



# USER MANUAL

## MODEL:

VIA GO3

Wireless Presentation Solution



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# 2 Introduction

Welcome to Kramer Electronics! Since 1981, Kramer Electronics has been providing a world of unique, creative, and affordable solutions to the vast range of problems that confront the video, audio, presentation, and broadcasting professional daily. In recent years, we have redesigned and upgraded most of our line, making the best even better!

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## 2.1 Getting Started

We recommend that you:

- Unpack the equipment carefully and save the original box and packaging materials for possible future shipment.
- Review the contents of this user manual.



Go to [https://www.kramerav.com/product/VIA\\_GO3](https://www.kramerav.com/product/VIA_GO3) to check for up-to-date user manuals, application programs, and to check if firmware upgrades are available (wherever appropriate).

### 2.1.1 Achieving Best Performance

- Use only good quality connection cables (we recommend Kramer high-performance, high-resolution cables) to avoid interference, deterioration in signal quality due to poor matching, and elevated noise levels (often associated with low quality cables).
- Do not secure the cables in tight bundles or roll the slack into tight coils.
- Avoid interference from neighboring electrical appliances that may adversely influence signal quality.
- Position your Kramer VIA GO3 away from moisture, excessive sunlight and dust.

### 2.1.2 Safety Instructions



#### Caution:

- This equipment is to be used only inside a building. It may only be connected to other equipment that is installed inside a building.
- For products with relay terminals and GPIO ports, please refer to the permitted rating for an external connection, located next to the terminal or in the User Manual.
- There are no operator serviceable parts inside the unit.



#### Warning:

- Use only the power cord that is supplied with the unit.
- Disconnect the power and unplug the unit from the wall before installing.
- Do not open the unit. High voltages can cause electrical shock! Servicing by qualified personnel only.
- To ensure continuous risk protection, replace fuses only according to the rating specified on the product label which is located on the bottom of the unit.

### 2.1.3 Recycling Kramer Products

The Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC aims to reduce the amount of WEEE sent for disposal to landfill or incineration by requiring it to be collected and recycled. To comply with the WEEE Directive, Kramer Electronics has made arrangements with the European Advanced Recycling Network (EARN) and will cover any costs of treatment, recycling and recovery of waste Kramer Electronics branded equipment on arrival at the EARN facility. For details of Kramer's recycling arrangements in your particular country, go to our recycling pages at <https://www.kramerav.com/social-responsibility/environment/>.

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## 2.2 Overview

Congratulations on purchasing your Kramer **VIA GO3 Wireless Presentation Solution**.

**VIA GO3** gives iOS, Android, Chromebook, PC, and Mac users instant wireless connectivity with 4K advanced presentation capabilities. The product features content streaming with crystal-clear mirrored images and stunning video playback and includes iOS mirroring via AirPlay™, Windows & Android mirroring via Miracast™, as well as Chromebook mirroring. **VIA GO3** is super-compact (9x9cm) and flexible to install, with both built-in Wi-Fi and LAN connectivity and includes industry-leading 1024-bit encryption for secure use on the internal network.

### 2.2.1 Key Features

- **Quick and Reliable Wireless Connectivity** – A simple and intuitive user interface enables iOS, Android, Chromebook, PC, and Mac device users to instantly connect to a main display either using VIA Pad or Bluetooth. 2.4GHz/5GHz Wi-Fi and MIMO antennas establish and maintain a fast and reliable connection.
- **Clientless Connectivity** – Airplay, Miracast, join through browser.
- **High Quality Video Streaming** – Supports up to 4K resolution (using the VIA app Multimedia feature).
- **Auto Discover and Auto Join** – A user can find neighboring VIA devices using the BLE tab and Auto Join in the case of a single discovery. If more than one nearby device is found, click Join on desired IP address.
- **Built-In Wi-Fi, LAN, and Bluetooth.**
- **Smooth Network transition** within the same gateway while switching from wireless Network to LAN connection.
- **Preview** – In Active Directory Moderator Mode, the moderator can preview the content of presentation before allowing it to present.
- **Simultaneous Display** – Four participants can simultaneously present content on main display.
- **Cloud-Based Management** – VIA Site Management (VSM) cloud-based web application used to manage and configure large numbers of VIA devices from anywhere.
- **Easy and Flexible Installation** – With a super-compact 9x9cm form factor, it can be discreetly installed on the back of a display, projector or almost anywhere.

- **Present Privately (DND) Feature** – Allows the presenter to continue the presentation without being interrupted.
- **Pause/Resume Presentation** – Present at your convenience.

---

## 2.3 Typical Applications

- Presentation environments.
- Small to mid–size meeting rooms.
- Classrooms.
- Huddle spaces.

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## 2.4 Glossary

The following are definitions of some common terms found in this User Manual.



Screenshots in this section are representative only and may not accurately reflect the features associated with your VIA device.

- **VIA Meeting** – A session where one or more users are logged into your VIA unit using the Kramer VIA app.
- **Gateway** – A VIA device such as VIA GO3.
- **Main Display** – The monitor connected to the VIA GO3 HDMI output. The screen on which presentation and collaboration happens.
- **VIA App/ User Dashboard** – Main interface for meeting participants using the VIA app.

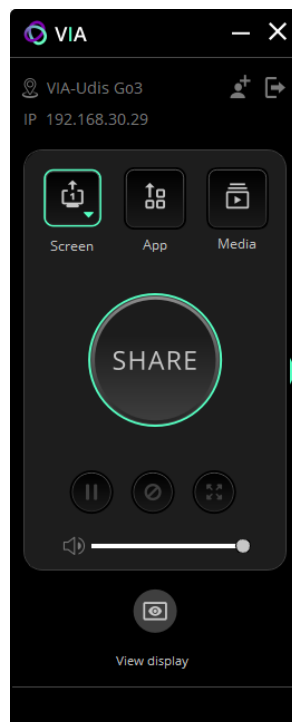


Figure 1: VIA App/ Client

- **VIA Gateway Display Dashboard** – VIA GO3 interface opened from the main display using a

keyboard and mouse connected to the **VIA GO3**.

Click the VIA icon in the bottom left corner of the main display to open this interface.


-  Mirroring List is visible in the Participant's menu at the bottom right when user starts Airplay from iOS device or Miracast from Android/ Windows laptop.



Figure 2: Gateway Dashboard

- **Gateway Web Dashboard** – Web pages embedded in your **VIA GO3** gateway enable you to configure this gateway. The Gateway Management Web Pages are accessed from any system connected to the same network as the gateway.

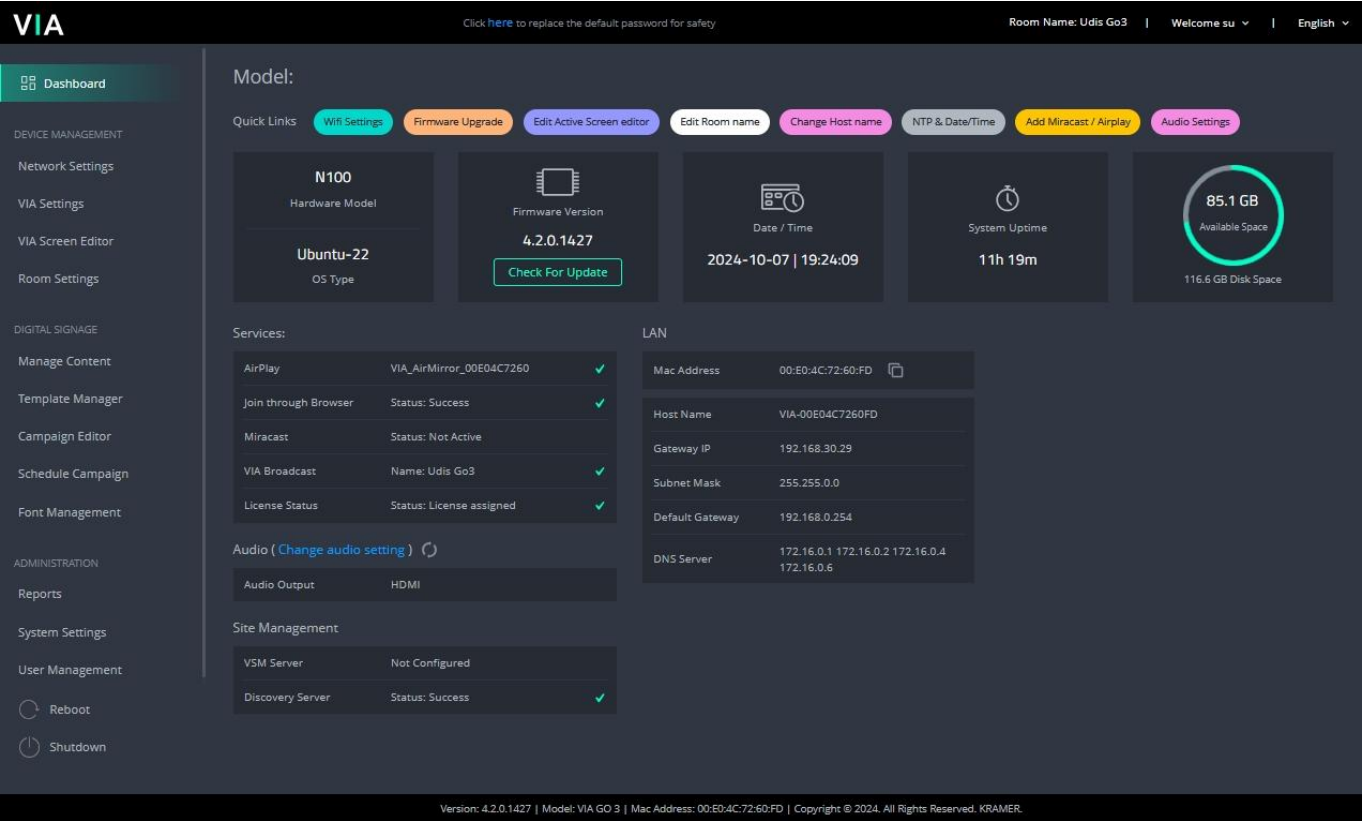


Figure 3: Gateway Management Web Page

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## 2.5 Supported Devices

The following user devices are supported by the **VIA GO3 Wireless Presentation Solution**:

- Windows 8/10/11<sup>®</sup> (32-bit/64-bit) computer.
- Mac<sup>®</sup> computer, using OSX 10.12.x or newer.
- Chromebook.
- iPad/iPhone<sup>®</sup> tablet/smartphone (iPad 2 or later, iOS 12 or later).



When using the Airplay service, no Kramer VIA application is needed. However, we recommend using iOS12, Mojave OS X, or higher, for a better experience.

- Android<sup>®</sup> OS 5. x tablet/smartphone or newer.



The minimum system requirement for using the **Kramer VIA** mirroring feature for an Android device is Android 5.1.



# 3 Defining VIA GO3 Wireless Presentation Solution

This section defines VIA GO3.

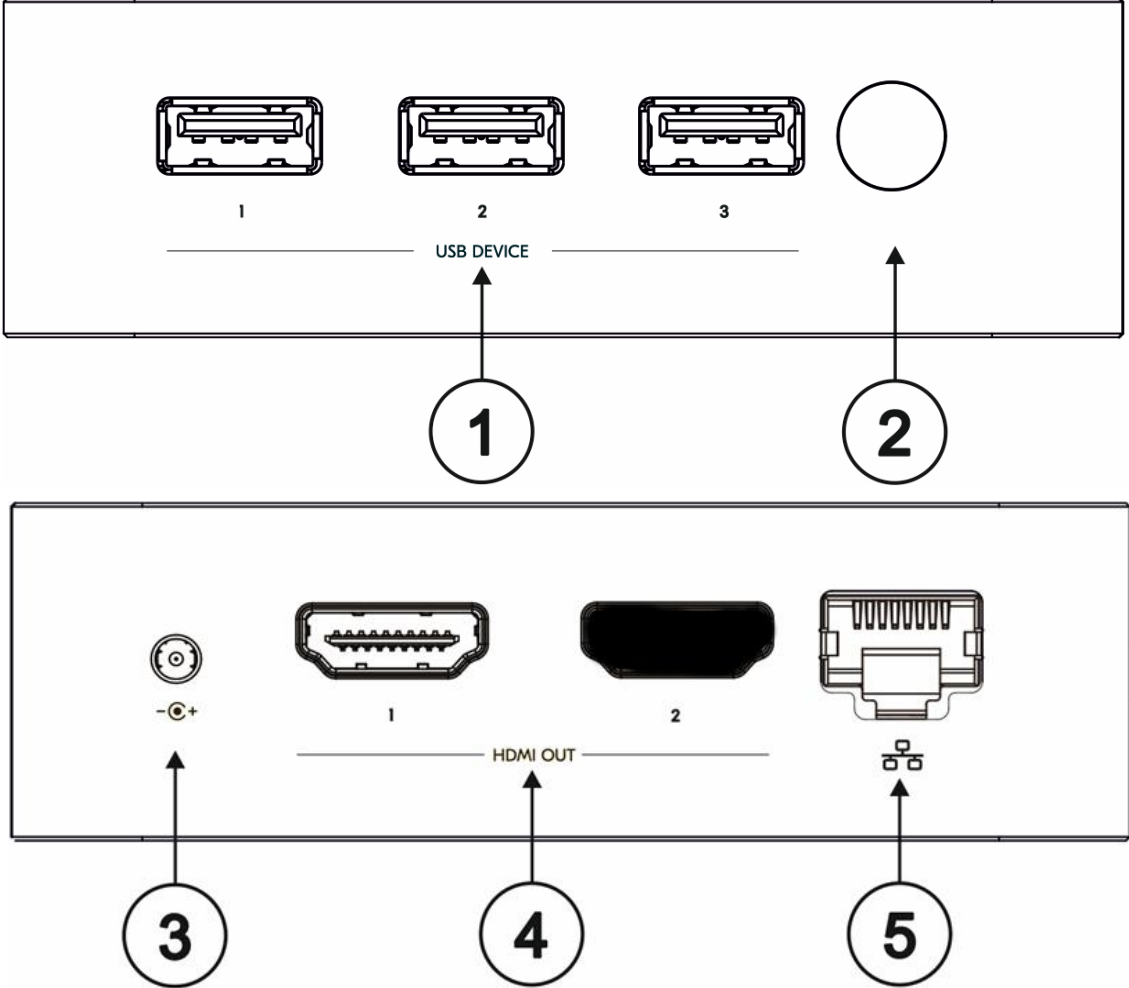



Figure 4: VIA GO3 Wireless Presentation Solution

#	Feature	Function
①	3 x USB DEVICE 3.0 Connector	Connect to a USB device, for example, a USB speaker.
②	Power Button with LED	Press to power ON or turn OFF the device.
③	Power Connector	Connect to the 12V DC power supply.
④	1 x HDMI OUT Connector	Connect to an HDMI sink.
⑤	RJ-45 Connector	Connect to a LAN (default mode).

-  The following ports are unavailable and are covered by rubber covers:
- 1. HDMI OUT 2.
  - 2. USB-C.
  - 3. Analog audio.

# 4 For Installer: Mounting VIA GO3

This section provides instructions for mounting **VIA GO3**. Before installing, verify that the environment is within the recommended range:



- Operation temperature – 0° to 40°C (32 to 104°F).
- Storage temperature – -40° to +70°C (-40 to +158°F).
- Humidity – 10% to 90%, RHL non-condensing.



## Caution:

- Mount **VIA GO3** before connecting any cables or power.
- The device is intended to be installed at a height of 2 meters or less.



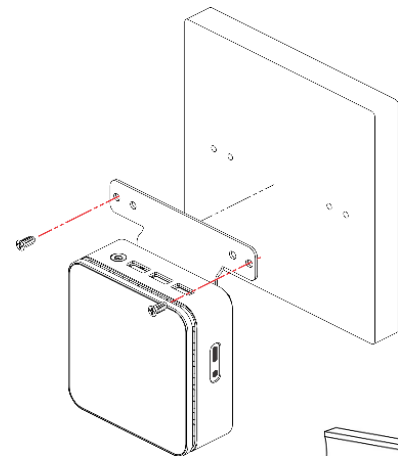
## Warning:

- Ensure that the environment (e.g., maximum ambient temperature & air flow) is compatible with the device.
- Avoid uneven mechanical loading.
- Appropriate consideration of equipment nameplate ratings should be used for avoiding overloading of the circuits.
- Reliable earthing of rack-mounted equipment should be maintained.

You can install VIA GO3 using one of the following 3 methods:

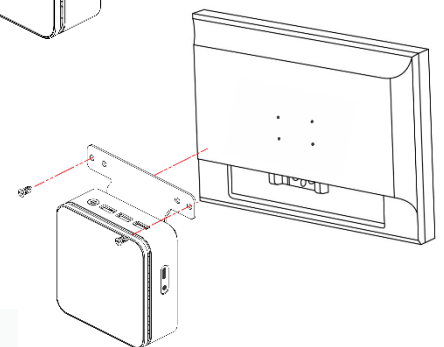
### 1. Mount on a flat surface or a wall:

Secure the mounting bracket to a flat surface / wall with screws.



### 2. Mount on the rear of a monitor.

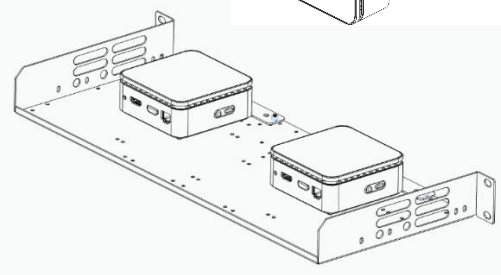
Secure the mounting bracket to VESA holes located on the rear of the monitor.



When mounting the device on a display, the installer **MUST** secure the display to prevent instability.

### 3. Mount in a rack mount.

Secure the mounting bracket(s) to the rack mount with dedicated screws.



# 5 For Installer: Connecting VIA GO3

- i** Always switch off the power to each device before connecting it to your VIA GO3. After connecting your VIA GO3, connect its power and then switch on the power to each device.

## 5.1 Connecting Device

- i** If you wish to use a Kramer active optical pluggable HDMI cable with your VIA GO3, contact your local Kramer office to assist in purchasing the correct cable.

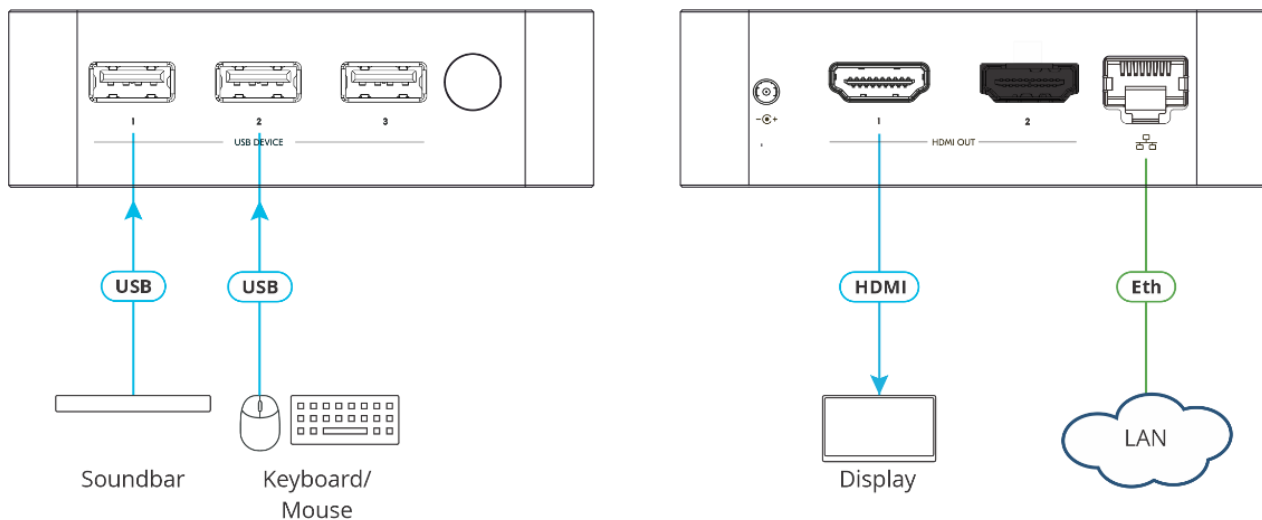


Figure 5: Connecting VIA GO3

To connect VIA GO3 as illustrated in the example in [Figure 5](#).

1. Connect a keyboard and mouse to the USB 3.0 Connector **(1)** (See [Defining VIA GO3 Wireless Presentation](#) Solution on page [9](#)).
2. Connect an HDMI display to the HDMI Connector **(4)** to be used as the main display for the meeting (see [Connecting the Main Display](#) on page [12](#)).  
If you want to use a Kramer active optical pluggable HDMI cable with your VIA GO3, contact your local Kramer office to assist in purchasing the correct cable.
3. Connect the LAN (Local Area Network) cable to the RJ-45 connector **(5)**  
-OR- Connect to your network using a commercial wireless router.
4. Connect wirelessly with a supported device (see [Supported Devices](#) on page [8](#)) after installing the Kramer VIA app (see [For User: Connecting to the VIA GO3](#) on page [91](#)).

The following ports are not in use and covered by rubber covers:

- i**
1. HDMI OUT 2.
  2. USB-C.
  3. Analog audio.



To enable participation in a presentation session (send and receive content), connect **VIA GO3** and all participant devices (PCs/ MACs/ smartphones/tablets) to the same network (LAN or WLAN).



To achieve specified extension distances, use the recommended Kramer cables available at [www.kramerav.com/product/VIA GO3](http://www.kramerav.com/product/VIA_GO3).  
Using third-party cables may cause damage!

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## 5.2 Connecting the Main Display

The main display is the screen connected directly to **VIA GO3**. When **VIA GO3** is booted up, the VIA gateway screen appears on the main display. All collaboration activity is then displayed here.

**VIA GO3** enables connecting the following display type:


- HDMI – The HDMI OUT Connector <sup>④</sup> connects to any compatible projection or direct-view display, such as an LCD monitor. This connection can be routed and switched.

**VIA GO3**'s internal video card reads the EDID (Extended Display Identification Data) for any connected display and sets the optimum display resolution and image refresh rate automatically through the display connectors.

# 6 For Web Administrator: The Gateway Web Dashboard

VIA GO3 administration is divided into two main groups of settings:

- **Gateway Web Dashboard** – Controls general device settings (see the list below). These are high-level embedded web page controls that are accessed over LAN or WiFi, and can only be accessed with an administrator’s password.

 This chapter only describes the Gateway Web Dashboard.

- **Gateway Display Dashboard** - Controls the User interface presented to meeting participants. Only accessible with a mouse and keyboard in the meeting room where the **VIA GO3** is connected. It is possible to allow non-administrator meeting participants to make local changes through this dashboard.

Limitations on who and what can be configured are set in the Gateway Web Dashboard

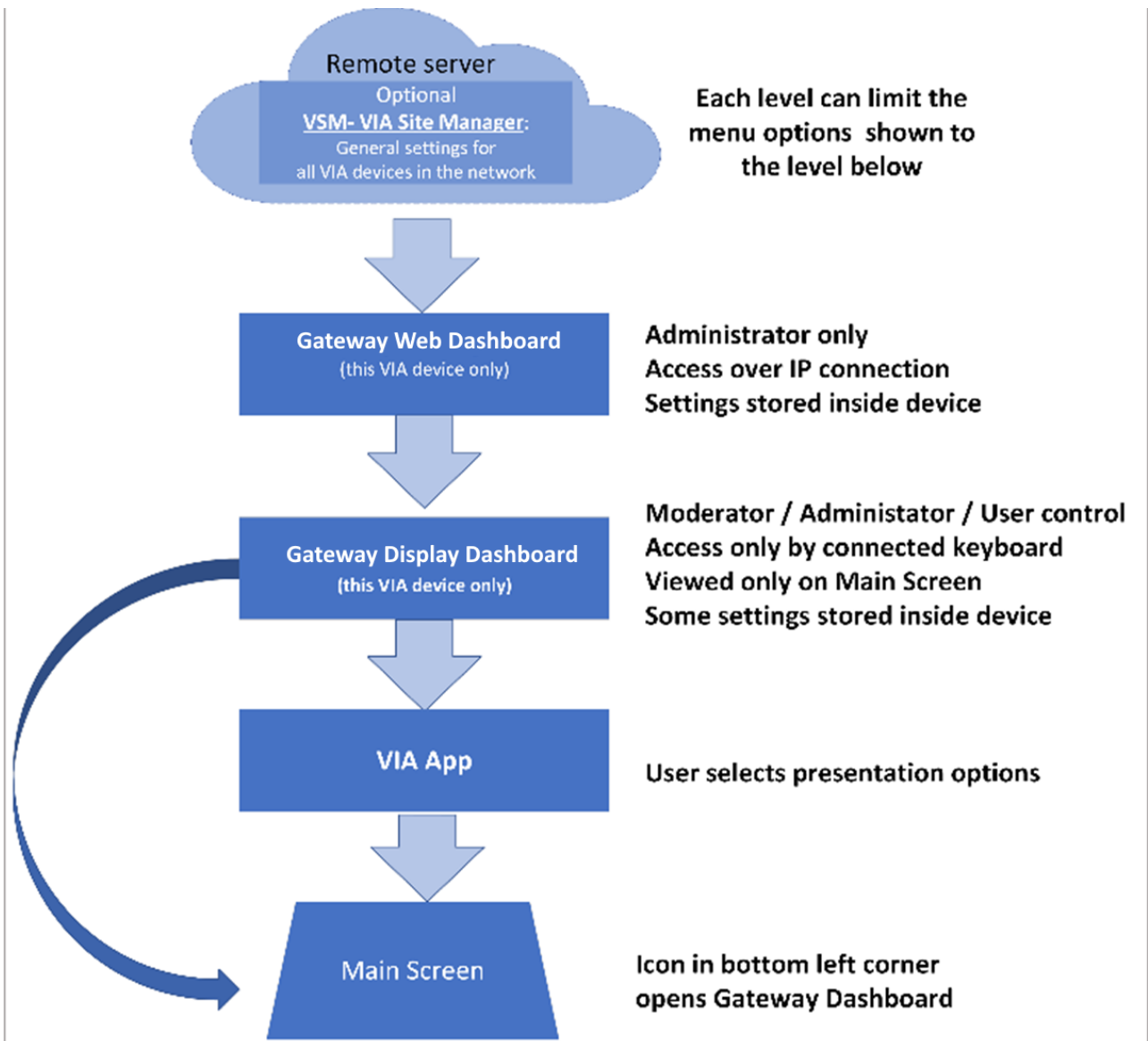


Figure 6: VIA GO3 Hierarchy of Control

## 6.1 Logging into the Gateway Web Dashboard

The Gateway Web Dashboard configures your **VIA GO3** gateway device. Its pages are accessed from any system connected to the same network as the **VIA GO3**.

