

VZ-IP-PVMN SERIES

10" IP PUBLIC VIEW MONITOR

IP-PVM N USER MANUAL



ViewZ[®]
www.viewzusa.com

Please read this manual thoroughly before use, and keep it handy for future reference.

CONTENTS

Safety Instruction	3
1. Mark Indication & Substance	4
2. Warning	4
3. Caution	5
4. Operational Temperature & Humidity	5
5. Dot Defect (dead pixel) of TFT	5
6. FCC RF INTERFERENCE STATEMENT	6
Installation	7
1. Package	7
2. Interface	8
3. Remote Control Function	9
Function	10
1. Monitor Button Function	10
2. OSD Control and Function	11
3. Media Card Control and Function	20
Mounting Guide	23
Specification	24
Trouble Shooting	26
RMA	27
Warranty	29

SAFETY INSTRUCTION

Important Safety Instruction

1. Read all warnings.
2. Follow all instructions to ensure longevity of monitor.
3. Do not place the monitor near water.
4. Clean only with dry cloth.
5. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other heat generating devices.
7. Do not override the safety purpose of the polarized or grounding-type plug.
8. A polarized plug has two blades with one wider than the other.
9. A grounding type plug has two blades and a third grounding prong.
10. The wide blade and the third prong are provided for your safety.
11. If the provided plug does not fit into your outlet, consult with electrician for replacement of the outlet.
12. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles and the point where it connects to the monitor.
13. Only use attachment/accessories specified by the manufacturer.
14. Use only with the cart, stand, tripod, bracket or table specified by the manufacturer or sold with the monitor. When a cart is used, use caution when moving the cart & monitor in combination to avoid injuries.
15. Unplug the monitor during lightning storms or when unused for long periods of time.
16. Refer all servicing to qualified service personnel. Servicing is required when the monitor has been damaged in any way.



The monitor shall not be exposed to dripping or splashing and objects containing liquids, such as vases shall not be placed near the monitor.

The monitor should have ample distance (e.g. 10cm) from the wall for sufficient ventilation.

SAFETY INSTRUCTION

Important Safety Instruction

Mark Indication and Substance



CAUTION : TO REDUCE THE RISK OF ELECTRICAL SHOCK,
DO NOT REMOVE COVER (OR BACK). NO USER
SERVICEABLE PARTS INSIDE. REFER SERVICING TO
QUALIFIED SERVICE PERSONNEL



This symbol is intended to alert the user to the presence of uninsulated & dangerous voltage within the monitor's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the monitor.

Warning

- Do not use damaged or loose cables and plug.
- Do not pull the plug out by the wire nor touch the plug with wet hands.
- Use only a properly grounded plug and receptacle.
- Do not connect too many extension cords or plugs to one outlet.
- Do not excessively bend the plug and wire.
- Do not disconnect the power cord while it's still plugged into the monitor.
- Do not place any heavy objects on the power cord. Damage to the cord may cause shock or fire.
- Never open the monitor. There are no user-serviceable parts inside and opening will void warranty.
- Removing covers may expose you to dangerous shock hazards or other risks.
- Keep any heating devices away from the power cable and monitor.
- Do not place the monitor near water.
- Do not insert objects of any kind into the monitor's open slots, as they may touch dangerous voltage points.
- Please follow the laws and regulations of your municipality to dispose the monitor properly.
- Do not use the monitor in high temperature, humid, dusty or oily areas.
- Do not install the monitor where it will be exposed to continual vibration.
- Keep the plastic packaging out of children's reach.
- If any damage is detected upon first opening the box, contact agency from which you bought the monitor directly.
- If your monitor does not operate normally – in particular, if there is any unusual sound or smell coming from the monitor – unplug it immediately and contact an authorized dealer or the service center.

SAFETY INSTRUCTION

Important Safety Instruction

Caution

- If the connector between the plug and the pin is dusty or dirty, clean it properly using a dry cloth.
- Make sure to unplug the power cord before cleaning the monitor.
- Make sure to leave a gap between monitor and wall.
- Do not drop the monitor when moving it.
- Place your monitor in a location with low humidity and minimum dust.
- Install the monitor base on a showcase or shelf so that the end of the base does not protrude from the showcase or shelf.
- Do not place the monitor on an unstable or small surface area.
- Do not install inside a vehicle.
- Disconnect the plug from the outlet during storms or lightning or if it has not been used for a long time.
- Do not try to move the monitor by pulling on the power cord.
- Do not cover the vents on the monitor.
- When moving the monitor, turn off and unplug the power cord. Make sure that all cables, including HDMI cable and cables connected to other devices, are disconnected before moving it.
- Place the monitor out of children's reach, as they could damage it by hanging onto it.

Available Temperature & Humidity

- Operating Temperature : 32°F ~ 104°F / 0°C ~ 40°C
- Operating Humidity : 20 ~ 70% RH

Dot Defect (dead pixel) of TFT

ViewZ monitors are manufactured using high-end semiconductor technology with precision ratings of 99.9% and above. However, it may be the case that certain RGB and white pixels seem darker (or entirely unlit i.e. black).

Modern production methods cannot guarantee an absolute fault-free monitor. To this effect, no LED manufacturer can guarantee a defect free panel. A few isolated pixel or sub-pixel faults are considered tolerable and different policies exist that govern the amount of these tolerable values.

While most pixel faults occur in isolated regions, a cluster of dead pixels or sub-pixels can sometimes form for which a separate ruling applies. A cluster is defined as an area of 5x5 pixels. ViewZ's policy on pixel failure: either as an isolated fault or in the form of a cluster is outlined on the website: www.viewzusa.com

FCC RF INTERFERENCE STATEMENT

Note

This equipment has been tested and found to comply with the limits for a Class A 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.
- Only shielded interface cable should be used.

Finally, any changes or modifications to the equipment by the user not expressly approved by the grantee or manufacturer could void the users authority to operate such equipment.

