USER MANUAL

MODEL:

VIA GO²
Wireless Presentation Solution
(Firmware Version 4.0)

Contents

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 daily. In recent years, we have redesigned and upgraded most of our line, making the best even better!

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 https://www1.kramerav.com/gc/product/VIAGO2 to check for up-to-date user manuals, application programs, and to check if firmware upgrades are available (wherever appropriate).

Achieving 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 GO²** away from moisture, excessive sunlight and dust.

Safety Instructions

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

- For products with relay terminals and GPI\O ports, please refer to the permitted rating for an external connection, located next to the terminal or in the User Manual.

- There are no operator serviceable parts inside the unit.

Warning:
- Use only the power cord that is supplied with the unit.

- Disconnect the power and unplug the unit from the wall before installing.

- Do not open the unit. High voltages can cause electrical shock! Servicing by qualified personnel only.

- To ensure continuous risk protection, replace fuses only according to the rating specified on the product label which is located on the bottom of the unit.

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 https://www.kramerav.com/social-responsibility/environment/.

Overview

Congratulations on purchasing your Kramer **VIA GO² Wireless Presentation Solution**.

VIA GO² gives iOS, Android, Chromebook, PC, and Mac users instant wireless connectivity with 4K advanced presentation capabilities. The product features content streaming with crystal-clear mirrored images and stunning video playback and includes iOS mirroring via AirPlay™, Windows & Android mirroring via Miracast™, as well as Chromebook mirroring. **VIA GO²** is super-compact (7x7cm) and flexible to install, with both built-in Wi-Fi and LAN connectivity and includes industry-leading 1024-bit encryption for secure use on the internal network.

Key Features

- **Quick and Reliable Wireless Connectivity** – A simple and intuitive user interface enables iOS, Android, Chromebook, PC, and Mac device users to instantly connect to a main display either using VIA Pad or Bluetooth. 2.4GHz/5GHz Wi-Fi and MIMO antennas establish and maintain a fast and reliable connection.

- **Clientless Connectivity** – Airplay, Miracast, join through browser.

- **High Quality Video Streaming** – Supports up to 4K@30Hz resolution (using the VIA app Multimedia feature).

- **Auto Discover and Auto Join** – A user can find neighboring VIA devices using the BLE tab and Auto Join in the case of a single discovery. If more than one nearby device is found, click Join on desired IP address.

- **Built-In Wi-Fi, LAN, and Bluetooth.**

- **Smooth Network transition** within the same gateway while switching from wireless Network to LAN connection.

- **Preview** – In Active Directory Moderator Mode, the moderator can preview the content of presentation before allowing it to present.

- **Simultaneous Display** – Two participants can simultaneously present content on main display.

- **Cloud-Based Management** – VIA Site Management (VSM) cloud-based web application used to manage and configure large numbers of VIA devices from anywhere.

- **Easy and Flexible Installation** – With a super-compact 7x7cm form factor, it can be

discreetly installed on the back of a display, projector or almost anywhere.

- **Present Privately (DND) Feature** – Allows the presenter to continue the presentation without being interrupted.
- **Pause/Resume Presentation** – Present at your convenience.

Typical Applications

- Presentation environments.
- Small to mid–size meeting rooms.
- Classrooms.
- Huddle spaces.

Glossary

The following are definitions of some common terms found in this User Manual.

(i) Screenshots in this section are representative only and may not accurately reflect the features associated with your VIA device.

- **VIA Meeting** – A session where one or more users are logged into your VIA unit using the **Kramer VIA** app.
- **Gateway** – A VIA device such as **VIA GO²**.
- **Main Display** – The monitor connected to the **VIA GO²** HDMI output. The screen on which presentation and collaboration happens.
- **VIA App/ User Dashboard** – Main interface for meeting participants using the VIA app.
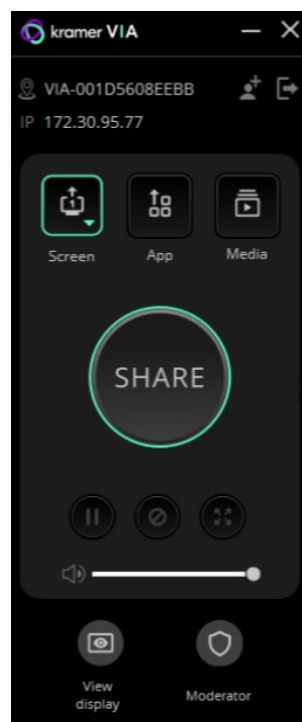

Figure 1: VIA App/ Client

- **VIA Gateway Dashboard** – VIA GO² interface opened from the main display using a keyboard and mouse connected to the VIA GO².
  Click the VIA icon in the bottom left corner of the main display to open this interface.

ⓘ Mirroring List is visible in the Participant's menu at the bottom right when user starts Airplay from iOS device or Miracast from Android/ Windows laptop.
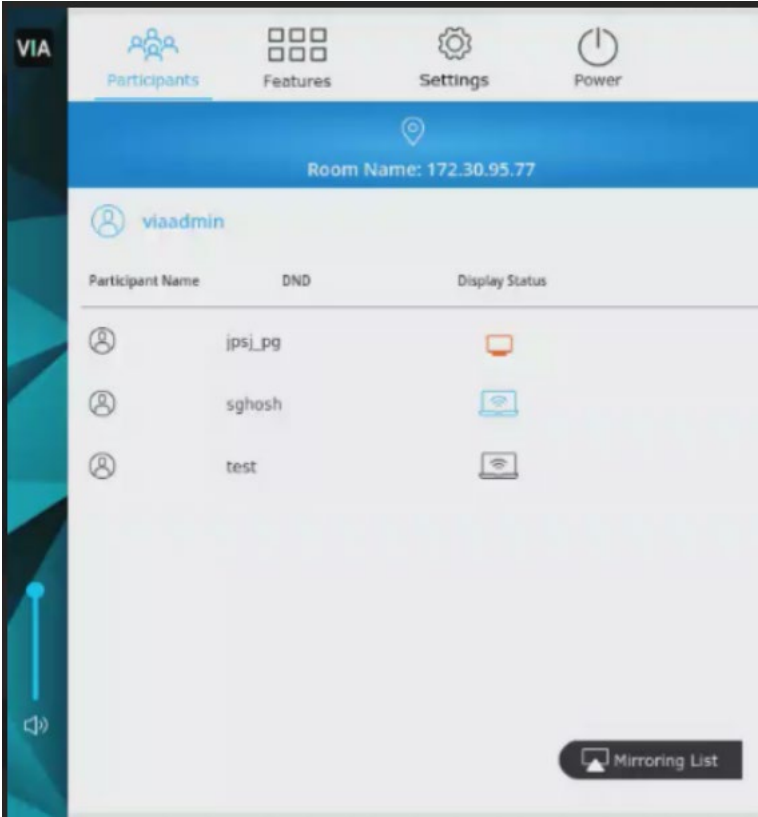

Figure 2: Gateway Dashboard

- **Gateway Dashboard Page** – Web pages embedded in your VIA GO² gateway that enables you to configure this gateway. The Gateway Management Web Pages are accessed from any system connected to the same network as the gateway.
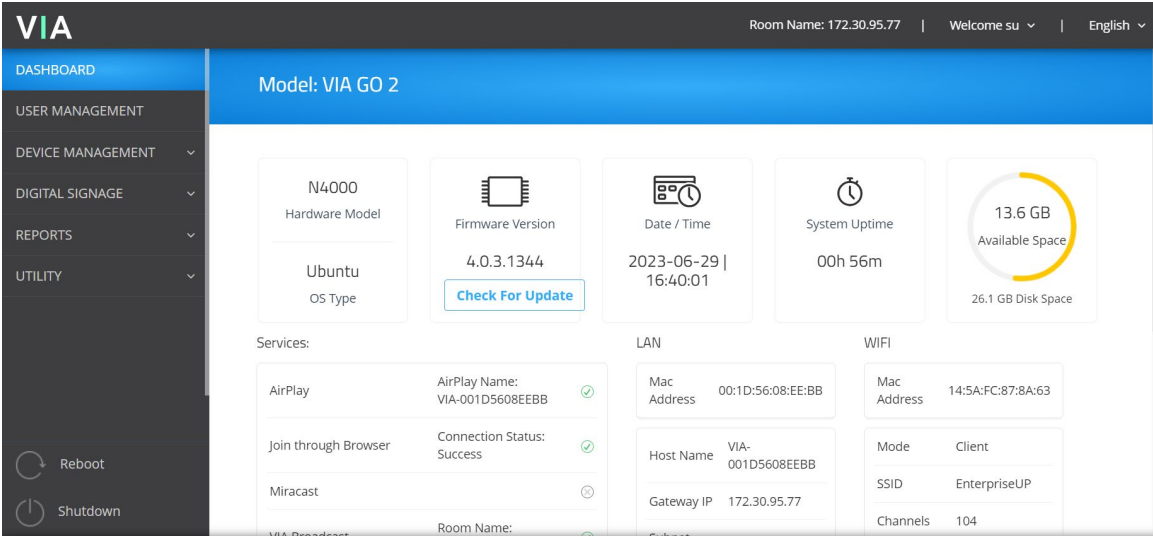

Figure 3: Gateway Management Web Page

Supported Devices

The following user devices are supported by the **VIA GO² Wireless Presentation Solution**:

- Windows 8/10/11® (32-bit/64-bit) computer.

- Macintosh® computer, using OSX 10.12.x or newer.

- Chromebook.

- iPad/iPhone® tablet/smartphone (iPad 2 or later, iOS 12 or later).

  (i) When using the Airplay service, no Kramer VIA application is needed. However, we recommend using iOS12, Mojave OS X, or higher, for a better experience.

- Android® OS 5. x tablet/smartphone or newer.

  (i) The minimum system requirement for using the **Kramer VIA** mirroring feature for an Android device is Android 5.1.

VIA 4.1 - Independent VIA-Client Configuration:

- VIA Windows/Mac are going to be separated from gateway. It means that new features can be added without having to tweak the gateway settings. This change will make your experience with VIA smoother and more reliable. It is there in all desktop applications in modern SW deployments (example – Notepad++, Chrome etc.)

- Clients download and installation will still be a part of gateway version but not limited to that.

- Client will support backward compatibility.

- The change will start from 4.1 onwards.

- This is available with Android/OS Via application.

- Supports Ubuntu 22.

(i) With Ubuntu 22, we will support H.265 streaming (not supported with Ubuntu 18).

Defining VIA GO² Wireless Presentation Solution
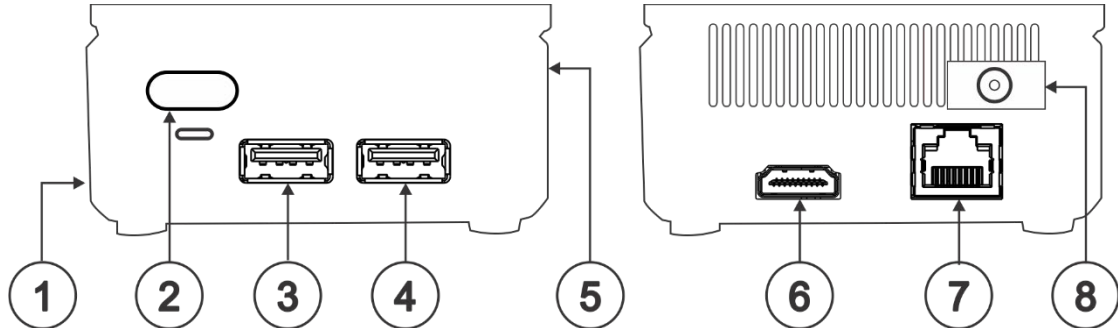
This section defines **VIA GO²**.

Figure 4: VIA GO² Wireless Presentation Solution

#	Feature	Function
1	Micro SD Card Slot	Not in use.
2	Power Button with LED	Press to power ON or turn OFF the device.
3	USB 3.0 Connector	Connect to a USB device, for example, a keyboard or mouse.
4	USB 2.0 Connector	Connect to a USB device, for example, a keyboard or mouse.
5	Lock Opening	Connect to a security locking cable.
6	HDMI™ Connector	Connect to an HDMI sink.
7	RJ-45 Connector	Connect to a LAN (default mode).
8	Power Connector	Connect to the 12V DC power supply.

For Installer: Mounting VIA GO²

This section provides instructions for mounting **VIA GO²**. Before installing, 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.

Caution:
- Mount **VIA GO²** before connecting any cables or power.
- The device is intended to be installed at a height of 2 meters or less.

Warning:
- Ensure that the environment (e.g., maximum ambient temperature & air flow) is compatible with the device.
- Avoid uneven mechanical loading.
- Appropriate consideration of equipment nameplate ratings should be used for avoiding overloading of the circuits.
- Reliable earthing of rack-mounted equipment should be maintained.

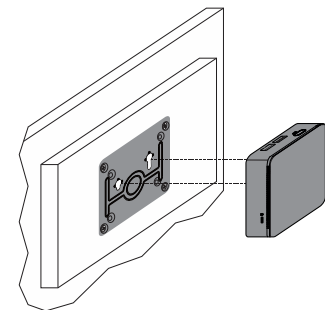**You can install VIA GO² using one of the following methods:**

- Place the device on a flat surface.
- Mount on a wall or the back of a display using the included VESA mounting bracket:
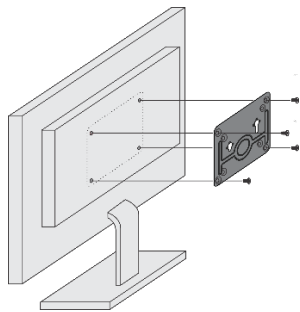
1. Attach the VESA mounting bracket to the back of the display with 4 screws.
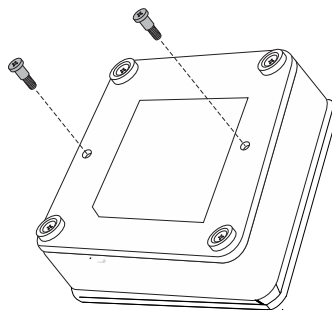
2. Fasten two screws to the bottom of **VIA GO²**.

3. Insert the screws on the bottom of **VIA GO²** into the slots on the mounting bracket.

When mounting the device on a display, the installer MUST secure the display to prevent instability.

For Installer: Connecting VIA GO²

ⓘ Always switch off the power to each device before connecting it to your **VIA GO²**. After connecting your **VIA GO²**, connect its power and then switch on the power to each device.

Connecting Device

ⓘ If you wish to use a Kramer active optical pluggable HDMI cable with your **VIA GO²**, contact your local Kramer office to assist in purchasing the correct cable.
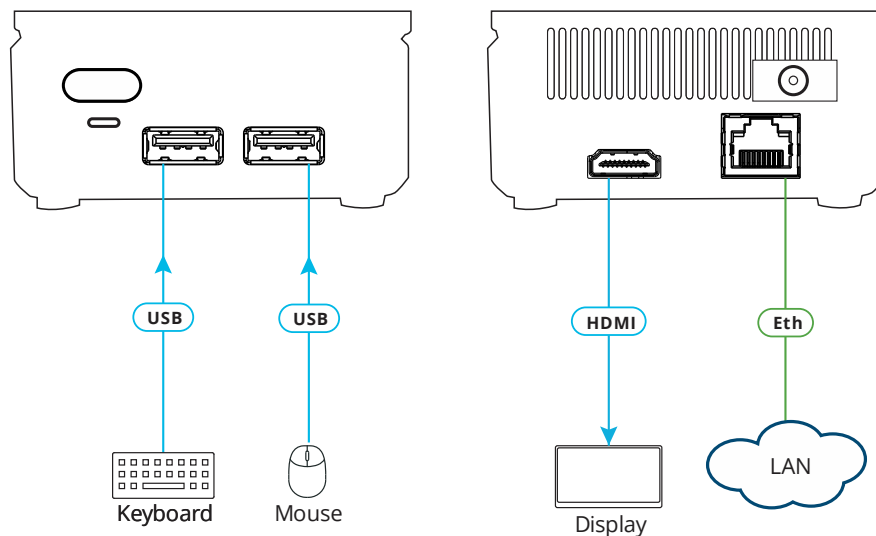

Figure 5: Connecting VIA GO²

To connect VIA GO² as illustrated in the example in Figure 5.

1. Connect a keyboard and mouse to the USB 3.0 Connector ③ and the USB 2.0 Connector ④.

2. Connect an HDMI display to the HDMI Connector ⑥ to be used as the main display for the meeting (see Connecting Main Display on page 11).

3. Connect the LAN (Local Area Network) cable to the RJ-45 connector ⑥

   -OR-

   Connect to your network using a commercial wireless router.

4. Connect wirelessly with a supported device (see Supported Devices on page 7) after installing the Kramer VIA app (see For User: Connecting via VIA GO² on page 90).

ⓘ To enable participation in a presentation session (send and receive content), connect **VIA GO²** and all participant devices (PCs/ MACs/ smartphones/tablets) to the same network (LAN or WLAN).

Connecting Main Display

The main display is the screen connected directly to **VIA GO²**. When **VIA GO²** is booted up, the VIA gateway screen appears on the main display. All collaboration activity is then displayed here.

VIA GO² enables connecting the following display type:

- HDMI – The HDMI OUT Connector ⑥ connects to any compatible projection or direct-view display, such as an LCD monitor. This connection can be routed and switched.

VIA GO²'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 display connectors.

For Web Administrator: Configuring Settings – Gateway Dashboard Page

VIA GO² administration is divided into two groups of settings:

- **Gateway Dashboard Page (on the website)** – Controls general device settings (see the list below). These are the high-level controls and can be accessed over LAN or WiFi, with an administrator's password.

- **Gateway Dashboard (on the display) -** Controls the User Dashboard interface presented to meeting participants. Only accessible with a mouse and keyboard connected to the **VIA GO²**. Limitations can be set by the Gateway Dashboard Page and depending on how the device is setup, it may be possible for non-administrators to change some of the settings (see).
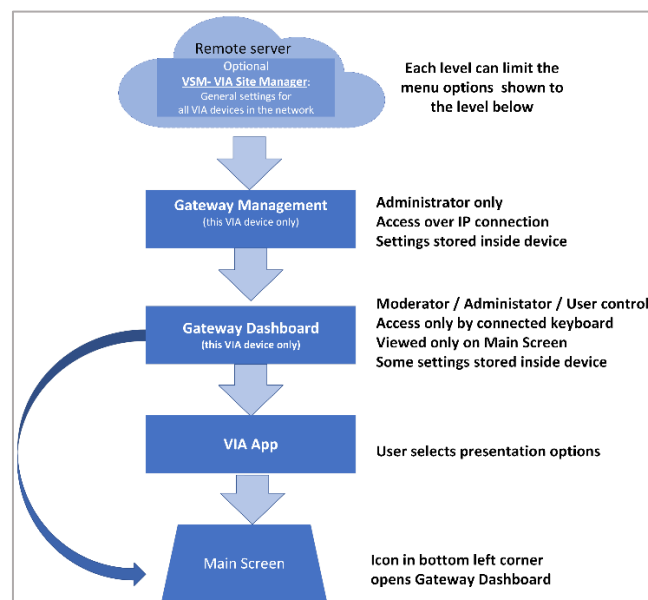
Figure 6: VIA GO² Hierarchy of Control

Gateway Dashboard Page manage general **VIA GO²** settings including:

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Logging in to Gateway Dashboard Page

The Gateway Dashboard Page enables you to configure your **VIA GO²** gateway device. It is accessed from any system connected to the same network as your gateway.

To log in to the VIA GO² Gateway Dashboard Page:

1. Connect your system to the same network to which **VIA GO²** is connected.

2. Open a Web browser and go to the IP address for your **VIA GO²** unit.
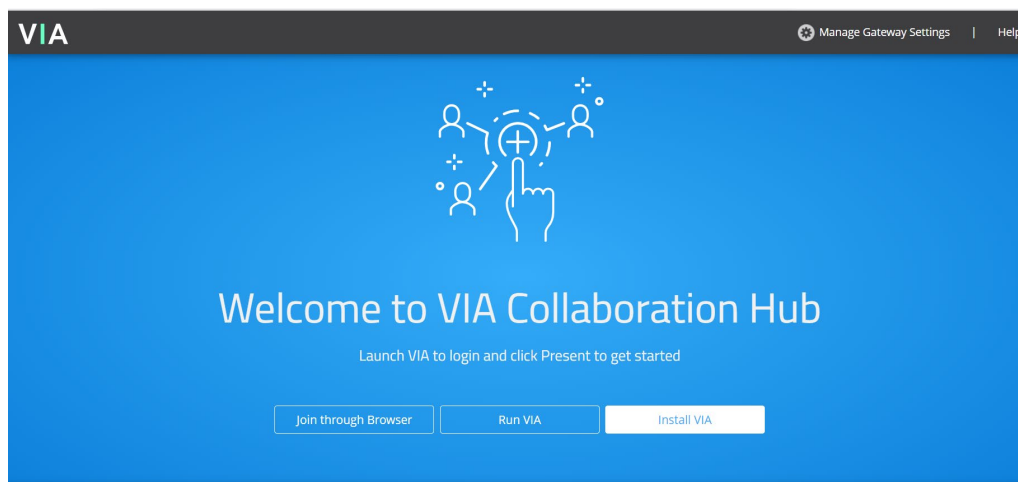   The VIA Collaboration Hub page appears.

Figure 7: VIA Collaboration Hub on the Gateway Dashboard Page

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

4. Type a Web Administrator Username (default = su) and Password (default = supass). To change the password, (see [Changing VIA Password](#) on page [111](#)).

   To access settings through the Gateway Dashboard Page, you must log in as a Web Administrator (see [User Management](#) on page [15](#)).
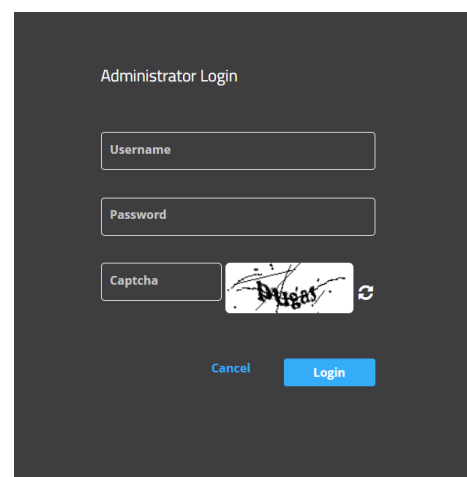

Figure 8: Administrator Login Page

5. Type the Captcha in the text box.

   To disable the Captcha, see [Security](#) on page [55](#).

6. Click **Login.**
   The Gateway Dashboard Page appear with the **Dashboard overview** open.

Figure 9: Gateway Dashboard Page

7. The **Gateway Dashboard Page** provides a grand overview of the system:

   ▪ **System Status** (the top data row) – Shows hardware model, OS Type, firmware version, date and time, system uptime and available space.

     · Date and time – Click 'Date/Time' to selects the date and time.

     · Check for Update: Click 'Check for Update' to update the firmware.

   ▪ **Services** – Shows the live connection status.

   ▪ **LAN** – Shows an overview of the network settings.

   ▪ **WIFI** – Shows an overview of the Wi-Fi settings.

   ▪ **Audio** – Shows the Go2 audio output (can be used to change settings).

   ▪ **Site Management** – If VSM (VIA Site Management) is active and controlling device settings, its details will be displayed in this section.

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

     ⓘ Click the arrow in the upper right corner to select a different language for web pages.

User Management

This section describes how to add user accounts to the database of your **VIA GO²** device. A user account is required for the Gateway Dashboard Page and if your **VIA GO²** is in Database mode (see [Moderator Mode](#) on page [51](#)), a user account is required to join a VIA meeting.

To add a user account to your VIA GO² database:

1. Click **User Management** on the Gateway Dashboard Page.
    The User List page appears.

Figure 10: User Management Page

2. Click **Add User**.
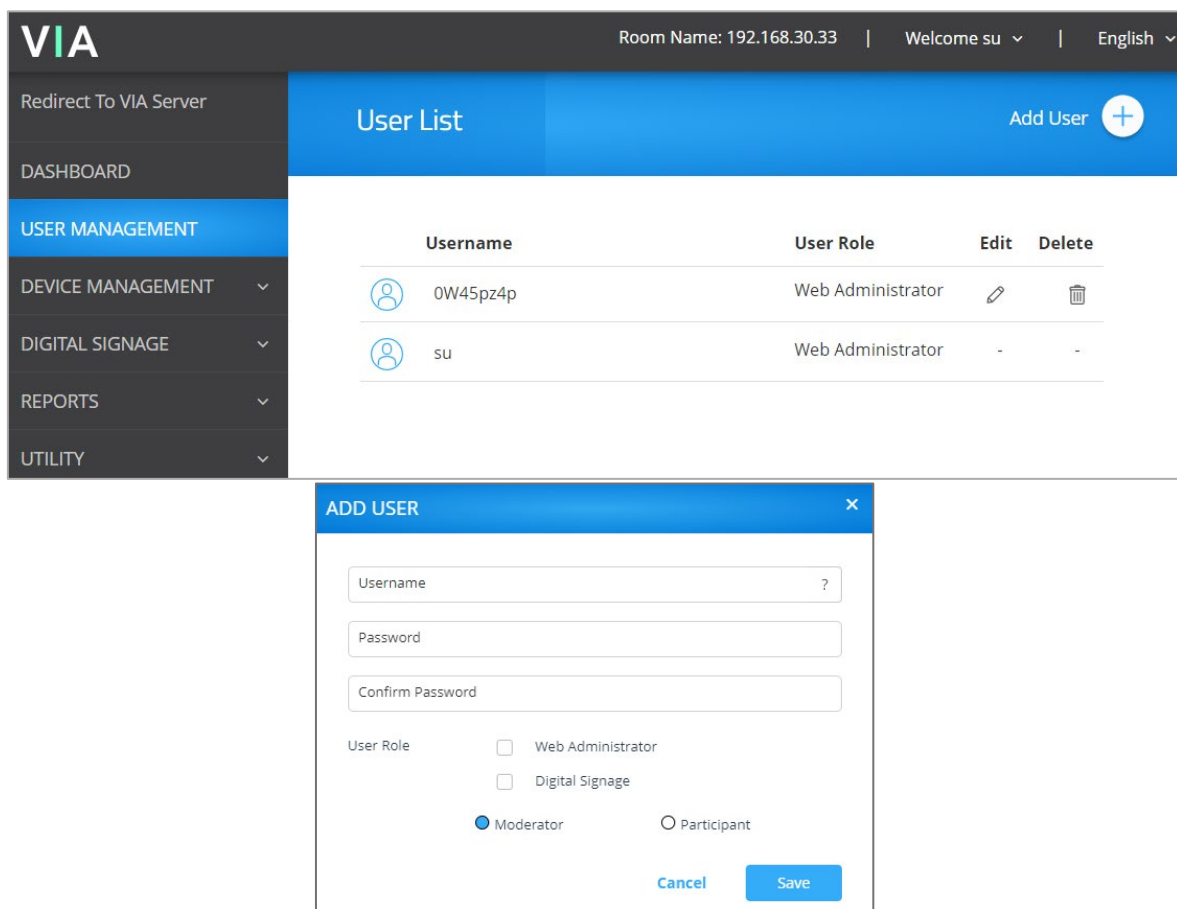
    The Add User window appears.

Figure 11: Add User Window

3. Enter the new Username, Password and then Confirm Password.

4. 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 only (see [Digital Signage](#) on page [63](#)).

5. Select one of the following participation levels:

> ⓘ These options are enabled only when Moderator Mode is enabled (see Moderator Mode on page 51).

- ▪ **Moderator** – User can become the moderator and has access to moderator features.

- ▪ **Participant** – User can join a meeting as a participant but cannot be the moderator.

