

# MA1014H/L

# MA1214H/L

## Multiple-Authentication Pen Display 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.

Model No. VS19285

P/N: MA1014H | MA1014L | MA1214H | MA1214L

## **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

Please read the following **Safety Precautions** before you start using the device.

- Keep this user guide in a safe place for later reference.
- Read all warnings and follow all instructions.
- Allow at least 4" (10 cm) clearance around the device to ensure proper ventilation.
- Place the device in a well-ventilated area. Do not place anything on the device that prevents heat dissipation.
- Do not use the device near water. To reduce the risk of fire or electric shock, do not expose the device to moisture.
- Avoid exposing the device 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 device to dangerous levels.
- Use a soft, dry cloth to clean the external housing. Please see the "Maintenance" section for more information.
- Oil may collect on the screen if you touch it. Please see the "Maintenance" section for more information.
- Do not touch the screen surface with sharp or hard objects, as it may cause damage to the screen. Only use the supplied pen, or fingers for models that support touch input.
- When moving the device, be careful not to drop or bump the device on anything.
- Do not place the device on an uneven or unstable surface. The device may fall over resulting in an injury or a malfunction.
- Do not place any heavy objects on the device or connection cables.
- If smoke, an abnormal noise, or a strange odor is present, immediately turn the device off and call your dealer or ViewSonic®. It is dangerous to continue using the device.
- 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. Ensure that the power outlet is located near the equipment so that it is easily accessible.
- Only use attachments/accessories specified by the manufacturer.
- Disconnect the device if it is not going to be used for a long period of time.

# Contents

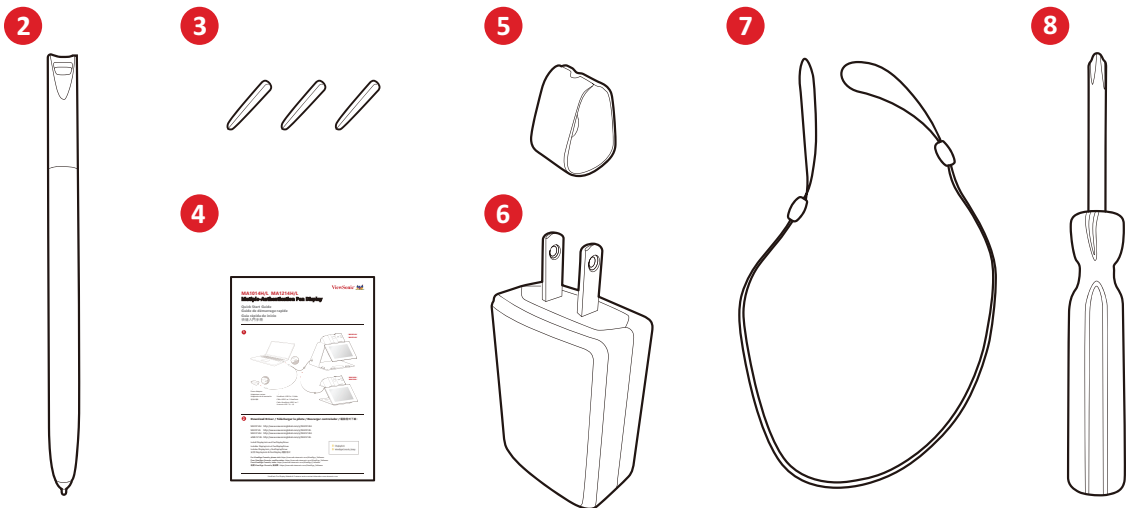
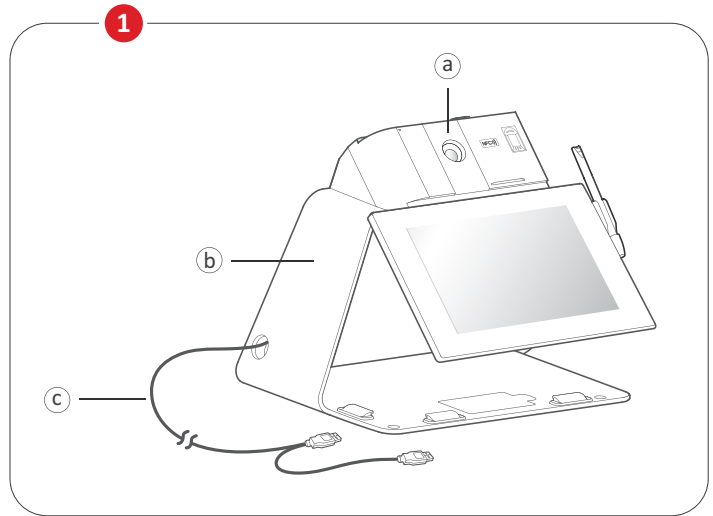
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# Introduction