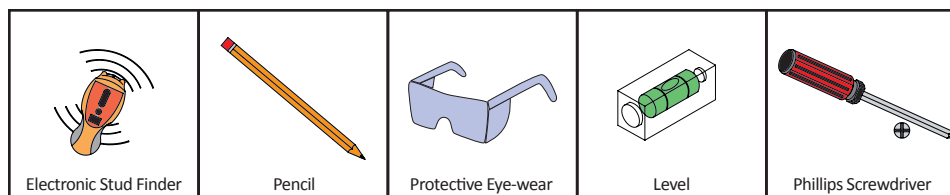
► DOC COMPLIANCE NOTICE

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the radio interference regulation of Canadian Department of communications.

INSTALLATION

Installation Tools

The following tools may be required depending on your installation.



Assembly Components - provided

Your ViewZ monitor is shipped with all proper installation hardware and components. If there are parts missing and/or damaged, please stop the installation and contact ViewZ USA at (888)-998-4399.

			
Public View Monitor (Qty 1)	User Manual CD (Qty 1) Remote Controller (Qty 1)		

Mounting Option

Your ViewZ monitor is compatible with ViewZ monitor mounts. For more information, please contact ViewZ USA at (888)-998-4399.

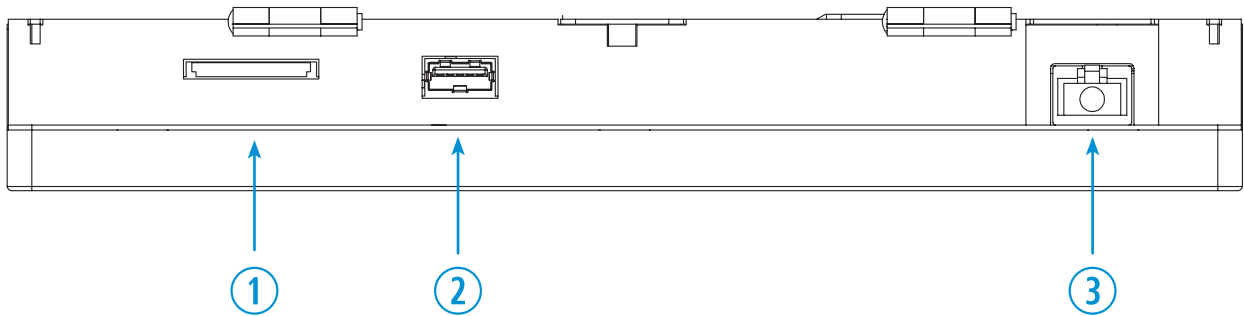
Wall Mount

- | | | | | | |
|--|--|--|---|--|--|
| <ul style="list-style-type: none"> Part # WM05  | <ul style="list-style-type: none"> Flat Wall Mount VESA 50 ~ 100 | <ul style="list-style-type: none"> Part # WM11  | <ul style="list-style-type: none"> Tilting -45° ~ +45° Swivel 180° VESA 75 ~ 100 | <ul style="list-style-type: none"> Part # AM01  | <ul style="list-style-type: none"> Tilting -70° ~ 70° Swivel 180° VESA 75 ~ 100 |
|--|--|--|---|--|--|

CONNECT EXTERNAL EQUIPMENTS

Interface Input Ports

The following image is the description of interface input ports



1. SD CARD (MEDIA PLAYER) IN
2. USB (MEDIA PLAYER) IN
3. ETHERNET 10/100 (P.o.E)

REMOTE FUNCTION

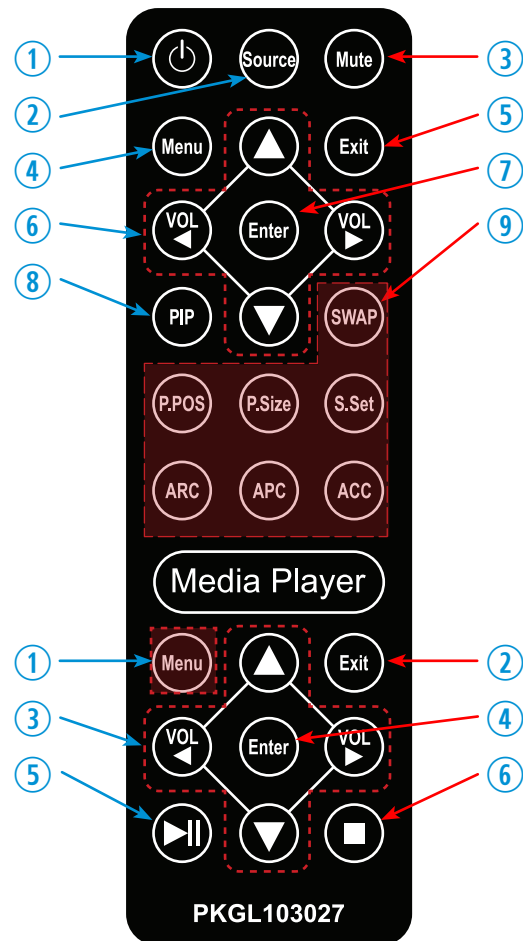
Remote Controller

Remote Controller

1. **Power**
2. **Source** - Select Input Source
3. **Mute** - Turn off the sound
4. **Menu** - Enter / Exit OSD
5. **Exit** - Exit OSD with saving current value
6. **Left & Right** ◀(VOL)▶, **Up & Down** ▲▼
7. **Enter** - Select current setting value on Input source
8. **PIP** - Select Picture Mode
9. **No Function**

Media Controller

1. **No Function**
2. **Exit** - Exit Media Player Menu
3. **Left & Right** ◀(VOL)▶, **Up & Down** ▲▼
4. **Enter** - Confirm the selection
5. **Stop & Play** - Freeze the media play
6. **Stop** - Stop the media play

