



VSD243
Smart Display
User Guide

Model No. VS16340

Thank you for choosing ViewSonic

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Once again, thank you for choosing 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).

CE Conformity for European Countries



The device complies with the relevant section of the Low Voltage Directive 2014/35/EC, Eco-Design Directive 2009/125/EC, RoHS Directive 2011/65/EU, WEEE Directive 2012/19/EU, and Radio Equipment Directive 2014/53/EU

European Union Regulatory Conformance

The equipment complies with the RF Exposure Requirement 2014/53/EU, Council Recommendation of 12 June 2014 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.

We, hereby, declare that this Wi-Fi & Bluetooth radio is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

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.



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%

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 $\leq 1,500$ 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. piezoelectric devices, or in a glass or ceramic matrix compound.

Important Safety Instructions

1. DO NOT place objects on top of the device, as objects may scratch the screen.
2. DO NOT expose the device to dirty or dusty environments.
3. DO NOT place the device on an uneven or unstable surface.
4. DO NOT insert any foreign objects into the device.
5. DO NOT expose the device to strong magnetic or electrical field.
6. DO NOT expose the device to direct sunlight as it can damage the LCD Screen. Keep it away from heat sources.
7. DO NOT use the device in the rain.
8. Please check with your Local Authority or retailer for proper disposal of electronic products.
9. The device and the adapter may produce some heat during normal operation or charging. To prevent discomfort or injury from heat exposure, DO NOT leave the device on your lap.
10. POWER INPUT RATING: Refer to the rating label on the device and be sure that the power adapter complies with the rating. Only use accessories specified by the manufacturer.
11. DO NOT use a pen or any sharp object to tap the screen.
12. Clean the screen with a soft cloth. If needed, dampen the cloth slightly before cleaning. Never use abrasives or cleaning solutions.
13. Always power off the device to install or remove external devices that do not support hot-plug.
14. Disconnect the device from an electrical outlet and power off before cleaning the device.
15. DO NOT disassemble the device. Only a certified service technician should perform repair.
16. The device has apertures to disperse heat. DO NOT block the device ventilation, the device may become hot and malfunction as a result.
17. Users have to use the connection to USB interfaces with USB 2.0 version or higher.
18. PLUGGABLE EQUIPMENT: the socket-outlet shall be installed near the equipment and shall be easily accessible.

Copyright Information

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This product has an Android™ platform based on Linux, which can be expanded by a variety of JME-based application SW.

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Java, JME and all other Java-based marks are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries.

The actual included applications (apps) may differ from the illustrated screen shots.

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Intellectual Property Right Information

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This product has an Android platform based on Linux, which can be expanded by a variety of Java-Script-based application SW.

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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:	VSD243 ViewSonic Smart Display
Model Number:	VS16340
Document Number:	VSD243_UG_ENG Rev. 1A 11-12-18
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/>

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VSD243 is a Smart Display with 23.6-inch quad-core display running on Android 8.1 (Oreo) Comes with 1920x1080p HD resolution, allow you to work with HDMI, full-sized USB connectivity as well.