To log in to the **VIA GO3 Gateway Web Dashboard**:

1. Connect your system to the same network to which **VIA GO3** is connected.
2. Open a Web browser and go to the IP address for your **VIA GO3** unit.  
The VIA Collaboration Hub page appears.

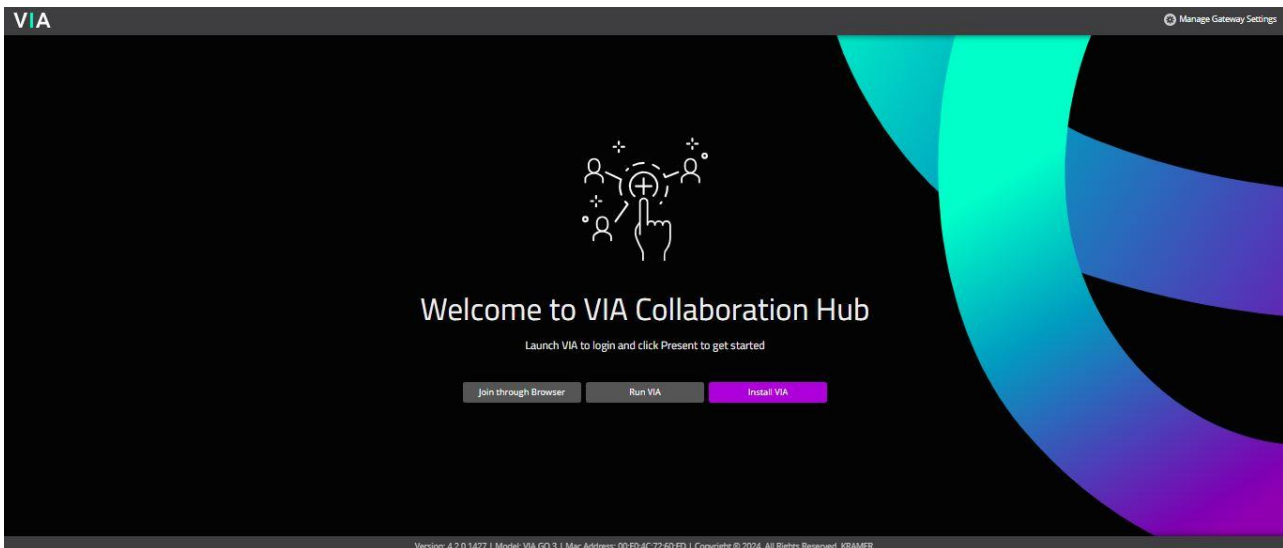


Figure 7: VIA Collaboration Hub on the Gateway Dashboard Page

3. Click **Manage Gateway Settings** in the upper right corner. The Login page appears.
4. Type a Web Administrator Username (default = su) and Password (default = supass). To change the password, see [Changing the VIA Password](#) on page [15](#).



 To access settings through the Gateway Dashboard Page, you must log in as a **Web Administrator** (see [Administration / User Management](#) on page [80](#)).

Figure 8: Administrator Login Page

5. If required, type the Captcha in the text box.

 To enable/disable the Captcha, see [VIA Settings > Security & Certificate](#) on page [35](#).

## 6. Click **Login**.

The Gateway Web Dashboard appears with the **Dashboard overview** open.

The screenshot shows the VIA Gateway Web Dashboard. At the top, there's a header with the VIA logo, a link to change the password, and user information: Room Name: Udis Go3, Welcome su, and English. The main content area is divided into several sections: Model information (N100 Hardware Model, Ubuntu-22 OS Type), Quick Links (Wifi Settings, Firmware Upgrade, Edit Active Screen editor, Edit Room name, Change Host name, NTP & Date/Time, Add Miracast / Airplay, Audio Settings), System Status (Firmware Version 4.2.0.1427 with a Check For Update button, Date / Time 2024-10-07 | 19:24:09, System Uptime 11h 19m, and Available Space 85.1 GB out of 116.6 GB Disk Space). Below these are Services and LAN settings. Services include AirPlay (VIA\_AirMirror\_00E04C7260), Join through Browser (Status: Success), Miracast (Status: Not Active), VIA Broadcast (Name: Udis Go3), and License Status (Status: License assigned). LAN settings include Mac Address (00:E0:4C:72:60:FD), Host Name (VIA-00E04C7260FD), Gateway IP (192.168.30.29), Subnet Mask (255.255.0.0), Default Gateway (192.168.0.254), and DNS Server (172.16.0.1, 172.16.0.2, 172.16.0.4, 172.16.0.6). A footer at the bottom shows the version (4.2.0.1427), model (VIA GO 3), mac address (00:E0:4C:72:60:FD), and copyright (© 2024, All Rights Reserved, KRAMER).

Figure 9: Gateway Dashboard Page



Click the tabs in the navigation pane on the left to display the VIA web pages.



Click the arrow in the upper right corner to select a different language for web pages.

### 6.1.1 Changing the VIA Password

The 'su' password can be changed without using root access.

To change the password:

1. Go to Gateway Dashboard Page.
2. Right click on **Welcome** <user name> (top right of screen).
3. Select **Change Password**.

The screenshot shows the VIA Gateway Web Dashboard with the user menu open. The user is 'su' and the room name is 'joe1'. The user menu is located in the top right corner and contains options for 'Change Password', 'Logout', and 'NTP & Date/Time'. The 'Change Password' option is highlighted.

Figure 10: Change Password

- The “change password” will redirect to the User Management page.

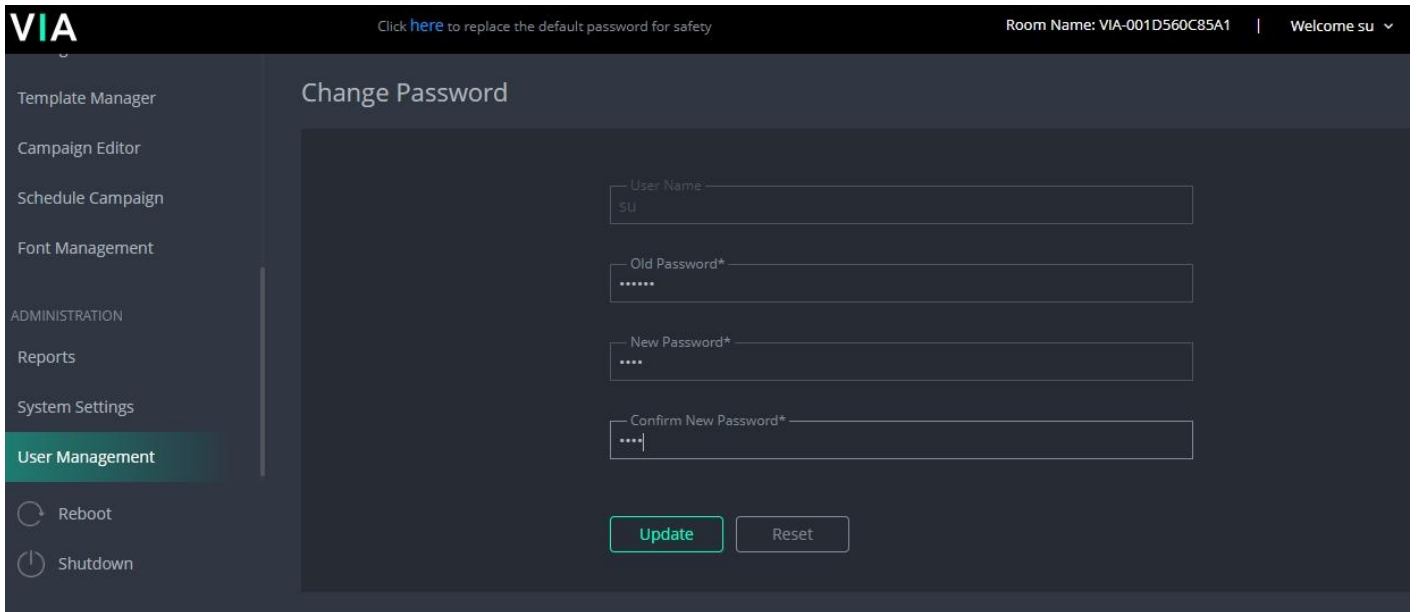


Figure 11: Redirected to User Management Page

- Change your password (notifications may appear regarding Password Policies).
- Reboot the VIA, and login through new password.



## 6.2 The Dashboard

The Dashboard is the default page that opens when the Gateway Web Dashboard Pages are accessed. It provides a grand overview of the system and a series of Quick Links.



For logging in instructions, see [Logging into the Gateway Web Dashboard](#) on page 14.

- **Quick Links** - Shortcuts that provide quick and easy access to commonly needed locations.
- **System Status** (the data boxes) – Shows hardware model, OS Type, firmware version, date and time, system uptime and available space. Click 'Date/Time' to select the date and time. Click 'Check for Update' to update the firmware.
- **Services** – Shows the live connection status.
- **LAN** – Shows an overview of the network settings.
- **WIFI** – (if active) Shows an overview of the Wi-Fi settings.
- **Audio** – Shows the GO3 audio output (can be used to change settings).
- **Site Management** – If VSM (VIA Site Management) is active and controlling device settings, its details will be displayed in this section.

The screenshot displays the VIA Gateway Web Dashboard interface. At the top, it shows the VIA logo, a security notice, and user information (Room Name: Udis Go3, Welcome su, English). The main content area is divided into several sections:

- Model:** Displays hardware model (N100), OS Type (Ubuntu-22), and firmware version (4.2.0.1427) with a 'Check For Update' button.
- Quick Links:** A row of buttons for Wifi Settings, Firmware Upgrade, Edit Active Screen editor, Edit Room name, Change Host name, NTP & Date/Time, Add Miracast / Airplay, and Audio Settings.
- System Status:** Five data boxes showing Date / Time (2024-10-07 | 19:24:09), System Uptime (11h 19m), and Available Space (85.1 GB / 116.6 GB Disk Space).
- Services:** A table listing services like AirPlay, Join through Browser, Miracast, VIA Broadcast, and License Status with their respective statuses.
- LAN:** A table showing network settings such as Mac Address, Host Name, Gateway IP, Subnet Mask, Default Gateway, and DNS Server.
- Audio:** Shows the current audio output (HDMI) and a link to change settings.
- Site Management:** Shows VSM Server (Not Configured) and Discovery Server (Status: Success).

The left sidebar contains navigation options: Dashboard, Device Management (Network Settings, VIA Settings, VIA Screen Editor, Room Settings), Digital Signage (Manage Content, Template Manager, Campaign Editor, Schedule Campaign, Font Management), and Administration (Reports, System Settings, User Management, Reboot, Shutdown). The footer includes version and copyright information.

Figure 12: Dashboard

## 6.3 Device Management / Network Settings

### 6.3.1 LAN



By default, the IP address of your **VIA GO3** is set automatically by DHCP. See below if you want to set a static IP address.



When changing these settings, please contact your IT administrator. Incorrect values can cause a loss of communication.

To change the IP address of your **VIA GO3** unit:

1. Click **Device Management > Network Settings**.  
The LAN setting tab in the Network Settings page opens.
2. Under Connection Type, select **Static**.
3. Under Network Information, rename the Gateway IP.
4. Click **Apply**.  
The IP address of your **VIA GO3** unit is changed.

The screenshot displays the 'Network Settings' interface for a VIA GO3 unit. The left sidebar contains navigation options like 'Dashboard', 'Network Settings', 'VIA Settings', etc. The main content area is titled 'LAN Settings' and shows 'WIFI' as the selected tab. Under 'Connection Type', the 'Static' radio button is selected. The 'Network Information' section contains several input fields: 'Hostname\*' (VIA-00E04C7260FD), 'Gateway IP\*' (192.168.30.29), 'Subnet Mask\*' (255.255.0.0), 'Default Gateway\*' (192.168.0.254), and 'DNS Server\*' (172.16.0.1 172.16.0.2 172.16.0.4 172.16.0.). A green 'Apply' button is located at the bottom right of the settings area. The footer of the page shows version and model information: 'Version: 4.2.0.1427 | Model: VIA GO 3 | Mac Address: 00:E0:4C:72:60:FD | Copyright © 2024. All Rights Reserved. KRAMER.'

Figure 13: LAN Setting Page



When DHCP is selected, the IP is allocated automatically.

## 6.3.2 WIFI

**VIA GO3** enables you to wirelessly connect your **VIA GO3** device as a client device to your main network.

To set up Client Wi-Fi mode:

1. Click **Network Settings** in the Navigation pane. The Network Settings page appears.
2. Click **WiFi**. The WiFi tab appears.
3. Switch on the **Wi-Fi Settings**: The switch turns green and the Wi-Fi settings appear.
4. Select the **Client Mode** tab.

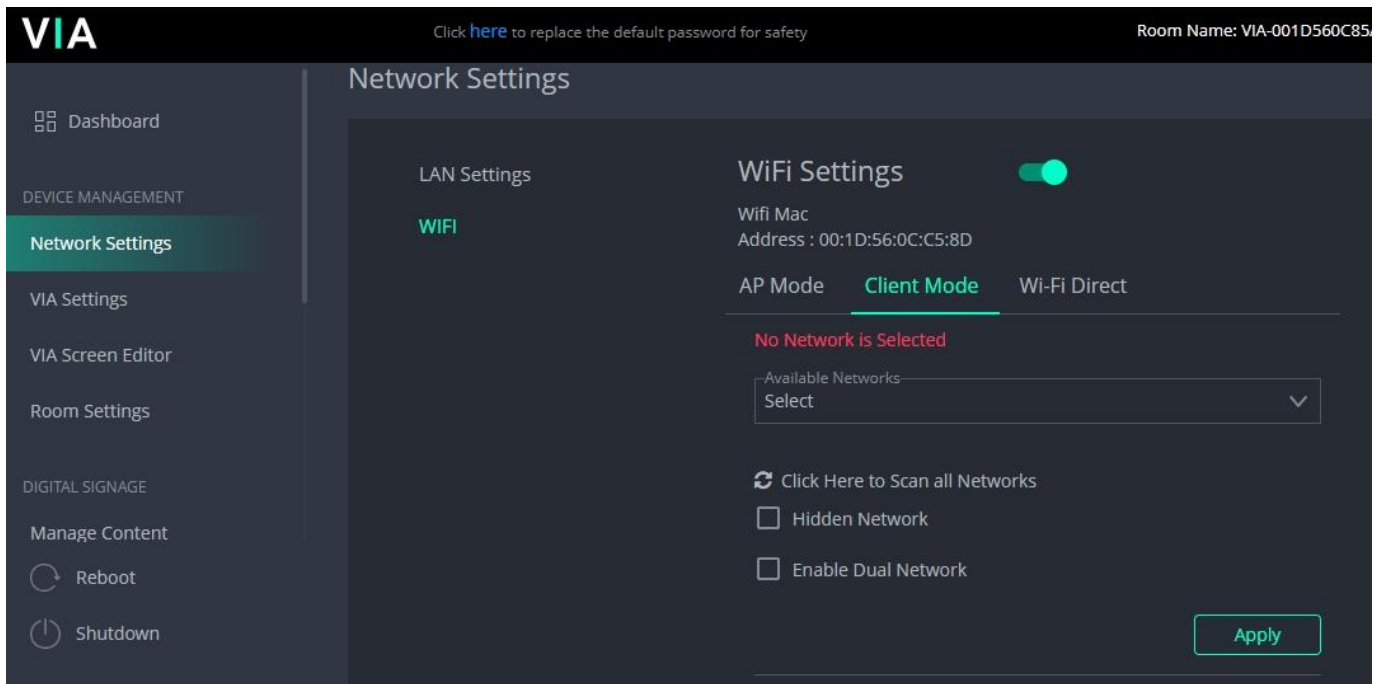


Figure 14: Client Mode Tab

5. If you do not see the desired network, click **Click Here to Scan all Networks** (near the bottom).
6. Select **Hidden Network** or **Enable Dual Network**.
  - **Hidden networks** - Enter the SSID manually. To connect to a hidden network, the SSID needs to be known to the user. Wi-Fi name will be Hidden Network
  - **Enable dual network**: Connect with 2 networks (Wi-Fi and LAN).
7. Enter the network password and click **Apply**.
8. Disconnect the LAN cable (if connected) and reboot the device. Client WiFi Mode is set up.

### 6.3.2.1 Wi-Fi with AP Mode

**VIA GO3** can set up a secure access point for users of your **VIA GO3** network. This setup is ideal for guest users who you do not want to connect directly to your network.

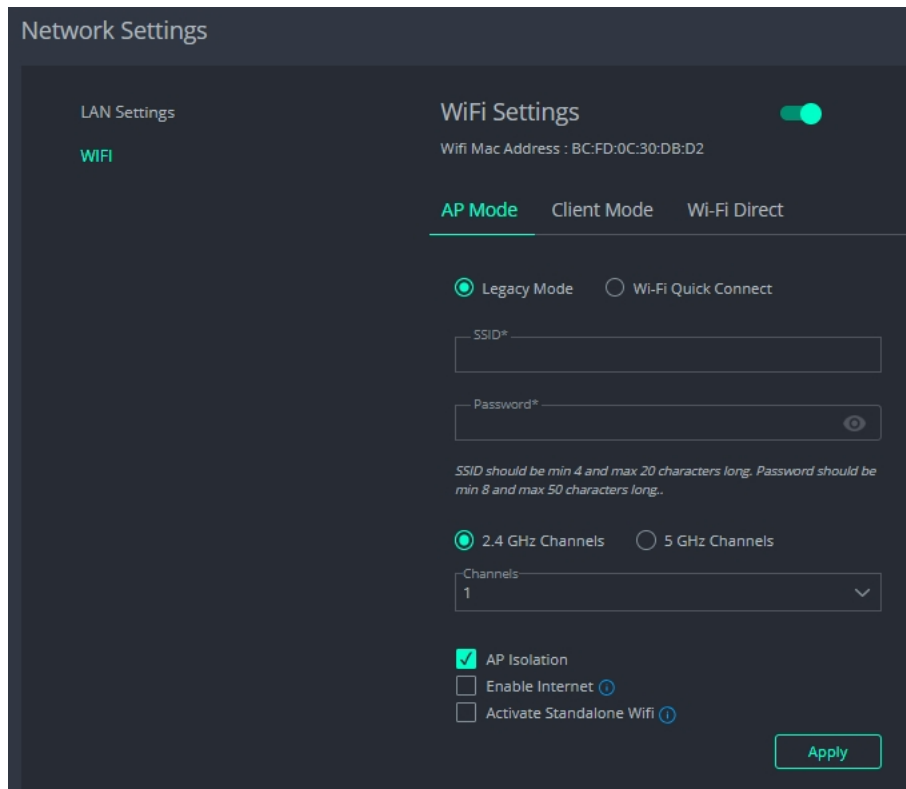


Figure 15: AP Mode

#### Setting up secure wireless access point:

1. Click **AP Mode** (Access Point Mode) and enter an SSID name and password. AP Mode allows guests to join meetings without logging in to corporate/institutional networks.
2. Under AP mode, there are 2 options: **Legacy Mode** and **Wi-Fi Quick Connect**.

In **Legacy Mode**, SSID should be min 4 and max 20 characters. Password should be min 8 and max 50 characters long. The SSID will show without the addition of the numbers and letters. Leave the password field blank to create a network without a password.

In **Wi-Fi Quick Connect**: The device will show two fields for SSID, a prefix of 'VIA\_' and an SSID field. The SSID field is limited to maximum 10 characters and the password length to a maximum of 8 characters.

3. Select the Wi-Fi SSID broadcast frequency (2 frequencies are available – 2.4 GHz and 5GHz) and the channel on which it will broadcast.
  - **AP Isolation** - Prevents Wi-Fi users from connecting to each other through the router. Each user gets a private connection that protects them from harm by malicious users.
  - **Enable Internet** – Enables users to connect to the internet over the Wi-Fi connection (requires VIA GO3 to have an active Internet connection).
  - **Activate Standalone Wi-Fi** - Creates an autonomous network without Internet access.
4. Click **Apply**; The secure wireless guest access point is set up.

### 6.3.2.2 Wi-Fi Direct (Windows Client & Linux Gateway)

1. Working with Wi-Fi direct option allows the user wireless presentation & collaboration without connecting the gateway to the company LAN.
2. Wi-Fi direct also enables to work with Miracast and Wi-Fi in parallel.
3. MAC users are currently not supported. Wi-Fi direct will appear only on Linux gateways and Windows desktop.
4. Wi-Fi direct will auto-set on the remote Windows client virtual Ethernet.
5. This virtual network runs alongside the current setup, letting the user use the internet and connect through VIA at the same time.



Our existing gateways will need a dongle.



To utilize this feature, it is essential to have a Wi-Fi dongle that supports Wi-Fi Direct/Wi-Fi P2P. Here are some examples of approved Wi-Fi dongles:

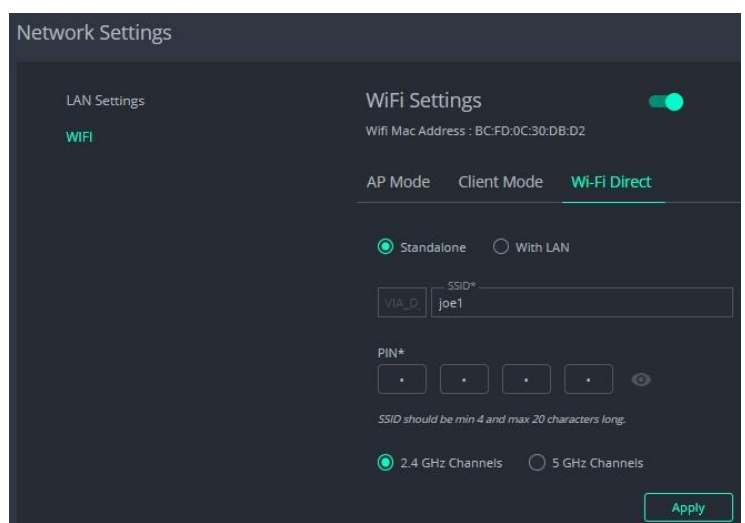
Manufacturer	Model
Edimax	EW-7822ULC
Edimax	EW-7822UAD
Toplinkst	TOP-4608AC
Toplinkst	TOP-4610AC
Netgear	A6150



The client will have its own internet access. Wi-Fi direct dongle is a must.

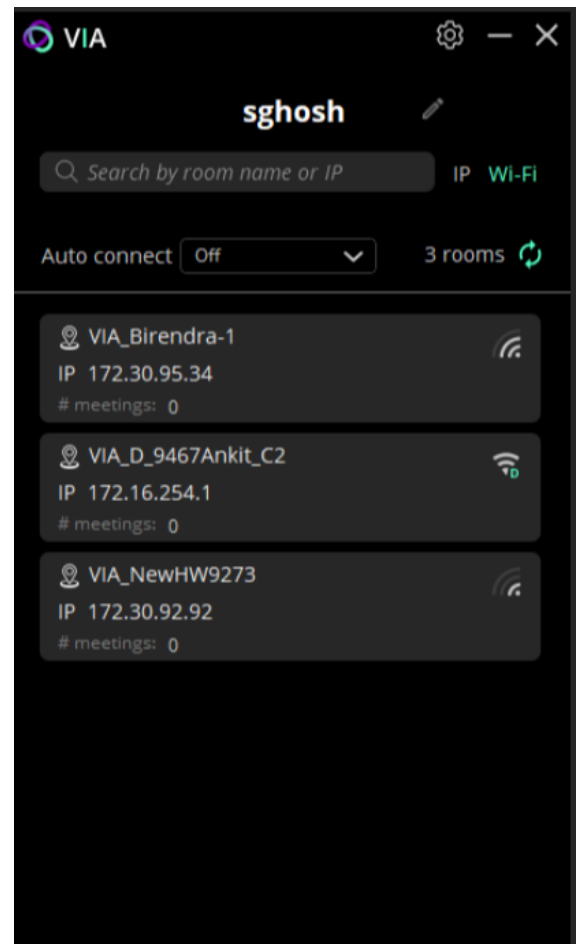
#### Setting Wi-Fi Direct:

1. Ensure that the dongle is connected to the gateway.
2. Go to **Network Settings** in the navigation pane and select the **Wi-Fi direct** tab.
3. Choose **Standalone** or **With LAN** (see the next page for details).
4. Enter a valid SSID and a 4 digit PIN.
5. Select a frequency – 2.4GHz or 5 GHz.
6. Click 'Apply', the system will reboot.

