

ViewSonic®



VBS100 **myViewBoard Box** **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. VS17677

Thank you for choosing ViewSonic

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

Once again, thank you for choosing ViewSonic !



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For Your Records

Product Name:	VBS100 myViewBoard Box
Model Number:	VS17677
Document Number:	VBS100_UG_ENG_1c_20211025
Serial Number:	_____
Purchase Date:	_____

Product disposal at end of product life

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

Please visit ViewSonic website to learn more.

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

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

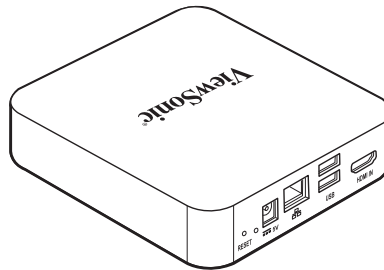
Taiwan: <http://recycle.epa.gov.tw/>

1. PRODUCT OVERVIEW

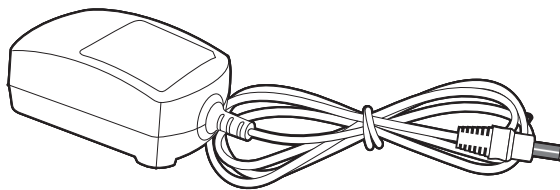
Package contents

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

VBS100



Power adapter x 1(Ac plug type * 4(UK/AU/US/EU)



US



EUROPE

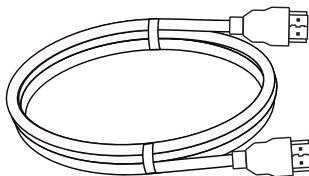


UK

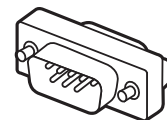


AUS

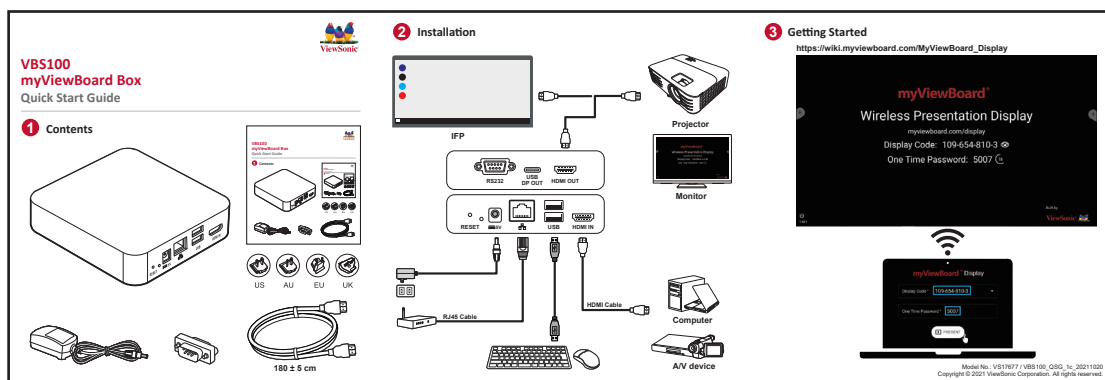
HDMI cable (180 ± 5 cm) x 1



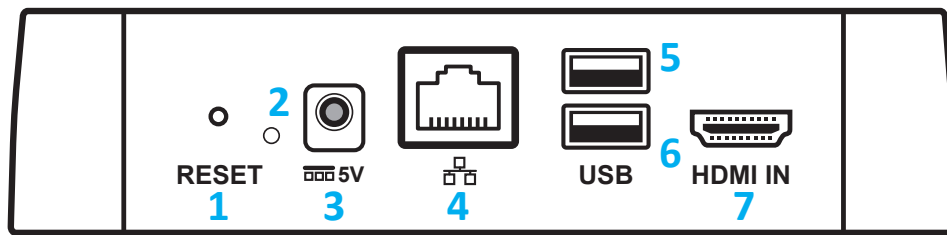
RS-232 adapter x 1



Quick start guide (QSG)



Front view



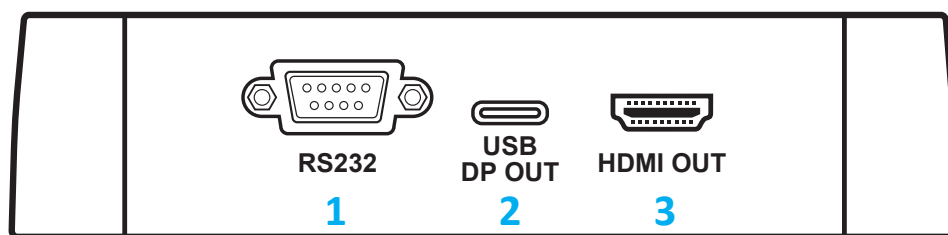
No.	Components	Description
1	Reset button	Performs a hardware-reset of the device
2	Power LED	Indicates system power status: -Blue: power on -None: power off
3	DC Jack 5V	System power input connector.
4	GB-LAN (RJ-45)	Gigabit Ethernet + 802.3at class4 Gigabit Power over Ethernet` GB-LAN status - Yellow (Flashing) Activity on the link. - Yellow (Off) No activity on the link. -Green (ON) Activity link with 100M speed. -Orange (ON) Activity link with 1000M speed. -Green/Orange (Off) Activity link with 10M speed.
5	USB 2.0 (Type-A) ports	Universal Serial Bus 2.0 500mA *Note1/Note2
6	USB 3.0 (Type-A) ports	Universal Serial Bus 3.0 900mA *Note1/Note2
7	HDMI IN V1.4b(Type A) port	High-definition multimedia interface signal input: connects to a PC with HDMI output, set-top box, or other video devices (HD 720P) *Note3

Note1: Only support FAT32 format.

Note2: USB camera or UVC device does not support hot-plug mode.

Note3: Running USB type-C and HDMI connections at the same time is NOT supported.
Only one display output can be active.

Rear View



No.	Components	Description
1	RS232 port*	RS232 serial port cable: connects the display (IFP or Projector) to an external computer. Certain functions can be controlled remotely by the PC, including power on/off, volume adjustment and more. *Note1
2	USB3.0 (Type C) ports	USB3.0 SuperSpeed support and DisplayPort 1.2(1080@60Hz) output. *Note2
3	HDMI OUT V2.0(Type A) port	Connects the other end of the HDMI cable to the HDMI port of a display device, for example Display or Projector ...etc.

Note1: Set the baud rate of controlled devices to 9600 bps.

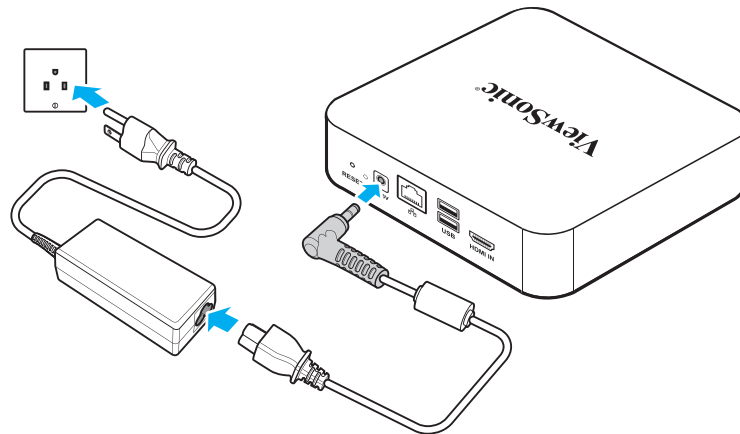
Note2: Running USB type-C and HDMI connections at the same time is NOT supported.
Only one display output can be active.

2. Getting Started

Connecting the AC power

To connect your myViewBoard Box to a power source, perform the following:

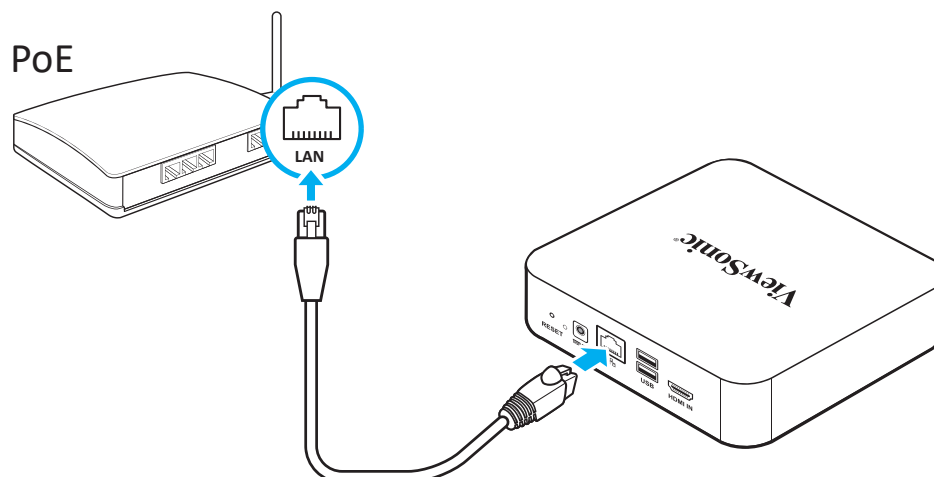
1. Connect one end of the power cord to the AC adapter and the other end to a power outlet.
2. Connect the AC adapter to the DC-in jack of your myViewBoard Box.



The myViewBoard Box supports the PoE feature. If connected to a Power Device (PD) or a Power Sourcing Equipment (PSE), the myViewBoard Box is able to power itself via the ethernet slot.

