KRAMER

USER MANUAL
MODEL:

VIA GO
Wireless Presentation Device

VIA GO QUICK START GUIDE

For Installer

This guide helps you install and use your product for the first time.
For more detailed information, go to **www.True-Collaboration.com** to download the latest manual or scan the QR code above.

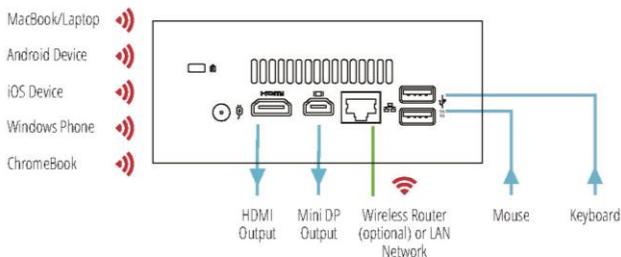### STEP 1: Check What's in the Box

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

STEP 2: Install the VIA GO

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

STEP 3: Inputs and Outputs at a Glance

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

MacBook/Laptop	
Android Device	
iOS Device	
Windows Phone	
ChromeBook	

HDMI Output | Mini DP Output | Wireless Router (optional) or LAN Network | Mouse | Keyboard

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

STEP 4: Connect the Unit

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

Safety Instructions

Caution: There are no operator serviceable parts inside the unit.

Warning: Use only the Kramer Electronics power supply that is provided with the unit.

Warning: Disconnect the power and unplug the unit from the wall before installing.

See **www.KramerAV.com** for updated safety information.

STEP 5: Configure VIA GO

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

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

Enter password: **supass**.

The Settings Menu tabs are:

- **LAN Settings –** If using your VIA GO with a LAN connection, configure your network parameters and apply the settings before rebooting your device (DHCP is enabled by default).
- **System Controls –** Manage your display and audio settings, run control panel, select your language, etc.
- **WiFi (when using built-in WiFi capability) –** Activated by default as "Standalone WiFi". Toggle the "On/Off" button to completely deactivate the built-in Wi-Fi module. Wi-Fi can be used in the following modes:

  1. AP Mode (default): Change or create your SSID for your wireless network and select your preferred Wi-Fi channel for this network:

  - Setup your Wi-Fi module as a secondary Access Point (for guests) and "Enable Internet" for these users (if the primary LAN network is connected to the Internet)
  - Select "Standalone Wifi" to create an autonomous network (without Internet access)
  - Click Apply before rebooting your device

  2. Client Mode: Attach your VIA GO as a client device to your main network:

  - Browse for and select an available network
  - Enter the required password
  - Click Apply
  - Disconnect the LAN cable (if connected)
  - Reboot your device

VIA GO QUICK START GUIDE

For User

STEP 1: Connect Your Device to the Proper Network

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

STEP 2: Run or Download the Application

2. MAC or PC

3. Navigate to the embedded Web page of **VIA GO** by entering the Room Name of the VIA into your computer's browser.

4. Select **Run VIA** to execute the application only (intended for guests who will be using the VIA once) or select **Install VIA** to download the VIA application on your computer (intended for regular users of the VIA).

> **Welcome to VIA Collaboration Hub**
> Launch VIA to login and click Present to begin wireless presentation and collaboration
>
> **Run VIA**   **Install VIA**

iOS /Android/Windows Phone

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

STEP 3: Login

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

Nickname: Enter a name for your device.

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

Login: Press Login to join the meeting.

STEP 4: Main Menu

▶	📶	👥	✕
Multimedia	**Present**	**Participants**	—

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

STEP 5: Features

For a complete, updated list of available features go to:
www.true-collaboration.com/products.html#

Wireless Connection
Connect wirelessly with your own device

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

Full HD Video Streaming
Share uninterrupted full HD wireless video streaming (up to 1080p60) and photos
* Supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode

Contents

Figures

1   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 video, audio, presentation, and broadcasting professionals on a daily basis. In recent years, we have redesigned and upgraded most of our line, making the best even better!

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

1.1   Getting Started

We recommend that you:

- Unpack the equipment carefully and save the original box and packaging materials for possible future shipment

- Review the contents of this user manual

 Go to www.kramerav.com/downloads to check for up-to-date user manuals, application programs, and to check if firmware upgrades are available (where appropriate).

1.1.1   Achieving the Best Performance

To achieve the best performance:

- Use only good quality connection cables (we recommend Kramer high-performance, high-resolution cables) to avoid interference, deterioration in signal quality due to poor matching, and elevated noise levels (often associated with low quality cables)

- Do not secure the cables in tight bundles or roll the slack into tight coils

- Avoid interference from neighbouring electrical appliances that may adversely influence signal quality

- Position your VIA GO away from moisture, excessive sunlight and dust

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

1.1.2 Safety Instructions

Caution: There are no operator serviceable parts inside the unit

Warning: Use only the Kramer Electronics power supply that is provided with the unit

Warning: Disconnect the power and unplug the unit from the wall before installing

1.1.3 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 covers any costs of treatment, recycling and recovery of waste Kramer Electronics branded equipment on arrival at the EARN facility. For details of Kramer's recycling arrangements in your particular country go to our recycling pages at www.kramerav.com/support/recycling/.

VIA GO - Introduction

1.2 Overview

Welcome to VIA GO.

VIA GO is Kramer's unique, powerful Wireless Presentation Device.

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

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

Key features of VIA GO:

- Login using conventional Wi-Fi or LAN connections, no dongle needed.

- Provides true HD 1080p/60 video streaming.

- Supports Windows, MAC® and Chromebooks, as well as iOS, Android and Windows mobile operating systems.

- Up to 254 simultaneous users can be logged in when using a LAN .connection. Up to 16 devices when using WLAN.

- 2 participant screens can be displayed simultaneously.

- Seamless Integration with VIA Site Management (VSM) Software & the VIA Pad.

1.2.1 Applications & Features

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

- Multiviewing: Show two participant screens at the same time. VIA GO automatically sizes each screen to the maximum available resolution. Finished sharing? Tap Stop Presenting to disconnect.

- Multimedia: Sometimes it is easier to explain your ideas with a video. Click the Multimedia tab on your device's screen and you can load and display JPEG images (all operating systems) and play MP4 videos. You can also display and share PDFs from any logged-in device. VIA GO features a 10Mbps maximum video bitrate for 30fps or 60fps videos and handles video files of up to 8GB. Supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode.

- Device mirroring: Are you using an iOS device with no Kramer VIA application? Just mirror your device's screen to the main display by activating the Airplay service of your device. Are you an Android user? Use the Kramer VIA app to start mirroring your device and its content!

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

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

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

Select one file from your cloud service and either:

- Click Open to present it on main screen.

- Click Download to save it to your Kramer VIA application Multimedia folder.

- Click Share to send it by email.
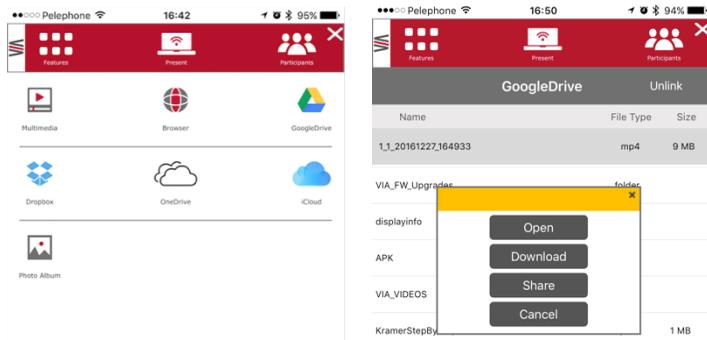
For a complete, updated list of available features go to:

www.true-collaboration.com/products.html#

1.2.2 Supported Devices

The following user devices are supported by the VIA GO Wireless Presentation Device:

- Windows 7/8/10® (32-bit/64-bit) computer

- Macintosh® computer, using OSX 10.8.x or newer

- Chromebook

- iPad/iPhone® tablet/smartphone (iPad 2 or later, iOS 9 or later)

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

- Android® OS 5.x tablet/smartphone

  Note: For using the Android mirroring feature, a device equipped with Android 5.1 minimum is required.
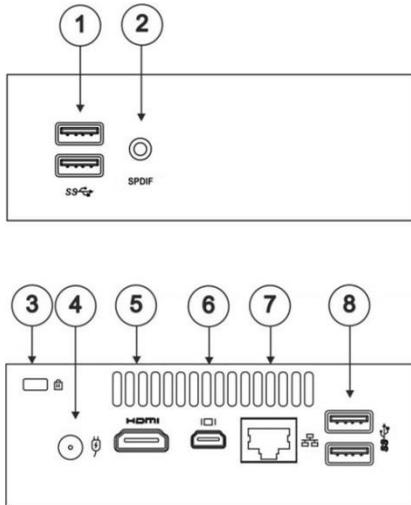
2   Defining VIA GO

This section defines VIA GO.

Figure 1: VIA GO Wireless Presentation Device

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

3 Connecting VIA GO

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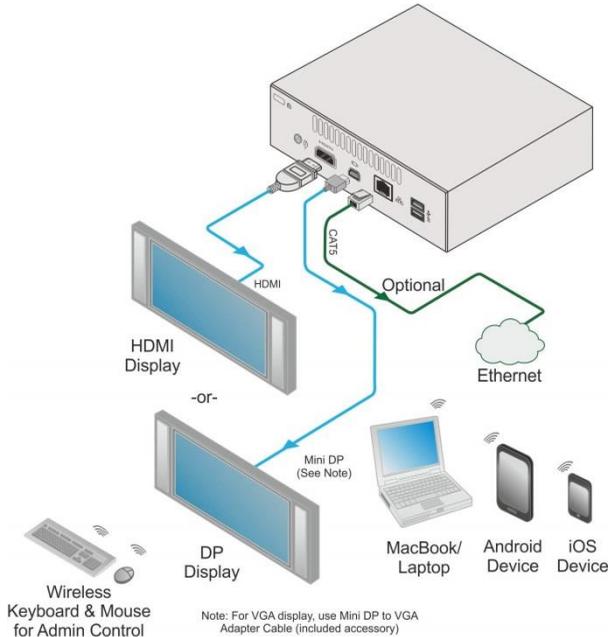

Figure 2: Connecting the VIA GO Wireless Presentation Device

To connect the VIA GO as illustrated in the example in Figure 2:

1. Connect one of the following types of displays:

   - HDMI connector to any compatible projection or direct-view display, such as an LCD monitor. This connection carries embedded audio, and can also be routed and switched just like any other HDMI connection.

   - Mini DisplayPort connector to a DisplayPort display.

   - Mini DisplayPort connector to a VGA display using the mini DP to VGA adapter cable (included).

After connecting the display, VIA GO's internal video card reads the EDID (Extended Display Identification Data) of the display and automatically sets the optimum display resolution and image refresh rate through the HDMI or Mini DisplayPort jacks.

2. Connect the RJ-45 connector to your network using a LAN (Local Area Network) cable or connect to your network using a commercial wireless router.
Alternatively, use the built-in Wi-Fi capability that creates an autonomous Wi-Fi network (SSID). The default SSID name is "VIA_WIFI" and the default password is 123456789.

3. Connect wirelessly with a supported device (see section 1.2.2) after installing the Kramer VIA app (see section 4.1).
Note: To enable participation in a presentation session (send and receive content), connect VIA GO and all participant devices (PCs/ MACs/ smartphones/tablets) to the same network (LAN or WLAN).

For a list of supported devices, see section 1.2.2.

