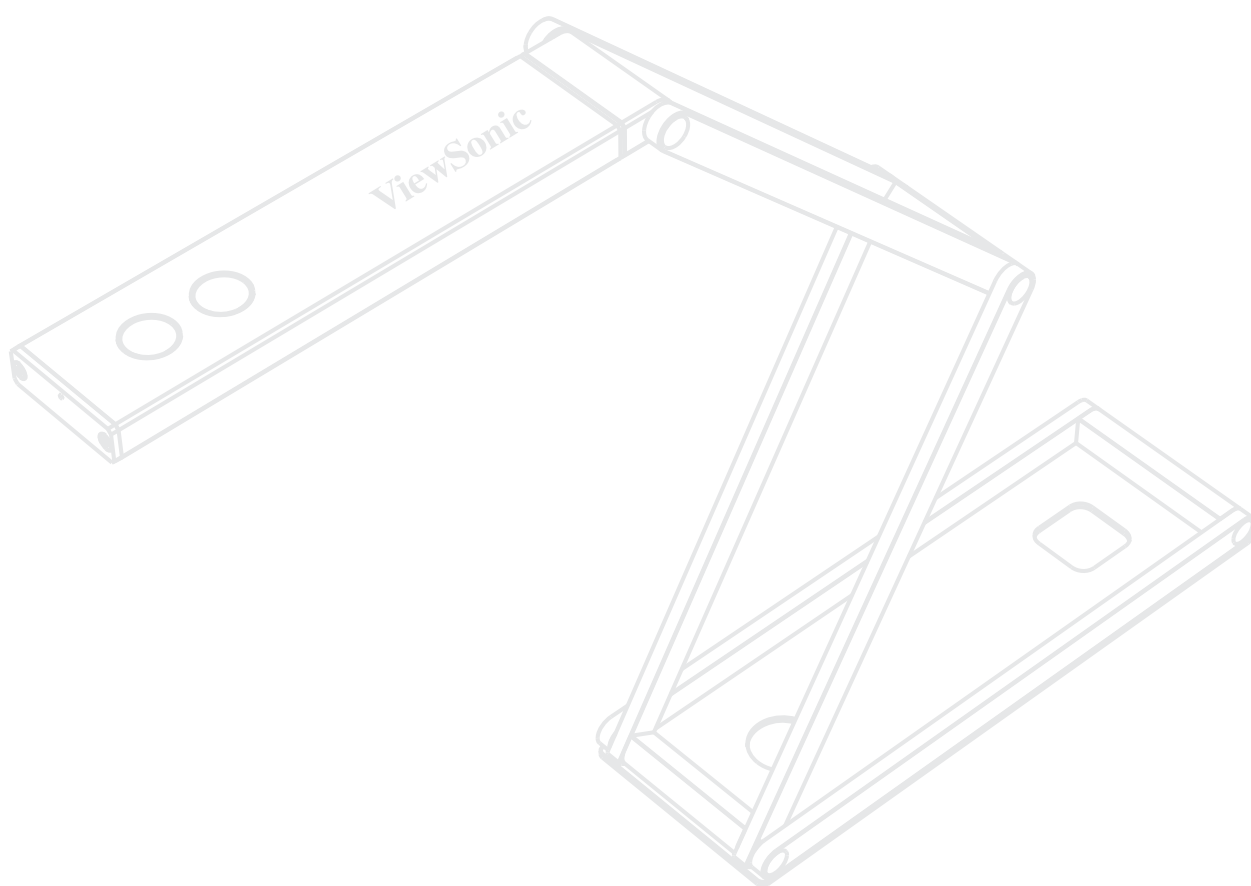


# VB-VIS-003

## 4K Document Camera 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.

Model No. VS19273  
P/N: VB-VIS-003

## **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.
- To prevent damage, avoid any physical pressure, vibration, or immersion during transportation, possession, or installation of the product.
- Always place the product on a flat, stable surface.
- Avoid contacting any liquids, gas, or corrosive materials with the shell of the product.
- This product has no parts which can be repaired by the user. Any damage caused by the user's own disassembly is not covered by warranty.
- Electromagnetic fields at specific frequencies may affect the image of machine.

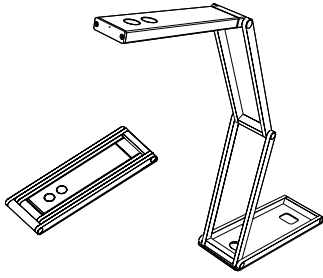
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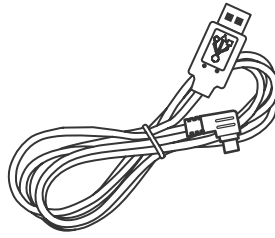
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# Introduction

## Package Contents



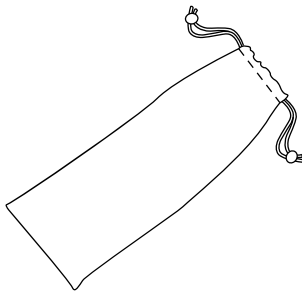
VB-VIS-003



USB Cable  
Micro USB to Type A  
(1.5 m  $\pm$  0.03 m)



