ViewSonic®

ViewStick 2
Wireless Presentation Gateway
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 cu idadosamente las instrucciones en este manual”

Model No. VS16704

Thank you for choosing ViewSonic

With over 25 years 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 !

ViewSonic®

Compliance Information

Please read before proceeding

- Use only the batteries and power adapter provided by the manufacturer. The use of unauthorized accessories may void your warranty.
- Do not store your device in temperatures higher than 50°C (122°F).
- The operating temperature for this device is from 0°C (32°F) to 35°C (95°F).

FCC Notice

The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC ID: GSS-VS16704 on the product label.This device complies with part 15 of the 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 mobiledevice 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 frequencyenergy and, if not installed and used in accordance with the instructions, may cause harmful interferenceto 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.

Changes or modifications not expressly approved by the party responsible for compliance could void theuser’s authority to operate the equipment.The antenna(s) used for this transmitter must not be colocated or operating in conjunction with any otherantenna or transmitter.

The device was tested and complies to measurement standards and procedures specified in FCC OET Bulletin 65, Supplement C

FCC SAR Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CE Conformity for European Countries

CE The device complies with the EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU, R&TTE Directive 1999/5/EC.

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 the equipment as unsorted municipal waste, but use the return and collection systems according to local law.

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

European Union Regulatory Conformance

The equipment complies with the RF Exposure Requirement 1999/519/EC, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0-300 GHz). This equipment meets the following conformance standards: EN301489-1, EN301489-17, EN55022/24, EN60950-1, EN300328, EN301893.

We, hereby, declare that this Wi-Fi radio is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

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 (Cr^{6+})	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex III of the RoHS2 Directives as noted below:

Examples of exempted components are:

1. Mercury in cold cathode fluorescent lamps and external electrode fluorescent lamps (CCFL and EEFL) for special purposes not exceeding (per lamp):
   (1) Short length (≦500 mm): maximum 3.5 mg per lamp.
   (2) Medium length (＞500 mm and ≦1,500 mm): maximum 5 mg per lamp.
   (3) Long length (＞1,500 mm): maximum 13 mg per lamp.
2. Lead in glass of cathode ray tubes.
3. Lead in glass of fluorescent tubes not exceeding 0.2% by weight.
4. Lead as an alloying element in aluminium containing up to 0.4% lead by weight.
5. Copper alloy containing up to 4% lead by weight.
6. Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
7. Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.

Copyright Information

Copyright © ViewSonic® Corporation, 2016. All rights reserved.

ViewSonic®, the three birds logo, OnView®, ViewMatch™, and ViewMeter® are registered trademarks of ViewSonic® Corporation.

Disclaimer: ViewSonic® Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

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.

No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic® Corporation.

Product Registration

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: www.viewsonic.com.

For Your Records

Product Name:	ViewStick 2 Wireless Presentation Gateway
Model Number:	VS16704
Document Number:	ViewStick 2_UG_ENG Rev. 1A 06-30-16
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/uk/support/recycling-information/

Taiwan: http://recycle.epa.gov.tw/recycle/index2.aspx

Contents

Compliance Information

Please read before proceeding i
FCC Notice i
FCC SAR Information ii
CE Conformity for European Countries ii
Following information is only for EU-member states: ii
European Union Regulatory Conformance ii
Declaration of RoHS2 Compliance iii

Copyright Information

Product Registration iv
For Your Records iv

Chapter 1: Product Introduction

1-1 Package Contents 1
1-2 Hardware Recommendation 2
1-3 Highlights 2
1-4 Hardware Setup/Installation 3

Chapter 2: ViewStick 2 administration setting

2-1 Connect to Web Configuration Menu 4
2-2 Status & Info 5
2-3 Wireless Settings 6
2-4 WiFi connection setting 9
2-5 Projection Setting 10
2-6 Password Setting 11
2-7 Firmware Upgrade 12
2-8 Restart 13
2-9 Logout 13
2-10 OSD Menu 14
2-11 Network Setting 15

Chapter 3: WiFi Projection

3-1 Normal mode, user can freedom of playing 20
3-2 Moderator Mode 25
FAQ: 26
Windows 7 27
Windows 8 30

Chapter 4: Using ViewStick 2 on Mobile, Mobile APP

4-1 AirPlay 34
4-2 iOS/Android APP 34
Appendix A: Support resolution 35
Appendex B: ViewSync 3 Support Media Format 35

Customer Support

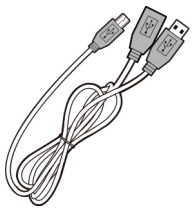
Chapter 1: Product Introduction

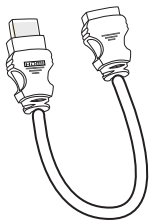
Congratulations on your purchase of ViewSonic Wireless Presentation Gateway ViewStick 2.

This section introduces you to the ViewStick 2 (referred to as the ViewStick 2 in this user guide).

1-1 Package Contents

1. ViewStick 2
2. USB Y Cable
3. Quick Installation Guide
4. HDMI Extender





1-2 Hardware Recommendation

ViewStick 2 supports real time WiFi Projection, play back functions.

1. **WiFi Presentation Mode (HDMI)**

   ViewStick 2 is designed to able to stream contents from PC (Windows 7 / Window 8 / Windows 10 / Mac OS X 10.7/10.8/10.9/10.10/10.11) and Mobile (iOS 8 or later / Android 5.0 or later) to your HDMI support Display through this device.

2. **PC or Notebook**

   - CPU: Core 2 Duo 2.0GHz or better
   - Memory: 2.0 GB or better
   - Network: 802.11g/n Wi-Fi
   - Software: ViewStick 2 Utility. (Windows 7 above / OS X 10.7 above)

3. **Mobile, Mobile APP**

   - AirPlay: iOS 9
   - Android: 5.0 or later with ViewStick 2 Utility
   - iOS: 8 or later with ViewStick 2 Utility

1-3 Highlights

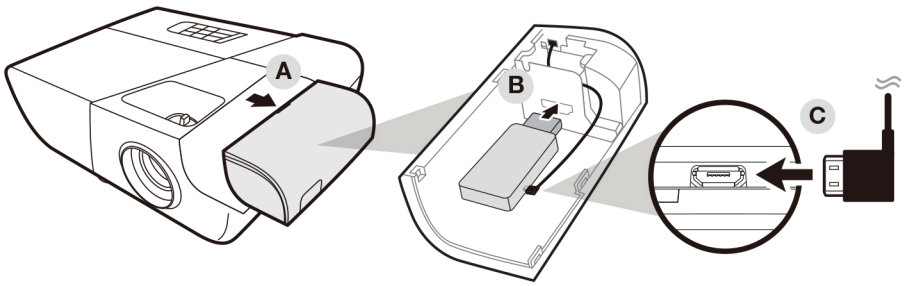
Thanks again for choosing the product. This product allows multiple users to connect to the same projector by wireless network and avoiding the hassle of using VGA or HDMI cable.

Features

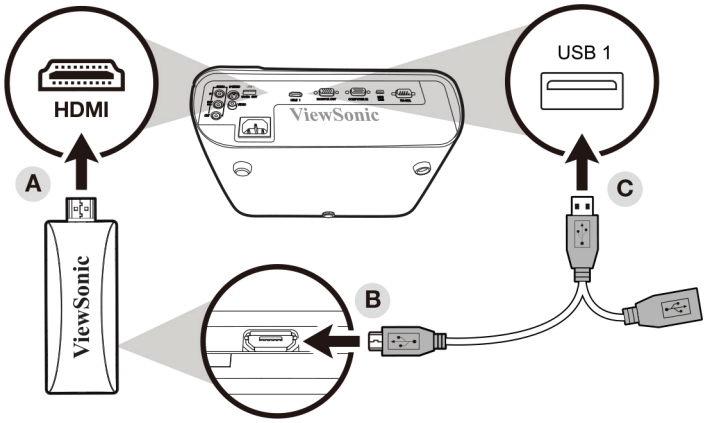
- 802.11 b/g/n Wireless compatibility
- 802.11n 2.4GHz singal band statndard
- Wireless multimedia streaming up to Full HD 1080p
- PC content, movies, photo’s apps and more all on your big screen
- Compatible with Windows, Mac, iOS and Android devices
- Network security
- USB display on Media Streaming mode