6. Click **Save**.
    A new user is added, and the User List tab appears with the new user added to the list.

Managing Network Settings

VIA GO² enables you to do the following:

- [Changing Device IP Address](#) on page [17](#).
- [Connecting VIA GO² to a Wi-Fi Network](#) on page [18](#).
- [Wi-Fi with AP Mode](#) on page [19](#).
- [Connecting VIA GO² to 802.1x Network](#) on page [25](#).
- Uploading an SSL Certificate (see [Certificate](#) on page [56](#)).

Changing Device IP Address

(i) By default, the IP address of your **VIA GO²** is set automatically by DHCP.
See below if you want to set a static IP address.

(i) When changing these settings, please contact your IT administrator. Incorrect values can cause a loss of communication.

To change the IP address of your VIA GO² unit:

1. Click **Device Management** > **Network Settings**.
   The LAN setting tab in the Network Settings page opens.

2. Under Connection Type, select **Static**.

3. Under Network Information, rename the Gateway IP.

4. Click **Apply**.
   The IP address of your **VIA GO²** unit is changed.

Figure 12: LAN Setting Page

(i) If we click DHCP, it will take the IP automatically.

Connecting VIA GO² to a Wi-Fi Network

VIA GO² enables you to wirelessly connect your **VIA GO²** device as a client device to your main network.

To set up Client Wi-Fi mode:

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

2. Click **WiFi**. The WiFi tab appears.

3. Click the **Switch On** or **Off Wi-Fi switch**: The switch turns green and the Wi-Fi settings appear.
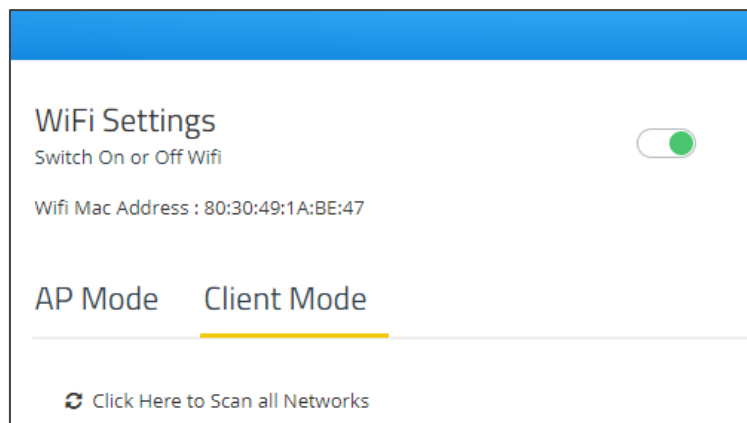
4. Click **Client Mode**.

Figure 13: Client Mode Tab

5. If you do not see the desired network, click **Click Here to Scan all Networks**.

6. Select Hidden Network or Enable Dual Network.

   ▪ Hidden network - User need to enter the SSID manually. To connect to hidden network, SSID needs to be known to the user. Wi-Fi name will be Hidden Network

   ▪ Enable dual network: The user will be able to connect with 2 networks (Wi-Fi and LAN).
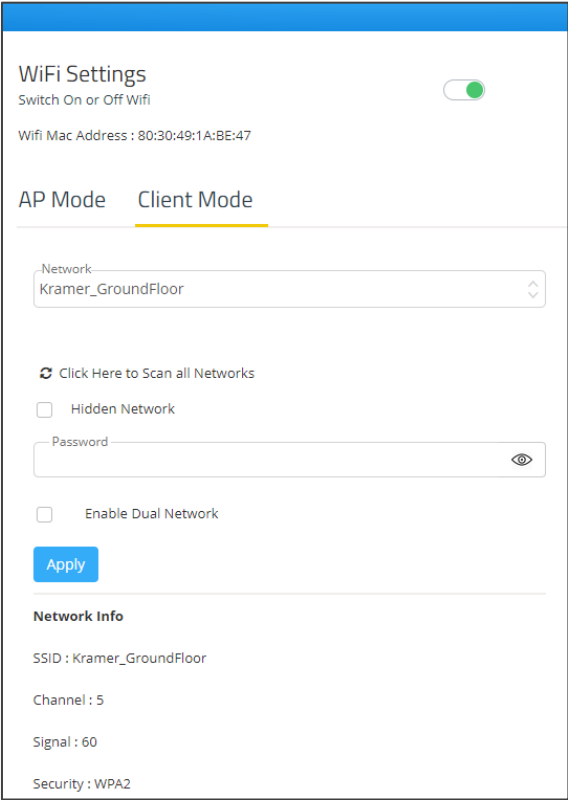
7. Enter the network password and click **Apply**.

Figure 14: Client Mode Setting Page

8. Disconnect the LAN cable (if connected) and reboot the device. Client WiFi Mode is set up.

Wi-Fi with AP Mode

VIA GO² can set up a secure access point for users of your **VIA GO²** network. This setup is ideal for guest users who you may not want to connect directly to your network.
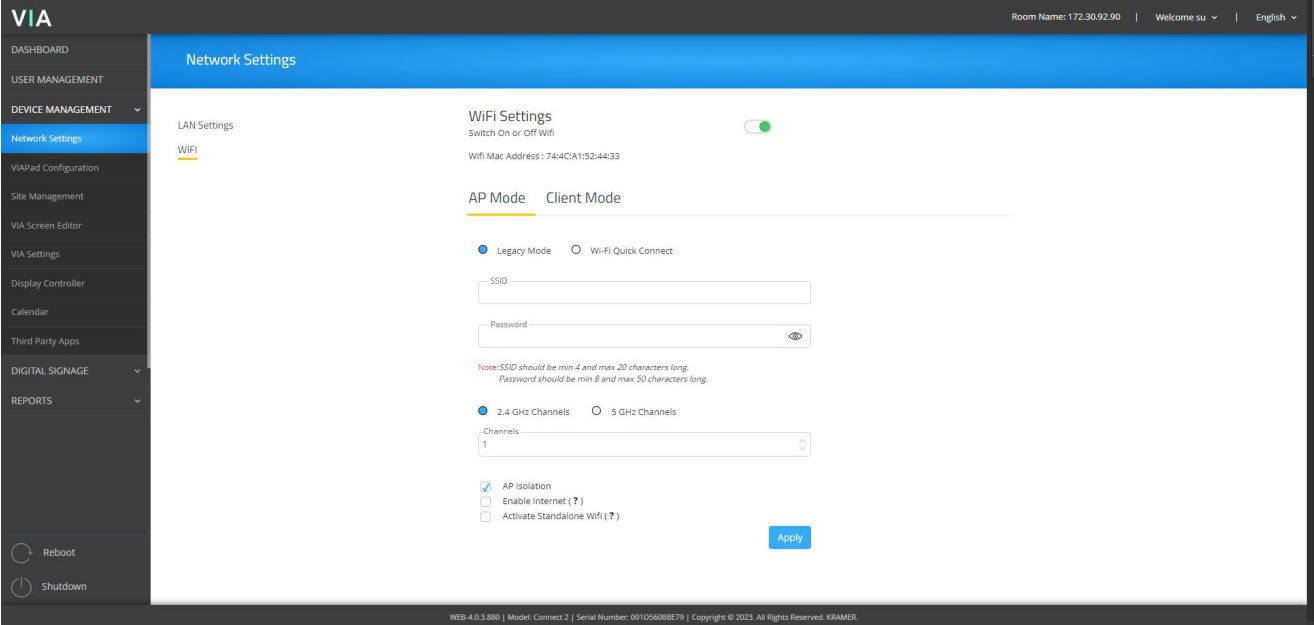

Figure 15: AP Mode

Setting up secure wireless access point:

1. Click **AP Mode** (Access Point Mode) and enter an SSID name and password.
   AP Mode allows guests to join meetings without needing to login to the corporate/institutional network.

- Under AP mode, there are 2 options: Legacy mode and Wi-fi quick connect.

  - In **Legacy Mode,** SSID should be min 4 and max 20 characters long at the gateway client side. Password should be min 8 and max 50 characters long. In Legacy Mode, the SSID will show without the addition of the numbers and letters.

  - If a user wants to create AP mode without password, they should leave password field blank and then click 'Apply' (this option is only applicable for Linux users).

  - Figure 16: Legacy Mode **Wi-fi Quick Connect**: Enabling this will show the VIA_ SSID & Password UI. It which will show two field first for SSID with a prefix 'VIA_' and second for Password. It will have the SSID limit set to 10 characters and password length of max 8 characters.

Figure 17: Wifi Quick Connect

- Select the channels at which the Wi-Fi SSID will be broadcasted (2 frequencies will be available – 2.4 GHz and 5GHz), you can select one of them as per the requirement.

2. Select **Enable Internet** if your **VIA GO²** device is connected to a network with internet.

   -OR- Select **Activate Standalone Wi-Fi** to create an autonomous network without Internet access.

3. Select **AP Isolation** to prevent Wi-Fi users from connecting to other through the router**.** Each user gets a private connection that protects them from harm by malicious users.

4. Click **Apply;** The secure wireless guest access point is set up.

Wi-Fi Direct (Windows Client & Linux Gateway) - VIA 4.1

1. Working with Wi-Fi direct option allows the user wireless presentation & collaboration without connecting the gateway to the company LAN.

2. Wi-Fi direct also enables to work with Miracast and Wi-Fi in parallel.

3. MAC users are currently not supported. Wi-Fi direct will appear only on Linux gateways and Windows desktop.

4. Wi-Fi direct will auto-set on the remote Windows client virtual Ethernet.

5. This virtual network runs alongside the current setup, letting the user use the internet and connect through VIA at the same time.

ⓘ Our existing gateways will need a dongle.

ⓘ To utilize this feature, it is essential to have a Wi-Fi dongle that supports Wi-Fi Direct/Wi-Fi P2P. Here are some examples of approved Wi-Fi dongles:

Manufacturer	Model
Edimax	EW-7822ULC
Edimax	EW-7822UAD
Toplinkst	TOP-4608AC
Toplinkst	TOP-4610AC
Netgear	A6150

ⓘ The client will have its own internet access. Wi-Fi direct dongle is a must.

Setting Wi-Fi Direct:

1. Ensure that Linksys WUSB6300 V2 dongle is connected to the gateway.

2. Go to Dashboard > Device Management > Network Settings > Wi-Fi-direct tab will appear.

3. We'll see 2 options under Wi-Fi direct tab – Standalone and With LAN
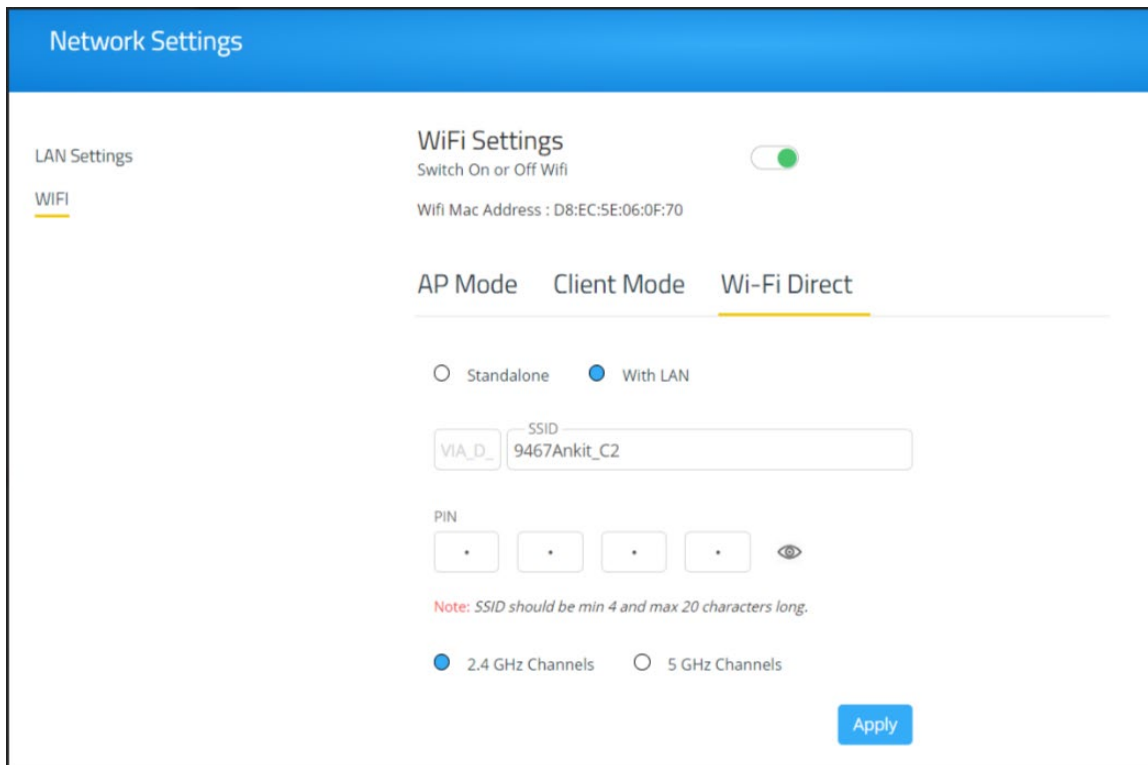
Figure 18: With LAN option

With LAN:

1. We can login through the Wi-Fi direct tab as well as LAN IP.

2. Enter valid SSID and enter PIN – 4 digits.

3. Select frequency – 2.4GZ or 5 Gz.

4. Click 'Apply'.

5. System will reboot.

6. To connect with SSID, launch VIA client and go to Wifi tab

7. Now, the SSID created will be appear with a prefix of VIA_D_.

8. The Wi-Fi icon will appear with a 'D' in green color. When clicked on via client, popup will appear.

Figure 19: SSID appearing on VIA Client

With Standalone:

1. We can login through the Wi-Fi direct tab only.

2. Enter valid SSID and enter PIN – 4 digits.

3. Select frequency – 2.4GZ or 5 Gz.

4. Click 'Apply'.

5. System will reboot.

6. To connect with SSID, launch VIA client and go to Wi-Fi tab.

7. Now, the SSID created will be appear with a prefix of VIA_D_.

8. The Wi-Fi icon will appear with a 'D' in green color.
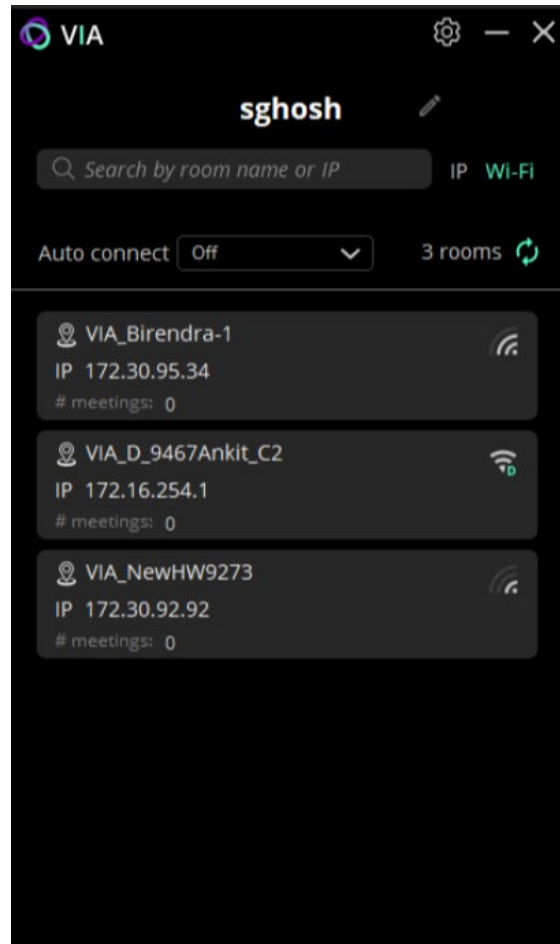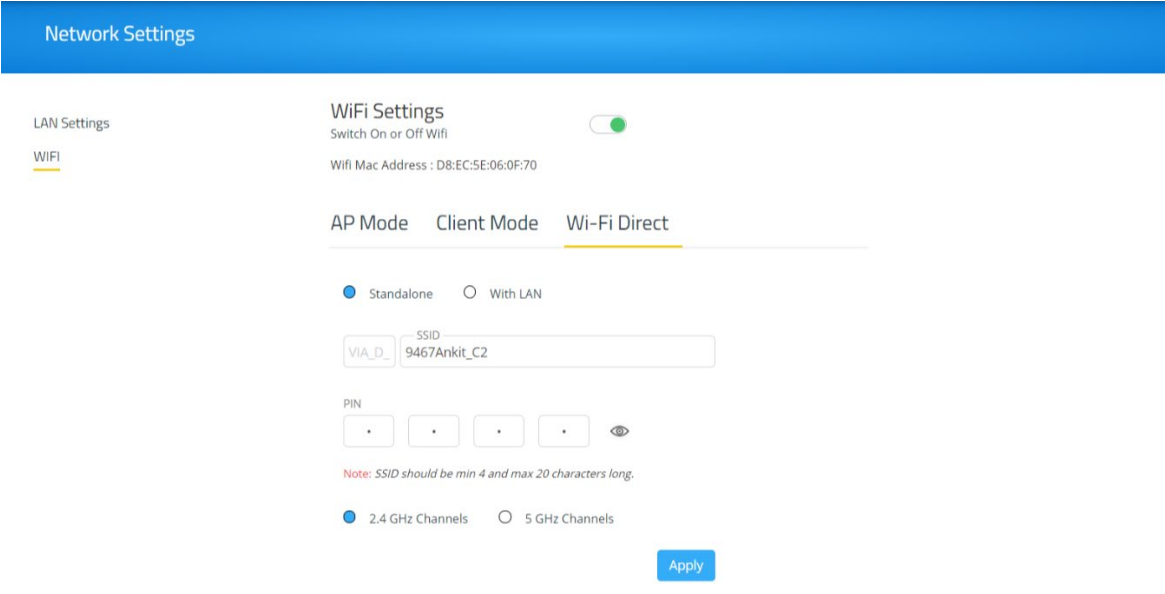
9. When clicked on via client, popup will appear.
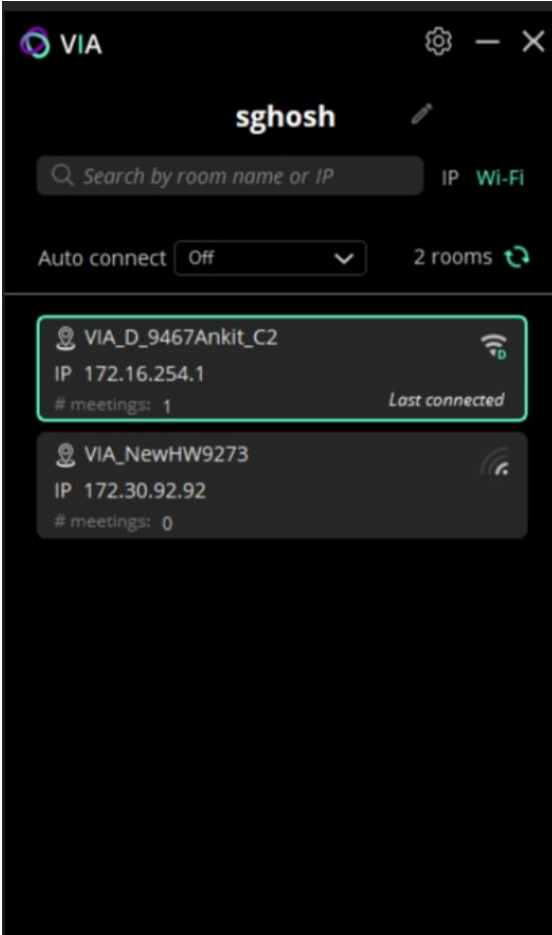
Figure 20: Standalone option

Figure 21: SSID appearing on VIA Client

Connecting VIA GO² to 802.1x Network

VIA GO² enables you to wirelessly connect your **VIA GO²** device as a client device to an 802.1x network using a password based or an EAP-TLS based authentication mechanism.

Features of EAP-TLS include:

- Mutual authentication (server to the client and client to server).

- Key exchange to establish dynamic WEP or TKIP keys.

- Fragmentation and reassembly of very long EAP messages, if needed.

- Fast reconnect via TLS session resumption.

To Connect VIA GO² as a client device to an 802.1x network:

1. Set up a Radius server to validate the certificate that you will upload to **VIA GO²**.

2. Set up an access point (AP) with 802.1x type security.

> The Radius server IP address and password will be passed while configuring the 802.1x security type on the access point. This password is the same one that is used in the Radius server.

3. Click **Device Management > Network Settings** on the navigation pane.

   The Network Settings page appears.

4. Click **WiFi**i; The WiFi tab appears.

5. Click the **Switch On or Off Wifi** switch.

   The switch turns green, and the WiFi settings appear.

4. Click **Client Mode**.

5. Click **OK** for the notification; The Client Mode tab appears.

> If you do not see the desired network in the dropdown, click **Click Here to Scan all Networks**.

6. Do one of the following:

- To connect to the network with username and password authentication, select the SSID of the access point that is secured by 802.1x.

    Your unit can now connect to the network with a username and password.

  -OR-

- To connect to the network with EAP-TLS authentication:

    a. Select the 802.1x (TLS Certificate) checkbox.

       Additional settings appear.

    b. Enter the Identity.

    c. Upload the Authority CA, User Certificate and Key files and click **Apply**.

       VIA GO² automatically reboots and is now connected to the 802.1x network.

VIA Pad Configuration

VIA Pad is an optional touch-pad accessory that enables meeting participants to instantly join a VIA meeting with their Mac or PC laptop. VIA must be paired with your **VIA GO²** device before it is used to join meetings. The pairing procedure includes:

- [Configuring VIA Pad Settings](#) on page [26](#).
- [Pairing a VIA Pad Device](#) on page [28](#).

Configuring VIA Pad Settings

VIA GO² enables you to configure **VIA Pad** settings that define how a **VIA Pad** device operates when paired with your **VIA GO²** unit.

To configure VIA Pad settings:

1. Click **Device Management** > **VIA Pad Configuration** on the navigation pane. The VIA Pad Configuration page appears.
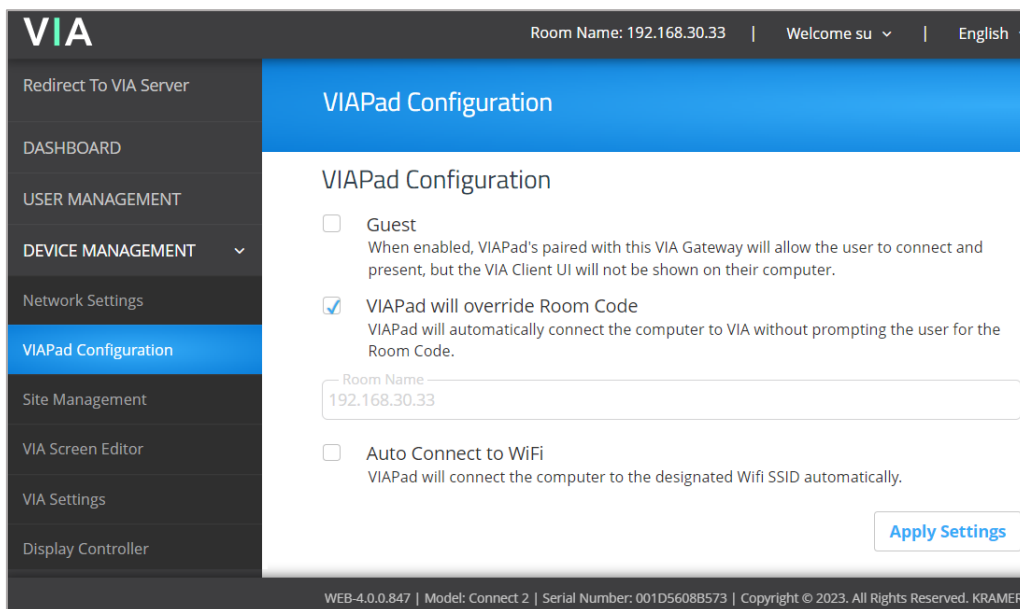

Figure 22: VIA Pad Configuring Page

2. Select the following as required:

- **Guest** – Participant can present by touching the VIA Pad device; the VIA User Dashboard is not available.

- **VIA Pad overrides Room Code** – Participant can join a meeting without entering the room code.

> In the Room Name field, IP will be automatically populated.

3. Select the **Auto Connect to Wi-Fi** checkbox, to configure **VIA Pad** to automatically connect to the meeting space Wi-Fi network.

Figure 23: VIA Pad Auto Connect Setting Page

The Auto Connect settings appear.

4. Define the following for the meeting space Wi-Fi network:

   a. SSID – Name of the network

   (i) 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 preset 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).

   VIA Pad settings are configured.

(i) After clicking Apply Settings, the configuration is saved, reboot is not required.

Pairing a VIA Pad Device

Each **VIA Pad** device must be paired to your **VIA GO²** unit before being used by a meeting participant. To pair a VIA Pad device to your **VIA GO²** unit, follow the directions as shown in the image below. To run VIA Pad, refer to <u>Presenting from a VIA Pad</u> on page <u>96</u>.
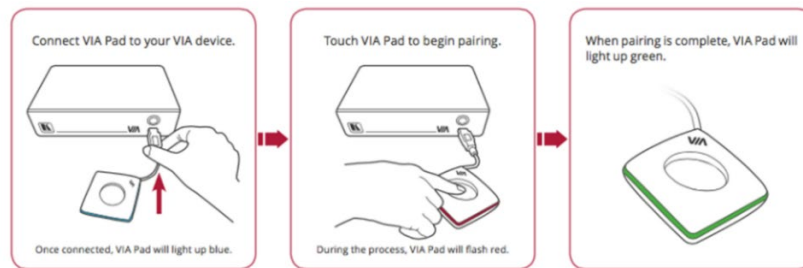
Site Management

VSM (VIA Site Management) is an optional, web-based software application (purchased separately) that enables an administrator to monitor and make changes to all VIA gateways connected to a network. **VIA GO²** enables you to activate VSM management for a VIA gateway and define which gateway functions are managed by VSM.

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

(i) If VIA discovery is enabled and configured in VSM, your VIA device is automatically added under VSM supervision.

To configure VIA GO² to be managed by VSM when VIA discovery is not activated:

1. Click **Device Management** > **Site Management** on the navigation pane.

   The VIA Site Management page appears.
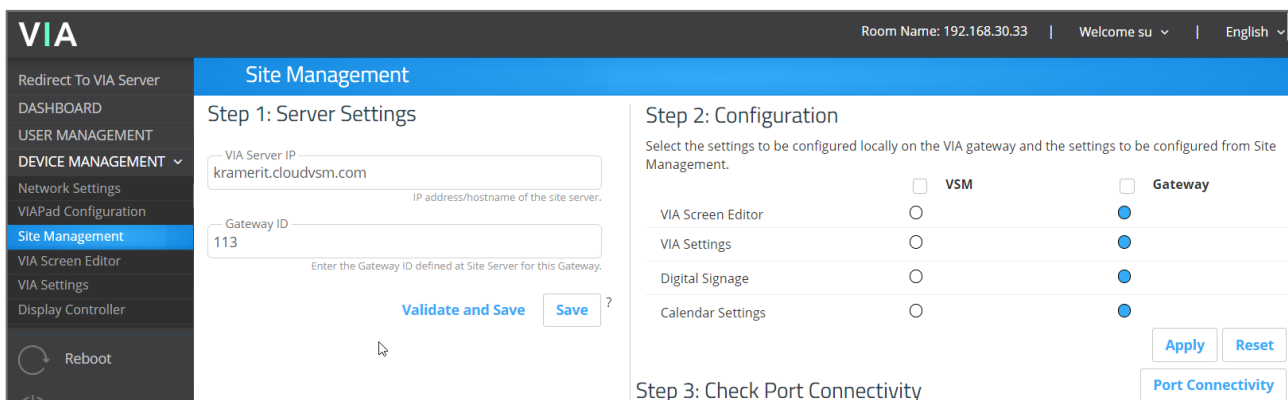
Figure 24: VIA Site Management Page

2. In the Step 1: Server Settings section, enter the VSM Server IP and the Gateway ID that was defined in VSM for this gateway. User must have VSM access.