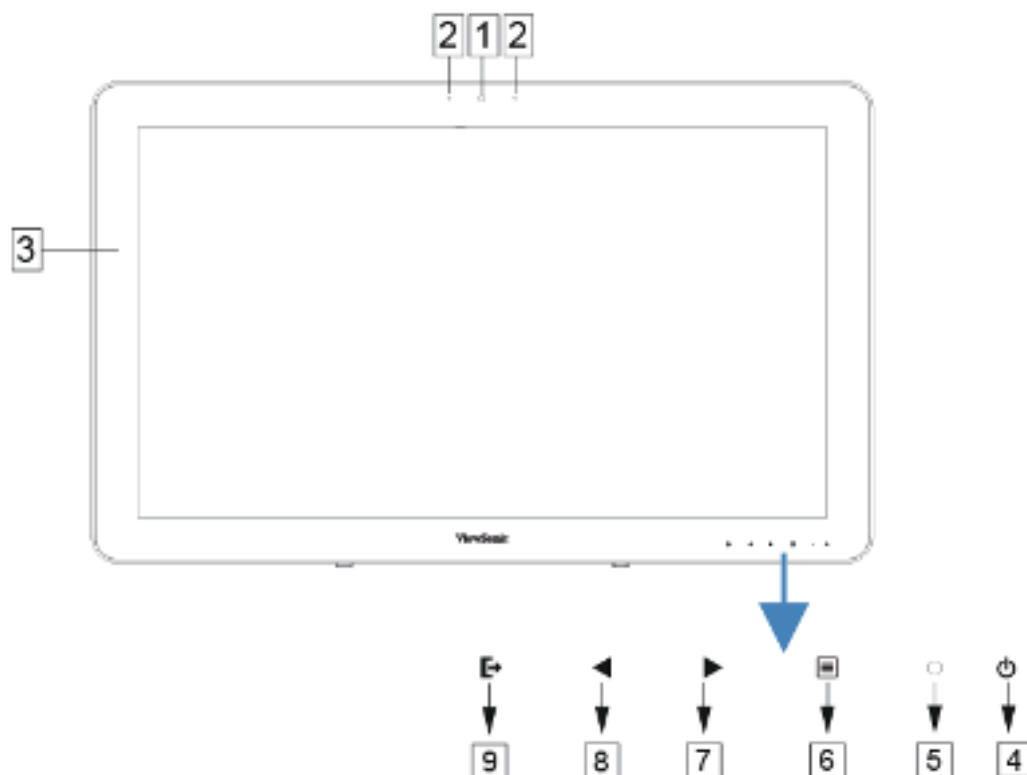
1 VSD243 Smart Display Features

This section introduces you to the features of your Smart Display.

NOTE

- The features or applications described in this User's manual may vary depended on the device model purchased.

Front View

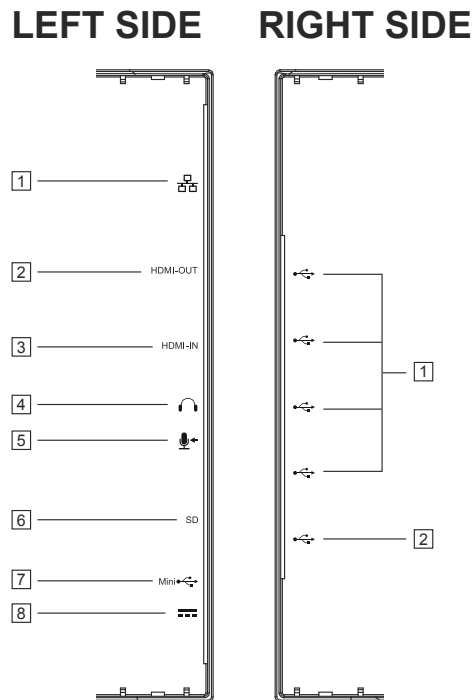


No.	Components	Descriptions
1	Front-Panel Camera	<ul style="list-style-type: none"> - Used for taking a front picture just the same as a self-portrait. - Used for making video calls with supportive web applications.
2	Microphone	Used for receiving audio or audio input.

Table of Contents

No.	Components	Descriptions
3	Touch screen	<ul style="list-style-type: none">- Touch the screen to control the on-screen configurations including menu items, applications, buttons, keyboard and so on.
4	Power button	<p>Press to power on / lock the smart display.</p> <ul style="list-style-type: none">- Press about 0.5 seconds to power on the power.- Lock the smart display when the display is on.- Recall the unlock display when the smart display is locked.- When the display is on, press this button and hold for about 3 seconds to shut down the smart display (under Android mode).
5	LED indicator	<ul style="list-style-type: none">- LED in blue when power on.- LED turns into amber when smart display is locked.
6	OSD Menu / Exit	Press this button to launch the OSD configuration menu and press again to exit.
7	Arrow Button (Up / Right)	Use the arrow buttons (Up / Right and Down / Left) to move through OSD menus. You can highlight a menu item by pressing the arrow buttons. You can also use the arrow buttons to adjust the values to each item of OSD menu.
8	Arrow Button (Down / Left)	
9	Input Signal Switch OSD Menu Select	Press to switch Input signal (Android/HDMI) Select function in OSD menu.

