



# USER MANUAL

## **MODEL:**

**VSM on Cloud & VSM on Premises  
Management Platform for VIA Devices**

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# Introduction

VIA Site Management Server (VSM) is a software application that allows an administrator to monitor and make changes to all the connected VIA devices (VIA Campus, VIA Campus Plus, VIA Campus<sup>2</sup>, VIA Campus<sup>2</sup> Plus, VIA Connect<sup>2</sup>, VIA GO<sup>2</sup>, VIA Connect PRO, VIA Connect Plus and VIA GO).

The Web-based interface allows the administrator to:

- Add or modify an existing VIA device.
- Define device features, client features, VIA Screen Editor, Calendar settings and so on for VIA devices.
- Update VIA devices from a central server.
- Manage the following statuses (for all the VIA devices attached to the central server):
  - Off/On status
  - Configuration, activity status
  - HDD usage
  - FW version status

All added devices can be configured to receive and apply settings from the Site Management Server.

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## Intended Audience

This document is for Kramer customers, re-sellers and distributors with experience of VIA products.

We recommend that you consult your IT group before making changes to the network and other settings or have a network administrator configure this application.

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## Definitions

**VIA Gateway** – A VIA collaboration device, for example the VIA GO<sup>2</sup>, VIA Campus<sup>2</sup>, or VIA Connect<sup>2</sup>.

**Main Display** – The meeting presentation and collaboration video display that is connected to the HDMI™ output of a device.

**Presentation** – A user's screen presented on the main display.

**Content** – The presentation content that is displayed on the main screen.

**Live Stream** – The video or audio that is streamed to the VIA unit for display on main screen.

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

**Moderator** – The session manager.

**Participant** – Participates in the session.

**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 device.

**VSM IP** – A device IP address in which VSM server is installed.

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## VSM Version 4.0 and Gateway support

**VSM version 4.0** manages Gateways running VIA version 4.0 and VIA versions 3.1 and up. VIA version 4.0 significantly enhances the Gateway user-interface and improves the user experience. It runs an updated, more secure version of the Apache server and enables “AP (Access Point) isolation” on Linux-based VIA Gateways when Wi-Fi is switched on, improving protection for both the network and guest users of Wi-Fi.

**Mixed Sites** (Gateways running a variety of different VIA versions): VSM version 4.0 can simultaneously manage Gateways running a variety of older VIA versions, however some advanced features may not work on older Gateway models.

**Upgrading your VSM:** Please read the **VSM Version 4.0 Release Notes** before upgrading because VSM and Gateway upgrades require coordination. Do not upgrade VIA Gateways before upgrading the VSM.

### VIA Gateways which support VIA version 4.0

- |                            |                        |                   |
|----------------------------|------------------------|-------------------|
| • Campus <sup>2</sup> Plus | • Connect <sup>2</sup> | • Go <sup>2</sup> |
| • Campus <sup>2</sup>      |                        |                   |

**Discontinued models:** Some older VIA Gateway models cannot be upgraded to VIA version 4.0 due to lack of computing power. These Gateways are supported up to version 3.3.1. See the table below for the list of discontinued Gateway models.

### Discontinued VIA Gateways – Support up to VIA version 3.3.1

- |               |                |      |
|---------------|----------------|------|
| • Campus Plus | • Connect Pro  | • Go |
| • Campus      | • Connect Plus |      |

**Gateway versions older than 3.1** can still be managed, but some features will not work.

# TCP/IP Port Requirements



Please make sure that the following ports are configured in your firewall to allow proper communication between your VSM and VIA devices.

IA to VSM	Type	Function
9988	TCP	API Server used by VIA to VSM.
5555	TCP	File Server for updating firmware and wallpaper, etc.
5671	TCP	Data Server.
80	TCP	Web Server HTTP.
443	TCP	Web Server HTTPS.
5557	TCP	For Digital Signage Module.

# Getting Started

To get started with VSM, perform the following as required:

- [Installing the VIA Site Management on Premises](#) on page 4.
- [Setting VIA Site Management on Cloud](#) on page 7.
- [Accessing the Administration Interface](#) on page 9.
- [Resetting the Password](#) on page 9.

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## Installing the VIA Site Management on Premises

VIA Site Management installation includes the following steps:

- [Installing VSM on Premises](#) on page 4.
- [Activating a License for VSM on Premises](#) on page 6.
- [Logging to VSM on Prem](#) on page 7.

## Installing VSM on Premises

To install VIA Site Management:

1. Connect your device to the internet.
2. Go to [www.kramerav.com/in/product/vsm#Tab\\_Resources](http://www.kramerav.com/in/product/vsm#Tab_Resources) and download the latest version of VIA VSM Server.
3. Navigate to the save location and double click the install package.

Setup page appears.

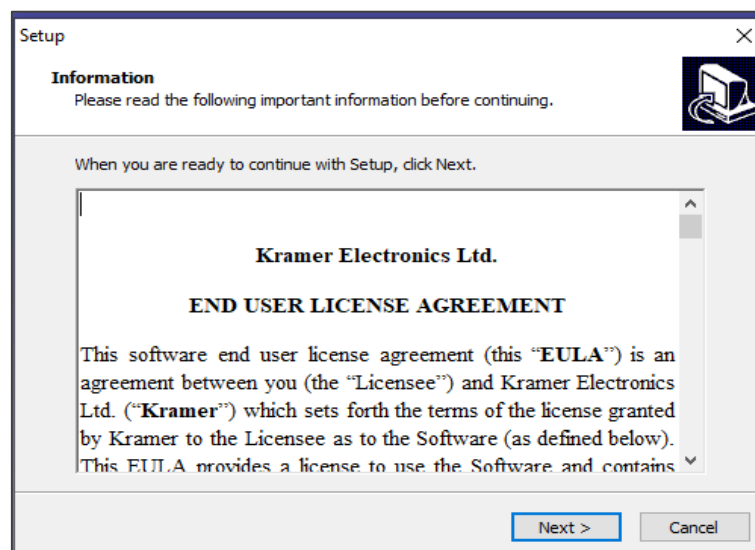


Figure 1: Setup Page

- Click **Next** on setup page.

The Ready to install window appears.

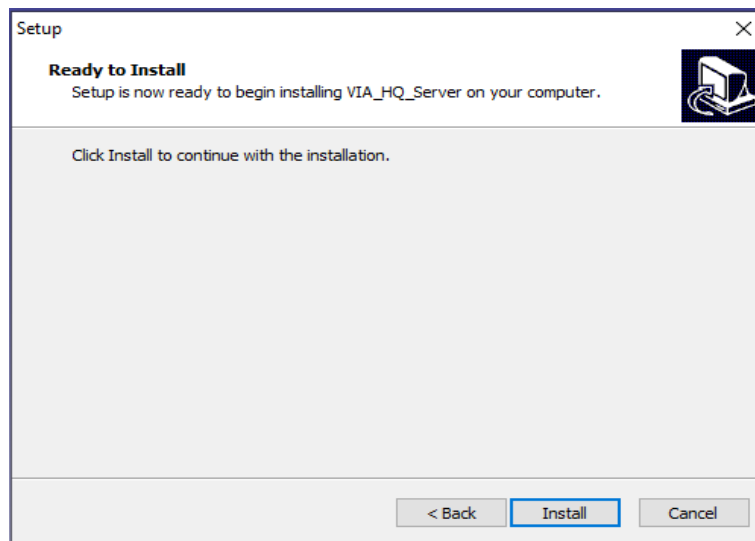


Figure 2: Setup Installation Page

- Click **Install** to install page. The Server Installer window appears.

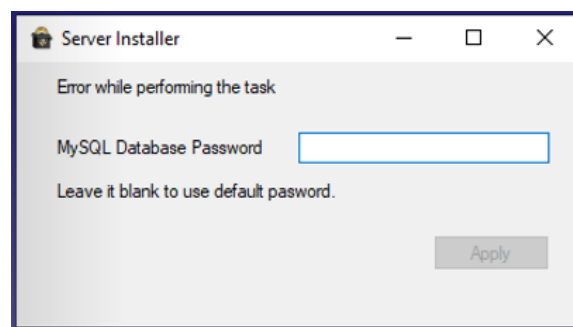


Figure 3: My SQL Password Page

- Set My SQL Password or leave it blank to use default password.
- Click Apply. The Setup completion page appears.

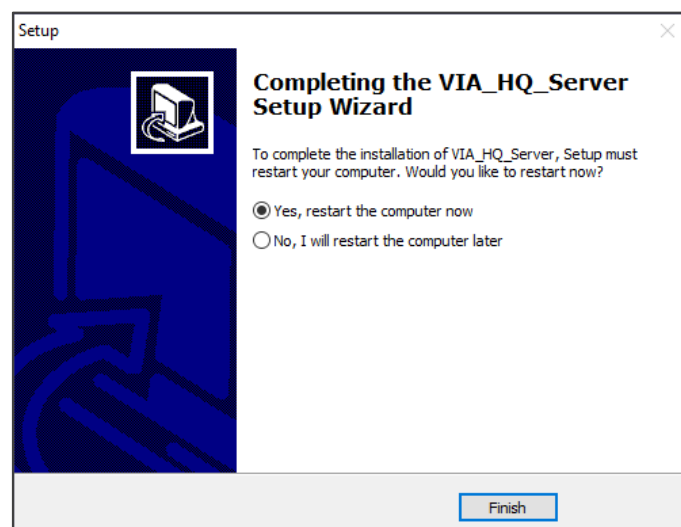


Figure 4: Finish Setup



8. Select Yes, restart the computer now and click Finish.



We recommended that you restart the device after finishing the setup.

9. Once the installation is complete and the VSM server is installed, a “VSM License” application icon displays on your desktop.

## Activating a License for VSM on Premises

**To Activate Via Site Management License (only for VSM on Prem):**



Make sure that the device is connected to the Internet.

1. Install VSM server (see [Installing VSM on Premises](#) on page 4), a “VSM License” application icon displays
2. Double click on the VIA license icon on the desktop.

License management window appears.

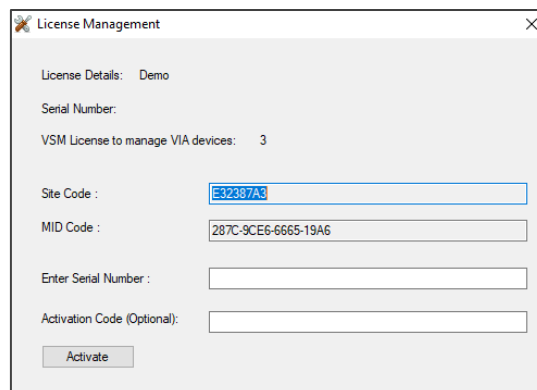


Figure 5: License Management Window

3. Next to Enter Serial Number, enter the serial number that was provided at the time of purchase.
4. Click Activate.

License is Activated.



In case any error occurs, contact the technical support team at [support@kramerav.com](mailto:support@kramerav.com).

## Logging to VSM on Prem

### To log into VIA Site Management:

1. In a web browser, log in to the VIA Site Management software by typing the VSM IP address (for example, the address <http://192.168.100.125/>).

The VSM Home page appears, listing all the VIA devices available on your network (once configured):

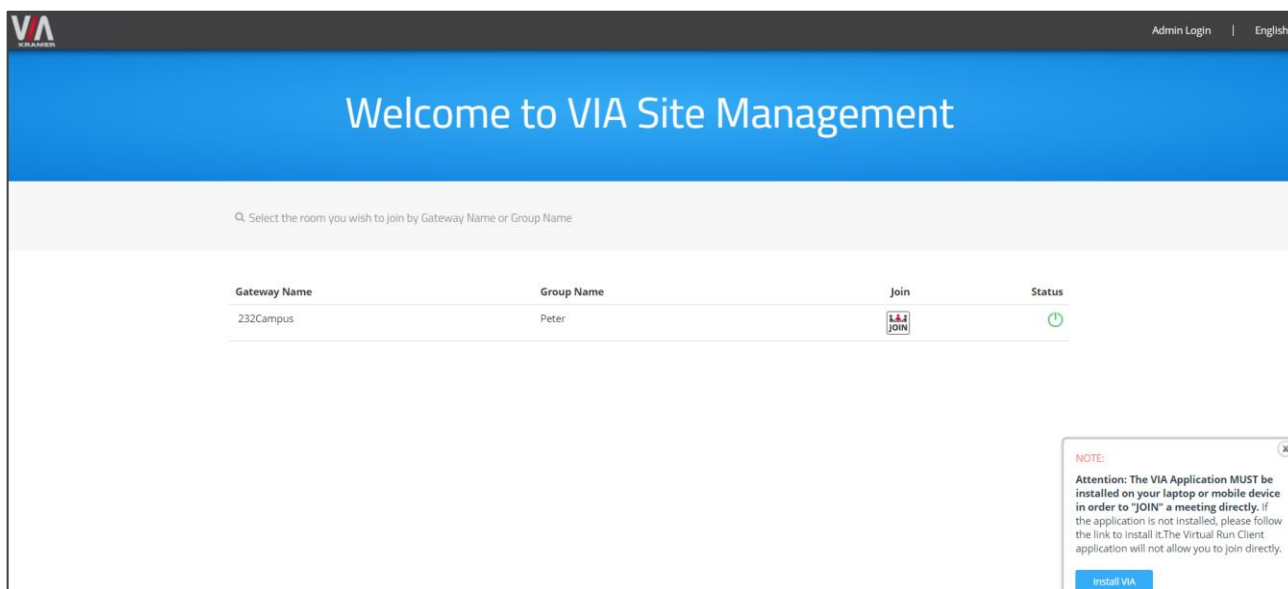


Figure 6: VSM Home Page



To change the interface language, select the desired language from the **English** drop-down box on the top right-side screen.

## Setting VIA Site Management on Cloud

VIA Site Management on cloud is a cloud-based software for managing the gateways without installing on server.

### Setting up a New VSM on Cloud

#### To setup a new VSM on cloud:

1. Make sure you have the following details in hand:
  - Product Id/ Duration in years/ Number of VIA device to manage in Qty (for example: SW-00031/VSM-ON-CLOUD-SUB-1Y/PTY10).
  - Customer Shipment and Sales Order number (for example: CS-2223302289, SO-2213301744).
  - The desired domain name that the customer would like to have for VSM (for example: <https://xxxxxxxx.cloudvsm.com>).



Initial VSM server configuration and license activation is done at the time of purchase.

## Updating or Renewing an Existing VSM

To update or renew the existing VSM:

1. Contact the salesforce team.
2. Provide the required details (see [Setting up a New VSM on Cloud](#) on page 7).
3. License file will be generated and provided to the customer.
4. Upload license file (see [Uploading VSM License \(only for Cloud\)](#) on page 70).

## Logging VSM on Cloud

To login VSM on Cloud

1. In the browser. click or type the URL link in the browser provided in the email at the time of purchase (For example, <domainname>.cloudvsm.com/).

The VSM home page appears and shows a list of connected devices.

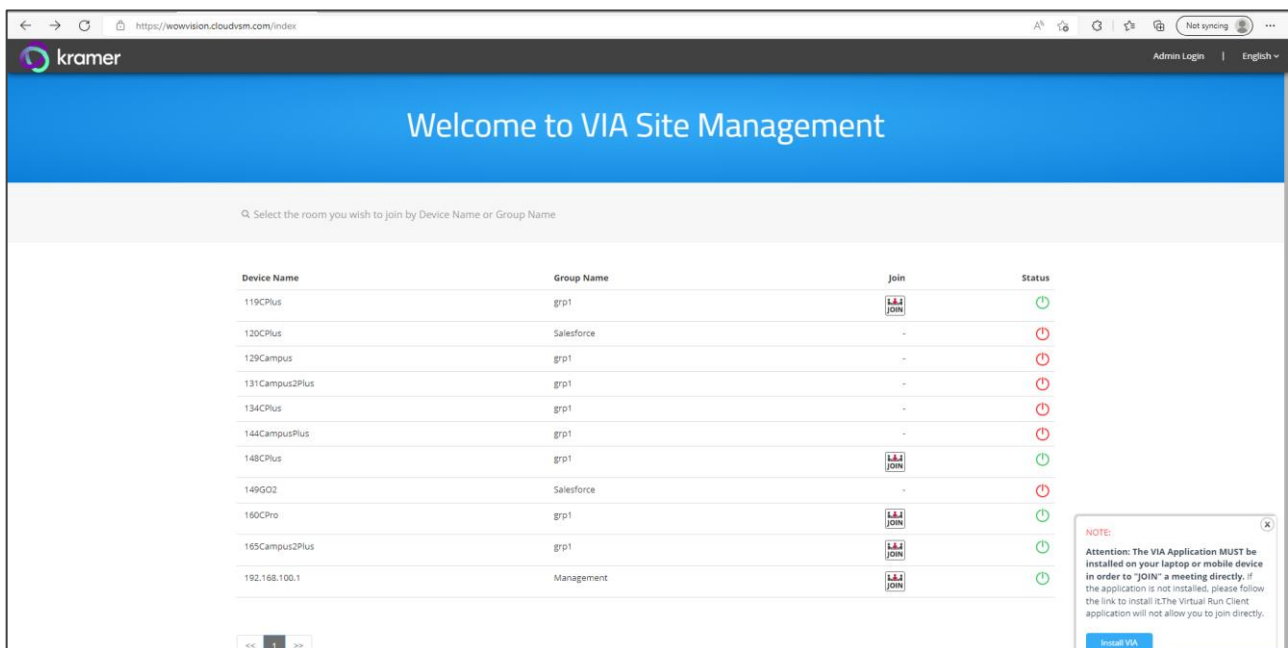


Figure 7: VSM Home Page

## Accessing the Administration Interface

To access the administration interface:

1. Click **Admin login**.

The Login page appears.

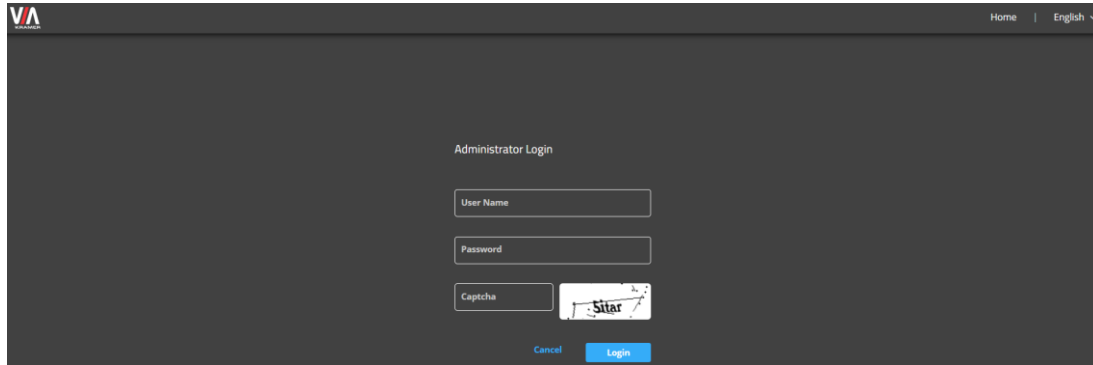


Figure 8: VSM Login Page

2. Enter the administrator's User Name and Password:
  - Type the administrator username In the **User Name** field.
  - Type the administrator password in the **Password** field.
3. Type the **Captcha** and click **Login**.

You have logged into VSM.

## Resetting the Password

To reset the password:

1. Click **Forgot Password** on **Admin Login** page.

The Forget Password window appears.

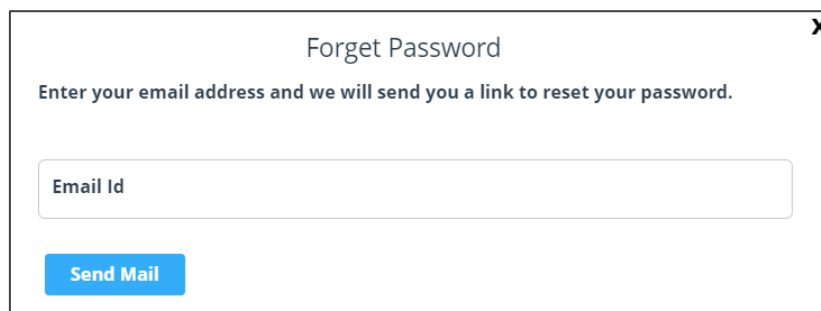


Figure 9: Forget Password Dialog Box

2. Type an email address In **Email Id** field and click **Send Mail**.

A link is sent to the email address to reset the password.

# User Management

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

## Adding a User

To add a user:

1. Click **USER MANAGEMENT** → **User List**.

The User List Management window appears.

2. Click **Add User**.

3. The Add User window appears.

4. Type a user name in the **Username** field.

Text beside this field informs if the typed user name is available.

5. Type an Email Id associated with the new user.

6. Type a password in the Password field.

7. Type the same password in the Confirm Password field.



Users with unrestricted access such as 'su' can be created by the VSM's user management.

8. To create users with unrestricted access:

- a. Check **User Management (Web Administrator)**.

This gives user unrestricted access to VSM.

- b. Check the VSM Management box to create users which can access all menu options listed under VSM Management.

9. Click **Save**.

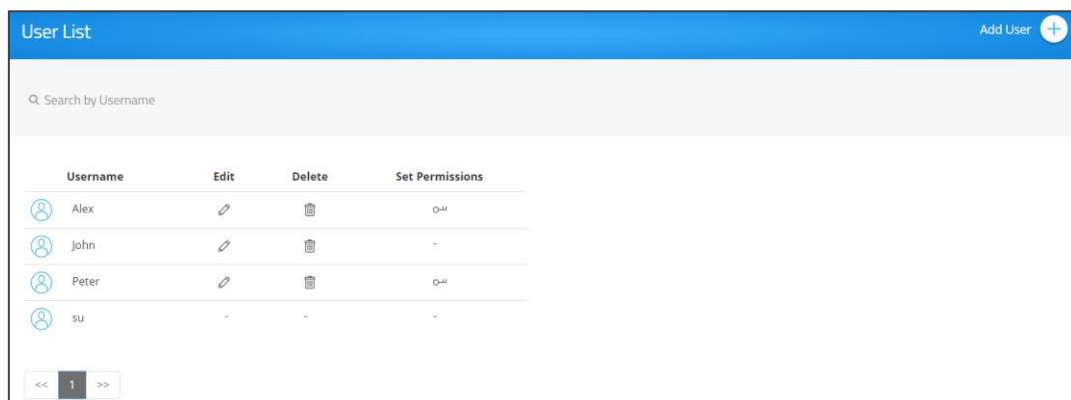


Figure 10: User List Management Window

# Editing a User

To edit a user:

- 1. Click **USER MANAGEMENT**.

The User List management page appears.

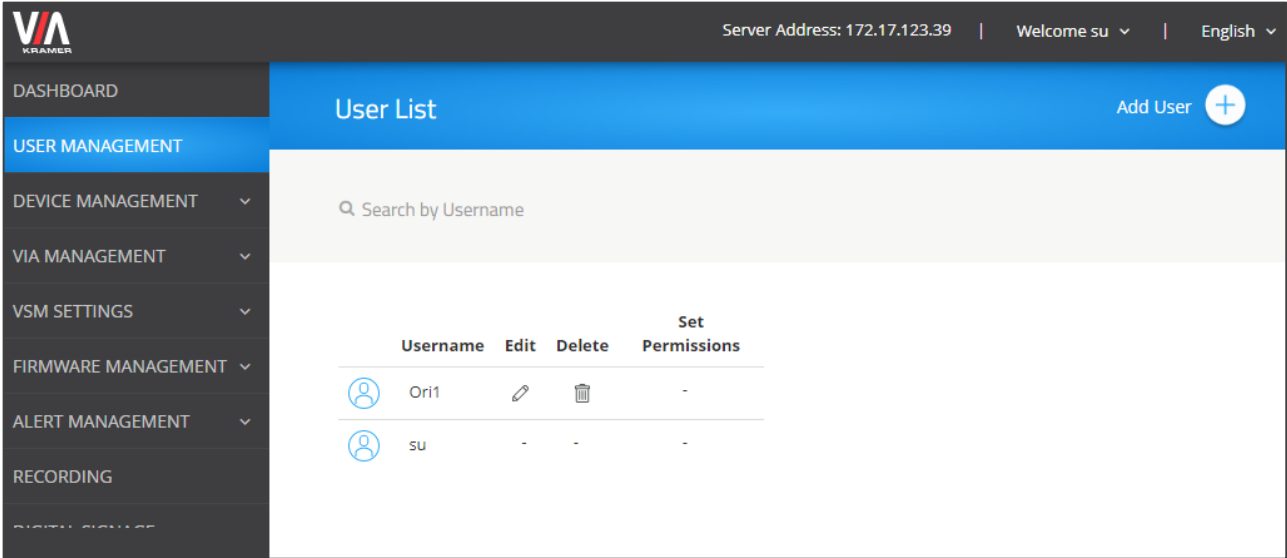



Figure 11: User List

- 2. next to a username click  to edit user name. the Edit User window appears.


The 'EDIT USER' window is a modal dialog with a blue title bar and a close button (X). It contains several input fields: 'Username' (with a placeholder showing HTML code), 'Email Id' (with a placeholder showing CSS code), 'Password', and 'Confirm Password'. Below these is a 'User Type' section with two radio button options: 'User Management (Administrator)' with the description 'Add, Remove, Edit VSM Users', and 'VSM Settings' with the description 'Modify VSM settings'. At the bottom are 'Cancel' and 'Update' buttons.

Figure 12: Edit User Window

- 3. Edit the password and define the user type and authorization.
- 4. Click **Update**.


## Deleting a User

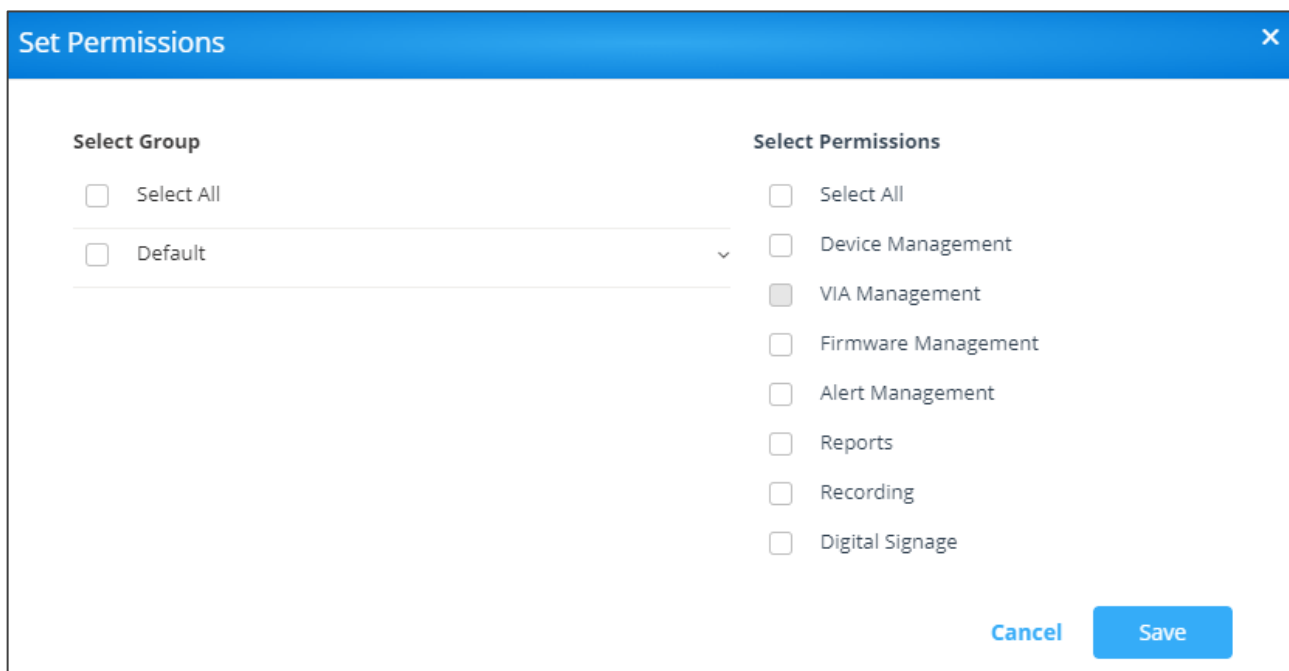
To delete a user:

1. Click **USER MANAGEMENT**.  
The User List Management page appears.
2. Click  in the Delete column of the user you want to delete.  
A confirmation message to delete the group appears.
3. Click **OK**.

## Editing Permissions

To edit user groups and permissions:

1. Click **USER MANAGEMENT**.  
The User List page window appears.
2. Click  in the Set Permissions column of the user you want to modify permissions.  
The Set Permissions window appears.



