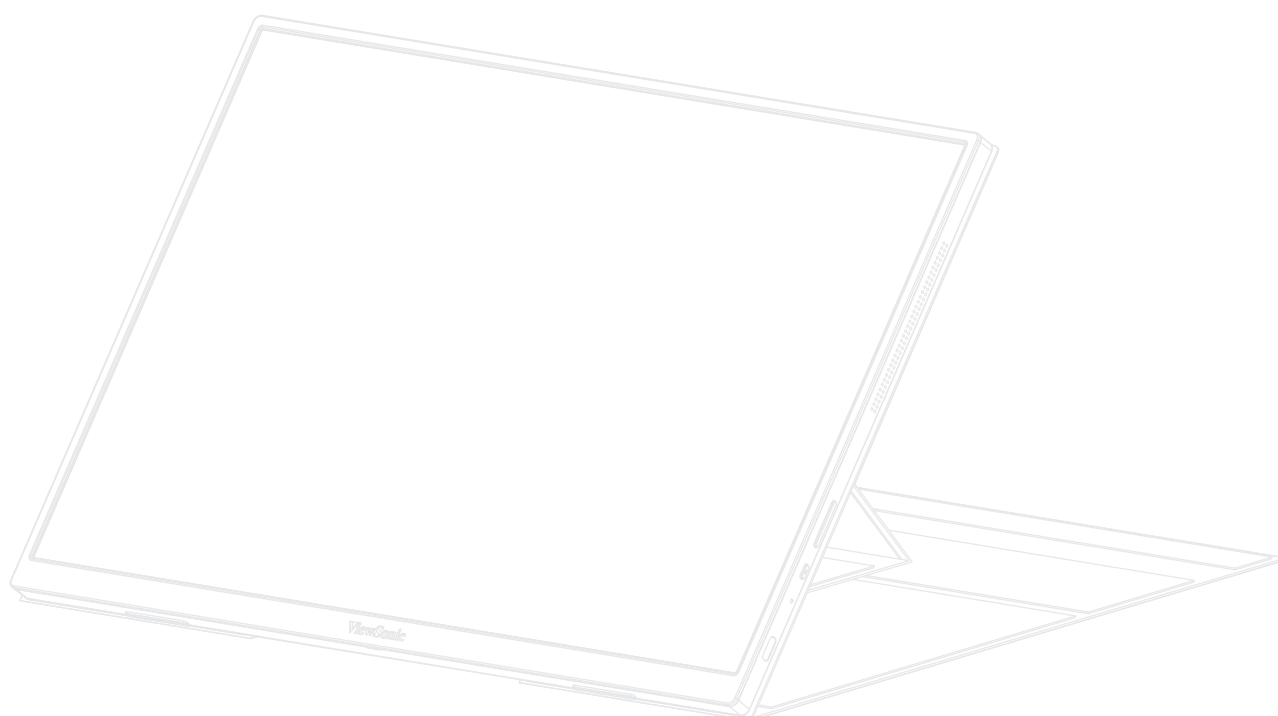


# VS19948 VS19904

## 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 of our website.

## **Thank you for choosing ViewSonic®**

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

Once again, thank you for choosing ViewSonic®!

# Safety Precautions

- Read these instructions completely before using the equipment.
- Keep these instructions in a safe place.
- Heed all warnings and follow all instructions.
- Sit at least 18" / 45 cm from the monitor.
- When installing the monitor, please leave 4" / 10 cm of open space around the monitor for ventilation safety purposes.
- Always handle the display with care when moving it.
- Always use cabinets or stands or installation methods recommended by the manufacturer of the monitor set.
- Always use furniture that can safely support the monitor.
- Always ensure the monitor is not overhanging the edge of the supporting furniture.
- Do not place the monitor where children are likely to be present.
- Always educate children about the dangers of climbing on furniture to reach the monitor or related equipment.
- Always route and manage cords and cables connected to your monitor so they cannot be tripped over, pulled, or grabbed.
- Exercise caution when removing the rear cover of the monitor. This monitor contains high-voltage parts.
- Do not use this equipment near water. To reduce the risk of fire or electric shock, do not expose the monitor to rain or moisture.
- Avoid exposing the monitor to direct sunlight or other sources of sustained heat. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that may increase the temperature of the monitor to dangerous levels.
- Clean with a soft, dry cloth. If further cleaning is required, see the "Maintenance" section in this guide for further instructions.
- Avoid touching the screen. Skin oils are difficult to remove.
- Do not touch, rub, or apply pressure to the monitor screen, as it may permanently damage the screen.
- Do not place the monitor in an unstable location.
- Do not place the monitor on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the monitor to a suitable support.
- Do not place the monitor on cloth or other materials that may be located between the product and supporting furniture.

- Place the monitor in a well-ventilated area. Do not place anything on the display that prevents heat dissipation.
- Do not place heavy objects on the display, video cable, or power cord.
- Do not place items that might tempt children to climb, such as toys and remote controls, on the top of the monitor or furniture on which the product is placed.
- If smoke appears, an abnormal noise, or a strange odor is present, immediately switch the display off and contact your dealer or ViewSonic. It is dangerous to continue using the display.
- Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, obtain an adaptor and do not attempt to force the plug into the outlet.
- Please confirm the distribution system installed in the building. The system should provide a circuit breaker rated at 120/240V, 20A.
- When connecting to a power outlet, DO NOT remove the grounding prong. Please ensure grounding prongs are NEVER REMOVED.
- Protect the power cord from being treaded upon or pinched, particularly at the plug, and at the point where it emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
- Only use attachments/accessories specified by the manufacturer.
- Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use with caution when moving the cart/equipment combination to avoid injury from tipping over.
- Unplug this equipment when it will be unused for long periods of time.
- Refer all servicing to qualified service personnel. Service will be required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.
- Excessive sound volume from ear-/headphones may cause hearing damage/hearing loss.
- Adjustment of the volume control as well as the equalizer may increase the ear-/headphones output voltage and therefore, the sound volume level.
- The factors influencing the ear-/headphones output other than those specified by the manufacturer (e.g. operating system, equalizer software, firmware, driver) may increase the ear-/headphone output voltage and therefore, the sound volume level.

- Stability Hazard: The display may fall, causing serious personal injury or death. To prevent injury, this display must be securely attached to the floor/wall in accordance with the installation instructions.
- If the existing monitor is going to be retained and relocated, the same considerations as above should be applied.

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# Introduction

## Package Contents

- Portable Display
- USB Type C Cable
- Power Adapter
- Smart Cover
- LCD-WPD-001-TX (Wi-Fi TX Dongle)
- Quick Start Guide

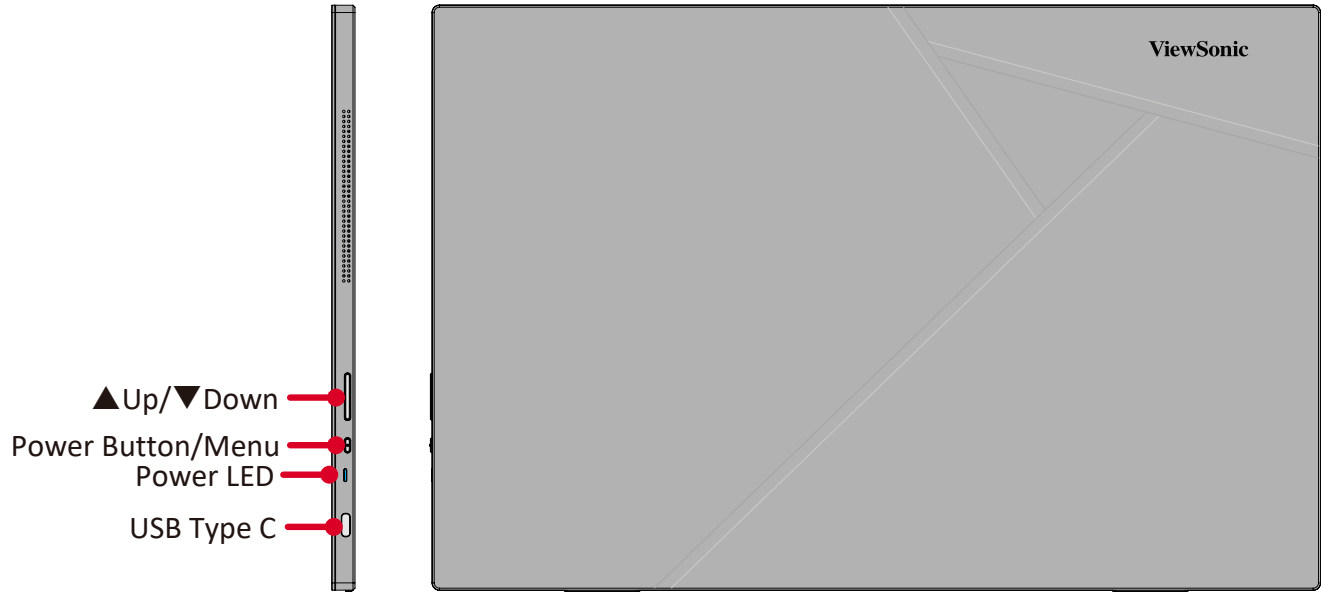
**NOTE:** The cables included in your package may vary depending on your country. Please contact your local reseller for more information.