1-4 Hardware Setup/Installation

1. Front HDMI (Internal Micro USB)



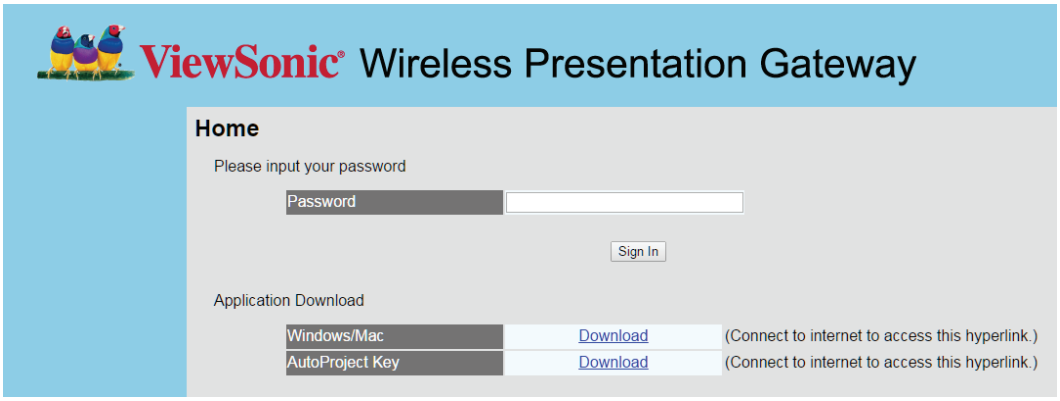
2. Back HDMI (USB Y Cable)



Chapter 2: ViewStick 2 administration setting

2-1 Connect to Web Configuration Menu

Please key IP address in browser, default is 192.168.59.254, The basic standby screen shows IP information Default pass word is “admin”.

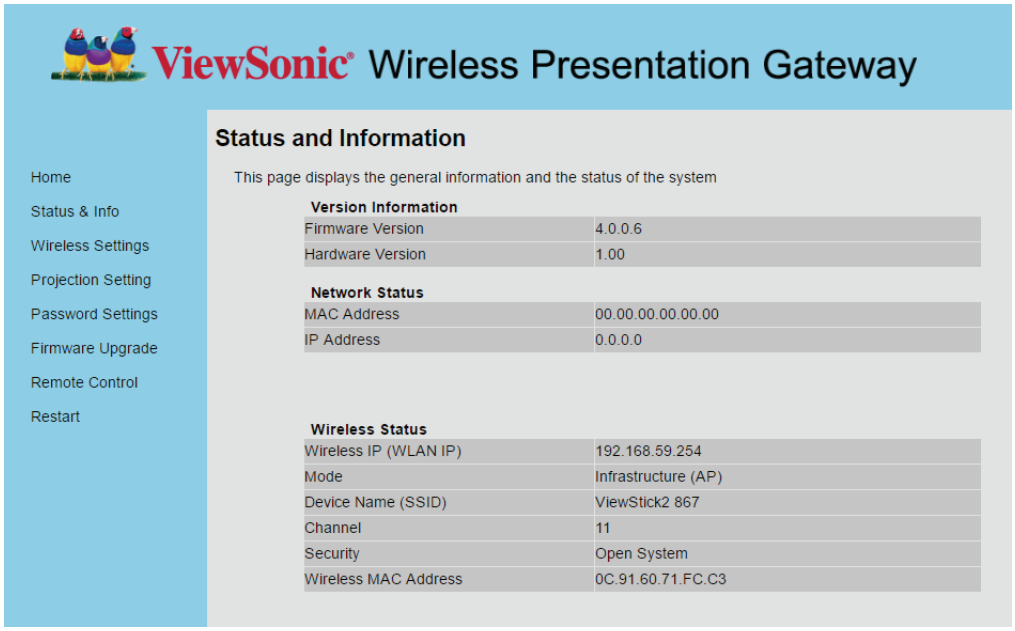


Item	Description
Application download	Download application

Remark: AutoProject key software download only for Client mode setting download link is: "http://www.viewsonicglobal.com/vsweb.us/viewsync3/apj_new_version.zip"

2-2 Status & Info

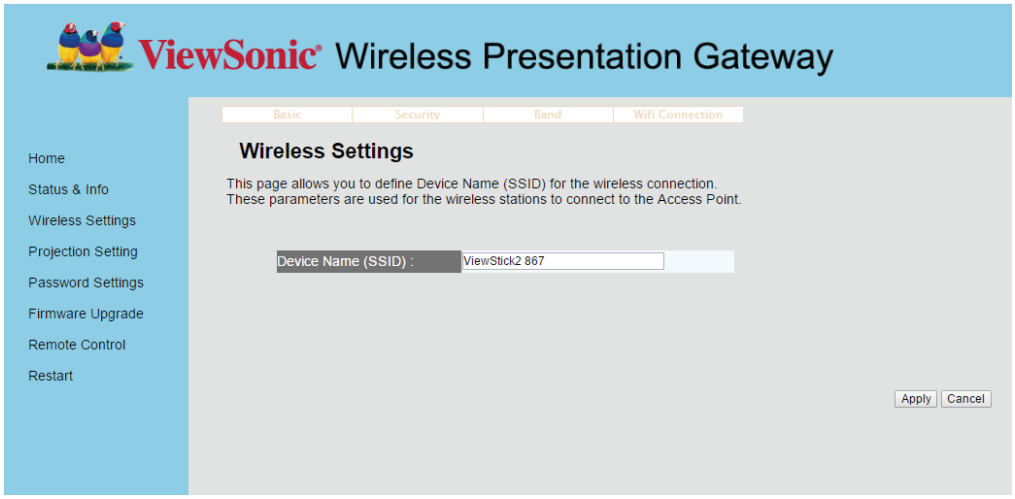
Displays system information, like system software version and IP address. Many useful information can be obtained here when you need help about system configuration and firmware upgrade.



2-3 Wireless Settings

Configures wireless network settings.

1. ‘Basic’ Settings



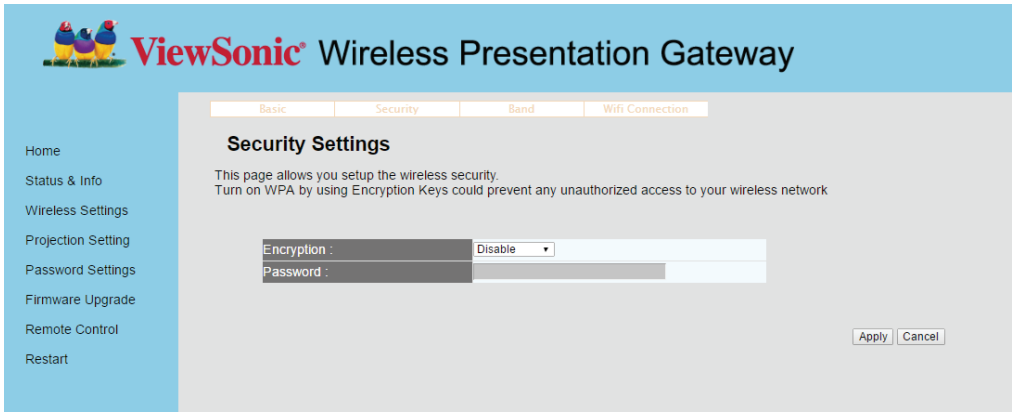
Displays and configures the wireless settings.

Item	Description
Device Name (SSID)	Input the Device Name of presentation gateway here. "ViewStick 2 XXX", XXX would be different from every upgrade.”.

Click ‘Apply’ button to save the settings.

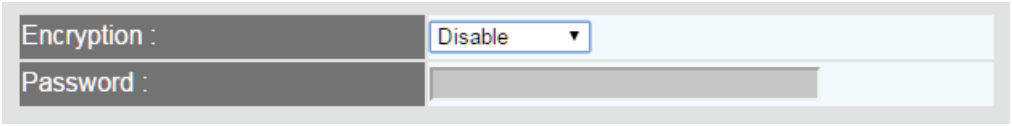
NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking “Restart” on the main menu.

2. “Security” Setting



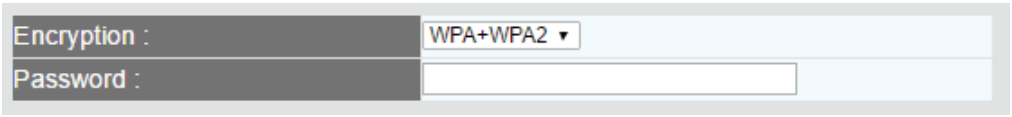
Encryption: Disabled

Disables wireless encryption.



