

## USER MANUAL

### **MODEL:**

**VIA Connect PRO**

**Wireless Presentation and Collaboration  
Solution**

**(For Firmware Version 2.4)**



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# Introduction

Welcome to Kramer Electronics! Since 1981, Kramer Electronics has been providing a world of unique, creative, and affordable solutions to the vast range of problems that confront the video, audio, presentation, and broadcasting professional on a daily basis. In recent years, we have redesigned and upgraded most of our line, making the best even better!

Our 20,000-plus different models now appear in 15 groups that are clearly defined by function: GROUP 1: Distribution Amplifiers; GROUP 2: Switchers and Routers; GROUP 3: Control Systems; GROUP 4: Format & Standards Converters; GROUP 5: Range Extenders & Repeaters; GROUP 6: Specialty AV Products; GROUP 7: Scalers; GROUP 8: Cables and Connectors; GROUP 9: Room Connectivity; GROUP 10: Mounting and Rack Adapters; GROUP 11: Sierra Video; GROUP 12: Digital Signage; GROUP 13: Audio; GROUP 14: Collaboration; and GROUP 15: KM & KVM Switches.

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## Getting Started

We recommend that you:

- Unpack the equipment carefully and save the original box and packaging materials for possible future shipment.
- Review the contents of this user manual.



Go to [www.kramerav.com/downloads/VIA\\_Connect\\_PRO](http://www.kramerav.com/downloads/VIA_Connect_PRO) to check for up-to-date user manuals, application programs, and to check if firmware upgrades are available (where appropriate).

## Achieving the Best Performance

- Use only good quality connection cables (we recommend Kramer high-performance, high-resolution cables) to avoid interference, deterioration in signal quality due to poor matching, and elevated noise levels (often associated with low quality cables).
- Do not secure the cables in tight bundles or roll the slack into tight coils.
- Avoid interference from neighboring electrical appliances that may adversely influence signal quality.
- Position your Kramer **VIA Connect PRO** away from moisture, excessive sunlight and dust.



This equipment is to be used only inside a building. It may only be connected to other equipment that is installed inside a building.

## Safety Instructions



- Caution:** There are no operator serviceable parts inside the unit
- Warning:** Use only the Kramer Electronics power supply that is provided with the unit
- Warning:** Disconnect the power and unplug the unit from the wall before installing

## Recycling Kramer Products

The Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC aims to reduce the amount of WEEE sent for disposal to landfill or incineration by requiring it to be collected and recycled. To comply with the WEEE Directive, Kramer Electronics has made arrangements with the European Advanced Recycling Network (EARN) and will cover any costs of treatment, recycling and recovery of waste Kramer Electronics branded equipment on arrival at the EARN facility. For details of Kramer's recycling arrangements in your particular country go to our recycling pages at [www.kramerav.com/support/recycling](http://www.kramerav.com/support/recycling).

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## Overview

Congratulations on purchasing your Kramer **VIA Connect PRO Wireless Presentation and Collaboration Solution**. **VIA Connect PRO** is a wireless collaboration and presentation solution that makes sharing and presenting in meetings easier. With any laptop or mobile device, users can view, edit and comment on documents in real time, share files and chat with individuals or multiple participants simultaneously. The solution can show up to four screens on the main display. From any laptop or mobile device, students, teachers or any in-room meeting participant can view the main display, edit documents together in real time, share any size file, turn the main display into a digital whiteboard, and more. The solution features iOS mirroring for MacBook, iPad, iPhone, and Android mirroring (Lollipop OS 5.0 or newer).

**VIA Connect PRO** is ideal for huddle rooms, offering the best price-performance in the market.

## Key Features

- 60fps Streaming Multimedia – Share HD wireless video streaming (using the VIA app Multimedia feature).
- Wireless Connection for up to 254 Devices – Utilizing Compatible External Wireless Network.
- iOS and Android Mirroring.
- Wireless Device Connectivity – No dongle needed.
- DHCP Support.
- Graphic Output Formats – Outputs to either an HDMI or Mini DisplayPort display.



Note: Does not support graphic output to both the HDMI and Mini Display Port simultaneously.

- Cloud-Based File Sharing – Drag and drop files to the internal VIA cloud storage (30GB).

- Whiteboard Support.
- Control – Give a participant control over a presenter's PC for true collaboration.
- Chat – Send an instant message to another user.
- iCloud, OneDrive, Google Drive and Dropbox Integration.
- Seamless Integration with VIA Site Management (VSM) Software & the VIA Pad.
- Multilingual Support – Experience VIA in your language.

## Typical Applications

VIA Connect PRO is ideal for the following typical applications:

- Boardrooms
- Conference rooms
- Presentation rooms
- Collaboration areas
- Classrooms and training rooms

## Supported Devices

The following user devices are supported by the **VIA Connect PRO Wireless Presentation and Collaboration Solution**:

- Windows 7/8/10® (32-bit/64-bit) computer
- Macintosh® computer, using OSX 10. 8. x or newer
- Chromebook
- iPad/iPhone® tablet/smartphone (iPad 2 or later, iOS 9 or later)



When using the Airplay service, no Kramer VIA application is needed. However, we recommend using iOS11 or Sierra OS X for a better experience.

- Android® OS 5. x tablet/smartphone



The minimum system requirement for using the **Kramer VIA** mirroring feature for an Android device is Android 5. 1.

# Defining VIA Connect PRO Wireless Presentation and Collaboration Solution

This section defines VIA Connect PRO.

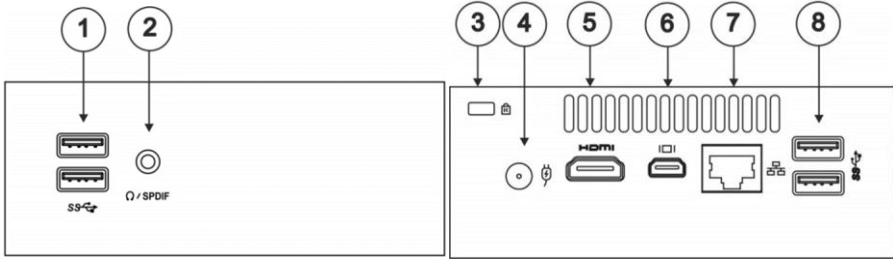


Figure 1: VIA Connect PRO Wireless Presentation and Collaboration Solution

#	Feature	Function
①	USB 3.0 Connectors	Connect to up to two USB devices.
②	Audio Output 3.5mm Mini Jack	Connect to earphones or powered speakers.
③	Security Slot	Connect to a security lock cable.
④	Power Connector	Connect to the 19V DC power adapter.
⑤	HDMI OUT Connector	Connect to an HDMI acceptor.
⑥	Mini DisplayPort Connector	Connect to a Mini DisplayPort acceptor.
⑦	LAN RJ-45 Connector	Connect to a LAN network or to a wireless router.
⑧	USB 3.0 Connectors	Connect to up to two USB devices.

# For Installer: Installing in a Rack

This section provides instructions for rack mounting **VIA Connect PRO**. Before installing in a rack, verify that the environment is within the recommended range:

- Operation 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.



**When installing in a 19" rack, avoid hazards by taking care that:**

It is located within recommended environmental conditions. Operating ambient temperature of a closed or multi-unit rack assembly may exceed ambient room temperature.

Once rack mounted, there is enough air flow around **VIA Connect PRO**.

**VIA Connect PRO** is placed upright in the correct horizontal position.

**To rack-mount VIA Connect PRO:**

- Use the optional **RK-CONNECT-PRO** rack adapter; see the RK-CONNECT-PRO Quick Start guide for installation instructions, available at: [www.kramerav.com/downloads/VIA Connect PRO](http://www.kramerav.com/downloads/VIA_Connect_PRO)

**You can also install VIA Connect PRO using one of the following methods:**

- Install the mounting plate on a wall with the 4 screws, insert the 2 hand-tightened screws into the bottom of the device, and mount the device on the mounting plate using the 2 screws.
- Place the device on a flat surface.

# For Installer: Connecting VIA Connect PRO

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

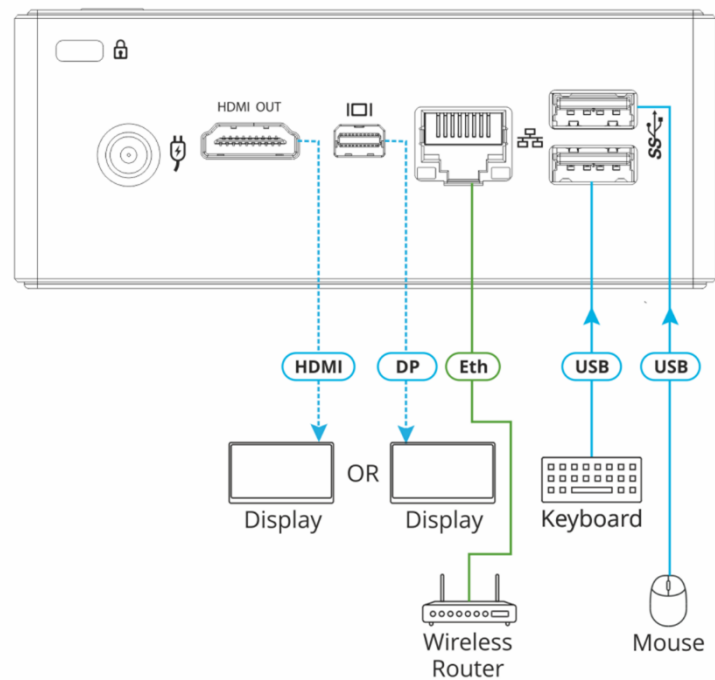


Figure 2: Connecting to the **VIA Connect PRO** Rear Panel

To connect **VIA Connect PRO** as illustrated in [Figure 2](#):

1. Connect the keyboard and mouse to the USB 3.0 Connectors (8) on the back panel.
2. Connect one of the following to be used as the main display for the meeting (see [Connecting Main Display](#) on page 7) :
  - HDMI display to the *HDMI OUT* Connector (5)
  - DisplayPort display to the Mini DisplayPort Connector (6)

**i** Only one display can be connected at a time.

3. Connect one of the following to the LAN RJ-45 Connector (7) using a LAN (Local Area Network) cable:
  - Your local network
  - A wireless router for connecting to **VIA Connect PRO** with Wi-Fi

**i** For full functionality, **VIA Connect PRO** must be connected to a local area network (LAN). The default IP setting is DHCP that assigns an automatic IP address to your unit. This enables easy Plug and Play setup when connecting your **VIA Connect PRO** to the network. To assign a static IP address, (see [Changing LAN Settings](#) on page 62).



4. Connect the 19V DC power adapter to the *Power Connector* ④ and plug it into the mains electricity.



Do not turn the device on before connecting the LAN port to the network.

5. Connect via Wi-Fi with any of the following types of devices:



To enable participation in a collaborative session (send and receive content), all participant devices (PCs/ MACs/ smartphones/tablets) must be connected to the same network (LAN - wired/wireless) as the **VIA Connect PRO**.

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



When using the Airplay service, no application is needed. However, we recommend using iOS 11 or Sierra OS X for a better experience.

- An Android® OS 4. 4. x tablet/smartphone with the VIA app installed.



For using the Android mirroring feature, a device equipped with Android 5. 1 minimum is required.

6. Connect a USB device one of to the *USB 3.0 Connectors* ① on the front panel.
7. Connect headphones or a powered speaker to the *Audio Output 3. 5mm Mini Jack* ② on the front panel.



The *USB 3.0 Connectors* ① and *Audio Output 3. 5mm Mini Jack* ② are not shown in [Figure 2](#).

---

## Connecting Main Display

The main display is the display screen connected directly to **VIA Connect PRO**. When **VIA Connect PRO** is booted up, the VIA gateway screen appears on the main display. All collaboration activity is then displayed here. **VIA Connect PRO** enables connecting one of the following types of displays:

- HDMI – The *HDMI OUT Connector* ⑤ connects to any compatible projection or direct-view display, such as an LCD monitor. This connection can be routed and switched.
- DisplayPort – The Mini DisplayPort Connector ⑥ connects to a DisplayPort display or to a VGA display by means of a mini DP to VGA adapter cable.

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

# For Web Administrator: Configuring Settings – Embedded Web Pages

VIA Connect PRO enables users with Web Administrator access to configure settings for your VIA Connect PRO unit.

VIA Connect PRO enables you to do the following:

- [Logging in to Embedded Web Pages](#) on page [9](#).
- [Configuring VIA Gateway Settings](#) on page [10](#).
- [Managing Network Settings](#) on page [21](#).
- [Managing User Access](#) on page [23](#).
- [Managing VIA Features](#) on page [30](#).
- [Customizing Main Display Look and Feel](#) on page [39](#).
- [Maintaining Your VIA Unit](#) on page [46](#).
- [Configuring Digital Signage](#) on page [51](#).

## Logging in to Embedded Web Pages

The embedded web pages enable you to configure your **VIA Connect PRO** unit. The embedded web pages are accessed from any computer through the internet or your local network.

To log in the **VIA Connect PRO** embedded web pages:

1. Open a Web browser and go to the IP address for your **VIA Connect PRO** unit. The embedded web pages Welcome page appears.

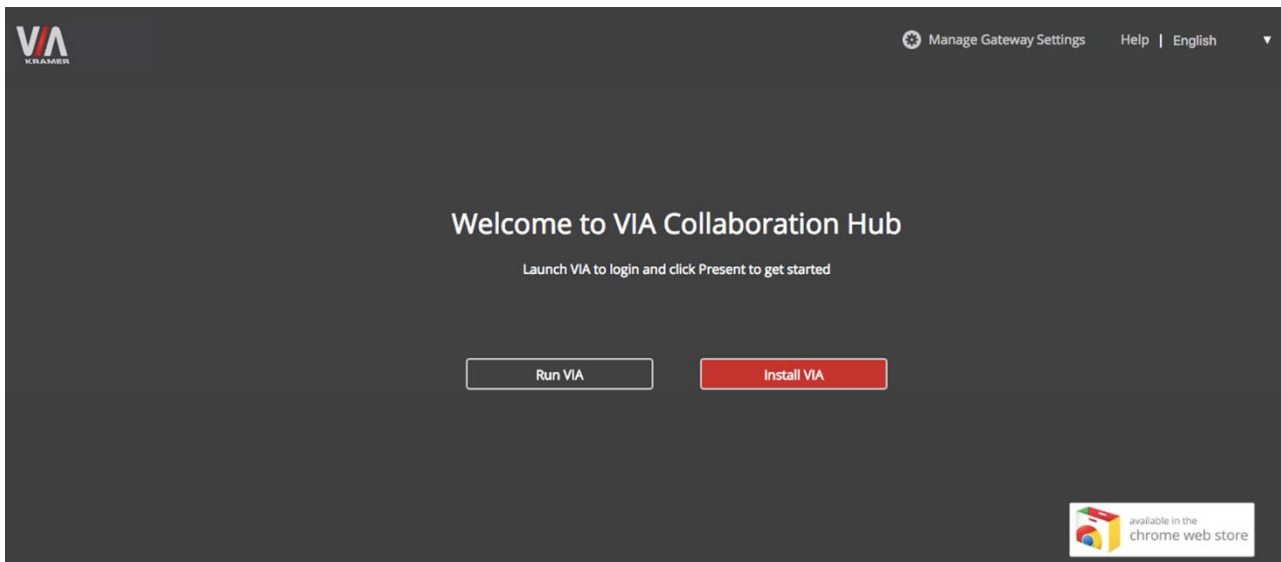


Figure 3: Embedded Web Pages Welcome Page

2. Click **Manage Gateway Settings** in the upper right corner. The Administrator Login page appears.



Figure 4: Embedded Web Pages – Administrator Login Page

3. Type a Web Administrator Username (default = su) and Password (default = supass).



You must log in as a user with Web Administrator user role to access settings through the embedded web pages (see [Creating New Users](#) on page 23).

4. Type the two Captcha Text “words” with a space between them in the text box.



You can change the Captcha Text by clicking the refresh button to the right of the text box.

- Click **Login**.  
The Home page appears.

Firmware Version		LAN Mac Address	
Firmware Version	2.4.1018.996	LAN Mac Address	1C:1B:0D:88:14:8F
<a href="#">Check For Update</a>			
System Date/Time and Uptime		LAN Settings	
System Date/Time	2018-10-22 11:21:59	Host Name	VIA-1C1B
System Uptime	00h 05m	Gateway IP	192.168.1.13
		Subnet Mask	255.255.255.0
Disk Space		Default Gateway	192.168.1.1
Total Disk Size	25.8 GB	DNS Server	192.168.1.1
Space Available	15.2 GB		
iOS Mirroring		Display Signal	
Mirroring	ON	Display Signal	ON
Mirror Name	VIA_AirMirror_1C1B		
Max # of Mirrored iOS Devices	2		
Chrome [?]			
Mirroring	OFF		
Miracast			
Mirroring	OFF		
VIA Discovery Service [?]			
VIA Discovery Service	Success		
VSM Connectivity			
Connectivity to VSM	Not Configured		

Figure 5: Embedded Web Pages Home > System Information Page



Click the tabs in the navigation pane on the left to display the VIA web pages.



After changing a setting, click **Reset VIA Session** for changes to take effect.

For settings that display the Apply or Apply Settings button, click **Apply** or **Apply Settings** to save the changes and then click **Reset VIA Session** for changes to take effect.

## Configuring VIA Gateway Settings

VIA Connect PRO enables you to configure settings that apply to the VIA Connect PRO unit such as power, time, file format and management settings:

- [Verifying System Settings](#) on page [10](#).
- [Configuring Automatic Power Settings](#) on page [15](#).
- [Changing the Web Pages Language](#) on page [11](#).
- [Configuring Date and Time Settings](#) on page [12](#).
- [Configuring VIA Connect PRO to be Managed by VSM](#) on page [16](#).
- [Defining Advanced Settings](#) on page [18](#).

## Verifying System Settings

VIA Connect PRO enables you to verify system settings such as firmware version, date, uptime, disk space, iOS Mirroring status, Chrome status, Miracast® enabled status, VSM connectivity, and LAN parameters.

**To verify system settings:**

- Click **Home > System Information** on the navigation page. The System Information page appears ([Figure 5](#)).

**Changing the Web Pages Language****To change the embedded web pages language:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)). The VIA Settings page appears.

## VIA Settings

<u>SYSTEM &amp; IOS</u>	DISPLAY	POWER	DATE & TIME	ADVANCED	STREAMING
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"/> ?
<b>iOS Mirroring</b>					
Mirroring	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF ?				
Mirror Name	<input type="text" value="VIA_AirMirror_1C1B"/>				
Max # of Mirrored iOS Devices	<input type="text" value="2"/> ?				
<input type="button" value="Apply"/>					
<b>Chrome Settings</b>					
Activate	<input type="checkbox"/> ON <input checked="" type="checkbox"/> OFF				
<b>Miracast Settings</b>					
Activate	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF				
<i>Note: Use KRAMER VIAcast Dongle to enable this feature.</i>					
<i>Note: Applied changes will take effect once the VIA is rebooted or the VIA session is reset.</i>					
<input type="button" value="Reset VIA Session"/>					

Figure 6: VIA Management &gt; VIA Settings &gt; System &amp; iOS Tab

2. Click **Display**.

The Display tab appears.

## VIA Settings

SYSTEM & IOS **DISPLAY** POWER DATE & TIME ADVANCED STREAMING

---

QR Code

Enable QR code  ?

By pass room code  ?

Keep QR code always on top  Print QR Code

---

Wallpaper, Room Code, Room Name Settings

Customize Gateway Screen Wallpaper

---

Language

Select Language

---

Note: Applied changes will take effect once the VIA is rebooted or the VIA session is reset.

Reset VIA Session

Figure 7: VIA Management > VIA Settings > Display Tab

- Under Language, select the relevant language from the Select Language drop-down. After rebooting the unit, the web pages language changes to the selected one.

## Configuring Date and Time Settings

VIA Connect PRO enables you to change the date format displayed on the embedded web pages, set the time zone for the VIA Connect PRO unit and add an NTP server.

### Changing the Date Format

To change the date format for the embedded web pages:

- Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)). The VIA Settings page appears ([Figure 6](#)).
- Click **Date & Time**.

The Date & Time tab appears.

## VIA Settings

SYSTEM & IOS    DISPLAY    POWER    **DATE & TIME**    ADVANCED    RECORDING & STREAMING

### Date and Time Format for Web interface

Date Time Format    Y-m-d HH:MM:SS ▼

### VIA Gateway Timezone Configuration

Set Time Zone    (UTC+01:00) Amsterdam, B ▼ ?

24 hours format   

Figure 8: VIA Management > VIA Settings > Date & Time Tab

3. In the Date and Time Format for Web Interface section, select a format from the Date and Time Format drop-down.
4. In the VIA Gateway Timezone Configuration section, select the 24 hours format checkbox to display time in 24 hour format or clear the checkbox to display the time in 12 hour format.

## Setting the Time Zone

### To set the time zone for VIA Connect PRO:

1. Click **VIA Management > VIA Settings** navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Date & Time**.  
The Date & Time tab appears ([Figure 8](#)).
3. In the VIA Gateway Timezone Configuration section, select the required time zone from the Set Time Zone drop-down.

## Adding an NTP Server

VIA Connect PRO enables you to add an NTP (Network Time Protocol) server to synchronize your VIA gateway time.

To add an NTP server:

1. Click **VIA Management > Global Settings** on the navigation pane ([Figure 5](#)). The Global Settings page appears with the NTP tab open.

## Global Settings

**NTP**   Upload Certificate   Session Settings

NTP Server	<input type="text" value="Enter Server Name"/>	?	Save
------------	--	---	------









NTP Server Name	Edit	Delete
0.fedora.pool.ntp.org		
1.fedora.pool.ntp.org		
2.fedora.pool.ntp.org		
3.fedora.pool.ntp.org		

Figure 9: VIA Management > Global Settings > NTP Tab

2. In the Enter Server Name field, enter the address of the NTP server.
3. Click **Save**.  
The new NTP server is saved and appears in the NTP Server table.



To edit an NTP server name, click the icon in the Edit column.

To delete an NTP server name, click the icon in the Delete column.



## Configuring Automatic Power Settings

VIA Connect PRO enables you to configure automatic power settings for resetting your VIA Connect PRO unit and saving on power usage.

### Configuring Auto Reboot

VIA Connect PRO enables you to define a time of day that the unit automatically reboots.

To configure auto reboot:

1. Click **VIA Management > VIA Settings** on the on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Power**.  
The Power tab appears.

### VIA Settings

SYSTEM & IOS    DISPLAY    **POWER**    DATE & TIME    ADVANCED    STREAMING

#### Auto Power Off Timing

Activate  ON  OFF ?

Time of Day - Hours  Minutes

#### Auto Reboot Timing

Activate  ON  OFF ?

Time of Day - Hours  Minutes

Note: Applied changes will take effect once the VIA is rebooted or the VIA session is reset.

[Reset VIA Session](#)

Figure 10: VIA Management > VIA Settings > Power Tab

3. In the Auto Reboot Timing section, click **ON**.
4. Select the Hours (24 hour format) and Minutes for the time of day for the **VIA Connect PRO to automatically reboot every day**.
5. Click **Reset VIA Session** for settings to take effect.

## Configuring Auto Power Off

**VIA Connect PRO** enables you to define a time of day that the unit automatically powers off.

To configure auto power off:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Power**.  
The Power tab appears ([Figure 10](#)).
3. In the Auto Power Off Timing, click **ON**.
4. Select the Hours (24 hour format) and Minutes for the time of day for the **VIA Connect PRO to automatically shut off every day**.

## Activating Energy Saver Mode

Energy saver mode automatically sends your **VIA Connect PRO** unit into sleep mode after 1 minute of inactivity.

To activate energy saver mode:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
2. Select the Activate Energy Saver Mode checkbox.

## Defining Default Volume Level

**VIA Connect PRO** enables you to set a default volume level for the VIA unit. After rebooting the unit, resetting a session, or all users logging off, the volume returns to the defined level.

To define the default volume level:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Advanced**.  
The Advanced tab appears. ([Figure 12](#)).
3. In the Default Audio Level section, select the desired volume level.

## Configuring VIA Connect PRO to be Managed by VSM

VSM (VIA Site Management) is an optional, web-based software application (subject to a separate pricing) that enables an administrator to monitor and make changes to all VIA gateways connected to the network. **VIA Connect PRO** enables you to activate VSM management for a VIA gateway and define which gateway functions are managed by VSM.



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



If VIA discovery is enabled and configured at VSM side, your VIA device will be automatically added under VSM supervision.