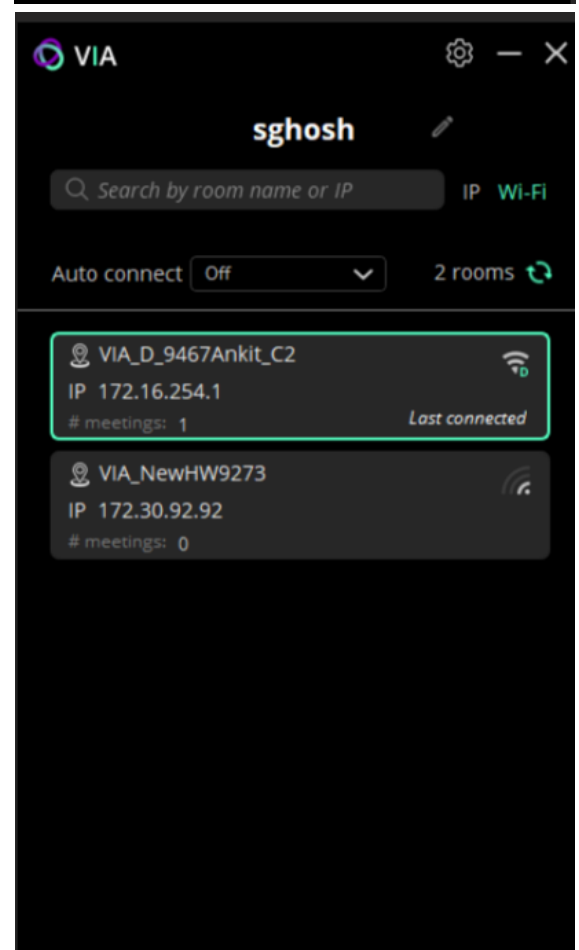


**With LAN:**

1. Users can connect over Wi-Fi or over LAN.
2. Launch the VIA client
3. On the Wi-Fi tab, the SSID will be appear with a prefix of VIA\_D\_ (second in image below).
4. The Wi-Fi icon will appear with a 'D' in green color. When clicked on via client, popup will appear.

**With Standalone:**

1. Users can login over Wi-Fi only.
2. Launch the VIA client and go to the Wi-Fi tab.
3. The SSID will appear with a prefix of VIA\_D\_.
4. The Wi-Fi icon will have a green 'D'.
5. When selected, a popup will appear.



### 6.3.2.3 Connecting VIA GO3 to 802.1x Network

**VIA GO3** enables you to wirelessly connect your **VIA GO3** device as a client device to an 802.1x network using a password based or an EAP-TLS based authentication mechanism.

Features of EAP-TLS include:

- Mutual authentication (server to the client and client to server).
- Key exchange to establish dynamic WEP or TKIP keys.
- Fragmentation and reassembly of very long EAP messages, if needed.
- Fast reconnect via TLS session resumption.

#### To Connect VIA GO3 as a client device to an 802.1x network:

1. Set up a Radius server to validate the certificate that you will upload to **VIA GO3**.
2. Set up an access point (AP) with 802.1x type security.



The Radius server IP address and password will be passed while configuring the 802.1x security type on the access point. This password is the same one that is used in the Radius server.

3. Click **Network Settings** on the navigation pane; The Network Settings page appears.
4. Click **WiFi**; The WiFi tab appears.
5. Enable **Wi-Fi**. The switch turns green, and the WiFi settings appear.
6. Click **Client Mode** and select a network from the dropdown.



If you do not see the desired network in the dropdown, click **Click Here to Scan all Networks**.

7. To connect VIA GO3 to a network with username and password authentication, select the SSID of the access point that is secured by 802.1x.

Your unit can now connect to the network with a username and password.

-OR-

8. To connect VIA GO3 to a network with EAP-TLS authentication:
  - a. Select the 802.1x (TLS Certificate) checkbox; Additional settings appear.
  - b. Enter the Identity.
  - c. Upload the Authority CA, User Certificate and Key files and click **Apply**.

**VIA GO3** automatically reboots and is now connected to the 802.1x network.

# 6.4 Device Management / VIA Settings

## 6.4.1 VIA Settings Templates

VIA GO3 enables you to configure settings such as power saver, time & date, audio, and features availability and save them in a settings template. Using Settings templates enables you to define and save different settings for different types of meetings. Just load the appropriate template to match your needs. Settings Templates can be copied to create variations or exported for use on other VIA devices. Settings templates are not actively applied until they are published to the VIA GO3.

To create a new gateway settings template:

- 1. Click **VIA Settings** on the navigation page: The VIA Settings page opens.
- 2. Click **Create New Template** (top right).

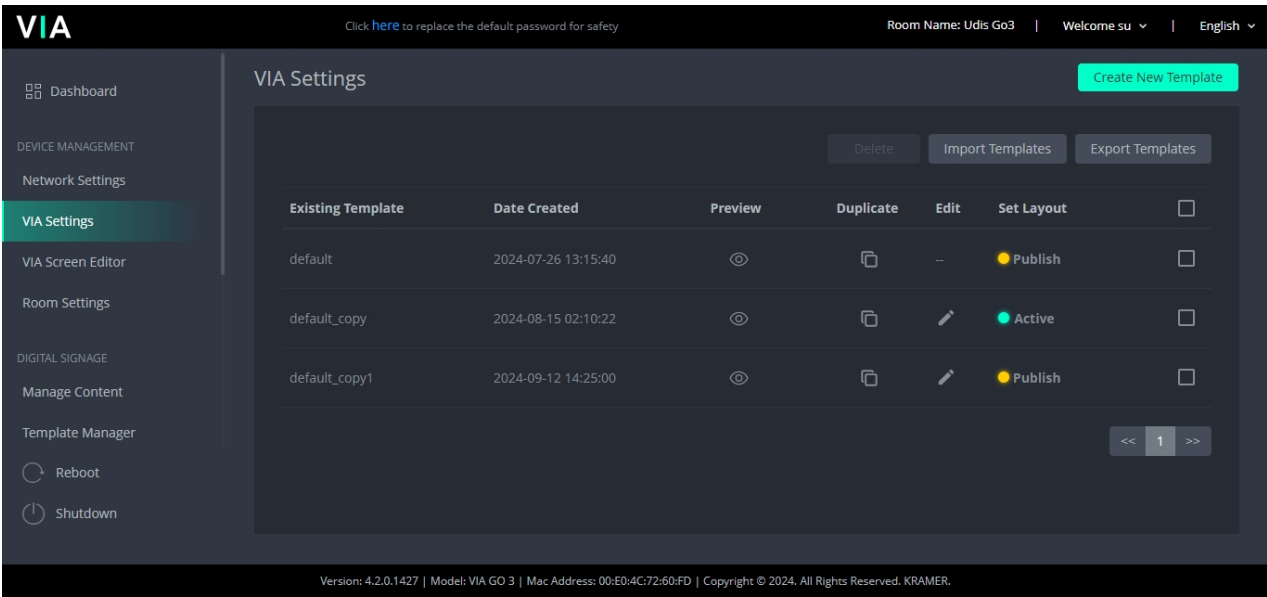


Figure 16: VIA Setting Page

The Configure Template page opens on the VIA Settings tab.

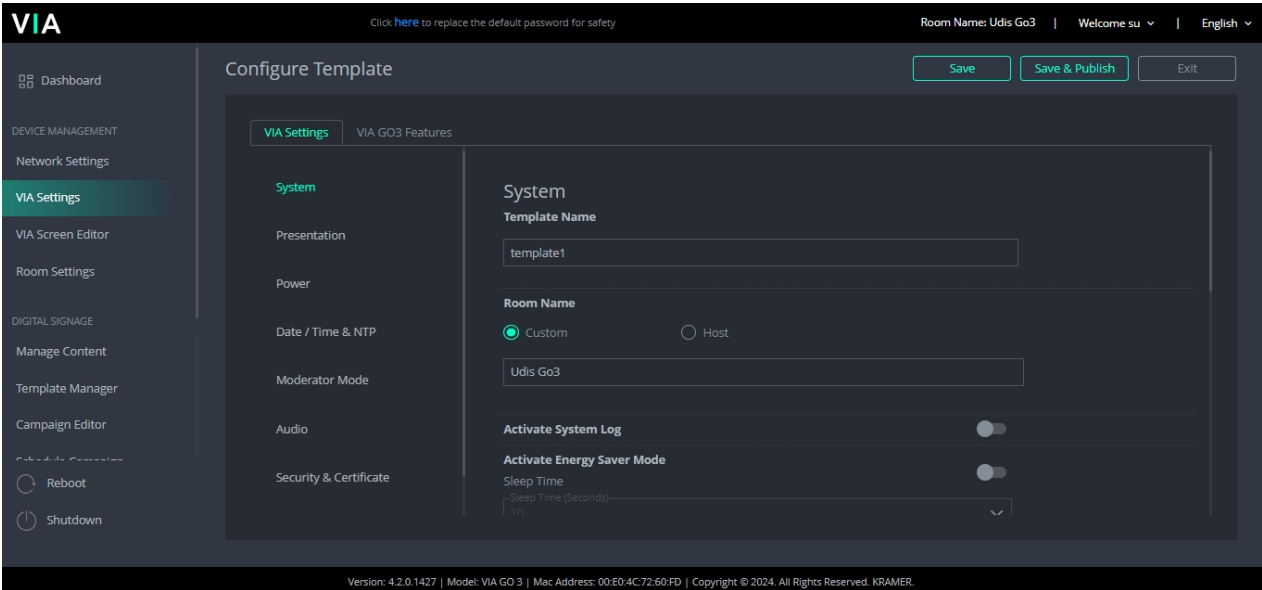


Figure 17: Configuration Template Creation Page



3. Enter a name for the new template and click **Save**.

The new template is saved.

4. Open the different settings pages by clicking on the navigation pane on the left and change settings as needed (System, Presentation, Power, Date / Time, Moderator Mode Audio, Security & Certificate and Proxy Server)..
5. As you change settings on each page, do one of the following:
  - a. Click **Save** to save the template.

Changes are saved and the template remains open for more edits.

A popup confirms that the template has been updated. Click **OK**.

-OR-

- b. Click **Save & Publish** to update the template and apply the newly edited template.

Changes are saved to the template, and the session resets with the new template applied. This will take several moments, and you will need to log back into the Gateway Web Dashboard.

6. **Cancel** – It will close the template and navigate you to Via Settings Template List page.

## 6.4.2 VIA Settings > System

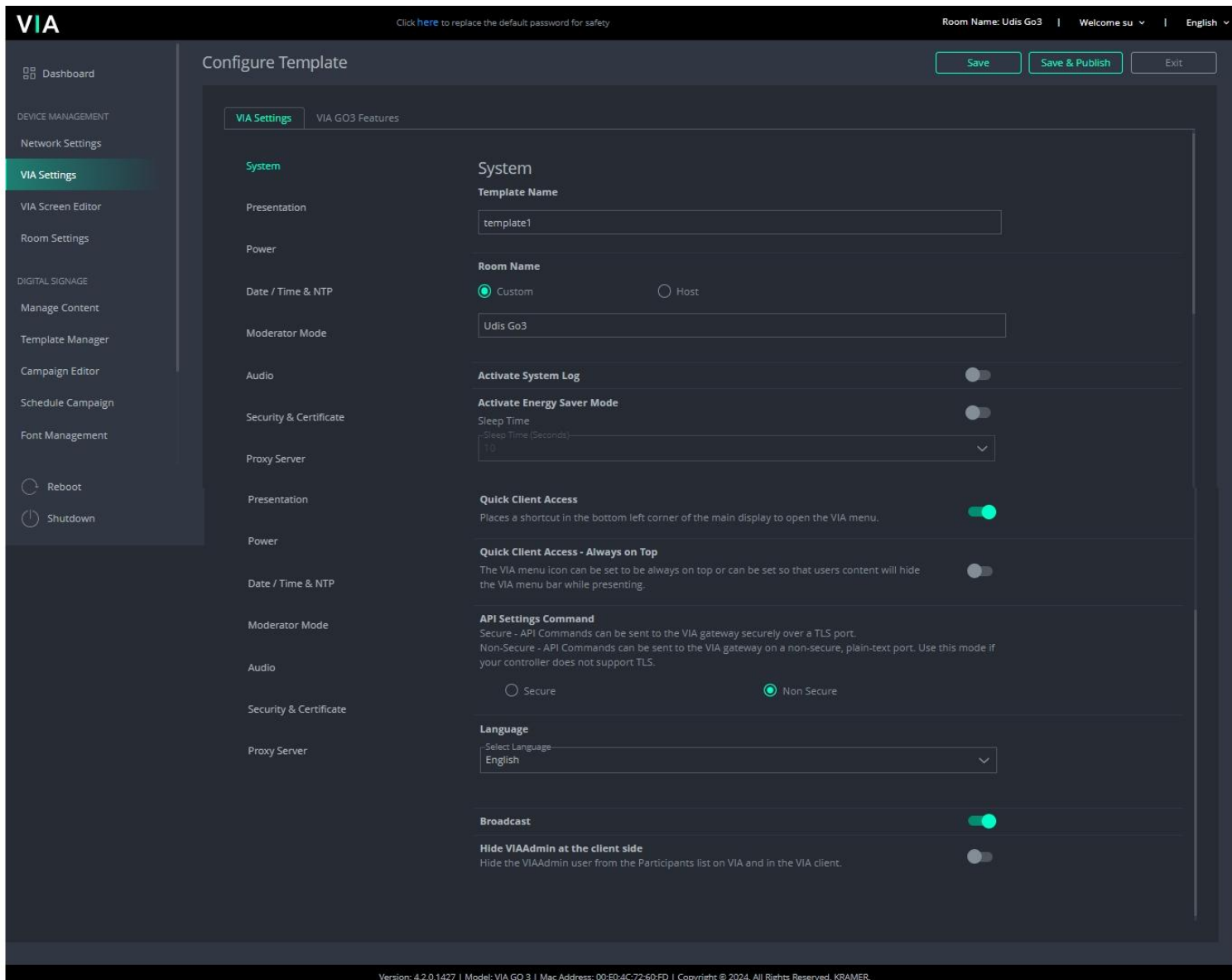


Figure 18: System Tab

- **Room Name** – Select **Custom** or **Host**.  
If you enter a custom room name in the field below, it does not change the IP address, but adds a custom name that can make it easier to identify and remember the meeting space. The Room Name appears in the meeting space list along with the IP address. A participant can type the room name instead of the IP address to join the meeting.
  - **Custom** room names only work if DNS (**Network Settings > Static > Gateway IP**) has been configured to redirect the Room Name to the appropriate IP address or if broadcast is working in your network environment, we recommend adding a text field and including the VIA's IP address on the wallpaper as well as the custom name.
  - **Host** displays the host name on the screen. It is a non-editable field.
- **Access Point** appears if Wi-Fi (AP Mode) is enabled in the **Network Settings**. If Access Point is selected, the field becomes non-editable, and shows the SSID created in Wi-fi AP mode.
- **Activate System Log** – Provides a log of system activities such as logins, presentation, and VIA features usage to aid in diagnosing a problem or tracking participant usage. (default = OFF)



To view and search Activity Logs, see [Administration / Reports](#) on page [75](#).

- **Activate Energy Saver Mode** – Automatically sends your **VIA GO3** unit into sleep mode after being inactive for a defined period. After activating this feature, select the period (in minutes) from the Sleep Time field. (default = OFF)
- **Quick Client Access** – Displays a shortcut in the bottom left corner of the main display to open the **VIA Gateway Dashboard**. (default = ON)
- **Quick Client Access – Always on Top** – When ON, the VIA Gateway Dashboard always appears on top of all content on the main display. (default = OFF)
- **API Settings Command** – Secure or Non Secure.
  - **Secure** - API Commands can be sent to the VIA gateway securely over a TLS port.
  - **Non Secure** – API Commands can be sent to the VIA gateway on a non-secure, plain-text port. Use this mode if your controller does not support TLS (default).
- **Language** – Select the language for the Gateway Dashboard Page.
- **Broadcast** (default = ON) – When the user launches **Kramer VIA** app, all broadcasting VIA gateways appears automatically on the meeting spaces.



For information on how Auto Broadcast is enabled and what are its limitations, refer to the VIA IT Deployment Guide, available for download at: [https://www.kramerav.com/product/VIA\\_GO3](https://www.kramerav.com/product/VIA_GO3).

- **Hide VIA Admin at the client side** – Hides the VIA Admin user from the Participants list. (default = OFF)

## 6.4.3 VIA Settings > Presentation

Configure the following settings in the VIA settings template (see [VIA Settings Templates](#) on page 24) that affect how participants share content during a meeting:

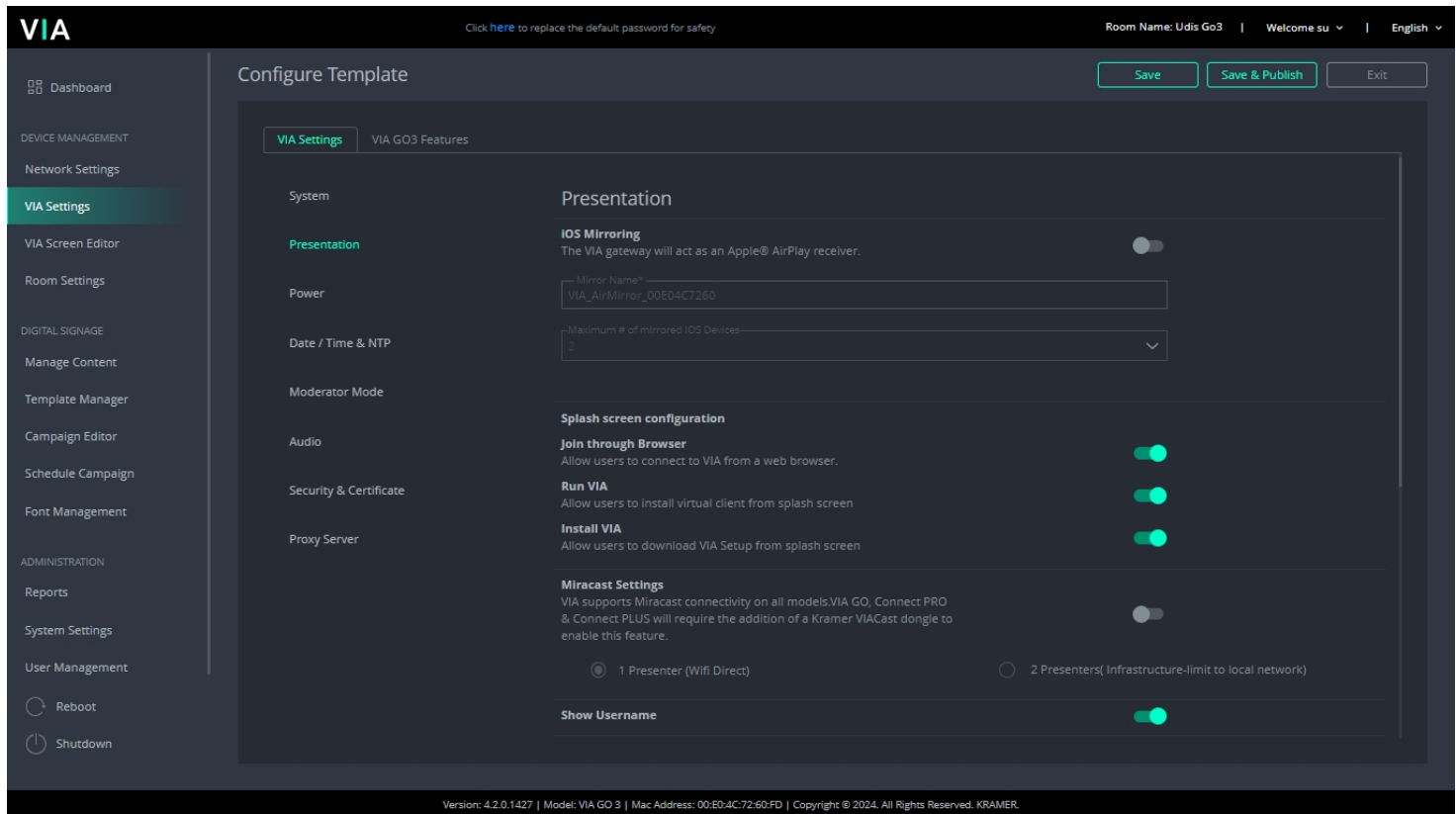



Figure 19: Presentation Tab

- **iOS Mirroring** – The VIA gateway will act as an Apple® AirPlay receiver.
    - **Mirror Name** – If desired, enter a new Mirror Name (the name that appears when you look for AirPlay devices on your iOS device).
    - **Maximum number of mirrored iOS devices** – Select the number that can be used simultaneously. (default = OFF).
  - **Splash screen configuration** – Enable/disable **Join through Browser** / **Run VIA** / **Install VIA**.
    - **Join through Browser** – Allows users sitting in the meeting room to join the VIA meeting from a web browser, without downloading any software. (default = ON)
    - **Run VIA** – Enables user to run the VIA application without downloading any software. (default = ON)
    - **Install VIA** – Enables user to install VIA client software on device. (default = ON)
  - **Miracast Settings** – Enables a maximum of 2 presenters to mirror their device screens using the native Miracast feature on their Windows laptop (10/11) or Android device without using the VIA app. (default = OFF)
    - 1 Presenter (Wifi Direct)
    - 2 Presenters(Infrastructure-limit to local network)
  - **Show Username** – Shows the presenter's username while presenting. (default = ON).
-  Connect PLUS requires a **VIA cast** dongle (purchased separately) to provide Miracast mirroring for meeting participants. For more information see: [www.kramerav.com/product/VIAcast](http://www.kramerav.com/product/VIAcast).
- 1 Presenter – For a single presenter using Wi-Fi Direct. (Default = ON).
  - 2 Presenter – For two presenters using local network.

### 6.4.3.1.1 Advanced Settings



- **Do Not Disturb** – After clicking **Present** button, the full screen presenter can enable or disable DND (default = OFF).
- **Local Annotation** – Users can annotate locally on their device while using the View Main Display feature (default = ON).
- **Presentation Always in Full Screen** – Only one user at a time can present. When a new presentation is started, the current presentation stops. (default = OFF)
- **Auto Disconnection** – The VIA device can automatically disconnect participants whose RSSI (Received Signal Strength Indicator) is weak or cannot be measured, indicating that they are too far from the device to be in the meeting room. (Default = OFF)

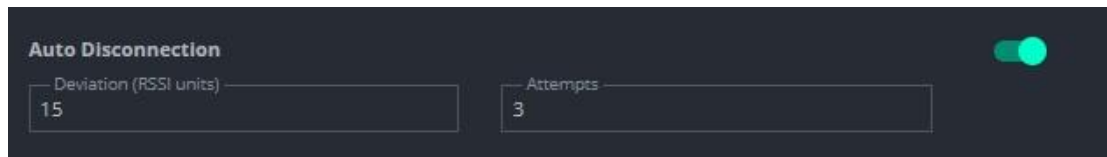


Figure 20: Advanced Settings: Auto Disconnection

- **Deviation (RSSI units)** – The change in signal strength that will lead to disconnection.
- **Attempts** – The number of reconnect attempts before disconnecting.

It is advisable to measure the RSSI strength and enter your own settings.

