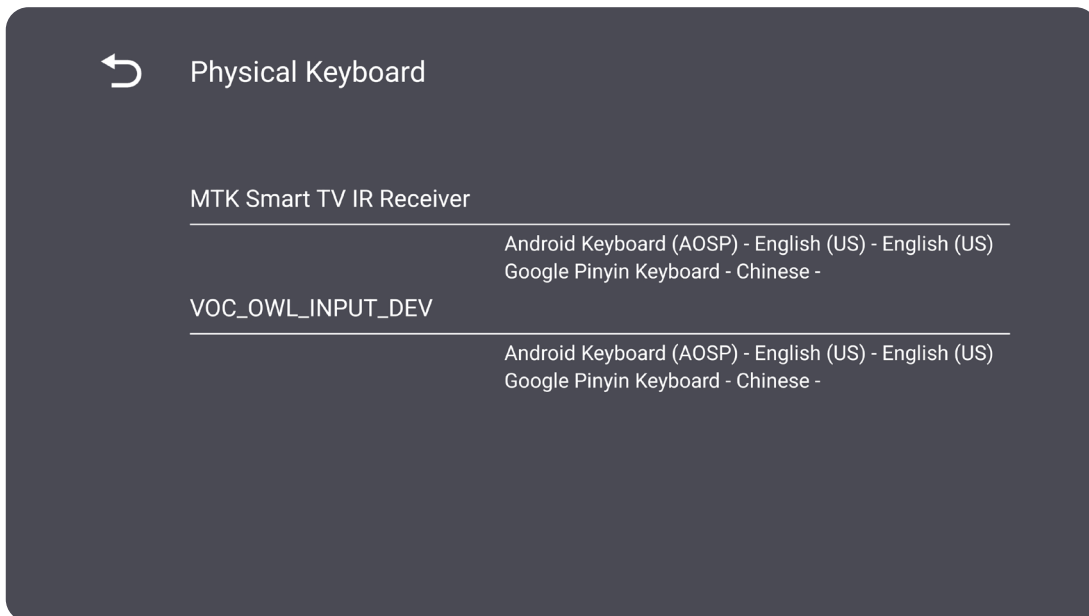
## Input Source

Customize input source names.



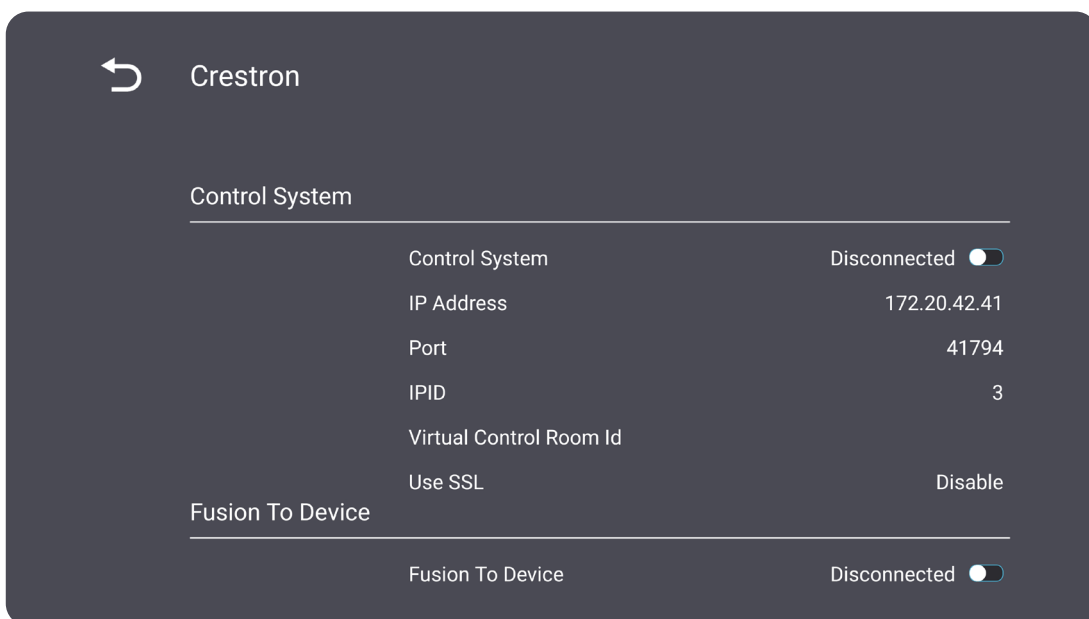
## Physical Keyboard

Set the preferred keyboard and layout.



## Crestron

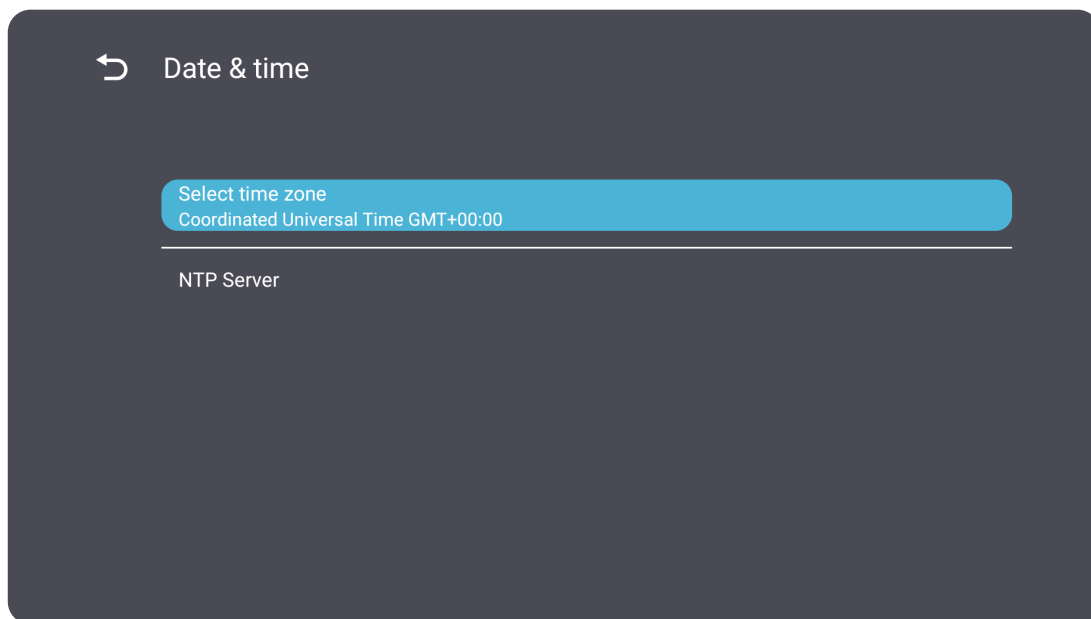
Configure the Crestron settings.



## System

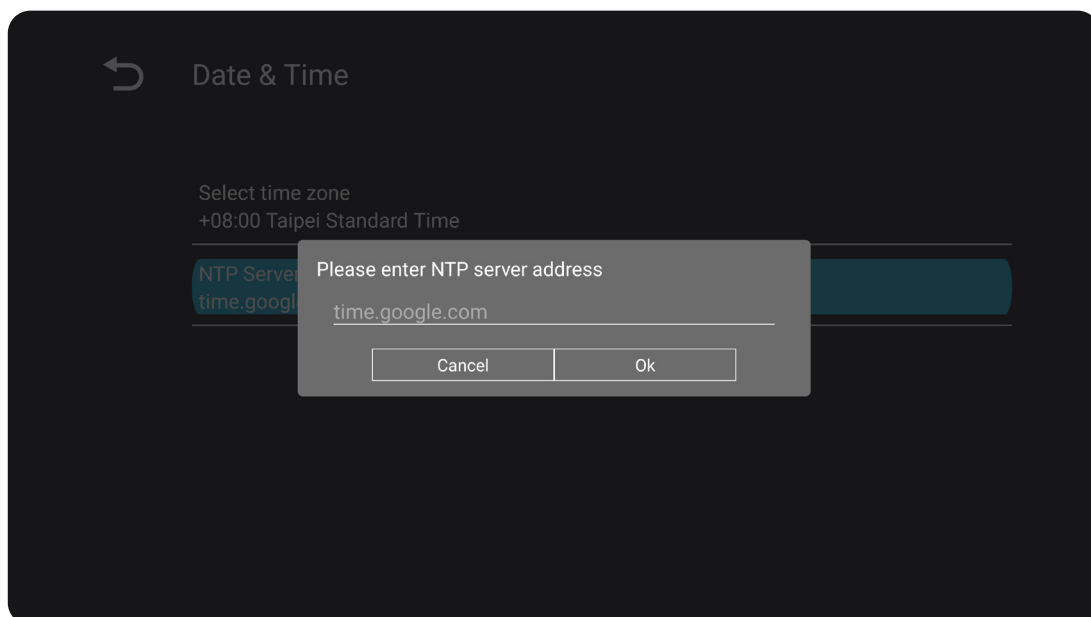
### Date & Time

Set the time zone and Auto Time settings.

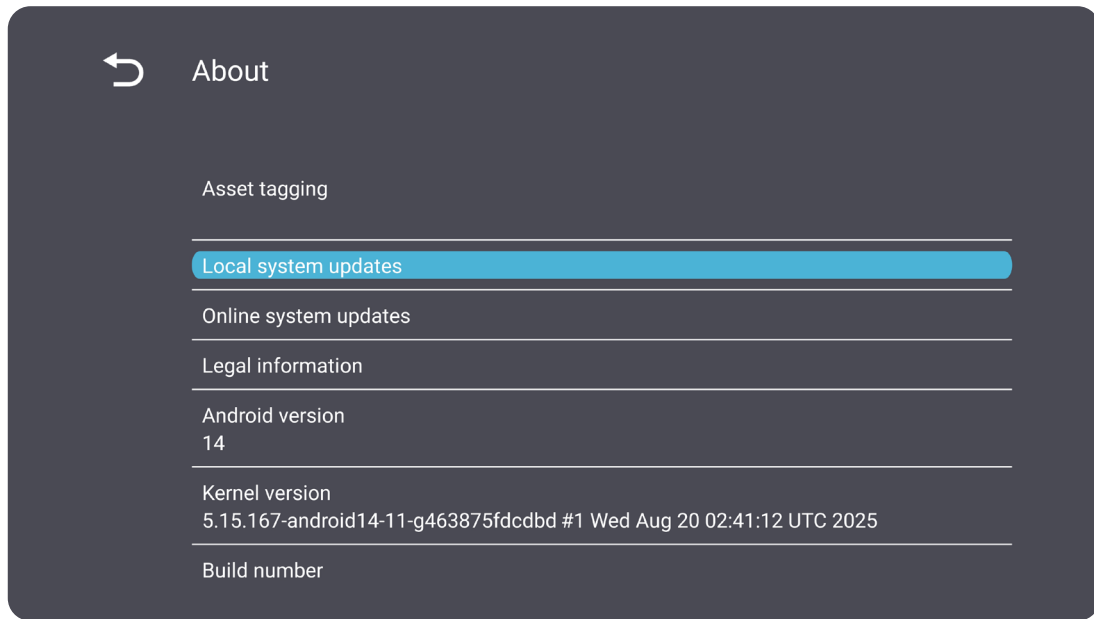


### NTP Server

Set the NTP server.



