

# **> PD2211**

# **PD2211T**

## **Pen 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 in the upper right corner of our website. "Antes de operar su equipo lea cuidadosamente las instrucciones en este manual"

Model No. VS16288  
P/N: PD2211 | PD2211T

## **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.
- Allow at least 4" (10 cm) clearance around the device to ensure proper ventilation.
- Place the device in a well-ventilated area. Do not place anything on the device that prevents heat dissipation.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- 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.
- Oil may collect on the screen as you touch it. To clean the greasy spots on the screen, refer to the "Maintenance" section.
- Do not touch the screen surface with sharp or hard objects, as it may cause damage to the screen. Only use the supplied pen, or fingers for models that support touch input.
- 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.
- 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.
- Refer all servicing to qualified service personnel. Service will be required when the unit has been damaged in any way, such as:
  - » if the power supply cord or plug is damaged
  - » if liquid is spilled onto or objects fall in the unit
  - » if the unit is exposed to moisture
  - » if the unit does not operate normally or has been dropped
- NOTICE: LISTENING THROUGH EAR-/HEADPHONES AT A HIGH VOLUME FOR EXTENDED PERIODS CAN CAUSE HEARING DAMAGE/HEARING LOSS. When using ear-/headphones, adjust the volume to appropriate levels, or hearing damage may result.
- NOTICE: THE MONITOR MAY OVERHEAT AND SHUTDOWN! If the device shuts down automatically, please turn on your monitor again. After rebooting, change your monitor's resolution and refresh rate. For details, please refer to the graphics card's user guide.



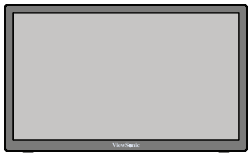
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# > Introduction

## Package Contents



Pen Display



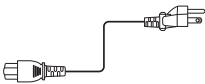
VGA cable



Pen



Replacement Pen  
nib x 3



Power Cord



Nib removal tool



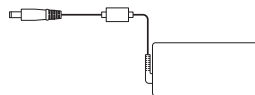
USB Cable



Pen Tether



Quick Start Guide

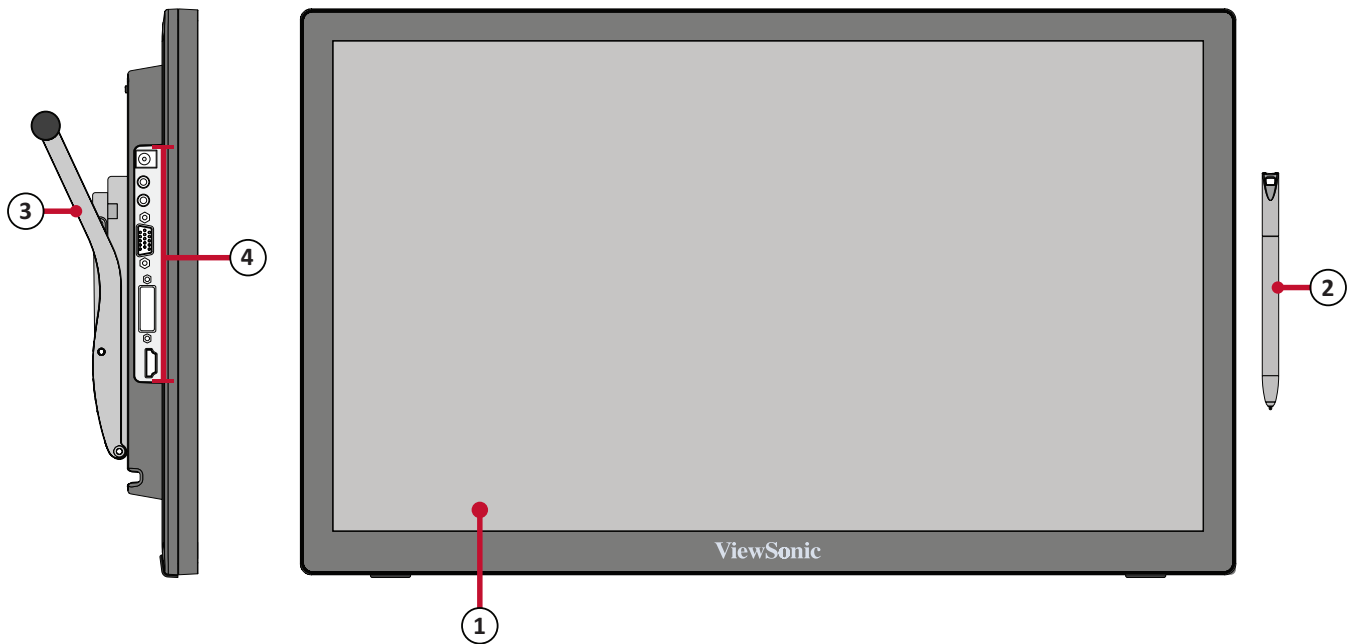


Power Adapter

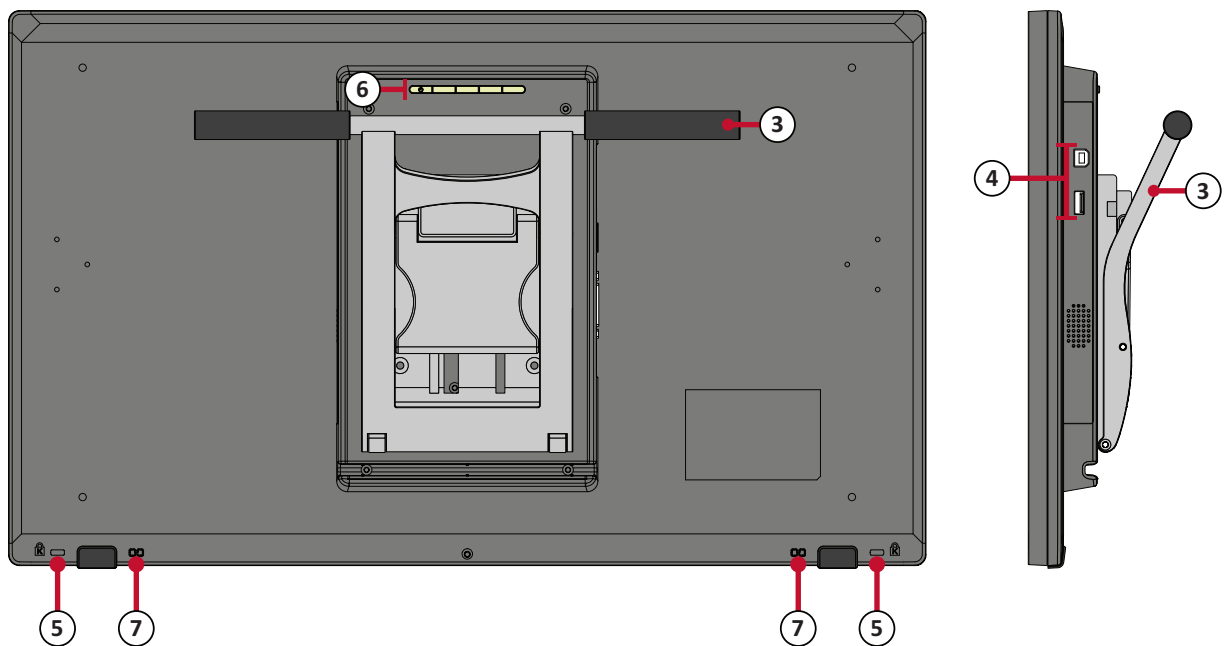
**NOTE:** The contents included in your package may vary depending on your country. Please contact your local reseller for more information.

