

KRAMER



USER MANUAL

MODEL:

VIA Site Management Server

Web Admin Manual

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1 Introduction

VIA Site Management Server (VSM) is a software application that allows an administrator to monitor and make changes to all the connected VIA gateways (VIA Collage / VIA Campus / VIA Connect PRO and VIA GO).

The Web-based interface allows the administrator to:

- Add or modify an existing VIA gateway
- Push various settings like configuration, gateway features, client features etc. to VIA gateways
- Update the VIA gateways from a central server as the updates are available
- Manage the following statuses for all VIA Gateways attached to this management server:
 - CPU usage
 - Off/On status
 - Configuration, activity status
 - HDD usage
 - FW version status

Added gateways can be configured to receive and apply settings from the **Site Management Server**, or apply the local changes.

1.1 Purpose

This document clarifies the various features associated with **VIA Site Management Server** and how can it be used to manage the added gateways.

1.2 Intended Audience

This document is for Kramer's customers, resellers and distributors who want to understand how to use **VIA Site Management** software. We presume a working knowledge of VIA Collage, VIA Campus, VIA Connect PRO and VIA GO to use this

product. In addition, we recommend that a network administrator or someone similar use and configure this product. If you are not a network administrator but have working knowledge of the abovementioned products, we suggest that you consult with the person who manages the network in your organization before making changes to the network and other settings.

1.3 Definitions

Collaboration Gateway/Gateway – The VIA unit in its entirety

Main Display – Display screen connected to VIA

Presentation – When a user's screen is seen on the main display

Content – Anything that is or can be displayed on a main screen as part of a presentation

Live Stream – Any video or audio streamed to VIA unit for display on main screen

Session – A meeting place where an exchange of ideas is facilitated by a VIA unit.

Moderator – A person who presides and manages the session

Participant – All attendees of the said session are participants

PIP (Picture-In-Picture) – A mode where a display from an external HDMI input is displayed in an inset window at the same time as one or more participants' screens are displayed on full screen.

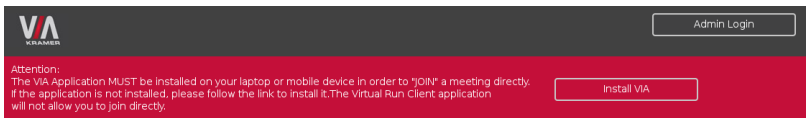
VIAADMIN – The admin user; a person who uses the VIA gateway.

2 Login

Before using **VIA Site Management** software, you must log in to its Web interface.

Access the Web interface by typing in VSM IP address (for example, the address <http://192.168.100.125/>)

1. Type the IP address of the VSM in the address bar of a browser.
2. The default Web page lists all the VIA devices available on your network (once configured):



Welcome to VIA

Select the room you wish to join.

Gateway Name Group

Gateway Name	Group Name	Join	Status
1001	WOWision india Pvt Ltd	-	OFF
1002	VIA	-	OFF
123	Kramer US	-	OFF
2001	Kramer India		ON
3001	Collab8	-	OFF
seffae	VIA	-	OFF

3. Click **Admin login** in the upper right side of the page to access the administration part.



4. Type the administrator's user name and password:

Default user: **su**

Default password: **supass**

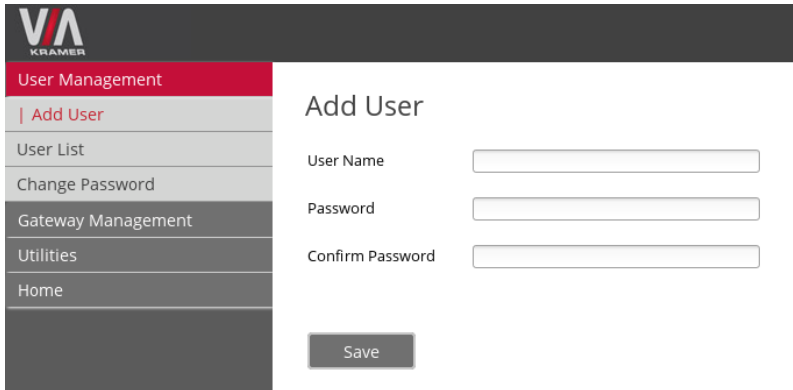
5. Click **Login**.

3 User Management

User management helps a VIA Web administrator to create, edit and delete extra users to **manage** the server.

3.1 Add User

1. Click **User Management** → **Add User**.
2. Type a user name in the User Name field. Text beside this field informs if the typed user name is available.
3. Type a password in Password field.
4. Type the same password in Confirm Password field.
5. Click **Save**.



The screenshot shows the VIA Kramer web interface. On the left is a navigation menu with the following items: User Management (highlighted in red), | Add User, User List, Change Password, Gateway Management, Utilities, and Home. The main content area is titled 'Add User' and contains three input fields: 'User Name', 'Password', and 'Confirm Password'. Below these fields is a 'Save' button.

3.2 User List

1. Click **User Management** → **User List**.

S. No.	Username	User Role	Edit	Delete
1	Rupali	Administrator		
2	su	Administrator		-
3	Sumit	Administrator		

2. Click to delete a user from this list.
3. Click to change a user's password and role.
4. "Edit User" does not allow you to change a user name
Note: The default user "su" cannot be deleted.

3.3 Change Password

1. Click **User Management** → **Change Password**.

2. **Old Password** – Type the old password.
3. **New Password** – Type a new password.
4. **Confirm Password** – Retype the new password.
5. Click **Update** to save the details. The changes come into effect at the next login of the user.

