

VIDEO DISPLAY CONTROLLER
VIEWSPAN[®]



Quickstart **GUIDE**

VIEWSPAN Plus 6, 9 and 12



Quickstart **GUIDE**

Thank you for purchasing this video display controller. This document aims to guide you quickly through the process of initial installation and setup of the system.

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

Version 1.1 2023

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 shutdown the device's operating system prior to removing power.

- 1. WARNING:** VIEWSPAN Plus units MUST BE EARTHED. The appliance uses a three-wire earthed power system. The input power connector is equipped with a third pin which is to earth the unit and prevent electric shock. You must use a 3-pin IEC C13 power cable and install the appliance safely. Please place this equipment on a stable surface or properly mount it into a standard 19" equipment rack. Please handle the unit carefully and avoid all unnecessary physical shock or impact which may damage the unit and invalidate the warranty.
- 2.** The openings on the enclosure are for air convection to protect the equipment from overheating. DO NOT COVER OPENINGS.
- 3.** Ensure the voltage of the power source is correct before connecting the equipment to the power outlet.
- 4.** 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 cable that has been supplied with the product.
- 5. 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.
- 6.** The appliance should be installed by qualified personnel only (persons having the appropriate technical training and experience necessary for product installation).
- 7.** The unit can be installed in a fixed (rackmount) or desktop configuration. The unit must always be installed HORIZONTALLY. Installation in a rack is preferable.
- 8.** The unit is always recommended to be installed in a rack cabinet, using the rackmount rails provided. The unit should be secured to the cabinet using the mounting points in the rackmount ears.

Hardware

What's included in the box |

- | Appliance | VIEWSPAN Plus 6, or VIEWSPAN Plus 9 or VIEWSPAN Plus 12
- | Rackmount Rails
- | Country Specific Power Cables x 2
- | Quickstart Guide

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



HDMI



DisplayPort



Mini DisplayPort with
Latching Connector



USB-C 20GB



Ethernet/LAN (1Gbit, 10Gbit)



USB 3.2 (Blue) 5GB



USB 3.2 (Pink) 10GB



Mic In (Pink)



Line Out (Green)



Line Out (Green)

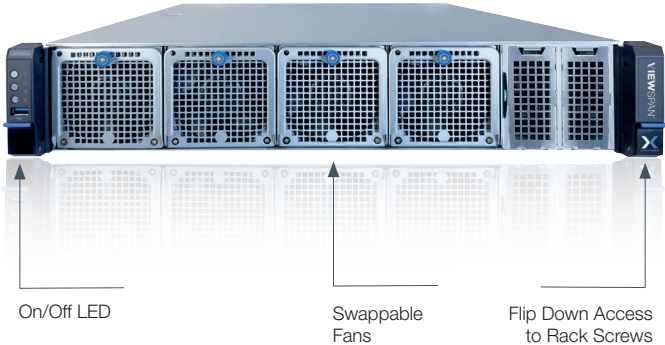


AC Input (C13)