4 Setting Up VIA GO

4.1 Running the Kramer VIA App

Your device should run the Kramer VIA app to enable you to present on the display using VIA GO.

4.1.1 Running the Kramer VIA App for PC and Mac

To run Kramer VIA, for PC and Mac computers:

1. Open your Web browser and enter the IP address for your VIA GO unit.
   Your Web browser recognizes your operating system (MAC/Windows) and directs you to the correct client software.
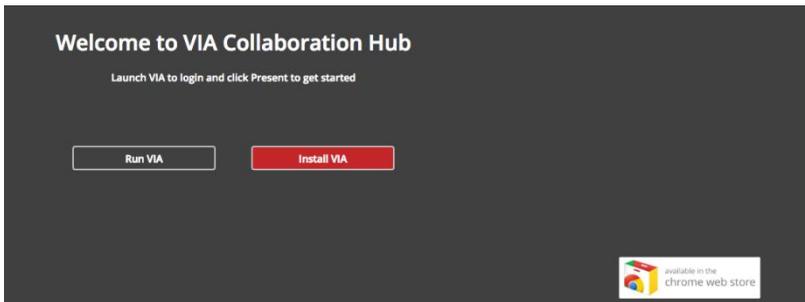   The VIA web interface Welcome screen appears.

Figure 3: VIA Web Interface Welcome Screen

2. Click one of the following two options:

   - Run VIA – runs Kramer VIA virtually, without installing it on your computer. Once downloaded, locate the file on your computer (under "Downloads") and click it to launch. The VIA GO login screen appears.

   - Install VIA – installs Kramer VIA on your computer. After the .exe file is downloaded to your computer, a confirmation message appears. Click Yes and follow the Setup instructions.
     The Kramer VIA app is saved to the KRAMER folder on your C: drive and a desktop shortcut is created for easy access.

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

To run Kramer VIA for tablets and smartphones do one of the following:

▪ Download Kramer VIA from the App Store (iOS), Google Play (Android) or Windows Store (Windows Phone).
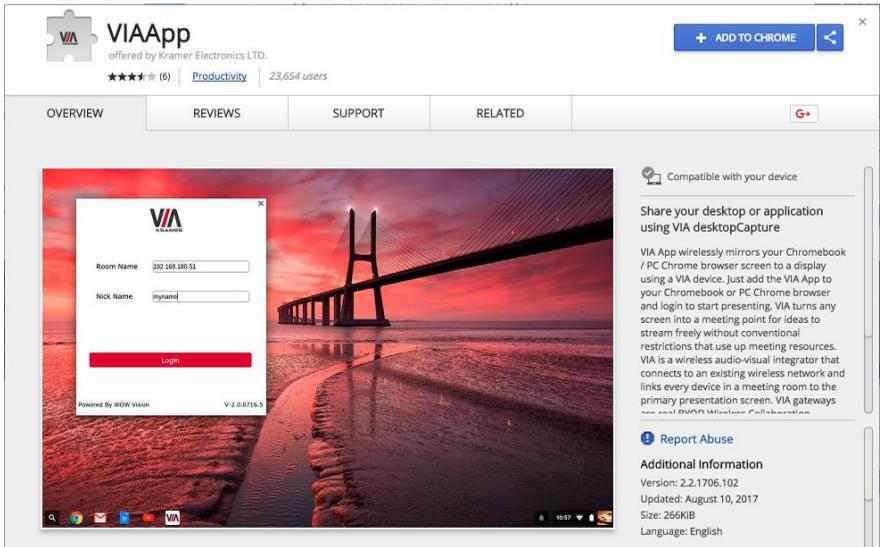
To run Kramer VIA for Chromebook or the Chrome Browser:

1. Open your Chrome browser and type the name of your VIA GO device as it is shown on the main display.
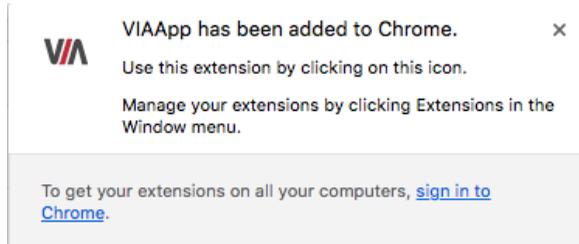   The VIA embedded web pages Welcome screen appears (<u>Figure 3</u>).

2. Click the chrome web store link on the VIA welcome window.
   You are redirected to the Kramer VIA app page in the Chrome web store.

3. Click Add to Chrome.

   The app is added to your Chrome browser and a confirmation message appears.

4.1.3 Running the Kramer VIA App Using an Installation File

IT managers can use the VIA .msi file (Windows) or .dmg file (Apple) for easy deployment and installation of the VIA application on the user's clients.

To download the installation file, go to:

www.kramerav.com/product/VIA%20GO#Tab_Resources

4.2 Logging in to VIA GO

Participants can log in to VIA GO in the following ways:

- Logging In to VIA GO Manually (section 4.2.1)

- Logging In to VIA GO using the QR Code (section 4.2.2)

- Logging In to VIA GO Using a VIA Pad (section 4.2.3)

- Logging In to VIA GO Using a VIA NFC Tag for Android (section 4.2.4)

4.2.1 Logging In to VIA GO Manually

To log in to VIA GO manually:

1. Connect your device to the same network that VIA GO is connected to.

2. Run the Kramer VIA app.
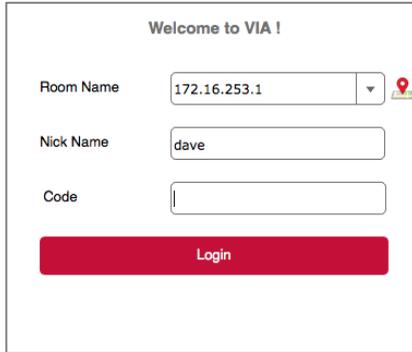
   The Kramer VIA login screen appears.

Figure 4: Kramer VIA Login Screen

3. Type the Room Name as it appears in the lower left corner of the VIA Home screen on the main display (this is the VIA GO IP address).
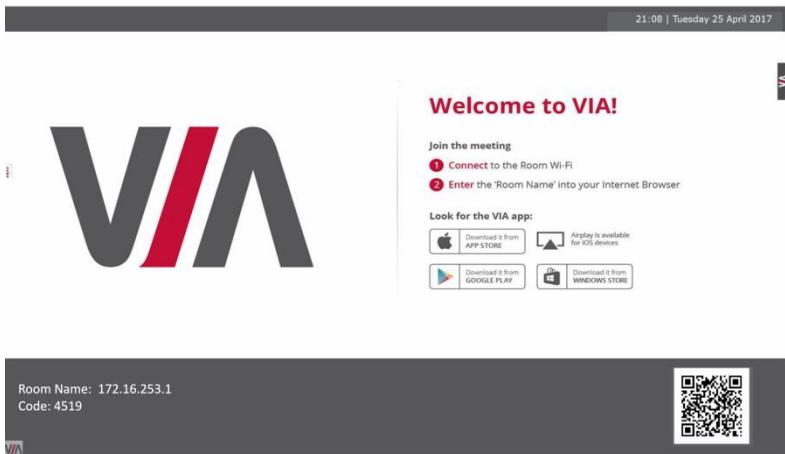

Figure 5: VIA Home Screen

4. Type a Nick Name (username) for your device (it can be any combination of letters and numbers). This is the name that appears on the main display when you collaborate.

5. Type the Code, as it appears in the lower left corner of the VIA Home screen (if activated).

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

6. Click Login.
   You are logged into VIA GO.

4.2.2 Logging In to VIA GO using the QR Code

The following instructions are for iOS, Android & Windows Phone users.

To log in to VIA GO using the QR Code:

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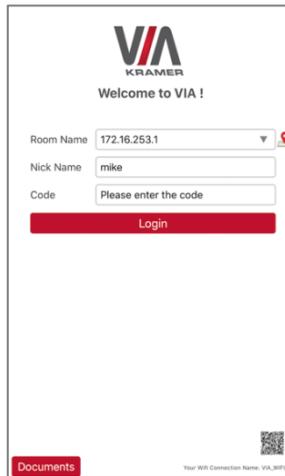   The Kramer VIA login screen appears.

Figure 6: VIA Home Screen with QR Code Icon

2. Tap the QR code icon in the lower right corner of the login screen.
   A capture screen appears on your device.

3. Scan the QR code, in lower right corner of the VIA main display screen (Figure 5).
   You are automatically logged in to VIA GO.

4.2.3   Logging In to VIA GO Using a VIA Pad

Make sure that your VIA Pad has been paired with your VIA GO unit before using it (see section 7.2.5).

The following instructions are for Windows and Mac OS users.

To log in to VIA GO 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.
    Your VIA Pad lights blue when ready.

3. Press the VIA Pad:

    • Press once – Starts presenting or stops presenting your screen on the main display. When you are presenting, the VIA Pad LED banner lights green. When you stop presenting, the LED banner lights blue.

    • Press twice while presenting – Freezes or unfreezes your screen. When your screen is frozen, the VIA Pad LED banner flashes green. .

    • Long press – Displays your screen in full screen mode on the main display, displacing any other participant screen.

4.2.4 Logging In to VIA GO Using a VIA NFC Tag for Android

4.2.4.1 Writing an NFC Tag

To write an NFC tag:

1. Download the free VIA NFC Writer file from the Kramer Website (www.kramerav.com/support/download.asp?f=50898&pname=via%20nfc%20writer) and install it on your Android device.

2. Open VIA NFC Writer.
   The Home screen appears.

3. Type the room name that you want to program and click Write tag.

4. When prompted, touch the Android device to the writable tag.
   A message appears, confirming that the tag was successfully written.

4.2.4.2 Logging in Using the NFC Tag

The Kramer VIA app must be installed on your device to log in using the NFC tag (see section 4.1).

1. Enable the NFC feature on your Android device.

2. Touch the Android device to the tag.
   You are automatically logged into VIA GO. The room code is bypassed.

4.2.5 Defining the Encoding Format

Two encoding formats are available:

- H.264 – Default format if your OS supports H.264 encoding. This format reduces bandwidth requirements when Presenting.

- JPEG – If the OS does not support H.264 encoding, enable this format.

To define the encoding format:

1. Click Settings in the VIA taskbar menu (Figure 17).

   The Client Preferences screen appears.

Figure 7: Client Preferences Screen

2. Select the required Encoding Format for Presentation.

4.2.6 Room List Manager

The Room List Manager displays a list of room names, which are the IP addresses used by the VIA devices in your network. Room names are automatically saved whenever you log in and the list can be populated from the VSM (VIA Site Management) server or from a text (.txt) file containing room names. The Room List Manager enables Creating shortcuts on your device to any room in the list.

To access the Room List Manager:

- Click the location icon to the right of the Room Name field on the VIA login window (Figure 4).
  The Room List Manager window appears.

Figure 8: Room List Manager Window

To populate the room list from the VSM server:

- Type the VSM server address in the field at the top of the Room List Manager window and click Get List.