Cable Fixture x 2



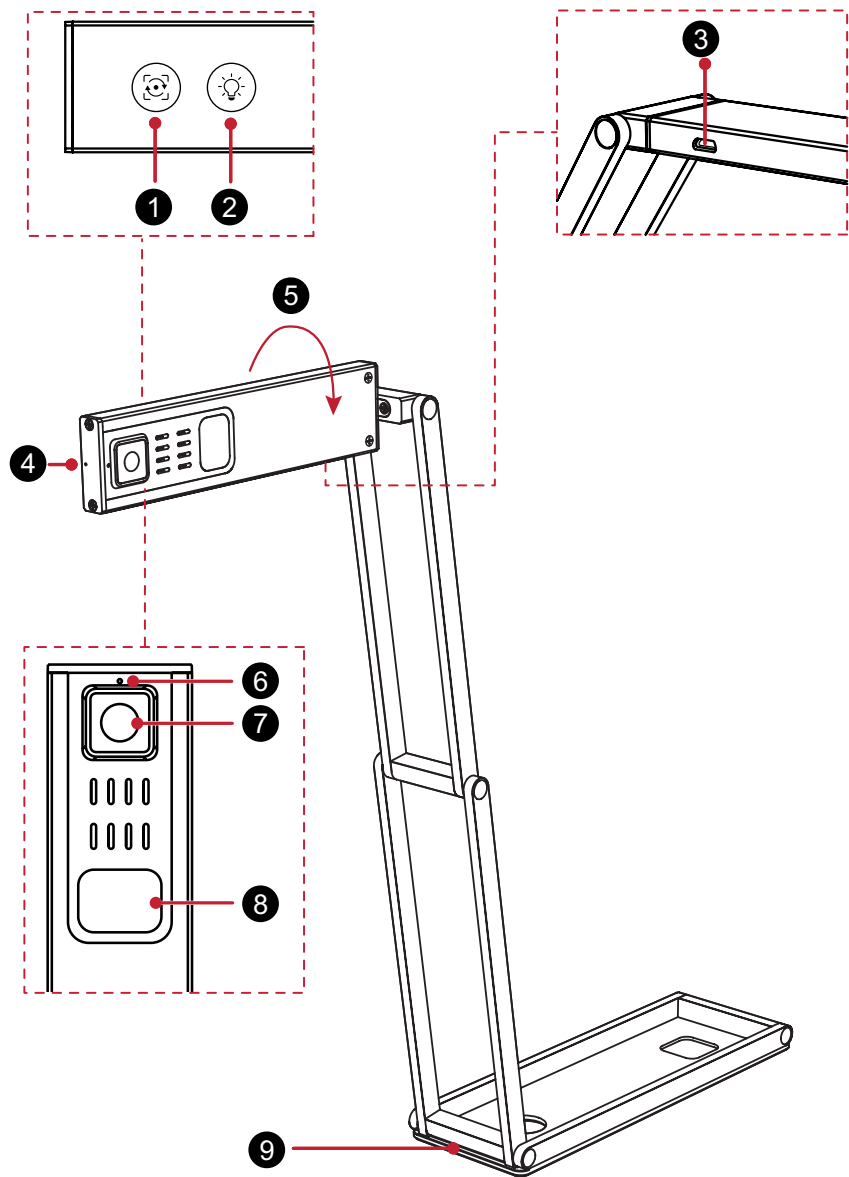
Carry Bag



Quick Start Guide (QSG)

**NOTE:** If anything is missing or damaged, please contact your dealer immediately.

# Product Overview

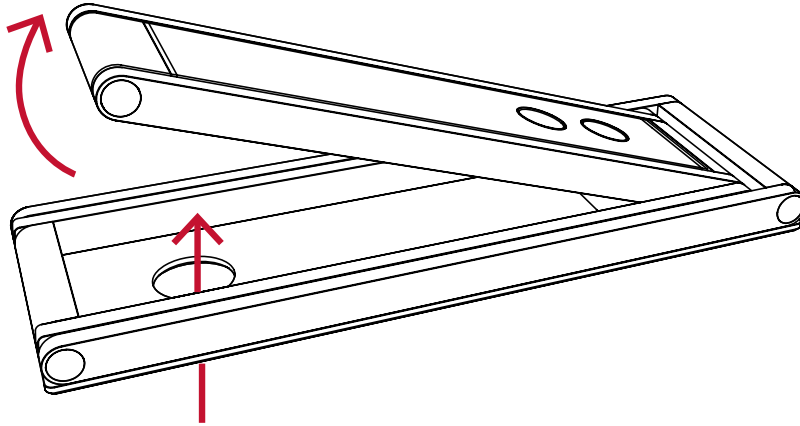


Number	Description	Note
1	Autofocus / Flip Button	<u>Autofocus</u> : Press once <u>Flip Image 0°/180°</u> : Press and hold
2	LED Light Button	Press to turn on; 3-level brightness control
3	Micro USB Port	
4	Power LED Indicator	A blue light will show when connected.
5	Flip Camera Head	0°/180°
6	Microphone	
7	AF Lens	
8	LED Light	
9	Base Plate	

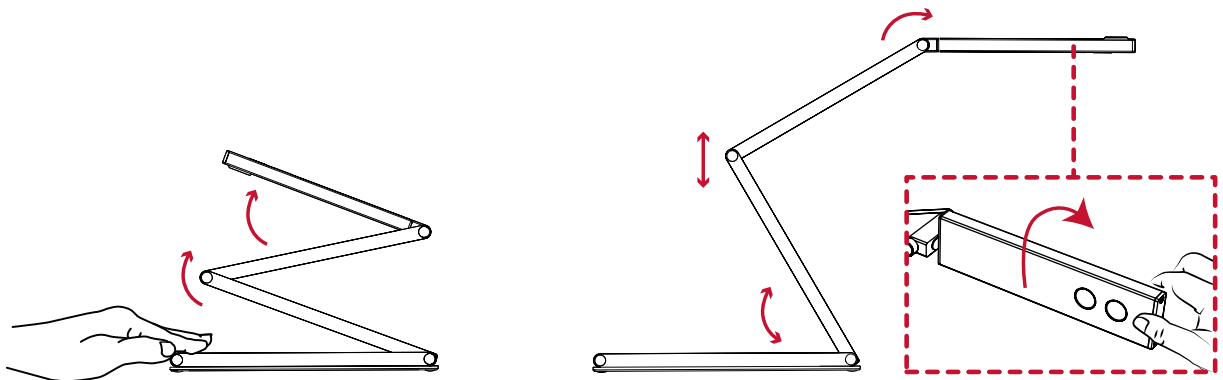
# Initial Setup

## Setting up the Document Camera

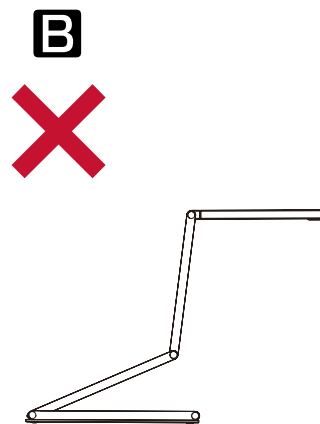
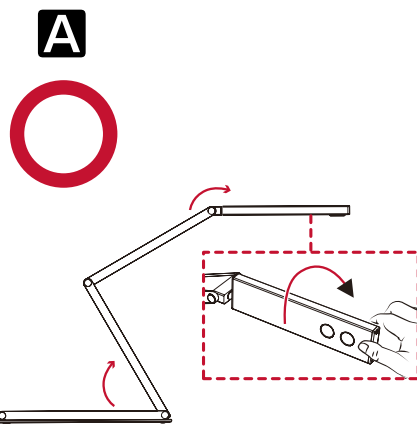
1. Lift the device by pushing through the opening at the *Base Plate*.