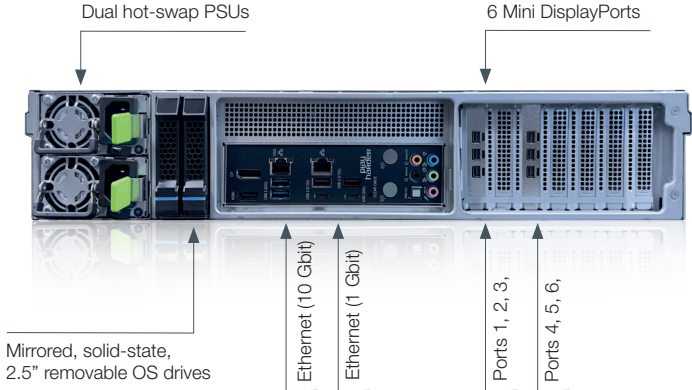
Know Your Appliance

VIEWSPAN Plus 6

Front of Device



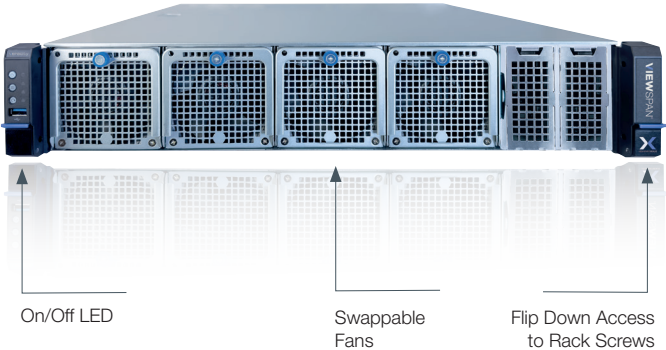
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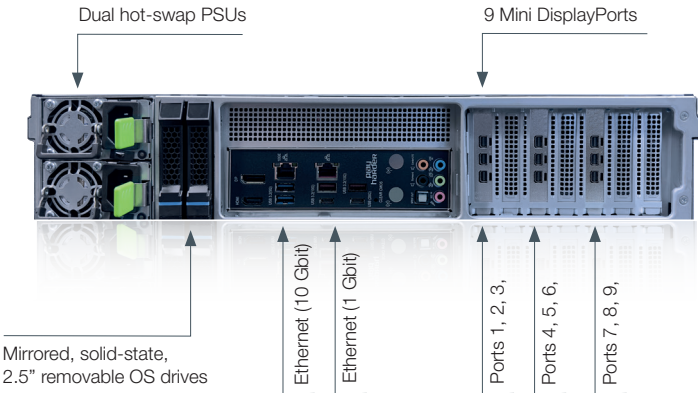
Know Your Appliance

VIEWSPAN Plus 9

Front of Device



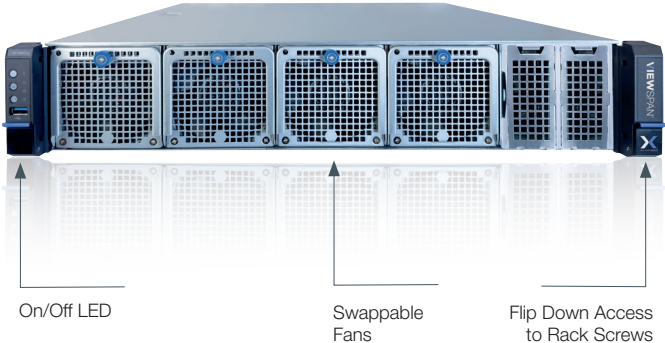
Back of Device



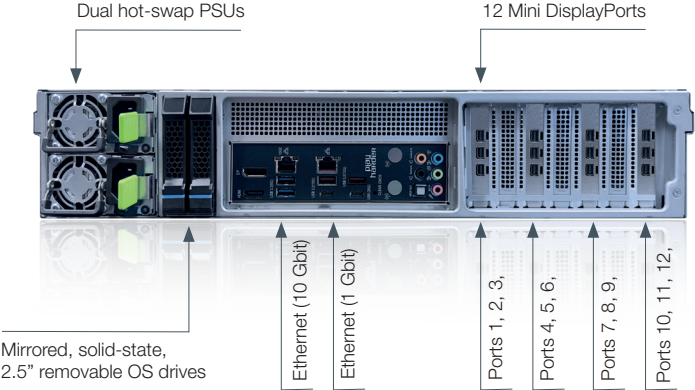
Know Your Appliance

VIEWSPAN Plus 12

Front of Device



Back of Device



Installation

PHYSICAL

VIEWSPAN Plus® 6, 9 and 12 are 2U rackmountable systems.

The appliance should be installed in a standard 19" rack enclosure. Use the enclosure mounting tabs to secure the unit within the rack. Supporting rails provided ensure a more stable installation.

Standard IEC C13 cables are provided to power the appliance.

IMPORTANT

When installing the appliance, position the unit to allow for cable clearance at the 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.

Port Type	Resolution	Maximum Length
DisplayPort (output)	Up to 1080p60	15m - 20m (49ft - 66ft)
DisplayPort (output)	Up to 4k60	10m (33ft)
	Optical cable can achieve greater distances.	

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 an Ethernet cable to one of the LAN ports on the appliance and connect to the video source switch. Note that the LAN ports can operate at 1Gbit or 10Gbit.

Step 2 | Connect Monitors/Display Devices

Connect the cables to the graphic outputs using mini DisplayPort connectors. Connect the outputs, starting from left to right, looking at the rear of the unit to the monitors. On the rear panel, the mini DisplayPorts are numbered from the bottom to the top, running from left to right. Connecting the monitors in precisely the correct order is not essential as the 'AWP/Settings/Display Settings' offers this functionality via a software drag and drop feature to give you maximum flexibility.

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: IMPORTANT: When connecting the appliance to monitors via DisplayPort it is highly recommended that you disable any **'Power-Saving'** features your monitors have via the monitor settings menu to avoid any display issues.

Step 3 | Connect Power and Boot Appliance

Connect the C13 power cables to the rear AC input connector on the appliance and mains socket. Power on the unit by pressing the front panel power button. The LED will illuminate to show the appliance is powered.

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, Set Number of Displays 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

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 | VIEWSPAN

Please use these pages for your own notes.

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