# Product Overview

## Front and Left Side View



## Rear and Right Side View

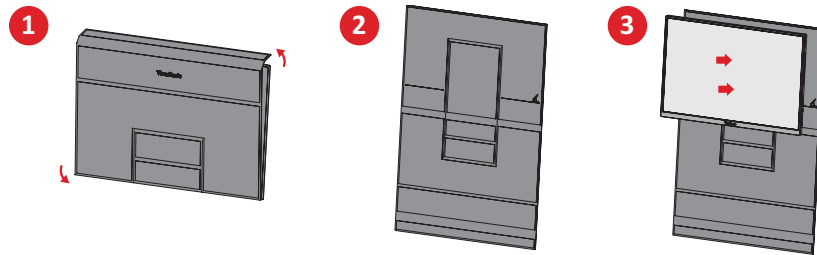


## LED Status

| LED Color | Description                          |
|-----------|--------------------------------------|
| Blue      | The monitor is turned on.            |
| Amber     | The monitor is in power saving mode. |
| Red       | The monitor's battery is charging.   |
| Green     | The monitor has finished charging.   |

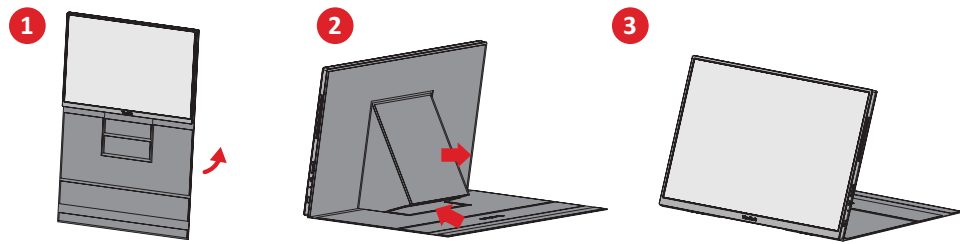
# Initial Setup

## Installing the Smart Cover

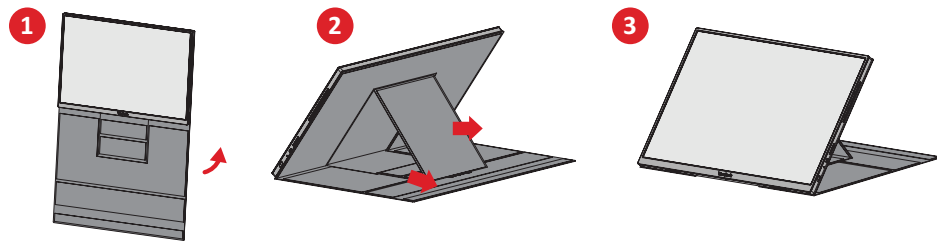


## Using the Smart Cover

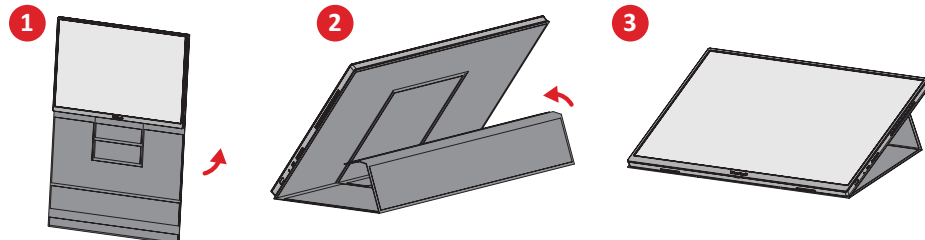
20° Angle



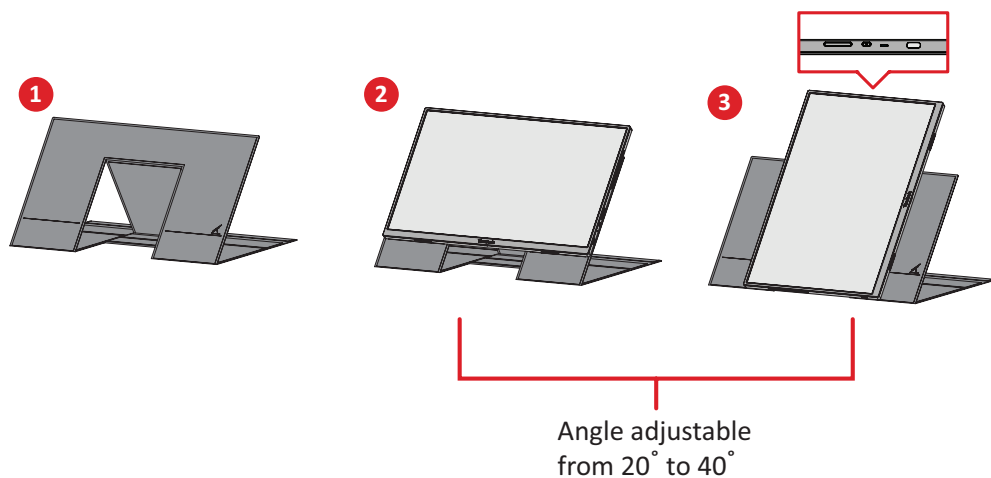
40° Angle



70° Angle



Lifting/  
Portrait



**NOTE:** When positioning the monitor upright, ensure that the button area is at the top to align with the smart cover.

# Making Connections

## Connecting to External Devices

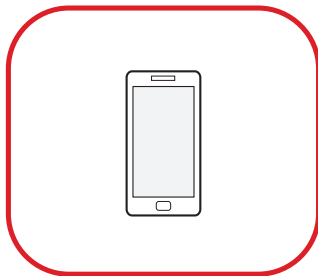
Your external device(s) can be connected in any of the following configurations:

### Type C Connection

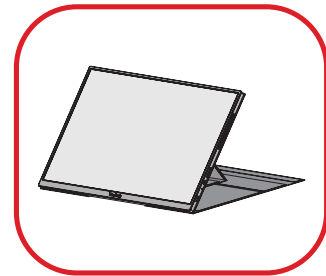
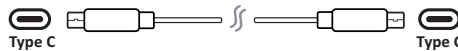
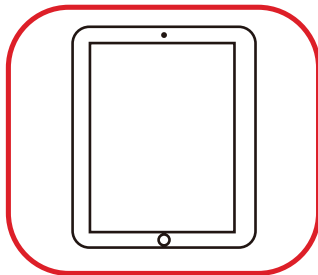
Connect a USB Type C cable to your external device, then connect the other end of the cable to a **USB Type C** port on the monitor.