# Product Overview

## Front and Side View



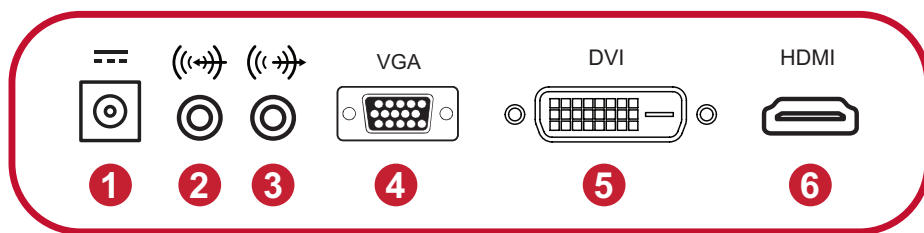
## Rear and Side View



- |                               |                       |                    |
|-------------------------------|-----------------------|--------------------|
| 1. Display Screen             | 2. Pen                | 3. Adjustable Foot |
| 4. I/O Panel                  | 5. Security Lock Slot | 6. Control Panel   |
| 7. Pen Tether<br>Anchor Point |                       |                    |



# I/O Overview



1. DC IN

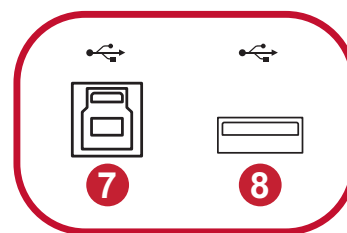
2. Audio In

3. Audio Out

5. DVI

6. HDMI

7. USB Upstream



4. VGA

8. USB Downstream

# > Initial Setup

## Wall Mounting

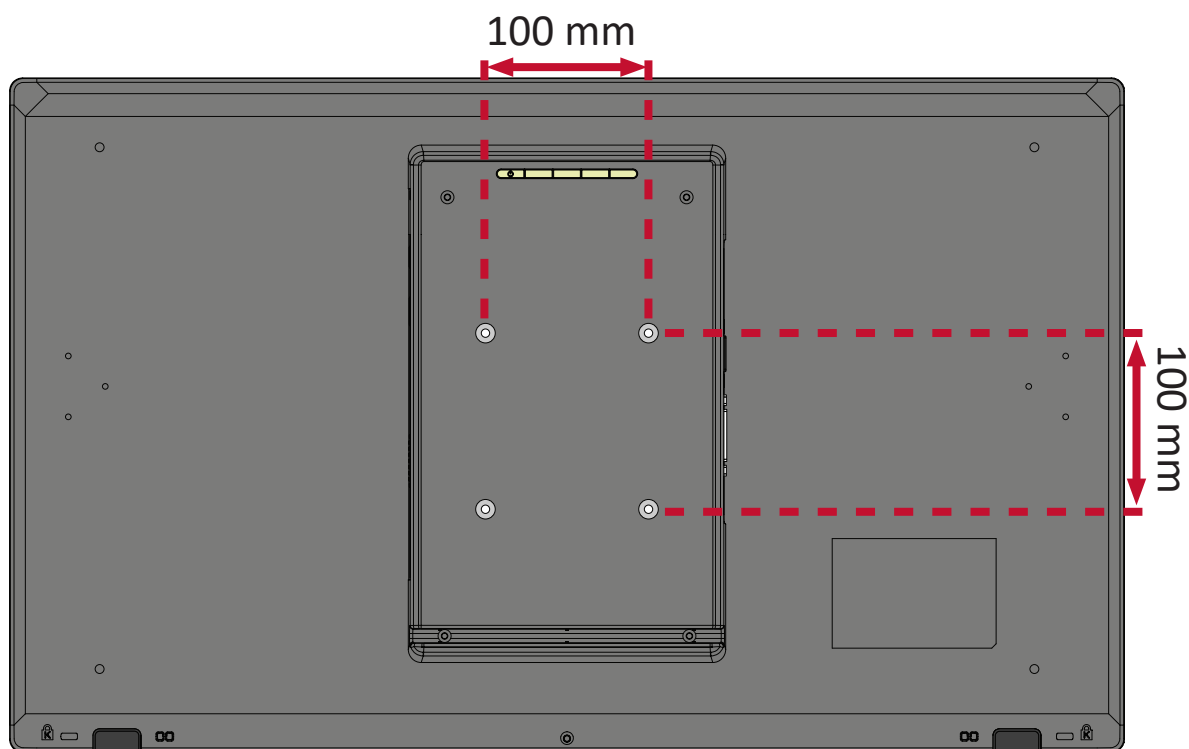
Refer to the table below for the standard dimensions for wall mount kits.

**NOTE:** For use only with a UL certified wall mount kit/bracket. To obtain a wall-mounting kit or height adjustment base, contact ViewSonic® or your local dealer.

| Maximum Loading | Hole pattern (W x H) | Interface Pad (W x H x D) | Pad Hole | Screw Specification & Quantity |
|-----------------|----------------------|---------------------------|----------|--------------------------------|
| 14 kg           | 100 x 100 mm         | 115 x 115 x 2.6 mm        | Ø 5 mm   | M4 x 10 mm<br>4 pieces         |

**NOTE:** Wall mount kits are sold separately.

1. Turn off the device and disconnect all cables.
2. Place the device on a flat, stable surface with the screen facing down. Unscrew and remove the adjustable foot.
3. Attach the mounting bracket to the VESA mounting holes at the rear of the display. Then secure it with four (4) screws (M4 x 10 mm).



4. Follow the instructions that come with the wall mounting kit to mount the display.

# > Making Connections

## Installing Drivers and Software

Before connecting and using the pen display, it is necessary to install the below software. The software can be downloaded at:

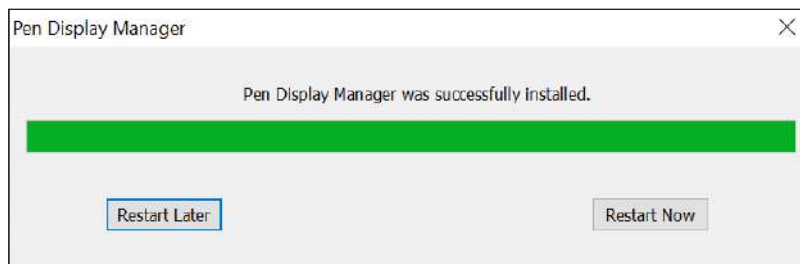
<http://www.viewsonicglobal.com/q/PD2211>



### Pen Display Driver

Pen Display Manager can be used to map the active area and adjust the feel of the pen.

1. Open the PenDisplayDriver installation file and install the driver.
2. After the installation completes, you will need to restart the computer.

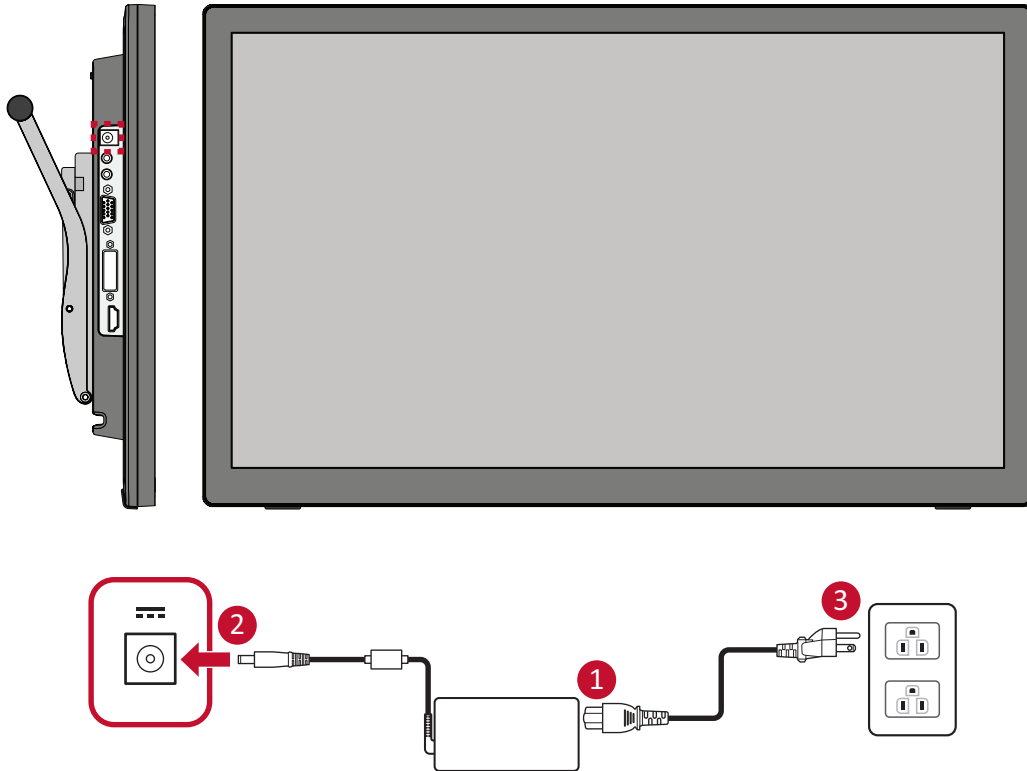


**NOTE:** For further software information, please visit:

[https://manuals.viewsonic.com/ViewSign\\_Software](https://manuals.viewsonic.com/ViewSign_Software)