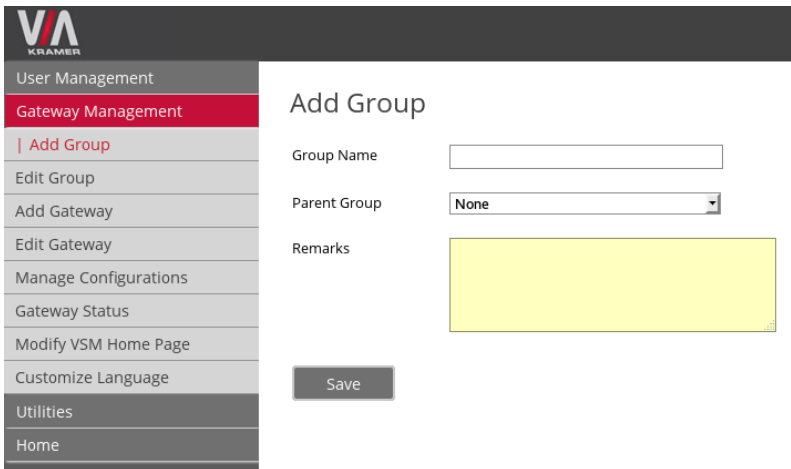
4 Gateway Management

Gateway management helps make uniform changes to all gateways. You can create, edit and delete groups of gateways apart from adding new gateways to selected groups.

4.1 Add Group

Gateways are grouped together for any change to reflect on all of them simultaneously. A hierarchy can also be defined for the created groups.

1. Click **Gateway Management** → **Add Group**.



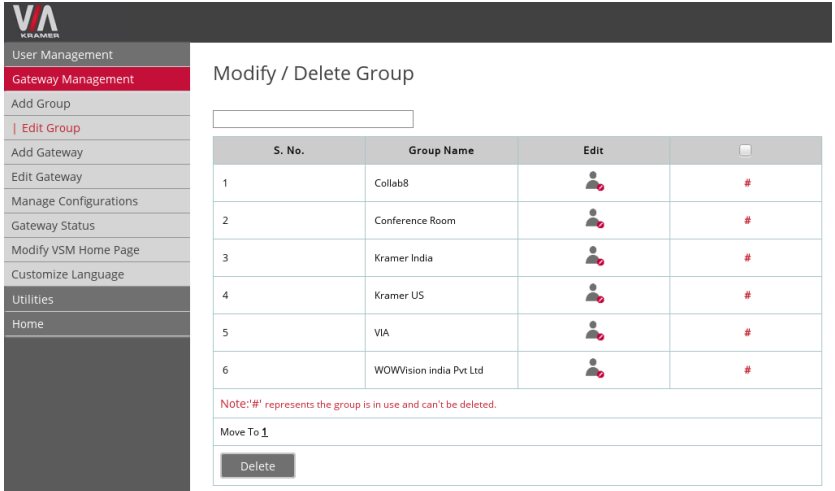
The screenshot shows the VIA Gateway Management interface. On the left is a navigation menu with the following items: User Management, Gateway Management (highlighted in red), | Add Group (highlighted in red), Edit Group, Add Gateway, Edit Gateway, Manage Configurations, Gateway Status, Modify VSM Home Page, Customize Language, Utilities, and Home. The main content area is titled 'Add Group' and contains the following fields: 'Group Name' (text input), 'Parent Group' (dropdown menu with 'None' selected), and 'Remarks' (text area). A 'Save' button is located at the bottom of the form.

2. Enter a **Group Name**.
3. Choose a Parent Group. Select **None**, if the group being created is highest in the hierarchy.
4. Enter a description or remarks for the group.
5. Click **Save**.

4.2 Edit Group

Modify and delete groups from this section:

1. Click **Gateway Management** → **Edit Group**.




The screenshot shows the VIA Site Management Server interface. On the left is a navigation menu with options: User Management, Gateway Management (highlighted), Add Group, | Edit Group, Add Gateway, Edit Gateway, Manage Configurations, Gateway Status, Modify VSM Home Page, Customize Language, Utilities, and Home. The main content area is titled 'Modify / Delete Group' and contains a search input field. Below it is a table with columns: S. No., Group Name, Edit, and a checkbox. The table lists six groups: Collab8, Conference Room, Kramer India, Kramer US, VIA, and WOWVision india Pvt Ltd. Each group has an 'Edit' icon (a person with a red prohibition sign) and a checkbox containing a '#' symbol. A note below the table states: 'Note: '#' represents the group is in use and can't be deleted.' At the bottom, there is a 'Move To 1' field and a 'Delete' button.

S. No.	Group Name	Edit	<input type="checkbox"/>
1	Collab8		#
2	Conference Room		#
3	Kramer India		#
4	Kramer US		#
5	VIA		#
6	WOWVision india Pvt Ltd		#

Note: '#' represents the group is in use and can't be deleted.

Move To 1

Delete

2. To edit a group, click 

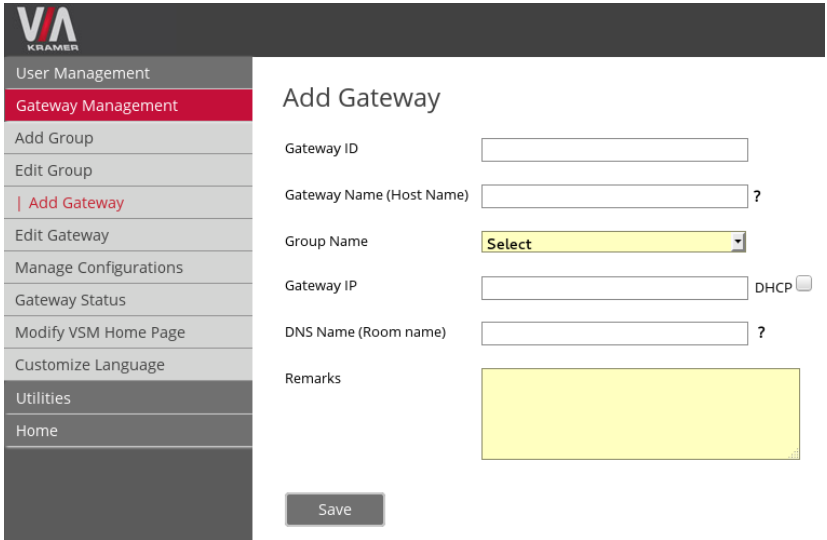
The "Add Group" page appears.