or



or



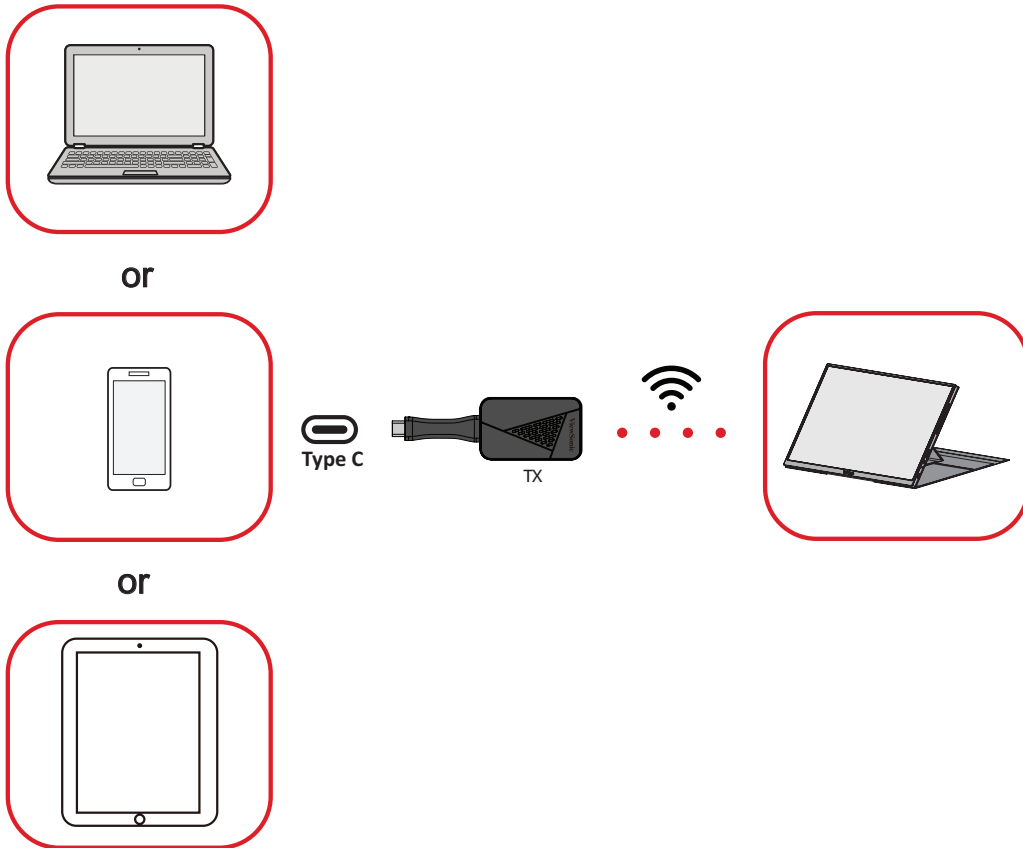
### NOTE:

- The power output must be greater than 10W when not using the monitor's battery.
- When setting the Volume to 100 and using Audio Mode, please make sure your laptop's power output exceeds 15W.

## Wi-Fi Display

### Direct Wireless Cast

1. Connect the Wi-Fi TX Dongle to your external device.
2. Turn on the VG1656N by pressing the **⏻ Power Button**.
3. Press **▲ Up** or **▼ Down** to open the On-Screen Display (OSD) Menu.
4. Press **▲ Up** or **▼ Down** to select **WiFi Display**. Then press the **⏻ Power Button**.
5. The VG1656N can now directly wirelessly cast its screen.



### USB Type C Signal Input

1. Connect the Wi-Fi TX Dongle to your external device.
2. On the monitor, press the **⏻ Power Button** to open the On-Screen Display (OSD) Menu.
3. Press **▲ Up** or **▼ Down** to select **Input Select**. Then press the **⏻ Power Button** to enter the menu.
4. Press **▲ Up** or **▼ Down** to select **WiFi Display**. Then press the **⏻ Power Button**.

**NOTE:** Make sure your device is equipped with a USB Type C port that supports DisplayPort Alternate Mode for video output and power delivery capabilities.

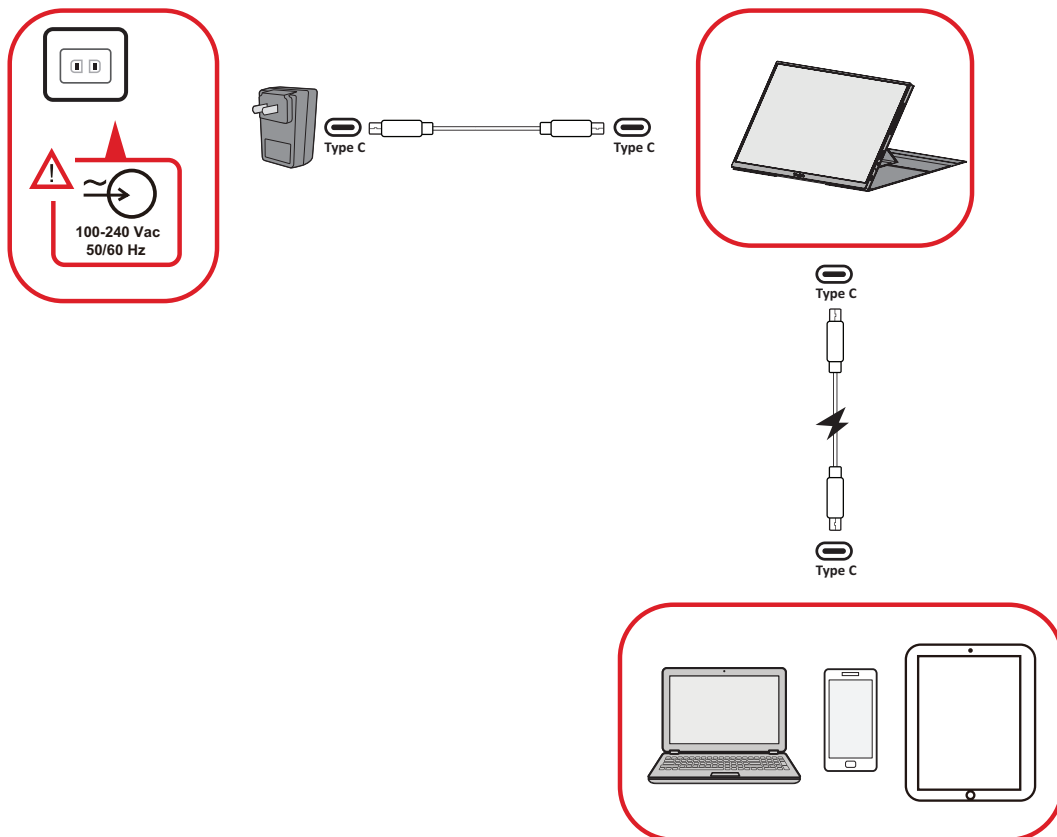
# Power Delivery

## Powering a Device

If the USB Type C power adapter is connected to the monitor, then the monitor can charge a connected laptop, mobile phone, or tablet.

### NOTE:

- The power adapter (PD 60W) is included in the packaging.
- Power Delivery Output Compliance: PD 5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/3.25A.
- Please use a power adapter of PD 36W or above.



## Power Supply Detection

1. When the VG1656N is connected to a laptop or tablet as a signal source using a USB Type C to USB Type C cable, it will use 5V/1.5A to determine if the power is supplied by a laptop or tablet because this is the Wi-Fi module off state.

| Power Input | Power Select Option | Power Source                                     |
|-------------|---------------------|--------------------------------------------------|
| > 5V/1.5A   | Available           | Connected USB Type C device or VG1656N's battery |
| < 5V/1.5A   | Unavailable         | VG1656N's battery                                |

2. When users turn on the **WiFi Display** option, by default the VG1656N will be powered by its own battery when the Wifi Module is on to make sure the power supply is enough to support the WiFi module.

When the WiFi module is on, 5V/3A will be used to determine the power supply source.

| Power Input | Power Select Option | Power Source                                     |
|-------------|---------------------|--------------------------------------------------|
| 5V/3A       | Available           | Connected USB Type C device or VG1656N's battery |
| < 5V/3A     | Unavailable         | VG1656N's battery                                |

## Power Delivery - Further Information

Due to the VG1656N's design please note:

- The first connected device will be the main input signal.
- When a USB Type C port recognizes an external device as a power adapter, it will only distribute the power. It will NOT display the input signal.
- Only when one of the USB Type C ports is recognized as a power adapter can the other one deliver two-way power.

If a laptop is connected first to the VG1656N, then a mobile phone/tablet is connected second, the mobile phone/tablet's battery will not be charged as neither USB Type C port recognizes the connection as being connected to a power adapter.

**NOTE:** If you want to display the mobile phone/tablet's screen, you must unplug the USB Type C cable connected to the laptop.

If a mobile phone/tablet is connected first to the VG1656N, then a laptop is connected second, the mobile phone/tablet's battery will not be charged as one of the USB Type C ports is recognized as being connected to a power adapter.

If the laptop's PD output is **greater than 5V/1.5A**, the **Power Select** option in the OSD Menu will be available. The user can then choose to use the connected USB Type C device or the VG1656N's battery to power the monitor.