## To configure VIA Connect PRO to be managed by VSM when VIA Discovery is not activated:

1. Click **VIA Management > VIA Site Management** on the navigation pane ([Figure 5](#)).

The VIA Site Management page appears.

### VIA Site Management

Step 1: Server Settings

VIA Server IP  ?

Gateway ID  ?

?

Step 2: Configuration

All From VIA Site Management  All From Gateway

Wallpaper

From VIA Site Management  From Gateway

VIA Settings

From VIA Site Management  From Gateway

Moderator Mode

From VIA Site Management  From Gateway

Gateway Features

From VIA Site Management  From Gateway

Client Features

From VIA Site Management  From Gateway

Mobile Features

From VIA Site Management  From Gateway

Digital Signage

From VIA Site Management  From Gateway

Global Settings

From VIA Site Management  From Gateway

Calendar Settings

From VIA Site Management  From Gateway

**Note:** This will take approximately 30 minutes - 1 hour to get all the settings from VSM.

Figure 11: VIA Management > VIA Site Management Page

2. In the Step 1: Server Settings section, enter the VSM Server IP.
3. Enter the Gateway ID that was defined in VSM for this gateway.
4. Click **Validate and Save**.  
Changes take effect immediately.



**VIA Connect PRO** must be able to connect to VSM while validating is in progress.

-OR-

Click **Save** for changes to be saved with no validation from VSM.



Since validation is not made immediately, any error entered at this stage –like duplication of ID must be corrected manually at a later stage.

5. In the Step 2: Configuration section, select From VIA Site Management for all functions to be managed by VSM.

-OR-

Select All From VIA Site Management (VSM) to manage all functions from VSM.



After clicking Apply and Reset, changes take 30 minutes to 1 hour to take effect, to allow time to communicate with VSM.

## Defining Advanced Settings

VIA Connect PRO enables you to define advanced settings for your VIA Connect PRO gateway.

### Defining Automatic End of Meeting Actions

VIA Connect PRO enables you to define what happens when all meeting participants have disconnected from VIA Connect PRO.

To define end of meeting actions:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Advanced**.

The Advanced tab appears.

## VIA Settings

SYSTEM & IOS    DISPLAY    POWER    DATE & TIME    **ADVANCED**    STREAMING

End of Meeting Settings

When all participants have disconnected from VIA:

Clean the Cloud  ?

Close Whiteboard and Auto Save  
 Close Whiteboard and Discard  
 Do not Close Whiteboard

File Sharing Settings

All Files

Selected Files [ **Edit** ] ?

avi,bmp,dbt,divx,doc,docx,dot,ett,flv,gif,html,m4a,m4v,mht,mkv,mov,mp3,mp4,mpeg,mpg,ppt,pptx,prs,rm,rmv,rmvb,rtf,svg,tiff,txt,vob,wav,wma,wmv,wps,wpt,xls,xlt,xml

API Settings Command[ ? ]

Secure     Non Secure

Reset Session[ ? ]

Activate

Default Encoding for Presentation[ ? ]

Auto/H264     JPEG

VIA Gateway Audio Output

Audio Output 
 ?

Default Audio Level

Default Audio Level 
 ?

Note: Applied changes will take effect once the VIA is rebooted or the VIA session is reset.

Figure 12: VIA Management > VIA Settings > Advanced Tab

3. In the End of Meeting Settings section, select the desired options for When all participants have disconnected from VIA:
  - Clean the Cloud – delete all files from the VIA cloud (see [Managing VIA Cloud Files](#) on page 93).
  - Close Whiteboard and Auto Save – Close the Whiteboard on the main display and save the current page to the VIA cloud.
  - Close Whiteboard and Discard – Close the Whiteboard on the main display and discard the current page.
  - Do not Close the Whiteboard – leave the Whiteboard open on the main display.

## Defining Audio Output Format

**VIA Connect PRO** enables you to define the audio output format for the Audio Output 3.5mm Mini Jack (2).

**To define the audio output format:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Advanced**.  
The Advanced tab appears. ([Figure 12](#)).
3. In the VIA Gateway Audio Output section, select the required type of audio output from the drop-down.

## Defining File Sharing Formats

**VIA Connect PRO** enables you to define which types of files may be shared among participants during a meeting (see [Sharing Files](#) on page [92](#)).

**To define the file sharing formats:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Advanced**.  
The Advanced tab appears. ([Figure 12](#)).
3. In the File Sharing Settings section, click **Selected Files**.  
The file format selector window appears.
4. Under File Extension, select or clear file extensions as required.
5. Click **Apply**.  
File format changes are applied.
6. Under Add Extension, enter a new file extension.
7. Click **Add**.  
The new file extension is added to the File Extension list.

## Defining API Security

**To define API security settings:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Advanced**.  
The Advanced tab appears. ([Figure 12](#)).
3. In the API Setting Command section, select one of the following:
  - **Secure** – API commands can be sent to the VIA gateway securely over a TLS port.
  - **Non-Secure** – API commands can be sent to the VIA gateway on a non-secure, plain text port. Select this option if your controller does not support TLS.

## Managing Network Settings

VIA Connect PRO enables you to change the IP address of your VIA Connect PRO unit and upload a custom SSL certificate:

- [Changing the Unit IP Address](#) on page [21](#).
- [Uploading SSL Certificate](#) on page [22](#).

### Changing the Unit IP Address



The default IP setting is DHCP that assigns an automatic IP address to your unit. This enables easy Plug and Play setup when connecting your VIA Connect PRO to the network. The following explains how to change a static IP address.



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

To change the IP address of your VIA Connect PRO unit:

1. Click **VIA Management > Network Settings**.  
The Network Settings page appears.

Network Settings

LAN Settings **WIFI**

IP Configuration

Static  DHCP

Network Information	
Host Name	VIA-1C1B
Gateway IP	192.168.1.13
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.1
DNS Server	192.168.1.1

Apply Settings

Mac Address Information	
LAN Mac Address	1C:1B:0D:88:14:8F


Reboot Shutdown

Figure 13: VIA Management > Network Settings Page

2. Under IP Configuration, select Static.
3. In the Network Information table, change the IP settings.
4. Click **Apply Settings**.


## Uploading SSL Certificate

VIA Connect PRO enables you to upload a custom SSL certificate to better provide for the security needs of your organization.

 To prevent damage to the system, make sure you upload files that can be used by the system. If you are unsure of how to use this feature, contact technical support.

For information on how to create a certificate, see [Creating an SSL Certificate for VIA](https://www.kramerav.com/product/VIA%20Connect%20PRO#Tab_Resources), available at: [https://www.kramerav.com/product/VIA%20Connect%20PRO#Tab\\_Resources](https://www.kramerav.com/product/VIA%20Connect%20PRO#Tab_Resources)

After obtaining your certificate, you must install it on the VIA.

 The uploaded files must stay in the format of “server.crt” & “server.key”.

### To upload an SSL certificate:

1. Click **VIA Management > Global Settings** on the navigation pane ([Figure 5](#)).  
The Global Settings page appears.
2. Click **Upload Certificate**.  
The Upload Certificate tab appears.

## Global Settings

NTP   Upload Certificate   Session Settings


Certificate

Web Server (Apache) Certificate

Upload new key file

Figure 14: VIA Management > Global Settings – Upload Certificate Tab

3. Click **Browse File** for Upload new signed Certificate.  
A file browser appears.
4. Open the relevant certificate file.
5. Click **Upload**.
6. Click **Browse File** for Upload new key file.  
A file browser appears.
7. Open the relevant key file.
8. Click **Upload**.

 Do not upload the key file until the certificate file is finished uploading.

9. Restart your device.



## Managing User Access

VIA Connect PRO enables you to create new users and define their level of access to features and settings:

- [Creating New Users](#) on page [23](#).
- [Configuring Moderator Mode](#) on page [26](#).

### Creating New Users

VIA Connect PRO enables you to create new users and define their level of access to system settings and whether or not they can become a moderator while participating in a meeting.

There are two default users available to log in to VIA Connect PRO:

- Super User – Web Administrator access to all features and settings; this user cannot be deleted. However, it's password can be changed (recommended). It also can become a moderator:
  - Default user name: su
  - Default password: supass
- User – limited access to settings – Participant access to features and settings; cannot become a moderator:
  - Default user name: user
  - Default password: userpass

To create a new user:

1. Click **User Management > Add User** on the navigation pane ([Figure 5](#)). The Add User page appears.

The screenshot shows the 'Add User' form with the following elements:

- Add User** (Section Header)
- Username** (Text input field with a question mark)
- Password** (Text input field)
- Confirm Password** (Text input field)
- User Role** (Section Header)
  - Web Administrator
  - Digital Signage [Note: To use this feature license should be available.]
- Save** (Button)

Figure 15: User Management > Add User Page

2. Type the new Username, Password and Confirm Password.
3. Under User Role, select from the following administrative levels:
  - Web Administrator – access to change all system settings, including Digital Signage.

- Digital Signage – able to configure the Digital Signage (see [Configuring Digital Signage](#) on page 51).
4. Select one of the following participation levels:
- Moderator – user is able to become a moderator and has access to features such as [Streaming a Meeting Session](#) (see page 104).



Moderator Mode must be activated to enable becoming a Moderator during a meeting (see [Configuring Moderator Mode](#) on page 26).

- Participant – user participates in a meeting, but cannot access moderator features.
5. Click **Save**.  
A new user is added and the User List tab appears with the new user added to the list.

### User List

S. No.	Username	User Role	Edit	Delete
1	jimmy	Web Administrator		
2	moderator	ePolling,Digital Signage,Moderator		
3	participant	Participant		
4	si			
5	su	Web Administrator	-	-
6	susan	ePolling,Moderator		
7	user	Participant		

Figure 16: User List Page

## Editing Users

VIA Connect PRO enables you to edit the password and permissions of users that are saved on your VIA Connect PRO.

### To edit a user:

1. Click **User Management > User List** on the navigation pane ([Figure 5](#)).  
The User List page appears ([Figure 16](#)).
2. Click the icon in the Edit column for the relevant user.

The Edit User page appears.

**Edit User**

Username

Password

Confirm Password

User Role

- Web Administrator
- Digital Signage [Note: To use this feature license should be available.]

Figure 17: Edit User Page

3. Change the password and User Role definitions, as needed.
4. Click **Update**.  
The changes are applied and the User List page appears.

## Changing Your Password

VIA Connect PRO enables you to change your own password.

To change your own password:

1. Click **User Management > Change Password** on the navigation pane ([Figure 5](#)).  
The Change Password page appears.

**Change Password**

Username

Old Password

New Password

Confirm New Password

Figure 18: Change Password Page

2. Click **Reset** to clear all the fields.
3. Type your Old Password, New Password, and Confirm Password.
4. Click **Update**.  
The changes are applied and you are logged out of the embedded web pages.

## Configuring Moderator Mode

VIA Connect PRO enables you to activate and configure Moderator Mode. You can define how users access Moderator Mode and enable some of the moderator features like disabling chat.

For more information about how a user becomes a moderator during a meeting, see [Becoming Meeting Moderator](#) on page 94.

To configure Moderator Mode:

1. Click **VIA Management > Moderator Mode** on the navigation pane ([Figure 5](#)). The Moderator Mode page appears.

Moderator Mode

Activate Moderator Mode

Moderator Mode

Database Based     
  Active Directory     
  Basic

Moderator can enable / disable Chat feature during a session  ?

Allow Participant to confirm start of Presentation  ?

**Reboot**

Figure 19: VIA Management > Moderator Mode Page

2. Select the **Activate Moderator Mode** checkbox.
3. Select one of the Moderator Mode types:
  - Basic – allows anyone to log into a meeting without a username and password and to become moderator with a password defined by the Web Administrator.
  - Databased – only users created by the Web Administrator (see [Creating New Users](#) on page 23) can log into a meeting.
  - Active Directory – see [Configuring Active Directory Moderator Mode](#) on page 27.
4. If you selected Basic, type a password and click **Apply**.
5. If required, select from the following:
  - Moderator can enable/disable Chat feature during a session – see [Chatting with Participants](#) on page 91
  - Allow Participants to confirm start of Presentation – see [Showing Participant Screen on Main Display](#) on page 96
6. If you selected Active Directory, see [Configuring Active Directory Moderator Mode](#) on page 27.

## Configuring Active Directory Moderator Mode

Groups grant access to resources. Organizational units (OUs) control objects and delegate group policy settings. **VIA Connect PRO** seamlessly integrates with Active directories (ADs) to avoid the hassle of creating users from **VIA Connect PRO's** Web UI.

**VIA Connect PRO** Gateway contains the following groups that must be mapped with Active Directory groups or organizational units:

- **Moderator:** A user with meeting moderator rights i. e. this user can directly display his screen on a **VIA Connect PRO** Gateway and can allow a participant requesting for presentation on the main display.
- **Participant:** A participant in a presentation session who can join the meeting room, but cannot project their desktop without the moderator's permission.

Active directory must have groups or OUs like the above Moderator-Participant hierarchy. Do not use groups which have any employee in common.

If there is no such group or OU, create them in such a way that an employee is not in the moderator and the participant group at the same time.

### To configure Active Directory Moderator Mode:

1. Click **VIA Management > Moderator Mode** on the navigation pane ([Figure 5](#)). The Moderator Mode page appears ([Figure 19](#)).



All connecting devices must be governed through this AD or they cannot login.

1. Click **Activate Moderator Mode**.
2. Click **Active Directory** under **Moderator Mode**. The Active Directory options appear.

Moderator Mode

Activate Moderator Mode

Moderator Mode

Database Based     
 Active Directory     
 Basic

Moderator can enable / disable Chat feature during a session  ?

Allow Participant to confirm start of Presentation  ?

Active Directory Settings

Active Directory Domain

Group Based     
 OU Based

VIA Group/OU       Active Directory Group/OU

Moderator

Participant

Figure 20: VIA Management > Moderator Mode Page with Active Directory Options

3. Under **Active Directory Settings**, type in the Active Directory name in **Active Directory Domain** text box.
4. Select the **Group Based** or **OU Based** radio button as per your Active Directory configuration.
5. Based on the above selection, type the name of Moderator and Participant Group/OU in their respective boxes.



**VIA Connect PRO** does not discover and connect to the Active Directory; rather it relies on you to correctly enter the details. If there is a typographical error in any of fields, the users (Moderators and Participants) cannot log in.

For further details, refer to Kramer’s white paper “VIA Integration into DNS and Microsoft Active Directory”.

## Defining Web Pages Timeout

**VIA Connect PRO** enables you to define how long the timeout period is for the embedded web pages. One minute before the time out period is over, a warning message appears, giving the user the option of extending the session before it ends.

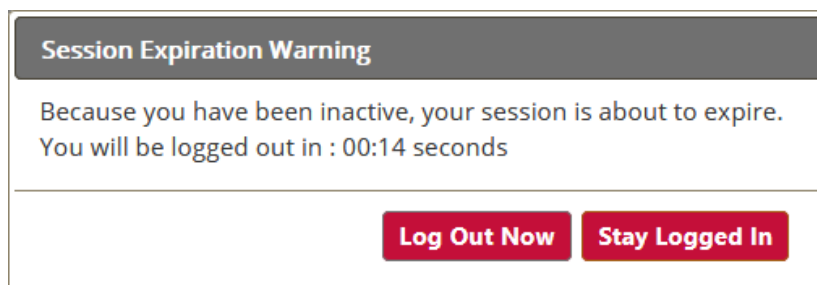


Figure 21: Embedded Web Pages Session Expiration (Timeout) Warning

**To define the web pages timeout period:**

1. Click **VIA Management > Global Settings** on the navigation pane ([Figure 5](#)). The Global Settings page appears with the NTP tab open ([Figure 9](#)).
2. Click **Session Settings**. The Sessions Settings tab opens.

### Global Settings

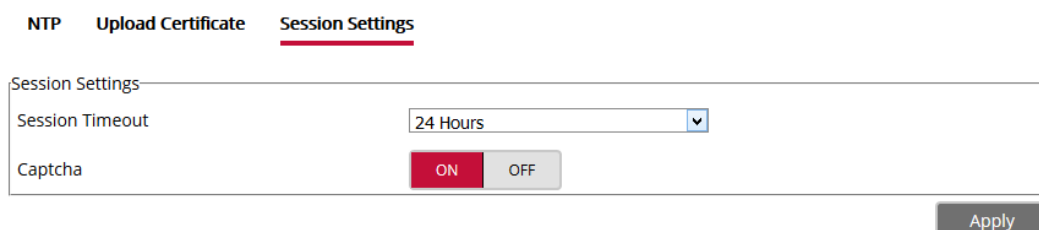


Figure 22: Global Settings > Session Settings Tab

3. Under **Session Timeout**, select the desired timeout period.

## Disabling the Captcha Test

VIA Connect PRO enables you to disable the Captcha test that is required when logging into the embedded web pages ([Figure 4](#)).

To disable the Captcha test:

1. Click **VIA Management > Global Settings** on the navigation pane ([Figure 5](#)).  
The Global Settings page appears with the NTP tab open ([Figure 9](#)).
2. Click **Session Settings**.  
The Sessions Settings tab opens ([Figure 22](#)).
3. Under Captcha, click **OFF**.

## Managing VIA Features

VIA Connect PRO enables you to manage VIA features:

- [Rearranging Features Menu](#) on page [30](#).
- [Configuring VIA Pad Settings](#) on page [32](#).
- [Configuring iOS Mirroring Settings](#) on page [33](#).
- [Enabling Chrome Support](#) on page [34](#).
- [Activating Do Not Disturb Mirroring Feature](#) on page [34](#).
- [Configuring the Display Controller](#) on page [35](#).

### Rearranging Features Menu

VIA Connect PRO enables you to rearrange the position of features in the menu and hide features from the menu. Each of the following web pages enables managing a different features menu:

- Gateway Features – menu available on the main display
- Client Features – menu available on meeting participant laptops and tablets
- Mobile Features – menu available on meeting participant smartphones

To rearrange the gateway, client or mobile feature menu:

1. Click **VIA Management > Gateway /Client /Mobile Features** on the navigation pane ([Figure 5](#)).

The selected Features page appears.

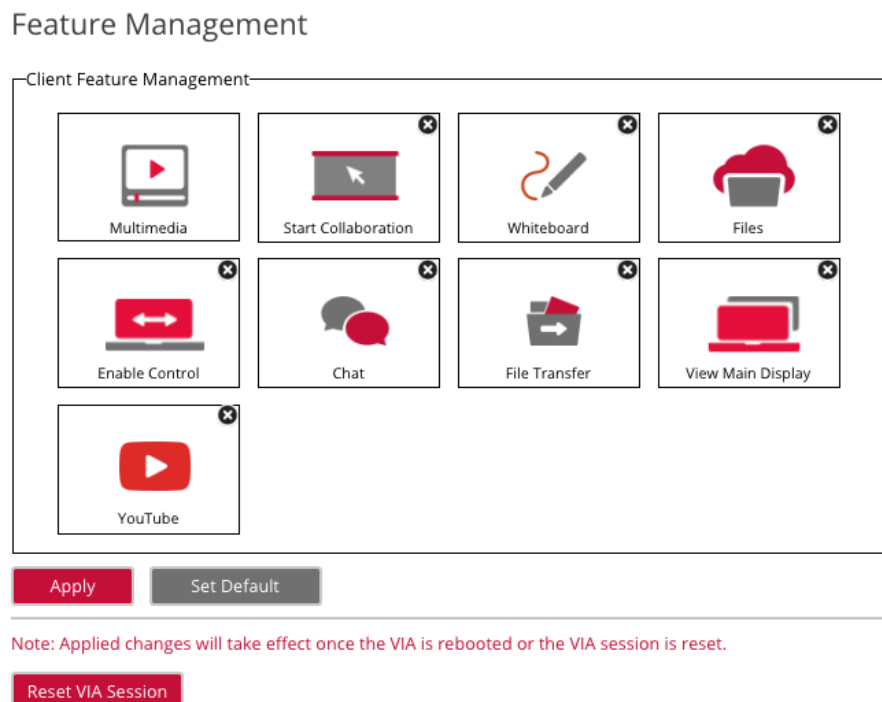


Figure 23: VIA Management > Client Features Page



- 2. Click and drag a feature icon.  
The icon docks in the new position.
- 3. Click x on the upper right corner of the feature icon.  
The feature is hidden.

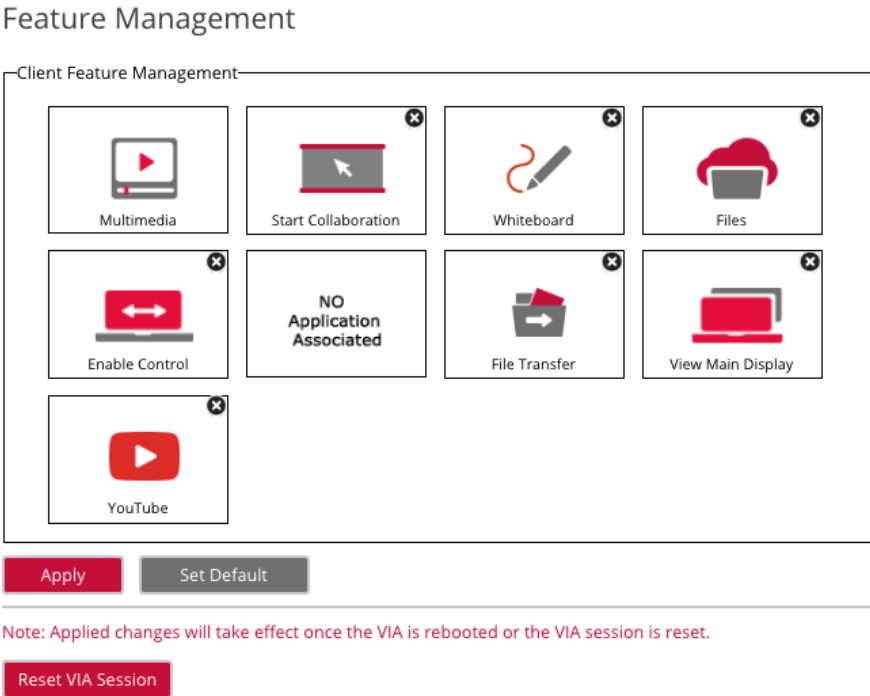


Figure 24: VIA Management > Client Features Page with Hidden Feature



To show a feature that was hidden, click + in the upper right corner of a hidden feature frame.

## Using VIA Pad

VIA Pad is an optional touch-pad accessory that enables meeting participants to instantly join a VIA meeting with their Mac or PC laptop:

- [Configuring VIA Pad Settings](#) on page [32](#).
- [Configuring iOS Mirroring Settings](#) on page [33](#).

### Configuring VIA Pad Settings

**VIA Connect PRO** enables you to configure **VIA Pad** settings that define how a **VIA Pad** device operates when paired with your **VIA Connect PRO** unit.

To configure **VIA Pad** settings:

1. Click **VIA Management > VIAPad Configuration** on the navigation pane ([Figure 5](#)). The VIAPad Configuration page appears.

#### VIAPad Configuration

VIAPad Configuration	
Guest	<input type="checkbox"/> ?
VIAPad will override Room Code	<input checked="" type="checkbox"/> ?
Room Name	192.168.1.168

Wifi Configuration	
Auto Connect to WiFi	<input checked="" type="checkbox"/> ?
SSID	<input type="text"/> ?
Authentication Mode	Select <input type="text"/> ?
Encryption	Select <input type="text"/> ?
Key	<input type="text"/> <input type="checkbox"/> ?

**Apply Settings**

Figure 25: VIA Management > VIAPad Configuration Page

2. In the VIAPad Configuration section, select the following as required:
  - Guest – Participant can Present by touching the VIA Pad device; the **Kramer VIA** app dashboard is not available.
  - VIA Pad overrides Room Code – Participant can log in to a meeting without entering the room code.



Room Name is automatically populated; it reflects the name of your **VIA Connect PRO** unit.

3. In the Wifi Configuration section, select the Auto Connect to Wi-Fi checkbox, to configure **VIA Pad** to automatically connect to the meeting room Wi-Fi network. The auto connect parameters appear.
4. Define the following for the meeting room Wi-Fi network:
  - a. SSID – Name of the network



Make sure that you write it EXACTLY as defined. This parameter is case sensitive.

- b. Authentication Mode – Security used by your Wi-Fi access point. Select from the pre-set options: WEP Open, WEP Shared, WPA Personal, WPA2 Personal.
- c. Encryption – Type of encryption key used by your router.
- d. Key – Password required to join your network (up to 50 characters max).



