

- User Guide



Model No.: VS13920

Compliance Information

FCC Statement

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

For Canada

- This Class B digital apparatus complies with Canadian ICES-003.
- Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

CE Conformity for European Countries

C E The device complies with the EMC Directive 2004/108/EC and Low Voltage Directive 2006/95/EC.

Following information is only for EU-member states:

The mark is in compliance with the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment including any spent or discarded batteries or accumulators as unsorted municipal waste, but use the return and collection systems available.



Important Safety Instructions

- 1. Do not use the equipment near water.
- 2. Wipe the machine with a soft and dry cloth.
- 3. Do not block any vent holes. Please install the product in accordance with the manufacturer's instructions.
- 4. Do not use the product on your legs for a long time because it gets hot and you may be burned.
- Please avoid installing the product in a place where the temperature is above 40°C or lower than 0°C, or in a place that is moist or wet.
- 6. Protect the power cord plug, outlet, and connections to other equipment from damage by trapping and squeezing.
- 7. Please only use devices and accessories specified by the manufacturer.
- 8. The unit is hot pluggable. However it is recommended that the power be turned off before the memory card is inserted or removed.
- 9. Do not remove the memory card during data access. The data may be lost and the product could be damaged.
- 10. Disconnect the power cord if the product will not be used for an extended period.
- 11. Do not repair, disassemble, or modify the product. Only qualified ViewSonic personnel should check and repair any damage to the machine.
- 12. The unauthorized playing of certain audio or image files may infringe the related copyright laws under certain circumstances.
- 13. Do not adjust the volume to a high level, or the sounds may distort and become unpleasant.
- 14. When you view pictures for an extended period of time your eyes may become fatigued.
- 15. Careful attention should always be paid when moving the digital media player.
- 16. Make sure the place where the digital media player is placed is clean and dry.
- 17. If there is smoke, a strange smell or an abnormal noise, immediately turn off the digital media player and contact your dealer or ViewSonic.

Declaration of RoHS Compliance

This product has been designed and manufactured in compliance with Directive 2002/95/EC of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:

Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr ⁶⁺)	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex of the RoHS Directives as noted below:

Examples of exempted components are:

- 1. Mercury in compact fluorescent lamps not exceeding 5 mg per lamp and in other lamps not specifically mentioned in the Annex of RoHS Directive.
- 2. Lead in glass of cathode ray tubes, electronic components, fluorescent tubes, and electronic ceramic parts (e.g. piezoelectronic devices).
- 3. Lead in high temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
- 4. Lead as an allotting element in steel containing up to 0.35% lead by weight, aluminium containing up to 0.4% lead by weight and as a cooper alloy containing up to 4% lead by weight.

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	For Your Records
Product Name:	NMP-640
	ViewSonic Commercial Media Player
Model Number:	VS13920
Document Number:	NMP-640_UG_ENG Rev. 1A 12-30-10
Serial Number:	
Purchase Date:	

Product disposal at end of product life

ViewSonic respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit ViewSonic website to learn more. USA & Canada: http://www.viewsonic.com/company/green/recycle-program/ Europe: http://www.viewsoniceurope.com/uk/support/recycling-information/ Taiwan: http://recycle.epa.gov.tw/recycle/index2.aspx

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Table of Contents

Chapter 1 Introducing the NMP-640

Left/Right side View	2
Front Side View	2
Top Side View	3
Back Side View	3
Bottom View	3

Chapter 2 Connecting Peripherals

Placement of the NMP-640 Network Media Player	
On the Desk	5
Mounted to the back of a display	5
Connection of NMP-640	
Connecting the NMP-640 to a monitor	7
Connecting USB Devices	7
Connecting the network cable	7
Connecting the power cord	8

Chapter 3 BIOS Setup

MainMenu	11
Advanced Menu	12
Boot Menu	13
Security Menu	13
Exit Menu	14

Chapter 4Windows 7 Hard Disk Recovery Solution

About recovery partition	15
Plan A	16
Plan B	18
Appendix- Frequently Asked Questions	23
Appendix- Trouble Shooting	23

Chapter 5 Other Information

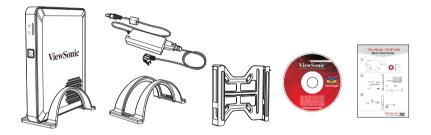
Customer Support	24
Limited Warranty	25

Chapter 1 Introducing the NMP-640

The NMP-640 Network Media Player is a compact and easy to use desktop. It features all the standard PC capabilities but with a slim body design which enables you to do spreadsheets, create documents, watch online content and browse the internet in a smarter and greener way.