## Connecting to Power

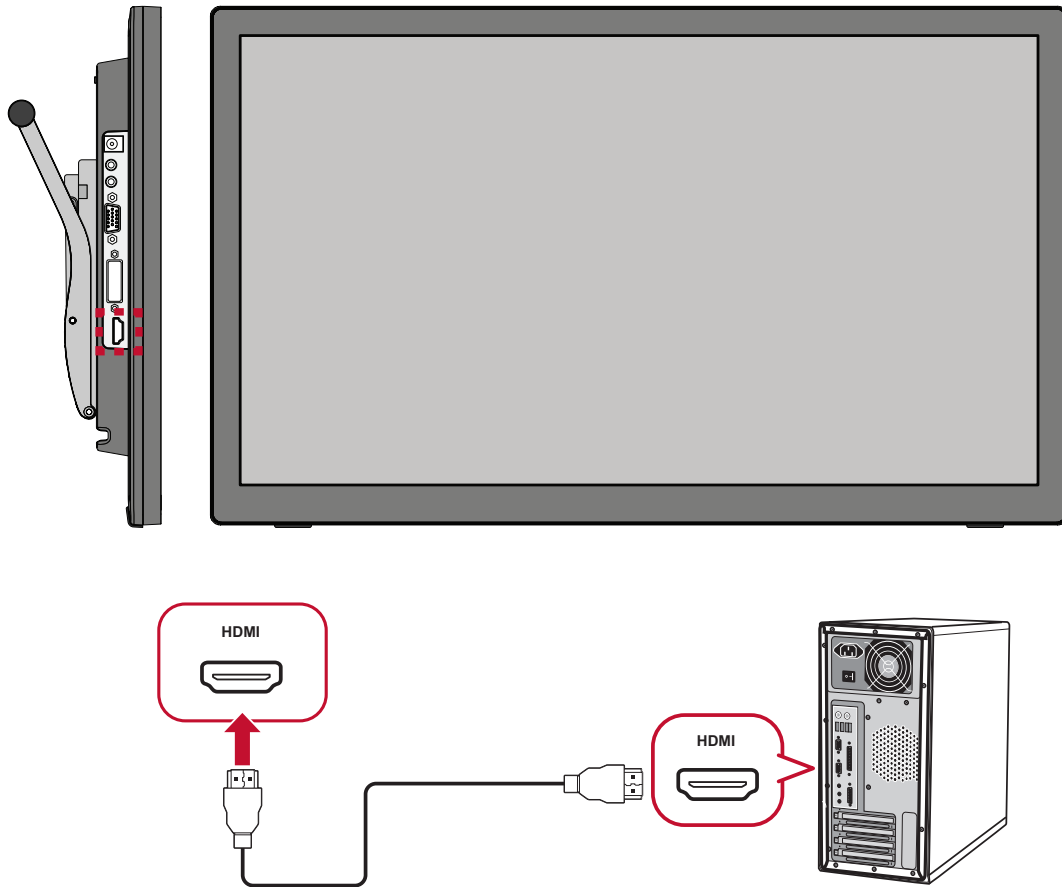
1. Connect the power cord to the power adapter.
2. Connect the power adapter to the DC IN jack at the rear of the display.
3. Connect the power cord to a power outlet.



# Connecting External Devices

## HDMI Connection

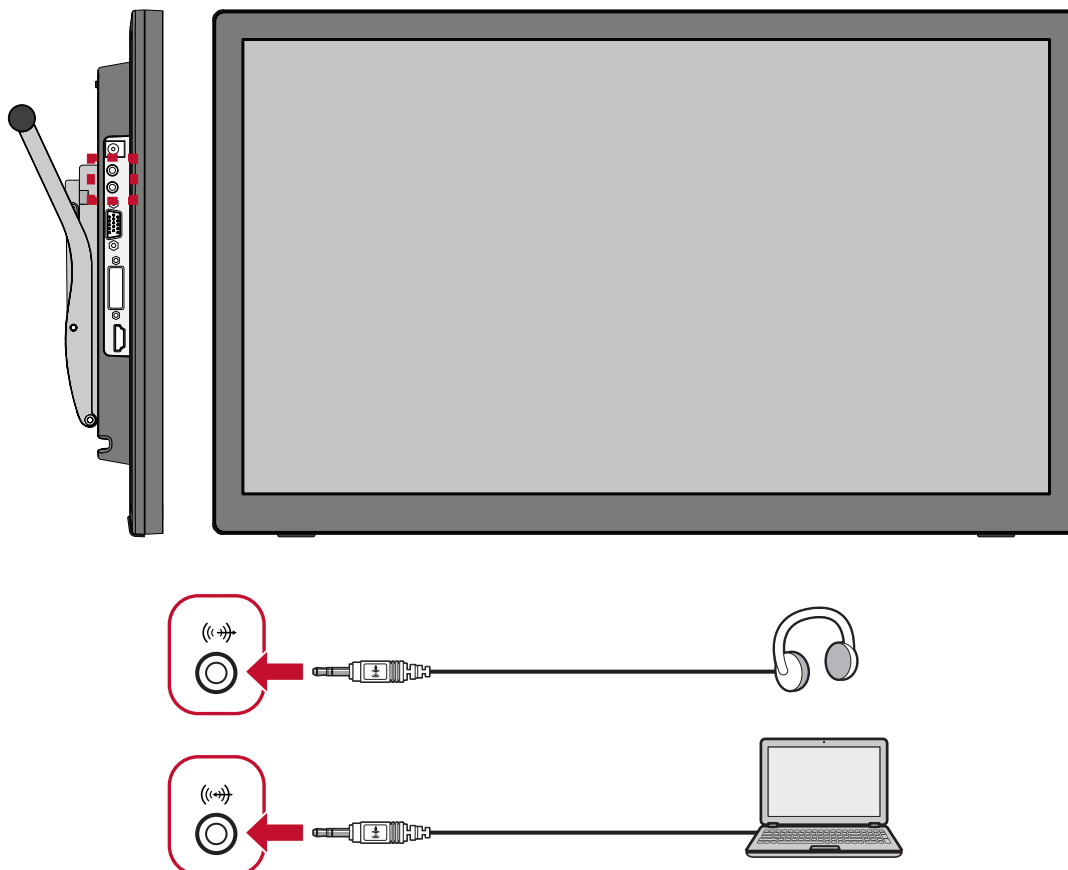
Connect one end of an HDMI cable to the HDMI port of the display. Then connect the other end of the cable to the HDMI port of your computer.