3. Click **Validate and Save**.
   Changes take effect immediately.

   (i)   **VIA GO²** 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.

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

4. In the Step 2: Configuration section, under the VSM column, select all the functions that you want to be managed by VSM.

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

VIA Screen Editor

VIA GO² enables you to customize the look and feel of the main display home screen:

- [Creating New Screen Layout](#) on page .
- [Formatting Screen Layout Widgets](#) on page .
- [Editing a Screen Layout](#) on page .
- [Deleting a Screen Layout](#) on page .
- [Exporting and Importing a Screen Layout](#) on page .

Creating New Screen Layout

VIA GO² enables you to custom design the screen layout for the main display. You can incorporate your company branding, as well as display custom text, date & time, and meeting login information. Create and save several versions of the screen layout and load them as needed.

To create a new screen layout for the main display:

1. Click **Device Management > VIA Screen Editor** on the Gateway Dashboard Page navigation pane.
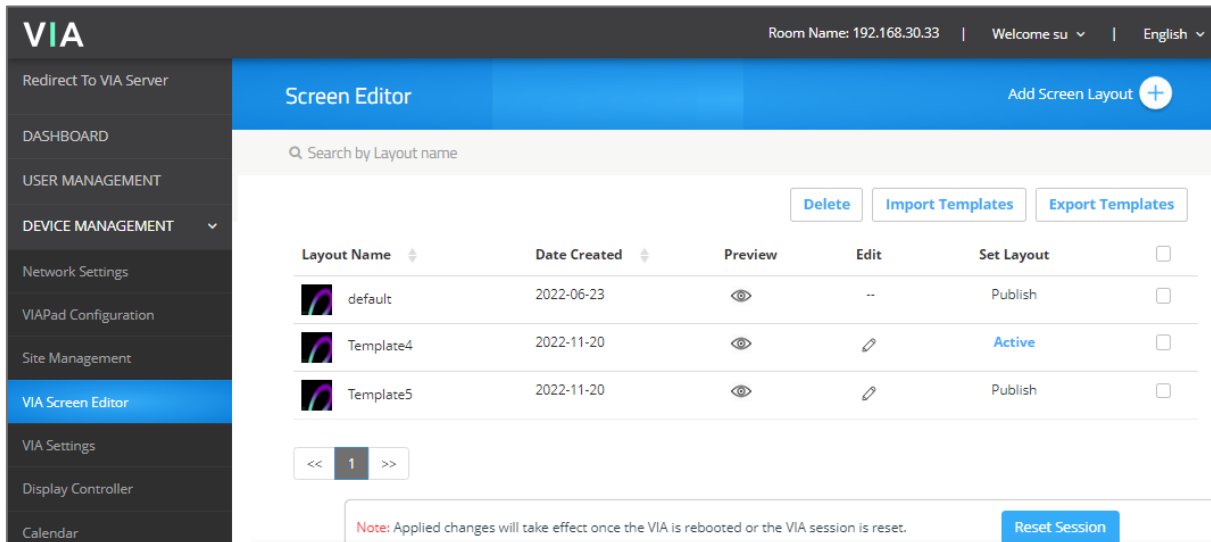   The Screen Editor page appears.

Figure 25: VIA Screen Editor Page

2. Click **Add Screen Layout**.

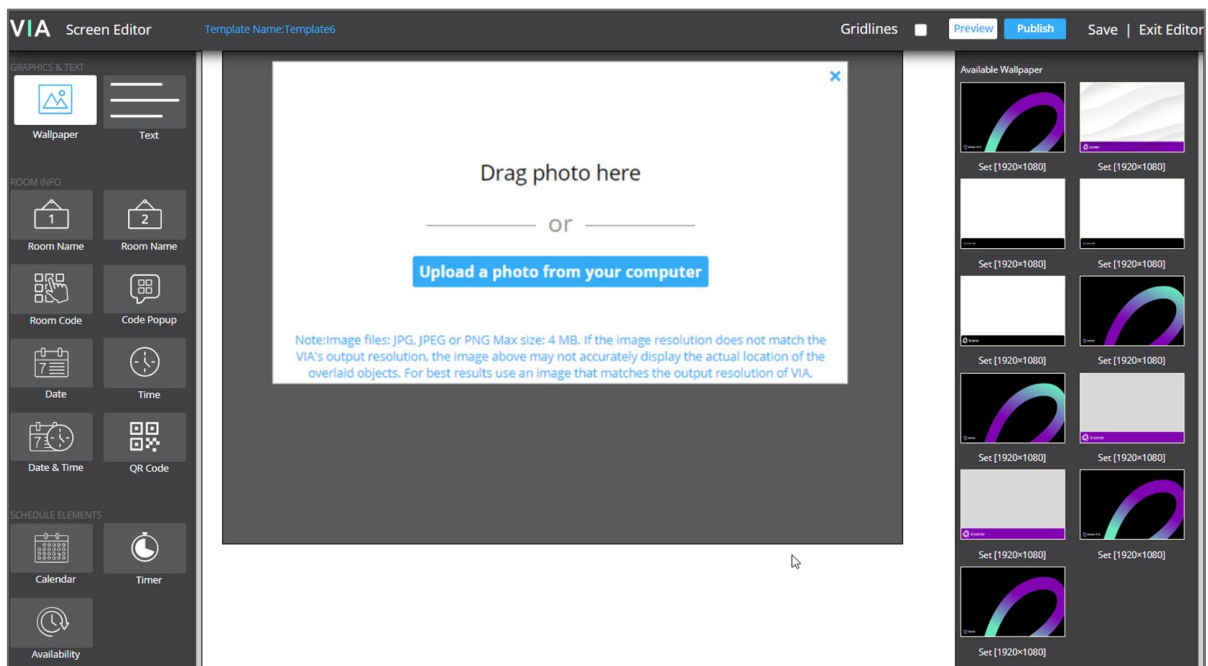   The wallpaper upload window appears.

Figure 26: Wallpaper Editor Page

3. Drag an image file to the window or click **Upload a photo from your computer** and select an image file from your computer.

> ⓘ Wallpaper image files must be jpeg, png, or bmp format and a maximum size of 4 MB.
>
> If the wallpaper image resolution does not match VIA's output resolution, the screen layout elements may not appear in the same location as they do in the Screen Editor. For best results, use a wallpaper image that matches the output resolution of VIA.

The Screen Editor window appears with the selected image in the work area.

4. Drag one of the following widgets (screen elements) from the left side of the window into the workspace in the middle:
The widget appears on the screen layout preview and the property controls appear on the right of the preview.

5. Format the widget with the property controls on the right side of the window
(see Formatting Screen Layout Widgets on page 32).

6. Click and drag the widgets according to your preferred screen layout.

> ⓘ Select the **Gridlines** checkbox (on the top, next to Preview and Publish buttons) to overlay a grid that helps position elements.

7. Click **Save**.
The new layout is saved and will appear in the table of layouts on the Screen Editor page.

8. Click **Publish**.
The new screen layout appears on the main display.

Formatting Screen Layout Widgets

VIA GO² provides different formatting options for each layout widget (screen element), such as: The room code position, format, and refresh time instead of the default room name.

Screen Editor Widget formatting:

- Formatting Text on page 33.
- Formatting Room Name 1 on page 34.
- Formatting Room Code on page 35.
- Formatting Code Popup on page 36.
- Formatting Date on page 36.
- Formatting Time on page 37.
- Formatting Date & Time on page 37.
- Formatting QR Code on page 38.
- Formatting Calendar on page 39.
- Formatting Timer on page 41.
- Formatting Availability on page 41.
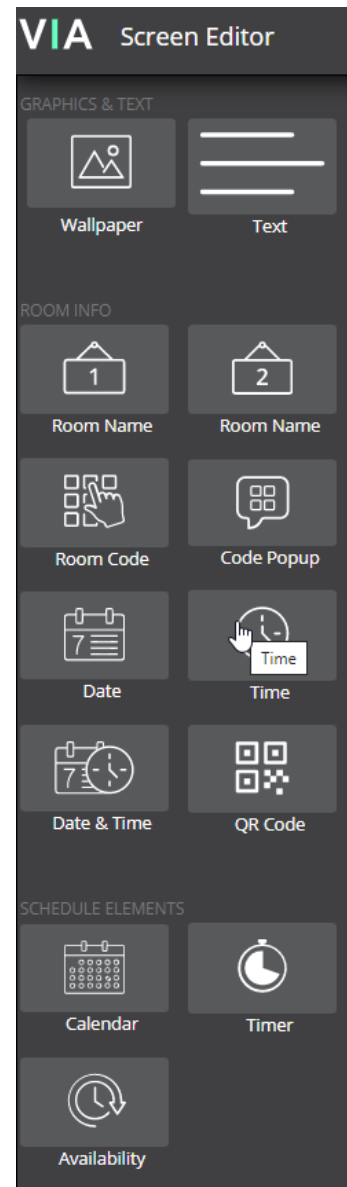
Figure 27: Screen Editor Widgets

Formatting Text

Format the following on the Properties tab:
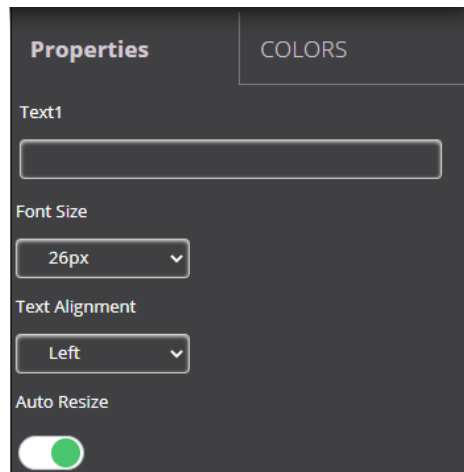
Figure 28: Text Properties Tab

- Enter the text in the **Text1** field.

- Select the **font size** and **text alignment**.

- Under Auto Resize, click **ON** to automatically resize the box to fit the size of the text. When the layout is published, on the main display the box size adjusts to fit the size of the text.

Format the following on the COLORS tab:
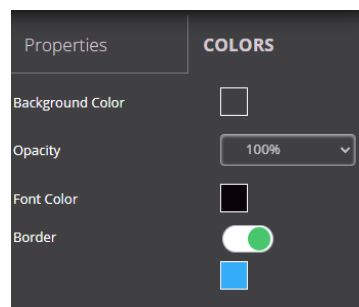
Figure 29: Text Color Tab

- Click the **Background color box** and select a **fill color** for the text box.

- Select the **opacity** of the text box.

- Click the **Font Color** box and select a **font color**.

- Under Border, click **ON**, click the Border Color box, and select a border color.

Formatting Room Name 1

Room Name 1 is the address used to join a meeting.

Format the following on the PROPERTIES tab:
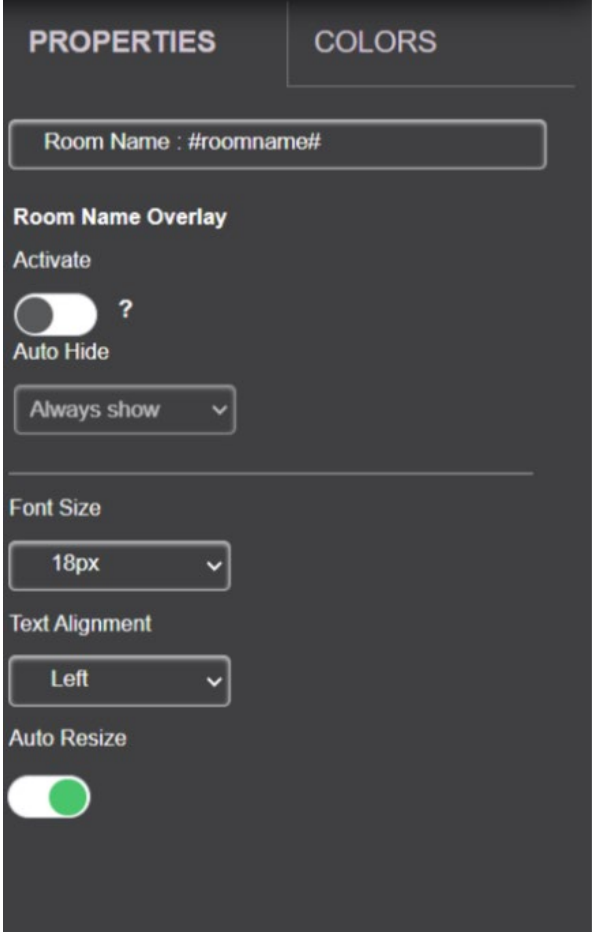
Figure 30: Room Name Properties Tab

- In the Room Name field, you can enter the following:
  - #roomname# – Automatically displays the IP address of the meeting space (default).

- Under Room Name Overlay:
  - Enable the button next to '?' to display the room name persistently at the top of the screen during presentation.
  - Select the number of seconds the room name overlay is visible on top of participant content.
- Select the font size and text alignment.
- Under Auto Resize, click **ON** to automatically resize the box to fit the size of the text. When the layout is published, on the main display the box size adjusts to fit the size of the text.

Formatting Room Code

Room Code is the four-digit code that participants need to join the meeting.

Format the following on the PROPERTIES tab:
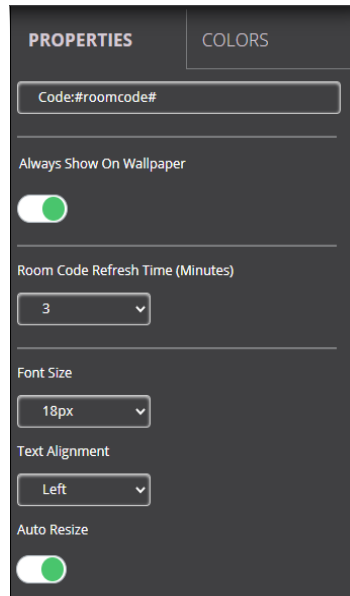
Figure 31: Room Code Properties Tab

- Enable the **Always Show On Wallpaper** to always show the room code on the main display background. The code will be hidden if there is content covering it.

- Under Room Code Refresh Time, select the time, in minutes, for how long a room code remains before changing it to a different code.

- Select the font size and text alignment.

- Enable the **Auto Resize** to automatically resize the box to fit the size of the text. When the layout is published, the box size adjusts to fit the size of the text on the main display.

Formatting Code Popup

Code Popup shows the Room Code only when a participant enters the Room Name on **Kramer VIA** app to join the meeting. This popup appears on top of any content being presented on the main display.

Format the following on the PROPERTIES tab:
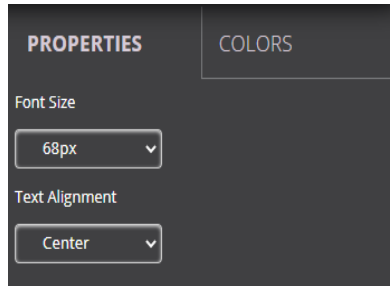
Figure 32: Room Code Popup Properties Tab

- Select the font size, text alignment and colors.

Formatting Date

The Date widget displays the date according to the time zone settings of the VIA device (see Date/Time on page 50).

Format the following on the PROPERTIES tab:

Figure 33: Date Properties Tab

- Select one of the following date formats:

  - **DD MON, YYYY** – Day Month, Year (for example, 1 January, 2019).

  - **MON DD, YYYY** – Month Day, Year (for example, January 1, 2019).

  - **DD MON** – Day Month (for example, 1 January).

  - **MON DD** – Month Day (for example, January 1).

- Select the font size, text alignment and colors.

- Enable the **Auto Resize** to automatically resize the box to fit the size of the text. When the layout is published, the box size adjusts to fit the size of the text on the main display.

Formatting Time

The Time widget displays the time according to the time zone settings of the VIA device (see Date/Time on page 50).

Format the following on the PROPERTIES tab:

Figure 34: Time Properties Tab

- Select **24 hour** or **AM/PM** time format.

- Select the font size and text alignment and colors.

- Enable the **Auto Resize** to automatically resize the box to fit the size of the text. When the layout is published, the box size adjusts to fit the size of the text on the main display.

Formatting Date & Time

The Date & Time widget displays the date and time according to the time zone settings of the VIA device (see Date/Time on page 50).

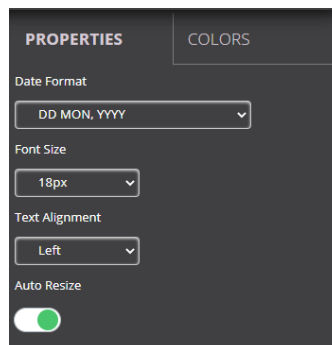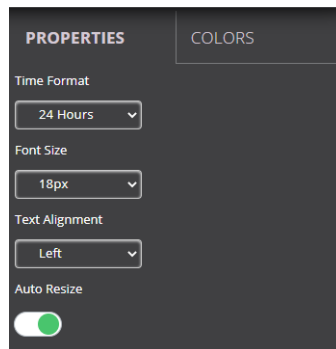Format the following on the PROPERTIES tab:
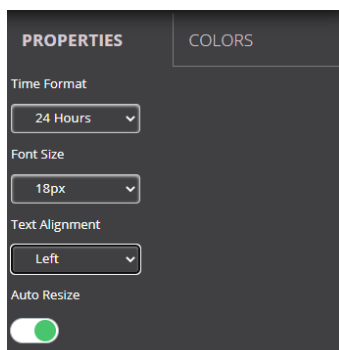
Figure 35: Date & Time Properties Tab

- Select **24 hour** or **AM/PM** time format.

- Select the font size and text alignment and colors.

- Enable the **Auto Resize** to automatically resize the box to fit the size of the text. When the layout is published, the box size adjusts to fit the size of the text on the main display.

Formatting QR Code

The QR Code widget is a QR code that enables a participant to join the meeting by scanning the code with their device.

Format the following on the PROPERTIES tab:
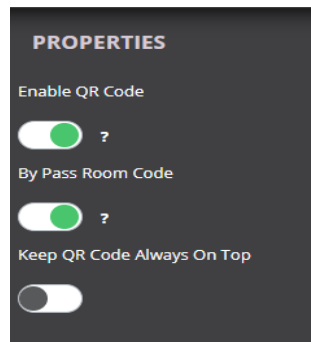
Figure 36: QR Code Properties Tab

- Activate the **Enable QR code** to allow joining the meeting using the QR code.

- Under By Pass room code, click **ON** to enable joining the meeting using the QR code without entering the room code.

- Enable **Keep QR Code Always On Top** to always show the QR code on top of all content being presented on the screen.

(i) To download and print a hard copy of the QR code to post in the meeting space, go to the Screen Editor page and click the QR code icon in the Preview column of the active screen layout.

Formatting Calendar

The Calendar widget displays information about meetings scheduled in the room where the VIA device resides.

(i) The VIA Calendar feature must be configured and activated to use this widget (see Integrating Calendar on page 60).

Format the following on the Properties tab:
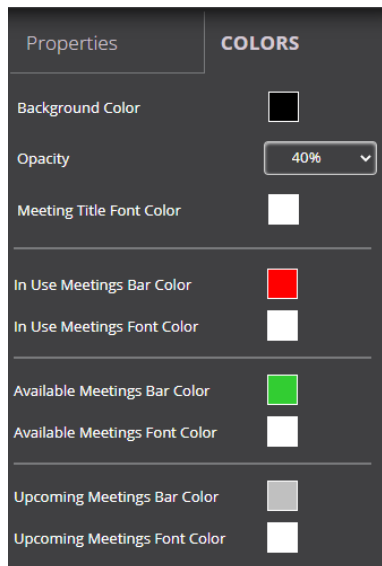
Figure 37: Calendar Properties Tab

- Select **24 hour** or **AM/PM** time format.
- Under Show Title, click **ON/OFF** to show/hide the meeting title.
- Under Show Organizer, click **ON/OFF** to show/hide the name of the meeting organizer.
- Under No. of Records to display, select how many upcoming meetings to display.
- Under Font Size, select the font size.

(i) Configure Calendar from VIA screen editor see Integrating Calendar on page 60.

Format the following on the COLORS tab:

Figure 38: Calendar Color Tab

- Click the Background color box and select a fill color for the calendar.

- Select the opacity of the calendar.

- Click the Meeting Tile Font Color box and select a font color.

- Select a bar color for the following meeting statuses:

  - In Use

  - Available

  - Upcoming

Formatting Timer

The Timer widget is a pop-up that displays a notification that counts down the last several minutes before the next meeting is scheduled to start in the room.

Format the following on the PROPERTIES tab:

Figure 39: Time Properties Tab

- Under **Top and Bottom Text Font Size**, select the font size for text appearing above and below the time.

- Under **Middle Text Font Size**, select the font size for the time.

- Under **Meeting Alert Display**, select the amount of time before the next meeting to display the notification and start the countdown.

- Click the **COLORS** tab to select colors for the widget.

Formatting Availability

The Availability widget is a pop-up that displays meeting space availability in hours and minutes.

Format the following in the PROPERTIES tab:

Figure 40: Availability Properties Tab
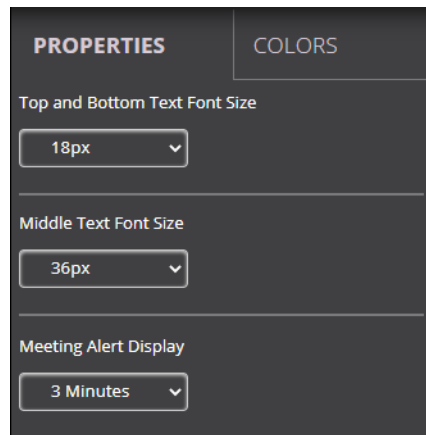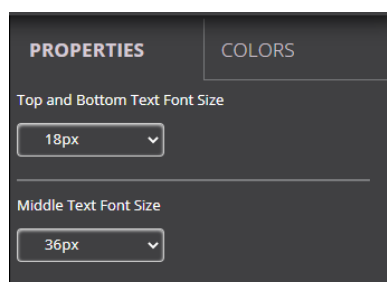
- Under **Top and Bottom Text Font Size**, select the font size for text appearing above and below the time.

- Under **Middle Text Font Size**, select the font size for the time.

- Click the Colors tab to select colors for the widget.

- Click the checkbox next to **Gridlines** to show gridlines across the editor.

- **Preview** – Shows the content how it appears.

- **Publish** – Saves and publishes the template.
- **Save** – Saves the editor.
- **Exit Editor** – Exists from the editor.

Editing a Screen Layout

To edit a screen layout:

1. Click **Device Management > VIA Screen Editor** on the navigation pane.
   The Screen Editor page appears.

2. Click **Edit** in the row of the layout that you want to edit.
   The Screen Editor window appears.

3. Edit the layout as desired (see).

4. Click **Save**.
   The screen layout edits are saved.

To save the edited screen layout as a new layout:

1. Click the arrow next to Save and select **Save As**.
   The template name window appears.

2. Enter a new name for the layout and click **Submit**.
   The edited layout is saved as a new layout.

Deleting a Screen Layout

To **delete a screen layout:**

1. Click **Device Management > VIA Screen Editor** on the navigation pane.
   The Screen Editor page appears.

2. Select the layout (checkbox) that you want to delete and click **Delete**.
   A confirmation message appears.

3. Click **OK**.
   The selected screen layout is deleted from the VIA device and removed from the list.

Exporting and Importing a Screen Layout

VIA GO² enables you to export a screen layout in the form of a screen file to share and to use on other VIA devices.

To export a screen layout:

1. Click **Device Management > VIA Screen Editor** on the navigation pane.
   The Screen Editor page appears.

2. Select the checkbox at the end of the row of the layout that you want to export and click **Export Templates**.
   A confirmation message appears.

3. Click **OK** to proceed.
   A screen layout file (screen) is downloaded to your device.

To import a screen layout:

1. Click **Device Management > VIA Screen Editor** on the navigation.
The Screen Editor page appears.

2. Click **Import Templates**.
A file browser window appears.

3. Select the desired screen layout file and click **Choose**.
The selected file is uploaded to **VIA GO²** and the imported layout appears in the screen layout list.

Reset Session appears at the bottom.

> (i) Make sure that the exported layout file fits the resolution of the VIA device to which it is imported.

Figure 41: Screen Editor

Configuring VIA Settings Template

VIA GO² enables you to configure settings such as power saver, time & date, audio, and features availability and save them as part of a settings template. This enables you to define and save different settings for different types of meetings. Just load the appropriate template to match your needs.

To create a new gateway settings template:

1. Click **DEVICE MANAGEMENT** > **VIA Settings** on the navigation page.
   The VIA Settings page appears.
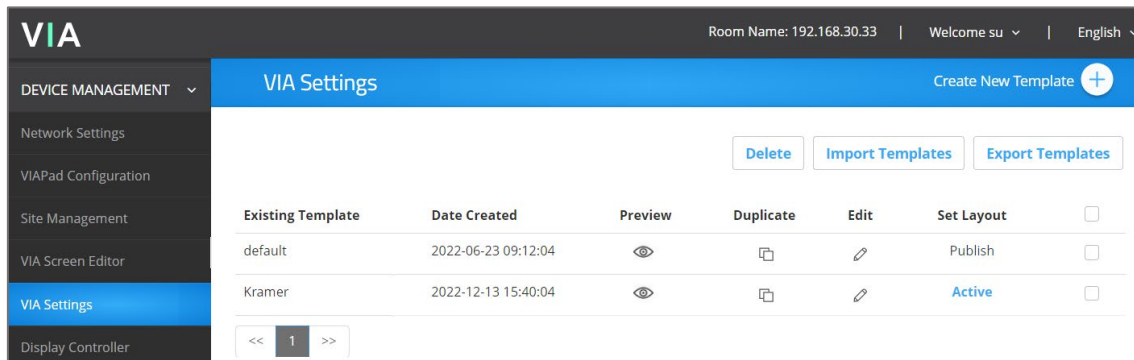
Figure 42: VIA Setting Page

2. Click **Create New Template**.

   The Configurations Template Creation page appears.
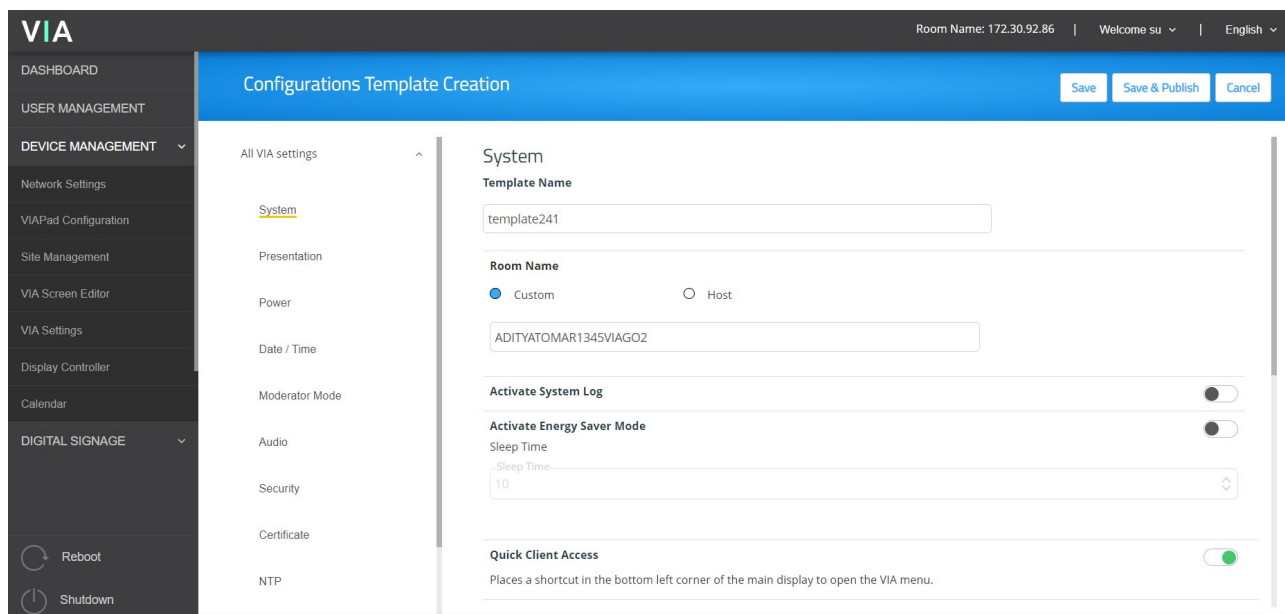
Figure 43: Configuration Template Creation Page

3. Enter a name for the new template and click **Save**.

   The new template is saved.