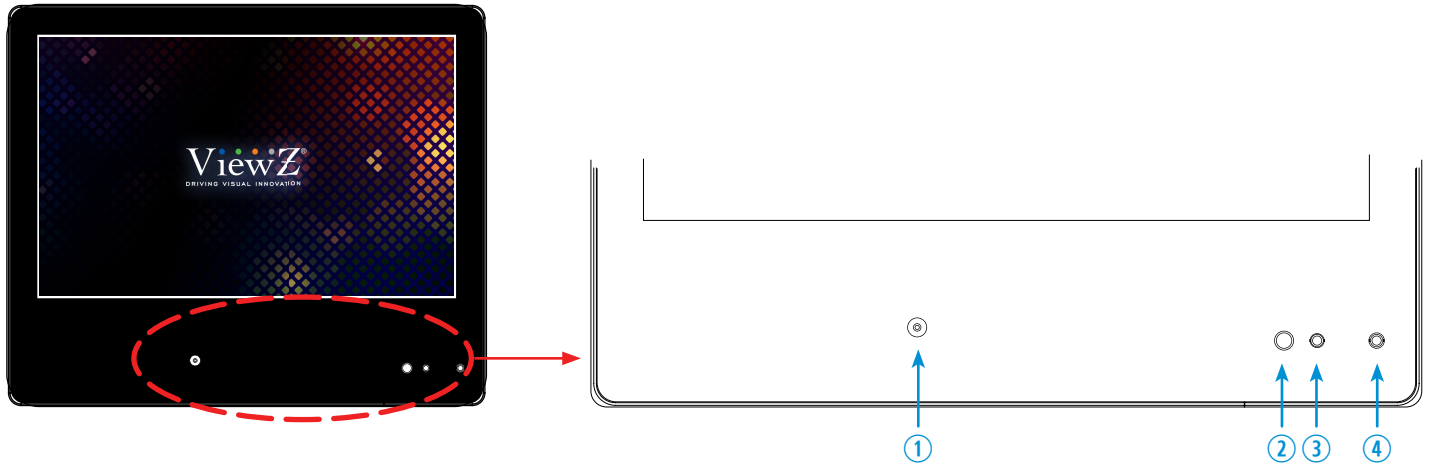


Display image, sound and custom settings can be adjusted in OSD (On Screen Display) menu by remote controller. To adjust monitor setting value :

1. Press the **'MENU'** button to enter the OSD menu
2. Press the **'INPUT'** button to select input source
3. Press the **▲ / ▼** buttons to select the desired sub-menu. The selected submenu will be highlighted
4. Press the **'ENTER'** button to enter the sub-menu for adjusting items
5. Change the value you wish to adjust by using the **◀ / ▶** buttons
6. Press the **'MENU'** button to confirm / exit for saving adjustment value on sub-menu
7. Without entering OSD MENU, press **◀ / ▶** buttons to adjust the audio volume
8. Press the **'MUTE'** button to on / off audio - audio only works with VGA / AV input

CONTROL AND FUNCTION

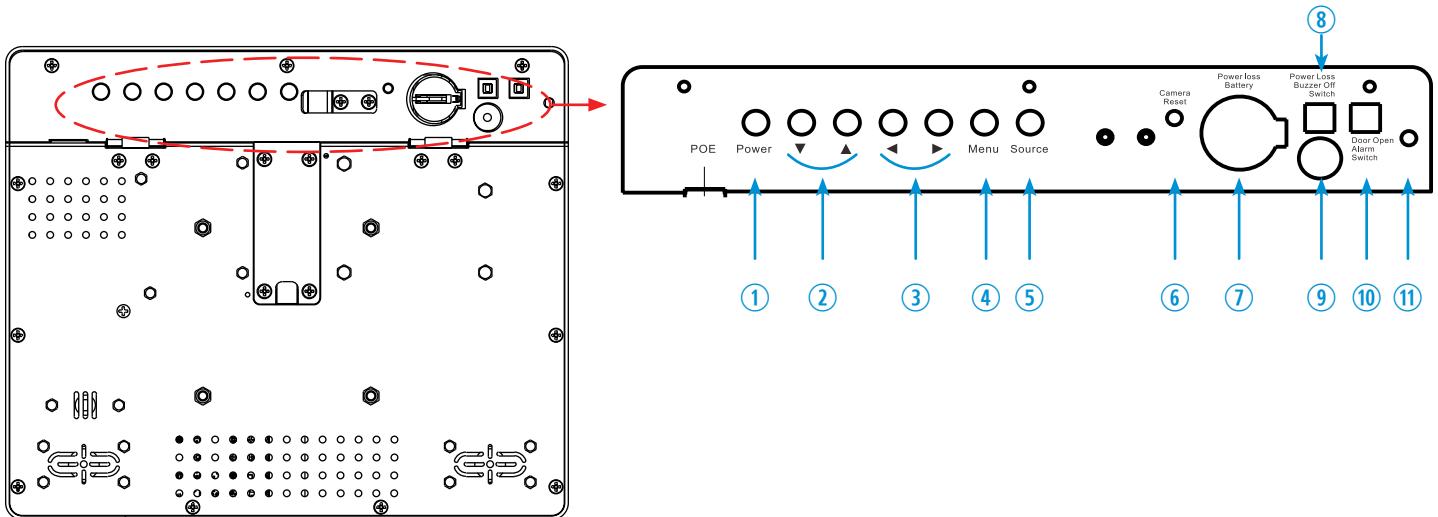
On Monitor, Front Area



1. Built-in Camera / Motion Detection
The monitor will display the built-in camera's video
Built-in camera has the motion detection function
2. IR Sensor
Sensor for the remote controller
3. LED Indicator
Blue color: monitor on
Red color : monitor off
4. Recording Indicator LED
User can choose a blinking LED color - red, blue, purple and no color.