Back View



LEFT SIDE

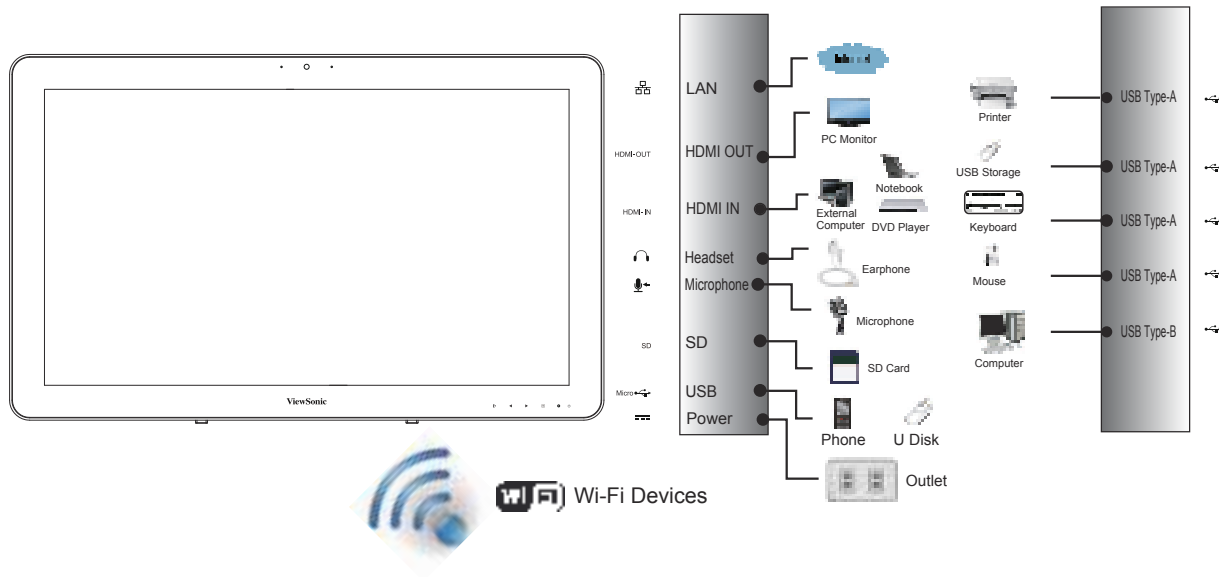
No.	Components	Descriptions
1	RJ45 Connector	Connect with a RJ45 cable for network connection.
2	HDMI OUT	Connect to digital high quality device for video and audio configurations (e.g. PC Monitor, BD Player, Computer, Game Console)
3	HDMI IN	
4	Headset Jack	Connect to earphone or headset.
5	Microphone IN	Plug a compatible microphone into the device.
6	SD Card Slot	Use SD card to extend storage capacity. (Up to 32 GB)
7	Mini USB Port (OTG)	Connect to windows computer for data transferring. (Need MTP driver)
8	DC in Port	Connect to power adaptor.

RIGHT SIDE

1	USB type-A x4 (2.0)	Used for keyboard, mouse, flash disk (supports FAT32 format only) or printer connections.
2	USB type-B	External display mode for USB upstream Webcam and Touch-screen control functionality.

