

# KRAMER



## USER MANUAL

**MODEL:**

**VIA GO**

Wireless Presentation Device



# VIA GO QUICK START GUIDE

## For Installer

This guide helps you install and use your product for the first time.

For more detailed information, go to [www.True-Collaboration.com](http://www.True-Collaboration.com) to download the latest manual or scan the QR code above.

### STEP 1: Check What's in the Box

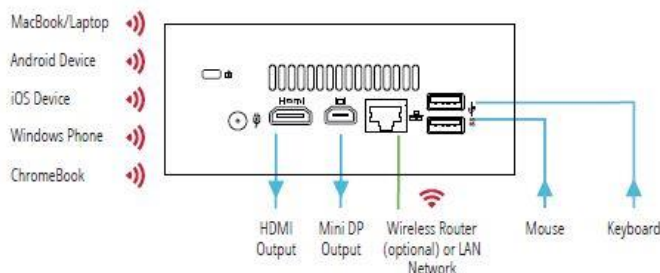
1. VIA GO Collaboration Device
2. Power supply (19V DC) with power cord
3. Quick Start Guide
4. Mini-DP to VGA

### STEP 2: Install the VIA GO

Place the **VIA GO** on a table or mount in a rack with optional adapter RK-CONNECT PRO. Note that when using the built-in Wi-Fi module, we recommend installing the **VIA GO** unit on a table, for better RF transmission.

### STEP 3: Inputs and Outputs at a Glance

Always switch off the power on each device before connecting it to your **VIA GO**.



Always use Kramer high-performance cables for connecting AV equipment to the **VIA GO**.

#### STEP 4: Connect the Unit

- Connect keyboard and mouse
- Connect your display
- Connect a Local Area Network (LAN) cable for connection to your network. Alternatively, use the built-in Wi-Fi.
- Connect the power supply
- Turn on the device

#### STEP 5: Configure VIA GO

Your device is configured in Access Point mode, by default. In this mode, the device creates an autonomous Wi-Fi network (SSID) named "VIA\_WIFI". The default password of this SSID is "123456789".

To change these default settings and configure your own VIA GO, open the main menu and click Settings.

Enter password: **supass**.

The Settings Menu tabs are:

- **LAN Settings** – If using your VIA GO with a LAN connection, configure your network parameters and apply the settings before rebooting your device (DHCP is enabled by default).
- **System Controls** – Manage your display and audio settings, run control panel, select your language, etc.
- **WiFi (when using built-in WiFi capability)** – Activated by default as "Standalone WiFi". Toggle the "On/Off" button to completely deactivate the built-in Wi-Fi module. Wi-Fi can be used in the following modes:
  - 1. AP Mode (default):** Change or create your SSID for your wireless network and select your preferred Wi-Fi channel for this network:
    - Setup your Wi-Fi module as a secondary Access Point (for guests) and "Enable Internet" for these users (if the primary LAN network is connected to the Internet)
    - Select "Standalone Wifi" to create an autonomous network (without Internet access)
    - Click Apply before rebooting your device
  - 2. Client Mode:** Attach your VIA GO as a client device to your main network:
    - Browse for and select an available network
    - Enter the required password
    - Click Apply
    - Disconnect the LAN cable (if connected)
    - Reboot your device



# VIA GO QUICK START GUIDE

## For User

### STEP 1: Connect Your Device to the Proper Network

Connect your device to the same network used by Kramer **VIA GO** in the specific meeting room (either Wi-Fi or LAN).

### STEP 2: Run or Download the Application

#### MAC or PC

1. Navigate to the embedded Web page of **VIA GO** by entering the Room Name of the VIA into your computer's browser.
2. Select **Run VIA** to execute the application only (intended for guests who will be using the VIA once) or select **Install VIA** to download the VIA application on your computer (intended for regular users of the VIA).



#### Welcome to VIA Collaboration Hub

Launch VIA to login and click Present to begin wireless presentation and collaboration

Run VIA

Install VIA

#### iOS /Android/Windows Phone

1. Download and install the free VIA App from Apple's App Store or Google's Play Store or Window Store. Use the QR code above.

### STEP 3: Login

Room Name: 10017

Nickname: [text input]

Code: [text input]

Login

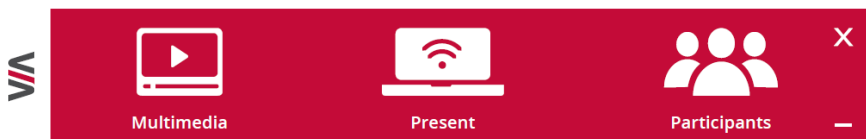
**Room Name:** Copy the room name as appears in the wallpaper (IP Address).

**Nickname:** Enter a name for your device.

**Code:** Enter a 4-digit code as it appears in the wallpaper (if enabled).

**Login:** Press Login to join the meeting.

## STEP 4: Main Menu



Click on **Present** to put your screen up front and on **Participants** to see who else is connected

## STEP 5: Features



### Wireless Connection

Connect wirelessly with your own device



### Mobile Mirroring

Show any content from your iOS or Android device on the main display



### Full HD Video Streaming

Share uninterrupted full HD wireless video streaming (up to 1080p60) and photos

\* Supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode

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# 1 Introduction

Welcome to **VIA GO**.

**VIA GO** is Kramer's unique, powerful wireless presentation hub.

**VIA GO** gives iOS, Android, Chromebook, PC, and Mac users instant wireless connectivity with advanced presentation technology. **VIA GO** features content streaming for crystal clear mirrored images and stunning video playback. The solution includes iOS, Windows & Android mirroring. With industry-leading 1024-bit encryption and built-in Wi-Fi, you can securely use **VIA GO** on the internal network.

Every local connection to **VIA GO** is wireless, free of dongles, cables, and other compatibility peripherals.

Key features of **VIA GO**:

- Login using conventional Wi-Fi or LAN connections, no dongle needed.
- Provides true HD 1080p/60 video streaming.
- Supports Windows laptops, MAC® and ChromeBooks, as well as iOS, Android mobile operating systems and Windows phone.
- Up to 254 simultaneous users can be logged in when using LAN .connection. Up to 16 devices when using WLAN.
- Up to 2 participant screens can be displayed simultaneously.
- Seamless Integration with VIA Site Management (VSM) Software & the VIA Pad.

## 1.1 Applications & Features

Here are just a few of the things you can do with **VIA GO**:

- **Multiviewing:** Show up to two participant screens at the same time. **VIA GO** automatically sizes each screen to the maximum available resolution. Finished sharing? Tap Stop Presenting to disconnect.
- **Multimedia:** Sometimes it is easier to explain your ideas with a video. Click the Multimedia tab on your device's screen and you can load and display JPEG images (all operating systems) and play MP4 videos. You can also display and share PDFs from any logged-in device. **VIA GO** features a 10Mbps maximum video bitrate for 30fps or 60fps videos and handles video files of up to 8GB. Supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode.
- **Device mirroring:** Are you using an iOS device with no VIA application? Just mirror your device's screen to the main display by activating the Airplay service of your device. Are you an Android user? Use the VIA App to start mirroring your device and its content!



# 1.1 Controls and Connections

This section defines **VIA GO**.

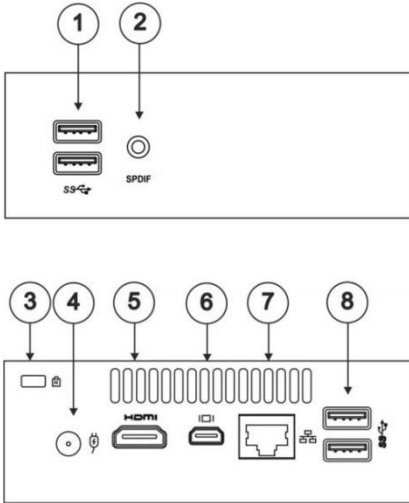


Figure 1: **VIA GO** Collaboration Hub

#	Feature	Function
1	USB 3.0 Connectors	Connect to up to two USB devices
2	3.5mm Mini Jack	Connects to earphones or a speaker (digital embedded audio from HDMI and analog audio supported)
3	Lock Opening	Connects to a security locking cable
4	Power Connector	Connects to the 19V DC power supply
5	HDMI Connector	Connects to an HDMI acceptor
6	Mini DisplayPort Connector	Connects to a mini DisplayPort acceptor
7	LAN RJ-45 Connector	Wired connection to a network router (optional)
8	USB 3.0 Connectors	Connect to up to two USB devices

---

## 2 Setting Up VIA GO



Always switch off the power to each device before connecting it to your **VIA GO**. After connecting **VIA GO**, connect its power and then switch on the power to each device.

To connect the **VIA GO** as illustrated in the example in [Figure 2](#) you need a:

- **VIA GO** Wireless Collaboration Hub.
- Display (projector, monitor, or screen).
- Local Area Network (LAN) cable for connection to your network. For wireless network connectivity, use a commercial wireless router or the built-in Wi-Fi.

The following client devices are applicable with Kramer's **VIA** collaboration hub:

- A Windows 7/8/10® (32-bit/64-bit) computer.
- A Macintosh® computer, using OSX 10.8.x or newer.
- A ChromeBook with the VIA Application installed.
- An iPad/iPhone® tablet/smartphone with the VIA app installed (iPad 2 or later, iOS 9 or later).

**Note:** When using the Airplay service, no application is needed. However, we recommend using iOS10 or Sierra OS X for a better experience.

- An Android® OS 5.x tablet/smartphone with the VIA app installed.  
**Note:** For using the Android mirroring feature, a device equipped with Android 5.1 minimum is required.
- A Windows® phone with the VIA app installed.

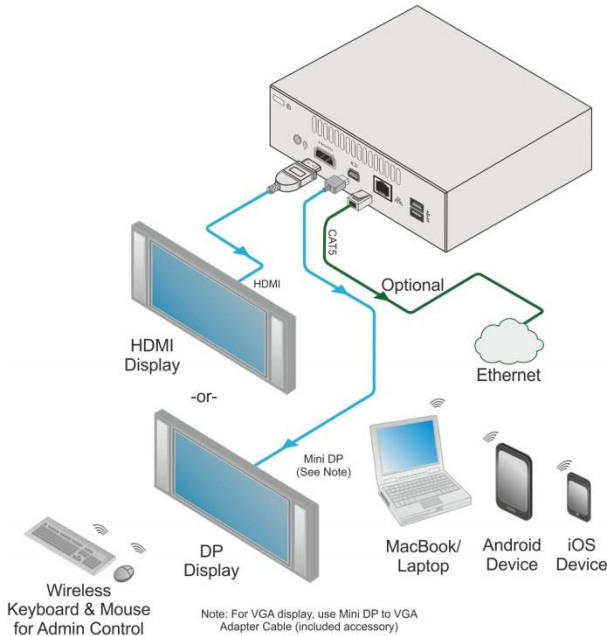


Figure 2: Connecting the **VIA GO** Presentation device

## 2.1 Connecting VIA GO to a Display

**VIA GO** is equipped with HDMI and mini DP display output connectors.

- Use the HDMI connection with any compatible projection or direct-view display, such as an LCD monitor. This connection carries embedded audio, and can also be routed and switched just like any other HDMI connection.
- The mini DisplayPort connector connects to a DisplayPort display or to a VGA display by means of a mini DP to VGA adapter cable included in the packaging of **VIA GO**.