CONTROL AND FUNCTION

On Monitor, Button Control



- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Power
To turn the monitor power on / off 2. Up & Down ▲ ▼
To switch a menu on OSD 3. Left & Right ◀ ▶ (VOL) ▶
To change the value on the selected menu 4. Menu
To enter or exit the OSD / Select a menu on OSD 5. Source
To select an input source | <ol style="list-style-type: none"> 6. Camera Reset 7. Power Loss Buzzer Battery 8. Power Loss Buzzer Off Switch
To turn off the buzzer of power loss alarm 9. Power Loss Buzzer 10. Door Open Alarm Switch
To make alarm when door open 11. Video Obstruction Alarm Lighting Sensor |
|---|---|

Monitor Button Function

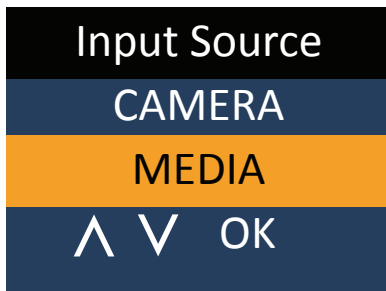
All picture, sound settings and setup can be adjusted in OSD (On Screen Display) menu.

To adjust the OSD screen:

1. Press the **MENU** button to enter the **OSD MENU**
2. Press the ◀ / ▶ buttons to select the desired **main-MENU**. The selected **main-MENU** is highlighted
3. Press the ▲ / ▼ buttons to select the desired **sub-MENU**. The selected **sub-MENU** is highlighted
4. Change the value you wish to adjust by using the ◀ / ▶ buttons
5. Press the **MENU** button to confirm the adjustment on **sub-MENU**
6. Press the **MENU** button to exit the **sub-MENU** and go back to the **main-MENU**
7. Press the **MENU** button to exit the **OSD MENU**

CONTROL AND FUNCTION

Select Input Source



Press 'SOURCE' button on monitor or 'INPUT' button on remote controller

Press ▲ / ▼ button to change input source and then press ◀ / ▶ button to select input source on monitor

Press ▲ / ▼ button to change input source and then press ◀ / ▶ button or Enter to select input source on remote controller

Volume



Press ◀ / ▶ buttons to adjust volume on monitor

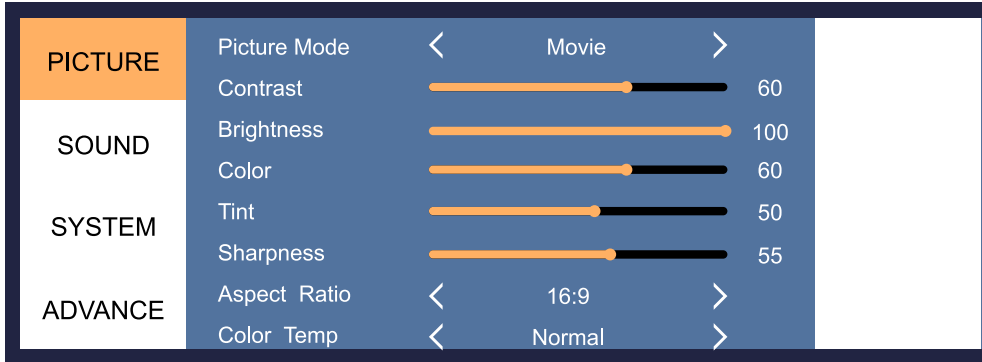
Press ◀ / ▶ buttons to adjust volume on remote controller

Detect Source Signal Message

If you connect any input source, monitor will display current input source resolution and frequency.

CONTROL AND FUNCTION

Picture



▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
PICTURE MODE	Adjust the image color setting	See table below
CONTRAST	Adjust the contrast	0 ~ 100
BRIGHTNESS	Adjust the brightness	0 ~ 100
COLOR	Adjust the color	0 ~ 100
TINT	Adjust the color chroma	0 ~ 100
SHARPNESS	Adjust the sharpness	0 ~ 100
ASPECT RATIO	Adjust the video format	See table below
COLOR TEMP	Adjust the color setting	See table below

PICTURE MODE

MOVIE	Reduces contrast and sharpness
USER	Applies user selected values - brightness, contrast, color and hue
PICTURE	Provides enhanced contrast and sharpness
STANDARD	Provides standard contrast and sharpness

ASPECT RATIO

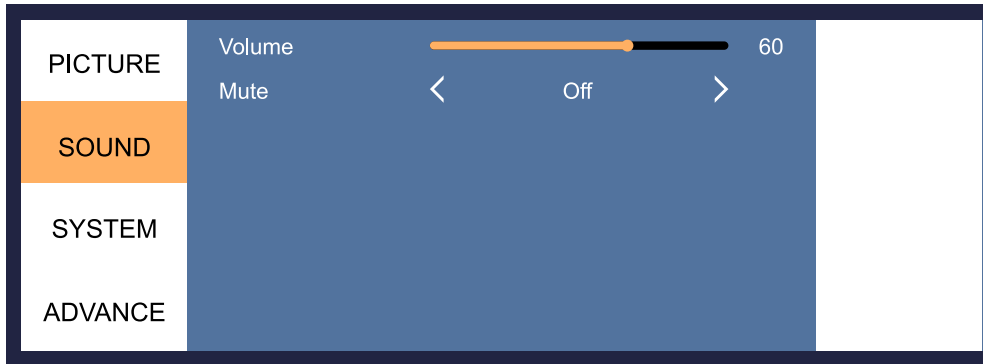
16 : 9	Sets the image size to 16 : 9
4 : 3	Sets the image size to 4 : 3

COLOR TEMP.