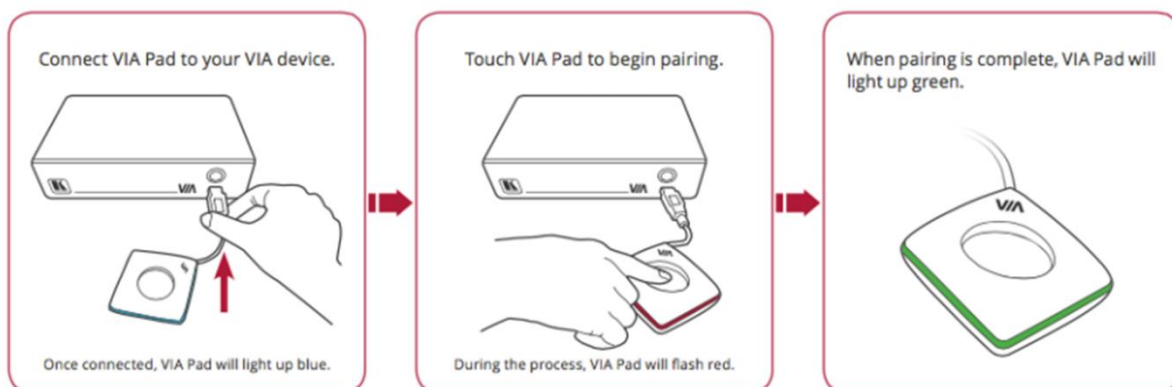
After clicking Apply Settings, the configuration is saved, there is no need to reboot your unit.

### Pairing a VIA Pad Device

Each **VIA Pad** device must be paired to your **VIA Connect PRO** unit before being used by a meeting participant.

To pair a **VIA Pad** device to your **VIA Connect PRO** unit:

- Follow the directions below:



### Configuring iOS Mirroring Settings

**VIA Connect PRO** enables you to configure iOS mirroring settings for using AirPlay to present on the main display.

To configure iOS mirroring settings:

1. Click **VIA Management** > **VIA Settings** on the navigation pane ([Figure 5](#)). The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
2. In the iOS Mirroring section, click **ON** for Mirroring.
3. If desired, type a new Mirror Name. This is the name that appears when you look for AirPlay devices on your iOS device.
4. Select the maximum number of mirrored iOS devices that can be used simultaneously.

## Enabling Miracast Mirroring

**VIA Connect PRO** enables you provide Miracast mirroring for meeting participants. This feature requires installation of the optional VIAcast dongle (sold separately).

**To enable Miracast mirroring:**

1. Connect the **VIAcast** dongle to one of the USB ports of **VIA Connect PRO**.
2. Turn on or reboot **VIA Connect PRO**.
3. Log in to your VIA device embedded web pages with a Web Administrator username. The embedded web pages appear ([Figure 5](#)).
4. On the VIA embedded web pages, click **VIA Management > VIA Settings** on the navigation pane. The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
5. In the Miracast Settings section, click **ON**.
6. Click **Reset VIA Session**  
**VIA Connect PRO** is enabled and the **VIA Connect PRO** communication LED flashes slowly.

## Enabling Chrome Support

**VIA Connect PRO** enables you to activate support for Chrome browser and Chrome Book. This activation is required to allow Chrome Authentication Server connection.

**To enable Chrome support:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)). The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
2. In the Chrome Setting section, click **ON**.  
 Chrome support is activated after rebooting the unit.



This feature is supported only by Connect PRO 2017 models and later.

## Activating Do Not Disturb Mirroring Feature

**VIA Connect PRO** enables you to activate the Do Not Disturb mirroring feature that enables any participant that is mirroring on the main display to prevent other participants from mirroring (see [Mirroring Without Being Interrupted](#) on page [75](#)).

**To activate the Do Not Disturb mirroring feature:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)). The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
2. Select the Do Not Disturb checkbox.  
 Do Not Disturb is enabled after the next reboot.

## Enabling/Disabling User Reset Session Option

VIA Connect PRO enables you to enable or disable the Session Reset option that appears in the user taskbar menu. The Session Reset feature enables you to reset the VIA session without rebooting VIA Connect PRO.

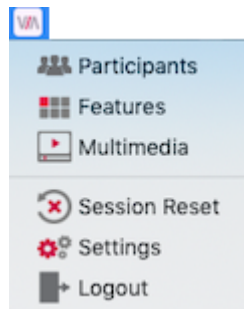


Figure 26: Kramer VIA Taskbar Menu with Session Reset Feature Enabled



By default, this feature is disabled and does not appear in the user taskbar menu.

### To enable or disable the user Reset VIA Session option:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Advanced**.  
The Advanced tab appears. ([Figure 12](#)).
3. In the Reset Session section, click **ON** to enable and **OFF** to disable.

## Configuring the Display Controller

VIA Connect PRO enables you to use your VIA Connect PRO to control a display screen that is connected to your network.

This feature enables you to configure one of the following actions:

- When the first person logs into VIA, the main display will power on and when the last person logs off VIA, the main display will power off
- Send switch ON / switch OFF command

### To configure your VIA Connect PRO as a display controller:

1. Connect the display to be controlled to the same network as your VIA Connect PRO.
2. Click **VIA Management > Display Controller** on the navigation pane ([Figure 5](#)).

The Display Controller tab appears.

## Display Controller

Display Controller

Activate Control

Display IP

Display Control Port

Source 1 (VIA)  ?

Source 2  ?

ASCII  HEX

Apply Reboot

Figure 27: VIA Settings > Display Settings > Display Controller

3. Select the Activate Control checkbox.
4. Enter the Display IP address and Control IP Port of the display screen to be controlled.
5. For Source 1, enter the command to send when someone first logs into VIA (for example, power on the display).
6. For Source 2, enter the command you want the VIA to send when the last participant logs off VIA (for example, power off display).
7. Select whether the display accepts commands in ASCII or HEX format.



Refer to the User Manual for your display for the correct format of the commands.

## Showing Room Schedule on Main Display

**VIA Connect PRO** enables you to display scheduled meeting information on the main display home screen. VIA automatically retrieves information about meetings scheduled in the room where the VIA device resides. This feature is available for a room that has been added in Office 365 Admin Center or in Google Admin console for G Suite.



Before configuring this feature in the VIA embedded web pages, you must add the room in either Office 365 Admin Center or Google Admin console for G Suite. See [Configuring Third Party Apps for VIA Calendar Integration](#) available for download at:

[www.kramerav.com/downloads/VIA\\_Connect\\_PRO](http://www.kramerav.com/downloads/VIA_Connect_PRO).

## Showing Room Schedule for Office 365 Calendar

To show the room schedule for Office 365 Calendar:

1. Click **VIA Management > Calendar** on the navigation pane ([Figure 5](#)).  
The Calendar page appears.

The screenshot shows the VIA Management interface. On the left is a navigation menu with 'VIA Management' highlighted. The main content area is titled 'Calendar' and includes a checkbox for 'Show Calendar on VIA' which is checked. Below this is a red note: 'Note : Please configure the calendar account below.' Under the 'ACCOUNT' section, there is a 'Calendar Type' dropdown menu set to 'Office 365 Basic Auth', a 'Username' text input field, and a 'Password' text input field with a toggle icon. At the bottom are 'Save' and 'Test Connection' buttons.

Figure 28: VIA Management > Calendar Page with Office 365 Calendar Selected

2. Select the Show Calendar on VIA checkbox.
3. Under Account, select Office 365 Basic Auth from the Calendar Type drop down.
4. Enter the following for the room where this VIA gateway resides:
  - Username – the email address assigned to the room
  - Password – password associated with the room Username

## Showing Room Schedule for Google Calendar

To show the room schedule for Google Calendar:

1. Click **VIA Management > Calendar** on the navigation pane ([Figure 5](#)).  
The Calendar page appears ([Figure 28](#)).
2. Select the Show Calendar on VIA checkbox.
3. Under Account, select Google from the Calendar Type drop down.  
The Google Calendar controls appear.

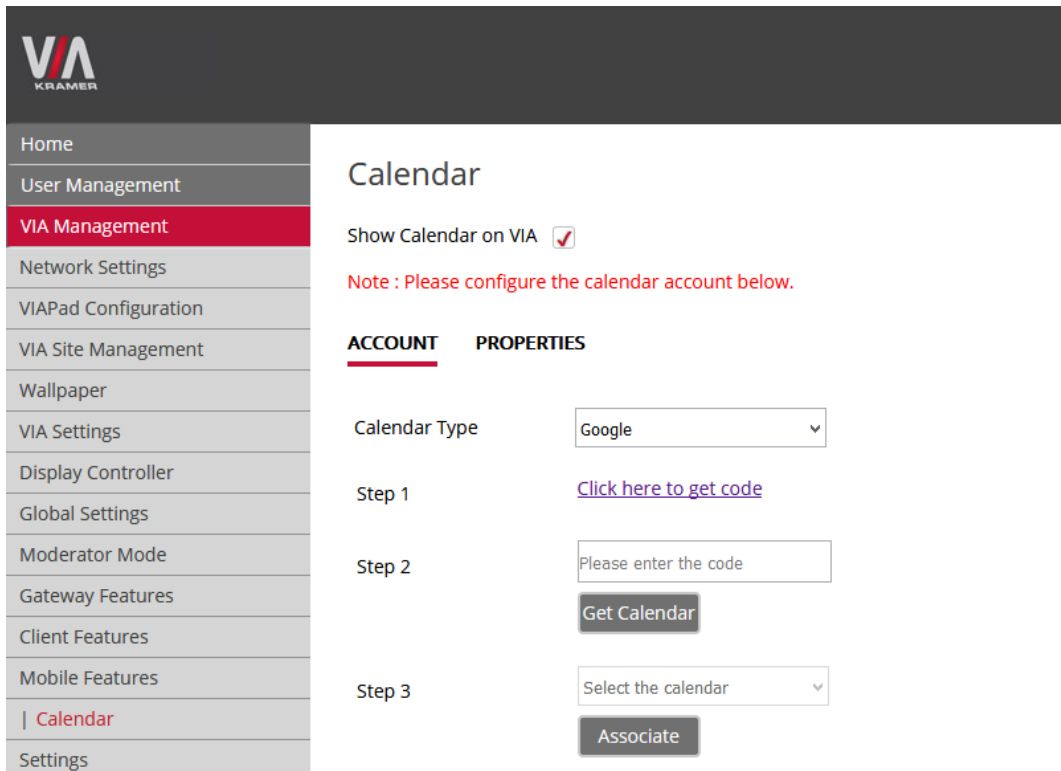


Figure 29: VIA Management > Calendar Page with Google Calendar Selected

4. Click **Click here to get code**.  
Google sign in page appears.
5. Sign-in with the Google account where the shared space calendar was created.
6. Allow access to VIA-Calendar.  
An integration code appears.

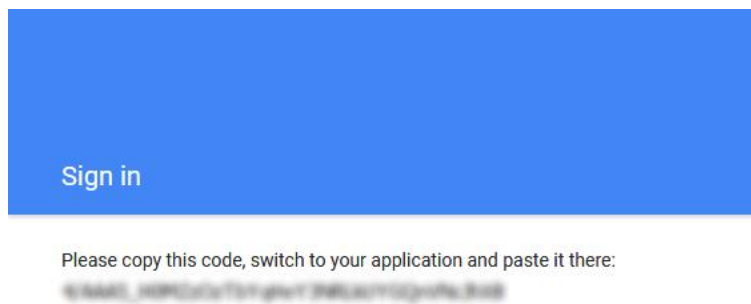


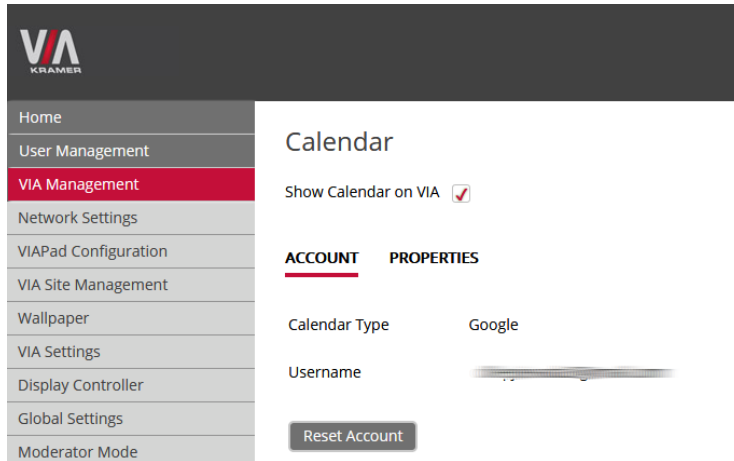
Figure 30: Google Integration Code

7. Copy the integration code from the Google sign in page and paste it into the Step 2 field on the VIA Calendar page.
8. Click **Get Calendar**.
9. Under Step 3, select the calendar associated with the room.



## 10. Click **Associate**.

The room username appears on the Calendar page.



Click **Reset** to disassociate the calendar account.

---

## Customizing Main Display Look and Feel

VIA Connect PRO enables you to customize the look and feel of the main display home screen.

### Defining Main Display Wallpaper

VIA Connect PRO enables you to define the main display wall paper. This feature allows you to customize the main display to match your branding and in-room equipment usage instructions.



Wallpaper image files must be jpeg, png, or bmp format and a maximum size of 2 MB.

If the wallpaper image resolution does not match VIA's output resolution, the image may not display accurately. For best results, use a wallpaper image that matches the output resolution of VIA.

### To define the main display wallpaper:

1. Click **VIA Management > Wallpaper** on the navigation pane ([Figure 5](#)).  
The Wallpaper page appears.

#### Wallpaper

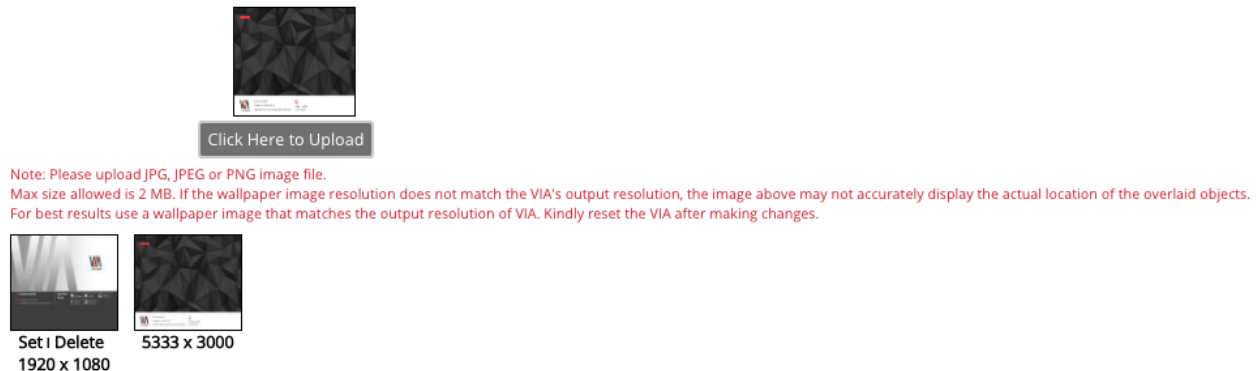


Figure 31: VIA Management > Wallpaper Page

2. Click **Click Here to Upload** to upload a new image from your system  
OR  
Click **Set** under one of the already uploaded images.



To delete one of the saved images, click **Delete**.

3. Click **Reset VIA Session**.  
The main display wallpaper changes.

## Customizing Main Display Text

**VIA Connect PRO** enables you to customize the appearance of the Date Time, Room Name and Room Code that are shown on the main display. You can define the position, color, format (Date Time) and refresh time (for Room Code) of these elements. In addition, you can display a customized DNS (Domain Name System) name instead of the default room name, if local DNS services are supported by the network and a DNS server is defined (see [Changing LAN Settings](#) on page [62](#)).

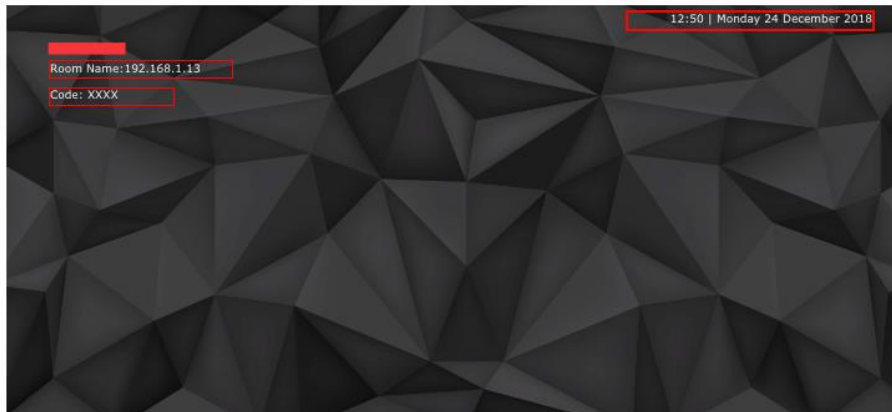
### To customize the main display text:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Display**.  
The Display tab appears ([Figure 7](#)).
3. Click **Customize Gateway Screen** in the Wallpaper, Room Code, Room Name Settings section.

## The Customize Gateway Screen appears

### Customize Gateway Screen

[← Back to VIA Settings](#)



First time using VIA?

1. Connect to the Room Wi-Fi
2. Enter the 'Room Name' into your Internet Browser



AirPlay is available  
for iOS devices

Note: Overlaid objects (Room Names, Code & Date / Time) can be dragged to change their location on the main display.

Properties	
Name	DateTime
Show Date Time on wallpaper	<input checked="" type="checkbox"/>
Date Time Color	<input type="color"/>
24 hours format	<input checked="" type="checkbox"/>

Note: If the wallpaper image resolution does not match the VIA's output resolution, the image above may not accurately display the actual location of the overlaid objects. For best results use a wallpaper image that matches the output resolution of VIA. Once you are done with all the changes please reboot VIA unit to take effect.

Note: Applied changes will take effect once the VIA is rebooted or the VIA session is reset.

[Reset VIA Session](#)

[Reset](#)

[Apply](#)

Figure 32: Customize Gateway Screen

4. Click and drag any of the red boxes (Date Time, Room Name, Room Code) on the Home screen preview to change their position.
5. Click any of the red boxes.  
Formatting controls for the box appear in the Properties section.
6. Change any of the properties of the selected text, as required.
7. Click **Apply**.  
The changes are saved and shown after resetting the session.

Each type of text enables different types of customization, as follows:

### Customizing Date Time Display



Figure 33: Date Time Text Properties

#### To customize the date/time text:

- In the Properties section, define the following:
  - Name – Name of the text box for the Properties section (does not appear on the main display)
  - Show Date Time on wallpaper – Select/clear the checkbox to show/hide the date/time text
  - Date Time Color – Click to select a new text color
  - 24 hours format – Select/clear the checkbox to show time in 24/12 hour format

### Customizing Room Name Display

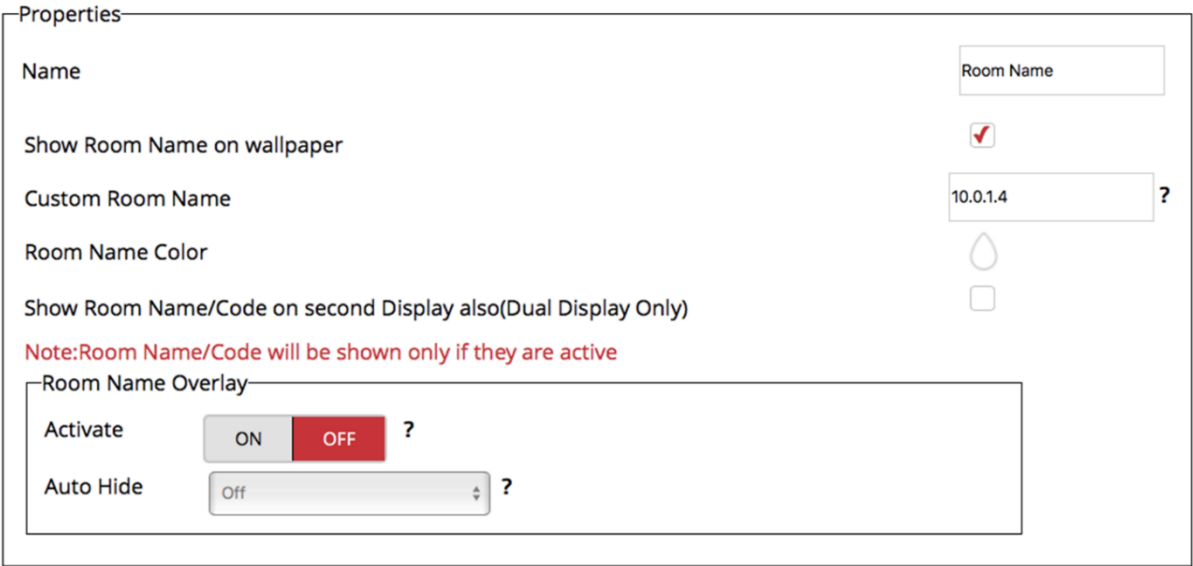


Figure 34: Room Name Display Properties

### To customize the Room Name text:

- In the Properties section, define the following:
  - Name – Name of the text box for the Properties section (does not appear on the main display)
  - Show Room Name on wallpaper – Select the checkbox to always show the Room Name on the main display text, clear the checkbox to display the room name only when a participant is logging in.
  - Custom Room Name – By default, this is defined as the IP address of the VIA unit. Alternatively, you can type the DNS (Domain Name System) name, if local DNS services are supported by the network and a DNS server is defined (see [Changing LAN Settings](#) on page 62).
  - Room Name Color – Click to select a new text color.
  - Room Name Overlay – Shows the room name as an overlay on top of participant content or on top of a Digital Signage campaign:
    - Activate – Activates the Room Name overlay.
    - Auto Hide – Define the number of seconds the Room Name overlay is visible on top of participant content.

### Customizing Room Code Display

Properties

Name	<input type="text" value="Code"/>
Activate Room Code	<input checked="" type="checkbox"/>
Always show on wallpaper	<input checked="" type="checkbox"/>
Room Code Color	<input type="color" value="#000000"/>
Room Code Refresh Time(Minutes)	<input type="text" value="30"/>

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

Figure 35: Room Code Properties

### To customize the Room Code text:

- In the Properties section, define the following:
  - Name – Name of the text box for the Properties section (does not appear on the main display)
  - Activate – Activates the room name display. Clear this checkbox if you never want to display the Room Code.
  - Always Show on wallpaper – When Room Code is activated, select the checkbox to always show the Room Code on the main display text; clear the checkbox to display the room name only when a participant is logging in.
  - Room Code Color – Click to select a new text color.
  - Room Code Refresh Time –Define how often the room code is changed to a different number.

## Showing Room Name and Code on Main Display

VIA Connect PRO enables you define whether or not to show the Room Name and Code on the main display. The Room Name and Code are sometimes needed to log in to a VIA meeting. In some circumstances, a meeting administrator may not want to show the Room Name and Code on the main display, to prevent unauthorized entrance into the meeting.

To show the Room Name and Code on the main display:

- Click **ON** in the Room Name Overlay section to display the Room Name persistently during presentation and select a value in the Auto Hide field to set the amount of time the Room Name is displayed.

## Displaying a QR Login Code

VIA Connect PRO enables you to display a QR code on the main display that enables participants to log in to the meeting by scanning the code.

To display a QR login code:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)). The VIA Settings page appears ([Figure 6](#)).
2. Click **Display**. The Display tab appears ([Figure 7](#)).
3. Select the Enable QR code checkbox.
4. If required, select the Bypass room code checkbox, to enable login with the QR code without requiring the participant to enter the room code.
5. If required, select the Keep QR code always on top checkbox to allow the QR code to be visible on top of any content presented on the main display.



Click **Print QR Code** to get a hard copy of the QR code to post in the room.

6. Click **Reset VIA Session**.

The QR code appears in the lower right corner of the main display.