**VIA GO**'s internal video card reads the Extended Display Identification Data (EDID) for any connected display and sets the optimum display resolution and image refresh rate automatically through the HDMI and Mini DisplayPort jacks.

**Note:** To allow participation in a presentation session (send and receive content), connect **VIA GO** device and all participant devices (PCs/ MACs/ smartphones/tablets) to the same network (LAN or WLAN).

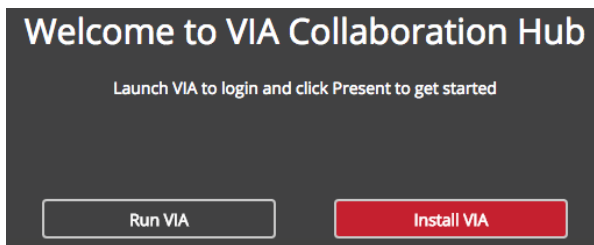
The **VIA GO** device receives the user's display/screen information and multimedia files from their device (laptop/tablet/smartphone) and sends them to the shared display (the display connected directly to **VIA GO**).

## 2.2 Downloading and Running VIA GO Software

All participants in a meeting must download and run either, the Kramer **VIA** executable file (PC, Mac) or the appropriate ChromeBook, Android/iOS or Windows Phone app.


To access the PC and Mac executable files:

- Open your Web browser and enter the IP address for your **VIA GO** unit.
- Your Web browser recognizes your OS (MAC/Windows) and directs you to the correct client software.
- Choose from following two options:



- To run the VIA app virtually (without installing it on your computer), click **Run VIA**. Once downloaded, locate the file on your computer (under "Downloads") and click it to launch. The **VIA GO** login screen appears.
- To permanently install the VIA app, click **Install VIA**. It downloads an.exe file to your computer and asks if you want to run this file. Click **Yes** and follow the Setup instructions. The VIA app is saved to the KRAMER folder on your C: drive. It creates a shortcut on the desktop for easy access. Click it to launch the application.

**Welcome to VIA !**

Room Name  

Nick Name

Code


**Login**


For Chromebooks, the VIA App is available from the Chrome Web Store.

For tablets and smartphones, the Kramer **VIA** app is found in the App Store (iOS) or Google Play (Android) or Windows Store (Windows Phone).

Alternatively, you can open your Web browser on your mobile device and enter the IP address for your **VIA GO** unit; Default one is set to 172.16.253.1

Download the app to your tablet/phone and install. When the app is run, the following screen appears:


  
**Welcome to VIA !**

Room Name  

Nick Name

Code

**Login**



**Documents** Your WiFi Connection Name: VIA\_WiFi\_C

## 2.3 Logging In to VIA GO

### Windows and Mac OS

- Copy the room name as it appears in the wallpaper (IP address).
- Choose a username (nickname) for your device (it can be any mix of letters and numbers) then enter it on the login screen.
- Next, enter the room code, seen on the lower right part of the screen. This lets you access **VIA GO**.

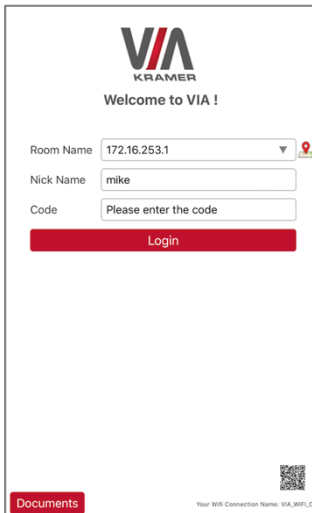
### iOS, Android and Windows Phone

- First, enter the IP address for **VIA GO** found on the main display screen in the lower left.
- Next, choose a username (nickname) for your device (it can be any mix of letters and numbers) then enter it on the login screen of your device.
- Finally, enter the room code as seen on the lower right part of the screen. This lets you access **VIA GO**. Now, you're ready to go!

## 2.4 Logging-In to VIA GO by QR Code Scanning

For iOS, Android & Windows Phone users:

1. Connect to the Room Wi-Fi and launch the application on your mobile device. Click the QR code icon (on the lower right corner).



VIA  
KRAMER

Welcome to VIA !

Room Name

Nick Name

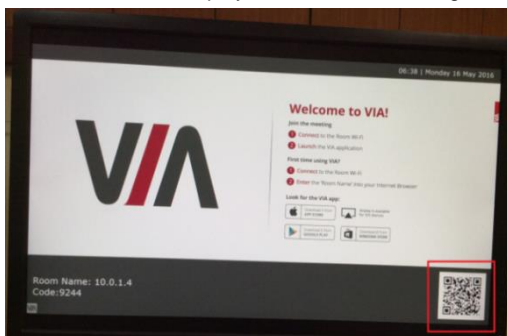
Code

Login

Documents

Your Wi-Fi Connection Name: VIA\_MF1\_C

2. Put your mobile device in front of the VIA main display QR code (found on the VIA main display screen in the lower right corner).



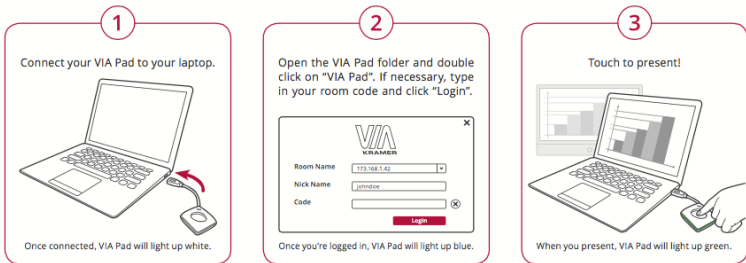
3. You automatically log in to **VIA GO**.

## 2.5 Logging-In to VIA GO Using a VIA Pad

**Note:** Make sure that your VIA Pad has been paired with your **VIA GO** unit before using it (see the “VIA Pad Configuration” section in the Settings)

For Windows and Mac OS users:

1. Connect your VIA Pad to a USB connector of your laptop.
2. Open the VIA Pad folder and double click the “VIA Pad” app.  
Your VIA Pad lights blue when ready.
3. Press once: Presents your screen on the main display (when you start, the LED banner on the device is green. After you stop presenting, it changes to blue).



4. Pressing twice while presenting: Freezes your screen (the banner on the device changes from green to flashing green). To unfreeze and resume, press twice again.
5. Pressing once again: Stops presenting.
6. A long press displays on the full screen when you are not the only one who is already presenting.



## 2.6 Logging-In to VIA GO Using a VIA NFC Tag for Android

To write an NFC tag:

1. Install the VIA NFC Writer on an Android device. Download the .apk file freely from the Kramer Website:  
[www.kramerav.com/support/download.asp?f=50898&pname=via%20nfc%20writer](http://www.kramerav.com/support/download.asp?f=50898&pname=via%20nfc%20writer)
2. Open VIA NFC Writer.  
A page similar to a VIA page opens.
3. Enter the room name you want to program and click **Write tag**.
4. When prompted, touch the Android device on the writable tag.  
Another prompt confirms that the tag was successfully written.

To use the NFC tag:

- Enable the NFC feature on an Android device.
- Touch the Android device on the tag:
  - If VIA is installed - The VIA application launches and automatically logs into **VIA GO**. The room code is bypassed.
  - If VIA is in the background - Same as above.
  - If VIA is not installed - The Google Play Store page is launched with a VIA application download option. Install the VIA Android application.
  - If VIA is installed and connected - A prompt asks the user to log out before touching the tag with an Android device.

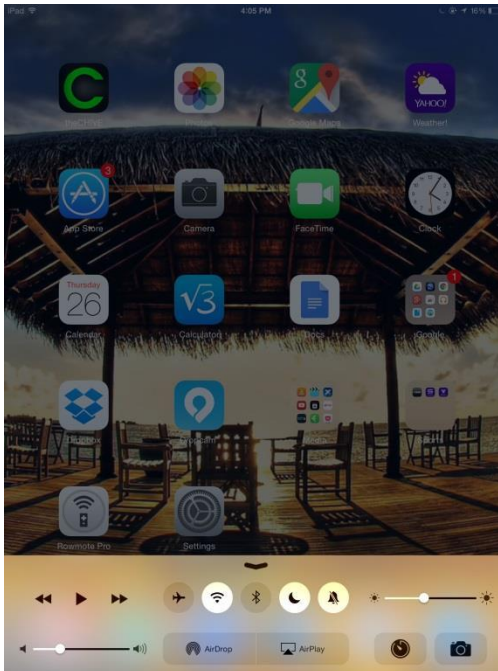
## 2.7 Using iOS/OS X / Android Mirroring to Share your Screen

All participants in a meeting using an Apple device can mirror their screen by using the Airplay service. No application is required to activate this mode. However, you must enable the iOS mirroring feature (see the “settings” section for more details).

## 2.7.1 Mirroring From your iOS Device (iPhone or iPad/Mini iPad)

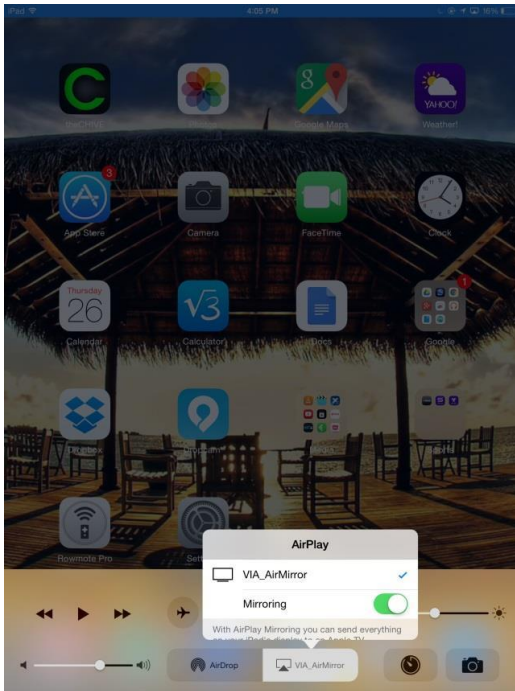
Check that your device is running iOS9 version as a minimum requirement to support this feature. iOS10 is recommended.