2. Press against the *Base Plate* and pull up on the *Camera Arm* to extend it. Then, rotate the *Camera Head*.

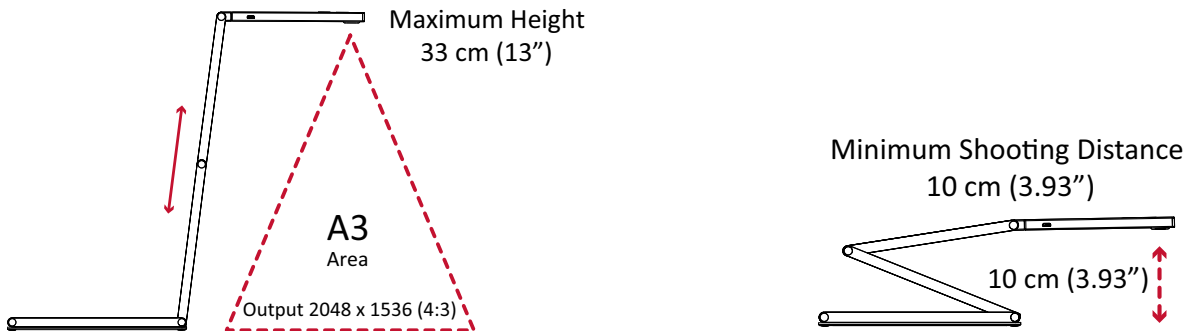



**NOTE:** Do not turn the *Camera Head* in the wrong direction.

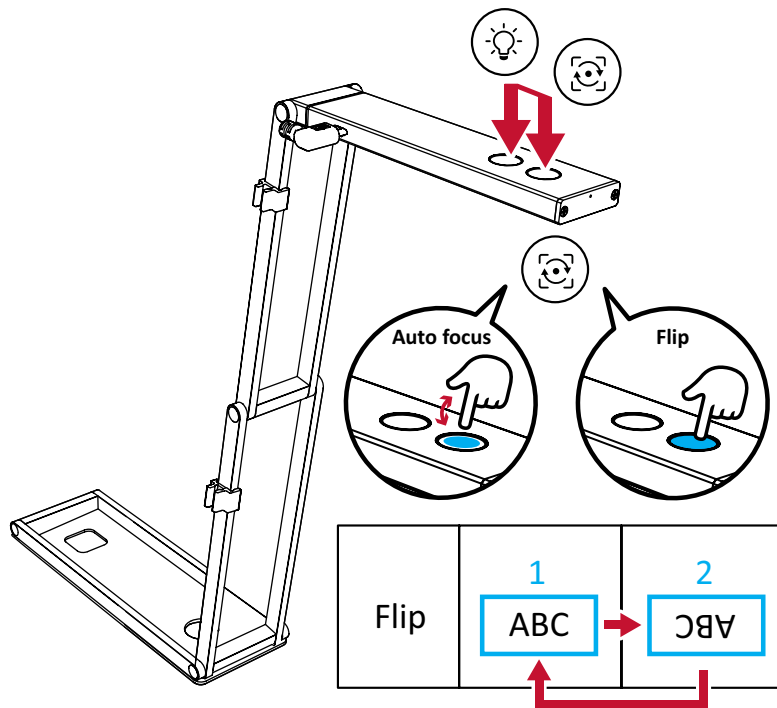




3. Adjust the *Camera Arm* to change the height and position of the camera. Fully extend the *Camera Arm* to capture the maximum shooting area of A3 at output, 2048 x 1536 4:3 mode.



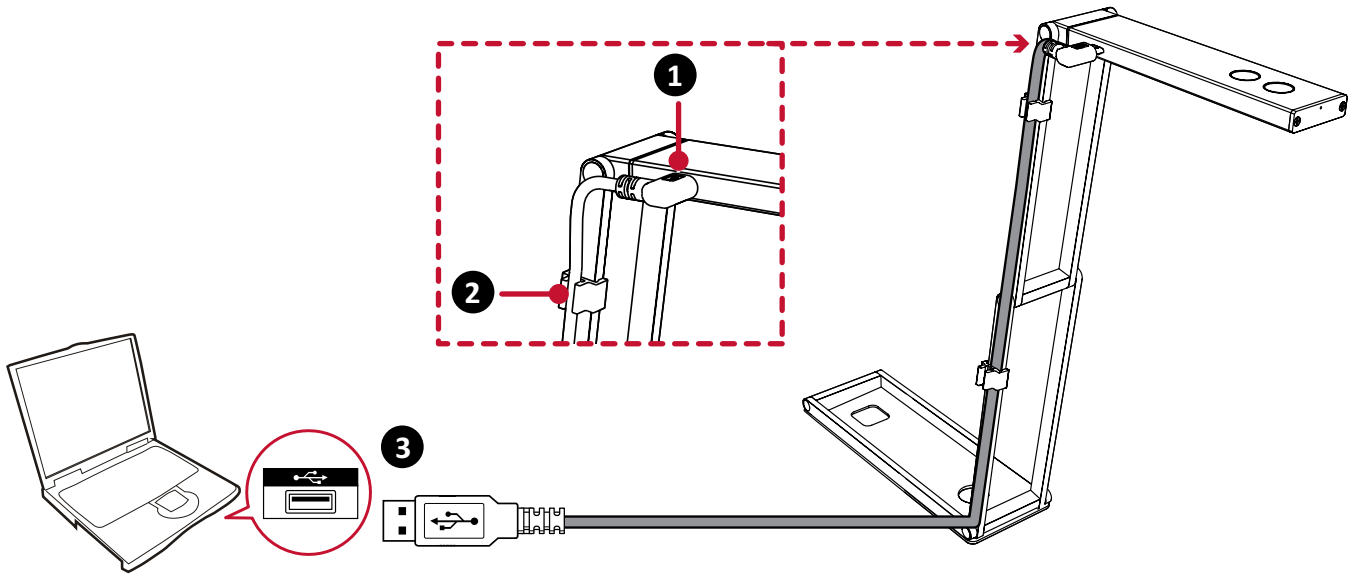
4. Press the **Autofocus Button** (  ) once to focus the camera. Press and hold the **Flip Button** to adjust image orientation (if applicable).