4. Open the different settings pages by clicking on the navigation pane on the left and change settings as needed.

5. As you change settings on each page, do one of the following:

    a. Click **Save** to save the template.

       Changes are saved and the template remains open for more edits.

       A popup appears that confirms the template has been created successfully. Click **OK**.

    -OR-

    b. Click **Save & Publish** to update the template and apply the newly edited template.

       Changes are saved to the template, and the session resets with the new template applied. This will take several moments, and you will need to log back into the Gateway Dashboard Page.

6. **Cancel** – It will close the template and navigate you to Via Settings Template List page.

VIA GO² enables you to configure the following types of settings that apply to the settings template:

- System on page 46.
- Presentation on page 48.
- Power on page 50.
- Date/Time on page 50.
- Moderator Mode on page 51.
- Audio on page 54.
- Security on page 55.
- Certificate on page 56.
- NTP on page 56.
- Proxy Server on page 57.
- VIA GO 2: Features on page 58.

System

Configure the following settings in the VIA settings template (see Configuring VIA Settings Template on page 44) that affect the overall operation of the system:

Figure 44: System Setting Tab

- If you enter a name in the **Custom Room Name**, it does not change the IP address, but adds a custom name that can make it easier to identify and remember the meeting space. This name appears in the meeting space list along with the IP address. A participant can start typing the custom name instead of the IP address to join the meeting.

  - Custom room names only work if DNS (**Network Settings > Static> Gateway IP**) has been configured to properly redirect the Room Name to the appropriate IP address or if broadcast is working in your network environment, we recommend adding a text field and including the VIA's IP address on the wallpaper as well as the custom name.

- If **Host** is selected, host name will appear on the screen. It will be a non-editable field.

- **Access Point** will appear if Wi-fi (AP Mode) is enabled in the network settings. If Access Point is selected, the field becomes non-editable, and it will show the SSID created in Wi-fi AP mode.

Figure 45: Access Point

- **Activating System Log** – Provides a log of system activities such as logins, presentation, and VIA features usage to aid in diagnosing a problem or tracking participant usage. (default = OFF)

  ⓘ   To view and search Activity Logs, (see [Viewing and Searching System Activity Logs](#) on page [73](#)).

- **Activate Energy Saver Mode** – Automatically sends your **VIA GO²** unit into sleep mode after being inactive for a defined period. After activating this feature, select the period (in minutes) from the Sleep Time field. (default = OFF)

- **Quick Client Access** – Displays a shortcut in the bottom left corner of the main display to open the **VIA Gateway Dashboard**. (default = ON)

- **Quick Client Access** – **Always on Top** – When ON, the VIA Gateway Dashboard always appears on top of all content on the main display. (default = OFF)

- **API Settings Command** – 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. Use this mode if your controller does not support TLS (default).

- **Language** – Select the language for the Gateway Dashboard Page.

- **Broadcast** (default = ON) – When the user launches **Kramer VIA** app, all broadcasting VIA gateways appears automatically on the meeting spaces.

  ⓘ   For information on how Auto Broadcast is enabled and what are its limitations, refer to the VIA IT Deployment Guide, available for download at: https://www1.kramerav.com/gc/product/VIAGO2.

- **Hide VIA Admin at the client side** – Hides the VIA Admin user from the Participants list. (default = OFF)

API Settings Command
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. Use this mode if your controller does not support TLS.

   ○   Secure   ⦿   Non Secure

Language
Select Language
English

Broadcast   🟢

Hide VIAAdmin at the client side   ⚫
Hide the VIAAdmin user from the Participants list on VIA and in the VIA client.

Figure 46: API Settings, Language, Broadcast and Hide VIA Admin

Presentation

Configure the following settings in the VIA settings template (see Configuring VIA Settings Template on page 44) that affect how participants share content during a meeting:

- **iOS Mirroring** – The VIA gateway will act as an Apple® AirPlay receiver. If desired, type a new Mirror Name (the name that appears when you look for AirPlay devices on your iOS device) and select the maximum number of mirrored iOS devices that can be used simultaneously. (default = OFF).

Figure 47: iOS Mirroring Setting Tab

- **Splash screen configuration** – Web Admin can configure splash screen by enabling/ disabling the following options:

Figure 48: Splash Screen Configuration Tab

  - **Join through Browser** – Enables users that are sitting in the meeting room to join the VIA meeting from a web browser, without downloading any software. (default = ON)

  - **Run VIA** – Enables user to run the VIA application without downloading any software. (default = ON)

  - **Install VIA** – Enables user to install VIA client software on device. (default = ON)

- **Miracast Settings** – Enables a maximum of 2 users to mirror their device screens using the native Miracast feature on their Windows laptop (10/11) or Android device without using the VIA app. (default = OFF)

  If you are using the built-in Wi-Fi for Client or AP mode, a **VIA cast** dongle (purchased separately) is needed to provide Miracast mirroring for meeting participants. For more information see: www.kramerav.com/product/VIAcast.

Figure 49: Miracast Setting Tab

▪ Web admin can select as follows:

  ▪ 1 Presenter – For a single presenter using Wi-Fi Direct. (Default = ON).

  ▪ 2 Presenter – For two presenters using local network.

- **Default Encoding for Presentation** – PC & Mac clients connected to the VIA gateway default to the encoding method selected here. (default = Auto/H264)

- **Show Username** – Shows the presenter's username while presenting. (default = ON)

Default Encoding for Presentation
PC & Mac clients connected to the VIA gateway will default to the encoding method selected here.

  ● Auto/H264   ○ JPEG

Show Username

Figure 50: Default Encoding for Presentation and Show Username

- **Do Not Disturb** – After clicking **Present** button, the full screen presenter can enable or disable DND (default = OFF).

Advanced

Do Not Disturb

Users will have the option to enable / disable Do Not Disturb to prevent interruptions during their presentation.

Figure 51: DND Setting Tab

- **Local Annotation** – Users can annotate locally on their device while using the View Main Display feature (default = ON).

VMD
Local Annotation
Users can annotate locally on their device while using the View Main Display feature.

Figure 52: VMD Setting Tab
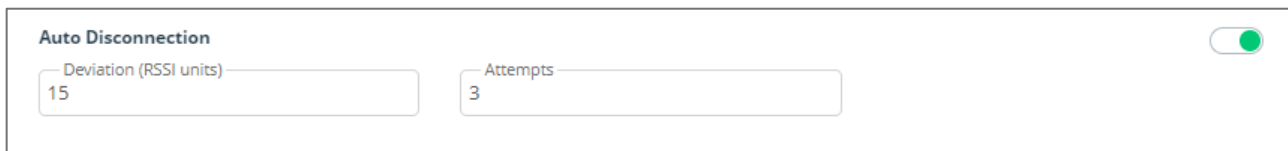
- **Presentation Always in Full Screen** – Only one user at a time can present. When a new presentation is started, the current presentation stops. (default = OFF)

Presentation Always in full Screen

VIA will only show one user's presentation at a time. When a new presentation is started, all other user's presentation will be stopped.

Figure 53: Presentation Always in Full Screen

- **Auto Disconnection** – The VIA device can automatically disconnect participants whose RSSI (Received Signal Strength Indicator) is weak or cannot be measured, indicating that they are too far from the device to be in the meeting room. (Default = OFF)
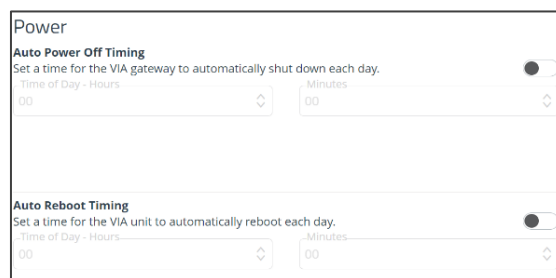
Figure 54: Settings Template > Presentation > Auto Disconnection

- **Deviation** – The change in signal strength that will lead to disconnection.
- **Attempts** – The number of reconnect attempts before disconnecting.

It is advisable that you measure the RSSI strength and enter your own settings.

Power

Configure the following energy-saving automatic power settings in the VIA settings template (see Configuring VIA Settings Template on page 44):

Figure 55: VIA Power Setting Tab

- Auto Power Off Timing – Set a time for **VIA GO²** to shut down each day (default = OFF).
- Auto Reboot Timing – Set a time for **VIA GO²** to reboot each day (default = OFF).

Date/Time

Configure the following settings in the VIA settings template (see Configuring VIA Settings Template on page 44) that define the date and time displayed on the Gateway Dashboard Page:

Figure 56: Date/Time Setting Tab

- Date and Time Format for Web Interface – Select the format for displaying the date and time on the Dashboard page.
- VIA Gateway Timezone Configuration – Select the time zone for **VIA GO²**.

Moderator Mode

Figure 57: Moderator Mode

Moderator Mode settings define who can become the meeting moderator and what features are activated when a participant becomes the moderator.

The following settings in the VIA settings template ((see Configuring VIA Settings Template on page 44) affect Moderator Mode.

When Moderator Mode is activated, the Moderator icon appears on the VIA User Dashboard of eligible participants (see Moderating - Controlling the Meeting on page 106).

Select who can join a meeting and who can become moderator:

- **Database Based** – Only users with accounts created in **VIA GO²** database can join a meeting and become moderator (see User Management on page 15).

- **Active Directory** – Only users defined in the Active Directory can join a meeting and become moderator (see Configuring Active Directory Moderator Mode on page 52).

- **Basic** – Anyone can join a meeting and become moderator. A password can be entered for use by moderators, (see also Security on page 55).

Configure "Database based" or "Active Directory" in moderator mode to define who can join the VIA meeting.

1. Moderator checkboxes:

   - **Allow Participant to confirm start of Presentation** – The moderator must approve screen sharing before it starts.

   - **Wait for Moderator to Start Session** – The VIA session does not start until a moderator joins the meeting. User Dashboard features are grayed out and a message appears on the main display.

Configuring Active Directory Moderator Mode

Active Directory users can be imported into **VIA GO²** Gateway Dashboard Page.
The Active Directory must be organized into two sets of users: one that has permission to become moderator and one that does not have moderator permission. When using Active Directory, only users that are in the directory can join a VIA meeting.

ⓘ You can use Groups or OUs (Organizational Units) to divide the moderator and participant/non-moderator set of users.

ⓘ Do not use Groups or OUs that have any employee in common. If there is overlap of users in your existing Groups, you will have to create new Groups for this purpose.

ⓘ Active directory mode enables to display users' First name and Last name while using VIA features such as "Present", "Enable DND", "Mouse hover", "Activity Log", etc.

To configure Active Directory Moderator Mode:

1. On the VIA Setting Template, select Moderator Mode tab (see [Moderator Mode](#) on page [51](#)).
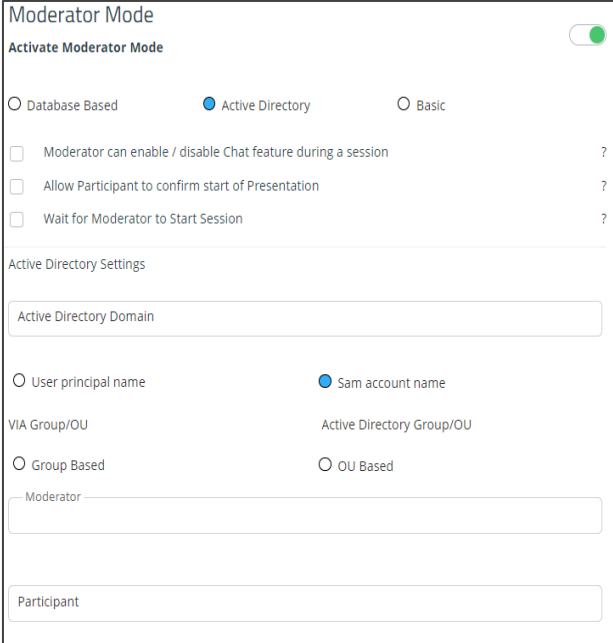
Figure 58: Active Directory Moderator Mode Setting Tab

2. Click the Activate Moderator Mode switch and select Active Directory.

   The Active Directory settings appear.

3. In the **Active Directory Domain** text box**,** enter the Active Directory domain name.

4. Select User principal name or Same account name.

5. Select the **Group Based** or **OU Based** radio button as per your Active Directory configuration.

6. Based on the above selection, type the name of the Moderator and Participant Group/OU in their respective boxes.

7. Login the Gateway Dashboard settings (see Logging in to Gateway Dashboard Settings on page 79) and select LAN settings.

8. Click on the Host Configurator.

   Host configuration page appears.
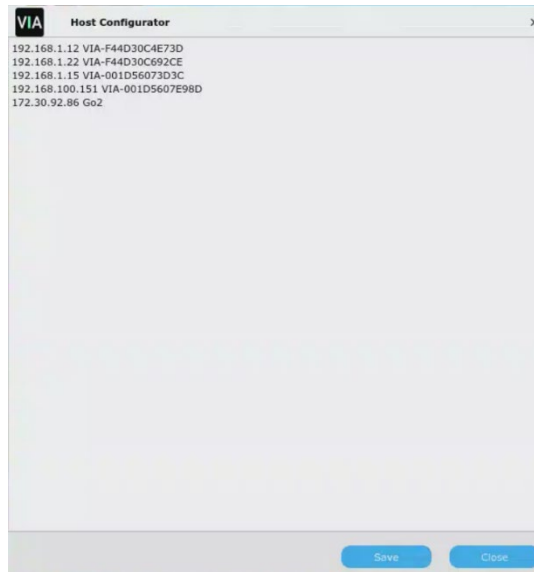
Figure 59: Host Configurator Page

9. On the Host Configuration page, enter the **Active Directory server IP >> Space >> Active Directory Domain Name** and click save.

   Active Directory Moderator Mode is configured.

ⓘ **VIA GO²** 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 the fields, the users (Moderators and Participants) cannot log in.

ⓘ For further details, refer to "VIA Integration into DNS and Microsoft Active Directory" white paper.

Audio

Configure the following audio related settings in the VIA settings template (see <u>Configuring VIA Settings Template</u> on page <u>44</u>):

Figure 60: VIA Gateway Audio Setting Tab

- VIA Gateway Audio Output – Not relevant for **VIA GO²**.

- Default Audio Level – After rebooting the unit, resetting a session, or returning to a meeting after all users have logged off, the volume returns to 100%.

Security

Configure the following settings in the VIA settings template (see Configuring VIA Settings Template on page 44) that affect login security for the Gateway Dashboard Page and for VIA meetings:
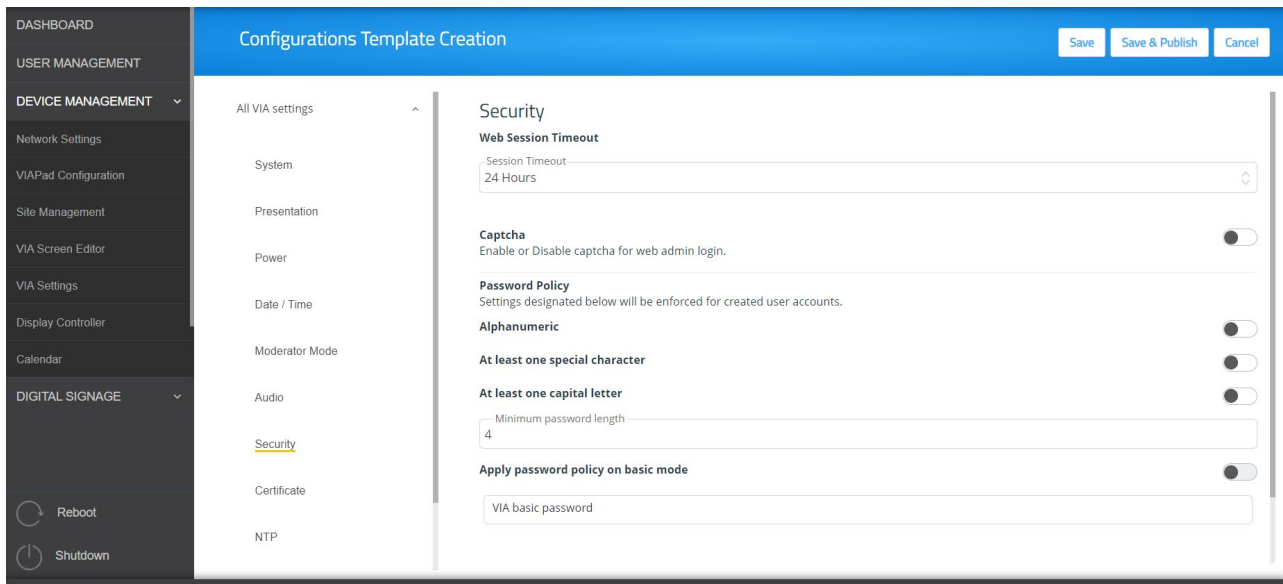
Figure 61: VIA Security Setting Tab

- **Web Session Timeout** – Select the amount of idle time before an administrator is automatically logged out of the Gateway Dashboard Page.

- **Captcha** – Turn ON or OFF the captcha challenge when logging into the Gateway Dashboard Page.

The following Password Policy settings affect new user accounts for logging into the Gateway Dashboard Page and joining a VIA meeting:

- **Alphanumeric** – Requires at least one letter and one number to be included in the user password.

- **At least one special character** – Requires at least special character (like: !, @, #) to be include in the user password.

- **At least one capital letter** – Requires at least one capital letter to be included in the user password.

- **Minimum password length** – Defines a minimum number of characters for a user password.

- **Apply password policy on basic mode** – Requires all the above rules when creating the Basic mode password (below).

- **VIA basic password** – Defines the password needed to become moderator when in Basic mode (see Moderator Mode on page 51). To remove the password requirement, clear the password field.

Certificate

A custom SSL certificate can be uploaded to **VIA GO²** 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, available at: www.kramerav.com/product/VIA GO².

After obtaining your certificate, install it on your VIA device.

ⓘ   The uploaded files must stay in the format of "server.crt" & "server.key".

To upload an SSL certificate:

1. On the Certificate tab in the VIA settings template (see Configuring VIA Settings Template on page 44), copy and paste the web server certificate.

   The web server certificate is uploaded.

ⓘ   Do not upload the key file until the certificate file is finished uploading.
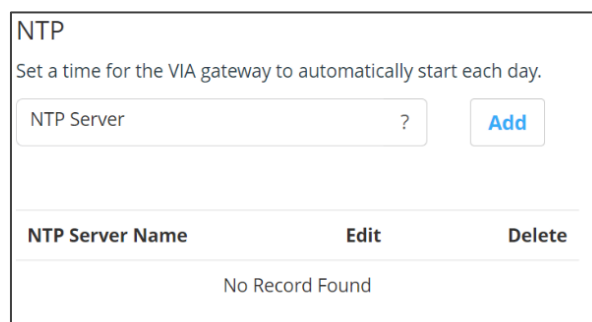
2. Copy and paste the key file.

   The key file is uploaded.

NTP

An NTP (Network Time Protocol) server can be used to synchronize the time on **VIA GO²**.

To add an NTP server:

Figure 62: NTP Server Setting Tab

• In the NTP tab in the VIA settings template (see Configuring VIA Settings Template on page 44), enter the NTP server address and click **Add**.

   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.

Proxy Server

A proxy server can be used to handle all URLs used during VIA meetings (for example, Youtube URLs used for the Youtube player feature) and for firmware downloads.

Figure 63: Proxy Server

To define a proxy server:

- In the Proxy Server tab in the VIA settings template (see Configuring VIA Settings Template on page 44), enter your proxy server parameters.

After entering the parameters, click **Test Proxy Server** to verify that all parameters were entered correctly and that a connection has been established.

VIA GO 2: Features

Use these options to reorganize the **VIA GO²** user menu and hide menu options.
The following menus can be changed:

- **Client Features** – The menu shown on participants' laptops and tablets.
- **Mobile Features** – The menu shown on participants' smartphones.
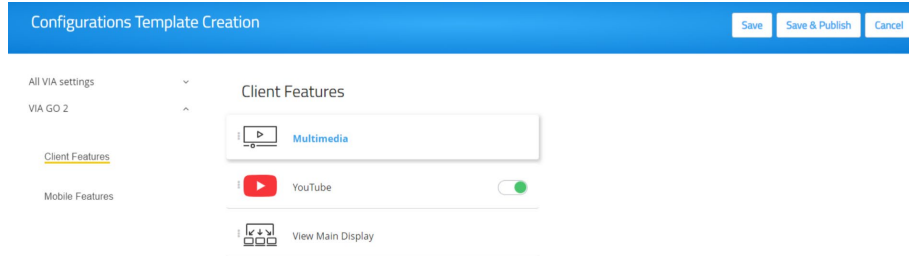
Figure 64: Features Menu Setting Tab

To organize the menus shown to participants:

1. Scroll down on the Configurations Template Creation navigation panel and click **Client Features** or **Mobile Features**.

2. Click and drag feature icons to a new position as needed.

3. Enable or disable the features by clicking the switch (green= enabled).
Hidden (disabled) features move to the bottom of the list.

After changing the menu, click **Save & Publish** to save and update the template.

Figure 65: VIA GO² Features Tab

Display Controller

VIA GO² enables you to control a display screen that is connected to the same network as your **VIA GO²**.

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

- When the first person joins the meeting, the main display powers ON and when the last person logs out of the meeting, the main display switches to other input source.

- VIA sends a command to toggle between the VIA input and any other device connected to the same display.

To configure your VIA GO² as a display controller:

1. Connect the display to be controlled to the same network as your **VIA GO²**.

2. Click **Device Management** > **Display Controller** on the navigation panel.
   The Display Controller page appears.

Figure 66: Display Controller Page

3. Click the **Activate Control** switch.

4. Enter the Display IP address and Display Control Port of the display screen to be controlled.

5. For Command 1, enter the command to send when someone first joins a meeting on VIA.

6. For Command 2, enter the command you want VIA to send when the last participant logs out of the meeting from VIA.

7. Select **ASCII** or **HEX** to define command format accepted by your display.

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

Configuration of your **VIA GO²** as a display controller will be done.

Integrating Calendar

VIA GO² 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, Microsoft Exchange® or in Google® Admin Console for G Suite®.

(i) Before configuring this feature in the VIA Gateway Dashboard Page, you must add the room in either Office 365 Admin Center, Microsoft Exchange or Google Admin Console for G Suite.

Integrating Office 365 Calendar

To integrate your Office 365 Calendar with VIA Calendar:

1. Click **Device Management** > **Calendar** on the navigation panel. The Calendar Account appears.

2. Select **Office 365 OAuth 2.0** from the Calendar Type drop down. The Office 365 OAuth Calendar controls appear.

3. Click **Get Office 365 OAuth 2.0**.

4. Sign-in with the MS Office account where the shared space calendar was created.

5. An integration code appears. Click **Copy Text.**

6. Paste the copied text into the text box above **'Please enter the code'** on the Calendar Account Page.

7. Click **Get Calendar**.

8. In the Select the calendar field, select the calendar associated with the room.

9. Click **Associate**.

Your Google Calendar is integrated with VIA Calendar.

(i) Microsoft account should already be logged in the browser.

Figure 67: Integrating VIA with Office 365 OAuth 2.0 Calendar

Integrating Microsoft Exchange

To integrate Microsoft Exchange with VIA Calendar:

1. Click **Device Management** > **Calendar** on the navigation panel. The Calendar Account appears.

2. Select **MS Exchange** from the Calendar Type drop down. The MS Exchange controls appear.

3. Enter the server URL.

4. Select the relevant version of Microsoft Exchange.

5. Enter the following for the meeting space where this VIA gateway resides:

   - Username – Email address assigned to the meeting space.

   - Password – Password associated with the meeting space Username.

6. Select one of the following permission types for the user: **None**, **Impersonation**, **Delegate**.

7. In Resource Calendar, enter a calendar name to identify the created calendar.

   (i) This field is enabled only after Impersonation or Delegate is selected as the permission type.

8. Click **Test & Save** to test if the details entered are correct. Microsoft Exchange is integrated with VIA Calendar.

Figure 68: Integrating MS Exchange with Calendar

Integrating Google Calendar

To integrate your Google Calendar with VIA Calendar:

1. Click **Device Management** > **Calendar** on the navigation panel. The Calendar Account appears.

2. Select **Google** from the Calendar Type drop down. The Google Calendar controls appear.

3. Click **Click here to get code**. Google sign in page appears.

4. Sign-in with the Google account where the shared space calendar was created.

5. Allow access to VIA-Calendar.

An integration code appears.

6. Copy the integration code from the Google sign in page and paste it into the Step 2 field on the VIA Calendar page.

7. Click **Get Calendar**.

8. In the Select the calendar field, select the calendar associated with the room.

9. Click **Associate**.

Your Google Calendar is integrated with VIA Calendar.

ⓘ You can check the meetings scheduled but not join the meeting.

Figure 69: Integrating VIA with Google Calendar

Digital Signage

ⓘ For VIA devices sold before June 1ˢᵗ, 2019, Digital Signage is an optional feature available through separate licensing and pricing. Contact your local Kramer office for more details.

VIA GO² Digital Signage displays dynamic content and information on the main display when there is no meeting in progress. Use a predefined template or create your own display layout with up to three frames of content that appear simultaneously. Then, schedule the content to run automatically at specific dates and times.

Configuring digital signage includes the following steps:

- [Creating and Uploading Digital Signage Media](#) on page 63.
- [Creating Custom Digital Signage Templates](#) on page 68.
- [Configuring a Digital Signage Campaign](#) on page 70.
- [Scheduling Digital Signage Campaign](#) on page 71.
- [Adding Fonts to Digital Signage](#) on page 72.

Creating and Uploading Digital Signage Media

VIA GO² 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.
- Media:
  - 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:
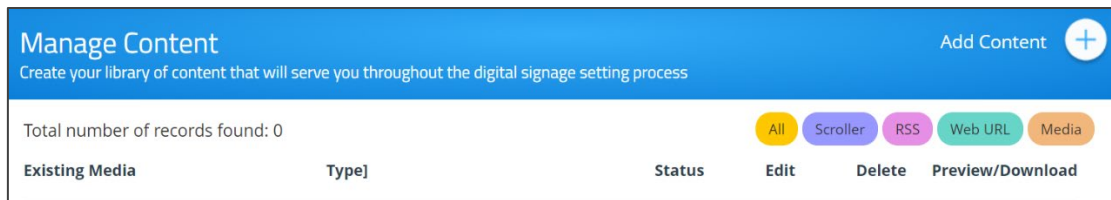
Figure 70: DSS Content Manage Page

1. Click **Digital Signage** > **Manage Content** on the navigation panel.

   The Manage Content page appears.

2. Create and upload media, as required:

- Creating Scrolling Text on page 64.

- Adding RSS Feed on page 65.

- Adding Web URL on page 66.

- Uploading Media Files on page 67.