3. Empty groups have check boxes. Select these check boxes and click **Delete** to delete the groups.
4. If gateways are added to a group, the check-box is replaced by a pound/hash symbol (#) to denote that these groups can only be edited and not deleted.

4.3 Add Gateway

This feature allows you to add VIA Collage, Campus, Connect PRO and VIA GO units (also called gateways) to previously created groups. Ensure that VSM and the gateways are on the same network before performing the following steps:

1. Click **Gateway Management** → **Add Gateway**.



The screenshot shows the VIA Site Management Server interface. On the left is a navigation menu with the following items: User Management, Gateway Management (highlighted in red), Add Group, Edit Group, | Add Gateway (highlighted in red), Edit Gateway, Manage Configurations, Gateway Status, Modify VSM Home Page, Customize Language, Utilities, and Home. The main content area is titled 'Add Gateway' and contains the following fields: Gateway ID (text input), Gateway Name (Host Name) (text input with a question mark), Group Name (drop-down menu with 'Select' selected), Gateway IP (text input with a 'DHCP' checkbox), DNS Name (Room name) (text input with a question mark), and Remarks (a large yellow text area). A 'Save' button is located at the bottom of the form.

2. Enter a Gateway ID 1 and Name.
3. From the drop-down, choose a **Group Name**.
4. Enter the gateway IP, or check DHCP check-box if the added gateway has a dynamic IP.
5. Enter a description or Remarks for the group.
6. Gateway ID must be numeric and unique to a gateway

4.4 Edit Gateway

S. No.	Gateway Name	Model	DNS Name	Gateway IP	Group Name	Status	Setting	Edit
1	1001 (D: 1001)	Collage	axdaa	DHCP	WOWision Inda Pvt Ltd	OFF		
2	1002 (D: 1002)	Via Go		192.168.100.230 *	VIA	OFF		
3	123 (D: 123)	Via Go	112.aowision.in	DHCP	Kramer US	OFF		
4	2001 (D: 2001)	Connect Pro	Testing.wowisioncomsaxidflkaxidfaxidflkaxidflkaxidflkaxid.com	192.168.0.109 # (FC:AA146E:60BE)	Kramer Inda	OFF		
5	3001 (D: 3001)	Campus		DHCP	VIA	ON		

The gateway IP column displays each gateway's IP. * means the gateway has a dynamic IP and # means the gateway IP does not match with the one registered on **VIA Site Management Server**.

Status column shows if the listed gateway is ON or OFF.

1. Click to open respective gateway's settings.
2. Click to open Add Gateway page and edit the corresponding gateway.
3. Select the check-box for each gateway and click **Delete** to delete them.

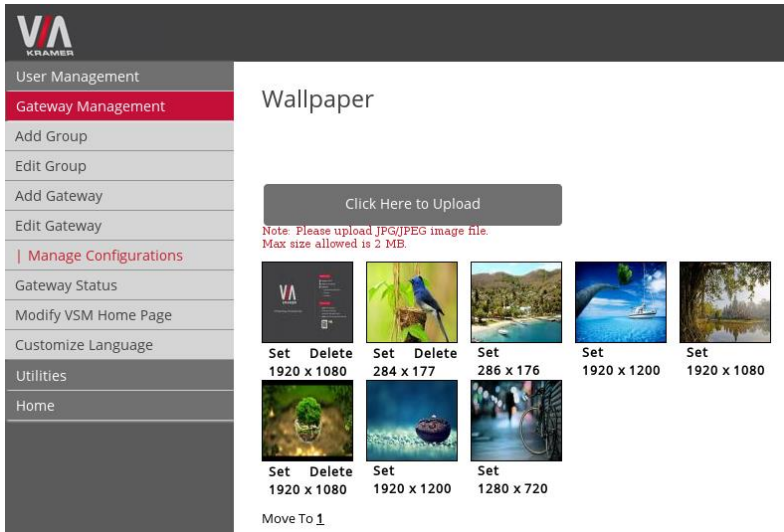
4.5 Manage Configurations

Gateway Name	Group Name	Power Status	Model	Firmware Version	Wallpaper	Configuration	Authentication	Gateway Features	Client Features	Mobile Features	Last Activity
1001	WOWision Inda Pvt Ltd		Collage								2016-09-12 16:21 PM
2001	Kramer Inda		Connect Pro	2.0.016.788							2016-09-13 14:41 PM
Linux129	Kramer Inda		Connect Pro	2.0.016.788							2016-09-12 16:03 PM

Note: # The IP address does not match the one defined by VIA Site Management

1. From the left pane, select a group to list all gateways and their settings from right. For icons and their explanations, see the [Gateway Status](#) section.
2. Settings on the right update themselves according to gateways selected, e.g. if a VIA Collage and a VIA Connect PRO unit are selected, only settings common to both are available.

4.5.1 Wallpaper Settings



1. Select a previously uploaded picture from the thumbnails.
2. To apply new wallpaper, click **Click Here to Upload**.
3. Navigate to the location and choose a wallpaper.
4. The applied image is now seen above the **Click Here to Upload** button.