This chapter introduces NMP-640:

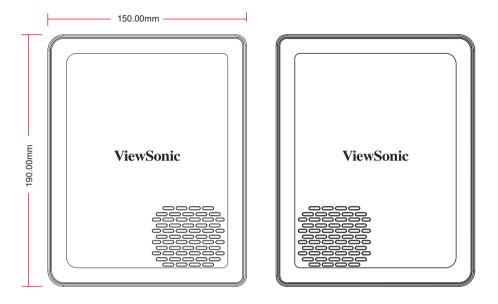
- · Left/Right side View
- · Front Side View
- Top Side View
- Back Side View
- Bottom View



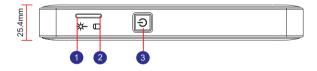
Introduction

The NMP-640 features all the desktop capabilities but with a slim body design which enables you to browse the internet in a relaxed and comfortable way.

1-1 Left/Right side View

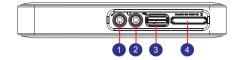


1-2 Front Side View



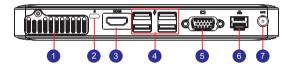
No.	Name	Description
1	SYS LED	Indicates system status
2	HDD LED	Indicates hard disk status
3	Power Button	Turns the power on/off

1-3 Top Side View



No.	Name	Description	
1	Microphone in Port	Connects to a microphone	
2	Headphone out Port	Connects to headphones	
3	USB2.0/e-SATA Combo	Connects USB2.0 or e-SATA devices	
4	Multi-Function Card Reader	Support SD/MS/MS pro/MMC memory cards	

1-4 Back Side View



No.	Name	Description	
1	Air vent	For cooling system to let air flow in side the chassis	
2	Kensington Lock	Anti-theft lock	
3	HDMI Port	Connects to HDMI audio and video	
4	USB 2.0 Port	Connects to USB 2.0 devices	
5	D-Sub Port	Connects to VGA display devices	
6	Network Port	Standard RJ-45 network port	
7	Power Input Port	Connects to the power adapter	

1-5 Bottom View



Chapter 2 Connecting Peripherals

In this chapter, the placement and the connection of some necessary peripherals will be introduced.

This chapter includes the following information:

- · Placement of the NMP-640 Network Media Player
- · Connections of the NMP-640

2-1 Placement of the NMP-640 Network Media Player

1. On the Desk

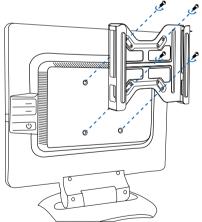
Seat the unit in the desktop stand as shown to the right.



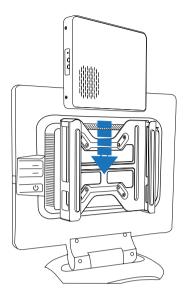
2. Mounted to the back of a display

This is the best space-saving way.

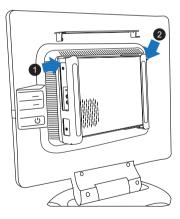
1.Use four screws(M4*10, round head) to fasten the VESA mounting bracket to the back of the display.



2. Fit the NMP-640 into the bracket with the power button located at the top for easy access.



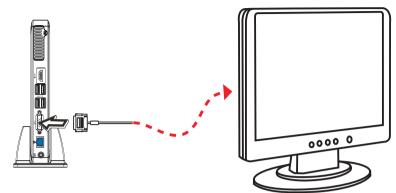
3.Install top bar on the bracket.





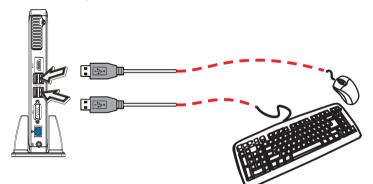
2-2ConnectionofNMP-640

1. Connecting the NMP-640 to a monitor Connect to the monitor thru the VGA connector.



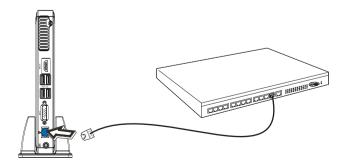
2. Connecting USB Devices

Connect USB devices using the USB ports on the top or back, for example, mouse and keyboard.