The 'Set Permissions' dialog box is shown. It has a blue header bar with the title 'Set Permissions' and a close button (X). The main content area is divided into two columns: 'Select Group' and 'Select Permissions'. Under 'Select Group', there are two options: 'Select All' and 'Default', each with an unchecked checkbox. Under 'Select Permissions', there are seven options: 'Select All', 'Device Management', 'VIA Management', 'Firmware Management', 'Alert Management', 'Reports', 'Recording', and 'Digital Signage'. The 'VIA Management' checkbox is checked, while the others are unchecked. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

Figure 13: User Permission Settings

3. Select the required permissions.
4. Click **Save**.

## Changing the Password

To change password:

1. On the top right of the web pages, select **Welcome [username] → Change Password**.

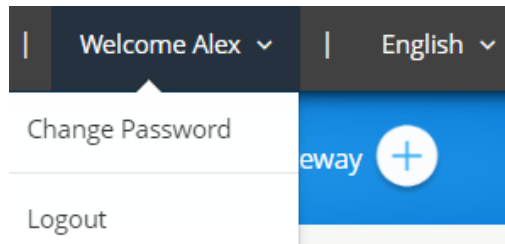


Figure 14: Welcome User Dropdown

The Change Password window appears.

2. Type the old password in the Old Password field.
3. Type the new password in the New Password field.
4. Retype the new password in the Confirm Password field.
5. Click **Update**.
6. To clear typed values, click **Reset**.

Password has changed.



# Device Management

**VSM on Cloud & VSM on Premises** enables managing multiple devices from one central interface:

- [Managing Groups](#) on page [14](#).
- [Managing Devices](#) on page [16](#).
- [Managing Configurations Template](#) on page [30](#).
- [Using VIA Screen Editor](#) on page [47](#).

## Managing Groups

**VSM on Cloud & VSM on Premises** enables managing groups for organizing your VIA devices efficiently. You can add multiple devices a group name. For example, create a group and name it by the floors in the office and then associate each device with a floor group (see [Adding a User](#) on page [10](#)).

To manage groups, perform the following actions:

- [Creating a Group](#) on page [14](#).
- [Editing a Group](#) on page [15](#).
- [Deleting a Group](#) on page [16](#).

## Creating a Group

To create a group:

1. Click **DEVICE MANAGEMENT** → **Groups**.

The Groups window appears.

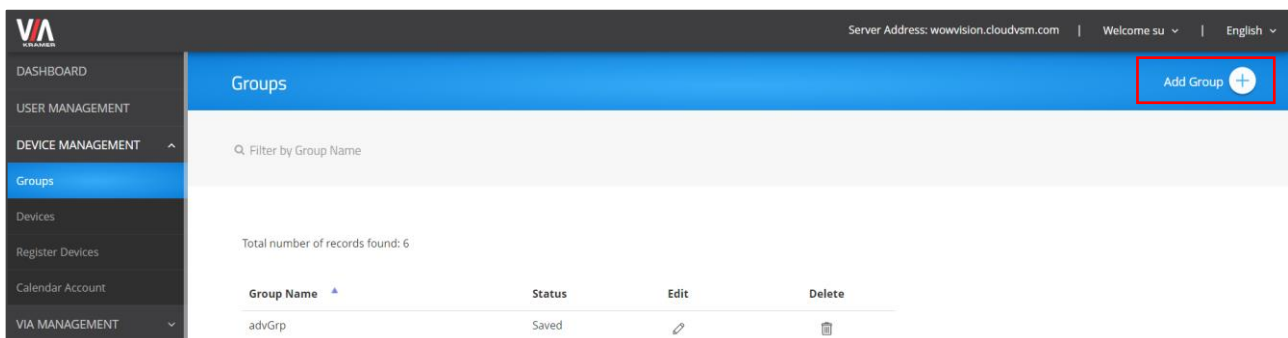


Figure 15: Groups Window

2. Click **Add Group**.

The Add Group window appears.

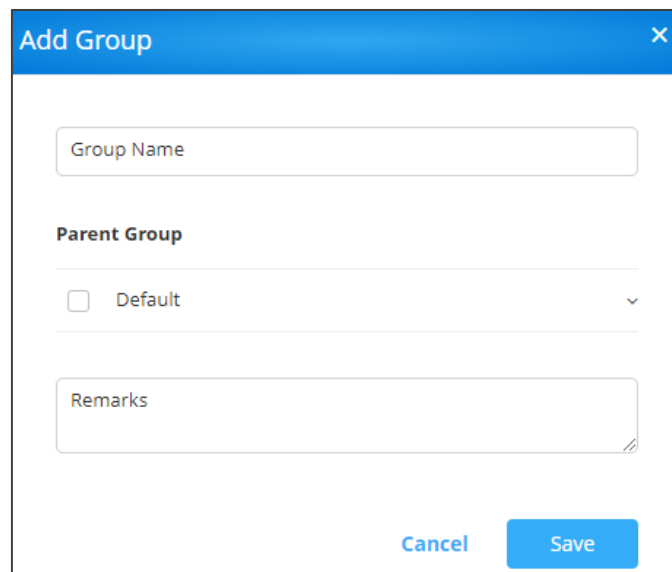


Figure 16: Add Group Window

3. Enter the Group Name (or parent group name).
4. Select a Parent Group.




You can create up to 5-level groups.

5. In Remarks enter the group details.
6. Click **Save**.

The group is created.

## Editing a Group

To edit a group:


1. Click **DEVICE MANAGEMENT → Groups**.  
The Groups window appears.
2. Click  under the Edit column of the specific group.  
The Edit Group window appears.
3. Edit the group information and click **Update**.  
The group is edited.

## Deleting a Group

To delete a group:

1. Click **DEVICE MANAGEMENT** → **Groups**.

The Groups window appears.

2. Click  in the Delete column of the group you want to delete.

A confirmation message to delete the group appears.

3. Click **OK**.

The group is deleted.

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## Managing Devices

**VSM on Cloud & VSM on Premises** enables managing multiple VIA devices from one interface. A new device can be added manually or be imported from a csv file.

Make sure that the Site Management Server and the devices are on the same network before performing the following actions:

- [Adding a Device via the VSM on Cloud & VSM on Premises Interface](#) on page [16](#).
- [Importing Devices](#) on page [18](#).
- [Editing/ Deleting a Device](#) on page [19](#).
- [Searching Devices](#) on page [21](#).

## Adding a Device via the VSM on Cloud & VSM on Premises Interface

**VSM on Cloud & VSM on Premises** enables adding a device to your **VSM on Cloud & VSM on Premises** system using the **VSM on Cloud & VSM on Premises** interface.

To add a device using the **VSM on Cloud & VSM on Premises** interface:


1. Click **DEVICE MANAGEMENT** → **Devices**.

The Add/ Edit/ Delete Devices window appears.

2. Click **Add Device**. The Add Manually tab in the Add Device window appears.

Figure 17: Add Device Window

3. Click **Add Manually** and enter the:

- **Device ID:** A unique number that identifies the device. Click  to edit the device name.
- **Device Name (Host Name):** A unique name that identifies the device.
- **MAC Address:** Enter the MAC address for auto-discovery.
- **Group Name:** Add the device to a created group (see [Managing Groups](#) on page [14](#)).



Make sure that the device does not have duplicate settings, while moving it from one group to another group.

- **DNS Name (Room Name):** Relevant only if a DNS server is active in your network.

- **AirPlay Name:** An identifiable name for an iOS device to scan and connect (optional).
- **Maximum number of simultaneous AirPlay devices:** The maximum number of AirPlay devices that can present simultaneously.



We recommend that you set 4 for Collage/Campus devices, 2 for Connect Pro/Connect Plus devices and 1 for VIA Go.

- **Remarks:** Additional information about the added device (optional).

4. Click **Save**.

The device is added.

## Importing Devices

**VSM on Cloud & VSM on Premises** enables you to import a device to your **VSM on Cloud & VSM on Premises** system using a csv file.

### To import a device:

1. Click **DEVICE MANAGEMENT → Devices**.

The Add/ Edit/ Delete Devices window appears.

2. Click **Add Device**. The Add Manually tab in the Add Device window appears.

3. Click the **Import** tab. The Import tab appears.

4. Click **Click here to download a template** for entering device details to import.

The .csv file downloads.

5. Open the .csv file template in a spreadsheet application.

6. Fill in the details:

- **Gateway ID:** A unique number that identifies the device.
- **Gateway Name:** A unique name that identifies the device.
- **Group Name:** Connect the device to one of the groups that you created (see [Managing Groups](#) on page 14). If a new group is imported, it is automatically created.
- **DNS Name:** Relevant only if a DNS server is active in your network.
- **Air Mirror Name:** An identifiable name for an iOS device to scan and connect (optional).
- **Max No. Of Mirrored iOS Devices:** Must conform to the rules for different device models (see specifications for your VIA device model).
- **Remarks:** Additional information about the added device (optional).
- **MAC address:** Required if adding devices to VSM using VIA Discovery.

7. Save the file.

8. On the Import window, click **Browse File** to navigate to the saved file.


9. Click **Import** to add the device.


## Editing/ Deleting a Device


To push configurations to a specific VIA unit:

1. Click **DEVICE MANAGEMENT** → **Devices**.

The Add/ Edit/ Delete Devices window appears.

2. Click  and then click **OK**.

The  status denotes VIA is updated to the latest version.

The  green button indicates that the Device is powered ON and a red button indicates that the Device is powered OFF.

3. Click the up/down arrow to sort a column in ascending or descending order.

To delete a device:

- Select the device and click **Delete**.

To reboot the Device/s:

- Select the device and click **Reboot**.

To reset a device session:

- Select the device and click **Reset Session**.

To export device information to a CSV file

- Click **Export to CSV**.

When upgrading VSM from 2.3 to 2.5 or 3.0, mirroring name is set with DNS Name or Host name if DNS is not available.

## Editing a Device

To edit device settings:

1. Click **DEVICE MANAGEMENT** → **Devices**.

The Add/ Edit/ Delete Devices window appears.

2. Click a device line. The device window appears.

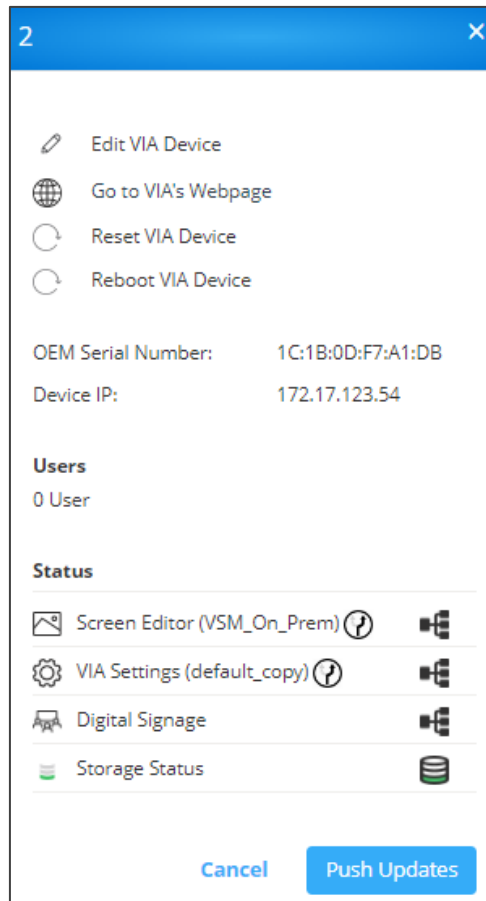



Figure 18: Device Edit Window

3. If required, perform the following actions:

- Click Edit VIA Device to edit device settings (see [Adding a Device via the VSM on Cloud & VSM on Premises Interface](#) on page 16).
- Click  to go to the device webpage (when the device is powered).
- Reset/Reboot the device.
- View the device serial number and IP address.
- View the number of users.
- Click Screen Editor to update the screen editor to the VIA device and click **OK**.
- Click VIA Settings to update VIA settings to the VIA device and then click **OK**.
- Click Digital Signage to update digital signage to the VIA device and then click **OK**.
- View Storage Status.

4. Click **Push Updates**.

The device settings are edited.

## Searching Devices

**VSM on Cloud & VSM on Premises** enables you to create filters to search for specific devices in your network.

To search devices:

1. Click **DEVICE MANAGEMENT → Devices**.  
The Add/ Edit/ Delete Devices window appears.
2. Click **Add a filter** and select from the following filters:
  - Device Name
  - Group Name
  - Firmware Version
  - Device IP
  - Box Id
  - Model Type
  - Power Status
  - Storage Status
3. Click **OK**.  
The list of devices is filtered, enabling search.

---

## Register VIA Units

After adding devices (see [Adding a Device via the VSM on Cloud & VSM on Premises Interface](#) on page 16) you can register the list of devices.

To register VIA units:

1. Click **DEVICE MANAGEMENT → Register Devices**.
2. Click **Kramer account credentials**. The following window appears

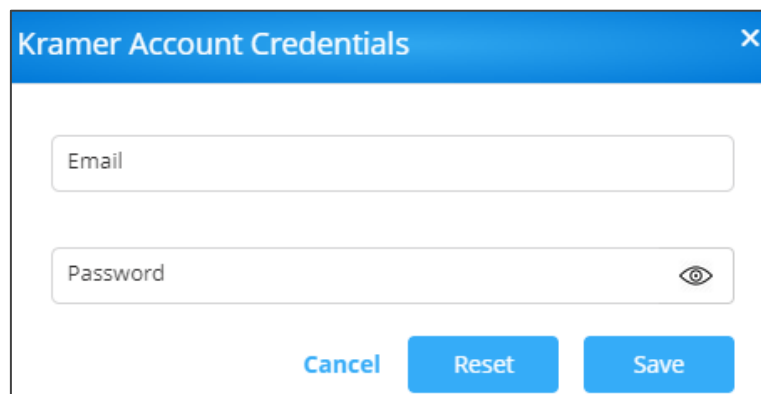


Figure 19: Register VIA Units Window

3. In the **Email** and **Password** text boxes, enter your Kramer account credentials to register your VIA devices.



4. Click **Save**.

VIA units are registered.

## Adding and Managing a Calendar

VIA devices integrate with Office 365®, MS Exchange and Google calendar to display all meetings and events scheduled for a room and manage them. VSM enables performing the following actions:

- [Adding Calendar Accounts](#) on page [22](#).
- [Managing the Calendar](#) on page [25](#).

### Adding Calendar Accounts

This section describes how to add a calendar to VSM:

- [Adding Office 365 to Calendar Account](#) on page [22](#).
- [Adding MS Exchange to the Calendar Account](#) on page [23](#).
- [Adding Google Calendar to the Calendar](#) on page [24](#).

#### Adding Office 365 to Calendar Account

When a resource mailbox (e.g. a room) is created, the Office365 administrator can define the mailbox to be None, Impersonation or Delegate.

**To add office 365 to the calendar account:**

1. Click **Device Management** → **Calendar Account**. The Calendar Account page appears.

Account	Type	Creation Date	Re-Authenticate	Delete
wow@wowvision.xyz	Office365 (Delegate)	2020-07-31 12:38:07		

Figure 20: Office 365 Basic Auth Calendar Account Window

2. Select **Office 365 Basic Auth** from Calendar Type drop-down.
3. Enter Username (type the email address authorized to create a meeting room).
4. Enter the Password.
5. Select the permission type.
6. Click **Test & Save** to check the validity of the calendar account. On success, the Connection Successful message appears. The device starts displaying meeting room information associated with this Office ID. The registered calendar account information appears in the table.
7. To delete a calendar, click **Delete**.

### Adding MS Exchange to the Calendar Account

VSM supports integration with Microsoft Exchange® Server.

When a resource mailbox (e.g. a room) is created, the Exchange® administrator can define the mailbox to be **None**, **Impersonation** or **Delegate**.

When syncing a Microsoft Exchange resource mailbox with VIA calendar there is an option to select if the mailbox type is Impersonation or Delegate.

#### To add MS Exchange in calendar:

1. Click **DEVICE MANAGEMENT** → **Calendar Account**. The Calendar Account page appears.

Figure 21: MS Exchange Calendar Account Window

2. Select **MS Exchange** from Calendar Type drop-down.

3. In Exchange Server URL, enter the Exchange server URL.
4. In Exchange Version, select an Exchange server version. The listed options are 2010, 2013, and 2016.
5. In Username, enter username.
6. Enter the Password (enter password for the resource mailbox to be synced).
7. In Permission Type, select **Impersonation**, **Delegate** or **None**. Contact your Exchange Administrator to identify Delegate or Impersonation for your resource mailbox.
8. Click **Test & Save** to test if the details entered by you are correct. Once verified, it synchronizes the calendar account with VIA Calendar. The registered calendar account information appears in the table.

### Adding Google Calendar to the Calendar

VIA devices integrate with Google Calendar to display all meetings and events scheduled for a room.

#### To add google calendar in calendar:

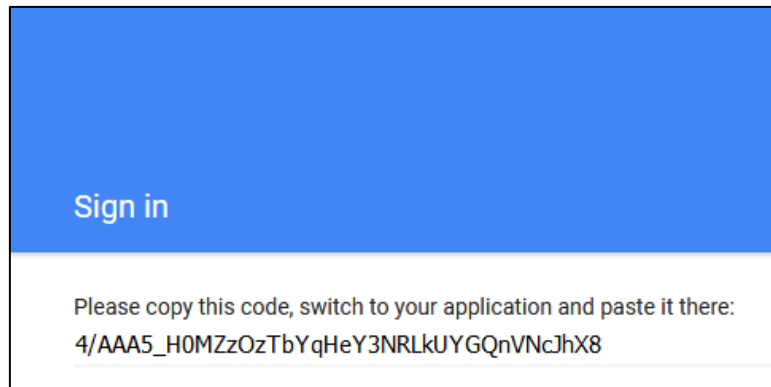
1. Click **DEVICE MANAGEMENT** → **Calendar Account**. The Calendar Account page appears.
2. In Calendar Type, select **Google**.

The screenshot shows the 'Calendar Account' window. At the top, there's a blue header with the title 'Calendar Account'. Below it, there's a dropdown menu for 'Calendar Type' with 'Google' selected. To the right of the dropdown is a button that says 'Click here to get code'. Below that is a text input field with the placeholder 'Please enter the code.' and a 'Save Calendar' button to its right. At the bottom of the window is a table with the following data:

Account	Type	Creation Date	Re-Authenticate	Delete
wow@wowvision.xyz	Office365 (Delegate)	2020-07-31 12:38:07		

Figure 22: Google Calendar Account Window

3. Click **Click here to get code**.
4. Sign-in with the Google account where a shared space calendar was created.
5. Allow access to event board.
6. Copy the code from the Sign in screen as shown below.



7. In **Please enter the code**, enter the code.
8. Click **Save Calendar**. The registered calendar account information appears in the table.
9. To delete the calendar, click **Delete**.
10. To re authenticate any account changes, click **Re-Authenticate**.
11. To delete the account, click **Delete account**. You cannot delete an associated account with any device (link VIA).

## Managing the Calendar

Once a calendar is added, you can perform the following actions:

- [Linking a VIA](#) Device to a Calendar on page [25](#).
- [Unlinking a VIA device from a Calendar](#) on page [27](#).
- [Viewing Sync Status](#) on page [28](#).

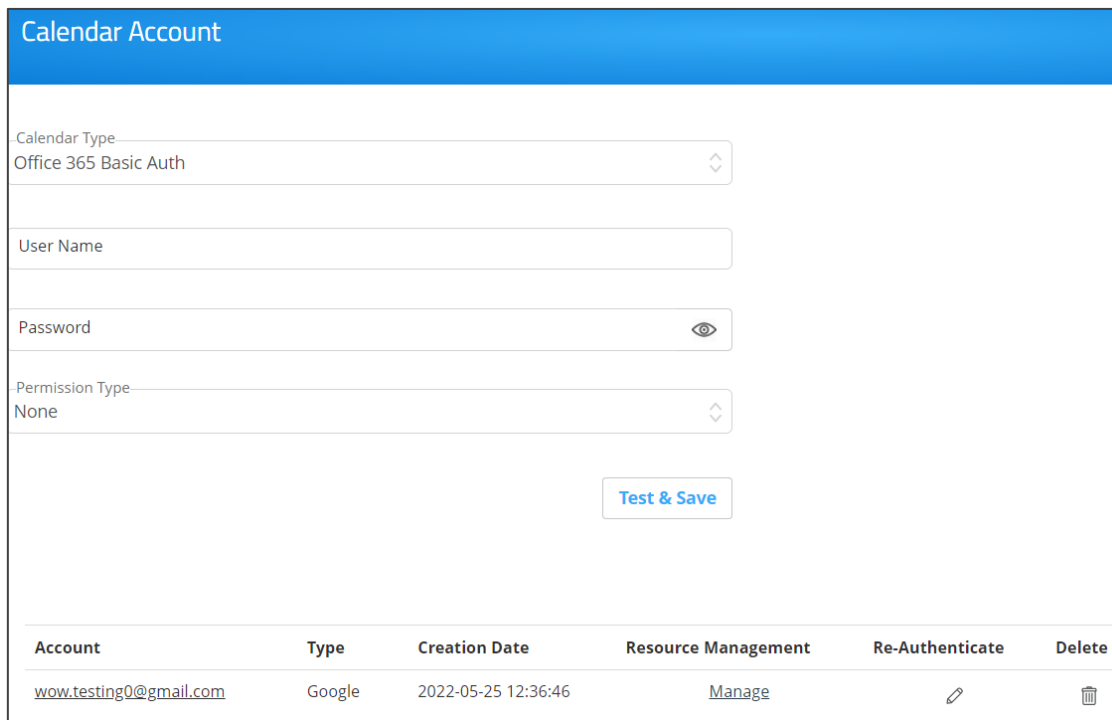
### Linking a VIA Device to a Calendar

Link a VIA device to an added calendar via (see [Adding Calendar Accounts](#) on page [22](#)) VSM.

**To link a calendar:**

1. Click **DEVICE MANAGEMENT** → **Calendar Account**.

The Calendar Account page appears.



**Calendar Account**

Calendar Type  
Office 365 Basic Auth

User Name

Password

Permission Type  
None

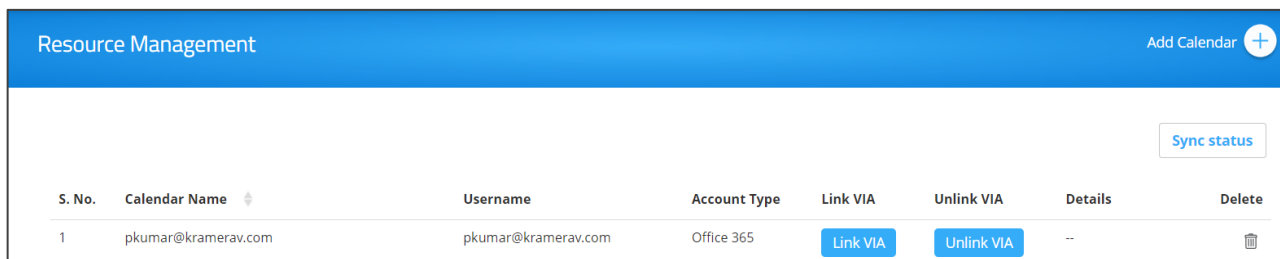
[Test & Save](#)

Account	Type	Creation Date	Resource Management	Re-Authenticate	Delete
<a href="#">wow.testing0@gmail.com</a>	Google	2022-05-25 12:36:46	<a href="#">Manage</a>		

Figure 23: Calendar Account Page

2. Select **Manage** (under Resource Management) on the relevant row.

The Resource Management window appears.



**Resource Management** Add Calendar +

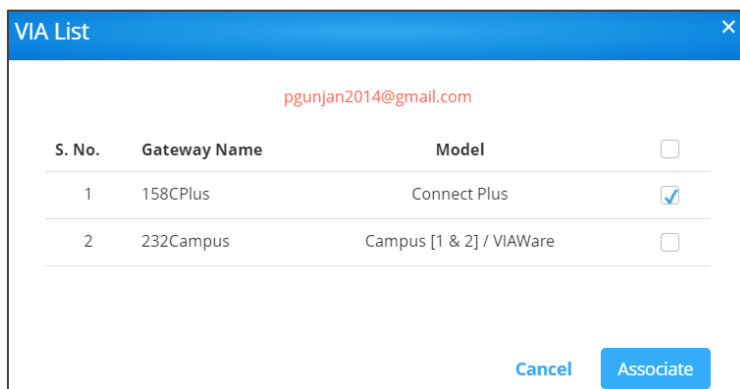
[Sync status](#)

S. No.	Calendar Name	Username	Account Type	Link VIA	Unlink VIA	Details	Delete
1	pkumar@kramerav.com	pkumar@kramerav.com	Office 365	<a href="#">Link VIA</a>	<a href="#">Unlink VIA</a>	--	

Figure 24: Resource Management Page

3. Click **Link VIA** in the relevant row.

The list of linked VIA devices appears.



**VIA List**

pgunjan2014@gmail.com

S. No.	Gateway Name	Model	
1	158CPlus	Connect Plus	<input checked="" type="checkbox"/>
2	232Campus	Campus [1 & 2] / VIAWare	<input type="checkbox"/>

[Cancel](#) [Associate](#)

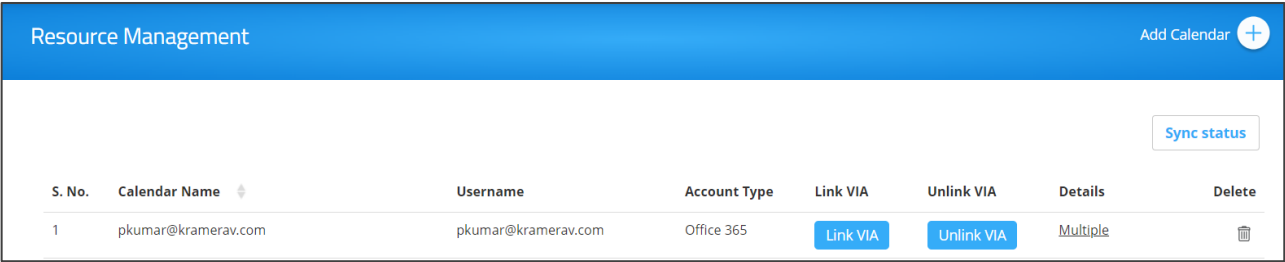
Figure 25: Linked VIA Device List

4. Select the VIA device(s) to link with and click **Associate**.

An alert window appears.

5. Click **OK**. The Resource Management page reappears.

The linked device name displays under the Details column. If several devices are linked, a Multiple link appears under the Details column).

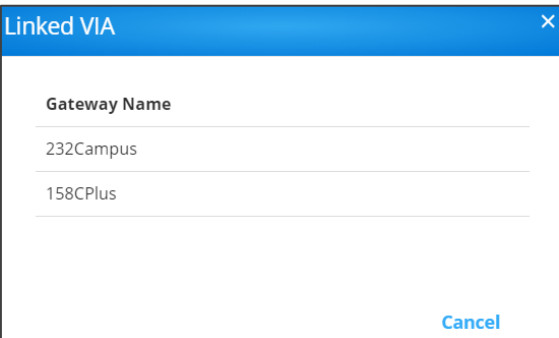


The screenshot shows the 'Resource Management' page with a blue header. On the right, there is an 'Add Calendar' button with a plus icon and a 'Sync status' button. Below the header is a table with the following columns: S. No., Calendar Name, Username, Account Type, Link VIA, Unlink VIA, Details, and Delete. The table contains one row with the following data: S. No. 1, Calendar Name pkumar@kramerav.com, Username pkumar@kramerav.com, Account Type Office 365, Link VIA (button), Unlink VIA (button), Details Multiple (link), and Delete (trash icon button).

S. No.	Calendar Name	Username	Account Type	Link VIA	Unlink VIA	Details	Delete
1	pkumar@kramerav.com	pkumar@kramerav.com	Office 365	Link VIA	Unlink VIA	Multiple	

Figure 26: Resource Management Page – Listing Linked Devices

6. Click **Multiple** (in this example). The linked VIA device list appears.



The screenshot shows a 'Linked VIA' dialog box with a blue header and a close button (X). Inside, there is a section titled 'Gateway Name' with a list of two items: '232Campus' and '158CPlus'. At the bottom right, there is a 'Cancel' button.

Figure 27: Linked VIA Device List

**Unlinking a VIA device from a Calendar**

Use VSM to unlink a VIA device with from the calendar.

**To unlink a VIA device from a calendar:**

1. Click **DEVICE MANAGEMENT → Calendar Account**.

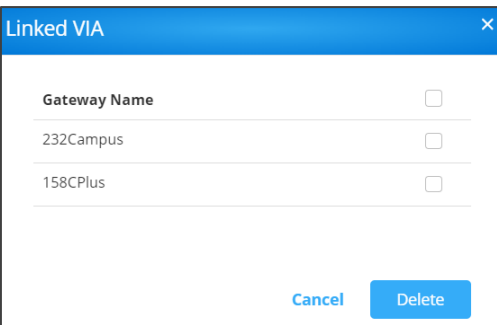
The Calendar Account page appears.

2. Select Manage in the relevant row.

The Resource management window appears.

3. Click **Unlink VIA** in the relevant row.

The linked VIA device list appears.