5. If the environment is dark, press the **LED Light Button** (  ) to turn on the LED light.

# Making Connections

## Connecting the Document Camera

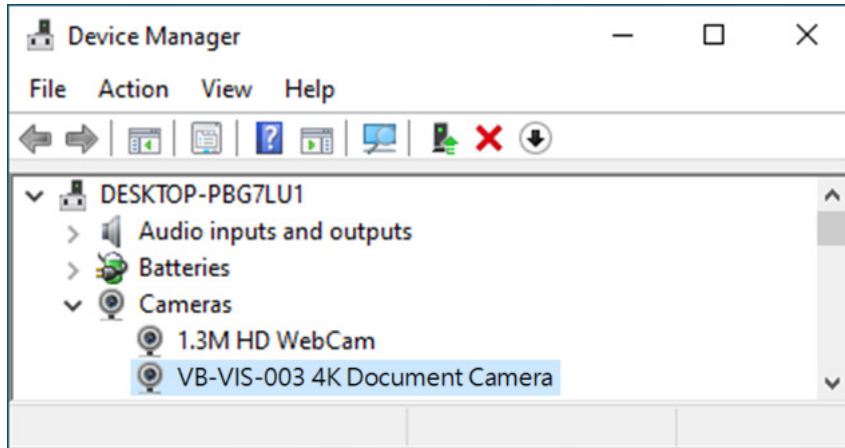


1. Plug the Micro USB end of the USB Cable into the Document Camera.
2. Add the Cable Fixtures to secure the USB Cable to the Camera Body.
3. Connect the other end of the USB Cable, Type A, to a computer's USB port (PC, Mac, Chromebook).

# Using the Device

## Using the Document Camera as a PC Camera

After the Document Camera is connected correctly and detected by your PC, the PC Camera function is ready to use.



## vDocCam+

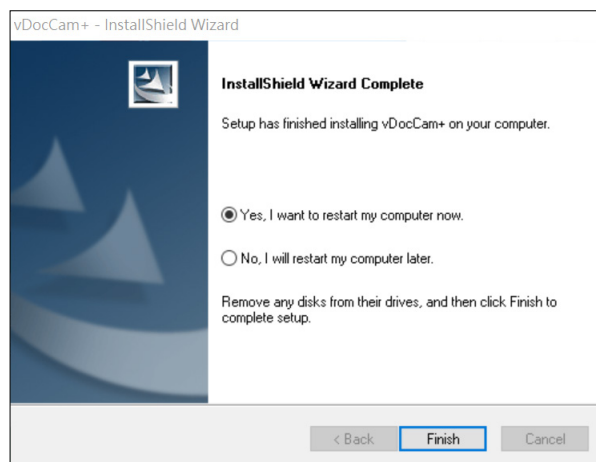
vDocCam+ is a complementary software to the VB-VIS-003 Document Camera.

### Installing vDocCam+ Software

1. Go to: <https://www.viewsonicglobal.com/q/vb-vis-003#downloads>
2. Download the vDocCam+ software.
3. Double click the vDocCam+ file to install the software.

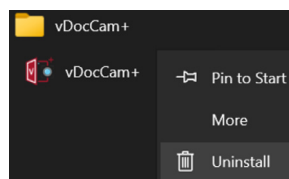


4. Follow the on-screen instructions to complete the installation.

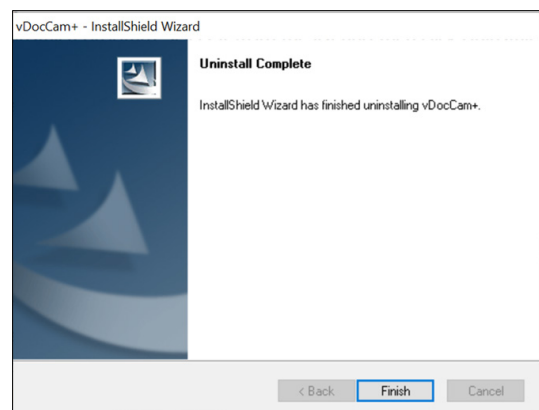
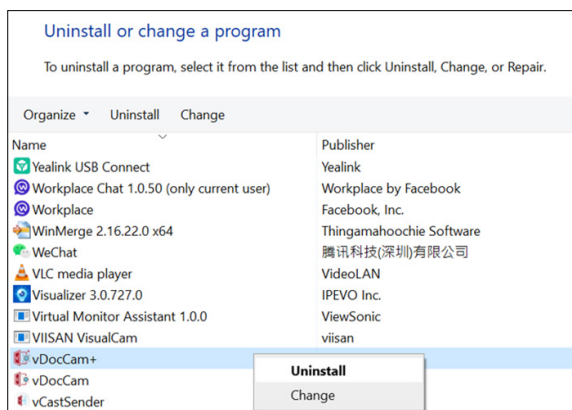


### Uninstalling vDocCam+ Software

1. To remove vDocCam+ from Windows, go to:
  - **Start Menu > All Programs > vDocCam+ folder > Right-click > Uninstall vDocCam+**

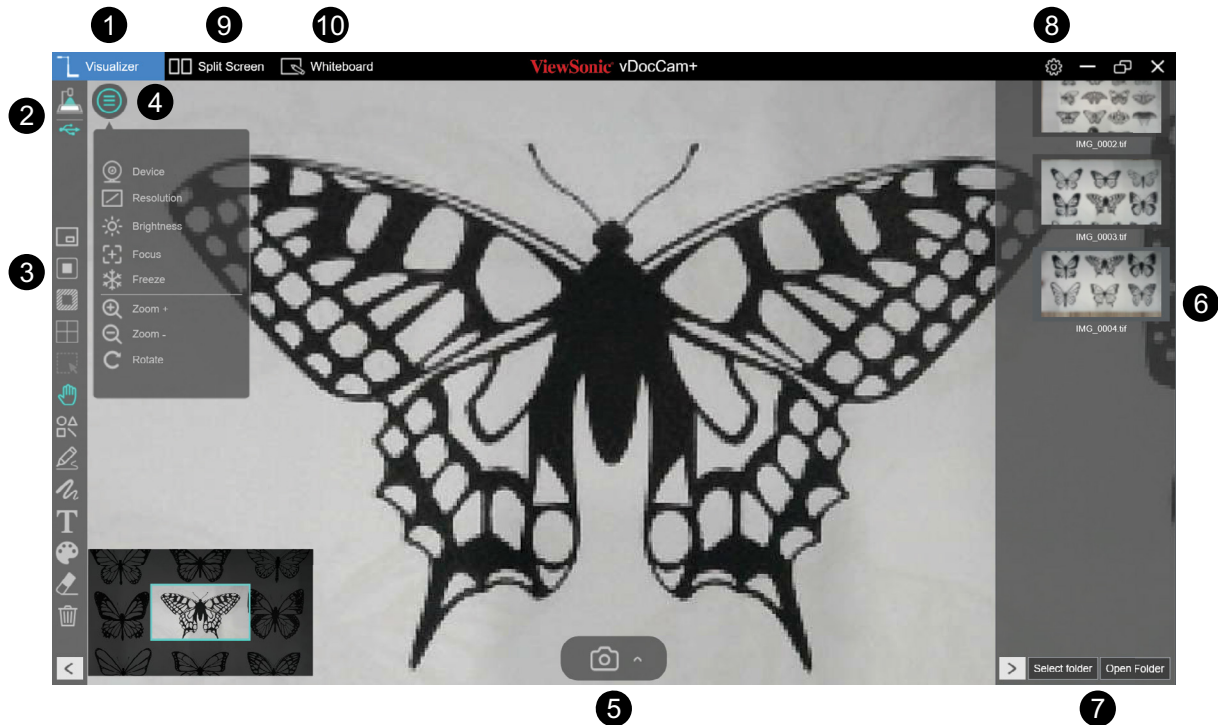


2. Select vDocCam+ and follow the on-screen instructions to complete the process.



# Using vDocCam+

## Overview







### 1. Function Tabs

vDocCam+ integrates three (3) major functions. Click on the tab to switch function.