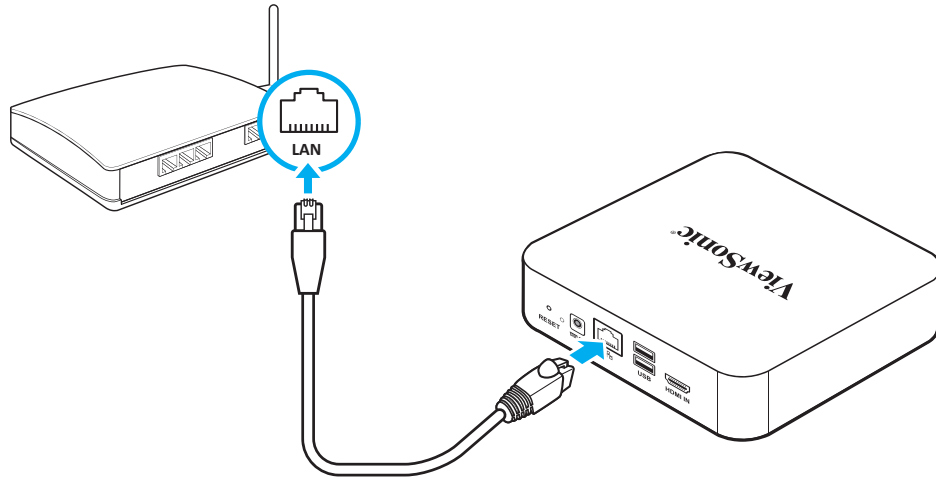
1. Connect a Power Device (PD) or a Power Sourcing Equipment (PSE) to a power outlet.
2. Connect an ethernet cable connected to the Power Device (PD) to the Power over Ethernet (PoE) slot of your myViewBoard Box.

If both power sources are available, the myViewBoard Box uses the AC adapter as the main power source.



Connecting to local area network (LAN)

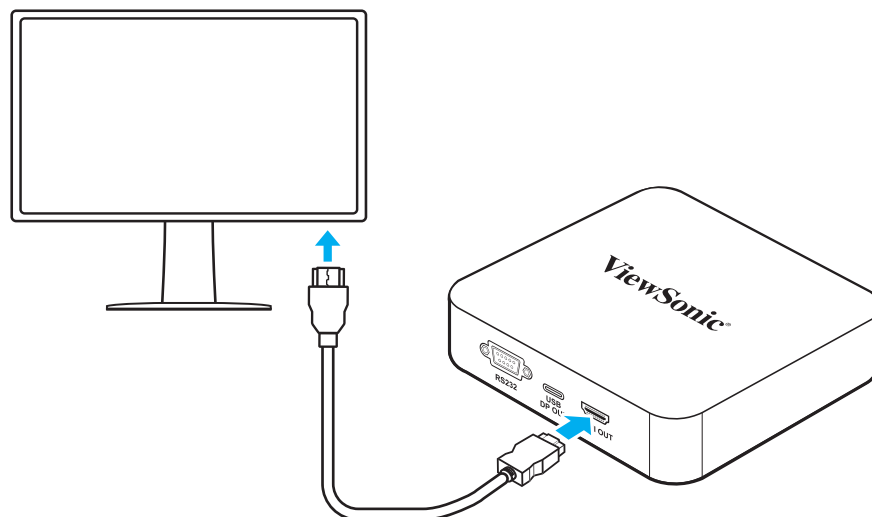
1. Connect one end of the RJ-45 cable to the LAN port of your myViewBoard Box.
2. Connect the other end of the RJ-45 cable to a network connection device or a network wall connector.



3. Connecting a display device

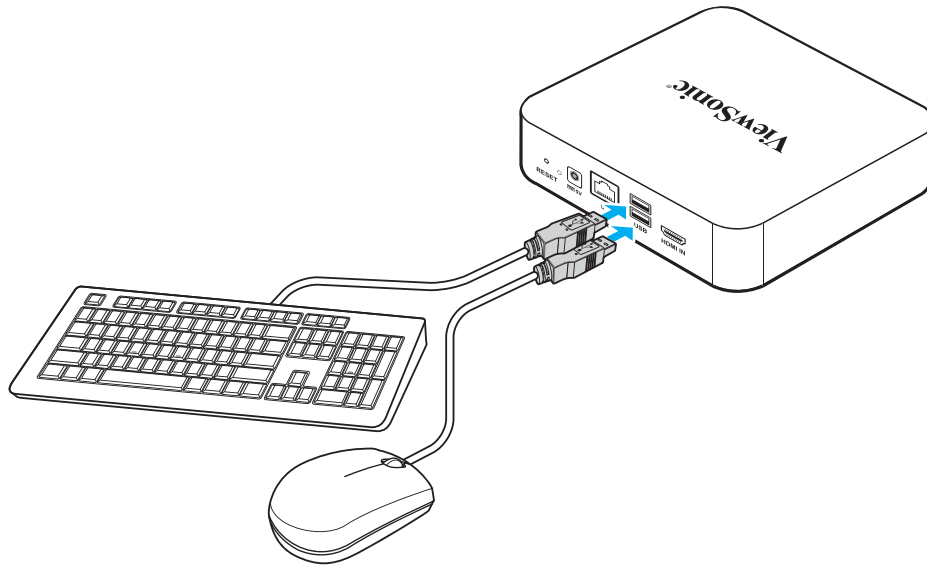
Use an HDMI cable (not supplied) to connect to an external display.

1. Connect one end of the HDMI cable to the HDMI port of the myViewBoard Box.
2. Connect the other end of the HDMI cable to the HDMI port of a display device.



Connecting a mouse and keyboard

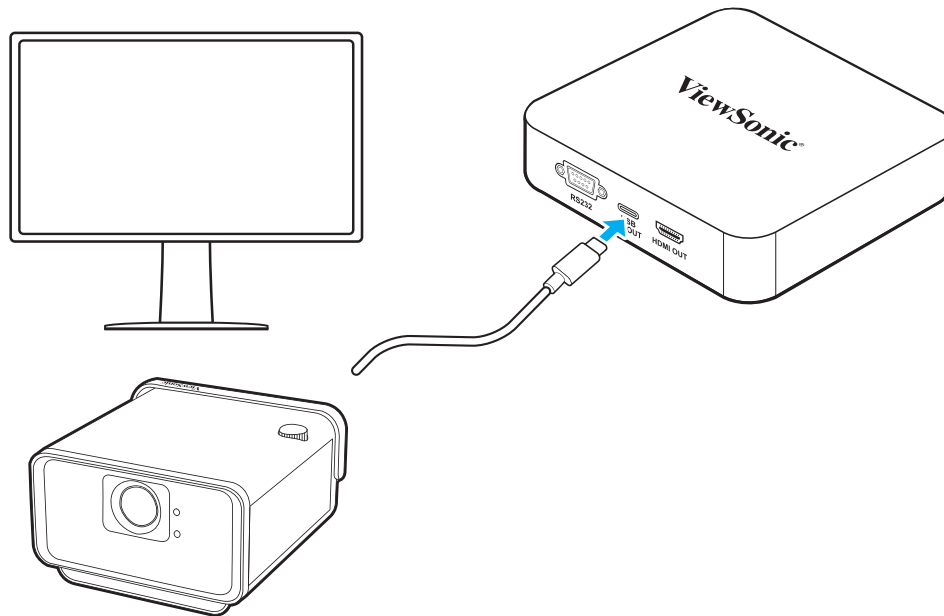
Connect the USB mouse and USB keyboard to the USB2.0 ports of your myViewBoard Box.



3. Performing additional connections

Connecting to USB type-C devices

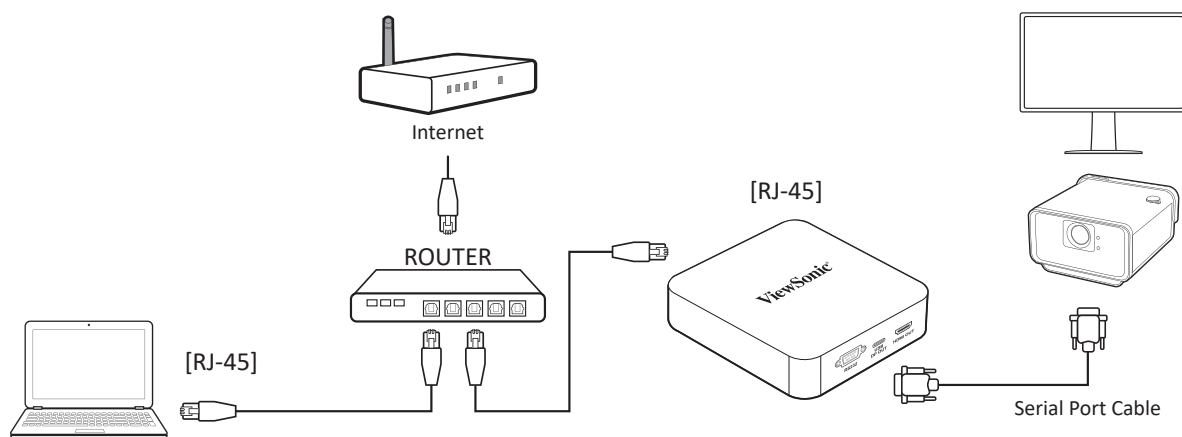
- USB type-C compatible device connect to the monitor or projector.
- USB type-C supports DP1.2/out (1080P@60Hz) only.
- No support for running USB type-C and HDMI connections at the same time.