2 Set Up Your VSD243 Smart Display

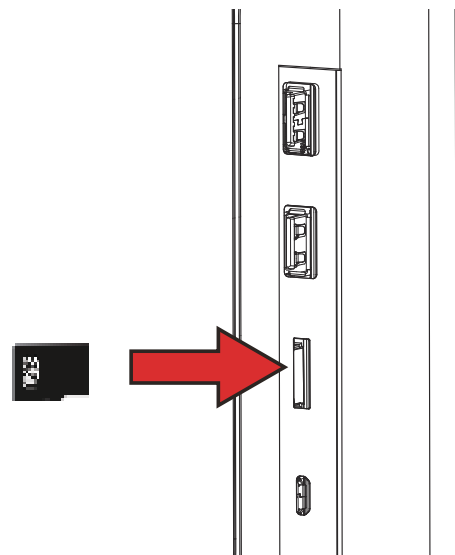
2.1 Connection



2.2 Get Your Smart Display Ready for Use

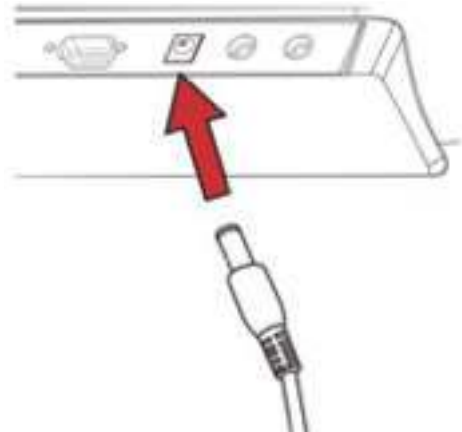
Insert the SD card

- 1 Insert a SD card if desired on the back of your smart display.



Connect the Power Cord

- 1** Connect the included power cord to the power jack.

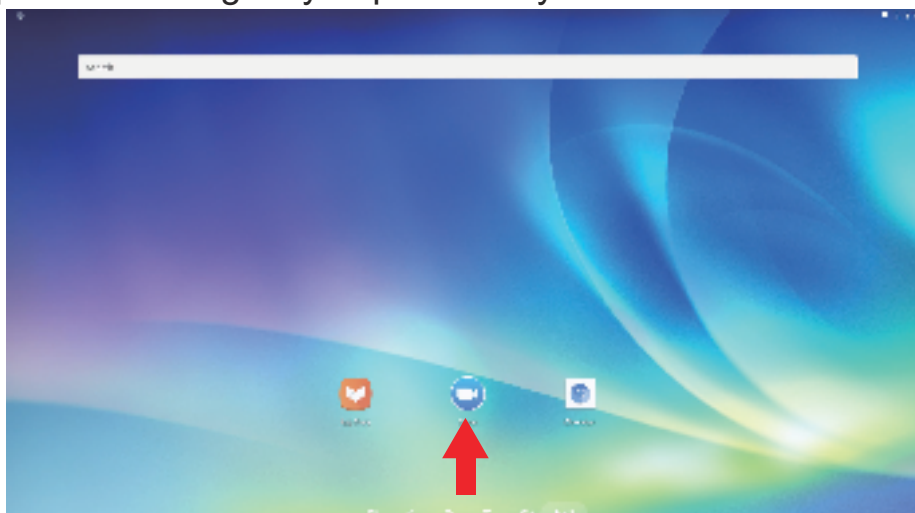


- 2** Connect the other end of the power cord to a power outlet.
-

2.3 Power on Your Device

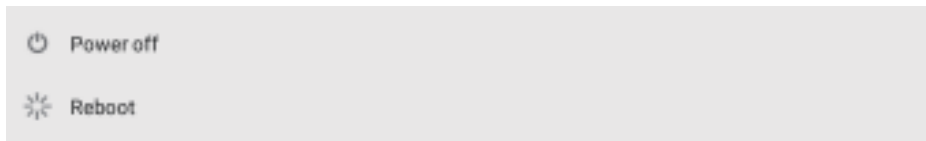
- 1** After connecting the power cord, you can press the power button about 0.5 seconds to power on your device.
 - 2** Once powered-up, the LED indicator will show solid Blue.
 - 3** The unlock display will appear after a short boot-up period. (If the lock screen function is enabled).
 - 4** Touch and slide the lock icon to unlock the screen if necessary.
 - 5** The device is ready for use when the Home screen is displayed.
-

Press the power button gently to power on your device



Slide up the screen to enter Apps Menu

2.4 Power Off Your Device



1 Press and hold the power button for about 3 seconds.

2 When the power off menu appears, touch **OK**.

3 About Your VSD243 Smart Display

3.1 Touch Screen

To navigate and interact on the display, use your finger to touch the sensitive surface of the screen directly. You can manipulate icons, buttons, menu items, on-screen keyboard and other items on the touch screen with the following methods :