## Package Contents

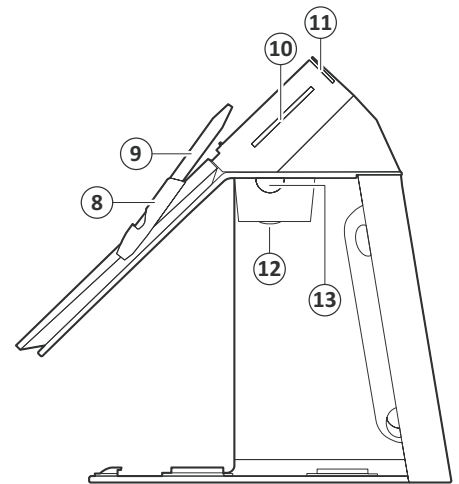
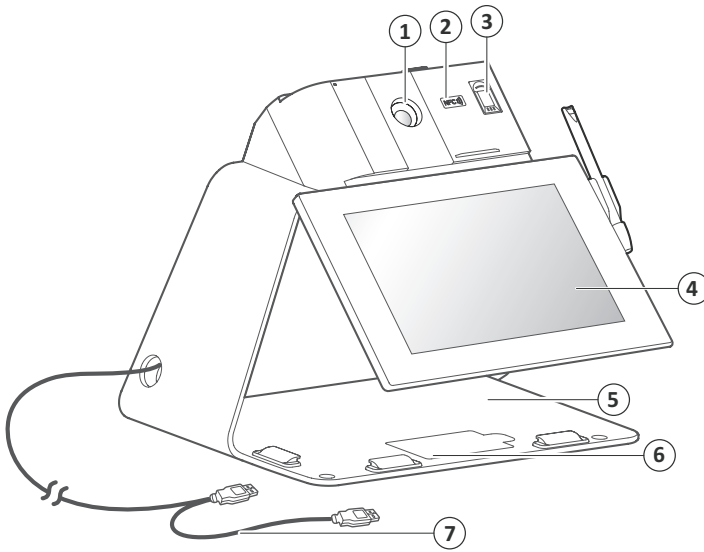
1. Pen Display
  - a. Multi-Authentication Hub
  - b. Assistant Stand
  - c. USB 2.0 2-in-1 Y-Cable
2. Pen
3. Replacement Pen Nib x 3
4. Quick Start Guide
5. Nib Removal Tool
6. AC/DC Power Adapter
7. Pen Tether
8. Screwdriver



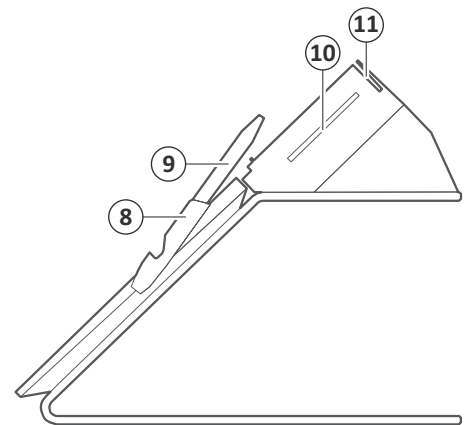
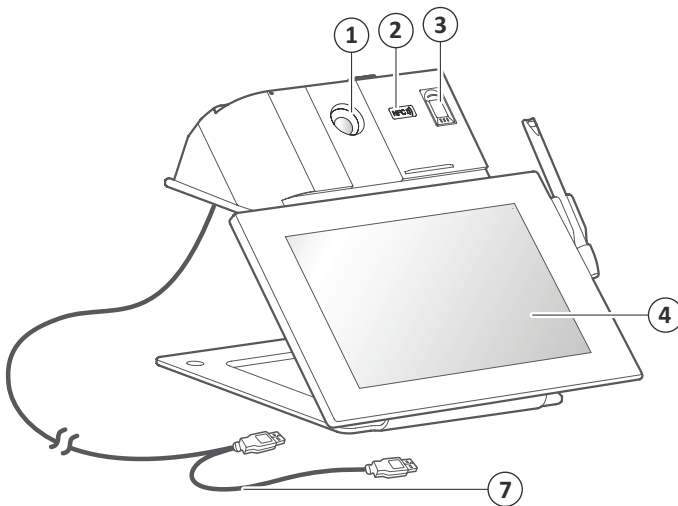
**NOTE:** The contents included in your package may vary depending on your country. Please contact your local reseller for more information.

# Product Overview

## H Series - MA1014H | MA1214H



## L Series - MA1014L | MA1214L



- |                                   |                              |                                   |                            |
|-----------------------------------|------------------------------|-----------------------------------|----------------------------|
| <b>1.</b> Front Camera            | <b>2.</b> NFC Reader         | <b>3.</b> Fingerprint Reader      | <b>4.</b> Pen Display      |
| <b>5.</b> Document Tray           | <b>6.</b> Card Tray          | <b>7.</b> 2-in-1 USB Cable        | <b>8.</b> Pen Holder       |
| <b>9.</b> Pen                     | <b>10.</b> Smart Card Reader | <b>11.</b> Magnetic Stripe Reader | <b>12.</b> Document Camera |
| <b>13.</b> Auxiliary Light Source |                              |                                   |                            |

### NOTE:

- Customized units may have an additional USB cable for the document camera.
- Functions and modules may vary with unit.

# Making Connections

## Installing Drivers and Software

### System Requirements:

Operating system: Windows 10/11 and Later. (Windows 7, Linux Ubuntu, Chrome OS by request)

PC I/O: USB 2.0/above

Before connecting and using the pen display, it is necessary to install the below software.

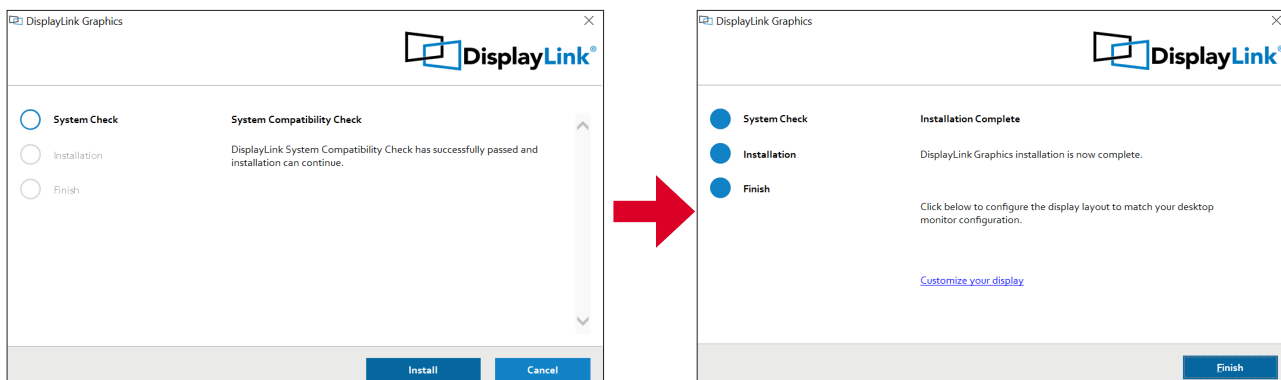
### Software Download

<https://www.viewsonic.com/global/products/pendisplay/MA1014H#downloads>

<https://www.viewsonic.com/global/products/pendisplay/MA1014L#downloads>

### DisplayLink Driver

Open the **DisplayLink** installation file and install the driver.