- Connect your Apple device to the network where **VIA GO** resides.
- Swipe up from the bottom of the iPad or iPhone to reveal the Control Center.



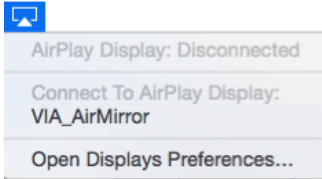
- Click **AirPlay** and choose **VIA GO's** AirPlay device name. By default the VIA's AirPlay device is named VIA\_AirMirror\_XXXX, where XXXX is a random combination of letters and numbers.
- To stop mirroring, disconnect the device properly by as follows:  
Swipe up from the bottom and swipe the toggle button to disconnect mirroring then tap to select "iPhone/iPad" accordingly.

**Note:** If the room code is enabled on **VIA GO**, you are prompted to enter the same 4-digit security code when attempting to mirror your iOS device. This code appears on the main screen of **VIA GO**.



## 2.7.2 Mirroring MacBooks and Apple Computers

1. Check that your Mac is running OS X 10.11 version as a minimum requirement to support this feature (El Capitan).
2. Connect your Apple device to the network where **VIA GO** resides.
3. Click the AirPlay menu on the Apple Menu Bar. This is located in the top right corner of the screen near the clock.

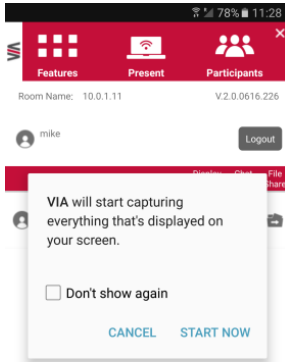


4. Choose **VIA GO**'s AirPlay device name. By default the VIA's AirPlay device is named VIA\_AirMirror\_XXXX, where XXXX is a random combination of letters and numbers.

**Note:** If the Room Code is enabled on **VIA GO**, you are prompted to enter the same 4-digit security code when attempting to mirror your iOS device. This code appears on the main screen of **VIA GO**.

### 2.7.3 Mirroring Android Devices

1. Your device must support Android 5.1 version as a minimum. Latest Android OS version is recommended.
2. Make sure the VIA application is installed on your device.
3. Connect your Android device to the network where **VIA GO** resides.
4. Log in to the application by entering the Room Name and Nickname fields and room code if enabled.
5. Click **Present**. The device shows this message: "VIA will start capturing everything that's displayed on your screen." Accept by clicking **START NOW**.



- 
6. You can now minimize the VIA app by clicking on the “Home” button of your device. Your screen mirrors on the main display.
  7. To stop sharing your screen, re-open the VIA application and click **Stop Presenting**.

**Note:** Android mirroring does not support audio. Audio is heard from your device and not from the output of the VIA device.

### 3 Defining VIA GO Functions

VIA GO presents two types of screens depending whether it is used by the Admin or by a User. The following screen shots illustrate both types.

Figure 3 shows the VIA GO main Admin screen and its functions:



Figure 3: VIA GO Admin Screen and Features

Item	Icon	Action
1	Features	Allows user to see and access the REBOOT and SHUTDOWN features of VIA GO
2	Settings	Performs settings on the LAN, system controls, and Wi-Fi
3	Participants	Provides a list of all participants in the session

Figure 4 shows the VIA GO main User screen and its functions:



Figure 4: VIA GO Main User Screen

Item	Icon	Action
1	Multimedia	Supports video formats: avi, vob, mp4, mov, mpx (ex. mpg). Shares smooth full-motion video
2	Present / Stop Presenting	Allows the user to show his device's screen on main display, or to stop presenting
3	Participants	Provides a list of all participants in the session

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## 4 Using VIA GO



**VIA GO** is a powerful presentation device that gives participants an easy way of presenting their content.

### 4.1 VIA GO Main Menu

This section refers to the user's experience. Once you have logged in to VIA, the Parent Dashboard displays on your home-screen. The Parent Dashboard displays your main navigation icons, "Multimedia," "Present" and "Participants." Each one of these three icons represents the core functionality of your **VIA GO**. The section below identifies and defines each icon.

- Clicking the Multimedia tab on the main menu allows the user to access the video player of **VIA GO**. Users can add and remove movies to this list and also select the ones they want to play on main screen.
- Clicking the Present tab on the main menu displays your PC/device screen on the main screen. After selecting the icon, the "Present" button automatically changes its displayed name to "Stop-Presenting." Once you have finished sharing/displaying your content, you select "Stop Presenting" to remove your desired content from the display.
- Clicking the Participant List tab reveals a list of all participants in the session.

Under Participants, the following icons are used:

Item	Icon	Meaning
Display Status		Start a presentation at a display
		The user is currently presenting

### 4.1.1 Multimedia - My Media

VIA offers users the ability to play video at a full HD 1080p/60fps rate. Full 1080p/60fps video is obtained by streaming the video from the VIA Client application to the VIA Gateway. The video file never leaves the user's client device and is not transferred to VIA.

**VIA GO** features a 10Mbps maximum video bitrate for 30fps or 60fps videos and handles video files of up to 8GB. It supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode.

Below are the two ways you can play video from VIA:

- File Searching Media Files.
  - Select “Multimedia” from your features menu on the parent dashboard.
  - Click **Add Media** in the lower left corner.
  - Select a video you would like to add and click **Open**.
  - The file is then displayed within the “My Media” section.
  - Double-click the media file and the video begins playing.
- Drag/Drop Media directly to VIA.
  - On the left-hand side of the VIA parent dashboard you see a small VIA logo.
  - Select the file you want to play from any folder on your device.
  - Drag the file to the logo only. The video does not play if you try to drag the file to the left, right, below or above the logo.
  - Once released, the video automatically starts playing.

**Note:** When showing videos through VIA, the video is not transferred from your device to the VIA unit. All videos are being encoded directly on your BYOD device through the VIA software and then streamed from your device to the VIA unit. The VIA unit then decodes the streamed file for playback.



**Note:** Without using the VIA software, media files can be played from your device using native media players you have installed such as QuickTime and/or Windows Media Player. However, if you choose this method and do not use VIA for video playback, your video is only mirrored to the display. Using this method, you may experience lower frame rates, inconsistent playback and increased latency, depending on your laptop system performances.

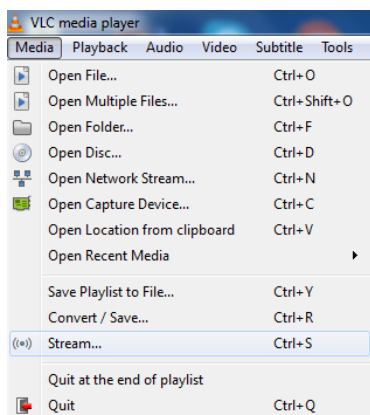
#### 4.1.2 Multimedia - Streaming Player: RTSP Streaming Through VLC

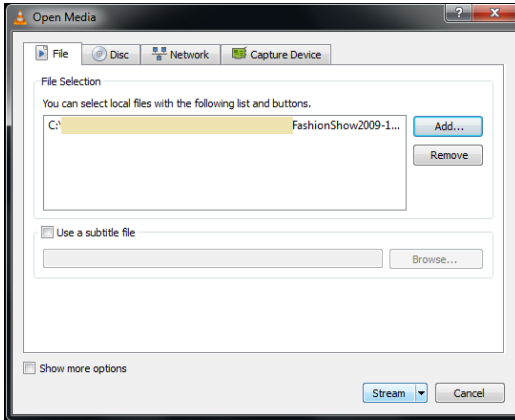
The Real Time Streaming Protocol (RTSP) is a network control protocol designed for use in entertainment and communications systems to control streaming media servers. The protocol establishes and controls media sessions between end points. Clients of media servers issue commands like play and pause, to facilitate real-time control of playback of media files from the server.

**VIA GO** supports RTSP. A media played locally on a computer can be streamed on **VIA GO**, provided the computer and **VIA GO** are on connected networks.

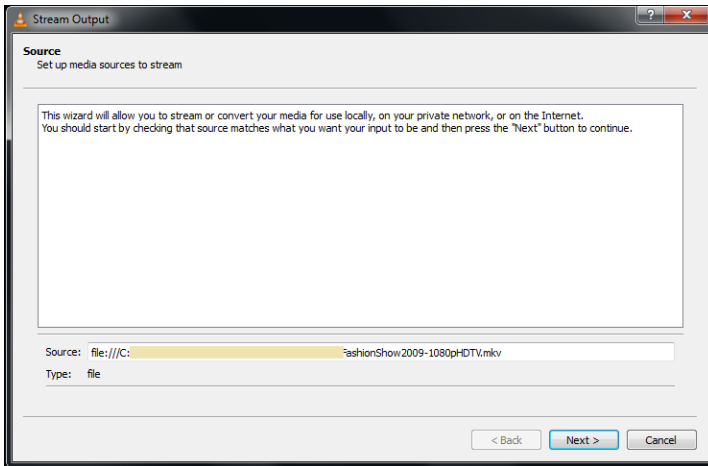
For RTSP Streaming using VLC:

1. Open VLC.
2. Click **Media > Stream**.
3. Click **Add** and select a file to stream and click **Stream**.

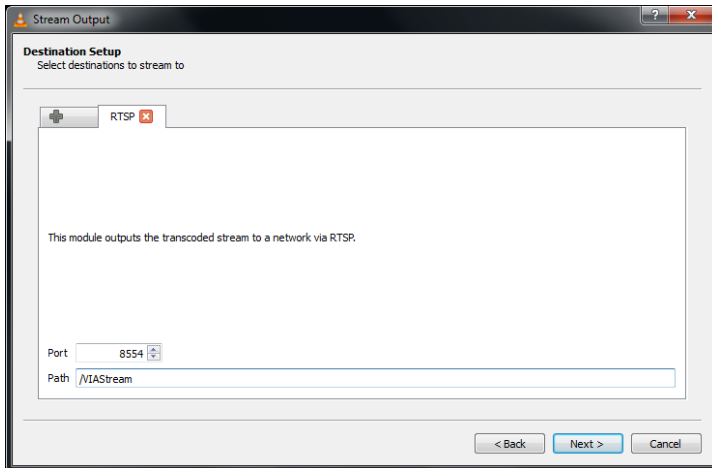
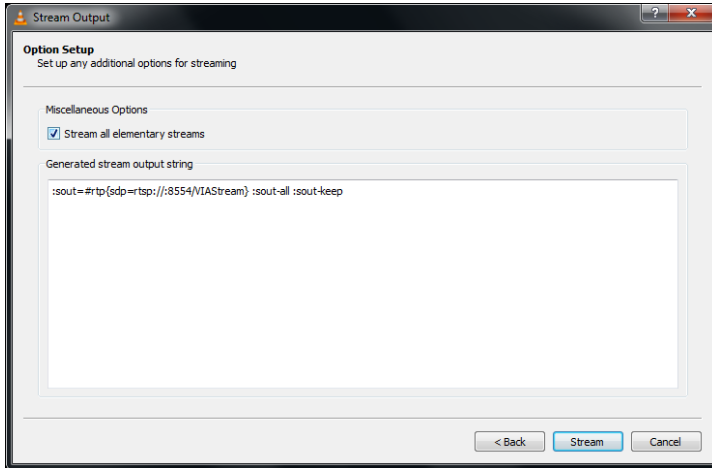