**NOTE:** If you want to display the laptop screen, you must unplug the USB Type C cable connected to the mobile phone.

Due to the VG1656N's design, do not connect two laptops or one laptop and a desktop computer at the same time. This can cause power distribution conflicts, resulting in flashing screens or the forced shutdown of the laptop(s).

## Battery Information

| Item                            | Description                                              |                   |              |           |
|---------------------------------|----------------------------------------------------------|-------------------|--------------|-----------|
| Charging Equipment Requirements | Charging Voltage:                                        |                   | 8.8V         |           |
|                                 | Charging Current:                                        |                   | 800mA        |           |
|                                 | Charging Cable:                                          |                   | USB Type C   |           |
| Working Hours                   | Approximately 3 hours, depending on the usage situation. |                   |              |           |
| Charging Current                | Standard Charging                                        |                   | Quick Charge |           |
|                                 | 800mA                                                    | 6.5 hours         | 2000mA       | 3.5 hours |
| Recharging Port                 | USB Type C                                               |                   |              |           |
| LED Lighting Description        | Charging                                                 | Charging Complete | Battery Low  |           |
|                                 | Red                                                      | Green             | N/A          |           |

When the battery power is lower than 12% a warning message will show. The warning message window will stay on the screen until the user connects to a power source.

If the user does not take any action, the display will turn off the power after 30 seconds.

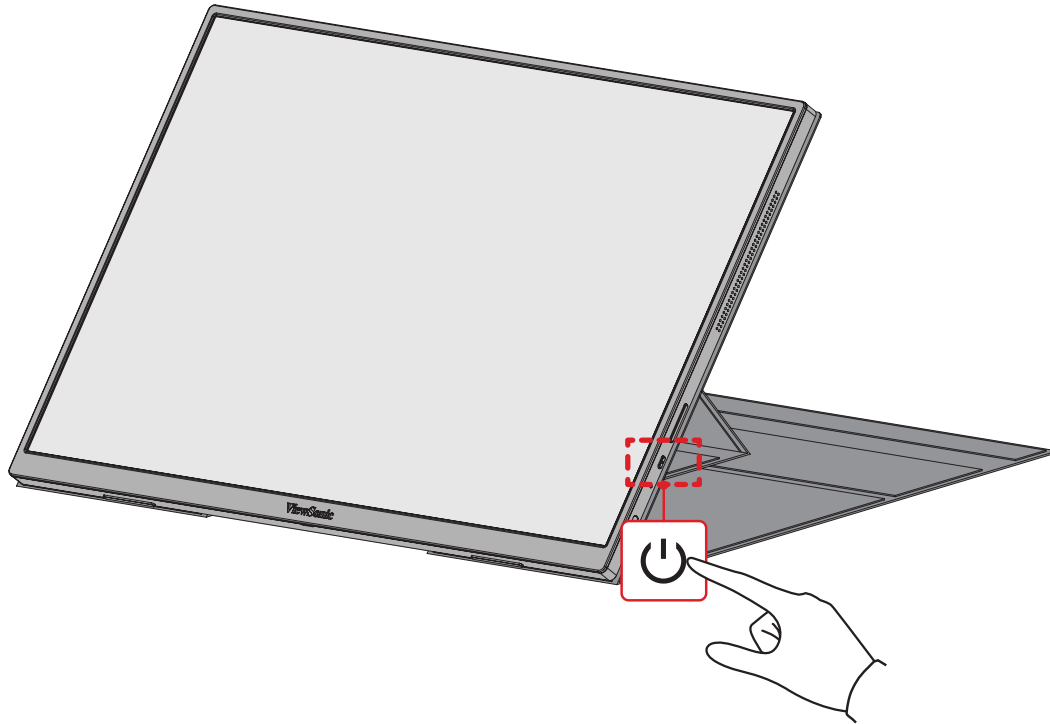
### NOTE:

- When connected to a  $\geq 36\text{W}$  PD adapter, it will supply power to the VG1656N and charge the battery at the same time. At this time, the **Power Select** option will be grayed out.
- When charging the VG1656N for the first time, please use the supplied PD power adapter or a charging device with 20V/1.5A or above and a USB Type C to C cable for a full charge.
- Do not charge for more than 12 hours to avoid damaging the battery.
- The VG1656N's battery supports the following PD charging protocols: 9V/3A, 12V/2.5A, 15V/2A, 20V/1.5A.

# Using the Monitor

## Turning the Monitor On/Off

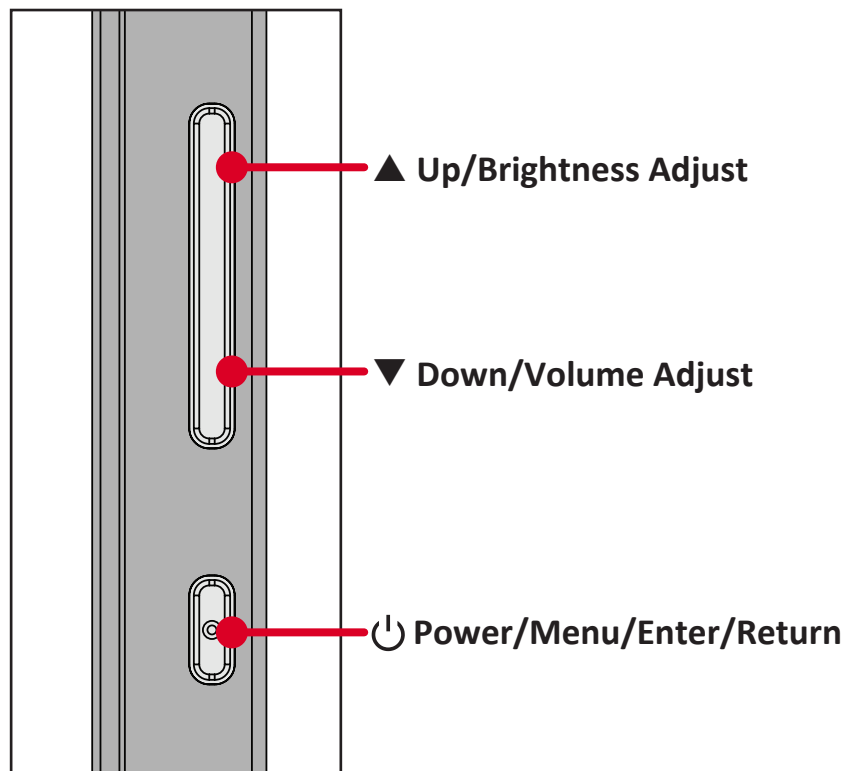
1. Press the **Power Button** to turn on the monitor.
2. To turn the monitor off, press and hold the **Power Button** for five seconds.



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

## Using the Control Panel Keys

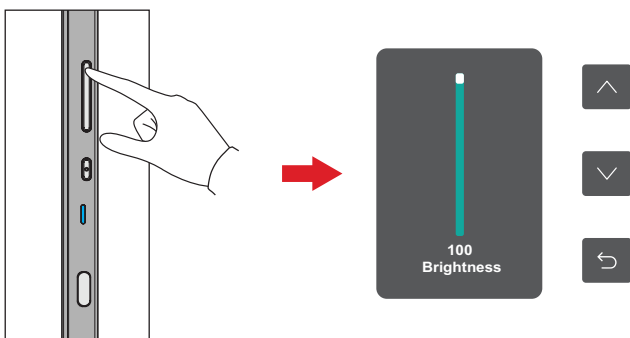
Use the Control Panel Keys to access the Quick Menu and navigate the On-Screen Display (OSD) Menu.



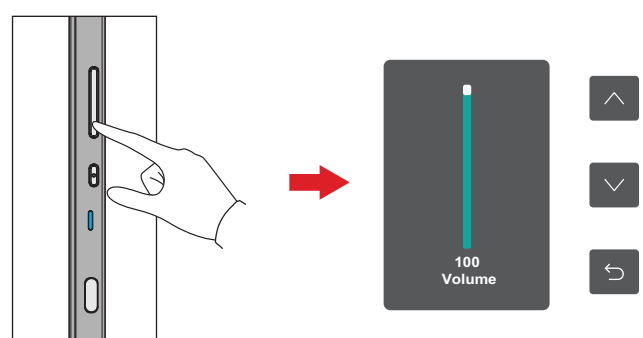
### Quick Menu

Press **▲ Up** to adjust the Brightness level, and **▼ Down** to adjust the Volume level.