To populate the room list from a plain text file:

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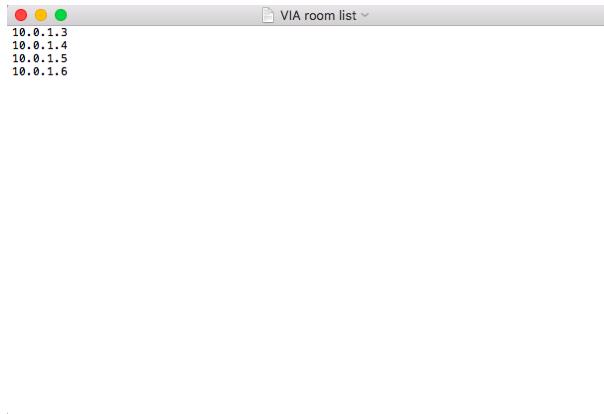

Figure 9: Plain Text Room List File

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

To rename a room:

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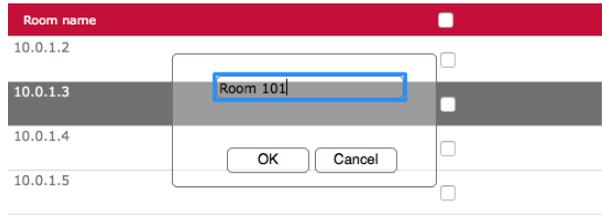   A text box appears.

Figure 10: Rename Room Text Box

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

To create a shortcut for a room:

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

2. Select the location for the room shortcut.
   A shortcut is created.

3. Click the shortcut to open a VIA login window with the Room Name field
   filled in with the name you selected in step 1.

VIA GO - Setting Up VIA GO

4.3   Mirroring Using iOS/OS X Airplay Service

All participants in a meeting using an Apple device can mirror their screen on the main display using the Apple AirPlay service. No application is required to activate this mode. However, you must enable the iOS mirroring feature in the VIA GO embedded webpages (see section 7.2.8.1).

Minimum requirements for mirroring using Airplay services are:

- iPhone or iPad/Mini iPad – Version iOS9 (iOS10 is recommended)

- Mac Books and Apple Computers – Version OS X 10.11 (El Capitan).

To mirror your screen using AirPlay Services:

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

2. For iPhone or iPad/Mini iPad: Swipe up from the bottom to reveal the Control Center and click AirPlay.

Figure 11: iPhone Control Center

For Mac Books and Apple Computers: Click the AirPlay menu on the Apple Menu Bar, located in the top right corner of the screen, near the clock.
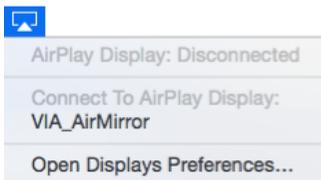
3. Choose VIA GO's AirPlay device name (default = VIA_AirMirror_XXXX, where XXXX is a random combination of letters and numbers).

If the room code is enabled, a message appears asking you to enter the code.

4. Type the code that appears on the VIA GO main display.
   Mirroring starts and your screen appears on the main display.

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

1. Swipe up from the bottom to reveal the Control Center.

Figure 12: Apple AirPlay Toggle

2. Tap the AirPlay Mirroring toggle button.
   Mirroring stops.

3. Tap iPhone/iPad.

4.4   Mirroring Android Devices Using Kramer VIA

Android devices must have the Kramer VIA app installed to mirror their screen. Your device must support Android version 5.1 as a minimum. The latest Android OS version is recommended.

To mirror your Android device screen using Kramer VIA:

1. Connect your Android device to the network that VIA GO is connected to.

2. Log in to Kramer VIA (see section 4.2).

3. Click Present.

   A confirmation message appears.

VIA will start capturing
everything that's displayed on
your screen.

☐ Don't show again
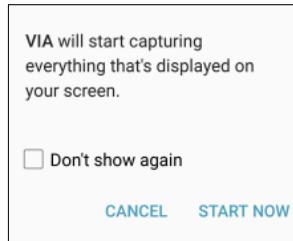
   CANCEL   START NOW

Figure 13: Presenting (Mirroring) Confirmation Message

4. Click START NOW to confirm.

   Mirroring starts and your screen appears on the main display.

5. Minimize the Kramer VIA app by clicking the Home button of your device
   and open any content on your device to share it on the main display.

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

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

5 VIA GO Functions

VIA GO dashboard enables using VIA functions and configuring settings. VIA GO presents two types of dashboards:

- Gateway Dashboard – section 5.1
- User Dashboard – section 5.2

In addition, many VIA GO functions are accessed from the:

- Taskbar Menu – see section 5.3.

The following section may not present all current features that are available for VIA GO. For a complete, updated list of available features go to:
www.true-collaboration.com/products.html#

Some features only appear when the user is in Moderator Mode (see section 7.2.12)

5.1 Administrator Dashboard

Figure 14: VIA GO Admin Dashboard

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

Figure 15 shows the VIA GO main User screen and its functions:

5.2 User Dashboard

Figure 15: VIA GO User Dashboard

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

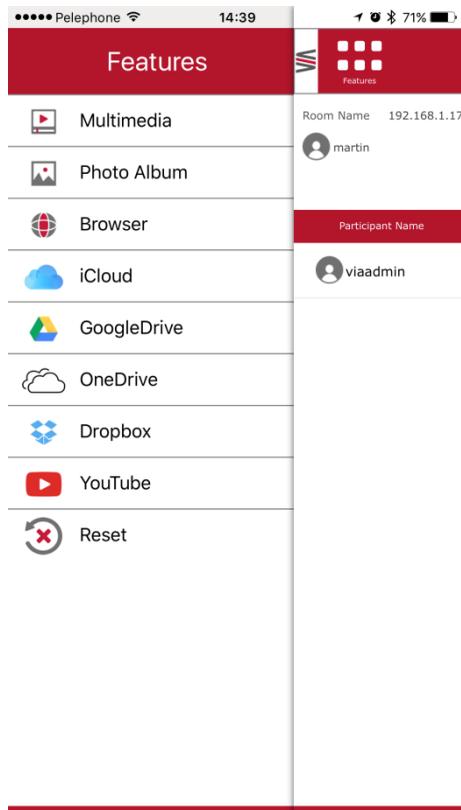Different devices enable different features depending on the device capabilities. See the following illustration.

Figure 16: Example of Mobile Drawer Features Layout

5.3 VIA GO Taskbar Menu

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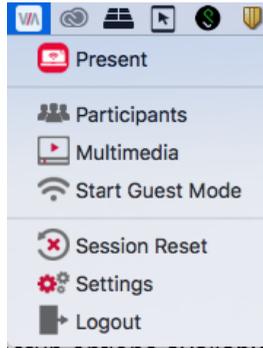

Figure 17: Kramer VIA Taskbar Menu

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

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

The following are some of the functions found in the taskbar menu that may not be available in the VIA dashboard:

- Settings – opens Client Preferences that include Encoding Format (see section 4.2.5)

- Session Reset – resets the current session and disconnects all users.

- Logout – logs the user out of Kramer VIA.

6 Using VIA GO

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

6.1 VIA GO User Dashboard

Once you have logged in to VIA, the User Dashboard is displayed on your device screen. The Dashboard displays your main navigation icons, "Multimedia," "Present" and "Participants." Each one of these three icons represents the core functionality of your VIA GO. The section below identifies and defines each icon.

- Clicking the Multimedia tab on the main menu allows the user to access the video player of VIA GO. Users can add and remove movies to this list and also select the ones they want to play on main screen.

- Clicking the Present tab on the main menu displays your PC/device screen on the main screen. After selecting the icon, the "Present" button automatically changes its displayed name to "Stop-Presenting." Once you have finished sharing/displaying your content, you select "Stop Presenting" to remove your desired content from the display.

- Clicking the Participant List tab reveals a list of all participants in the session.

Under Participants, the following icons are used:

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

6.2 Handling Multimedia

6.2.1 Multimedia - My Media

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

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

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

- File Searching Media Files.

  - Select "Multimedia" from your features menu on the dashboard.

  - Click Add Media in the lower left corner.

  - Select a video you would like to add and click Open.

  - The file is then displayed within the "My Media" section.

  - Double-click the media file and the video begins playing.

- Drag/Drop Media directly to VIA.

  - On the left-hand side of the VIA dashboard you see a small VIA logo.

  - Select the file you want to play from any folder on your device.

  - Drag the file to the logo only. The video does not play if you try to drag the file to the left, right, below or above the logo.

  - Once released, the video automatically starts playing.

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

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

6.2.2 Multimedia - Streaming Player: RTSP Streaming Through VLC

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

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

For RTSP Streaming using VLC Media Player:

1. Open VLC Media Player.
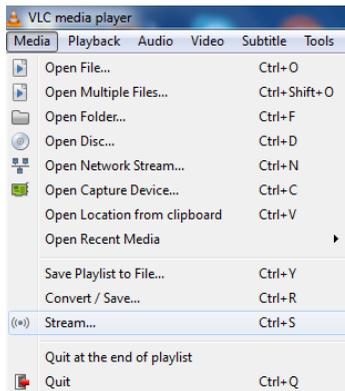
Figure 18: VLC Media Menu

2. Click Media > Stream.

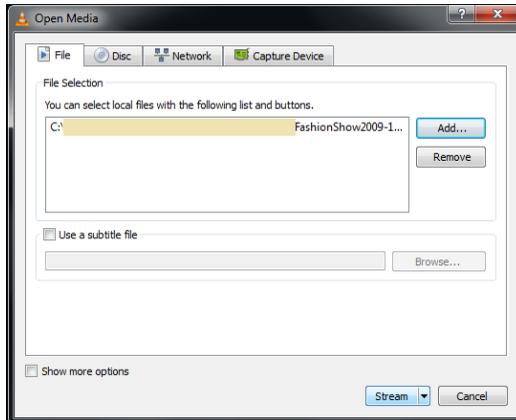The Open Media window appears.

Figure 19: Open Media Window

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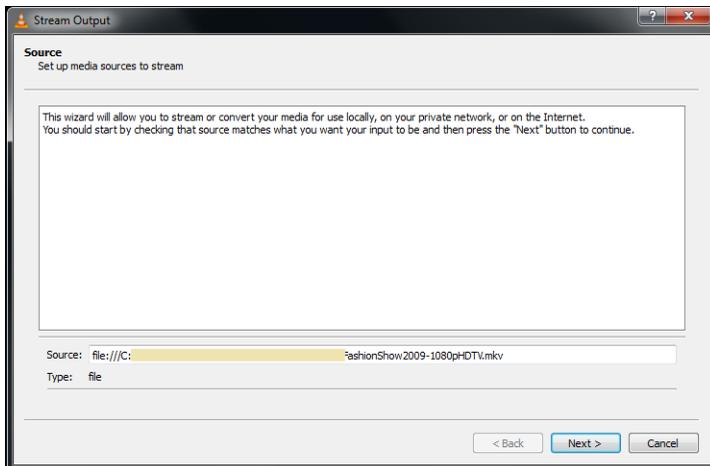
The Stream Output/Source window appears.

Figure 20: Stream Output/Source Window

4. Click Next.

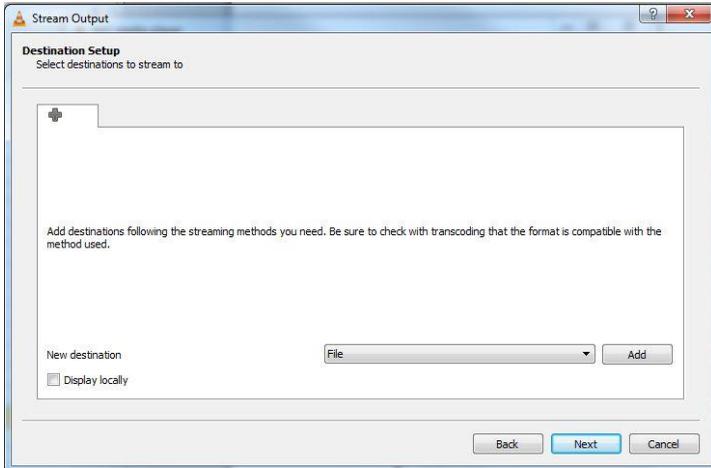   The Stream Output/Destination Setup window appears.