## 6.4.4 VIA Settings > Power

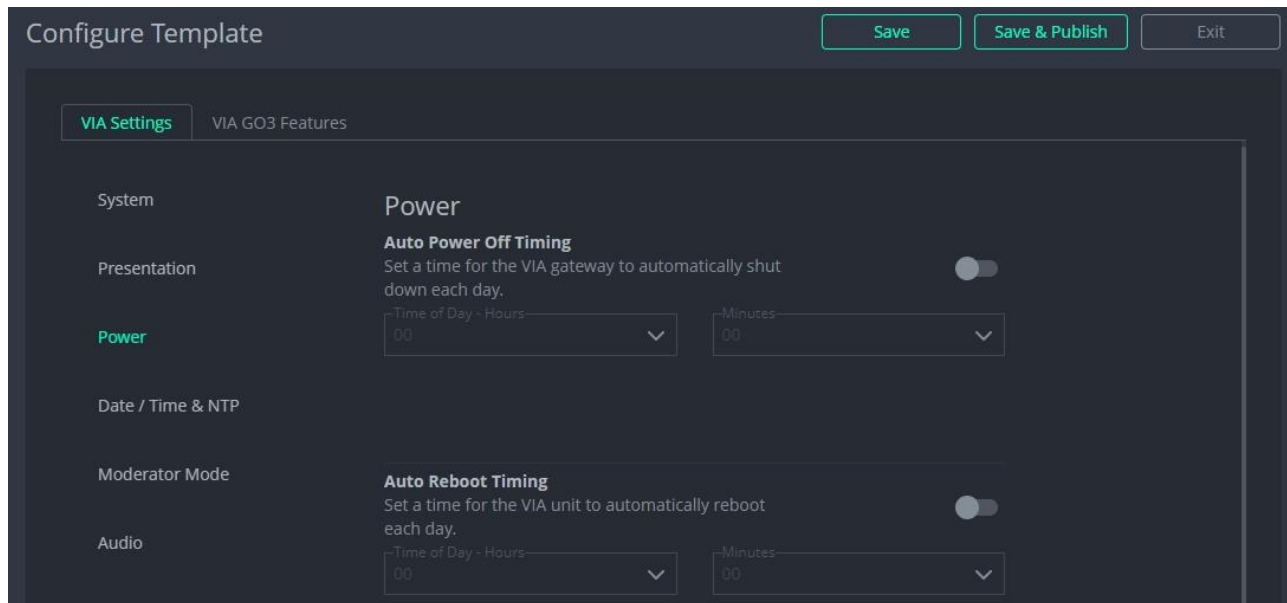
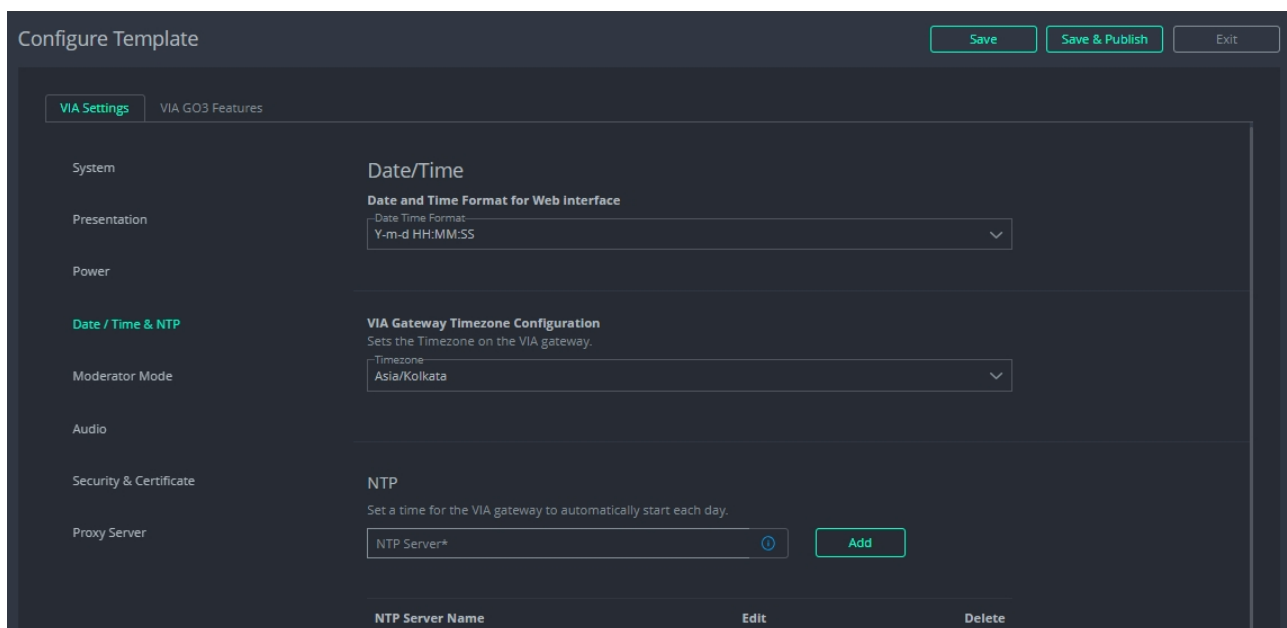


Figure 21: VIA Power Setting Tab

- **Auto Power Off Timing** – Set a time for **VIA GO3** to shut down each day (default = OFF).
- **Auto Reboot Timing** – Set a time for **VIA GO3** to reboot each day (default = OFF).



## 6.4.5 VIA Settings > Date/Time

- **Date and Time Format for Web Interface** – The Dashboard page's date and time format.
- **VIA Gateway Timezone Configuration** – Select the time zone for **VIA GO3**.
- **NTP** – An NTP (Network Time Protocol) server can be used to synchronize the time on **VIA GO3**. Enter the NTP server address and click **Add**.
  - The new NTP server is saved and appears in the NTP Server 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.

## 6.4.6 VIA Settings > Moderator Mode

Moderator Mode settings define who can become the meeting moderator and what features are activated when a participant becomes the moderator.

When Moderator Mode is activated, the Moderator icon appears on the VIA User Dashboard of eligible participants.

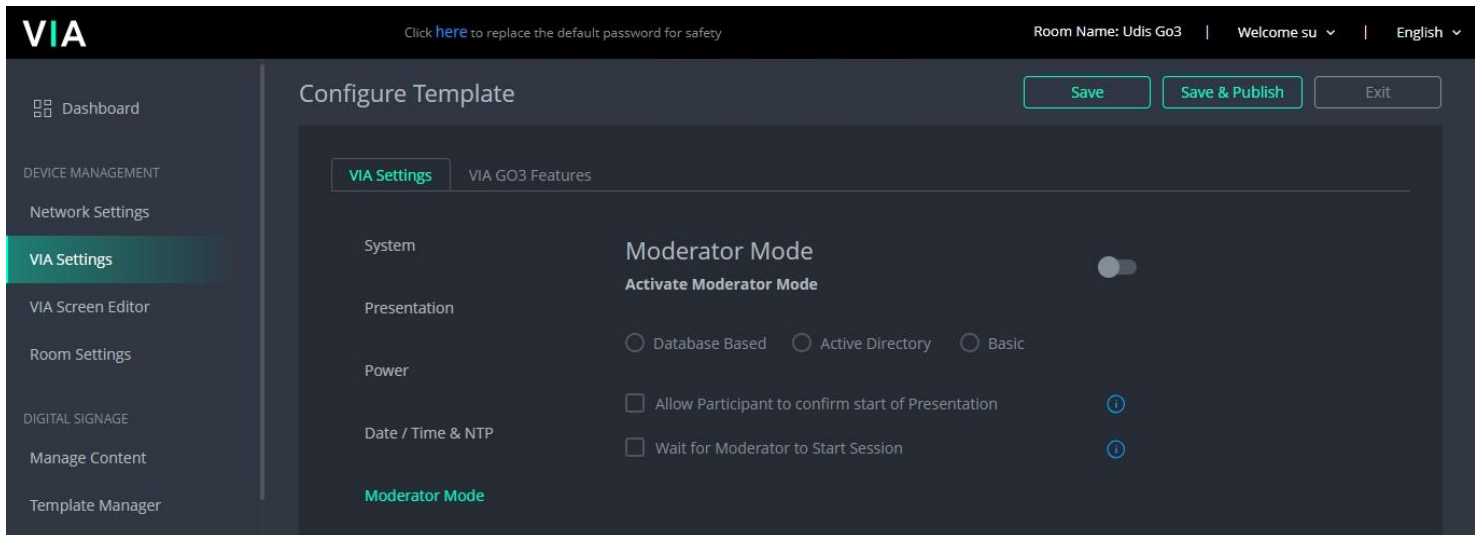


Figure 22: Moderator Mode

- **Activate Moderator Mode** – Move the slider to enable moderation of meetings.

Select who can join a meeting and who can become moderator:

- **Database Based** – Only users with accounts created in **VIA GO3** database can join a meeting and become moderator (see [Administration / User Management](#) on page [80](#)).
- **Active Directory** – Only users defined in the Active Directory can join a meeting and become a moderator.
- **Basic** – Anyone can join a meeting and become moderator. A password can be required for moderators, see [Security](#) on page [35](#).






Configure “Database based” or “Active Directory” in moderator mode to define who can join the VIA meeting.

Moderator checkboxes:

- **Allow Participant to confirm start of Presentation** – The moderator must approve screen sharing before it starts.
- **Wait for Moderator to Start Session** – The VIA session does not start until a moderator joins the meeting. User Dashboard features are grayed out and a message appears on the main display.

### 6.4.6.1 Configuring Active Directory Moderator Mode

Active Directory users can be imported into the **VIA GO3** Gateway Web Dashboard. The Active Directory must be organized into two sets of users: one that has permission to become moderator and one that does not have moderator permission. When using Active Directory, only users that are in the directory can join a VIA meeting.

-  You can use Groups or OUs (Organizational Units) to divide the moderator and participant/non-moderator set of users.
-  Do not use Groups or OUs that have any employee in common. If there is overlap of users in your existing Groups, you will have to create new Groups for this purpose.
-  Active directory mode enables to display users' First name and Last name while using VIA features such as "Present", "Enable DND", "Mouse hover", "Activity Log", etc.

#### To configure Active Directory Moderator Mode:

1. Select VIA Settings in the Navigation template and open the template you want to edit.
2. Select the Moderator Mode tab.

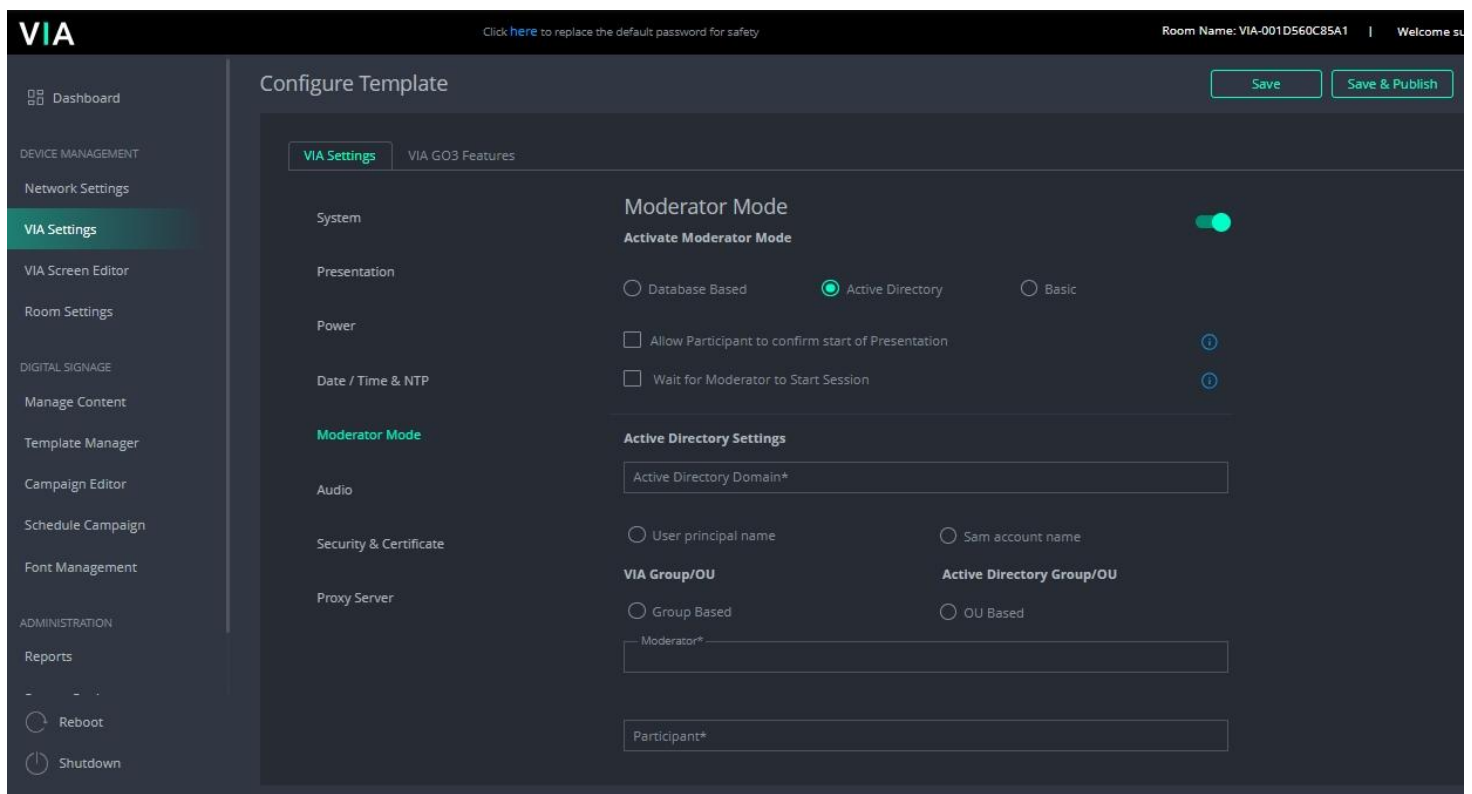


Figure 23: Moderator Mode setting tab with Active Directory selected

3. Click the Activate Moderator Mode switch and select **Active Directory**.  
The Active Directory settings appear.
4. In the **Active Directory Domain** text box, enter the Active Directory domain name.
5. Select **User principal name** or **Same account name**.
6. Select the **Group Based** or **OU Based** radio button as per your Active Directory configuration.



7. Based on the above selection, type the name of the Moderator and Participant Group/OU in their respective boxes.
8. Using a mouse and keyboard connected to the VIA GO3, open the Gateway Display Dashboard and login to the Settings option (see [Logging into the Gateway Display Dashboard](#) on page 82), then select **LAN settings**.

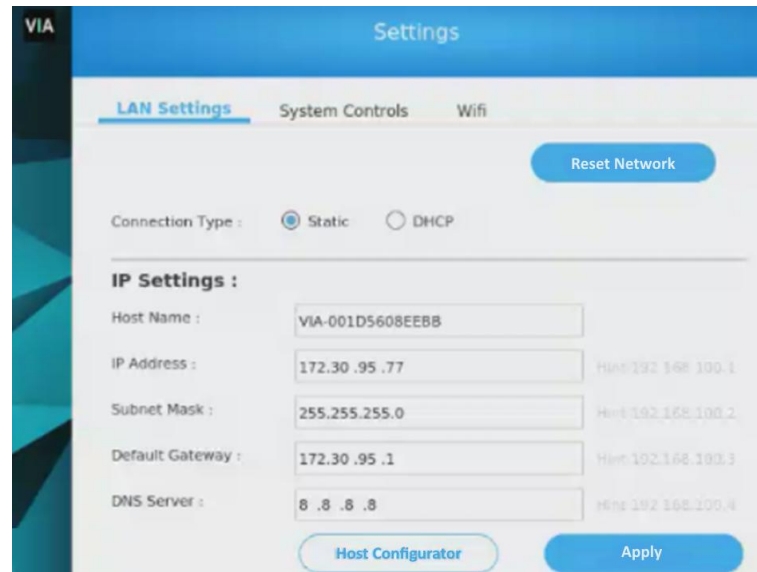


Figure 24: LAN Settings in Gateway Display menu

9. Click **Host Configurator**. The Host configurator page appears.

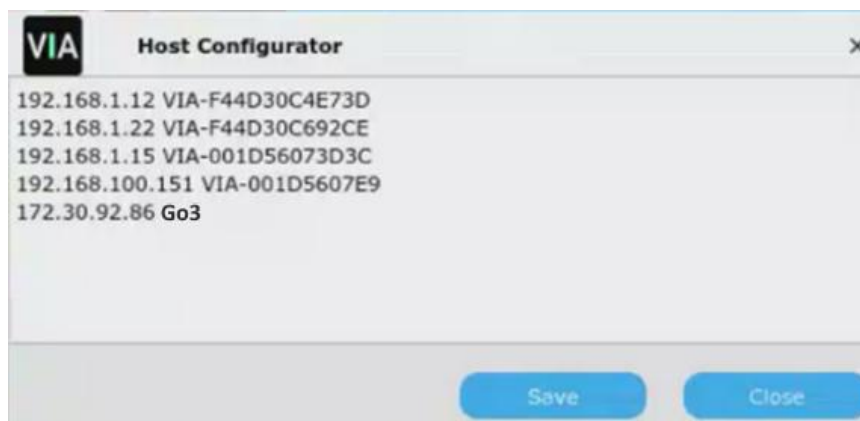


Figure 25: Host Configurator Page

10. On the Host Configurator page, enter the **Active Directory server IP >> Space >> Active Directory Domain Name** and click save.

Active Directory Moderator Mode is configured.



VIA GO3 does not discover and connect to the Active Directory; rather it relies on you to correctly enter the details. If there is a typographical error in any of the fields, the users (Moderators and Participants) cannot log in.



For further details, refer to "VIA Integration into DNS and Microsoft Active Directory" white paper.

## 6.4.7 VIA Settings > Audio

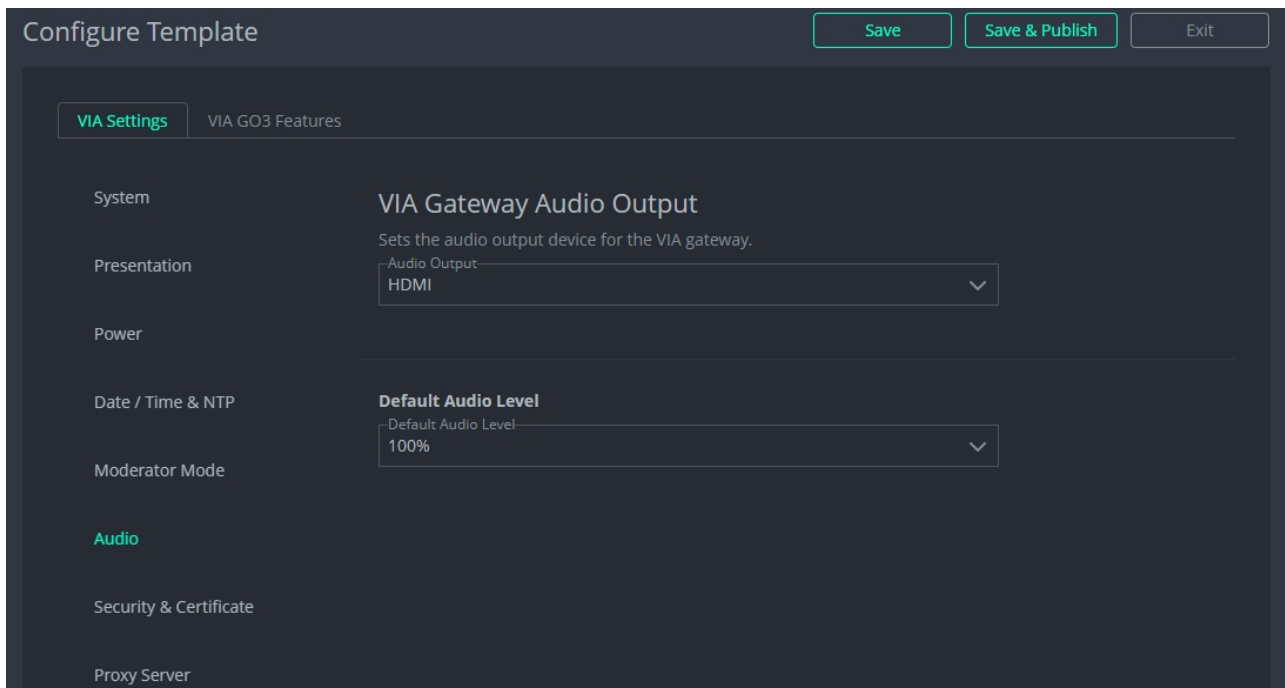


Figure 26: VIA Gateway Audio Setting Tab

- **VIA Gateway Audio Output** – Set the **Audio Output** port (HDMI or USB).
- **Default Audio Level** – After rebooting the unit, resetting a session, or returning to a meeting after all users have logged off, the volume returns to the **Default Audio Level**.

## 6.4.8 VIA Settings > Security & Certificate

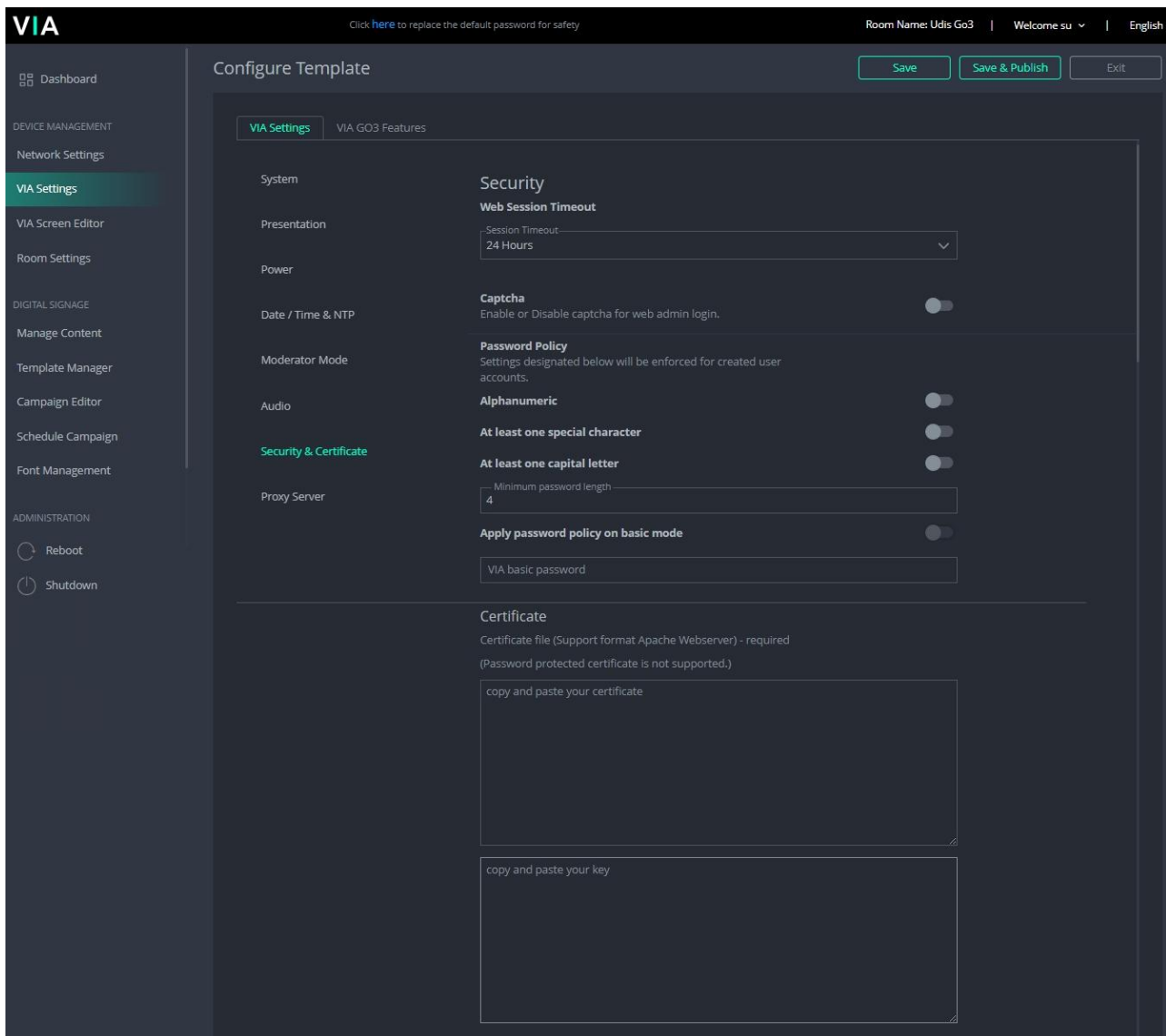


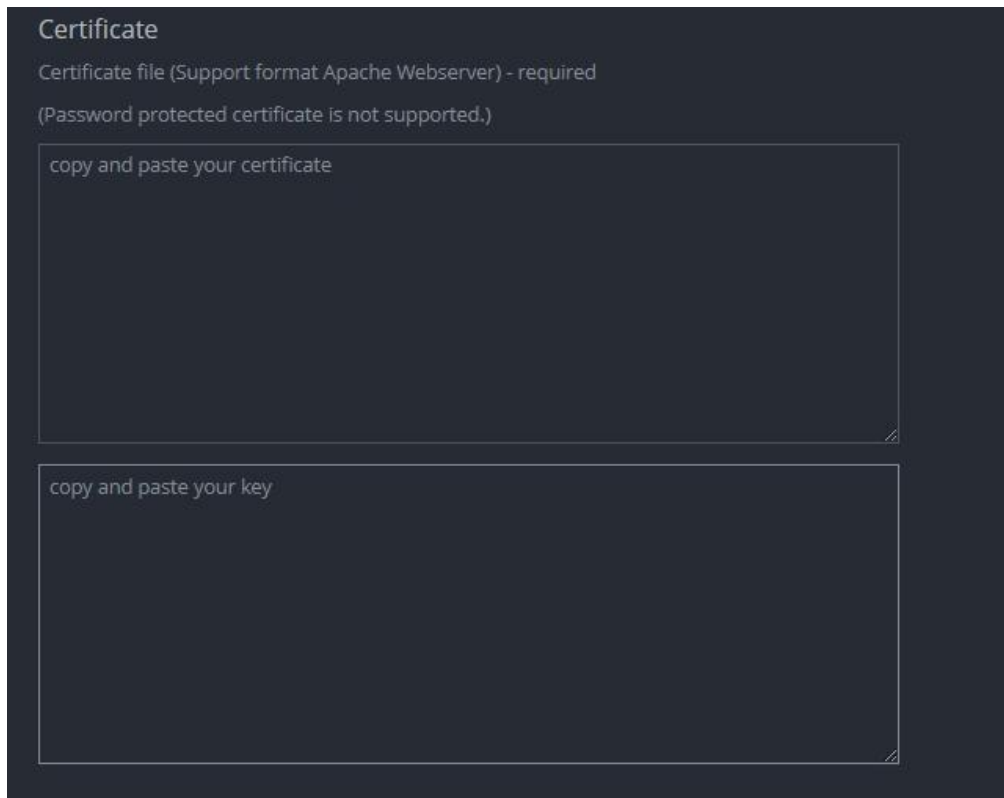
Figure 27: VIA Security & Certificate Tab

### 6.4.8.1 Security

- **Web Session Timeout** – Select the amount of idle time before an administrator is automatically logged out of the Gateway Web Dashboard.
- **Captcha** – Enable/disable captcha when logging into the Gateway Web Dashboard.
- **Password Policy** – Enforced settings for passwords of Gateway user accounts:
  - **Alphanumeric** – Require at least one letter and one number in the password.
  - **At least one special character** – Require at least one special character (like: !, @, #) in the password.
  - **At least one capital letter** – Require at least one capital letter.
  - **Minimum password length** – Require a minimum number of characters.
  - **Apply password policy on basic mode** – Require the above rules on the Basic mode password. **VIA basic password** is the password required by moderators in Basic mode.