## About



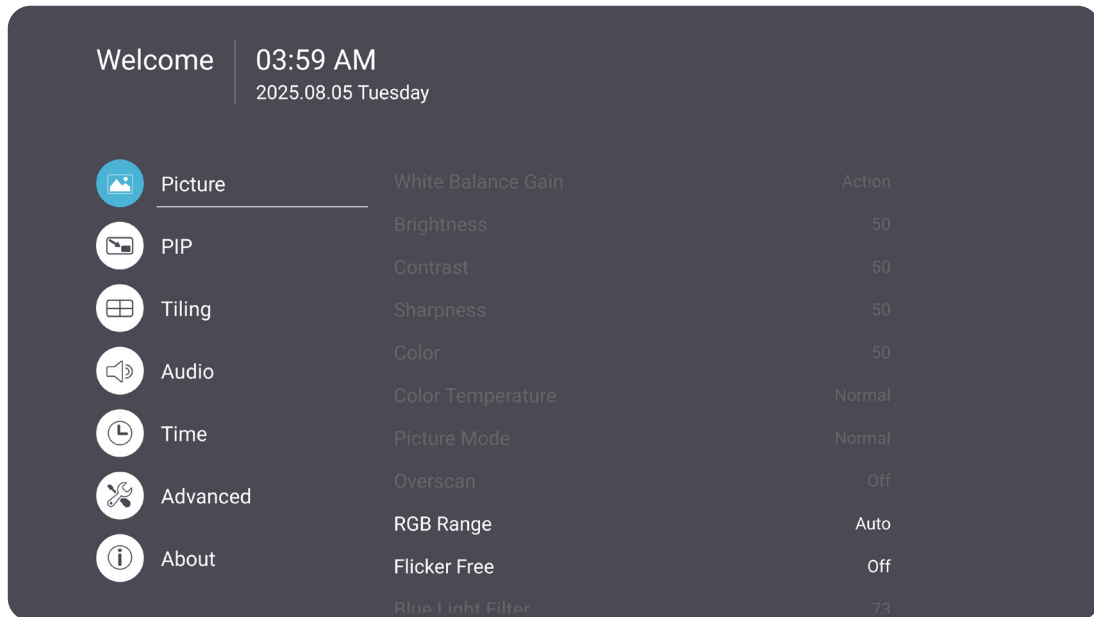
Item	Description
<b>Asset Tagging</b>	Customize an easily-identifiable label for the display.
<b>Local System Updates</b>	Update the software manually with a local file.
<b>Online System Updates</b>	When the display is turned off, the system will automatically check for a new version. If a new version is found, the system will automatically update. After the update is complete, the system will turn off.
<b>Legal Information</b>	Display open source licenses.
<b>Android Version</b>	Current Android version information.
<b>Kernel Version</b>	Kernel version information.
<b>Build Number</b>	Build number information.

## General Settings Menu Tree

Main Menu	Sub-menu	Menu Option	
Network	Ethernet	Main Switch	Enable
			Disable
		Ethernet Configuration	Connection Type
			MAC Address
	Wi-Fi	Enable	
		Disable	
		Add Network	
	Wireless Hotspot	Main Switch	Enable
			Disable
		Hotspot Configuration	
	Bluetooth	Bluetooth	Enable
Disable			
Available Devices			
Device	Signage Display	General Settings	Signage Display Name
			Boot Logo
		Source Setting	Custom App
		Credentials Settings	Trusted Credentials
			User Credentials
			Install from Storage
			Clear Credentials
		Security	External Storage
			Unknown Sources
			Privacy and Copyright Protection
			App Authority

Main Menu	Sub-menu	Menu Option			
Device	System Tools	Clear Storage	All		
			Internal Storage		
			USB Storage		
		Reset	Factory Reset		
		Import & Export	Export Signage Display Settings		
			Import Signage Display Settings		
		Clone	Clone Media Files		Source
					Target
		Auto Reboot	On/Off		
			Interval		
	Time				
	Display	Font Size			
		Backlight			
		Orientation	Auto		
			Landscape Mode		
			Portrait Mode		
		Wallpaper			
	Pixel Shift				
	Apps				
	Input Source				
	Physical Keyboard				
	Crestron				
	System	Date & Time	Select Time Zone		
NTP Server					
About		Asset Tagging			
		Local System Updates			
		Online System Updates			
		Legal Information			
		Android Version			
		Kernel Version			
		Build Number			

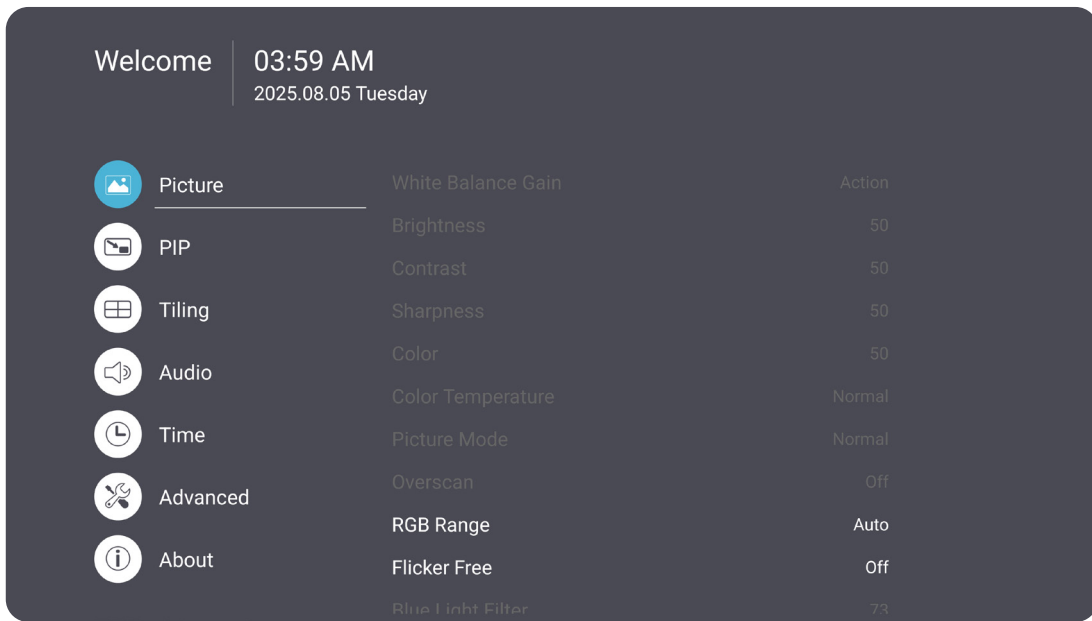
## On-Screen Display (OSD) Menu



To open and operate the OSD Menu:

1. Press the **Settings** button on the remote control.
2. Press the **Directional** buttons (↓/↑/←/→) on the remote control to select menu items or adjust values.
3. Press **OK** to confirm your selection.
4. Press the **Back** button to go back to the previous menu level.
5. Press the **Settings** button again to exit the OSD Menu.

# Picture



Item	Description
<b>White Balance Gain</b>	Adjust the white balance for the upmost control when manipulating contrast and dark scenes.
<b>Brightness</b>	Adjust the background black levels of the screen image.
<b>Contrast</b>	Adjust the degree of difference between the lightest and darkest parts of the picture and change the amount of black and white in the image.
<b>Sharpness</b>	Adjust the picture’s sharpness.
<b>Color</b>	Adjust the amount of color present.
<b>Color Temperature</b>	Adjust the color temperature.
<b>Picture Mode</b>	Select a predefined picture setting.
<b>Overscan</b>	Automatically enlarge the original picture horizontally and vertically to an equal aspect ratio that fills the screen.
<b>RGB Range</b>	Manually change the color format options to fit the correct color format range if the colors are not displayed correctly.
<b>Flicker Free</b>	Reduce or eliminate screen flicker.
<b>Blue Light Filter</b>	Adjusts the filter that blocks high-energy blue light for a more comfortable viewing experience.
<b>Noise Reduction</b>	Reduce image noise and distortion.
<b>Gamma Set</b>	Reflect the relationship between input source and picture brightness.
<b>HDR10</b>	Reduce the overall contrast of a given scene so that detail in the highlights and shadows can be seen.
<b>Orientation</b>	Set the screen orientation: Auto, Landscape mode, or Portrait mode.
<b>Picture Reset</b>	Reset all <b>Picture</b> menu settings to default.

## **Low Blue Light Filter and Eye Health**

The Blue Light Filter blocks high-energy blue light for a more comfortable viewing experience.

### **Calculating Breaks**

When viewing screens for extended periods, it is recommended to take periodic breaks from viewing. Short breaks of at least 10 minutes are recommended after one hour of continuous viewing.

Taking shorter, more frequent breaks are generally more beneficial than longer, less frequent breaks.

### **Focus Fatigue (20-20-20 Rule)**

To reduce the risk of eye fatigue by constantly looking at the screen, look away from the screen at least every 20 minutes and gaze at a distant object (at least 20 feet away) for at least 20 seconds.

### **Looking at Distant Objects**

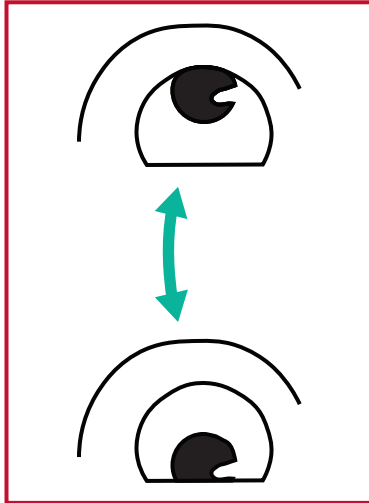
While taking breaks, users can further reduce eye strain and dryness by focusing on objects that are further away from them for 10-15 seconds, then gaze at something up close for 10-15 seconds. Repeat this up to 10 times. This exercise reduces the risk of your eyes' focusing ability to "lock up" after prolonged computer work.

## Eye and Neck Exercises

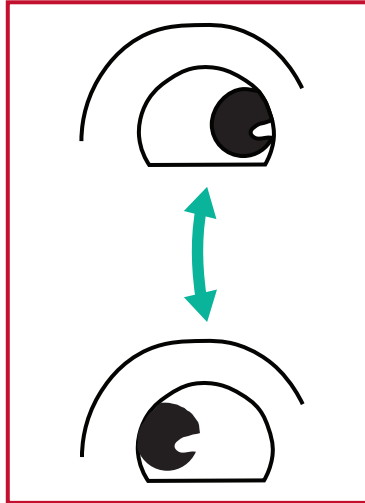
### Eye Exercises

Eye exercises can help minimize eye strain. Slowly roll your eyes to the left, right, up, and down. Repeat as many times as needed.

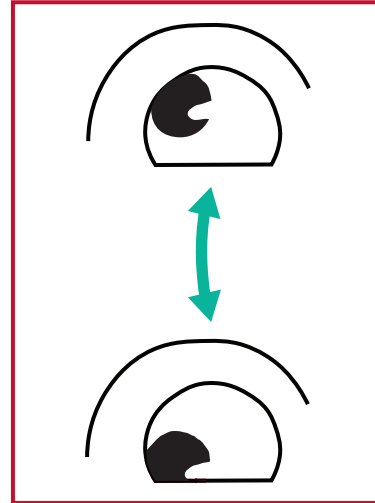
#### Exercises for the eyes



(1) Keep the body and the head upright. Move the eyes up to look at the ceiling, then turn down to look at the floor.



(2) Move the eyes left and right slowly to look at objects on the two sides.



(3) Move the eyes to look at objects at the right upper direction and then right lower direction. Repeat for the left upper and left lower directions.

### Neck Exercises

Neck exercises can also help minimize eye strain. Relax your arms and let them hang at your sides, bend forward slightly to stretch the neck, turn your head to the right and to the left. Repeat as many times as needed.