4.5.2 Configuration

The following configurations can be defined and pushed to selected groups of gateways:

Configuration

Configuration

Activate System Log	<input checked="" type="checkbox"/>	?
Activate Media Mode	<input type="checkbox"/>	?
Quick Client Access	<input checked="" type="checkbox"/>	?
VIA Minimized Menu Icon on Gateway - Always on Top	<input type="checkbox"/>	?
Do Not Disturb	<input checked="" type="checkbox"/>	?
Third Party App Shortcut	<input checked="" type="checkbox"/>	?

DO NOT START HDMI INPUT ON STARTUP – If this box is checked, input from an HDMI port does not automatically launch with the gateway.

Not available on VIA Connect PRO and VIA GO units.

ACTIVATE PIP MODE – Output of a third party device (DIP-20, Media Player, etc.) is displayed as PIP on VIA. When this option is unchecked, the output is shown in full screen mode.

Not available on VIA Connect PRO and VIA GO units.

RESET PIP POSITION – This resets the default PIP position if the position or size of PIP has been changed.

Not available on VIA Connect PRO and VIA GO units.

ACTIVATE SYSTEM LOG – All system activities by client or gateway generate system logs.

ACTIVATE MEDIA MODE – When multiple displays are connected to VIA, the first display is reserved for playing multimedia files. The presentation continues on the second display.

Not available on VIA Connect PRO and VIA GO units.

ENABLE QUICK CLIENT ACCESS – Enables a floating icon on the main display that opens a VIA client. Clicking this icon opens a client on top of all other windows.

DO NOT DISTURB – Enables the do not disturb feature on client applications so the presentation continues without interruption from the participants.

FACILITY TO ACTIVATE / DEACTIVATE CHAT BY MODERATOR – Enables a chat check box on the gateway application interface and on a moderator’s client application. The chat check box allows or blocks chat between participants.

Not available on VIA GO units.

4.5.2.1 Display Layout

Display Layout

Display Layout ?

Auto-Hide Thumbnails ?

DISPLAY LAYOUT – Display thumbnails can be positioned on the left, right, bottom or set to dynamic layout. In thumbnail view, a new participant is always on full screen until someone enters and reduces the previous participant’s display to a thumbnail in the stack.

DEACTIVATE AUTO-HIDE THUMBNAIL – Stops the display thumbnails from automatically hiding.

Not available on VIA Connect PRO and VIA GO units.

4.5.2.2 QR Code

QR Code

Enable QR code	<input checked="" type="checkbox"/>	?
By pass room code	<input checked="" type="checkbox"/>	?
Keep QR code always on top	<input type="checkbox"/>	




ENABLE QR CODE – Generates a QR code image on the gateway for connecting mobile applications by scanning the QR code.

BYPASS ROOM CODE – When a QR code is scanned, this setting decides if mobile apps can silently login or if they must enter the room code.

KEEP QR CODE ALWAYS ON TOP – Places the QR code on top of all windows and displays.

4.5.2.3 Room Code, Room Name Settings

Room Code, Room Name Settings

Show Room Name on wallpaper		<input checked="" type="checkbox"/>
saumya		<input type="checkbox"/>
Always show on wallpaper		<input checked="" type="checkbox"/>
Room Code Refresh Time(Minutes)	<input type="text" value="30"/>	
Show Date Time on wallpaper		<input checked="" type="checkbox"/>
24 hours format		<input checked="" type="checkbox"/>
Show Room Name/Code on second Display also(Dual Display Only)		<input type="checkbox"/>

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

SHOW ROOM NAME ON WALLPAPER – Displays the room name on the wallpaper of the main screen. The default is the IP address that can be changed to a DNS name if your network is running Local DNS Services. To change the room name, define it then click on **Apply** and **Reboot** VIA unit.

ACTIVATE ROOM CODE – Enables a security code required to join a session. When disabled, anyone who knows the room name can join an ongoing session.

ALWAYS SHOW ON WALLPAPER – If room code is activated, this feature forces it to be on the main screen's wallpaper all the time, below the room name, otherwise, the room code only flashes for 10 seconds on a client's login.

ROOM CODE REFRESH TIME (MINUTES) – Changes the room code refresh time. After this defined time period, the room code, that is set to change after 30 minutes (default), takes on a new value. The refresh time can be set from 3 minutes to 60 minutes.

SHOW DATE TIME ON WALLPAPER – Current date & time are shown on the VIA background. A 24-hour check box allows you to display the time in AP/PM format or in 24-hour format.

SHOW ROOM NAME/CODE ON SECOND DISPLAY ALSO (DUAL DISPLAY ONLY) – If there are two displays connected to a VIA unit, this option must be enabled for the room name and room code to appear on the second display. The black boxes allow the user to change the text color as it appears on VIA wallpaper. Not available on VIA Connect PRO and VIA GO units.

4.5.2.4 iOS Mirror

Mirroring enables a VIA gateway to mirror an iOS (iPhone, iPad or iPod) or a MAC screen on the main display.

MIRROR NAME – The name that appears on an iOS Airplay.

MAX. NO. OF MIRRORS – Defines the number of iOS and MAC device that can be mirrored on VIA gateway.

4.5.2.5 Auto Power Off Timing

Click the Activate check box and select a time from the drop down. The VIA gateway shuts down at the specified time.

4.5.2.6 Language

Language defines the gateway interface language. The options available are Chinese, English, German, Japanese, Polish, Portuguese, Russian and Spanish.

4.5.2.7 Date and Time Format for Web Interface

Defines the format in which time stamps on logs appear.

4.5.3 Authentication

Authentication enforces authorized access to a system and defines a user's roles – participant or moderator. In moderator mode, a moderator's permission is required before a participant can present on VIA's main display. To activate moderator mode, check the Activate Moderator Mode box. There are three kinds of moderator modes:

- Database Based
- Active Directory Based
- Basic Moderator Mode

4.5.3.1 Database Based

Check Activate Moderator mode and select Database Based. Once this mode is active, only created users can login. For help on creating users, see [Add User](#) .