## Audio Connection

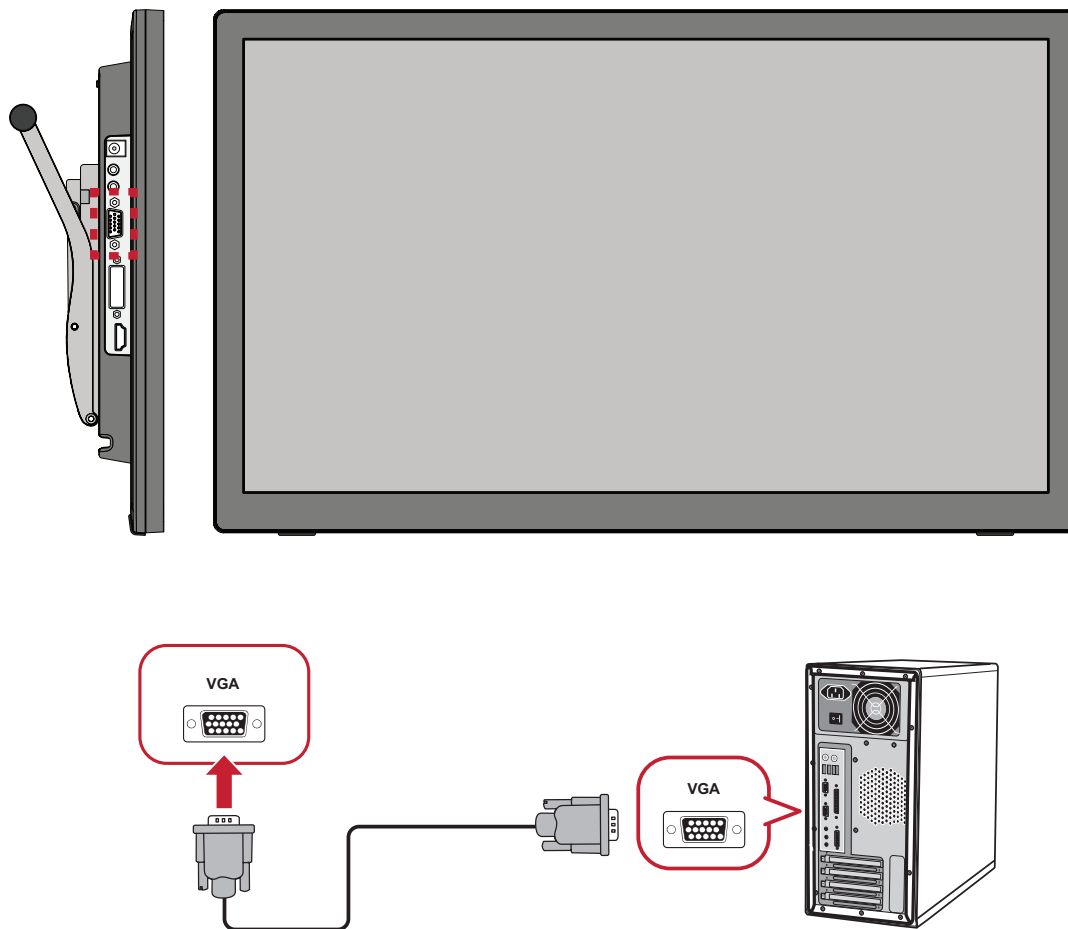
Plug an audio cable into the Audio In/Audio Out port of the display. Plug the other end into your computer (Audio In) or ear-/headphones (Audio Out).

**NOTE:** The display is also equipped with dual speakers.



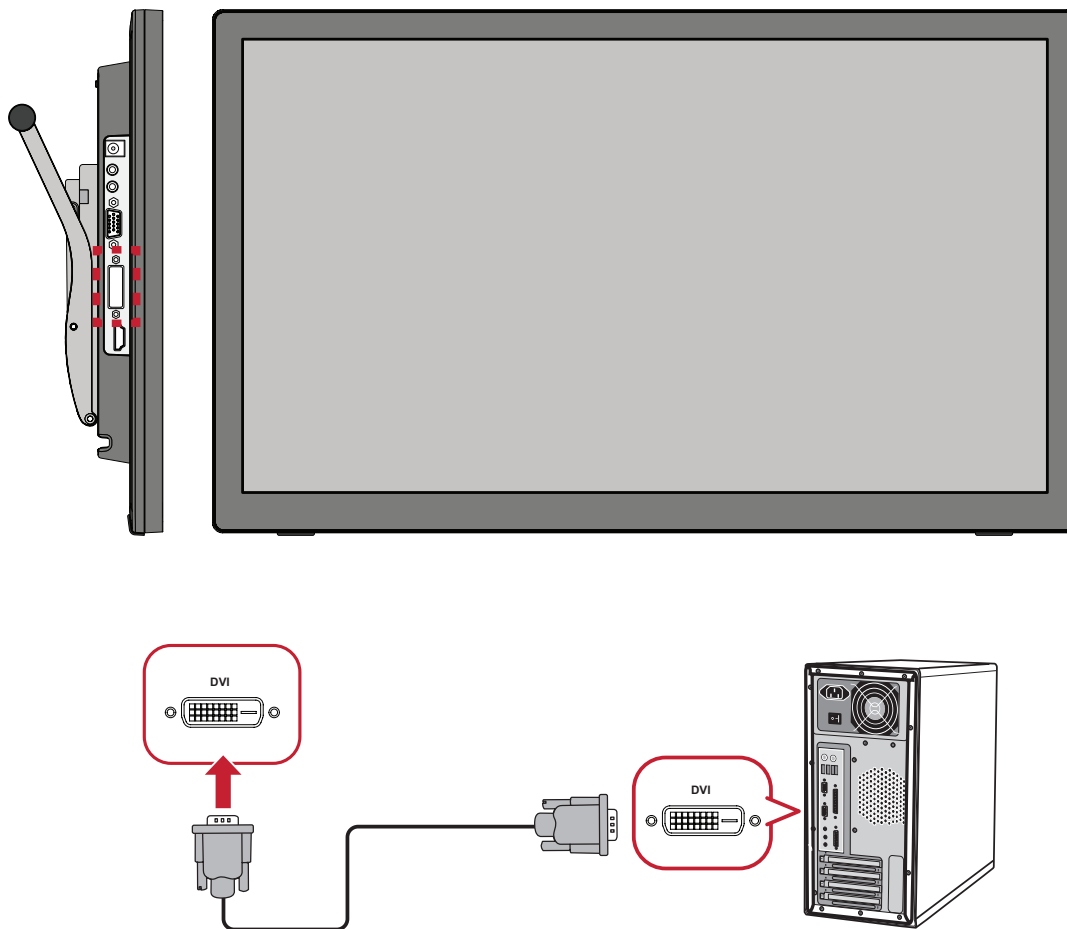
## VGA Connection

Connect one end of a VGA cable to the VGA port of the display. Then connect the other end of the cable to the VGA port of your computer.



## DVI Connection

Connect one end of a DVI cable to the DVI port of the display. Then connect the other end of the cable to your computer.