### **Flicker-Free**

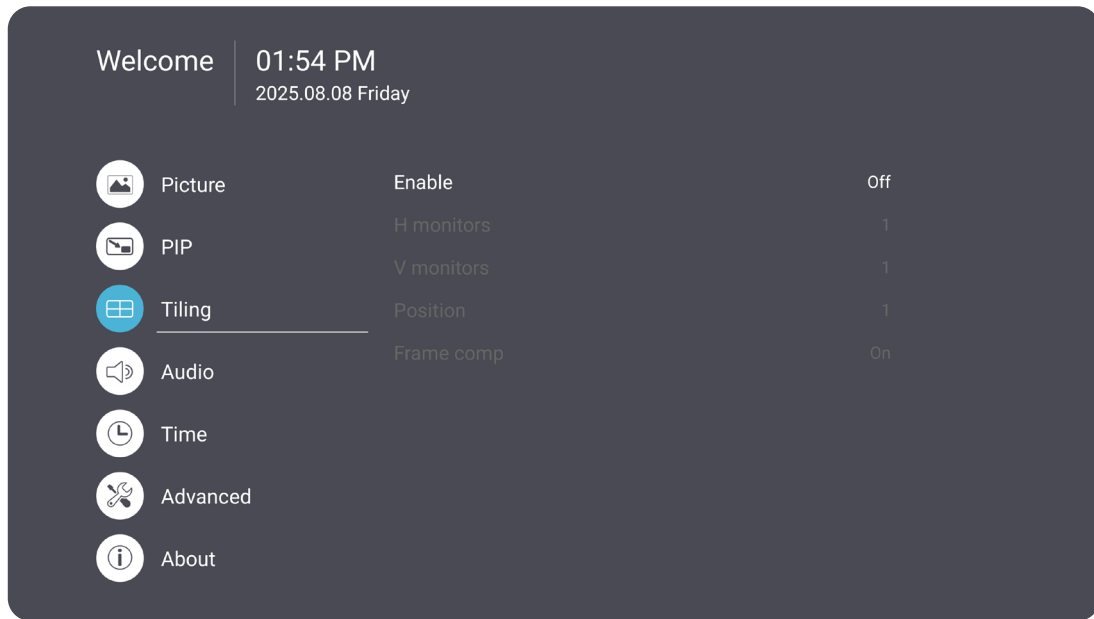
The CDE31 series uses DC-adjustable backlighting, which does not produce a visible or invisible flicker within the 0~3000 Hz range and therefore can reduce eye fatigue.

# PIP



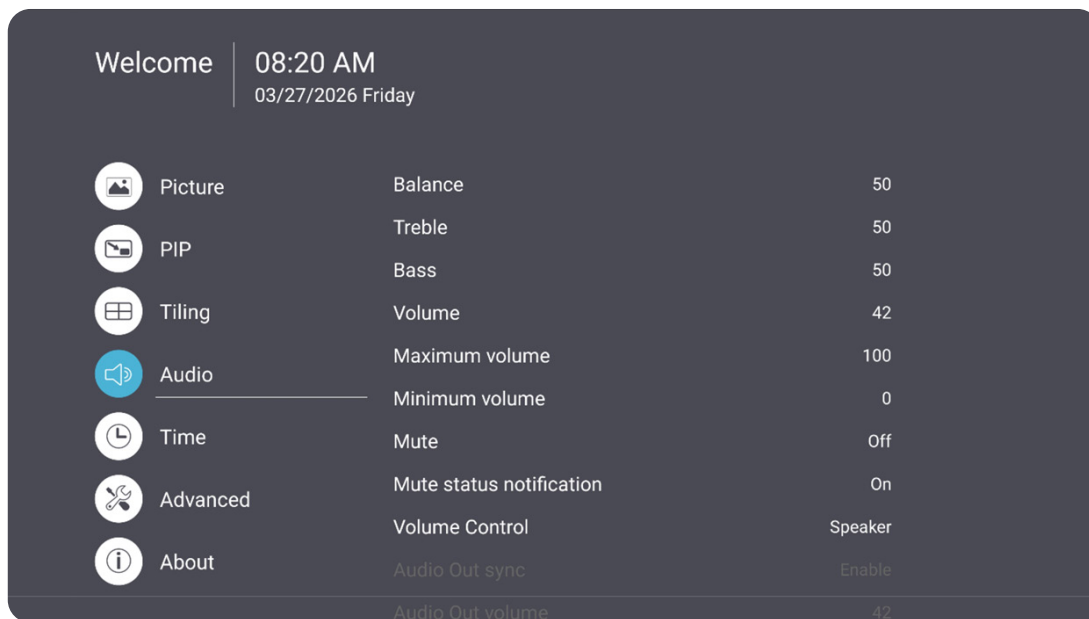
Item	Description	
<b>Sub Mode</b>	Off	Disable this function.
	PIP	Overlay another source, a main window and an inset window. User can specify the input source for each screen.
	PBP	Display two windows, a dual split screen, side-by-side on the left and right of the screen. User can specify the input source for each screen.
<b>PIP Size</b>	Small	Select the size of the sub picture in the PIP mode.
	Medium	
	Large	
<b>PIP Position</b>	Bottom-Right	Select the position of the sub picture in the PIP mode.
	Bottom-Left	
	Top-Right	
	Top-Left	
<b>PIP Source</b>	Select the input signal for the sub-picture.	
<b>PIP Audio</b>	Main	Select audio from the main picture.
	Sub	Select audio from the sub-picture.
<b>PIP Reset</b>	Reset all settings in the <b>PIP</b> menu to factory preset values.	

## Tiling



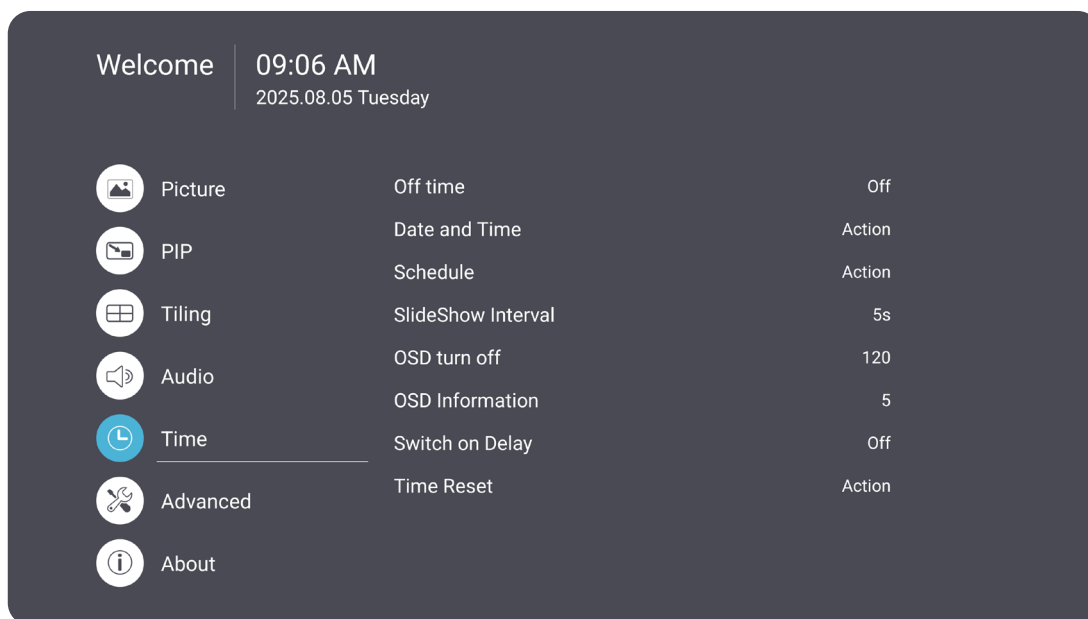
Item	Description
<b>Enable</b>	Choose On or Off for the Tiling function. If turned on, the display will apply the settings in H Monitors, V Monitors, Position, and Frame Compensation.
<b>H Monitors</b>	Adjust displays on the horizontal side.
<b>V Monitors</b>	Adjust displays on the vertical side.
<b>Position</b>	Adjust the position of the display in the screen matrix.
<b>Frame Comp</b>	Choose to turn the frame compensation function on or off. If turned on, the display will adjust the image to compensate for the width of the display bezels in order to accurately display the image.

## Audio



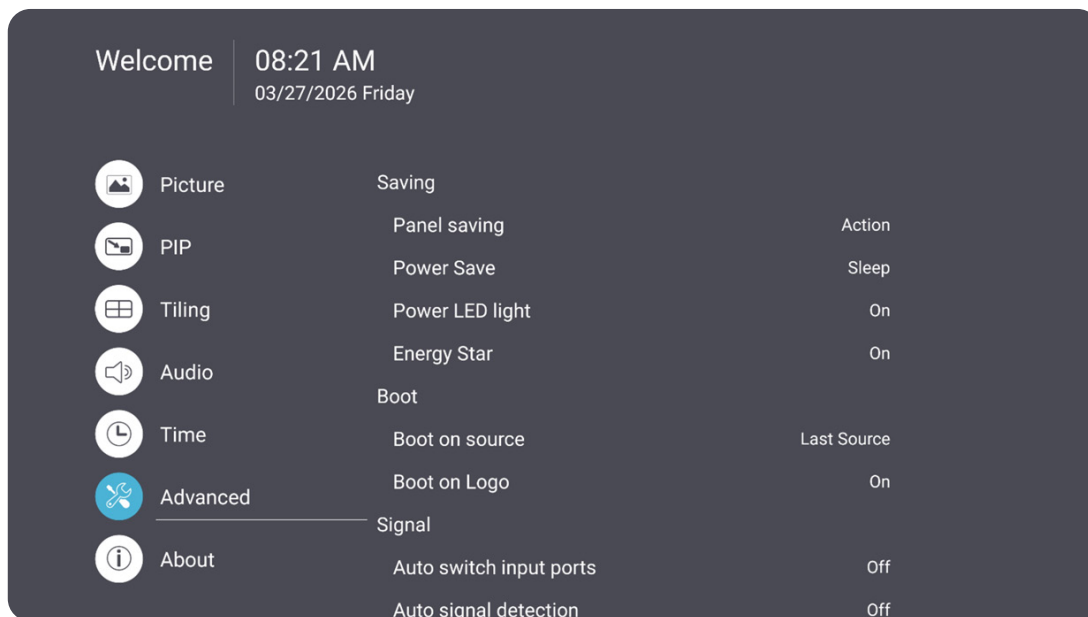
Item	Description
<b>Balance</b>	Adjust the left/right speaker balance.
<b>Treble</b>	Increase/decrease the treble level (higher-pitched sounds).
<b>Bass</b>	Increase/decrease the bass level (lower-pitched sounds).
<b>Volume</b>	Increase/decrease the display's volume level.
<b>Maximum Volume</b>	Set the display's maximum volume level.
<b>Minimum Volume</b>	Set the display's minimum volume level.
<b>Mute</b>	Mute the volume.
<b>Mute Status Notification</b>	Mute all notifications and alerts.
<b>Volume Control</b>	Control audio source from internal speaker or Audio Out port.
<b>Audio Out Sync</b>	Sync Audio Out volume with the display's speakers.
<b>Audio Out Volume</b>	Increase/decrease the Audio Out volume.
<b>Audio Reset</b>	Reset all <b>Audio</b> menu settings to default.

# Time



Item	Description	
<b>Off Time</b>	Set the auto power off time.	
<b>Schedule</b>	Schedule List	Set a schedule to turn on or off the display.
	Enable	Turn on this function.
	Start Time	Set the time to turn on the display.
	End Time	Set the time to turn off the display.
	Input	The display will be turned on automatically when detecting an input signal.
	HDMI 1/HDMI 2/ HDMI 3/TYP E C/ USB Auto Play/ Custom	The display will be turned on automatically when detecting the selected input signal.
	Day Of The Week	Set a day of the week to turn on the display automatically.
	Every Week	Turn on the display every week.
<b>SlideShow Interval</b>	Set the time period between each picture.	
<b>OSD Turn Off</b>	Set the time period the OSD Menu stays on the screen.	
<b>OSD Information</b>	Set the time period the OSD information will be displayed in the upper left corner of the display.	
<b>Switch on Delay</b>	Set the power-on delay time (in seconds).	
<b>Time Reset</b>	Reset all <b>Time</b> menu settings to default.	

## Advanced



Item	Description	
<b>Panel Saving</b>	Reduce the risk of Image Burn-in when enabled.	
<b>Power Save</b>	Reduce power consumption.	
	Hibernate	The display enters a power-off state and power consumption is significantly reduced, start up time is longer than Sleep mode, it is suitable for extended periods of inactivity.
	Sleep	The display enters a low-power standby state with the screen turned off while keeping essential system functions active. The display can be quickly woken up by an input signal, remote control, buttons...etc.