4.5.3.2 Active Directory Based

VIA also authenticates users from an organization's Active Directory.

The screenshot shows the VIA Gateway Management interface. On the left is a navigation menu with the following items: User Management, Gateway Management (highlighted in red), Add Group, Edit Group, Add Gateway, Edit Gateway, | Manage Configurations (highlighted in red), Gateway Status, Modify VSM Home Page, Customize Language, Utilities, and Home. The main content area is titled "Authentication". It features a checked checkbox for "Activate Moderator Mode". Below this is a section for "Authentication Mode" with three radio buttons: "Database Based", "Active Directory" (selected), and "Basic". A checkbox below this section is labeled "Moderator can enable / disable Chat feature during a session" and is checked. The "Active Directory Settings" section includes an "Active Directory Domain" text input field, two radio buttons for "Group Based" and "OU Based", and two text input fields for "VIA Group/OU" and "Active Directory Group/OU". At the bottom of this section are two more text input fields for "Moderator" and "Participant", and an "Apply" button.

1. Enter your organization's Active Directory ® Domain name.
2. Select whether you want to give permissions as group-based or organizational unit (OU) based.
3. Enter a group or OU name as a participant and another group or OU as moderator.
4. Now users can login to client applications using their Active Directory ® credentials.

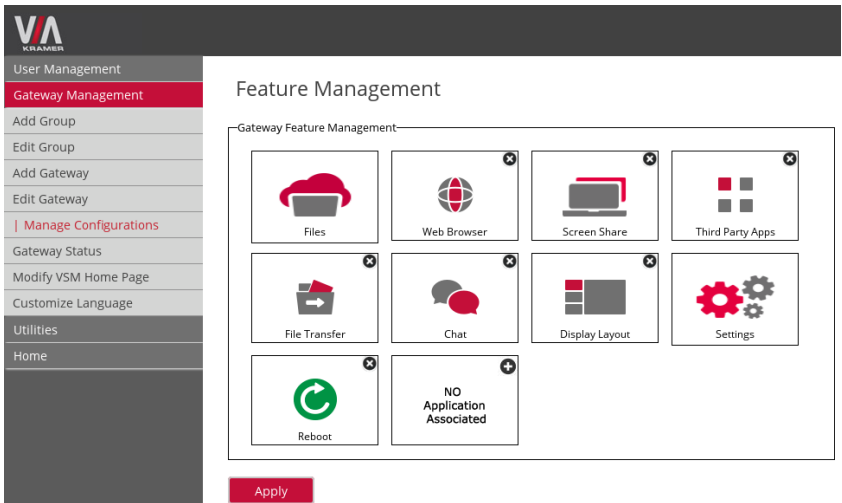
VIA does not check if an OU or a group name entered as moderator or participant is correct. If there is a typo, users cannot login to client applications.



4.5.3.3 Basic Moderator Mode

Users are not authenticated with a database or an active directory. Anyone who knows the room name, room code and password can login to a VIA client as a moderator. The moderator rights can be transferred in real time from a VIA user to another one who also knows the password. As a pre-requisite, set a password on the unit.

4.5.4 Gateway Features

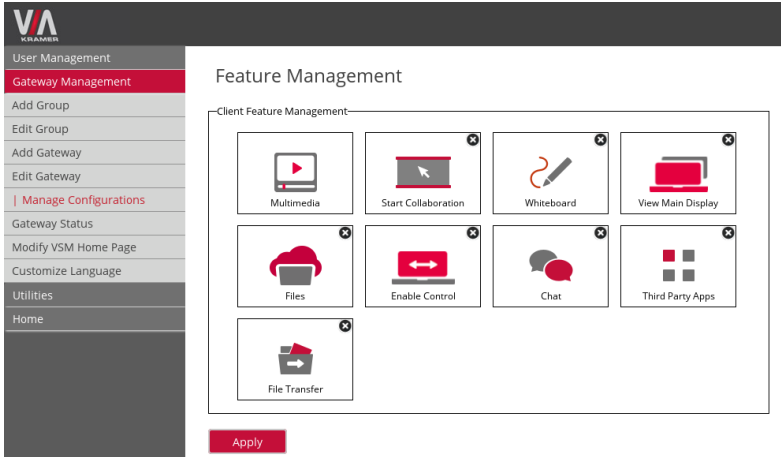
A Web administrator can decide which features are available for a VIA admin user.





1. Click  to remove options.
2. The reset button restores all disabled features.
3. Click  to restore only specific features.

4.5.5 Client Features



A Web administrator can decide which features are available for VIA Windows® and MAC® clients.



1. Click  to remove options.
2. The reset button restores all disabled features.
3. Click  to restore only specific features.

4.5.6 Mobile Features

A Web administrator can decide which features are available for VIA mobile clients like Android®, iOS® and Windows Phone.

1. Click  to remove options.
2. The Reset button restores all disabled features.
3. Click  to restore only specific features.

4.5.7 Update Firmware

This updates VIA to its latest release.






1. Click **Choose firmware file to upload**.
2. Click **Upload**.

Any and all logged in users must be logged out for this process to be successful.