Methods	Descriptions
Touch	Simply touch the items with you finger. <ul style="list-style-type: none"> - Tap on items on the screen including application and settings icons. - Type letters and symbols using the on-screen keyboard. - Press the on-screen buttons.
Touch and Hold	Touch and hold an item on the screen by touching it without lifting your finger until an action occurs.
Drag	Touch and hold an item then move the item with your finger until reaching the target position. <ul style="list-style-type: none"> - Move an item on the screen. - Scroll through Home screens, web pages, lists, entries, photo thumbnails, contacts and so on.
Swipe or Slide	Quickly move your finger across the surface of the screen without pausing when you first touch it.
Zoom Out	Move two fingers close together on the screen to reduce the view of an image or web page.
Zoom In	Move two fingers apart on the screen to enlarge the view of an image or web page.

NOTE

- You can connect the three dots to zoom the entire display frequency, also with two fingers to rotate and zoom the display, as well as voice output designed specifically for blind users and gesture mode navigation features.

3.2 Applications, Widgets and Shortcuts

The soft buttons or icons offer a variety of functions and shortcuts. On the Home screen, it is your starting point to access all the features on your device. It displays application icons, widgets, shortcuts and so on.

Applications: Software allows you to perform a specific task. Power on your device, and it is preloaded with a variety of applications already. You can also download additional applications from the Aptoide store.

Widgets: Widgets are applications that you can use directly on the Home screen. Example: Clock, Picture frame, and so on.









Shortcuts: A link that you can create on your Home screen to provide quicker access to applications you have installed.

3.3 Home Screen

Once you power on your device, the central Home screen will be displayed first. On the Home screen, it allows you to put short cut that installed on your device.

The Home screen is composed of two screen panels. You can slide your finger left or right across the central Home screen to view more widgets, shortcuts, and other items located on each screen panel. You can also add shortcuts, widgets or change the desktop wallpaper on each screen panel.



No.		Items	Descriptions
1	3:11	Date & Time	Display the current date and time.
2		Shortcuts	You can add an application shortcut to the Home screen and move it freely by touching and holding the App icon. This icon allows you to open a shortcut item quickly.
3		Apps	Slide screen up to enter App menu page to view all of the applications installed on your device.
4		Ethernet/Wi-Fi	The Ethernet / Wi-Fi icon will appear on the upper right corner of the screen when you enable the Wi-Fi function.
5		Back	Return to the previous screen or option.
6		Home	Press this button to go back to central Home screen at any time.
7		Recent Applications	Touch this button to bring a list of the application images you have accessed recently. You can touch the listed image to open the application.
8		Screenshot	Tap this button to capture an image of your screen.
9		Decrease Volume button	To adjust the volume (-) setting on the OSD menu.
10		Increase Volume button	To adjust the volume (+) setting on the OSD menu.

3.4 Customizing Your Home Screen

3.4.1 Add an Item (Shortcut)

- On the **Apps** screen, touch **APPS** or **WIDGETS** tab to enter APPS or WIDGETS configuration screen.
- Select one of the **APPS** or **WIDGETS** item that you want to add.
- Touch and hold the item to add it onto the selected Home screen.

3.4.2 Move an Item

- On the Home screen, touch and hold the item that you want to move.
- Move the item to the new position.
- Then release your finger to add the item to the new position.

3.4.3 Delete an Item

- On the Home screen, touch and hold the item that you want to delete such as a widget or shortcut.
- An “**X Remove**” will soon be displayed at the top of the Home screen.
- Drag the item over the “**X Remove**”.
- Then release your finger to delete the item.

3.4.4 Change the Wallpaper



- Touch and hold an empty space on the screen.
- A “**Choose wallpaper from**” configuration screen will appear.
- Select one of the wallpaper sources by touching the specific icon.
- Tap on the desired wallpaper image.
- Once finishing the wallpaper selection, touch “**Set wallpaper**” to update the wallpaper on the Home screen.
- Some wallpapers allows you to change the wallpaper color, ex. Magic Smoke. If “**Settings...**” displays during the wallpaper changing, touch it. On the top of screen, it displays “**Tap to change**”. Touch the screen to configure the wallpaper color. Tap the screen to cycle through the various colors.