#### Brightness Adjustment



#### Volume Adjustment

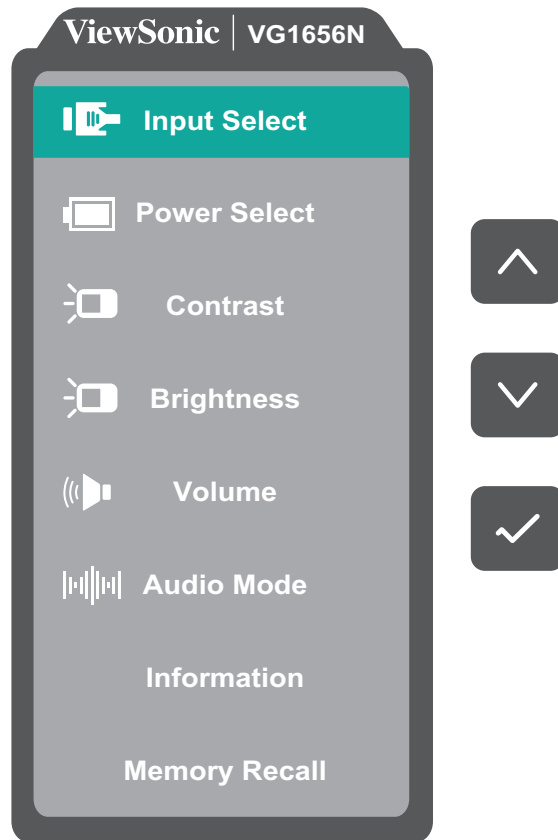


**NOTE:** Follow the key guide that appears on the screen to select the option or make adjustments.

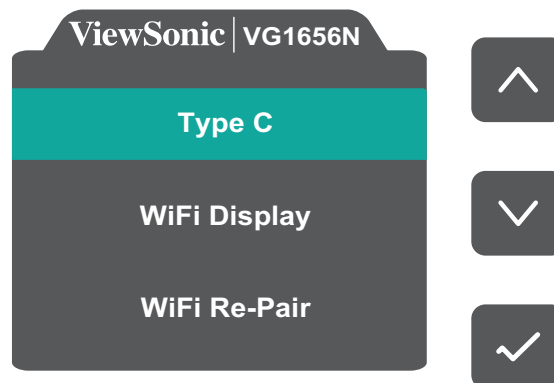
# On-Screen Display (OSD) Menu

## General Operation

1. Press the  **Power Button** to open the On-Screen Display (OSD) Menu.



2. Press **▲ Up** or **▼ Down** to select a menu option. Then press the  **Power Button** to enter the selected menu.



3. Follow the on-screen key guide to return to the previous screen.

**NOTE:** The OSD Menu will automatically close if there is no action after five seconds.

## On-Screen Display (OSD) Menu Tree

| Main Menu     | Sub-menu       |
|---------------|----------------|
| Input Select  | Type C         |
|               | WiFi Display   |
|               | WiFi Re-Pair   |
| Power Select  | Type C         |
|               | Battery        |
| Contrast      | (-/+, 0~100)/1 |
| Brightness    | (-/+, 0~100)/1 |
| Volume        | (-/+, 0~100)/1 |
| Audio Mode    | Standard       |
|               | Voice          |
|               | Movie          |
|               | Music          |
| Information   |                |
| Memory Recall |                |

# Advanced Features and Settings

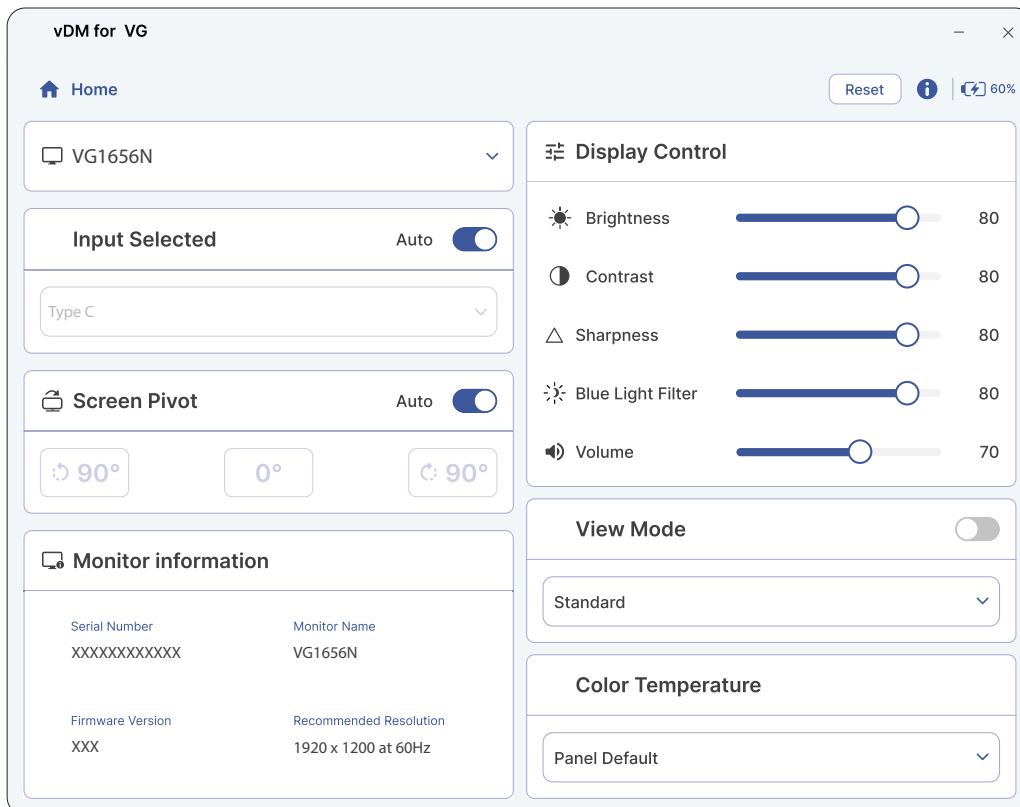
## Auto Pivot

With the Auto Pivot feature, the monitor can detect the image displayed and adjust the image's orientation on the screen automatically when pivoting the screen vertically or horizontally.

### NOTE:

- For the monitor to automatically detect the rotation, vDisplay Manager software needs to be installed and activated. Please remember to enable “**Auto**” for the **Screen Pivot** function in vDisplay Manager.
- Please make sure that the monitor is connected to the laptop/PC via a USB Type C cable to enable the Screen Pivot function.

## Download and Install vDisplay Manager



To download and install vDisplay Manager:

1. Visit the ViewSonic [website](#).
2. In the top right corner search for the product model (e.g., VG1656N).
3. Go to the bottom of the product page to find the download link for vDisplay Manager.
4. Click the link to begin the download.

# Appendix

## Specifications

| Item                                | Category            | Specifications                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LCD                                 | Type                | TFT Active Matrix 1920 x 1200 LCD;<br>0.1795 (H)mm x 0.1795 (V)mm pixel pitch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                     | Display Size        | 40.6 cm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                     |                     | 16" (viewable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                     | Color Filter        | RGB Vertical Stripe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                     | Glass Surface       | Anti-Glare type, Hard Coating (3H)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Input Signal                        | Video Sync          | <u>TMDS digital (100 <math>\Omega</math>)</u><br>HDMI (v 1.4): $f_h$ :15~82 kHz, $f_v$ :50~75 Hz<br>Type C: $f_h$ :15~82 kHz, $f_v$ :50~75 Hz                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Compatibility                       | PC                  | up to 1920 x 1200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                     | Macintosh           | up to 1920 x 1200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                     | Recommended         | 1920 x 1200 @ 60 Hz                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Resolution and Timings <sup>1</sup> | Supported           | <ul style="list-style-type: none"> <li>• 1920 x 1200 @ 60 Hz</li> <li>• 1920 x 1080 @ 50, 60 Hz</li> <li>• 1680 x 1050 @ 60 Hz</li> <li>• 1600 x 1200 @ 60 Hz</li> <li>• 1600 x 900 @ 60 Hz</li> <li>• 1440 x 900 @ 60, 75 Hz</li> <li>• 1400 x 1050 @ 60 Hz</li> <li>• 1366 x 768 @ 60 Hz</li> <li>• 1360 x 768 @ 60 Hz</li> <li>• 1280 x 1024 @ 50, 60, 75 Hz</li> <li>• 1280 x 960 @ 50, 60, 75 Hz</li> <li>• 1280 x 768 @ 50, 60, 75 Hz</li> <li>• 1280 x 720 @ 50, 60 Hz</li> <li>• 1152 x 870 @ 75 Hz</li> <li>• 1152 x 864 @ 60, 75 Hz</li> <li>• 1024 x 768 @ 50, 60, 70, 72, 75 Hz</li> <li>• 800 x 600 @ 56, 60, 72, 75 Hz</li> <li>• 720 x 576 @ 50 Hz</li> <li>• 720 x 480 @ 60 Hz</li> <li>• 720 x 400 @ 70 Hz</li> <li>• 640 x 480 @ 50, 60, 67, 72, 75 Hz</li> <li>• 640 x 400 @ 60, 70 Hz</li> <li>• 640 x 350 @ 70 Hz</li> </ul> |
| Power <sup>2</sup>                  | Input Voltage       | AC 100-240V, 50/60Hz (auto switch)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                     | USB-C PD Adapter    | VG1656N PD output complies with: 5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/3A.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Display Area                        | Active Size (H x V) | 344.68 x 215.42 mm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                     |                     | 13.57" x 8.48"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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