Creating Scrolling Text

To create scrolling text:

1. On the Manage Content page, click **Add Content**. The Add Content window appears with the Scroller tab open.

2. Type the text to be displayed in the box.

3. Type a name for the scroller in the Scroll Name text box.

4. Set the scroll speed.

   ⓘ   Set the scroll speed to **Zero,** to create a static text display that does not scroll.

5. Set the font parameters.

   ⓘ   To add a font, click **Upload Font** or see Adding Fonts to Digital Signage on page 72.

   ⓘ   The following variables can be entered into the text field:
   - #airplayname# – Displays the airplay name.
   - #roomname# – Displays the room name/code for joining into the meeting.
   - #appass# – Displays the Access Point password.
   - #apname# – Displays the Access Point name.
   - #ipaddress1# – Displays the IP address for the primary network.
   - #ipaddress2# – Displays the IP address for the second network, if in use.

6. Set the background color.

7. Click **Create.**
   The Scroller is created and added to the Existing Media table.

Figure 71: Scrolling Text Setting Tab

Adding RSS Feed

To add an RSS feed:

1. On the Manage Content page, click **Add Content**.

2. The Add Content window appears with the Scroller tab open.

3. Click RSS.

4. The RSS tab appears.

5. Enter the RSS feed's URL address.

6. Click **Get tags** and select the required tag from the Select a tag drop-down list.

7. In the RSS Name field, enter a name for the RSS feed that will appear in the Existing Media table.

8. Under options, select the speed, display style, font settings and background color for the RSS feed.

9. Click **Create**.
   The new RSS feed is added and appears in the Existing Media table.

Figure 72: RSS Setting Tab

Adding Web URL

Add the URL of an existing web page or use a third-party solution (for example, Google Slides) to publish a presentation to the web and add the URL of the presentation.

To add a web URL for digital signage:

1. On the Manage Content page, click **Add Content:** The Add Content window appears with the Scroller tab open.

2. Click **Web URL**; The Web URL tab appears.

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.

4. Type the URL address and File Name and click **Create:** The new URL is added and appears in the Existing Media table.

Figure 73: Web URL Setting Tab

Uploading Media Files

To upload media files:

1. On the Manage Content page, click **Add Content**.

   The Add Content window appears with the Scroller tab opens.

Figure 74: Media Setting Tab

2. Click Media; The Media tab appears.

3. Click **Browse File**.

   A file browser appears.

4. Select an image or video file and click **Upload**.
   The file is added and appears in the Existing Media table.

Creating Custom Digital Signage Templates

Templates dictate the layout of the digital signage content. Up to 3 frames of content can be displayed at once. **VIA GO²** enables you to use predefined templates and to create custom templates.

To create a custom digital signage template:

1. Click **Digital Signage** > **Template Manager** on the navigation panel.

    The Template Manager page appears with the Pre-Defined Templates tab open.
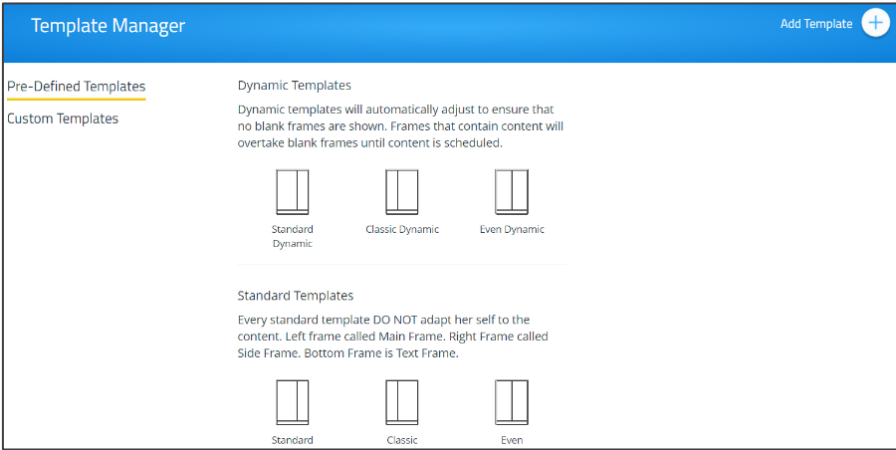
Figure 75: DSS Template Setting Page

The Pre-Defined Templates tab explains all the pre-defined templates that are available when you create a campaign

2. Click **Custom Templates**; The Custom Templates tab appears.
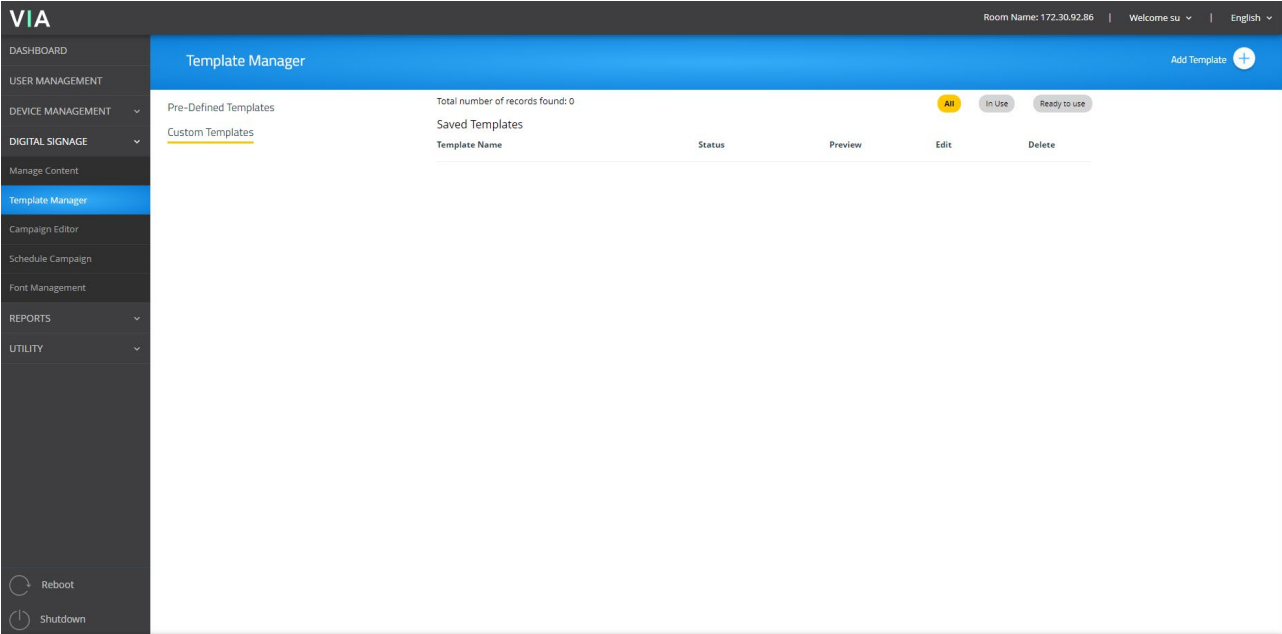
Figure 76: Custom Template

3. Click **Add Template**; The Add Template window appears.
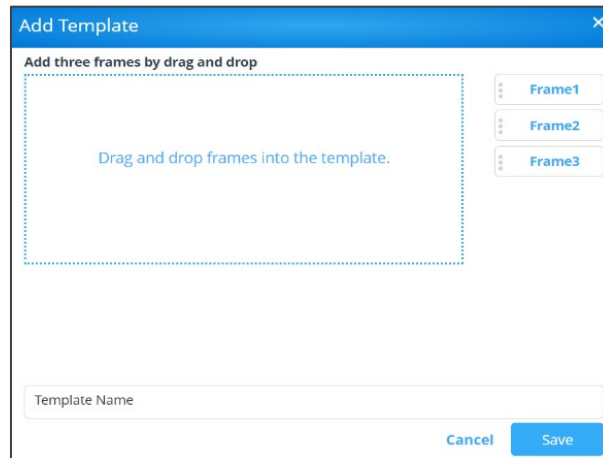
Figure 77: DSS New Template Window

4. Type a name for the new template in the Template Name text box.

5. Click and drag one of the frames into preview box.
   The frame parameters for the frame appear below the preview.

6. Click and drag the box to move and resize it.

7. Select the **Audio** checkbox to play audio from the selected frame.

   (i)   Only one frame can include audio.

8. Repeat steps 5–7 to add up to two more frames.

   (i)   The layering order of the frames, from bottom to top is Frame 1, Frame 2, Frame 3.

9. Click **Save**.
   The new template is added and appears in the Saved Templates table on the Custom Templates tab.

   (i)   Click the Preview icon for a template to see a preview.

   (i)   Click the **Edit** icon to edit the selected template.

         Templates that are In Use (i.e. they have been used to configure a campaign - Configuring a Digital Signage Campaign on page 70) cannot be edited.

   (i)   Click the **Delete** icon to delete the selected template.

Configuring a Digital Signage Campaign

A Digital Signage Campaign defines what is displayed in each frame of a digital signage template layout.

To configure a digital signage campaign:

1. Click **Digital Signage** > **Campaign Editor** on the navigation panel.

   The Create Campaign page appears.
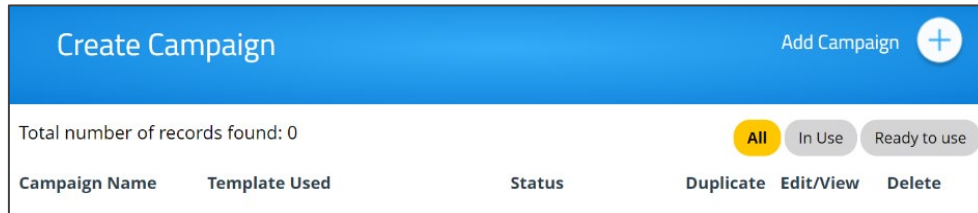
Figure 78: Campaign Editor

2. Click **Add Campaign**; The Campaign Editor page appears.
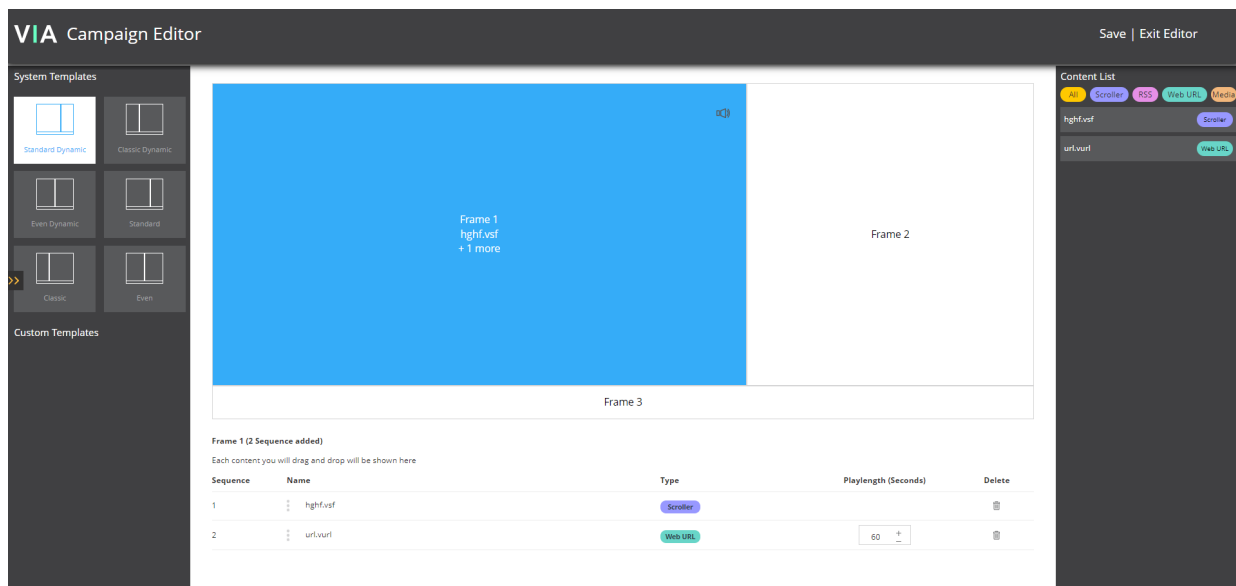
Figure 79: Campaign Editor Page

3. Click a System or Custom Template; the template appears in the preview box.

4. Click and drag one or more elements from the Content List into each frame.

The active frame turns blue, and a list of the content items appears below the preview.

5. Set a Playlength for relevant items of content in the frame.

   > ⓘ Videos and other content that have a specific time length do not need to be set.

6. Click **Save**. A message appears.

7. Enter a name for your Campaign and click **Ok**.

   The Campaign is configured, and it appears on the Create Campaign page.

Scheduling Digital Signage Campaign

VIA GO² enables you to schedule when a digital signage campaign is displayed.

To schedule a digital signage campaign:

1. Click **Digital Signage** > **Schedule Campaign** on the navigation panel.

   The Schedule Campaign page appears.
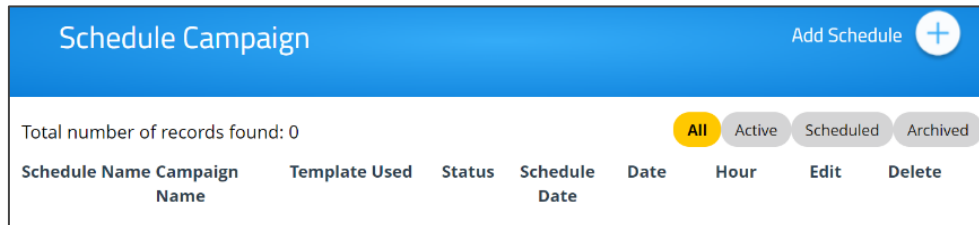
   Figure 80: Schedule Campaign Page

2. Click **Add Schedule**.

   A window appears for scheduling campaigns.
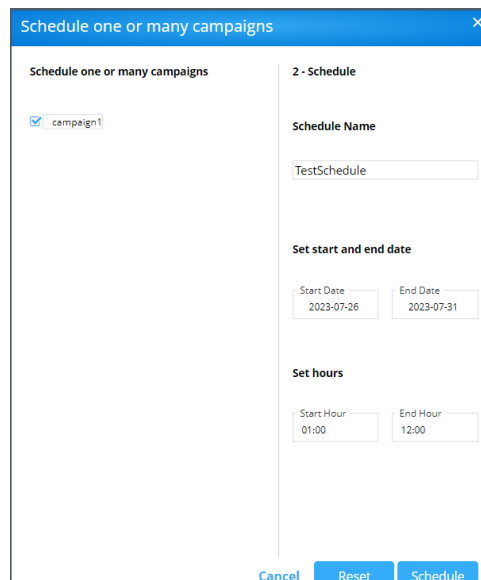
   Figure 81: Schedule Window

3. Select a Campaign to schedule.

4. Set a start date, end date, and hours.

5. Enter a name for the Campaign.

6. Click **Schedule**.

   The Campaign is scheduled, and it appears on the Schedule Campaign page.

   (i) When we click Reset, the fields will get reset.

Adding Fonts to Digital Signage

To add new fonts to Digital Signage:

1. Click **Digital Signage** > **Font management** on the navigation panel.

   The Font Management tab appears.
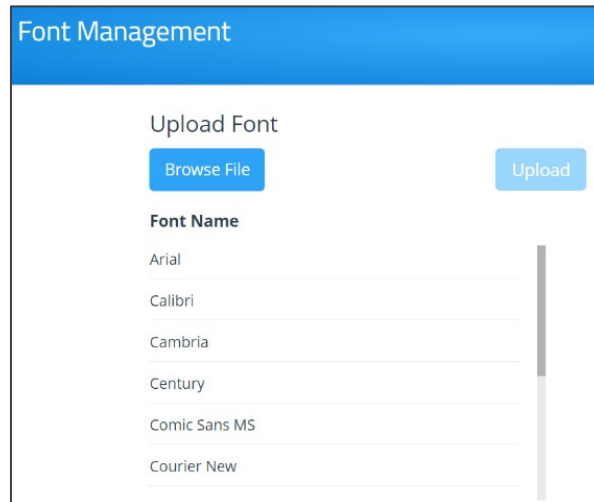
Figure 82: Font Management Page

2. Click **Browse File**.
   A file browser appears.

3. Open the relevant font file and click **Upload**.
   The new font is installed on **VIA GO²** and can be used for Digital Signage.

Maintaining Your VIA Unit

VIA GO² enables you to maintain your VIA unit by performing the following:

- [Viewing and Searching System Activity Logs](#) on page [73](#).
- [Updating Firmware](#) on page [74](#).
- [Activating VIA Gateway License](#) on page [75](#).
- [Digital Signage License](#) on page [76](#).
- [Resetting Default Settings](#) on page [76](#).

Viewing and Searching System Activity Logs

VIA GO² embedded web pages provide a log of system activities such as logins, presentation and VIA features usage to aid in diagnosing a problem or tracking participant usage.

ⓘ   To activate system activity logs, see [System](#) on page [46](#).

There are two types of system logs available for viewing and search:

- Gateway Activity Log – Shows activity of the meeting participants.
- Web Admin Activity Log – Shows activity of the Gateway and Gateway Settings embedded web pages.

To view and search the system activity logs:

1. Click **Reports** > **Webadmin Activity Log** / **Gateway Activity Log** on the navigation panel; The Webadmin Activity Log / Gateway Activity Log page appears.

Figure 83: Web Activity Log Page

2. Select the date range of log entries to be displayed.

3. Enter a search term and press the Enter key.
   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 GO² enables you to update your **VIA GO²** firmware.

(i) If you are running a firmware version lower than 3.3, you have to get it sequentially upgraded to 3.3. For example, you are running version 3.1.0121.1161, then you first need to upgrade the firmware version to 3.2.0721.1198, then yiu have to upgrade it to version 3.3.0722.1240 and then upgrade it to the latest version. For firmware versions more than 3.3, you can directly upgrade it.

(i) In this case, use ONLY the .zip file available for download from our technical support web page: https://k.kramerav.com/support/downloads.asp. Select VIA Go2 from the dropdown.

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

To update your VIA GO² firmware:

1. Click **Utility** > **Update Firmware** on the navigation panel.

   The Update Firmware page appears.
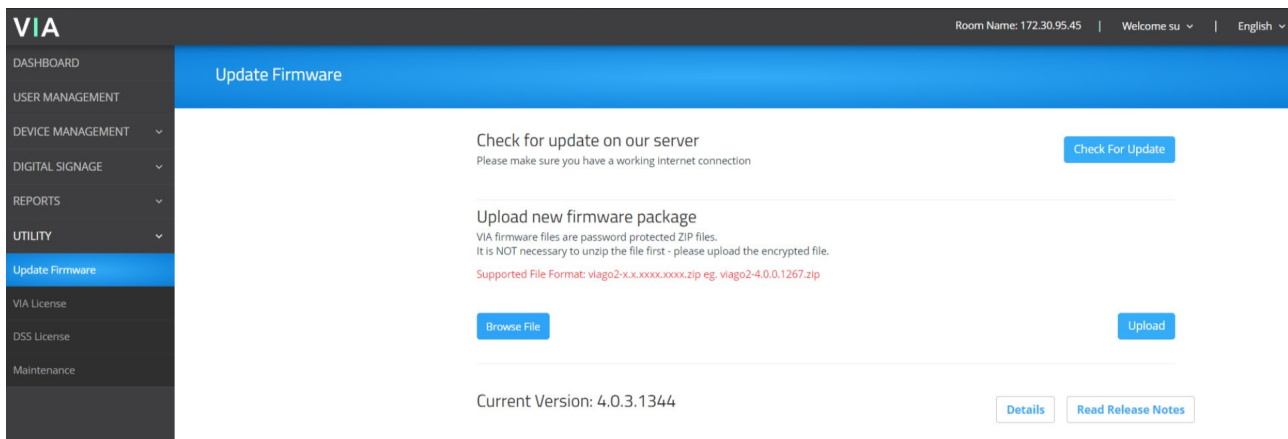
Figure 84: Update Firmware Page

2. When using an updated 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 firmware is updated.

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

   ▪ Click **Check for Update**.
      A message appears with information about an available update.

   (i) Check for Updates is also available on the System Information Page.

   ▪ Click **Update** to have VIA update automatically. This process will take time and you will not see a progress indicator. Please do not power off your unit during this process. If it is already **updated**, a message pops up – **Your VIA Unit is already running latest version**.

- Click **Download** to have the updated file downloaded to your computer. Once downloaded, the file can be pushed to VIA through the Update Firmware page. If an update is available, confirm the download. The new firmware is downloaded to your computer.

- Click **Cancel** to cancel the window that shows asks your permission to update your firmware/ download the firmware to the latest version.

(i) To verify the update, view the current firmware version on the **Check for Update** button on Gateway Dashboard Page.

Figure 85: Update and Download Confirmation Message

Activating VIA Gateway License

VIA GO² enables you to upload and activate your **VIA GO²** license.

To upload your VIA GO² license:

1. Select **UTILITY** > **VIA License** on the navigation panel.

   The VIA License page appears.

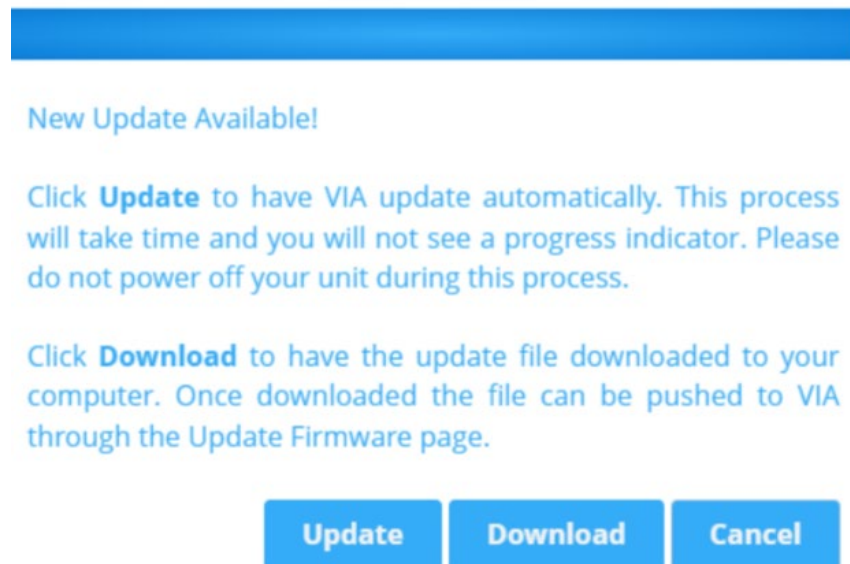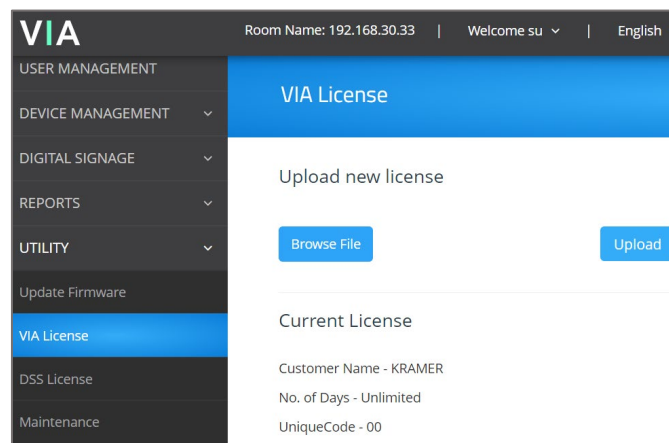Figure 86: VIA License Page

2. Click **Browse File**.

   A file browser opens.

3. Select the relevant license file.

4. Click **Upload**.

   The license is installed on **VIA GO²** and license information appears at the bottom of the page.

To Activate your VIA GO² license:

ⓘ If a Digital License is already installed on your device, the name of the license appears on the bottom of the page.

1. Select **UTILITY > VIA License** on the navigation panel.

   The VIA License page appears.

2. Click Activate License (only available if not activated already).

   The **VIA GO²** license is activated, and license information appears at the bottom of the page.

Digital Signage License

ⓘ VIA GO² devices have a built-in digital signage license.

Resetting Default Settings

VIA GO² enables you to reset **VIA GO²** to factory defaults.

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

ⓘ The applied changes take effect once VIA is rebooted or the VIA session is reset.

Figure 87: Factory Reset Page

To reset default settings:

1. Click **Utility** > **Maintenance** on the navigation panel**.**
The Maintenance page appears.

2. In the VIA Default Reset, select the default configurations you would like to reset or click **Select All** to select all settings.

3. Click **Apply**.
Default settings reset after reboot.

To reset Logs:

1. Click **Utility** > **Maintenance** on the navigation panel**.**

2. Select Logs check box.

3. Click **Apply**.
Logs reset after reboot.

To download Logs:

1. Enable System logs in VIA Settings Template.

2. Go to **Utility> Maintenance> Download logs>** Click **download logs button**.

3. Select files, click download button.
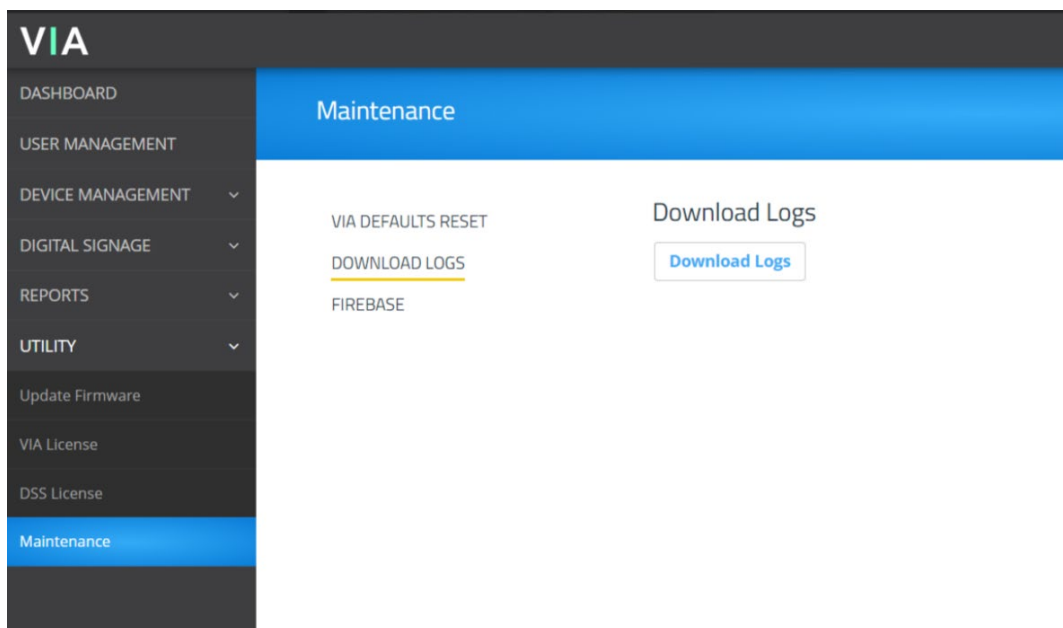
Figure 88: Download Logs

To upload BIOS feature:

- Go to Maintenance> upload bios option at bottom right.
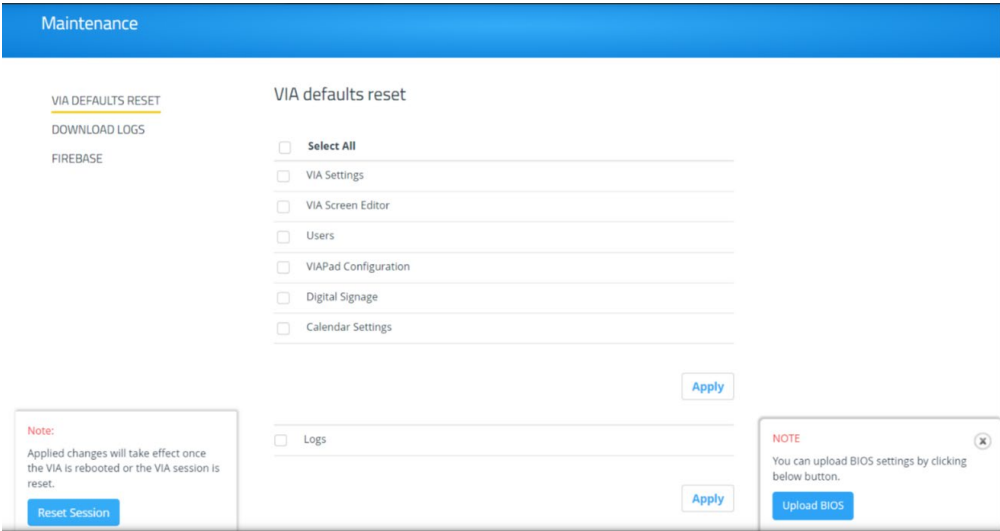 Process takes few mins and the gateway will reboot after it is done.