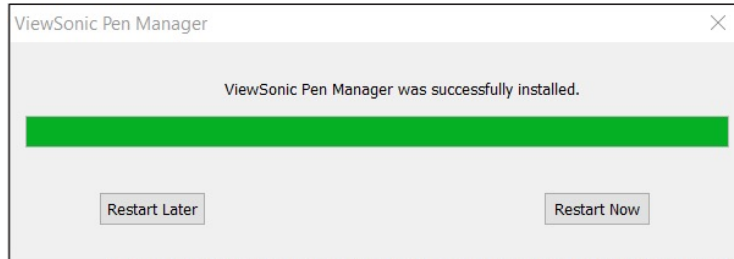
**NOTE:** DisplayLink Driver can be installed through Windows Update when connected to the Internet.



## Pen Display Driver

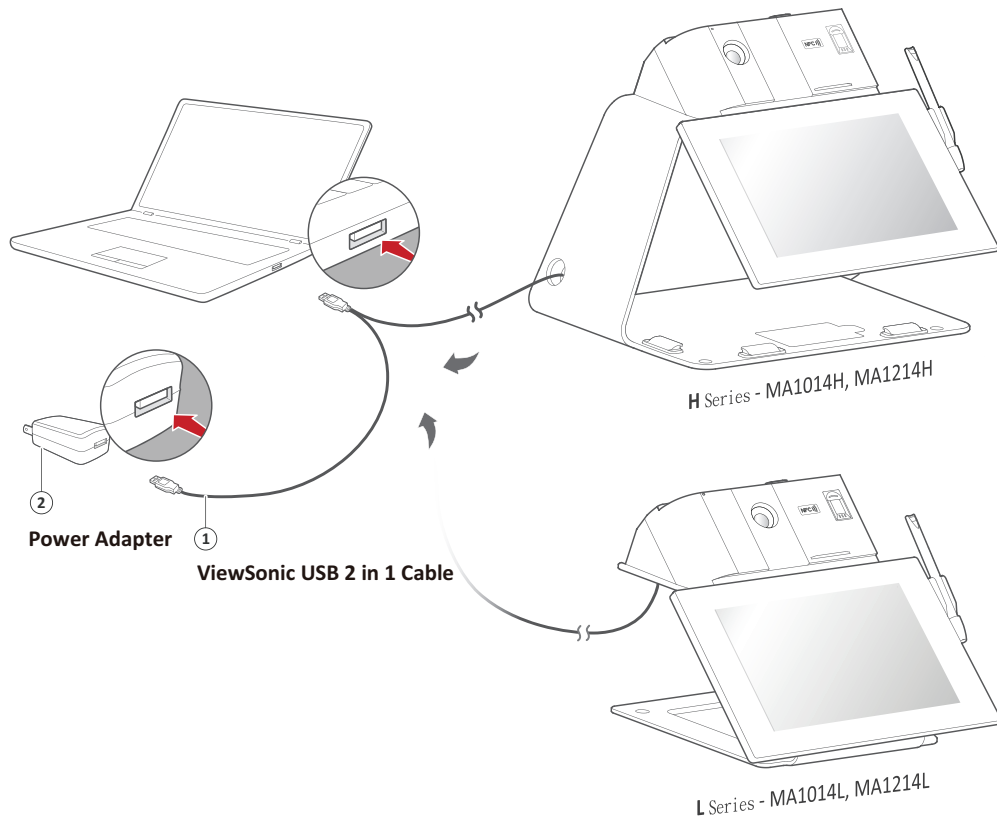
ViewSonic Pen Manager can be used to map the active area and adjust the feel of the pen.

1. Open the **ViewSign Console** installation file and install the driver (**ViewSonic Pen Manager**).
2. Restart the computer after the installation completes.



**NOTE:** For further ViewSign Console information, please visit:  
[https://manuals.viewsonic.com/Pen\\_Display\\_Software](https://manuals.viewsonic.com/Pen_Display_Software)

## Connecting the Device



1. Connect the Main USB A cable to the computer.
2. The Secondary USB A cable can be connected to an AC outlet using the supplied power adapter.

### NOTE:

- Power through the secondary USB cable from the AC/DC Adapter will ensure a sufficient power supply to avoid screen flicker in case the power from the computer is not stable.
- Customized units may have an additional USB cable for the Document Camera. Please also connect this USB cable to the computer.