WARM	Give the white color a reddish tint
NORMAL	Give the white color a neutral tint
COOL	Give the white color a blue-ish tint
USER	Give the white color a manual tint

CONTROL AND FUNCTION

Sound

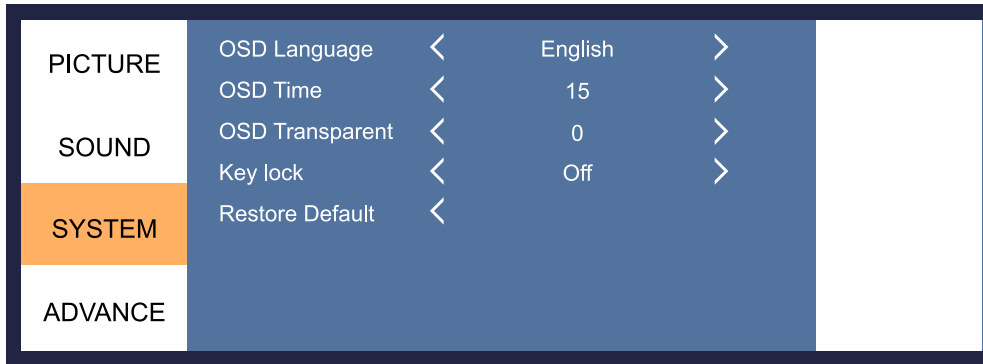


▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
VOLUME	Adjusts the volume	0 ~ 100
MUTE	Mutes the sound	OFF / ON

CONTROL AND FUNCTION

System - OSD SETUP



▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
OSD LANGUAGE	Sets the language of the OSD menu	English, Spanish, French Russian, Portuguese
OSD TIME	Sets the OSD display time	0 ~ 60 sec
OSD TRANSPARENT	Set up the transparent of the OSD	1 ~ 10
KEY LOCK ¹⁾	Enable / disable the monitor button	OFF / ON
RESTORE DEFAULT	Resets the monitor settings to the factory default	

1) When key lock was enabled and remote controller lost, please push 'MENU' button (3-5 sec.) to activate key buttons on monitor.

CONTROL AND FUNCTION

Advance - Alarm / Adjust Recording Indicator Color

PICTURE	Alarm	Video Obstruction	<	Off	>
	Recording Indicator	Video Loss	<	Off	>
SOUND	Recording Text	Door Open	<	Off	>
	Date Time	Accelerometer	<	Off	>
SYSTEM	Motion Detection				
	Auto Switching				
ADVANCE	Prevent Burn-in				

▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
ALARM	See table below	
RECORDING INDICATOR	Sets the color of recording indicator LED	OFF / RED / BLUE / PURPLE
RECORDING TEXT	See table on page 17	
MOTION DETECTION	See table on page 18	
AUTO SWITCHING	See table on page 18	
PREVENT BURN-IN	Set the periodic image retention	OFF / ON

	FUNCTION	VALUE
VIDEO OBSTRUCTION	Set the alarm of PVM's camera block	OFF / ON
VIDEO LOSS	Set the alarm of PVM's video signal loss	OFF / ON
DOOR OPEN	Set the alarm of PVM's backside door open	OFF / ON

CONTROL AND FUNCTION

Advance - Recording Text

PICTURE	Alarm	Recording Text	<	Off	>
	Recording Indicator	Blink	<	Off	>
SOUND	Recording Text	Size	<	X1	>
	Date Time	Select	<	Text1	>
SYSTEM	Motion Detection	Color	<	White	>
	Auto Switching				
ADVANCE	Prevent Burn-in				

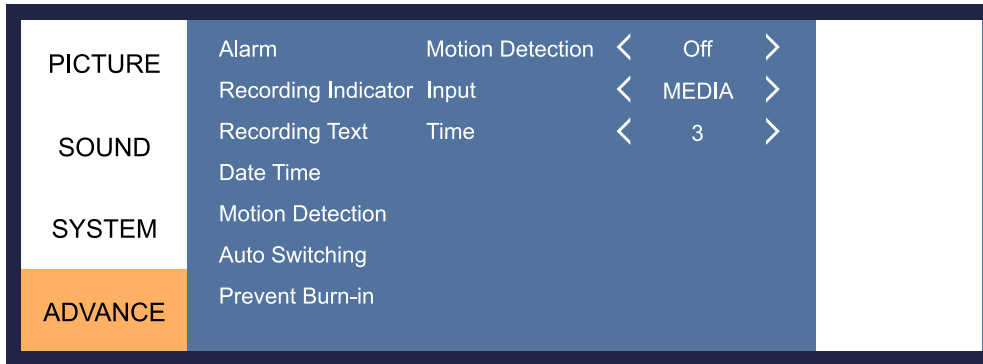
▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
RECORDING TEXT	Enables the recording text	OFF / ON
BLINK	Sets the blinking text interval time	OFF / ON / 1 ~ 3 sec
SIZE	Adjusts the size of text	x 1 / x 2 / x 3
SELECT	Selects the preset text	TEXT 1 / TEXT 2 / TEXT 3
COLOR	Adjusts the color of text	RED / GREEN / BLUE / BLACK / WHITE

1) PRESET TEXT - TEXT 1 : **Recording** / TEXT 2 : **Recording in Progress** / TEXT 3 : **Surveillance in Progress**

CONTROL AND FUNCTION

Advance - Adjust Motion Detection



▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
MOTION DETECTION	Enables the MOTION DETECTION function	OFF / ON
INPUT	Selects the input source for Motion Detection	CAMERA / MEDIA
TIME	Adjusts the time to display the swapped image / video which is triggered by motion detection. If user selects '10', the monitor will keep showing the swapped image/videos for 10 seconds whether or not motion detected. If there is no motion detection for 10 seconds, monitor will display original image/videos.	3 ~ 100 sec

CONTROL AND FUNCTION

Advance - Adjust Auto Switching

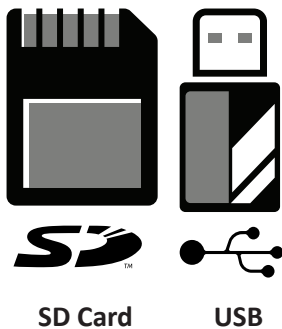
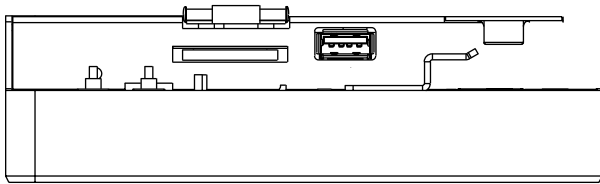
PICTURE	Alarm	Auto Switching	<	Off	>
	Recording Indicator	Time	<	3	>
SOUND	Recording Text	MEDIA	<	Off	>
	Date Time	CAMERA	<	Off	>
SYSTEM	Motion Detection				
	Auto Switching				
ADVANCE	Prevent Burn-in				