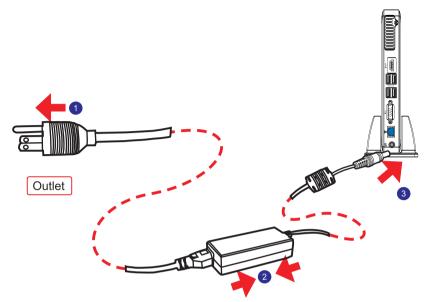
3. Connecting the network cable

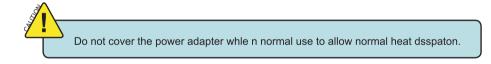
Connect the LAN cable into the RJ-45 port with the other end connected to a hub or switch.



4. Connecting the power cord

Connect the power adapter to the power input port of the NMP-640, and push the power button to start it up.





Chapter 3 BIOS Setup

This chapter provides a description of the BIOS setup utility. The BIOS setup menus and available selections may vary from those of your product. For specific information on the BIOS for your product, please contact ViewSonic ®.

The BIOS setup utility provides a built-in Setup program, which allows the user to modify the basic system configuration and hardware parameters. The modified data will be stored in a battery-backed CMOS, so that data will be retained even when the power is turned off. In general, the information saved in the CMOS RAM will not need to be changed unless there is a configuration change in the system, such as a hard drive replacement or when a device is added. It is possible for the CMOS battery to fail, which will cause data loss in the CMOS only. If this happens you will need to reconfigure your BIOS settings.

This chapter includes the following information:

- Main Menu
- Advanced Menu
- Boot Menu
- · Security Menu
- Exit Menu

MainMenu

The BIOS Setup is accessed by pressing the button after the Power-On Self-Test (POST) memory test begins and before the operating system boot begins. Once you enter the BIOS Setup Utility, the Main Menu will appear on the screen. The Main Menu provides System Over-view information and allows you to set the System Time and Date. Use the " \leftarrow " and " \rightarrow " cursor keys to navigate between menu screens.

Main Advanced Boot	BIOS SETUP UTILITY Security Exit	
System Overview System Time System Date > SATA1 > SATA2	[01:05:14] [Wed 12/15/2010] : [Not Detected] : [Not Detected]	Use [ENTER], [TAB] or [SHIFT-TAB] to select a field. Use [+] or [-] to configure system Time.
System Memory Size :0MB Total :2048MB		
AMIBIOS BIOS ID :PD631888 BIOS Version:PD63120B		 ← Select Screen ↑↓ Select Item +- Change Field Tab. Select Field
Processor Speed :255MHz Count :2		F1 General Help F10 Save and Exit ESC Exit
v02.68 (C)Copyri	ight 1985-2009, American M	egatrends, Inc.

► SystemTime

This item allows you to configure the desired time. Use [ENTER], [TAB] or [SHIFT-TAB] to select a field. Use [+] or [-] to input the value.

The three fields of the setting are <hour> : <minute> : <second> respectively.

► SystemDate

<weekday><month><date> <year> format.

Day—weekday from Sun. to Sat., this message is automatically displayed by BIOS (Read Only). Month—month from 1 to 12. Date—date from 1 to 31. Year—year, set up by users. Use [ENTER], [TAB] or [SHIFT-TAB] to select a field. Use [+] or [-] to input the value.

► SATA1/SATA2

While entering setup, BIOS auto detects the presence of SATA devices. This displays the status of auto detection of SATA devices. Press [Enter] to see the detailed information of SATA device, such as vendor, size, LBA mode and so on.

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Advanced Menu



Quick Boot

If this item is set as Enabled, the system can be started within five seconds and some detection items will be ignored. The options are [Disabled] and [Enabled].

Quiet Boot

To start the system quietly. (Full Screen Log display can be shut down)

Onboard LAN Controller[Enabled]

This item is used to enable or disable the Onboard LAN Controller.

OnboardLANROM[Disabled]

This item is used to enable or disable the Onboard LAN ROM.

RestoreonACPower Loss [Last State]

This item is used to set which state the PC will take with when it resumes after an AC power loss.

ResumeBy RTC Alarm [Disabled]

This item is used to enable/disable RTC Alarm to generate a wake up. RTC is system real time clock.