The screenshot shows a 'Linked VIA' dialog box with a blue header and a close button (X). Inside, there is a section titled 'Gateway Name' with a list of three items: '232Campus', '158CPlus', and an empty row. Each item has a checkbox to its right. At the bottom, there are 'Cancel' and 'Delete' buttons.

Figure 28: Linked VIA Device List

4. Select the devices to unlink and click **Delete**. The alert window prompts.

5. Click **OK**.

The VIA device is unlinked from calendar.

**Viewing Sync Status**

To view the Sync status of VIA devices:

1. Click **DEVICE MANAGEMENT → Calendar Account**.

The Calendar Account page appears.

2. Select Manage on the relevant row.

The Resource Management window appears.

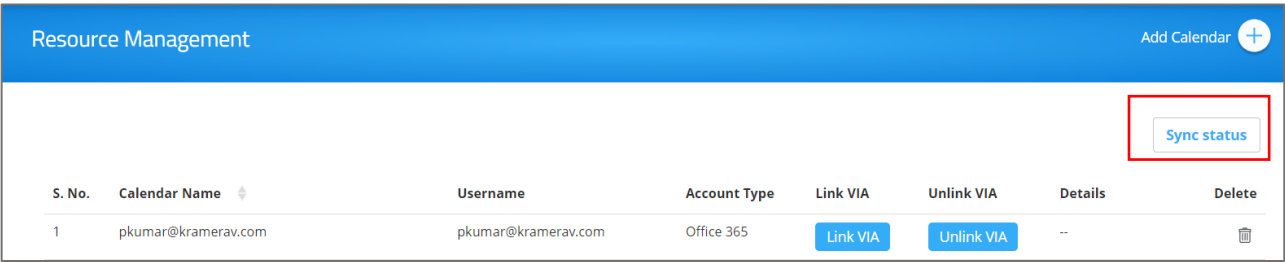


Figure 29: Resource Management Page

3. Click **Sync Status** to display which devices have synced with the associated calendar and which have not.

4. Click **Cancel** to close the window.

The calendar sync status window appears.



Figure 30: Calendar Sync Status Window

# Managing VIA

Perform the following actions:

- [Creating and Editing a Template](#) on page [29](#).
- [Managing Configurations Template](#) on page [30](#).
- [Using VIA Screen Editor](#) on page [47](#).

## Creating and Editing a Template

VSM Enables Creating a template which can then be configured to set all of aq VIA meeting room needs.

To create/edit a template:

1. Click **VIA MANAGEMENT** → **Manage Configurations**.

The Configurations Template Creation window appears.

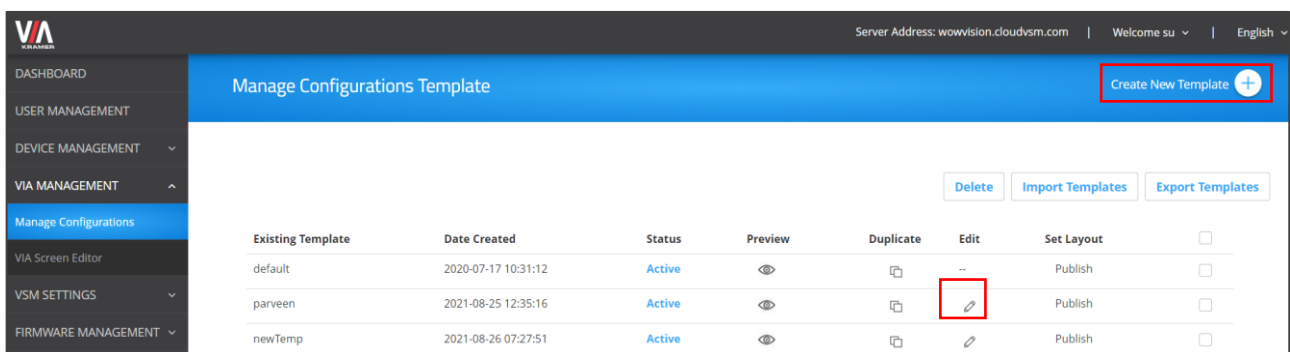


Figure 31: Manage Configurations Template Window

2. perform any of the following options:

- Click (Edit) to edit an existing template.
- Click **Create New Template**.
- Click **Duplicate** to duplicate an existing template and then click (Edit).

The Configurations Template Creation window appears.



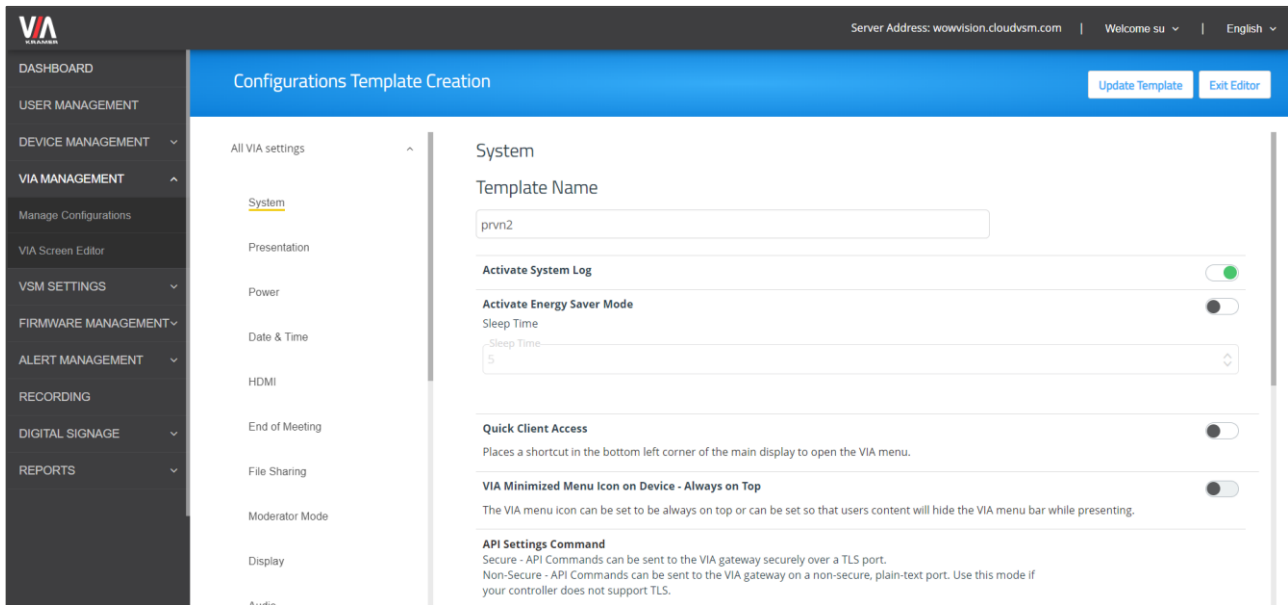


Figure 32: Configurations Template Creation Page

A template is created and can be edited.

## Managing Configurations Template

Using VSM, you can configure the template settings, including VIA basic and advanced settings:

- [Configuring the System](#) on page [31](#).
- [Configuring a Presentation](#) on page [31](#).
- [Configuring Power](#) on page [33](#).
- [Configuring Date & Time](#) on page [33](#).
- [Configuring HDMI](#) on page [33](#).
- [Configuring End of Meeting](#) on page [34](#).
- [Configuring File Sharing](#) on page [34](#).
- [Configuring Moderator Mode](#) on page [35](#).
- [Configuring Display](#) on page [38](#).
- [Configuring Audio](#) on page [38](#).
- [Configuring Security](#) on page [39](#).
- [Configuring Certificate](#) on page [41](#).
- [Configuring NTP](#) on page [41](#).
- [Configuring the Host](#) on page [42](#).
- [Configuring RECORDING](#) on page [43](#).
- [Configuring Proxy Server](#) on page [43](#).
- [Configuring VIA GO](#) on page [44](#).
- [Configuring Campus PLUS](#) on page [45](#).

- [Configuring Connect PRO](#) on page [45](#).
- [Configuring Campus](#) on page [46](#).
- [Configuring Connect Plus/Connect2](#) on page [46](#).

## Configuring the System

To configure the system:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Enter the Template Name.
3. Slide the Activate System Log to on.  
The Debug activity log is activated.
4. Slide Activate Energy Saver Mode to on. The energy saver mode is activated.
  - Enter the sleep time duration. Energy saver mode automatically sends the VIA Campus unit into sleep mode after the defining the minutes of inactivity.
5. Slide Quick Client Access to on.  
The Quick Client Access mode is activated. This feature places a shortcut in the bottom left corner of the main display to open the VIA menu.
6. Slide **VIA Minimized Menu Icon on Gateway - Always on Top** to on.  
The VIA menu icon always appears on top of any content being displayed on the main display.
7. Define API security settings, in the API Setting Command, by checking one of the following:
  - a. **Secure** – API commands can be sent to the VIA device securely over a TLS port.
  - b. **Non Secure** – API commands can be sent to the VIA device on a non-secure, plain text port. Select this option if your controller does not support TLS.
8. In Language, select the preferred language.
9. Under Broadcast, slide **Bonjour** and/or **Bluetooth (BLE)** to on.
10. Slide **Third Party App Shortcut** to on to allow access to third party users.
11. **Hide VIAAdmin at the client side** to hide the VIAAdmin user during a meeting from the participants list.
12. Click **Update Template**.

System configuration is defined.

## Configuring a Presentation

To configure a presentation:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Presentation**. The presentation tab appears.
3. Slide iOS Mirroring to set the VIA gateway to act as an Apple® AirPlay receiver.

4. Define Splash screen configuration:
  - Slide **Join through Browser** to on to allow users to connect to VIA from web browser. This activates support for Chrome browser.
  - Slide **Run VIA** to on to allow users to install virtual client from splash screen.
  - Slide **Install VIA** to on to allow users to download VIA Setup from splash screen.
5. Slide **Miracast Settings** to on to use KRAMER VIACast Dongle to enable this feature or KRAMER recommend wifi dongles.
  - Check 1 or 2 presenters.
6. Slide **Reset Session** to on to enable all users to reset a VIA session using the VIA tray menu.
7. Check **Auto/H264** or **JPEG** under Default Encoding for Presentation to enable PC & Mac clients that are connected to the VIA gateway to default to the selected encoding format.
  - Slide **Show Username** to show the username of the presenter.
8. Reserve a screen for conferencing/media when in dual screen setup:
  - a. Slide **Conferencing Mode** or **Media Mode** to on to reserve a selected screen.
  - b. Check **Primary Screen** or **Secondary Screen** to assign that screen to the selected operation mode.

The selected mode uses the selected screen and other applications can use the other screen.
9. Slide **Auto DND** to on.
 

The DND (Do Not Disturb) feature prevents anyone but the active presenter from presenting. Auto DND activates DND when a user starts presenting from their device.
10. Slide **Do Not Disturb** to on.
 

After a participant clicks the Present button, they are given the option to enable or disable DND.



VSM enables you to activate the Do Not Disturb mirroring feature that enables any participant that is using Kramer VIA app to mirror on the main display to prevent other participants from mirroring. Slide the Do Not Disturb to on. Do Not Disturb is enabled following the next reboot.

11. Slide **HDMI to VMD** to on. When this feature is activated and a video source is connected to the HDMI input, meeting participants are no longer able to present wirelessly. Participant presentation features are blocked and they are only given the option of the View Main Display feature.
12. Slide **Local Annotation** to on under VMD to enable the user to annotate locally on their device while using the View Main Display feature. If this feature is not activated, users can only view, but not annotate.
13. Slide **Public Annotation** to on under VMD to enable users to start public annotation while using the View Main Display feature. When public annotation is started, the user's local annotation appears live on the main display, and the whiteboard tools are shown.

14. Slide **Presentation Always in full Screen** to on. When activated, only one user at a time can present. When a new presentation is started, the current presentation stops.
15. Click **Update Template**.

## Configuring Power

To configure power:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Power** tab.  
The Power tab appears.
3. Slide **Auto Power Off Timing** to on.
  - Select the time (hours and minutes) to set the VIA gateway auto shutdown time.
4. Slide **Auto Reboot Timing** to on.
  - Select the time (hours and minutes) for the VIA to automatically reboot every day.
5. Click **Update Template**.

## Configuring Date & Time

To configure the date and time:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Date & Time**.  
The Date & Time tab appears.
3. Under **Date and Time Format for Web interface**, select a format from the Date Time Format drop-down.
4. Under **VIA Gateway Time zone Configuration**, select the required time zone from the Time Zone drop-down.
5. Click **Update Template**.

## Configuring HDMI

Available for Campus Plus and Connect Plus devices.

To configure HDMI:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **HDMI**.  
The HDMI tab appears.
3. Slide **Do not start HDMI input on startup** to on to disable HDMI input on startup.
4. Slide **Activate PIP Mode** to on to activate PIP mode.

5. Slide **HDMI Auto Switch** to on to enable automatic switching to HDMI when a source is connected to the HDMI input.
6. Slide **Use HDMI Input as a camera source** to on to use the HDMI input as a camera source.
7. Click **Update Template**.

## Configuring End of Meeting

To configure a meeting end:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **End of Meeting**.  
The End of Meeting tab appears.
3. In the End of Meeting Settings section, slide Clean the Cloud to on to select the desired options when all participants have disconnected from VIA:
  - c. Close Whiteboard and Auto Save – Close the Whiteboard on the main display and save the current page to the VIA cloud.
  - d. Close Whiteboard and Discard – Close the Whiteboard on the main display and discard the current page.
  - e. Do not Close the Whiteboard – Leave the Whiteboard open on the main display.
4. Click **Update Template**.

## Configuring File Sharing

To configure file sharing:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **File Sharing**.  
The File Sharing tab appears.
3. Select the types of files that can be shared. Select:
  - **All Files** to select all the files.
  - **Selected Files** to select specific file types that can be shared. The Manage File Extensions window appears:

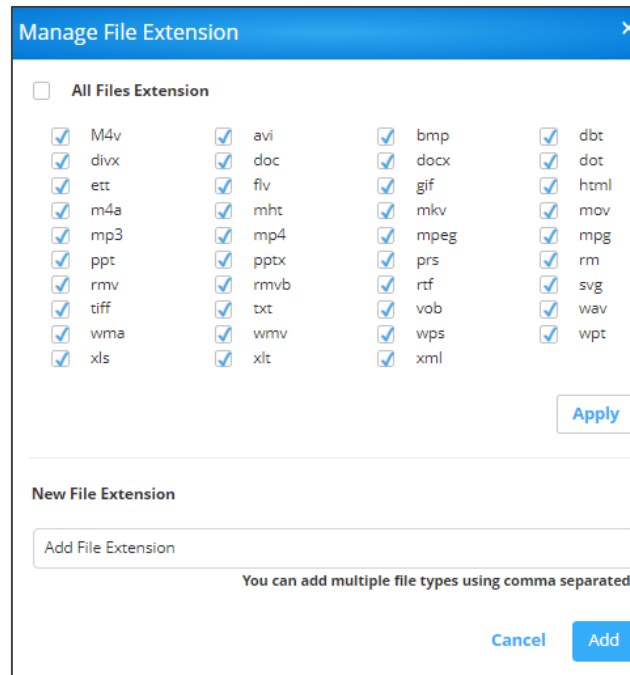


Figure 33: Manage File Extension Window

Check or uncheck file extensions as required and click **Apply** and/or add a new file extension and click **Add**.

4. Click **Update Template**.

## Configuring Moderator Mode

To configure the moderator mode:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Moderator Mode** on the navigation pane. The Moderator Mode tab appears.
3. Slide **Activate Moderator Mode** to on.
4. Select a moderator mode:
  - [Selecting Basic Moderator Mode](#) on page [35](#).
  - [Selecting Database Based Moderator Mode](#) on page [36](#).
  - [Selecting Active Directory Mode](#) on page [37](#).
5. Click Update Template. Moderator Mode is configured.

### Selecting Basic Moderator Mode

The Basic mode allows anyone to join a meeting without a username and password and to become a moderator using the VIA basic password defined by the Web Administrator.

To set the Basic mode:

1. In Moderator Mode, check Basic.

Figure 34: Moderator Mode – Basic

2. Check one or more of the following:

- **Moderator can enable/disable Chat feature during a session** – When enabled, moderators can enable or disable participant chats during the session.
- **Allow Participants to confirm start of Presentation** – When enabled, the participant is prompted to allow their presentation to be started when initiated from the VIA gateway.
- **Wait for Moderator to Start Session** – A VIA session does not start until a moderator joins the meeting. Participant dashboard features are grayed out and a message appears on the main display.

3. Enter the VIA basic password.

### Selecting Database Based Moderator Mode

In the Database Based mode, only users created by the Web Administrator can join a meeting.

**To set the Database Based mode:**

1. In Moderator Mode, check Basic.

Figure 35: Moderator Mode – Basic

2. Check one or more of the following:

- **Moderator can enable/disable Chat feature during a session** – When enabled, moderators can enable or disable participant chats during the session.

- **Allow Participants to confirm start of Presentation** – When enabled, the participant is prompted to allow their presentation to be started when initiated from the VIA gateway.
- **Wait for Moderator to Start Session** – A VIA session does not start until a moderator joins the meeting. Participant dashboard features are grayed out and a message appears on the main display.

### Selecting Active Directory Mode

Active Directory mode integrates with Active Directories (ADs) to avoid the hassle of creating users from VIA Device Web UI.

#### To set the Active Directory mode:

1. In Moderator Mode, check Active Directory.

The screenshot shows the 'Moderator Mode' settings page. At the top, 'Activate Moderator Mode' is toggled on. Below this, three radio buttons are present: 'Database Based', 'Active Directory' (which is selected), and 'Basic'. Underneath, there are three checkboxes, each followed by a question mark: 'Moderator can enable / disable Chat feature during a session', 'Allow Participant to confirm start of Presentation', and 'Wait for Moderator to Start Session'. A section titled 'Active Directory Settings' follows, containing a text input field for 'Active Directory Domain'. Below that are two radio buttons: 'User principal name' and 'Sam account name' (selected). Further down are labels for 'VIA Group/OU' and 'Active Directory Group/OU', followed by two radio buttons: 'Group Based' and 'OU Based'. At the bottom, there are two text input fields labeled 'Moderator' and 'Participant'.

Figure 36: Moderator Mode – Active Directory

2. Check one or more of the following:

- **Moderator can enable/disable Chat feature during a session** – When enabled, moderators can enable or disable participant chats during the session.
- **Allow Participants to confirm start of Presentation** – When enabled, the participant is prompted to allow their presentation to be started when initiated from the VIA gateway.
- **Wait for Moderator to Start Session** – A VIA session does not start until a moderator joins the meeting. Participant dashboard features are grayed out and a



message appears on the main display.

3. Enter Active Directory Domain.
  4. Select the **User Principal Name** or **SAM Account Name** or **Group Based** or **OU Based** radio button as per the Active Directory configuration.
  5. Based on the above selection, type the name of **Moderator** and **Participant** Group in their respective boxes.
- Active Directory Moderator Mode is configured.

## Configuring Display

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
  2. Click **Display** on the navigation pane.
- The Display tab appears.

**Display**

**Display Layout**  
Determines how users screens are presented on the main display.

Display Layout  
Dynamic Layout View

Auto-Hide Thumbnails

**VIA Device User Interface Scaling**  
Sets the size of the VIA User Interface on the VIA gateway.

User Interface Scaling  
Normal

Figure 37:Display Tab

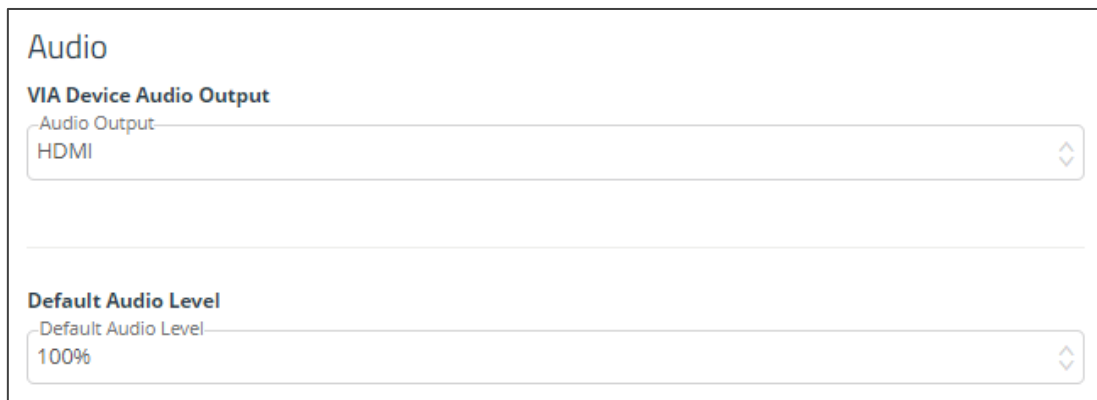
3. In **Display Layout** drop-down box, select layout view.
4. Slide **Auto-hide Thumbnails** to on.
5. In VIA Device User Interface Scaling, select appropriate size.
6. Click **Save Template**.

## Configuring Audio

To configure the audio:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.

2. Click **Audio** on the navigation pane.  
The Audio tab appears.



The screenshot shows a web interface for audio configuration. At the top, the word "Audio" is displayed in a large, dark font. Below it, the section "VIA Device Audio Output" is highlighted. Under this section, there is a dropdown menu labeled "Audio Output" with "HDMI" selected. Below this, there is a horizontal line. Underneath the line, the section "Default Audio Level" is highlighted. Below this section, there is a dropdown menu labeled "Default Audio Level" with "100%" selected. The interface is clean and modern, with a light gray background and dark text.

Figure 38: Audio Tab

3. Select the required audio output to set the audio output as HDMI, display port or USB, in the VIA Gateway Audio Output.
4. Select the desired default volume level. After rebooting the unit, resetting a session, or all users logging off, the volume returns to this defined level.
5. Click **Update Template**.

## Configuring Security

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Security** on the navigation pane.  
The Security tab appears.

**Security**

**Web Session Timeout**

Session Timeout  
2 Hours

**Captcha**  
Enable or Disable captcha for web admin login. ☐

**Password Policy**  
Settings designated below will be enforced for created user accounts.

**Alphanumeric** ☒

**At least one special character** ☒

**At least one capital letter** ☒

Password minimum length  
4

**Apply password policy on basic mode** ☐

VIA basic password

VIA admin password  
\*\*\*\*\*

Figure 39: Security Tab

3. Under **Web Session Timeout**, select the desired Session Timeout period.
4. Slide **Captcha** to on to enable web admin login.
5. Under **Password Policy**, slide password settings to enhance VIA Device security for created user accounts:
  - Slide **Alphanumeric** to on.
  - Slide **At least one special character** to on.
  - Slide **At least one capital letter** to on.
6. Enter minimum password length.
7. **Slide Apply password policy on basic mode** – to allow anyone to join a meeting with a password and to become moderator with a password defined by the Web Administrator. Enter VIA basic password (see also [Selecting Basic Moderator Mode](#) on page 35) and VIA admin password. The web admin defines the password for basic mode and needs to adhere to the password policy.
8. Click **Update Template**.

## Configuring Certificate

To perform this procedure, you need a valid SSL certification.



If you are configuring a world recognized domain on VSM, you need a valid, Apache supported SSL certificate from Verisign, GoDaddy, [ssl.com](https://www.ssl.com) or other source.

If you locally manage a Certificate Authority (CA), you should generate the Apache supported certificate. The (server.crt) and (server.key) files must be uploaded to:  
C:\HQServer\htdocs\conf folder

After uploading these files, restart the Apache service.

### To configure an SSL certificate:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Certificate** on the navigation pane.  
The Certificate tab appears.

Figure 40: Certificate Tab

3. In **copy and paste your certificate**, copy and paste your certificate.
4. In **copy and paste your key**, copy and paste your key.
5. Click **Update Template**.  
SSI certificate is configured.

## Configuring NTP

### To configure NTP:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.

- Click **NTP** on the navigation pane.  
The NTP tab appears.

NTP Server Name	Edit	Delete
asia.pool.ntp.org		

Figure 41: NTP Tab

- In the Enter Server Name field, enter the address of the NTP server.
- Click **Add**.
- Click **Save**. The new NTP server is saved and appears in the NTP Server Name table.
- To edit an NTP server name, click the icon in the Edit column.
- To delete an NTP server name, click the icon in the Delete column.
- Click **Update Template**.  
NTP is configured.

## Configuring the Host

### To configure the Host:

- Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
- Click **Host Configuration** on the navigation pane.  
The Host config tab appears.

Figure 42: Host Configuration Tab

- Enter host configuration settings.
- Click **Save Template**.  
Host configuration is saved.

## Configuring RECORDING

Recording is available only on Windows® devices.

To configure a recording:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **RECORDING**. The Recording tab appears.

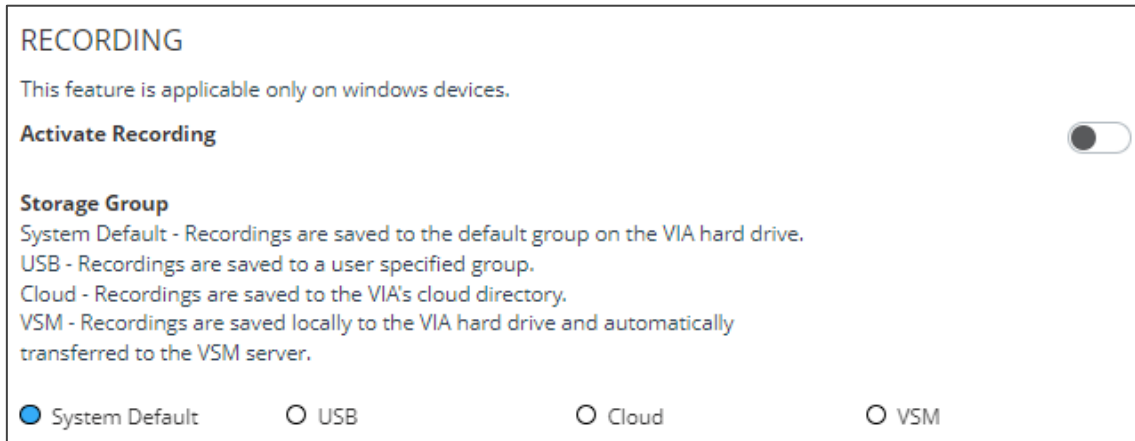


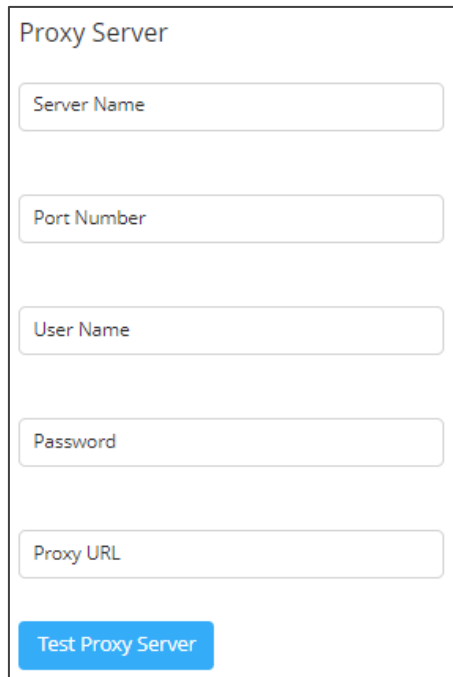
Figure 43: RECORDING Tab

3. Slide **Activate Recording** to on.
4. Select one of the following recording storage groups
  - **System Default** – Save the recording to a selected location (by default to the VIA hard drive).
  - **USB** – Save the recording to an external USB drive.
  - **Cloud** – Save the recording to the cloud.
  - **VSM** – Save the recording to the VSM server.
5. Click **Update Template**.  
Recording configuration is saved.

## Configuring Proxy Server

To configure a proxy server:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Proxy Server** on the navigation pane.  
The Proxy Server tab appears.



The image shows a 'Proxy Server' configuration form. It contains five input fields: 'Server Name', 'Port Number', 'User Name', 'Password', and 'Proxy URL'. Below these fields is a blue button labeled 'Test Proxy Server'.

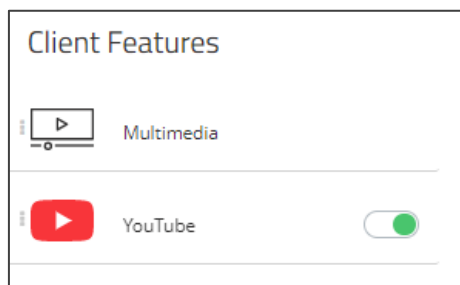
Figure 44: Proxy Server Tab

3. Enter the Server Name.
4. Enter the Port Number.
5. Enter the User Name.
6. Enter the Password.
7. Enter Proxy URL.
8. Click **Test Proxy Server**. On success, a connection successful message appears.
9. Click **Update Template**.  
Proxy server is configured.

## Configuring VIA GO

To configure VIA Go:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **VIA GO [1 & 2]** on the navigation pane. VIA GO tab appears.
3. Click **Client Features** and slide YouTube to on.