▲/▼ MOVE ◀/▶ SELECT(ADJUST) MENU RETURN

	FUNCTION	VALUE
AUTO SWITCHING	Enables the AUTO SWITCHING function	OFF / ON
TIME	Adjusts the time which the monitor displays one input source before switching to the other * Only selected two input sources can be displayed	3 ~ 100 sec
MEDIA	Sets the MEDIA input source as the switching display source	OFF / ON
CAMERA	Sets the CAMERA input source as the switching display source	OFF / ON

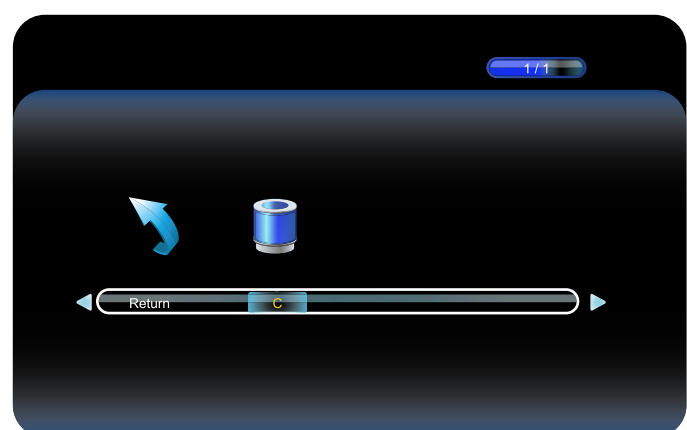
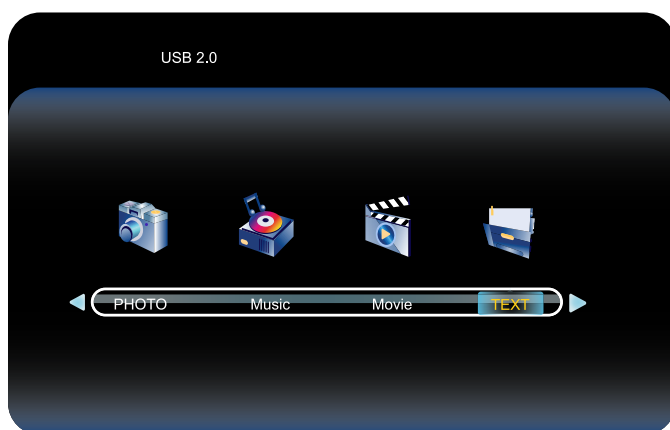
CONTROL AND FUNCTION

Media Card Interface



- **Connect USB or SD card**
 1. Connect USB or SD card devices to USB or SD Card slot located at the back of the PVM
- **Remove USB or SD card**
 1. Return to the main menu and press exit
 2. Remove the USB & SD card from the slot
- **Priority of Play**
 1. SD card content
 2. USB content
- **Caution** - when media player activated, the priority of playing media type is;
 1. Movie
 2. Photo
- **Caution** - The media file should be located in the root location. If the media file is located in the sub folder, media file will not automatically play

Media Player OSD



FUNCTION

PHOTO	Displays image files from the SD Card or USB
MUSIC	Plays music files from the SD Card or USB
MOVIE	Plays video files from the SD Card or USB
TEXT	Plays text files from the SD Card or USB

CONTROL AND FUNCTION

Photo



When you select **PHOTO** on the entry menu of Media play:

1. Press the **ENTER** button and then press ◀ / ▶ / ▲ / ▼ buttons to select a image file to display.
2. Press the **ENTER** button to select photo files to play and then press ▶ || button to display the image or slide-show.
**Note: If you have more than one video file, selected video files will display one by one.*
3. Press ▶ || button to pause the slide-show and show only one image file in a non “slide-show” mode.
4. Press the **EXIT / ■** button to return to the **Media OSD MENU**

Music

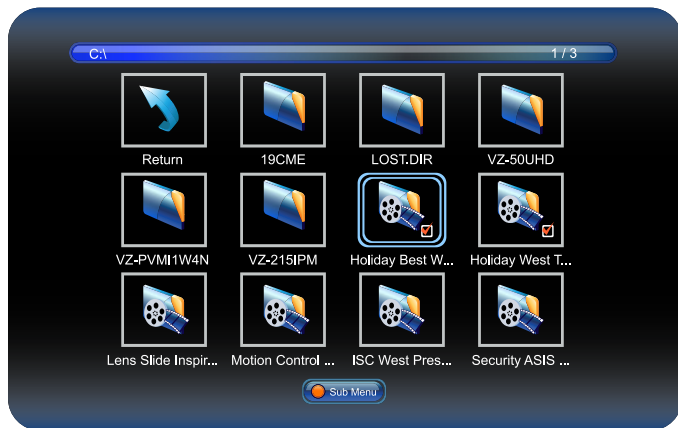


When you select **MUSIC** on the entry menu of Media play:

1. Press the **ENTER** button and then press ◀ / ▶ / ▲ / ▼ buttons to select a music file to play.
2. Press the **ENTER** button to select music files to play and then press ▶ || button to play the music files.
**Note: If you have more than one music file, selected music files will play one by one.*
3. Press ▶ || button to pause playing music.
4. Press the **EXIT / ■** button to return to the **Media OSD MENU**.