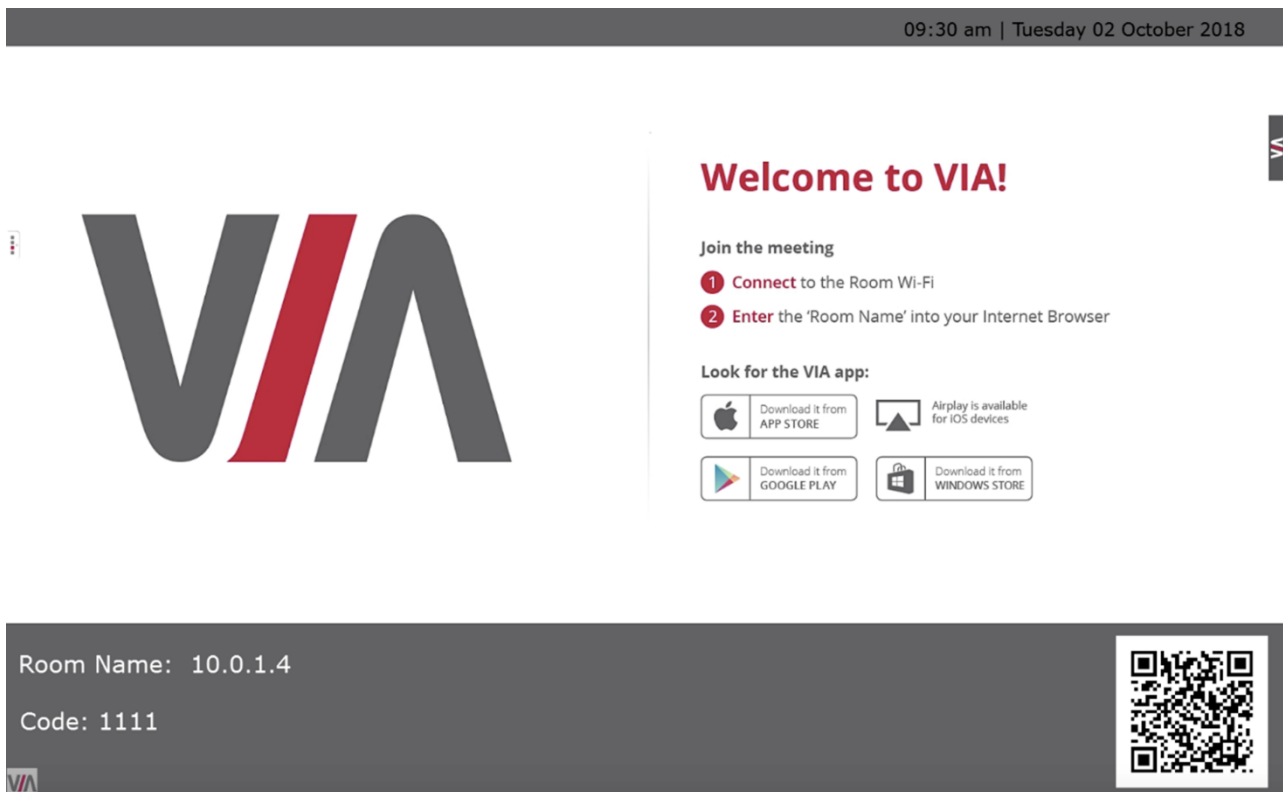


Figure 36: Main Display

7. Click and drag the QR code to move it to another location on the main display.
8. Click and drag the corner of the QR code to enlarge the QR code.

## Scaling Gateway Dashboard for Large Screens

VIA Connect PRO enables you to enlarge the gateway dashboard on the main display when using a large, high resolution screen.

To scale the dashboard for large screens:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Display**.  
The Display tab appears ([Figure 7](#)).
3. In the VIA Gateway User Interface Scaling section, select **Large** from the **User Interface Scaling** option box.
4. Click **Reset VIA Session**.

## Defining VIA Menu Icon Visibility on Main Display

VIA Connect PRO enables you to define if participant content presented on the main display hides the VIA menu icon or if the VIA menu icon remains on top of participant content and visible.

To define VIA menu icon visibility on the main display:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
2. Select/clear the VIA Minimized Icon on Gateway – Always On Top checkbox.

---

## Maintaining Your VIA Unit

### Using Gateway Activity Log

VIA Connect PRO embedded web pages provide a log of gateway activities such as logins, presentation and VIA features usage to aid in diagnosing a problem or tracking participant usage.

#### Activating Gateway Activity Log

To activate the gateway activity log:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears with the System & IOS tab open ([Figure 6](#)).
2. Select the Activate System Log check box.  
The gateway activity log is activated.



## Searching Gateway Activity Log

To search the gateway activity log:

1. Click **Utilities > Webadmin Activity Log** on the navigation pane ([Figure 5](#)). The Webadmin Activity Log page appears.

### Webadmin Activity Log

Start Date

End Date

Username

Action Taken

Total number of log entries found: 7

User Id	Action Taken	Activity Date	Remarks	Host Name
su	Login	12-09-2018 09:15 AM	Success	10.0.1.5
su	Login	12-09-2018 09:15 AM	Failure	10.0.1.5
su	Login	12-09-2018 09:15 AM	Success	10.0.1.5
su	Login	12-09-2018 11:03 AM	Success	10.0.1.5
su	Login	12-09-2018 13:30 PM	Success	10.0.1.5
su	Login	12-09-2018 15:06 PM	Success	10.0.1.5
su	Login	12-09-2018 16:06 PM	Success	10.0.1.5

Figure 37: Utilities – Webadmin Activity Log


2. Select the Start Date and the End Date to define the date range of log entries to be displayed.
3. Click the Username drop-down to filter log entries according to a particular user.
4. Click the Action Taken drop-down to filter log entries according to actions such as login, logout or activate.
5. Click **Search**.  
The filtered search results appear in the table at the bottom of the page.




Click **Export to PDF** or **Export to CSV** to save a file of the log table on your computer.

## Updating Firmware

VIA Connect PRO enables you to update your VIA Connect PRO firmware.

 If you are running a firmware version lower than 2.3, please install the 2.3.0418.960 release before updating your device to the latest release. In this case, use ONLY the .rpm file available for download from our technical support web page:  
[www.kramerav.com/support/downloads.asp](http://www.kramerav.com/support/downloads.asp).

 The upload process and then the unit reboot may take a few minutes.

**To update your VIA Connect PRO firmware:**

1. Click **Utilities > Update Firmware** on the navigation pane ([Figure 5](#)).  
The Update Firmware page appears.

### Update Firmware



Firmware Package

Upload new firmware package:

Current Version : 2.4.1018.996 [ [Details](#) ]  [Release Notes](#)

OS Type : FC 23

Hardware Type : 3010


Current Date : 24-12-2018

Figure 38: Utilities > Update Firmware Page

2. When using an update file saved on your computer:
  - a. Click **Browse File**.  
A file browser appears.
  - b. Select the relevant firmware update file.
  - c. Click **Upload**.  
The new firmware is uploaded to the unit and the FW is updated.

When using an update file on the website, and you have an internet connection:

- a. Click **Check for Update**.  
A message appears telling whether there is an update available.

 Check for Updates is also available on the System Information Page ([Figure 5](#)).

- b. If an update is available, confirm the download.  
The new firmware is downloaded to your computer.
- c. Click **Browse File**.  
A file browser appears.
- d. Select the relevant firmware update file.

- e. Click **Upload**.  
The new firmware is uploaded to the unit and the FW is updated.
3. Upon completion of the update process, reboot the unit.

# Resetting Default Settings

VIA Connect PRO enables you to reset VIA Connect PRO to factory defaults.



Resetting Digital Signage removes the DSS license from the unit.

Resetting Calendar Settings removes the calendar settings from the unit and credentials will be required to renew synchronization to your calendar.

### To reset default settings:

- 1. Click **Utilities > Maintenance** on the navigation pane ([Figure 5](#)). The Maintenance page appears.

### Maintenance

Reset

- Select All
- Reset VIA Settings
- Reset Wallpaper
- Reset Users
- Reset Moderator Mode
- Reset Gateway Features
- Reset Client Features
- Reset Mobile Features
- Reset VIAPad Configuration
- Reset Digital Signage
- Reset Global Settings
- Show Setup wizard on next reboot
- Reset Calendar Settings

Apply

Reset Logs

- Reset Logs

Apply

Reboot

Figure 39: Maintenance Page

2. Select the default configurations you would like to reset or click **Select All** to select all settings.
3. Click **Apply**.  
Selected settings are reset.

## Running Setup Wizard

**VIA Connect PRO** enables you to run the Setup Wizard on the next reboot of the **VIA Connect PRO** unit.

To run the setup wizard:

1. Click **Utilities > Maintenance** on the navigation pane ([Figure 5](#)).  
The Maintenance page appears ([Figure 39](#)).
2. Select the Show setup wizard on next reboot checkbox.
3. Click **Apply**.  
The setup wizard runs on the next reboot.

---

## Configuring Digital Signage



Digital Signage is an optional feature available through separate licensing and pricing. Contact your local Kramer office for more details.

**VIA Connect PRO** enables you to configure digital signage. The Digital Signage feature enables you to use **VIA Connect PRO** to display dynamic content and information on the main display when there is no meeting in progress. Use a predefined template or create your own display configuration with up to three frames of content that appear simultaneously. Then, schedule campaigns (contact configurations) to run automatically at specific dates and times.

Configuring digital signage includes the following steps:

- [Creating and Uploading Digital Signage Media](#) on page [51](#).
- [Adding and Managing Digital Signage Templates](#) on page [55](#).
- [Configuring a Digital Signage Campaign](#) on page [57](#).

## Creating and Uploading Digital Signage Media

**VIA Connect PRO** enables you to create a library of media content to be displayed through the digital signage feature. The types of media that can be displayed are:

- URL – live web page
- Scrolling Text – custom text message that scroll across the screen
- Image – static image (allowed file extensions: jpg, jpeg, bmp, gif, png)
- Video (allowed file extensions: avi, mpeg, wmv, mpg, mov, vob, mkv, mp4, m4v)
- RSS feed – Live RSS feed

**To create and upload digital signage media:**

1. Click **Digital Signage > Manage Content** on the navigation pane ([Figure 5](#)).  
The Upload Media File page appears.

Upload Media File

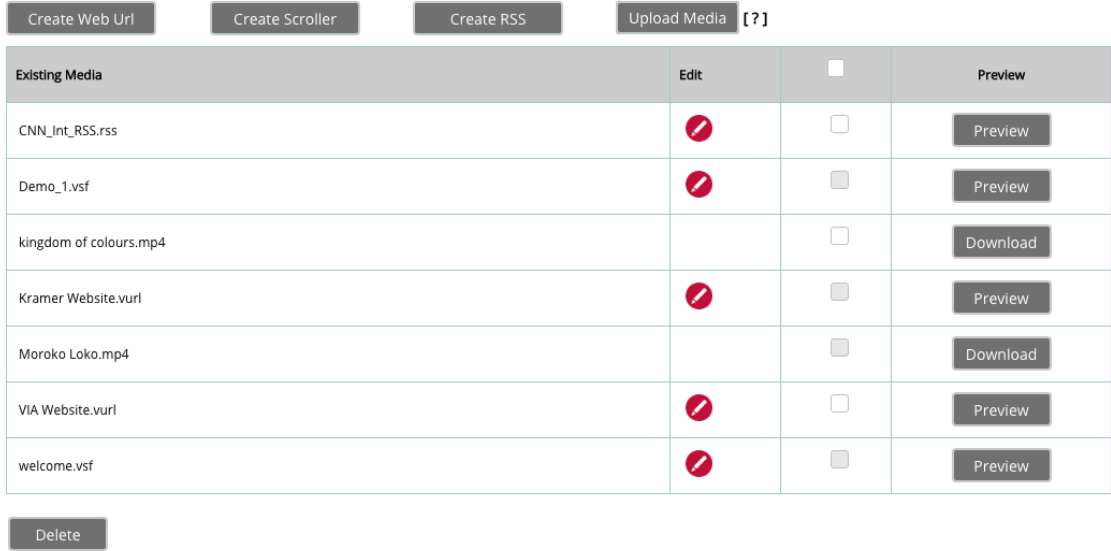


Figure 40: Digital Signage > Upload Media File Page

2. Create and upload media, as required:
  - [Adding Web URL](#) on page [52](#).
  - [Creating Scrolling Text](#) on page [53](#).
  - [Uploading Media Files](#) on page [54](#).
  - [Adding RSS Feed](#) on page [54](#)

**Adding Web URL**

**To create a web url for digitanamel signage:**

1. On the Upload Media File page ([Figure 40](#)), click **Create Web URL**.  
The Create URL window appears.



Figure 41: Digital Signage Create URL Window

2. Type the URL address and File Name (name that will appear on the Existing Media list) and click **Save**.  
The new URL is added to the Existing Media list.
3. Select the Auto Refresh checkbox to display a URL with dynamic content  
OR  
Clear the Auto Refresh checkbox to display a URL as a static page.

### Creating Scrolling Text

1. On the Upload Media File page ([Figure 40](#)), click **Create Scroller**.  
The Scroll Text Editor window appears.

Figure 42: Digital Signage Scroll Text Editor Window

2. Type the text to be displayed in the box at the top of the window.
3. Type a name for the scroller in the File Name text box.
4. In the Options area of the window, select the scrolling speed and click **Font Color/Background Color** to pick the text and background color.
5. Click **Preview**.  
A preview of the scroller appears at the top of the window.
6. Click **Save**.  
The new Scroller is added to the Existing Media list.

## Uploading Media Files

1. On the Upload Media File page ([Figure 40](#)), click **Upload Media**.  
A file browser window appears.

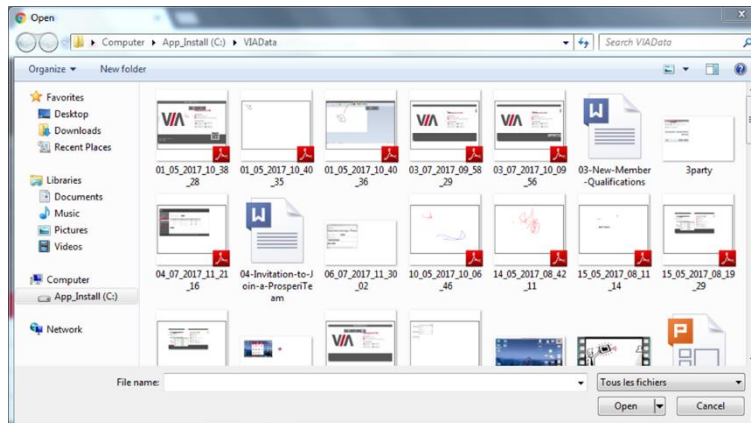


Figure 43: Digital Signage Upload Media File Browser

2. Select an image or video file and click **Open**.  
The file is added to the Existing Media list.

## Adding RSS Feed

1. On the Upload Media File page ([Figure 40](#)), click **Create RSS**.  
The RSS Text Editor window appears.

Figure 44: Digital Signage RSS Text Editor Window

2. Under RSS URL, enter the RSS feed URL address.
3. Click **Get tags**.  
The Select a tag drop-down list appears.
4. Select the required tag from the drop-down list.
5. Under File Name, enter the name that will appear on the Existing Media list.



- 6. Click **Preview** to view a preview of the RSS feed.
- 7. Under options, select the speed, display style, font, font color and background color for the RSS feed.
- 8. Click **Save**.

The new RSS feed is added to the Existing Media list ([Figure 40](#)).



## Adding and Managing Digital Signage Templates

VIA Connect PRO enables you to preview, edit, delete and add digital signage templates.

To add and manage digital signage templates:

- 1. Select **Digital Signage > Template Manager** on the navigation pane ([Figure 5](#)). The Template Manager page appears.

### Template Manager

Screen Template Name [ ? ]	Edit	Delete
<a href="#">Standard Dynamic</a>		
<a href="#">Classic Dynamic</a>		
<a href="#">Even Dynamic</a>		
<a href="#">Standard</a>		
<a href="#">Classic</a>		
<a href="#">Even</a>		
<a href="#">Template1</a>		

Add Template

Figure 45: Digital Signage > Template Manager Page

2. Click the name of a template.  
A window opens, showing a preview of the selected template.

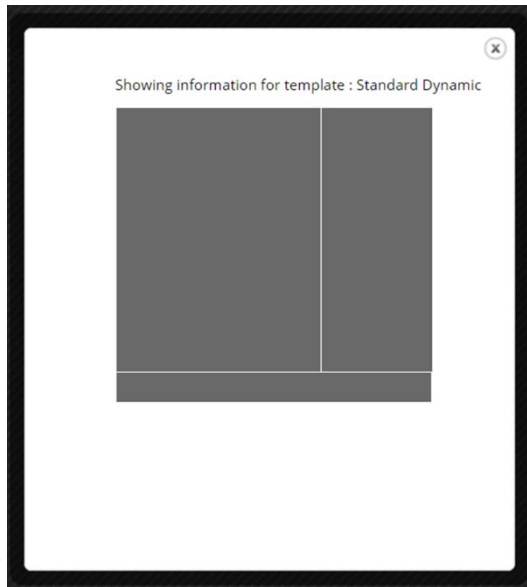


Figure 46: Digital Signage Template Preview Window

3. Click **Add Template**.  
The template builder screen appears.

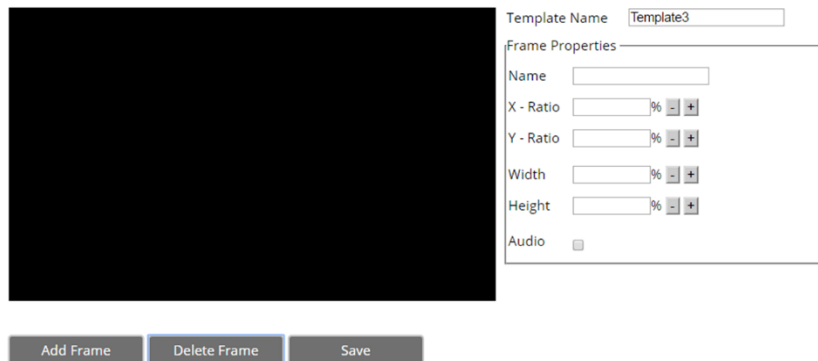


Figure 47: Digital Signage Template Builder Screen

4. Type a name for the new template in the Template Name text box.
5. Click **Add Frame**.  
A new frame appears in the black preview box.



Figure 48: Digital Signage Template Builder Screen – New Frame

6. Type a name for the frame in the Frame Properties area.
7. Click and drag the box to move and resize it.
8. Type a name for the frame in the Frame Properties area.
9. Select the **Audio** checkbox to play audio from the selected frame.
10. Repeat steps 5 – 9 to add up to two more frames.



When two frames overlap, the one created last appears on top.

11. Click **Save**.  
The new template appears in the Template Manager list ().
12. Click **Edit** to open the template builder screen and edit the selected template.
13. Click **Delete** to delete the selected template.

## Configuring a Digital Signage Campaign

The Schedule Playlist tab enables defining:

- What is displayed in each frame of a digital signage display
- When a digital signage display appears

To define a digital signage campaign:

1. On the left side of the embedded web pages, select **Digital Signage > Schedule Playlist**.  
The Schedule Playlist page appears.

Schedule Playlist

Filter On Active

<input type="checkbox"/>	S. No.	Campaign Name	Template Name	Schedule Date	Start Date	End Date	Priority	Status
No data found								

Figure 49: Digital Signage > Schedule Playlist Page

2. Click **Add Schedule**.

The Schedule Playlist **WHEN To Play** tab appears.

### Schedule Playlist

Campaign Name:

Priority:

WHEN To Play      WHAT To Play

---

Start Date :

Jul 2017 >						
Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6
Today : Jul 9, 2017						
09-07-2017						

Start (hh:mm)

End (hh:mm)

End Date :

Jul 2017 >						
Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6
Today : Jul 9, 2017						
09-07-2017						

Figure 50: Digital Signage > Schedule Playlist WHEN to Play Tab

3. Enter a Campaign Name.

4. Select a Priority level for the Campaign.

When two Campaign schedules overlap, VIA plays the one with the higher priority level.

5. Select a Start Date on the first calendar and an End Date on the second calendar.

6. Select the checkbox next to Start (hh:mm) to define a start time for the first day of the campaign and an end time for the last day of the campaign.

- 7. Click **WHAT to Play**.  
The Schedule Playlist WHAT to Play tab appears.

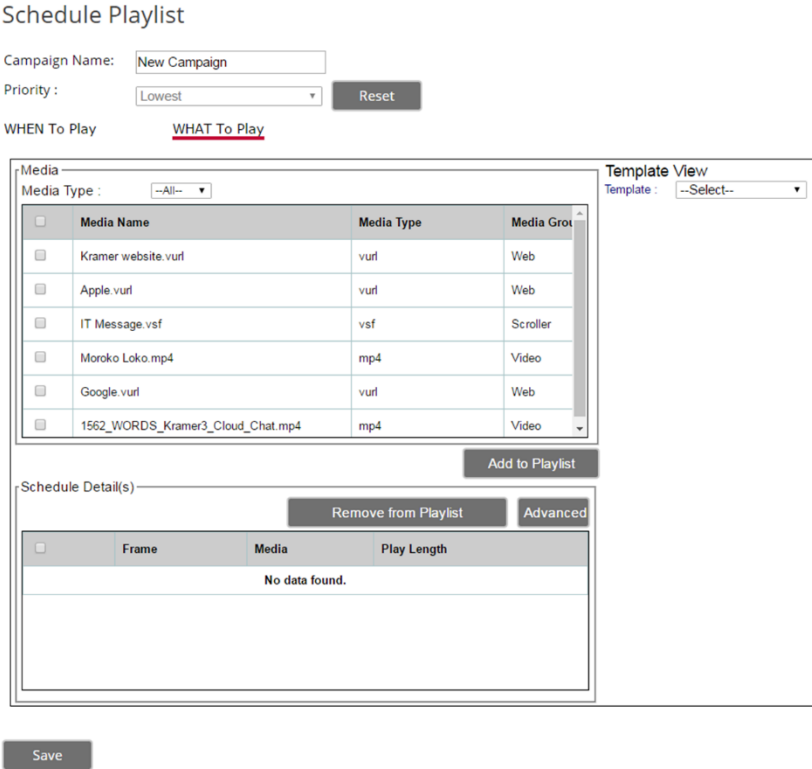


Figure 51: Digital Signage > Schedule Playlist WHAT to Play Tab

- 8. In the Template View section on the right side, select a template.  
A preview of the selected template appears in the Template View section.

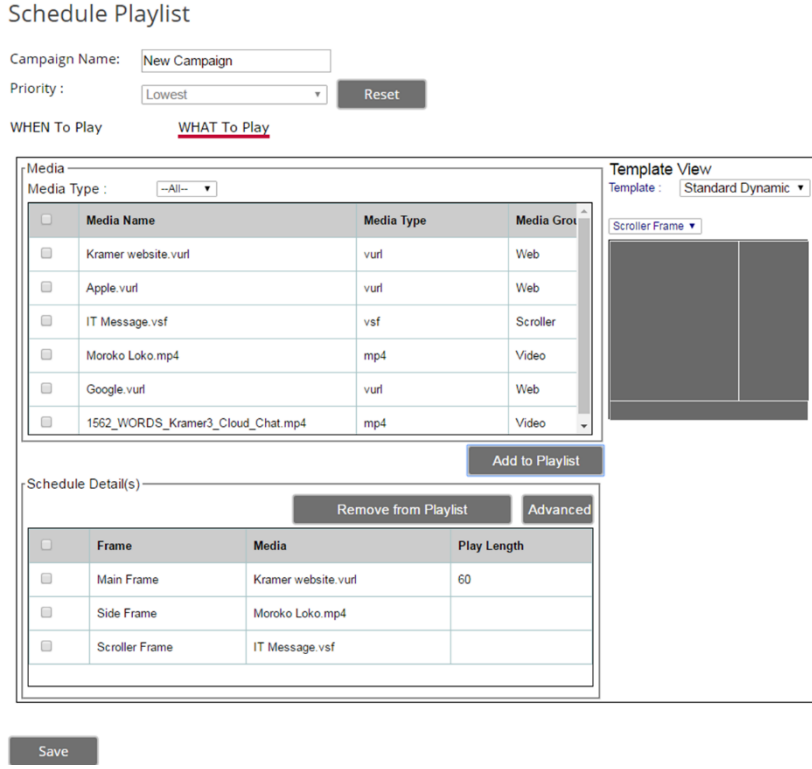


Figure 52: WHAT to Play Tab

9. Click one of the frames in the template preview, select one or more media objects from the media section and click **Add to Playlist**.  
All selected media for the selected frame appears in the Schedule Details area.
10. Click the **Advanced** button to set the running time for a web page (URL).

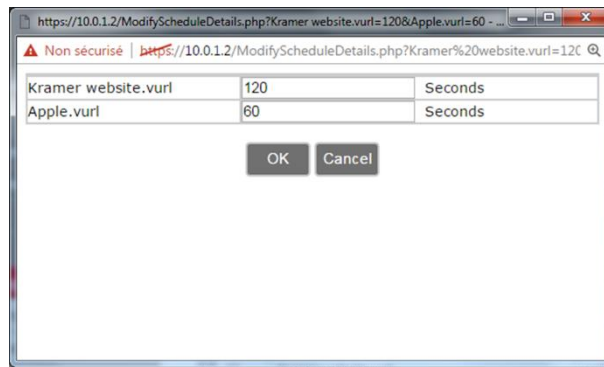


Figure 53: Set Running Time for Web page

11. Click **Save**.  
The new campaign is saved, and it appears on the Schedule Playlist page.

#### Schedule Playlist

Filter On Active

<input type="checkbox"/>	S. No.	Campaign Name	Template Name	Schedule Date	Start Date	End Date	Priority	Status
<input type="checkbox"/>	2	First Campaign	Standard Dynamic	09/07/2017	12/07/2017	14/07/2017	5	Scheduled

Figure 54: Scheduled Campaign displayed in the Schedule Playlist Page



To delete a campaign, select the relevant campaign and click **Delete Schedule**.