The image shows the 'Client Features' configuration window. It has two sections. The first section is labeled 'Multimedia' and contains a play button icon. The second section is labeled 'YouTube' and contains a red YouTube play button icon and a green toggle switch that is currently turned on.

Figure 45: VIA GO 1&amp; 2 Tab – Client Features

- Click **Mobile Features** and slide the desired mobile features to on.

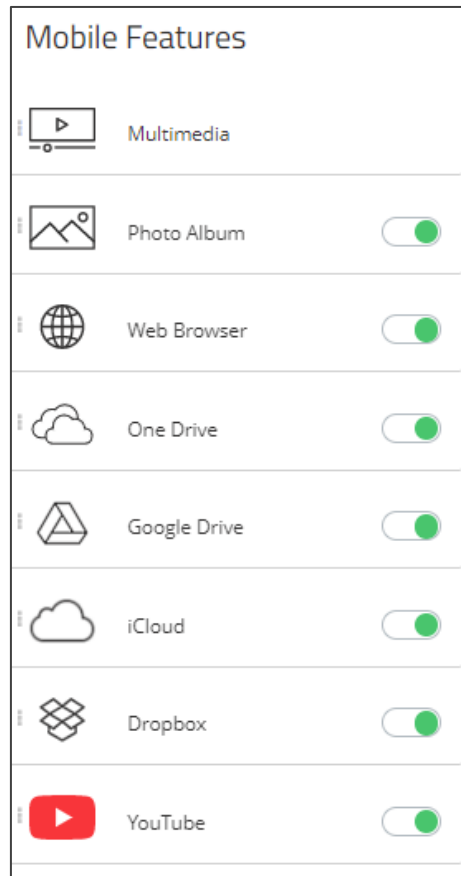


Figure 46: VIA GO 1& 2 Tab – Mobile Features

- Click **Update Template**.  
Client and mobile features are configured on VIA GO device.

## Configuring Campus PLUS

To configure Campus PLUS:

- Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
- Click **Campus PLUS [1 & 2]** on the navigation pane.  
The Campus PLUS tab appears.
- Slide to on the respective Device, Client and Mobile features.
- Click **Update Template**.  
Client and mobile features are configured on VIA Campus PLUS device.

## Configuring Connect PRO

To configure Connect PRO:

- Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
- Click **Connect PRO** on the navigation pane.  
The Connect PRO tab appears.



3. Slide to on the respective Device, Client and Mobile features.
4. Click **Update Template**.  
Client and mobile features are configured on VIA Connect PRO device.

## Configuring Campus

To configure Campus:

1. Click **Device Management** → **Manage Configurations**.  
The Manage Configurations Template window appears.
2. Click **Campus [1 & 2]** on the navigation pane.  
The Campus tab appears.
3. Slide to on the respective Device, Client and Mobile features..
4. Click **Update Template**.  
Client and mobile features are configured on VIA Campus device.

## Configuring Connect Plus/Connect<sup>2</sup>

To configure VIA Connect Plus/Connect<sup>2</sup>:

1. Click **VIA MANAGEMENT**. The Configurations Template Creation window opens. The System tab appears.
2. Click **Connect Plus, Connect 2** on the navigation pane.  
The Connect Plus tab appears.
3. Slide to on the respective Device, Client and Mobile features..
4. Click **Save Template**. Click **Save Template**.  
Client and mobile features are configured on VIA Connect PRO device.

---

## Using VIA Screen Editor

VIA Screen Editor is a web interface, where users can modify a device's display layout like placement of date and time, room name, room code and changing the wallpaper. It also helps change the properties such as activating the room code, room name overlay and other options.

### Deleting a Template

To delete a template:

1. Click **VIA MANAGEMENT** → **VIA Screen Editor**.

The Screen Editor window appears.

2. Select the template and click **Delete** to delete an existing template.




This option is not available for the Default/Active template.

## Editing a Template

To edit a template:

1. Click **VIA Management** → **VIA Screen Editor**.

The list of templates appears.

2. Click  in the Edit column of the template you want to edit.
3. The Screen Editor window appears.

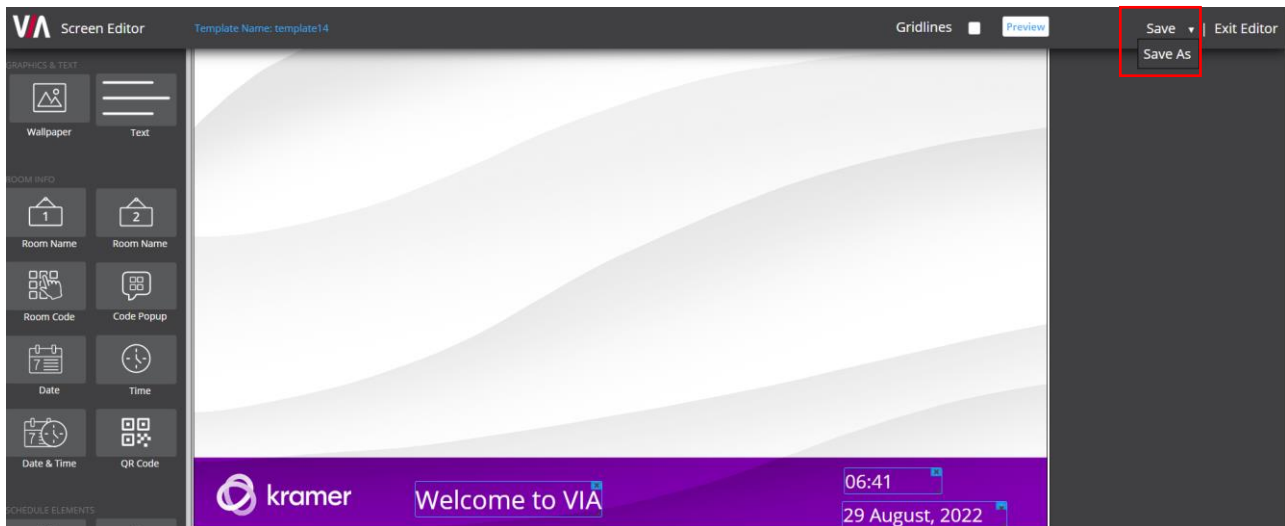


Figure 47: Screen Editor Window



When editing, Save has a small down arrow. Clicking it reveals **Save As**, to save the template with a different name.

4. Edit the template as required and click
  - **Save** to save the template. OR
  - **Save As** (by clicking the save drop down arrow) to save the template with a different name.

Edited Template is saved.

## Importing & Exporting Templates

You can export a template and import it to a different device (to use with other devices).

To export a template:

1. Click **Device Management** → **VIA Screen Editor**.  
The VIA Screen Editor window appears.
2. Select a template (or multiple templates) which you want to export.
3. Click **Export Templates**.  
A confirmation message to delete the group appears.
4. Click **OK**.  
Exported template is downloaded.



Since the templates are uploaded through a web interface, the same computer can be used to access both devices.

#### To import a template to another device:

1. Click **Device Management** → **VIA Screen Editor**.  
The VIA Screen Editor window appears.
2. Click **Import Templates** on the other device.
3. Navigate to the location where the exported template was saved.
4. Select the file and click **Open**.  
Imported template displays in the template list of the other device.

## Previewing Templates

#### To preview templates:

1. Click **Device Management** → **Add Screen Layout**.  
The VIA Screen Layout window appears.
2. Click **VIA Screen Editor** → **Add Screen Layout**.
3. Add Wallpaper widget and drag a wallpaper from right or upload from computer.
4. Add any required widgets.
5. Click **Preview**.

## Adding a Screen Layout

The window below appears and shows how the arrangement would appear on main display.

To add a screen layout:

1. Click **VIA Management** → **VIA Screen Editor**.

VIA screen editor page appears.

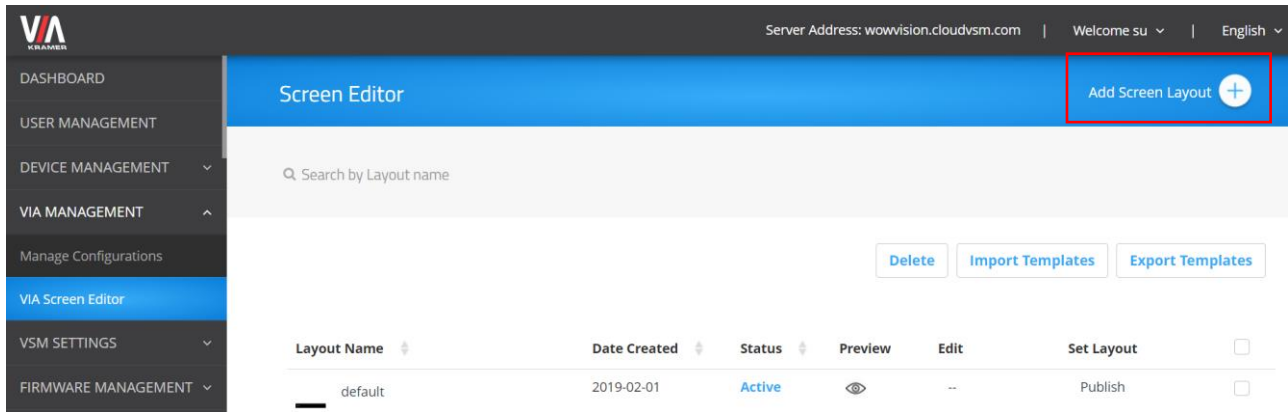


Figure 48: VIA Screen Editor Page

2. Click Add Screen Layout to create new template.

VIA screen editor window appears.

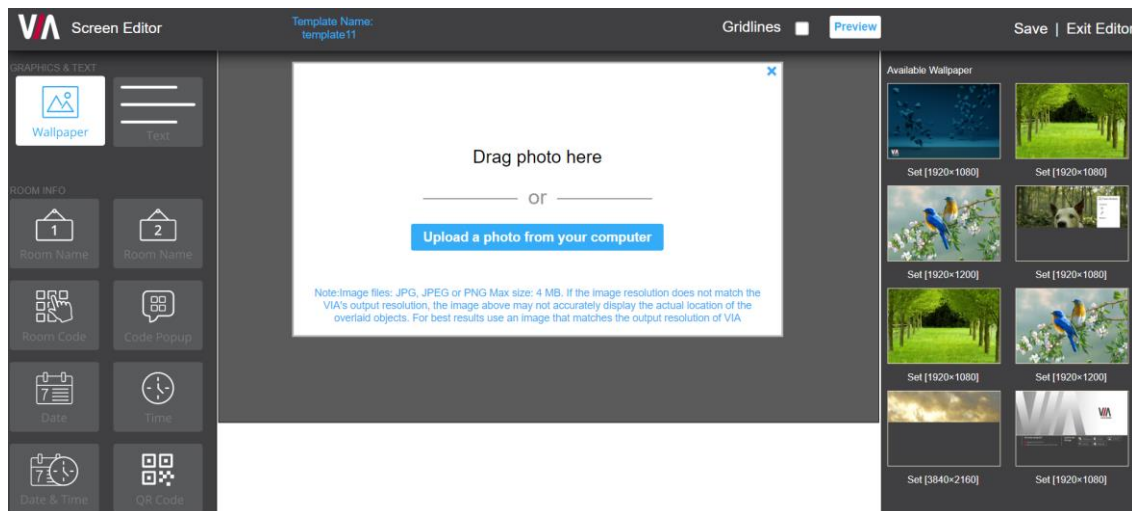


Figure 49: VIA Screen Editor Window

3. Perform below steps to configure template:

- [Uploading Wallpaper](#) on page [52](#).
- [Adding Text](#) on page [53](#).
- [Adding Room Name](#) on page [55](#).
- [Adding Room Name 2](#) on page [57](#).
- [Adding Room Code](#) on page [58](#).
- [Adding Code Popup](#) on page [60](#).
- [Adding Date](#) on page [61](#).

- [Adding Time](#) on page [62](#).
  - [Adding Date & Time](#) on page [63](#).
  - [Adding Adding QR Code](#) on page [64](#).
  - [Adding a Calendar](#) on page [65](#).
  - [Adding Timer](#) on page [67](#).
4. Click **Save** to save the changes made by you in the list of templates. This appears as a template when VIA screen editor is launched.



All changes will be lost if you do not click save before exiting.

5. Click **Preview** to view the changes that you have made. For preview to work, a wallpaper must be uploaded.
6. Select **Gridlines** to display a grid that can be used to correctly align elements. This grid only appears on the VIA screen editor and not on the main display.

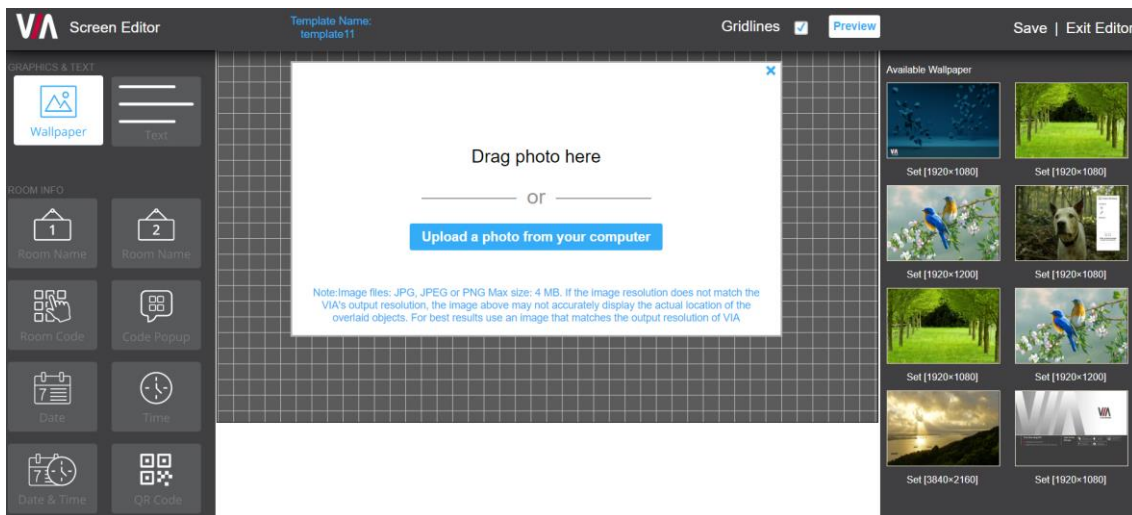



Figure 50: VIA Screen Editor with Gridlines

7. Click **Exit Editor** to return to VIA Screen editor template list.

## Uploading Wallpaper

Upload the wallpaper onto the device screen.

To upload a wallpaper to the device:

1. In the Screen Editor, click the  icon.

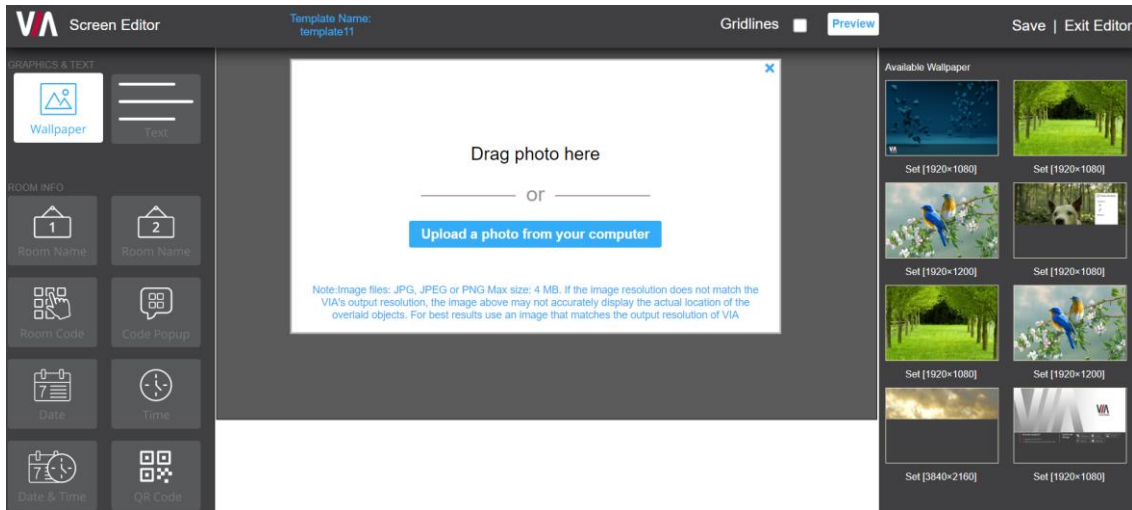



Figure 51: Upload Wallpaper - Screen Editor

2. Upload the wallpaper in any of the following ways:
  - Click and drag the image to the center area if the desired wallpaper image is available on the right-side pane.
  - Click **Upload a photo from your computer** if you need to upload a new wallpaper image.

-  Select a wallpaper file size that does not exceed 4 MB.  
Supported file extensions are PNG, JPG, and JPEG.

After uploading the wallpaper, its information is displayed.

## Adding Text

To add text to the wallpaper:

1. Click and drag **Text** onto the center wallpaper area to add a text box.

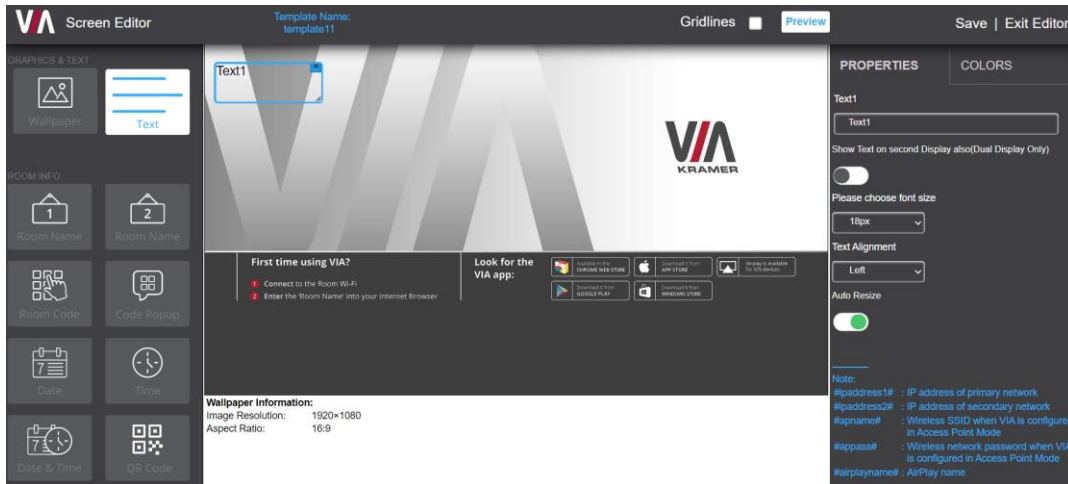


Figure 52: Text - Screen Editor

2. Select **PROPERTIES** tab on the right-side pane to enter the text and set its properties:
  - a. Enter the message to appear on the device in the **Text[1]** field.  
Text box numbers change in sequence for each subsequent text box that you add.

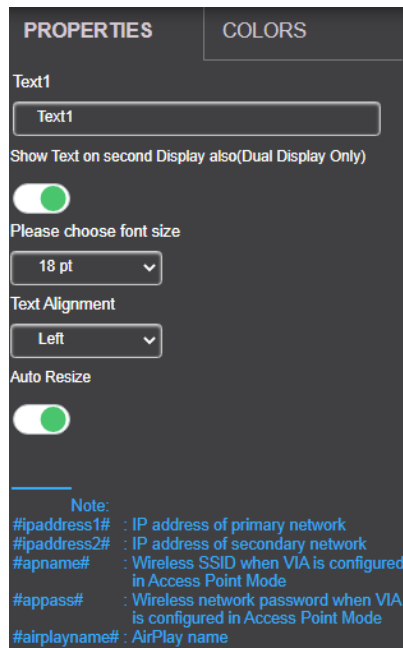


Figure 53: PROPERTIES Pane

- b. Add text as shown in the note on the right-hand side to display the following information:
  - #ipaddress1#: IP address of primary network.
  - #ipaddress2#: IP address of secondary network.
  - #apname#: Wireless SSID when VIA is configured in Access Point Mode.



- **#appass#**: Wireless network password when VIA is configured in Access Point Mode.
  - **#airplayname#**: AirPlay name.
- c. Under Show Text on second Display also (Dual Display Only), move slider to **ON** to automatically display text on second connected display.
  - d. Select the font size for the text as it appears on the device.
  - e. Select the text alignment.
  - f. Auto resize toggle: move slider to ON to ensure that there are no cropped areas in the displayed information. The border of the box is reset as per the size of the text. This change is seen on the device and not while the template is still being created.
3. Select **COLORS** tab on the right-side pane to set text colors:

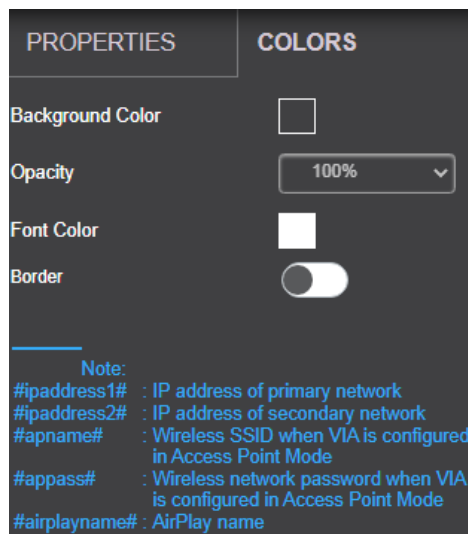


Figure 54: COLORS Pane

- a. Click **Background Color** to change the text box background color. By default, the background is set to None (transparent background).

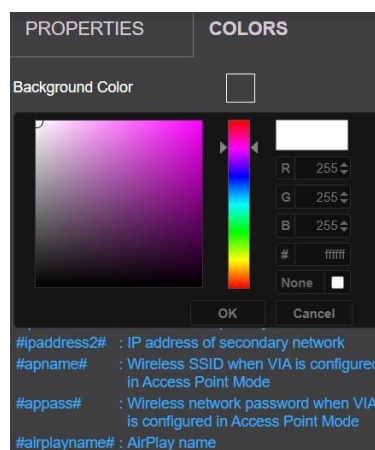


Figure 55: Background Color

- b. Set the Opacity of the background (after setting a background color).



Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.

- c. Select the text font color (white, by default).
- d. Toggle border (enable or disable) to show border on the main display.
- e. If Border is enabled, select border color.

## Adding Room Name

Add the room name.

To add a room name:

1. Click and drag **Room Name** onto the center area to add a room name to the main display.  
The right pane displays all the properties associated with room name.

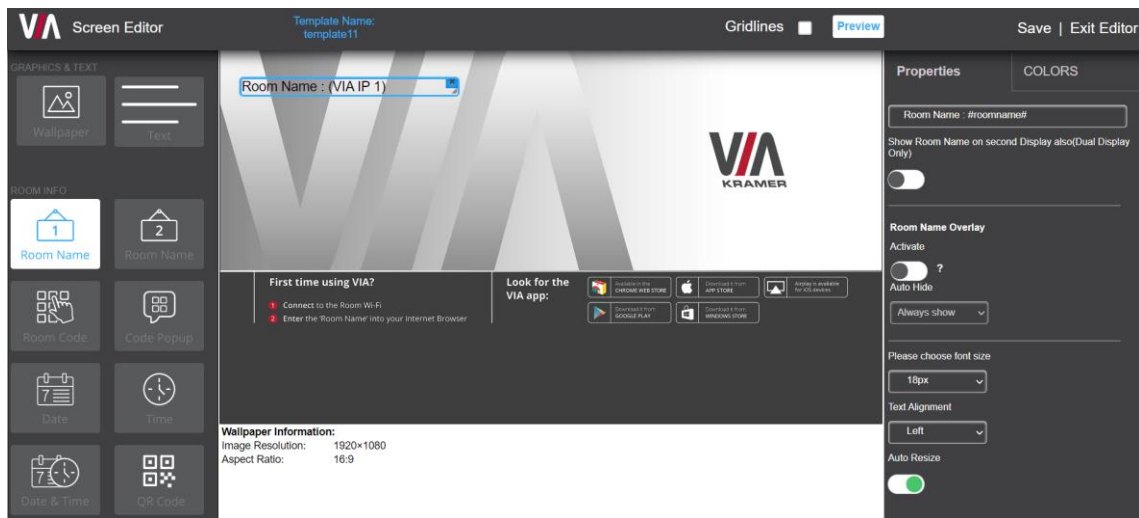
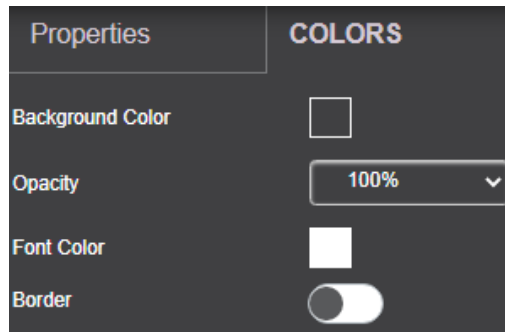


Figure 56: Room Name - Screen Editor

2. Select **PROPERTIES** tab on the right-side pane to enter the room name and set its properties:

- a. Enter **Room Name**.  
This field can be edited to read anything. #roomname# for example, IP address of the device is displayed here. So, **Room Name:** #roomname# is displayed on the device as Room Name: <IP address of device>. To replace #roomname# with some other text, a [DNS](#) must be configured. Type #AirplayName# to replace IP address of the device with its AirPlay® Name.
- b. Toggle **Show Room Name on second Display also (Dual Display Only)** to ON to display the room name on the second display that is connected to the device (Campus 2, Campus, Campus 2 Plus and Campus Plus).
- c. **Activate Room Name Overlay**.  
Room name overlay is a bar which appears on top and displays the room name for participants to login. This is especially helpful during presentations when room name on the wallpaper is hidden.
  - Room Name Overlay can be activated by clicking the **Activate** toggle.
  - To keep the overlay visible at all times, select **Always Show**; otherwise select a time (in seconds) after which the overlay should disappear.
  - To keep the overlay visible at DSS only, select **Show only with DSS**.
- d. Set the room name font size.
- e. Select the text alignment.
- f. Auto resize toggle: move slider to ON to ensure that there are no cropped areas in the displayed information. The border of the box is reset as per the size of the text. This change is seen on the device and not while the template is still being created.

3. Select COLORS tab on the right-side pane to set text colors:



- a. Click **Background Color** to change the text box background color. By default, the background is set to None (transparent background).

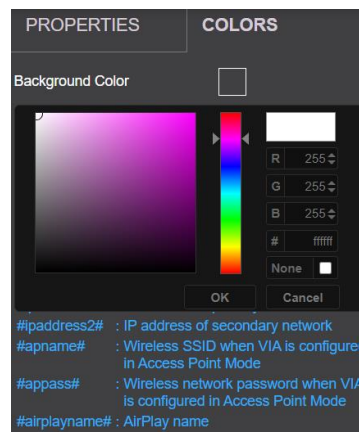


Figure 57: Background Color

- b. Set the Opacity of the background (after setting a background color).



Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.

- c. Select the text font color (white, by default).
- d. Toggle border (enable or disable) to show border on the main display.

## Adding Room Name 2


This icon is always seen on VIA screen Editor. However, Room Name 2 appears on the device main display only when configured with dual network and subsequently has two working IP addresses. The properties and color options are the same as Room Name (see [Adding Room Name](#) on page 55).



This is visible only when a dual network is configured on VIA.

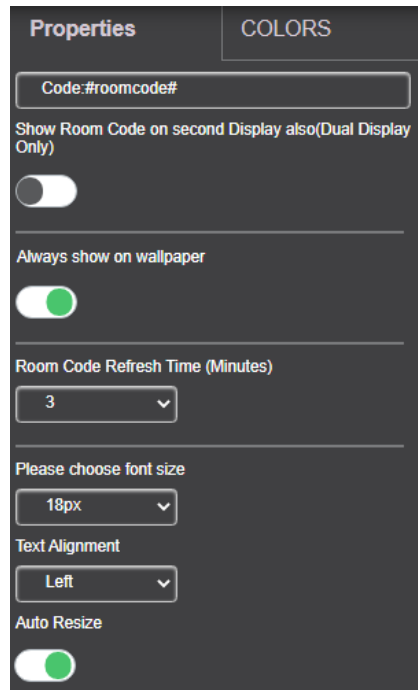
## Adding Room Code

To add a room code:

1. Click and drag  onto the center area to add the Room Code box to show on main display.

The right pane displays all the properties and colors associated with Room Code.


2. Select PROPERTIES tab on the right-side pane to enter the text and set its properties:



- a. **Code:** This has two parts. If #roomcode# is changed to a different code, that is the code for new participants to log in. Room Code refresh time has no effect on the custom room code. The text 'Code' is just a label. It can be renamed to anything or can be removed altogether.
- b. Toggle **Show Room Code** on second Display also (Dual Display Only) move slider to ON to display the room code on the second display connected to the device.
- c. Enable **Always show on wallpaper** for Room Code to appear on the device screen at all times, when no one is presenting.
- d. Select **Room Code Refresh Time**. The room code number changes after a specific interval so that an uninvited participant cannot log in with existing room code. This has no effect in case of custom room codes.
- e. Select the font size for the room code text as it appears on the device.
- f. Select the text alignment.
- g. Auto resize toggle: move slider to ON to ensure that there are no cropped areas in the displayed information. The border of the box is reset as per the size of the text. This change is seen on the device and not while the template is still being created.