CONTROL AND FUNCTION

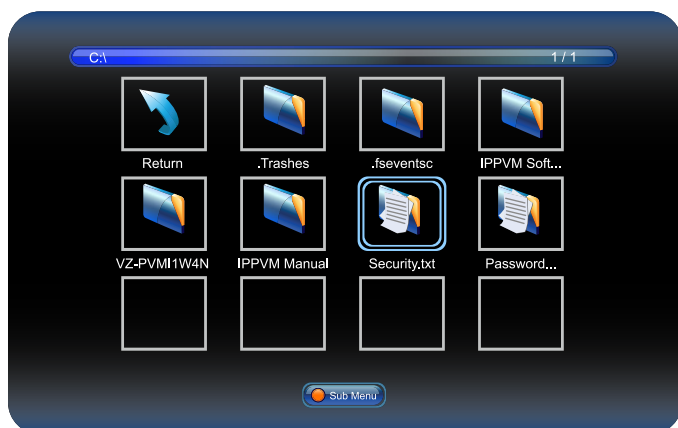
Movie



When you select **MOVIE** on the entry menu of Media play:

1. Press the **ENTER** button and then press ◀ / ▶ / ▲ / ▼ buttons to select a video file to play.
2. Press the **ENTER** button to select video files to play and then press ▶ || button to play the video files.
**Note: If you have more than one movie file, selected movie files will display one by one.*
3. Press ▶ || button to pause the video file.
4. Press the **EXIT / ■** button to return to the **Media OSD MENU**

Text



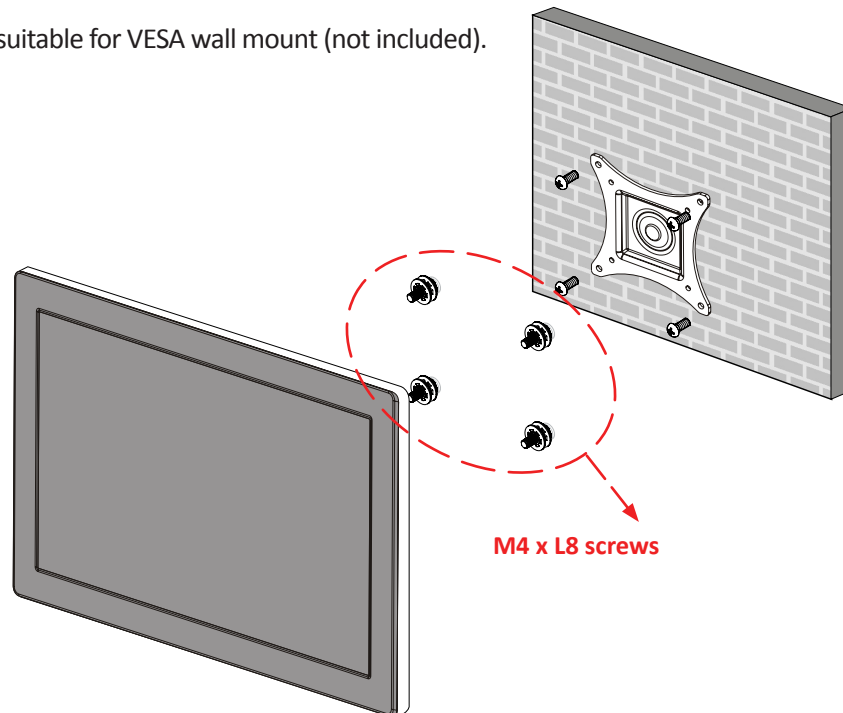
When you select **TEXT** on the entry menu of Media play:

1. Press the **ENTER** button and then press ◀ / ▶ / ▲ / ▼ buttons to select a text file to play.
2. Press the **ENTER** button to select text files to play and then press ▶ || button to play the text file.
**Note: If you have more than one text file, selected text files will display one by one.*
3. Press ▶ || button to pause the text file.
4. Press the **EXIT / ■** button to return to the **Media OSD MENU**

MOUNTING GUIDE

Wall Mounting (Optional)

VZ-PVM monitors are suitable for VESA wall mount (not included).



1. VZ-PVM-I1W4N : VESA WALL MOUNT 75mm x 75mm

- ! Attention!**
VZ-PVM-I1W4N (75x75) : You must use 4 * M4 x L8 screws to assemble this monitor and the wall mount bracket.
- ! WARNING !**
 If user uses screws longer than
 M4 x L8 mm for 75 x 75 - VZ-PVM-I1W4N
 it may cause damage to the unit. Please use bolt of correct size and length as instructed.
- ! Mounting Safety !**
 At least two people are recommended to safely install the mount.

SPECIFICATION

Model No.		VZ-PVM-I1W4N
Size & Type		10.1"
LCD	Panel Type	10.1" LED Backlit Monitor
	Pixel Pitch	0.1695 (H) x 0.1695 (V) mm
	Brightness	250 cd/m ²
	Contrast Ratio	700 : 1(Typ.)
	Viewing Angle	R/L : 70°/ 70° U/D : 65°/ 65°
	Display Color	16.7 Million Colors
	Response Time	30 ms
Resolution		1200 (H) x 800 (V)
Case Type		Metal
Active Display Area		216.96 (H) x 135.60 (V) mm
Aspect Ratio		16 : 10
Frequency		31-80.0KHz(H) / 56-60Hz(V)
Color Temperature		Warm / Normal / Cool / User
Speaker		2 x 2W
Operating Temperature		32°F ~ 104°F / 0°C ~ 40°C
Operating Humidity		5 ~ 90% RH
Weight		Net : 4.62 lb / 2.1 kg Gross : 7.05 lb / 3.2 kg
INTERFACE		RJ-45 for IP Camera & Power x 1, SD Card In x 1, USB In x 1
Safety & EMC Certification		CE / FCC / ROHS
Electrical Ratings	P.o.E	37 - 52V $\overline{=}$ 0.5A
Power Consumption		≤ 24 W
Accessories		User's Manual, Remote controller