2 - The power output needs to be more than 10W to turn on the monitor.

| Item                 | Category             | Specifications              |
|----------------------|----------------------|-----------------------------|
| Operating Conditions | Altitude             | 5 km                        |
|                      |                      | 16,400 ft                   |
|                      | Relative Humidity    | 20% to 90% (non-condensing) |
|                      | Temperature          | 0° C to 40° C               |
|                      |                      | 32° F to 104° F             |
| Storage Conditions   | Altitude             | 12.1 km                     |
|                      |                      | 40,000 ft                   |
|                      | Relative Humidity    | 5% to 90% (non-condensing)  |
|                      | Temperature          | -20° C to 60° C             |
|                      |                      | -4° F to 140° F             |
| Dimensions           | Physical (W x H x D) | 356.7 x 234.9 x 9.6 mm      |
|                      |                      | 14.0" x 9.2" x 0.4"         |
| Weight               | Physical             | 0.8 kg                      |
|                      |                      | 1.9 lbs                     |
| Power Consumption    | On <sup>3</sup>      | 8W (Typical)                |
|                      | Off                  | < 0.3W                      |

---

3 - The test condition follows EEI standards.

# Glossary

This section describes the standard glossary of terms used in all LCD display models. All terms are listed in alphabetical order.

**NOTE:** Some terms may not be applicable to your monitor.

## A

### **Advanced DCR**

Advanced DCR technology automatically detects the image signal and intelligently controls the backlight brightness and color to improve on the ability to make the black blacker in a dark scene, and make the white whiter in a bright environment.

### **Audio Adjust**

Adjusts the volume, mutes the sound, or toggles between inputs if you have more than one source.

### **Auto Detect**

If the current input source has no signal, the monitor will automatically switch to the next input option. This function, on some models, is disabled by default.

### **Auto Image Adjust**

Automatically sizes, centers, and fine tunes the video signal to eliminate waviness and distortion.

## B

### **Blue Light Filter**

Adjusts the filter that blocks high-energy blue light for a more comfortable viewing experience.

### **Brightness**

Adjusts background black levels of the screen image.

## C

### Color Adjust

Provides several color adjustment modes, to help adjust the color settings to fit the user's needs.

#### Color Space

Allows users to choose which color space they would like to use for monitor color output (RGB, YUV).

#### Color Temperature

Allows users to select specific color temperature settings to further customize their viewing experience.

| Panel Default | Panel Original Status                                   |
|---------------|---------------------------------------------------------|
| sRGB          | Standard color space used for the Windows system.       |
| Bluish        | Set the color temperature to 9300K.                     |
| Cool          | Set the color temperature to 7500K.                     |
| Native        | Default color temperature. Recommended for general use. |
| Warm          | Set the color temperature to 5000K.                     |

### Contrast

Adjusts the difference between the image background (black level) and the foreground (white level).

## I

### Information

Displays the timing mode (video signal input) coming from the graphics card in the computer, the LCD model number, the serial number, and the ViewSonic® website URL. See your graphics cards's user guide for instructions on changing the resolution and refresh rate (vertical frequency).

**NOTE:** VESA 1024 x 768 @ 60Hz, for example, means that the resolution is 1024 x 768 and the refresh rate is 60Hz.

### Input Select

Toggles between the various input options that are available for the monitor.

## **M** Manual Image Adjust

Displays the “Manual Image Adjust” menu. You can manually set a variety of image quality adjustments.

### **Memory Recall**

Returns the adjustments back to factory settings if the display is operating in a factory preset timing mode listed in the “Specifications” of this manual.

#### **NOTE:**

- (Exception) This control does not affect changes made in the “Language Select” or “Power Lock” setting.
- Memory Recall is the default as-shipped display configuration and settings. Memory Recall is the setting in which the product qualifies for ENERGY STAR®. Any changes to default as-shipped display configuration and settings would change the energy consumption, and may increase energy consumption beyond the limits required for ENERGY STAR® qualification, as applicable. ENERGY STAR® is a set of power-saving guidelines issued by the U.S. Environmental Protection Agency (EPA). ENERGY STAR® is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping us all save money and protect the environment through energy efficient products and practices.



## **O** Overscan

Refers to a cropped image on your monitor’s screen. A setting on your monitor zooms in on movie content, so that you cannot see the outermost edges of the film.

## R

### **Recall**

Resets the ViewMode monitor settings.

### **Resolution Notice**

The notice tells users that the current viewing resolution is not the correct native resolution. This notice will appear in the display settings window when setting up the display resolution.

### **Response Time**

Adjusts the response time, creating smooth images without streaking, blurring, or ghosting. A low response time is perfect for the most graphic-intensive gaming, and provides amazing visual quality while watching sports or action movies.

## S

### **Setup Menu**

Adjusts On-Screen Display (OSD) Menu settings. Many of these settings can activate on-screen display notifications so users do not have to reopen the menu.

### **Sharpness**

Adjusts the picture quality of the monitor.

## V

### **ViewMode**

ViewSonic's unique ViewMode feature offers "Game", "Movie", "Web", "Text", "MAC", and "Mono" presets. These presets are specifically designed to deliver an optimized viewing experience for different screen applications.

## Troubleshooting

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

| Problem or Issue                            | Possible Solutions                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No power                                    | <ul style="list-style-type: none"><li>• Make sure you have turned on the monitor by pressing the <b>Power</b> button.</li><li>• Make sure the power cord is properly and securely connected to the monitor and power outlet.</li><li>• Plug another electrical device into the power outlet to verify that the outlet is supplying power.</li></ul> |
| Power is On, but no image appears on screen | <ul style="list-style-type: none"><li>• Make sure the video cable connecting the monitor to the computer is properly and securely connected.</li><li>• Adjust the brightness and contrast settings.</li><li>• Make sure the correct input source is selected.</li></ul>                                                                             |
| Wrong or abnormal colors                    | <ul style="list-style-type: none"><li>• If any colors (red, green, or blue) are missing, check the video cable to make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.</li><li>• Connect the monitor to another computer.</li></ul>                                     |
| Screen image is too light or dark           | <ul style="list-style-type: none"><li>• Adjust brightness and contrast settings via the OSD Menu.</li><li>• Reset the monitor to factory settings.</li></ul>                                                                                                                                                                                        |
| Screen image cuts in and out                | <ul style="list-style-type: none"><li>• Make sure the correct input source is selected.</li><li>• Check for bent or broken pins in the video cable connector.</li><li>• Make sure the video cable connecting the monitor to the computer is properly and securely connected.</li></ul>                                                              |
| Screen image is blurred                     | <ul style="list-style-type: none"><li>• Adjust the resolution to the correct Aspect Ratio.</li><li>• Reset the monitor to factory settings.</li></ul>                                                                                                                                                                                               |
| The screen isn't centered correctly         | <ul style="list-style-type: none"><li>• Adjust the horizontal and vertical controls via the OSD Menu.</li><li>• Check the Aspect Ratio.</li><li>• Reset the monitor to factory settings.</li></ul>                                                                                                                                                  |
| The screen appears yellow                   | <ul style="list-style-type: none"><li>• Make sure the "Blue Light Filter" is Off.</li></ul>                                                                                                                                                                                                                                                         |