4.6 Gateway Status

The icons and their explanations are given below:

Icon	Description
	Gateway is ON
	Gateway is OFF
	Gateway's storage has sufficient space (<50% used)
	Gateway's storage is filling up (between 51% and 70% used)
	Gateway's storage is running low (>71% used)
	This setting is managed by VIA Site Management Server

Icon	Description
	This setting is configured on Gateway
	There are some pending changes on VSM which are yet to be applied on the respective gateways
	CPU usage is well within limits (<50%)
	CPU usage is approaching defined limits (between 51% and 80%)
	CPU usage is high (>81%)

4.7 Modify Home Page

The homepage can be modified to reflect the branding policies (logo, fields' names, etc.) of an organization:

User Management
Gateway Management
Add Group
Edit Group
Add Gateway
Edit Gateway
Manage Configurations
Gateway Status
 Modify VSM Home Page
Customize Language
Utilities
Home

Modify VSM Home Page



Upload Logo

Note: Logo dimensions must be 160 x 47px.
Please upload JPG/JPEG, GIF and PNG image file.
Max size allowed is 2 MB.

```
HTML
<!DOCTYPE html>
<html>
<head>
<title>{{title}}</title>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1">
<meta name="viewport" content="width=device-width, initial-scale=1.0">
</head>
<style>
{literal}
.csspaddingTop{padding-top:20px;}
.styleheadings{color:#52021; font-family: 'Open Sans',
sans-serif; font-size:14px; font-weight:bold;}
.style14{color:#ffffff; font-family: 'Open Sans', sans-serif;
font-size:12px;}
.sypaging{color:#000000; font-weight:bold; font-family: 'Open
Sans', sans-serif;}
.blackPaging{color:#000000; font-family: 'Open Sans', sans-serif;
font-size: 12px;}
.column{float:left;width: 25%;}
.scrollToTop{text-decoration: none; display:block;}
.defaultSearchBox{padding: 0; height: 20px; width:145px; position:
relative; left: 0; outline: none; border: 1px solid #ccc; border-color:
rgba(0,0,0,.45); background-color: white; font-size: 12px;}
table.gridtable{font-family: 'Open Sans', sans-serif;
font-size:12px; color:#000000; border-width: 1px; border-color:#666666;
border-collapse: collapse; width:1100px;}
table.gridtable th{background-color:#CCCCCC; border-width:
1px; padding: 8px; border-style: solid; border-color: #9c6c9;}
table.gridtable tr{background-color:#ffffff;}
table.gridtable td{border-width: 1px; padding: 8px; border-style:
solid; border-color: #9c6c9;}
.newBtnClass{background-color:#414142; color:#FFFFFF; font-size:14px;
border-top-left-radius: 4px; border-top-right-radius: 4px; border-bottom-left-radius:
4px; border-bottom-right-radius: 4px; border:#c8c8c8 2px solid; font-family: 'Open
Sans', sans-serif; -webkit-text-stroke: #c8c8c8; cursor:pointer; width:200px;
height:32px;}
.alignment{ text-align:right;}
.logoCss{ width:150px; height:120px;}
.showHideLogo{display:none;}
.column{float:left;width: 100%;}
.style14{color:#ffffff; font-family: 'Open Sans', sans-serif;
font-size:12px;}
</style>
</literal>
</body>
</html>
```

Update Preview Reset To Default

4.8 Customize Language

VIA Site Management Server's texts can be changed to enhance understanding and usage of the product. Select the original language for which you want to apply a change and the word to modify, then select the new translation or acronym and save. This word/sentence is changed in every occurrence in the VSM interface.

Customize Language

Language

Original Word

Acronym Word

Save

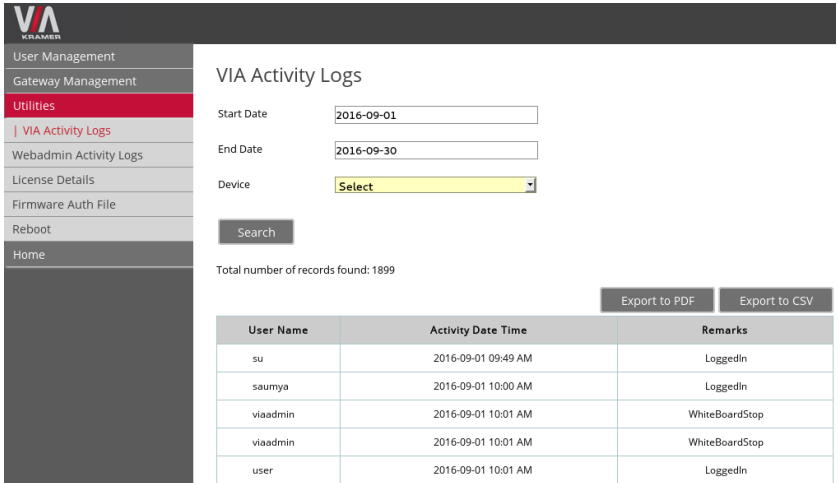
S. No.	Original Word	Acronym Word	Language	Edit
1	24 hours format	24小时格式	chi	
2	Acronym Word		chi	
3	Action Taken	采取的行动	chi	
4	Activate	启用	chi	

5 Utilities

The following comprise the utilities available to the user.

5.1 VIA Activity Logs

VIA activity log shows the activities of all users on this gateway.