Mode	Description
<b>Visualizer</b>	Live video from the Document Camera.
<b>Split-Screen</b>	Connect two (2) Document Cameras to a computer and present them in split-screen.
<b>Whiteboard</b>	Draw and annotate on an interactive whiteboard.
















## 2. Select Connection







Click the icon (  ) to change the connection method.

Icon Status	Description	Note
	USB mode connection. (Default) This mode allows you to connect the Document Camera by USB wired connection.	
	Direct Wi-Fi (AP Mode) connection. This mode allows you to connect the Document Camera directly without an internet connection. <b>NOTE:</b> This connection is only available for the Wi-Fi model.	Reserved function; not supported by VB-VIS-003
	Wi-Fi STA (Client Mode) connection. This mode allows you to connect the Document Camera through a router. <b>NOTE:</b> This connection is only available for the Wi-Fi model.	Reserved function; not supported by VB-VIS-003

## 3. Left Toolbar

Icon	Description
	<u>PIP (Picture-in-Picture)</u> Enable Picture-in-Picture mode.
	<u>Mask</u> Enable the mask mode in solid or translucent style.
	<u>Spotlight</u> Show a spotlight by using the rectangle or ellipse style.
	<u>Gridlines</u> Show gridlines on screen.
	<u>Select</u> Select an annotation or object on screen.
	<u>Move</u> Move the screen.










Icon	Description	
	<u>Shapes</u> Add various shapes.	
		<u>Rectangle Tool</u> Draw a rectangle.
		<u>Rectangle Tool (solid)</u> Draw a rectangle in a solid style.
		<u>Triangle Tool</u> Draw a triangle.
		<u>Triangle Tool (solid)</u> Draw a triangle in a solid style.
		<u>Ellipse Tool</u> Draw an ellipse.
		<u>Ellipse Tool (solid)</u> Draw an ellipse in a solid style.
		<u>Line</u> Draw a line.
		<u>Dotted line</u> Draw a dotted line.
		<u>Single arrow</u> Draw a single arrow.
		<u>Double arrow</u> Draw a double arrow.
	Choose from several pen options for drawing and writing.	
		<u>Smooth Pen</u> Draw and write by using the Smooth Pen.
		<u>Highlighter Pen</u> Draw and write by using the Highlighter Pen.
		<u>Disappearing Pen</u> Draw and write by using the Disappearing Pen. <b>NOTE:</b> Set the disappearing time to 3, 5, 10, 20 seconds.

Icon	Description
	<u>Line Option</u> Set the line thickness of the annotation.
	<u>Color Option</u> Choose the color of the annotation, shape, and text tools.
	<u>Text Tool</u> Add text.
	<u>Eraser</u> Remove specific annotations.
	<u>Clear All</u> Clear all annotations on screen.
	<u>Show/Hide</u> Show and hide toolbar.






## 4. Image Adjustment

Click the icon (  ) to expand the **Image Adjustment** menu and adjust the live video.

Icon	Description
	<u>Device</u> Select the device and switch the power frequency (50/60 Hz).
	<u>Resolution</u> Set the resolution.
	<u>Brightness</u> Adjust the brightness level.
	<u>1:1</u> Show a 1:1 image; fit to screen.
	<u>Focus</u> Adjust the focus for the best focal length.
	<u>Freeze</u> Freeze the inputted image.
	<u>Zoom +</u> Zoom in on the image.
	<u>Zoom -</u> Zoom out from the image.
	<u>Rotate</u> Rotate the image: 0°, 90°, 180°, 270°, Flip, or Mirror.

## 5. Capture Button Settings

Click on the arrow icon (  ) to select the capture mode.

Icon	Description
	Take a snapshot. (Default selection)
	Stop-Motion function can edit captured single photo and export adjustable frame rate preview motion video.
	Record video.

## 6. Thumbnail List (Side Toolbar)

Right click on a thumbnail on the right-side and the following options will be available:


Option	Description
Open	Open the file.
Copy	Duplicate the file.
Rename	Rename the file.
Delete	Delete the file.
Properties	Show the file's information.

## 7. File Save Path Settings

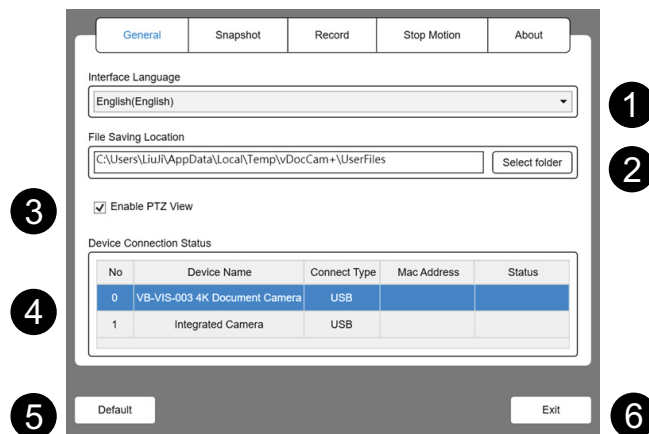
Set the directory for saving files.

Button	Description
Select Folder	Select the save file destination.
Open Folder	Open the file location.

## 8. Settings Menu

Click the icon (  ) to open the **Settings** menu.

### General



Number	Description
1	Switch interface language.
2	Set the file saving location.
3	Enable PTZ (Point-Tilt-Zoom) view. <b>NOTE:</b> PTZ view only appears when zooming in on video.
4	Display current device connection status.
5	Restore the default settings.
6	Exit the <b>Settings</b> menu.