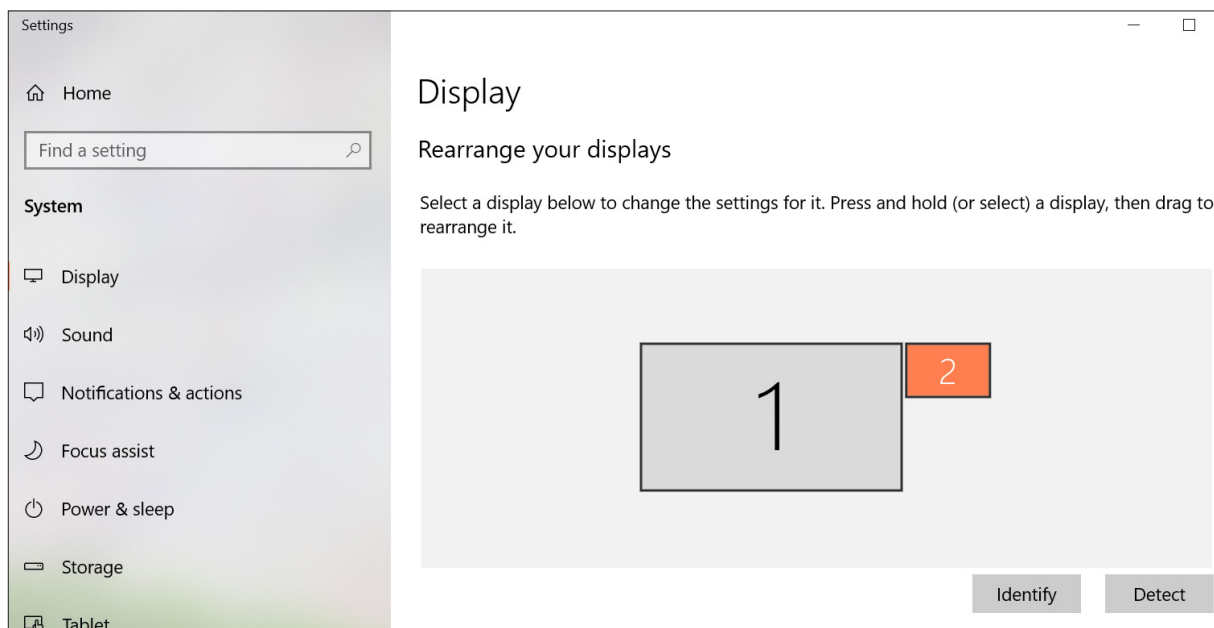
# Using the Device

## Setting the Display Area

After the pen display is connected to the computer, the Display settings will need to be adjusted.

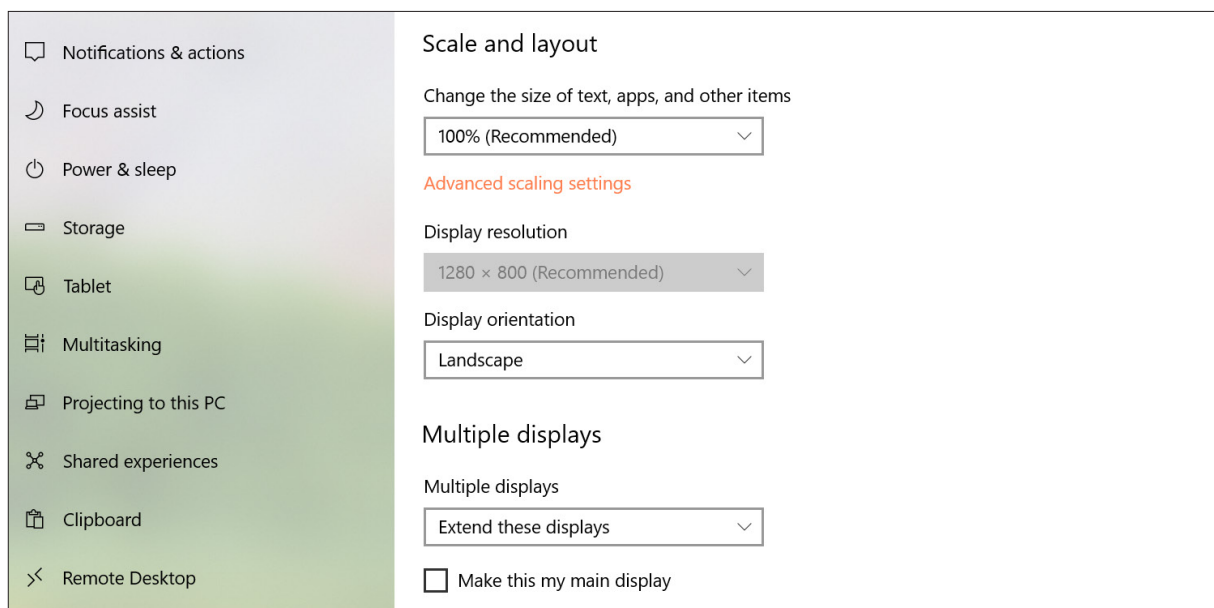
To access the computer's Display settings:

- Go to: **Start > Settings > System > Display**, or
- Right Click on the Desktop and select **Display settings**.



Once inside the Display settings, ensure the pen display is selected and:

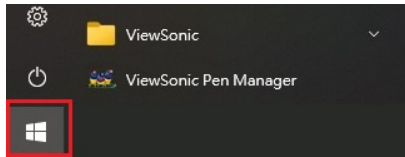
- **Display orientation** is set to **Landscape** or **Portrait** (depending on your preference), and
- **Multiple displays** is set to **Extend these displays**.



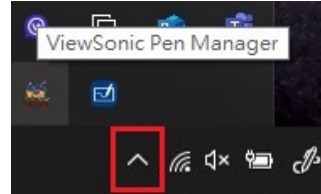
# Pen Input Area Mapping

To set the proper pen input area:

1. Open **ViewSonic Pen Manager** either from the Start menu, by going to: **Start > ViewSonic Pen Manager**, or selecting the ViewSonic Pen Manager icon from the System Tray.