4. Click **Next** on the next screen.

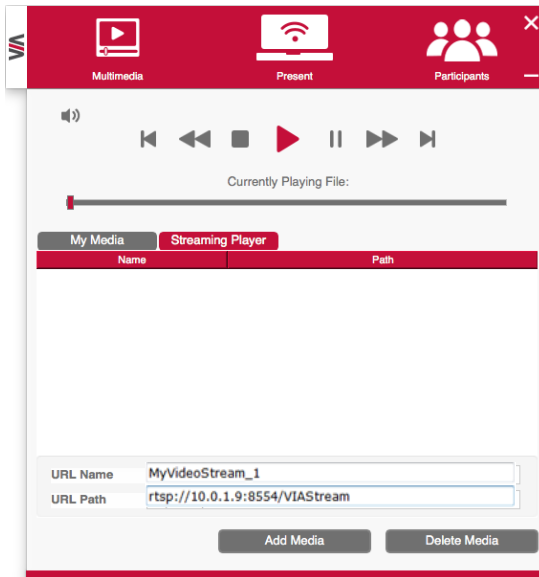


5. Choose RTSP from the **New Destination** drop down and click **Add**.
6. Enter a short name to be used as **Path**, uncheck **Activate Transcoding** and click **Next**.



8. Check Stream all elementary streams and click **Stream**.
7. Open **VIA GO** client and click **Features > Multimedia > Streaming Player**.
8. Type a name as the URL name.
9. The URL takes the path from:  
rtsp://<local computer IP address>:8554/<name mentioned in step 6>.
10. Click **Add Media**.

11. Select RTSP stream and click the play button to stream this media on **VIA GO**.



#### 4.1.3 Multimedia - Streaming Player: RTP Streaming Through VLC

The Real-time Transport Protocol (RTP) is a network protocol for delivering audio and video over IP networks. RTP is used extensively in communication and entertainment systems that involve streaming media, such as telephony, video teleconference applications, television services and Web-based push-to-talk features.

**VIA GO** supports RTP. Media can stream on a **VIA GO** unit, provided the computer and **VIA GO** are on connected networks.

To stream RTP using VLC:

1. Open VLC.
2. Click **Media > Stream**.
3. Click **Add** and select a file to stream and click **Stream**.
4. Click **Next** on the next screen.
5. Choose **RTP/MPEG Transport Stream** from the **New Destination** drop down and click **Add**.
6. Enter **VIA GO** unit's IP address and click **Stream**.
7. Open **VIA GO** client and click **Features > Multimedia > Streaming Player**.
8. Type a name as the URL name.
9. The URL path takes the form:  
Rtp://<**VIA GO** IP address>:5004.
10. Click **Add Media**.
11. Select the RTSP stream and click the play button to stream this media on **VIA GO**.

**Note:** If a URL is already resent in the streaming list above, VIA client generates a warning for both modes - RTP and RTSP.

#### 4.1.4 VIA GO Menu Shortcuts

Once the VIA client application is launched and user is logged in, a menu with features' shortcuts is available in the notification center of your MAC/Windows laptop:

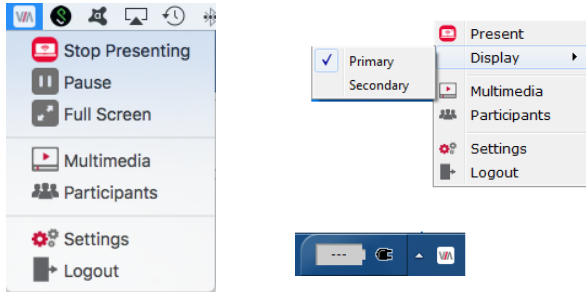


Figure 5: MAC Control Center & Windows Notification Tray

For Windows users, the “Extended desktop” feature is offering the ability to share presentation slides while keeping notes “private” on local laptop (for example). To activate this feature, click the VIA shortcuts’ menu from the notification center and then on “Display” - select the “Secondary” option to share your extended content.

**Note:** This feature is available only if your Windows laptop does support Virtual Extended desktop drivers. Check your graphic card specifications.

## 4.2 VIA GO Settings Menu

This section refers to **VIA GO** gateway settings.

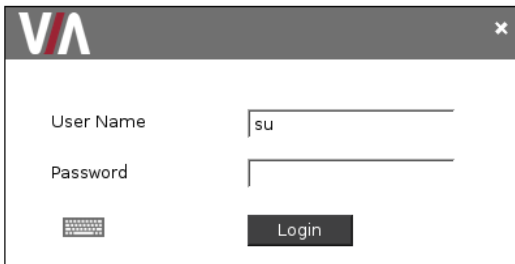
The Settings menu is where you configure your **VIA GO** unit. More settings are available from the Web interface management console.

The Settings menu tabs include:

- LAN Settings - configures network parameters.
- System Controls - manages your display and audio settings and selects the preferred language.
- Wi-Fi - If you wish to use the built-in Wi-Fi module, this section allows you to configure it in either Access Point or Client mode.

To open the settings page use keyboard and mouse connected to **VIA GO** unit:

- Click **Features** to expand.
- Click **Settings**. It requests user name and password for the **VIA** Admin user.
- Enter user name “**su**” and the password “**supass**”.

A screenshot of a web browser window showing a login form. The window title is 'VIA'. The form has two input fields: 'User Name' with the text 'su' entered, and 'Password' which is empty. Below the password field is a keyboard icon. A 'Login' button is positioned below the password field. The window has a close button in the top right corner.

The Settings screen opens:

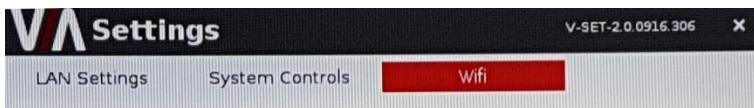


Figure 6: Settings Screen

## 4.2.1 LAN Settings

Use LAN settings to change the IP address, DNS and default gateway of **VIA GO**. Alternatively, the DHCP option can be set as default on your unit to get an automatic IP address, for easy Plug and Play setup when connecting your **VIA GO** to the network.



When changing these settings, make sure they are correct. Incorrect values can cause a loss of communication.

To change the IP address:

1. Click **LAN Settings**.
2. Select IP configuration -> **Static**.
3. Enter as required the IP address, subnet mask, default gateway, DNS server.

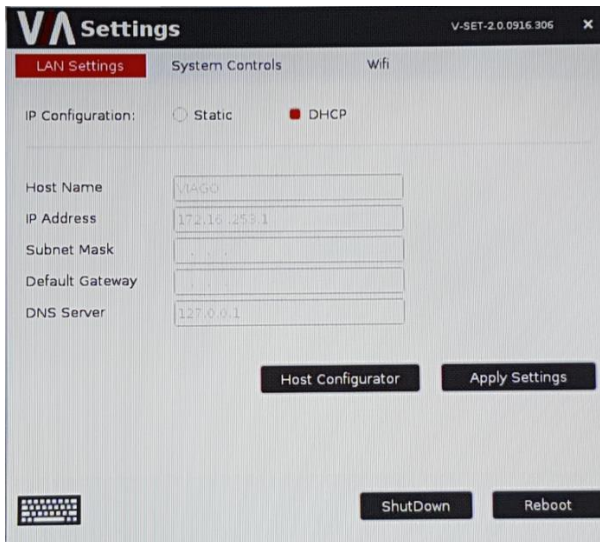


Figure 7: LAN Settings Screen

4. When finished, click **Apply Settings**.
5. Click **OK** at the Confirmation Message.



6. Click **Reboot** to restart the system with the new settings.

## 4.2.2 System Control Settings

The system controls access the control panel, audio settings, display settings, system health and log files of **VIA GO**. The log folder is only available if system logging is activated from the configurations tab of settings. Clock and language for **VIA GO** can also be changed here. English is the default language.

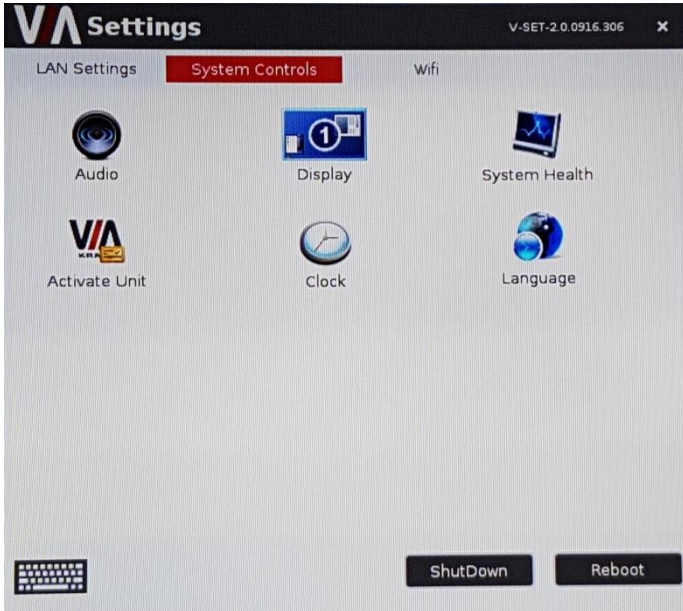


Figure 8: System Control Screen

The **VIA GO** unit is pre-activated by Kramer.

## 4.2.3 Wi-Fi Settings

Wi-Fi settings include access point (AP) mode and Client mode.

### 4.2.3.1 Access Point (AP) Mode

**VIA GO** is equipped with a built-in Wi-Fi module, that offers 2.4 GHz band support, IEEE 802.11bgn, 802.11i, 802.11w with WPA2, AES-CCMP security level (in AP mode).