Figure 21: Stream Output/Destination Setup Window

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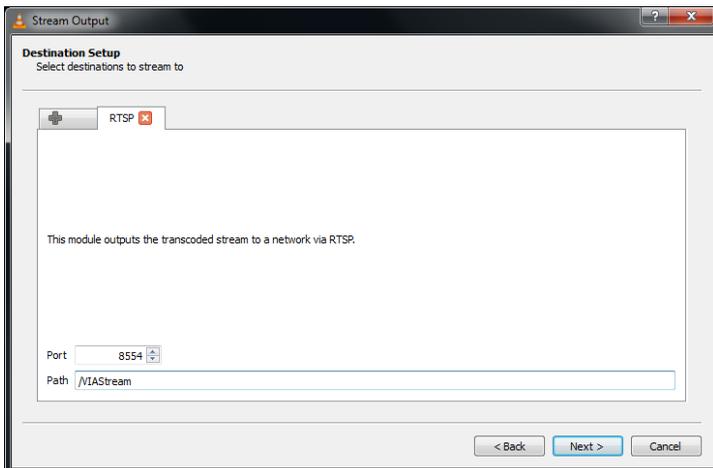
    The RTSP tab appears.

Figure 22: Stream Output/Destination Setup RTSP Tab

VIA GO - Using VIA GO

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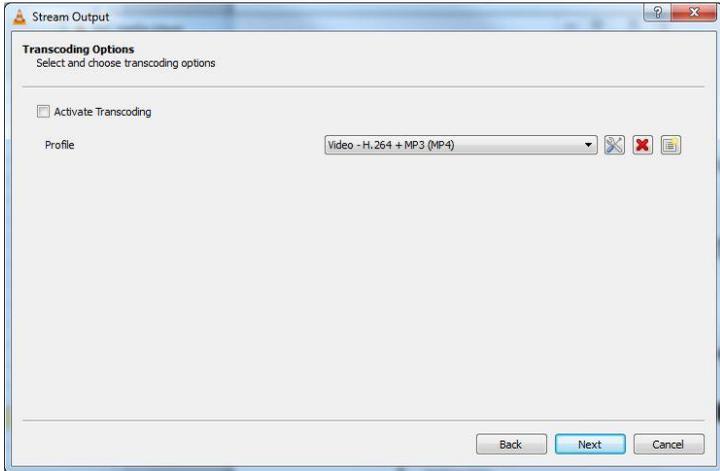
The Stream Output/Transcoding Options window appears.

Figure 23: Stream Output/ Transcoding Options Window

Clear the Activate Transcoding checkbox and click Next.

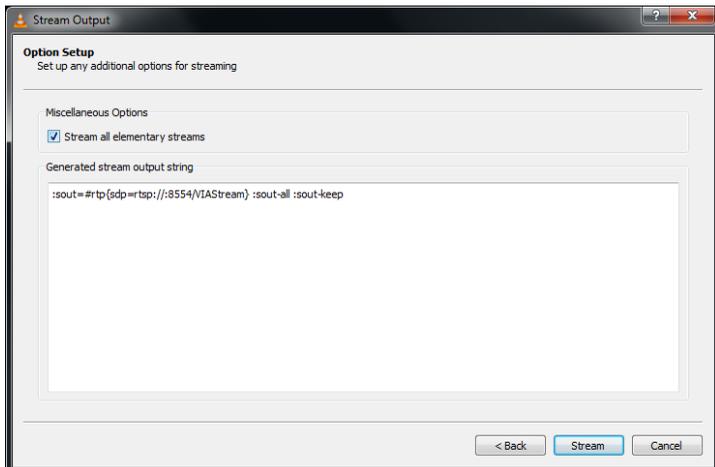The Stream Output/Option Setup window appears.

Figure 24: Stream Output/Option Setup Window

7. Select Stream all elementary streams and click Stream.

8. Open the VIA GO dashboard and click Features > Multimedia > Streaming Player.

9. Type a URL name in the following format:
    rtsp://<local computer IP address>:8554/<name mentioned in step 6>.

10. Click Add Media.

11. Select RTSP stream and click the play button to stream this media on VIA GO.
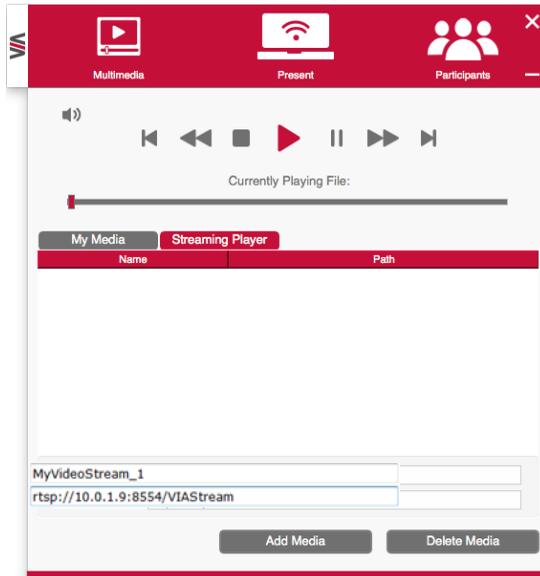
6.2.3 Multimedia - Streaming Player: RTP Streaming Through VLC

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

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

To stream RTP using VLC:

1. Open VLC.

2. Click Media > Stream.

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

4. Click Next on the next screen.

5. Choose RTP/MPEG Transport Stream from the New Destination drop down and click Add.

6. Enter VIA GO unit's IP address and click Stream.

7. Open VIA GO client and click Features > Multimedia > Streaming Player.

8. Type a name as the URL name.

9. The URL path takes the form: Rtp: //<VIA GO IP address>:5004.

10. Click Add Media.

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

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

7 Configuring VIA GO

Configure basic settings directly from the Settings window of the Kramer VIA app (see section 7.1). Configure advanced settings from the VIA embedded web pages (see section 7.2).

7.1 Configuring Settings from the Kramer VIA App

The Settings window is where you configure your VIA GO unit.

The Settings menu tabs include:

- LAN Settings - configures network parameters.

- System Controls - manages your display and audio settings and selects the preferred language.

- Wi-Fi - If you wish to use the built-in Wi-Fi module, this section allows you to configure it in either Access Point or Client mode.

To access the VIA Settings window:

1. Open the Features menu and click Settings.
   The login window appears.

2. Type the Username (default = su) and Password (default = supass).

3. Click Login.
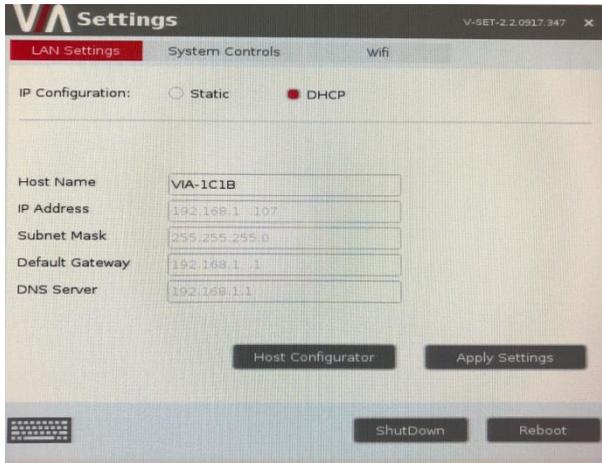
    The VIA Settings window appears.

Figure 25: Settings Window – LAN Settings Tab

7.1.1   Configuring Network Settings

ⓘ   Network settings can also be configured from the embedded web pages (see section 7.2).

ⓘ   Your VIA GO unit is set to DHCP LAN settings by default.

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

To change the IP address:

1. In the LAN Settings tab of the Settings window (see Figure 25), type the IP address, subnet mask, default gateway, and DNS server.

2. Click Apply Settings and click OK in the confirmation message.

3. Click Reboot.

    VIA GO restarts with the new settings.

4. When finished, click Apply Settings.

5. Click OK at the Confirmation Message.

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

7.1.2   System Control Settings

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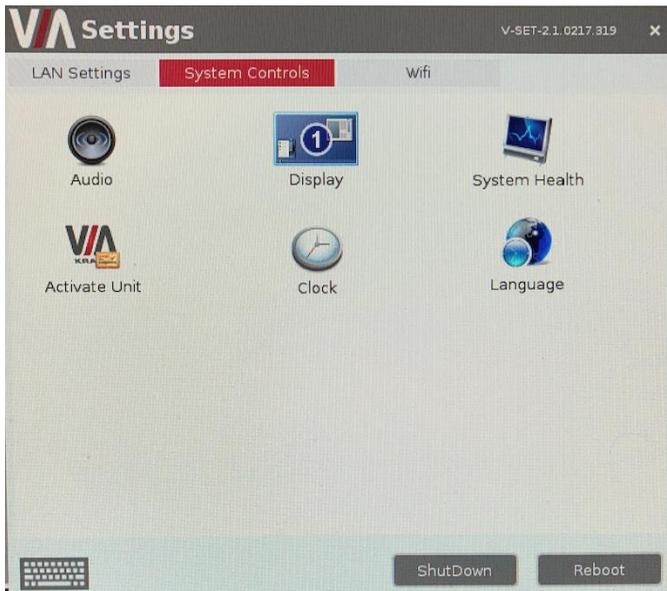

Figure 26: Settings Window – System Control Screen

The VIA GO unit is pre-activated by Kramer.

7.1.3 Configuring Wi-Fi Settings

To configure Wi-Fi settings:

1. Click the Wifi tab on the VIA Settings window (see Figure 25).
   The Wifi tab appears.
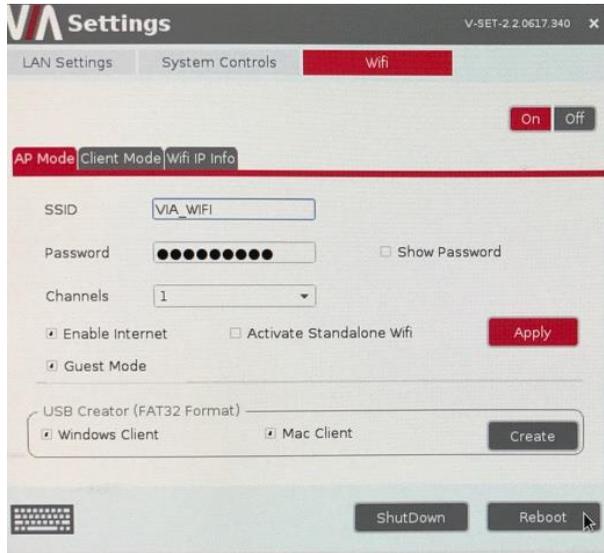

Figure 27: Settings Window – Wifi Tab

2. On the Wifi tab, click one of the following subtabs:

   - AP (Access Point) Mode – see section 7.1.3.1

   - Client Mode – see section 7.1.3.2

   - Wifi IP Info – view IP address information

7.1.3.1 AP (Access Point) Wi-Fi Mode

In AP mode, VIA GO uses the built-in Wi-Fi module, that offers 2.4 GHz band support, IEEE 802.11bgn, 802.11i, 802.11w with WPA2, AES-CCMP security level (in AP mode). The device creates an autonomous Wi-Fi network (SSID) named "VIA_WIFI". The default password of this SSID is "123456789".