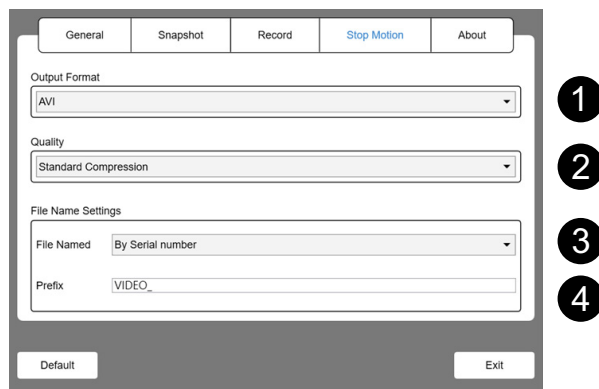
## Snapshot

Number	Description
1	Set the image file output format (JPG, BMP, PNG, TIF).
2	Set the file name format by serial number or by date and time.
3	Set the prefix file name.

## Record

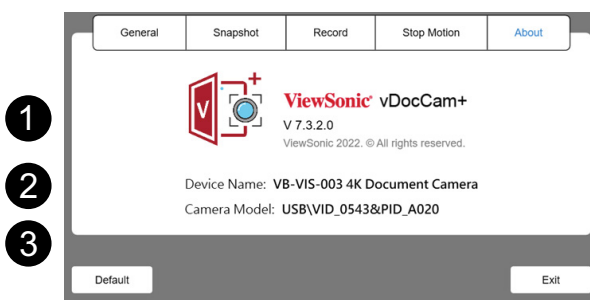
Number	Description
1	Set the video file output format (AVI, MP4, FLV).
2	Set the video compression quality: <ul style="list-style-type: none"> <li>» Standard Compression</li> <li>» Low Compression Rate (higher image quality, bigger file size).</li> <li>» High Compression Rate (lower image quality, smaller file size).</li> </ul>
3	Enable the microphone.
4	Select the microphone.
5	Set the file name format by serial number or by date and time.
6	Set the prefix file name.

## Stop Motion



Number	Description
1	Set the video file output format (AVI, MP4, FLV).
2	Set the video compression quality: <ul style="list-style-type: none"> <li>» Standard Compression</li> <li>» Low Compression Rate (higher image quality, bigger file size).</li> <li>» High Compression Rate (lower image quality, smaller file size).</li> </ul>
3	Set the file name format by serial number or by date and time.
4	Set the prefix file name.

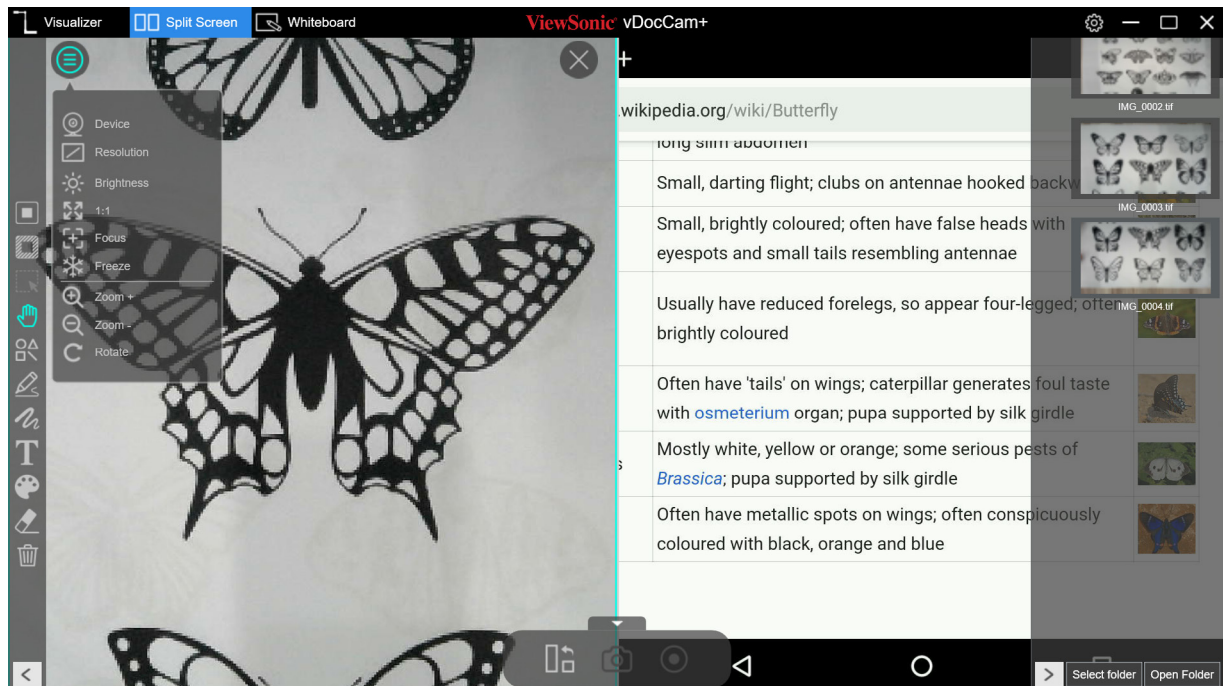
## About



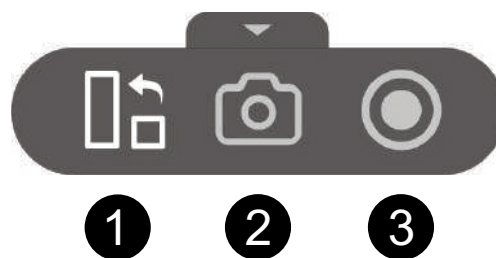
Number	Description
1	Software version.
2	Current connected device name.
3	Current connected device's VID/PID.

## 9. Split-Screen

With the Split-Screen function, you can connect two Document Cameras to your computer and present them by splitting two live screens and you can even compare still image with live video.