# For Web Administrator: Configuring Settings – Gateway Dashboard

VIA Connect PRO enables users with Web Administrator access to configure LAN settings and access system controls.

## Logging in to Gateway Dashboard Settings

The gateway dashboard Settings can be accessed by connecting a mouse and keyboard directly to the VIA gateway unit (see [For Installer: Connecting VIA Connect PRO](#) on page 6) or through an external device that is logged in to the meeting and in Collaboration mode (see [Collaborating on Main Display](#) on page 77).

To log in to the Gateway Dashboard Settings:

1. Click the VIA icon in the upper right of the main display ([Figure 36](#)).  
The gateway dashboard appears.

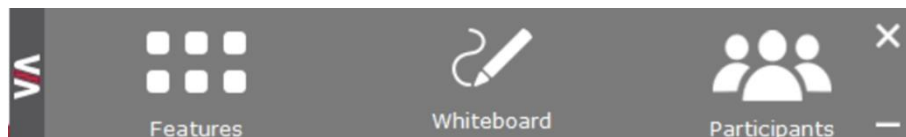


Figure 55: VIA Connect PRO Gateway Dashboard

2. Click **Features** > **Settings**.  
The login window appears.

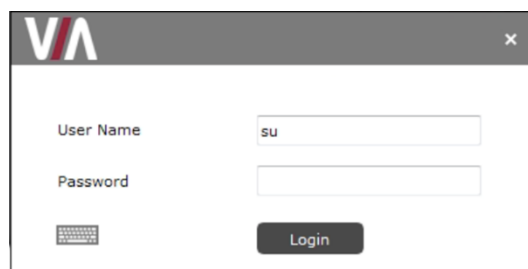


Figure 56: Settings Login Window

3. Type an administrator user name and password (default user name = su, default password = supass).

The Settings screen appears with the LAN Settings tab open.

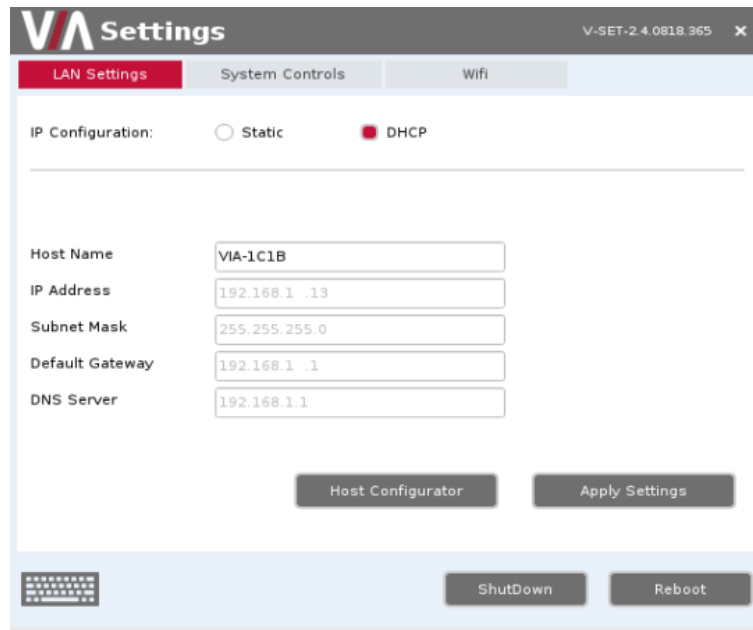


Figure 57: Gateway Dashboard – Settings Screen

## Changing LAN Settings

VIA Connect PRO enables you to change the IP address, DNS server and default gateway of your VIA Connect PRO unit.



The default IP setting is DHCP that assigns an automatic IP address to your unit. This enables easy Plug and Play setup when connecting your VIA Connect PRO to the network. The following explains how to change a static IP address.



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



### To change the LAN settings:

1. On the Gateway Dashboard Settings Screen ([Figure 57](#)), under IP Configuration, select Static.
2. Enter, as required, the Host Name, IP Address, Subnet Mask, Default Gateway, DNS Server.
3. Click **Apply Settings**.
4. Click **OK** in the Confirmation Message.  
The system reboots with the new settings.



## Accessing System Controls

VIA Connect PRO enables you to access VIA Connect PRO operating system controls such as the control panel, audio settings, display settings, task manager, system health. You can also view log files and activate your VIA Connect PRO unit.

-  The log folder is only available if system logging is activated (see [Using Gateway Activity Log](#) on page 46).
-  The VIA Connect PRO unit is pre-activated by Kramer. In case your license has been revoked, you can activate it here.

### To access system controls:

1. On the Gateway Dashboard Settings Screen ([Figure 57](#)), click **System Controls**. The System Controls tab appears.



Figure 58: System Control Screen

2. Click the required icon.

# For User: Running Kramer VIA App

**Kramer VIA** app enables you to use **VIA Connect PRO** for collaborative meetings. Before moderating or joining a meeting, run the **Kramer VIA** app on your device using one of the following methods:

- [Running the Kramer VIA App for PC and Mac](#) on page [64](#).
- [Running the Kramer VIA App for Tablets & Smartphones and for Chromebooks/Chrome Web Browser](#) on page [65](#).
- [Running the Kramer VIA App Using an Installation File](#) on page [65](#).



Participants using an Apple device can mirror their screen on the main display using the Apple AirPlay service without running the **Kramer VIA** app (see [Mirroring Apple Laptops and iPhones Using iOS/OS X Airplay Service](#) on page [72](#)).



If a VIAcast dongle is connected to your VIA device, participants using a Windows 10 laptop or a Miracast-supported Android device can mirror their screen using the Projection feature without running the **Kramer VIA** app (see [Mirroring Windows 10 Laptops and Android Devices Using Miracast](#) on page [75](#)).

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## Running the Kramer VIA App for PC and Mac

To run Kramer VIA, for PC and Mac computers:

1. Open your Web browser and enter the IP address for your **VIA Connect PRO** unit. Your Web browser recognizes your operating system (MAC/Windows) and directs you to the correct client software. The embedded web pages Welcome page appears ([Figure 3](#)).
2. Click one of the following two options:
  - **Run VIA** – runs **Kramer VIA** virtually, without installing it on your computer. Once downloaded, locate the file on your computer (under “Downloads”) and click it to launch. The **VIA Connect PRO** login screen appears.
  - **Install VIA** – installs **Kramer VIA** on your computer. After the .exe file is downloaded to your computer, a confirmation message appears. Click **Yes** and follow the Setup Wizard instructions. The **Kramer VIA** app is saved to the KRAMER folder on your C:/ProgramFiles directory drive by default and a desktop shortcut is created for easy access. However, you can select a different target folder in the Setup Wizard.

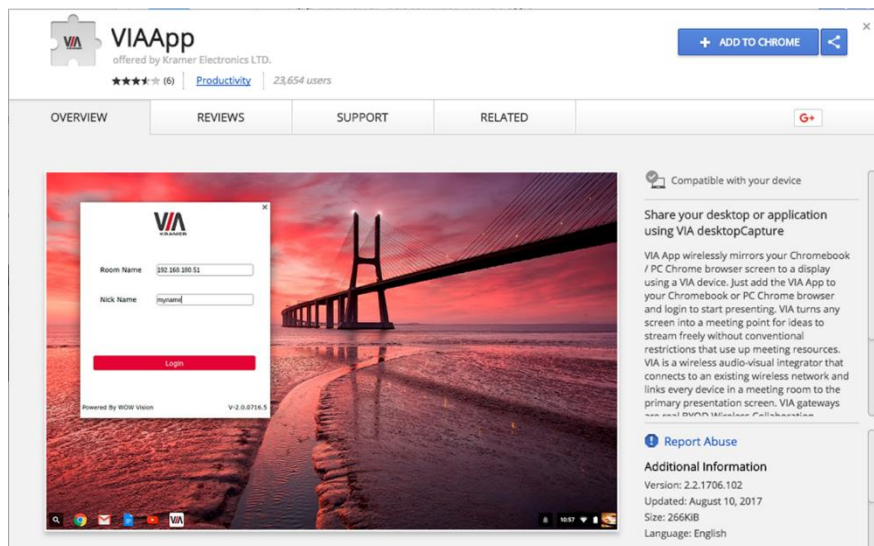
## Running the Kramer VIA App for Tablets & Smartphones and for Chromebooks/Chrome Web Browser

To run Kramer VIA for tablets and smartphones:

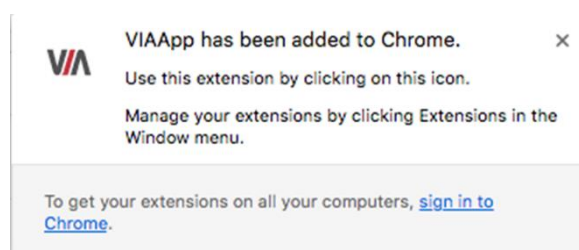
- Download Kramer VIA from the App Store (iOS) or Google Play (Android).

To run Kramer VIA for Chromebook or the Chrome Browser:

1. Open your Chrome browser and type the name of your **VIA Connect PRO** device as it is shown on the main display.  
The embedded web pages Welcome page appears ([Figure 3](#)).
2. Click the **chrome web store** link in the lower right corner.  
You are redirected to the **Kramer VIA** app page in the Chrome web store.



3. Click **Add to Chrome**.  
The app is added to your Chrome browser and a confirmation message appears.



## Running the Kramer VIA App Using an Installation File

For easy deployment and installation of Kramer VIA app on participant devices, IT managers can use the msi file (Windows) or dmg file (Apple) available at:

[https://www.kramerav.com/product/VIA%20Connect%20PRO#Tab\\_Resources](https://www.kramerav.com/product/VIA%20Connect%20PRO#Tab_Resources)

# For User: Participating in a VIA Meeting

This section explains how to participate in a collaborative meeting using **VIA Connect PRO** and your personal device.

**VIA Connect PRO** enables you to do the following:

- [Logging In to a VIA Meeting](#) on page [66](#).
- [Managing Room Names](#) on page [99](#).
- [Mirroring Your Device Screen](#) on page [71](#).
- [Collaborating on Main Display](#) on page [77](#).
- [Streaming Video](#) on page [84](#).
- [Communicating with Participants](#) on page [91](#).
- [Mirroring Main Display on Your Device](#) on page [97](#).
- [Advanced Meeting Functions](#) on page [101](#).

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## Logging In to a VIA Meeting

Participants can log in to a VIA meeting in the following ways:

- [Logging In to a VIA Meeting Manually](#) on page [67](#).
- [Logging in to a VIA Meeting using QR Code](#) on page [69](#).
- [Logging In to a VIA Meeting Using a VIA Pad](#) on page [70](#).
- [Logging In to a VIA Meeting Using a VIA NFC Tag for Android](#) on page [70](#).
- [Managing Room Names](#) on page [99](#).

## Logging In to a VIA Meeting Manually

VIA Connect PRO enables you to manually enter credentials for logging in to a VIA meeting.

To log in to a VIA meeting manually:

1. Connect your device to the same network that **VIA Connect PRO** is connected to.
2. Run the **Kramer VIA** app.  
The **Kramer VIA** login screen appears.

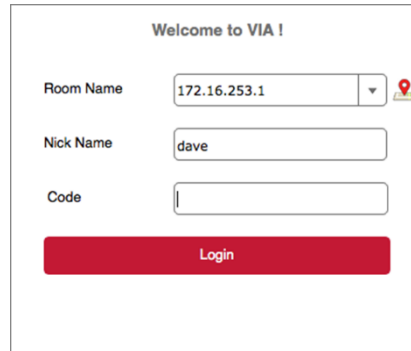


Figure 59: Kramer VIA Login Screen

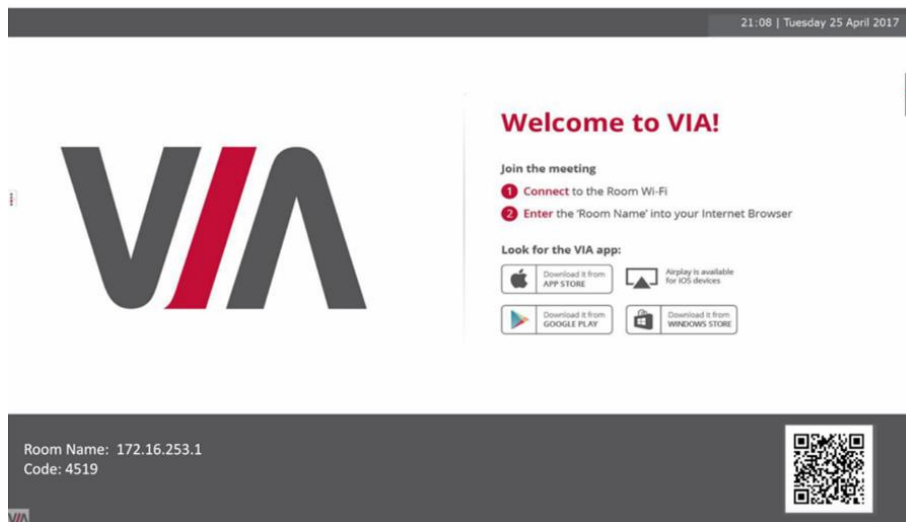


Figure 60: VIA Gateway Home Screen

3. Type a Nick Name (username) for your device (it can be any combination of letters and numbers). This is the name that appears on the main display when you collaborate.
4. Type the Code, as it appears in the lower left corner of the VIA Home screen (if activated).



The Code can only be seen by those present in the meeting room and the Code changes regularly. This is a security feature that ensures that only those present in the room can participate in the presentation.



You may be required to type a user name and password if Databased Moderator mode is activated (see [Configuring Moderator Mode](#) on page 26). For more information, ask your meeting Web Administrator.

5. Click **Login**.

You are logged into the VIA meeting.

The VIA Dashboard (and taskbar icon for laptops) appears on your device screen.



The following section may not present all current **VIA Connect PRO** features. For a complete, updated list of available features go to:

[www.true-collaboration.com/products.html#](http://www.true-collaboration.com/products.html#)



Some features only appear when the user is in Moderator Mode

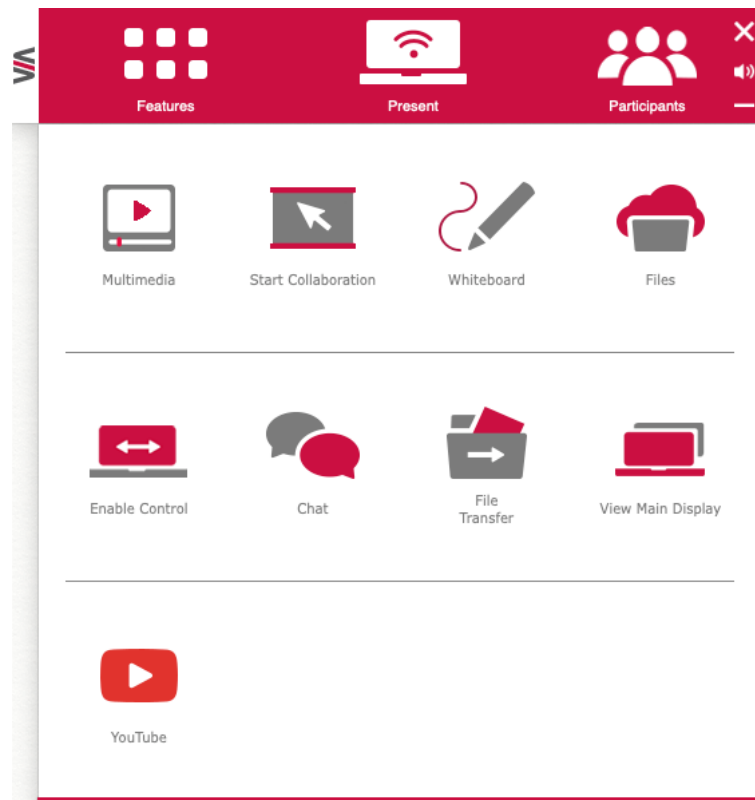


Figure 61 VIA Connect PRO User Dashboard

The User Dashboard main menu includes:

- Features – Display all available features of **VIA Connect PRO**.
- Present / Stop Presenting – Mirror or mirroring your screen on the main display.
- Participants – Display a list of all participants in the session.
- Volume Control – Control the volume of speakers connected to **VIA Connect PRO**.

## Logging in to a VIA Meeting using QR Code

VIA Connect PRO enables you to scan a QR code that appears on the main display to log into a VIA meeting.



The following instructions are for iOS and Android users.

### To log in to a VIA Meeting using the QR Code:

1. Connect your device to the same network as the **VIA Connect PRO** and run the **Kramer VIA** app on your device.  
The **Kramer VIA** login screen appears.

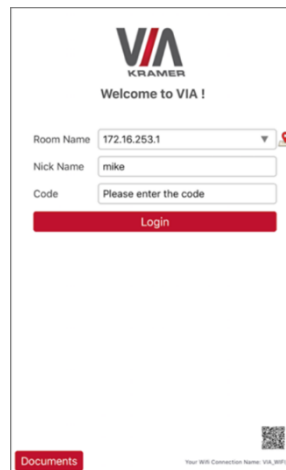




Figure 62: VIA Login Screen with QR Code Icon

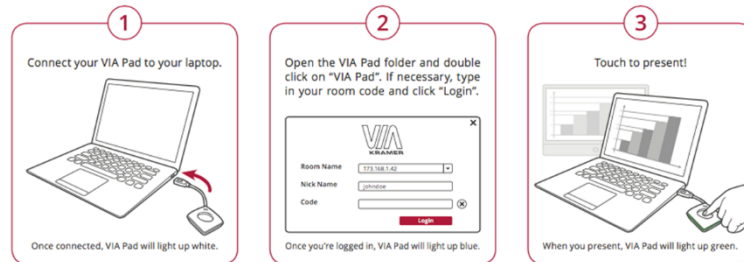
2. Tap the QR code icon in the lower right corner of the login screen.  
A capture screen appears on your device.
3. Scan the QR code that appears in lower right corner of the VIA main display ([Figure 36](#)).  
You are automatically logged in to the VIA meeting.  
The VIA Dashboard and taskbar appear on your device screen ([Figure 61](#)).

## Logging In to a VIA Meeting Using a VIA Pad

VIA Connect PRO you to log in to a VIA meeting using a VIA Pad.

-  Make sure that your **VIA Pad** has been paired with your **VIA Connect PRO** unit before using it (see [Configuring VIA Pad Settings](#) on page 32).
-  The following instructions are for Windows and Mac OS users.

To log in to VIA Connect PRO using a VIA Pad:



1. Connect your **VIA Pad** to a USB connector on your laptop.
2. Open the **VIA Pad** folder and double-click the **VIA Pad** app. The **Kramer VIA** login window appears.
3. If necessary, type in your room name.
4. Click **Login**.  
Your **VIA Pad** lights blue when ready.  
The VIA Dashboard and taskbar appear on your device screen ([Figure 61](#)).
5. Use **VIA Pad** to present:
  - Press once – Starts presenting or stops presenting your screen on the main display. When you are presenting, the **VIA Pad** LED banner lights green. When you stop presenting, the LED banner lights blue.
  - Press twice while presenting – Freezes or unfreezes your screen. When your screen is frozen, the **VIA Pad** LED banner flashes green.
  - Long press – Displays your screen in full screen mode on the main display, displacing any other participant screen.

## Logging In to a VIA Meeting Using a VIA NFC Tag for Android

VIA Connect PRO enables you to log in to a VIA meeting using a VIA NFC Tag for Android.

### Writing an NFC Tag

To write an NFC tag:

1. Download the free VIA NFC Writer file 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)) and install it on your Android device.



2. Open VIA NFC Writer.  
The Home screen appears.
3. Type the room name that you want to program and click **Write tag**.
4. When prompted, touch the Android device to the writable tag.  
A message appears, confirming that the tag was successfully written.

### Logging in Using the NFC Tag



The Kramer VIA app must be installed on your device to log in using the NFC tag (see [For User: Running Kramer VIA App](#) on page 64).

#### To log in to a VIA meeting using the NFC tag:

1. Enable the NFC feature on your Android device.
2. Touch the Android device to the tag.  
You are automatically logged into **VIA Connect PRO**. The room code is bypassed.  
The VIA Dashboard and taskbar appear on your device screen ([Figure 61](#)).

---

## Mirroring Your Device Screen

**VIA Connect PRO** enables you to mirror your device screen on the main display using either **Kramer VIA** app, Apple Air Play Service (when using an Apple device), or Miracast (when using a Windows 10 laptop or Android device and the VIAcast dongle).



The Present feature can be used to present static images or video. However, for high-resolution video, we recommend using the Multimedia streaming feature (see [Streaming Through Kramer VIA App](#) on page 84).

Mirror your device screen on the main display using one of the following methods:

- [Mirroring Laptops and Android Mobile Devices Using Kramer VIA](#) on page 71.
- [Mirroring Apple Laptops and iPhones Using iOS/OS X Airplay Service](#) on page 72.
- [Mirroring Windows 10 Laptops and Android Devices Using Miracast](#) on page 75.

You can also use the following features when mirroring via **Kramer VIA** app:

- [Mirroring with Extended Desktop](#) on page 75.
- [Mirroring Without Being Interrupted](#) on page 75.

## Mirroring Laptops and Android Mobile Devices Using Kramer VIA

Laptops and Android mobile devices must have the **Kramer VIA** app installed to mirror their screen. Your mobile device must support Android version 5. 1 as a minimum. The latest Android OS version is recommended.



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

### To mirror your Laptop or Android device screen using Kramer VIA:

1. Connect your laptop or Android device to the network that **VIA Connect PRO** is connected to.
2. Log in to **Kramer VIA** (see [Logging In to a VIA Meeting](#) on page 66)
3. Click **Present**.

A confirmation message appears (Android only).

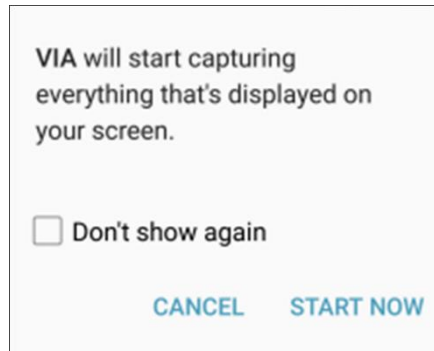


Figure 63: Presenting (Mirroring) Confirmation Message

4. Click **START NOW** to confirm.  
Mirroring starts, and your screen appears on the main display.
5. Minimize **Kramer VIA** app by clicking the minimize icon on the window or by clicking the Home button of your Android device and open any content on your device to share it on the main display.



To stop mirroring your screen, re-open **Kramer VIA** app and click **Stop Presenting**.

To pause mirroring (continue to display your screen but stop updating it on the main display), click the pause button to the left of the Stop Presenting button.



Figure 64: Pause Presenting Button

## Mirroring Apple Laptops and iPhones Using iOS/OS X Airplay Service

All participants in a meeting using an Apple device can mirror their screen on the main display using the Apple AirPlay service. No application is required to activate this mode. However, an administrator must enable the iOS mirroring feature in the **VIA Connect PRO** embedded webpages (see [Configuring iOS Mirroring Settings](#) on page 33).

Minimum requirements for mirroring using Airplay services are:

- iPhone or iPad/Mini iPad – Minimum version iOS 10 (iOS 12 is recommended).
- Mac Books and Apple Computers – Minimum version OS X 10. 11 (Mojave is recommended).

**To mirror your screen using AirPlay Services:**

1. Connect your Apple device to the network that **VIA Connect PRO** is connected to.
2. For iPhone or iPad/Mini iPad: Swipe up from the upper right corner to reveal the Control Center and click **Screen Mirroring**.



Figure 65: iPhone Control Center

For Mac Books and Apple Computers: Click the AirPlay menu on the Apple Menu Bar, located in the top right corner of the screen, near the clock.

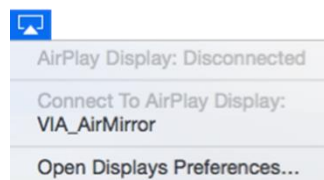


Figure 66: Mac Books/Apple AirPlay Menu

The Screen Mirroring list appears.