VIA Activity Logs

Start Date: 2016-09-01

End Date: 2016-09-30

Device: Select

Search

Total number of records found: 1899

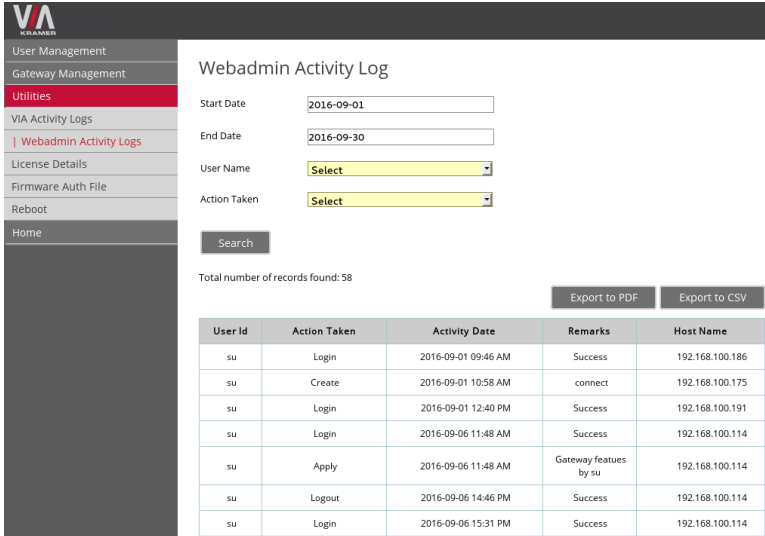
Export to PDF Export to CSV

User Name	Activity Date Time	Remarks
su	2016-09-01 09:49 AM	LoggedIn
saumya	2016-09-01 10:00 AM	LoggedIn
viaadmin	2016-09-01 10:01 AM	WhiteBoardStop
viaadmin	2016-09-01 10:01 AM	WhiteBoardStop
user	2016-09-01 10:01 AM	LoggedIn

1. Login (see [Section 2 Login](#) for instructions to login).
2. Click **Utilities** → **Gateway activity log**.
3. Select a start date.
4. Select an end date.
5. Select a user from the user drop down.
6. Click **Search**.
7. Click **Export to PDF** to export the logs as a PDF.
8. Click **Export to CSV** to export the logs as CSV.

5.2 Webadmin Activity Log

WebAdmin activity log shows the activities of a Web administrator on this gateway.



Webadmin Activity Log

Start Date:

End Date:

User Name:

Action Taken:

Total number of records found: 58

User Id	Action Taken	Activity Date	Remarks	Host Name
su	Login	2016-09-01 09:46 AM	Success	192.168.100.186
su	Create	2016-09-01 10:58 AM	connect	192.168.100.175
su	Login	2016-09-01 12:40 PM	Success	192.168.100.191
su	Login	2016-09-06 11:48 AM	Success	192.168.100.114
su	Apply	2016-09-06 11:48 AM	Gateway features by su	192.168.100.114
su	Logout	2016-09-06 14:46 PM	Success	192.168.100.114
su	Login	2016-09-06 15:31 PM	Success	192.168.100.114

1. Login (see [Section 2 Login](#) for instructions to login).
2. Click **Utilities** → **Webadmin activity log**.
3. Select a start date.
4. Select an end date.
5. Select a webadmin from user drop down.
6. Select action type from Action Taken drop down.
7. Click **Search**.
8. Click **Export to PDF** to export the logs as a PDF.
9. Click **Export to CSV** to export the logs as CSV.

5.3 Upload License

This page helps a VIA Web Administrator to check the license file status.

The screenshot shows the VIA Web Administrator interface. On the left is a vertical navigation menu with the following items: 'User Management', 'Gateway Management', 'Utilities' (highlighted in red), 'VIA Activity Logs', 'Webadmin Activity Logs', '| License Details' (indicated by a red vertical bar), 'Firmware Auth File', 'Reboot', and 'Home'. The main content area displays 'License Details' with the following information:

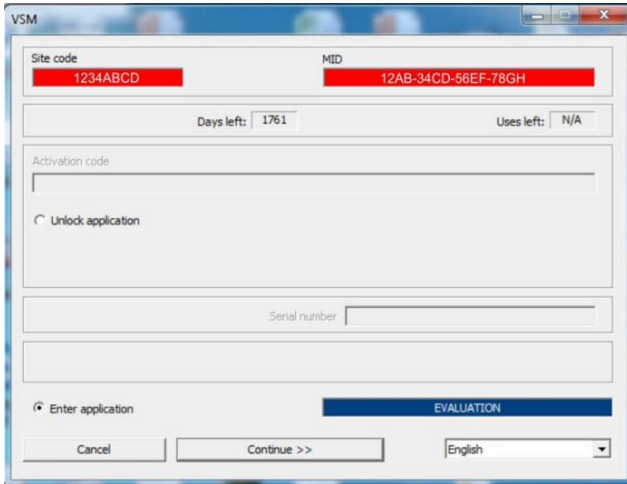
- License Type : Activated
- Serial Number : CA555-5555555555555555
- Number of Gateway : 200

VSM license is free of charge for managing up to 3 VIA devices. To apply for a license to manage more devices, use the following steps:

1. Click on the VSM License application icon on your desktop:

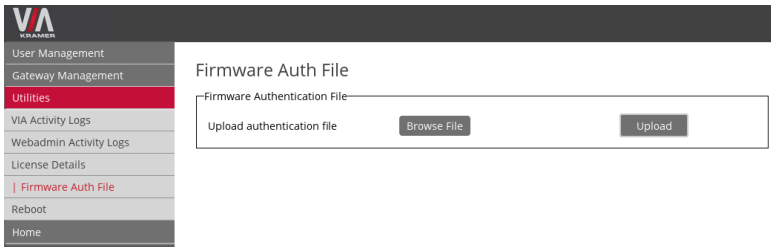


2. A window opens with details of the current evaluation license:



3. To apply for a license for four devices and more, click **Unlock application** and note the site code and the MID number. Send them to your Kramer Sales Representative along with your VSM order.
4. You receive an activation code and serial number that you type into the “Activation Code” and “Serial Number” fields.

5.4 Firmware Auth File



An authentication file is required to define gateways that are authorized to receive updates. Only units under a software warranty contract receive updates. When a firmware is uploaded, it is authenticated with this file internally before it is applied to gateways.