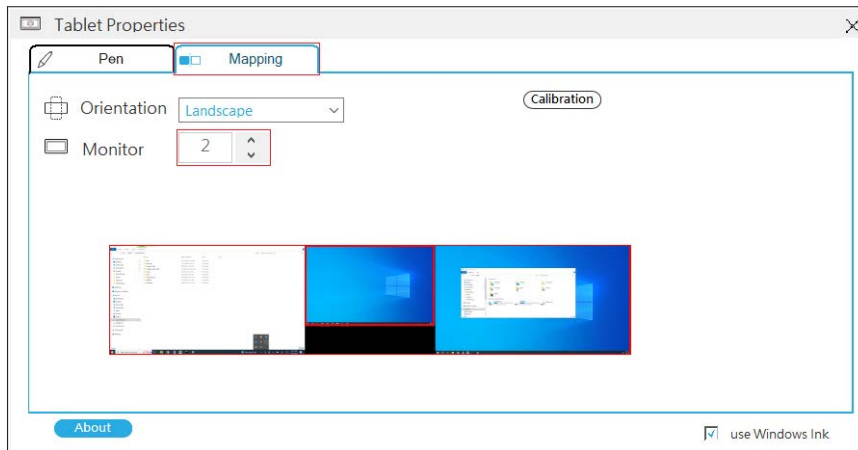


Start menu

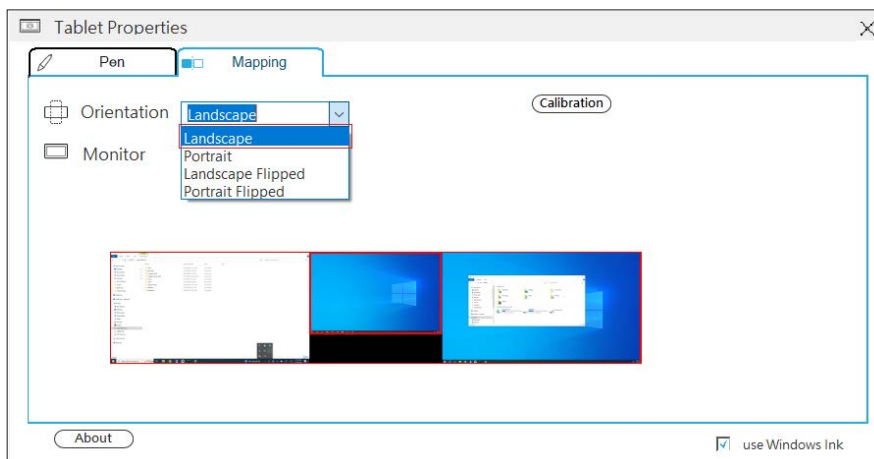


System Tray

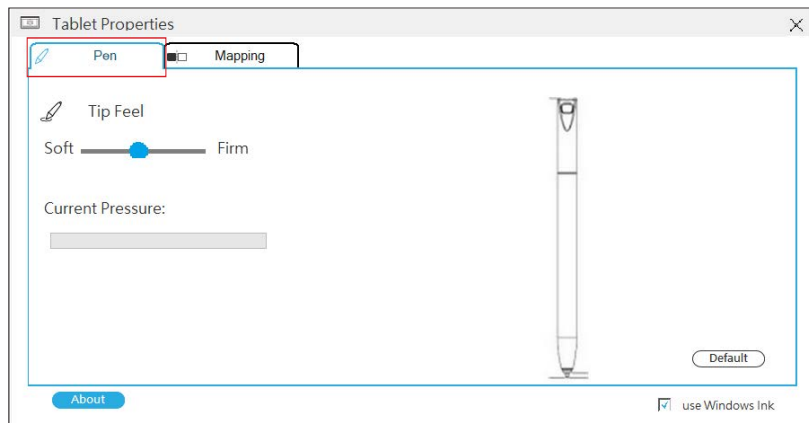
2. Select the **Mapping** tab.



3. Select the correct **Orientation** (Landscape), and the correct **Monitor**.



#### 4. Further adjustments can be made by selecting the **Pen** tab.

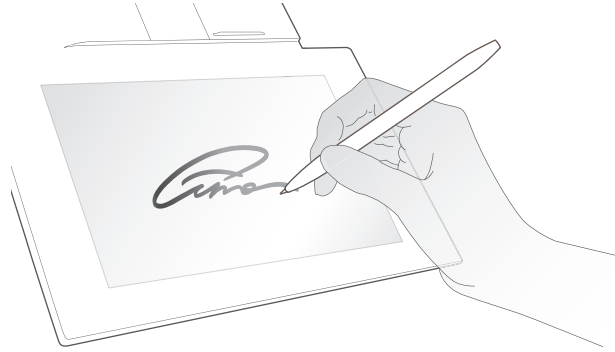


## Device Features

**NOTE:** Functions and modules may vary by unit.

### Pen Display

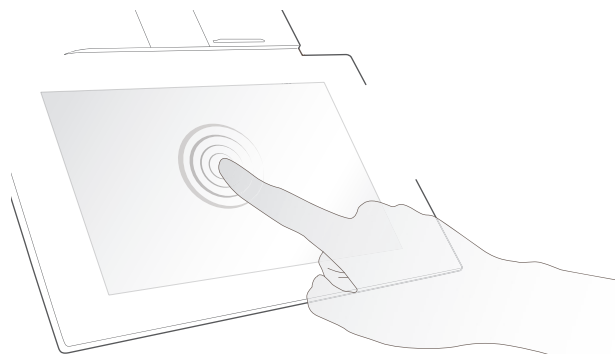
**NOTE:** Place the Pen in the side pen holder when not in use.



Item	Specifications
Type	Electromagnetic Resonance
Resolution	5080 LPI
Pressure Levels	2048
Pen Tilt Angle	+/- 45°

### Touch Screen

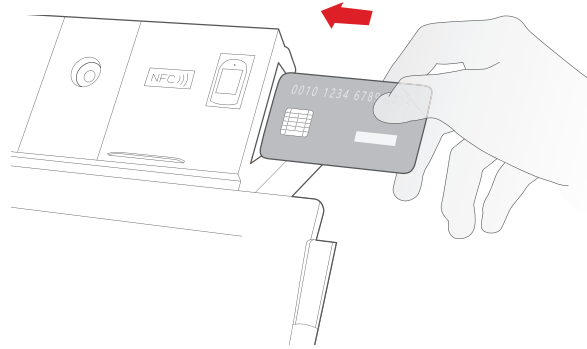
**NOTE:** Moisture and dust can affect the touch sensitivity.



Item	Specifications
Type	Capacitive Touch
Supports	10 points

## Smart Card Reader

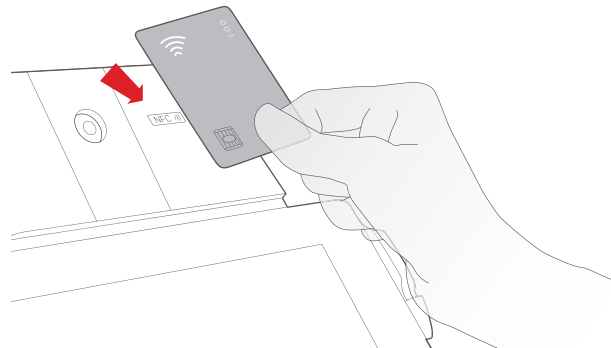
**NOTE:** Make sure the metal contact is facing upward for accurate reading.