3. Select the COLORS tab.




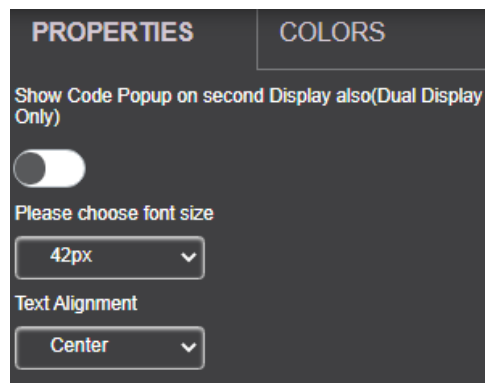
- a. Click **Background Color** to change the box background color.  
By default, the background is set to None (transparent background).
- b. Set the Opacity of the background (after setting a background color).
-  Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.
- c. Select the font color (white, by default).
- d. Toggle border (enable or disable) to show border on the main display.
- e. If Border is enabled, select border color.

## Adding Code Popup

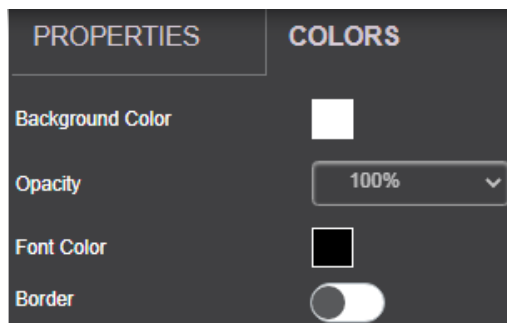
the code popup controls the popup containing the room code, seen when a participant is trying to login.

To add the code popup:

1. Click and drag  to the center area to add the Code Popup box and show it on the main display.  
The right pane displays all the properties associated with Code Popup.
2. Select PROPERTIES tab on the right-side pane to enter the code popup number and set its properties:



- a. Set the font size of Code Popup.
  - b. Select the text alignment.
3. Select the COLORS tab on the right-side pane:



- a. Click **Background Color** to change the text box background color.  
by default the background is set to None (transparent background).
- b. Set the Opacity of the background (after setting a background color).



Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.

- c. Change the font color (white, by default).
- d. Toggle border (enable or disable) to show border on the main display.

## Adding Date

To add the date:

1. Click and drag **Date** onto the center area to add the date to the main display.

The right pane displays all the properties associated with Date.

2. Select PROPERTIES tab on the right-side pane to enter the date properties:

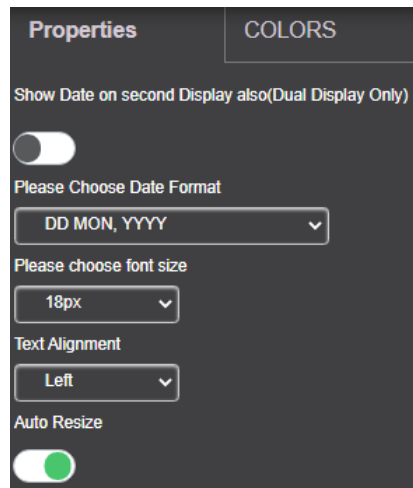


Figure 58: Date Color Tab

- a. Move **Show Room Code on second Display also** (Dual Display Only) slider to ON to display the date on the second display connected to the device.
  - b. Select the **Date Format**:
    - DD MON, YYYY – day, month and year.
    - MON DD, YYYY – month, day and year.
    - DD MON – Day and month only.
    - MON DD – month and day.
  - c. Set the font size.
  - d. Select the text alignment.
  - e. Auto resize toggle: move slider to ON to ensure that there are no cropped areas in the displayed information. The border of the box is reset as per the size of the text. This change is seen on the device and not while the template is still being created.
3. Select the COLORS tab on the right-side pane to set text colors:

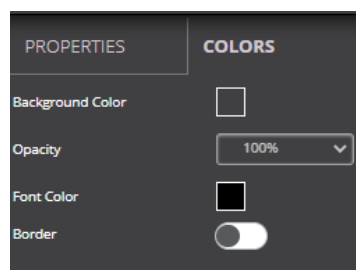




Figure 59: Date Color Tab



- a. Click **Background Color** to change the background color.  
By default, the background is set to None (a transparent background).
  - b. Set the Opacity of the background (after setting a background color).
-  Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.
- c. Change the font color for text to appear in any other color.
  - d. Toggle border (enable or disable) to show border on the main display.

## Adding Time

To add time:

1. Click and drag  on to the gray area in the center to add the time box and show it on main display.

The right pane displays all the properties associated with Time.

2. Select PROPERTIES tab on the right-side pane to enter the time properties:

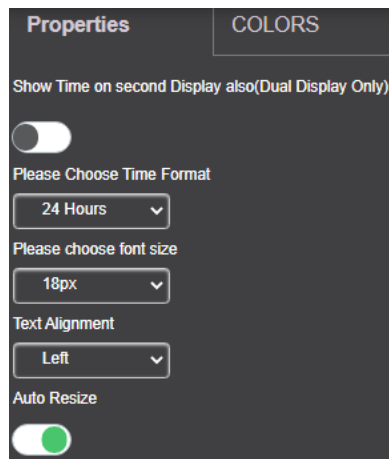
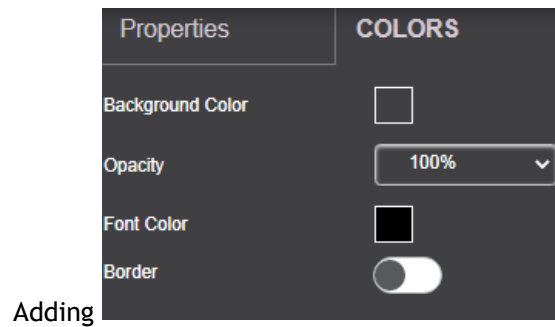


Figure 60: Time Properties Tab

- a. Move **Show Room Code on second Display also (Dual Display Only)** slider to ON to display the time on the second display connected to the device.
- b. Select the Time Format: 24 Hours or AM/PM.
- c. Set the font size.
- d. Select the text alignment.
- e. Auto resize toggle: move slider to ON to ensure that there are no cropped areas in the displayed information. The border of the box is reset as per the size of the text. This change is seen on the device and not while the template is still being created.

3. Select the COLORS tab on the right-side pane:



- a. Click **Background Color** to change the background color.  
By default, the background is set to None (a transparent background).
- b. Change the font color for text to appear in any other color.
- c. Toggle border (enables or disables) to show border on the main display.

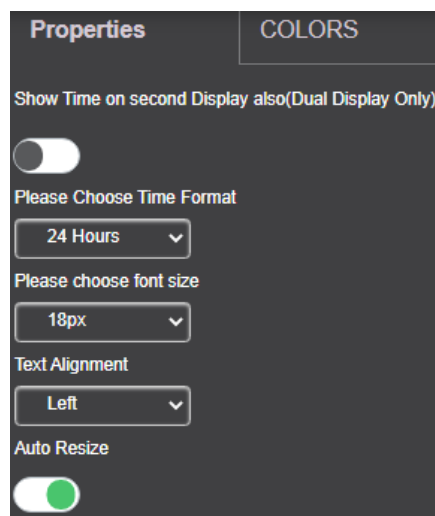
## Adding Date & Time

To add date & time:

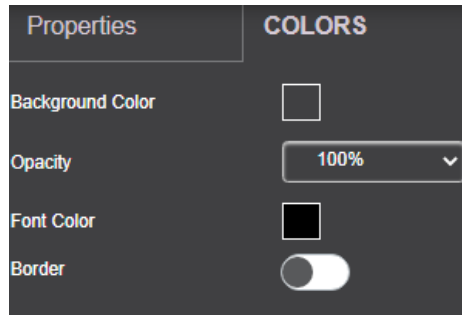
1. Click and drag **Date & Time** onto the center area to add the date & time box and show it on main display.

The right pane displays all the properties associated with Date & Time.

2. Select the PROPERTIES tab on the right-side pane.



- a. Move **Show Time on second Display also (Dual Display Only)** slider to ON to display the time on the second display connected to the device.
  - b. Select the Time Format: 24 Hours or AM/PM.
  - c. Set the font size.
  - d. Select the text alignment.
  - e. Auto resize toggle: move slider to ON to ensure that there are no cropped areas in the displayed information. The border of the box is reset as per the size of the text.  
This change is seen on the device and not while the template is still being created.
3. Select the COLORS tab on the right-side pane.



- a. Click **Background Color** to change the background color.  
By default, the background is set to None (a transparent background).
- b. Set the Opacity of the background (after setting a background color).



Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.

- c. Change the font color.
- d. Enable border to show border on the main display.

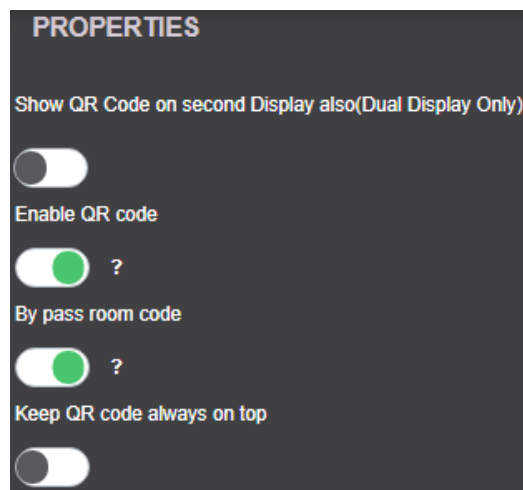
## Adding Adding QR Code

To add a QR code:

1. Click and drag **QR Code** onto the center area to add a QR Code for mobile clients to scan and login.

The right pane displays all the properties associated with the QR Code.

2. Select the PROPERTIES tab on the right-side pane:



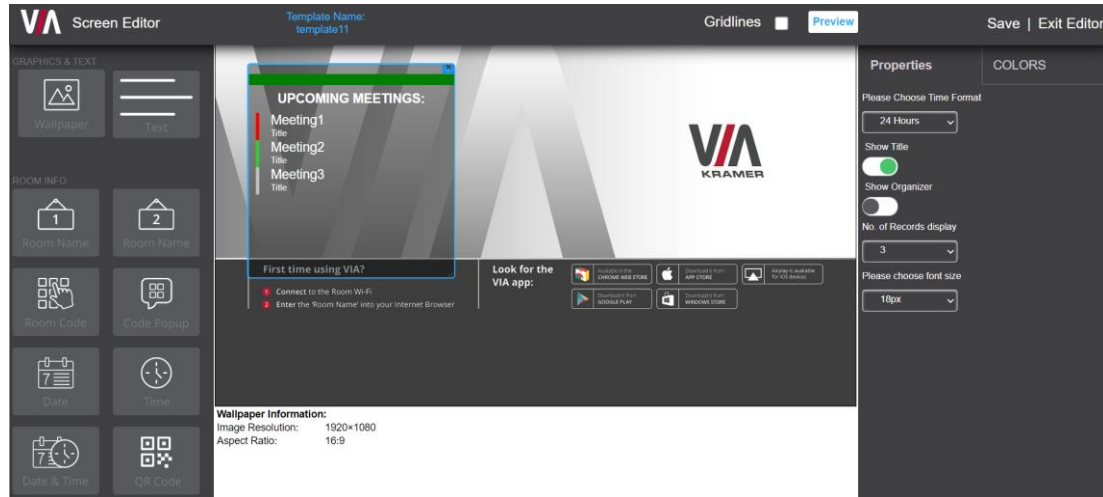
- a. Move **Show QR Code on second Display also (Dual Display Only)**, slider to **ON** to show the QR Code on both displays, when using dual displays.
- b. Slide Enable QR code (to ON) and have the QR code appear on the main display.
- c. Slide By pass room code (to ON) to have the clients scan and login to the device without entering the room code.
- d. Slide Keep QR code always on top (to ON) for the QR Code to appear on top always.

## Adding a Calendar

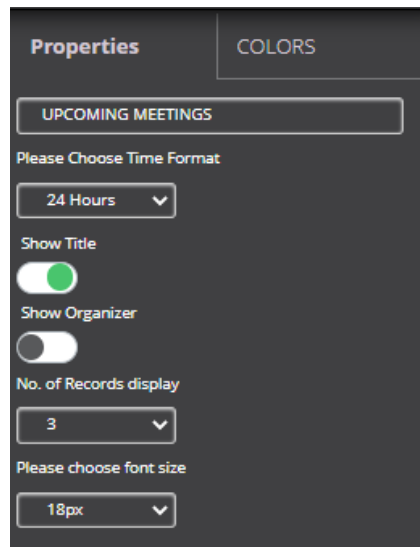
To add a calendar:

1. Click and drag **Calendar** onto the center area to add Upcoming Meetings box.

The right-side pane displays all the properties associated with the calendar.



2. Add the following properties.



- a. Enter Upcoming meetings title.
- b. Select the Time Format: 24 Hours or AM/PM.
- c. Slide **Show Title** to ON to show the title of the meeting.
- d. Slide **Show Organizer** to ON to show the organizer.
- e. Select the **No. of Records display**, select the number of meetings, scheduled or ongoing, to be displayed.
- f. Set the font size.

3. Select the **COLORS** tab on the right-side pane.

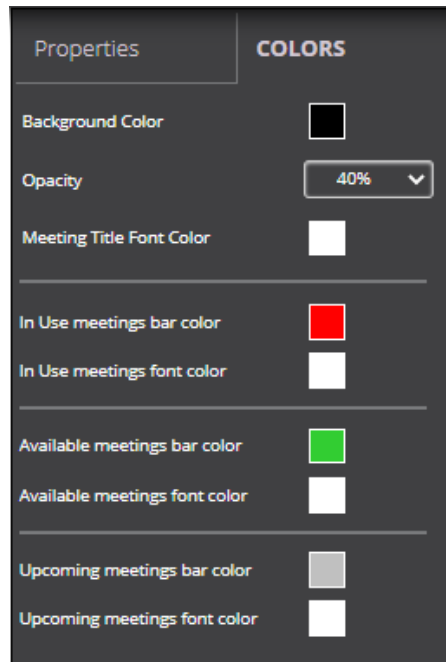


Figure 61: Calender Colors Tab

- a. Click **Background Color** to change the background color.  
By default, the background is set to None (a transparent background).
- b. Set the Opacity of the background (after setting a background color).



Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display.

- c. Select **Meeting Title Font Color**.
  - d. Select **In Use meetings bar Color**.
  - e. Select **In Use meetings font Color**.
  - f. Select **Available meetings bar color** – Select a color for the bar which marks when a device or room is available for meetings.
  - g. Select **Available meetings font color**.
  - h. Select **Upcoming meetings bar color**.
  - i. Select **Upcoming meetings font color**.
4. Click **Save**.

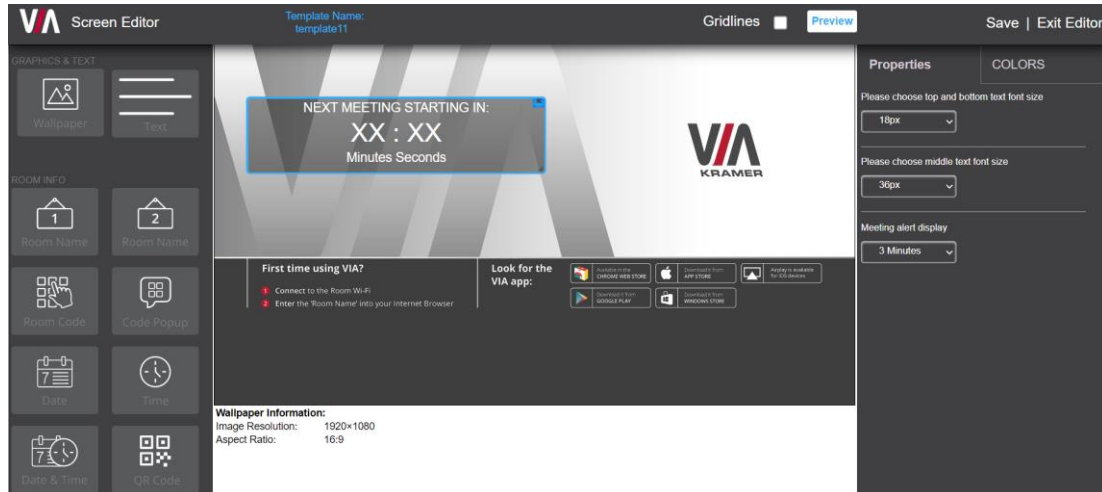
## Adding Timer

The timer displays the time left before the next meeting.

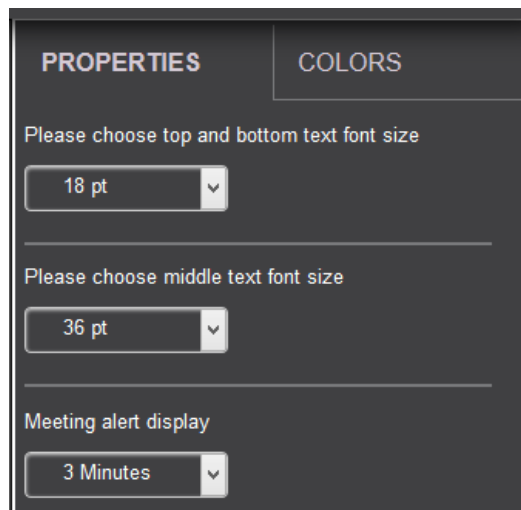
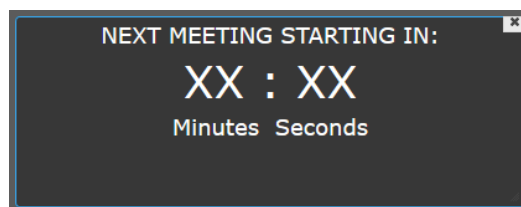
### To add the timer:

1. Click and drag **Timer** onto the center area to add a timer for upcoming meetings and show it on main display.

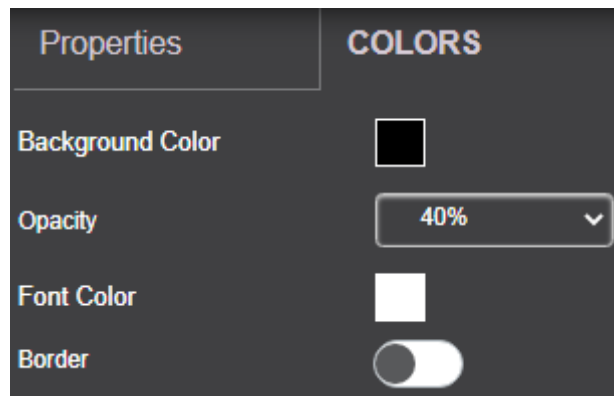
The right pane displays all the properties associated with the timer.




2. Select the PROPERTIES tab on the right-side pane:
  - a. Select the text font size.
  - b. Select the minutes and seconds (XX:XX) font size.
  - c. Set the Meeting alert display (for when the timer appears on main display before the next meeting). The values are in minutes.



3. Select the COLORS tab on the right-side pane.



- a. Click **Background Color** to change the background color.  
By default, the background is set to None (a transparent background).
  - b. Set the Opacity of the background (after setting a background color).
-  Note that if opacity is set to 10%, the textbox background color becomes transparent on the main display (40% by default).
- c. Change the font color.
  - d. Enable border to show border on the main display.

# VSM Settings Management

- [Configuring VSM Home Page](#) on page [69](#).
- [Managing License Details](#) on page [70](#).
- [Viewing App Version Details](#) on page [70](#).
- [Defining VSM Settings](#) on page [71](#).

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## Configuring VSM Home Page

**VSM on Cloud & VSM on Premises** enables modifying the design and functions of the home page.

To configure a logo and logo URL:

1. Click **VSM SETTINGS** → **Modify VSM Home Page**.
2. Click the **Show DNS Name in place of gateway name** to Show DNS Name in place of device name.
3. To change the logo, click **Upload Logo** and select a new logo.
4. If required, slide **Auto redirect to login page** to on (green) to redirect VSM to the black login page after logging out of VSM.  
By default, when logging out of VSM, the VSM home page appears.
5. To change the logo URL, in **logo URL**, enter logo URL and click **Update**.
6. Click **Preview**. An updated homepage preview appears.
7. Click **Update**.
8. To rollback changes in VSM homepage, click **Reset to Default**.

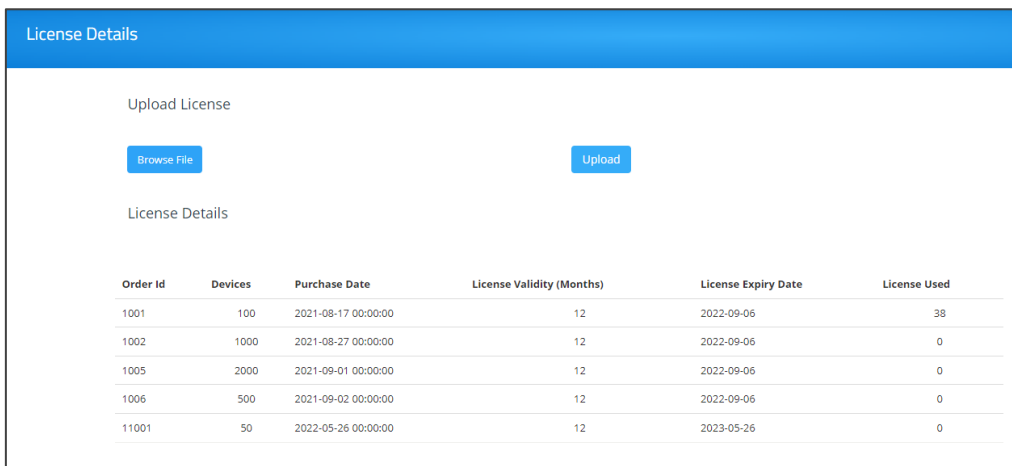


## Managing License Details

### Viewing VSM License

To view license details:

- Click **VSM Management** → **License Details**.



Order Id	Devices	Purchase Date	License Validity (Months)	License Expiry Date	License Used
1001	100	2021-08-17 00:00:00	12	2022-09-06	38
1002	1000	2021-08-27 00:00:00	12	2022-09-06	0
1005	2000	2021-09-01 00:00:00	12	2022-09-06	0
1006	500	2021-09-02 00:00:00	12	2022-09-06	0
11001	50	2022-05-26 00:00:00	12	2023-05-26	0

Figure 62: VSM License Details

### Uploading VSM License (only for Cloud)

To upload a VSM license:

1. Save the VSM license to your server.
2. Click **VSM SETTINGS** → **License Details**.
3. Click **Browse File**.
4. Select the saved VSM license file from server.
5. Click **Upload**.

VSM license is uploaded.

## Viewing App Version Details

To view App Version Details:

1. Login to the Administration Interface (see [Accessing the Administration Interface](#) on page [9](#))

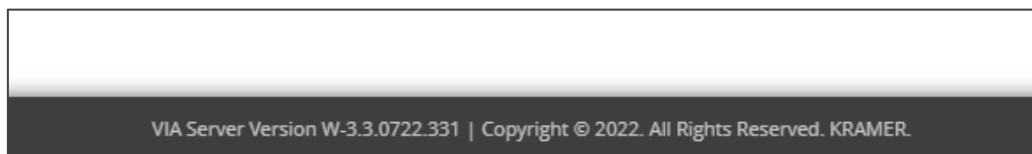


Figure 63: Viewing VSM Server Details

- Click the VIA Server Version number on the Footer. The device version table appears.

Box Id	Device Name	Model	Version	Device IP/MAC Address	Groups
119	119CPlus	Connect PLUS	3.3.0722.1240	192.168.11.119 (E0:D5:5E:C0:2436)	grp1
1120	120CPlus	Connect PLUS	3.3.0722.1240	192.168.100.120 (84:2E:99:7E:85:0A)	Salesforce
129	129Campus	Campus	3.3.0722.1240	192.168.100.123 (F4:0D:48:6A:C8:37)	grp1
131	131Campus2Plus	Campus 2 PLUS	3.3.0722.1240	192.168.11.131 (40:B0:76:D7:A8:35)	grp1
134	134CPlus	Connect PLUS	3.3.0721.1198	192.168.11.134 (18:C0:4D:E3:78:88)	grp1
144	144CampusPlus	Campus PLUS	3.3.0722.1240	192.168.11.144 (2C:4D:54:9D:F2:C3)	grp1
148	148CPlus	Connect PLUS	3.3.0722.1240	192.168.11.148 (80:D5:5E:C0:23E3)	grp1
149	149GO2	VIA GO 2	3.3.0722.1240	192.168.100.149 (90:15:90:07:53:9F)	Salesforce
160	160CPro	Connect PRO	3.3.0722.1240	192.168.11.160 (E0:D5:5E:1B:66:40)	grp1
165	165Campus2Plus	Campus 2 PLUS	3.3.0722.1240	192.168.11.165 (FC:34:97:67:9C:85)	grp1
1042	Office-Shuman	Connect 2	3.3.0722.1240	192.168.100.139 (F4:0D:3D:C6:9B:15)	Management

Figure 64: VIA Server Version Details

- If required, click **Export to PDF**.

The Version table downloads to an easy shareable PDF format.

## Defining VSM Settings

Define VSM Settings such as VSM session timeout, captcha and VIA Discovery settings.

To define VSM settings:

- Click **VSM SETTINGS** → **Settings**.  
The DEVICES items appear.
- Select **DEVICES**:
  - Slide Auto Generated Device ID to on to automatically generate a gateway ID for each VIA device that is added.
  - Set business hours to define the time VSM alerts are sent.
  - Slide Firebase Setting to on to....
- Select **VIA DISCOVERY**, slide VIA Discovery Service on to enable VIA device discovery.
  - If on, click Check Synced Status to view device synced status.

Device Name	Status
ConnectPlus	Pending

Figure 65: VIA Discovery – Device Synced Status



Gateways that have not yet been synced with VSM, show a “Pending” status. If the gateway is connected, a checkbox appears.

- Select a checkbox and click **Change Synced Status**.
- The selected gateways are synced, and the status now shows “Synced”.

4. Select **VIA DISCOVERY** to set VIA settings:

- Click **Set VIA Settings**. The Set VIA Settings page appears.

Figure 66: Set VIA Settings Page

- For each of the VIA features, select which features to control from VSM or from the device.
- Click **Apply**. (select all, default???)

5. Click **WEB SESSION** and select the session timeout.

6. To set auto log out session Frequency Alert, select **time duration**.

7. Click **SECURITY**:

- Slide Captcha to on/off to enable or disable captcha on VSM Login page.
- Select the password policy options for users to apply when selecting a password:
  - Use Alphanumeric characters.
  - Use at least one special character.
  - Use at least one capital letter.
  - Define minimum password length.
- Click **Apply**.

# Managing Firmware

VSM will push version 3.0/ 2.5/ 2.4 on device version 2.3.0418.960 and above.

- VIA allows schedule of firmware only after verifying that the device has enough space.
- Only .zip files can be uploaded, after upload the files turn into their respective .exe or .rpm or .deb files for different models of the VIA.
- If the firmware download process is interrupted for some reason, the download will start from the interrupted state rather than starting a fresh download.

## Updating Firmware

You can upload the new firmware via VSM Management. The new uploaded Firmware on the server is silently downloaded in the background on the VSM. Once download is complete, authorized users receive Updated Firmware alerts.