Figure 89: Uploading BIOS Process

For Web Administrator: Gateway Dashboard

Administrators control an individual **VIA GO²** device from two menus:

- **Gateway Dashboard Page** – These are a web UI, loaded from inside the device, which control general device settings. The Management Pages are high-level controls which can be accessed over LAN and Wi-fi, and require an administrator's password (see [For Web Administrator: Configuring Settings – Gateway Dashboard Page](#) on page [12](#)).

- **Gateway Dashboard –** This Web UI, also loaded from inside the device, controls features of the meeting interface. Depending on local configuration, non-administrators may also be able to change settings.

A **VSM** (VIA Site Manager, optional) may also be used to centrally control all VIA devices.

Logging in to Gateway Dashboard Settings

The Gateway Dashboard is accessed with a mouse and keyboard connected directly to the VIA gateway unit.

- Access to the Gateway Dashboard is controlled by the **Quick Client Access** setting in the **Via Settings > System tab** (see [System](#) on page [46](#)).
- If a Moderator is defined, then only the moderator can access this menu.
- The Settings tab requires an administrator user and password. (see [LAN Settings](#) on page [81](#)).

1. Click the VIA icon **VIA** in the lower left of the main display or use CTRL-Tab to view an open screen. The Gateway Dashboard opens on the Features page.

Menu options:

- **Participants** – View a list of participants, see who is presenting. Moderators can force someone to present and stop them from presenting.

- **Features** – It shows the option to launch a soft keyboard on screen.

- **Settings** – It shows LAN settings, System Controls and Wi-Fi options.

- **Power** – Reset the session, reboot or shutdown the VIA device.

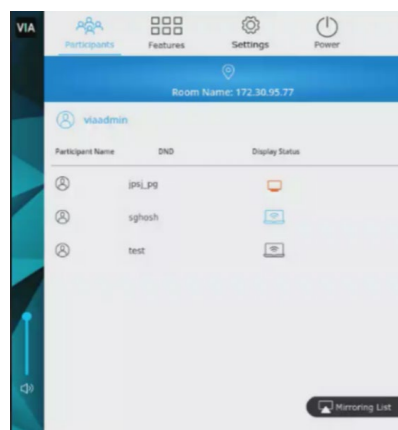Figure 90: VIA Gateway

Disconnect user - We can disconnect a user by clicking on this.

Make Moderator – Only the person using the gateway dashboard can turn a participant into a moderator by choosing the "Make Moderator" option.
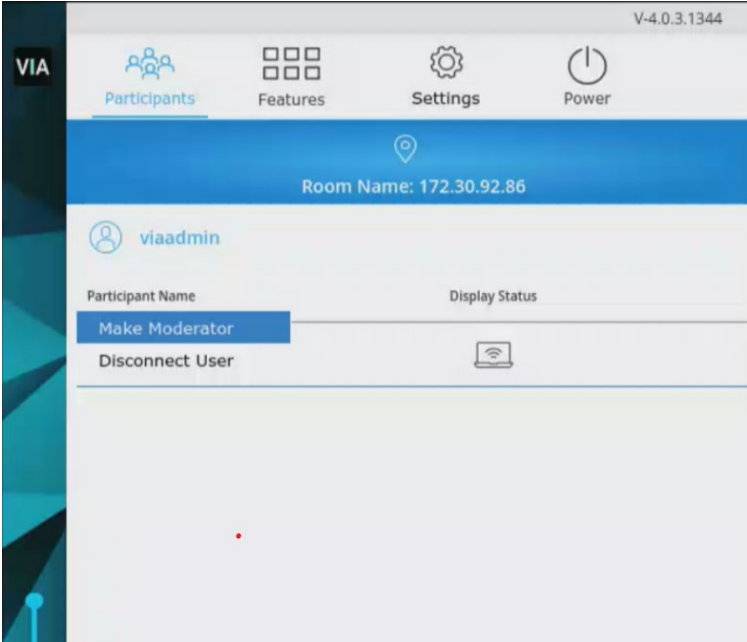
Figure 91: Make Moderator

Revoke Moderation: Click this to take away moderator rights from a user.
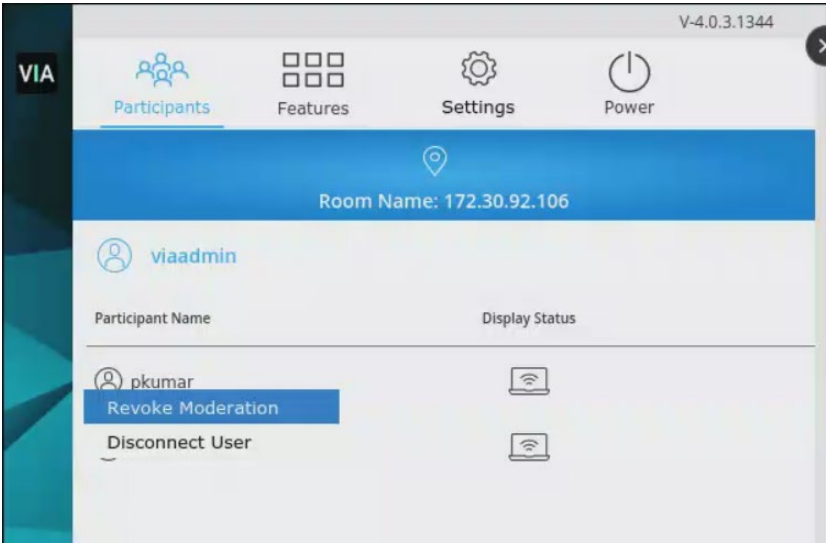
Figure 92: Disconnect User and Revoke Moderation

LAN Settings

Use the Gateway Dashboard to change the **VIA GO²** IP address.

ℹ By default, the IP address of your unit is automatically assigned by a DHCP server. The following explains how to set a static IP address.

ℹ Be careful when changing IP settings. Incorrect values can cause a loss of communication.

To change the IP address of your VIA GO² unit:

1. Go to the Gateway Dashboard, click on **Settings**.
2. Enter id and password (su and supass).
2. In the **LAN Settings** tab, under Connection Type, select **Static**.
3. Under Network Information, you can rename the Gateway IP Address, Subnet Mask, Default gateway, DNS Server. You can also change the host name, if required.
4. Click **Apply**; The IP address of your **VIA GO²** unit is changed.
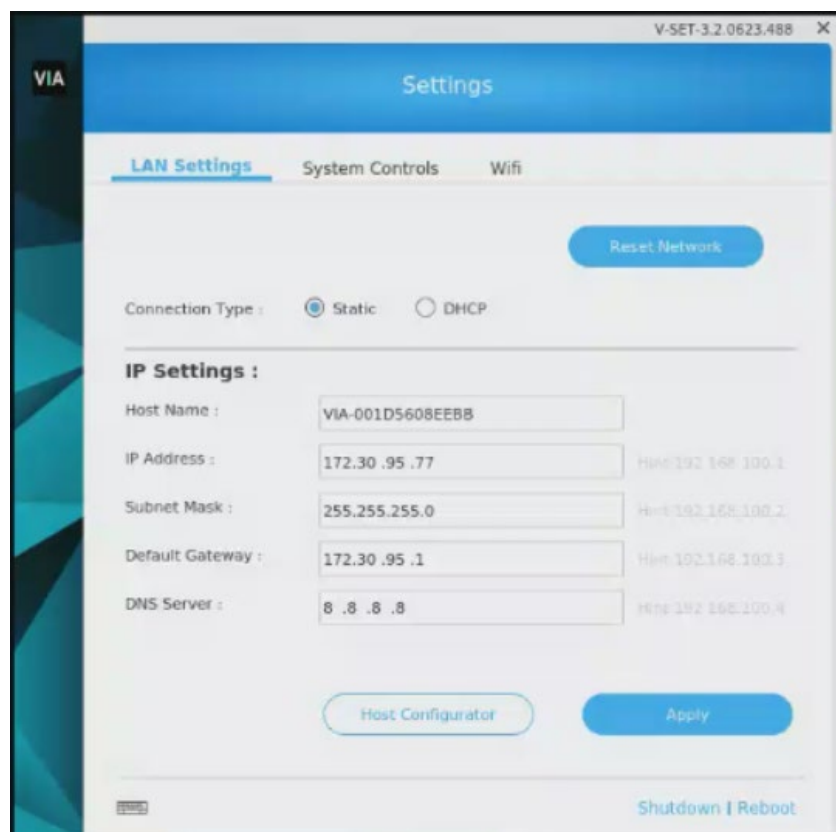
Figure 93: LAN Settings Page

Wi-Fi Settings

VIA GO² can be setup to use Wi-Fi in two modes: **AP** or **Client**.

- **AP (access point) mode** – Use this option if your device is connected to a LAN. Your **VIA GO²** can setup its own Wi-Fi network which can be used by guests to connect to meetings without giving access to the wider network or requiring them to have a network login.

- **Client mode** – Use this option to connect your device to a local network without using a LAN connection.

- **These settings can also be controlled from the Gateway Dashboard Page**.
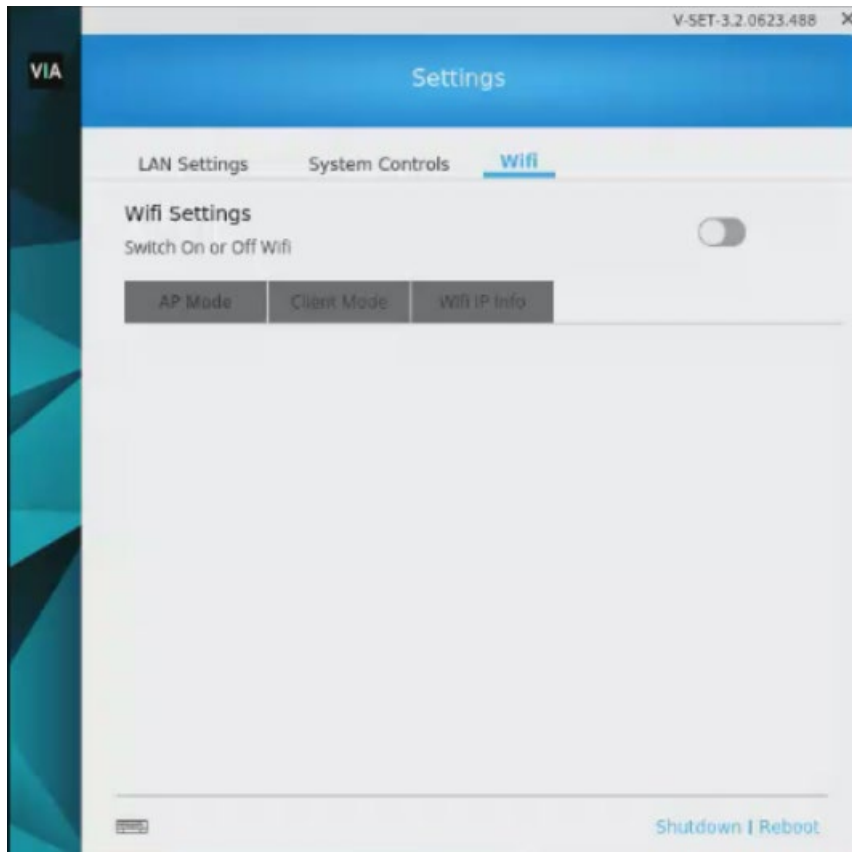
Figure 94: Wi-Fi Settings on Gateway Dashboard

To connect to Wi-fi:

1. See LAN Settings on page 81.
2. Click **Wi-Fi**; The Wi-Fi tab appears.
3. Switch the Wi-Fi on. The switch turns green. The Wi-fi Settings appear.

Wi-Fi with AP Mode

VIA GO² can set up a secure access point for users of your **VIA GO²** network. This setup is ideal for guest users who you may not want to connect directly to your network.
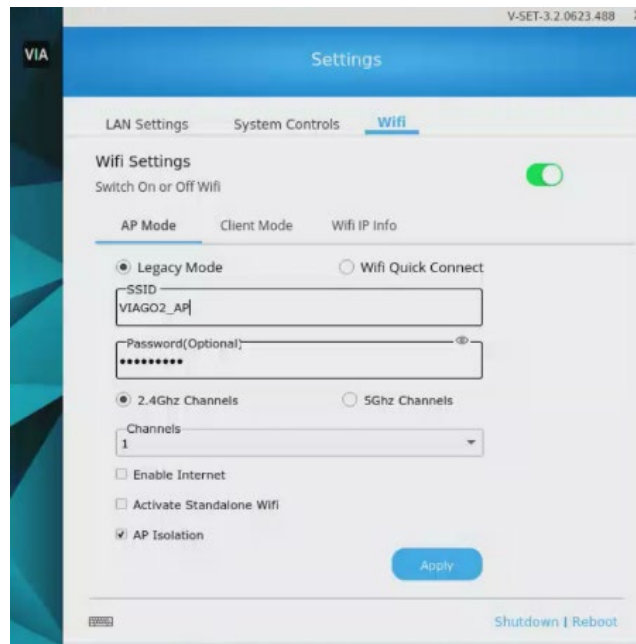
Figure 95: AP Mode

Setting up secure wireless access point:

1. Click **AP Mode** (Access Point Mode) and enter an SSID name and password. AP Mode allows guests to join meetings without needing to login to the corporate/institutional network.

- Under AP mode, there are 2 options: Legacy mode and Wi-fi quick connect.

  - In **Legacy Mode,** SSID should be min 4 and max 20 characters long at the gateway client side. Password should be min 8 and max 50 characters long. In Legacy Mode, the SSID will show without the addition of the numbers and letters.
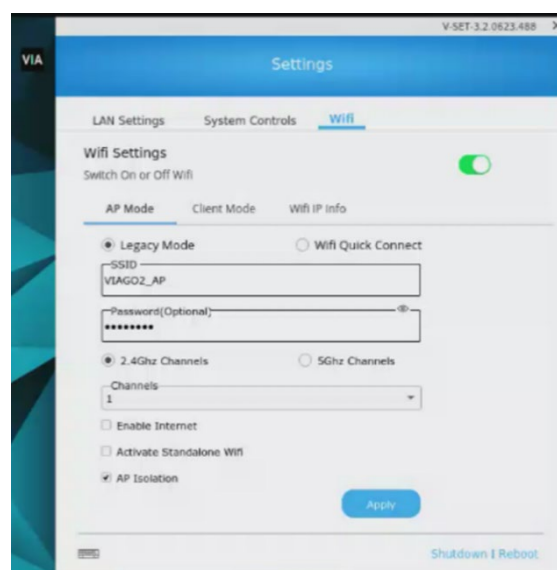
Figure 96: Legacy Mode

- **Wi-fi Quick Connect**: Enabling this will show the VIA_ SSID & Password UI. It will show two fields, first for SSID with a prefix – 'VIA_' and second for Password. It will have the SSID limit set to 10 characters and password length of max 8 Characters.
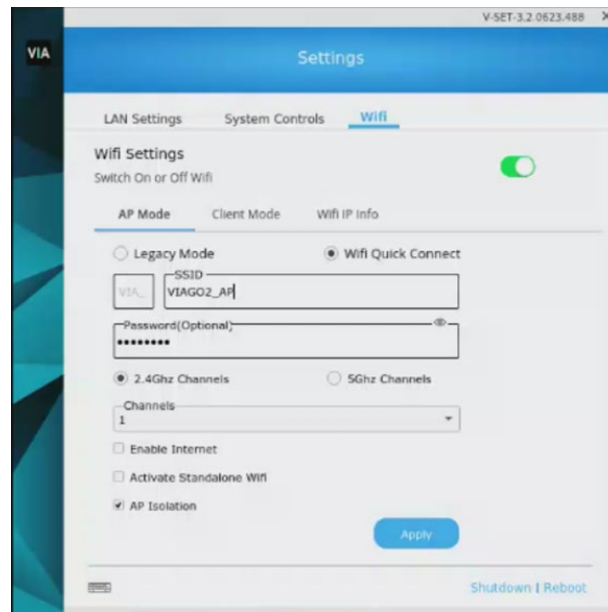
Figure 97: Wifi Quick Connect

- Select the channels at which the Wi-Fi SSID will be broadcasted (2 frequencies will be available – 2.4 GHz and 5GHz), you can select one of them as per the requirement.

2. Select **Enable Internet** if your **VIA GO²** device is connected to a network with internet.

   -OR- Select **Activate Standalone Wi-Fi** to create an autonomous network without Internet access.

3. Select **AP Isolation** to prevent Wi-Fi users from connecting to other through the router**.** Each user gets a private connection that protects them from harm by malicious users.

4. Click **Apply;** The secure wireless guest access point is set up.

Wi-Fi with Client Mode

VIA GO² enables you to wirelessly connect your **VIA GO²** device as a client device to your main network. Use this option if you have no LAN connection available.

To set up Client Wi-Fi mode:

1. See <u>Wi-Fi Settings</u> on page <u>82</u>.

2. In the **Wi-Fi tab, enable Wi-Fi** (the switch turns green).

3. Click the **Client Mode** tab.
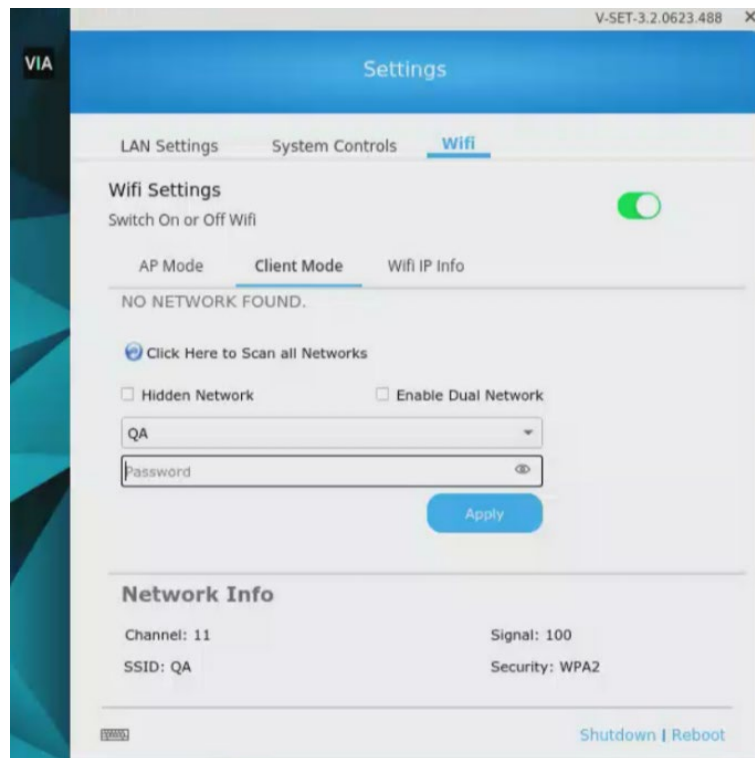
Figure 98: Client Mode

4. If you do not see the desired network, click **Click Here to Scan all Networks**.

5. You'll see two options: Hidden Network and Enable Dual Network.

   - **Hidden network** - You need to enter the SSID manually. To connect to hidden network, SSID needs to be known to you. Wi-Fi name will be Hidden Network.

   - **Enable dual network:** You will be able to connect with 2 networks (Wi-Fi and LAN).

6. Select a network. Enter the network password and click **Apply**.

7. Disconnect the LAN cable (if connected) and reboot the device.

   Client Wi-Fi Mode is set up.

Wifi IP Info

- It will show the IP details of the Wi-fi. The fields are non-editable.
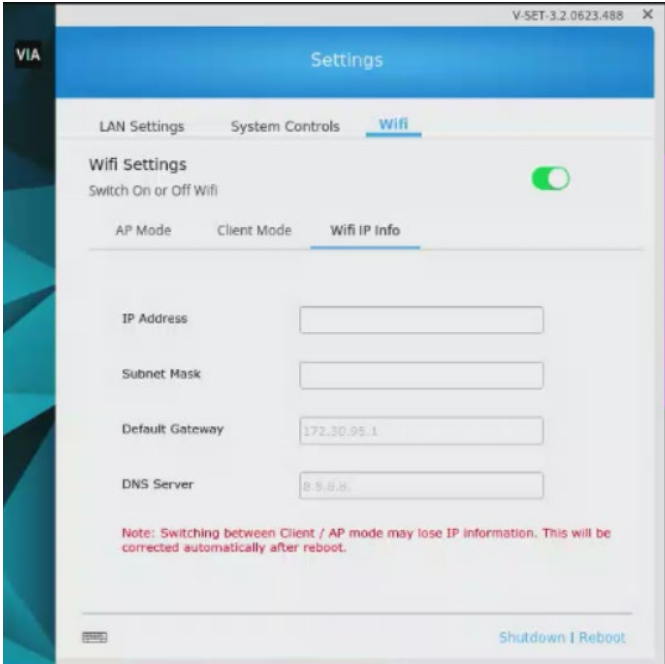
Figure 99: Wi-fi IP Info

Connecting VIA GO² to an 802.1X Network

VIA GO² enables you to wirelessly connect your **VIA GO²** device as a client device to an 802.1X network using password authentication or EAP-TLS authentication.

EAP-TLS features include:

- Mutual authentication (server to the client and client to server).
- Key exchange to establish dynamic WEP or TKIP keys.
- Fragmentation and reassembly of very long EAP messages, if needed.
- Fast reconnect via TLS session resumption.

To Connect VIA GO² as a client device to an 802.1X network:

1. Set up a Radius server to validate the certificate that you will upload to **VIA GO²**.

2. Set up an access point (AP) with 802.1X type security.

(i) The Radius server IP address and password will be passed while configuring the 802.1x security type on the access point. This password is the same one that is used in the Radius server.

3. Click **Device Management > Network Settings** in the navigation panel.

   The Network Settings page appears.

4. Click **Wi-Fi**; The Wi-Fi tab appears.

5. Click the **Switch On or Off Wi-Fi** switch; The switch turns green and the Wi-Fi settings appear. Click **Client Mode**; The Client Mode tab appears.

(i) If you do not see the desired network in the dropdown, click **Click Here to Scan all Networks**.

6. Do one of the following:

- To connect to the network with username and password authentication, select the SSID of the access point that is secured by 802.1X.

   Your unit can now connect to the network with a username and password.

   -OR-

- To connect to the network with EAP-TLS authentication:

   a. Select the 802.1X (TLS Certificate) checkbox.

      Additional settings appear.

   b. Enter the Identity.

   c. Upload the Authority CA, User Certificate and Key files and click **Apply**.

      VIA GO² automatically reboots and is now connected to the 802.1X network.

Accessing System Controls

Use the Gateway Dashboard to change **VIA GO²** operating system controls such as audio settings, display settings, and system health. You can also view log files and activate your **VIA GO²** license.

ℹ️ The log folder is only available if system logging is activated (see Viewing and Searching System Activity Logs on page 73).

ℹ️ The **VIA GO²** unit is pre-activated by Kramer. In case your license has been revoked, you can activate it here.

To access system controls:

1. Login to Gateway Dashboard settings and select **System Controls**.

   The System Controls tab appears.

Figure 100: System Controls tab

2. Available Options:

   ▪ **Audio** – Select audio output option.

Figure 101: Audio Option

- **Display** – View the details of the connected display.

Figure 102: Display Options

- **System Health** – Check connection statuses (click the Check Status button).
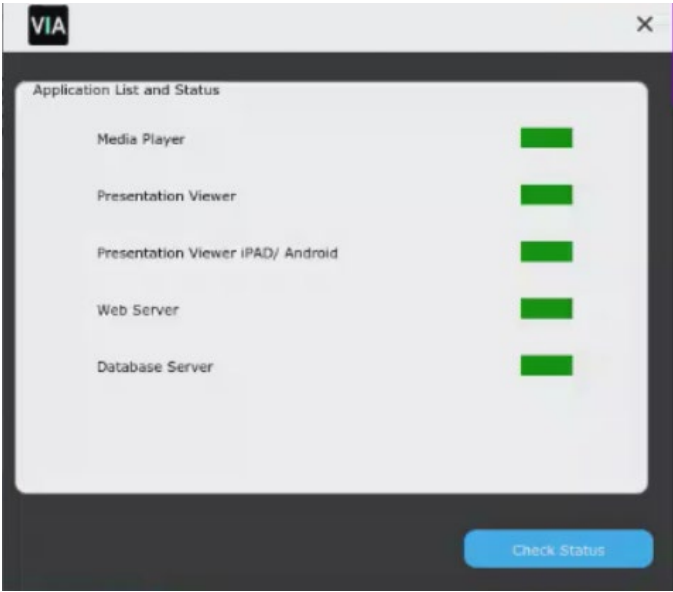
Figure 103: System Health

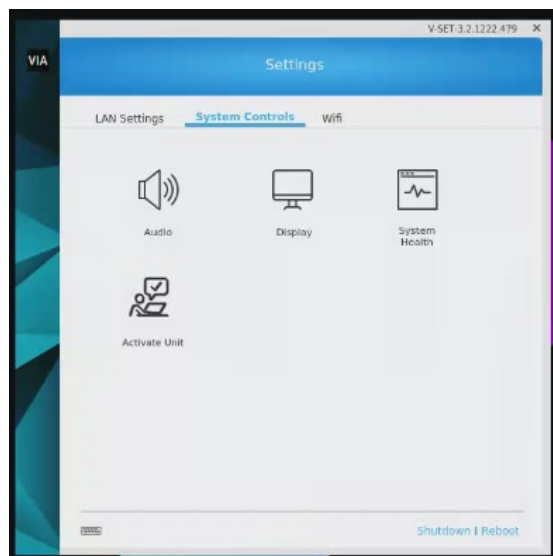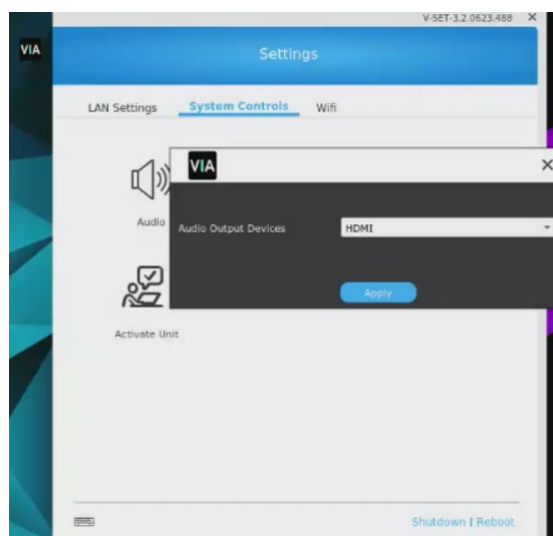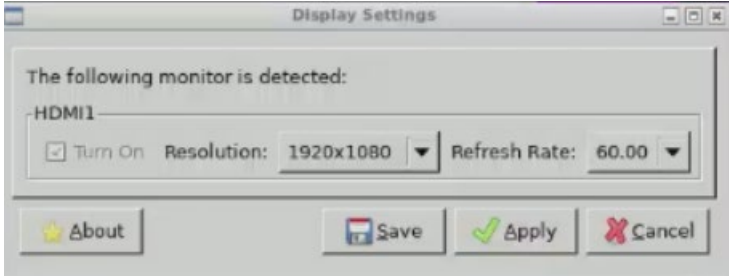- **Activate Unit** – View or enter the **VIA GO²** license details.
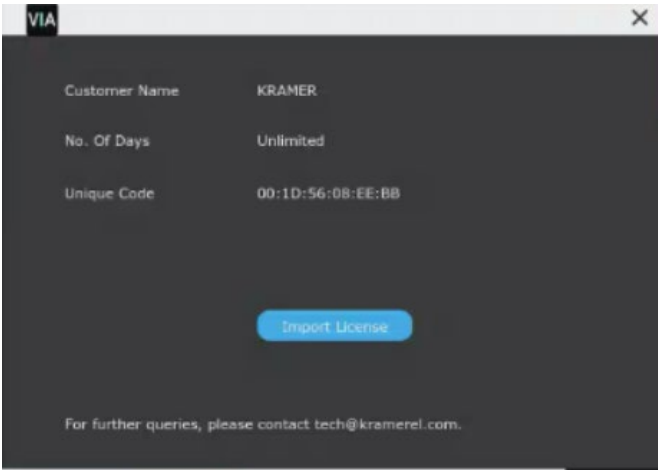
Figure 104: Activate Unit

For User: Connecting via VIA GO²

VIA GO² enables multiple participants to connect for flexible local and remote on-screen meetings, presenting and collaborating.