Item	Description	
<b>Power LED Light</b>	Turn On/Off the Power LED indicator.	
<b>Energy Star</b>	Reduce automatically power consumption.	
<b>Boot on Source</b>	Last Input	Select the input source after boot up.
	HDMI 1	
	HDMI 2	
	HDMI 3	
	TYPE C	
	USB Auto Play	
	Custom	
<b>Boot on Logo</b>	Enable/Disable a logo when the display is turned on.	
	Off	Neither the ViewSonic nor animation logo will show.
	On	The ViewSonic logo and animation will show.
	User	If a custom logo option is set in <b>General Settings</b> , then the custom logo will show. If there is no custom logo set then no logo will show.
<b>Auto Switch Input Ports</b>	Switch to the input source automatically when a display cable is connected.	
<b>Auto Signal Detection<sup>1</sup></b>	Search automatically for available input signals.	
	Off	Do not search for an available input signal when the current signal is lost.
	Auto	Search automatically for available input signals.
	Last	Search for the last input signal when the current signal is lost. If no signal is detected, the “No Signal Standby“ notification displays and the display shuts down.
	Fail Over	Customize a priority list for input signals. When the primary signal is lost, the display will switch automatically to the next available source, ensuring uninterrupted media playback.
<b>Wake on Active Source</b>	Determines whether the display can be woken by external signals in Power Save mode.	

<sup>1</sup>– Available input signals include HDMI, USB Type C, and OPS.

Item	Description	
<b>No Signal Standby</b>	Off	Set the time period to enter Standby Mode when there is no signal.
	Instant	
	10 sec	
	5 min	
	10 min	
	15 min	
	30 min	
<b>HDMI with One Wire</b>	<p>Enable/Disable CEC (Consumer Electronics Control).</p> <p>CEC synchronizes power on/off operation via HDMI connection. That is, if a device that also supports CEC is connected to the HDMI input of the display, when the display's power is turned off, the power of the connected device will also be turned off automatically. When the power of the connected device is turned on, the display's power will be turned on automatically.</p>	
<b>USB Cloning</b>	Import	Save the OSD Menu configuration to a USB storage.
	Export	Export the OSD Menu configuration from a USB storage.
<b>HDMI Version<sup>2</sup></b>	Set the HDMI version.	
<b>USB Auto Play</b>	If set to On, the display will copy media files from the external USB storage to the display's internal storage, then play the media files automatically. For more information, refer to "Setting the Display to Auto Play on Boot".	
<b>LAN port sharing</b>	When set to Off, <b>LAN 2</b> port (the port closer to the SPDIF connector) will be disabled. External devices will not be able to share the network with the display through this port.	
<b>TYPEC network sharing</b>	When set to Off, the <b>TYPEC</b> port will not provide network sharing functionality to connected external devices.	
<b>Power Off Reminder</b>	<p>Stop the power-off notification when any of the following actions are performed.</p> <ul style="list-style-type: none"> <li>• Press the <b>Power</b> button on the display or remote control.</li> <li>• Turn off the display remotely.</li> </ul>	
<b>Switch on State</b>	Select the display status for the next time the power cord is connected to a power outlet.	
	Power Off	The display will remain off when the power cord is connected.
	Forced On	The display will turn on when the power cord is connected.
Last Status	The display will return to the previous power status.	

<sup>2</sup> – For HDMI input only.

Item	Description
<b>WOL</b>	Enable/Disable the Wake on LAN (WOL) feature.
<b>RS232</b>	Determines whether the display can be remotely controlled via ViewSonic RS-232 command.
<b>LAN Control</b>	Determines whether the display can be remotely controlled via ViewSonic LAN command.
<b>Monitor ID</b>	Assign a number to remote control the display by RS-232. <b>Note:</b> The number range is: 1~98; 99 is reserved for "All Displays".
<b>Language</b>	Select OSD Menu language.
<b>Factory Reset</b>	Reset all OSD Menu settings to default.
<b>Advanced Reset</b>	Reset all Advanced menu settings to default.

## Setting the Display to Auto Play on Boot

The display supports auto play only from a USB thumb drive. For other devices, use a content management system software.

### From USB Thumb Drive

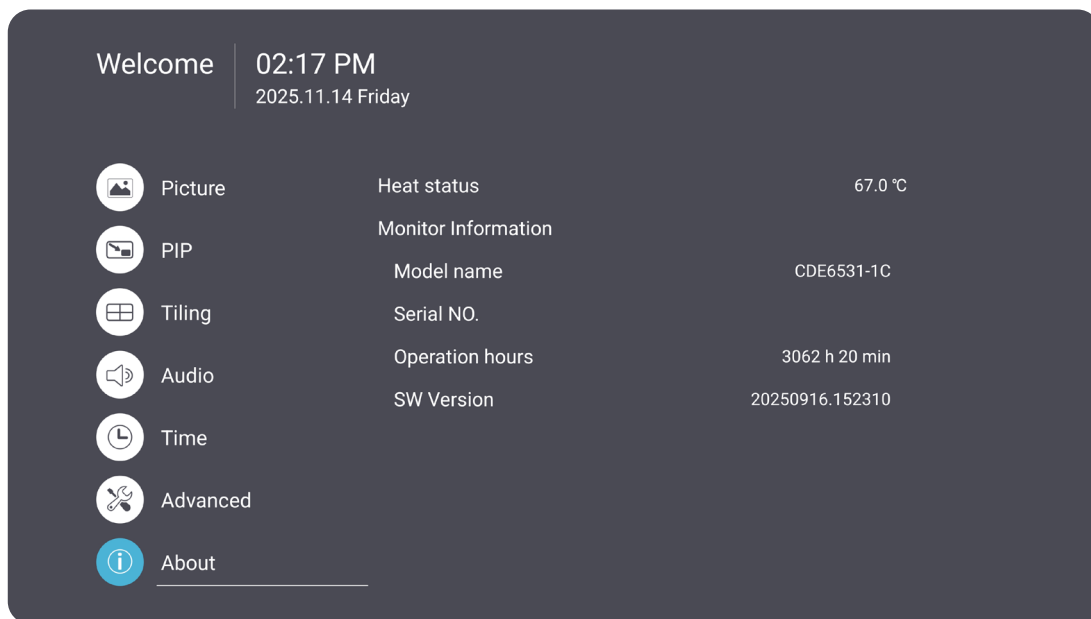
1. Plug the USB thumb drive that has media files (e.g., photos, music, or videos) into a USB Type A port of the display.
2. Press the **Settings** button on the remote control to open the On-Screen Display Menu.
3. Go to **Advanced**, then turn on the **USB Auto Play** toggle. This action creates a folder called "AutoPlayFiles" and copies all the media files in the USB thumb drive to the folder automatically.
4. On the **Advanced** menu, go to **Boot on Source**, then turn on the **USB Auto Play** toggle.
5. Next time the display is turned on, the media files in the folder will autoplay.

### Using a CMS software

1. Downloaded the CMS software to the display.
2. Press the **Settings** button on the remote control to open the On-Screen Display Menu.
3. Go to **Advanced > Boot on Source > Custom**, then select the installed CMS software.
4. Next time the display is turned on, the CMS software will launch automatically.

## About

Show the display's current heat status and other information.



## On-Screen Display Menu Tree

Main Menu	Sub-menu	Menu Option		
Picture	White Balance Gain	RGB Gain Adjust	0~255	
	Brightness	(-/+ , 0~100)/1		
	Contrast	(-/+ , 0~100)/1		
	Sharpness	(-/+ , 0~100)/10		
	Color	(-/+ , 0~100)/1		
	Color Temperature	Warm		
		Normal		
		Cool		
		User		
	Picture Mode	Normal		
		Dynamic		
		Soft		
		User		
	Overscan	Off		
		On		
	RGB Range	Full Range		
		Limited Range		
		Auto		
	Flicker Free	Off		
		On		
Blue Light Filter	(-/+ , 0~100)/1			
Noise Reduction	Off			
	Low			
	Medium			
	High			
Gamma Set	Native			
	2.2			
	2.4			
	DICOM			

Main Menu	Sub-menu	Menu Option
Picture	HDR10	Off
		On
	Orientation	Auto
		Landscape
		Portrait
	Picture Reset	Cancel
Reset		
PIP	Sub Mode	Off
		PIP
		PBP
	PIP Size	Small
		Medium
		Large
	PIP Position	Bottom-Right
		Bottom-Left
		Top-Right
		Top-Left
	PIP Source	HDMI 1
		HDMI 2
		HDMI 3
		TYPEC
	PIP Audio	Main
		Sub
PIP Reset	Action	
Tiling	Enable	On
		Off
	H Monitors	(-/+ , 1~5)/1
	V Monitors	(-/+ , 1~5)/1
	Position	(-/+ , 1~25)/1
	Frame Comp	On
Off		

Main Menu	Sub-menu	Menu Option
Audio	Balance	(-/+ , 0~100)
	Treble	(-/+ , 0~100)
	Bass	(-/+ , 0~100)
	Volume	(-/+ , 0~100)/1
	Maximum Volume	(-/+ , 0~100)/1
	Minimum Volume	(-/+ , 0~100)/1
	Mute	Off
		On
	Mute Status Notification	On
		Off
		3s Show
	Volume Control	Speaker
		Audio Out
		Sync
	Audio Out Sync	Enable
		Disable
	Audio Out Volume	(-/+ , 0~100)/1
	Audio Reset	Cancel
Reset		

Main Menu	Sub-menu	Menu Option			
Time	Off Time	Off			
		10/20/30/60/90/120/ 180/204 min			
	Day and Time	User Network Provided Time			
		Set Date			
		Set Time			
		Choose Time Zone			
		Use 24-Hour Format			
		Set Date Format			
	Schedule	Schedule List			
		Enable			
		Start Time			
		End Time			
		Input	HDMI 1		
			HDMI 2		
			HDMI 3		
			TYPE C		
			USB Auto Play		
			Custom		
	Day of the Week	Day of the Week			
		Every Week			
	Slideshow Interval	5/10/15/20 seconds			
		User			
	OSD Turn Off	Off			
		-		(-/+ , 5~120)/5 Seconds	
	OSD Information	Off			
		-		(-/+ , 1~60)/1 Second	
	Switch on Delay	Off			
On					
Time Reset	Cancel				
	Reset				

Main Menu	Sub-menu	Menu Option
<b>Advanced</b>	Panel Saving	Off
		On
	Power Save	Hibernate
		Sleep
	Power LED Light	Off
		On
	Boot on Source	Last Input
		HDMI 1
		HDMI 2
		HDMI 3
		TYPE C
		USB Auto Play
		Custom
	Boot on Logo	Off
		On
		User
	Auto Switch Input Ports	Off
		On
	Auto Signal Detection	Off
		Auto
		Last
		Fail Over
	Wake on Active Source	Off
		On
	No Signal Standby	Off
		Instant
		10 sec
		5 min
10 min		
15 min		
30 min		
HDMI with One Wire	Off	
	On	
USB Cloning	Import	
	Export	