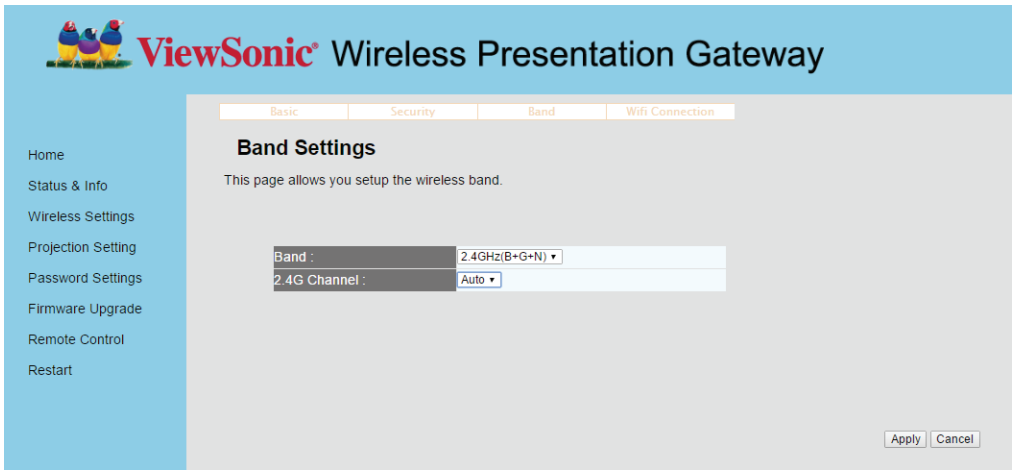
Encryption: WPA +WPA2

Enable WPA + WPA2 encryption. Wireless clients must support WPA encryption and know the encryption passphrase you set here.



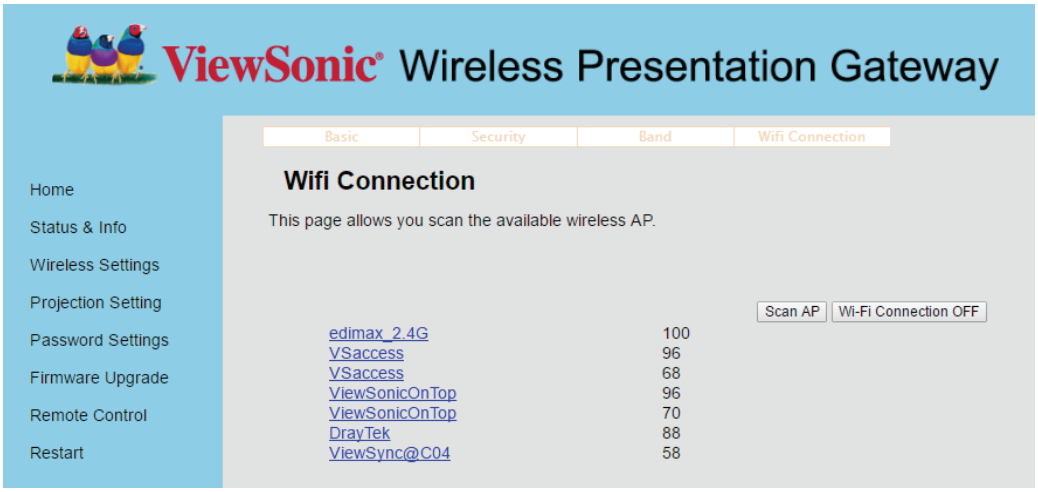
NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking “Restart” on the main menu.

3. Band Setting



Item	Description
Band	Select the wireless band. Available options are: 2.4GHz (B+G+N) - 802.11b, 802.11g, and 802.11n clients.
2.4G Channel	Auto,1,6,11

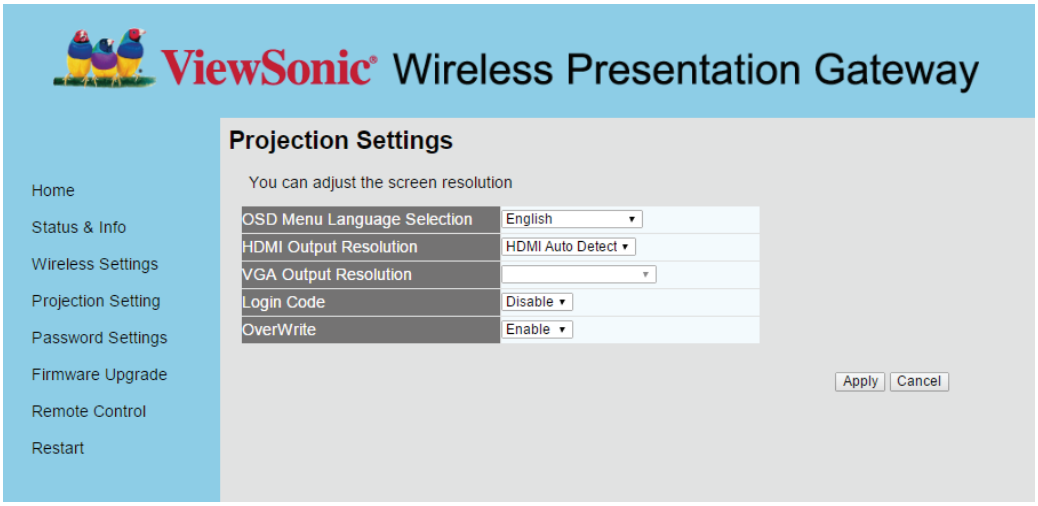
2-4 WiFi connection setting



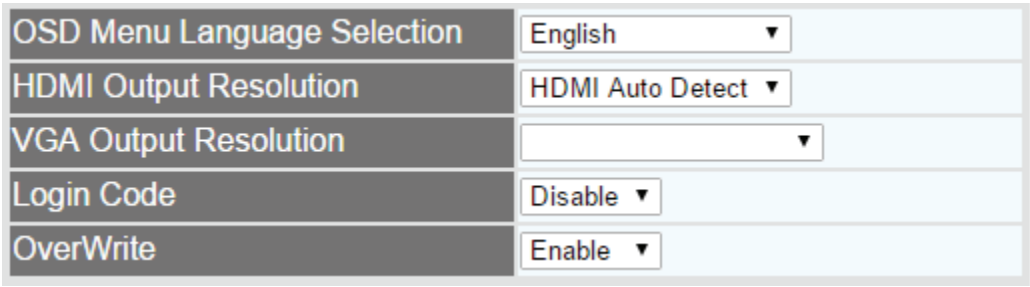
PS:

If setup WiFi connection successful, ViewStick 2 will become WiFi Client mode. Your PC or phone need to link the same WiFi AP router for WiFi projection or media streaming.

2-5 Projection Setting



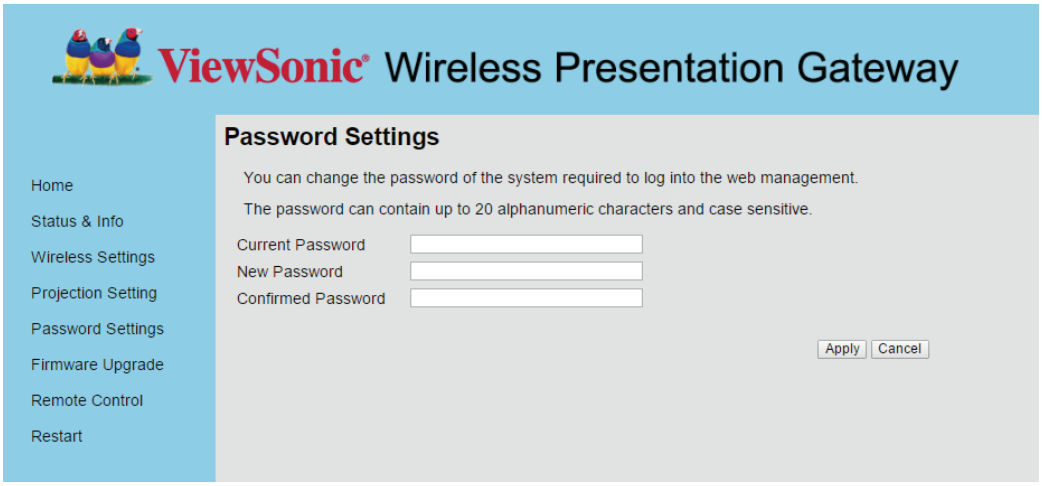
Displays and configures the projection setting.



Item	Description
OSD Menu Language Selection	Select the displaying language.
HDMI Output Resolution	Select HDMI output resolution for projection.
VGA Output Resolution	No VGA output on this device.
Login Code	Enable /disable Login code request
Over write	User can interrupt and replace the current presenter by play another transmitter.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking “Restart” on the main menu.