Item	Specifications
Type	CCID (CCID 1.0) or HID
Supports	ISO 7816 Class A, B, C card (5V/ 3V/ 1.8V), EMV Card

## NFC

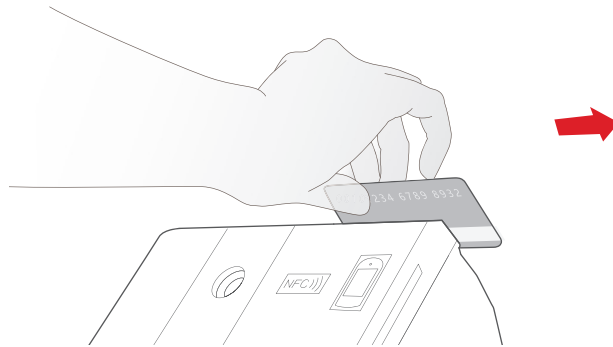
**NOTE:** The NFC sensor proximity is around 1 cm (0.4 in).



Item	Specifications
Type	CCID
Supports	ISO/IEC 14443 A, B card, MIFARE Classic, ISO/IEC 18092 FeliCa, NFC tag 1/2/3/4
Frequency	13.56MHz
Mode	Card Reader/Writer mode, Peer-to-Peer mode, Card Emulation mode

## Magnetic Stripe Reader

**NOTE:** Make sure the magnetic stripe of the card is facing downward for accurate reading.



Item	Specifications
Supports	ISO/IEC 7811, AAMVA, CA DMV

## Fingerprint Reader

**NOTE:**

- Moisture and dust can affect the reader's accuracy.
- Do not wear gloves when using the reader.



Item	Specifications
Supports	ANSI 378, ISO/IEC 19794-2
Mode	Identification (1:N Comparison), Verification (1:1 Comparison)
Pixel Matrix	256 x 288
Resolution	500 dpi



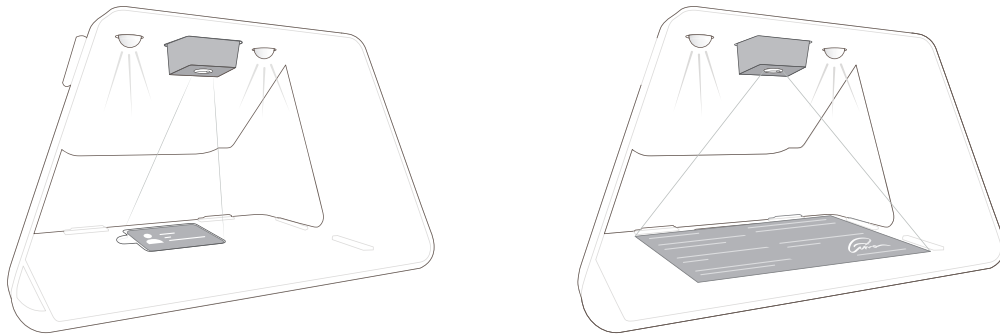
## Front Camera

**NOTE:** Insufficient ambient light or backlight may affect the image quality.



Item	Specifications	
Sensor Pixels	Preview	200 Million Pixels (1920 x 1080)
	Snapshot	500 Million Pixels (2592 x 1936)
Lens Visual Angle	118° wide angle	
f Number	2.2	

## Document Camera



Item	Specifications	
Sensor Pixels	Preview	200 Million Pixels (1920 x 1080)
	Snapshot	1600 Million Pixels (4608 x 3456)
Lens Visual Angle	106° wide angle	
f Number	4.0	
Support	OCR	

### For ID Cards

- Align the ID card with the card tray.
- When scanning or taking pictures using the Document Camera, the photo lights will automatically turn on.

### For A4 Documents

- Paper larger than A4 cannot be captured fully.
- Align the paper with the document tray.
- When scanning or taking pictures using the Document Camera, the photo lights will automatically turn on.

# Appendix

## Specifications

### Display

Item	MA1014H	MA1014L	MA1214H	MA1214L
Type	Color Active Matrix TFT LCD			
Surface Treatment	Anti-Glare, Hard Coating (8H)			
Size	10.1"		11.6"	
Resolution	1280 x 800 @60Hz		1920 x 1080 @ 60Hz	
Display Area	216.96 x 135.6 mm (8.54" x 5.34")		256.32 x 144.18 mm (10.09" x 5.68")	