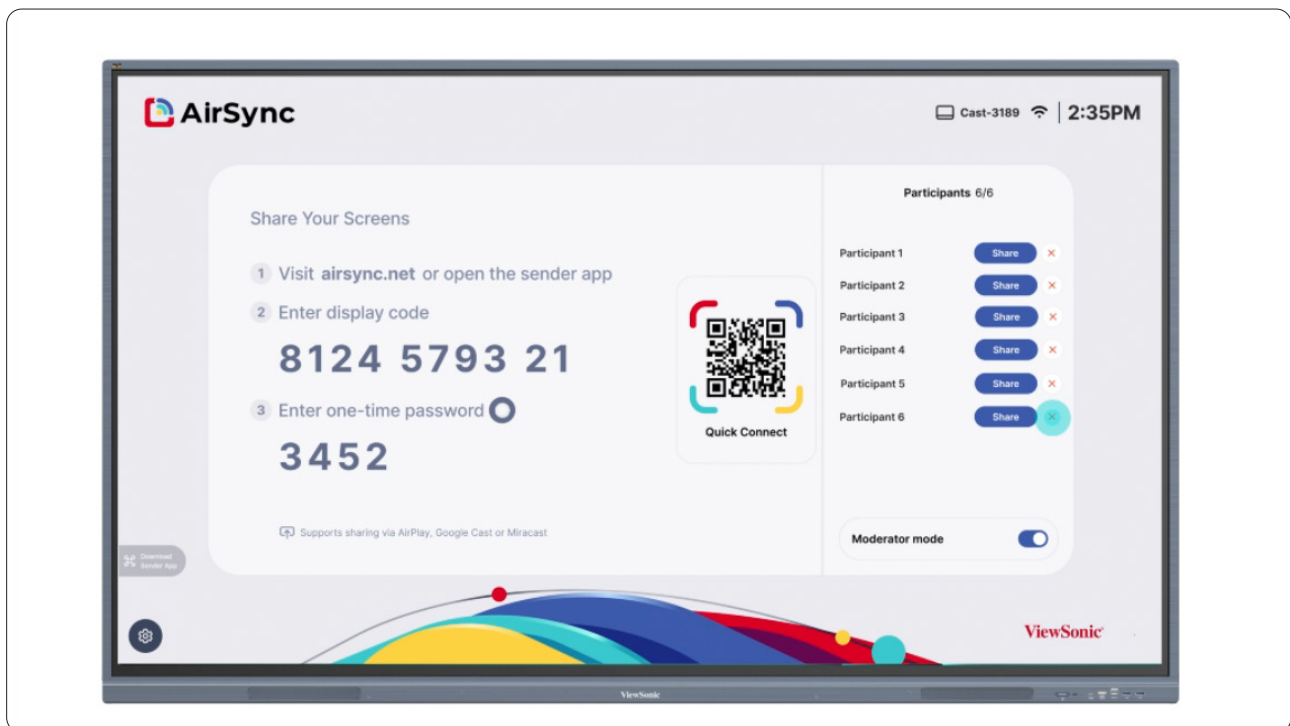
Main Menu	Sub-menu	Menu Option
<b>Advanced</b>	HDMI Version	Standard 1
		Standard 2
		Enhanced
	USB Auto Play	Off
		On
	LAN Port Sharing	Off
		On
	TYPEC Network Sharing	Off
		On
	Power Off Reminder	Off
		On
	Switch On State	Power Off
		Forced On
		Last Status
	WOL	Off
		On
	RS232	Off
		On
	LAN Control	Off
		On
	Monitor ID	(-/+ , 1~98)/1

Main Menu	Sub-menu	Menu Option
<b>Advanced</b>	Language	Češka
		Dansk
		Deutsch
		English
		Español
		Français
		Italiano
		日本語
		Norsk Bokmål
		Polski
		Русский
		Svenska
		Türkçe
		繁體中文
	简体中文	
	Factory Reset	Cancel
		Reset
Advanced Reset	Cancel	
	Reset	
<b>About</b>	Heat Status	
	Monitor Information	Model Name
		Serial No.
		Operation Hours
		SW Version

# Pre-installed Applications and Settings

## AirSync

Wirelessly share a device's screen to a larger display.

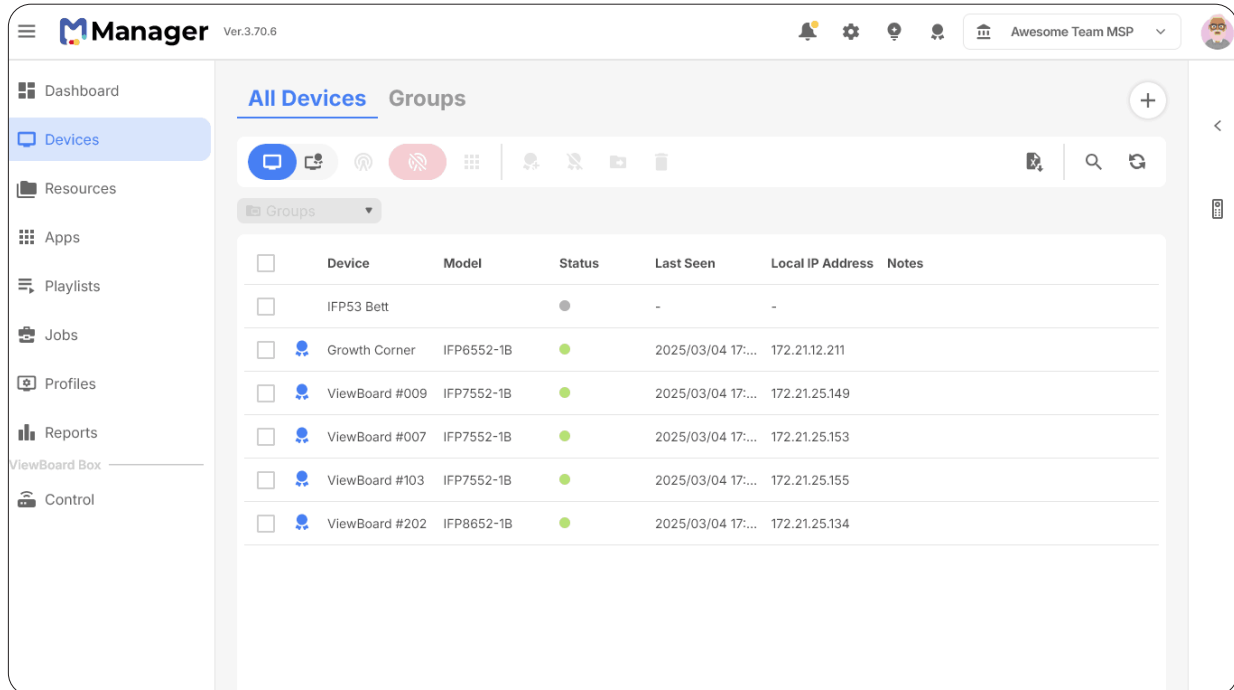


**Note:** To learn more about AirSync, visit the [ViewSonic Software Knowledge Base](#).

# Manager

Remotely manage multiple ViewSonic device installations.

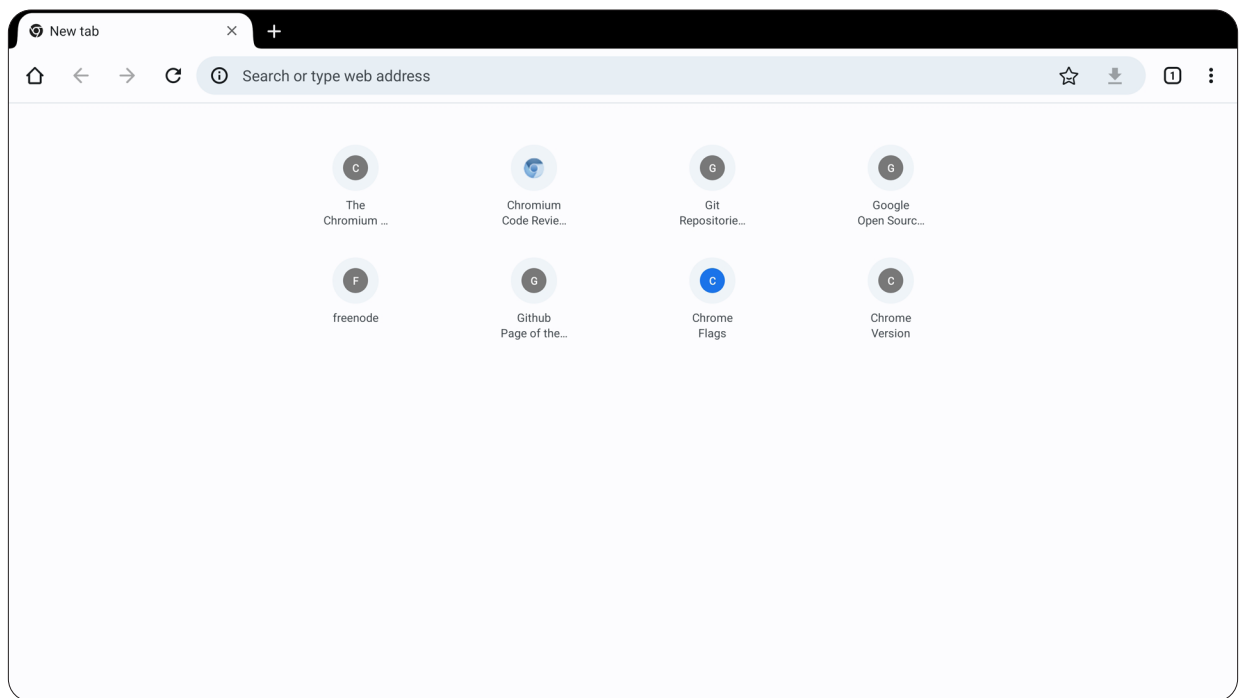
**Note:** Only Entity Admins, after logging into myviewboard.com, have access to this feature. To learn more about Manager, visit the [ViewSonic Software Knowledge Base](#).



After setting up devices and installing Manager, you can add them to an entity and manage them remotely from the Manager web application.

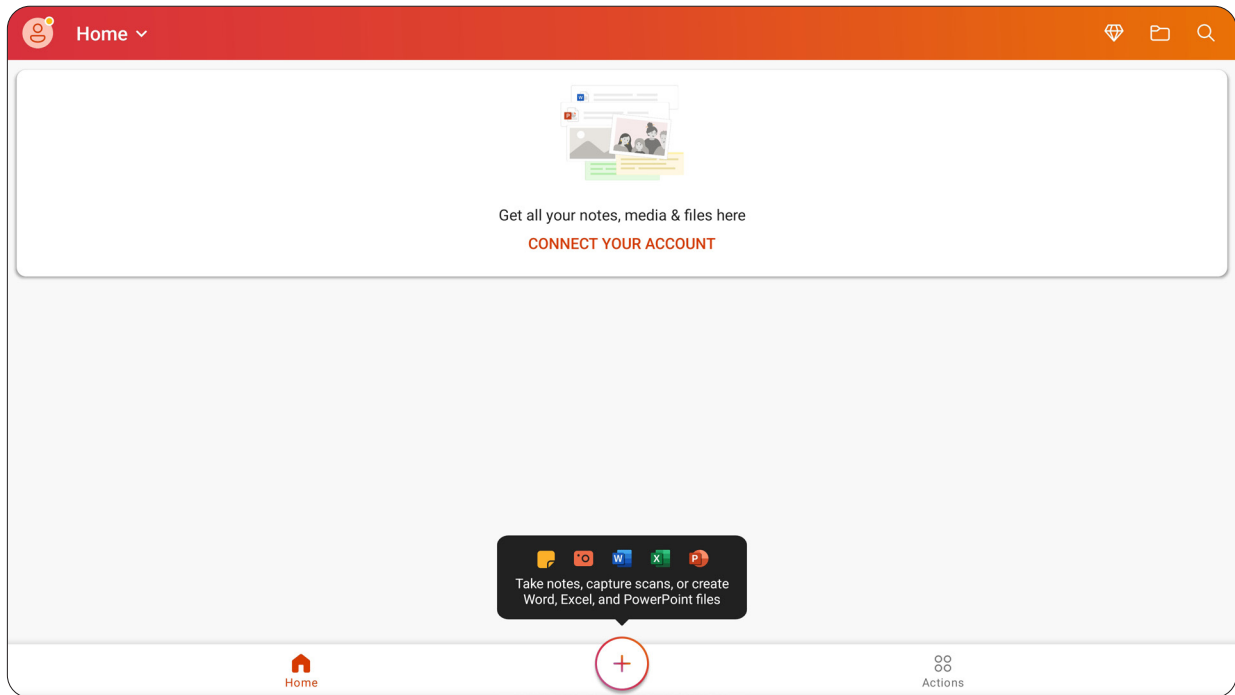
# Chromium

A web browser for surfing the Internet.



# Office

Create, edit, and view documents, memos, presentations, and spreadsheets.