### 6.4.8.2 Certificate

A custom SSL certificate can be uploaded to **VIA GO3** for improved security.



The screenshot shows a dark-themed web interface for the 'Certificate' section. At the top, it says 'Certificate' followed by 'Certificate file (Support format Apache Webserver) - required' and '(Password protected certificate is not supported.)'. Below this are two large text input areas. The first is labeled 'copy and paste your certificate' and the second is labeled 'copy and paste your key'. Both input areas have a small cursor icon in the bottom right corner.

Figure 28: VIA Security Setting Tab



To prevent damage to **VIA GO3**, make sure you upload files that can be used by **VIA GO3**. If you are unsure of how to use this feature, contact technical support.

For information on how to create a certificate, see Creating an SSL Certificate for VIA, available at: [www.kramerav.com/product/VIA\\_GO3](http://www.kramerav.com/product/VIA_GO3).

After obtaining your certificate, install it on your VIA device.



The uploaded files must stay in the format of “server.crt” & “server.key”.

#### To upload an SSL certificate:

1. Copy and paste the web server certificate into the box.



Do not upload the key file until the certificate file has finished uploading.

2. Copy and paste the key file.

## 6.4.9 VIA Settings > Proxy Server

A proxy server can be used to handle all URLs used during VIA meetings (for example, Youtube URLs used for the Youtube player feature) and for firmware downloads.

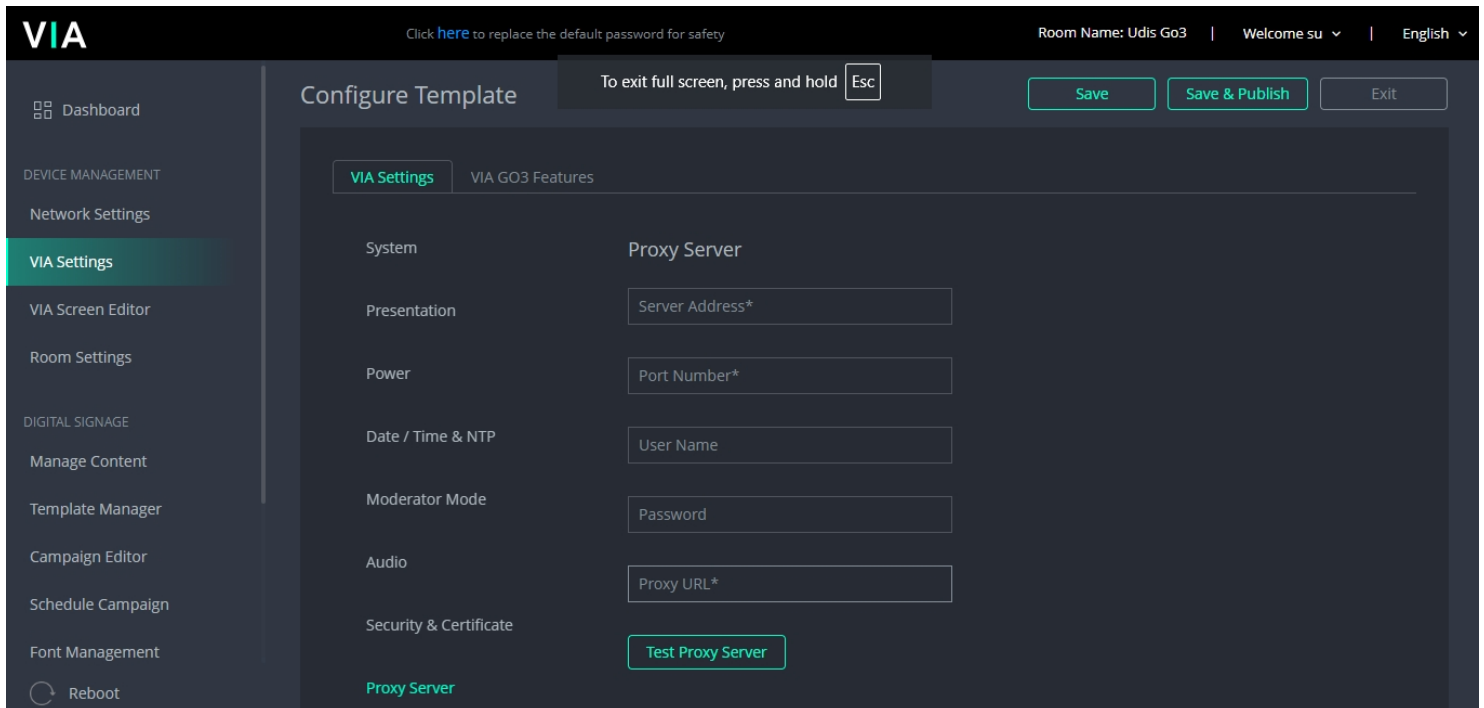


Figure 29: Proxy Server

### To define a proxy server:

- In the Proxy Server tab in the VIA Settings tab enter your proxy server parameters.

After entering the parameters, click **Test Proxy Server** to verify that all parameters were entered correctly and that a connection has been established.

## 6.4.10 VIA GO3 Features

Use these options to reorganize the **VIA GO3** user menu and hide menu options. The following menus can be changed:

- **Client Features** – The menu shown on participants' laptops and tablets.
- **Mobile Features** – The menu shown on participants' smartphones.

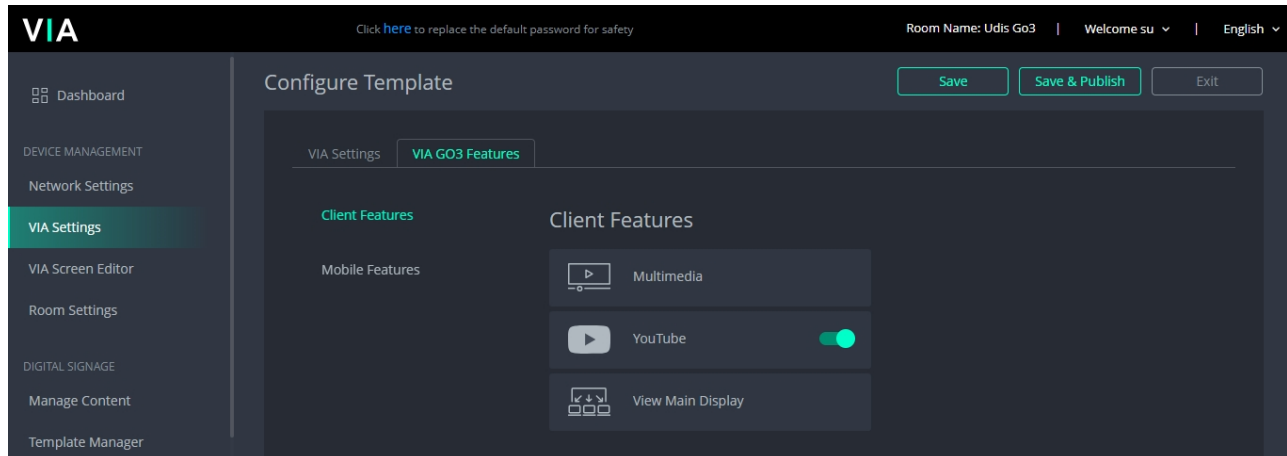


Figure 30: Features Menu Setting Tab

To organize the menus shown to participants:

1. Click and drag feature icons to a new position as needed.
2. Enable or disable the features by clicking the switch (green= enabled). Hidden (disabled) features move to the bottom of the list.

After changing the menu, click **Save & Publish** to save and update the template.

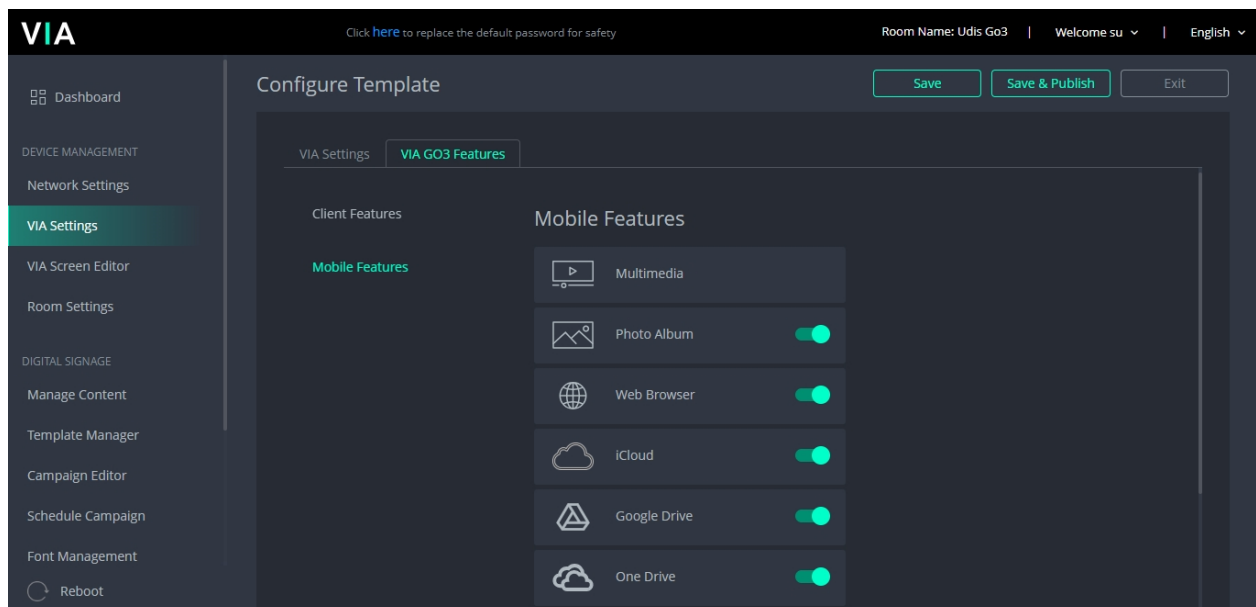


Figure 31: VIA GO3 Features Tab

## 6.5 Device Management / VIA Screen Editor


**Screen Editor Layouts** - Use the VIA Screen Editor to create and preview layouts for main display screens, for use in meeting rooms and public spaces. Layouts can be copied to create variations or exported for use on other VIA devices. Layouts can be updated without affecting the active display – They are not actively applied until they are published to the VIA GO3.

**Screen Editor Wallpapers and Widgets** – In the Screen Editor wallpapers can be imported to provide a screen background, while widgets are screen elements showing a variety of information that can be placed on the screen and formatted, including custom text, room details, the date & time, details of future and current meetings and meeting login information.

### 6.5.1 Adding a Screen Layout

**Add Screen Layout** starts the process of creating a custom designed screen layout for the main display. You can upload background wallpapers, company logos and other images and incorporate a wide variety of screen elements such as custom text, room details, the date & time, details of future and current meetings and meeting login information.

Create and save several versions of the screen layout and load them as needed.

 For a full list of the widgets (screen elements), see [Screen Editor Widgets](#) on page [43](#).

**To create a new screen layout for the main display:**

1. Click **VIA Screen Editor** on the Gateway Web Dashboard's navigation pane. The Screen Editor page opens.

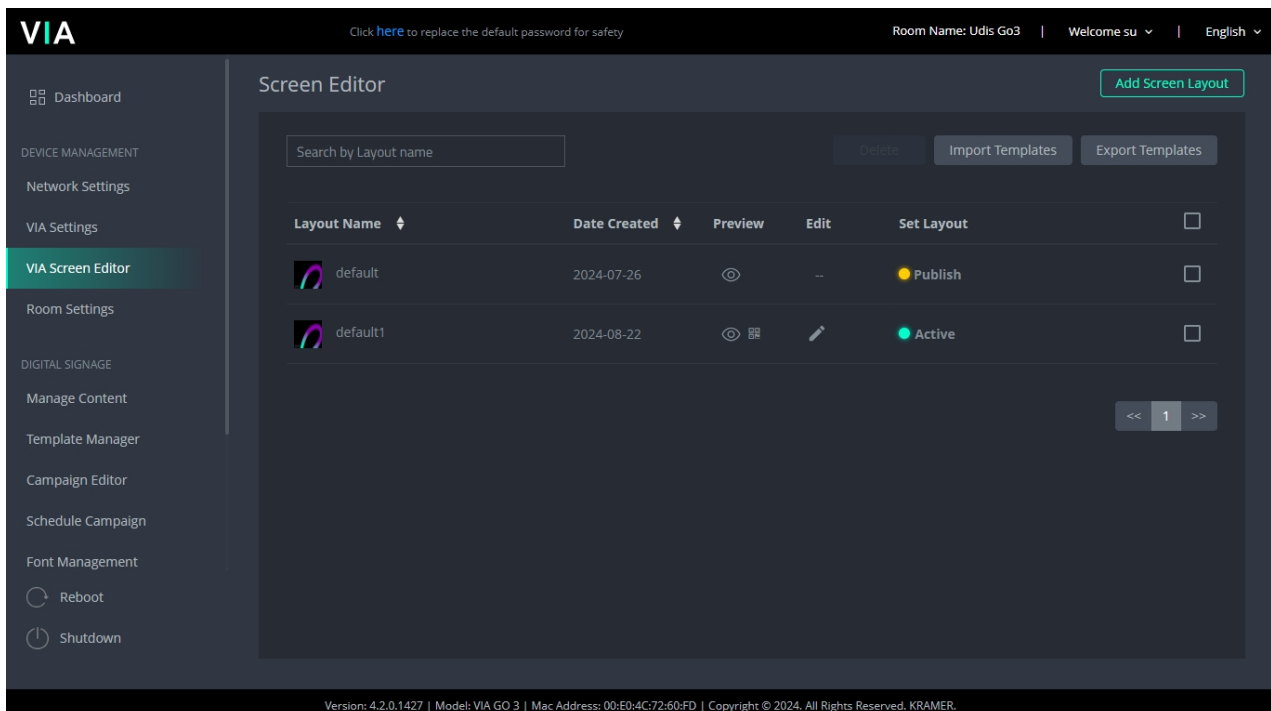


Figure 32: VIA Screen Editor Page

2. Click the **Add Screen Layout** button (top right): The wallpaper upload window appears.

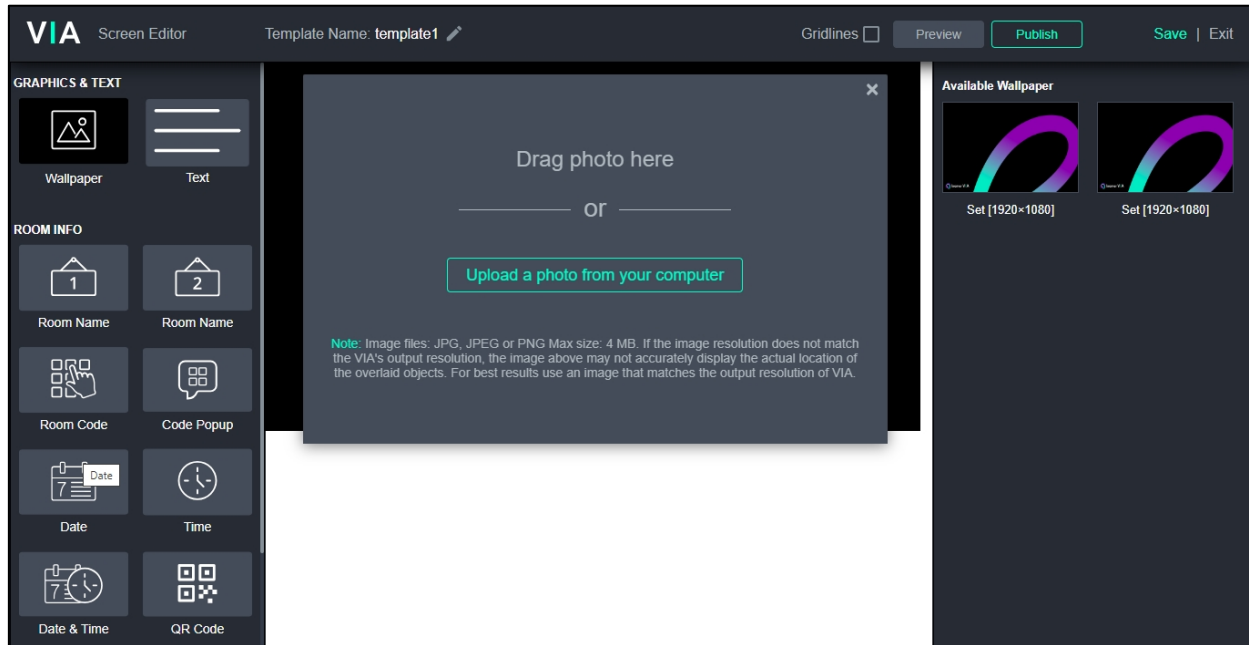


Figure 33: Wallpaper Upload Page

3. Drag an image file to the window or click **Upload a photo from your computer**.



Wallpaper image files must be jpeg, png, or bmp format and a maximum size of 4 MB. If the wallpaper image resolution does not match VIA's output resolution, the screen layout elements may not appear in the same location as they do in the Screen Editor. For best results, use a wallpaper image that matches the output resolution of VIA.

The Screen Editor window appears with the selected image in the work area.

4. Drag and drop one of the **widgets** (screen elements) from the left side of the window into the workspace in the middle:  
The widget appears on the screen layout preview and the property controls (formatting options) appear on the right of the preview.



For information about the Widgets, see [Screen Editor Widgets](#) on page [43](#).




Select the **Gridlines** checkbox (on the top, next to Preview and Publish buttons) to overlay a grid that helps position elements.

5. Click **Save** (top right).  
The new layout is saved and will appear in the table of layouts on the Screen Editor page.
6. Click **Publish** (top right).  
The new screen layout appears on the main display.



## 6.5.2 Editing a Screen Layout

To edit a screen layout:

1. Click **VIA Screen Editor** on the navigation pane; The Screen Editor page appears.
2. Click the **Edit** icon  in the row of the layout that you want to edit. The Screen Editor window appears.
3. Edit the layout as desired (see [Adding a Screen Layout](#) on page [39](#)).
4. Click **Save**.  
The screen layout edits are saved.

To save the edited screen layout as a new layout:

1. Click the arrow next to Save and select **Save As**.  
The template name window appears.
2. Enter a new name for the layout and click **Submit**.  
The edited layout is saved as a new layout.

## 6.5.3 Deleting a Screen Layout

To delete a screen layout:

1. Click **Device Management / VIA Screen Editor** on the navigation pane.  
The Screen Editor page appears.
2. Select the checkbox to the right of the layout that you want to delete, and click **Delete**.  
A confirmation message appears.
3. Click **OK**.  
The selected screen layout is deleted from the VIA device and removed from the list.

## 6.5.4 Exporting and Importing a Screen Layout

**VIA GO3** enables you to export a screen layout in the form of a screen file to share and to use on other VIA devices.

**To export a screen layout:**

1. Click **VIA Screen Editor** on the navigation pane; The Screen Editor page appears.
2. Select the checkbox at the end of the row of the layout that you want to export and click **Export Templates**.  
A confirmation message appears.
3. Click **OK** to proceed.  
A screen layout file (screen) is downloaded to your device.

**To import a screen layout:**

1. Click **Device Management > VIA Screen Editor** on the navigation.  
The Screen Editor page appears.
2. Click **Import Templates**.  
A file browser window appears.
3. Select the desired screen layout file and click **Choose**.  
The selected file is uploaded to **VIA GO3** and the imported layout appears in the screen layout list.

Reset Session appears at the bottom.



Make sure that the exported layout file fits the resolution of the VIA device to which it is imported.

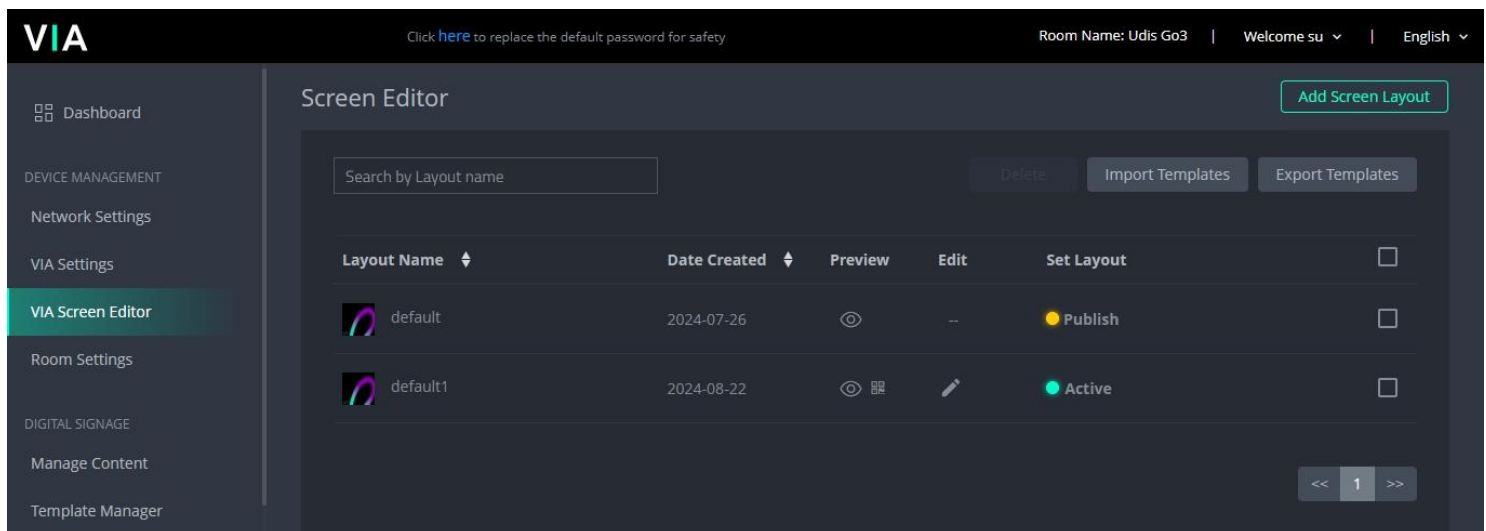


Figure 34: Screen Editor

## 6.5.5 Screen Editor Widgets

VIA GO3 provides different formatting options for each layout widget (screen element), such as: The room code position, format, and refresh time instead of the default room name.

To help with finding widgets, they have been divided into groups:

- Graphics & Text
- Room Info
- Schedule Elements

### Screen Editor Widget formatting:

#### Graphics and Text

- [Wallpaper](#) on page [44](#).
- [Text](#) on page [45](#).

#### Room Info

- [Room Name](#) on page [46](#).
- [Room Code](#) on page [47](#).
- [Code Popup](#) on page [48](#).
- [Date](#) on page [49](#).
- [Time](#) on page [50](#).
- [Date & Time](#) on page [51](#).
- [QR Code](#) on page [52](#).

#### Schedule Elements

- [Calendar](#) on page [53](#).
- [Timer](#) on page [55](#).
- [Availability](#) on page [56](#).

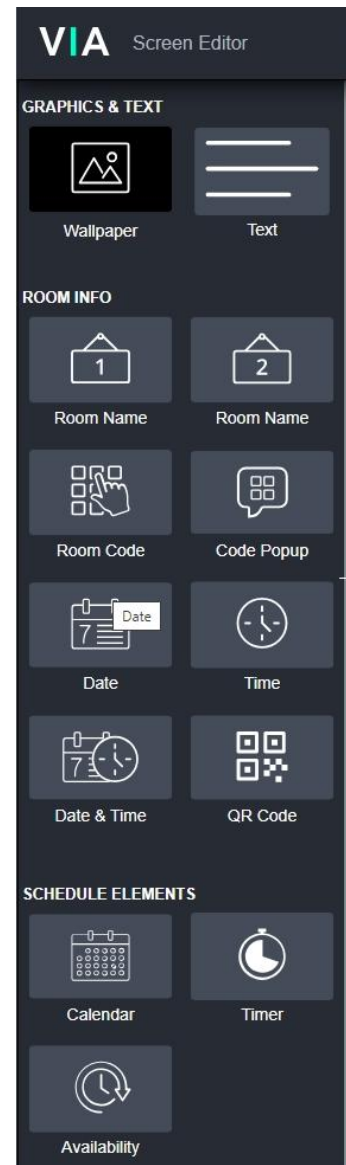


Figure 35: Screen Editor Widgets

### 6.5.5.1 Wallpaper

Wallpapers are background images that cover the screen and form the layer behind the other screen elements.

To add wallpaper, click the wallpaper icon on the screen layout. A pop-up will invite you to drag and drop an image. Uploaded images are stored for future use and the previously uploaded images are listed on the right of the screen. Click a saved Wallpaper to set it as the screen's background.

