ViewSonic®

CRESTRON CONNECTED

Crestron Connected

User Guide

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Overview

By integrating digital signage solutions with Crestron Connected® systems, organizations can enhance collaboration, streamline management, and optimize the user experience.

ViewSonic CDE models with the appropriate firmware are compatible with the Crestron XiO Cloud® Service. Please refer to the product website for the firmware version information.

This manual highlights key features and provides basic instructions for setting up the pre-installed Crestron Connected application on ViewSonic displays with Crestron CCV2 certification.

Note: Crestron is a registered trademark of Crestron Electronics, Inc. of the United States. For more information, please visit http://www.crestron.com.

Supported CCV2 Functions

The table below describes the CCV2 features supported by ViewSonic displays.

Category	Supported Features
Configuration	Configuring Crestron Controller
	Configuring VC4
LAN Interruptions	LAN interruption
	LAN interruption 15 minutes
	LAN interruption 1 hour
	LAN interruption 8+ hours
Network	DHCP settings
	Network information
Power	Power control (does not support warm-up or cool-down)
	Power cycling of UUT
	Power cycling of Crestron Controller
	Full system power interruption
	Program reset
Audio and Image Control	Volume increase
	Volume decrease
	Audio mute
Status	Status
	Firmware version
	Crestron version
	Device ID
Help and Messaging	Help messaging
	Emergency messaging
Image Configuration	Color (Saturation)
	Contrast
	Sharpness
	Backlight (Brightness)
Source Inputs	Source count
	Source input switching
	Source type
	Source resolution
	Source naming

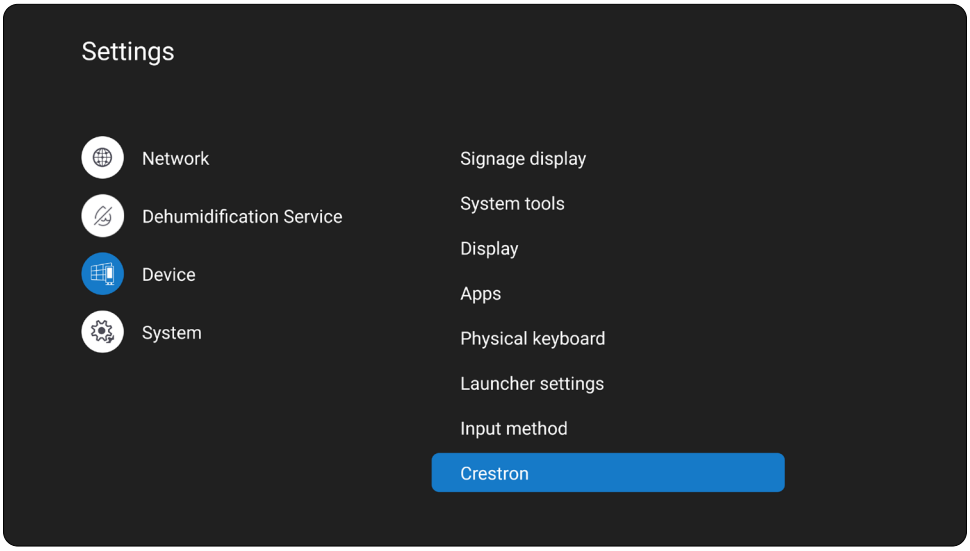
Category	Supported Features
Security - Controller	Secure connection with Crestron as server
	Unsecure connection
	Security mismatch - Crestron disabled
	Security mismatch - Crestron enabled
Device Reconnection	Reconnection attempt must wait a minimum of five seconds

Setting Up the Display

ViewSonic displays can be enrolled in an organization's Crestron Connected system for customers using the following systems:

- Crestron Connected V2
- Crestron XiO Cloud

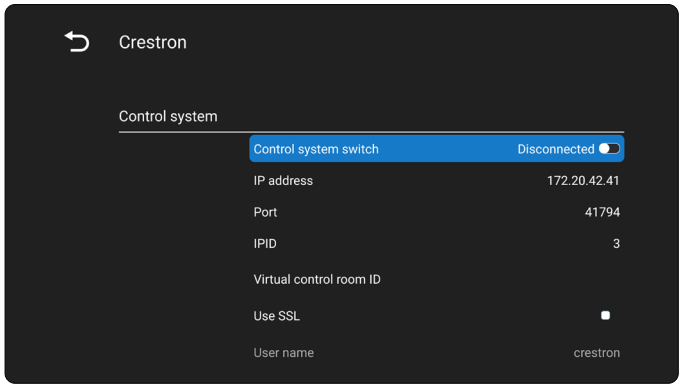
Instructions for Organizations Using Crestron Connected V2