You can change the default SSID and select your preferred Wi-Fi channel for this network. You can also toggle the On/Off button in the Wifi tab to completely deactivate or activate the built-in Wi-Fi module.

> ⓘ VIA GO is activated by default in "Standalone Wi-Fi" mode (see).

The following are the Wi-Fi setup options available in Access Point mode:

Enable Internet

Select the Enable Internet checkbox to setup your Wi-Fi module as a secondary Access Point and enable internet for the users connected to this secondary network (if the primary LAN network is connected to the Internet).

- When this mode is selected, you can also select the Guest Mode checkbox. This enables the primary LAN network's users to activate the Wi-Fi mode of the box on the fly, for guest users.

- To activate/deactivate Guest Mode on the fly, in the taskbar menu, click Start Guest Mode or Stop Guest Mode.
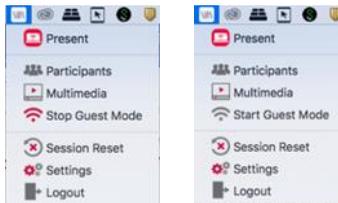
Standalone Wi-Fi

Select the Standalone Wi-Fi checkbox to create an autonomous network (without Internet access).

- Once defined as required, click Apply before rebooting your device.

Notes:

- Install VIA GO in a way that all client devices are no farther than 5 meters from it, with no obstructions and minimum interferences.

- Prior to selecting a broadcast channel for your network, we recommend you use a Wi-Fi analyzer, to identify the cleanest channel available in your environment (to avoid congested channels). Different programs and applications are available (free or at reasonable cost) and your Sales Representative can recommend you some of these tools.

- When using the Wi-Fi as a secondary Access Point to the LAN one, make sure to deactivate the "standalone" check box and to connect your LAN cable to the RJ-45 connector of VIA GO. Your LAN network can be set to Static IP or DHCP, as per your preference.

- For your VIA GO to offer Internet access to your guests connected to the built-in AP, don't forget to check the "Enable Internet" box in the menu. The traffic over the TCP/IP Port 80 must be allowed on the main network. Refer to our "IT Deployment Guide" for more details about all port requirements.

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

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

1. Plug in a USB drive
   WARNING: The plugged USB drive is formatted to the FAT32 format.

2. Check the required box - Windows Client or Mac Client as per user's need.

3. Click Create. Once done, remove the USB from VIA GO.

4. Connect this USB to the user's PC/Mac and make sure that the Wi-Fi of this PC/Mac is turned ON: the user's laptop automatically joins the VIA GO access point Wi-Fi and launches the Kramer VIA application. Click Present.

7.1.3.2 Client Wi-Fi Mode

In Client mode, the VIA GO built-in Wi-Fi module is configured to provide 2.4GHz and 5GHz bands support, IEEE 802.11abgn, 802.11ac, 802.11i, 802.11h, 802.11w with WEP 64bit-128bit, AES-CCMP, TKIP, WPA, WPA2, WPA2 Enterprise 802.1X (EAP-TLS, PEAP, EAP-FAST), PAP, CHAP, TLS, MS-CHAP, MS-CHAPv2 security level.

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

1. Browse for and select an available network.

2. Enter the required password.

3. Click Apply.

4. Disconnect the LAN cable (if connected).

5. Reboot your device.
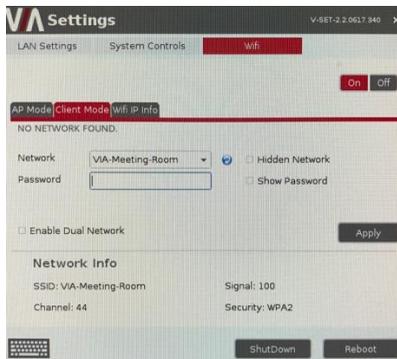
To connect your VIA GO as a client device to your main network while simultaneously using the LAN primary network:

1. Browse for and select an available network.

2. Enter the required password.

3. Select the Enable Dual Network checkbox

4. Click Apply.

5. Make sure that the LAN cable is connected.

6. Reboot your device.
   A message appears on the main display informing you that your system is configured with Dual Network mode.

7. Go to the web settings (section 7.2.8.3) to customize your VIA Home screen with the 2 network names.

Notes:

- When leaving this client mode to switch to another network option, make sure to connect a LAN cable to the RJ-45 connector of your VIA GO.

- If your network is hidden, you can select the Hidden Network checkbox to manually type in your Wi-Fi SSID..

7.2   Configuring Settings Using the Embedded Web Pages

VIA GO embedded web pages enable you to view and manage your device system settings, configure security settings, and setup digital signage.

To access the VIA GO embedded web pages:

1. Open the Web browser and go to the IP address for your VIA GO unit.
   The embedded web pages Welcome page appears (Figure 3).

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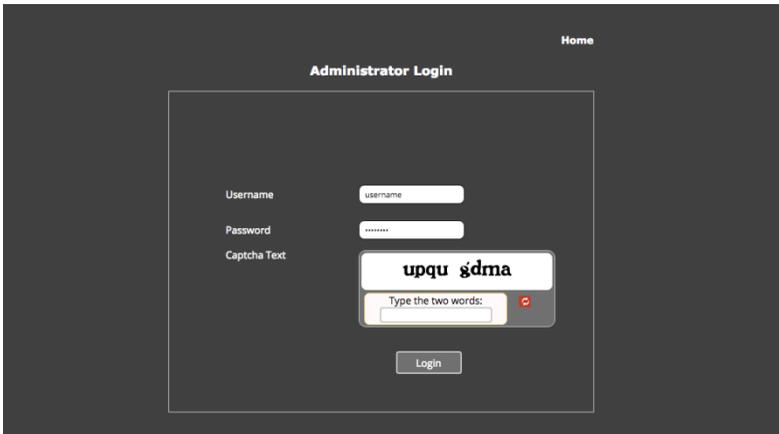The Administrator Login page appears.

Figure 28: VIA Web pages – Administrator Login Page

3. Type the Username (default = su) and Password (default = supass).

4. Type the two Captcha Text "words" with a space between them in the text box.
Note: You can change the Captcha Text by pressing the red Refresh button to the right of the text box.

5. Click Login.

   The Home page appears.

System Information

Model: VIA Go [OS Type : FC 23 | Hardware Model : 3010]

Firmware Version			LAN Mac Address	
Firmware Version	2.2.1017.918		LAN Mac Address	

System Date/Time and Uptime			LAN Settings	
System Date/Time	2017-12-18 13:37:51		Host Name	VIA-1C1B
System Uptime	00h 02m		Gateway IP	192.168.1.107

Disk Space				Subnet Mask	255.255.255.0
Total Disk Size	25.8 GB		Default Gateway	192.168.1.1
Space Available	17.6 GB		DNS Server	192.168.1.1

iOS Mirroring			WIFI Mac Address	
Mirroring	ON		WIFI Mac Address	
Mirror Name	VIA_AirMirror_1C1B			
Max # of Mirrored iOS Devices	2		Mode	AP

			WiFi Settings	
Chrome [?]			SSID	VIA_WIFI
Mirroring	OFF		Channels	8
			Internet Access	Activated
			Standalone Wifi	Deactivated
			Guest Mode	Disabled

Display Signal	
Display Signal	ON

Figure 29: VIA Web pages – Home Page > System Information

6. Click the tabs on the left side of the page to open the tabs and subtabs of the VIA web pages.

7. After changing setting, click Apply to save the changes and click Reboot for changes to take effect.

The VIA web pages enable you to perform the following:

7.2.1 Viewing System Information

View system information such as firmware version, date/time, disk space, iOS Mirroring status, Chrome status, and LAN parameters on the Home > System Information tab of the VIA embedded web pages (Figure 29).

7.2.2 Creating New Users

The VIA embedded web pages enable creating new users and defining what system activities each user has access to.

There are two default users available to log in to VIA GO:
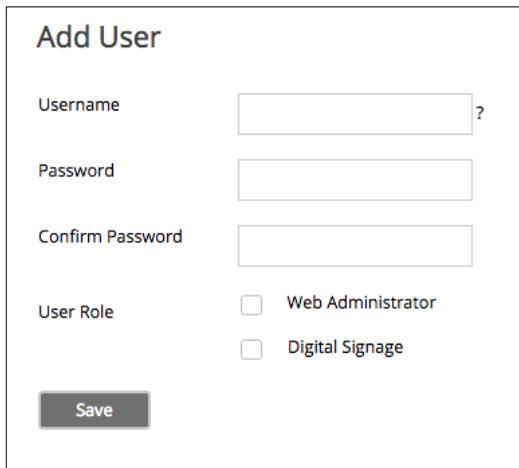
Moderator Level User:

- Default user name: su
  Default password: supass

Participant Level User:

- Default user name: user
  Default password: userpass

To create a new user:

1. Click User Management > Add User on the left tabs of the VIA web pages. The Add User tab appears.

Figure 30: VIA Web pages – Add User Tab

2. Type the new Username, Password and Password Confirm.

3. In the User Role section, select from the following administrative levels:

- Web Administrator – access to change all system settings, including using Digital Signage.

- Digital Signage – able to configure the Digital Signage (see section 7.2.14)

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

7.2.3 Configuring Network Settings Using the Embedded Web Pages

To configure Network settings:

1. Click VIA Management > Network Settings on the left tabs of the VIA web pages.

   The Network Settings tab appears.

   ⓘ MAC address and disk space information for the VIA GO device are displayed on the Network Settings tab.

Figure 31: VIA Web pages – Network Settings Tab

2. In the LAN settings tab, change the IP address, DNS, default gateway and Host Name of VIA GO.

3. Click Apply Settings after making changes.

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

To switch ON/OFF the Wi-Fi module use the Wifi tab.

- Setup your Wi-Fi module as a secondary Access Point and "Enable Internet" for the users connected to this secondary network (if the primary LAN network is connected to the Internet).

- When this mode is selected, it is possible to activate the Guest Mode by selecting the relevant box. This enables the primary LAN network's users to activate the Wi-Fi mode of the box on the fly, for guest users.

To activate/deactivate guest Wi-Fi from the taskbar:

- In the taskbar menu, click Start Guest Mode or Stop Guest Mode.

To activate/deactivate guest Wi-Fi by creating an autonomous network:

- Select Standalone Wi-Fi to create an autonomous network (without Internet access).

- Once defined as required, click Apply before rebooting your device.

Refer to section 7.1.3.1 for more information about the Wi-Fi AP mode of your device.
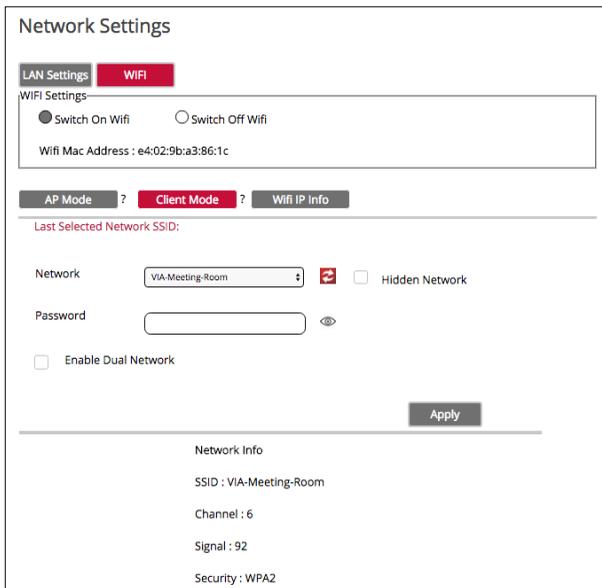
To configure the Wi-Fi module in client mode:

1. To connect your VIA GO as a client device to your main network:

2. Select the Client Mode tab and confirm the pop-up message.
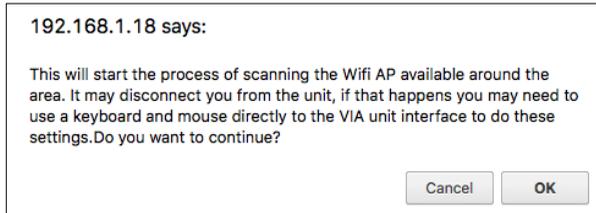
3. Browse for and select an available network.