Connecting to RS232

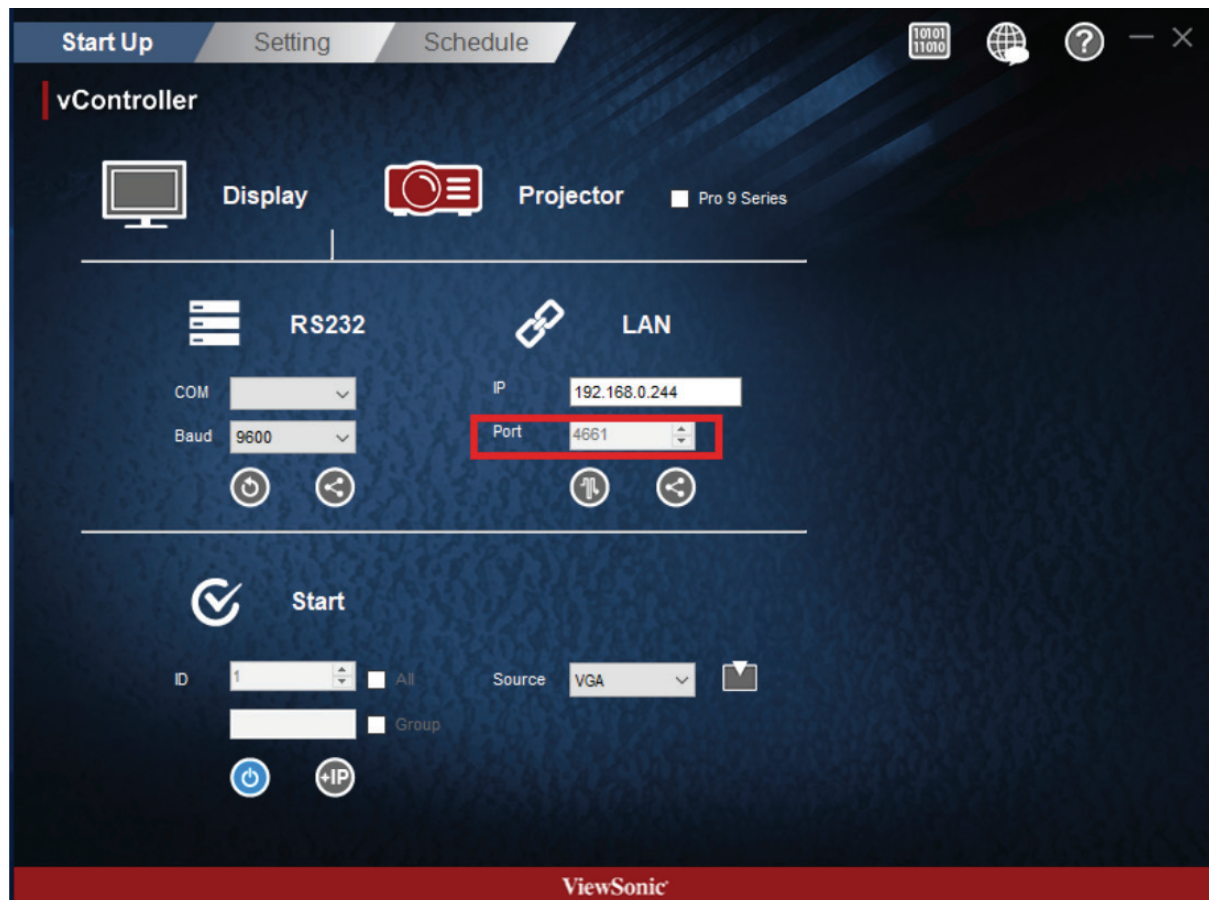
An RS-232 connection provides the ability to turn on myViewBoard Box, adjust volume or switch the input source from a remote PC or console.

Note: Set the baud rate of all control devices to 9600 bps.

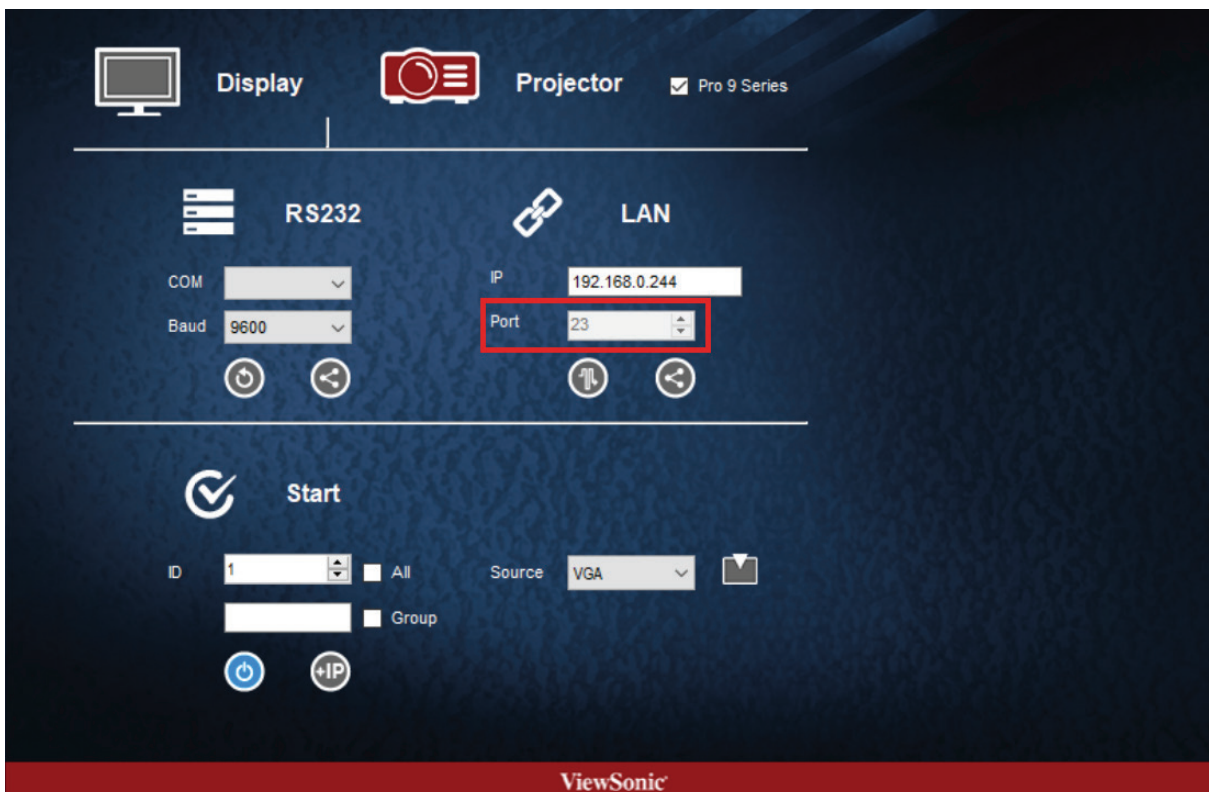


ViewSonic provides vController, an easy-to-use control tool.