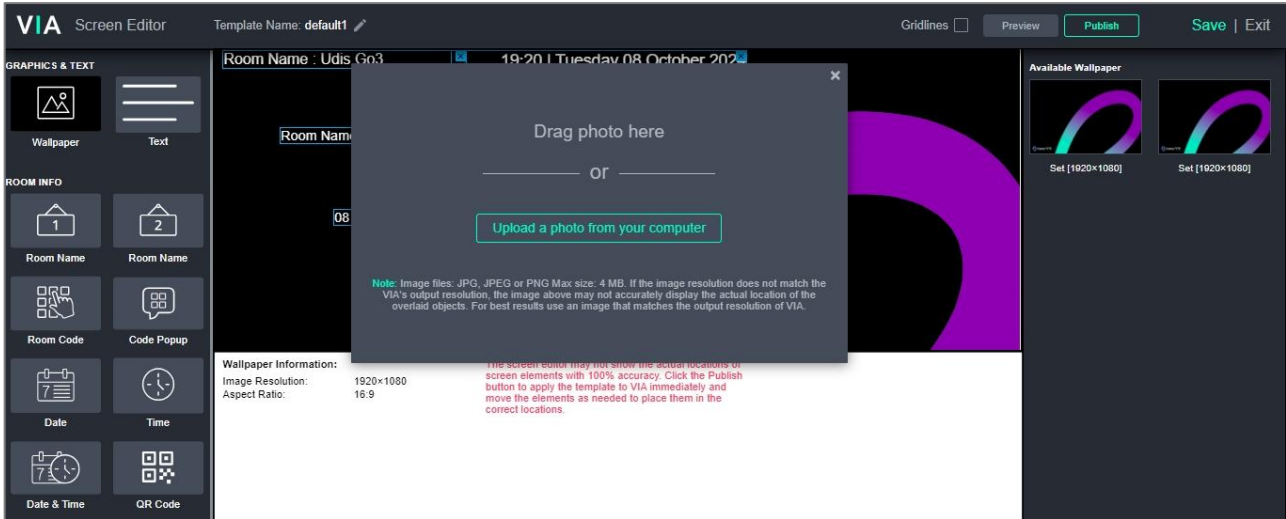


Figure 36: Text Properties Tab

### 6.5.5.2 Text

To add a text field, drag and drop the Text field on the screen layout.

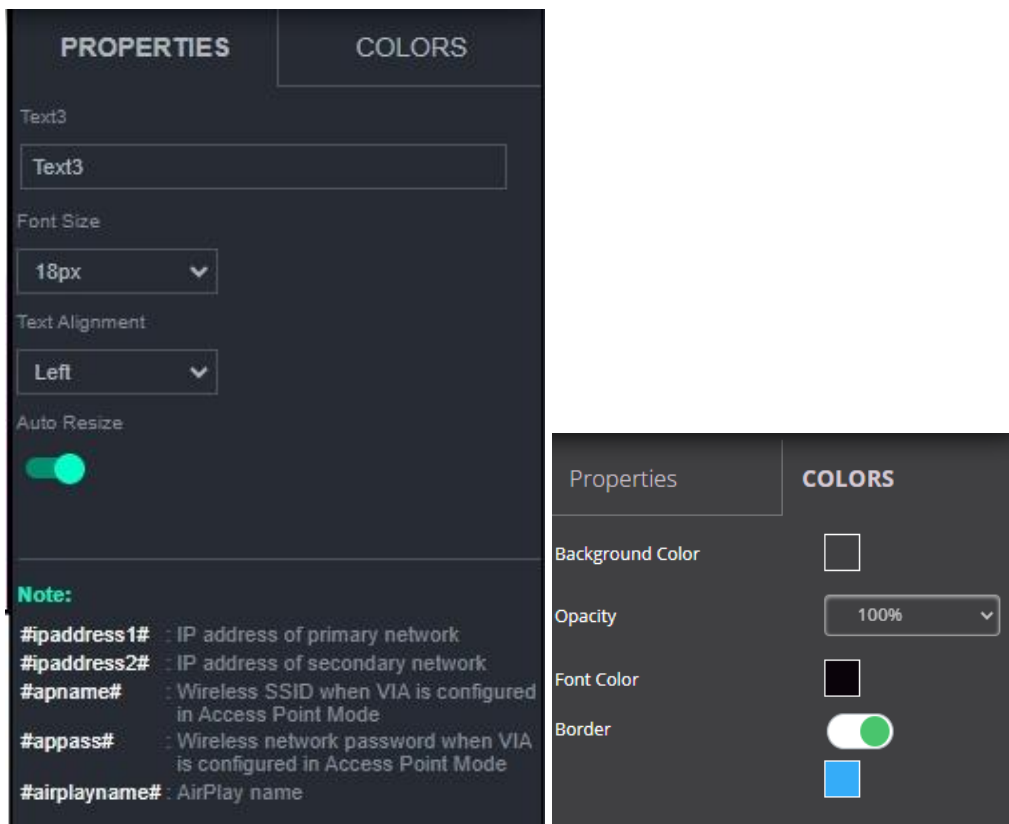
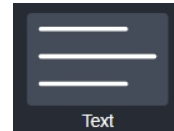


Figure 37: Text Properties Tab

**PROPERTIES** tab (opens automatically when the Text field is clicked):

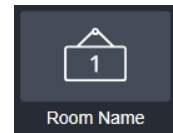
- Enter the text to display in the **Text** field (multiple text fields can be added).
- **Font Size** and **Text Alignment** – Set your preference.
- **Auto Resize** – Enable to automatically resize the box to fit the text when the layout is published on the main display.
- **Note** - Use the #variables# to add the predefined variables to the text.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the text box.
- **Opacity** – Set the visibility of the layers under the text box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.

### 6.5.5.3 Room Name

To add the Room Name to the display, drag and drop a Room Name field on the screen layout (two different room names are supported).



Room Name 1 is the address used to join a meeting.

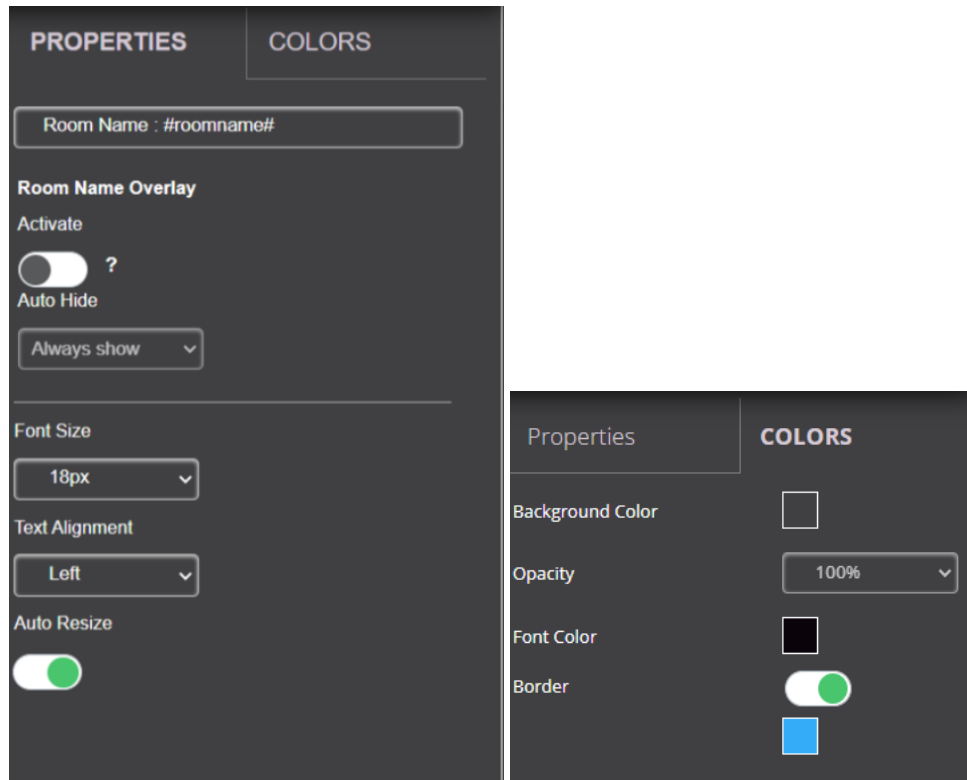


Figure 38: Room Name Properties Tab

**PROPERTIES** tab (opens automatically when the Room Name field is clicked):

- **Room Name** - Enter #roomname# to automatically display the IP address of the meeting space (default) or enter a room name of your choosing.
- **Room Name Overlay** – Activate to display the room name persistently on the screen during presentations. Select the number of seconds the room name overlay is visible on top of participant content.
- **Font Size** and **Text Alignment** – Set your preference.
- **Auto Resize** – Enable to automatically resize the box to fit the room name when the layout is published on the main display.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the Room Name field.
- **Opacity** – Set the visibility of the layers under the Room Name.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.

### 6.5.5.4 Room Code

Room Code is a four-digit code that participants must enter to join the meeting.

To add a **Room Code** to the display, drag and drop the Room Code field on the screen layout.

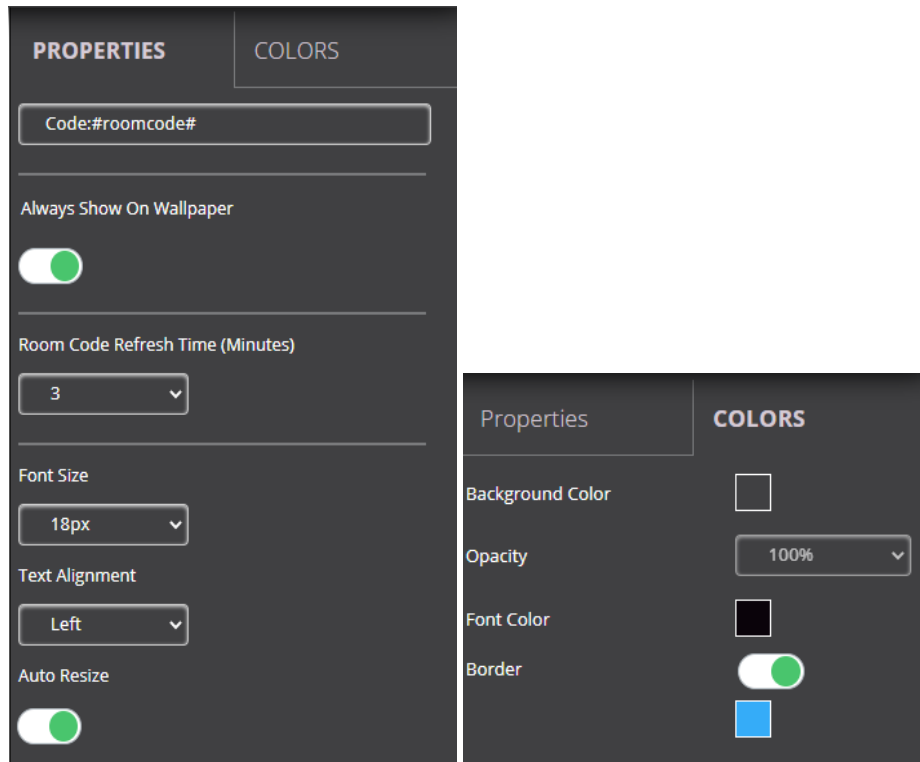
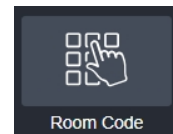


Figure 39: Room Code Properties Tab

**PROPERTIES** tab (opens automatically when the Room Code field is clicked):

- **Always Show On Wallpaper** – Enable to always show the room code on the main display background. The code will be hidden if there is content covering it. When disabled, the room code stops being displayed after the meeting starts.
- **Room Code Refresh Time** - The time, in minutes, that a room code remains active before a new code is generated.
- **Font Size** and **Text Alignment** – Set your preference.
- **Auto Resize** – Enable to automatically resize the box to fit the room code when the layout is published on the main display.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the room code box.
- **Opacity** – Set the visibility of the layers under the room code box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.

### 6.5.5.5 Code Popup

Code Popup shows the Room Code only when a participant enters the Room Name on **Kramer VIA** app to join the meeting. This popup appears on top of any content being presented on the main display.

To add a **Room Code Popup** to the display, drag and drop the Room Code Popup field on the screen layout.

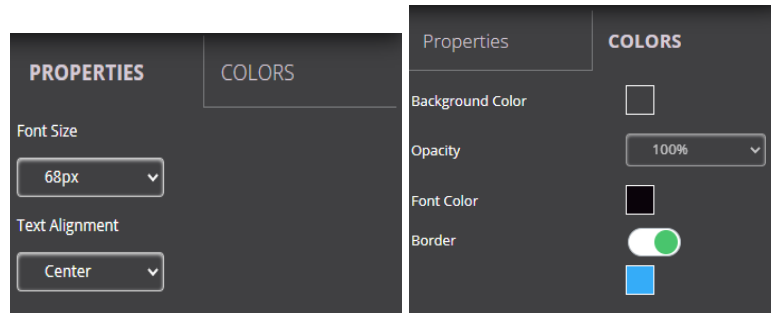
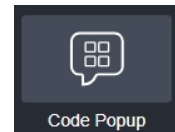


Figure 40: Room Code Popup Properties Tab

**PROPERTIES** tab (opens automatically when the Room Code Popup field is clicked):

- **Font Size** and **Text Alignment** – Set your preference.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the text box.
- **Opacity** – Set the visibility of the layers under the text box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.



### 6.5.5.6 Date

The Date widget displays the date according to the time zone settings of the VIA device.

To add a **Date** to the display, drag and drop the Date field on the screen layout.

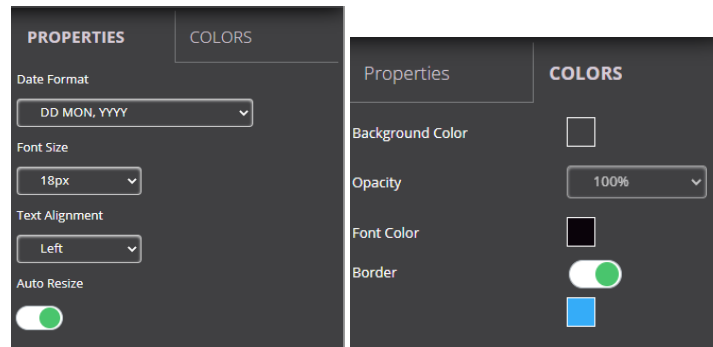
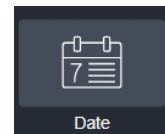


Figure 41: Date Properties Tab

**PROPERTIES** tab (opens automatically when the Date field is clicked):

- **Date format** - Select one of the following:
  - DD MON, YYYY** – Day Month, Year (for example, 1 January, 2019).
  - MON DD, YYYY** – Month Day, Year (for example, January 1, 2019).
  - DD MON** – Day Month (for example, 1 January).
  - MON DD** – Month Day (for example, January 1).
- **Font Size** and **Text Alignment** – Set your preference.
- **Auto Resize** – Enable to automatically resize the box to fit the date length when the layout is published on the main display.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the Date box.
- **Opacity** – Set the visibility of the layers under the Date box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.

### 6.5.5.7 Time

The Time widget displays the time according to the time zone settings of the VIA device.

To add the Time to the display, drag and drop the Time field on the screen layout.

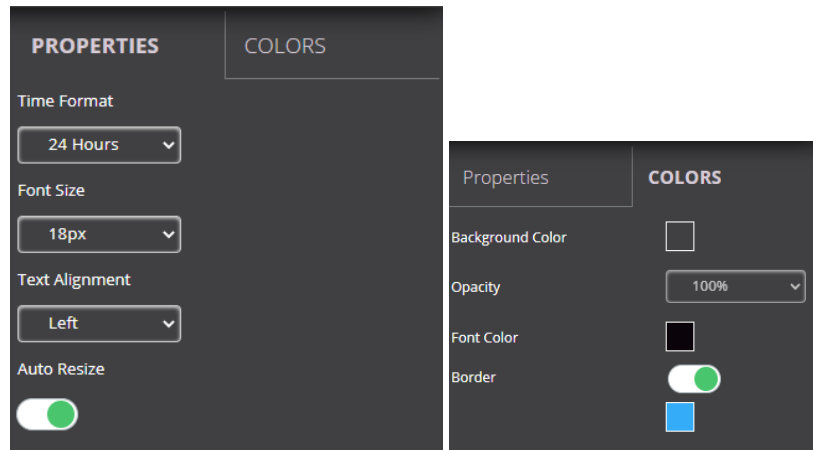
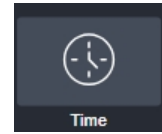


Figure 42: Time Properties Tab

**PROPERTIES** tab (opens automatically when the Time field is clicked):

- **Time Format** - Select **24 hour** or **AM/PM** time format.
- **Font Size** and **Text Alignment** – Set your preference.
- **Auto Resize** – Enable to automatically resize the box to fit the time length when the layout is published on the main display.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the Date box.
- **Opacity** – Set the visibility of the layers under the Date box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.

### 6.5.5.8 Date & Time

The Date & Time widget displays the date and time according to the time zone settings of the VIA device.

To add the Date & Time to the display, drag and drop the Date & Time field on the screen layout.

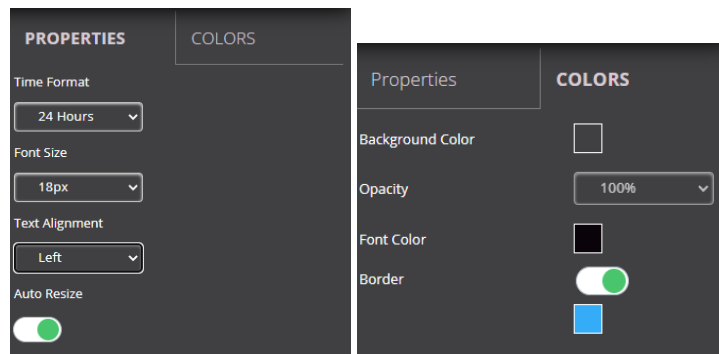
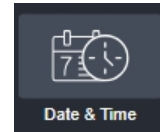


Figure 43: Date & Time Properties Tab

**PROPERTIES** tab (opens automatically when the Date & Time field is clicked):

- **Time Format** - Select **24 hour** or **AM/PM** time format.
- **Font Size** and **Text Alignment** – Set your preference.
- **Auto Resize** – Enable to automatically resize the box to fit the time length when the layout is published on the main display.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the Date box.
- **Opacity** – Set the visibility of the layers under the Date box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.

### 6.5.5.9 QR Code

The QR Code widget is a QR code that enables a participant to join the meeting by scanning the code with their device.

To add the QR code to the display, drag and drop the QR field on the screen layout.

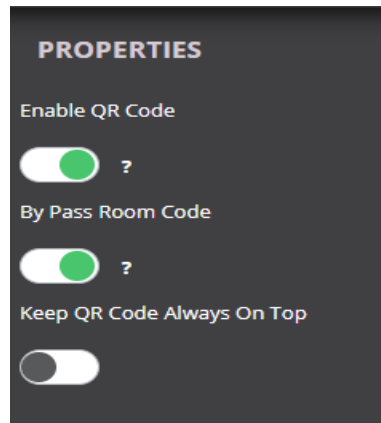
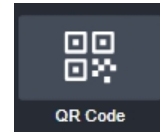



Figure 44: QR Code Properties Tab

 To download and print a hard copy of the QR code to post in the meeting space, go to the Screen Editor page and click the QR code icon in the Preview column of the active screen layout.

**PROPERTIES** tab (opens automatically when the Date & Time field is clicked):

- **Enable QR Code** – Enable joining the meeting by clicking on the QR code's link.
- **By Pass Room Code** – Enable QR code users to join the meeting without entering the room code.
- **Keep QR Code Always On Top** – Enable to always show the QR code on top of all content being presented on the screen.

### 6.5.5.10 Calendar

The Calendar widget displays information about meetings scheduled in the room where the VIA device resides.

To add the QR code to the display, drag and drop the QR field on the screen layout.

- The VIA Calendar feature must be configured and activated to use this widget.

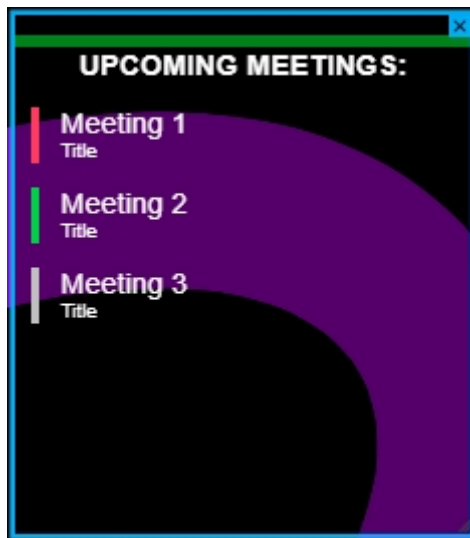
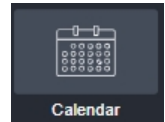


Figure 45: The Calendar Widget as it appears on the Screen Template

**PROPERTIES** tab (opens automatically when the Calendar field is clicked):

- **UPCOMING MEETINGS** – Updatable title of the Calendar box.
- **Time Format** – Select **24 hour** or **AM/PM** time format.
- **Show Title** – Enable to show the Calendar box title.
- **Show Organizer** – Enable to show the name of the meeting organizer.
- **No. of Records Display** - Select the number of upcoming meetings to display.
- **Font Size** - Select the font size.
- **Calendar Configuration** – For calendar configuration explanations, see [Calendar](#) on page 60.

Figure 46: Calendar Properties Tab

**COLORS** tab:

- **Background Color** – Click to select a fill color for the Calendar box.
- **Opacity** – Set the visibility of the layers under the Calendar box.
- **Font / Bar Colors** – Click to select a **font or bar color**.

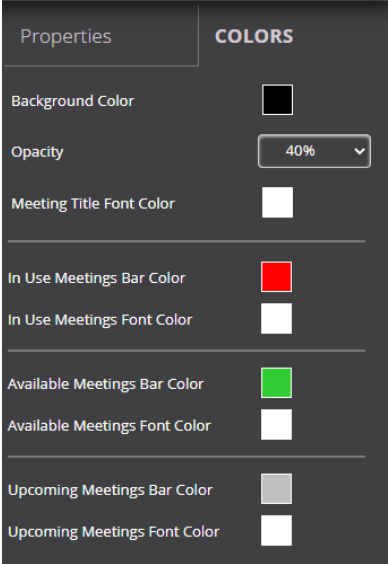


Figure 47: Calendar Color Tab

### 6.5.5.11 Timer

The Timer widget is a pop-up notification that counts down the last minutes before the next meeting is scheduled to start in the room.

To add a Timer to the display, drag and drop the Timer field on the screen layout.

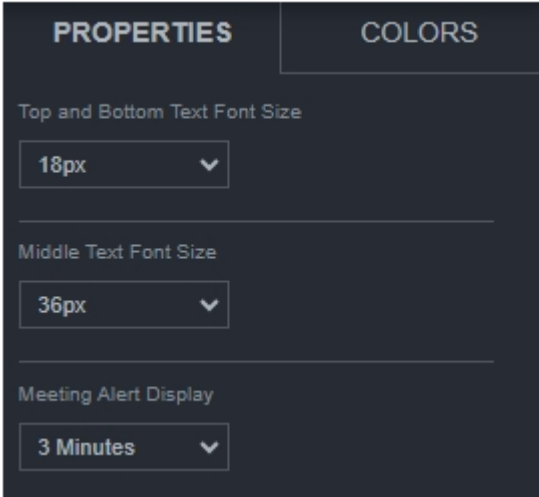
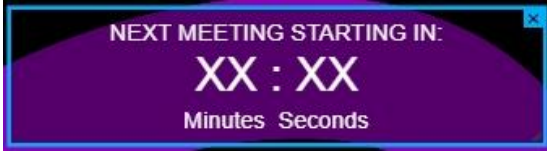
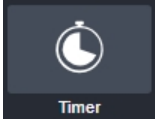


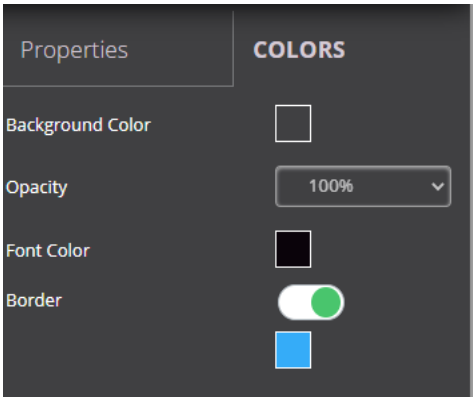
Figure 48: Timer as it appears in the template, and the Properties tab

**PROPERTIES** tab (opens automatically when the Timer field is clicked):

- **Top and Bottom Text Font Size** – The font size for the time.
- **Middle Text Font Size** – Font size of the countdown timer.
- **Meeting Alert Display** – Select the amount of time, before the next meeting, to display the notification and start the countdown.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the text box.
- **Opacity** – Set the visibility of the layers under the text box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.



### 6.5.5.12 Availability

The **Availability** widget is a pop-up that displays meeting space availability in hours and minutes.

To add Availability to the display, drag and drop the Availability field on the screen layout.

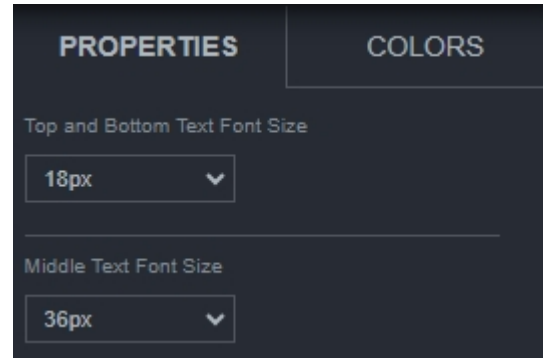
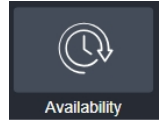


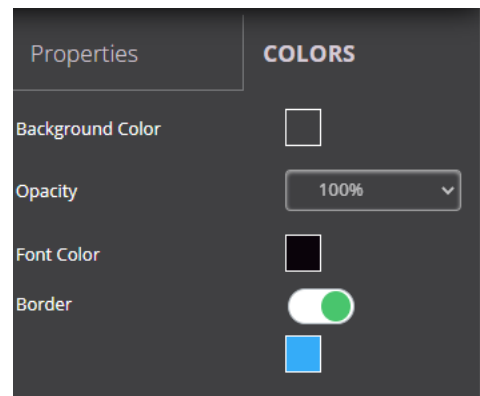
Figure 49: Availability as it appears in the template and the Properties tab

**PROPERTIES** tab (opens automatically when the Availability field is clicked):

- **Top and Bottom Text Font Size** – The font size for the time.
- **Middle Text Font Size** – Font size of the availability timer.