### Pen

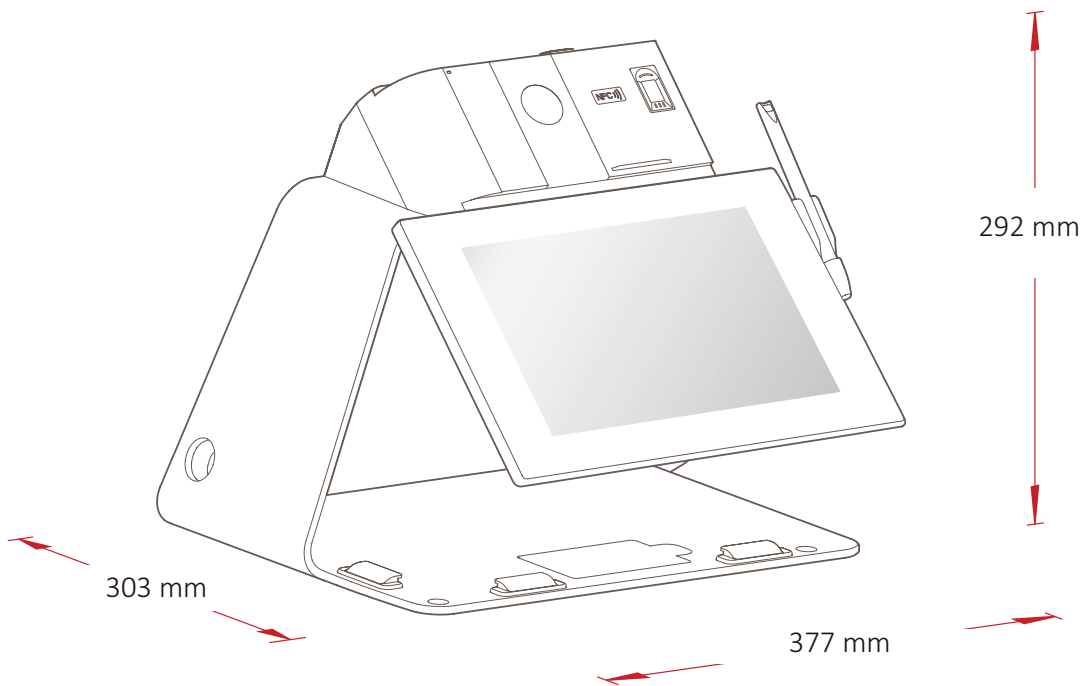
Item	Specifications
Type	Electromagnetic Resonance
Power Supply	Battery-less
Resolution	5080 LPI (Lines Per Inch)
Pressure Levels	2048
Report Rate	Average 250 PPS (Points Per Second)
Pen Tilt Angle	+/- 45°
Supported OS	Windows 10, 11 and Later (Win 7, Linux Ubuntu, Chrome OS by request)

### System

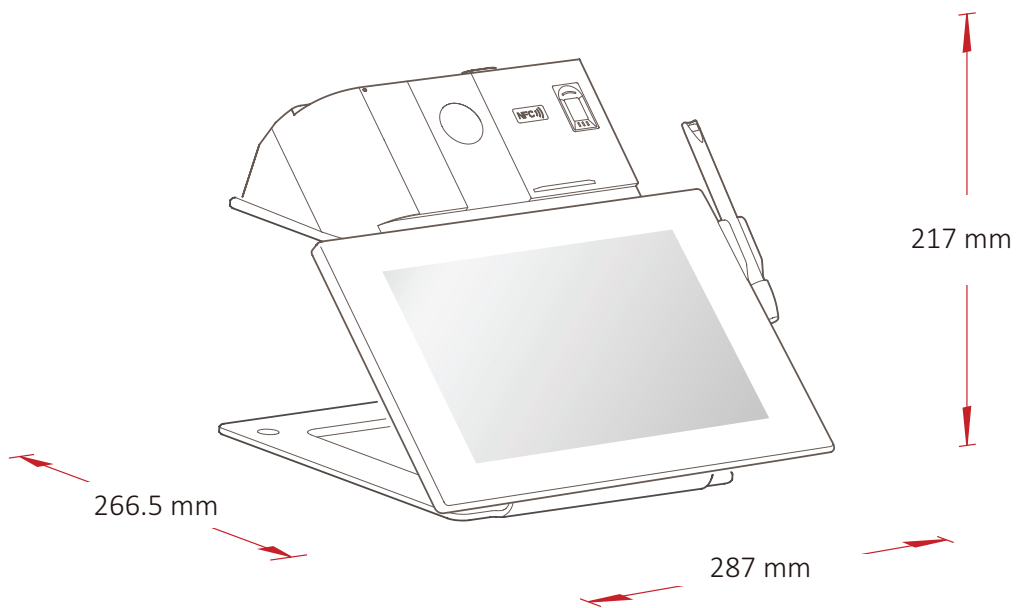
Item	MA1014H	MA1014L	MA1214H	MA1214L
Power	USB Adapter 5V/2A			
Standby Power	< 1W			
Operating Conditions	0° C to 50° C (32° F to 122° F) 20% to 80% (non-condensing)			
Storage Conditions	-20° C to 60° C (-4° F to 140° F) 10% to 90% (non-condensing)			
Power Consumption	10.47W	7.09W	11.37W	8.39W
Physical Dimensions	377 x 303 x 292 mm ( 14.8 x 11.9 x 11.5 in )	287 x 266.5 x 217 mm ( 11.3 x 10.5 x 8.5 in )	377 x 303 x 292 mm ( 14.8 x 11.9 x 11.5 in )	287 x 266.5 x 217 mm ( 11.3 x 10.5 x 8.5 in )
Physical Weight	3.7 kg (8.2 lbs)	2.3 kg (5.1 lbs)	3.76 kg (8.3 lbs)	2.36 kg (5.2 lbs)

# Product Dimensions

## H Series - MA1014H | MA1214H



## L Series - MA1014L | MA1214L



# Maintenance

## General Precautions

- Make sure the display is turned off and unplugged.
- Never spray or pour any liquid directly onto the screen or case.
- Handle the display with care.

## 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.

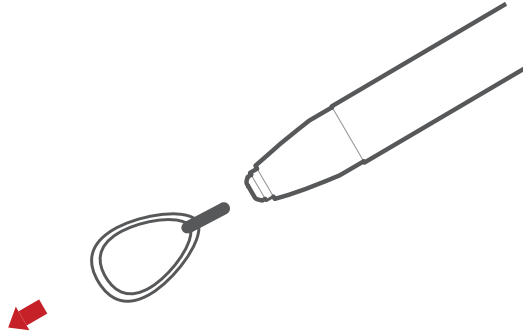
## Disclaimer

- 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.