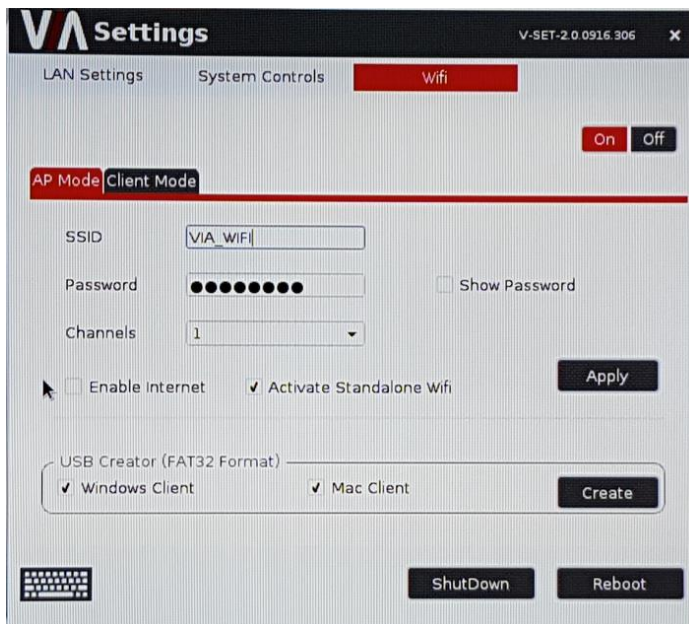
**VIA GO** is activated by default in “Standalone Wi-Fi” mode.

In this mode, the device creates an autonomous Wi-Fi network (SSID) named “**VIA\_WIFI**”. The default password of this SSID is “**123456789**”.

You can change the default SSID to create your own one and select your preferred Wi-Fi channel for this network. You can also toggle the “On/Off” button to completely deactivate the built-in Wi-Fi module.

Here the Wi-Fi setup options available in this mode:

1. Setup your Wi-Fi module as a secondary Access Point (for guests) and “Enable Internet” for these users (if the primary LAN network is connected to the Internet).
2. Select “Standalone Wi-Fi” to create an autonomous network (without Internet access).
3. Once defined as required, click **Apply** before rebooting your device.



**Notes:**

- Install **VIA GO** in a way that all client devices are no farther than 5 meters from it, with no obstructions and minimum interferences.
- Prior to selecting a broadcast channel for your network, we recommend you use a Wi-Fi analyzer, to identify the cleanest channel available in your environment (to avoid congested channels). Different programs and applications are available (free or at reasonable cost) and your Sales Representative can recommend you some of these tools.
- When using the Wi-Fi as a secondary Access Point to the LAN one, make sure to deactivate the “standalone” check box and to connect your LAN cable to the RJ-45 connector of **VIA GO**. Your LAN network can be set to Static IP or DHCP, as per your preference.
- For your **VIA GO** to offer Internet access to your guests connected to the built-in AP, don't forget to check the “Enable Internet” box in the menu. The traffic over the TCP/IP Port 80 must be allowed on the main network. Refer to our “*IT Deployment Guide*” for more details about all port requirements.

When **VIA GO** is configured in AP mode, the “USB Creator” feature creates a profile that can be used by either PC or MAC laptops' users. This USB dongle can be connected to the user's laptop to automatically launch the VIA app, connecting it to **VIA GO**. The only thing to do is now to click **Present** from the VIA menu to start sharing a content on the main display.

To create this profile dongle, make sure that your unit is ALREADY configured to AP mode and is rebooted after applying the settings:

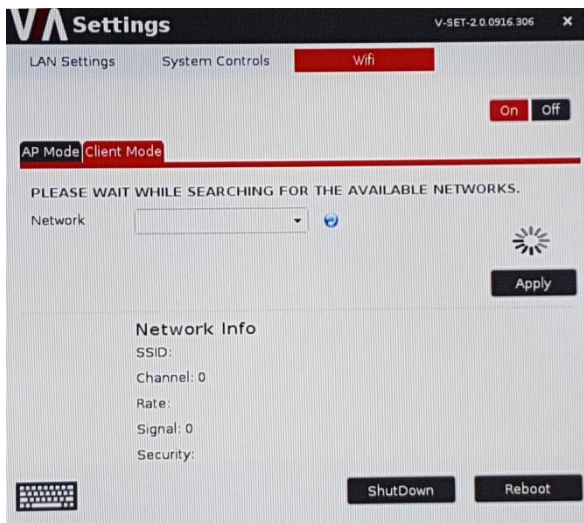
1. Plug in a USB drive  
**WARNING:** The plugged USB drive is formatted to the NTFS format.
2. Check the required box - Windows Client or Mac Client as per user's need.
3. Click **Create**. Once done, remove the USB from **VIA GO**.
4. Connect this USB to the user's PC/Mac and make sure that the Wi-Fi of this PC/Mac is turned ON: the user's laptop automatically joins the **VIA GO** access point Wi-Fi and launches the VIA application. Click **Present**.

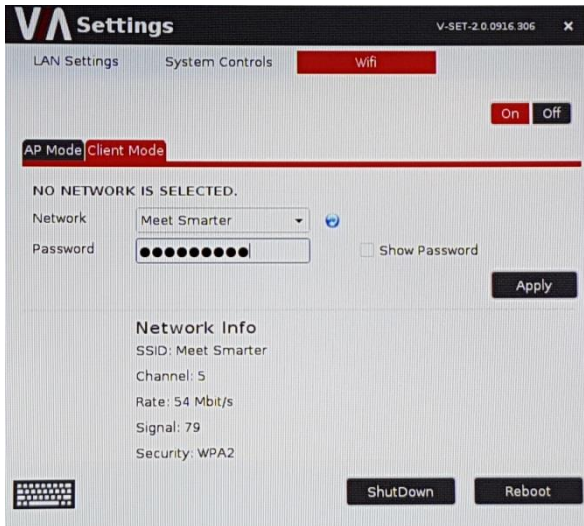
### 4.2.3.2 Client Mode

The same Wi-Fi module can alternatively be configured in client mode and offers 2.4GHz and 5GHz bands support, IEEE 802.11abgn, 802.11ac, 802.11i, 802.11h, 802.11w with WEP 64bit-128bit, AES-CCMP, TKIP, WPA, WPA2, WPA2 Enterprise 802.1X (EAP-TLS, PEAP, EAP-FAST), PAP, CHAP, TLS, MS-CHAP, MS-CHAPv2 security level (in Client mode).

To attach your **VIA GO** as a client device to your main network:

1. Browse for and select an available network.
2. Enter the required password.
3. Click **Apply**.
4. Disconnect the LAN cable (if connected).
5. Reboot your device.





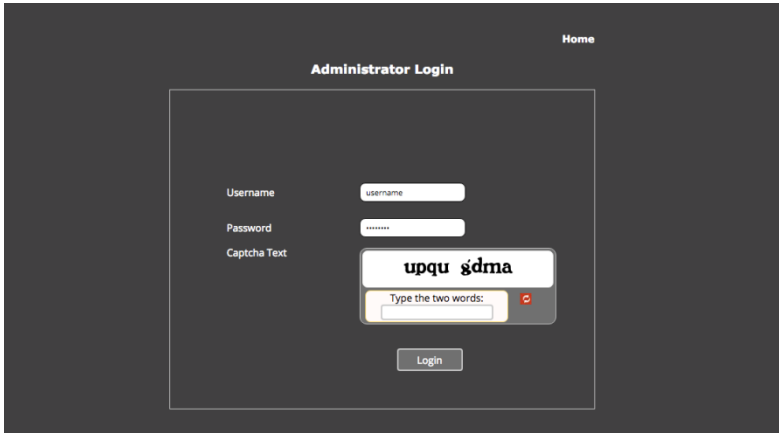
#### Notes:

- Your **VIA GO** unit cannot support simultaneously (today) the Wi-Fi Client mode along with the wired LAN mode. Only one of the 2 must be selected at a time.
- When leaving this client mode to switch to another network option, make sure to connect a LAN cable to the RJ-45 connector of your **VIA GO**.

### 4.3 Managing Settings from the VIA Web Management Interface

To manage settings using the Web browser:

- Open the Web browser and enter the IP address for your **VIA GO** unit.
- Enter user name “**su**” and password “**supass**”.



- Insert the exact presented text on Captcha field to Captcha text field and click **Login**.

**Note:** You can change the presented text by clicking the ‘Refresh’ button on the left. Click the VIA Management tab to access the Settings menu.

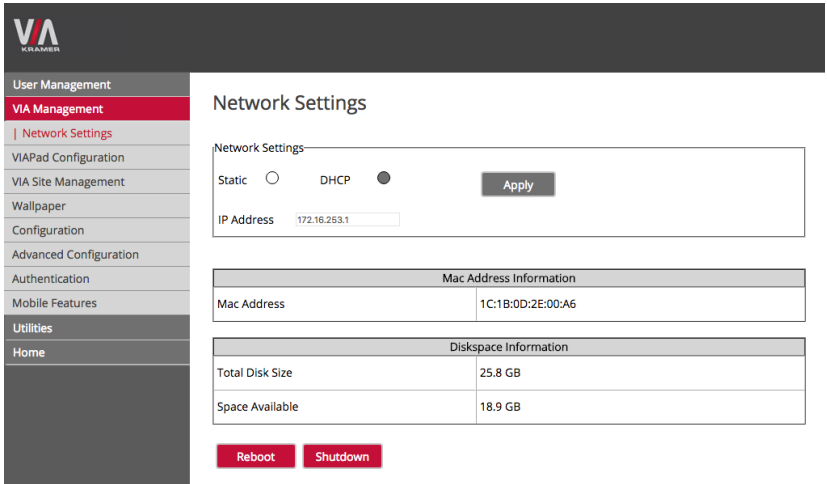
**Note:** You can create an additional user and get “Web administrator” credentials.

#### 4.3.1 Network Settings

Use LAN settings to change the IP address, DNS and default gateway of **VIA GO**. Apply Settings after finishing.

Alternatively, you can set the DHCP option as default to get an automatic IP address, for easy Plug and Play setup when connecting your **VIA GO** to the network.

Information about the Disk Space is found here, as well as the MAC address of the **VIA GO** device.



**Note:** Manage the WLAN preferences only from the unit settings, not from this Web interface.

### 4.3.2 VIA Pad Configuration

For entities using VIA Pad, the first required step is to configure GO to allow it to pair the VIA Pad devices.

**Note:** Your VIA Pad can properly function ONLY if your LAN Preferences are set to Static IP mode (not supporting DHCP mode). Make sure your network settings are configured in Static IP before configuring your VIA Pad.

Even if using the WLAN built-in module (in either AP or Client mode) for pairing your VIA Pad, the Static IP on the LAN must be selected.

#### VIA Pad Configuration

- **Guest mode:** Enable this mode in case you want the VIA Pad to act as a simple “Present / Stop Presenting” touch device. No client application shows on the user’s display.
- **VIA Pad overrides Room Code:** Enable this feature if you want the VIA Pad to bypass the need to type in the Room Code authentication.
- **Room Name:** Is automatically populated; it reflects the name of **VIA GO**.