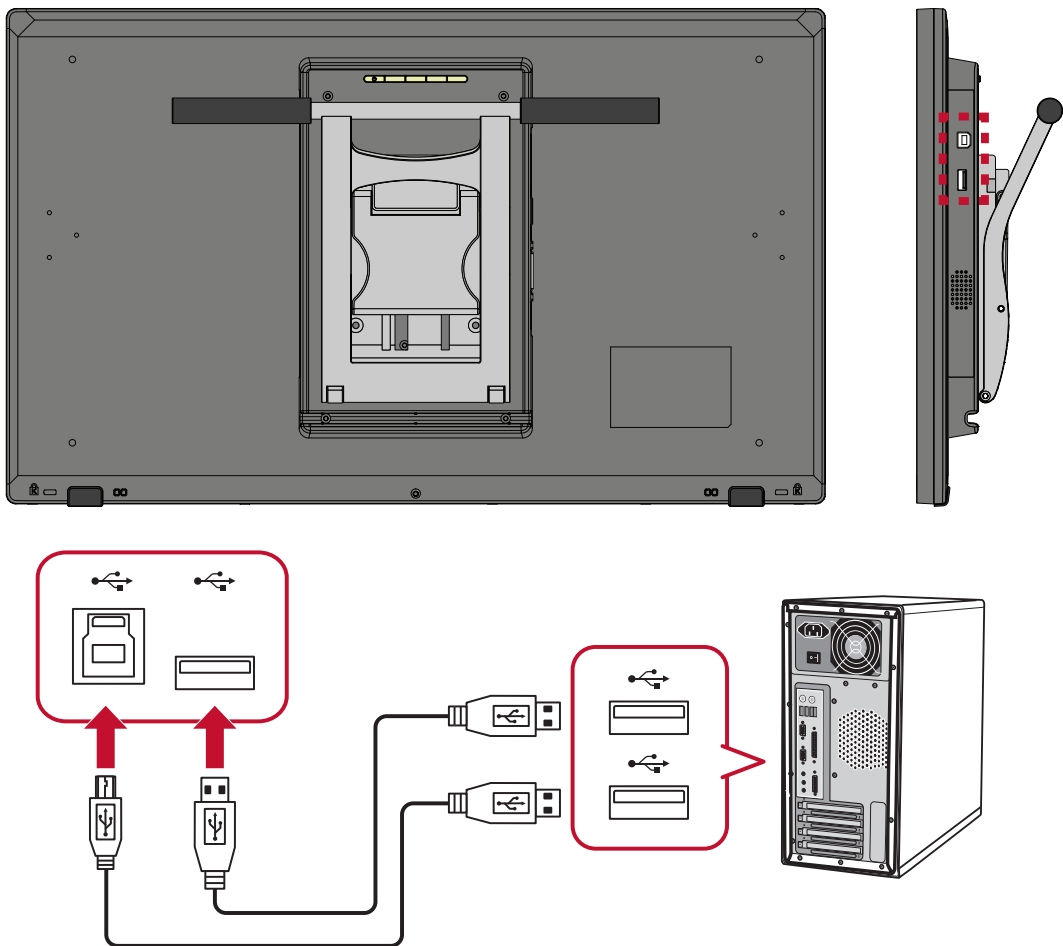
## USB Connection

Connect one end of a USB cable to the USB port of the display. Then connect the other end of the cable to a USB port of your computer.

**NOTE:** The display supports two (2) types of USB port. When making the connection, observe the following guideline:

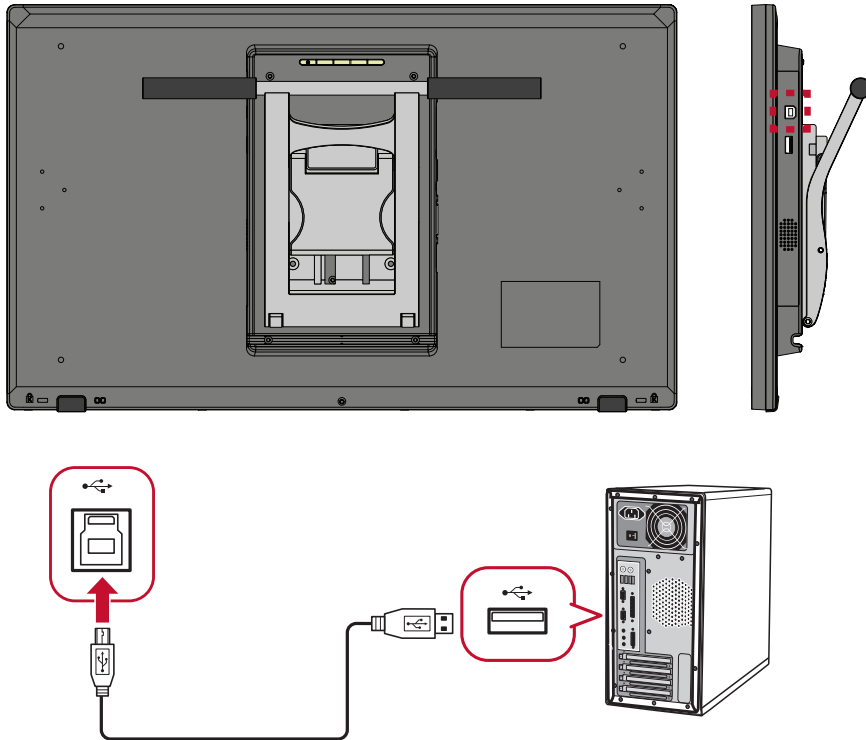
- One (1) USB Type B port: Connect the USB Type B male cable (square with 2 cut corners) to this port, and then connect the other end of the cable to the USB downstream port of your computer.
- One (1) USB Type A port: Connection for your Type A peripheral device(s). (e.g. storage device).

» **NOTE:** To activate the USB Type A port, ensure your computer is also connected to the monitor's USB Type B port.



## Touch Function Control (PD2211T only)

Before using the touch function, ensure the USB Type B to Type A cable is connected to your computer and the Windows operating system is running.



When using the touch function, please note:

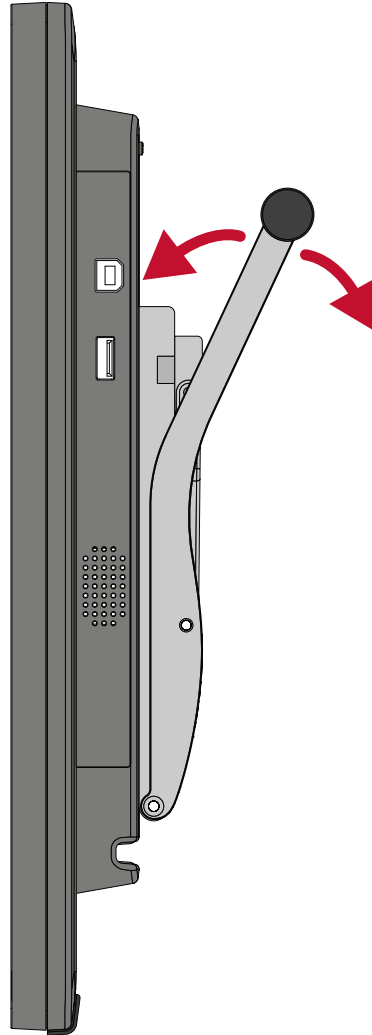
- The touch function may need about five (5) seconds to resume if the USB cable is removed and plugged in again, or the computer resumes from *Sleep Mode*.
- The touchscreen can only detect up to ten (10) fingers simultaneously.
- If the Windows' cursor does not accurately follow your finger when you touch the screen, do the following:
  1. Open: **Control Panel > Hardware and Sound > Tablet PC Settings**
  2. Select **Calibration**.
  3. Follow the instructions to recalibrate your screen.

## > Using the Pen Display

### Adjusting the Viewing Angle

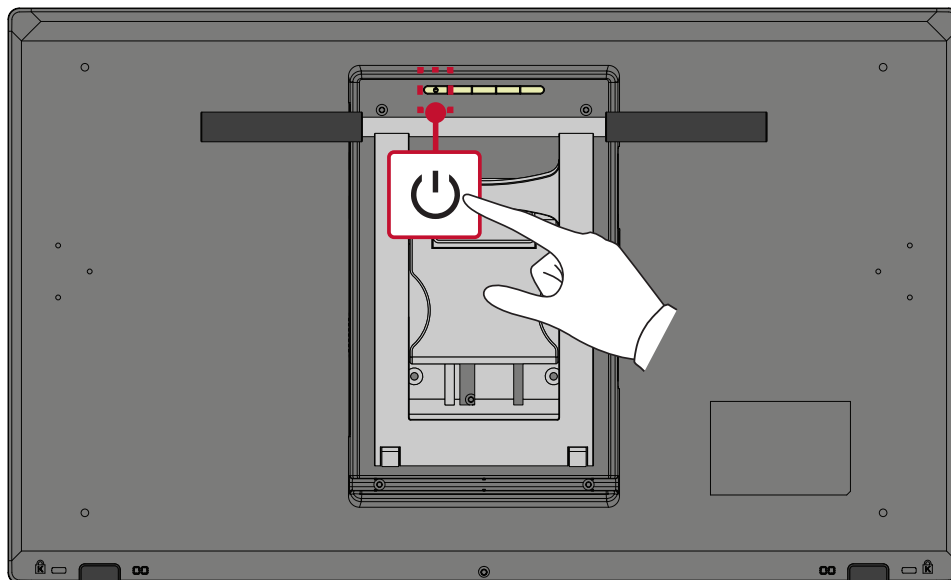
#### Tilt Angle Adjustment

Tilt the monitor stand forwards or backwards to the desired viewing angle (13.5° to 84°).