4. Enter the required password.

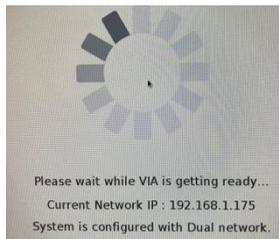5. Click Apply.

6. Disconnect the LAN cable (if connected).

7. Reboot your device.

To connect your VIA GO as a client device to your main network while simultaneously using the LAN primary network:

1. Browse for and select an available network.

2. Enter the required password.

3. Select the Enable Dual Network checkbox

4. Click Apply.

5. Make sure that the LAN cable is connected.

6. Reboot your device.
   A message appears on the main display informing you that your system is configured with Dual Network mode.

Please wait while VIA is getting ready...
Current Network IP : 192.168.1.175
System is configured with Dual network.

7. Go to the web settings (section 7.2.8.3) to customize your VIA Home screen with the 2 network names.

Notes:

- When leaving this client mode to switch to another network option, make sure to connect a LAN cable to the RJ-45 connector of your VIA GO.

- If your network is hidden, you can select the "Hidden Network" checkbox to manually type your Wi-Fi SSID name:

VIA GO - Configuring VIA GO

7.2.4 Changing a Password

To change the password of the current user:

1. Click User Management > Change Password on the left tabs of the VIA web pages.
   The Change Password tab appears.
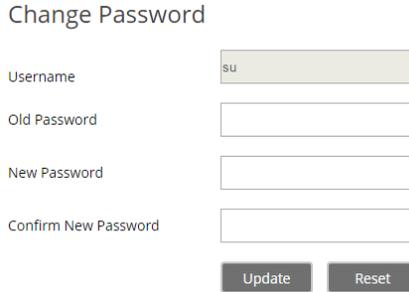
Change Password

Username	su
Old Password	
New Password	
Confirm New Password	

[Update] [Reset]

Figure 32: VIA Web pages – Change Password Tab

2. Type the Old Password, New Password and Confirm Password.

3. Click Update.
   The password is changed and you are logged out of the web pages.

To change the password of another user:

1. Click User Management > User List on the left tabs of the VIA web pages. The User List tab appears.

User List

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

Figure 33: VIA Web pages – User List Tab

2. Click the icon in the Edit column. The Edit User tab appears.

Edit User

Username: su

Password:

Confirm Password:

User Role: ☑ Web Administrator ☑ Digital Signage

Update

Figure 34: VIA Web pages – Edit User Tab

3. Type and confirm a new password in the Password and Confirm boxes.

VIA GO - Configuring VIA GO

4. Change the access level by selecting or deselecting options from the User Role section (see section [7.2.2](#)).

5. Click Update.
    Settings for the user are updated and the User List tab appears.

7.2.5   Configuring VIAPad

For entities using VIA Pad, configure GO to allow it to pair the VIA Pad devices.

VIAPad Configuration

VIAPad Configuration	
Guest	☐ ?
VIAPad will override Room Code	☑ ?
Room Name	192.168.1.168

Wifi Configuration	
Auto Connect to WiFi	☑ ?
SSID	?
Authentication Mode	Select ⇕ ?
Encryption	Select ⇕ ?
Key	👁 ?

Apply Settings

VIA Pad Configuration

- Guest mode: Enable this mode in case you want the VIA Pad to act as a simple "Present / Stop Presenting" touch device. No client application shows on the user's display.

- VIA Pad overrides Room Code: Enable this feature if you want the VIA Pad to bypass the need to type in the Room Code authentication.

- Room Name: Is automatically populated; it reflects the name of VIA GO.

Wi-Fi Configuration

- Auto Connect to Wi-Fi: Enable this feature if you want the VIA Pad to connect automatically to the Wi-Fi network of the Meeting Room. You are prompted for the following details:

- SSID: Enter the name of the Wi-Fi network - Make sure that you write it EXACTLY as defined. (It is case sensitive!).

- Authentication Mode: Select the security used by your Wi-Fi access point among the pre-set options (WEP Open/ WEP Shared/ WPA Personal/ WPA2 Personal.

- Encryption: Select the type of encryption key used by your router.

- Key: Type the password required to join your network (up to 50 characters max).

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

- Pair your VIA Pad devices as shown below:

7.2.6 Configuring a Gateway to be Managed by VSM

VSM (VIA Site Management) is an optional, web-based software application (subject to a separate pricing) that enables an administrator to monitor and make changes to all connected VIA GO or all VIA gateways connected to the network.

VSM enables and administrator to:

- Add or modify an existing VIA gateway (Collage/Campus/Connect PRO/GO)

- Configure settings for VIA Collage/Campus/ConnectPRO/GO units by remotely accessing the embedded web pages in the units (see section 7.2.1)

- Update VIA Collage/Campus/ConnectPRO/GO units from the VSM when the updates become available

- Manage the following statuses for all Collage/Campus/ConnectPRO/GO units attached to the VSM:

  - CPU usage, HDD usage and alerts generation

  - Off/On status

  - Configuration and download status

  - Version status

  - Firmware upgrade scheduling

  - Analytics reports

VSM can automatically provide individual configuration to added gateways or you can configure settings locally through the gateway.

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

To configure a gateway to be managed from VSM:

1. Click VIA Management > VIA Site Management on the left tabs of the VIA web pages.

   The VIA Site Management tab appears.

Figure 35: VIA Web pages – VIA Site Management Tab

2. Type the VSM Server IP.

3. Type the Gateway ID that was defined in VSM for this gateway.

4. Click Validate and Save.

   Changes take effect immediately.

   The VIA device (Collage, Connect Pro, Campus, or Go) must be able to connect to VSM while validating is in progress.

   -OR-

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

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

5. For each of the features listed on the VIA Site Management tab, define from where download the setting for the relevant feature. Select either From VIA Site Management (VSM) or From Gateway (local settings).
-OR-
Select either All From VIA Site Management (VSM) or All From Gateway (local settings) from the top of the VIA Site Management tab to define all features.

6. Click Reboot to restart the unit.

7.2.7 Defining Wallpaper

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

To change the wallpaper:

1. Click VIA Management > Wallpaper on the left tabs of the VIA web pages. The Wallpaper tab appears.
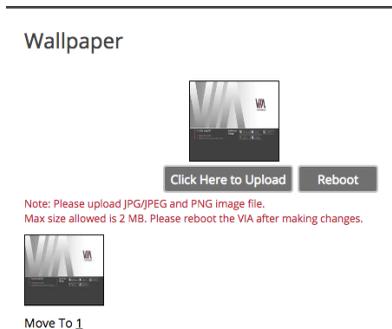
Figure 36: VIA Management > Wallpaper Tab

2. Click Click Here to Upload.

3. Select Wallpaper (must be an image file – jpeg, png, bmp) from your system

4. All previously uploaded wallpapers are saved and shown as below. To select one of them, click "Set". To delete one of them, click "Delete".

5. Then click Reboot.
   The background image on VIA GO changes after rebooting

7.2.8 Using the VIA Settings Subtab

To use the VIA Settings subtab:

1. Click VIA Management > VIA Settings on the left tabs of the VIA web pages. The VIA Settings subtab appears.

Figure 37: VIA Web pages – System & iOS

2. Select one of the options on the top menu to display the relevant settings.

7.2.8.1 System & IOS Settings

Select System & IOS Settings on the VIA Settings subtab menu (Figure 37) to display the following options:

- Activate System Log - Activates the logging of all system activity either by the client or the gateway to aid diagnosing a problem with VIA GO.

- Activate Energy Saver Mode - To allow your unit to enter into sleep mode after 1 minute of inactivity.

- Disable Always On Top - VIA Minimized icon on Gateway - Hides the VIA menu icon from the right corner of the main display:

- Do Not Disturb - Do Not Disturb mode allows a user to present to the main display without any interruptions. Clicking the DND button prevents ALL interruptions.
  The user that clicked DND has full access to all features:

DND Activated

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

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

DND Deactivated

iOS Mirror: Activate or Deactivate the iOS Mirroring Feature

- When activated for the first time, the VIA's AirPlay device is named VIA_AirMirror_XXXX, where XXXX is a random combination of letters and numbers This is the name that appears when you look for AirPlay devices on your iOS device and it can be changed.

Additionally, it defaults to allow one iOS device to be mirrored to VIA GO simultaneously. This setting can also be changed. Once these setting changes are made, click Apply. Reboot VIA GO to allow the settings to take effect.

- To enable Chrome support, it is required to activate the Chrome Settings in order to allow Chrome Authentication Server connection.

7.2.8.2 QR Code Scanning

1. Click Display in the menu of the VIA Settings screen.
   The Display settings screen appears.

2. Check "Enable QR code" and "Bypass room code" (if required) and click Reboot.

3. Select "Keep QR code always on top" to allow the QR to be always visible on top of any content presented on main display.

4. Select "Print QR Code" to get a hard copy of it for displaying it in the room.

5. To relocate the QR code on the VIA main display, click and drag it with the mouse and drop it anywhere on the screen.

6. To resize QR code, click and drag it from the code frame to any desired size:
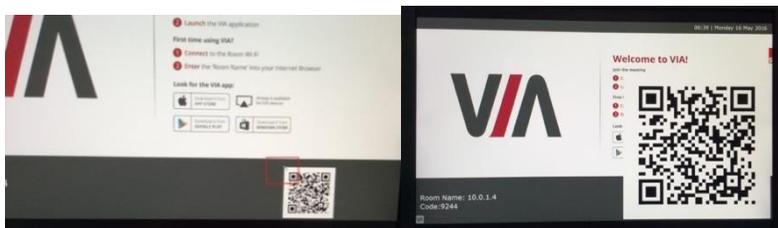
7.2.8.3 Customizing the VIA Home Screen

The VIA GO embedded web pages enable you to change the position and color of elements of the VIA Home screen (Figure 5) and to display a customized DNS (Domain Name System) name if local DNS services are supported by the network.

To customize the VIA Home screen:

1. Click VIA Management > VIA Settings on the left tabs of the VIA web pages.
    The VIA Settings tab appears (Figure 37).