Figure 67: iPhone Screen Mirroring List

3. Select **VIA Connect PRO's** AirPlay device name (default = VIA\_AirMirror\_XXXX, where XXXX is a random combination of letters and numbers).  
If the room code is enabled, a message appears asking you to enter the code.
4. Type the code that appears on the **VIA Connect PRO** main display (if activated).  
Mirroring starts, and your screen appears on the main display.

**To properly disconnect iPhone or iPad/Mini iPad and stop mirroring:**

1. Swipe up from the upper right corner to reveal the Control Center.



Figure 68: Apple AirPlay Toggle

2. Click **Stop Mirroring**.  
Mirroring stops.
3. Click iPhone/iPad.

## Mirroring Windows 10 Laptops and Android Devices Using Miracast

VIA Connect PRO enables you to use the native Miracast feature on your Windows 10 laptop or Android device to mirror your screen on the main display. This feature requires installation of the optional VIAcast dongle (sold separately), and must be enabled by the VIA Web Administrator (see [Enabling Miracast Mirroring](#) on page 34).

For more information see: [www.kramerav.com/downloads/VIAcast](http://www.kramerav.com/downloads/VIAcast)

## Mirroring with Extended Desktop

VIA Connect PRO enables users to use the main display as an extension of their device desktop to present content. The user's primary screen is not mirrored, allowing the user to keep their notes private on their laptop while mirroring.



This feature is available on Windows only and only after installation of the required drivers. When using this feature for the first time, the system asks you to install the drivers. Please accept and follow the on-screen instructions. Once the drivers are installed, reboot your PC to enable the feature.

To mirror with the Extended Desktop feature:

1. Click the VIA icon in your computer taskbar.  
The taskbar menu appears ([Figure 78](#)).
2. From the taskbar menu, select **Display > Secondary**.
3. Drag content up and past the top of your screen.  
The content is displayed on the main display.

## Mirroring Without Being Interrupted

VIA Connect PRO enables you to mirror content on the main display while preventing other participants from mirroring.



To use the Do Not Disturb feature, it must first be enabled by the Web Administrator using the embedded web pages (see [Activating Do Not Disturb Mirroring Feature](#) on page 34).

To mirror without being interrupted:

1. Become the meeting moderator (see [Becoming Meeting Moderator](#) on page 94).
2. On the VIA dashboard, click **Present**.  
You are presenting.



Figure 69: User Dashboard with Do Not Disturb Deactivated

3. Click the gray icon to the right of the Stop Presenting icon.

The icon turns yellow and you enter Do Not Disturb mode.



Figure 70: User Dashboard with Do Not Disturb Activated



You have full access to all features. The other participants see a modified user dashboard that only allows access to the Participants list. Other icons are disabled.

4. Click the yellow icon.  
Do Not Disturb is deactivated and the other participants return to full functionality.

## Collaborating on Main Display

VIA Connect PRO provides state-of-the-art collaboration functionality, enabling meeting participants to interact with content displayed on the main display, annotate shared content, take control of another participants computer and more. It enables up to 254 meeting participants to collaborate – utilizing a compatible external wireless network.

### Interacting with Main Display

VIA Connect PRO enables participants to interact with the main display as if it were a part of their own device screen, using their own mouse, keyboard and touch screen.

To interact with the main display for a device with a mouse and keyboard:

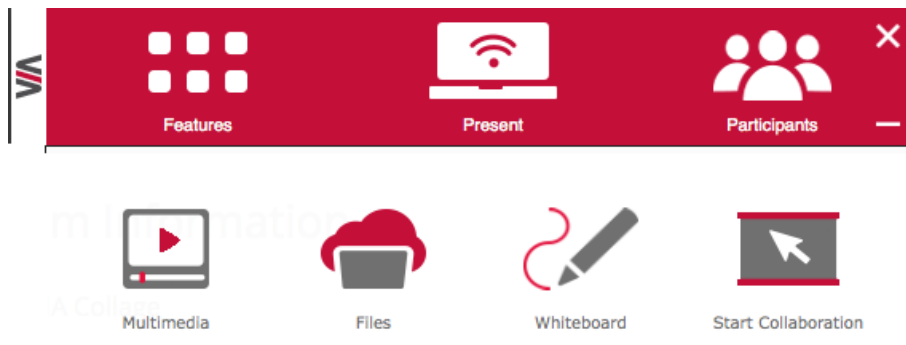


Figure 71: VIA Dashboard – Features > Start Collaboration

1. On the **VIA** dashboard, click **Features > Start Collaboration**.  
A red check appears and the icon changes to Stop Collaboration.

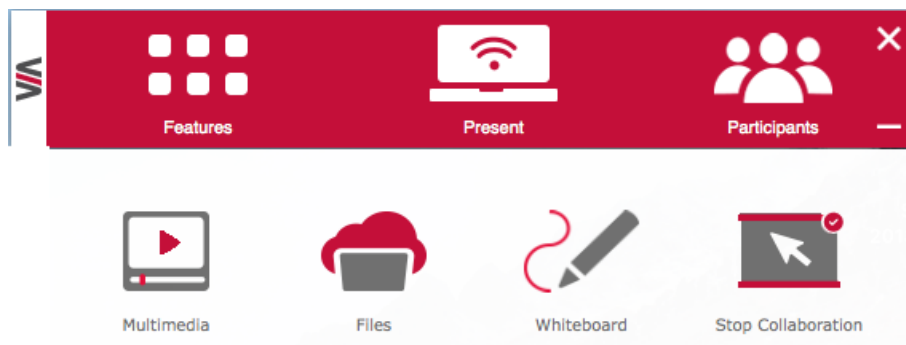


Figure 72: Stop Collaboration in the Dashboard Features

A floating Stop Collaboration icon also appears in the upper right corner of your screen.



Figure 73: Floating Stop Collaboration Icon



Click and drag the floating Stop Collaboration icon to another location on your screen, if necessary.

2. Move your cursor past the top of your device screen.  
Your cursor appears on the main display with your nickname next to it.

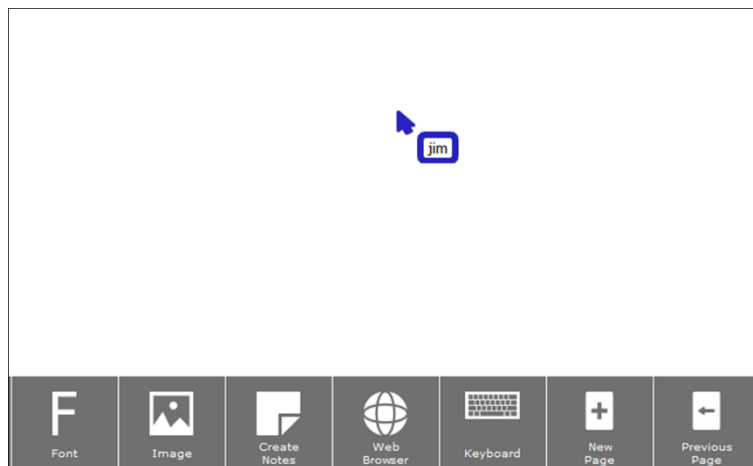


Figure 74: Collaboration Cursor on the Main Display

3. Use your cursor as a pointer or operate any of the features from the main display dashboard and use your keyboard to type text on the main display, when necessary.
4. To use your cursor to control your own device, move your cursor past the bottom of the main display until it appears on your device screen.

#### To interact with the main display for a device with a touch screen:



For laptops with touchscreens, you must enable the touch screen for collaboration (see [Enabling Touch Screen Collaboration](#) on page 82).

1. On the VIA dashboard ([Figure 72](#)), click **Features > Start Collaboration**.  
A virtual touchpad appears on your device screen.

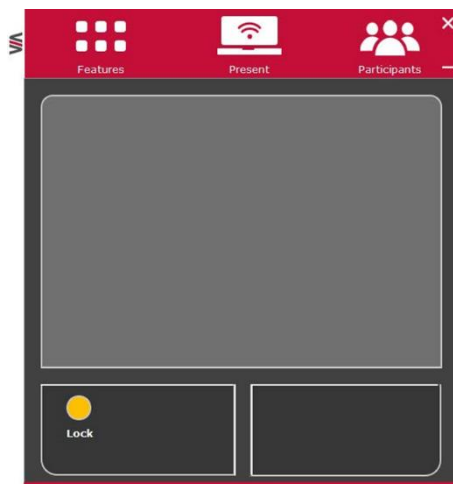


Figure 75: Virtual Touchpad

2. Use the top section of the touchpad to move the mouse.
3. Tap the bottom right and bottom left sections for right-click and left-click.
4. Tap the yellow **Lock** button to lock the left-click in pressed position and move the cursor using the top section of the touchpad for dragging or selecting.  
The left-click button turns red and remains locked until you remove your finger from the touchpad.



**To stop collaborating:**

- For a laptop: Click **Stop Collaboration** in the dashboard Features or the floating icon. Collaboration stops and your cursor disappears from the main display or the virtual touchpad disappears from your screen (when using a touchscreen).
- For a mobile device: Click your device's **Features** button. Collaboration stops and the virtual touchpad disappears from your screen.

## Using Whiteboard Feature

**VIA Connect PRO** enables you to use a virtual whiteboard on the main display. Multiple participants can use the whiteboard simultaneously to draw, present images, and annotate content.

### Starting the Whiteboard Feature

**To start the Whiteboard feature:**

- On the **VIA** dashboard, click **Features > Whiteboard**.  
A whiteboard session starts on the main display.

### Joining a Whiteboard Session

**VIA Connect PRO** enables any meeting participant to join a whiteboard session via their own device and contribute by using the whiteboard tools. Multiple users can simultaneously interact with the whiteboard content on the main display.

**To join a Whiteboard session:**

1. On the **VIA** dashboard, click **Features > Whiteboard**.  
The whiteboard appears on the main screen and your Collaboration feature starts.
2. Drag the cursor past the top of your screen to the main display
3. Start annotating with the whiteboard tools.

### Whiteboard Tools



Figure 76: Whiteboard Toolbar

Icon	Action
Pen	Draw on the whiteboard. Click icon corner to select pen color and thickness.
Eraser	Erase annotations. Click icon corner to select eraser thickness and to erase the entire whiteboard.
Capture Area	Select an area and paste in onto the current whiteboard page or a new page.
Arrow	Select, drag, resize an annotation, image or text box.
Text	Add a text box. Click the lower right corner to select the font.
Font	Format the currently selected text box.
Shapes	Draw a line, rectangle, or circle. Click the lower right corner to select the shape, color and line thickness.
Highlighter	Highlight text or objects on the whiteboard in yellow.












Icon	Action
Create Notes	Type notes that are attached to the current whiteboard page.
Keyboard	Open a virtual keyboard to insert text into a text box.
New Page	Create a new whiteboard page.
Current Page	Shows the number of the currently displayed page. Click the lower right corner to move to the previous or next page.
Save	Save all your whiteboard pages in PDF or JPEG format.
Show desktop	Displays the main display with all running applications. The user can also annotate any content on the main display and add it to a whiteboard page (see <a href="#">Show Desktop</a> on page 81).
Close	Close the Whiteboard.



The whiteboard toolbar can be moved to the bottom (and back to top) of the display by clicking the small arrows on the right side of the toolbar

## Show Desktop

Show Desktop allows you to hide the whiteboard and to navigate freely on the VIA desktop. A toolbar is available for making annotations on the VIA desktop and capturing an object. For example, capture an area of the screen and add it as an object in the current Whiteboard page.

Icon	Name	Action
	Pencil	Draw on the whiteboard. Click the lower right corner to change the color and the line thickness.
	Shapes	Draw a line, rectangle, or circle. Click the lower right corner to select the shape, color and line thickness.
	Eraser	Erases what you have drawn on the whiteboard. Click the lower right corner to change the eraser thickness.
	Highlighter	Highlight text or objects on the main display in yellow.
	Selection	Select and move an object.
	Window Capture	Capture a screenshot of the active window.
	Area Capture	Click and drag the mouse to capture a rectangular screenshot.
	Save	Save your activity in either .jpg or .pdf format
	Show/Hide	Show/Hide annotations.
	Whiteboard	Switch to full screen whiteboard mode.
	Exit	Exit the whiteboard.

## Enabling Control

**VIA Connect PRO** enables the admin to take control of a participant's computer (Windows or Mac OS). (In our example, [Figure 77](#), user Dave has stepped in and the Admin has taken control of Dave):

The admin can work on Dave's system as he has taken control. (Admin can play media or work on a document or presentation file collaboratively with Dave).

Any other participant who wants to take control or collaborate with Dave's system can click the Start Collaboration icon and drag his laptop mouse to the top and off their local screen.

That cursor now moves to the **VIA Connect PRO** unit and appears on the main display of Dave. Buttons are shown in the picture below:

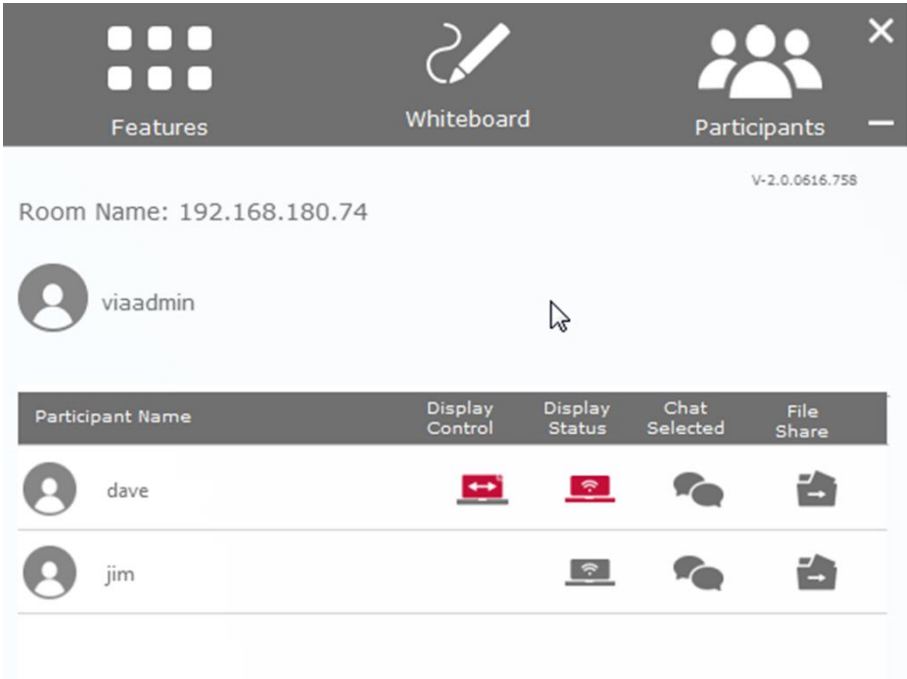


Figure 77: Enable Control

### Enabling Touch Screen Collaboration

VIA Connect PRO enables you to use the touchscreen on your laptop for collaboration (see [Collaborating on Main Display](#) on page 77).

To enable laptop touch screen collaboration:

1. Click the VIA icon in your computer taskbar.

The taskbar menu appears.

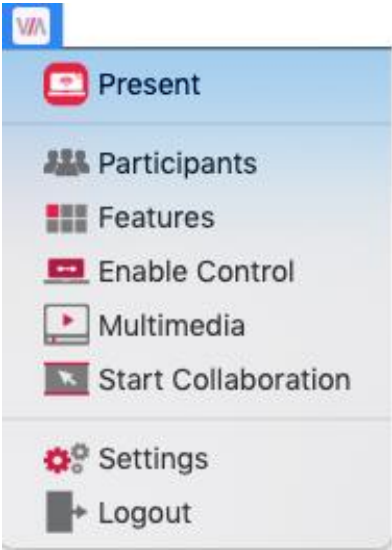


Figure 78: Kramer VIA Taskbar Menu

2. Click **Settings**.  
The Client Preferences screen appears.

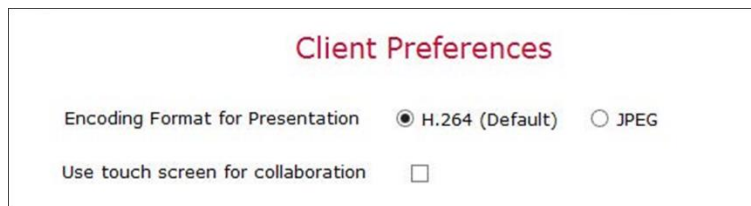


Figure 79: Client Preferences Screen

3. Select the **Use touch screen for collaboration** checkbox.  
Touch screen collaboration is enabled.

## Collaboration Scenario



For simplicity, a scenario with only two users is described in the description below.

In the following scenario:

- User #1 is showing content from their device.
- User #2 is collaborating with User #1's content.

The scenario proceeds as follows:

1. Collaboration begins when User #1 presents content on the main display.
2. With content being shown, User #1 then selects **Enable Control** from the dashboard Features. At this point, all connected users have full control of User #1's computer.
3. Once Enable Control is selected, a red check mark appears on the upper-right of the icon.

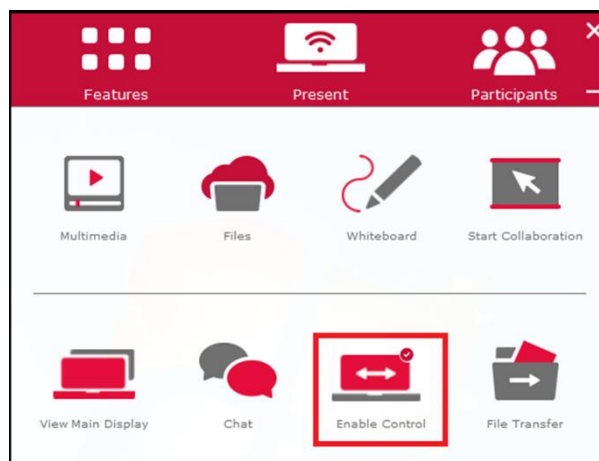


Figure 80: Enable Control Icon with Check



At any time, User #1 can click Enable Control again to stop other users from controlling their computer.

- User #2, who can now see User #1's content on the main display, clicks **Start Collaboration** from the dashboard Features.

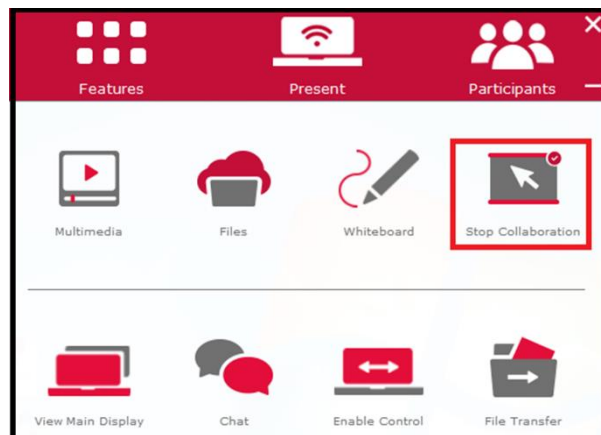


Figure 81: Clicking Start Collaboration

- User #2 moves her cursor to the top of their own screen (as if VIA's main display was an extended desktop) onto the main display. An additional cursor with User #2's nickname and a unique color appears on the screen.
- At this point, User #2 can access and make changes to the content displayed from User #1's computer.



User #2 has complete access to User #1's computer, even beyond the content currently being displayed.

- Once the collaborative session has ended, User #1 saves the content to his hard drive. If desired, User #1 can use the dashboard File Transfer feature to share the edited document with all participants.
- User #1 now clicks the Enable Control icon, denying access for other participants to control or modify his content or device.

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## Streaming Video

VIA Connect PRO provides the following options for streaming video from your device to the main display:

- [Streaming Through Kramer VIA App](#) on page [84](#).
- [RTSP Streaming Through VLC](#) on page [86](#).
- [RTP Streaming Through VLC](#) on page [90](#).

### Streaming Through Kramer VIA App

VIA Connect PRO enables users to stream video to the main display at a full HD 1080p/60fps rate. The video is obtained from the client device without being transferred to VIA Connect PRO.



VIA Connect PRO features a 10Mbps maximum video bitrate for 30fps or 60fps videos and handles video files of up to 8GB.



The default encoding format is H.264. If your device operating system does not support H.264 encoding, enable JPEG encoding (see [Defining Encoding Format](#) on page [103](#)).

Stream video from your device to **VIA Connect PRO** using one of the following methods:

### Streaming a Media File Using the Multimedia Feature:

1. Click **Multimedia** in the features menu of your VIA dashboard ([Figure 61](#)).  
The Multimedia player window appears.
2. Click **Add Media**.  
A system file browser appears.
3. Select the relevant video file and click **Open**.  
The file appears in the My Media table.
4. Double-click the media file in the table or click the play button.  
The video plays on the main display.

### Dragging and Dropping Media to the VIA Dashboard Logo:

- Drag a media file from your device to the small VIA logo on the upper left of your VIA dashboard ([Figure 61](#)).  
The video plays on the main display.



The video must be dragged directly onto the logo, not to the left, right, below or above the logo.

### Streaming from YouTube:

1. Click **YouTube** in the features menu of your VIA dashboard ([Figure 61](#)).  
The YouTube player window appears.

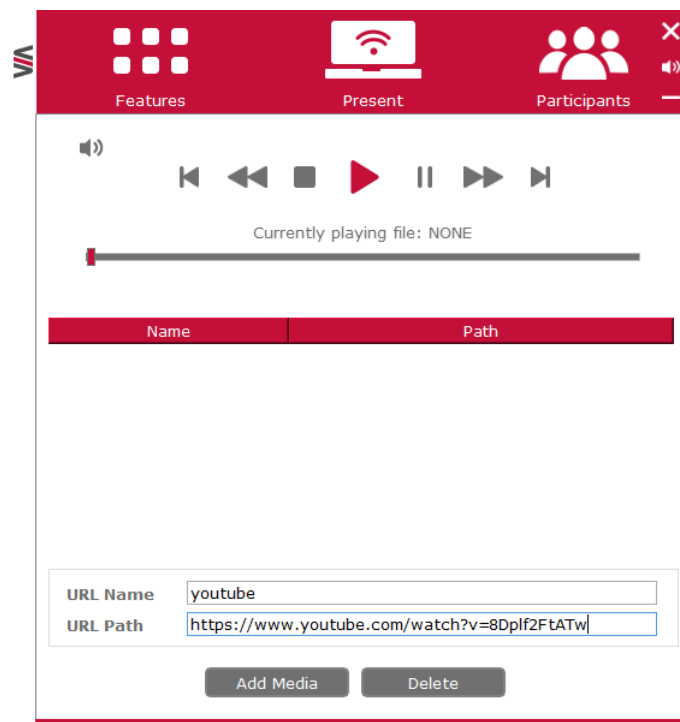


Figure 82: YouTube Player Window

2. In the URL Name field, enter a name for the video.

3. In the URL Path field, enter the web address for the YouTube video.  
The name and path of the URL are added to the table above.
4. Click the URL in the table or the play button.  
The video plays on the main display.



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



Video files can also be shared from your device to the main display by using a native media player such as QuickTime and/or Windows Media Player and the Present feature (see [Mirroring Your Device Screen](#) on page 71). However, when using this method, you may experience lower frame rates, inconsistent playback and increased latency, depending on your laptop system performance.

## 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 Connect PRO** supports RTSP. Media played locally on a computer can be streamed on **VIA Connect PRO**, provided the computer and **VIA Connect PRO** are on connected networks.

### To Configure RTSP Streaming using VLC Media Player:

1. Open VLC Media Player.

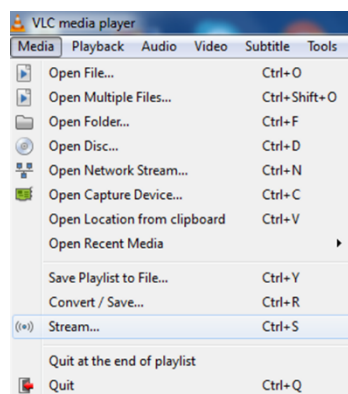


Figure 83: VLC Media Menu



- 2. Click **Media > Stream**.  
The Open Media window appears.