2-6 Password Setting



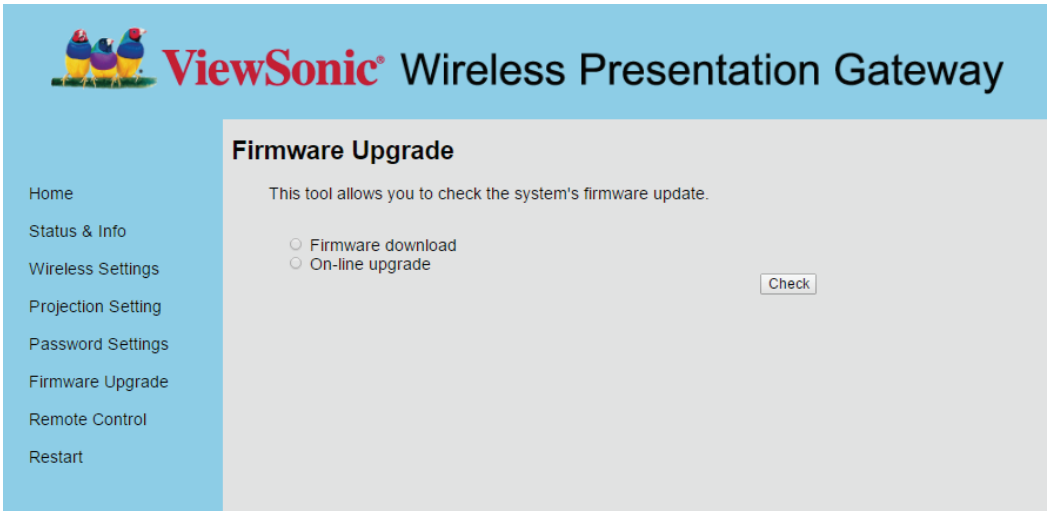
Displays and configures the password setting.

Item	Description
Current Password	Input current password here. Default pass word is “admin”.
New Password / Confirmed Password	New Password: Enter new password. Confirmed Password: Enter new password again.

Click ‘Apply’ button to save the settings.

NOTE: When the configuration settings are changed, you must restart the network connection. You can restart the network connection by clicking “Restart” on the main menu.

2-7 Firmware Upgrade



Select ‘Firmware download’, ViewStick 2 will check and download the latest firmware automatically once ViewStick 2 connects to Internet.

Select 'On-lin Upgrade', ViewStick 2 will check and upgrade latest firmware automatically once ViewStick 2 connects to Internet.

Note:

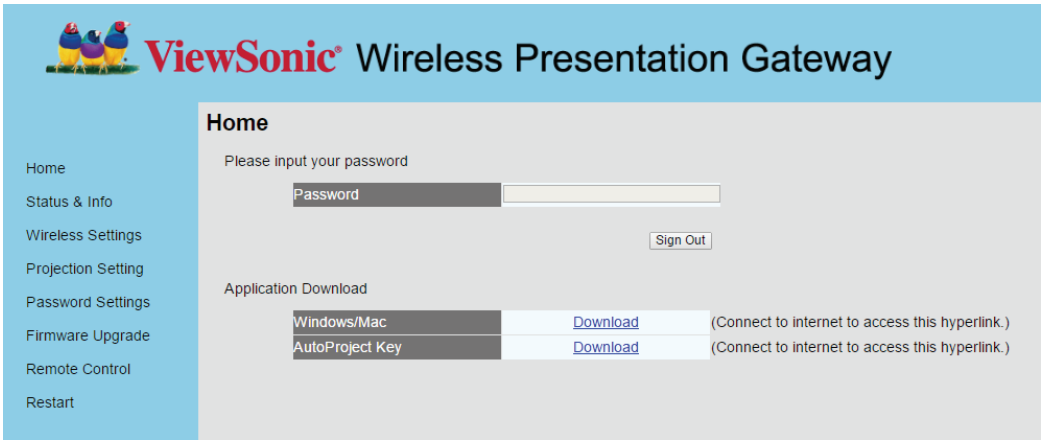
It’s necessary to connect to Internet first to check latest firmware.

2-8 Restart

Restart ViewStick 2 when the device is not working properly or to apply changes made on web configuration menu.

Click ‘OK’ to restart the ViewStick 2, or click ‘Cancel’ to abort.

2-9 Logout

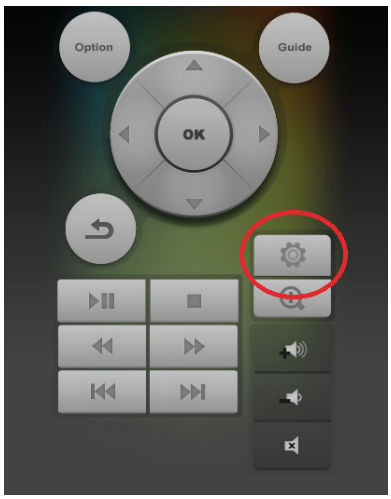


If you wish to logout from web configuration menu, click ‘Sign Out’.

2-10 OSD Menu

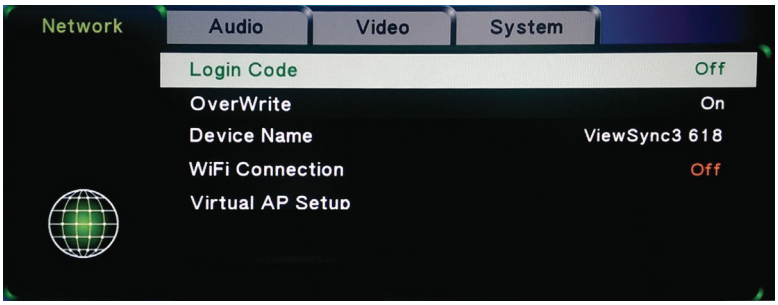
Click “Web Page” in software menu.

Click “Remote Control” on web configuration menu and will show below virtual remote control on the web page.



Click “Setting ICON” on virtual remote page and will show below menu on the screen.

2-11 Network Setting



Item	Description
Login Code	Enable or disable Login code request.
Overwrite	Enable or disable replace function by other users. if overwrite is enable, if you are presenting, you can be relabceable by other person.

Device Name

Item	Description
Device Name (SSID)	Input the Device Name of presentation gateway here. "ViewStick 2 XXX", XXX would be different from every upgrade.

WiFi Connection

Click WiFi connection button. Then there will show the Wireless AP list on the screen. Please choose the AP you want to connect. The function is to bridge to Internet via another Wireless AP.

Virtual AP Setup

Item	Description
Wireless Security	**Open System** Disables wireless encryption. **WPA Key** Enable WPA + WPA2 encryption. Wireless clients must support WPA encryption and know the encryption passphrase you set here.
Save Change	Save the configuration.
2.4G Preferred Channe	Auto,1,6,11 Choose the channel of 2.4G.

Network setting

1. AP Mode

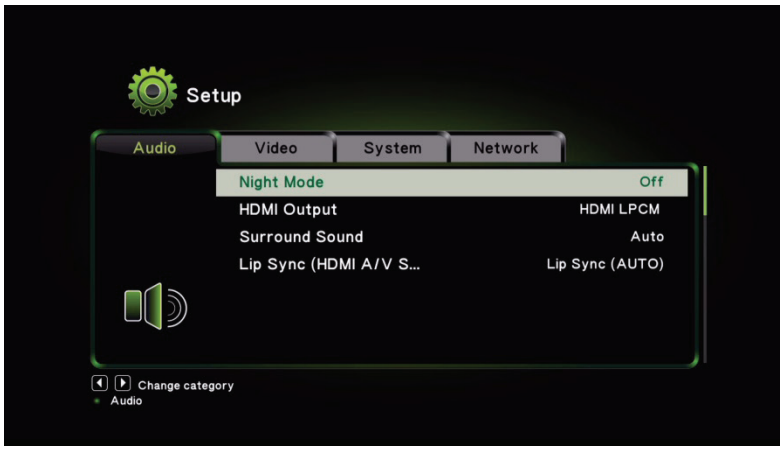
- Default setting, after factory reset will return to AP mode.
- User WiFi direct link to ViewStick 2, no internet access)
- Performance is better than Client mode.