# Revel Digital Player

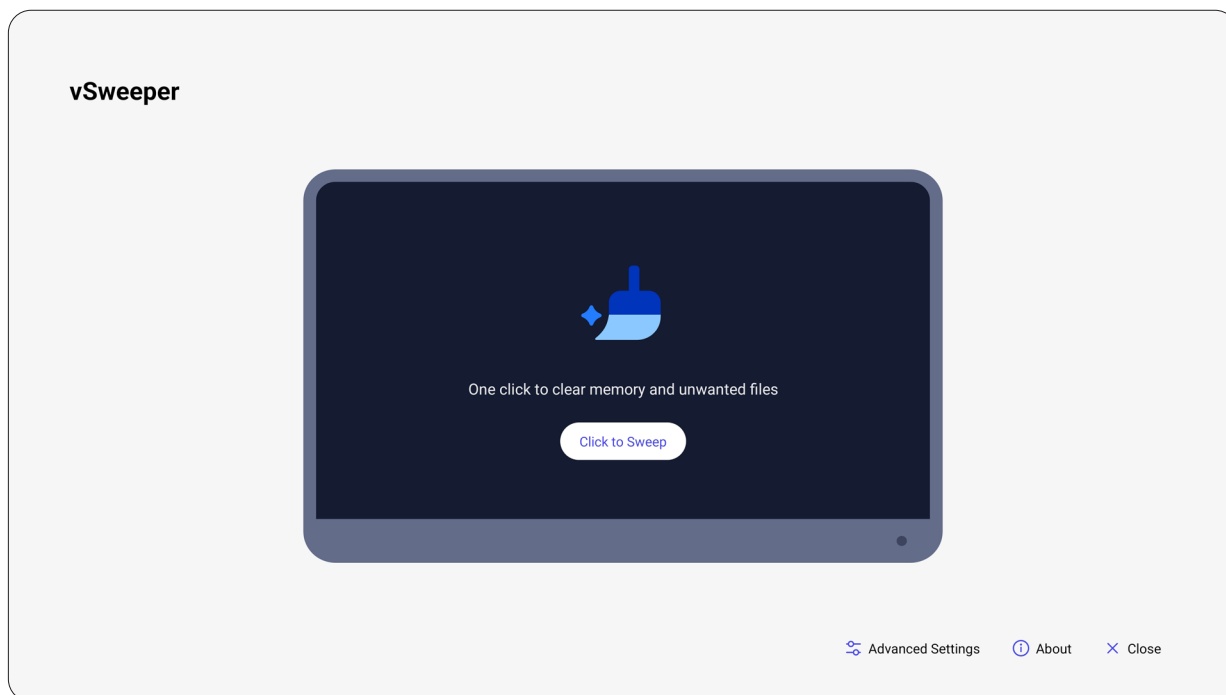
Manage digital signage.



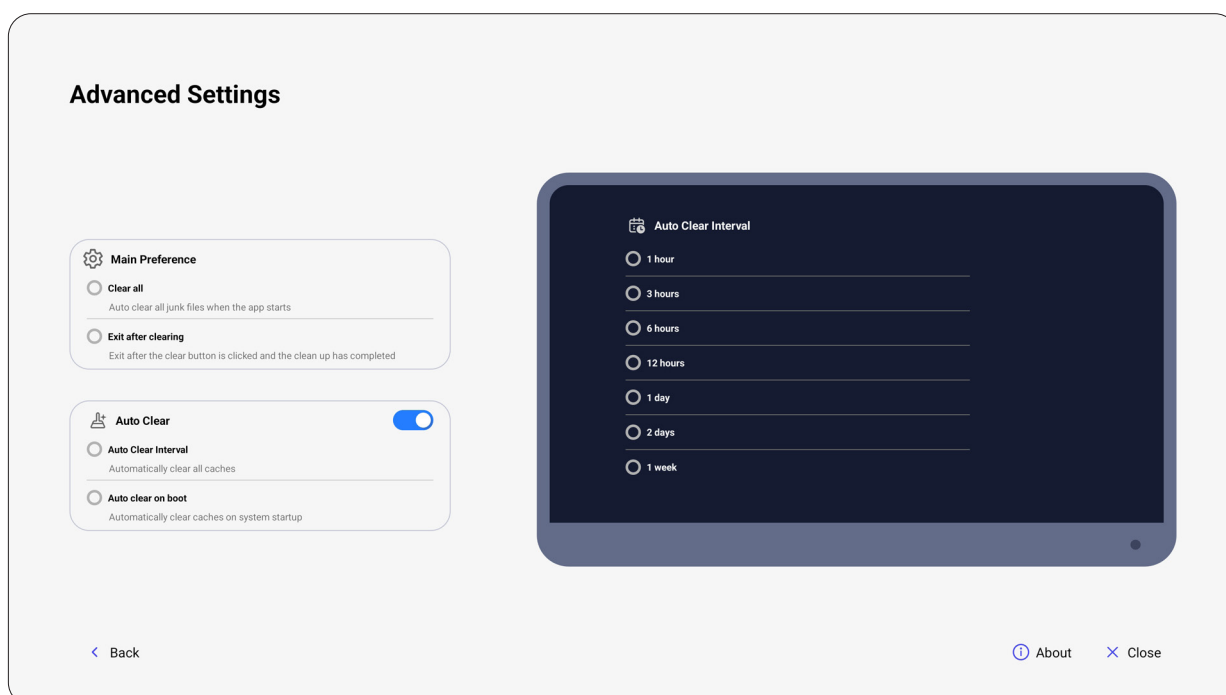
The image shows a registration screen for the Revel Digital Player. At the top center is the Revel Digital logo, which consists of a stylized 'R' in a yellow circle followed by the text 'REVEL DIGITAL'. Below the logo is a large dark blue rectangular box containing the alphanumeric code 'XJSJ2L' in white. Underneath the code is a small QR code. At the bottom of the screen, there are three numbered instructions: 1. Create an account at <https://www.reveldigital.com/login>, 2. Navigate to Devices, and 3. Click the Register button and enter this code. In the bottom right corner, there is a small version number '2.2.272'.

# vSweeper

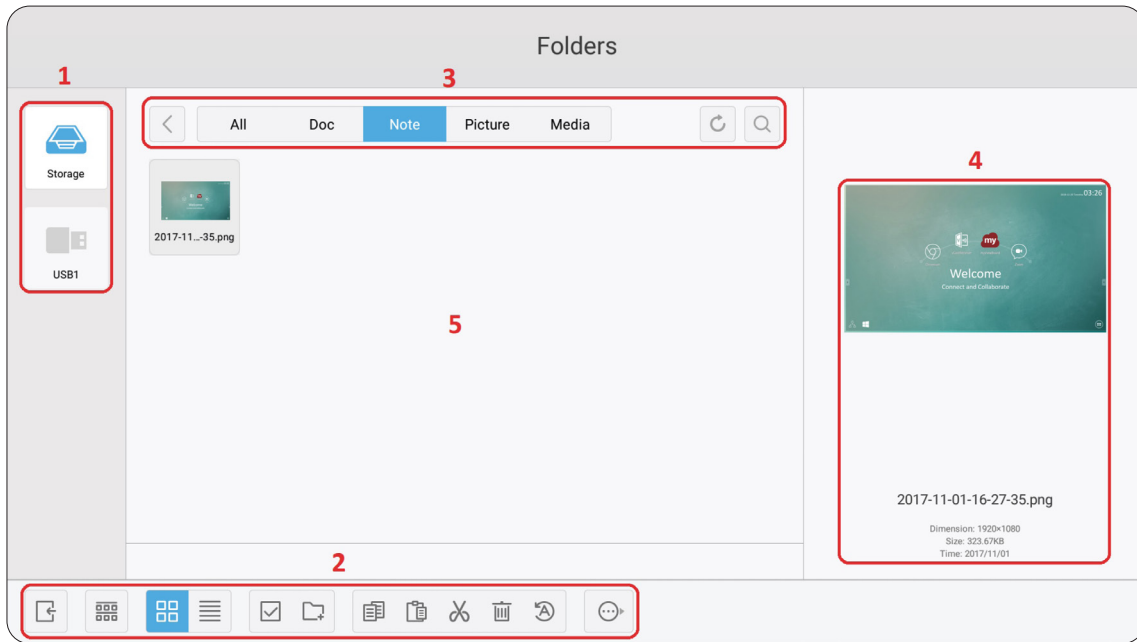
Clear unnecessary data and unwanted files.



Advanced Settings can also be customized to the user's needs.















# Folders



## 1. Storage Device Display

Select the appropriate storage device.

## 2. Icons

	Item	Description
	<b>Exit</b>	Exit Folders
	<b>Sort</b>	Sort the files
	<b>Thumbnail</b>	Display files by thumbnail view
	<b>List</b>	Display files by list view
	<b>Select</b>	Select a file
	<b>Add folder</b>	Add a folder
	<b>Copy</b>	Copy a file
	<b>Paste</b>	Paste a file
	<b>Cut</b>	Cut a file
	<b>Delete</b>	Delete a file
	<b>Rename</b>	Rename a file
	<b>More</b>	Show more functions

## 3. File Type Menu

Item	Description
<b>All</b>	All types
<b>Doc</b>	Office files
<b>Note</b>	Images stored by myViewBoard, Side Tool Bar, and remote control Screen Capture button.
<b>Picture</b>	Image files
<b>Media</b>	Audio and Video files

## 4. File Information

Preview the file, show the file's name, size, resolution, and creation date.

## 5. Main Display Area

Display files of corresponding type.

# RS-232 Protocol

This document describes the hardware interface spec and software protocols of the RS-232 interface communication between ViewSonic LFD and a PC or other control units with RS-232 protocol.

The protocol contains three command sections:

- Set-Function
- Get-Function
- Remote control pass-through mode

**Note:** Below, “PC” represents all the control units that can send or receive the RS-232 protocol command.

## Description

### RS-232 Hardware Specification

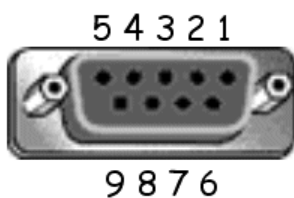
ViewSonic LFD communication port on the rear side:

1. Connector type: DSUB 9-Pin Male (female or 3.5 mm barrel connector)
2. Use of crossover (null modem) cable for connection
3. Pin Assignment:

Male DSUB 9-Pin  
(preferred)



Female DSUB 9-Pin



3.5 mm barrel  
connector (alternative  
for limited space)



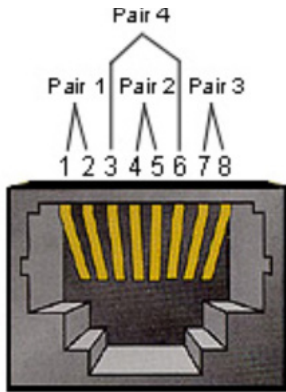
Pin #	Signal	Remark
1	NC	
2	RXD	Input to Display
3	TXD	Output from Display
4	NC	
5	GND	
6	NC	
7	NC	
8	NC	
9	NC	
frame	GND	

Item	Signal	Remark
Tip	TXD	Output from Display
Ring	RXD	Input to Display
Sleeve	GND	

## LAN Hardware Specification

ViewSonic LFD communication port on the rear side:

1. Connector type: 8P8C RJ45
2. Pin Assignment:



Pin #	Signal	Remark
1	TX+	Output from Display
2	TX-	Output from Display
3	RX+	Input to Display
4	BI_D3+	For 1G case
5	BI_D3-	For 1G case
6	RX-	Input to Display
7	BI_D4+	For 1G case
8	BI_D4-	For 1G case
frame	GND	

## RS-232 Communication Setting

- Baud Rate Select: 9600bps (fixed)
- Data bits: 8 bits (fixed)
- Parity: None (fixed)
- Stop Bits: 1(fixed)

## LAN Communication Setting

- Type: Ethernet
- Protocol: TCP/IP
- Port: 5000 (fixed)
- WOL Port: 9 (fixed) for UDP <sup>\*3.2.0</sup>
- Cross subnet: No
- Logon Credentials: No

## Command Message Reference

PC sends to LFD command packet followed by “CR”. Every time PC sends control command to Display, the Display shall respond as follows:

1. If the message is received correctly it will send “+” (02Bh) followed by “CR” (00Dh)
2. If the message is received incorrectly it will send “-” (02Dh) followed by “CR” (00Dh)

# Protocol

## Set-Function Listing

The PC can control the Display for specific actions. The Set-Function command allows you to control the Display behavior at a remote site through the RS-232 port. The Set-Function packet format consists of 9 bytes.