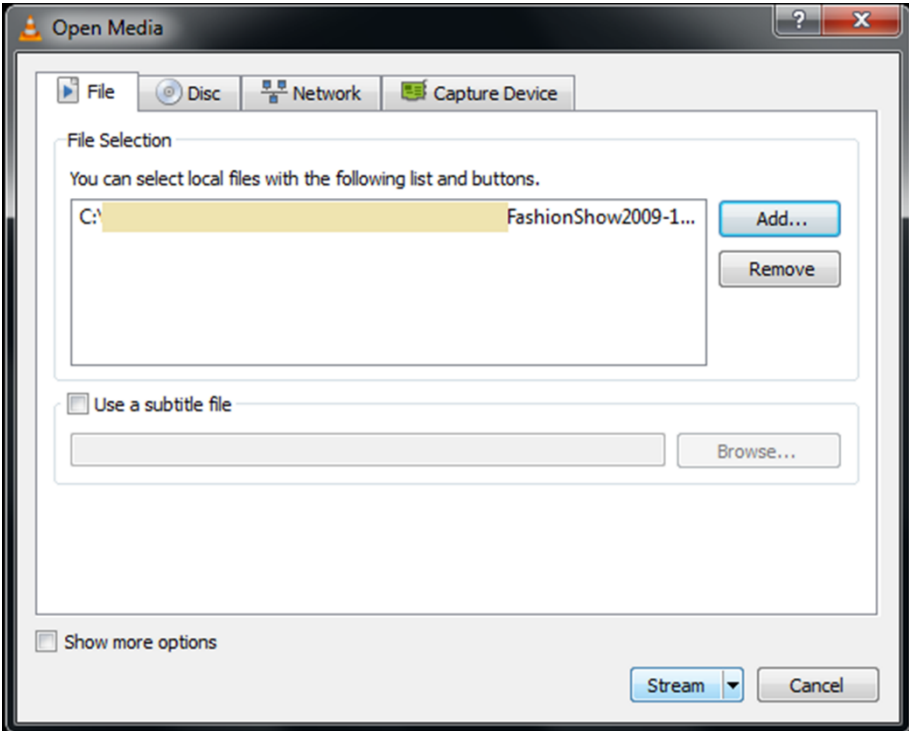


Figure 84: Open Media Window

- 3. Click **Add** and select a file to stream and click **Stream**.  
The Stream Output/Source window appears.

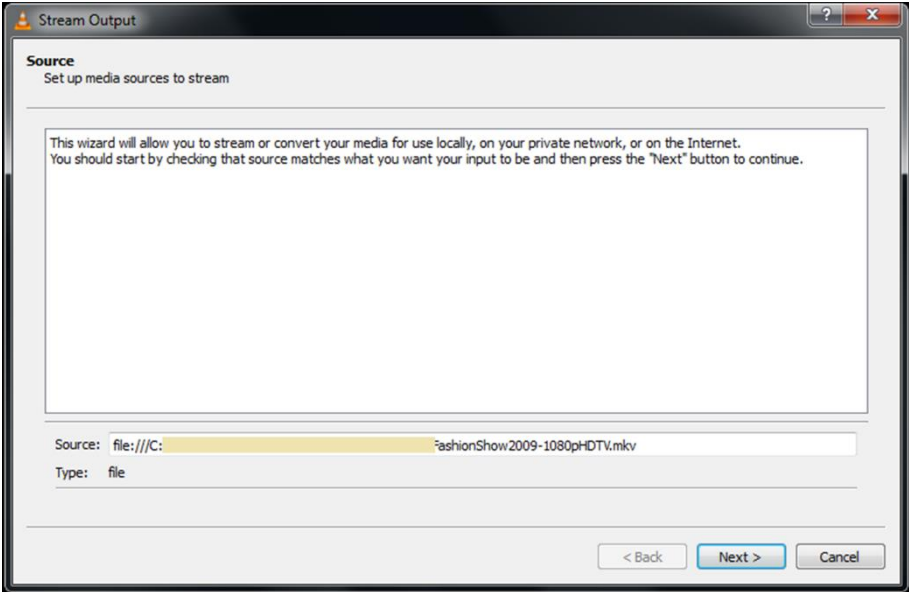


Figure 85: Stream Output/Source Window

- 4. Click **Next**.  
The Stream Output/Destination Setup window appears.

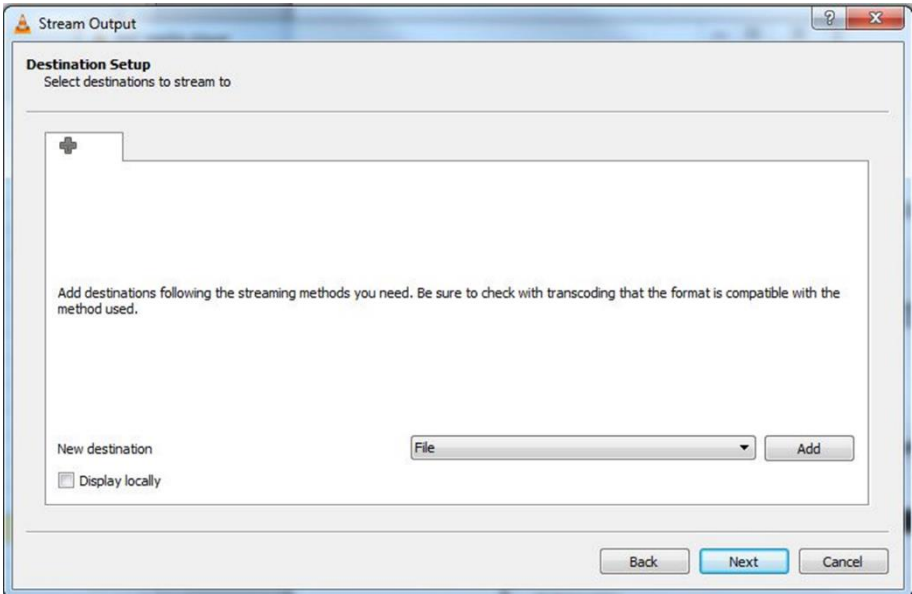


Figure 86: Stream Output/Destination Setup Window

- 5. Select RTSP from the New Destination drop down and click **Add**.  
The RTSP tab appears.

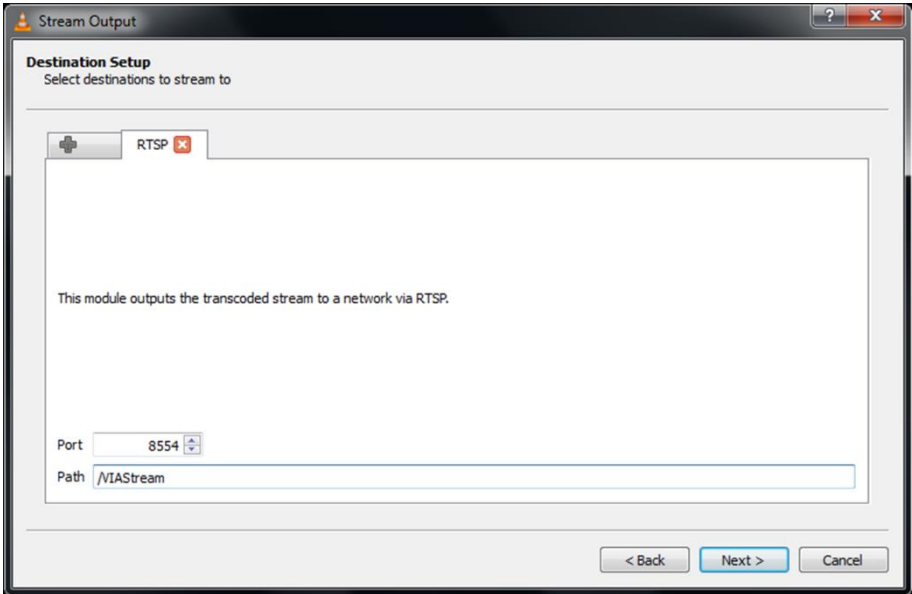


Figure 87: Stream Output/Destination Setup RTSP Tab

6. Type a short name to be used as a Path and click **Next**.  
The Stream Output/Transcoding Options window appears.

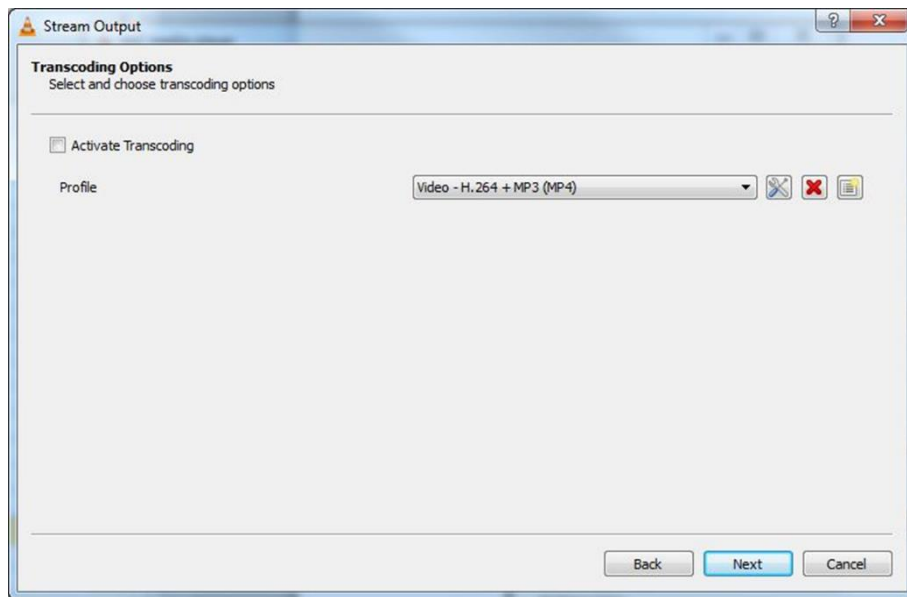


Figure 88: Stream Output/ Transcoding Options Window

7. Clear the Activate Transcoding checkbox and click **Next**.  
The Stream Output/Option Setup window appears.

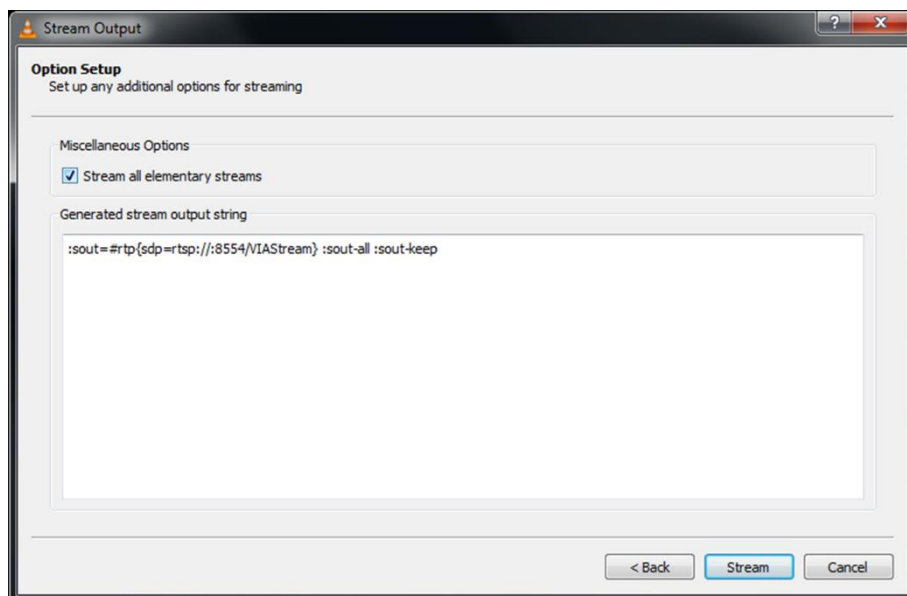


Figure 89: Stream Output/Option Setup Window

8. Select Stream all elementary streams and click **Stream**.

9. On the **VIA** dashboard, click **Features > Multimedia > Streaming Player**.  
The Streaming Player appears.

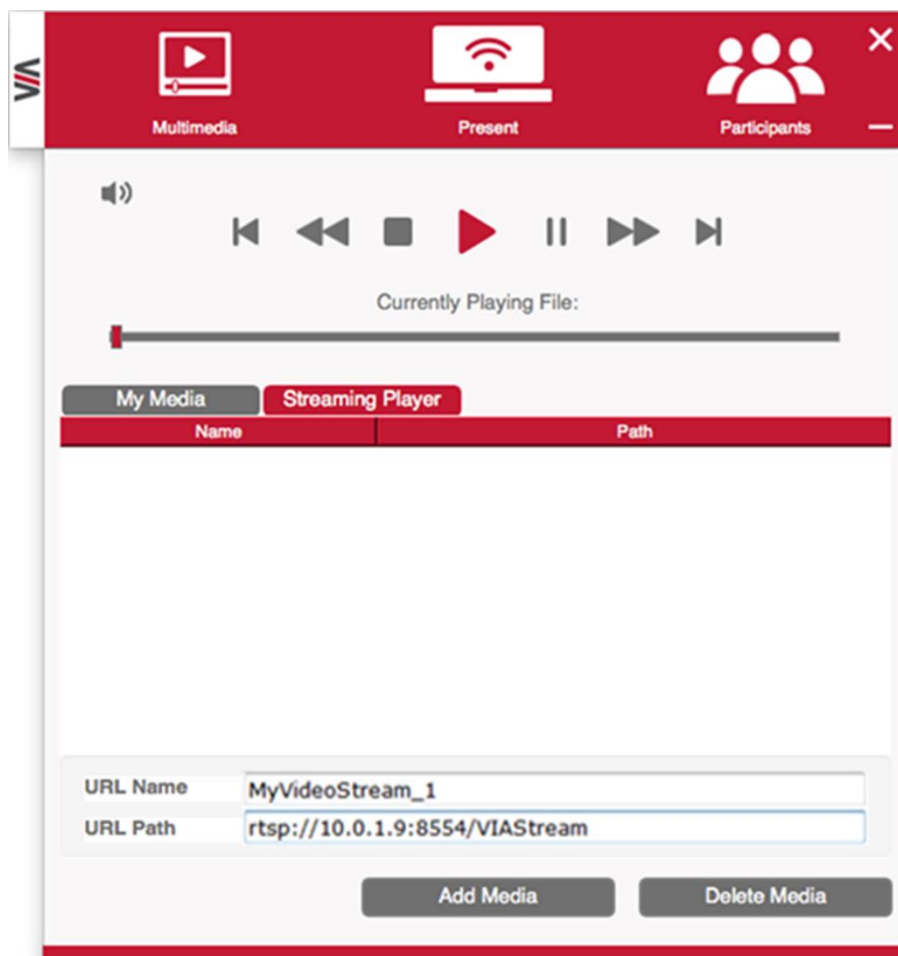


Figure 90: Streaming Player Screen

10. Type a URL name in the following format:  
rtsp://<local computer IP address>:8554/<name mentioned in step 6>.
11. Click **Add Media**.
12. Select RTSP stream and click the play button to stream this media on **VIA Connect PRO**.

## 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 Connect PRO** supports RTP. Media can stream on a **VIA Connect PRO** unit, provided the computer and **VIA Connect PRO** 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 Connect PRO** unit's IP address and click **Stream**.
7. Open **VIA Connect PRO** client and click **Features > Multimedia > Streaming Player**.
8. Type a name as the URL name.
9. The URL path takes the form: Rtp: //<**VIA Connect PRO** IP address>:5004.
10. Click **Add Media**.
11. Select the RTSP stream and click the play button to stream this media on **VIA Connect PRO**.



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

## Communicating with Participants

**VIA Connect PRO** enables you to communicate with participants through chat, file sharing and becoming moderator of the meeting.

### Chatting with Participants

**VIA Connect PRO** enables you to exchange text messages with other meeting participants.

To chat with another meeting participant:

1. Click **Participants** on the **Kramer VIA** app dashboard.  
The Participants list appears.

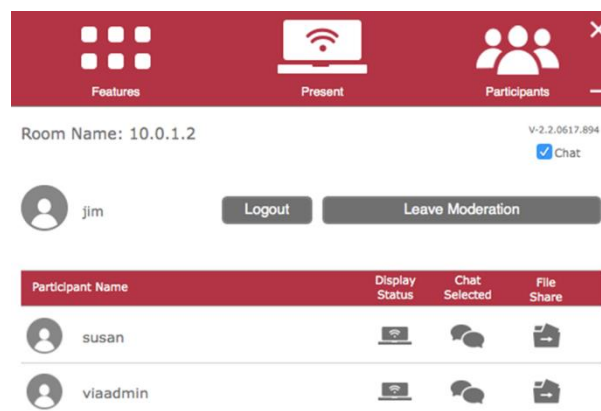



Figure 91: Kramer VIA app Dashboard Participants List



If there is a meeting moderator with enable/disable chat access (see [Configuring Moderator Mode](#) on page 26), verify that Chat is selected in the upper right corner of the Participants list.

- Click the chat icon  for the desired participant.  
The chat window appears.
- Type your message at the bottom of the window and click **SEND**.  
The selected participant receives your message.

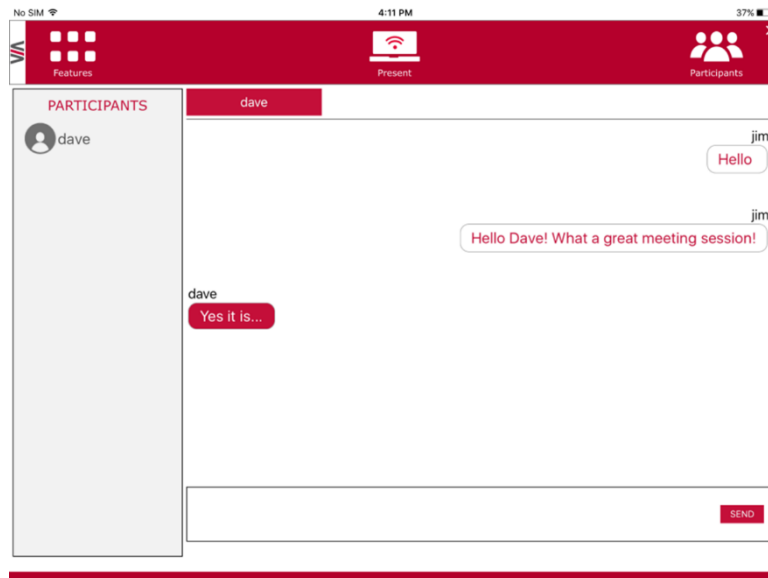



Figure 92: Chat Window




You can check for active chat sessions by clicking **Features** >  .

## Sharing Files

VIA Connect PRO enables you to share files from your device or from the VIA Cloud (see [Managing VIA Cloud Files](#) on page 93) with other meeting participants.

### Sharing Files from Your Device

To share a file from your device:

- On the VIA Dashboard, click **Participants** or click the **File Transfer** feature icon.  
The Participants list opens.
- Click the file transfer icon  for the desired participant with whom you wish to share a file.  
A file browser appears.

3. Select the relevant file.

A progress bar appears showing the file transfer progress as it is saved to the VIA Cloud.

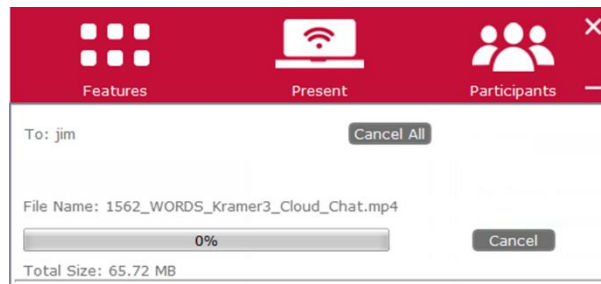


Figure 93: Admin File Sharing

4. The target participant receives notification of the shared file and selects a location to save the file.

The file is transferred and saved on the receiving participant's device.

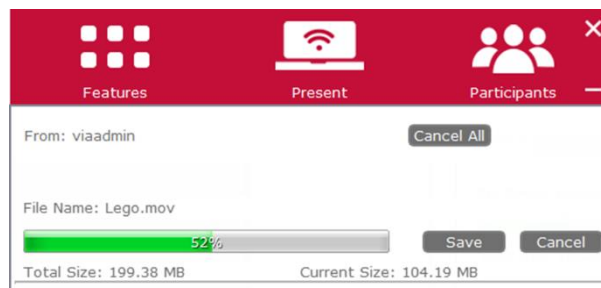


Figure 94: User File Sharing



The receiving participant can view and cancel a file that is in the process of being transferred by clicking the File Transfer icon on the Dashboard.

## Sharing Files from the VIA Cloud

**VIA Connect PRO** enables you to share files from the VIA Cloud (see [Managing VIA Cloud Files](#) on page 93) with other meeting participants.

### To share files from the VIA Cloud:

1. On the Dashboard, click **Features > Files**.  
A dialog box appears.
2. Select one of the following options.
  - Share the file just to VIA – Opens it locally on **VIA Connect PRO** to view and edit (only for PNG and PDF files)
  - Share the selected file with all connected participants.

## Managing VIA Cloud Files

**VIA Connect PRO** enables you to save files to a central directory so that they can be accessed by and shared among participants in a VIA meeting. This directory is referred to as the VIA Cloud and is located in the **VIA Connect PRO** internal memory.

### To manage VIA Cloud files:

- On the Dashboard, click the **Files** feature icon.

The VIA Cloud window appears.

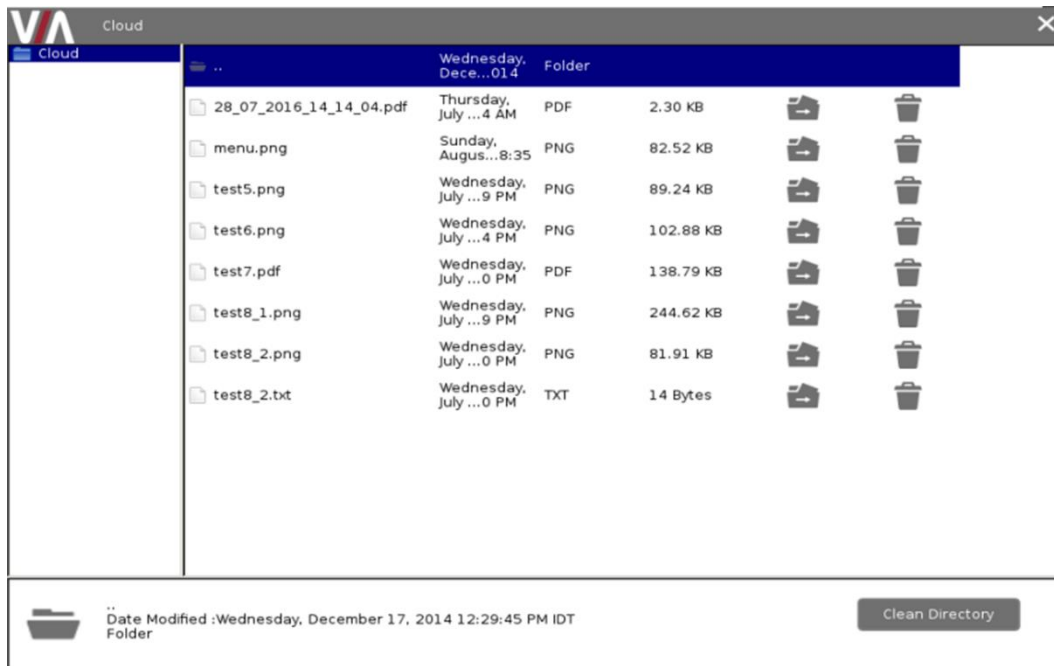


Figure 95: Shared Files on the Cloud

- To delete a single file from the VIA Cloud directory, click the delete icon and confirm the permanent deletion warning message.
- To delete all files from the VIA Cloud directory, click **Clean Directory** and confirm the permanent deletion warning message.

## Becoming Meeting Moderator

VIA Connect PRO enables any authorized meeting participant to become a moderator (see [Configuring Moderator Mode](#) on page 26). A meeting moderator has control over certain VIA functions that affect other participants, such as:

- [Streaming Video](#) on page 84.
- [Disabling Chat](#) on page 95.
- [Showing Participant Screen on Main Display](#) on page 96.



Moderator Mode must be activated to enable becoming a Moderator during a meeting (see [Configuring Moderator Mode](#) on page 26).

### To become the meeting moderator:

1. Click **Participants** on the Dashboard.



The Participants tab appears.



Figure 96: VIA Dashboard Participants Tab with Basic Moderator Mode Activated

2. Click **Become Moderator**.
3. When Basic Moderator Mode is active, type the password and click **Apply**.  
You are now the moderator.



To stop being the moderator, click **Leave Moderation**.

## Disabling Chat

VIA Connect PRO enables the moderator of a meeting to disable the chat feature during a meeting.



To enable the Chat checkbox, see [Configuring Moderator Mode](#) on page 26).

