

VIDEO WALL CONTROLLER  
**VIEWSPAN**®



# Quickstart **GUIDE**

VIEWSPAN 6, VIEWSPAN 6 Plus



# Quickstart **GUIDE**

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

For detailed instructions, please consult the VIEWSPAN® User Manual available for download on the Appliance Web Portal (AWP) 'Settings' page.

Version 1.5 2021

## **Regulatory Compliance Statements**

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

# Safety

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

1. **WARNING :** VIEWSPAN 6 and VIEWSPAN 6 Plus MUST BE EARTHED.  
The appliance uses a three-wire earthed power system. The input power connector is equipped with a third pin which is to earth the unit and prevent electric shock. You must use a 3 pin IEC C13 power cable and install the appliance safely. Please place this equipment on a stable surface or properly mount it into a standard 19" equipment rack. Please handle the unit carefully and avoid all unnecessary physical shock or impact which may damage the unit and invalidate the warranty.
2. The openings on the enclosure are for air convection to protect the equipment from overheating. DO NOT COVER OPENINGS.
3. Ensure the voltage of the power source is correct before connecting the equipment to the power outlet.
4. Route the power cable to avoid damage or creation of a trip hazard. Do not place anything on top of the power cable. Use the power cable that has been supplied with the product.
5. **WARNING :** Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel. Note: Opening the equipment case will void the warranty.
6. The appliance should be installed by qualified personnel only (persons having the appropriate technical training and experience necessary for product installation).
7. The unit can be installed in a fixed (rackmount) or desktop configuration. The unit must always be installed HORIZONTALLY.

8. The unit is always recommended to be installed in a rack cabinet, with a supporting rack shelf below if possible. The unit should be secured to the cabinet using all four mounting points in the rackmount ears.
9. Please see the User Manual for further information.

## Hardware

### What's included in the box |

- | Appliance
- | Country Specific Power Cable
- | Quickstart Guide

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

*Note: The product serial number is on the product label, this number helps the support team identify your device. The serial number can also be obtained through the web portal or on an appliance built-in display, if supported by your device.*

# Port Guide

HDMI



DisplayPort



Ethernet/LAN



USB 3.0 (Blue)



USB 2.0 (Black or Yellow)



AC Input (C13)



# Installation

## PHYSICAL

The VIEWSPAN 6® and VIEWSPAN 6 Plus® are both 2U rack-mountable systems.

The appliance can either be desktop mounted or installed in a standard 19" rack enclosure. Use the enclosure mounting tabs to secure the unit within the rack. Supporting rails or a supporting shelf are always recommended to ensure a more stable installation. Please note that the unit must be mounted horizontally and also mounted the correct way up.

A common IEC C13 cable is provided to power the appliance.

## IMPORTANT

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

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

## Adaptors

If adaptors are required, the use of Active DisplayPort to HDMI adaptors is recommended, it is strongly advised against the use of passive adaptors. Operation of the unit cannot be guaranteed with the use of passive adaptors. Below is a list of adapter options we have tested and recommend.

1. Pluggable MDP-HDMI
2. Benfei Active Adaptors
3. Optical Cables - HDMI and DisplayPort up to 100m

## CABLE LENGTHS

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

Cable Type	Resolution	Maximum Length
DisplayPort (output)	Up to 1080p60	15m - 20m (49ft - 66ft)
DisplayPort (output)	Up to 4k60	10m (33ft)
HDMI (output)	Up to 1080p60	10m (33ft)
HDMI (output)	Up to 4k30	5m (16ft)
USB	N/A	3m (10ft)

\* When using DisplayPort to HDMI adaptors, different adaptors can result in a variation in maximum achievable cable lengths.

# Setup

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

## Step 1 | Connect Network

Connect the Ethernet cable to LAN1 (Top LAN Port) on the appliance and connect to the video source network switch.

LAN1 is the primary network port, LAN1 should be used for video streaming interfaces.

LAN2 is the secondary network port.

## Step 2 | Connect Monitors/Display Devices

Connect required graphics outputs, starting from left to right looking at the rear of the unit to the monitor(s). Looking at the rear panel the outputs run from left to right, 1 to 6. Connect graphics outputs using DisplayPort cables or Active DP to HDMI adaptors for HDMI cables.

If you encounter any issues with displays try the following:

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

**IMPORTANT :** When connecting the appliance to monitors via DisplayPort (Not using DP to HDMI adaptors), to avoid any issues with displays, it is highly recommended to disable any **“Power-Saving”** features your monitors have via the monitor settings menu.



### Step 3 | Connect Power and Boot Appliance

Connect C13 power cable to AC input connector on the appliance and the mains socket. Power on the unit by pressing the power button, the LED will illuminate to show the appliance is powered.

### Step 4 | Main Screen

Your appliance will boot directly to the Windows Desktop using the following Administrator credentials:

Username: **video**

Password: **p@ssw0rd**

You will NOT be prompted for a login username and password, automatic login is configured.

To change this, use the Windows **'Run'** command and type **"netplwiz"**.

Uncheck the box labelled 'users must enter a username and password to use this computer'.

**NOTE** : It is advised that the default Windows password is changed, this must be done on the appliance itself, use **CTRL-ALT-DELETE** and select **'Change a Password'**. We advise that the username remains as **'video'**.

**IMPORTANT** : When you change the User Account Password, ensure that you update the details found in "netplwiz" for the automatic login feature to continue. The operating platform Language and Keyboard layout is set to English (US) by default. To change this, use the Windows **'Run'** command and type **"Region"**. Follow the instructions presented.

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

The VIEWSPAN® Hostname will be the VIEWSPAN® “Serial Number”  
You can now login to the Appliance Web Portal (AWP) to configure the appliance remotely.

## Step 5 | AWP Configuration

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

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

- | Create and Load Layout Files
- | Manage Display Settings - Arrangement Display Layout, Set Number of Displays and Set Display Resolutions
- | Manage Appliance Network Settings
- | Add Video Network Sources i.e. NVR/VMS server credential settings
- | Update Appliance Firmware
- | Restart and Shutdown Appliance

The appliance will show the AWP IP Address on the units front panel display.  
Format example: <http://192.168.0.1:9001>

**NOTE :** Try 9002, 9003 etc. if the AWP does not load on 9001  
Using a client PC on the same network, enter the IP address into a web browser.

The browser will load the AWP login page when login is enabled. If disabled, user login can be enabled on the ‘Settings->Global Settings’ page.  
Default AWP login credentials.

Username: **video**  
Password: **p@ssw0rd**

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

## **Step 6 |** Continue Configuration

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

Note: The full User Manual is accessible via the AWP and is automatically updated whenever the firmware is updated.

## **Notes |**

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



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