## Uploading the Firmware

To upload the Firmware:

1. Click **FIRMWARE MANAGEMENT** → **Update Firmware**. The Update Firmware page appears.

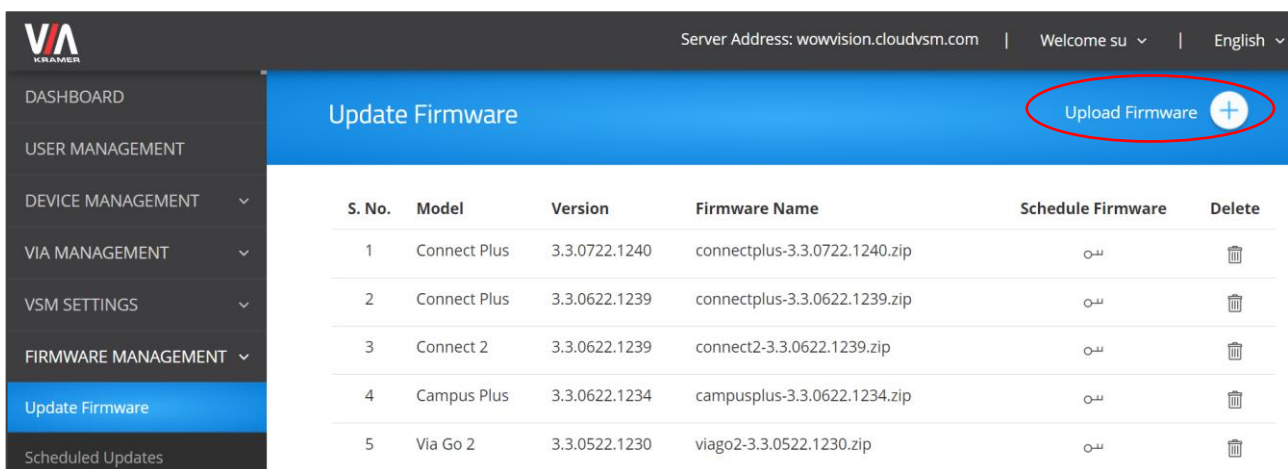


Figure 67: Update Firmware Page

2. Click **Update Firmware +**. The Upload Firmware window appears.

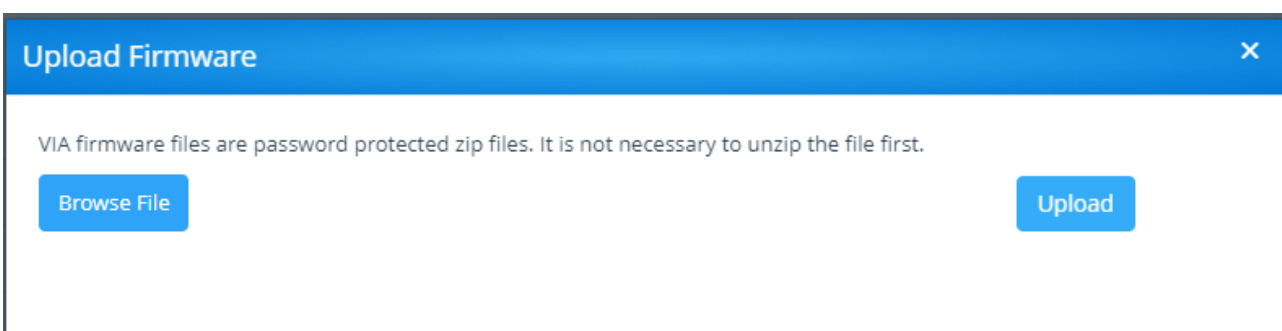


Figure 68: Browse Firmware File

3. Click **Browse File** and select the firmware (zip) file.

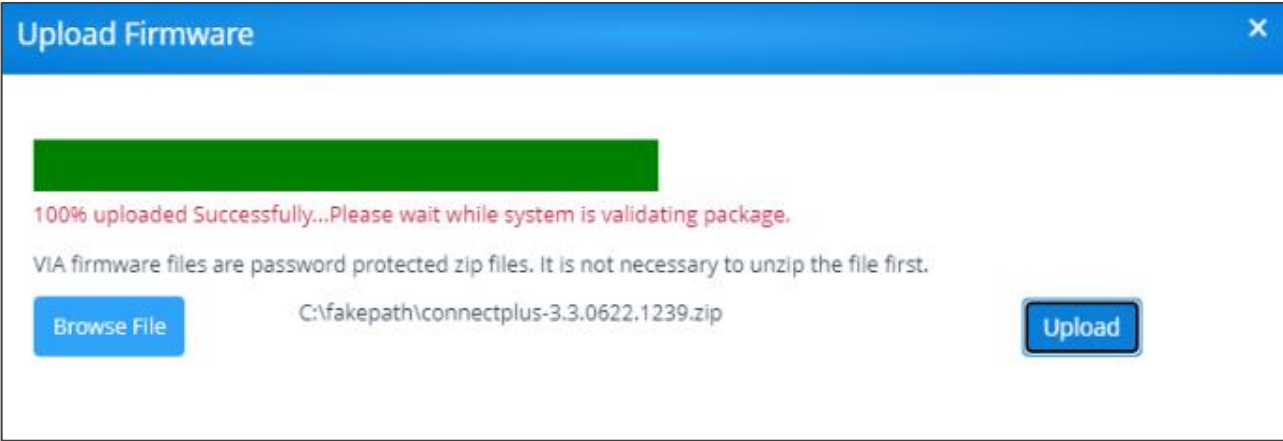


Figure 69: Firmware Uploading Pane

4. Click **Upload**.
- The firmware is uploaded, and appears in the Upload firmware page.
5. Click **Delete** icon to delete firmware that is not scheduled for an update.



VIA firmware files are password protected ZIP files. It is NOT necessary to unzip the file first.

## Scheduling a Firmware Update

To schedule firmware update:

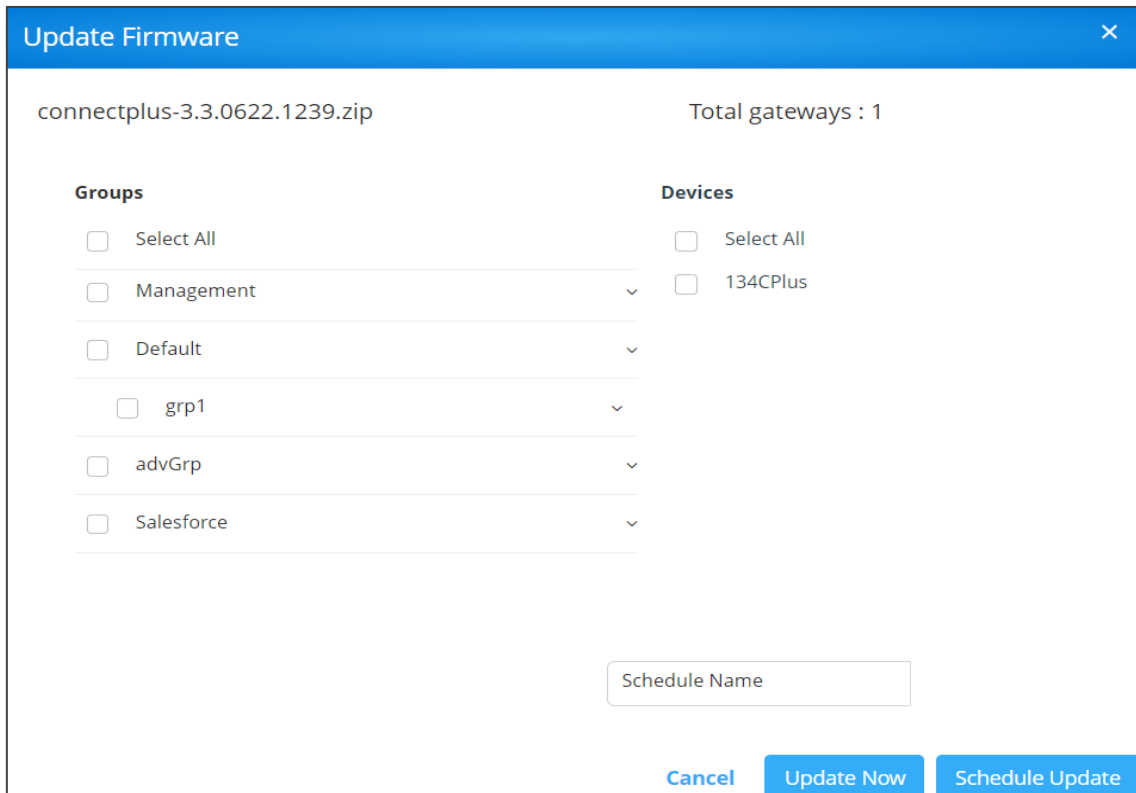
1. Click **FIRMWARE MANAGEMENT** → **Update Firmware**.

Update Firmware						Upload Firmware +
S. No.	Model	Version	Firmware Name	Schedule Firmware	Delete	
1	Connect Plus	3.3.0722.1240	connectplus-3.3.0722.1240.zip	🔑	🗑️	
2	Connect Plus	3.3.0622.1239	connectplus-3.3.0622.1239.zip	🔑	🗑️	

Figure 70: Update Firmware Page

2. Click 🔑 next to the relevant device.

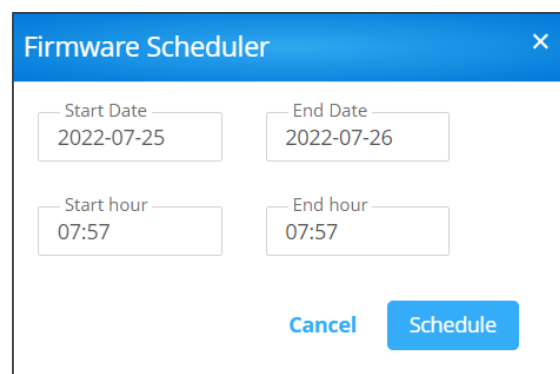
### 3. Select respective **Groups** and **Devices**.



The 'Update Firmware' pane shows the file 'connectplus-3.3.0622.1239.zip' and 'Total gateways : 1'. It features two columns: 'Groups' and 'Devices'. The 'Groups' column has checkboxes for 'Select All', 'Management', 'Default', 'grp1', 'advGrp', and 'Salesforce'. The 'Devices' column has checkboxes for 'Select All' and '134CPlus'. A 'Schedule Name' input field is located below the device list. At the bottom are three buttons: 'Cancel', 'Update Now', and 'Schedule Update'.

Figure 71: Update Firmware Pane

4. Select the gateway.
5. Enter Schedule Name Schedule Name field.
6. Click **Update Now** to update the firmware instantly or click **Schedule Update** to schedule an update. When clicking Schedule Update, the Firmware Scheduler window appears:



The 'Firmware Scheduler' window contains four input fields: 'Start Date' (2022-07-25), 'End Date' (2022-07-26), 'Start hour' (07:57), and 'End hour' (07:57). At the bottom are 'Cancel' and 'Schedule' buttons.

Figure 72: Firmware Scheduler

- a. Select Start Date and End Date.
- b. Select Start hour and End hour.



End time should be at least 6 hours later than start time.

- c. Click **Schedule**.

Firmware update is scheduled and displays on Scheduled Updates page.

# Scheduling Updates

This option describes how to schedule firmware updates to the devices.

- 1. Click **FIRMWARE MANAGEMENT → Scheduled Updates**.
- 2. Click the respective schedule name to see details.



Scheduled Updates						
				Schedule	Device	
Schedule Name	Package Name	Start Date	End Date	Status	Delete	
xyz	connectplus-3.3.0622.1239.zip	2022-07-25 09:01:00	2022-07-25 15:01:00	Check		

Figure 73: Scheduled Updates Page

- 3. Click Schedule to
- 4. Click  to delete a specific device firmware update, next to the respective schedule name.

# Managing Alerts

. The Alert List shows all the alerts that have been created on this VSM. Managing device alerts via VSM includes the following actions:

- Users can edit and delete only the alerts created by them.
- For alerts created by other users, the only available options are to set them.
- Alert list shows the alert type and its threshold value, among other details.
- As per the rules of this threshold, the user receives an email if the threshold value is exceeded.
  - For CPU usage, alert emails are sent every 2 minutes.
  - For Hard disk usage, email is sent every 6 hours.
  - If VIA unit is unreachable, alert emails are sent every 15 minutes.

## Adding an Alert

The alert list displays all the created and predefined alerts. note that **VIA Unreachable** and **New Firmware** are default alerts.

To add an alert:

1. Click **ALERT MANAGEMENT** → **Alert List**. The Alert List page appears.

Alert Type	Min. Value (%)	Description	Start Date	End Date	Created By	Edit	Delete	Set Alert
<a href="#">VIA Unreachable</a>		Alerts will be sent when VIA is out of network or Power off			su			<button>Set</button>
<a href="#">New Firmware</a>		Alerts will be sent when new firmware is available for the selected VIA gateways.			su			<button>Set</button>

Figure 74: Alert List Page



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

ADD ALERT

Alert Type

☐ Hard Drive Storage

Min. Value (%)

Select Min.Value(%)

When the value reaches this level an alert will be triggered

Start Date

2022-10-12

End Date

Description

Cancel

Create

Figure 75: Add Alert Window

- 3. Under Alert Type, check **Hard Drive Storage**.
- 4. Select storage level minimum [%]. An alert is sent if storage drops below the selected level.
- 5. Enter the alert Start Date.
- 6. Enter the alert End Date.
- 7. Enter the alert description.
- 8. Click **Create**. The alert is created. The Alert Type window appears.

Alert List

Add Alert

Export to CSV

Alert Type	Min. Value (%)	Description	Start Date	End Date	Created By	Edit	Delete	Set Alert
<a href="#">VIA Unreachable</a>		Alerts will be sent when VIA is out of network or Power off			su			Set
<a href="#">New Firmware</a>		Alerts will be sent when new firmware is available for the selected VIA gateways.			su			Set
<a href="#">Hard Drive Storage</a>	50	storage space	2022-10-13	2022-11-16	su			Set

Figure 76: New Alert Added

## Setting an Alert.

You can set either set a default or a created alert.

**To set a default/created alert:**

1. Click **Set** next to an alert in the Alert List page. The alert Type window appears.

The 'Alert Type' window is a modal dialog with a blue header and a close button. It contains three main sections: Groups, User, and Devices. The Groups section has two checkboxes: 'Select All' and 'Default'. The User section has a table with columns 'Username' and 'Email', and a checkbox. The Devices section has a table with columns 'Device Name' and 'Group Name', and a checkbox. At the bottom right, there are 'Cancel' and 'Set Alert' buttons.

Groups	User	Devices
<input type="checkbox"/> Select All	Username Email <input type="checkbox"/>	Device Name Group Name <input type="checkbox"/>
<input type="checkbox"/> Default	Or11 [redacted] merav.com <input type="checkbox"/>	ConnectPlus Default <input type="checkbox"/>

Cancel Set Alert

Figure 77: Alert Type Window

2. Click **Set** against an alert type.
3. Under Groups, select a group of devices.
4. Under User, select the users who are to receive this alert type.
5. Under Devices, select the Destination devices for this alert type.
6. Click **Set Alert**.

The alert is set and enabled.

## Managing Alert List

Each alert is assigned to all authorized users by default. An email is sent to the user which can then activate or deactivate an alert for a specific duration.

**To manage the alert list:**

1. Click **ALERT MANAGEMENT** → **Alert List**. The Alert List page opens.

The 'Alert List' page has a blue header with the title 'Alert List' and an 'Add Alert' button with a plus icon. Below the header is a table with the following columns: Alert Type, Min. Value (%), Description, Start Date, End Date, Created By, Edit, Delete, and Set Alert. There are three rows of alerts. The first two rows have a 'Set' button in the 'Set Alert' column. The third row has 'Edit' and 'Delete' icons in the 'Edit' and 'Delete' columns, and a 'Set' button in the 'Set Alert' column.

Alert Type	Min. Value (%)	Description	Start Date	End Date	Created By	Edit	Delete	Set Alert
<a href="#">VIA Unreachable</a>		Alerts will be sent when VIA is out of network or Power off			su			<a href="#">Set</a>
<a href="#">New Firmware</a>		Alerts will be sent when new firmware is available for the selected VIA gateways.			su			<a href="#">Set</a>
<a href="#">Hard Drive Storage</a>	50	storage space	2022-10-13	2022-11-16	su	<a href="#">Edit</a>	<a href="#">Delete</a>	<a href="#">Set</a>

Figure 78: Alert List



A User can only edit and delete the alerts created by him/her and can only use the set feature on other user's alerts.

2. To edit an alert:
  - in the Alert List, click the **Edit** icon.
  - Update the required field.
  - Click **Update**.
3. To delete an alert, in the Alert List page, click the **Delete** icon.
4. Under Alert Type, to see alert details, click a specific alert. The alert applied to the respective users and devices appears.

The screenshot shows a window titled "Alert Details" with a close button (X) in the top right corner. Inside the window, there is a table with two rows. The first row has columns for "Alert Going To" (with a redacted name), "Email" (with a redacted email address), and a "Delete" button. The second row has columns for "ConnectPlus ( IP: 172.17.123.51 )" and another "Delete" button. Both "Delete" buttons are blue with white text.

Figure 79: Alert Details Window

- Select a device and click **Delete** to stop receiving alerts from this device.

## Suppressing an Alert

When an alert is sent to users, they receive an alert email with a link.

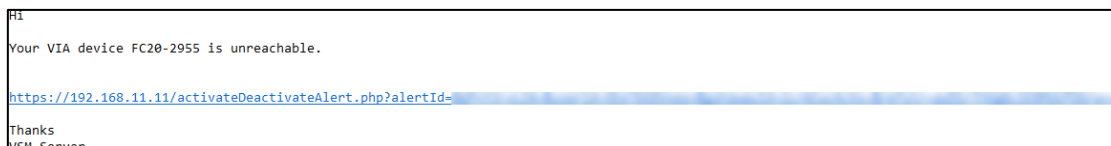


Figure 80: Alert Email

The users can then click the link in the email to activate or deactivate the alert page.

### To suppress an alert:

1. Click the link in the alert email that you have received.
2. Inside the form field, click Alert End Date Time.
3. Select a date and time.
4. Click **Add** to suppress the alert until the selected date and time. Alerts stop coming the moment you click **Add**.
5. Click **Reset** to clear the field and select a new date and time.

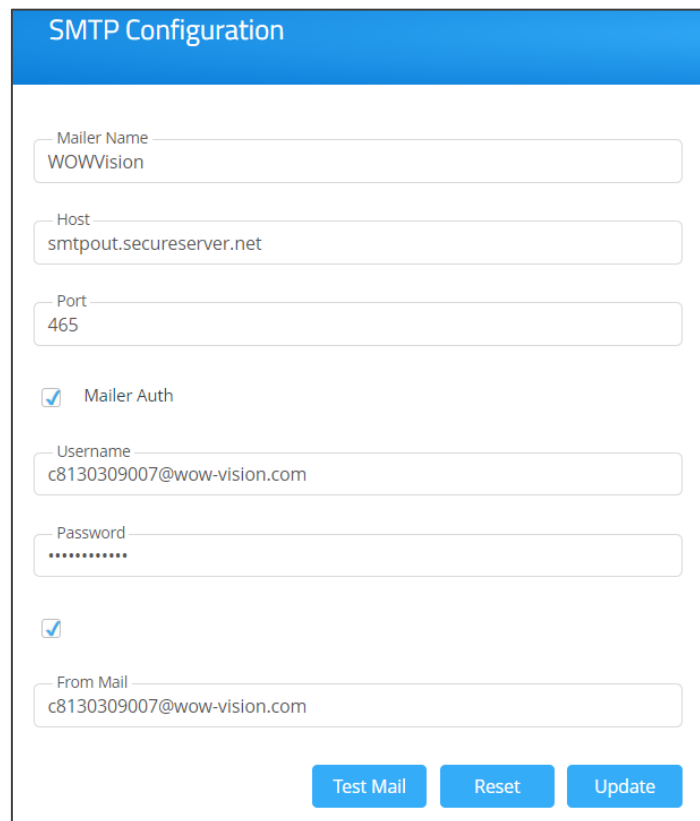
## Configuring SMTP

This feature is used to configure the email account with the SMTP server to receive alerts.

To configure SMTP:

1. Click **ALERT MANAGEMENT** -> **SMTP Configuration**.

SMTP configuration tab appears



The screenshot shows the 'SMTP Configuration' tab with the following fields and options:

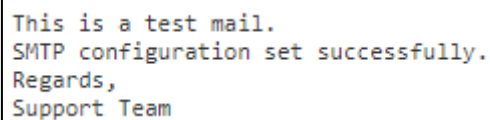
- Mailer Name:** WOWVision
- Host:** smtpout.secureserver.net
- Port:** 465
- ☒ **Mailer Auth**
- Username:** c8130309007@wow-vision.com
- Password:** (masked with dots)
- ☒ (unchecked checkbox)
- From Mail:** c8130309007@wow-vision.com

At the bottom right, there are three buttons: **Test Mail**, **Reset**, and **Update**.

Figure 81: SMTP Configuration Tab

2. In SMTP Configuration, enter the information into all fields.
3. Click **Save**.
4. To check validity of the link, click **Mailer Auth**.

The SMTP configuration success message appears.



This is a test mail.  
SMTP configuration set successfully.  
Regards,  
Support Team

Figure 82: SMTP Configuration Message

5. To test email validity, click **Test Mail**.
6. To reset the configuration, click **Reset**.
7. To update a configuration, click **Update**.

## Managing an Instant Alert Message

Using this option user can add alerts.

To manage the instant alert message:

1. Click **ALERT MANAGEMENT** → **Instant Alert**.
2. Click **Add Alert**.

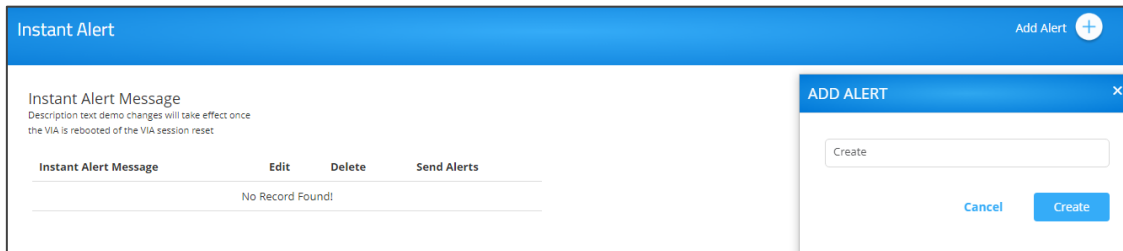


Figure 83: Instant Alert Message

3. In the Create field, enter the Instant Alert Message to flash across all device screens once activated.
4. Click **Create**.
5. Click an Instant Alert Message The set alert window appears, and the Instant Alert Message can be configured.

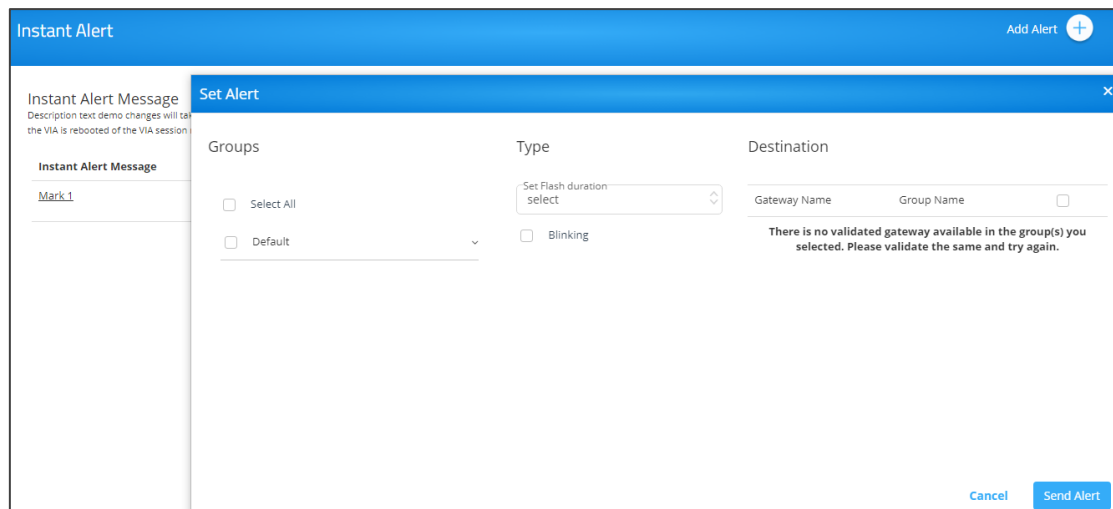


Figure 84: Setting Alert Window

6. Perform the following actions:
  - a. Under Groups, select a device group.
  - b. Under Destination, select devices.
  - c. Select flash duration (the time the alert stays on) from the list.
  - d. Check **Blinking** for the alert to flash.
  - e. Click **Send Alert** to send an alert to the all list all the devices instantaneously. you can click the alert message to view devices which are to receive this alert.

# Managing Recording

Download, edit and delete a recording.



you can delete a selected recording from VSM. Before deleting you need to add the recording devices to the VSM.

## To Manage recording list:

1. Click **RECORDING**. The recording list appears.
2. Click **Download** on the selected row to download a recording.
3. Click **Edit** on the selected row to edit the recording description.
4. Click **Delete** on the selected row to delete the recording.

- [Managing Content](#) on page 84.
- [Managing Templates](#) on page [92](#).
- [Managing Campaign Editor](#) on page [94](#).
- [Scheduling a Campaign](#) on page [97](#).
- [Managing Fonts](#) on page [100](#).

# Digital Signage

VSM enables configuring digital signage on any VIA Device. The Digital Signage feature enables using VIA 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 times.

this section describes the following actions:

- [Managing Content](#) on page [84](#).
- [Managing Templates](#) on page [92](#).
- [Managing Campaign Editor](#) on page [94](#).
- [Scheduling a Campaign](#) on page [97](#).
- [Managing Fonts](#) on page [100](#).

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## Managing Content

VSM enables creating a library of media content to use via digital signage. The types of media that can be displayed are:

- Web URL – Live web page.
- Scroller – Scrolling text, custom text message that scroll across the screen.
- Media (Image) – Static image with the following allowed file extensions: jpg, jpeg, bmp, gif and png.
- Media (Video) – Video with the following allowed file extensions: avi, mpeg, wmv, mpg, mov, vob, mkv, mp4 and m4v.
- RSS – Live RSS feed.

## To create and upload digital signage media:

1. Click **DIGITAL SIGNAGE > Manage Content** on the navigation pane. The Manage Content page appears.

Existing Media	Type	Status	Edit	Delete	Preview/Download
.vsf	Scroller	In Use			
Saurabh.vsf	Scroller	In Use			
saahil.vsf	Scroller	In Use			
Sahil_rss.rss	RSS	In Use			
Saurabh_url.vurl	Web URL	In Use			
Tom & Jerry in italiano   Anno nuovo, stesso duo   WB Kids.vurl	Web URL	In Use			
Afghan Jalebi.wmv	Media Video	In Use			
16 Havent Met You Yet.m4v	Media Video	In Use			
?????.mp4	Media Video	In Use			
nature_0041_180545.png	Media Photo	In Use			
.rss	RSS	In Use			
File Name.vurl	Web URL	In Use			

Figure 85: Manage Content Page

2. Create and upload media, as required:
  - [Adding Web URL](#) on page [86](#).
  - [Creating Scrolling Text](#) on page [87](#).
  - [Uploading Media Files](#) on page [88](#).
  - [Adding RSS Feed](#) on page [90](#).
3. Once created, you can perform the following actions:
  - Click **Scroller/RSS/Web URL/Media** to filter the content by media type or click All to view all media types.
  - Click to preview the content.
  - Click to download the content (video media type only).
  - Click to edit the content (for Web URL, RSS and Scroller media types).
  - Click to delete the selected media.

Media type is created and managed.



## Adding Web URL

To add Web URL, to the Manage Content page:

1. Click **Add Content** and then **Web URL**.

The Web URL window appears.

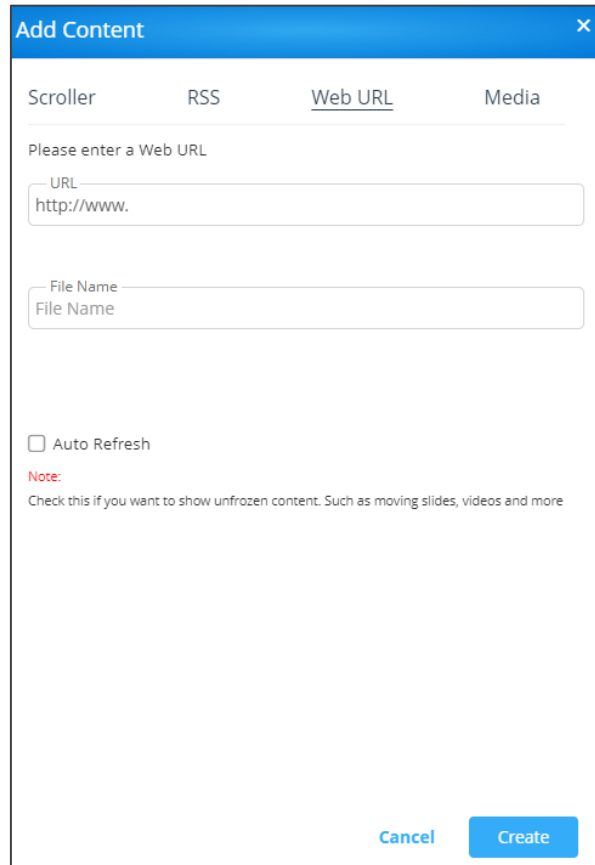
The image shows a 'Web URL' window titled 'Add Content'. It has four tabs: 'Scroller', 'RSS', 'Web URL' (which is selected and underlined), and 'Media'. Below the tabs, it says 'Please enter a Web URL'. There are two input fields: 'URL' with the text 'http://www.' and 'File Name' with the text 'File Name'. Below these fields is a checkbox labeled 'Auto Refresh' which is currently unchecked. Underneath the checkbox is a red 'Note:' followed by the text 'Check this if you want to show unfrozen content. Such as moving slides, videos and more'. At the bottom right of the window are two buttons: 'Cancel' and 'Create'.