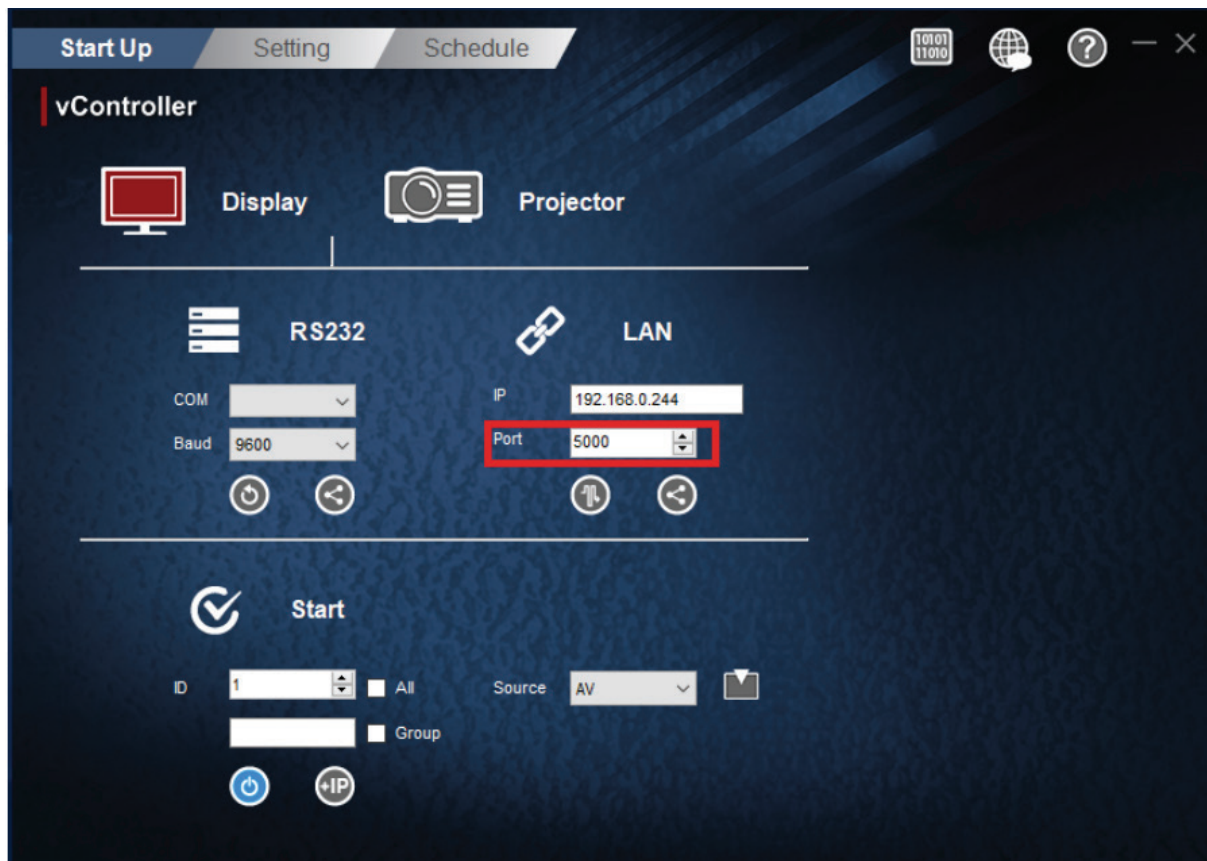
Projector LAN Port:4661



Projector LAN Port:23



Display LAN Port:5000



Learn more and download the vController software from the ViewSonic website

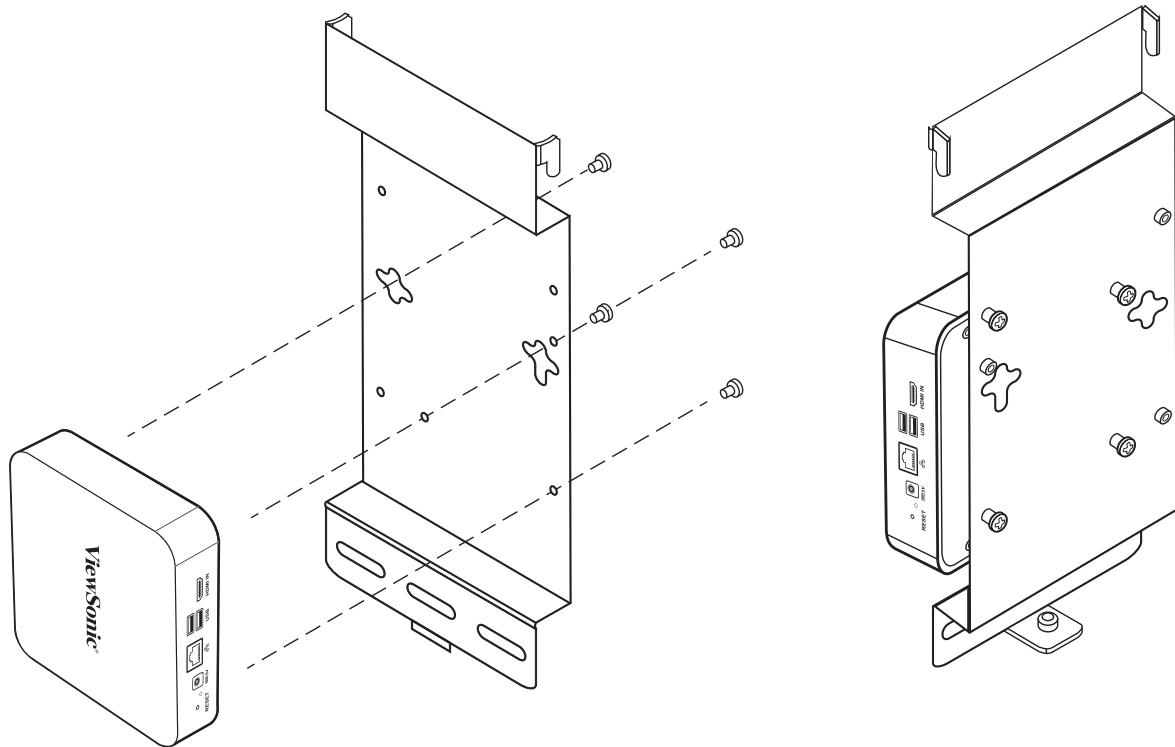
Installing the Hardware

Option1

Mounting the VBS100 (VB-WMK-001/VB-STND-001)

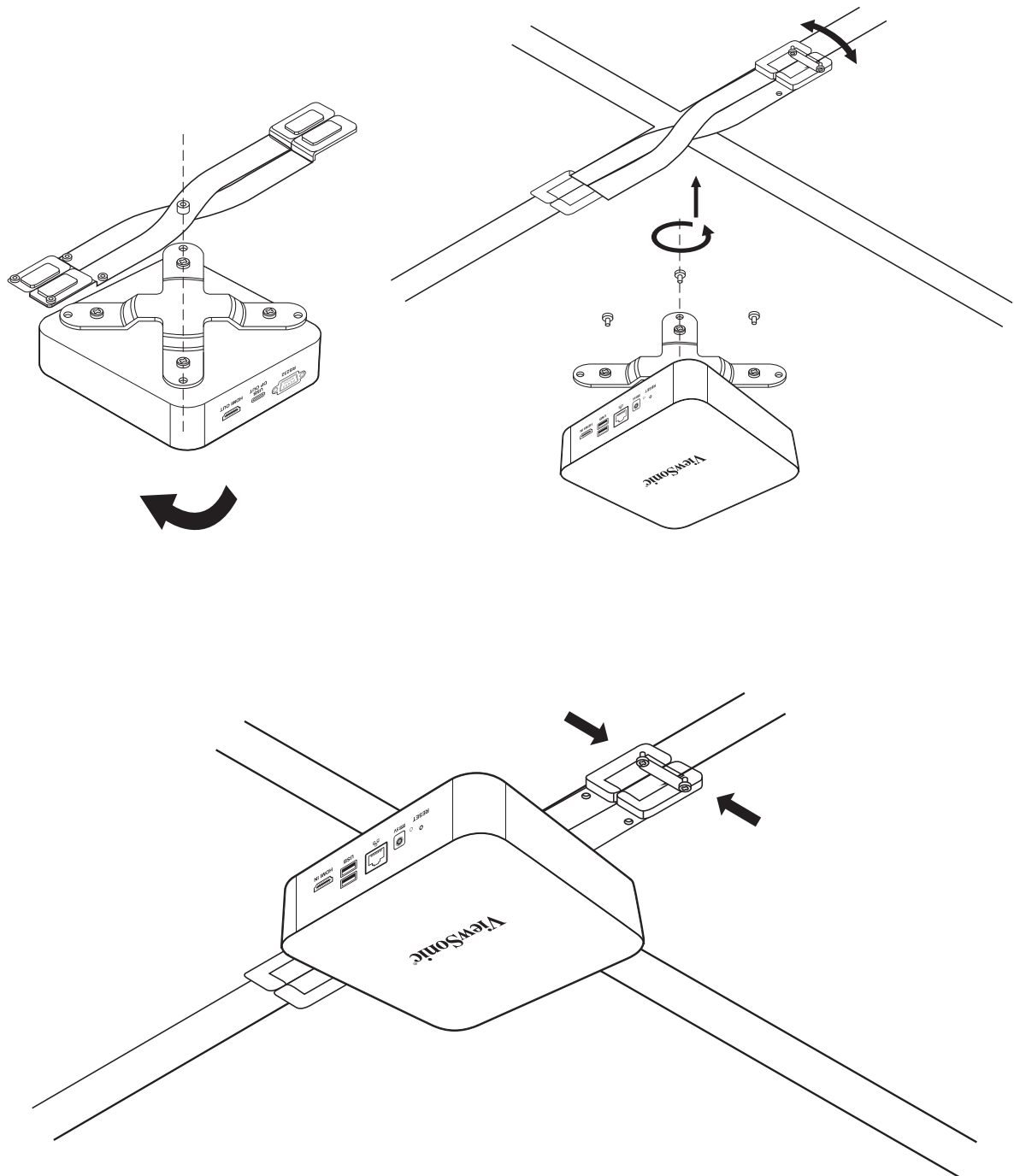
Mount the VBS100 to the back of your display device.

Note: Verify that your display device supports VESA mounting. Refer to the following illustration for size measurements:



Option2

Mounting the VBS100 on T-bar



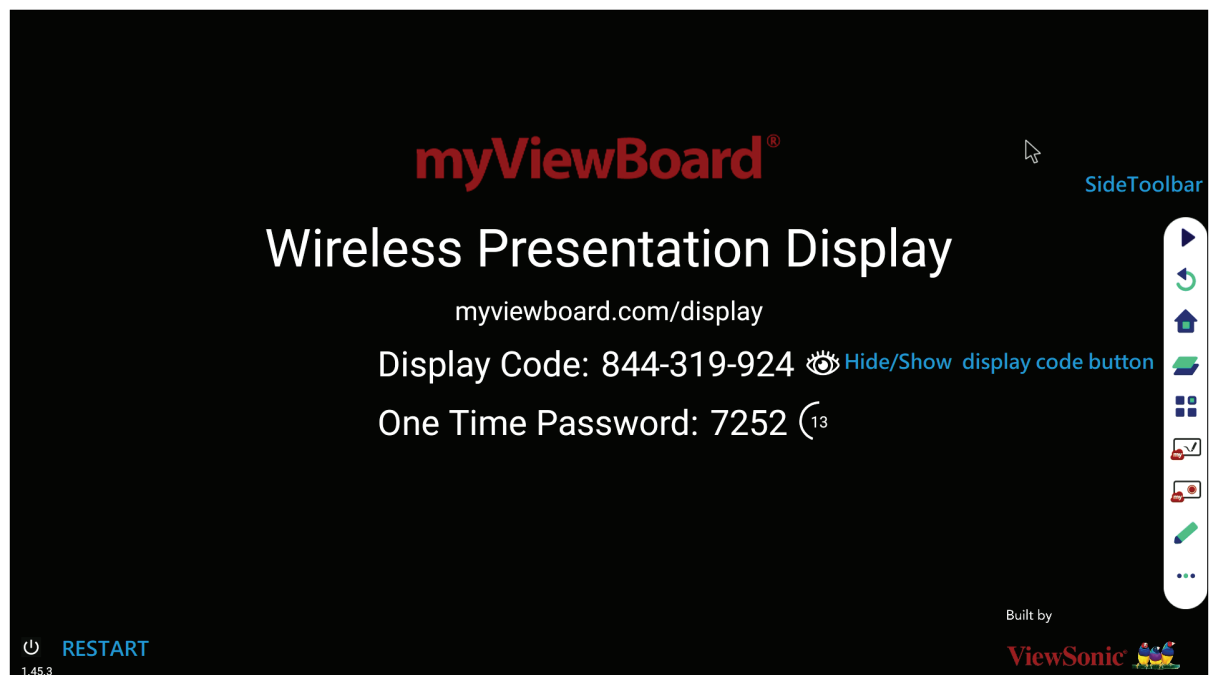
4. Operating the myViewBoard Box

myViewBoard Box screens

The myViewBoard Box shows the following screen on startup:




myViewBoard Box startup screen description.