You can connect to it from a distance over LAN, locally over Wi-Fi or using an HDMI cable.

Depending on how your system is setup, you can display screens from phones, laptops, MacBooks, or other devices, whether connected locally or remotely.

To connect local or remote sources:

- Use an installed or temporary VIA app (the recommended method). See <u>Installing or Running the VIA app</u> on page <u>91</u>.

- Use a VIA Pad (a preconfigured device) connected to your laptop. See <u>Presenting from a VIA Pad</u> on page <u>96</u>.

To connect local sources only:

- Connect your device to **VIA GO²** using an HDMI cable, see <u>Connecting Device</u> on page <u>10</u>.

- Present by Casting (screen mirroring) to **VIA GO²**, see <u>Presenting by Casting (Screen Mirroring)</u> on page <u>97</u>.

On Windows devices, presenters can use the Main (communal) display as an additional (extension) screen, see <u>Presenting with Extended Desktop</u> on page <u>99</u>.

...

Installing or Running the VIA app

On a Windows PC

1. Make sure you are connected to the same network as the **VIA GO²** device.

2. If you have no VIA app installed, enter the IP address of the **VIA GO²** in a browser window**:** The VIA device loads the Welcome page onto your display:
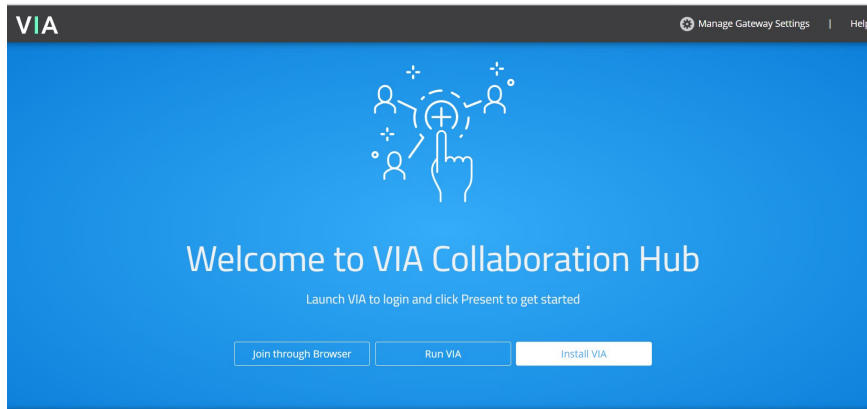
Figure 105: VIA Collaboration Page

-   Select one of the following:

    -   **Run VIA** - Downloads a temporary **Kramer VIA** app which you can run without installing to join the meeting.

    -   **Install VIA –** Installs the VIA application and use it to join meetings and moderate.

    -   **Join through Browser** – Runs the **VIA GO²** menu in your browser.

3. Continue with .

On Android or iOS:

1. Download and install the free **Kramer VIA** app from Apple App Store or Google Play or scan the QR code (if shown).
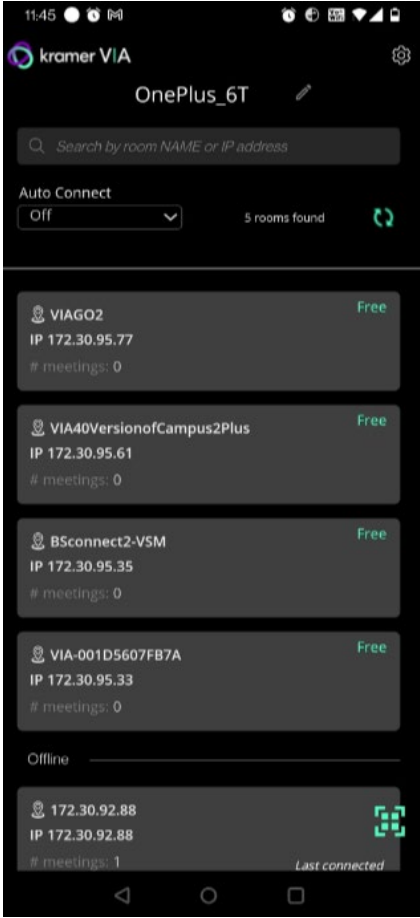
Figure 106: Android Toolbar

2. Continue with Joining a Room with VIA App on page 93.

Joining a Room with VIA App

1. Make sure you are connected to the same network as the **VIA GO²** device.

2. Open your installed VIA app.

   ▪ If you are using a VIA Pad, see [Presenting from a VIA Pad](#) on page [96](#).

3. In the **Kramer VIA** application, the Room Selection window appears.

4. To change the name that is used to identify you, click the pencil icon [✎] .
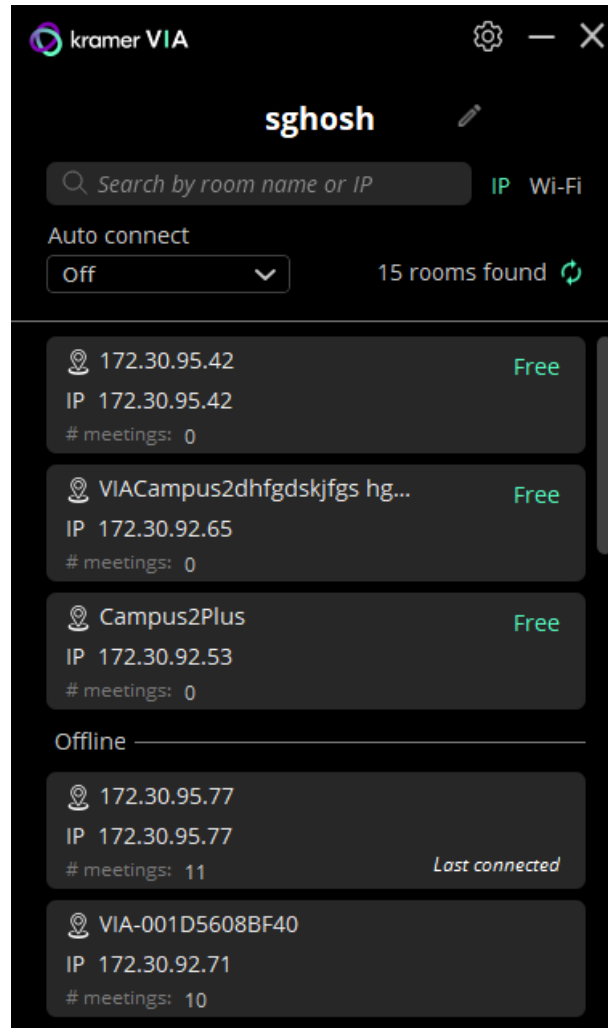
Figure 107: VIA App/ Client

5. Select a room or enter the IP address of the VIA meeting space you are joining.

6. If Room Code is required, a pop-up window will request that you enter the **Room Code**.

7. The VIA User Dashboard appears on your device screen: Continue with [Presenting from the VIA User Dashboard](#) on page [94](#).

Presenting from the VIA User Dashboard

Invite additional users to the meeting.

Leave the room.

1. Select what you want to share:

    ▪ **Screen** – Share your screen. Click the down arrow "Extend" (Windows only) to add the main display as an extension screen of your laptop, may install a screen driver.

    ▪ **App** – Share a window or app that you are using.

    ▪ **Media** – Share (stream) a media file. If Media is selected, a list of media is shown to the right of the Share button.

2. Click SHARE:

    ▪ The SHARE button becomes the STOP button once you start presenting.

    ▪ Your screen, app or media will be displayed on the main display.

3. Interact with participants:

    ▪ Click the green arrow ▶ to the right of STOP:

    ▪ View the participants.

4. Control what you share:

    3 buttons below STOP, green = active.

    ⏸ Pause sharing -–Your screen freezes on the main display (the VIA app is minimized).

    ⊘ Present privately—No one else can present (was "Do Not Disturb").

    ✖ Maximize your display.

    🔊 ━━━━━━━━━━◯ Volume control for shared media.

ⓘ Moderator icon will be visible only when the moderator mode is activated (see Moderator Mode on page 51).
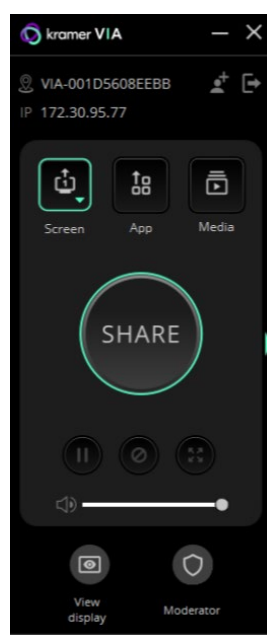
Figure 108: Share Screen

Changing the Default Encoding Format (Via Client > Settings icon on top left)

VIA GO² enables you to change the default encoding format for your device. This is the encoding format used for presenting and streaming video from your device to **VIA GO²** to be displayed on the main display. This change affects your device only.

ⓘ   The Web Administrator sets the default encoding format (see Presentation on page 48).

VIA App/ Client: 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.
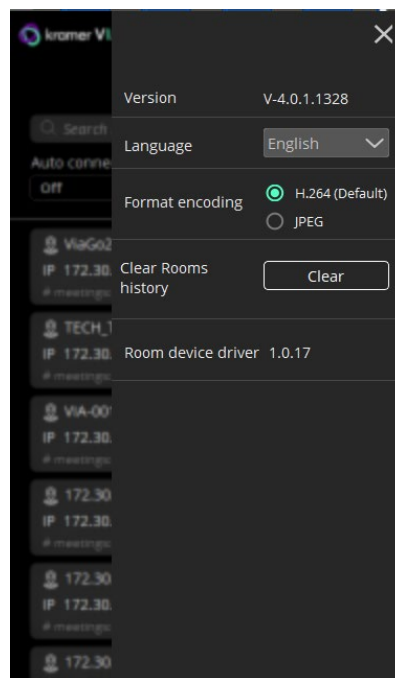
Figure 109: Settings Menu

To change the default encoding format:

1. In your computer taskbar, click the VIA icon. The taskbar menu appears.

2. Click Settings in the taskbar menu. The Settings screen appears.

3. Under Presentation Format Encoding, select the required encoding format. The default encoding format is changed and saved for future sessions.

Presenting from a VIA Pad

ⓘ Your **VIA Pad** needs to have been paired with the **VIA GO²** unit before it is used (see <u>Configuring VIA Pad Settings</u> on page <u>26</u>).

ⓘ The following instructions are for Windows and Mac OS users.

To join a meeting using a VIA Pad:
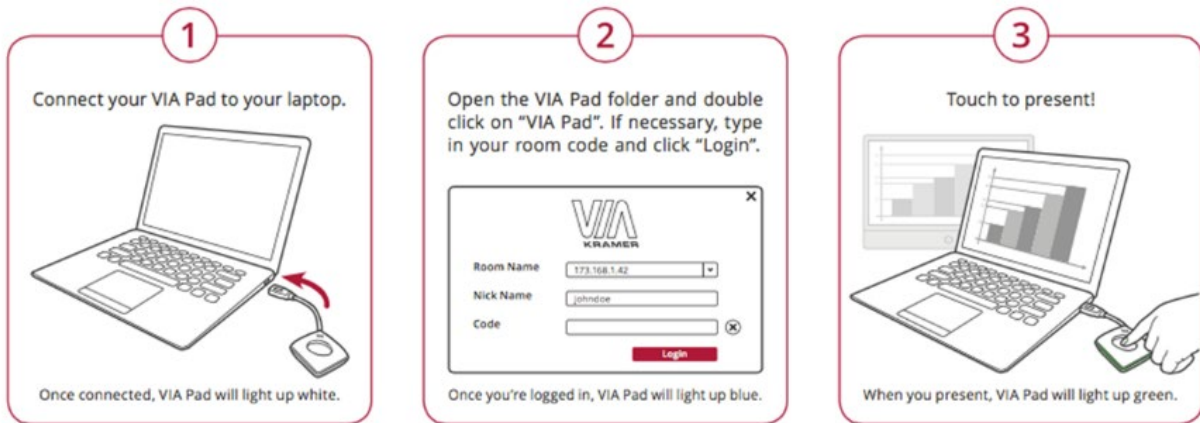
1. Connect your **VIA Pad** to a USB connector on your laptop.

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 code.

4. Click **Join**.

   Your **VIA Pad** lights blue when ready.

   The VIA User Dashboard and taskbar appear on your device screen.

5. Use **VIA Pad** to present:

   ▪ Tapping 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.

   ▪ Tapping 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.

Other Presentation Methods

-

-

Presenting by Casting (Screen Mirroring)

You can use **VIA GO²** as a screen mirroring device, without the need to login to a meeting or download any software.

The procedure by which you connect in this way depends on the device you are using:

- Apple laptops and iPhones use **X Airplay Service** – See [Presenting with iOS/OS X Airplay Service](#) on page [97](#).

- Windows laptops and Android phones use **Miracast** - See [Mirroring Using Miracast](#) on page [98](#).

Presenting with 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 GO²** Gateway Dashboard Page (see [Presentation](#) on page [48](#)).

Minimum requirements for mirroring using Airplay services are:

- iPhone or iPad/Mini iPad – Minimum version iOS 10 (iOS 12 or higher is recommended).

- Mac Books and Apple Computers – Minimum version OS X 10.11 (Mojave or higher is recommended).

ⓘ AirPlay discovery relies on Bonjour (mDNS). For more information see VIA IT Deployment Guide, available for download at: https://www1.kramerav.com/gc/product/VIAGO2.

To mirror your screen using AirPlay Services:

1. Connect your Apple device to the network that **VIA GO²** is connected to.

2. For iPhone or iPad/Mini iPad: Swipe from the upper right corner to reveal the Control Center and click **Screen Mirroring**.

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

   The Screen Mirroring list appears.

3. Select **VIA GO²**'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 GO²** main display (if activated).
   Mirroring starts, and your screen appears on the main display.

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

1. Swipe from the upper right corner to reveal the Control Center.
2. Click **Stop Mirroring**: Mirroring stops.

Mirroring Using Miracast

VIA GO² enables you to use the native Miracast feature on your Windows 10/11 laptop or Android device to mirror your screen on the main display.

(i) This feature must be enabled by the Web Administrator (see [Presentation](#) on page [48](#)).

(i) To mirror using **VIA GO²** you need Windows 10 laptop or an Android device that supports Miracast.

If the drivers of your Windows10 laptop are up to date and the "Connect to a wireless display" option is not available, your device will not support Miracast.

Android operating system versions 4.2 and higher include built-in Miracast technology. However, some Android 4.2 and 4.3 devices do not support Miracast.

Mirroring Windows 10 Laptops Using Miracast

To mirror a Windows 10 laptop using Miracast:

1. On your Windows laptop, press Windows + K.

    The Room Name of your VIA collaboration device appears in the Connect list.

2. Click the Room Name of your VIA device. A PIN code field appears (if Code was activated on your VIA device).

(i) Select the **Allow input from a keyboard…** checkbox to enable another participant to control your laptop from the main display.

3. Enter the Code that appears on the main display and click **Connect**.

    The name of your device appears on the main display and then your screen is mirrored on the main display.

Mirroring Android Devices Using Miracast

To mirror an Android device using Miracast:

1. In your Android device settings, open WiFi Direct, Miracast, or ScreenCast.

    Device options appear on your screen.

2. Click the Room Name of your VIA collaboration device.
    A PIN code field appears (if Code was activated on your VIA device).

3. Enter the Code that appears on the main display and click **Accept/Connect**.
    The name of your device appears on the main display and then your screen is mirrored on the main display.

Presenting with Extended Desktop

VIA GO² can be setup to add the main display as an extension of the user's device desktop. The user's primary screen is not shared, allowing the user to keep their laptop display private while sharing.

ⓘ This feature is available on Windows client laptops 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.

ⓘ Mac users can use AirPlay to simulate the same behavior.

To mirror with the Extended Desktop feature:

- On the Kramer VIA User Dashboard, click the down arrow on Screen and select **Extended**.

Figure 110: Media Player Window

An extension of your device desktop appears on the VIA main display.

- Drag content to the left and beyond your primary screen to show it on the main display.

ⓘ You can change the relative positioning of the two displays in your device Control Panel under Screen Resolution.

Sharing Media from the User Dashboard

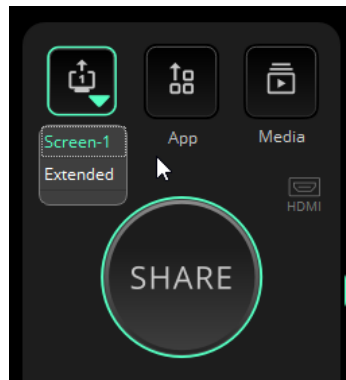Use the Media sharing option on the VIA app to stream video to the main display without sharing your screen. You can also simply share your screen while playing a video.

VIA GO² also supports direct sharing from VLC player: See <u>RTSP Streaming Through VLC</u> on page <u>101</u> and <u>RTP Streaming Through VLC</u> on page <u>105</u>.

Using the Media button

Video can be streamed to the main display at a full HD 1080p/60fps rate.

(i) **VIA GO²** features a 10Mbps maximum video bitrate for 30fps or 60fps videos and handles video files of up to 8GB.

(i) The default encoding format is H.264. If your device operating system does not support H.264 encoding, enable JPEG encoding (see **Error! Reference source not found.** on page **Error! Bookmark not defined.**).

To stream Media:

1. On the User Dashboard, click **Media**.
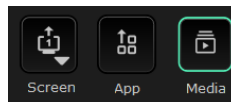
2. The media selection window opens on the right, with 2 tabs:

   ▪ **My Media** tab - Lists videos on your hard drive that you added.

   ▪ **Streaming** tab - Lists URLs of (online) videos that you added.

3. Click **Add+** (bottom right corner) to add more videos.

4. Listed items are available for streaming in future meetings, including in other rooms, not just in the present meeting - Once saved, the stream is listed until you delete it.
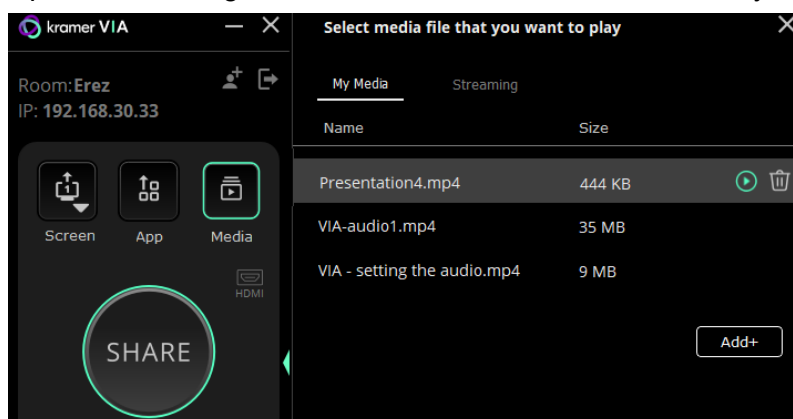
Figure 111: Media Player Window

5. To play an item, select it and click Share / click the play button.

(i) Videos are not stored in the **VIA GO²**. It handles video playback with the VIA app.

> (i) Video files shared from your device to the main display by a native media player such as QuickTime and/or VLC Player may experience lower frame rates, inconsistent playback, and increased latency, depending on your laptop system's 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 GO² supports RTSP. Media played locally on a computer can be streamed on **VIA GO²**, provided the computer and **VIA GO²** are on connected networks.

To Configure RTSP Streaming using VLC Media Player:

1. Open VLC Media Player on your device.
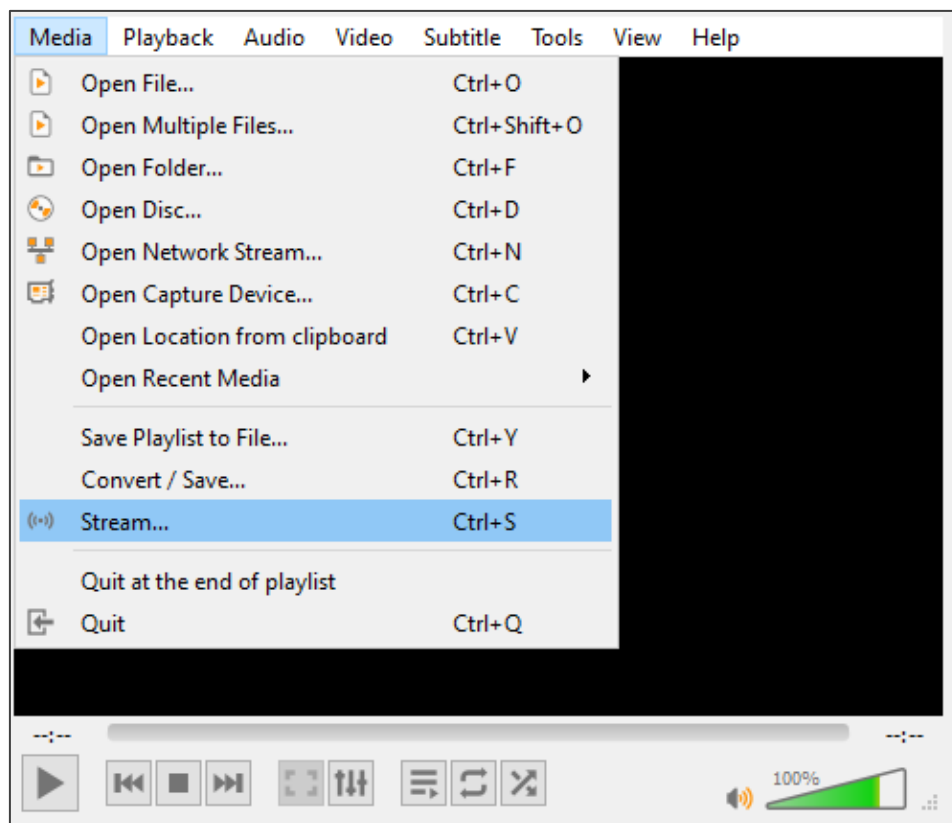
Figure 112: VLC Media Tab

2. Click **Media > Stream**.

   The Open Media window appears.
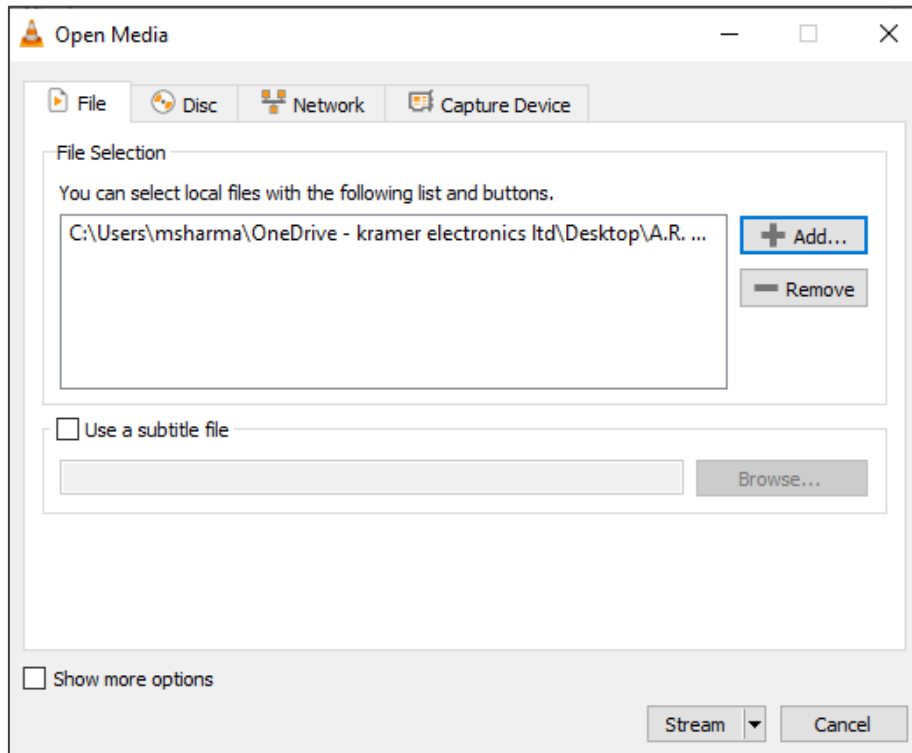
Figure 113: Media Window

3. Click **Add** and select a file to stream and click **Stream**.

   The Stream Output/Source window appears.
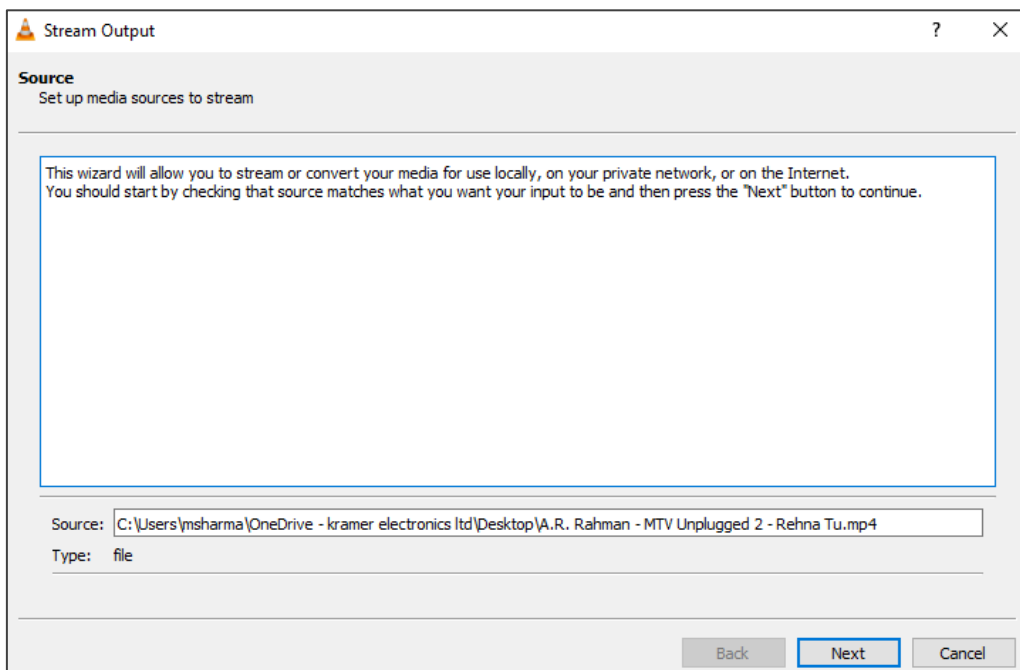
Figure 114: Stream Output Window

4. Click **Next**.
   The Stream Output/Destination Setup window appears.
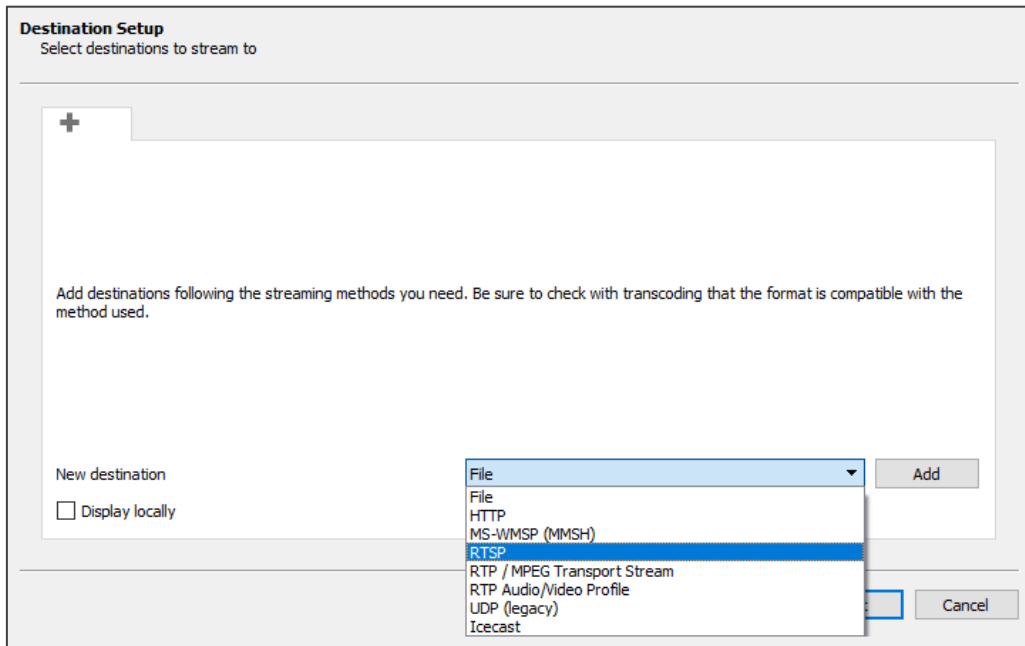
Figure 115: Destination Setup Window

5. Select **RTSP** from the New Destination drop down and click **Add**.

   The RTSP tab appears.