- You can touch the **Back** button to return to the previous screen without making any change.


NOTE

- All Home Screens share the same background. You cannot set different wallpapers to individual Home Screen panel.

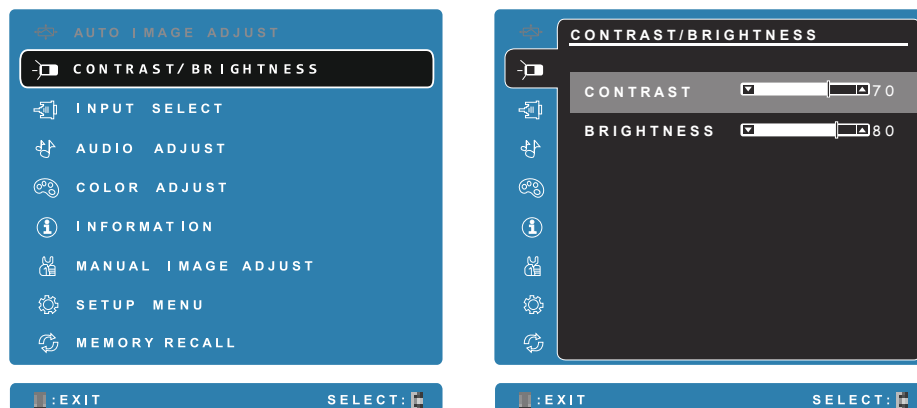
3.5 Connecting to HDMI-compliant Devices via HDMI Input

HDMI (High-Definition Multimedia Interface) is a compact audio/video interface for transferring uncompressed digital audio/video data. You can obtain the best user experience for video playback and gaming via HDMI. VSD243 is equipped with an HDMI input for connecting to an external HDMI-compliant device. You can connect your PC, notebook, Blu-ray player or any other HDMI-compliant device to the VSD243 as a high-definition video display.

How to begin

- 1** A type A HDMI to type A HDMI cable must be available.
 - 2** Connect one end of the HDMI cable to the HDMI compliant source.
 - 3** Connect the other end of the HDMI cable to the HDMI-IN port located on the back of your VSD243 . Tap the SELECT  icon to switch to HDMI- mode.
 - 4** For a computer connection, always set the appropriate resolution. The VSD243 supports resolution up to 1920x1080.
-

4 OSD Menu



Press the **Menu/Exit** button on bottom right of your VSD243 to launch the OSD configuration screen. The OSD configuration screen can be used to configure the Contrast/Brightness, Input Select, Audio Adjust, Color Adjust, Information, Manual Image Adjust, Setup Menu and Memory Recall.

4.1 Adjustment Bars

Contrast/Brightness:

Contrast: Select and drag the slider on the **Contrast** bar to adjust the contrast of the display. Drag the slider to the right to increase the contrast. By default, the contrast is set to 70.

Brightness: Select and drag the slider on the **Brightness** bar to adjust the brightness of your screen. Drag the slider to the right to increase the brightness. By default, the brightness is set to 100.

Audio Adjust:

Select and drag the slider on the **Volume** bar to adjust the volume. As you drag the slider to the right, the volume is louder. By default, the volume is set to 50. Here you can Mute the audio or Listen to other sounds.

4.2 Functions items

Input Select: Select the input source from either HDMI or Android. Connect the HDMI cable to other HDMI source first before selecting the HDMI input.

Color Adjust: Available selections are sRGB, Bluish, Cool, Native, Warm and user color.

Information: Select this item to show the information about your VSD243 such as the Resolution, H.Frequency, V.Frequency, Pixel Clock, Model Number and Website.

Manual Image Adjust: Available adjustments are Sharpness, Dynamic Contrast, Aspect Ratio, Overscan, ECO Mode, ViewMode and Blue Light Filter.