## Turning the Device On/Off

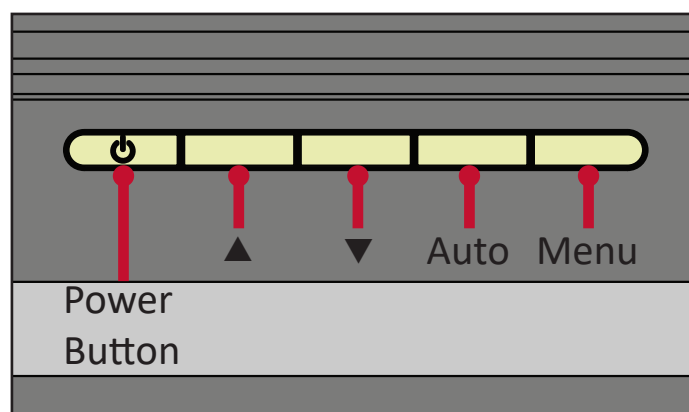
1. Plug the power cord into a power outlet.
2. Press the **Power** key to turn on the display.
3. To turn the display off, press the **Power** key again.



**NOTE:** The display will still consume some power as long as the power cord is connected to the power outlet. If the display is not being used for a long period of time, please disconnect the power plug from the power outlet.

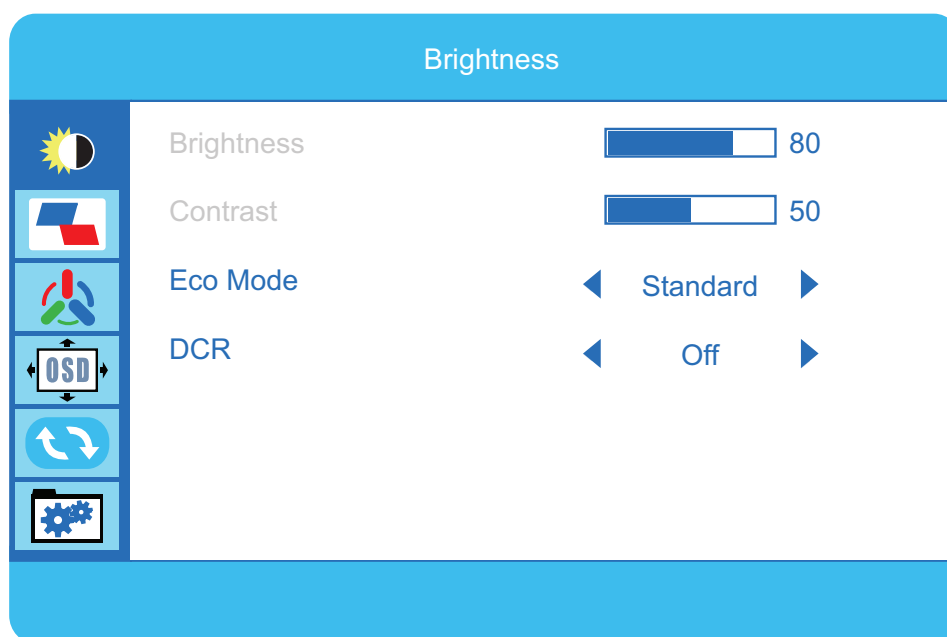
## Using the Control Panel Keys







Use the control panel keys to navigate the On-Screen Display (OSD) Menu and change the settings.



# On-Screen Display (OSD) Menu

Press the **Menu** key to activate the On-Screen Display (OSD) Menu.



| Menu   | Description  |
|--|--|
|  <b>Brightness</b>         | Adjust the contrast or brightness level.                       |
|  <b>Image</b>             | Manually set a variety of image quality adjustments.           |
|  <b>Color Temperature</b> | Select one of the preset color settings.                       |
|  <b>OSD Setting</b>       | Adjust On-Screen Display (OSD) settings.                       |
|  <b>Reset</b>             | Returns the adjustments back to factory settings.              |
|  <b>Miscellaneous</b>     | Adjust the level, or mute the volume. Select the input source. |

# Configuring the Settings

## General Operations

1. Press the **Menu** key to display the On-Screen Display (OSD) Menu.
2. Press the ▼ or ▲ key to select the main menu. Then press the **Menu** key to enter the selected menu.
3. Press the ▼ or ▲ key to select the desired menu option. Then press the **Menu** key to enter the sub-menu.
4. Press the ▼ or ▲ key to adjust/select the setting. Then press the **Menu** key to confirm.

**NOTE:** Certain menu option adjustments do not require the user to press the **Menu** key to confirm the selection.

## On-Screen Display (OSD) Menu Tree

| Main Menu         | Sub-menu            | Menu Option  |                    |
|-------------------|---------------------|--------------|--------------------|
| Brightness        | Brightness          | (-/+, 0~100) |                    |
|                   | Contrast            | (-/+, 0~100) |                    |
|                   | Eco Mode            | Standard     |                    |
|                   |                     | Text         |                    |
|                   |                     | Game         |                    |
|                   |                     | Movie        |                    |
|                   |                     | EyeSaver     |                    |
|                   | DCR                 | On           |                    |
|                   |                     | Off          |                    |
| Image             | H. Position         | (-/+, 0~100) |                    |
|                   | V. Position         | (-/+, 0~100) |                    |
|                   | Clock               | (-/+, 0~100) |                    |
|                   | Phase               | (-/+, 0~100) |                    |
|                   | Aspect              | Auto         |                    |
|                   |                     | Wide         |                    |
|                   |                     | 4:3          |                    |
| Color Temperature | Color Temperature   | Warm         |                    |
|                   |                     | Normal       |                    |
|                   |                     | Cool         |                    |
|                   |                     | User         | Red (-/+, 0~100)   |
|                   |                     |              | Green (-/+, 0~100) |
|                   |                     |              | Blue (-/+, 0~100)  |
|                   | Low Blue Light Mode | On           |                    |
|                   |                     | Off          |                    |

| Main Menu   | Sub-menu          | Menu Option            |  |
|-------------|-------------------|------------------------|--|
| OSD Setting | Language          | English                |  |
|             |                   | Français               |  |
|             |                   | Deutsch                |  |
|             |                   | 简体中文                   |  |
|             |                   | Italiano               |  |
|             |                   | Español                |  |
|             |                   | Portuguese             |  |
|             |                   | Türkçe                 |  |
|             |                   | Polish                 |  |
|             |                   | Dutch                  |  |
|             |                   | Русский                |  |
|             |                   | 한국어                    |  |
|             | OSD H. Position   | (-/+ , 0~100)          |  |
|             | OSD V. Position   | (-/+ , 0~100)          |  |
|             | OSD Timeout       | (-/+ , 5~120)          |  |
|             | Transparency      | (-/+ , 0/25/50/75/100) |  |
| Reset       | Image Auto Adjust |                        |  |
|             | Color Auto Adjust |                        |  |
|             | Reset             |                        |  |
|             | Auto Power down   |                        |  |
| Misc        | Hot Key Type      | ECO+DCR                |  |
|             |                   | BRI+CON                |  |
|             |                   | ASP+ECO                |  |
|             |                   | SOU+VOL                |  |
|             | Signal Source     | VGA                    |  |
|             |                   | DVI                    |  |
|             |                   | HDMI                   |  |
|             | Mute              | On                     |  |
|             |                   | Off                    |  |
|             | Volume            | (-/+ , 0~100)          |  |