**COLORS** tab:

- **Background Color** – Click to select a fill color for the text box.
- **Opacity** – Set the visibility of the layers under the text box.
- **Font Color** – Click to select a **font color**.
- **Border** – Enable and click the color box to select a border color.





## 6.6 Device Management / Room Settings

### 6.6.1 VIA Pad Configuration

**VIA Pad** is an optional touch-pad accessory that enables meeting participants to instantly join a VIA meeting with their Mac or PC laptop. VIA must be paired with your **VIA GO3** device before it is used to join meetings.

To configure VIA Pad settings:

1. Click **Device Management > Room Settings** on the navigation pane. The **VIAPad Configuration** page opens.

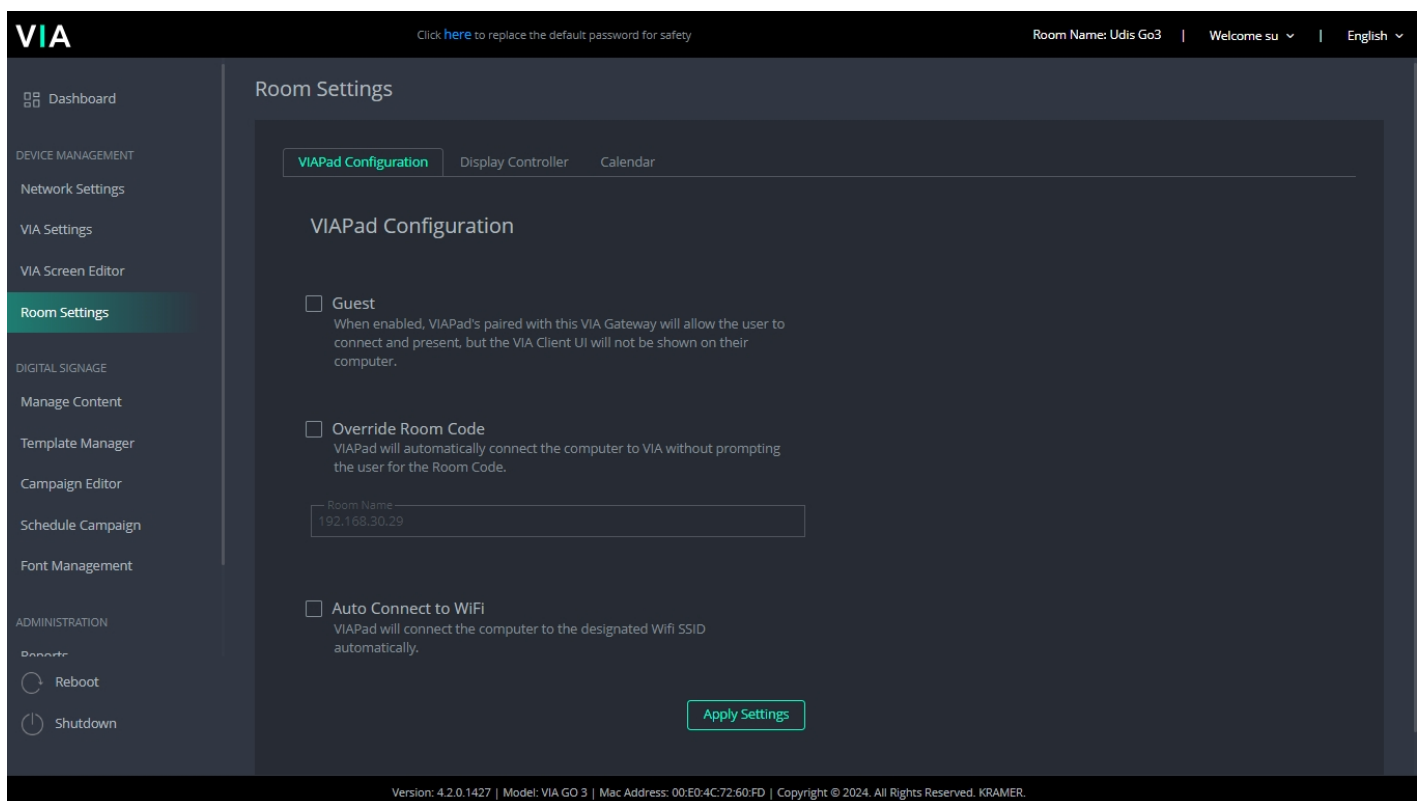


Figure 50: VIA Pad Configuring Page

2. Select the following as required:

- **Guest** – Participant can present by touching the VIAPad device; the VIA User Dashboard is not available.
- **Override Room Code** – Participant can join a meeting without entering the room code.



In the Room Name field, IP will be automatically populated.

- **Auto Connect to Wi-Fi** – The VIAPad device automatically connects to the meeting space's Wi-Fi network. This option opens additional fields:

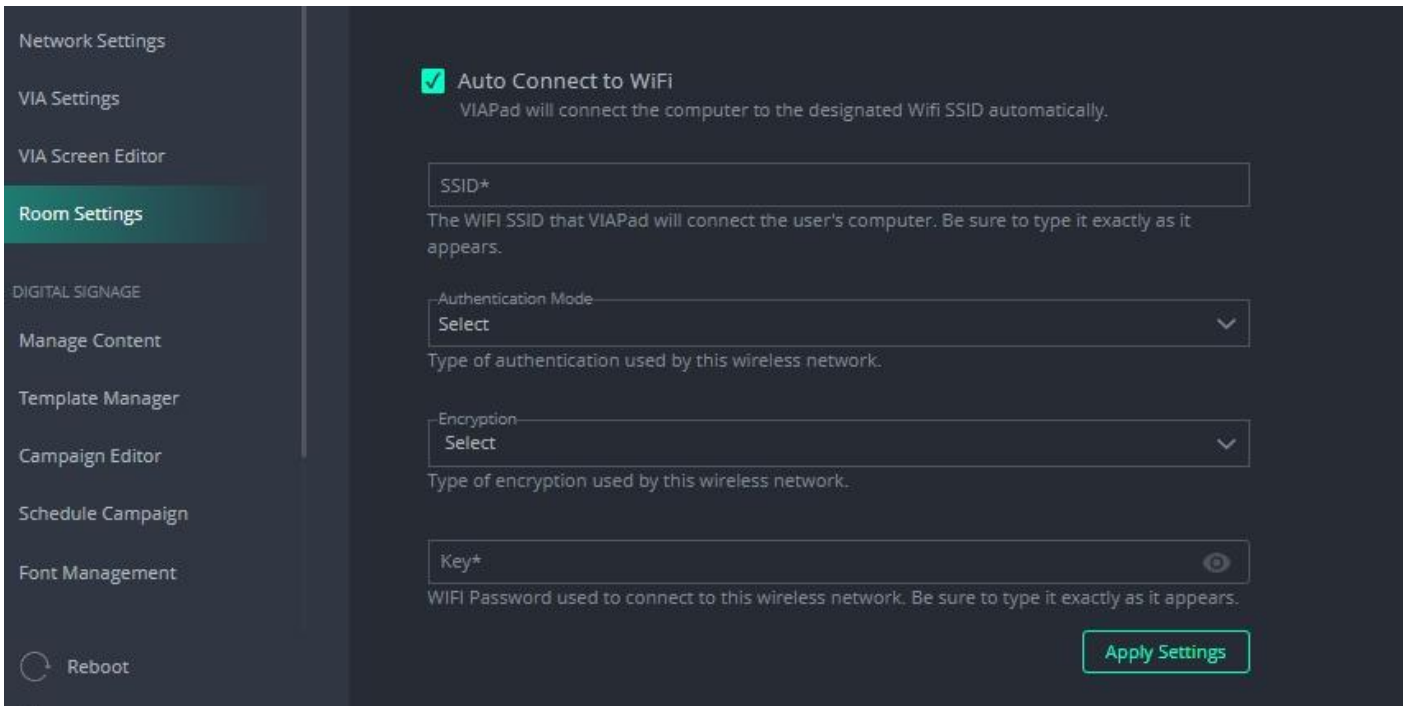


Figure 51: VIA Pad Auto Connect Setting Page

a. **SSID** – Name of the network



Make sure that you write it EXACTLY as defined. This parameter is case sensitive.

b. **Authentication Mode** – Security used by your Wi-Fi access point. Select from the pre-set options: **WEP Open**, **WEP Shared**, **WPA Personal**, **WPA2 Personal**.

c. **Encryption** – Type of encryption key used by your router.

d. **Key** – The password required to join the Wi-Fi network (up to 50 characters max).



After clicking Apply Settings, the configuration is saved, reboot is not required.

### 6.6.1.1 Pairing a VIA Pad Device

Each VIA Pad device must be paired to your VIA GO3 unit before being used by a meeting participant. To pair a VIA Pad device to your VIA GO3 unit, follow the directions below. To run VIA Pad, refer to [Presenting from a VIA Pad](#) on page 96.



## 6.6.2 Display Controller

**VIA GO3** can control a display screen connected to the same network. This feature enables you to configure one of the following actions:

- When the first person joins the meeting, the main display powers ON and when the last person logs out of the meeting, the main display switches to the other input source.
- VIA sends a command to toggle between the VIA input and any other device connected to the same display.

To configure **VIA GO3** as a display controller:

1. Connect the display to be controlled to the same network as **VIA GO3**.
2. Click **Device Management > Room Settings > Display Controller**. The Display Controller page appears.

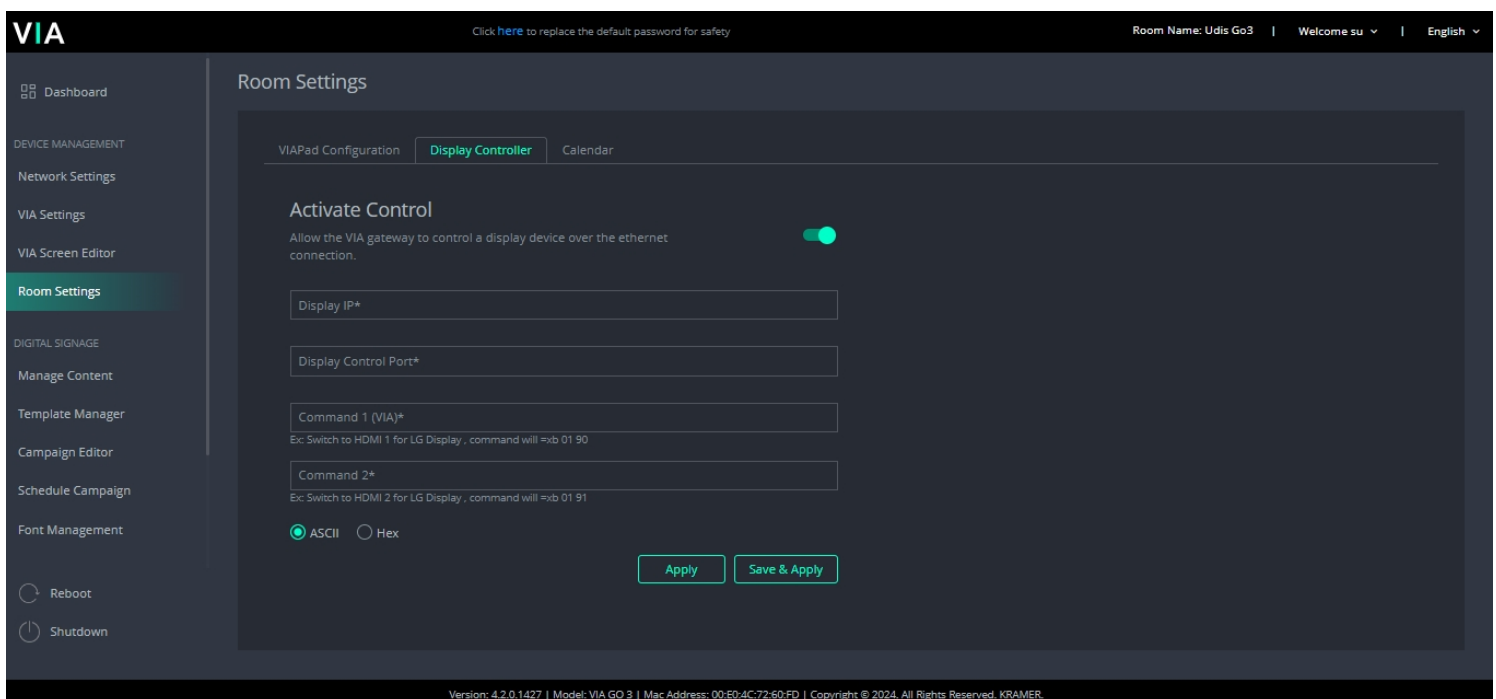


Figure 52: Display Controller Page

3. Enable **Activate Control**.
4. Enter the Display IP address and Display Control Port of the display screen to be controlled.
5. For Command 1, enter the command to send when someone first joins a VIA meeting.
6. For Command 2, enter the command you want VIA to send when the last participant logs out of the meeting from VIA.
7. Select **ASCII** or **HEX** to define command format accepted by your display.

 Refer to the User Manual for your display for the correct format of the commands.

Configuration of your **VIA GO3** as a display controller is done.

## 6.6.3 Calendar

**VIA GO3** enables you to display scheduled meeting information on the main display home screen. VIA automatically retrieves information about meetings scheduled in the room where the VIA device resides. This feature is available for a room that has been added in Office 365® Admin Center, Microsoft Exchange® or in Google® Admin Console for G Suite®.



Before configuring this feature in the VIA Gateway Web Dashboard, you must add the room in either Office 365 Admin Center, Microsoft Exchange or Google Admin Console for G Suite.

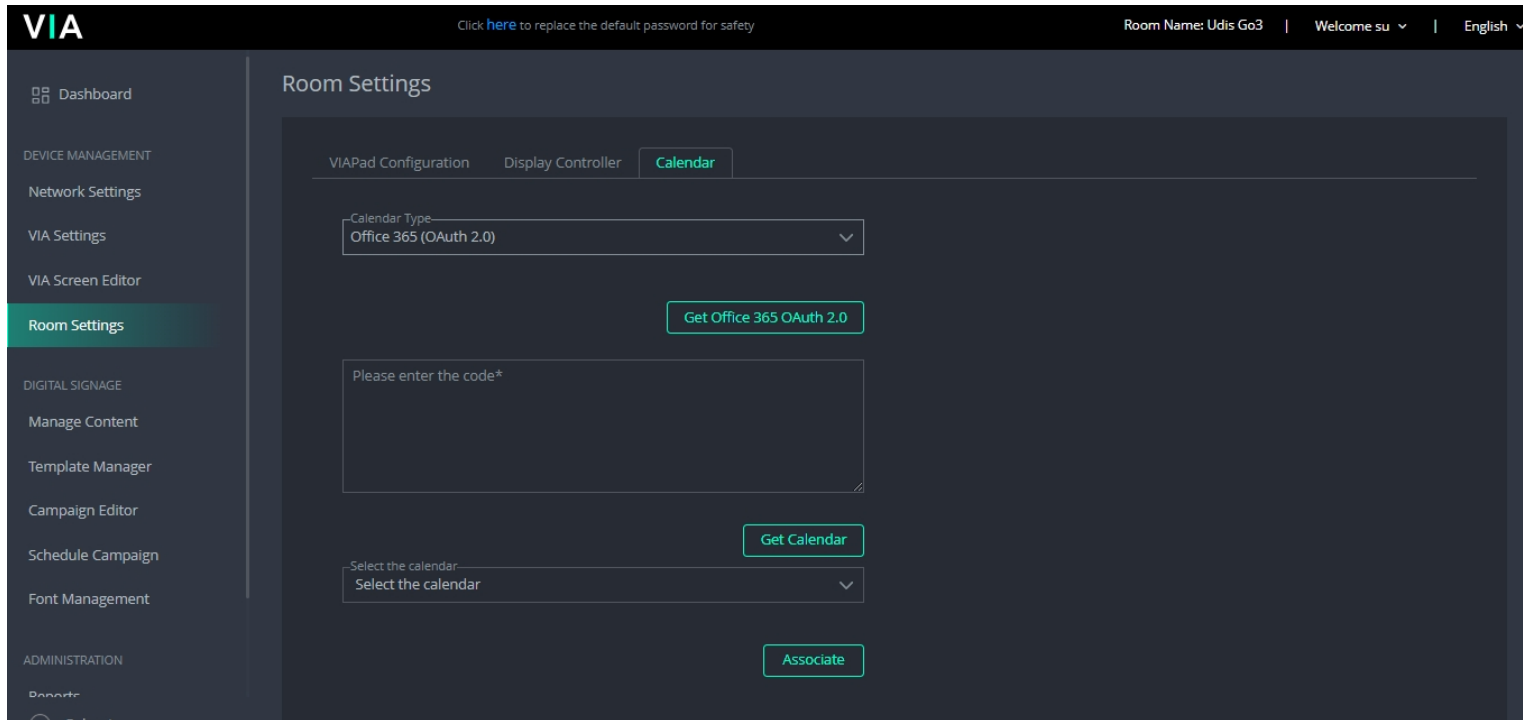


Figure 53: Calendar tab with Microsoft Exchange settings

### 6.6.3.1 Integrating an Office 365 Calendar

1. Click **Room Settings** and select the **Calendar** tab on the navigation panel.
2. Select **Office 365 OAuth 2.0** from the Calendar Type drop down: The Office 365 OAuth Calendar controls appear.
3. Click **Get Office 365 OAuth 2.0**.
4. Sign-in with the MS Office account where the shared space calendar was created.
5. An integration code appears. Click **Copy Text**.
6. Paste the copied text into the text box over '**Please enter the code**' on the Calendar Account Page.
7. Click **Get Calendar**.
8. In the Select the calendar field, select the calendar associated with the room.
9. Click **Associate**: Your Google Calendar is integrated with VIA Calendar.



Microsoft account should already be logged in the browser.

### 6.6.3.2 Integrating Microsoft Exchange

1. Click **Device Management** > **Room Settings** > **Calendar** on the navigation panel. The Calendar tab opens.
2. Select **MS Exchange** from the Calendar Type drop down. The MS Exchange controls appear.
3. Enter the **Exchange server URL**.
4. Select the relevant version of Microsoft Exchange.
5. Enter the following for the meeting space where this VIA gateway resides:
  - **Username** – Email address assigned to the meeting space.
  - **Password** – Password associated with the meeting space Username.
6. Select one of the following permission types for the user: **None**, **Impersonation**, **Delegate**.
7. In Resource Calendar, enter a calendar name to identify the created calendar.



This field is enabled only after Impersonation or Delegate is set as the permission type.

8. Click **Test & Save** to test if the details entered are correct. Microsoft Exchange is integrated with VIA Calendar.

The screenshot displays the 'Calendar' configuration page within the 'Room Settings' section of the VIA Gateway Web Dashboard. The interface is dark-themed. On the left, a navigation menu lists various settings categories: DEVICE MANAGEMENT (Network Settings, VIA Settings, VIA Screen Editor, Room Settings), DIGITAL SIGNAGE (Manage Content, Template Manager, Campaign Editor, Schedule Campaign, Font Management), and ADMINISTRATION (Reports). The 'Calendar' tab is active, showing the following fields:

- Calendar Type:** A dropdown menu set to 'MS Exchange'.
- Exchange Server URL\*:** A text input field.
- Exchange Version:** A dropdown menu set to '2016'.
- Username\*:** A text input field.
- Password\*:** A text input field with a toggle icon for visibility.
- Permission Type:** A dropdown menu set to 'None'.
- Resource Calendar:** A text input field.

Figure 54: Microsoft Exchange Calendar settings

### 6.6.3.3 Integrating Google Calendar

1. Click **Room Settings** on the navigation panel and select the **Calendar** tab.
2. Select **Google** from the Calendar Type drop down: The Google Calendar controls appear.
3. Click **Click here to get code**. Google sign in page appears.
4. Sign-in with the Google account where the shared space calendar was created.
5. Allow access to VIA-Calendar.

An integration code appears.

6. Copy the integration code from the Google sign in page and paste it into the Step 2 field on the VIA Calendar page.
7. Click **Get Calendar**.
8. In the Select the calendar field, select the calendar associated with the room.
9. Click **Associate**: Your Google Calendar is integrated with VIA Calendar.



You can check the meetings scheduled but not join the meeting.

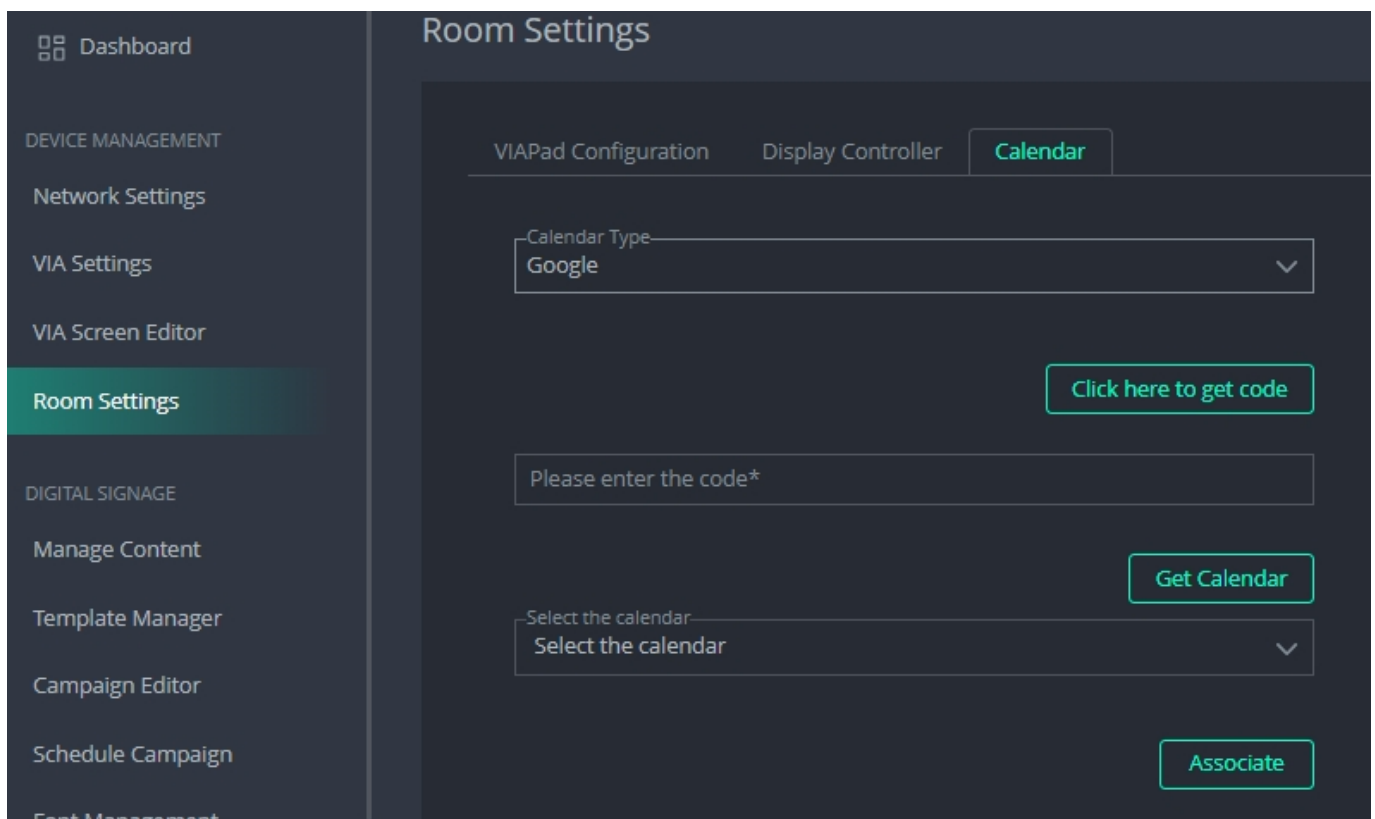



Figure 55: Google Calendar settings

## 6.7 Digital Signage

 For VIA devices sold before June 1<sup>st</sup>, 2019, Digital Signage is an optional feature available through separate licensing and pricing. Contact your local Kramer office for more details.

VIA GO3 Digital Signage displays dynamic content and information on the main display when there is no meeting in progress. Use a predefined template or create your own display layout with up to three frames of content that appear simultaneously. Then, schedule the content to run automatically at specific dates and times.