### Set-Function Description:

- Length:** Total Byte of Message excluding "CR"
  
- LFD ID** Identification for each of Display (01~98; default is 01)  
ID "99" means to apply the set command for all connected displays. Under such circumstances, only ID#1 display has to reply.  
The LFD ID can be set via the OSD menu for each Display.
  
- Command Type** Identify command type,  
"s" (0x73h): Set Command  
"+" (0x2Bh): Valid command Reply  
"- " (0x2Dh): Invalid command Reply
  
- Command:** Function command code: One byte ASCII code.
  
- Value[1~3]:** Three bytes ASCII that defines the value.
  
- CR** 0x0D

### Set-Function Format

Send: (Command Type="s")

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Byte Count	1 Byte	2 Byte	1 Byte	1 Byte	1 Byte	1 Byte	1 Byte	1 Byte
Bytes order	1	2~3	4	5	6	7	8	9

Reply: (Command Type="+" or "-")

Name	Length	ID	Command Type	CR
Byte Count	1 Byte	2 Byte	1 Byte	1 Byte
Bytes order	1	2~3	4	5

**Note:** When PC applies command to all displays (ID=99), only the #1 set needs to reply by the name of ID=1.

**Example 1: Set Brightness as 76 for Display (#02) and this command is valid**

**Send (Hex Format)**

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x32	0x73	0x24	0x30	0x37	0x36	0x0D

**Reply (Hex Format)**

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x32	0x2B	0x0D

**Example 2: Set Brightness as 75 for Display (#02) and this command is NOT valid**

**Send (Hex Format)**

Name	Length	ID	Command Type	Command	Value1	Value2	Value3	CR
Hex	0x38	0x30 0x32	0x73	0x24	0x30	0x37	0x35	0x0D

**Reply (Hex Format)**

Name	Length	ID	Command Type	CR
Hex	0x34	0x30 0x32	0x2D	0x0D

## Set-Function Table

### A. Basic Function

Set Function	Length	ID	Command		Value Range (Three ASCII bytes)	Comments	
			Type (ASCII)	Code (ASCII) Code (Hex)			
Power on *3.2.1/ off (standby)	8		s	!	21	000: STBY 001: ON	1. The Power-on via LAN control may works only under specific mode. To see display UG for details. *3.1.1 2. "WOL by MAC address" may available as alternative.*3.2.1
Input Select	8		s	"	22	004: HDMI1 014: HDMI2 024: HDMI3  006: VGA  007: Slot-in PC (OPS)  009: DP 019: Type-C *3.2.4  00A: Embedded/ Main (Android)	1. No need for USB 2. For the case of two more same sources, the 2nd digital is used to indicate the extension. 3. The HEX of 00A is 30 30 41.
Brightness	8		s	\$	24	000 ~ 100 900: Bright down (-1) 901: Bright up (+1) *3.1.1	
Backlight *3.2.0	8		A	B	42	000 ~ 100	1. For Android platform whose main mode is controlled by backlight and the other sources are controlled by brightness. 2. Derived from Color calibration. *3.2.0
Power lock	8		s	4	34	000: Unlock 001: Lock	*See note in details
Volume	8		s	5	35	000 ~ 100 900: Volume down(-1) 901:Volume up(+1)	
Mute	8		s	6	36	000: OFF 001: ON (mute)	
Button lock	8		s	8	38	000: Unlock 001: Lock	*See note in details
Menu lock	8		s	>	3E	000: Unlock 001: Lock	*See note in details

Set Function	Length	ID	Command	Command	Value Range	Comments	
Number *3.1.1	8		s	@	40	000~009	
Key Pad *3.1.1	8		s	A	41	000: UP 001: DOWN 002: LEFT 003: RIGHT 004: ENTER 005: INPUT 006: MENU/(EXIT) 007: EXIT	
Remote Control	8		s	B	42	000: Disable 001: Enable 002: Pass through	<b>Disable:</b> RCU will be no function <b>Enabled:</b> RCU controls normally <b>Pass through:</b> Display will bypass the RC code to connected device via the RS-232 port, but not react itself.
Restore default	8		s	~	7E	000	Recover to factory setting

## B. Optional Function

Set Function	Length	ID	Command		Value Range (Three ASCII bytes)	Comments
			Type (ASCII)	Code (ASCII) Code (Hex)		
Contrast	8		s	# 23	000 ~ 100	
Sharpness	8		s	% 25	000 ~ 100	
Color	8		s	& 26	000 ~ 100	
Tint	8		s	' 27	000 ~ 100	
Backlight On_Off *3.2.3	8		s	( 29	000: Off 001: On	
Color mode	8		s	) 29	000: Normal 001: Warm 002: Cold 003: Personal	
Freeze On_Off *3.2.5	8		s	* 2A	000: Off 001: On	
Bass	8		s	. 2E	000 ~ 100	
Treble	8		s	/ 2F	000 ~ 100	
Balance	8		s	0 30	000 ~ 100	050 is central
Picture Size	8		s	1 31	000: FULL (16:9) 001: NORMAL (4:3) 002: REAL (1:1) *3.1.0	
OSD language	8		s	2 32	000: English 001: French 002: Spanish	Could be extended for more supported languages by model
Date: Year	8		s	V 56	Y17~Y99	Last 2 digits (20)17~(20)99
Date: Month	8		s	V 56	M01~M12	2 digits
Date: Day	8		s	V 56	D01~D31	2 digits
Time: Hour	8		s	W 57	H00~H23	24-hr format. 2 digits.
Time: Min	8		s	W 57	M00~M59	2 digits
Time: Sec	8		s	W 57	S00~S59	2 digits
Customized Hot Keys *3.2.6	8		s	X 58	001~999 001: Open MVBA app *3.2.6	

# Appendix

## USB Media Supported Formats

### Photo

File Extension	Format	Supported Range	Note
.jpeg/jpg	JPEG	Baseline: 16383 x 16383	Hardware decoder
		Progressive: 1920 x 1080	
.png	PNG	8192 x 4320	The maximum value of the resolution depends on the size of the DRAM memory.
.bmp	BMP		
.gif	GIF		

## Video

File Extension	Video	Audio	Maximum Transmit Ratio
.3gp/3GP2	VP8	MPEG 1/2 Layer 1/2/3, AAC-1.C, HEAAC, VORBIS, LPCM, FLAG	<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 40 Mbps</li> </ul>
	H.263		<ul style="list-style-type: none"> <li>• 1408 x 1152 @ 60 fps, 60 Mbps</li> </ul>
	H.264		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	VP9		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	MJPEG		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>

File Extension	Video	Audio	Maximum Transmit Ratio
.avi	VP8	MPEG 1/2 Layer 1/2/3, AAC-1.C, HEAAC, VORBIS, LPCM	<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 40 Mbps</li> </ul>
	H.263		<ul style="list-style-type: none"> <li>• 1408 x 1152 @ 60 fps, 60 Mbps</li> </ul>
	H.264		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MJPEG		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
.dat	H.264	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM	<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>

File Extension	Video	Audio	Maximum Transmit Ratio
.flv	H.264	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM	<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
.mkv	VP8	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM, FLAC, OPUS	<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 40 Mbps</li> </ul>
	VP9		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	H.264		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MJPEG		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>

File Extension	Video	Audio	Maximum Transmit Ratio
.mov	VP8	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM, FLAC	<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 40 Mbps</li> </ul>
	VP9		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	H.263		<ul style="list-style-type: none"> <li>• 1408 x 1152 @ 60 fps, 60 Mbps</li> </ul>
	H.264		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MJPEG		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>

File Extension	Video	Audio	Maximum Transmit Ratio
.mp4	VP8	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM, FLAC	<ul style="list-style-type: none"> <li>• 1920 x 1080@60 fps, 40 Mbps</li> </ul>
	VP9		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	H.263		<ul style="list-style-type: none"> <li>• 1408 x 1152 @ 60 fps, 60 Mbps</li> </ul>
	H.264		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MJPEG		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
.vob	H.264	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM	<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>

File Extension	Video	Audio	Maximum Transmit Ratio
.mpg/.mpeg	H.264	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM	<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>
.webm	VP8	VORBIS, OPUS	<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 40 Mbps</li> </ul>
	VP9		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100 Mbps</li> </ul>
.ts	H.264	MPEG 1/2 Layer 1/2/3, AAC-LC, HEAAC, LPCM	<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 135 Mbps</li> </ul>
	MPEG-1		<ul style="list-style-type: none"> <li>• 720 x 576 @ 30 fps, 60 Mbps</li> </ul>
	MPEG-2		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 60 Mbps</li> </ul>
	H.265		<ul style="list-style-type: none"> <li>• 3840 x 2160 @ 60 fps (up to: 4096 x 2304)</li> <li>• 1920 x 1080 @ 120 fps, 100Mbps</li> </ul>
	MPEG-4		<ul style="list-style-type: none"> <li>• 1920 x 1080 @ 60 fps, 60 Mbps</li> </ul>

## Audio

File Extension	Format	Audio Codec	Supported Range
.aac/.m4a	AAC, M4A	AAC-LC, HEAAC	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48 kHz</li> <li>• Bit Rate: 12 kbps~576 kbps</li> </ul>
.mpg	MP2, MP3	MPEG 1/2 Layer 1/2/3	<ul style="list-style-type: none"> <li>• Sample Rate: 16 kHz~48 kHz</li> <li>• Bit Rate: 8 kbps~384 kbps</li> </ul>
	AAC,M4A	AAC-LC, HEAAC	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48 kHz</li> <li>• Bit Rate: 12 kbps~576 kbps</li> </ul>
	LPCM	LPCM	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48 kHz</li> <li>• Bit Rate: 64 kbps~1.5Mbps</li> </ul>
.flac	FLAC	FLAC	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~44 kHz</li> <li>• Bit Rate: &lt; 1.6Mbps</li> </ul>
.mp3	MPEG Audio Layer3	MPEG 1/2 Layer 1/3	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48 kHz</li> <li>• Bit Rate: 8 kbps~320 kbps</li> </ul>
.ogg	Vorbis	Vorbis	<ul style="list-style-type: none"> <li>• Sample Rate: ~48 kHz</li> <li>• Bit Rate: NA</li> </ul>
	OPUS	OPUS	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48 kHz</li> <li>• Bit Rate: 6 kbps~510 kbps</li> </ul>
.wav	AAC,M4A	AAC-LC, HEAAC	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48KH</li> <li>• Bit Rate: 12 kbps~576 kbps</li> </ul>
	LPCM	LPCM	<ul style="list-style-type: none"> <li>• Sample Rate: 8 kHz~48 kHz</li> <li>• Bil Rate: 64 kbps~1.5Mbps</li> </ul>

# Timing Table

## PC Signal

### HDMI | Type C

Resolution	V Frequency (Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
640 x 480	59.94	31.469	25.175	VESA
800 x 600	56.25	35.156	36.000	
800 x 600	60.32	37.879	40.000	
1024 x 768	60.00	48.363	65.000	
1280 x 800	59.81	49.702	83.500	
1280 x 1024	60.02	63.981	108.000	
1360 x 768	60.02	47.712	85.500	
1680 x 1050	59.95	65.290	146.250	
1920 x 1080	60.00	67.500	148.500	
2560 x 1440	59.95	88.787	241.5	

## Video Signal

### HDMI

Video	Refresh Rate (V Frequency/Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
480p	27.027	31.500	60.00	CEA-861
480i	27.000	15.734	59.94	
576p	27.000	31.250	50.00	
576i	27.000	15.625	50.00	
720p	74.250	37.500	50.00	
	45.000	60.00	60.00	
1080p	74.175	26.973	23.98	
	74.250	27.000	24.00	
	74.250	28.125	25.00	
	74.175	33.716	29.97	
	74.250	33.750	35.00	
	148.500	56.250	50.00	
	148.500	67.500	60.00	
1080i	74.250	28.125	50.00	
	74.250	33.750	60.00	
2160p	297.000	54.000	23.98	CTA
	297.000	56.250	25.00	
	297.000	67.500	29.97	
	594.000	112.500	50.00	
	594.000	135.000	59.94	

## Type C

Video	Refresh Rate (V Frequency/Hz)	H Frequency (kHz)	Pixel Rate (MHz)	Stand for Mode
480p	27.027	31.500	60.00	CEA-861
576p	27.000	31.250	50.00	
720p	74.250	37.500	50.00	
	45.000	60.00	60.00	
1080p	74.175	26.973	23.98	
	74.250	27.000	24.00	
	74.250	28.125	25.00	
	74.175	33.716	29.97	
	74.250	33.750	35.00	
	148.500	56.250	50.00	
2160p	148.500	67.500	60.00	CTA
	297.000	54.000	23.98	
	297.000	56.250	25.00	
	297.000	67.500	29.97	
	594.000	112.500	50.00	
	594.000	135.000	59.94	

## Troubleshooting

This section describes some common problems that you may experience when using the display.