RESTART

VBS100 system reboot button.

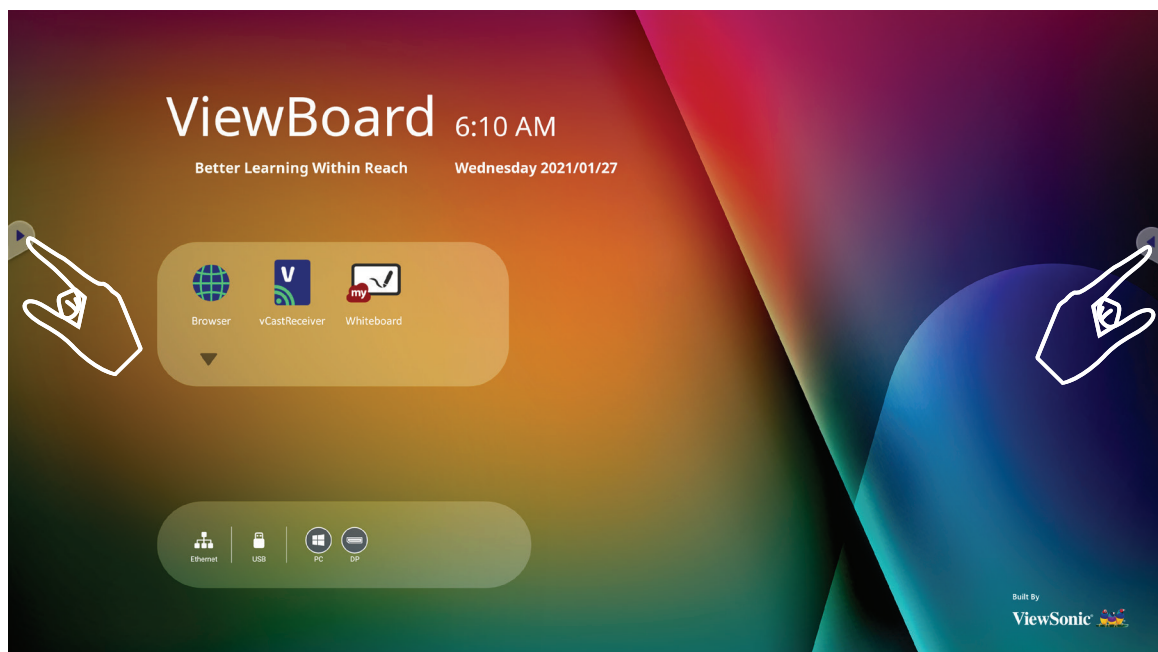
Hide/Show display code button

Hide **Display Code: 844-XXX-XXX** 

Show **Display Code: 844-319-924** 

Side Toolbar

Toolbar trigger icons are on the edge of the ViewBoard launcher providing access to your tools.


















To launch a tool:













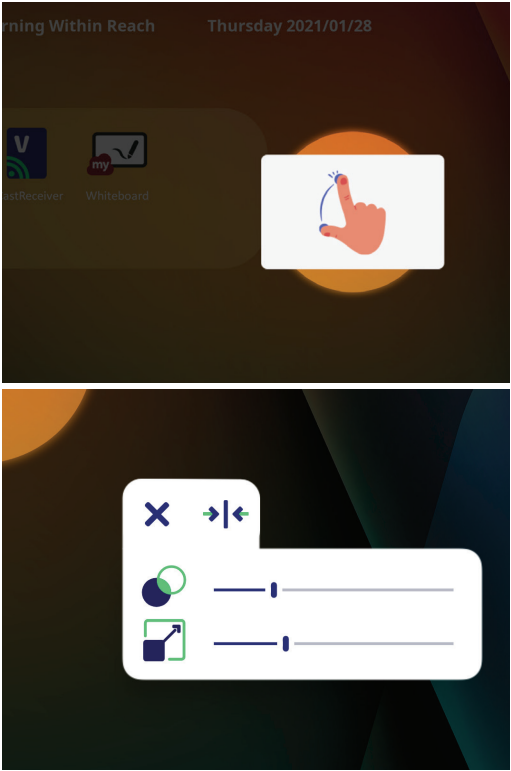
1. Tap a Toolbar trigger icon.
2. Tap on your desired tool icon.


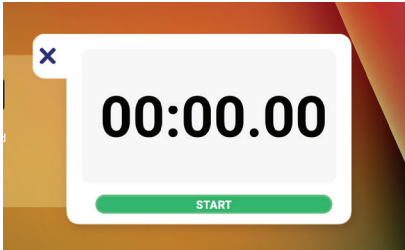
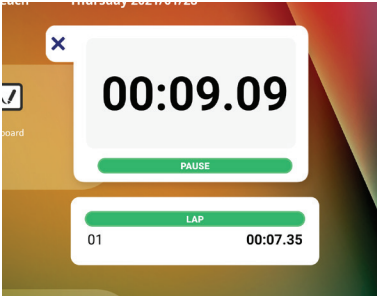
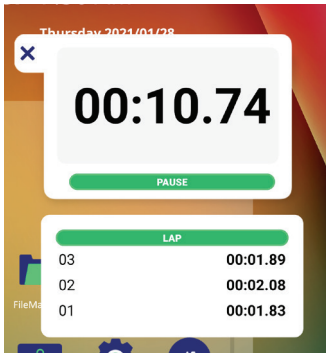

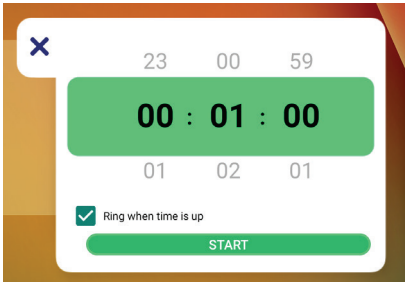
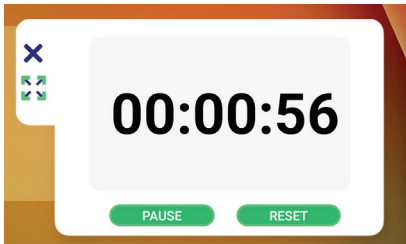
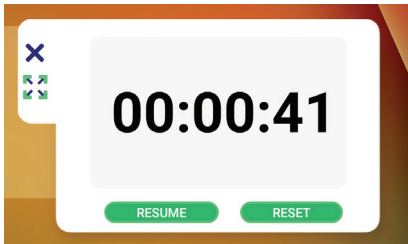







NOTE: The default toolbar setting is to be available for all input sources; however, users can go to: **Settings > Preference > Toolbar setting** to adjust the options: (1) available for all input sources, (2) hide the toolbar for all input sources.


Icon	Description
 Back	Return to the previous operation screen. Only for the Embedded Player source.
 Home	Return to the Home Screen of the Embedded Player.
 Recent	Display all embedded applications that are currently being used.
 App	View all installed applications.
 Whiteboard	Launch the Whiteboard software.
 Recorder	Record, view, and save the on-screen content.