2. Client mode by WiFi

- Setting WiFi Connection on Menu,
  Web Page --> **Wireless Settings** --> **Wifi Connection**
- User links to ViewStick 2 via WiFi Router

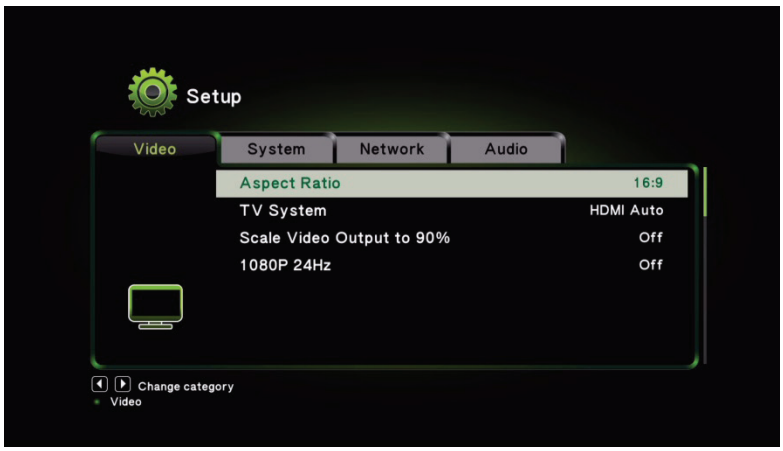
Audio Setting

You can adjust the advanced audio setting such as Night mode, HDMI Audio output format, SPDIF output format, Surround sound setting and Lip Sync setting in this page.



Video Setting

You can adjust Aspect Ratio, TV out video format, and other video setting in the video setup page.



System Setting

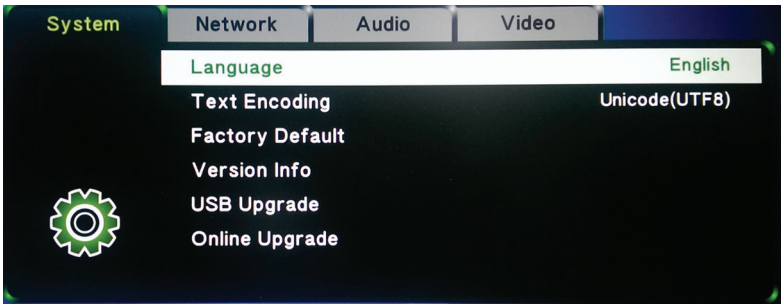
You can set the OSD language, reset to Factory default, check the detail firmware version, and do the firmware upgrade in the system setup page.

USB Upgrade

1. Name image file as "install.img"
2. Place install.img in UFD
3. Plug UFD into ViewStick 2 with Y Cable
4. 4. Choose USB Upgrade

Note:

1. Main firmware version is shown on the startup screen.
2. Language selection is for OSD menu only, not for startup page.



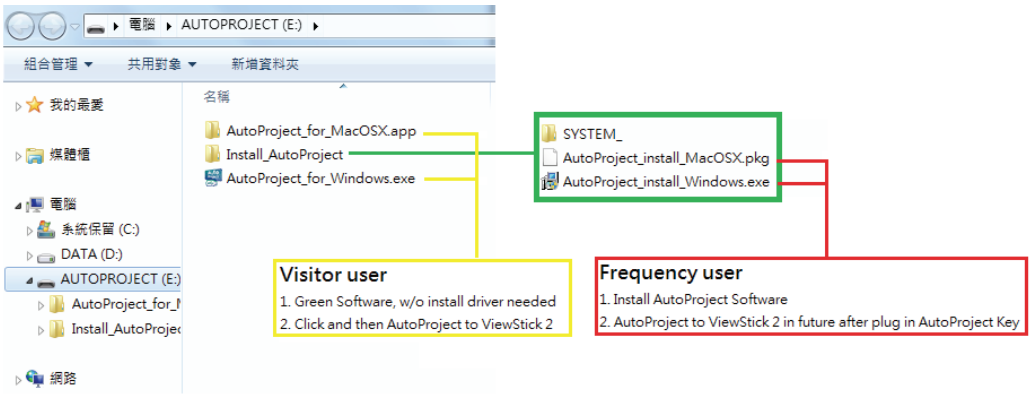
Chapter 3: WiFi Projection

3-1 Normal mode, user can freedom of playing

1. **Method 1**: AutoProject Key

   1.1 Plug in AutoProject key, select AutoProject disk device

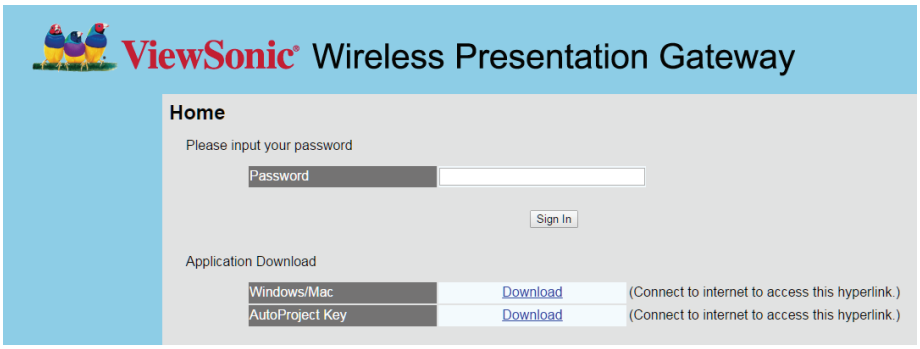
   1.2 Same Rule on MAC user, software is on MAC folder



2. **Method 2**: Download Software from ViewStick 2 server

   2.1 WiFi Link to ViewStick 2

   2.2 Key in IP address on IE, will show download page as following (basic standby screen show IP address, if direct link to ViewStick 2, default IP is 192.168.59.254.)



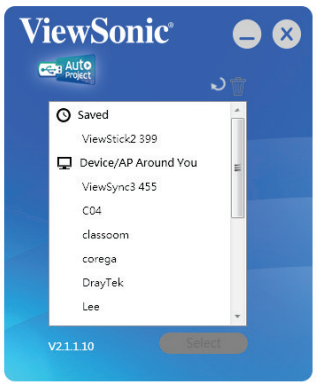
   2.3 WiFi Link to Internet, download software.

   2.4 Unzip install software follow instruction.

2.5 Perform AutoProject on desktop

2.5.1 Default setting (WiFi Direct link)

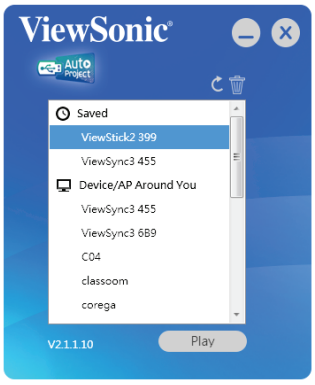
2.5.1.1 Select ViewStick 2



If ViewStick 2 has set WPA security, it is needed to key password on step A.

If ViewStick 2 set Login code, it is needed to key Login code before Play to ViewStick 2 on step B

2.5.1.2 Next time, ViewStick 2 will be listed on Saved column, it will AutoProject to ViewStick 2 directly



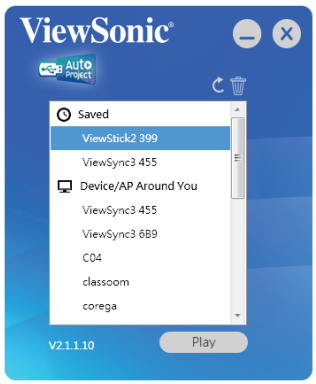
2.6 If ViewStick 2 link to WiFi router by WiFi (Ex. link to edimax_2.4G WiFi router").

2.6.1 Select edimax_2.4G and select ViewStick. Click Play button

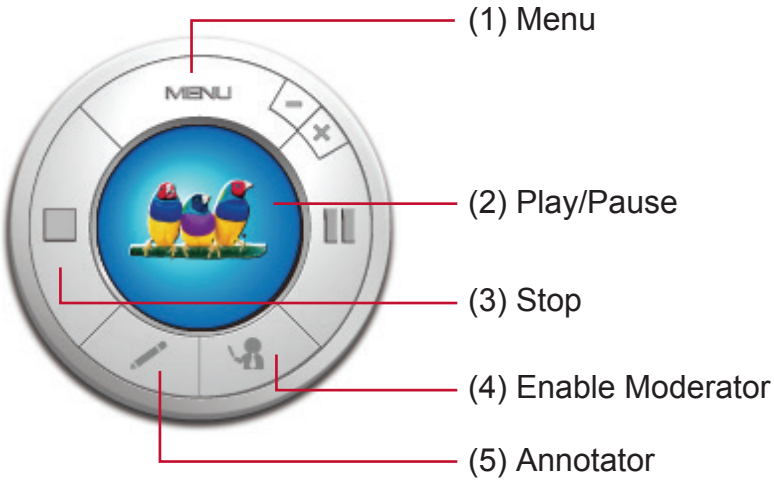
If DreyTek wifi router set WPA security, it is need to key password on step A.