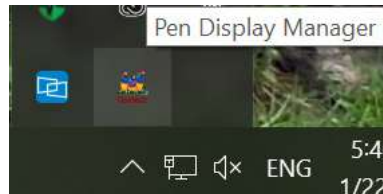


# Pen Input Area Mapping

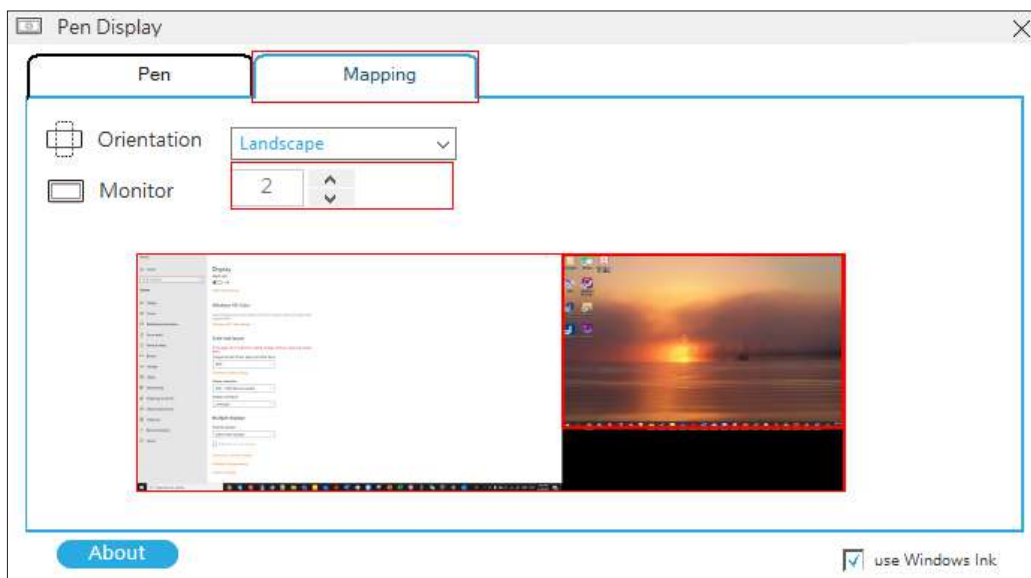
To set the proper pen input area,

1. Open Pen Display Manager either by going to: **Start > Pen Display Manager** or selecting the Pen Display Manager icon from the System Tray.

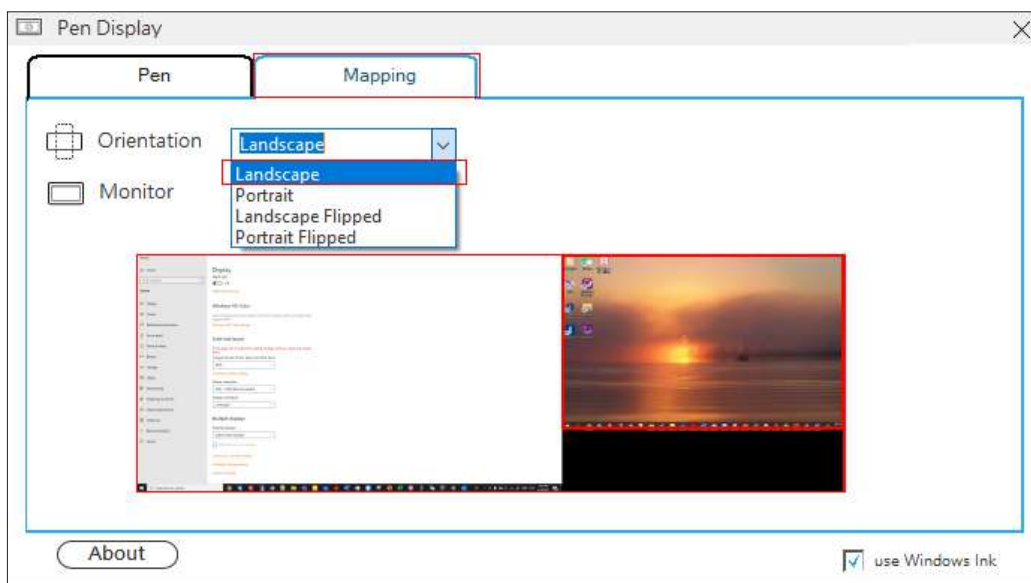
Additionally, the driver can also be accessed from ViewSign Console - either the widget or by right-clicking the ViewSign Console icon in the system tray and selecting Pen Display Driver.



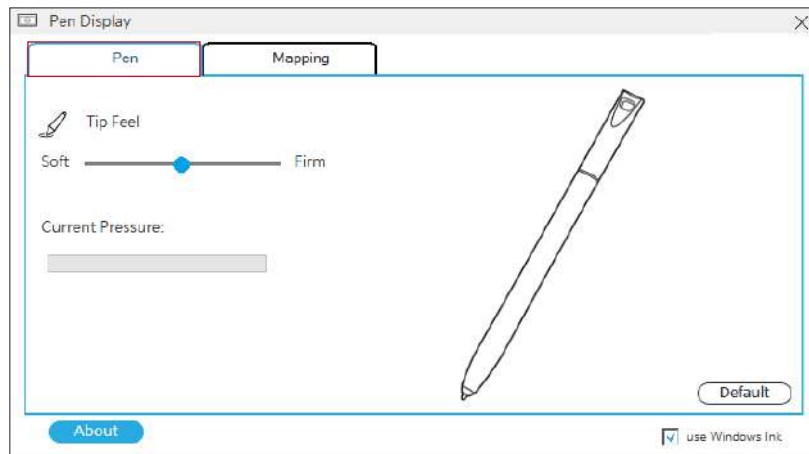
2. Select the **Mapping** tab.



3. Select the preferred Orientation, and the correct display.



4. Further adjustments can be made by selecting the **Pen** tab.



# > Appendix

## Specifications

| Item                       | Category                | Specifications   |
|----------------------------|-------------------------|--|
| LCD                        | Type                    | a-si, TFT Active Matrix<br>1920 x 1080 LCD,<br>0.08275 mm x 0.24825 mm pixel pitch |
|                            | Display Size            | 54.61 cm, 21.5"  |
|                            | Surface Treatment       | Hard-coating (8H)  |
| Compatibility              | PC                      | up to 1920 x 1080  |
|                            | Macintosh               | up to 1920 x 1080  |
|                            | Recommended             | 1920 x 1080 @ 60Hz   |
| Resolution <sup>1</sup>    | Supported               | 1920 x 1080 @ 60Hz   |
| Touch <sup>2</sup>         | Type Supported          | Capacitive touch, 10 point   |
| Power Adapter <sup>3</sup> | Input Voltage           | AC 100-240V, 50/60Hz (auto switch)   |
| Display Area               | Full Scan (H x V)       | 476.64 x 268.11 mm (18.77" x 10.56")   |
| Operating conditions       | Temperature             | 0° C to 50° C (32° F to 122° F)  |
|                            | Humidity                | 20% to 80% (non-condensing)  |
| Storage conditions         | Temperature             | -20° C to 60° C (-4° F to 140° F)  |
|                            | Humidity                | 10% to 90% (non-condensing)  |
| Dimensions                 | Physical<br>(W x H x D) | 512.8 x 310.2 x 38.7 mm<br>(20.19" x 12.21" x 1.52")                               |
| VESA Mount                 | Dimensions              | 100 x 100 mm   |
| Weight                     | Physical                | 5.636 kg (12.43 lbs)   |
| Power Consumption          | On                      | 15.49W (Typical)   |
|                            | Off                     | < 1W   |

<sup>1</sup> Do not set the graphics card in your computer to exceed these timing modes; doing so may result in permanent damage to the display.