## Wi-Fi Configuration

- **Auto Connect to Wi-Fi:** Enable this feature if you want the VIA Pad to connect automatically to the Wi-Fi network of the Meeting Room. You are prompted for the following details:
- **SSID:** Enter the name of the Wi-Fi network - Make sure that you write it EXACTLY as defined. (It is case sensitive!).
- **Authentication Mode:** Select the security used by your Wi-Fi access point among the pre-set options (WEP Open/ WEP Shared/ WPA Personal/ WPA2 Personal).
- **Encryption:** Select the type of encryption key used by your router.
- **Key:** Type the password required to join your network.

The screenshot displays the VIA Pad Configuration web interface. On the left is a navigation menu with options: User Management, VIA Management (highlighted), Network Settings, VIA Pad Configuration (highlighted), VIA Site Management, Wallpaper, Configuration, Advanced Configuration, Authentication, Mobile Features, Utilities, and Home. The main content area is titled 'VIAPad Configuration' and is divided into two sections: 'VIAPad Configuration' and 'Wifi Configuration'. The 'VIAPad Configuration' section includes fields for 'Guest' (checkbox), 'VIAPad will override Room Code' (checkbox with checkmark), and 'Room Name' (text input with value '172.16.253.1'). The 'Wifi Configuration' section includes fields for 'Auto Connect to WiFi' (checkbox with checkmark), 'SSID' (text input with value 'VIA\_WIFI'), 'Authentication Mode' (dropdown menu with 'WPA2 Personal' selected), 'Encryption' (dropdown menu with 'AES' selected), and 'Key' (password input field). An 'Apply Settings' button is located at the bottom right of the configuration area.

VIAPad Configuration	
Guest	<input type="checkbox"/> ?
VIAPad will override Room Code	<input checked="" type="checkbox"/> ?
Room Name	<input type="text" value="172.16.253.1"/>

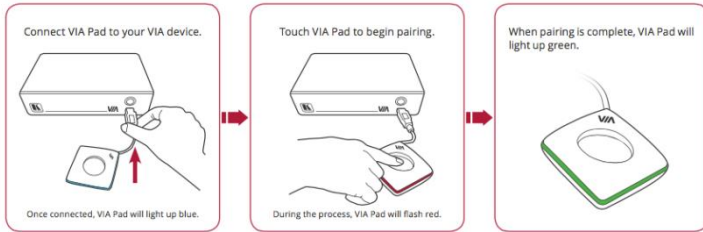
Wifi Configuration	
Auto Connect to WiFi	<input checked="" type="checkbox"/> ?
SSID	<input type="text" value="VIA_WIFI"/> ?
Authentication Mode	<input type="text" value="WPA2 Personal"/> ?
Encryption	<input type="text" value="AES"/> ?
Key	<input type="password" value="*****"/> ?

Apply Settings

- **Apply Settings** to save the configuration. There is no need to reboot your unit.



- **Pair your VIA Pad devices as shown below:**



### 4.3.3 Using VIA Site Management

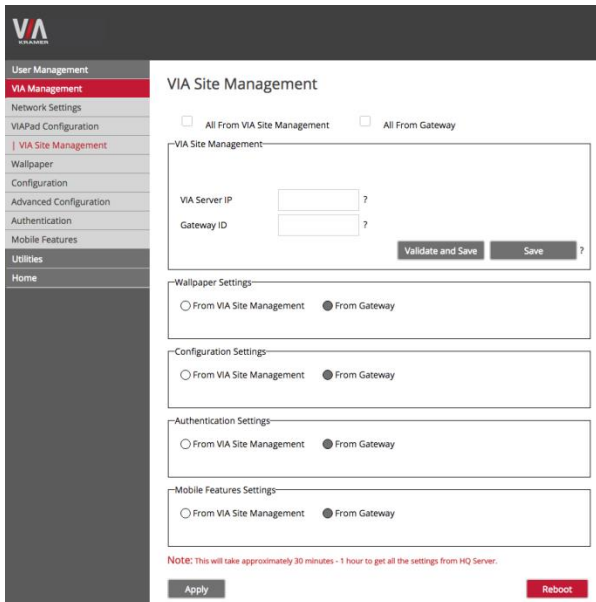
VIA Site Management Server (VSM Server) is an optional software application (subject to a separate pricing) that allows an administrator to monitor and make changes to all connected **VIA** gateways. The Web-based interface allows the administrator to:

- Add or modify an existing VIA Gateway (**VIA Collage/ Campus/ Connect PRO/ GO**).
- Push various settings like configuration, gateway features, client features, and so on to **VIA Collage/ Campus/ Connect PRO/ GO** units.
- Update **VIA Collage/ Campus/ Connect PRO/ GO** units from the central server when the updates become available.
- Manage the following statuses for all **VIA Collage/ Campus/ Connect PRO/ GO** units attached to the VSMS:
  - CPU usage.
  - HDD usage.
  - Off/on status.
  - Configuration and download status.
  - Version status.

The VSMS can automatically provide individual configuration to added gateways or the settings can be configured locally.

Some changes must be made to the gateway before it can be managed from a VIA Site Management Server.

1. Type the VIA Site Management Server IP.
2. Type a Gateway ID (a gateway ID can be a random number, as long as it is unique. It helps identify the **VIA Collage/ Campus/ Connect PRO/ GO** unit in question.)
3. Click **Validate and Save** for changes to take effect (VIA device can connect to the VSM while validating).
4. Click **Save** for changes to be saved with no validation in front of the VSM (Note: since validation is not immediate, any error entered at this stage, like duplication of ID, must be corrected manually at a later stage).
5. Choose the settings “From VIA Site Management” to download the setting from the VIA Site Management server or choose “From Gateway” to keep the local settings.
6. Click **Reboot** to restart the unit.



**VIA Site Management**

All From VIA Site Management     All From Gateway

VIA Site Management

VIA Server IP  ?

Gateway ID  ?

**Validate and Save**    **Save** ?

Wallpaper Settings

From VIA Site Management     From Gateway

Configuration Settings

From VIA Site Management     From Gateway

Authentication Settings

From VIA Site Management     From Gateway

Mobile Features Settings

From VIA Site Management     From Gateway

**NOTE:** This will take approximately 30 minutes - 1 hour to get all the settings from HQ Server.

**Apply**    **Reboot**

Contact your regional sales representative for more details about this solution.

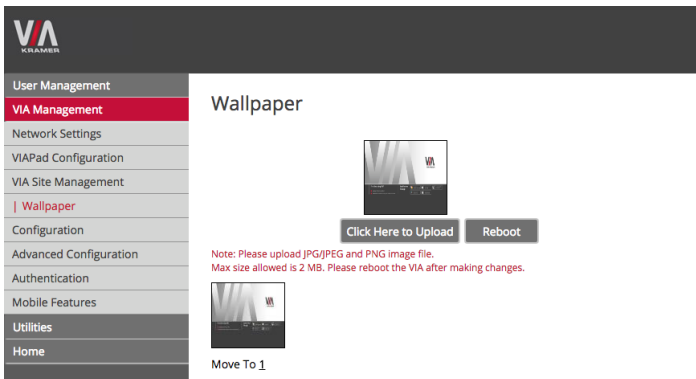
### 4.3.4 Wallpaper

This feature allows any corporation or institution to change the default screen to match their branding and in-room equipment usage instructions.

To change the wallpaper:

- Click **Upload Wallpaper**.
- Select Wallpaper (must be an image file - jpeg, png, bmp) from your system.
- All previously uploaded wallpapers are saved and shown as below. To select one of them, click **“Set”**. To delete one of them, click **“Delete”**.
- Click **Reboot**

The background image on **VIA GO** changes after rebooting.



### 4.3.5 Configuration

Configuration settings are:

- **Activate System Log** - Activates the logging of all system activity either by the client or the gateway to aid diagnosing a problem with **VIA GO**.
- **Activate Energy Saver Mode** - To allow your unit to enter into sleep mode after 15 minutes of inactivity.
- **Disable Always On Top - VIA Minimised icon on Gateway** - Hides the VIA menu icon from the right corner of the main display:



- **Do Not Disturb** - Do Not Disturb mode allows a user to present to the main display without any interruptions. Clicking the DND button prevents ALL interruptions.

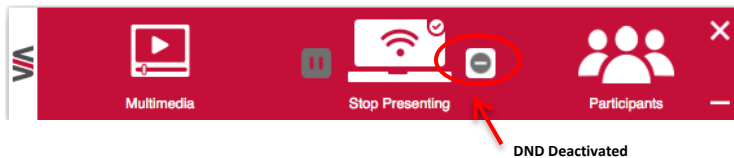
The user that clicked DND has full access to all features:



The other users can see a modified user interface that only allows access to the Participants' List. All other icons are grayed out:



The User who enabled DND must disable DND to allow other participants to regain full functionality.

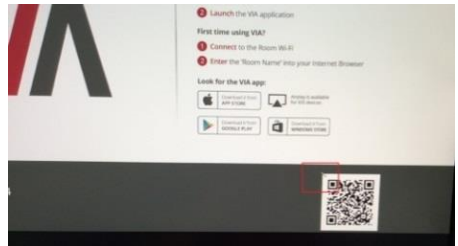


### QR Code Scanning

- Check "Enable QR code" and "Bypass room code" (if required) and click **Reboot**.
- Select "Keep QR code always on top" to allow the QR to be always visible on top of any content presented on main display.
- Select "Print QR Code" to get a hard copy of it for displaying it in the room.
- To relocate the QR code on the VIA main display, click and drag it with the mouse and drop it anywhere on the screen.



- To resize QR code, click and drag it from the code frame to any desired size:



## Room Code, Room Name Settings

- **Show Room Name on Wallpaper:** This displays the Room Name on the **VIA GO** home screen. By default, it displays the current IP address, but you can change it to a Domain Name System (DNS) name if local DNS services are supported by the network. To change the Room Name, enter the new address or DNS name, then click **Apply** and reboot **VIA GO**. To login any device to the **VIA GO** client, you must enter the same Room Name in the location field on your device.
- **Activate Room Code:** The Room Code is a security overlay feature that generates and updates a four-digit code. It appears on the lower right of the **VIA GO** home page. When activated, this code must be entered by any device before logging into **VIA GO**. You can also select the color to apply to this Code on main screen.
- **Always show on Wallpaper:** If the room code is activated, it always shows on the wallpaper below the room name, otherwise the room code only shows when logging into any client. Set here also the refresh time of the Room Code (30 minutes as default).

- **Show Date Time on Wallpaper | Date Time color:** Displays the date/time on the top right of the display. You can also select the color to apply to this Date & Time text on main screen.

### **iOS Mirror: Activate or Deactivate the iOS Mirroring Feature**

- When activated for the first time, the VIA's AirPlay device is named VIA\_AirMirror\_XXXX, where XXXX is a random combination of letters and numbers This is the name that appears when you look for AirPlay devices on your iOS device and it can be changed.
- Additionally, it defaults to allow 4 iOS devices to be mirrored to **VIA GO** simultaneously. This setting can also be changed. Once these setting changes are made, click **Apply**. Reboot **VIA GO** to allow the settings to take effect.