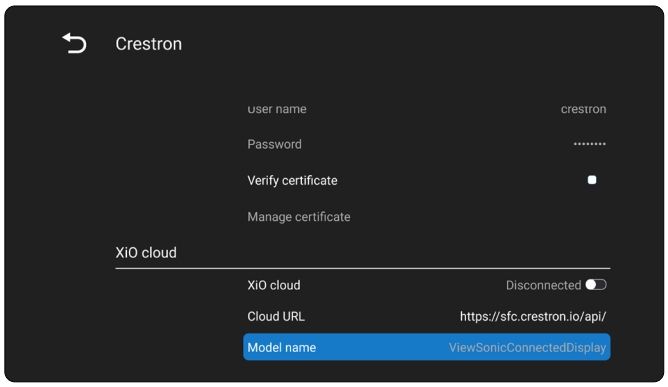


1. On the display, go to **Settings** > **Device** > **Crestron**
2. Choose the connection type that matches your organization's configuration.

Control System

This setup connects a device directly to a Crestron physical host (such as CP4-R) or software virtual host (VC-4) on your local network. This is the most basic control method. Configure the settings before powering on the device.



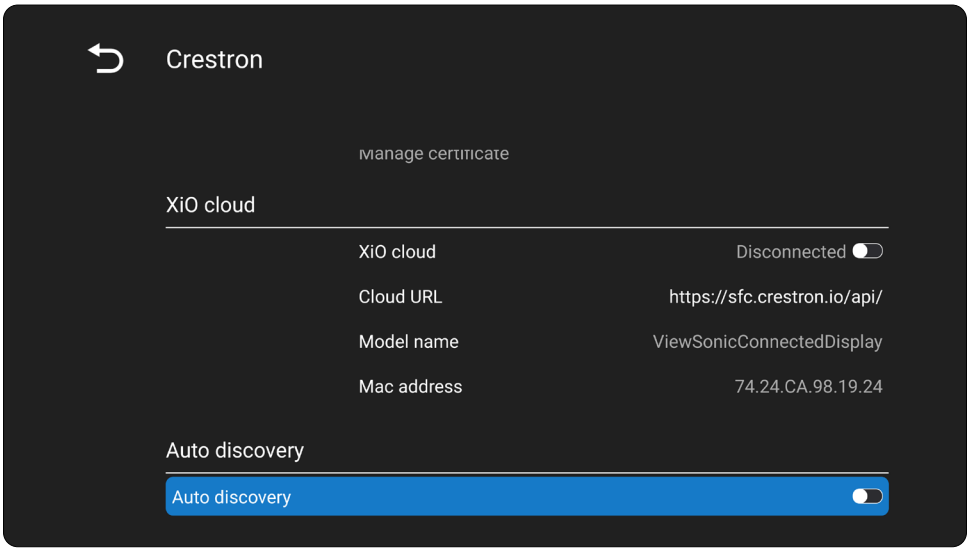


Setting	Description	Note
Control system switch	Turns on or off communication with the local Crestron host.	When turned on, the Crestron host can detect and control the display.
IP address	The IP address can be viewed and configured in the Crestron Control System Device	These are key settings for connecting to the Crestron internal network. To ensure the device is recognized and controlled, configure these parameters to match the settings in the Crestron program. Incorrect configurations can cause connection failure and prevent system management.
Port	The default port for the CIP protocol is 41794. Selecting 'Use TLS' will automatically change the port to 41796	
IPID	A unique identifier used to identify the device on the network.	
Virtual control room ID	When connecting to a virtual host (VC-4), this ID specifies which virtual room to connect to. VC-4 supports running multiple independent control programs on one server. This ID ensures that the correct program is connected. If using a physical host, leave this setting blank.	

Setting	Description	Note
Use SSL	Turns on or off the optional Transport Layer Security (TLS) protocol, securing control commands and status information exchanged between the device and the host.	For enhanced system security on open networks, a TLS setup is recommended (optional).
User name	Sets a user name for TLS.	
Password	Sets a password for TLS.	The Password must be identical to the one configured in the Crestron Tools, adhering to the same password security standards.
Verify certificate	Ensures the display connects to trusted Fusion host servers, reducing the risk of man-in-the-middle attacks	Ensures secure Fusion communication.
Manage certificate	Manages the display's or server's digital certificates.	

Instructions for Organizations Using XiO Cloud

Crestron XiO Cloud is a cloud service that allows IT administrators to remotely monitor, manage, and deploy Crestron displays from any web browser.