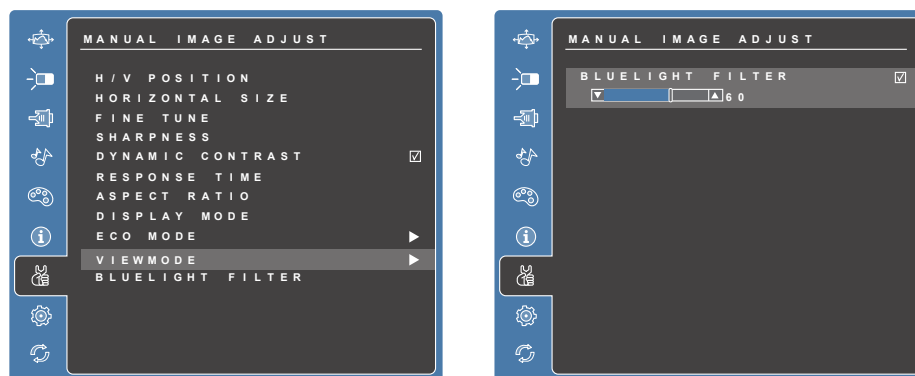
Setup Menu: Available settings are Language Selection, Resolution Notice, OSD Position, OSD Time Out, OSD Background, Power Indicator, and Sleep.

Memory Recall:

Select the Memory Recall function to restore the OSD configurations back to factory settings.

NOTE

- OSD language supports are English, Deutsch (German), Francais (French), Italian, Spanish, Japanese, Simplified Chinese and Traditional Chinese.
- ViewMode provides “Standard, Game, Movie, Web, Text, and Mono” mode settings for optimum image quality.
- The Blue Light Filter setting allows user adjustable reduction of high energy blue light for reduced eye strain.



4.3 OSD Notice


idling:

The OSD menu will close and return to the original processed OSD menu after the OSD time out value expired.


No signal:

- There is no HDMI connection.
- The connected HDMI source and your smart display is not active. Make sure the HDMI source is not in Off, Standby, Hibernate or Sleep mode.


4.4 OSD and Hot keys setting

OSD Lock: Press and hold the OSD menu  and the up arrow [▲] for 10 seconds to set. If any buttons are pressed, the message **OSD Locked** will display for 3 seconds.

OSD Unlock: Press and hold  and the up arrow [▲] again for 10 seconds to unlock.

Power Button Lock: Press and hold  and the down arrow [▼] for 10 seconds to set. If the power button is pressed, the message **Power Button Locked** will display for 3 seconds. With or without this setting, after a power failure, your LCD display's power will automatically turn ON when power is restored.

Power Button Unlock: Press and hold  and the down arrow [▼] again for 10 seconds to unlock.

DDC/CI enable/disable: Press  and [▼] keys at the same time to toggle SSC/CI and DDC/2B (DDC/CI enable/disable) to allow the computer to send specific Monitor Control Command Set (MCCS) to command the devices, as well as receive sensor data from the devices, over a bidirectional link.

5 Troubleshooting

5.1 Touch Screen Problems

Problems	Causes	Solutions
Touch screen does not respond to hand gestures or render them properly.	power noise during device turn on process	Reconnect the USB cable.
	Water drop or spot above the glass surface.	Clean and remove the water drop then reconnect the USB cable.
The touch function on the VSD243 HDMI Mode does not work properly when the USB cable is connected to the USB Type-B connector	Pc screen resolution settings of Multiple Displays are incorrectly set to "duplicate these displays."	Change computer resolution settings from "duplicate these displays" to "show desktop only on 2" (VSD243)

5.2 Other Problems

Problems	Solutions
No power	<p>If the power LED is not blue</p> <ul style="list-style-type: none"> - Ensure that the power adaptor is plugged to the correct electrical outlet. - Ensure that the DC connector is fully inserted into the correct socket on the rear of the VSD243 located under the cover - Check the power outlet with another device (i.e. table lamp) - If there is still has no power then contact ViewSonic support or the Reseller from whom the device was purchased.
No image	Check external HDMI source and its connection.
Lock-up	Restart VSD243 device.
App doesn't function	Check with App developer.
No network	Check WiFi settings, try wired Ethernet cable if available.
No audio	Check volume level setting.