If ViewStick 2 set Login code, it is needed to key Login code before Play to ViewStick 2 on step B

2.6.2 Next time, ViewStick 2 will be saved , it will auto select correct WiFi Router and link to ViewSync directly



3. AutoProject software standby UI



3.1 Menu

3.1.1 Display Mode: Mirror Mode /Extend Mode

3.1.2 HDMI/VGA resolution

3.1.3 Aspect Ratio: Auto / 4:3 / 16:9 / 16:10

3.1.4 Web Page: Click will link to Web page setting

3.1.5 Setting:

3.1.5.1 Enable Auto adjust resolution
ViewStick 2 software will auto adjust laptop resolution to match Display/Projector native resolution. If graphics card can not support, Laptop will keep original resolution.

3.1.5.2 Enable Auto Save
Software will remember setting.

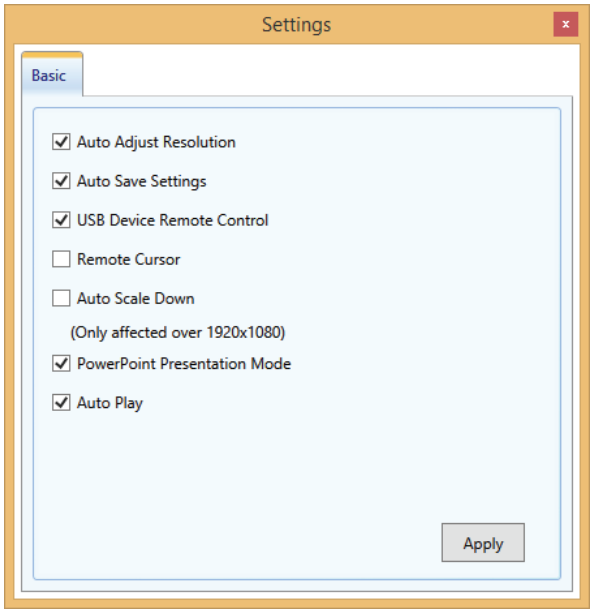
3.1.5.3 USB Keyboard/Mouse Back control:
For Mirror mode only, if Keyboard and Mouse plug in ViewStick 2 USB port. It can back control computer who has projected to ViewStick 2.

3.1.5.4 Enable Remote Cursor (Disable Computer Mouse cursor)
ViewStick 2 will generate a virtual cursor to replace original Mouse cursor. Cursor just is controlled by Mouse that plug-in ViewStick 2. Mouse in Computer can not move virtual cursor if this function is enable.

3.1.5.5 Enable Auto Scale Down
If Laptop native resolution is over 1920x1080, please enable this function.

3.1.5.6 Power Point Presentation Mode
To get better picture performance for the slide show.

3.1.5.7 Auto Play
Direct play after login.



3-2 Moderator Mode

Moderator control by Software.

- It is unavailable to launch moderator mode by connecting to ViewStick 2.

FAQ:

1. **Question: if I lost AutoProject key. How to make New/Another AutoProject Key?**

   Answer:
   - Download Software
   - Unzip to USB disk
   - Reanme USB disk name to “AutoProject”

2. **Question: why can I not play screen**

   Answer:
   - If Laptop native resolution over 1920x1080, please select “Enable Auto Scale down” on software setting of Menu.

3. **Question: when I install ViewStick 2 software, I meet the problem which show .Net Framework not ready**

   Answer: please follow the below process to enable it.

4. **Question: when I play screen to ViewStick 2, I meet resoltion is incorrection.**

   Answer: Please disable Auto Adjust resolution on setting of AutoProject software menu.

5. **Question: When I play screen to ViewStick 2, Screen is black**

   Answer: some of Notebook cannot support hardware encode, please disable powerpoint presentation mode on setting of AutoProject software menu.

Windows 7

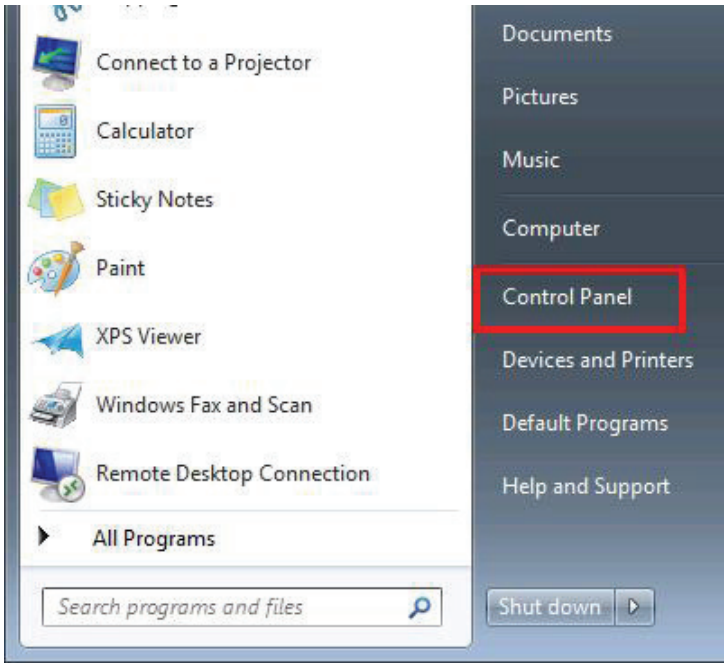
How To Install Microsoft .NET Framework 3.5.1 on Windows 7

Microsoft .NET Framework version 3.5.1 is included with Windows 7. Follow the steps below to enable it.

If you try to run .NET 3.5 installer downloaded from the Microsoft website on Window 7, you will receive the following error: *You must use "Turn Windows features on or off" in the Control Panel to install or configure Microsoft .NET Framework 3.5 SP1.* Instead of running the installer, follow instructions on this page.

Note: The same steps work for Windows 8 and Windows 10.