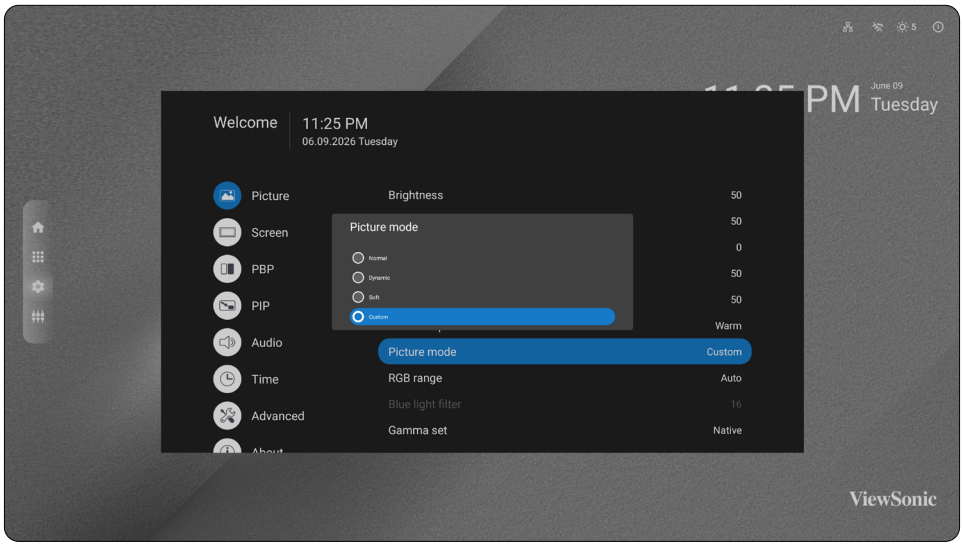
1. On the display, go to **Settings** > **Device** > **Crestron**
2. Under Crestron XiO Cloud, turn on the toggle.

Setting	Description	Note
XiO cloud	Turns on or off the display's connection to the XiO Cloud platform. If the setting displays as 'Disconnected', it indicates an unsuccessful connection.	When turned on, IT administrators can remotely perform firmware upgrades, monitor status, diagnose faults, and configure displays in batches.
Cloud URL	The fixed server the display connects to access the cloud.	These lookup details ensure the display connects to the correct cloud service. The settings typically remain at their default values.
Host name	The display's local hostname on the network.	

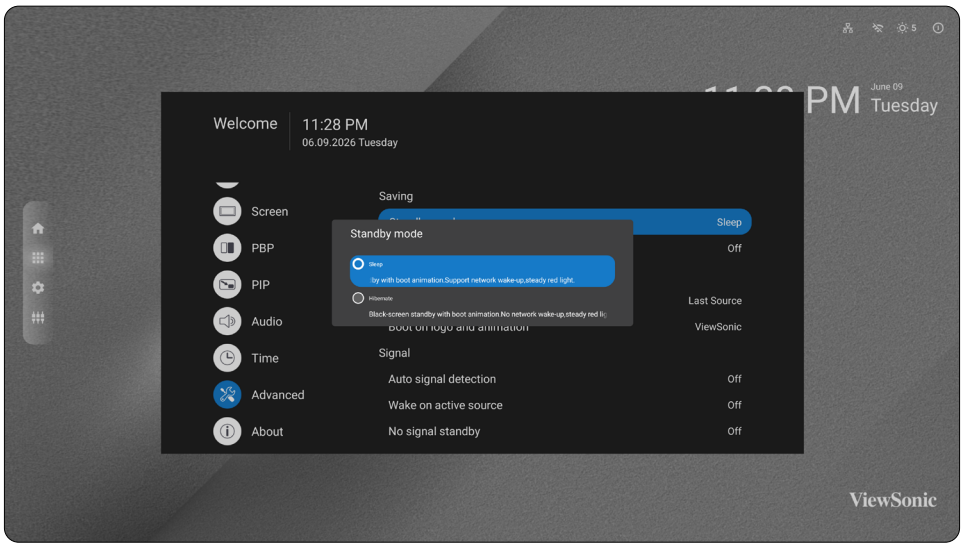
Setting	Description	Note
Serial number	The display's serial number.	This is the display's information used to register it on the platform. When you add a display to the XiO Cloud platform, you must enter the MAC address and serial number. The platform uses this information to uniquely identify the display and associate it with your account.
Model name	The display's model name.	
MAC address	The display's unique identifier.	
Auto discover switch	Allows other Crestron configuration tools (like Toolbox) to discover the display on the local network.	This simplified initial setup streamlines display identification and configuration during installation testing. However, disabling this feature can improve network security.
Confirm to reset		

Additional Settings

- To adjust picture settings, change the display's **Picture Mode** to **Custom**.



- To ensure the Crestron application remains active when the display is off, change the **Standby** mode to **Sleep** in the OSD Menu by selecting **Advanced** > **Saving**.




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