6 Appendix

Specifications

LCD Spec.

Size	60cm (23.6" viewable)
Resolution	1920x1080
Brightness	250 cd/m ²
Backlight	LED
Thickness	47 mm
Touch screen	PCT 10 points touch supported

Hardware

Buttons	Power button *1 Control keys *4
Power LED Indicator	Blue (on) / Amber (saving)
I/O ports	LAN RJ45, supports 10/100/1000 Mbps HDMI-OUT HDMI-IN Headset Microphone-IN SD card Mini USB *1 (OTG) (5Vdc  , 500mA) DC-IN Jack USB type A *4 (5Vdc  , 500mA) USB type B *1 (KVM) (5Vdc  , 500mA)
Camera	5.0 MP AF camera
Mic location	Left & Right side of webcam
Card reader	SD card
Speakers	2.5 Watt *2
Adaptor	Input: 110V~230V Output: 12V, 4A (48W)
Physical	593mm x365x47(mm) 23.35x14.37x1.85(inches)

Weight	5.62Kg (12.39 lbs.) (Net)
	8.12Kg (17.90 lbs.) (Gross)

SW

OS	Android 8.1 (Oreo)
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System

CPU/SoC	Rockchip RK3288W
Speed	1.8GHz
Cores	Quad-core
Graphic	Embedded
Memory	DDR3 2GB, Speed to 800Mbps
Storage	eMMC (NAND), 16GB
WLAN	802.11 b/g/n

Environment

Temperature & Humidity	Operation: 20%~90% @ 35°C Non-condensing
	Storage: 90% R.H.
Altitude	0~2,000m (6,562 ft)

Accessories

Power cord (by region)
 Power adaptor *1
 Quick Start Guide *1

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= 1-866-463-4775	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/eu/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	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			
Macau	www.hk.viewsonic.com	T= (853)-2833-8407	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/	www.viewsonic.com/sg/	T= 65 6461 6044	service@ap.viewsonic.com
Malaysia	www.viewsonic.com/my/	T= 1800 - 88 - 8997	service@ap.viewsonic.com
Thailand	www.viewsonic.com/th/	T= 02-7214091-3	service@ap.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United States	www.viewsonic.com	T= 1-800-688-6688	service.us@viewsonic.com
Indonesia	www.viewsonic.com/id/	Contact your reseller	service@ap.viewsonic.com
Japan	www.viewsonic.com/jp/	T= 050-3388-6832	service@ap.viewsonic.com
Philippines	www.viewsonic.com/ph/	Contact your reseller	service@ap.viewsonic.com
Vietnam	www.viewsonic.com/vn/	Contact your reseller	service@ap.viewsonic.com
Taiwan	www.viewsonic.com/tw/	T= 0800-899-880	service@tw.viewsonic.com

Limited Warranty

ViewSonic® Smart Display

What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. ViewSonic provides no warranty for the third-party software included with the product or installed by the customer.

How long the warranty is effective:

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

User is responsible for the backup of any data before returning the unit for service.

ViewSonic is not responsible for any data loss.

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. Causes external to the product, such as electric 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:

1. For information about receiving service under warranty, contact ViewSonic Customer Support (Please refer to the web site and Customer Support pages). You will need to provide your product's serial number.
2. 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.
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.

OTA update disclaimer:

ViewSonic Corporation assumes no liability for any errors or omissions in the information displayed. This firmware update is intended for ViewSonic® smart display. ViewSonic assumes no liability for data loss or any damages caused as a result of any updates made on any device or damage to or failure of other equipment to which the products are connected, whether incidental, consequential or otherwise. You agree to take full responsibility for all files and data and to maintain all appropriate backup of files and data stored on any device prior to performance of any update. Users shall be responsible for obtaining the necessary rights to access and use any third party content. ViewSonic assumes no liability for the performance, availability and use of third party products and services. Corporate names and trademarks mentioned herein are the property of their respective companies. Copyright © 2019 ViewSonic Corporation. All rights reserved.