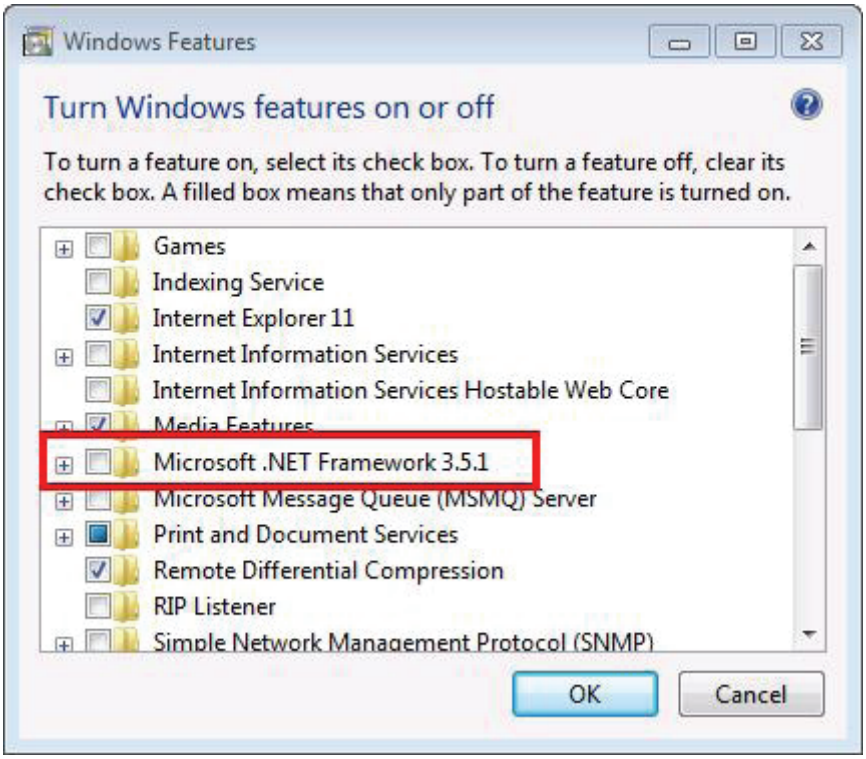
1. Click Start -> Control Panel



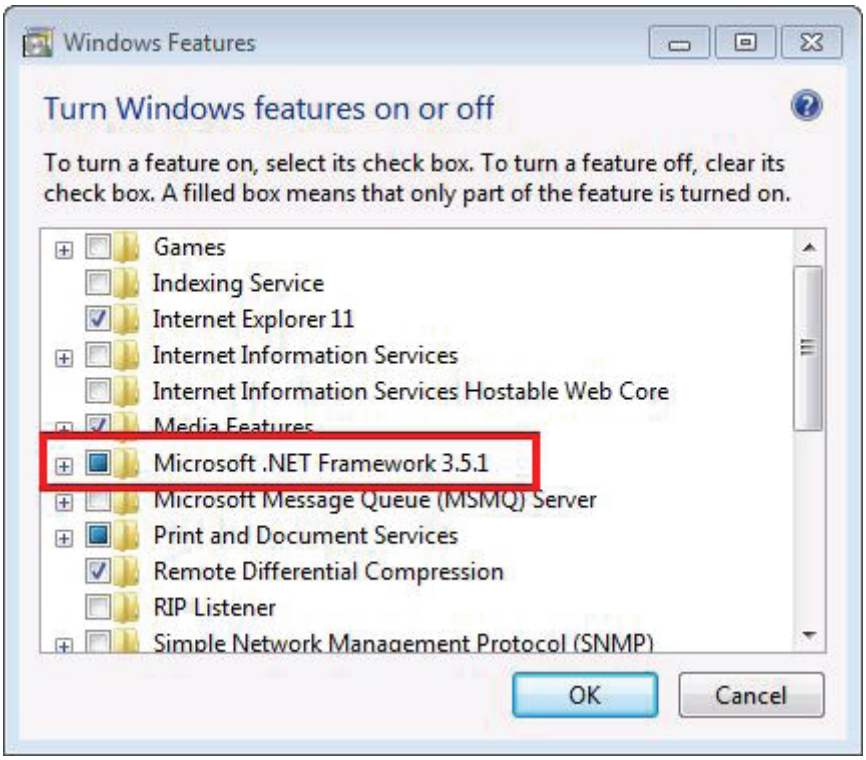
2. **Click Programs**

3. **Click Turn Windows features on or off**

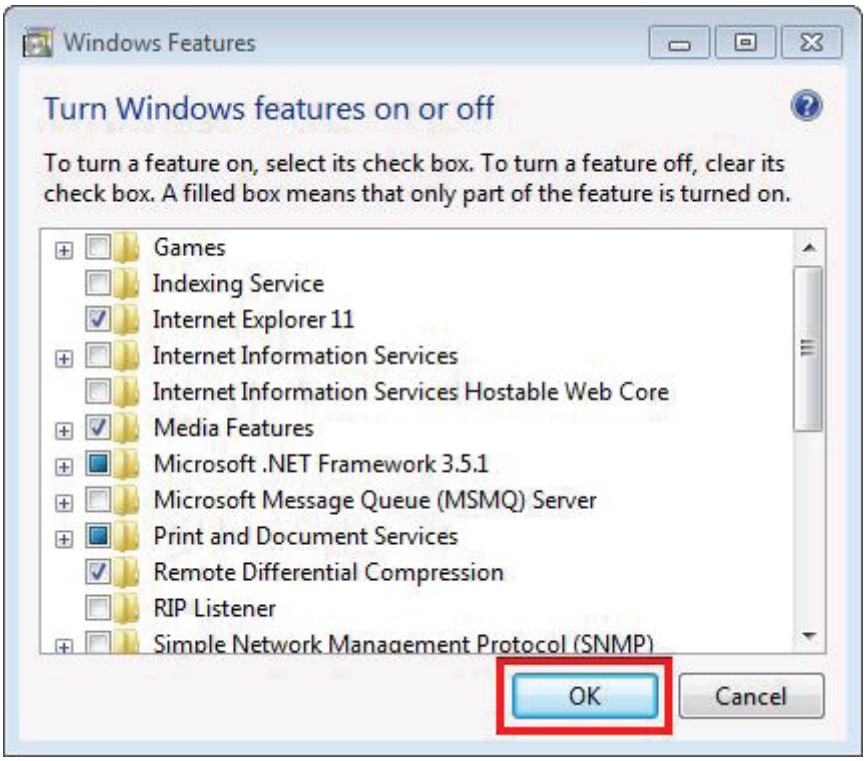
4. **Click the checkbox next to Microsoft .NET Framework 3.5.1**



5. **You will see the checkbox become filled**



6. **Click OK**



7. **Wait for Windows to complete the operation**. If it asks you to connect to Windows Update to download required files, click Yes.

Windows 8

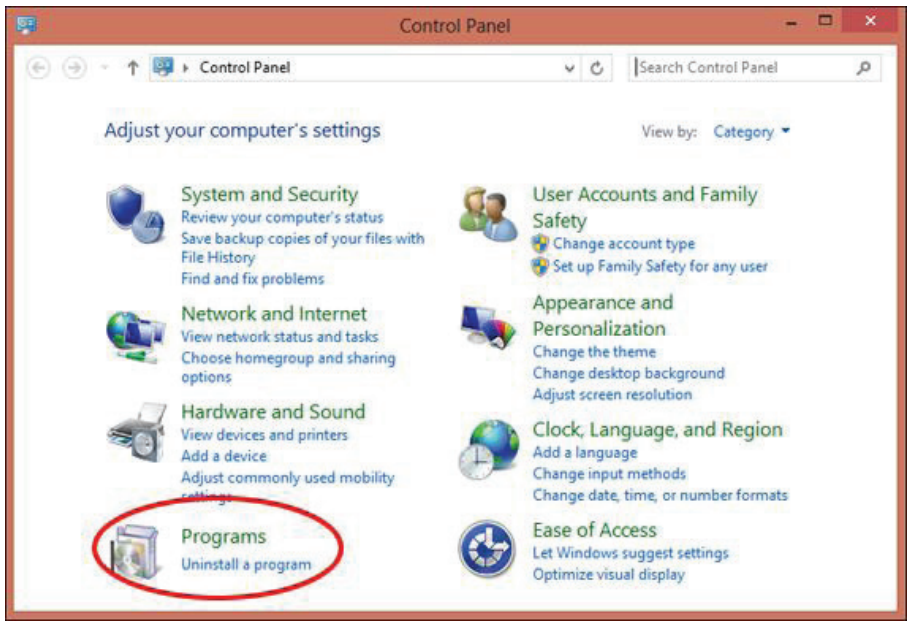
How to enable .NET Framework 3.5 on Windows 8 in Offline Mode Problem Description

Windows 8 does not include .NET 3.5 (include .NET 2.0 and 3.0) by default. But if the user is upgrading from Windows 7 to Windows 8, .NET Framework 3.5 is fully enabled. The user can make sure this feature is enabled by check in Program and Features.

These is list of steps that the user can do to check it :

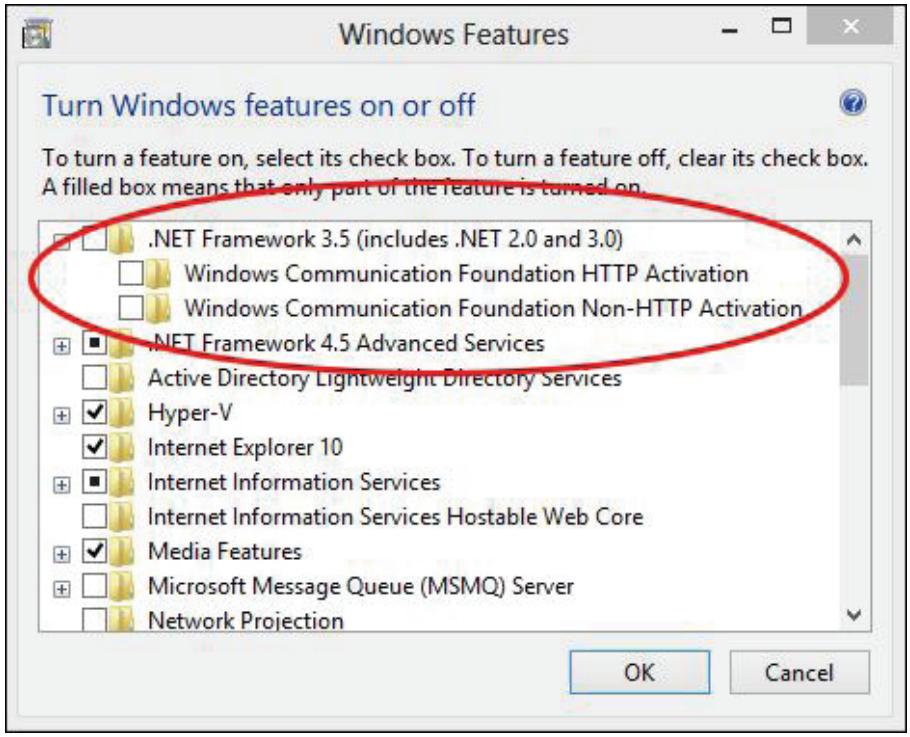
Step 1:

Go to Settings. Choose Control Panel then choose Programs.



Step 2:

Click Turn Windows features on or off, and the user will see window as image below.



The User can enable this feature by click on .NET Framework 3.5 (include .NET 2.0 and 3.0) select it and click OK. After this step, it will download the entire package from internet and install the .NET Framework 3.5 feature.

But if the user does not have an internet connection, this steps can not be applied.