### **Auto Power Off Timing**

- Activate this feature to allow the unit to Auto Power Off at a selected time (note that it is a 24-hour clock).

### **Auto Reboot Timing**


- Activate this feature to allow the unit to reboot automatically at a selected time (note that it is a 24-hour clock).

### **Language**

- Select your preferred language for your VIA interface.

### **Date and Time Format for Web Interface**

- Select your preferred Date and Time format.


W

User Management

VIA Management

Network Settings

VIA Pad Configuration

VIA Site Management

Wallpaper

| Configuration

Advanced Configuration

Authentication

Mobile Features

Utilities

Home

## Configuration

Configuration

Activate System Log	<input type="checkbox"/>	?
Quick Client Access	<input checked="" type="checkbox"/>	?
Activate Energy Saver Mode	<input type="checkbox"/>	
VIA Minimized Menu Icon on Gateway - Always on Top	<input checked="" type="checkbox"/>	?
Do Not Disturb	<input type="checkbox"/>	?

---

QR Code

Enable QR code	<input checked="" type="checkbox"/>	?
By pass room code	<input checked="" type="checkbox"/>	?
Keep QR code always on top	<input type="checkbox"/>	

[Print QR Code](#)

---

Room Code, Room Name Settings

Show Room Name on wallpaper	<input type="text" value="172.16.253.1"/>	Room Name Color	<input type="color"/>	<a href="#" style="background-color: #333; color: white; padding: 2px 5px;">Apply</a>	<input checked="" type="checkbox"/>
Activate Room Code		Room Code Color	<input type="color"/>		<input checked="" type="checkbox"/>
Always show on wallpaper					<input checked="" type="checkbox"/>
Room Code Refresh Time(Minutes)	<input type="text" value="30"/>				
Show Date Time on wallpaper	<input type="text" value="Date Time Color"/>	<input type="color"/>			<input checked="" type="checkbox"/>
24 hours format					<input checked="" type="checkbox"/>

Note:Room Name/Code will be shown only if they are active

---

IOS Mirroring

Mirroring	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	?
Mirror Name	<input type="text" value="VIA_AirMirror_Hadas"/>		
Max # of Mirrored IOS Devices	<input type="text" value="1"/>		
<a href="#" style="background-color: #333; color: white; padding: 2px 5px;">Apply</a>			

---

Auto Power Off Timing

Activate	<input type="checkbox"/> ON	<input checked="" type="checkbox"/> OFF	?
Time of Day - Hours	<input type="text" value="00"/>	Minutes	<input type="text" value="00"/>

---

Auto Reboot Timing

Activate	<input type="checkbox"/> ON	<input checked="" type="checkbox"/> OFF	?
Time of Day - Hours	<input type="text" value="00"/>	Minutes	<input type="text" value="00"/>

---

Language

Select Language	<input type="text" value="English"/>
-----------------	--------------------------------------

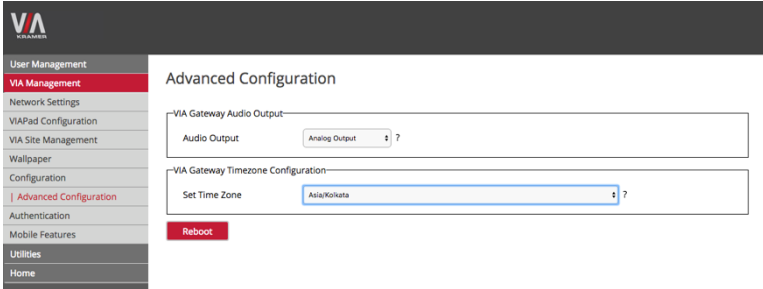
---

Date and Time Format for Web interface

Date Time Format	<input type="text" value="Y-m-d H:i:MM:SS"/>
------------------	--

### 4.3.6 Advanced Configuration

Select the audio output (HDMI embedded audio or Analog audio) and configure your TimeZone:

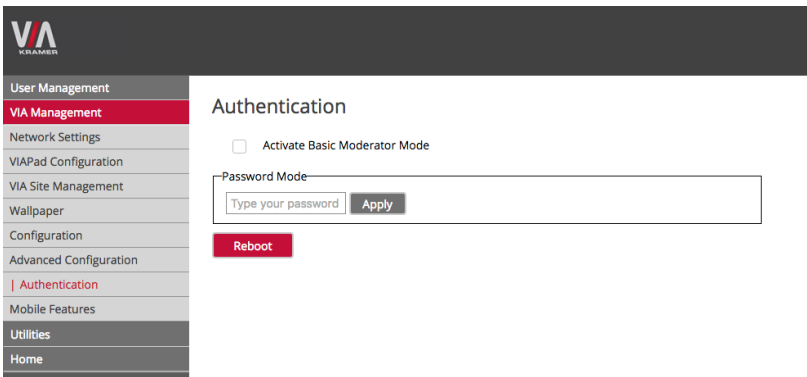


### 4.3.7 Authentication

In this section, you can activate Moderator mode. In this mode, a participant requires permission from the moderator to use the “Present” function on **VIA GO**.

To enable Presentation Mode:

- Select Activate Basic Moderator Mode.

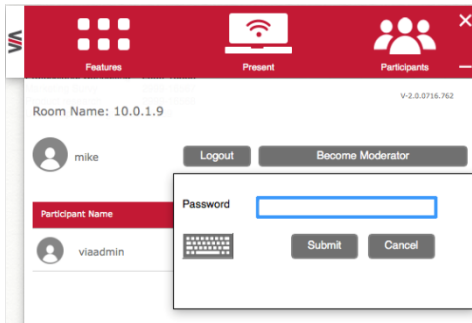


- The VIA unit asks the administrator to select a password that is used by the participants who are requesting to be moderators.
- Once a password is entered, click **Apply** and reboot VIA.

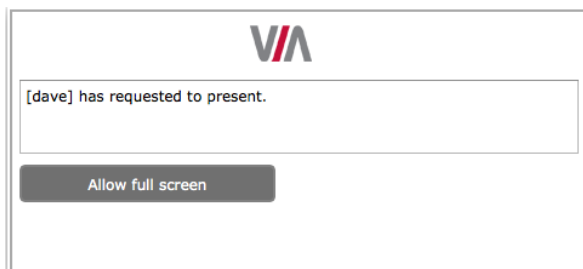
To login into the **VIA GO** client when basic moderator mode activates:



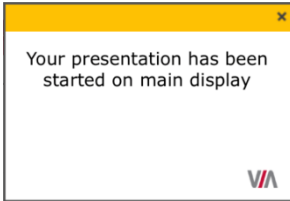
1. Open the **VIA GO** client and enter the location (IP address of the **VIA GO** gateway).
2. Enter the nickname. The Room Code field appears.
3. Enter the room code (if Room Code is active).
4. Click **Login** and go to Participants' screen.  
You can become now a moderator by selecting "Become Moderator" and entering the password.



5. In this mode, the moderator must approve any participant who clicks on "Present" to share content on the main screen. The moderator must click **Allow** to approve the request to start the participant's presentation on the collaboration display.



6. Once approved, the user gets the following message:



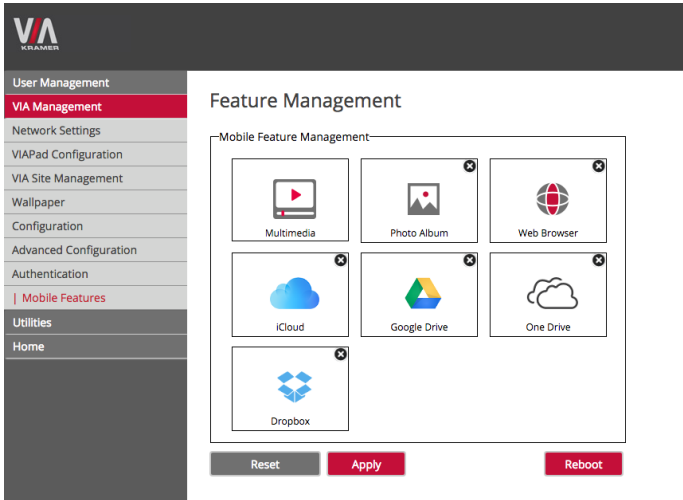
7. Click **Leave Moderation** anytime to stop moderating the session. Anyone else can now click **Become Moderator** and type in the password to access this privilege.

**Note:** The moderator can "Present" at any time without permission.

**Note:** There is an option to Activate/Deactivate the Chat by the moderator. Do this during a moderated session to restrain users from chatting.

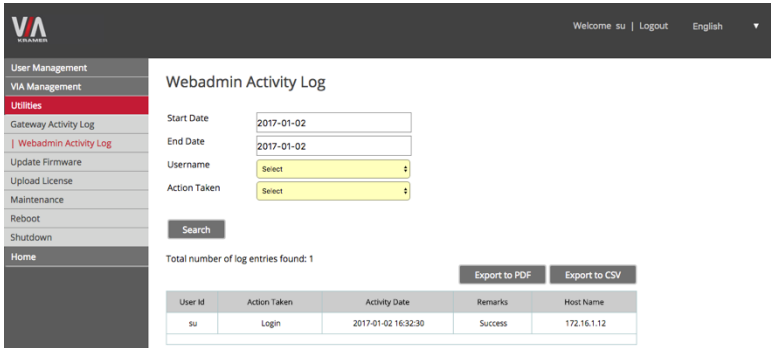
#### 4.3.8 Feature Management

- Manage the features available on the VIA Mobile application.
- Remove the features that you do not want to offer to the users.
- Click the ⊗ on the icon you want to hide.  
Note that any removed feature is just hidden and not deleted. The space allocated to this specific icon is left blank so you can manually reorganize the order of the icons by simply dragging them to your preferred scheduling.
- Make sure you click **Apply** and **Reboot** to apply these changes.



### 4.3.9 Using Gateway/Webadmin Activity Log

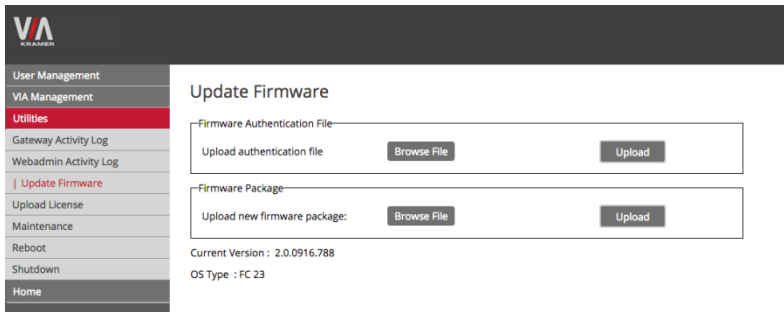
Activate and retrieve logs of your **VIA GO** unit on the Gateway and/or the Web interface. Export this data to a .csv file.