2, Click Display in the menu of the VIA Settings screen.
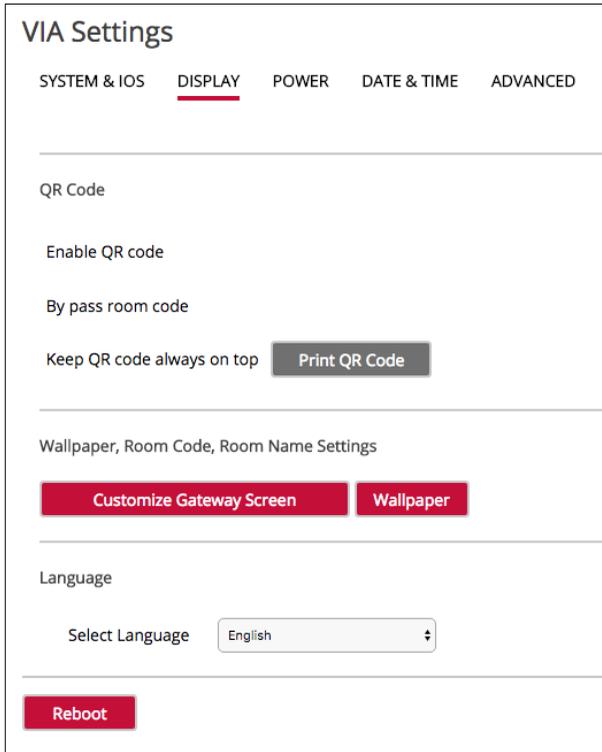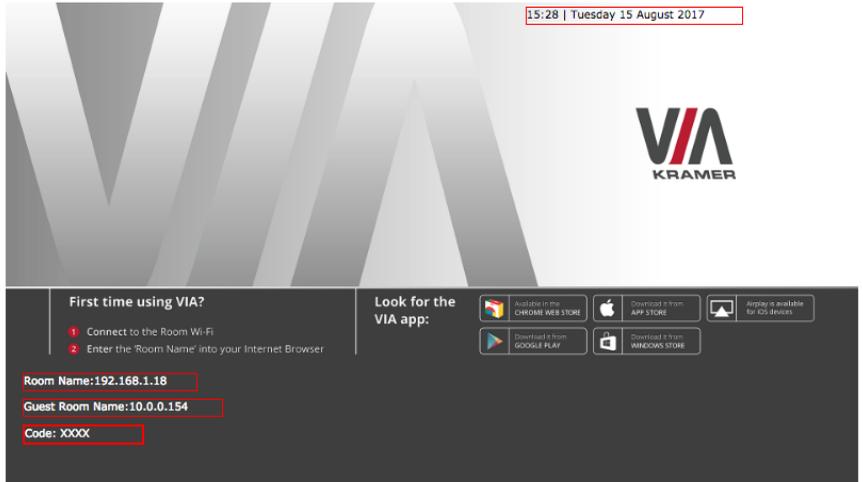   The Display settings screen appears.

Figure 38: VIA Settings Tab – Display Settings

3. Click Customize Gateway Screen in the Wallpaper, Room Code, Room Name Settings section.

   The Customize Gateway screen appears

Figure 39: VIA Web pages – Customize Gateway Screen

4. Click and drag any of the red boxes (time/date, Room Name, Code) on the Home screen preview to change their position.

5. Select one of the red boxes and change the name of the box and color of the text in the Properties section of the Gateway screen.

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6. Select the Room Name box and in the Properties section do any of the following:

    ▪   Select the Show Room Name on Wallpaper check box to always show the Room Name on the Home screen. If the checkbox is cleared, the Room Name is displayed only when a participant is logging in.

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

7. Click Apply to save changes and reboot VIA GO for changes to take effect.

7.2.8.4   Selecting Preferred Language

On the VIA Settings Tab – Display Settings (Figure 38), select the preferred language for your VIA interface.

7.2.9   Defining Power Settings

To define power settings:

1. Click Power on the VIA Settings subtab menu (see section 7.2.8). The Power settings screen appears.
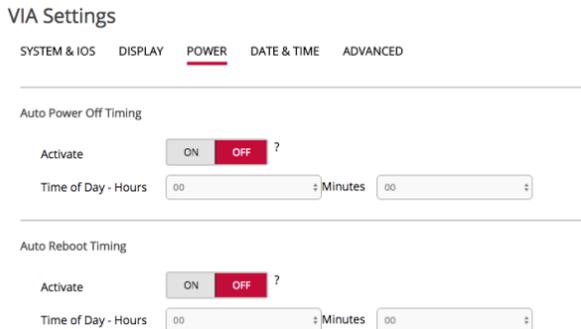

Figure 40: VIA Settings > Power Settings

2. In the Auto Power Off Timing section, click ON.

3. Select the Hours (24 hour format) and Minutes for the time of day for the VIA GO to automatically shut off every day.

4. In the Auto Reboot Timing section, click ON.

5. Select the Hours (24 hour format) and Minutes for the time of day for the VIA GO to automatically reboot every day.

6. Click Reboot for settings to take effect.

7.2.10 Defining the Date and Time Format for VIA Web pages

1. Click Date & Time on the VIA Settings subtab menu (see section 7.2.8). The Date & Time settings screen appears.

Figure 41: VIA Settings > Date & Time Settings

2. In the Date and Time Format for embedded web pages section, select the Date and Time Format from the option box.

3. In the VIA Gateway Timezone Configuration section, select the required time zone from the Set Time Zone option box.

7.2.11   Defining Advanced Settings

To define advanced settings:

1. Click Advanced on the VIA Settings subtab menu (see section 7.2.8).
   The Advanced settings screen appears.

Figure 42: VIA Settings > Advanced Settings

2. In the VIA Gateway Audio Output section, select the required type of audio
   output.

3. In the API Setting Command section, select one of the following:

   - Secure – API commands can be sent to the VIA gateway securely over
     a TLS port.

   - Non-Secure – API commands can be sent to the VIA gateway on a non-
     secure, plain text port. Select this option if your controller does not
     support TLS.

7.2.12   Configuring Moderator Access

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


To enable Presentation Mode:

1. Select Activate Basic Moderator Mode.

2. Type a password to be used by the participants who request to be a moderator (optional).

3. Click Apply and reboot VIA GO.

To login into the VIA GO client when basic moderator mode is activated:

1. Open the VIA GO client and enter the location (IP address of the VIA GO gateway).

2. Enter the nickname. The Room Code field appears.

3. Enter the room code (if Room Code is active).

4. Click Login and go to Participants' screen.

   You can become now a moderator by selecting "Become Moderator" and entering the password.
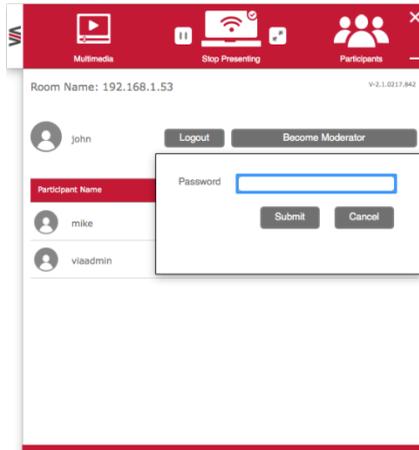
5. In this mode, the moderator must approve any participant who clicks on "Present" to share content on the main screen. The moderator must click Allow (full screen or auto-position if another participants already presenting) to approve the request to start the participant's presentation on the collaboration display or Deny to reject the request:

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

Your presentation has been
started on main display

V/\

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

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

7.2.13 Feature Management

- Manage the features available on the VIA Mobile application.

- Remove the features that you do not want to offer to the users.

- Click the ⊗ on the icon you want to hide.
  Note that any removed feature is just hidden and not deleted. The space allocated to this specific icon is left blank so you can manually reorganize the order of the icons by simply dragging them to your prefferred scheduling.

- Make sure you click Apply and Reboot to apply these changes.
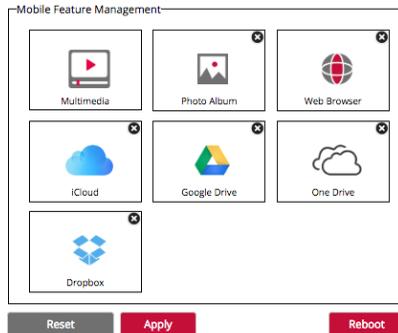
7.2.14 Configuring Digital Signage

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

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

7.2.14.1 Creating and Uploading Digital Signage Media

The first step in running the Digital Signage feature is to create a library of content to be displayed. The types of media that can be displayed are:

- URL – live web page

- Scroller – custom text message that scroll across the screen

- Image – static image

- Video

To create and upload digital signage media:

1. On the left side of the embedded web pages, select Digital Signage > Manage Content.
   The Upload Media File tab appears.

Figure 43: Digital Signage > Upload Media File tab

2. Click Create Web Url.

   The Create Url window appears.
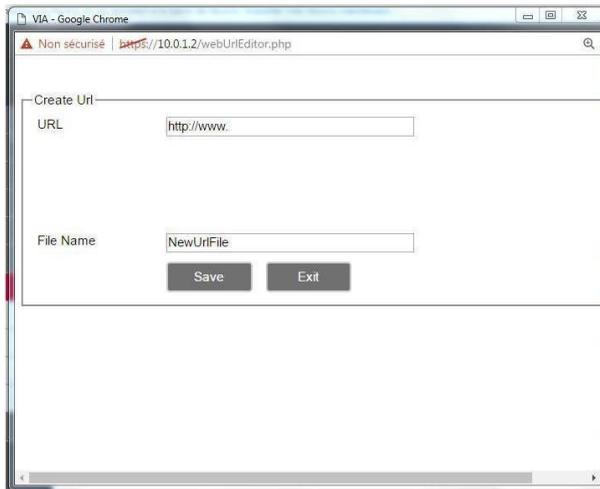
Figure 44: Digital Signage Create URL Window

3. Type the URL address and File Name (name that will appear on the Existing Media list) and click Save.

   The new URL is added to the Existing Media list.

4. On the Upload Media File tab (Figure 43), click Create Scroller.
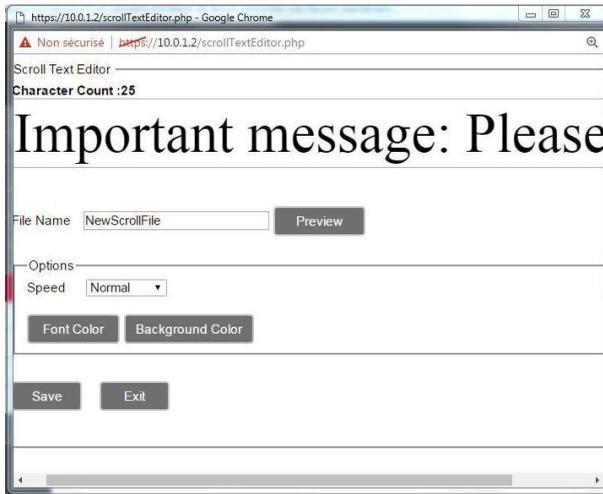
The Scroll Text Editor window appears.

Figure 45: Digital Signage Scroll Text Editor Window

5. Type the text to be displayed in the box at the top of the window.

6. Type a name for the scroller in the File Name text box.

7. In the Options area of the window, select the scrolling speed and click Font/Background Color to pick the text and background color.

8. Click Preview.

A preview of the scroller appears at the top of the window.

9. Click Save.

The new Scroller is added to the Existing Media list.

10. On the Upload Media File tab ([Figure 43](#)), click Upload Media.
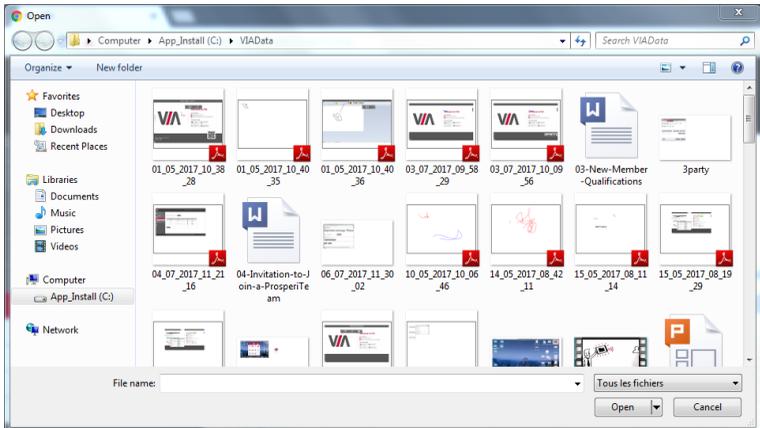
A file browser window appears.