Figure 86: Web URL Window

2. Enter the URL address and the File Name and click **Create**. The new URL is added to the Existing Media list.
3. Set Auto Fresh check box as follows:
  - Check **Auto Refresh** to display a URL with dynamic content.
  - Clear **Auto Refresh** to display a URL as a static page.
4. Click **Create**.

URL content is created.

## Creating Scrolling Text



To create scrolling text:

1. Click **DIGITAL SIGNAGE > Manage Content** on the navigation pane.
2. Click **Add Content** and then click **Scroller**.

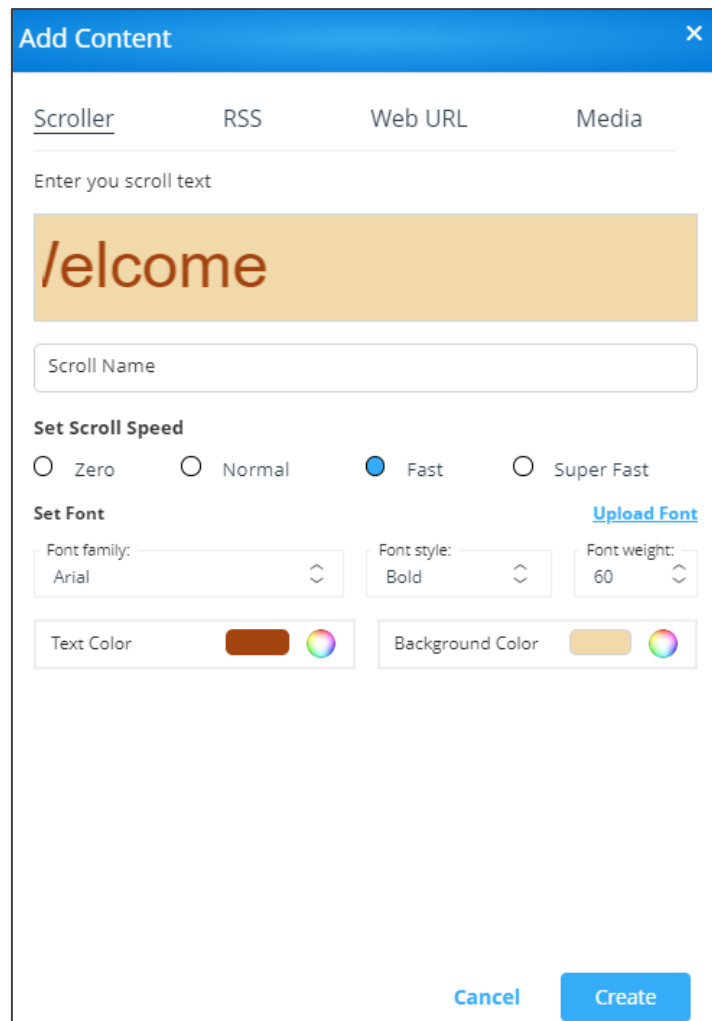
The Scroller window appears.

Figure 87: Scroller Window

3. Enter the scroll text (for example, Welcome).
4. If required, enter the following variables into the text field:
  - #airplayname# – Displays the airplay name.
  - #roomname# – Displays the room name/code for joining into the meeting.
  - #appass# – Displays the Access Point password.
  - #apname# – Displays the Access Point name.
  - #ipaddress1# – Displays the IP address for the primary network.
  - #ipaddress2# – Displays the IP address for the second network, if in use.
5. Enter the Scroll Name (for example, Welcome).
6. Check the scrolling speed under Set Scroll Speed (for example, Fast). Select Zero to create a static text display.
7. Under **Set Font**:

- Select the font type (under Font Family).
- Click **Upload Font** and follow the instructions to upload a new font type.
- Select the Font Style (Normal, Italic, Bold or Bold Italic).
- Select font size (under Font Weight).
- Click  next to Text Color to select the text color.
- Click  next to Background Color to select the background color.

The Scroller parameters are set:



**Add Content** [X]

Scroller RSS Web URL Media

Enter your scroll text

Welcome

Scroll Name

**Set Scroll Speed**

☐ Zero ☐ Normal ☒ Fast ☐ Super Fast

**Set Font** [Upload Font](#)

Font family: Arial Font style: Bold Font weight: 60

Text Color Background Color

Cancel Create

Figure 88: Setting Scroller Content

8. Click **Create**.

The new scroller is added to the Existing Media list.

## Uploading Media Files

To upload Media Files:

1. Click **DIGITAL SIGNAGE > Manage Content** on the navigation pane.
2. Click **Add Content** and then click **Media**.

The media window appears.

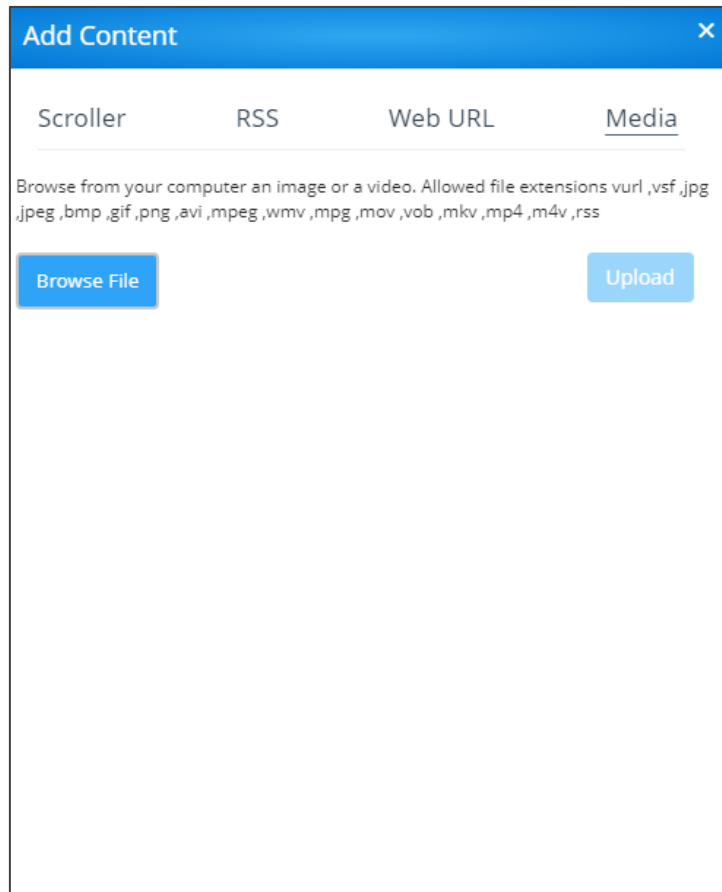


Figure 89: Media Window

3. Click **Browse File**.

A file browser window appears.

4. Select an image or video file and click Open.
5. Click **Upload**.

The file is added to the Existing Media list.

## Adding RSS Feed

To add RSS Feed:



1. Click **DIGITAL SIGNAGE > Manage Content** on the navigation pane.
2. Click **Add Content** and then click **RSS**.

The RSS window appears.

The screenshot shows the 'Add Content' window with the 'RSS' tab selected. The window has a blue header with a close button. Below the header are four tabs: 'Scroller', 'RSS' (selected), 'Web URL', and 'Media'. The main content area is titled 'Add your RSS feed here'. It contains an 'Insert RSS URL' text box, a 'Get tags' link, a question mark icon, and a 'Select a tag' dropdown. Below these is an 'RSS Name' text box. The 'Set Scroll Speed' section has three radio buttons: 'Normal', 'Fast' (selected), and 'Super Fast'. The 'Display Style' section has two radio buttons: 'One by one' (selected) and 'with Delimiters'. The 'Set Font' section includes a 'Font family' dropdown (Times New Roman), a 'Font style' dropdown (Normal), and a 'Font weight' dropdown (60). There is an 'Upload Font' link. At the bottom of the font section are 'Text Color' and 'Background Color' pickers. The window ends with 'Cancel' and 'Create' buttons.

Figure 90: RSS Window

3. Enter the RSS feed URL address into the **Insert RSS URL** text box.
4. Click **Get tags**. The Select a tag drop-down list appears.
5. Under the **RSS Name**, enter the RSS name.
6. Check the scrolling speed under Set Scroll Speed (for example, Fast).
7. Select the Display style (either One by one or with Delimiters).
8. Under **Set Font**:
  - Select the font type (under Font Family).
  - Click **Upload Font** and follow the instructions to upload a new font type.
  - Select the Font Style (Normal, Italic, Bold or Bold Italic).
  - Select font size (under Font Weight).

- Click  next to Text Color to select the text color.
  - Click  next to Background Color to select the background color.
9. Click **Create**. The RSS feed is added to the Existing Media list.

# Managing Templates

VIA Campus enables you to preview, edit, delete and add digital signage templates.

**To add a digital signage template:**

1. Select **DIGITAL SIGNAGE > Template Manager** on the navigation pane.

The Template Manager page appears.

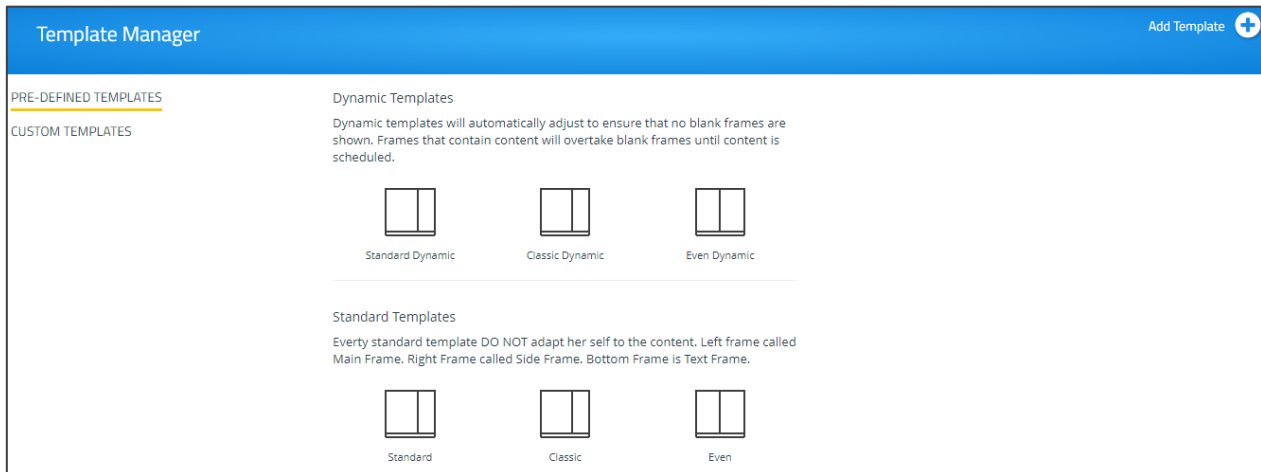


Figure 91: Template Manager Page



The **Pre-Defined Templates** tab shows Dynamic and Standard templates. Dynamic templates automatically adjust to the content, to ensure that no blank frames are shown. Standard Templates DO NOT adapt to the content.

You can select and use the predefined templates when creating a campaign via the campaign editor (see [Managing Campaign Editor](#) on page [94](#)).

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

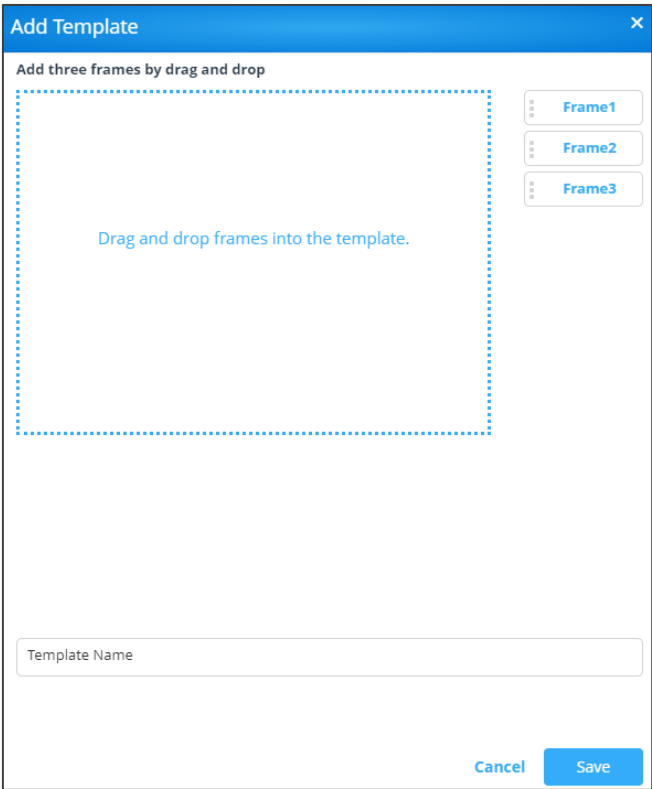


Figure 92: Add Template Window

3. Enter the template name to the **Template Name** text box.
4. Drag and drop box Frame1 to the display area on the left side.

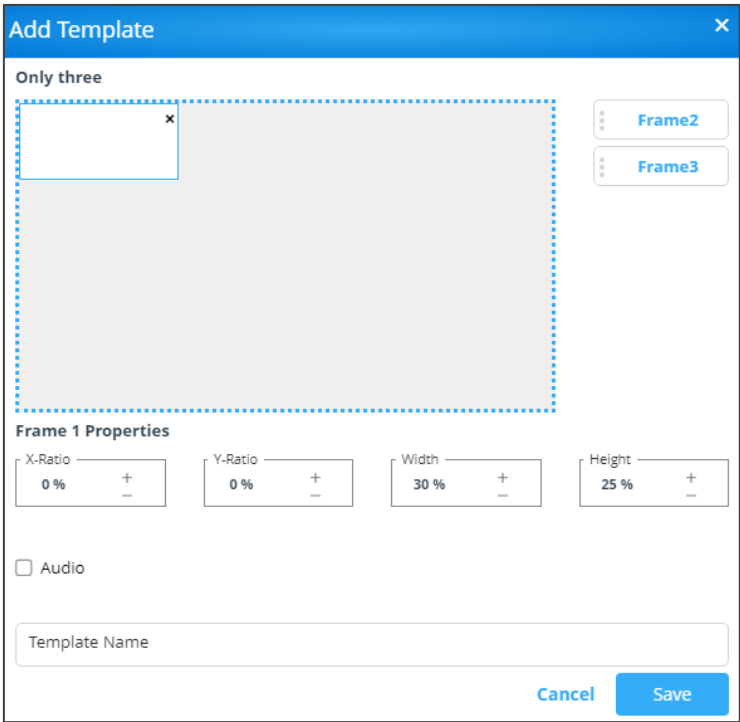


Figure 93: Add Template Window

The frame moves to the display area.



- 5. Drag the box to move and resize it. Alternatively, you can use Frame 1 Properties to resize and relocate it.
- 6. in the same way, you can drag and resize Frame2 and Frame 3.



You do not have to use all 3 frames.

- 7. Check **Audio** to play audio from a selected frame.
- 8. Click **Save**.
- 9. Select **Custom Templates**.

The new template is added and appears in the Custom Template Manager list.  
A list of saved templates appears.

Template Manager					
Add Template +					
PRE-DEFINED TEMPLATES	Saved Templates				
CUSTOM TEMPLATES	Template Name	Status	Preview	Edit	Delete
	frame 1 or 3	Active			
	frame 2 or 3	Active			
	frame3	Active			
	frame2	Active			
	frame1	Active			
	special template	Active			

Figure 94: Custom Template List

- 10. For each created template, you can perform the following actions:
  - Click to preview a selected template.
  - Click to edit a selected template.
  - Click to delete a selected template.

A custom template is created and managed.

## Managing Campaign Editor

The Campaign editor enables creating, editing or deleting a campaign.

To manage the campaign editor:

- 1. Click **Digital Signage >>Campaign Editor**.

The create campaign page appears.

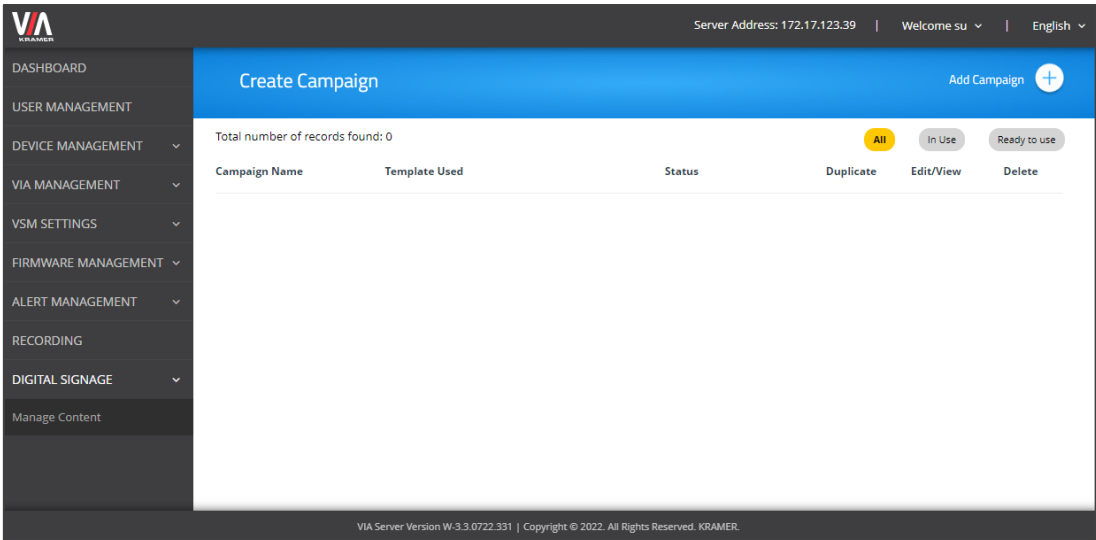


Figure 95: Create Campaign Page

- 2. Click **Add Campaign** to create a new campaign. The Campaign Editor window appears.

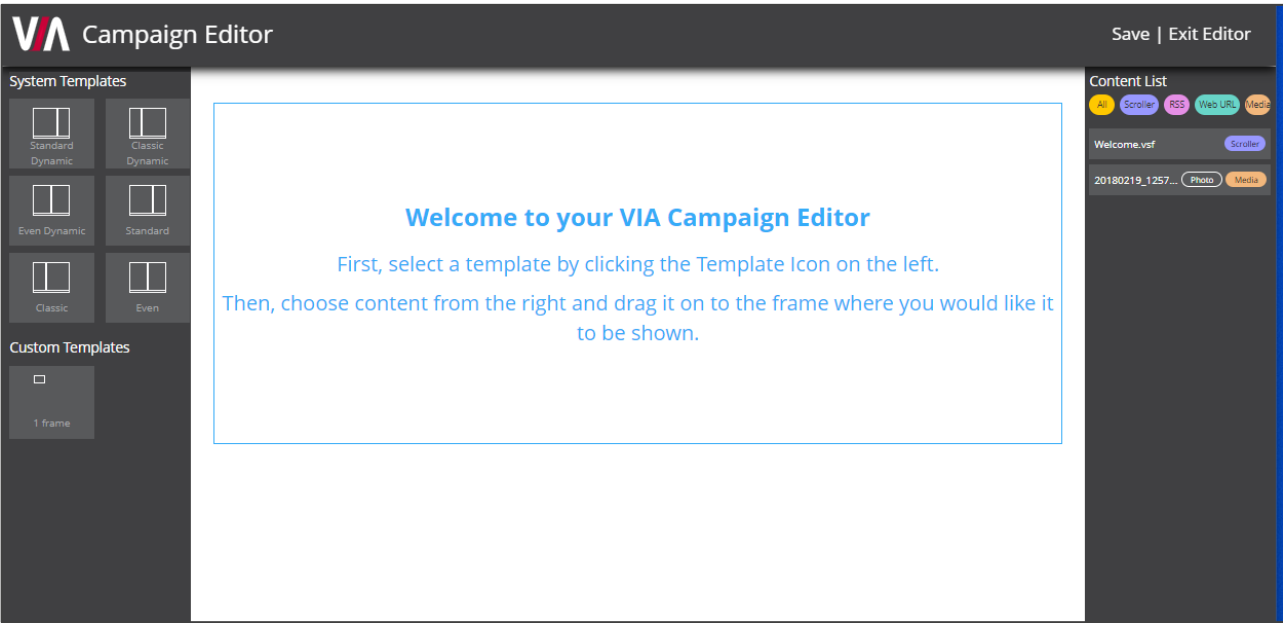


Figure 96: Campaign Editor Window

- On the left side, select a template (a system or custom template), for example Standard dynamic.



Figure 97: Selecting a Template

- Under Content List, drag media content (scroller, RSS, web URL or media) to each desired frame (see [Managing Content](#) on page 84).



You can filter the content list according to the different content types for ease of use.

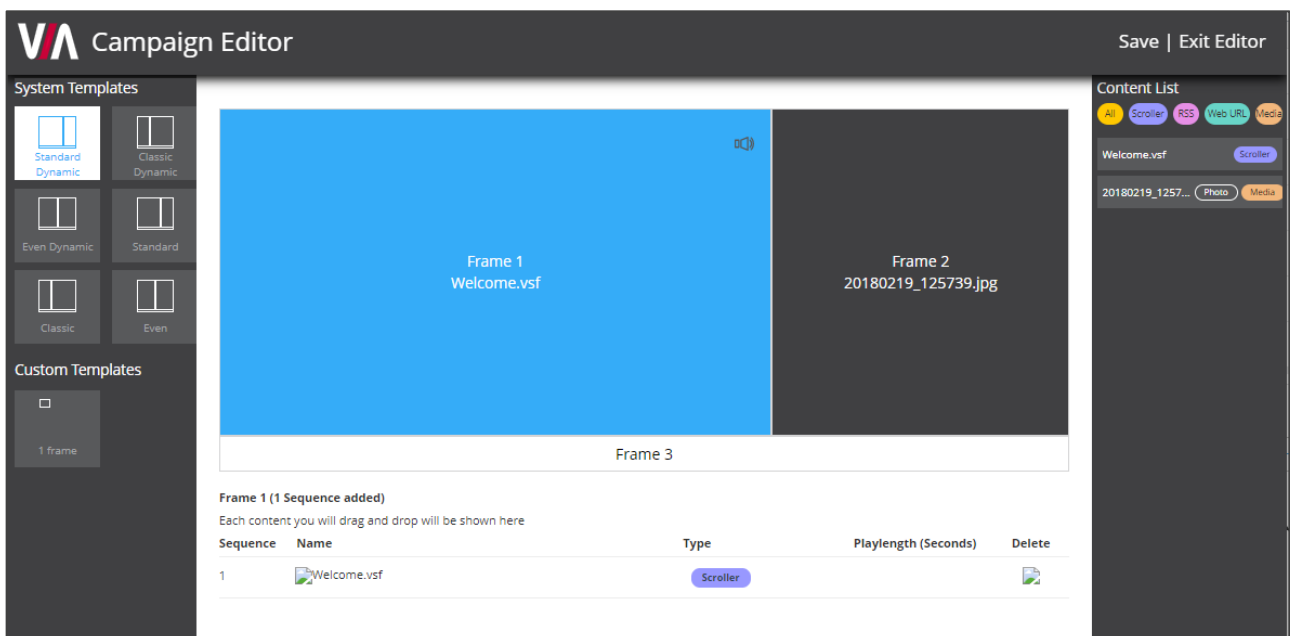


Figure 98: Adding Media Content to Frames



You can add more than one media type to each frame.

- Click **Save**. A Name text box window appears.

Figure 99: Saving a Campaign

- Enter the Campaign name.
- Click **Ok**. The campaign name appears in the Create Campaign page.

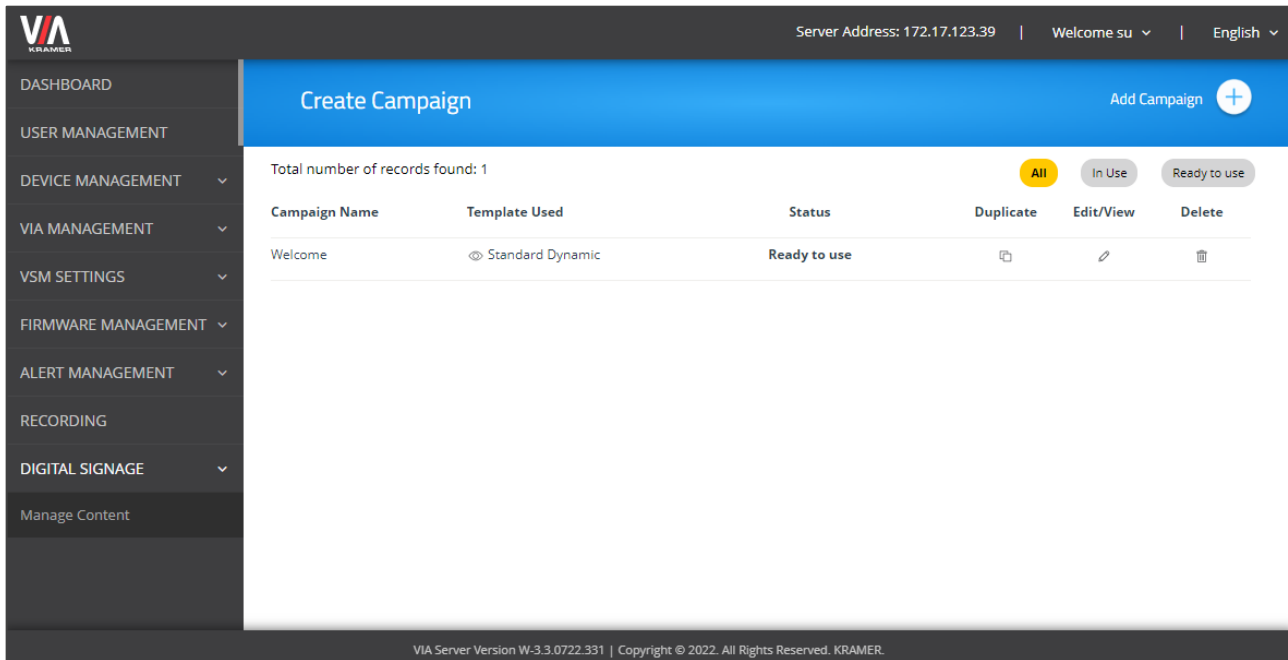


Figure 100: Campaign Added to Campaign List

- For each created campaign, you can perform the following actions:
  - Click to duplicate a campaign (and then edit it).
  - Click to edit a selected campaign.
  - Click to delete a selected campaign.

A campaign is created and managed.

## Scheduling a Campaign

The Schedule Campaign 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:

- Select **DIGITAL SIGNAGE > Schedule Campaign**.

The Schedule Campaign page appears.

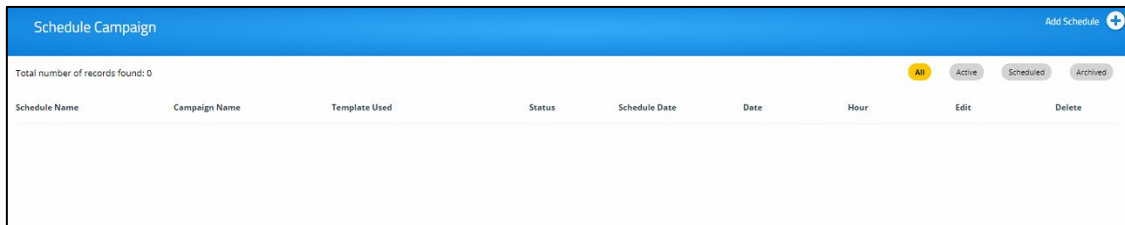


Figure 101: Schedule Campaign Page

2. Click **Add Schedule**.

The Step 1 Schedule window appears. one or many campaigns tab appears.

Figure 102: Schedule one or many Campaign Tab

3. Select one or more campaigns from the list to schedule.
4. Enter a Schedule Name.
5. Select a Priority level for the Campaign.



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

6. Select a **Start Date** and an **End Date**.
7. Select Start hour (Start time for the first day of the campaign) and End hour (End time for the last day of the campaign).

8. Click **Next**. A List of the groups appears.

The dialog box titled 'Step 2' contains two main sections. The 'Where to display' section on the left has a list of checkboxes: 'Select All', 'Management', 'advGrp', 'Salesforce', 'Default' (which is checked), and 'wowvision'. The 'Summary' section on the right shows a checked checkbox next to the text 'connect-2-53'. At the bottom of the dialog are three buttons: 'Cancel', 'Reset', and 'Save'.

Figure 103: List of Groups

9. Select a group from the **Where to display** list and click **Save**.

10. Click **OK** on the success.

The new campaign appears in the schedule list.