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Boot Menu



▶ BootDevicePriority

Press <Enter> to go to relative submenu.

► 1stBoot Device

These items are used to specify the boot sequence from the available devices.

Security Menu

BIOS SETUP UTILITY			
Main Advanced Boot <mark>Security</mark> Exit			
Security Settings	Install or Change the password.		
Supervisor Password :Not Installed User Password :Not Installed	μασονοια.		
Change Supervisor Password Change User Password Clear User Password			
	 ← Select Screen 14 Select Item Enter Change F1 General Help F10 Save and Exit ESC Exit 		
v02.68 (C)Copyright 1985-2009, American Meg	atrends, Inc.		

► ChangeSupervisorPassword

Select this item to set or change the supervisor password. The Supervisor Password item on top of the screen displays the default Not Installed. After you have set a password, this item displays Installed.

► ChangeUser Password

Select this item to set or change the user password. The User Password item on top of the screen displays the default Not Installed. After you have set a password, this item displays Installed.

Clear User Password

Select this item to delete the user password.

Exit Menu



Save Changes and Exit

Exit system setup after saving the changes. Once you are finished making your selections, choose this option from the Exit menu to ensure the values you selected are saved to the CMOS RAM. The CMOS RAM is sustained by an onboard backup battery and stays on even when the PC is turned off. When you select this option, a confirmation window appears. Select [OK] to save changes and exit.

DiscardChangesandExit

Exit system setup without saving any changes. Select this option only if you do not want to save the changes that you made to the Setup program. If you made changes to fields other than system date, system time, and password, the BIOS asks for a confirmation before exiting.

DiscardChanges

Discards changes done so far to any of the setup values. This option allows you to discard the selections you made and restore the previously saved values. After selecting this option, a confirmation appears. Select [Yes] to discard any changes and load the previously saved values.

► LoadOptimalDefaults

The default value are the best settings of this motherboard. Always load the default value after updating the BIOS or after clearing the CMOS values. Select this option and press Enter, it will pop out a dialogue box to let you load the defaults. Select <OK> and then press <Enter> to load the defaults. Select <Cancel> and press <Enter>, it will not load.

► LoadFailsafeDefaults

If you made changes to the BIOS and your system becomes unstable as a result, you can change it back to default. However if you made many changes and don't know which one is causing the problem, your best bet is to choose the option "Load Fail Safe Mode Defaults" from t he BIOS menu. This uses a minimal performance setting, but the system would run in a stable way. From the dialog box Choose "Y" followed by enter to load Fail-Safe Defaults.

Chapter 4 Windows 7 Hard Disk Recovery Solution

This chapter introduces the Windows 7 recovery

· Using the recovery partition.

Recovery partition contains a factory installed operating system, drivers and other applications of the image file. The recovery partition can quickly restore your computer to its original state, so that your hard disk can operate in the best condition. Please backup your data files (such as Outlook PST file) to the other disk before using the recovery partition.

About recovery partition

Recovery partition reserved space on your hard disk to restore the installed operating system, drivers and other applications on your computer.

🛃 Computer Ma	Volume Layout Type File System	Status	Capacity	Actions
A gi system TC with C1 Simple Bar Disk 0 System Simple Bar	Constant Co	Healthy (Boot, Page File, Crash Dump, Primary P., Healthy (Logical Drive) Healthy (Logical Drive) Healthy (Steace Active Primary Partition) Healthy (Recovery Partition)	NTFS	Disk Mana More
<	CD-ROM 0 DVD (F:) No Media	ended partition 📕 Free space 📕 Logical drive		

CAUTION! Do not delete "recovery partition" in hard disk, otherwise your system can not be restored. If you encounter any problems during the recovery process, please bring your computer to any of ViewSonic agent center or call Customer Service for assistance.

Plan A — Advanced Startup Options:

- 1. Turn on the master computer.
- 2. Press F8 before Windows starts.
- 3. Choose "Repair Your Computer".

Advanced Boot Options	
Choose Advanced Options for: Windows 7 (Use the arrow keys to highlight your choice.)	
Repair Your Computer	
Safe Mode Safe Mode with Networking Safe Mode with Command Prompt	
Enable Boot Logging Enable low-resolution video (640x480) Last Known Good Configuration (advanced) Directory Services Restore Mode	
Debugging Mode Disable automatic restart on system failure Disable Driver Signature Enforcement	
Start Windows Normally	
Description: View a list of system recovery tools you can use to re startup problems, run diagnostics, or restore your sys	
ENTER=Choose	ESC=Cancel

Note: If Windows starts, you did not press F8 within the appropriate time allows. Shutdown the computer and try again.