| Problem or Issue                                                             | Possible Solutions                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The OSD Menu does not appear on the screen/the OSD controls are inaccessible | <ul style="list-style-type: none"> <li>• Check whether the OSD Menu is locked.</li> <li>• Turn off the monitor, unplug the power cord, plug it back in, and then turn on the monitor.</li> <li>• Reset the monitor to factory settings.</li> </ul>                                                                   |
| Control panel keys do not work                                               | <ul style="list-style-type: none"> <li>• Press only one key at a time.</li> <li>• Restart the computer.</li> </ul>                                                                                                                                                                                                   |
| Some menus aren't selectable in the OSD                                      | <ul style="list-style-type: none"> <li>• Adjust the ViewMode or the input source.</li> <li>• Reset the monitor to factory settings.</li> </ul>                                                                                                                                                                       |
| No audio output                                                              | <ul style="list-style-type: none"> <li>• If using ear-/headphones, ensure the mini stereo jack is connected.</li> <li>• Make sure the volume is not muted, nor set to 0.</li> <li>• Check the Audio Input setting.</li> </ul>                                                                                        |
| The monitor will not adjust                                                  | <ul style="list-style-type: none"> <li>• Make sure there are no obstructions near or on the monitor, and that there is adequate spacing.</li> </ul>                                                                                                                                                                  |
| USB devices connected to the monitor do not work                             | <ul style="list-style-type: none"> <li>• Make sure the USB cable is connected properly.</li> <li>• Try changing to another USB port (if applicable).</li> <li>• Some USB devices require a higher electric current; connect the device directly to the computer.</li> </ul>                                          |
| The external device is connected, but no image appears on the screen         | <ul style="list-style-type: none"> <li>• Make sure the Power is On</li> <li>• Adjust brightness and contrast via the OSD Menu.</li> <li>• Check the connecting cable and make sure it is properly and securely connected. Loose or broken pins in the cable connector could cause an improper connection.</li> </ul> |

# Maintenance

## General Precautions

- Make sure the monitor is turned off and the power cable is unplugged from the power outlet.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the monitor with care, as a darker-colored monitor, if scuffed, may show marks more clearly than a lighter-colored monitor.

## Cleaning the Screen

- Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- If the screen is still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth; then wipe the screen.

## Cleaning the Case

- Use a soft, dry cloth.
- If the case is still not clean, apply a small amount of non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

## Disclaimer

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

# 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)

## FCC Radiation Exposure Statement

### VS19948: SAR statement

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The SAR limit set by the FCC is 1.6W/Kg. For body-worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and positions the device a minimum of 0mm from the body. RF exposure compliance with any body-worn accessory that contains metal was not tested and certified. and use of such body-worn accessory should be avoided. Accessory available in market and must be used to keep use distance 0mm from EUT to body-worn operation.

VS19904: The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

FCC ID: GSS-VS19948

FCC ID: GSS-VS19904

## IC Radiation Exposure Statement

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

### Antenna Info

|                 |                  |
|-----------------|------------------|
| Antenna Type:   | Built-in antenna |
| Manufacturer:   | WWXL             |
| Model Name:     | WWXL6010568      |
| Antenna Gain:   | 1.8dBi           |
| EIRP Max Power  | 16.8dBm          |
| Connector Type: | IPEX             |

## CE Conformity for European Countries



The device complies with the EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU.

### The following information is only for EU-member states:

The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE). The mark indicates the requirement NOT to dispose of the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



## Declaration of RoHS2 Compliance

This product has been designed and manufactured in compliance with Directive 2011/65/EU of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS2 Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

| Substance                               | Proposed Maximum Concentration | Actual Concentration |
|-----------------------------------------|--------------------------------|----------------------|
| Lead (Pb)                               | 0.1%                           | < 0.1%               |
| Mercury (Hg)                            | 0.1%                           | < 0.1%               |
| Cadmium (Cd)                            | 0.01%                          | < 0.01%              |
| Hexavalent Chromium (Cr6 <sup>+</sup> ) | 0.1%                           | < 0.1%               |
| Polybrominated biphenyls (PBB)          | 0.1%                           | < 0.1%               |
| Polybrominated diphenyl ethers (PBDE)   | 0.1%                           | < 0.1%               |
| Bis (2-ethylhexyl) phthalate (DEHP)     | 0.1%                           | < 0.1%               |
| Butyl benzyl phthalate (BBP)            | 0.1%                           | < 0.1%               |
| Dibutyl phthalate (DBP)                 | 0.1%                           | < 0.1%               |
| Diisobutyl phthalate (DIBP)             | 0.1%                           | < 0.1%               |

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

- Copper alloy containing up to 4% lead by weight.
- Lead in high melting temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- Electrical and electronic components containing lead in a glass or ceramic other than dielectric ceramic in capacitors, e.g. piezoelectronic devices, or in a glass or ceramic matrix compound.
- Lead in dielectric ceramic in capacitors for a rated voltage of 125 V AC or 250 V DC or higher.

## Indian Restriction of Hazardous Substances

Restriction on Hazardous Substances statement (India). This product complies with the “India E-waste Rule 2011” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except for the exemptions set in Schedule 2 of the Rule.

## Product Disposal at End of Product Life

ViewSonic® respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit the ViewSonic® website to learn more.

### USA & Canada:

<https://www.viewsonic.com/us/go-green-with-viewsonic>

### Europe:

<https://www.viewsonic.com/eu/environmental-social-governance/recycle>

### Taiwan:

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

**For EU users, please contact us for any safety/accident issue experienced with this product:**

ViewSonic Europe Limited



Haaksbergweg 75  
1101 BR Amsterdam  
Netherlands



+31 (0) 650608655



[EPREL@viewsoniceurope.com](mailto:EPREL@viewsoniceurope.com)



<https://www.viewsonic.com/eu/>

# Battery Notice

## Safety Precautions

To prevent the possibility of the battery from leaking, overheating, or causing fire please observe the following precautions:

- Do not immerse the battery in water or seawater.
- Do not use or leave the battery near a heat source such as a fire or heater.
- Do not reverse the positive and negative terminals.
- Do not discard the battery into a fire or other heat source.
- Do not short-circuit the battery by directly connecting the positive and negative terminals with other metal objects such as wire.
- Do not use or leave the battery in extremely hot conditions (e.g., in direct sunlight or a vehicle), otherwise, it can overheat, cause a fire, or its performance will degrade and its service life will be shortened.
- If the battery leaks and the electrolyte gets into the eyes, do not rub the eyes. Immediately rinse the eyes with clean, running water and seek medical attention. Otherwise eye injury can result.
- If the battery gives off an odor, generates heat, becomes discolored or deformed, or in any way appears abnormal during use, recharging, or storage, immediately remove it from the device and stop using it.
- In the case the battery's terminals are dirty, clean the terminals with a dry cloth before use. Otherwise, power or charge failure may occur due to the poor connection with the device.
- Use the battery with only the accessories specified by the manufacturer.
- This product has no parts which can be repaired by the user. Any damage caused by the user's own disassembly is not covered by warranty. Repair operations should be performed by qualified professionals.
- There is a danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the equipment manufacturer. Discard used batteries according to the battery manufacturer's instructions.



This mark indicates the requirement to NOT dispose of the equipment including any spent or discarded batteries or accumulators as unsorted municipal waste, but use the return and collection systems available.

## Copyright Information

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Macintosh and Power Macintosh are registered trademarks of Apple Inc.

Microsoft, Windows, and the Windows logo are registered trademarks of Microsoft Corporation in the United States and other countries.

ViewSonic® and the three birds logo are registered trademarks of ViewSonic® Corporation.

VESA is a registered trademark of the Video Electronics Standards Association. DPMS, DisplayPort, and DDC are trademarks of VESA.

ENERGY STAR® is a registered trademark of the U.S. Environmental Protection Agency (EPA).

As an ENERGY STAR® partner, ViewSonic® Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

**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.

## Customer Service

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

**NOTE:** You will need the product's serial number, which is located on the rear of the monitor.

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

## Limited Warranty

### ViewSonic® Display

#### **What the warranty covers:**

ViewSonic® warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic® will, at its sole option, and as your sole remedy, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The repair or replacement unit or parts or components will be covered by the balance of the time remaining on the customer's original limited warranty and the warranty period will not be extended. ViewSonic® provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: "What the warranty excludes and does not cover" section).