Schedule Campaign

192.168.100.115 says  
Campaign scheduled added successfully  
OK

Total number of records found: 1

Schedule Name	Campaign Name	Template Used	Status	Schedule Date
New Delhi Team	Town Hall CEO meet	Standard Dynamic	In Use	2020-06-30

11. To edit a campaign, select the relevant campaign and click **Edit**.

12. To delete a campaign, select the relevant campaign and click **Delete**.

# Managing Fonts

To upload the Fonts:

1. Click **DIGITAL SIGNAGE > Font Management**. The Font Management page appears.

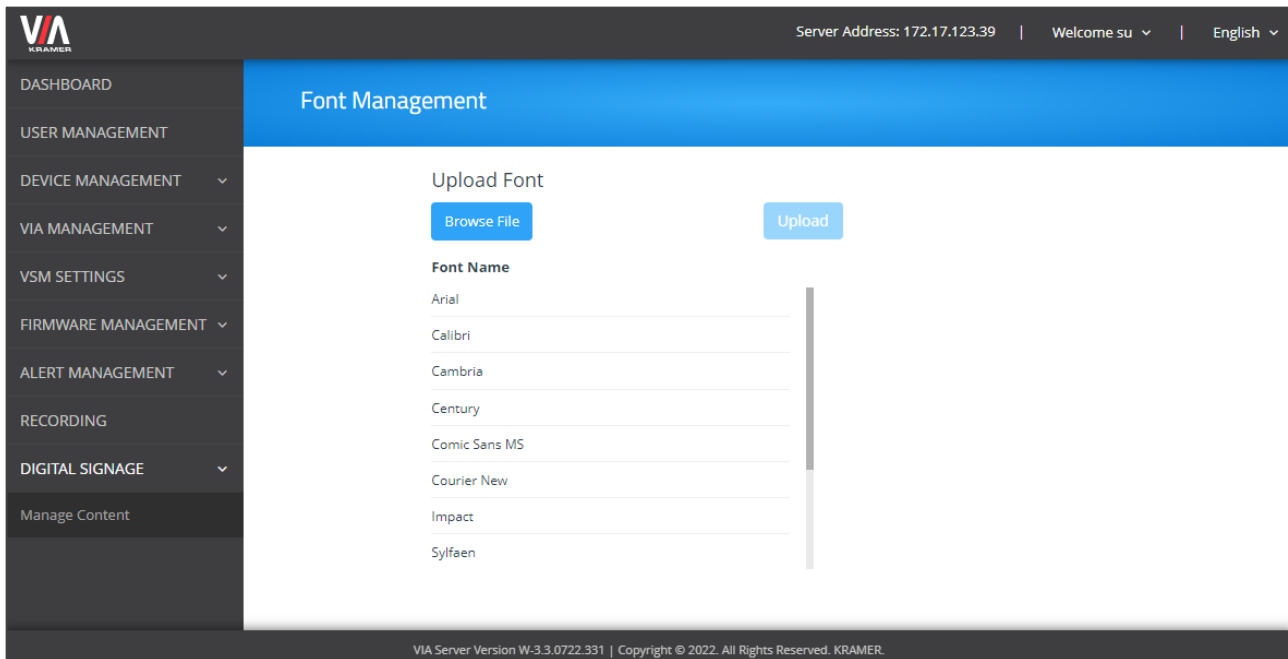


Figure 104: Font Management Page

2. Click **Browse File**.

A file browser appears.

3. Open the relevant font file and click **Upload**.

The new font is installed on VIA Campus and can be used for Digital Signage.

# Updating VIA Site Management

## Updating VIA Site Management on Premises

- [Preparing to update VSM on prem](#) on page [101](#).
- [Backing up the VSM on prem](#) server on page [101](#).
- [Updating VSM on Prem](#) on page [101](#).

### Preparing to update VSM on prem

It is necessary to follow the below steps before updating VSM:

- Backup the database (see [Backing up the VSM on prem](#) server on page [101](#)) before the update process begins.



It is also recommended to backup the database before the each VSM version update.

- Go to [Downloads - Kramer Electronics \(kramerav.com\)](#) and download the higher version of VSM server.



Update VSM in ascending sequence from a lower version to a higher version (for example: If user want to update VSM version 3.1 to 3.3 then first update to 3.1 to 3.2 then 3.2 to 3.3).



It should be considered that the update process can take long time, and the system will be disabled during update.

### Backing up the VSM on prem server

**To Backup VSM on prem server:**

1. Log in to the windows server on which VSM is installed using windows credential.
2. Go to Control Panel >> Services and Stop My SQL Server Service.
3. Go to folder **C:\ProgramData\Mysql** and create a zip of folder of **MySQL server 5.5**
4. Go to folder **C:\HQ Server\httpd** and zip the entire **htdocs** folder.

VSM server backup is completed.

### Updating VSM on Prem

**To update VSM on prem:**

1. Run the downloaded VIA server.
2. Click Next, on the following popup window.
3. After completing the installation process, restart the server.



4. Type the VSM IP on browser.  
Update database window appears.

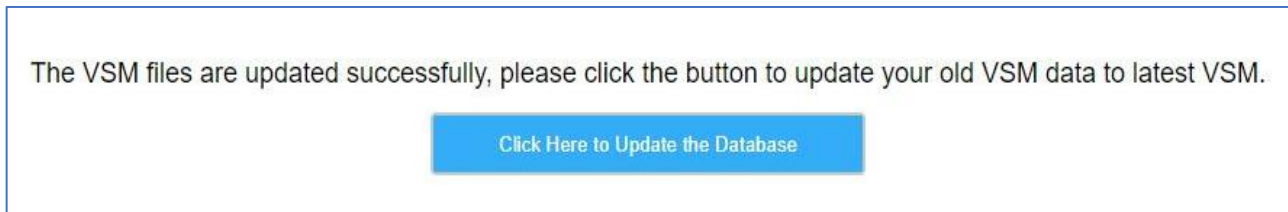


Figure 105: Update database Window

5. Click to update the database.  
Database is updated, reboot window appears.

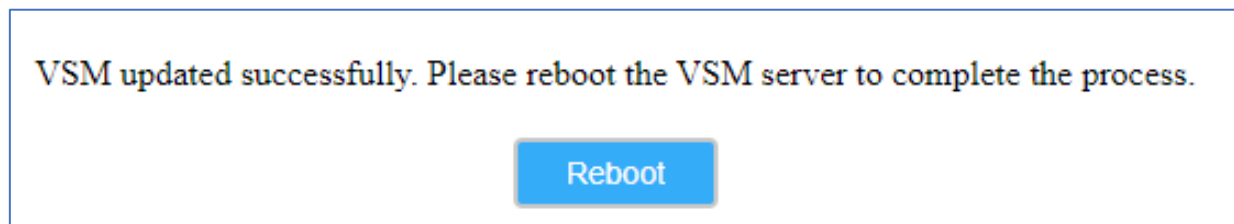


Figure 106: Reboot Window

6. Click to reboot the server.  
After completing the reboot, VSM server is updated.
7. VSM Welcome page appear, Verify the updated VSM server version on the footer of VSM Home page.

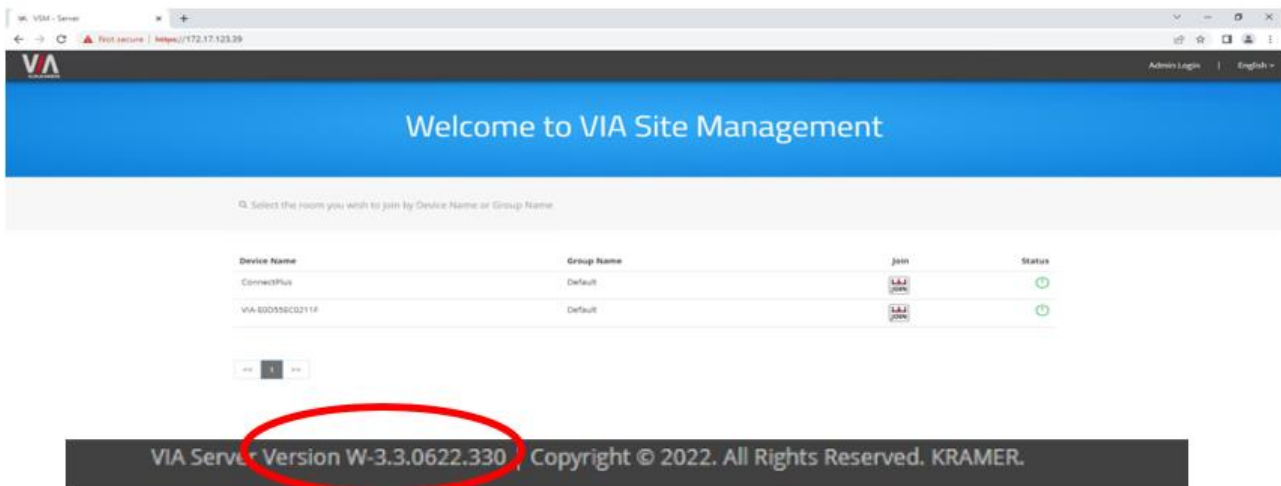


Figure 107: VSM Home Page

## Updating VSM on Cloud

To update VSM on cloud version contact to the technical support team (support@kramerav.com).

# Reports

- The reports will be visible only to the users allowed to access the user management and reports.
- The reports include all the data up to 24 hours before viewing them and do not show data from the last 24 hours.
- reports are available per device groups that are assigned to a user.
  - Only users that are assigned to a group are able to view reports for that group.
  - Analysis of the reports are clubbed in one permission.

## Viewing or Exporting VIA Activity Log

Using this option, user can view various reports for the devices configured with VIA.

To view or export VIA activity log:

1. Click **REPORTS > VIA Activity Log**.
2. Select the **Start Date** and **End Date**.

A list of VIA activity logs appears.

VIA Activity Log			
Start Date 2020-07-31	End Date 2020-07-31	Q Search by User Name or Gateway name or Remarks	
Total number of log entries found: 21			<a href="#">Export to PDF</a> <a href="#">Export to CSV</a>
Username	Gateway Name	Activity Date Time	Remarks
-	158CPlus	2020-07-31 19:13:18	Connected
-	232Campus	2020-07-31 19:13:14	Connected
-	232Campus	2020-07-31 19:08:53	Connected
-	158CPlus	2020-07-31 19:03:51	Connected
-	232Campus	2020-07-31 19:03:44	Connected
-	158CPlus	2020-07-31 18:52:55	Connected
-	232Campus	2020-07-31 18:52:47	Connected
-	232Campus	2020-07-31 18:46:13	Connected
-	232Campus	2020-07-31 18:44:56	Connected
-	232Campus	2020-07-31 18:43:40	Connected
-	158CPlus	2020-07-31 17:45:56	Connected
-	158CPlus	2020-07-31 17:44:34	Connected

Figure 108: VIA Activity Log

3. Click **Export to PDF** or **Export to CSV** as required.

Activity log is exported.

## Viewing or Exporting VSM Activity Log

View all the activities via VSM.

To view or export VSM activity log:

1. Click **REPORTS > VSM Activity Log**.
2. Select the **Start Date** and **End Date**.

A list of VSM activity logs appears.

VSM Activity Log				
Start Date 2020-08-09	End Date 2020-08-09	Q Search by User name or Action Taken		
Total number of log entries found: 2				<a href="#">Export to PDF</a> <a href="#">Export to CSV</a>
User Id	Action Taken	Activity Date	Remarks	Host Name
Alex	Logout	2020-08-09 07:23:25	Success	192.168.11.51
su	Login	2020-08-09 07:24:06	Success	192.168.11.51

Figure 109: VSM Activity Log

3. Click **Export to PDF** or **Export to CSV** as required.

## Viewing Top 25 Active Users

View the top 25 active users.

To view top 25 active users:

1. Click **REPORTS > Top 25 Active Users**.
2. Select the **Start Date** and **End Date**.

A graph of the top 25 active user appears.

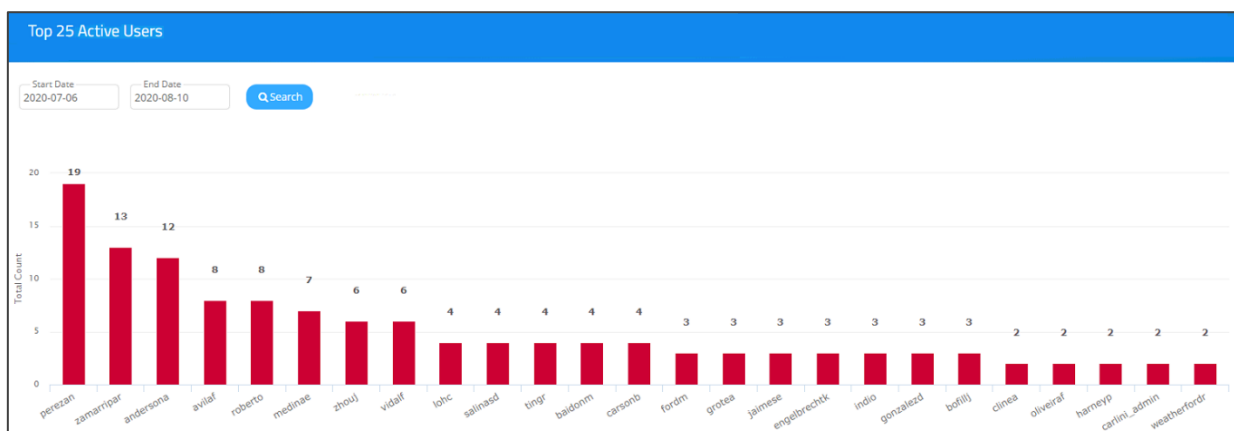


Figure 110: Graph of Top 25 Active Users

# Top 25 Inactive Users

View top 25 inactive users.

To view top 25 inactive users:

- 1. Click **REPORTS > Top 25 Inactive Users**.
- 2. Select the **Start Date** and **End Date**.

A graph of the top 25 inactive users displays.

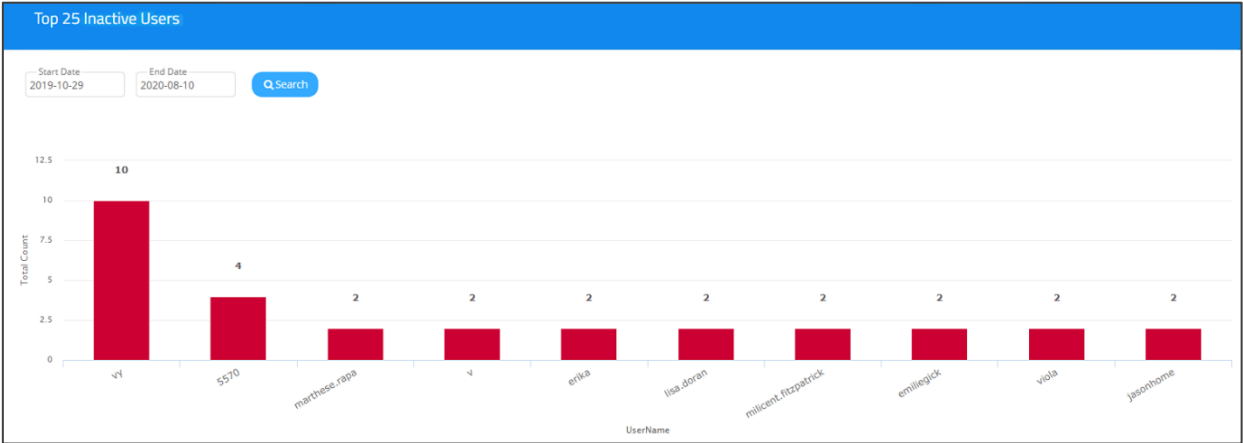


Figure 111: Graph of Top 25 Inactive Users

# Viewing Usage of VIA Features

View VIA features usage.

To view the the usage of VIA Features:

- 1. Click **REPORTS > VIA Feature Usage**.
- 2. Select the **Start Date** and **End Date**.

The number of times a feature is used appears.

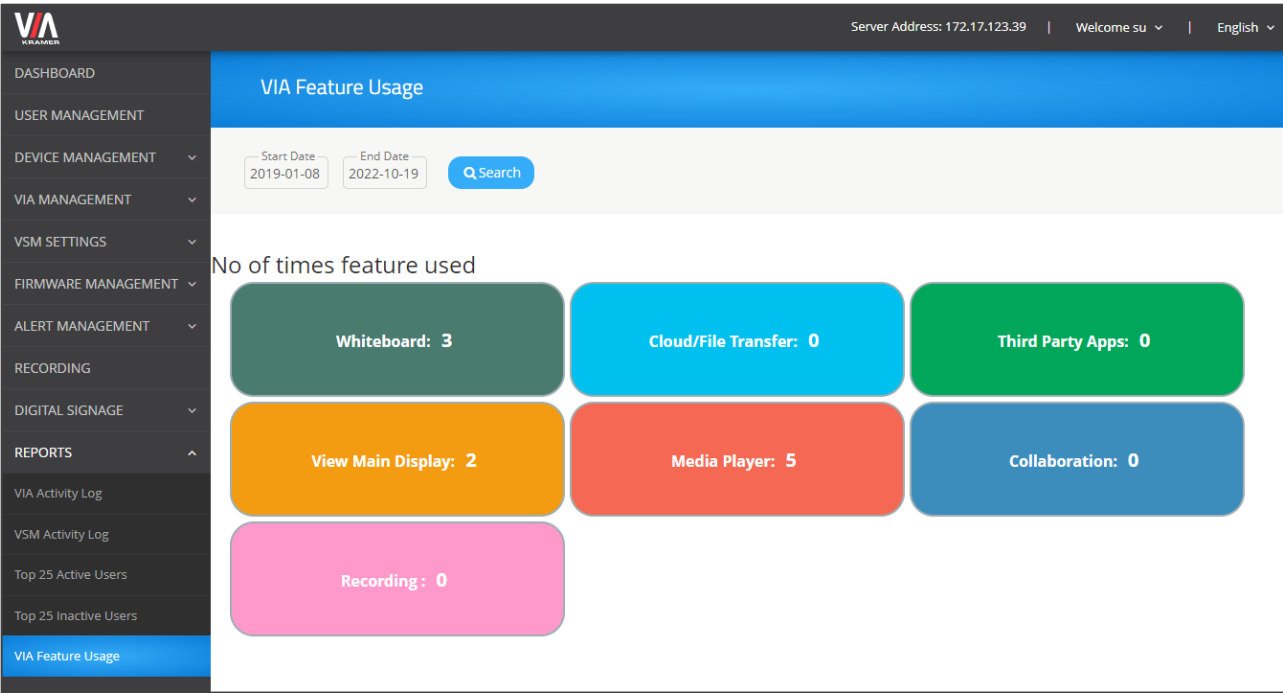


Figure 112: VIA Feature Usage

## Viewing Top 25 Most Used Devices

View top 25 most used devices.

To view top 25 most used devices:

1. Click **REPORTS > TOP 25 Most Used Devices**.
2. Select the **Start Date** and **End Date**.

A Graph of top 25 most used devices appears.

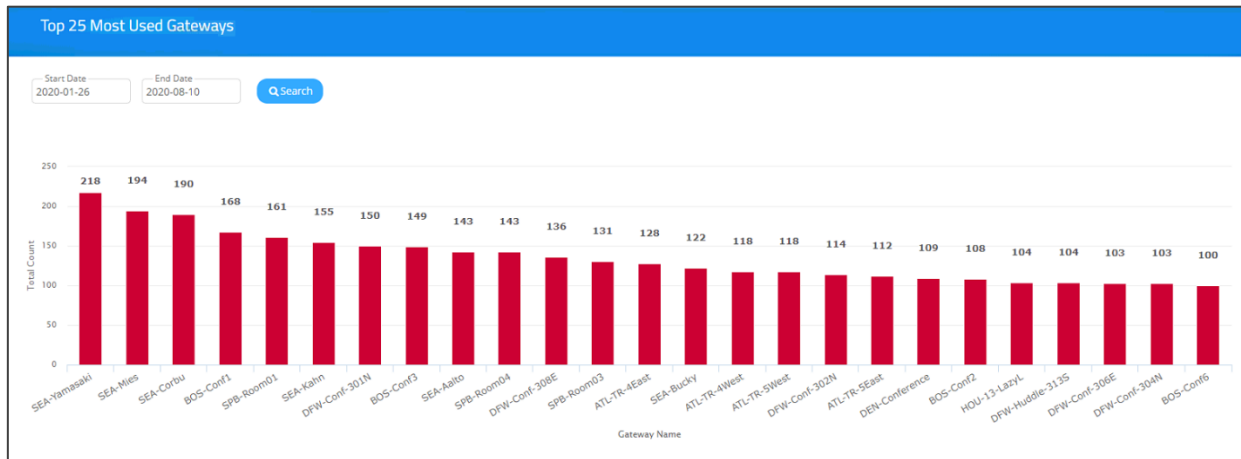


Figure 113: Graph of Top 25 Most Used Devices

## Viewing Top 25 Least Used Devices

View top 25 least used devices.

To view Top 25 least used devices:

1. Click **REPORTS > TOP 25 Least Used Devices**.
2. Select the **Start Date** and **End Date**.

A graph of top 25 least used devices appears.

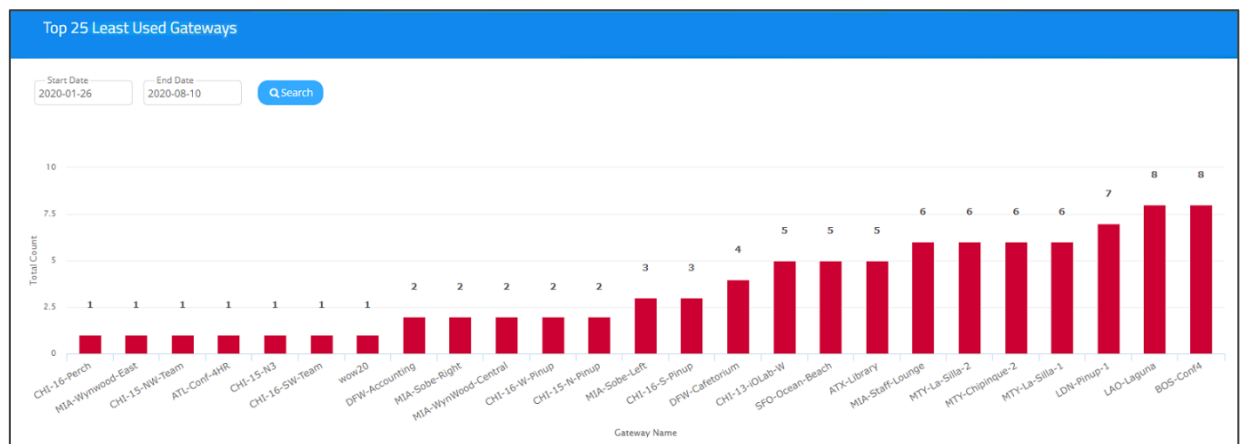


Figure 114: Graph of Top 25 Least Used Devices

## Viewing Longest VIA Sessions

View the longest VIA sessions.

To view longest VIA sessions:

1. Click **REPORTS > Longest VIA Sessions**.
2. Select the **Start Date** and **End Date**.

A graph of the longest VIA sessions appears.

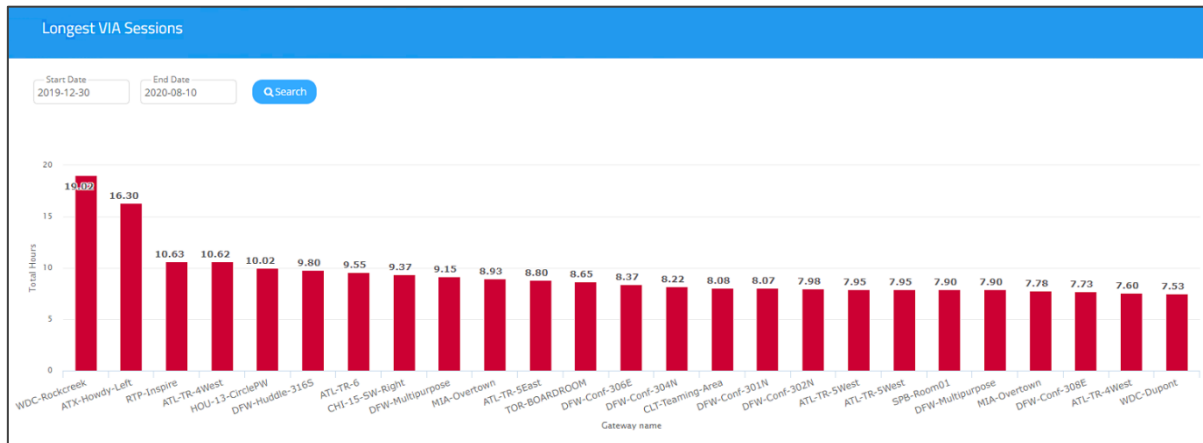


Figure 115: Graph of Longest VIA Session

## Viewing Shortest VIA Sessions

View the shortest VIA sessions.

To view shortest VIA sessions:

1. Click **REPORTS > Shortest VIA Sessions**.
2. Select the **Start Date** and **End Date**.

A graph of the shortest VIA sessions appears.

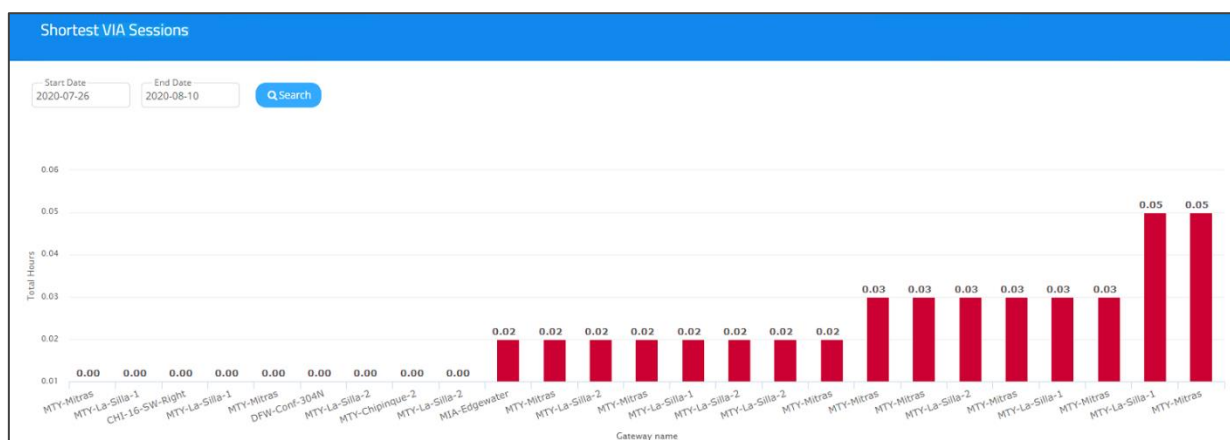


Figure 116: Graph of Shortest VIA Sessions

# Viewing VIA Devices that are Never Used

View VIA gateways that are never used but are configured with VSM.

To view never used VIA devices:

- 1. Click **REPORTS > VIA Gateways Never Used**.

A list of VIA devices that were never used appears.

VIA Devices Never Used		
Device ID	Device Name	Device IP
1	2	172.17.123.54

Figure 117: Never Used VIA Devices List



# Viewing Support Details

Using this option, the user can view support details.

- To open support, click **Home** -> **Support**.



Support

For Technical support:  
Email: [tech@kramerel.com](mailto: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: <https://www.kramerav.com>  
For Regional Enquiry [Click here](#)

The warranty obligations of Kramer Electronics Inc. ("Kramer Electronics") for this product are limited to the terms set forth below:

### **What is Covered**

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

### **What is Not Covered**

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

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

### **How Long this Coverage Lasts**

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

1. All Kramer VIA hardware products are covered by a standard three (3) year warranty for the VIA hardware and a standard three (3) year warranty for firmware and software updates; all Kramer VIA accessories, adapters, tags, and dongles are covered by a standard one (1) year warranty.
2. Kramer fiber optic cables, adapter-size fiber optic extenders, pluggable optical modules, active cables, cable retractors, ring mounted adapters, portable power chargers, Kramer speakers, and Kramer touch panels are covered by a standard one (1) year warranty. Kramer 7-inch touch panels purchased on or after April 1st, 2020 are covered by a standard two (2) year warranty.
3. All Kramer Calibre products, all Kramer Minicom digital signage products, all HighSecLabs products, all streaming, and all wireless products are covered by a standard three (3) year warranty.
4. All Sierra Video MultiViewers are covered by a standard five (5) year warranty.
5. Sierra switchers & control panels are covered by a standard seven (7) year warranty (excluding power supplies and fans that are covered for three (3) years).
6. K-Touch software is covered by a standard one (1) year warranty for software updates.
7. All Kramer passive cables are covered by a lifetime warranty.

### **Who is Covered**

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

### **What Kramer Electronics Will Do**

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

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

### **What Kramer Electronics Will Not Do Under This Limited Warranty**

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

### **How to Obtain a Remedy Under This Limited Warranty**

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

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**HDMI™**  
HIGH-DEFINITION MULTIMEDIA INTERFACE



P/N:



0000-000000

Rev:



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#### SAFETY WARNING

Disconnect the unit from the power supply before opening and servicing

For the latest information on our products and a list of Kramer distributors, visit our website where updates to this user manual may be found.

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