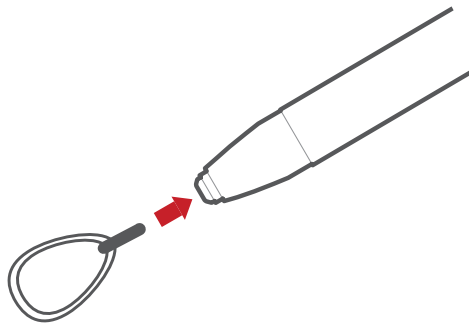
## Replacing a Pen Nib

When the pen nib gets too short or develops a sharp edge, it can be replaced with spare nibs. To replace a pen nib:

1. Use the nib removal tool to pull the old nib straight out of the pen.



2. Insert a new pen nib into the pen and push the tip in until it stops and is held firm.



## Troubleshooting

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

Problem or Issue	Possible Solutions
No picture on the display	<ul style="list-style-type: none"><li>• Ensure the USB cable is connected properly at both ends.</li><li>• Ensure USB A connectors are connected directly to the PC - not to an external hub.</li><li>• Try another USB port on the computer.</li><li>• Ensure the computer is powered on.</li><li>• Ensure all drivers are installed and updated (if applicable).</li></ul>
Display interference	<ul style="list-style-type: none"><li>• Check if other nearby electrical devices are causing interference.</li></ul>
The display is not clear	<ul style="list-style-type: none"><li>• Ensure the recommended resolution is selected:<ul style="list-style-type: none"><li>» 10.1": 1280 x 800</li><li>» 11.6": 1920 x 1080</li></ul></li><li>• Touching the display with your fingers may leave fingerprints and skin oil making the display unclear.</li><li>• Use a soft, dry cloth to remove any fingerprints or skin oil.</li></ul>

## Pen

Problem or Issue	Possible Solutions
The pen is not working	<ul style="list-style-type: none"><li>• Try using the computer's mouse; if the mouse also does not work please restart the computer.</li><li>• Reinstall the pen driver (if applicable).</li></ul>
The pen nib is too short, or not making proper contact with the display	<ul style="list-style-type: none"><li>• Check the condition of the pen nib. If it is too short, please replace the pen nib.</li></ul>
The cursor is not moving correctly	<ul style="list-style-type: none"><li>• Try restarting the computer.</li><li>• Ensure the USB cable is connected properly at both ends.</li></ul>

# Regulatory and Service Information

## Compliance Information

This section addresses all connected requirements and statements regarding regulations. Confirmed corresponding applications shall refer to nameplate labels and relevant markings on the unit.

### FCC Compliance Statement

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Warning:** You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

### Industry Canada Statement

CAN ICES-003(B) / NMB-003(B)

### CE Conformity for European Countries



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



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

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



**Declaration of RoHS2 Compliance**

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

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr6 <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 125V AC or 250V 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/go-green-with-viewsonic>

### **Taiwan:**

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

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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).

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## 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.

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 (e.g. system board, display panel, power board) 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> México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas, Col. San Fernando Huixquilucan, Estado de México 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> Distribuciones y Servicios Computacionales SA de CV. Calle Juárez 284 local 2 Col. Bugambilias C.P: 83140 Tel: 01-66-22-14-9005 E-Mail: <a href="mailto:disc2@hmo.megared.net.mx">disc2@hmo.megared.net.mx</a>	<b>Villahermosa:</b> Compumantenimientos Garantizados, S.A. de C.V. AV. GREGORIO MENDEZ #1504 COL, FLORIDA C.P. 86040 Tel: 01 (993) 3 52 00 47 / 3522074 / 3 52 20 09 E-Mail: <a href="mailto:compumantenimientos@prodigy.net.mx">compumantenimientos@prodigy.net.mx</a>
<b>Puebla, Pue. (Matriz):</b> RENTA Y DATOS, S.A. DE C.V. Domicilio: 29 SUR 721 COL. LA PAZ 72160 PUEBLA, PUE. Tel: 01(52).222.891.55.77 CON 10 LINEAS E-Mail: <a href="mailto:datos@puebla.megared.net.mx">datos@puebla.megared.net.mx</a>	<b>Veracruz, Ver.:</b> CONEXION Y DESARROLLO, S.A DE C.V. Av. Americas # 419 ENTRE PINZÓN Y ALVARADO Fracc. Reforma C.P. 91919 Tel: 01-22-91-00-31-67 E-Mail: <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>
<b>Chihuahua:</b> Soluciones Globales en Computación C. Magisterio # 3321 Col. Magisterial Chihuahua, Chih. Tel: 4136954 E-Mail: <a href="mailto:Cefeo@soluglobales.com">Cefeo@soluglobales.com</a>	<b>Cuernavaca:</b> Compusupport de Cuernavaca SA de CV Francisco Leyva # 178 Col. Miguel Hidalgo C.P. 62040, Cuernavaca Morelos Tel: 01 777 3180579 / 01 777 3124014 E-Mail: <a href="mailto:aquevedo@compusupportcva.com">aquevedo@compusupportcva.com</a>
<b>Distrito Federal:</b> QPLUS, S.A. de C.V. Av. Coyoacán 931 Col. Del Valle 03100, México, D.F. Tel: 01(52)55-50-00-27-35 E-Mail : <a href="mailto:gacosta@qplus.com.mx">gacosta@qplus.com.mx</a>	<b>Guadalajara, Jal.:</b> SERVICRECE, S.A. de C.V. Av. Niños Héroes # 2281 Col. Arcos Sur, Sector Juárez 44170, Guadalajara, Jalisco Tel: 01(52)33-36-15-15-43 E-Mail: <a href="mailto:mmiranda@servicrece.com">mmiranda@servicrece.com</a>
<b>Guerrero Acapulco:</b> GS Computación (Grupo Sesicomp) Progreso #6-A, Colo Centro 39300 Acapulco, Guerrero Tel: 744-48-32627	<b>Monterrey:</b> Global Product Services Mar Caribe # 1987, Esquina con Golfo Pérsico Fracc. Bernardo Reyes, CP 64280 Monterrey N.L. México Tel: 8129-5103 E-Mail: <a href="mailto:aydeem@gps1.com.mx">aydeem@gps1.com.mx</a>
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<b>Tijuana:</b> STD Av Ferrocarril Sonora #3780 L-C Col 20 de Noviembre Tijuana, Mexico	<b>FOR USA SUPPORT:</b> ViewSonic® Corporation 381 Brea Canyon Road, Walnut, CA. 91789 USA Tel: 800-688-6688 E-Mail: <a href="http://www.viewsonic.com">http://www.viewsonic.com</a>