4. From the System Recovery Options dialog box, select a language and keyboard layout.

System Recovery Options	×
English (United States) Select a keyboard input method:	
Next> Cance	

5. Select the user you created and enter your password.

System Recovery Options	×
To access recovery options, log on as a local user.	
To access the command prompt as well, log on using an administ account.	strator
User name: w7	
Password:	
ОК С	ancel
k l	

6. Select Reinstall Windows.

🚺 Syster	n Recovery Options	×
	e a recovery tool	
Operati	ng system: Windows 7 on (F:) OS	
16	Startup Repair Automatically fix problems that are preventing Windows from starting	
×.	System Restore Restore Windows to an earlier point in time	
1	System Image Recovery Recover your computer using a system image you created earlier	
-	Windows Memory Diagnostic Check your computer for memory hardware errors	
DIN_	Command Prompt Open a command prompt window	
	Reinstall Windows	
	Shut Down Restart	

7. Click the Yes button to start the reinstallation of Windows using the image you placed in the recovery partition.

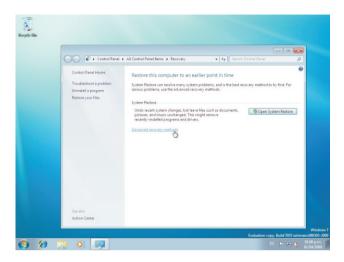
Constants particular Workson Z on (Pr) 05 Startus Receit Received and the second sec	System Recovery Choose a recover			×
Reinstall Windows X Are you sure you want to renstall Windows? The ensing Windows results to the the table of the Windows of the transmission with the state of the transmission of the state of t				
Are you sure you want to reinstal Windows? The existing Windows installation will be moved to the Windows and dectory. You can onlive adata from that location after the restor complice, any opporty you're installed will need to be restabled using the oppoint installation disc or file. If the operating system drive is protected using Bitscher Drive Encryption, the protection will be superided. After Windows is entitlated, you can panel.				
The existing Windows installation will be moved to the Windows and decisions to care at there such a from that backton in the the restore decision of the such as the such as the such as the such as the original installation disc of the such as the such as the such as the the such as the subject of the such as the such as the such as the result is possible to as a such as the first installation as the result is possible to an other the such as the such as the panel.	Reinstall Wind	ows	×	
 decision, "Fou can retrieve data from that location after the restore complete, kny organy nu/v entabled will need to entabled using the angular halabeter data or flex. If the operating system drive is protected using Bit acter Drive Encryption, the protection will be superfield. After Windows is entabled, you can protection will be superfield. After Windows is entabled, you can protection on the drive from BitLoder Drive Encryption nontrol panel. 	Are you sure y	ou want to reinstall Windows?		
the protection will be supported. After Windows is reinstalled, you can resume protection on the drive from BiLocker Drive Encryption in control panel.	directory, You completes, An	can retrieve data from that location after the y program you've installed will need to be re	he restore	
Yes No	resume protection	will be suspended. After Windows is reinsta	ilied, you can	
	-			
	4	Tes	NO	
		Shut	Down Restart	

Plan B — Recovery Console:

- 1. On the master computer, remove the DVD-ROM and USB hard drive and start the computer.
- 2. Execute Sysprep with the OOBE option and restart the PC.
- 3. Start the destination computer and complete the Out of Box Experience (OOBE).
- 4. Press the Start Button and in the search input area, type "Recovery".