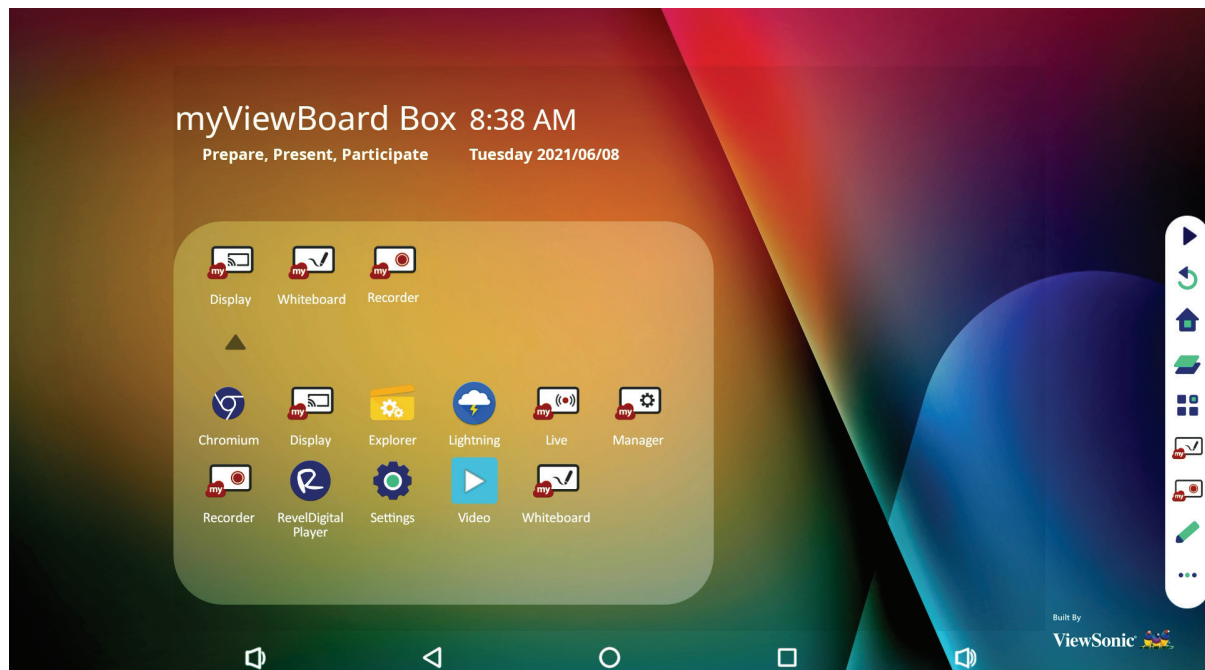
Icon	Description
 Draw	<p>Access the pen, highlighter, clear, and save options.</p> <div>     </div> <div>     </div>
	<p><u>Pen</u> Annotate the overlay of any input source with black, white, yellow, orange, red, pink, green, or blue ink. The default pen setting supports up to 10-point writing.</p>
	<p><u>Highlighter</u> Mark and highlight with yellow, grey, gold, orange, red, pink, green or blue ink. The default highlighter setting supports up to 10-point marking.</p>
	<p><u>Eraser</u> Selectively remove the digital ink on the screen.</p>
	<p><u>Undo</u> Undo the previous action.</p>
	<p><u>Redo</u> Redo the previous action.</p>
	<p><u>Clean</u> Clears all the digital ink on the screen.</p>
	<p><u>Save</u> Save the screen image and any annotations.</p>
	<p><u>Exit</u> Close the drawing tool.</p>

Icon	Description
<div> <div> <div></div> <div></div> <div></div> </div> <div>More</div> </div>	<p>View more applications within the ViewBoard tool bar.</p> <div>       </div> <div> <div>Screen Freeze</div> <div>Spotlight</div> <div>Stopwatch</div> <div>Timer</div> <div>Hide/Unhide</div> <div>Screen Capture</div> </div>
	<p><u>Screen Freeze</u> </p> <p>Convert the currently displayed content into a still image; then you can zoom in, zoom out, go back to full screen, and exit.</p> <div>     </div> <div> <div>Zoom in</div> <div>Zoom out</div> <div>Fullscreen</div> <div>Exit</div> </div> <p><u>Spotlight</u> </p> <p>Highlight the focus content zone. Tap the Setting icon to adjust the spotlight size and alpha blending effect.</p> <div>  </div>












Icon	Description
<div> <div></div> <div></div> <div></div> <div>More</div> </div>	<p>Stopwatch </p> <p>Tapping Start will initiate the stopwatch.</p>  <p>At any time, the stopwatch can be paused, resumed, split, or reset.</p> <div>   </div>
	<p>Timer </p> <p>Access the countdown timer with an optional alarm setting. Touch and swipe to adjust the numeric values, then click Start.</p>  <p>At any time, the countdown timer can be paused, resumed, or reset.</p> <div>   </div>
	<p>Hide/Unhide  </p> <p>Hide or unhide the Tool bar trigger icons.</p>

Icon	Description
 More	<u>Screen Capture</u>  Take a screenshot of the current screen.
 Settings	Access the General Settings.



V-Launch Menu: To access, click  on the default screen.



The V-Launch menu provides access to the following features:

	<p>Chromium</p> <p>A free web browser for Android that is fast and easy to use.</p>
	<p>Display</p> <p>Wirelessly mirror screen to larger displays</p> <p>https://wiki.myviewboard.com/MyViewBoard_Display</p>
	<p>Explorer</p> <p>An easy and powerful file explorer for Android devices.</p>
	<p>Lightning</p> <p>A free web browser for Android that is fast and easy to use.</p>
	<p>Live</p> <p>Stream Whiteboard for Android sessions</p> <p>https://wiki.myviewboard.com/MyViewBoard_Live</p>
	<p>Manager</p> <p>IT management of ViewSonic hardware installations</p> <p>https://wiki.myviewboard.com/MyViewBoard_Manager</p>
	<p>Recorder</p> <p>Screen capturing app for Android devices</p> <p>https://wiki.myviewboard.com/MyViewBoard_Record</p>
	<p>RevelDigital Player</p> <p>RevelDigital - Digital Signage :Turns your Android-based myViewBoard Box into digital signage. The Revel Digital Player app works in conjunction with the Revel Digital management portal (www.reveldigital.com) and provides the public-facing content for your own digital signage network.</p> <p>https://www.reveldigital.com/</p> <p>Note: Once the RevelDigital Player app is successfully registered, myViewBoard Box sets the RevelDigital Player APP as the default app to start automatically every time the device is powered on. After this has been set, you need to start the myViewBoard Stream app manually to use the myViewBoard Stream app again.</p>
	<p>Settings</p> <p>Provides access to system setup. Enables you to quickly and easily set up your VBS100.</p>
	<p>Media player</p> <p>Supports the following specifications:</p> <ul style="list-style-type: none"> - 4K/60: VP9, H265, H264 - 1080P/60: VC-1, MPEG-1/2/4, VP8
	<p>Whiteboard</p> <p>A digital whiteboard for Windows/Android OS or online</p> <p>https://wiki.myviewboard.com/MyViewBoard_Whiteboard</p>


Options App by user chooses to install.

	<p>vCastReceiver Wireless Screencast https://www.viewsonic.com/us/viewboard-cast-app</p> <p>Download link https://www.viewsonicglobal.com/public/products_download/software/cd/vCastReceiver_for_Android%20v.2.1.930.zip</p> <p>Note: The vCast license key must be purchased separately.</p>
	<p>EAirplay Provide wireless Screencast for Apple products with Airplay function. https://www.viewsonic.com/us/viewboard-cast-app</p> <p>Download link https://www.viewsonicglobal.com/public/products_download/software/cd/EAirplay%20v.7.10.9m.zip</p> <p>Note: The vCast license key must be purchased separately.</p>

myViewBoard for Windows Tasks

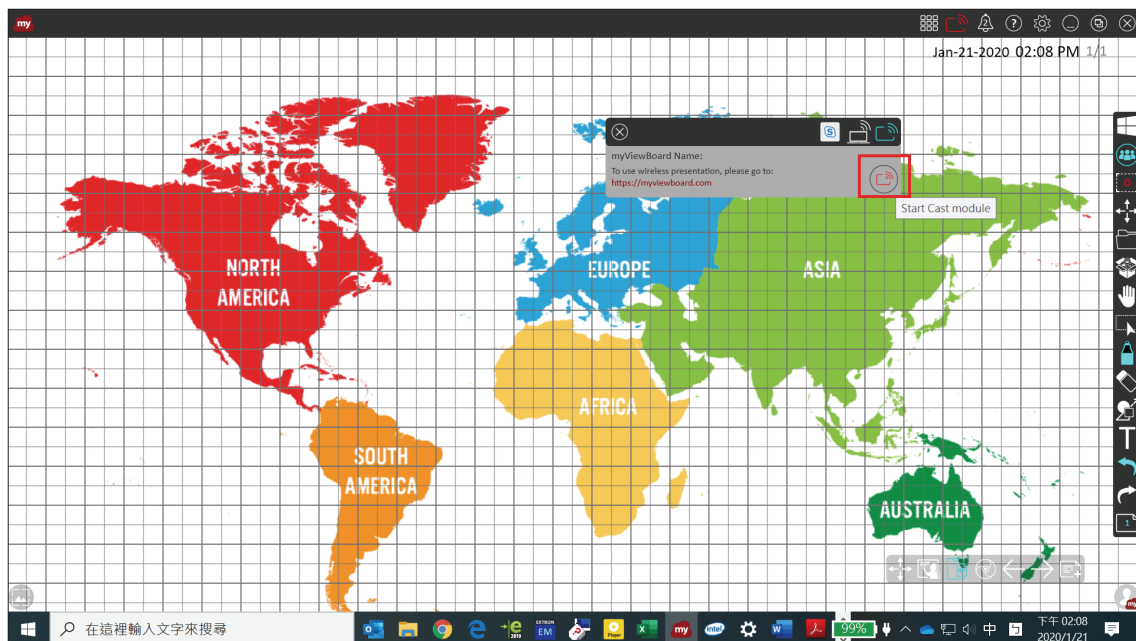
Verify that the “Entity administration account” operation is running under the correct myViewBoard rating: <https://myviewboard.com/education/pricing/>

Rating	Description
Basic	myViewBoard account cannot use the stream video function
Professional	myViewBoard account can stream video to 2 pcs of VBS100 at the same time
Entity	myViewBoard account can stream video to 2 pcs of VBS100 at the same time