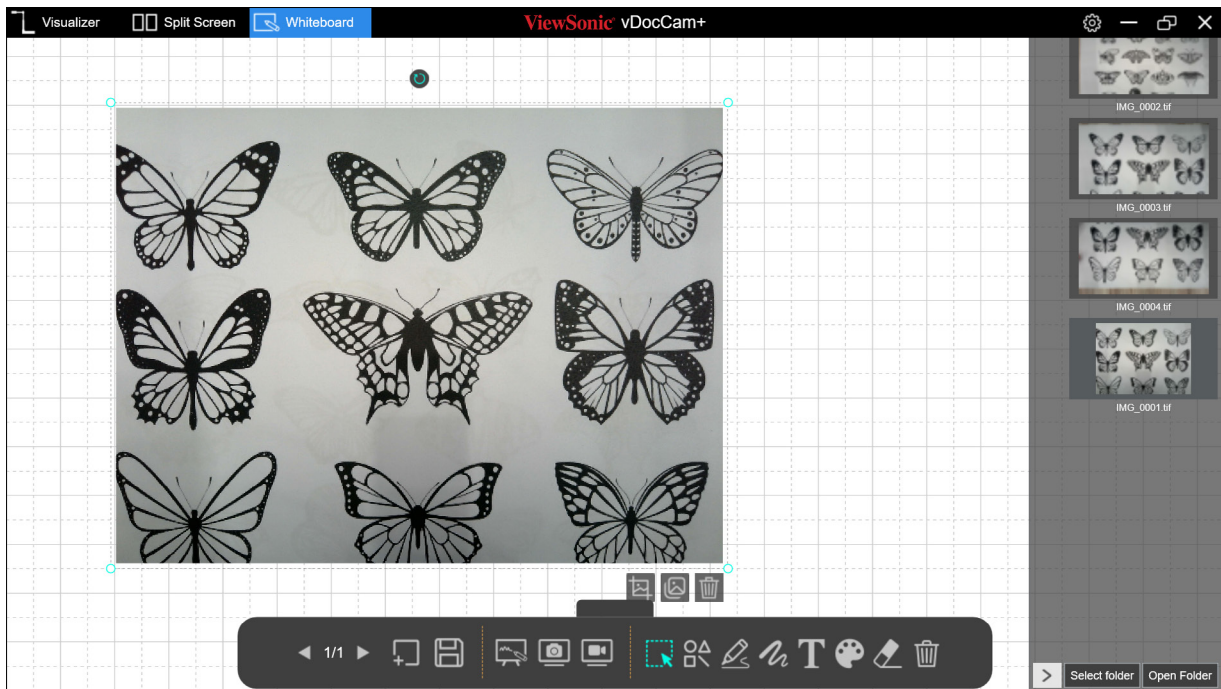
### Split-Screen Action Buttons



Number	Description
1	<u>Shuffle</u> Change the display layout.
2	<u>Screen Capture</u> Take a screenshot.
3	<u>Screen Recording</u> Take a screen recording.








## 10. Whiteboard

The whiteboard mode allows you to draw and annotate anything on the interactive whiteboard, in this whiteboard function you can drag and drop selected images from the right-side file list to the whiteboard and add annotations.



### Whiteboard Toolbar

Icon	Description
	<u>Page Up and Down</u> Switch between whiteboard pages.
	<u>Add a Page</u> Add a whiteboard page with a different color background.
	<u>Save</u> Save your current whiteboard pages in a PDF format.
	<u>Switch the Background</u> Switch between the whiteboard background, computer desktop, or mouse mode.
	<u>Screenshot</u> Take a screenshot of the whiteboard.
	<u>Screen Recording</u> Take a screen recording of the whiteboard.
	<u>Select</u> Select an annotation or object on the whiteboard.

Icon	Description
	<u>Shapes</u> Add shapes.
	<u>Freehand Tool</u> Select a brush style and write on the whiteboard.
	<u>Line Option</u> Set the line thickness of the annotation.
	<u>Text Tool</u> Add text.
	<u>Color Option</u> Choose the color of the annotation, shape, and text tools.
	<u>Eraser</u> Remove specific annotations.
	<u>Clear All</u> Clear all annotations on screen.

# Appendix

## Specifications

Item		Specifications
Optical System	Working Surface	440 x 330 mm (at 2048 x 1536 4:3 mode output)
	Zoom	Digital zoom 10x by software
	Focus	Auto
Illumination System	Upper	LED
		Dark-room (0 Lux) testing condition
		Shooting height: 17 cm (Lamp Center 100 Lux) Shooting height: 34.5 cm (Lamp Center 25 Lux)



Item		Specifications
Camera	USB Live Streaming	<u>MJPEG</u> 3840 x 2880 @ 15 fps 3840 x 2160 @ 30 fps 2560 x 1440 @ 30 fps 2048 x 1536 @ 30 fps 1600 x 1200 @ 30 fps 1920 x 1080 @ 60 fps 1280 x 720 @ 60 fps 1024 x 768 @ 30 fps 960 x 540 @ 60 fps 640 x 480 @ 30 fps 640 x 360 @ 60 fps  <u>YUY2</u> 1280 x 720 @ 10 fps 1024 x 768 @ 10 fps 960 x 540 @ 15 fps 640 x 480 @ 30 fps 640 x 360 @ 30 fps  <b>NOTE:</b> 3840 x 2880 @ 15 fps = 11 Megapixel (ISP limitation)
	Sensor	13 Megapixel 1/3" CMOS (Sony IMX258 & SunplusIT SPCA2688A)
	White Balance	Auto
	Digital Zoom	Digital zoom 10x by software
	Lens Size	1/3.06 inches
	Lens Construction	5 plastics
	Focal Length	3.37 mm ± 5%
	F/No.	F2.2 ± 5%
	View Angle	DFOV: 81.3 ± 3°
	Image Quality	Center ≥ 1100 LW/PH Corner ≥ 800 LW/PH
	Focus	Auto
	Focus Distance	10 cm
Audio	Microphone	Supported
	Microphone Sensitivity	94db SPL @ 1kHz Min-29 Type-26 Max-23 dBES
USB	Connection Type	Micro USB to Type A 2.0
	Video Compression	MJPEG/YUY2
	UVC	Compliant with UVC 1.0
	UAC	Compliant with UAC 1.0



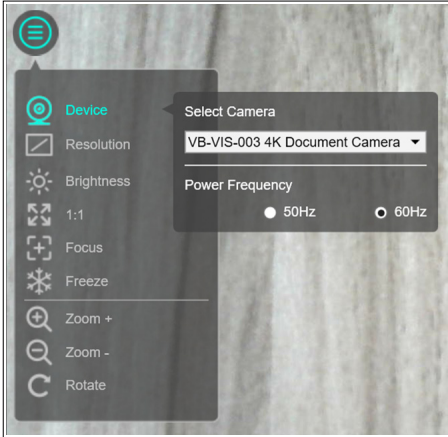
Item		Specifications
System Compatibility	Operating System	<ul style="list-style-type: none"> <li>Windows® 7 (1080p and under only), Windows 8.1, Windows 10, Windows 11</li> <li>macOS™ 10.15 or higher</li> <li>Google™ Chromebook™</li> </ul>
	Hardware Platform	<ul style="list-style-type: none"> <li>Intel® i5 processor or higher</li> <li>8GB RAM or more</li> <li>Hard drive space for recorded videos</li> <li>USB Port</li> </ul>
Input/Output Interface	Input	N/A
	Output	N/A
	Bidirectional	USB 2.0 Micro B x 1
General	Illumination	LED (switch on camera)
	Mechanical Arm	Supported
	Working Surface	440 x 330 mm (at 2048 x 1536 4:3 mode output)
	Button 1	Focus/Rotate 0°~180°
	Button 2	Lamp control
Compliance	Certification	EMC: FCC-B, CE, ICES/Safety: LVD
Power	Power Source	5V (USB power supply)
	Power Consumption	≤ 2.5W
Operating Conditions	Temperature	32°F to 104°F (0°C to 40°C)
	Humidity	20% to 90% (Non-Condensing)
Storage Conditions	Temperature	-4°F to 140°F (-20°C to +60°C)
	Humidity	20% to 90% (Non-Condensing)
Dimensions	Physical - Expanded (W x H x D)	393 x 66 x 346 mm (15.4" × 2.5" × 13.6")
	Physical - Closed (W x H x D)	195 x 66 x 13 mm (7.6" × 2.5" × 0.5")
Weight	Physical	0.43 kg (0.95 lbs.)