							_
	G v l · Com	puter 🕨 Recovery ((E:) • Recovery	- 47			Q
	Organize 🔻 Inclu	de in library 👻 !	Share with 👻 New fold	ler		10. •	θ
	🚖 Favorites 🔜 Desktop 👔 Downloads	Name	_	Date modified This folder is empty.	Туре	Size	
ntrol Panel (9)		_				
Recovery Review your	S						
		earlier time without r computer and reins	affecting your files, or stall Windows.				
Fix problems Create a rest	Restore your system to an replace everything on your ore point	r computer and reins	affecting your files, or stall Windows.				
Restore your Fix problems Create a rest Restore syste	Restore your system to an replace everything on your ore point em files and settings from a re	r computer and reins	affecting your files, or stall Windows.				
Restore your Fix problems Create a rest Restore syste Restore your Back up you	Restore your system to an replace everything on your ore point em files and settings from a re- computer or reinstall Windo r computer	r computer and reins estore point ws	affecting your files, or tall Windows.				
Restore your Fix problems Create a rest Restore syste Restore your Back up you	Restore your system to an replace everything on your ore point em files and settings from a re computer or reinstall Windo	r computer and reins estore point ws	affecting your files, or stall Windows.				
Restore your Fix problems Create a rest Restore syste Restore your Back up you	Restore your system to an replace everything on your ore point em files and settings from a re- computer or reinstall Windo r computer	r computer and reins estore point ws	affecting your files, or stell Windows.				
Restore your Fix problems Create a rest Restore syste Restore your Back up you	Restore your system to an replace everything on your ore point em files and settings from a re- computer or reinstall Windo r computer	r computer and reins estore point ws	affecting your files, or tell Windows.				
Restore your Fix problems Create a rest Restore syste Restore your Back up you	Restore your system to an replace everything on your ore point em files and settings from a re- computer or reinstall Windo r computer	r computer and reins estore point ws	affecting your files, or tell Windows.				
Fix problems Fix problems Create a rest Restore syste Restore your Back up you	Restore your system to an replace everything on your ore point em files and settings from a re- computer or reinstall Windo r computer	r computer and reins estore point ws	affecting your files, or tell Windows.				
Restore your Fix problems Create a rest Restore syste Restore your Back up you Restore data	4 Retare you system to an, upplace everything on your ore paint em files and settings from a m computer or ministal Windo c computer , files, or computer from back files, or computer from back	r computer and reins estore point ws	affecting your files, or Left Windows,				
Restore your Fix problems Create a rest Restore syste Restore your Back up you	4 Retare you system to an, upplace everything on your ore paint em files and settings from a m computer or ministal Windo c computer , files, or computer from back files, or computer from back	r computer and reins estore point ws	affecting your fairs, or Last Windows.				

- 5. From the search results, launch the Recovery control applet.
- 6. Select the "Advanced recovery methods" option.

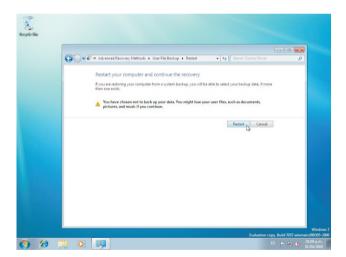


7. Select "Reinstall Windows" option.

aregele Ske		
1	🚱 🕒 🗣 Recovery • Advanced Recovery Methods • 😽 Search Control Panel	٩
	Choose an advanced recovery method	
	After you have chosen a method, you'll have the apportunity to back up your files, such as documents, pictures, and music: <u>Help mic choses a security method</u>	
	Use a system image you created earlier to recover your computer If you have created a system image, you can use it to replace excepting on this compute, including Windows, your programs, and all your files, with the information served on the system image.	
	Reinstall Windows The option will exertal Windows on your computer. Afterward, you can reation your files from a backup, Joy program usine installed in invested to be reinstalled using the original installation does or files. Stating files might remain in the Windows of fadder on your hard data after the reinstall completes.	
a distance of the		
	Cancel]
	- Evaluation co	Windows 7 py. Build 7057.winmain.090305-2000
😗 🖉 📜		ES 📭 🔁 🍓 01.06 p.m. 🚪

8. Follow the on-screen instructions if you want to back up your files. Then the computer will restart.

iliegele Bia		
	د المعالي المعام المعالي ا	
	Do you want to back up your files? Before continuing you can lead up files such as documents, pictures, and music to an external hard data, to QL can be of the such as a second secon	
	Back op nov b	
		Windows 7
		y. Build 7057.winmain.090305-2000 01.09 p.m.
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9. Verify that the computer starts in Windows RE.