### To disable chat:

1. Become the moderator of the meeting (see [Becoming Meeting Moderator](#) on page 94).

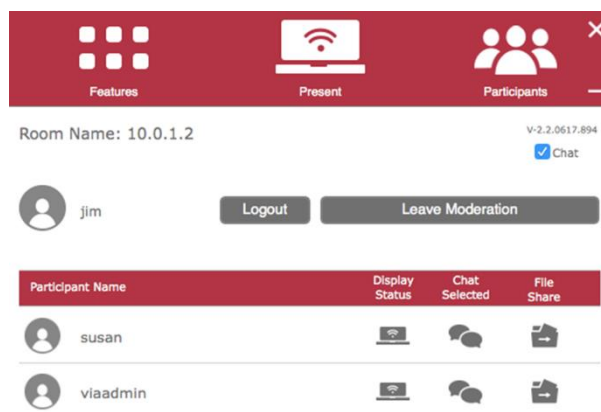


Figure 97: Kramer VIA app Dashboard participant's list

2. Clear the **Chat** checkbox at the top of the Participants list.  
Chat is disabled.

## Showing Participant Screen on Main Display

The moderator of a meeting can push a participant's screen onto the main display by clicking the Display Status icon of the participant in the Participant tab of the dashboard.

### To show a participant screen on the main display:

1. Become the moderator of the meeting (see [Becoming Meeting Moderator](#) on page 94).
2. In the Participants list, click the icon in the Display Status column of the relevant participant.

The selected participant's screen is mirrored on the main display.



To add a message that enables the participant to either approve or deny permission to present their screen (see [Configuring Moderator Mode](#) on page 26).

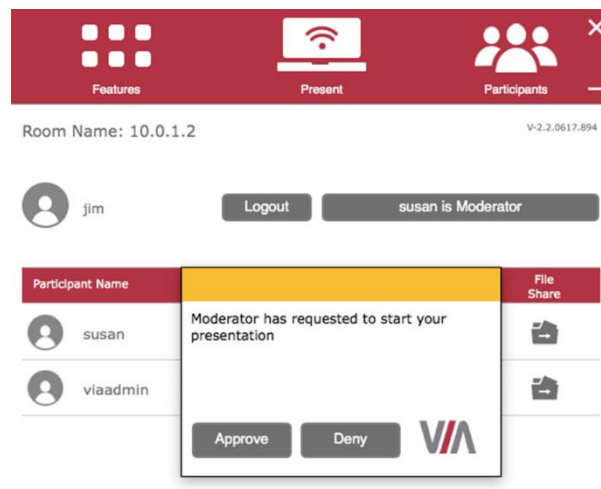


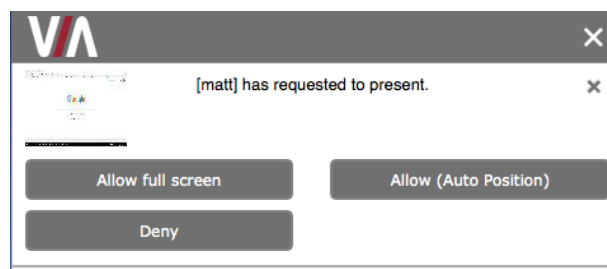
Figure 98: Participant's Screen with Presentation Request Confirmation Message

## Allowing a Participant to Mirror on Main Display

The moderator of a meeting must give permission to any meeting participant who wants to mirror their screen on the main display.

### To allow a participant to mirror on the main display:

1. The participant clicks **Present**.  
VIA Connect PRO sends a presentation request to the moderator. A preview of the participant's screen is displayed (for MAC/Windows users) to help the moderator accept or deny the request:



2. The moderator clicks **Allow full screen** or **Allow (Auto Position)**.  
The participant's presentation appears on the main display.

The participant receives the following message and their screen is mirrored on the main display.



The moderator can present at any time without permission.

## Mirroring Main Display on Your Device

**VIA Connect PRO** enables you to mirror a live view of the main display on your device to obtain a closer look at the presentation and to add personal annotations to the content being presented.



You must stop presenting and/or streaming video to start the View Main Display feature.



View Main Display is designed for visual reinforcement and is displayed at a reduced frame rate in an effort to reduce bandwidth usage.

**To mirror the main display on your device:**

1. Click the **View Main Display** icon on the Features menu of the VIA user dashboard ([Figure 61](#)).

A new window with a live representation of the main display and a toolbar (on the bottom for mobile devices or the left for laptops) appear on your screen.



Figure 99: View Main Display Window on a Laptop

2. Zoom in and out of the image using one of the following methods:
  - On touchscreens: Pinch the screen.
  - On PCs & Macs: Click the +/- magnification icons in the upper right corner of your View Main Display window.
3. Use the tool bar to perform the following basic whiteboarding activities:

- Draw, erase, add notes and save the file.
  - Select color options.
  - Create annotations that allow the user to take notes locally on their device without appearing on the presentation.
4. Click the **Switch Annotation** icon.  
VIA saves your current screen and now, all annotations that you make appear on the main display.



Saved image captures are available under the Multimedia section of the VIA dashboard under “Documents”.

5. Click the **Switch Annotation** icon again.  
VIA saves your current screen and all annotations that you make appear only on your screen.

**To exit View Main Display:**

- Click the **View Main Display** icon on the Features menu of the VIA Dashboard  
OR  
close the View Main Display window.

## Managing Room Names

Kramer VIA app provides a Room List Manager that enables you to manage all your room names and create shortcuts on your device to any room in the list. Room names are the IP addresses used by the VIA devices in your network. Room names are automatically saved whenever you log in. The room list can also be populated from the VSM (VIA Site Management) server or from a text (.txt) file containing room names.

## Accessing Room List Manager

To access the Room List Manager:

- Click the location icon to the right of the Room Name field on the VIA login window ([Figure 59](#)).

The Room List Manager window appears.

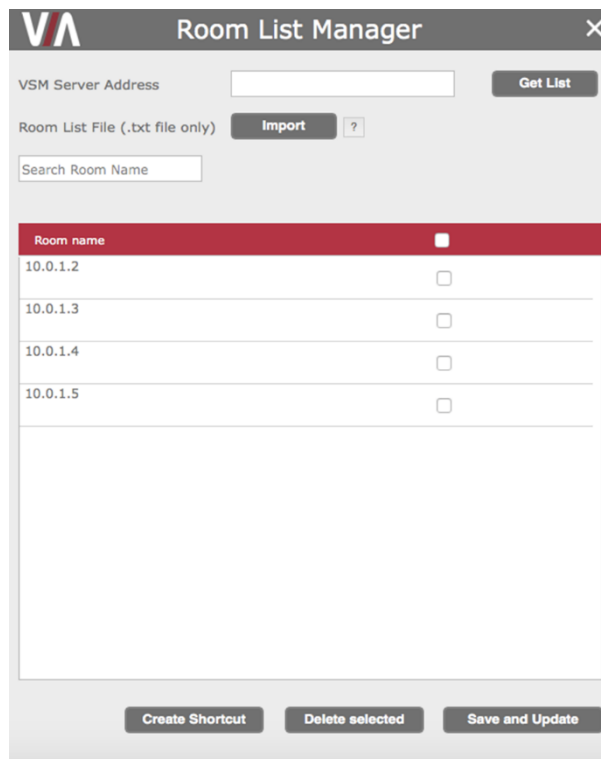


Figure 100: Room List Manager Window

## Populating Room List Manager from VSM Server

VIA Connect PRO enables you to automatically populate the room list from the VSM server. Windows and MAC users can populate the room list without having to type the VSM server address.

To populate the room list from the VSM server for Windows and MAC users:

- In the Room List Manager window, start type the Room Name you want to connect to. All room names on the VSM server appear on the room list.

### To populate the room list from the VSM for other device users:

1. In the Room List Manager window, type the VSM server address in the field at the top of the Room List Manager window.
2. Click **Get List**.  
The Room List is populated from the VSM server.

## Populating Room List Manager from a Plain Text File

### To populate the room list from a plain text file:

1. Create a plain text file with a list of IP addresses separated by a line break.

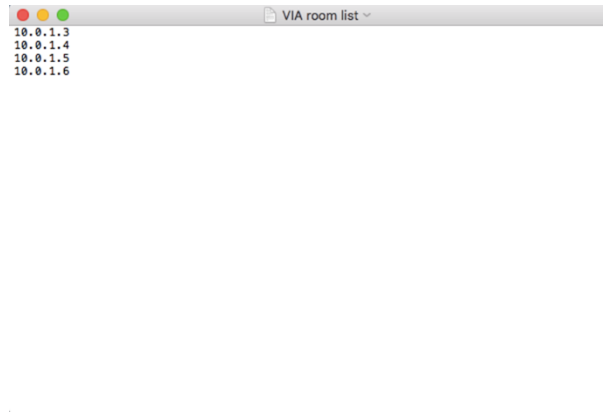


Figure 101: Plain Text Room List File

2. In the Room List Manager window, click **Import** and open the plain text file.  
The addresses in the text file appear in the Room name list.

## Renaming a Room

### To rename a room:

1. Click a room name in the Room List Manager list.  
A text box appears.

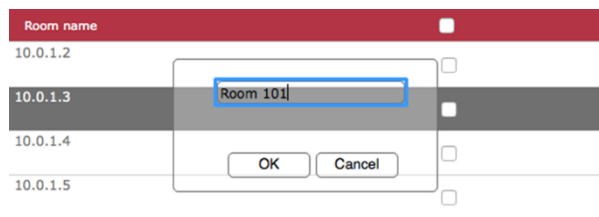


Figure 102: Rename Room Text Box

2. Type a new name for the room and click **OK**.  
The room IP address appears in the list under the new name.

## Creating a Room Shortcut

### To create a room shortcut:

1. Select the checkbox next to the relevant room name in the Room List Manager list and click **Create Shortcut**.  
A file browser window appears.

2. Select the location for the room shortcut.  
A shortcut is created.
3. Click the shortcut.  
A VIA Login window appears with the selected Room Name filled in.

---

## Advanced Meeting Functions

This section explains meeting functions that are performed by either the VIA administrator or a participant with moderator status.



The VIA administrator collaborates directly through the VIA unit by connecting a mouse and keyboard to the VIA gateway unit (see [For Installer: Connecting VIA Connect PRO](#) on page [6](#)) or through a touchscreen interface.

## Using the Gateway Dashboard

The gateway dashboard is usually used by the VIA administrator who connects a mouse and keyboard directly to the VIA gateway unit (see [For Installer: Connecting VIA Connect PRO](#) on page [6](#)) or through a touchscreen interface.. However, this dashboard can also be accessed through an external device that is logged in to the meeting and in Collaboration mode (see [Collaborating on Main Display](#) on page [77](#)).

**To use the gateway dashboard:**

1. Click the VIA logo in the upper right corner of the main display ([Figure 36](#)).  
The administrator dashboard appears ([Figure 55](#)).
2. Click **Features**.

The gateway features appear.

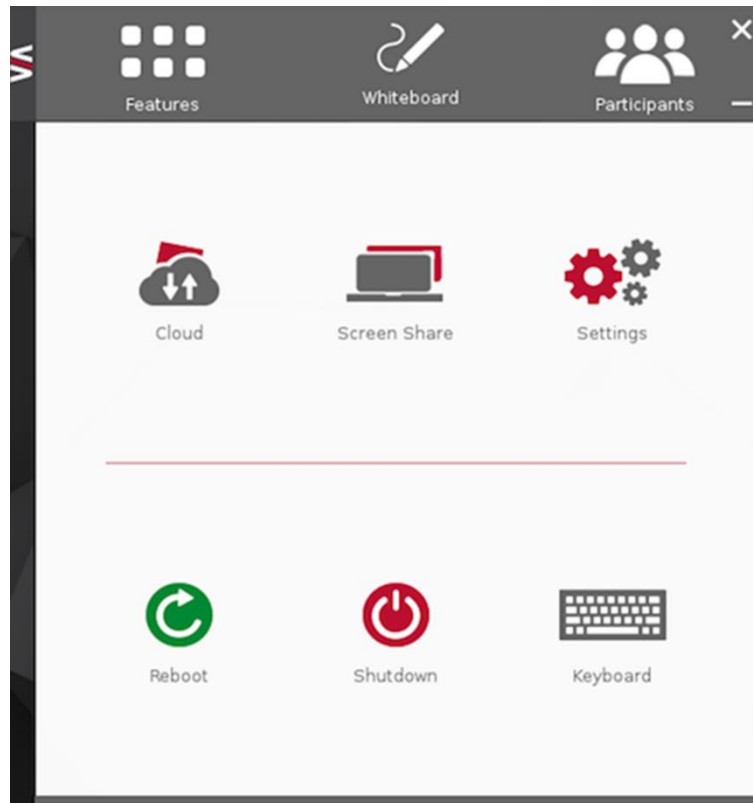


Figure 103: Gateway Dashboard

Icon Name	Function
Features	Display all available features.
Whiteboard	Display a window and tools to annotate content on the main display.
Participants	Display a list of all participants in the session.
Cloud	Share files from VIA cloud with participants.
Screen Share	Present the main display on all participant devices. <span style="color: blue;">i</span> This feature is called View Main Display in the User Dashboard.
Settings	Configure settings.
Reboot	Reboot the unit.
Shutdown	Shut down the unit.
Keyboard	Display a virtual keyboard that enables you to type using a mouse.

## Showing Main Display on Participant Devices

**VIA Connect PRO** enables the administrator to show the main display on all meeting participant devices, so they can obtain a closer look at the presentation and add personal annotations to the content being presented.



The administrator can only share the main display with participants that are not presenting and/or streaming video.



**To start showing the main display on participant devices:**

- On the Administrator Dashboard ([Figure 103](#)), click the **Screen Share** feature icon. A check mark appears on the Screen Share icon and a new window with a live representation of the main display and a toolbar appear on the participant screens (see [Figure 99](#)).  
For details about using the toolbar tools, see [Mirroring Main Display on Your Device](#) on page [97](#).

**Defining Encoding Format**

The **Kramer VIA** app taskbar menu enables you to define the encoding format for streaming video from your device to **VIA Connect PRO** to be displayed on the main display. Two encoding formats are available:

- H. 264 – Default format if your operating system supports H. 264 encoding. This format reduces bandwidth requirements when presenting high-resolution content.
- JPEG – If the operating system does not support H. 264 encoding, enable this format.

**To define the encoding format:**

1. In your computer taskbar, click the VIA taskbar icon.  
The taskbar menu appears ([Figure 78](#)).
2. Click **Settings** in the taskbar menu.  
The Client Preferences screen appears ([Figure 79](#)).
3. Select the required Encoding Format for Presentation.  
The selected format is saved for future sessions.

**Scaling User Dashboard for High Resolution Screen**

The **Kramer VIA** app taskbar menu enables you enlarge your VIA dashboard when using a device with a 4K resolution screen.

**To scale your dashboard when using a high resolution screen:**

1. In your computer taskbar, click the VIA taskbar icon.  
The taskbar menu appears ([Figure 78](#)).
2. Click **Settings** in the taskbar menu.  
The Client Preferences screen appears ([Figure 79](#)).
3. Select the scaling option.  
The dashboard is scaled.



This feature only appears in the taskbar menu when you are using a device with 4K resolution to connect to the meeting.

## Streaming a Meeting Session

VIA Connect PRO enables you to stream all activity on the main display during a meeting to other VIA gateway units or computers.

VIA Connect PRO enables two types of streaming options:

- [Unicast Streaming](#) on page [104](#).
- [Multicast Streaming on page 106](#).

### Unicast Streaming

VIA Connect PRO can stream the main display to the following types of receivers:

- Another VIA Unit
- Computer (Windows, Linux, Mac) which can run VLC player

### Creating a Unicast Streaming URL

To create a unicast streaming URL:

1. Find the IP address of the receiver using one of the following methods:
  - Windows computers – type ipconfig in the Command Prompt.
  - Mac computers – type ipconfig in the Terminal.
  - Another VIA unit – use the room name that appears on the Home screen.
2. Use any allowed port number from 1 – 65536.
3. Use the following format for the UDP URL format :  
 udp://<IP address>:<port number>/.  
 Example: For a receiver with an IP address of 192.168.100.123 and an allowed port of 2234, the UDP URL is:  
 udp://192.168.100.123:2234/

### Feeding Receiver Information to VIA Connect PRO

The receiver information must be fed to **VIA Connect PRO** before streaming can begin.

To feed receiver information to VIA Connect PRO:

1. Click **VIA Management** > **VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Streaming**.

The Streaming tab appears.

## VIA Settings

SYSTEM & IOS   DISPLAY   POWER   DATE & TIME   ADVANCED   **STREAMING**

Streaming [ ? ]

Streaming URL

Activate

Note: To change the Streaming URL the service must first be stopped. Then the URL can be changed and Streaming can be turned on again.

Note: Applied changes will take effect once the VIA is rebooted or the VIA session is reset.

**Reset VIA Session**

Figure 104: VIA Settings > Streaming Tab

3. In the Streaming section, paste the receiver URL in the Streaming URL text box. The URL must be in the format explained in [Creating a Unicast Streaming URL](#) on page [104](#).
4. Under Activate, click **ON**.  
Streaming is activated and the Streaming URL field is disabled.



To change the receiver URL while streaming:

1. Under Activate, click **OFF**.
2. Paste the new URL in the box and, under Activate, click **ON**.

### Streaming from one VIA Unit to Another VIA Unit

To stream from one VIA gateway unit ( such as **VIA Connect PRO**) to another VIA unit, you need:

- Two VIA gateway units, one for a receiver and one for a sender
- One Windows or Mac computer with the latest VIA client application installed

#### To stream from one VIA unit to another VIA unit:

1. Connect the two VIA units and the computer to the same network.
2. Use the receiver VIA's room name to create a URL as described in [Creating a Unicast Streaming URL](#) on page [104](#).
3. On the computer, launch the VIA client application and log on to the sender VIA unit.
4. Take moderator rights if Moderator Mode is on.
5. Click the VIA icon in the computer taskbar and select Start Streaming.
6. On the computer, log out and log in to the receiver VIA unit.
7. In the Dashboard, click **Features > Multimedia**.

8. Click the Streaming tab.
9. Type an easily recognizable URL Name.
10. Type the TCP or UDP URL configured in [Creating a Unicast Streaming URL](#) on page [104](#).
11. Click **Add Media**.  
The URL is added to the list.
12. Select the added URL and click **Play**.  
Streaming begins from one VIA unit's display to the other VIA unit's display.

### Streaming from a VIA Unit to a Windows/Mac Computer

To stream from one VIA gateway unit (such as **VIA Connect PRO**) to a Windows/Mac computer, you need:

- One VIA gateway unit, for a sender
- One Windows or Mac computer with the latest VIA client application installed for a receiver

#### To stream from one VIA unit to to a Windows/Mac computer:

1. Connect the VIA unit and the computer to the same network.
2. Use the receiver computer's IP address to create a URL as described in [Creating a Unicast Streaming URL](#) on page [104](#).
3. Use this URL on the VIA unit's web pages as explained in [Feeding Receiver Information to VIA Connect PRO](#) on page [104](#).
4. Log in to the VIA client application on the receiver computer.
5. Take moderator rights if Moderator Mode is on.
6. Click the VIA icon in the computer taskbar and select Start Streaming.
7. Launch VLC.
8. Click **Media > Open Network Stream**.
9. Type the streaming URL as `udp://@:<port number>`  
Streaming begins and is displayed on the receiver computer.

### Multicast Streaming

VIA gateway units (such as **VIA Connect PRO**) can stream their screens as a multicast so that multiple devices can view the gateway's display.

#### Creating a Multicast URL

##### To create a Multicast IP URL:

1. Select an IP address in the following range:  
224. 0. 0. 0 to 239. 255. 255. 255
2. Select any allowed port number from 1 – 65536.
3. For an IP address of 224. 0. 0. 5 and an allowed port of 2222, define the UDP URL as:  
`udp://224. 0. 0. 5:2222/`

## Feeding Multicast IP Information to the VIA Unit

### To feed multicast information to the VIA unit:

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 5](#)).  
The VIA Settings page appears ([Figure 6](#)).
2. Click **Streaming**.  
The Streaming tab appears ([Figure 104](#)).
3. Under the Streaming section, paste a URL in the Streaming URL text box in the format described in [Creating a Unicast Streaming URL](#) on page [104](#).
4. Under Activate, click **ON**.  
Streaming is activated, and the Streaming URL field is disabled.



To change the receiver URL while streaming:

1. Under Activate, click **OFF**.
2. Paste the new URL in the box and, under Activate, click **ON**.

### Starting Multicast Stream

1. Launch the VIA client application on a Windows / Mac computer.
2. Make sure the client computer is on the same network as the VIA gateway.
3. Take moderator rights if Moderator Mode is on.
4. Click the VIA icon in this computer's taskbar and select Start Streaming.

### Receiving a Multicast Stream on Multiple VIA Units

1. Login through the VIA Client to the target VIA unit.
2. On the dashboard, click **Features > Multimedia**.
3. Click the Streaming tab.
4. Type the streaming URL as `udp://@<IPAddress>:<port number>`
5. Click **Add Media**. The URL is added to the list.
6. Select the added URL and click **Play**.  
Streaming begins from one VIA's display to another VIA gateway.
7. Repeat steps 1 – 6 to stream to another VIA unit.

### Receiving Multicast Streams on Multiple Windows/Mac Computers

1. Launch VLC on the client computer.
2. Click **Media > Open Network Stream**.
3. Type the streaming URL as `udp://@<IPAddress>:<port number>`  
Streaming starts from the VIA unit to the receiver computer.
4. Repeat steps 1 – 3 to stream to another computer.

# Technical Specifications

INPUTS:	4 USB 3.0, 1 LAN on an RJ-45 connector
GRAPHIC OUTPUTS:	1 HDMI, 1 mini DisplayPort
AUDIO OUTPUT:	1 stereo headphones on a 3.5mm mini jack
PROCESSOR:	4th generation Intel® Dual core 1.4GHz
MAIN MEMORY:	4GB, high speed
STORAGE:	30GB, solid-state drive
LAN:	Gigabit LAN
AUDIO OUTPUT:	Analog or embedded HDMI, minimum impedance for headphones 32Ω
POWER SUPPLY:	65W power adapter (19V, 3.4A)
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:	11.8cm x 11.5cm x 4.0cm (4.6" x 4.5" x 1.6") W, D, H.
NET WEIGHT:	0.475kg (1.0lbs)
INCLUDED ACCESSORIES:	3 power cords (US, EU, UK), 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>	

The warranty obligations of Kramer Electronics Inc. ("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 this Coverage Lasts**

The standard limited warranty for Kramer products is seven (7) years from the date of original purchase, with the following exceptions:

1. All Kramer VIA hardware products are covered by a standard three (3) year warranty for the VIA hardware and a standard three (3) year warranty for firmware and software updates.
2. All Kramer fiber optic cables, adapter-size fiber optic extenders, active cables, cable retractors, all Kramer speakers and Kramer touch panels are covered by a standard one (1) year warranty.
3. All Kramer Cobra products, all Kramer Calibre products, all Kramer Minicom digital signage products, all HighSecLabs products, all streaming, and all wireless products are covered by a standard three (3) year warranty.
4. All Sierra Video MultiViewers are covered by a standard five (5) year warranty.
5. Sierra switchers & control panels are covered by a standard seven (7) year warranty (excluding power supplies and fans that are covered for three (3) years).
6. K-Touch software is covered by a standard one (1) year warranty for software updates.
7. All Kramer passive cables are covered by a ten (10) year warranty.

#### **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, visit our web site at [www.kramerav.com](http://www.kramerav.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 (RMA number). 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.

#### **Limitation of Liability**

THE MAXIMUM LIABILITY OF KRAMER ELECTRONICS UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you.

#### **Exclusive Remedy**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF KRAMER ELECTRONICS CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW. IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES IS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING DISCLAIMER OF IMPLIED WARRANTIES SHALL NOT APPLY TO YOU, AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR THE PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER APPLICABLE LAW.

#### **Other Conditions**

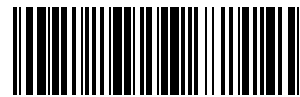
This limited warranty gives you specific legal rights, and you may have other rights which vary from country to country or state to state.

This limited warranty is void if (i) the label bearing the serial number of this product has been removed or defaced, (ii) the product is not distributed by Kramer Electronics or (iii) this product is not purchased from an authorized Kramer Electronics reseller. If you are unsure whether a reseller is an authorized Kramer Electronics reseller, visit our web site at [www.kramerav.com](http://www.kramerav.com) or contact a Kramer Electronics office from the list at the end of this document.

Your rights under this limited warranty are not diminished if you do not complete and return the product registration form or complete and submit the online product registration form. Kramer Electronics thanks you for purchasing a Kramer Electronics product. We hope it will give you years of satisfaction.



P/N:



2900-300419

Rev:



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## 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 where updates to this user manual may be found.

We welcome your questions, comments, and feedback.