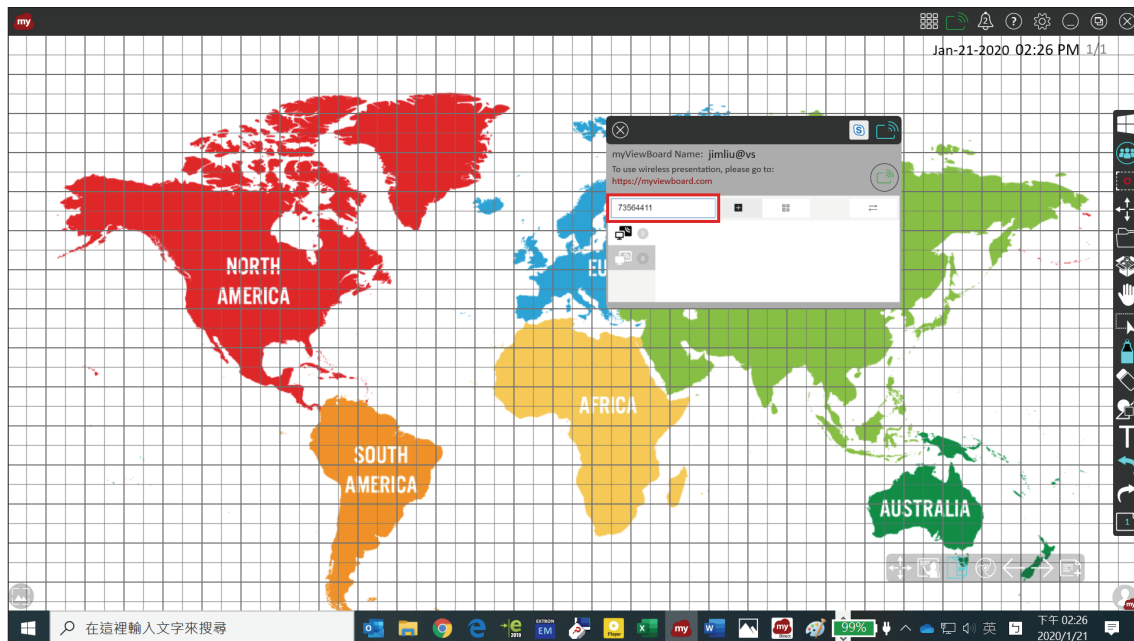
To send a ViewBoard screen or to receive users' screens, tap the  icon on the title bar.



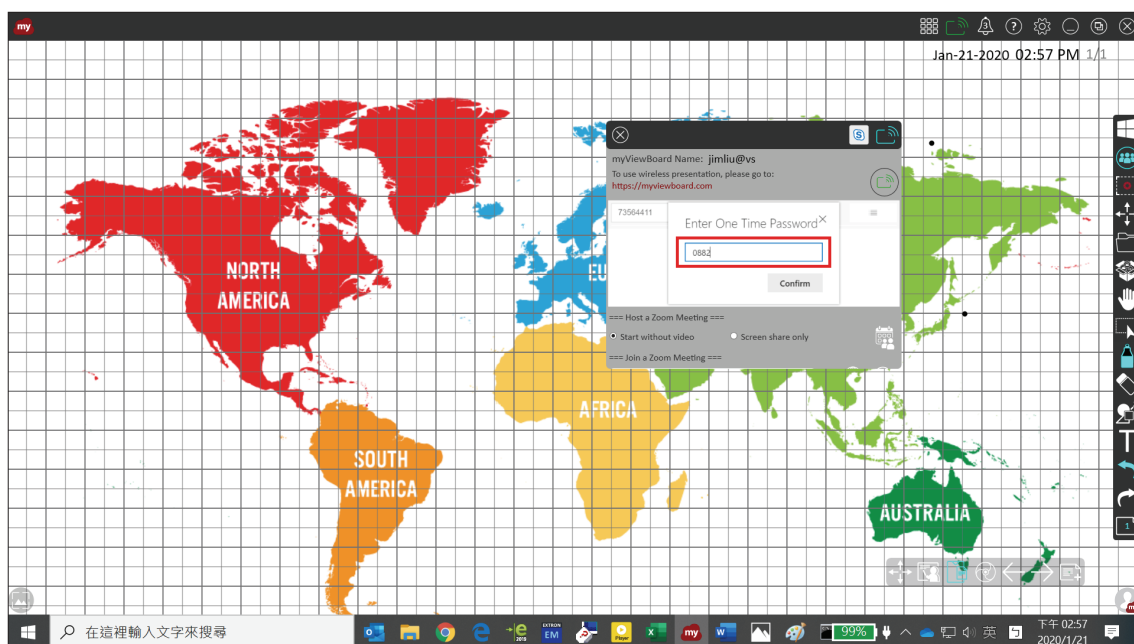
Tap the Cast module to enable.



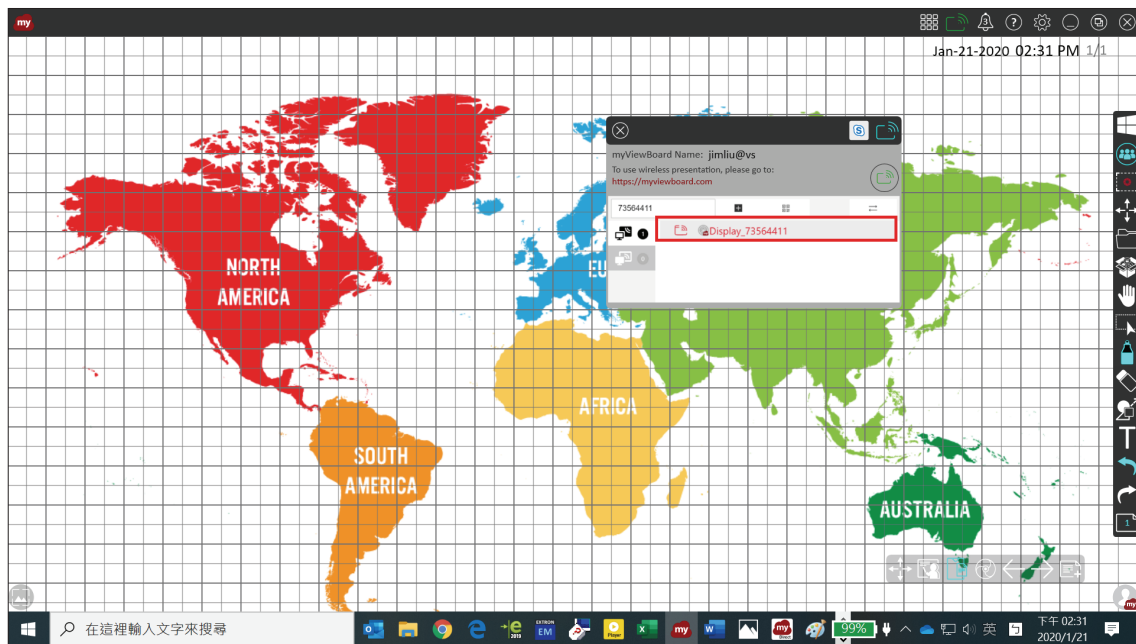
Provide the Bind Code that was displayed on the myViewBoard Box.



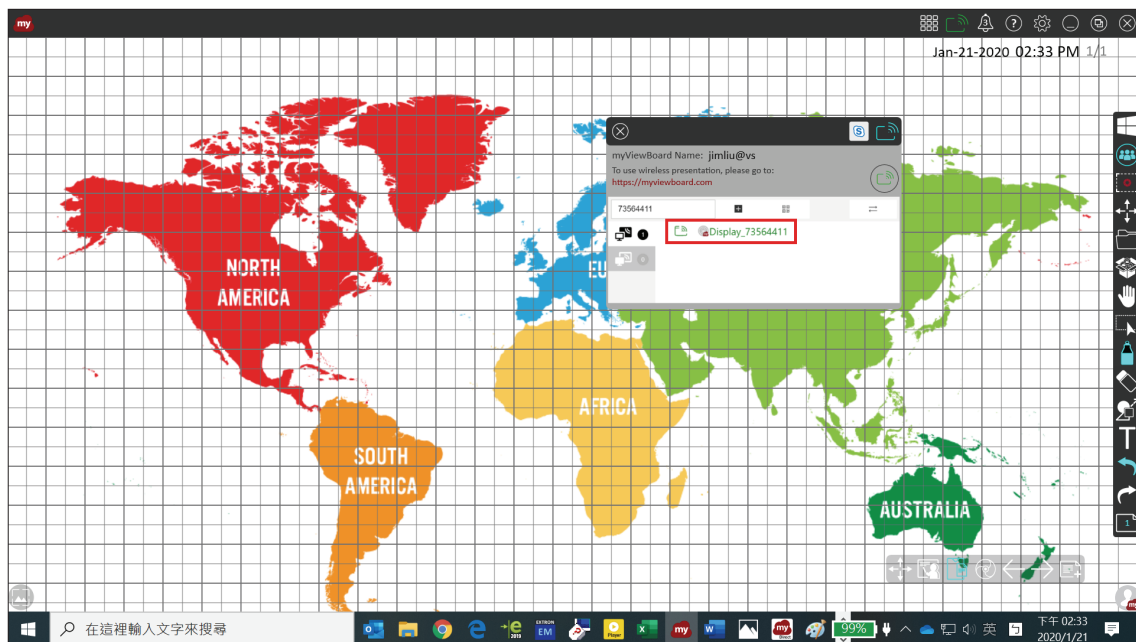
Provide the One Time Password Code (The OTP code is updated every 30 seconds) that was displayed on the myViewBoard Box.



Select  Display_73564411 from the list.