Windows is loading files	

10. From the System Recovery Options dialog box, select a language and keyboard layout.

700		
	💈 System Recovery Options 🛛 🔀	
	Select a language: English (United States)	
	Select a keyboard input method:	
	Next> Cancel	

11. Click the Yes button to reinstall Windows using the image you placed in the recovery partition.

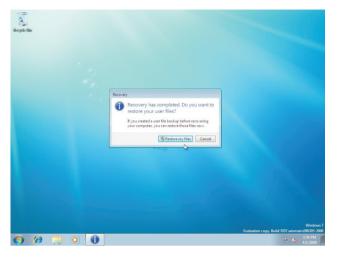


Note: By selecting Yes, Windows will begin the reinstallation of Windows using the recovery image you created.

灯 Install Windows		×
Installing Window	S	
That's all the informatio installation.	in we need right now. Your computer will restart several times during	
Copying Windows I Expanding Windows Installing features Installing updates Completing installa	s files	
	2	
informationInsta	Iling Windows	

ViewSonic NMP-640

12. Once the Windows Setup is complete, the PC will boot to OOBE. Complete Windows Welcome. **Note:** If you create a backup prior to the restore, you'll have the option to restore the backup.



Note: Restore the system will not completely remove all data on the original disk, the system will automatically save the user files to the "Windows.old" folder, this folder can be deleted after confirmed useless.

Appendix-FrequentlyAskedQuestions

- Q1: Is the HDD designed to be shock proof?
- A1: Yes it is.
- Q2: Can I add additional RAM?
- A2: No you cannot.
- Q3: Can the VGA share memory be adjusted in BIOS?
- A3: No it cannot.
- Q4: How do I change the Boot Device from HDD to another bootable device?
- A4: When seeing POST message, press "F12" to enter boot menu then to select the bootable device you plugged in.
- Q5: What if I cannot connect to the internet via WLAN?
- A5: Connect the antenna and confirm whether the wireless LAN function is enabled or not.
- Q6: What if the SD card reader is not working normally?
- A6: Confirm the SD Card is in one of the multi supported formats. (SD/MS/MSPro/MMC) Also check that the SD card is inserted with the gold pins down.

Appendix-TroubleShooting

- 1. System would not power on or power off by pressing power button.
 - 1.1. Check all power connections.
 - 1.2. Make sure the DC plug is inserted correctly. If the power LED does not light you may have a faulty power adapter.
 - 1.3. If the power button does not function you may have a faulty button.
 - 1.4. If you can press the power button in but the it does not light, you may have a faulty power button.
 - 1.5. If the power LED stays lit and the system will not power down after holding the power button in for more than 4 seconds you may have a faulty power button.
- 2. No sound from headphones.
 - 2.1. Check the headphone cable connection Ensure that the headphone cable is securely inserted into the headphone connector.
 - 2.2. Adjust the windows volume control Click or double-click the volume icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

Customer Support

For technical support or product service, see the table below or contact your reseller. **Note:** You will need the product serial number.

Country/ Region	Web Site	T=Telephone F=Fax	E-mail
Australia/New Zealand	www.viewsonic.com.au	AUS=1800 880 818 NZ=0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533 F= 1-909-468-3757	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/support/call-desk/	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 11 9999	service@in.viewsonic.com
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Korea	www.kr.viewsonic.com	T= 080 333 2131	service@kr.viewsonic.com
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Latin America (Chile)	www.viewsonic.com/la/	T=1230-020-7975	soporte@viewsonic.com
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Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
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Limited Warranty VIEWSONIC Media Player

What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

How long the warranty is effective:

ViewSonic Media Player are warranted for 1 year for labor from the date of the first customer purchase.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

- 1. Any product on which the serial number has been defaced, modified or removed.
- 2. Damage, deterioration or malfunction resulting from:
 - **a.** Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by ViewSonic.
 - c. Causes external to the product, such as electric power fluctuations or failure.
 - d. Use of supplies or parts not meeting ViewSonic's specifications.
 - e. Normal wear and tear.
 - f. Any other cause which does not relate to a product defect.
- **3.** Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.

How to get service:

- 1. For information about receiving service under warranty, contact ViewSonic Customer Support (please refer to Customer Support page). You will need to provide your product's serial number.
- 2. To obtain warranted service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
- 3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.
- 4. For additional information or the name of the nearest ViewSonic service center, contact ViewSonic.

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There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

Exclusion of damages:

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

- Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
- 2. Any other damages, whether incidental, consequential or otherwise.
- 3. Any claim against the customer by any other party.

4.3: ViewSonic MP Warranty

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