#### **How long the warranty is effective:**

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

#### **Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

#### **What the warranty excludes and does not cover:**

- Any product on which the serial number has been defaced, modified, or removed.
- Damage, deterioration, or malfunction resulting from:
  - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - » Repair or attempted repair by anyone not authorized by ViewSonic®.
  - » Damage to or loss of any programs, data, or removable storage media.
  - » Normal wear and tear.
  - » Removal or installation of the product.
- Software or data loss occurring during repair or replacement.
- Any damage of the product due to shipment.

- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting ViewSonic's specifications.
- Failure of owner to perform periodic product maintenance as stated in the User Guide.
- Any other cause which does not relate to a product defect.
- Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
- Software - Any third-party software included with the product or installed by the customer.
- Hardware/Accessories/Parts/Components – Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
- Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in the product User Guide.
- Removal, installation, and set-up service charges, including wall-mounting of the product.

#### **How to get service:**

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

#### **Limitation of implied warranties:**

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

**Exclusion of damages:**

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

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

**Effect of state law:**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

**Sales outside the U.S.A. and Canada:**

For warranty information and service on ViewSonic® products sold outside of the U.S.A. and Canada, contact ViewSonic® or your local ViewSonic® dealer.

The warranty period for this product in mainland China (Hong Kong, Macao, and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

For users in Europe and Russia, full details of warranty provided can be found at: <http://www.viewsonic.com/eu/> under "Support/Warranty Information".

## **Mexico Limited Warranty**

### **ViewSonic® Display**

#### **What the warranty covers:**

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

#### **How long the warranty is effective:**

ViewSonic® LCD displays are warranted for between 1 and 3 years, depending on your country of purchase, for all parts including the light source and for all labour from the date of the first consumer purchase.

#### **Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

#### **What the warranty excludes and does not cover:**

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration, or malfunction resulting from:
  - » Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow instructions supplied with the product.
  - » Causes external to the product, such as electrical power fluctuations or failure.
  - » Use of supplies or parts not meeting ViewSonic®'s specifications.
  - » Normal wear and tear.
  - » Any other cause which does not relate to a product defect.
- Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
- Removal, installation, insurance, and set-up service charges.

## How to get service:

For information about receiving service under warranty, contact ViewSonic® Customer Support (Please refer to the attached “Customer Service” page). You will need to provide your product’s serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.

## For Your Records

Product Name: \_\_\_\_\_ Model Number: \_\_\_\_\_  
Document Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_  
Purchase Date: \_\_\_\_\_ Extended Warranty Purchase? \_\_\_\_\_(Y/N)  
If so, what date does warranty expire? \_\_\_\_\_

- To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- Take or ship the product, in the original container packaging, to an authorized ViewSonic® service center.
- Round trip transportation costs for in-warranty products will be paid by ViewSonic®.

## Limitation of implied warranties:

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

## Exclusion of damages:

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

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- Any other damages, whether incidental, consequential or otherwise.
- Any claim against the customer by any other party.
- Repair or attempted repair by anyone not authorized by ViewSonic®.

|                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                         |
| <b>Name, address, of manufacturer and importers:</b><br>México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas,<br>Col. San Fernando Huixquilucan, Estado de México<br>Tel: (55) 3605-1099 <a href="http://www.viewsonic.com/la/sopORTE/index.htm">http://www.viewsonic.com/la/sopORTE/index.htm</a> |                                                                                                                                                                                                                                                                                         |
| NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                         |
| <b>Hermosillo:</b><br>Distribuciones y Servicios Computacionales SA de CV.<br>Calle Juárez 284 local 2<br>Col. Bugambillas C.P: 83140<br>Tel: 01-66-22-14-9005<br>E-Mail: <a href="mailto:disc2@hmo.megared.net.mx">disc2@hmo.megared.net.mx</a>                                                                      | <b>Villahermosa:</b><br>Compumantenimientos Garantizados, S.A. de C.V.<br>AV. GREGORIO MENDEZ #1504<br>COL, FLORIDA C.P. 86040<br>Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09<br>E-Mail: <a href="mailto:compumantenimientos@prodigy.net.mx">compumantenimientos@prodigy.net.mx</a> |
| <b>Puebla, Pue. (Matriz):</b><br>RENTA Y DATOS, S.A. DE C.V. Domicilio:<br>29 SUR 721 COL. LA PAZ<br>72160 PUEBLA, PUE.<br>Tel: 01(52).222.891.55.77 CON 10 LINEAS<br>E-Mail: <a href="mailto:datos@puebla.megared.net.mx">datos@puebla.megared.net.mx</a>                                                            | <b>Veracruz, Ver.:</b><br>CONEXION Y DESARROLLO, S.A DE C.V. Av.<br>Americas # 419<br>ENTRE PINZÓN Y ALVARADO<br>Fracc. Reforma C.P. 91919<br>Tel: 01-22-91-00-31-67<br>E-Mail: <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>                                          |
| <b>Chihuahua:</b><br>Soluciones Globales en Computación<br>C. Magisterio # 3321 Col. Magisterial<br>Chihuahua, Chih.<br>Tel: 4136954<br>E-Mail: <a href="mailto:Cefeo@soluglobales.com">Cefeo@soluglobales.com</a>                                                                                                    | <b>Cuernavaca:</b><br>Compusupport de Cuernavaca SA de CV<br>Francisco Leyva # 178 Col. Miguel Hidalgo<br>C.P. 62040, Cuernavaca Morelos<br>Tel: 01 777 3180579 / 01 777 3124014<br>E-Mail: <a href="mailto:aquevedo@compusupportcva.com">aquevedo@compusupportcva.com</a>              |
| <b>Distrito Federal:</b><br>QPLUS, S.A. de C.V.<br>Av. Coyoacán 931<br>Col. Del Valle 03100, México, D.F.<br>Tel: 01(52)55-50-00-27-35<br>E-Mail : <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>                                                                                                     | <b>Guadalajara, Jal.:</b><br>SERVICRECE, S.A. de C.V.<br>Av. Niños Héroes # 2281<br>Col. Arcos Sur, Sector Juárez<br>44170, Guadalajara, Jalisco<br>Tel: 01(52)33-36-15-15-43<br>E-Mail: <a href="mailto:mmiranda@servicrece.com">mmiranda@servicrece.com</a>                           |
| <b>Guerrero Acapulco:</b><br>GS Computación (Grupo Sesicomp)<br>Progreso #6-A, Colo Centro<br>39300 Acapulco, Guerrero<br>Tel: 744-48-32627                                                                                                                                                                           | <b>Monterrey:</b><br>Global Product Services<br>Mar Caribe # 1987, Esquina con Golfo Pérsico<br>Fracc. Bernardo Reyes, CP 64280<br>Monterrey N.L. México<br>Tel: 8129-5103<br>E-Mail: <a href="mailto:aydeem@gps1.com.mx">aydeem@gps1.com.mx</a>                                        |
| <b>MÉRIDA:</b><br>ELECTROSER<br>Av Reforma No. 403Gx39 y 41<br>Mérida, Yucatán, México CP97000<br>Tel: (52) 999-925-1916<br>E-Mail: <a href="mailto:rrrb@sureste.com">rrrb@sureste.com</a>                                                                                                                            | <b>Oaxaca, Oax.:</b><br>CENTRO DE DISTRIBUCION Y<br>SERVICIO, S.A. de C.V.<br>Murguía # 708 P.A., Col. Centro, 68000, Oaxaca<br>Tel: 01(52)95-15-15-22-22<br>Fax: 01(52)95-15-13-67-00<br>E-Mail: <a href="mailto:gpotai2001@hotmail.com">gpotai2001@hotmail.com</a>                    |
| <b>Tijuana:</b><br>STD<br>Av Ferrocarril Sonora #3780 L-C<br>Col 20 de Noviembr<br>Tijuana, Mexico                                                                                                                                                                                                                    | <b>FOR USA SUPPORT:</b><br>ViewSonic® Corporation<br>381 Brea Canyon Road, Walnut, CA. 91789 USA<br>Tel: 800-688-6688<br>E-Mail: <a href="http://www.viewsonic.com">http://www.viewsonic.com</a>                                                                                        |



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