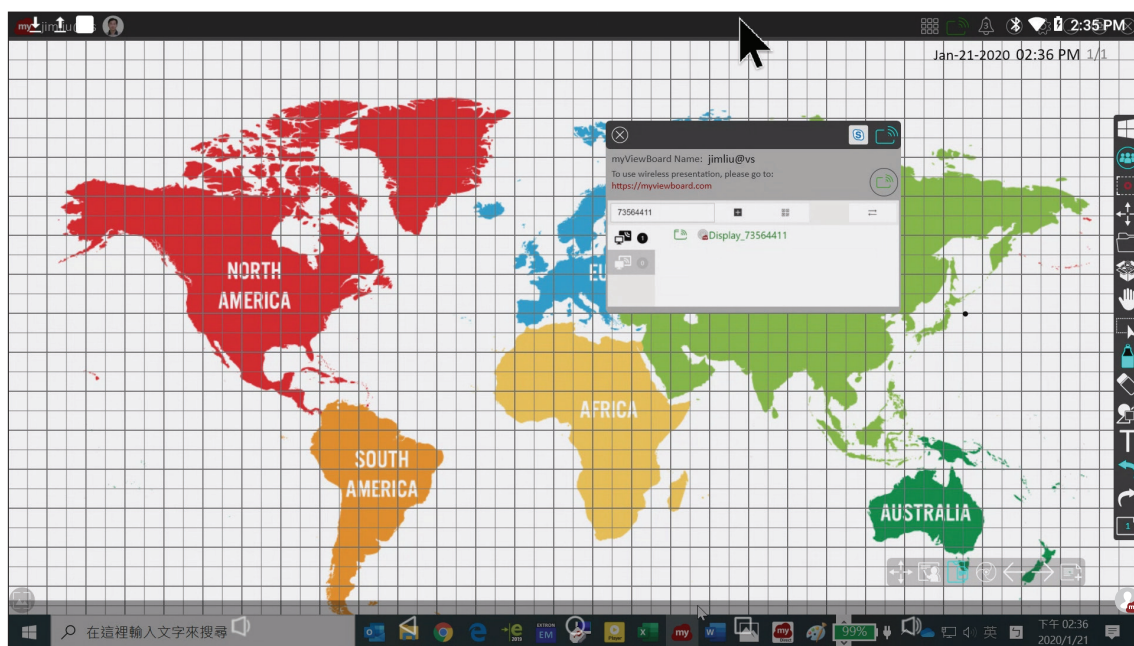
The entry changes to  Display_73564411 if bonding was successful.



The cast / wireless presentation should begin streaming.



myViewBoard for Windows screencast to an IFP display.



5. Troubleshooting

If you experience a problem with your ViewBoard Box Direct, refer to the following troubleshooting guide. If a problem persists, contact the service center.

The myViewBoard Box won't start

- If the LED does not light blue during device boot up:
Verify that the AC adapter is properly plugged into the DC-in jack of the myViewBoard Box and to the power outlet.
- Verify that the DC connector is fully inserted into the correct socket on the front of the myViewBoard Box.
- Check the power socket with another device (i.e. table lamp).
- If there is still no power, contact ViewSonic support or the Reseller from whom the device was purchased.

Unable to access the LAN

- Verify that the RJ-45 cable is connected:
 - one end to the LAN port of your myViewBoard Box
 - the other end to a network connected device or a network wall connector
- Make sure you have configured the LAN settings correctly.

Unable to display to the monitor device

- Verify that the HDMI cable has been plugged in properly into the HDMI outlet.

Unable to access the myViewBoard ecosystem, or if required fire-wall ports are blocked

To properly access the myViewBoard ecosystem (including companion apps) on your network, request your IT department to open the following ports:

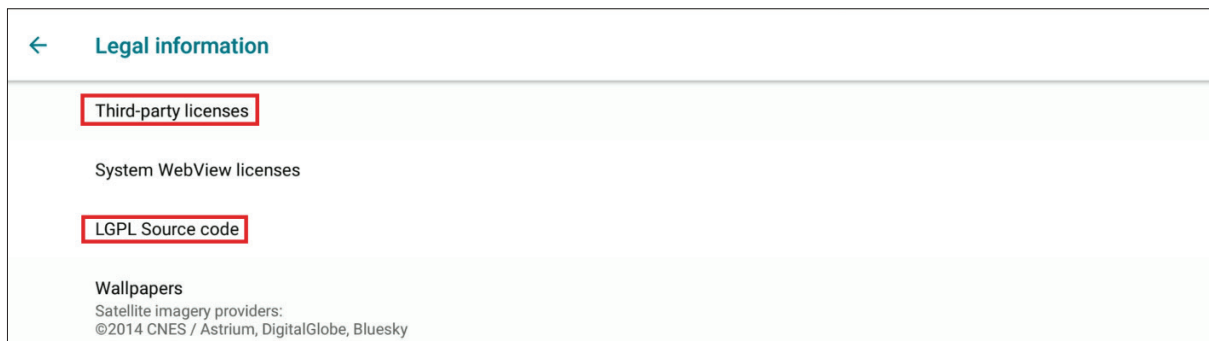
1. TCP Port 443 (HTTPS): outbound
2. UDP and TCP port 3478 bidirectional to the WebRTC servers
3. UDP Ports 50,000 – 65,535 (RTP/sRTP/RTCP) bidirectional to the WebRTC servers. These ports are optional; if blocked, media will be proxied using TURN on port 3478.

The WebRTC protocol is actively used in screen sharing. Verify that these ports are open on your network fire-wall. For more information, [click here](#).

To check your connectivity status, visit: <https://myviewboard.com/cast2/test/index.html>.

View third party licenses:

- For Android Open Source Copyright Notice, refer to the Third-party licenses in legal information.
- For LGPL source code, click on the LGPL source code in legal information. It will be automatically downloaded to /storage. emulated/0/Download/lgpl-src.zip.



Optional accessories equipment:

VSB050 (EZC-5201BS) USB Wireless Adapter

- **Bluetooth mode:** The VSB050 connects to the VBS100. It does not support the sending of files in connected USB devices through Bluetooth. For security reasons, only files inside the internal memory can be sent through Bluetooth.
- **WIFI mode:** The VSB050 connects to a wireless network AP device to access the Internet. You must remove the Ethernet RJ45 cable to enable wifi mode.
- **HOTSPOT mode:** To share via a VSB050 hotspot, you need to connect an Ethernet RJ45 cable.
- **Bluetooth mode:** Test equipment model.
- **Logitech K580 SLIM MULTI-DEVICE WIRELESS KEYBOARD CHROME OS EDITION**
<https://www.logitech.com/en-us/product/k580-slim-multi-device-wireless-keyboard>
- **Logitech M585 MULTI-DEVICE Multi-Tasking Mouse**
<https://www.logitech.com/en-us/product/m585-wireless-mouse>

6. Specifications

Item	Description
Processor	Rockchip RK3399 ARM Dual-core Cortex-A72 and Quad-core Cortex-A53
Operating system	VBS100 Android 8.1
Memory	DDR 3L On-board Memory 2GB
Storage	eMMC 16GB
LAN	Gigabit RJ-45 PoE IEEE 802.3AT
Resolution	Type-C: DP1.2 Up to 1080P @60 Hz HDMI Input: V1.4b 720P@60 Hz HDMI Output: V2.0 4K @60 Hz
Connectors	Front: <ul style="list-style-type: none"> • DC Jack • GB-LAN x 1(RJ-45 PoE IEEE 802.3AT class4) • USB 2.0 x 1 (Type A) • USB 3.0 x 1 (Type A) • HDMI in x 1 (Type A [19-pin female]) Rear: <ul style="list-style-type: none"> • RS232 x 1 (D-Sub 9) • USB 3.0 x 1 (Type C) • HDMI out x 1 (Type A [19-pin female])
OPERATING CONDITION	Temperature 32°F to 104°F (0°C to 40°C) Humidity 20% to 90% Non-Condensing
STORAGE CONDITION	Temperature -4°F to 140°F (-20°C to +60°C) Humidity 20% to 90% Non-Condensing
VESA mounting	75 x 75 mm
Dimensions	131.50 mm x 121.05 mm x 30.00 mm
Gross Weight	1040g
Voltage	Adapter DC 5V / PoE DC 37~57V

Item	Description
AC Adapter	Model Name: PA1024- 050IB400
Output	5V DC, 4A
Input	100~240V AC, 50/60Hz universal
Ac plug type	UK/AU/US/EU

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 ⁺)	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:

1. Copper alloy containing up to 4% lead by weight.
2. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
3. 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.
4. Lead in dielectric ceramic in capacitors for a rated voltage of 125V AC or 250V DC or higher.

Other Information

Customer Support

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

NOTE: You will need the product serial number.

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

Limited Warranty

ViewSonic® myViewBoard Box

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 does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by ViewSonic®.
 - c. Damage to or loss of any programs, data, or removable storage media.
 - d. Normal wear and tear.
 - e. Removal or installation of the product.
3. Software or data loss occurring during repair or replacement.
4. Any damage of the product due to shipment.
5. Causes external to the product, such as electric power fluctuations or failure.
6. Use of supplies or parts not meeting ViewSonic's specifications.
7. Failure of owner to perform periodic product maintenance as stated in the User Guide.
8. Any other cause which does not relate to a product defect.
9. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
10. Software - Any third-party software included with the product or installed by the customer.
11. Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
12. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in the product User Guide.
13. Removal, installation, and set-up service charges, including wall-mounting of the product.

How to get service:

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

Limitation of implied warranties:

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

Exclusion of damages:

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

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

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:	
Name, address, of manufacturer and importers: México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México Tel: (55) 3605-1099 http://www.viewsonic.com/la/soporte/index.htm	
NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004	
Hermosillo: Distribuciones y Servicios Computacionales SA de CV. Calle Juárez 284 local 2 Col. Bugambillas C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx	Villahermosa: 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: compumantenimientos@prodigy.net.mx
Puebla, Pue. (Matriz): 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: datos@puebla.megared.net.mx	Veracruz, Ver.: 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: gacosta@qplus.com.mx
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