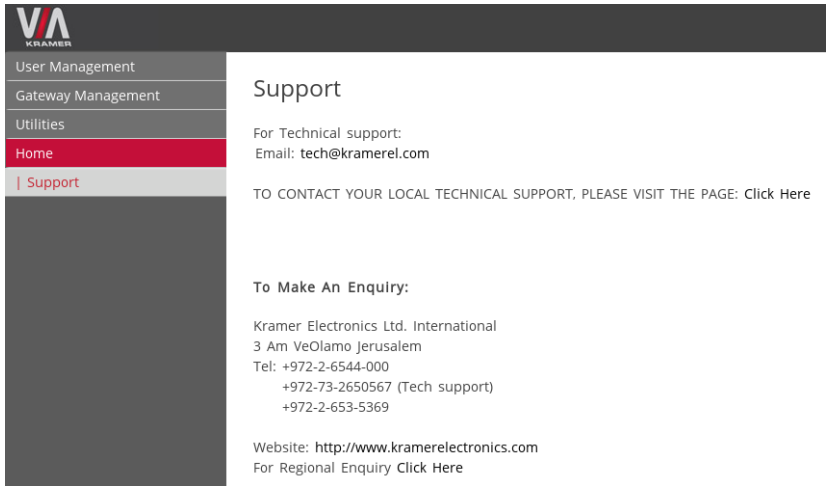
To get your authentication file, register your VIA units at the Kramer VIA Registration Portal.

5.5 Reboot

This reboots the **VIA Site Management Server**.

6 Home

The home screen lists Kramer Electronics contact information.



The screenshot shows a web interface with a dark grey header containing the 'VA KRAMER' logo. Below the header is a vertical navigation menu with the following items: 'User Management', 'Gateway Management', 'Utilities', 'Home' (highlighted in red), and '| Support' (highlighted in light grey). The main content area is titled 'Support' and contains the following text:

For Technical support:
Email: tech@kramerel.com

TO CONTACT YOUR LOCAL TECHNICAL SUPPORT, PLEASE VISIT THE PAGE: [Click Here](#)

To Make An Enquiry:

Kramer Electronics Ltd. International
3 Am VeOlamo Jerusalem
Tel: +972-2-6544-000
+972-73-2650567 (Tech support)
+972-2-653-5369

Website: <http://www.kramerelectronics.com>
[For Regional Enquiry Click Here](#)

7 VIA Gateway Configuration

Some changes must be made to the gateway before it can be managed from a VIA Site Management software.

7.1 VIA Site Management Configuration

VIA
KRAMER

User Management
VIA Management
Network Settings
VIAPad Configuration
| VIA Site Management
Wallpaper
Configuration
Advanced Configuration
Authentication
Gateway Features
Client Features(Window/Mac)
Mobile Features
Utilities
Home

VIA Site Management

All From VIA Site Management All From Gateway

VIA Site Management—

VIA Server IP ?
Gateway ID ?

Validate and Save Save ?

Wallpaper Settings—

From VIA Site Management From Gateway

Configuration Settings—

From VIA Site Management From Gateway

Authentication Settings—

From VIA Site Management From Gateway

Gateway Features Settings—

From VIA Site Management From Gateway

Client Features Settings—

From VIA Site Management From Gateway

Mobile Features Settings—

From VIA Site Management From Gateway

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

Apply Reset **Reboot**

Note: Before beginning the following steps, ensure that the gateway to add, and the Site Management Server where the VIA unit is being added, are on the same network.

1. Connect a PC/Mac laptop to the same network as the VIA unit.
2. Open the browser and type the IP address of the VIA unit you want to add.
3. Login using Web Administrator credentials:
 - Default User: **su**
 - Default password: **supass**
4. Click VIA Management.
5. Click VIA Site Management.
6. On the page that opens:
 - Type the VIA Site Management software IP
 - Type a Gateway ID (see the next section)
 - Click **Validate** and **Save** for changes to take effect (the VIA device can connect to the VSM while validating)
 - Click **Save** to save changes without validation in front of the VSM.
Note: Since no validation is made immediately, any error entered at this stage, such as duplication of ID, must be corrected manually at a later stage.
 - For the changes to take effect, click **Reboot** to restart the unit
7. Choose the setting “From VIA Site Management” to download the setting from the VSM server or choose “From Gateway” to keep the local settings.
For example, there are two of ten rooms for which you want to use different wallpaper. You can choose it from the gateway.

7.2 Gateway ID

Type a Gateway ID (a gateway ID can be a random number, as long as it is unique. It helps identify the VIA Collage/Campus/Connect PRO or GO unit in question.)

Below are some notable points about a gateway ID.

- Only numbers are acceptable as gateway ID, the first digit cannot be "0".
- A gateway ID must be unique to a Collage/Campus/Connect PRO/GO unit.
- A gateway ID is not related to a unit's IP address, MAC address or its serial number.
- These numbers have no effect on a unit's ID and vice versa.

LIMITED WARRANTY

The warranty obligations of Kramer Electronics for this product are limited to the terms set forth below:

What is Covered

This limited warranty covers defects in materials and workmanship in this product.

What is Not Covered

This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature. This limited warranty does not cover any damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorized tampering with this product, any repairs attempted by anyone unauthorized by Kramer Electronics to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product. This limited warranty does not cover cartons, equipment enclosures, cables or accessories used in conjunction with this product.

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

How Long Does this Coverage Last

One year as of this printing; please check our Web site for the most current and accurate warranty information.

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, please visit our web site at www.kramerelectronics.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. 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 on Liability

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

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IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES IS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING DISCLAIMER OF IMPLIED WARRANTIES SHALL NOT APPLY TO YOU, AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR THE PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER APPLICABLE LAW.

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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, please visit our Web site at www.kramerelectronics.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



P/N: 2900-300496



Rev: 2



SAFETY WARNING

Disconnect the unit from the power supply before opening and servicing

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

We welcome your questions, comments, and feedback.

www.kramerAV.com
info@kramerel.com