Figure 46: Digital Signage Upload Media File Browser

11. Select an image or video file and click Open.

The file is added to the Existing Media list.

7.2.14.2 Adding and Managing Digital Signage Templates

The Template Manager subtab enables previewing, editing, deleting and adding digital signage templates.

To add and manage digital signage templates:

1. On the left side of the embedded web pages, select Digital Signage > Template Manager.
   The Template Manager tab appears.

Figure 47: Digital Signage > Template Manager Subtab

2. Click the name of a template.

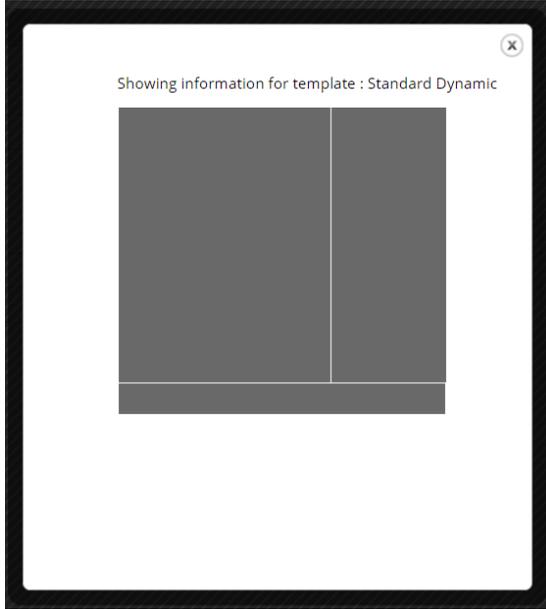A window opens, showing a preview of the selected template.

Figure 48: Digital Signage Template Preview Window

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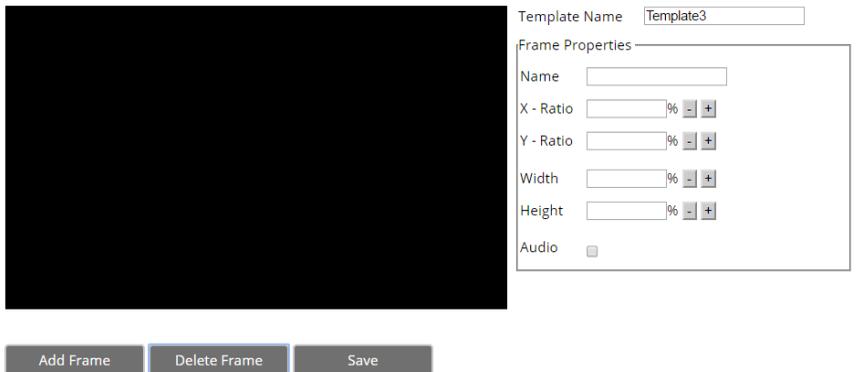
The template builder screen appears.

Figure 49: Digital Signage Template Builder Screen

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

5. Click Add Frame.
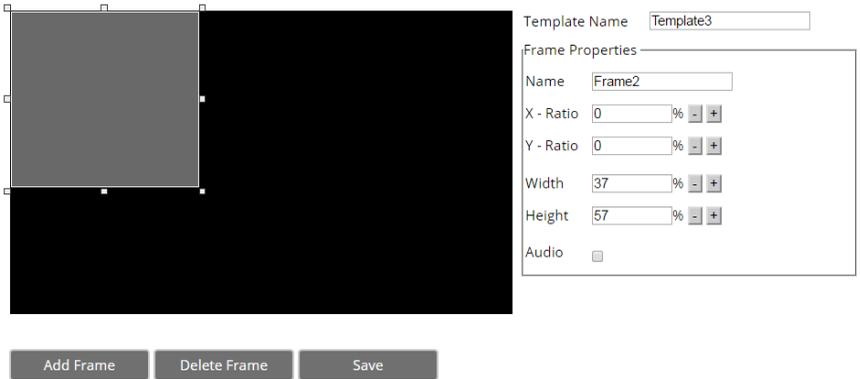   A new frame appears in the black preview box.

Figure 50: Digital Signage Template Builder Screen – New Frame

6. Type a name for the frame in the Frame Properties area.

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

8. Type a name for the frame in the Frame Properties area.

9. Select the Audio checkbox to play audio from the selected frame.

10. Repeat steps 5 – 9 to add up to two more frames.

11. Click Save.
    The new template appears in the Template Manager list (Figure 47).

12. Click Edit to open the template builder screen and edit the selected template.

13. Click Delete to delete the selected template.

7.2.14.3 Defining a Digital Signage Campaign

The Schedule Playlist tab enables defining:

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

- When a digital signage display appears

To define a digital signage campaign:

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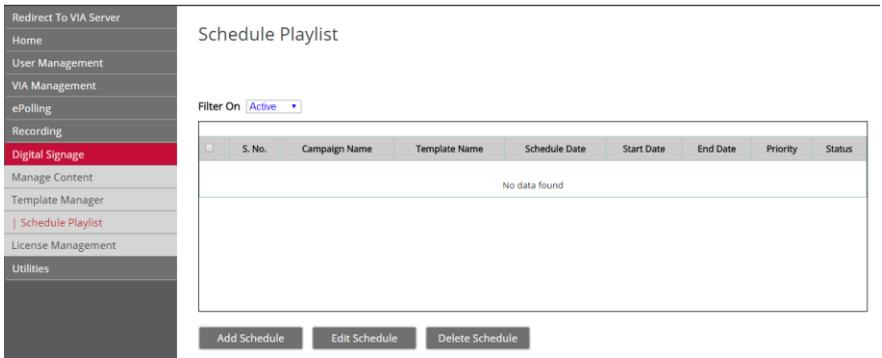   The Schedule Playlist tab appears.

Figure 51: Digital Signage > Schedule Playlist Tab

2. Click Add Schedule.

The Schedule Playlist WHEN To Play tab appears.

Figure 52: Digital Signage > Schedule Playlist WHEN to Play Tab

3. Type a Campaign Name.

4. Select a Priority level for the Campaign.

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

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

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

7. Click the WHAT to Play tab.

    The Schedule Playlist WHAT to Play tab appears.

Figure 53: Digital Signage > Schedule Playlist WHAT to Play Tab

8. In the Template View section on the right side, select a template.

    A preview of the selected template appears in the Template View section.

9. Click one of the frames in the template preview, select one or more media objects from the media section and click Add to Playlist.
   All selected media for the selected frame appears in the Schedule Details area.

Figure 54: WHAT to Play Tab

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10. Click the Advanced button to set the running time for a web page (url).
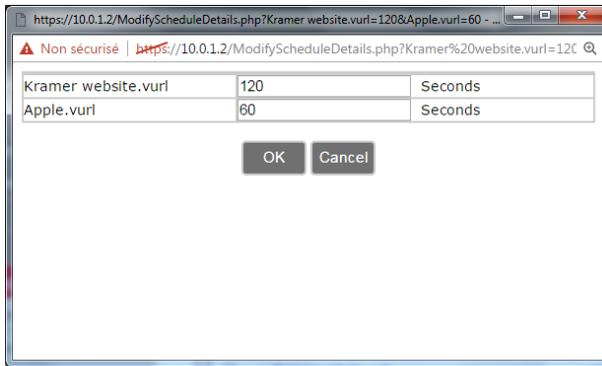
Figure 55: Set Running Time for Web page

11. Click Save.

The new campaign is saved and it appears on the Schedule Playlist tab.

Schedule Playlist

Filter On [Active ▾]

	S. No.	Campaign Name	Template Name	Schedule Date	Start Date	End Date	Priority	Status
☐	2	First Campaign	Standard Dynamic	09/07/2017	12/07/2017	14/07/2017	5	Scheduled

Figure 56: Scheduled Campaign displayed in the Schedule Playlist Tab

7.2.15 Viewing Gateway/Webadmin Activity Log

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

7.2.16 Update Firmware

Register your VIA GO unit to our VIA Registration Portal and get your authentication file. Refer to our "VIA Registration & FW Upgrade Procedure" document for details, available at:
www.kramerav.com/product/VIA%20GO#Tab_Resources

Make sure that an authentication file with a valid date is installed to be able to install your FW upgrade package.

Once FW version 2.2.1017.918 is installed, you will no longer be required to upload an authentication file in order to enable future FW updates.

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

Upon completion of the process, reboot the unit.

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

7.2.17   Upload License

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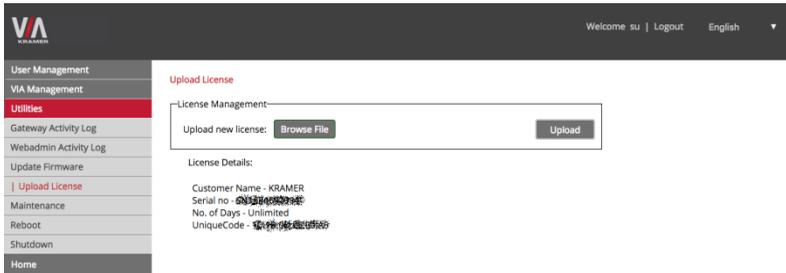
7.2.18   Maintenance

Click Utilities on the left menu and then select Maintenance.

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

8 Technical Specifications

PORTS:	4 USB 3.0, 1 LAN on an RJ-45 connector
GRAPHIC OUTPUTS:	1 HDMI, 1 mini DisplayPort, support up to 1080p60 resolution Note: Only one output can operate at a time. GO does not support using both outputs simultaneously.
PROCESSOR:	Intel® Braswell CPU, Dual Core 1.04GHz
MAIN MEMORY:	2GB, high speed
STORAGE:	32GB, EMMC
LAN:	Gigabit LAN
AUDIO OUTPUT:	Analog or embedded HDMI, minimum impedance for headphones 32Ω
POWER SUPPLY:	45W power adapter (19V/2.37A)
INPUT VOLTAGE:	100V~220V AC, 50/60Hz, auto sensing
OPERATING TEMPERATURE:	0° to +40°C (32° to 104°F)
STORAGE TEMPERATURE:	-40° to +70°C (-40° to 158°F)
HUMIDITY:	10% to 90%, RHL non-condensing
DIMENSIONS:	11.70cm x 10.70cm x 3.00cm (4.61" x 4.21" x 1.18") W, D, H
NET WEIGHT:	0.5kg (1.1lbs) approx.
INCLUDED ACCESSORIES:	1x power cord, 1x Kramer mini DP to VGA adapter, VESA mounting bracket
Specifications are subject to change without notice at www.kramerav.com	

Limited Warranty

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 any cartons, equipment enclosures, cables or accessories used in conjunction with this product.

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

How Long this Coverage Lasts

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

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

Who is Covered

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

What Kramer Electronics Will Do

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

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

What Kramer Electronics Will Not Do Under This Limited Warranty

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

How to Obtain a Remedy Under This Limited Warranty

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

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

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

Limitation of Liability

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

Exclusive Remedy

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF KRAMER ELECTRONICS CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPICABLE LAW.

IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES IS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPICABLE 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

KRAMER

SAFETY WARNING

Disconnect the unit from the power supply before opening and servicing

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

We welcome your questions, comments, and feedback.

www.kramerAV.com
info@kramerAV.com