Solutions

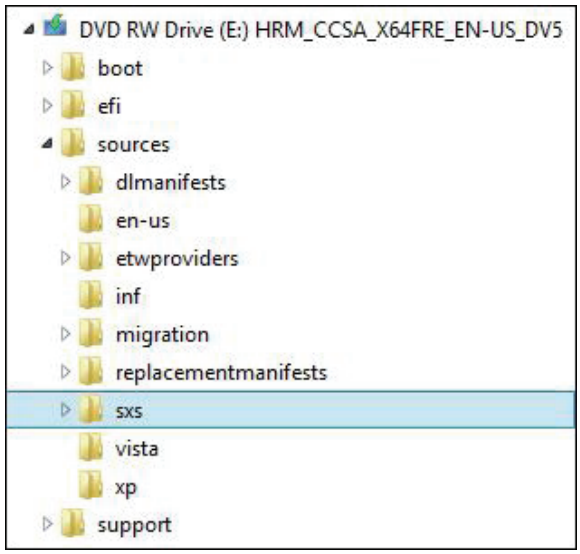
The user still can enable this feature in offline mode if the user has Windows 8 DVD or ISO image.

How To Do

The following are the steps to enable .NET Framework 3.5 (include .NET 2.0 and 3.0) feature in offline mode :

Step 1:

Insert Windows 8 DVD or mount ISO image. The source of this feature can be found in folder **E:\sources\sxs.** (In this case E: the user's drive letter on which the user has loaded Windows 8 Media.)



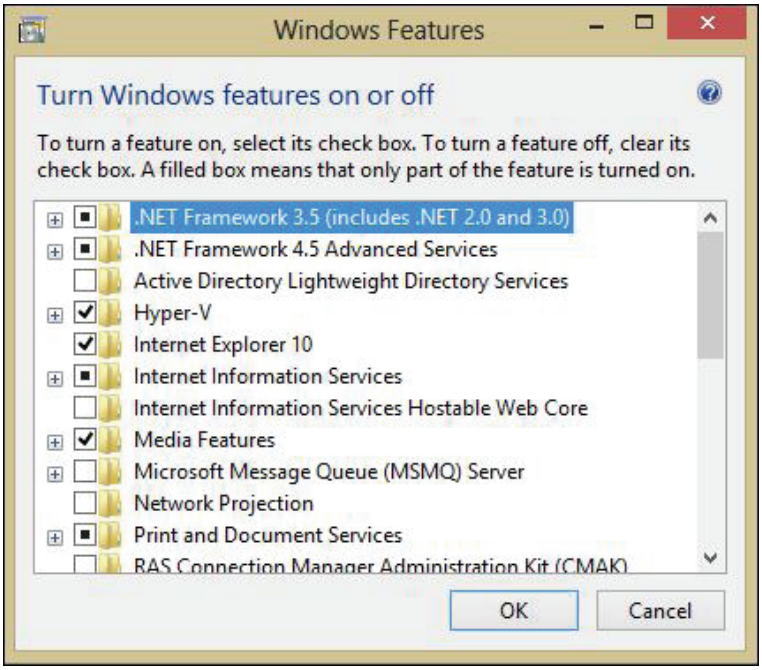
Step 2:

Open **CMD.EXE** with Administrative Privileges.

Step 3:

Run the following command **Dism.exe /online /enable-feature /featurename:NetFX3 /All /Source:E:\sources\sxs /LimitAccess**, and hit Enter.

After completing the installation of .NET Framework 3.5 you can see that the feature is enabled.



Chapter 4: Using ViewStick 2 on Mobile, Mobile APP

4-1 AirPlay

1. Connect WiFi to ViewStick 2.
2. Refer to airplay rule from APPLE.
   https://support.apple.com/en-us/HT204289

4-2 iOS/Android APP

1. Download ViewStick 2 utility. vsweb.us/viewstick2
2. Refer to user guide on web page.

Appendix A: Support resolution

Interface	Output resolution
HDMI	NTSC, PAL, 480p, 576p, 720p@50Hz, 720p@60Hz, 1080i@50Hz, 1080i@60hz, 1080p@50Hz, 1080p@60Hz

Appendex B: ViewSync 3 Support Media Format

Video Format

Format	File extension
AVI	avi
MPEG-1	mpg, mpeg
MPEG-2	mpg, mpeg
MPEG-TS	m2t, tts
MPEG-4	mp4, mp4v, mpeg4, m4v
3GP	3gp, 3gpp
3GP2	3g2, 3gpp2
MOV	mov
WMV	wmv
DVR-MS	dvr, dvr-ms

Audio Format

Format	File extension
MP3	mp3
LPCM	pcm, wav, l16
WMA	wma
WAV	wav
MP4	mp4
AAC	aac
OGG	ogg, oga, ogv

Audio Format

Format	File extension
GIF	gif
JPG	jpg, jpeg
BMP	bmp
PNG	png

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	T= Telephone C = CHAT ONLINE	Email
Australia New Zealand	www.viewsonic.com.au	AUS= 1800 880 818 NZ= 0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/support/call-desk/	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 419 0959	service@in.viewsonic.com
Korea	ap.viewsonic.com/kr/	T= 080 333 2131	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Latin America (Mexico)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Nexus Hightech Solutions, Cincinnati #40 Desp. 1 Col. De los Deportes Mexico D.F. Tel: 55) 6547-6454 55)6547-6484 Other places please refer to http://www.viewsonic.com/la/soporte/servicio-tecnico#mexico			
Latin America (Peru)	www.viewsonic.com/la/	C= http://www.viewsonic.com/la/soporte/servicio-tecnico	soporte@viewsonic.com
Macau	www.hk.viewsonic.com	T= 853 2870 0303	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & Virgin Islands	www.viewsonic.com	T= 1-800-688-6688 (English) C = http://www.viewsonic.com/la/soporte/servicio-tecnico	service.us@viewsonic.com soporte@viewsonic.com
Singapore/ Malaysia/ Thailand	www.viewsonic.com.sg	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United States	www.viewsonic.com	T (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530	service.us@viewsonic.com

Limited Warranty

ViewSonic® Wireless Presentation Gateway

What the warranty covers:

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

How long the warranty is effective:

ViewSonic Wireless Presentation Gateway is warranted for 1 year for labor from the date of the first customer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration, failure, or malfunction resulting from:
   a. Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature, improper maintenance, unauthorized product modification, or failure to follow instructions supplied with the product.
   b. Operation outside of product specifications.
   c. Operation of the product for other than the normal intended use or not under normal conditions.
   d. Repair or attempted repair by anyone not authorized by ViewSonic.
   e. Any damage of the product due to shipment.
   f. Removal or installation of the product.
   g. Causes external to the product, such as electric power fluctuations or failure.
   h. Use of supplies or parts not meeting ViewSonic's specifications.
   i. Normal wear and tear.
   j. Any other cause which does not relate to a product defect.
3. Removal, installation, and set-up service charges.

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.

Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from local authority. Some local governances 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 in www.viewsoniceurope.com under Support/Warranty Information.

Wireless Presentation Gateway Warranty Term Template In UG

VSC_TEMP_2014

Mexico Limited Warranty

ViewSonic® Wireless Presentation Gateway

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 Wireless Presentation Gateway is warranted for 1 year for labor from the date of the first customer purchase.

Who the warranty protects:
This warranty is valid only for the first consumer purchaser.

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

1. 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.
2. Take or ship the product in the original container packaging to an authorized ViewSonic service center.
3. 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:

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.

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 Juarez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: disc2@hmo.megared.net.mx	***Villahermosa:*** Compumantenimietnos 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
Chihuahua Soluciones Globales en Computación C. Magisterio # 3321 Col. Magisterial Chihuahua, Chih. Tel: 4136954 E-Mail: Cefeo@soluglobales.com	***Cuernavaca*** 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: aquevedo@compusupportcva.com
Distrito Federal: 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 : gacosta@qplus.com.mx	***Guadalajara, Jal.:*** 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: mmiranda@servicrece.com
Guerrero Acapulco GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	***Monterrey:*** Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: aydeem@gps1.com.mx
MERIDA: ELECTROSER Av Reforma No. 403Gx39 y 41 Mérida, Yucatán, México CP97000 Tel: (52) 999-925-1916 E-Mail: rrrb@sureste.com	***Oaxaca, Oax.:*** 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. gpotai2001@hotmail.com
Tijuana: STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembre Tijuana, Mexico	***FOR USA SUPPORT:*** ViewSonic Corporation 14035 Pipeline Ave. Chino, CA 91710, USA Tel: 800-688-6688 (English); 866-323-8056 (Spanish); E-Mail: http://www.viewsonic.com

Wireless Presentation Gateway Mexico Warranty Term Template In UG

VSC_TEMP_2014

ViewSonic®