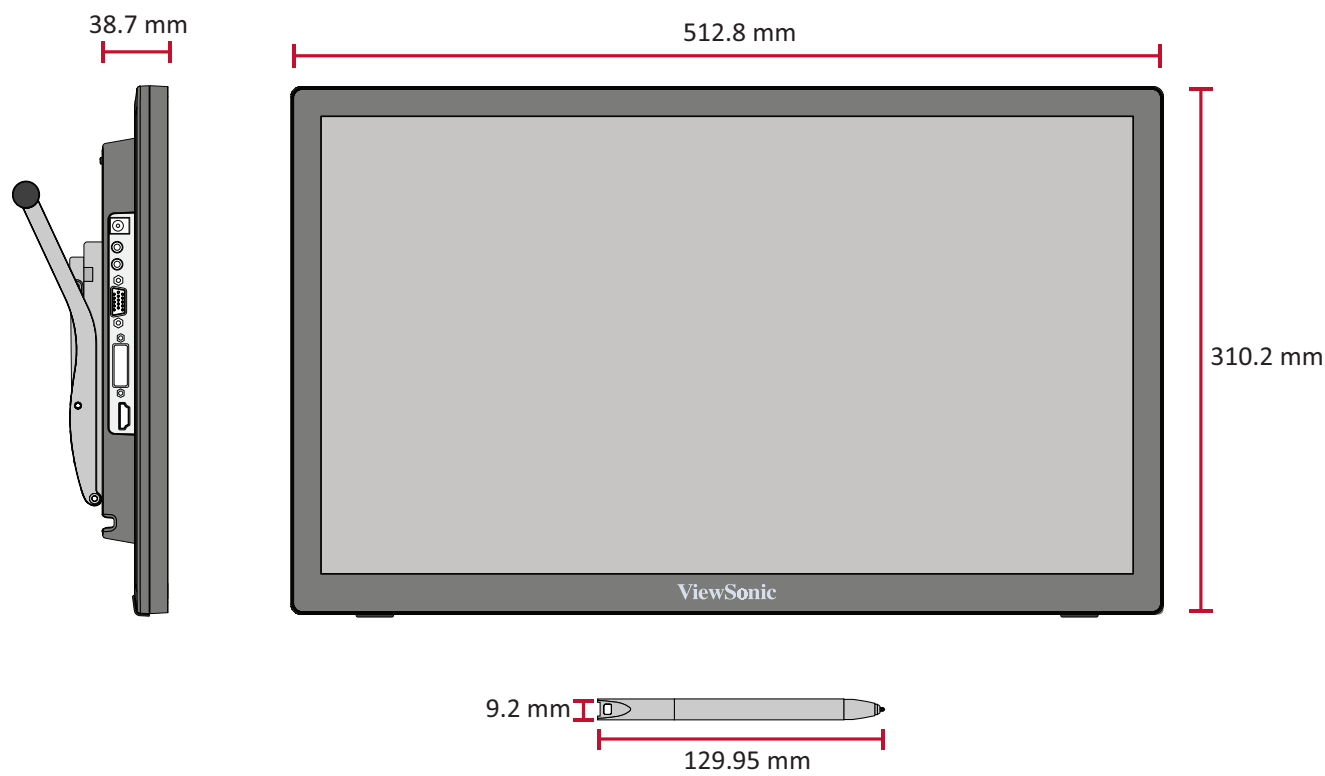
<sup>2</sup> For PD2211T only.

<sup>3</sup> Please use the power adapter from ViewSonic® or an authorized source only.

## Pen

| Item            | Specifications                     |
|-----------------|------------------------------------|
| Model           | EMP-002                            |
| Type            | Electromagnetic resonance          |
| Power Supply    | Battery-less                       |
| Resolution      | 5080 LPI (line per inch)           |
| Pressure Levels | 2048                               |
| Report Rate     | Average 250 PPS (point per second) |
| Pen Tilt Angle  | +/- 45°                            |
| OS Supported    | Win10, Win8, Win 7, Win XP         |

# Product Dimensions



## Troubleshooting

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

| Problem or Issue          | Possible Solutions  |
|---------------------------|---|
| No picture on the display | <ul style="list-style-type: none"><li>• Ensure the display is connected properly..</li><li>• Try another port on the computer.</li><li>• Ensure the computer is powered on.</li><li>• Ensure all drivers are installed and updated (if applicable).</li></ul>                     |
| Display interference      | <ul style="list-style-type: none"><li>• Check if other nearby electrical devices are causing interference.</li></ul>  |
| The display is not clear  | <ul style="list-style-type: none"><li>• The optimal resolution is 1920 x 1080.</li><li>• Touching the display with your fingers may leave fingerprints and skin oil making the display unclear.</li><li>• Use a soft, dry cloth to remove any fingerprints or skin oil.</li></ul> |

## Pen

| Problem or Issue  | Possible Solutions   |
|---|--|
| The pen is not working  | <ul style="list-style-type: none"><li>• Try using the computer's mouse; if the mouse also does not work please restart the computer.</li><li>• Reinstall the pen driver (if applicable).</li></ul> |
| The pen nib is too short, or not making proper contact with the display | <ul style="list-style-type: none"><li>• Check the condition of the pen nib. If it is too short, please replace the pen nib.</li></ul>  |
| The cursor is not moving correctly                                      | <ul style="list-style-type: none"><li>• Try restarting the computer.</li><li>• Ensure the USB cable is connected properly at both ends.</li></ul>  |

# Maintenance

## General Precautions

- Make sure the display is turned off and unplugged.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the display with care.

## 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.

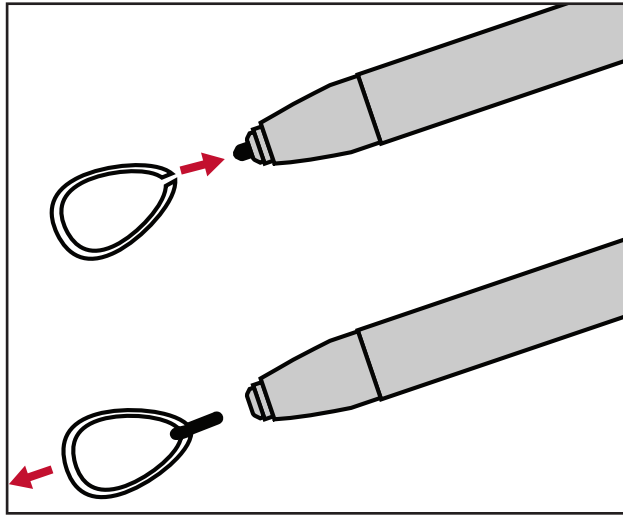
## Disclaimer

- 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 monitor.
- ViewSonic® will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

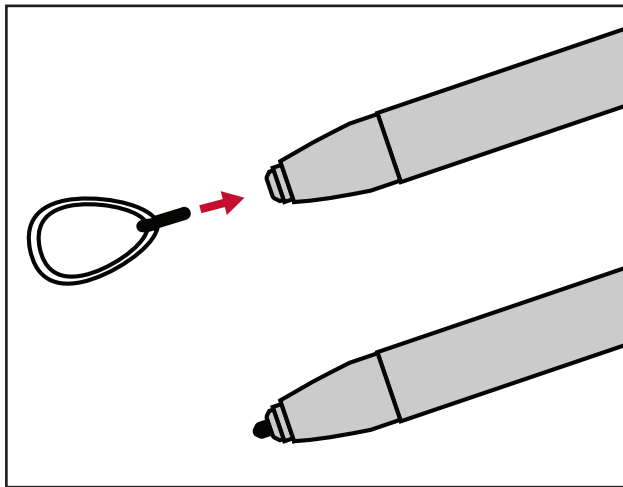
## Replacing a Pen Nib

When the pen nib gets too short or develops a sharp edge, it can be replaced with spare nibs. To replace a pen nib:

1. Use the *nib removal tool* to pull the old nib straight out of the pen.



2. Insert a new pen nib into the pen and push the nib in until it stops and is held firm.





# > 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-003(B)/NMB-003(B)

### CE Conformity for European Countries



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:**

- Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):
  - » Short length (500 mm): maximum 3.5 mg per lamp.
  - » Medium length (> 500 mm and 1,500 mm): maximum 5 mg per lamp.
  - » Long length (> 1,500 mm): maximum 13 mg per lamp.
- Lead in glass of cathode ray tubes.
- Lead in glass of fluorescent tubes not exceeding 0.2% by weight.
- Lead as an alloying element in aluminum containing up to 0.4% lead by weight.
- 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.

### **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:**

<http://www.viewsonic.com/company/green/recycle-program/>

#### **Europe:**

<http://www.viewsoniceurope.com/eu/support/call-desk/>

#### **Taiwan:**

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

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In the interest of continuing product improvement, ViewSonic® Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.

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



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