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

Figure 116: Transcoding Options Window

7. Clear the Activate Transcoding checkbox and click **Next**.

The Stream Output/Option Setup window appears.

Figure 117: Options Setup Window

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

9. On the VIA User Dashboard, Select **Multimedia**.

The Multimedia player window appears with the My Media tab open.

10. Click **Streaming**.

The Streaming tab appears.

11. Click **+**.
The URL Name window appears.

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

13. In the URL path field, enter a URL name in the following format:
rtsp://<local computer IP address>:8554/<name mentioned in step 6>.

14. Click **OK**.

The name and URL of the streaming media appears in the Media list.

15. Select the **RTSP stream** in the Streaming table and click the play button.
RTSP Streaming using VLC Media Player is configured and the media appears on the main display.

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 GO² supports RTP. Media can stream on a **VIA GO²** unit, provided the computer and **VIA GO²** 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 GO²** unit's IP address and click **Next**.

   The Stream Output/Transcoding Options window appears.

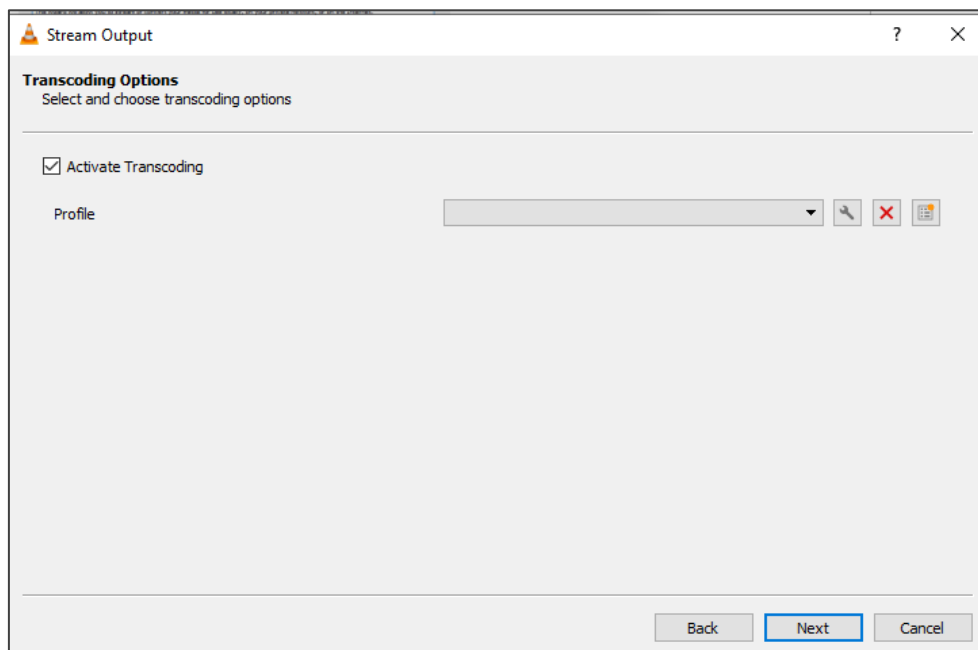7. Clear the Activate Transcoding checkbox and click **Next**.
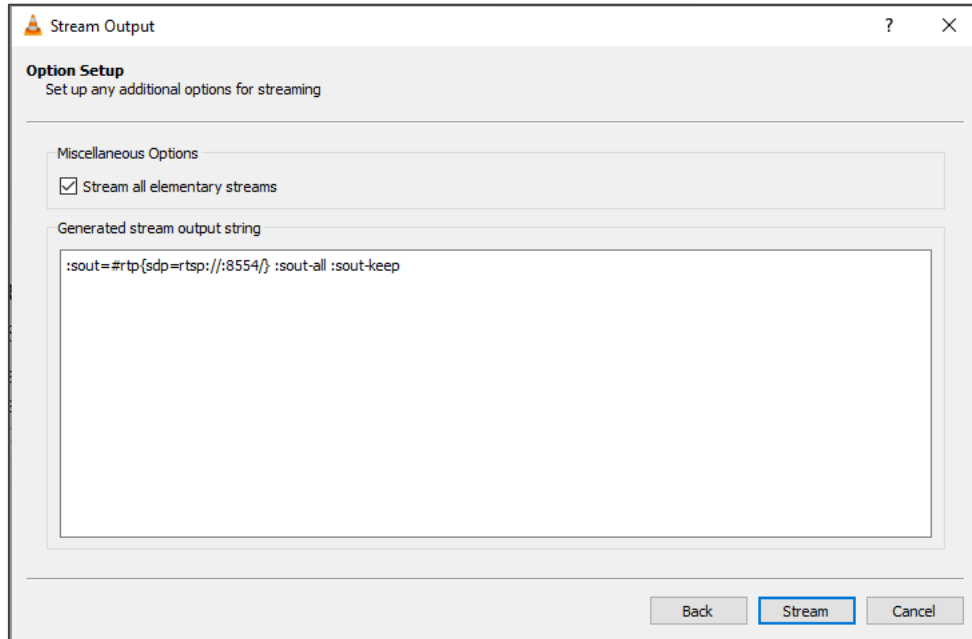
   The Stream Output/Option Setup window appears.

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

9. On the VIA User Dashboard, select **Media**.

10. Click Add**+** and add the URL of the video stream.

11. Select your RTP stream and click the play button.

    RTP Streaming using VLC is configured and the streaming video appears on the main display.

Moderating - Controlling the Meeting

VIA GO² enables any authorized meeting participant to become a moderator. A meeting moderator has control over certain VIA functions that affect other participants.

ⓘ Moderator Mode must be enabled/disabled by an Administrator in the Gateway Dashboard Page Device Management > VIA Settings > Moderator Mode. See Moderator Mode on page 51.
The moderator must access **VIA GO²** with a VIA app.
The following Moderator options can be enabled/disabled by the administrator:

- Only certain users can moderate or a password is required to moderate.
- Moderators must confirm the start of a presentation.
- Sessions cannot start until the Moderator is present.

If you want to become moderator, the Moderator icon is shown on your User Dashboard:

1. Click the **Moderator** icon on your User Dashboard to become the moderator.

2. The moderator icon turns orange.
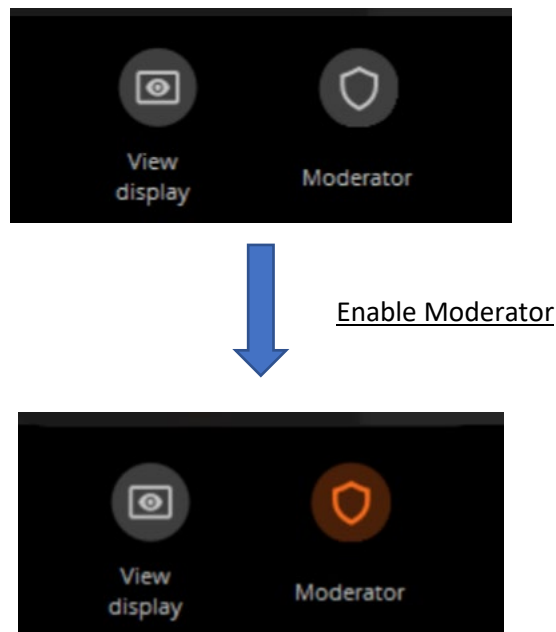
Enable Moderator

Figure 118: Enabling Moderator Mode

3. To stop being moderator, re-click the **Moderator** icon.
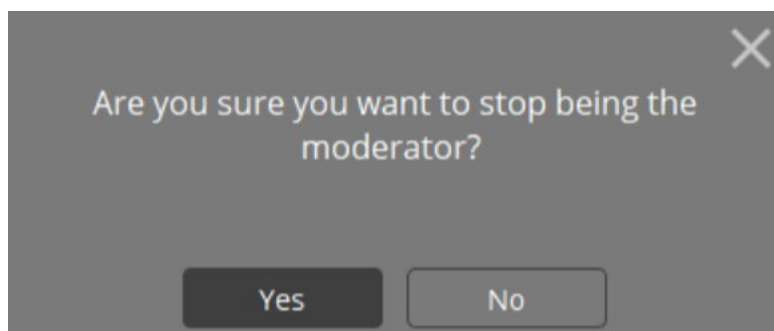
Figure 119: Stop Being Moderator Confirmation

4. The moderator of a meeting can push a participant's screen onto the main display by clicking the Display icon in the Participants tab of the User Dashboard.
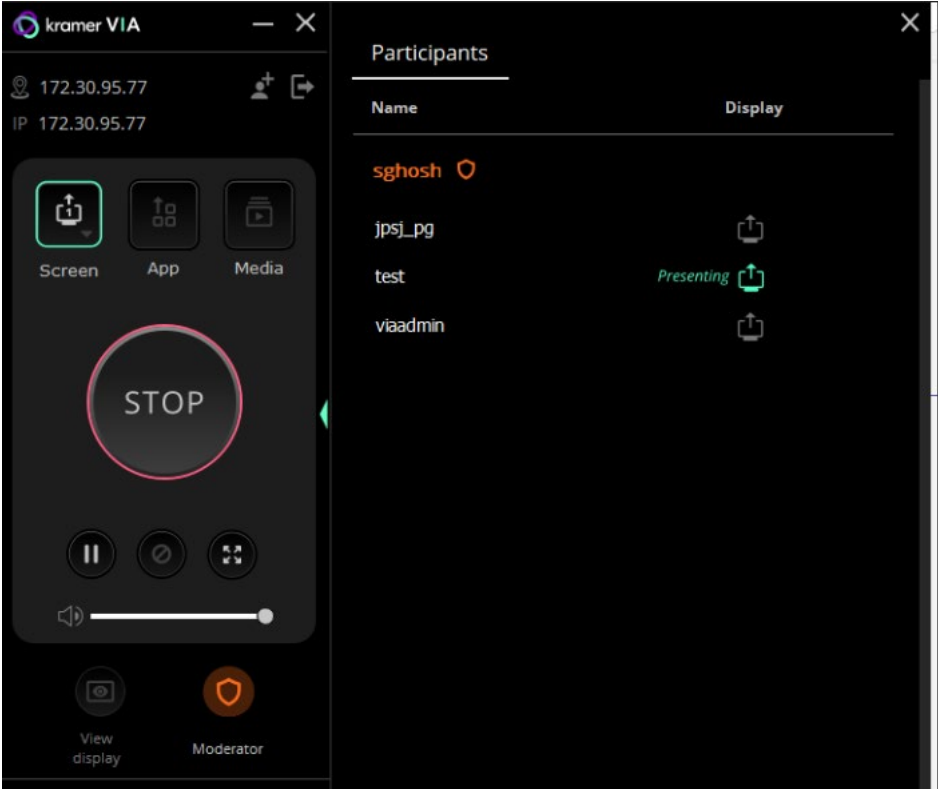
Figure 120: Participants Tab in the Moderator Mode

5. If screen presenting requires moderator permission, then a message will appear on the Moderator's display. A preview of the screen is shown (click the thumbnail to enlarge it).
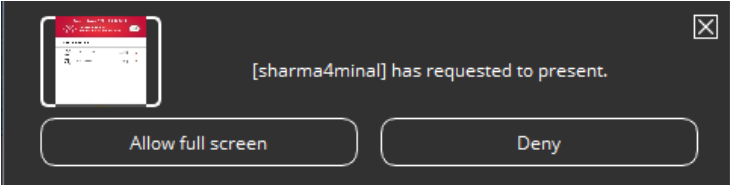
Figure 121: Presentation Request Window

6. **The moderator** can also end a presentation by clicking on the Display icon in the Participants tab.

If another user is a moderator, the meeting will not start until that moderator joins, and the following image appears:
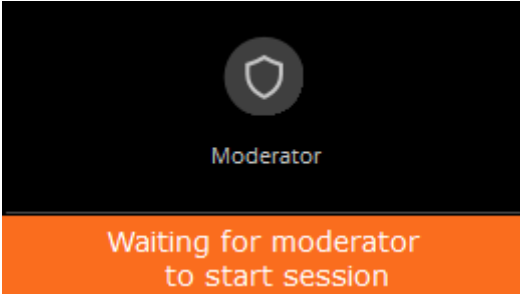
Figure 122: Waiting for Moderator to Start Session

For User: Advanced Features

Using the Gateway Dashboard

The Gateway Dashboard provides advanced meeting functions that are usually performed by the VIA administrator or a participant with moderator status. The dashboard is a web UI that is loaded from inside the device and controls features of the device's meeting interface. It is activated by connecting a mouse and keyboard directly to the VIA gateway unit's USB ports.

> (i) To use the Gateway Dashboard **Quick Access Client** must be enabled by an administrator (see System on page 46).

To use the Gateway Dashboard:

1. Click the VIA logo in the lower left corner of the main display.
   The Gateway Dashboard appears (the administrator may disable some settings):

Figure 123: Gateway Dashboard

The Gateway Dashboard top-menu tabs:

- **Participants** – Shows a list of participants in the current session and allows you to interact with them.

- **Features** – Launches soft keyboard on the screen.

- **Settings** (requires Administrator privileges) – Controls IP addressing and Wi-Fi accessibility.

- **Power** – Reset, reboot or shutdown the device.

Participants Menu

VIA GO² enables the administrator to view the participants.

The Participants option shows the participants along with DND and Display Status.
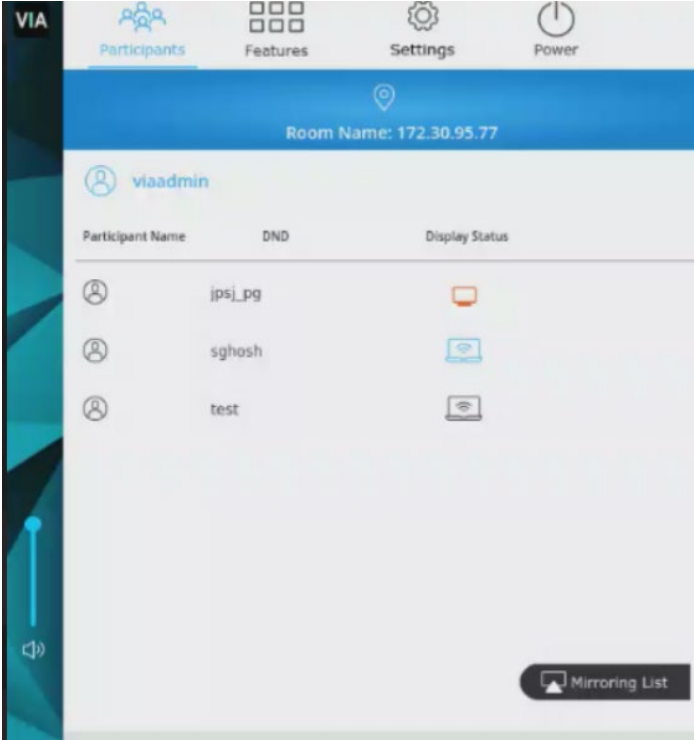
Figure 124: Participants Menu

ⓘ   Mirroring List only appears when a user is mirroring their screen.

Features Menu

VIA GO² enables the administrator to show the main display on all meeting participant devices, so they can obtain a closer look at the presentation.

It shows a keyboard option, clicking which enables a keyboard on the screen.
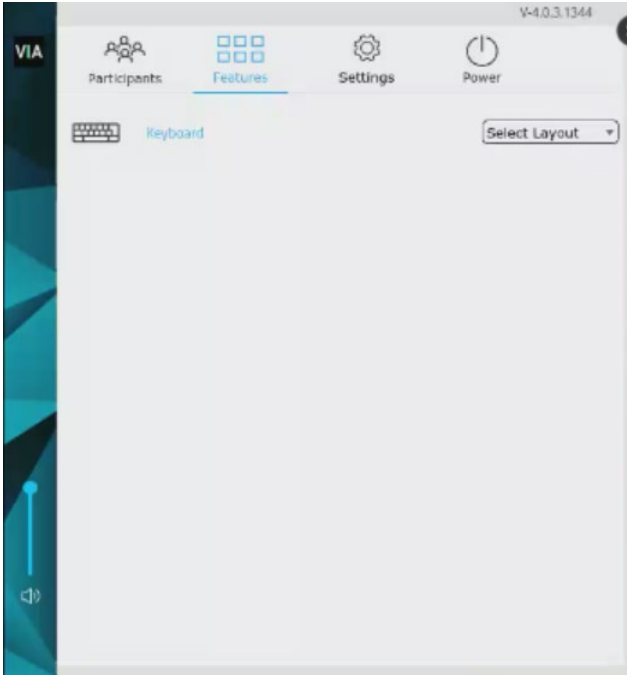
Figure 125: Features Menu

Settings Menu

Refer to <u>LAN Settings</u> on page <u>81</u>, <u>Wi-Fi Settings</u> on page <u>82</u> and <u>Accessing System Controls</u> on page <u>88</u>.
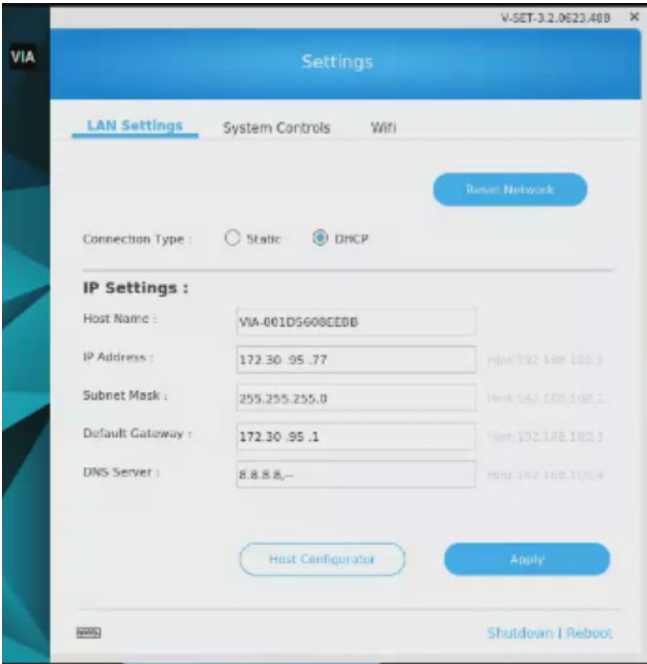
Figure 126: Settings Menu

The Power Menu

You will see these options: Reset session, reboot, and shutdown.
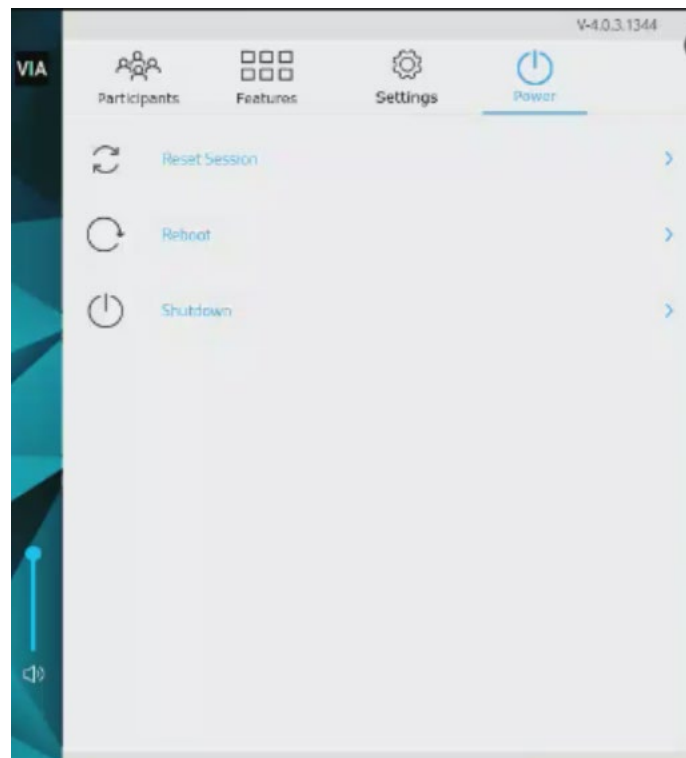
Figure 127: Power Menu

Changing VIA Password

The 'su' password can be changed without using root access.

For changing the password:

1. Go to Gateway Dashboard Page.

2. Right click on welcome su button.

3. Select the option change password.

Figure 128: Change Password

4. The "change password" will redirect to User Management page.
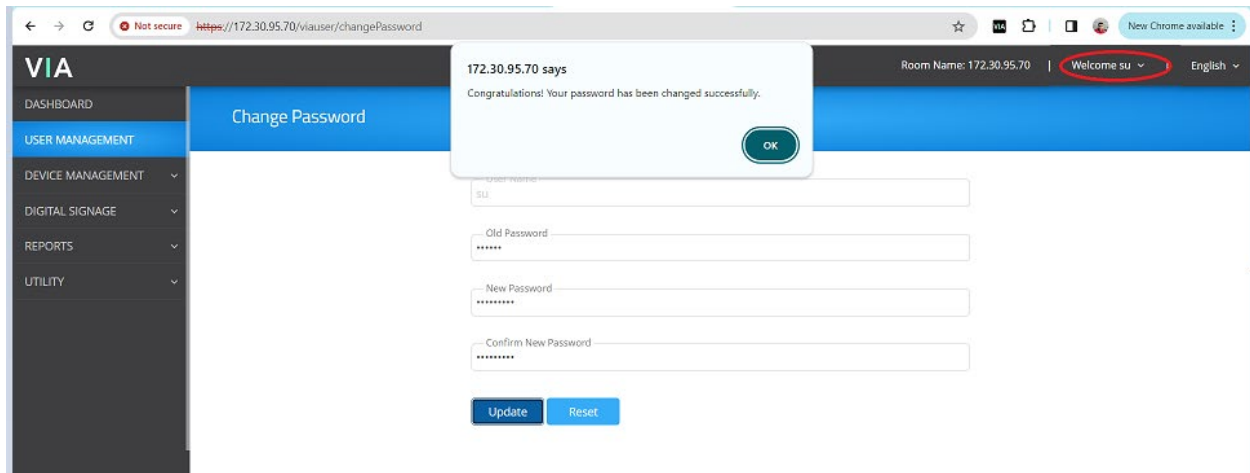
Figure 129: Redirected to User Management Page

5. Change your password (if minimum character length is enabled under Password Policies, it will show the notification of minimum length of password).

6. Reboot the VIA, and login through new password.

Technical Specifications

Ports	1 Ethernet	On an RJ-45 connector
	1 USB 3.0	On a female USB type-A connector
	1 USB 2.0	On a female USB type-A connector
Outputs	1 HDMI	On a female HDMI connector
Video	Max Resolution	4K@30Hz
General	Processor	Intel® Gemini Lake SOC
	Main Memory	4GB LPDDR4 (2400)
	Storage	32GB eMMC
	Networking	802.11 ac/b/g/n dual band Wireless LAN and Bluetooth 4.1
	Operating System	Linux
Power	Source	12V DC
	Consumption	2A
Enclosure	Cooling	
Environmental Conditions	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
Accessories	Included	Power adapter
Regulatory Compliance	Safety	CE
Physical	Product Dimensions	7.00cm x 7.00cm x 3.34cm (2.76" x 2.76" x 1.31") W, D, H
	Product Weight	0.4kg (0.9lbs) approx.
	Shipping Dimensions	15.20cm x 12.00cm x 8.50cm (5.98" x 4.72" x 3.35") W, D, H
	Shipping Weight	0.9kg (2.0lbs) approx.
Specifications are subject to change without notice at www.kramerav.com		

VIA App Android Permissions

Permission Category	Description	How Used
Camera	Take pictures and videos.	Logging in through QRCode reader.
Contacts	Find accounts on the device.	Logging in to cloud storage apps like Google Drive, OneDrive, and Dropbox.
Network	• Full network access. • View WiFi connection. • View network connection. • Receive internet data. • Phone.	Accessing the internet over WiFi or mobile data connection and accessing the WiFi name and status for logging in to VIA app
Location	• Access precise location only in the foreground. • Access approximate location (network-based) only in the foreground.	Same as Network permissions. This is additional permission required in Android 9 and higher.
Storage	Read, modify, or delete the contents of your shared storage.	Acquiring and saving image, video, pdf, and other types of files from the device/SD Card.
Bluetooth network	• Access Bluetooth settings. • Pair with Bluetooth Devices.	Enabling autofill Nick Name/ Username on the login page, if the device name API is not supported in Android phone.
NFC	Controlling NFC (Near Field Communication).	Logging in via NFC tag.
Power Settings	Prevent phone from sleeping	Preventing your device from going into sleep mode while using VIA App.

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; all Kramer VIA accessories, adapters, tags, and dongles are covered by a standard one (1) year warranty.

2. Kramer fiber optic cables, adapter-size fiber optic extenders, pluggable optical modules, active cables, cable retractors, ring mounted adapters, portable power chargers, Kramer speakers, and Kramer touch panels are covered by a standard one (1) year warranty. Kramer 7-inch touch panels purchased on or after April 1st, 2020 are covered by a standard two (2) year warranty.

3. 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 lifetime 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. If a direct or similar replacement product is supplied, the original product's end warranty date remains unchanged and is transferred to the replacement 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 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.

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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 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: 2900-301300   Rev: 6

⚠ 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 website where updates to this user manual may be found.

We welcome your questions, comments, and feedback.

www.kramerav.com
support@kramerav.com