Problem or Issue	Possible Solutions
Remote Control is not working	<ol style="list-style-type: none"><li>1. Check whether something is obstructing the display's remote control receiver.</li><li>2. Check whether the batteries in the remote control are installed correctly.</li><li>3. Check whether the batteries need to be replaced.</li></ol>
The unit turns off unexpectedly	<ol style="list-style-type: none"><li>1. Check whether Sleep mode is enabled.</li><li>2. Check if there is a power outage in your area.</li><li>3. Turn on the display and see if the problem is with the signal and control system.</li></ol>

### PC Mode

Problem or Issue	Possible Solutions
No PC signal	<ol style="list-style-type: none"><li>1. Check the display settings.</li><li>2. Check the display resolution.</li><li>3. Adjust the Hs &amp; Vs (synchronization) settings using the OSD menu.</li></ol>
Background streaking	<ol style="list-style-type: none"><li>1. Choose auto adjust.</li><li>2. Adjust clock and phase.</li></ol>
False color	<ol style="list-style-type: none"><li>1. Check the connection.</li><li>2. Adjust the chroma, brightness, and contrast settings.</li></ol>
Unsupported format	<ol style="list-style-type: none"><li>1. Choose auto adjust.</li><li>2. Adjust clock and phase settings.</li></ol>

## Video Not Working Properly

Problem or Issue	Possible Solutions
No picture/ No sound	<ol style="list-style-type: none"><li>1. Check the Power status.</li><li>2. Check the signal cable.</li><li>3. Check that the internal PC is installed correctly.</li></ol>
Picture is unclear or cuts in and out	<ol style="list-style-type: none"><li>1. Check the signal cable.</li><li>2. Check if other electronics are interrupting the signal.</li></ol>
Poor picture	<ol style="list-style-type: none"><li>1. Adjust chroma, brightness, and contrast settings in the menu.</li><li>2. Check the signal cable.</li></ol>

## Audio Not Working Properly

Problem or Issue	Possible Solutions
No sound	<ol style="list-style-type: none"><li>1. Press the Mute/Unmute button.</li><li>2. Adjust the volume.</li><li>3. Check the audio cable.</li></ol>
One speaker only	<ol style="list-style-type: none"><li>1. Adjust the sound balance in the menu.</li><li>2. Check the sound control panel settings of the computer.</li><li>3. Check the audio cable.</li></ol>

# Maintenance

## General Precautions

- Make sure the device is turned off and the power cable is unplugged from the power outlet.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the device with care, as a darker-colored device, if scuffed, may show marks more clearly than a lighter-colored device.
- Do not use the system continuously for long periods of time.

## Cleaning the Screen

- Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- If the screen is still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth; then wipe the screen.

## Cleaning the Case

- Use a soft, dry cloth.
- If the case is still not clean, apply a small amount of non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

## Disclaimer

- ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the display screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the device.
- ViewSonic® will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

**Note:** If condensation appears between the glass and the panel, keep the display turned on until the moisture disappears.

# Regulatory and Service Information

## Compliance Information

This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on the unit.

### FCC Compliance 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.

### Industry Canada Statement

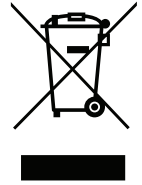
CAN ICES (B) / NMB (B)

## CE Conformity for European Countries

**CE** The device complies with the EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU.

### **The 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 2012/19/EU (WEEE). The mark indicates the requirement NOT to dispose of the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



## 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 <sup>+</sup> )	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:**

- Copper alloy containing up to 4% lead by weight.
- Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- 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.
- Lead in dielectric ceramic in capacitors for a rated voltage of 125V AC or 250V DC or higher.

## ENERGY STAR Statement

ENERGY STAR is a U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency criteria or requirements set by the U.S. Environmental Protection Agency.

As an ENERGY STAR Partner, ViewSonic is determined to meet the Energy star Guidelines and mark all certified models with the ENERGY STAR logo.

The following logo appears on all ENERGY STAR-certified models:



**Note:** The power management features significantly reduce energy consumption when the product is not in use. Power management allows the device to automatically enter a low power “sleep” mode after a defined period of inactivity. And the power management features also enter Sleep Mode or Off Mode within 5 minutes of being disconnected from a host computer. Please note any change in energy settings will increase energy consumption.

## Indian Restriction of Hazardous Substances

Restriction on Hazardous Substances statement (India). This product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

## 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 the ViewSonic® website to learn more.

### USA & Canada:

<https://www.viewsonic.com/us/go-green-with-viewsonic>

### Europe:

<https://www.viewsonic.com/eu/environmental-social-governance/recycle>

### Taiwan:

<https://recycle.moenv.gov.tw/>

**For EU users, please contact us for any safety/accident issue experienced with this product:**

ViewSonic Europe Limited



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+31 08000232999



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<https://www.viewsonic.com/eu/>

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# 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
<b>Asia Pacific &amp; Africa</b>			
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>
<b>Americas</b>			
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>		
<b>Europe</b>			
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® Display

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

ViewSonic® warrants its products to be free from defects in material and workmanship 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, and as your sole remedy, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The repair or replacement unit or parts or components will be covered by the balance of the time remaining on the customer's original limited warranty and the warranty period will not be extended. ViewSonic® provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty excludes and does not cover" section).

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

ViewSonic® displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labor from the date of the first consumer purchase.

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

This warranty is valid only for the first consumer purchaser.

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

- Any product on which the serial number has been defaced, modified, or removed.
- Damage, deterioration, or malfunction resulting from:
  - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - » Repair or attempted repair by anyone not authorized by ViewSonic®.
  - » Damage to or loss of any programs, data, or removable storage media.
  - » Normal wear and tear.
  - » Removal or installation of the product.
- Software or data loss occurring during repair or replacement.

- Any damage of the product due to shipment.
- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic’s specifications.
- Failure of owner to perform periodic product maintenance as stated in the User Guide.
- Any other cause which does not relate to a product defect.
- Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
- Software - Any third-party software included with the product or installed by the customer.
- Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
- Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in the product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of the product.

#### **How to get service:**

- For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the “Customer Service” page). You will need to provide your product’s serial number.
- To obtain warranty service, you will be required to provide: (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, freight prepaid, in the original container to an authorized ViewSonic® service center or ViewSonic®.
- 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:

- 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.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

**Effect of state law:**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

**Sales outside the U.S.A. and Canada:**

For warranty information and service on ViewSonic® products sold outside of the U.S.A. and Canada, contact ViewSonic® or your local ViewSonic® dealer.

The warranty period for this product in mainland China (Hong Kong, Macao, and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

For users in Europe and Russia, full details of warranty provided can be found at: <http://www.viewsonic.com/eu/> under "Support/Warranty Information".

## **Mexico Limited Warranty**

### **ViewSonic® Display**

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

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

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

ViewSonic® LCD displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labour from the date of the first consumer purchase.

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

This warranty is valid only for the first consumer purchaser.

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

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration, or malfunction resulting from:
  - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow instructions supplied with the product.
  - » Causes external to the product, such as electrical power fluctuations or failure.
  - » Use of supplies or parts not meeting ViewSonic®'s specifications.
  - » Normal wear and tear.
  - » Any other cause which does not relate to a product defect.
- 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.
- Removal, installation, insurance, and set-up service charges.

## How to get service:

For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the attached “Customer Service” page). You will need to provide your product’s serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.

## For Your Records

Product Name: \_\_\_\_\_ Model Number: \_\_\_\_\_

Document Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Extended Warranty Purchase? \_\_\_\_\_ (Y/N)

If so, what date does warranty expire? \_\_\_\_\_

- To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, in the original container packaging, to an authorized ViewSonic® service center.
- Round trip transportation costs for in-warranty products will be paid by ViewSonic®.

## Limitation of implied warranties:

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

## Exclusion of damages:

ViewSonic®’s liability is limited to the cost of repair or replacement of the product.

ViewSonic® shall not be liable for:

- 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.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

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 Juárez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: <a href="mailto:disc2@hmo.megared.net.mx">disc2@hmo.megared.net.mx</a>	<b>Villahermosa:</b> Compumantenimientos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: <a href="mailto:compumantenimientos@prodigy.net.mx">compumantenimientos@prodigy.net.mx</a>
<b>Puebla, Pue. (Matriz):</b> RENTA Y DATOS, S.A. DE C.V. Domicilio: 29 SUR 721 COL. LA PAZ 72160 PUEBLA, PUE. Tel: 01(52).222.891.55.77 CON 10 LINEAS E-Mail: <a href="mailto:datos@puebla.megared.net.mx">datos@puebla.megared.net.mx</a>	<b>Veracruz, Ver.:</b> CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419 ENTRE PINZÓN Y ALVARADO Fracc. Reforma C.P. 91919 Tel: 01-22-91-00-31-67 E-Mail: <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>
<b>Chihuahua:</b> Soluciones Globales en Computación C. Magisterio # 3321 Col. Magisterial Chihuahua, Chih. Tel: 4136954 E-Mail: <a href="mailto:Cefeo@soluglobales.com">Cefeo@soluglobales.com</a>	<b>Cuernavaca:</b> Compusupport de Cuernavaca SA de CV Francisco Leyva # 178 Col. Miguel Hidalgo C.P. 62040, Cuernavaca Morelos Tel: 01 777 3180579 / 01 777 3124014 E-Mail: <a href="mailto:aquevedo@compusupportcva.com">aquevedo@compusupportcva.com</a>
<b>Distrito Federal:</b> QPLUS, S.A. de C.V. Av. Coyoacán 931 Col. Del Valle 03100, México, D.F. Tel: 01(52)55-50-00-27-35 E-Mail : <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>	<b>Guadalajara, Jal.:</b> SERVICRECE, S.A. de C.V. Av. Niños Héroes # 2281 Col. Arcos Sur, Sector Juárez 44170, Guadalajara, Jalisco Tel: 01(52)33-36-15-15-43 E-Mail: <a href="mailto:mmiranda@servicrece.com">mmiranda@servicrece.com</a>
<b>Guerrero Acapulco:</b> GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	<b>Monterrey:</b> Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: <a href="mailto:aydeem@gps1.com.mx">aydeem@gps1.com.mx</a>
<b>MERIDA:</b> ELECTROSER Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, México CP97000 Tel: (52) 999-925-1916 E-Mail: <a href="mailto:rrrb@sureste.com">rrrb@sureste.com</a>	<b>Oaxaca, Oax.:</b> CENTRO DE DISTRIBUCION Y SERVICIO, S.A. de C.V. Murguía # 708 P.A., Col. Centro, 68000, Oaxaca Tel: 01(52)95-15-15-22-22 Fax: 01(52)95-15-13-67-00 E-Mail: <a href="mailto:gpotai2001@hotmail.com">gpotai2001@hotmail.com</a>
<b>Tijuana:</b> STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembre Tijuana, Mexico	<b>FOR USA SUPPORT:</b> ViewSonic® Corporation 10 Pointe Drive 2nd Floor, Brea, CA 92821 USA Tel: 800-688-6688 <a href="https://www.viewsonic.com">https://www.viewsonic.com</a>



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