VIDEO DISPLAY CONTROLLER
VIEWSPAN®

veracity

Quickstart **GUIDE**
VIEWSPAN **One**®

VIDEO DISPLAY CONTROLLER

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Quickstart GUIDE

Thank you for purchasing this video display appliance.
The aim of this document is to quickly guide you
through the process of initial installation and setup
of the unit.

For detailed instructions, please consult the
VIEWSPAN® 'Help' Page on the **Appliance
Web Portal (AWP).**

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Regulatory Compliance Statements
For EMC compliance, use good quality
shielded cables or adaptors for connection
from the appliance to the display device.

Safety

CAUTION: The unit will be powered on upon connecting a valid power supply source. Please make sure to properly shut down the device's operating system prior to removing power.

1. The openings on the enclosure are for air convection to protect the equipment from overheating. DO NOT COVER OPENINGS.

2. Ensure the voltage of the power source is correct before connecting the power supply to the power outlet.

3. Route the power cable to avoid damage or creation of a trip hazard. Do not place anything on top of the power cable. Use the power supply which has been supplied with the product.

4. **WARNING:** Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel. Note: **Opening the equipment case will void the warranty.**

5. The appliance should be installed by qualified personnel only (persons having the appropriate technical training and experience necessary for product installation).

6. The unit can be installed on a desktop or ceiling or with a VESA wall mount bracket. The unit can be installed HORIZONTALLY or VERTICALLY.

7. Please refer to the user manual for further information.

8. If the device is used horizontally do not remove feet. This will maintain the airflow and protect the unit.
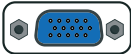
Hardware

What's included in the box |

| Appliance
| DC Power Supply with Country Specific Cable
| Quickstart Guide
| POE Splitter
| Mounting Bracket

Note: When unpacking, inspect the shipment box and appliance to identify any possible damage due to shipping. Make sure all items have been delivered and that no items are missing. Contact your representative should you find any damage or defects.

Note: The product serial number is on the product label, this number helps the support team identify your device. The serial number can also be obtained through the web portal.

Port Guide

	VGA (Blue)
	HDMI
	Gigabit Ethernet/LAN
	USB 3.0 (Blue)
	USB 2.0 (Black)
	Audio (MIC & SPK)
	12V DC Input

Installation

PHYSICAL

The VIEWSPAN One® is a stand alone unit with a separate power supply. It is supplied with a POE splitter to use POE as an alternative power source.

The appliance comes with a mounting bracket and can be desktop mounted, wall-mounted, ceiling-mounted, mounted on a monitor or installed on a rack shelf.

IMPORTANT

When installing the appliance, position the unit to allow for cable clearance at the front and rear of the unit.

Make sure that there is ample clearance around the appliance to provide sufficient airflow.

CABLE LENGTHS

Workable cable lengths depend on the quality of the cables used as part of your video wall installation.

Cable Type	Resolution	Maximum Length
HDMI (output)	Up to 1080p60	10m (33ft)

Setup

When installing the equipment, please make sure that cables are installed ensuring they do not create a trip hazard. Cables connected to the equipment must not be subject to any mechanical strain.

Step 1 | Connect Network

Connect the Ethernet cable to one of the LAN ports on the appliance and connect to the video source network switch.

Step 2 | Connect Monitor/Display Device

Connect the HDMI output to the monitor or display device, using an HDMI cable.

If you encounter any issues with displays try the following:

| Power Cycle Monitor
| Try Disconnecting and Reconnecting Cable
| Restart System
| Try a Shorter Cable

IMPORTANT: It is highly recommended that you disable any **'Power-saving'** features that your monitor has via the monitor settings menu to avoid any display issues.

Step 3 | Connect Power and Boot Appliance

Connect the DC power connector on the appliance. Power on the unit by pressing the power button, the LED will illuminate to show the appliance is powered.

Or connect the POE Splitter that is provided to the LAN Port and the DC IN and connect the LAN on the other end of the Splitter to a POE network switch or POE source. VIEWSPAN One is powered by IEEE Standard 802.3at POE.

Step 4 | Setup and Access

The **Appliance Web Portal** (AWP) will automatically open at the 'Help & Setup' page on each successive boot until the first layout is opened.

Use this functionality to take note of the appliance IP address and Port displayed in its navigation bar.

The device uses DHCP by default. If your network supports DHCP, the appliance will now be accessible on the network.

IMPORTANT: Static IP Address Networks

When connecting to a network that does not support DHCP, a static IP address will be assigned to the appliance. The recommended and formal method to set a static IP address is to connect the appliance directly to an intermediate local machine using a local Ethernet cable outside the static corporate network. Using the local machine, change its IPV4 subnet to 255.255.0.0 and gain access to the automatically assigned appliance address and its remote Appliance Web Portal (AWP). Remotely connect to the 'AWP/Settings/Network Settings' to set the desired static IP address before disconnecting and using it on the corporate network.

The appliance hostname is the appliance serial number.

Using a client PC on the same network, enter the AWP IP address and Port into a supported modern web browser navigation bar. A typical AWP address format example: http://127.0.0.1:9001

Note: Try ports 9002 and 9003 etc, if the AWP does not load.

The browser will load the AWP login page when login is enabled.
If disabled (by default), user login can be enabled on the 'Settings/Global Settings' page.

Username: **video**

Password: **p@ssw0rd**

The 'Users' link in the top right-hand side of the AWP allows changes to the default username, password and user rights configuration.

For further details, information, setup, and guides, see 'Getting Started' on the AWP 'Help' page.

Step 5 | AWP Configuration

The appliance has a built-in web portal which allows the unit to be monitored and configured remotely without the need for a keyboard and mouse being attached locally.

The Application Web Portal (AWP) allows the following functions:

| Create and Load Layout Files

| Manage Display Settings - Arrangement Display Layout and Set Display Resolutions

| Manage Appliance Network Settings

| Add Video Network Sources i.e. NVR/VMS server credential settings

| Update Appliance Firmware

| Restart and Shutdown Appliance

| Manage Digital Signage Applications

Step 6 | Continue Configuration

The VIEWSPAN configuration and control can now be continued via the AWP. Use the **'Help'** page and follow the steps provided.

Notes |

Please make notes here that are specific to your own application.

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