# Troubleshooting

## When Using the Document Camera

Problem or Issue	Potential Cause	Possible Solutions
<b>Cannot be powered on</b>	The USB cable is not correctly connected to the computer or the computer may have crashed.	Re-connect the USB cable with the Document Camera.
		Restart the computer.
<b>No image output after connecting</b>	The document camera is not correctly connected to the computer.	Re-connect the USB cable with the Document Camera.
	Software is not installed on the computer.	Install the bundled software on the computer.
	Application software is incompatible with the document camera.	Use the bundled software to operate the Document Camera.

Problem or Issue	Potential Cause	Possible Solutions
<b>The device is not being detected</b>	Make sure you are using a supported VB-VIS-003 model camera device.	vDocCam+ application only supports the VB-VIS-003 model camera device. If you are using a 3rd party document camera some of the functions in this software may NOT work.
	Check if the camera is opened by other applications.	Check the Windows/macOS program, if the camera has been occupied by other applications, please exit the application and try again.
	Turn off the virtual machine (macOs).	If your Mac has an installed Windows virtual machine such as “Parallels Desktop”, please turn it off and connect the device again.
	Check the USB connection (Windows).	Ensure Windows has recognized the device under the Cameras in Windows Device Manager menu. If the device is not detected, please try to connect with another USB port.
	For Windows 10 / 11 system	Go to: Settings > Privacy > Camera to check whether the permission is allowed.  <div> <p>Allow apps to access your microphone</p> <p>If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.</p> <div> <input checked="" type="checkbox"/> On </div> </div>
<b>The image is fuzzy</b>	The distance of the object is possibly too close to the lens.	Press the AF button to auto focus.
<b>The image does not move</b>	The computer or application software may have crashed.	Restart the computer or application software.

Problem or Issue	Potential Cause	Possible Solutions																										
There is camera flickering	<p>Camera flickering problems usually occur when there is a difference between the camera refresh rate setting and the artificial lighting refresh rate of the environment.</p> <p><b>NOTE:</b> Learn more about each country’s mains electricity at: <a href="https://en.wikipedia.org/wiki/Mains_electricity_by_country">https://en.wikipedia.org/wiki/Mains_electricity_by_country</a></p> <p><u>Flicker Settings Reference</u></p> <table><thead><tr><th>Area</th><th>Setting</th></tr></thead><tbody><tr><td>England</td><td>50Hz</td></tr><tr><td>Germany</td><td>50Hz</td></tr><tr><td>France</td><td>50Hz</td></tr><tr><td>Italy</td><td>50Hz</td></tr><tr><td>Spain</td><td>50Hz</td></tr><tr><td>Russia</td><td>50Hz</td></tr><tr><td>Portugal</td><td>50Hz</td></tr><tr><td>America</td><td>60Hz</td></tr><tr><td>Taiwan</td><td>60Hz</td></tr><tr><td>China</td><td>50Hz</td></tr><tr><td>Japan</td><td>50/60Hz</td></tr><tr><td>Korea</td><td>60Hz</td></tr></tbody></table> <div><div></div><div><p>Before Setting (Horizontal Noise)</p><p>After Setting (Normal)</p></div></div>	Area	Setting	England	50Hz	Germany	50Hz	France	50Hz	Italy	50Hz	Spain	50Hz	Russia	50Hz	Portugal	50Hz	America	60Hz	Taiwan	60Hz	China	50Hz	Japan	50/60Hz	Korea	60Hz	<p>Use the vDocCam+ software “Device setup” to change the camera’s Power Frequency (refresh rate).</p> 
	Area	Setting																										
	England	50Hz																										
	Germany	50Hz																										
France	50Hz																											
Italy	50Hz																											
Spain	50Hz																											
Russia	50Hz																											
Portugal	50Hz																											
America	60Hz																											
Taiwan	60Hz																											
China	50Hz																											
Japan	50/60Hz																											
Korea	60Hz																											

**NOTE:** The contents of this manual are subject to change without prior notification.

# Maintenance

## General Precautions

- Make sure the camera is turned off and the USB cable is unplugged if it will not be used for an extended period of time.
- Avoid lens should avoid bright objects (e.g., sunlight), and unstable light conditions.
- Do not use the camera around facilities that can transmit high-power radio waves (e.g., television station).

## Cleaning the Camera Lens

- Wipe the camera lens with a clean, soft, lint-free cloth. This removes dust and other particles.

## Cleaning the Case

- Use a soft, dry cloth to clean.

## Disclaimer

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

# 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.

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

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

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

### For Canada

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

### CE Conformity for European Countries



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

### 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:

- 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:**

<https://www.viewsonic.com/us/company/green/go-green-with-viewsonic/#recycle-program>

### **Europe:**

<https://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® Document Camera**

#### **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).

#### **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® Document Camera

#### **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.

#### **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>MÉRIDA:</b> ELECTROSER Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, México CP97000 Tel: (52) 999-925-1916 E-Mail: <a href="mailto:rrrb@sureste.com">rrrb@sureste.com</a>	<b>Oaxaca, Oax.:</b> CENTRO DE DISTRIBUCION Y SERVICIO, S.A. de C.V. Murguía # 708 P.A., Col. Centro, 68000, Oaxaca Tel: 01(52)95-15-15-22-22 Fax: 01(52)95-15-13-67-00 E-Mail: <a href="mailto:gpotai2001@hotmail.com">gpotai2001@hotmail.com</a>
<b>Tijuana:</b> STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembr Tijuana, Mexico	<b>FOR USA SUPPORT:</b> ViewSonic® Corporation 381 Brea Canyon Road, Walnut, CA. 91789 USA Tel: 800-688-6688 E-Mail: <a href="http://www.viewsonic.com">http://www.viewsonic.com</a>



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