SPECIFICATION

Camera Specification

	Parameters	Description
Production Information	Product Name	2 MP IP module
Main Chipset	Encode Chipset	Hi3516D
	Sensor	SONY IMX290
Camera	Resolution	1920 (W) x 1080(H)
	Video System	NTSC / PAL
	Product Name	2MP IP module
	Digital Zoom	Support
	Minimum illumination	Color: 0.001Lux@ (F1.2, AGC ON) / B&W: 0.0001Lux@(F1.2, AGC ON)
	Day & Night Mode	Support
	Removable Optical Filter	Support
	Electronic Shutter Speed	1 sec to 1/20000 sec
	Gain Control	Support
	White Balance	Auto
	Wide Dynamic Range (WDR)	Support, WDR > 120dB
	BLC	Support
	Highlight Compensation	Support
Lens	Lens Type	Fixed Pinhole
	Focal Length of the Lens	3.7mm
External interface	Network Interface	RJ45 10 /100 Base-T
	Reset Button	Support
Video	Video Encode	H.265 / H.264 / MJPEG
	Video Resolution and Frame Rate	NTSC 60Hz:30fps / PAL 50Hz:25fps Main stream: 1920*1080 / 1280*720 Sub stream: 1280*720 / D1 / VGA
	Video Bit Rate	1Mbps-8Mbps,support CBR/VBR
	Multi-Stream	Main stream ,sub stream
	Image Correction	Corridor Mode, Saturation, Brightness, Contrast, Sharpness
	Stream Type	VBR / CBR
	S/N Ratio	≥ 50 dB (AGC OFF)
	DNR	Auto/Manual support 3D DNR
Network	Integration Protocol	ONVIF 2.6 (supported)
	Network Protocol	TCP/IP, UDP, SMTP, HTTPS, FTP, PPPoE,DHCP, RTP/RTSP/RTCP, DNS DDNS, 802.1x
	Streaming Mode	Unicast
	Concurrent Access (# of Users)	10 users (Maximum 3ch 1080P)
	User Rights	Two roles: Administrator and common users. The administrator can assign common users different rights.
WEB application	Language	English default
	Browser	Windows IE6,7,8,9,11 / Firefox

TROUBLESHOOTING GUIDE

- Check the following before calling for service.
- If the same problems continue after checking, contact the reseller you purchased the monitor from.

At start	We recommend that you test with different input sources when you have trouble with the current input source. If symptom persists, follow the instructions below. After following the instructions below, please contact us at 1-888-99-VIEWZ.
No image or Noise on the screen	<ul style="list-style-type: none"> - Make sure the power cable is correctly plugged into the outlet - Make sure the power cable is correctly plugged into the monitor - Make sure the cable is correctly connected between monitor & source - Check brightness and see if brightness is set to 'Ø' - Check video source
Incorrect display or Half display	<ul style="list-style-type: none"> - Check your video source - Reset video source : connection, cable replacement, setting & more
Flickering and shadow image	<ul style="list-style-type: none"> - Check your input source setting for resolution and phase (Hz)
The audio function is not working	<ul style="list-style-type: none"> - Check the volume and make sure MUTE is not on - Check HDMI / Audio port cable connection
LED is flickering or no image	<ul style="list-style-type: none"> - Check the interface cable connection and make sure it's plugged in correctly - Check the input source

TERMS OF WARRANTY / RMA

- The warranty period for this monitor is 3 years. The warranty will be voided for the scenarios listed below.
- You can also download the manual and information at VIEWZ web site: VIEWZUSA.COM

Cases of Non-Warranty Coverage	When power feed to the monitor exceeds capacity and causes damage
	Accident, Abuse, Misuse, Neglect, Fire, Water/liquids, Lightning or any act of nature
	Damaged by dropping, throwing and hitting the monitor
	Failure caused by users attempt to modify the product
	Failure by limited life of parts such as LED Lamps and any other consumables
	Damaged by using third party power cable, unstable power input and electric shock

* Above information can be changed without notification - please check our website or contact ViewZ representative for latest RMA service policy.

* When shipping the monitor for RMA, make sure to pack safely to ensure the monitor is not damaged during shipping.

WARRANTY

ViewZ USA LIMITED 3 YEAR WARRANTY

What and Who is Covered by this Limited Warranty and for How Long

ViewZ USA warrants this product to be free from defects in material and workmanship for 3 years to the original owner of this product. The limited warranty is valid only for the original purchaser of the product.

What ViewZ USA Will Do

At the sole discretion of ViewZ USA, ViewZ USA will repair or replace any product or product part that is defective. If ViewZ USA chooses to replace a defective product or part, a replacement product or part will be shipped to you at no charge, but you must pay any labor costs.

What is Not Covered; Limitations

ViewZ USA disclaims any liability for damage to mounts, adapters, displays, projectors, other property, or personal injury resulting, in whole or in part, from improper installation, modification, use or misuse of its products.

ViewZ USA disclaims all other warranties, express or implied, including warranties of merchantability and fitness for a particular purpose. ViewZ USA is not responsible for incidental or consequential damages, including but not limited to, inability to use its products or labor costs for removing and replacing defective products or parts. Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

What Customers Must Do for Limited Warranty Service

If you discover a problem that you think may be covered by the warranty you MUST REPORT it in writing to the address below within thirty (30) days. Proof of purchase (an original sales receipt) from the original consumer purchaser must accompany all warranty claims. Warranty claims must also include a description of the problem, the purchaser's name, address, and telephone number. General inquiries can be addressed to ViewZ USA Customer Service at 1-888-998-4399. Warranty claims will not be accepted over the phone or by fax.

ViewZ USA
Attn: Warranty Claim
177 W. Orangethorpe Ave.
Placentia, CA 92870

How State Law Applies

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Disclaimer

ViewZ USA intends to make this manual accurate and complete. However, ViewZ USA makes no claim that the information contained herein covers all details, conditions or variations, nor does it provide for every possible contingency in connection with the installation or use of this monitor. The information contained in this document is subject to change without notice or obligation of any kind. ViewZ USA makes no representation of warranty, expressed or implied, regarding the information contained herein. ViewZ USA assumes no responsibility for accuracy, completeness or sufficiency of the information contained in this document.

Contact Us

NORTH AMERICA
177 W. Orangethorpe Ave.
Placentia, CA 92870
USA and Canada
Phone: 1-888-998-4399
Fax: 1-714-996-1138
Other Locations
Phone: (001) 888-998-4399
Fax: (001) 714-996-1138

© ViewZ USA