### 4.3.10 Update Firmware

Register your **VIA GO** unit to our VIA Registration Portal and get your authentication file. Refer to our “VIA Registration Procedure” document for details: [http://k.kramerav.com/downloads/manuals/via\\_registration\\_procedure\\_rev\\_2.pdf](http://k.kramerav.com/downloads/manuals/via_registration_procedure_rev_2.pdf).

To update **VIA GO**, ONLY use the .rpm file available for download from our technical support Web page: <http://www.kramerav.com/support/downloads.asp>.



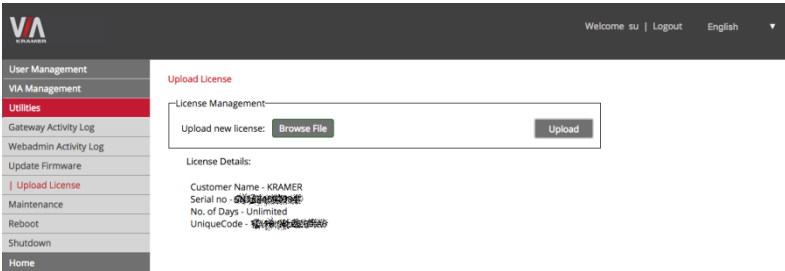
The screenshot shows the VIA GO web interface. On the left is a navigation menu with the following items: User Management, VIA Management, Utilities (highlighted in red), Gateway Activity Log, Webadmin Activity Log, Update Firmware (highlighted in red), Upload License, Maintenance, Reboot, Shutdown, and Home. The main content area is titled 'Update Firmware' and contains two file upload sections. The first section is 'Firmware Authentication File' with a text input field containing 'Upload authentication file', a 'Browse File' button, and an 'Upload' button. The second section is 'Firmware Package' with a text input field containing 'Upload new firmware package:', a 'Browse File' button, and an 'Upload' button. Below these sections, the current version is listed as '2.0.0916.788' and the OS type as 'FC 23'.

Upon completion of the process, reboot the unit.

**Note:** that the upload process and then the unit reboot may take a few minutes.

### 4.3.11 Upload License

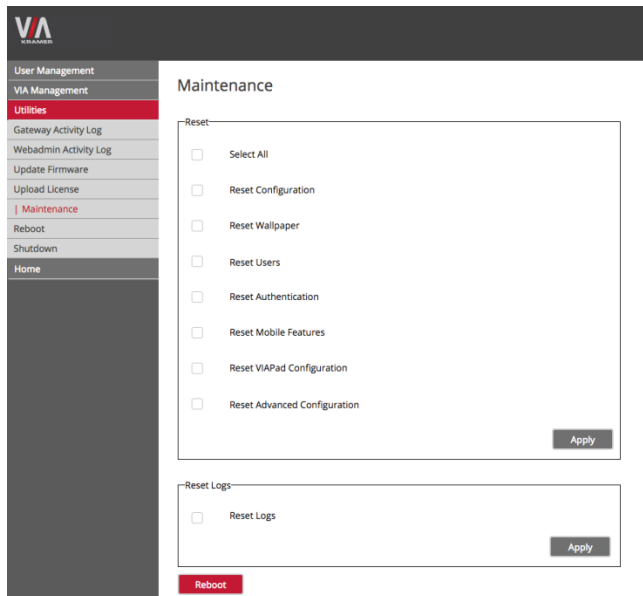
If you need to re-activate the VIA unit, upload the activation key on this page:



### 4.3.12 Maintenance

Click **Utilities** on the left menu and then select Maintenance.

Select the default configurations one-by-one to reset or click **select all** to reset to complete default factory settings.



## 4.4 User Experience

Following is a summary of **VIA GO** functions:



### Wireless Connection

Connect wirelessly with your own device



### Mobile Mirroring

Show any content from your iOS or Android device on the main display







### Full HD Video Streaming

Share uninterrupted full HD wireless video streaming (up to 1080p60) and photos

\* Supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode

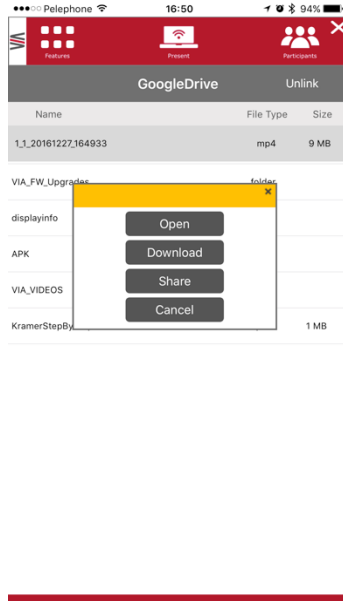
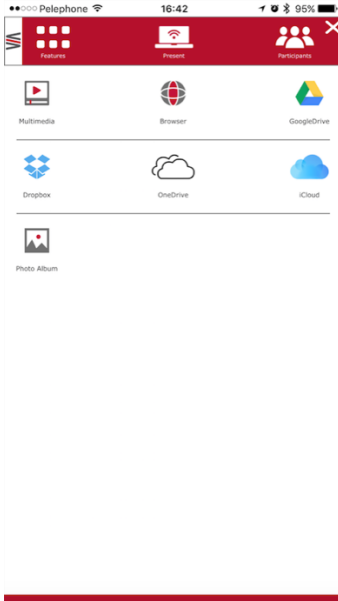
Presentation capabilities were enhanced with the addition of the popular cloud services to your VIA mobile application:

- Google Drive 
- DropBox 
- OneDrive 
- iCloud (for iOS users only) 

Link your cloud service (Google Drive, Dropbox, OneDrive or iCloud) account to your VIA application and enjoy full access to your online documents.

Select one file from your cloud service and either:

- Click **Open** to present it on main screen.
- Click **Download** to save it to your VIA Application Multimedia folder.
- Click **Share** to send it by email.



## 5 Technical Specifications

PORTS:	4 USB 3.0, 1 LAN on an RJ-45 connector
GRAPHIC OUTPUTS:	1 HDMI, 1 mini DisplayPort, support up to 1080p60 resolution
PROCESSOR:	Intel® Braswell CPU, Dual Core 1.04GHz
MAIN MEMORY:	4GB, high speed
STORAGE:	32GB, EMMC
LAN:	Gigabit LAN
AUDIO OUTPUT:	Analog or embedded HDMI, minimum impedance for headphones 32Ω
POWER SUPPLY:	45W power adapter (19V/2.37A)
INPUT VOLTAGE:	100V~220V AC, 50/60Hz, auto sensing
OPERATING TEMPERATURE:	0° to +40°C (32° to 104°F)
STORAGE TEMPERATURE:	-40° to +70°C (-40° to 158°F)
HUMIDITY:	10% to 90%, RHL non-condensing
DIMENSIONS:	11.70cm x 10.70cm x 3.00cm (4.61" x 4.21" x 1.18" ) W, D, H
NET WEIGHT:	0.5kg (1.1lbs) approx.
INCLUDED ACCESSORIES:	1x power cord, 1x Kramer mini DP to VGA adapter, VESA mounting bracket
Specifications are subject to change without notice at <a href="http://www.kramerav.com">www.kramerav.com</a>	



## LIMITED WARRANTY

The warranty obligations of Kramer Electronics for this product are limited to the terms set forth below:

### What is Covered

This limited warranty covers defects in materials and workmanship in this product.

### What is Not Covered

This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature. This limited warranty does not cover any damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorized tampering with this product, any repairs attempted by anyone unauthorized by Kramer Electronics to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product. This limited warranty does not cover cartons, equipment enclosures, cables or accessories used in conjunction with this product.

Without limiting any other exclusion herein, Kramer Electronics does not warrant that the product covered hereby, including, without limitation, the technology and/or integrated circuit(s) included in the product, will not become obsolete or that such items are or will remain compatible with any other product or technology with which the product may be used.

### How Long Does this Coverage Last

As of this printing, three years for hardware and one year for software updates. Please check our Web site for the most current and accurate warranty information.

### Who is Covered

Only the original purchaser of this product is covered under this limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of this product.

### What Kramer Electronics will do

Kramer Electronics will, at its sole option, provide one of the following three remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty:

1. Elect to repair or facilitate the repair of any defective parts within a reasonable period of time, free of any charge for the necessary parts and labor to complete the repair and restore this product to its proper operating condition. Kramer Electronics will also pay the shipping costs necessary to return this product once the repair is complete.
2. Replace this product with a direct replacement or with a similar product deemed by Kramer Electronics to perform substantially the same function as the original product.
3. Issue a refund of the original purchase price less depreciation to be determined based on the age of the product at the time remedy is sought under this limited warranty.

### What Kramer Electronics will not do Under This Limited Warranty

If this product is returned to Kramer Electronics or the authorized dealer from which it was purchased or any other party authorized to repair Kramer Electronics products, this product must be insured during shipment, with the insurance and shipping charges prepaid by you. If this product is returned uninsured, you assume all risks of loss or damage during shipment. Kramer Electronics will not be responsible for any costs related to the removal or re-installation of this product from or into any installation. Kramer Electronics will not be responsible for any costs related to any setting up this product, any adjustment of user controls or any programming required for a specific installation of this product.

### How to Obtain a Remedy under this Limited Warranty

To obtain a remedy under this limited warranty, you must contact either the authorized Kramer Electronics reseller from whom you purchased this product or the Kramer Electronics office nearest you. For a list of authorized Kramer Electronics resellers and/or Kramer Electronics authorized service providers, please visit our web site at [www.kramerelectronics.com](http://www.kramerelectronics.com) or contact the Kramer Electronics office nearest you.

In order to pursue any remedy under this limited warranty, you must possess an original, dated receipt as proof of purchase from an authorized Kramer Electronics reseller. If this product is returned under this limited warranty, a return authorization number, obtained from Kramer Electronics, will be required. You may also be directed to an authorized reseller or a person authorized by Kramer Electronics to repair the product.

If it is decided that this product should be returned directly to Kramer Electronics, this product should be properly packed, preferably in the original carton, for shipping. Cartons not bearing a return authorization number will be refused.

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P/N: 2900-300637



Rev: 1



## SAFETY WARNING

Disconnect the unit from the power supply before opening and servicing

For the latest information on our products and a list of Kramer distributors, visit our Web site to find updates to this user manual.

We welcome your questions, comments, and feedback.

[www.kramerAV.com](http://www.kramerAV.com)  
[info@kramerel.com](mailto:info@kramerel.com)