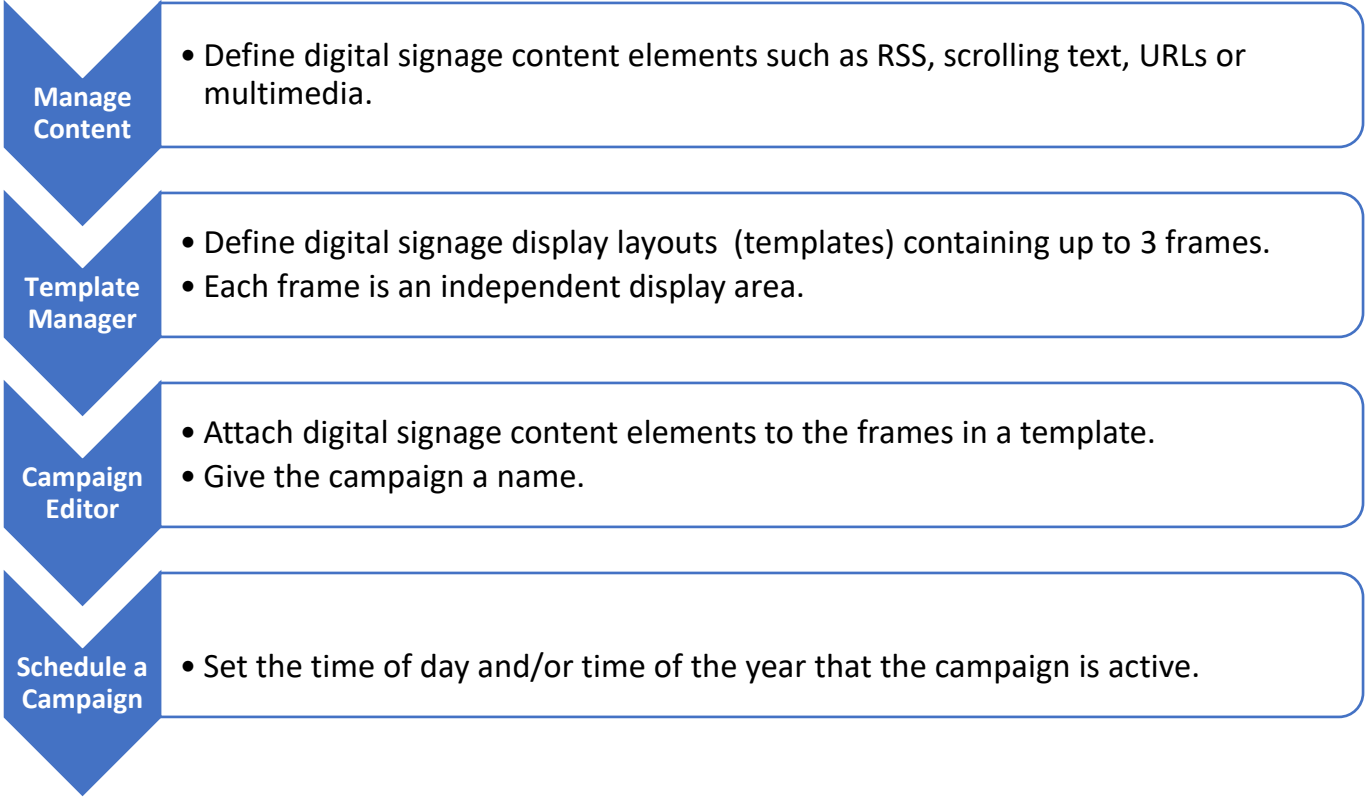


Figure 56: The Digital Signage creation process

## 6.8 Digital Signage / Manage Content

**Manage Content** creates a media library of different types of content that can be displayed in the digital signage feature. The types of media that can be uploaded and displayed are:

- **Scroller** – Custom text messages that scroll across the screen.
- **RSS** – A live RSS feed (content from a variety of sites that scrolls across the screen).
- **Web URL** – A live web page.
- **Media** – Static images (file extensions: jpg, jpeg, bmp, gif, png) or Videos (file extensions: avi, mpeg, wmv, mpg, mov, vob, mkv, mp4, m4v).

To create and upload digital signage media:

The screenshot displays the 'Manage Content' page in the VIA GO3 dashboard. The page title is 'Manage Content' with a subtitle 'Create your library of content that will serve you throughout the digital signage setting process'. A navigation sidebar on the left lists various settings and management options. The main content area features a table of existing media with the following data:

Existing Media	Type	Status	Edit	Delete	Preview/Download
HDMI - How Far Can It Go poster.jpg	Media Photo	In Use			
Roadshow-In-a-Box_Demo_Wall.mp4	Media Video	In Use			
Kramer.vurl	Web URL	Not in Use			
ABC.rss	RSS	Not in Use			
test.vsf	Scroller	In Use			

At the bottom of the dashboard, the version and model information is displayed: 'Version: 4.2.0.1427 | Model: VIA GO 3 | Mac Address: 00:E0:4C:72:60:FD | Copyright © 2024. All Rights Reserved. KRAMER.'

Figure 57: DSS Content Manage Page

1. Click **Manage Content** on the navigation panel.  
The Manage Content page appears.
2. Create and upload media, as required:
  - [Creating Scrolling Text](#) on page [65](#).
  - [Adding RSS Feed](#) on page [66](#).
  - [Adding Web URL](#) on page [67](#).
  - [Uploading Media Files](#) on page [68](#).



## 6.8.1 Creating Scrolling Text

To create scrolling text:

1. On the **Manage Content** page, click **Add Content**. The Add Content window appears with the Scroller tab open.
2. Type the text to be displayed in the box.
3. Type a name for the scroller in the Scroll Name text box.
4. Set the scroll speed.

Figure 58: Scrolling Text Setting Tab



Set the scroll speed to **Zero**, to create a static text display that does not scroll.

5. Set the font parameters.



To add a font, click **Upload Font** or see [Digital Signage / Font Management](#) on page [74](#).



The following variables can be entered 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.

6. Set the background color.
7. Click **Create**; The Scroller is created and added to the Existing Media table.

## 6.8.2 Adding RSS Feed

To add an RSS feed:

1. On the **Manage Content** page, click **Add Content**.
2. The **Add Content** window opens; Select the **RSS** tab.
3. Enter the RSS feed's URL address.
4. Click **Get tags** and select the required tag from the **Select a tag** drop-down list.
5. In the **RSS Name** field, enter a name for the RSS feed that will appear in the Existing Media table.
6. Under options, select the speed, display style, font settings and background color for the RSS feed.
7. Click **Create**.

The new RSS feed is added and appears in the **Existing Media** table.

Figure 59: RSS Setting Tab

### 6.8.3 Adding Web URL

Add the URL of an existing web page or use a third-party solution (for example, Google Slides) to publish a presentation to the web and add the URL of the presentation.

To add a web URL for digital signage:

1. On the **Manage Content** page, click **Add Content** and select the **Web URL** tab.

Figure 60: Web URL tab

2. Type the **URL** address and **File Name**: The new URL is added and appears in the Existing Media table.
3. Select the **Auto Refresh** checkbox to display a URL with dynamic content.  
OR clear the **Auto Refresh** checkbox to display a URL as a static page.
4. Click **Create**, the Web URL is added to the **Existing Media** table.

## 6.8.4 Uploading Media Files

To upload media files:

1. On the Manage Content page, click **Add Content** and select the **Media** tab.

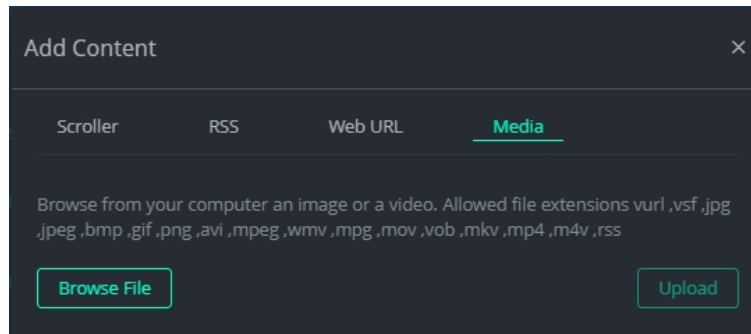


Figure 61: Media Setting Tab

2. Click **Browse File** and select an image or video file and click **Upload**. The file is added to the Existing Media table.

## 6.9 Digital Signage / Template Manager

The Template Manager creates Templates for digital signage campaigns. Templates dictate the layout of the digital signage content. Up to 3 frames of content can be displayed. **VIA GO3** has predefined templates and users can create custom templates.

To create a custom digital signage template:

1. Click **Digital Signage > Template Manager** on the navigation panel.

The Template Manager page appears with the **Pre-Defined Templates** tab open.

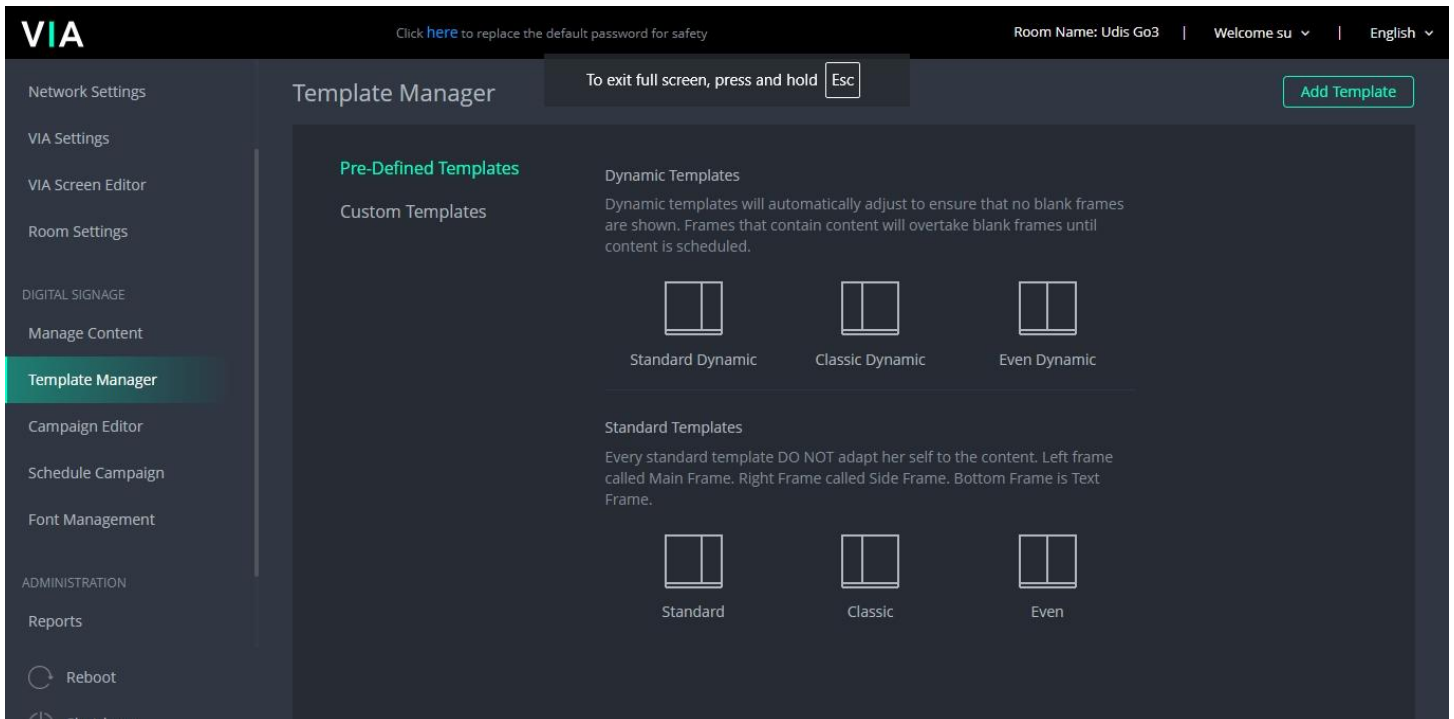



Figure 62: The Pre-Defined Templates Page

 The Pre-Defined Templates tab explains all the pre-defined templates that are available when you create a campaign

2. Click **Custom Templates**; The Custom Templates tab appears.
3. Use the Quick Links on the right to filter the list.

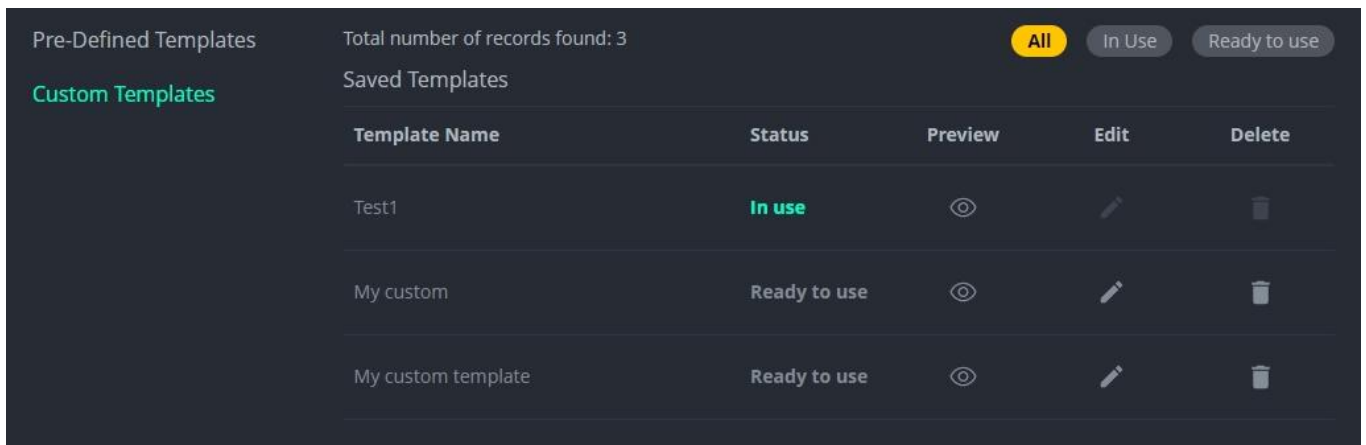




Figure 63: The Custom Templates tab

-  Click the **Edit** icon to edit the selected template.  
Templates that are In Use (i.e. they have been used to configure a campaign - [Digital Signage / Campaign Editor](#) on page 71) cannot be edited.
-  Click the **Preview** icon for a template to see a preview.  
Click the **Delete** icon to delete a template.

3. Click **Add Template**; The Add Template window appears.

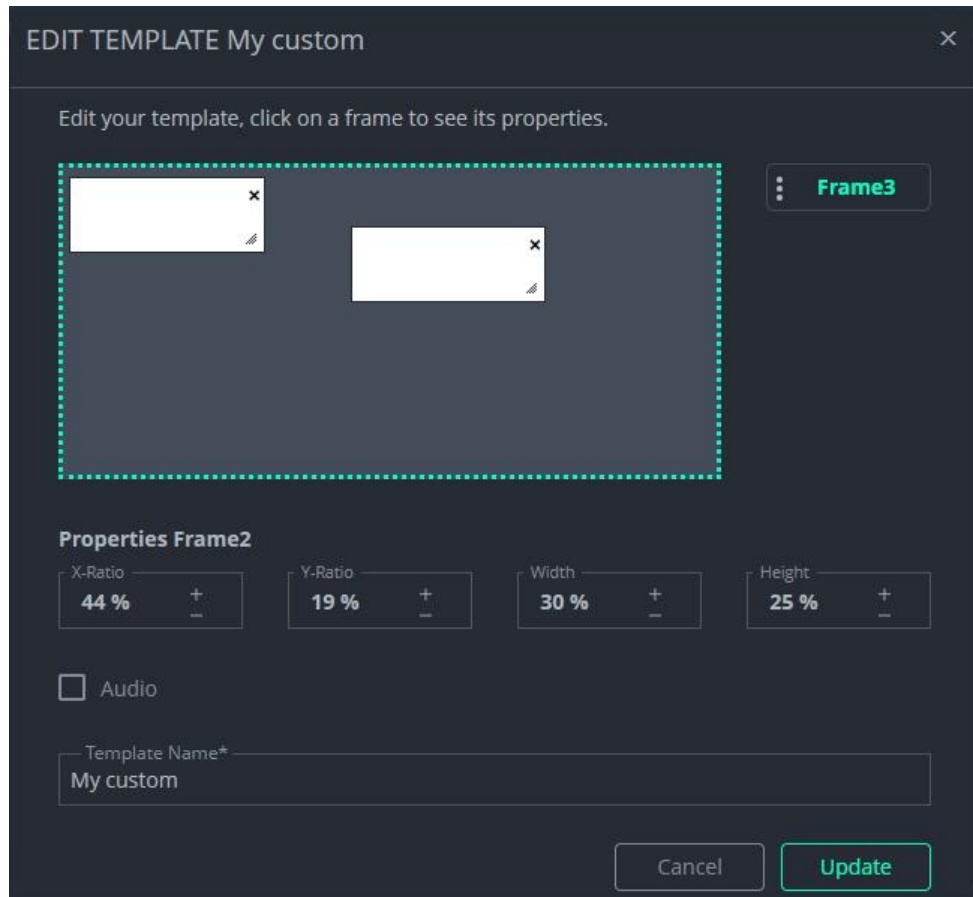




Figure 64: The Add Template Window

4. Type a name for the new template in the **Template Name** text box at the bottom.
5. Click and drag one of the frames into preview box.  
The frame parameters for the frame appear below the preview.
6. Click and drag the box to move and resize it.
7. Select a frame and check the **Audio** checkbox to play audio from that frame.

 Only one frame can include audio.

8. Repeat steps 5–7 to add up to two more frames.

 The layering order of the frames, from bottom to top is Frame 1, Frame 2, Frame 3.

9. Click **Save**; The new template is added and appears in the Saved Templates table on the Custom Templates tab.

## 6.10 Digital Signage / Campaign Editor

The **Campaign Editor** defines Digital Signage Campaigns by combining the content defined in the Content Manager with the frames of the Templates defined in the Template Manager.

To configure a digital signage campaign:

1. Click **Campaign Editor** on the navigation panel.

The Create Campaign page appears.

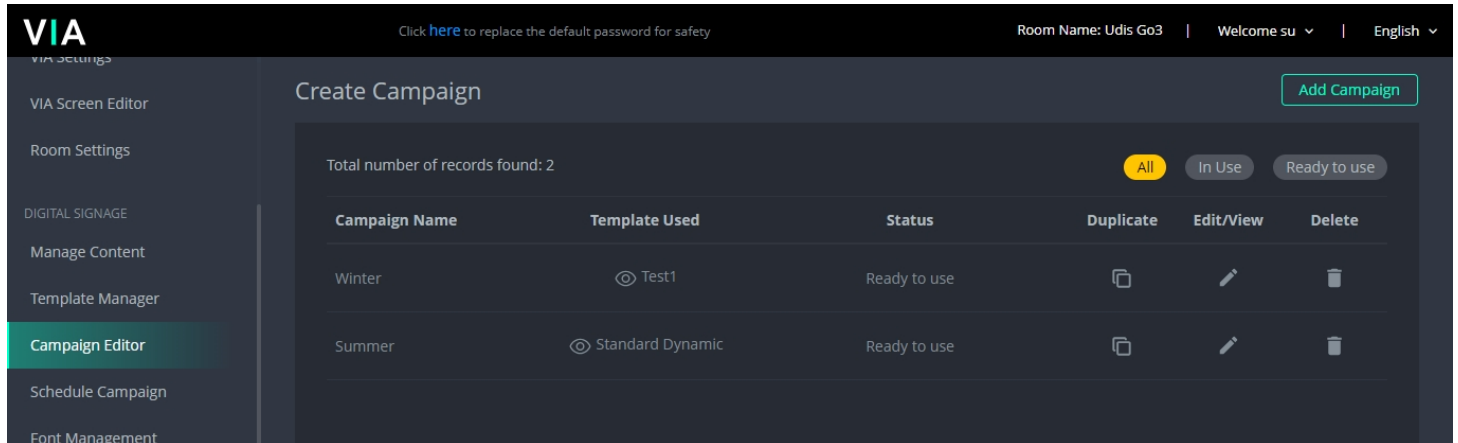


Figure 65: The Campaign Editor and Campaign list

2. Click **Add Campaign**; The Campaign Editor page appears.

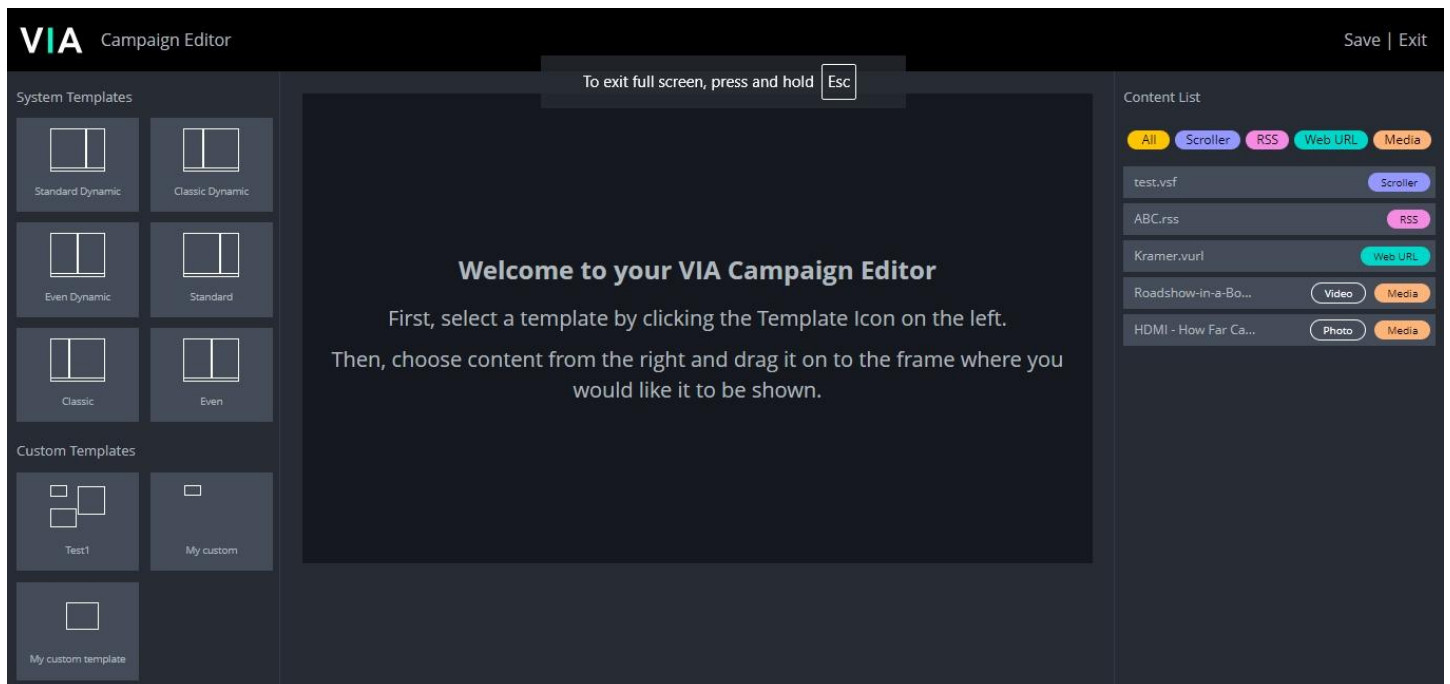
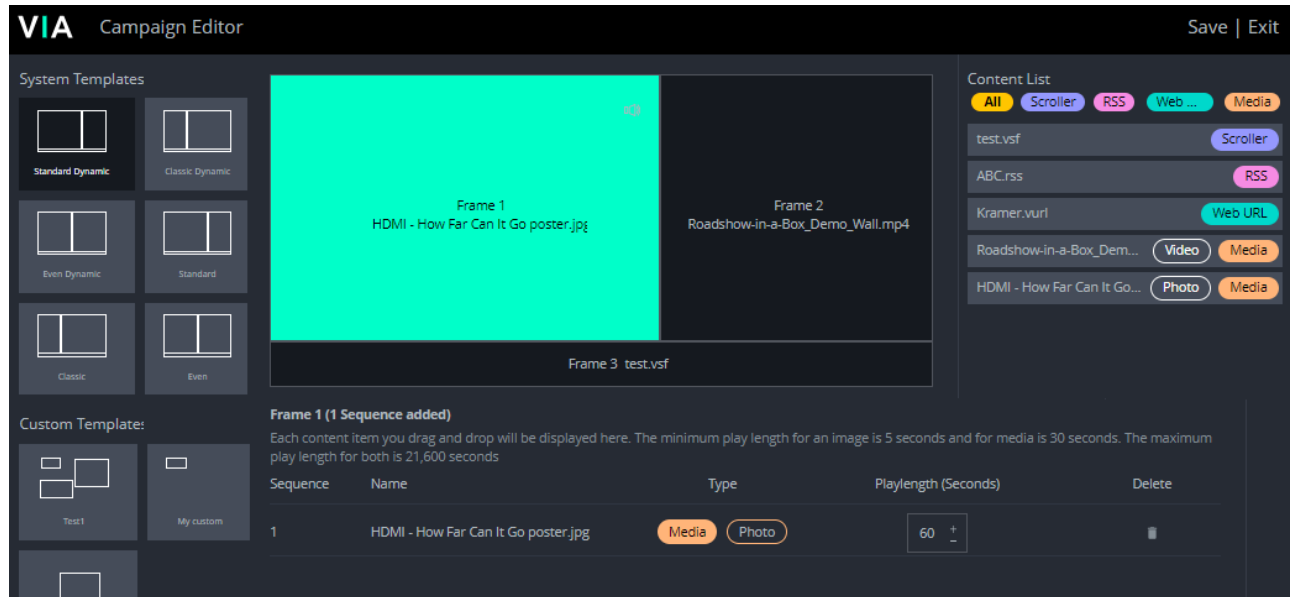


Figure 66: Campaign Editor Page

3. Select a **System Template** or a **Custom Template** you defined in the **Template Manager**; The template appears in the central preview box.



4. The **Content List** on the right shows the Content you created in the **Manage Content** screen.

- Click and drag elements from the Content List into the frames in the center.
- The active frame turns green, and a list of the content items appears below the preview.

5. Set a Playlength for relevant items of content in the frame.



Videos and other content that have a specific time length do not need to be set.

6. Click **Save** (top right corner). A message appears.
7. Enter a name for your Campaign and click **Ok**.

The Campaign is configured, is listed on the **Campaign Editor's Create Campaign** page.



## 6.11 Digital Signage / Schedule Campaign

The **Schedule Campaign** page defines when the campaigns you defined in the Campaign Editor will be displayed. It allows you to set time limits on campaigns (what time of day and/or what time of the year it is used) and to define multiple campaigns for different purposes.

To schedule a digital signage campaign:

1. Click **Digital Signage > Schedule Campaign** on the navigation panel.

The Schedule Campaign page appears.

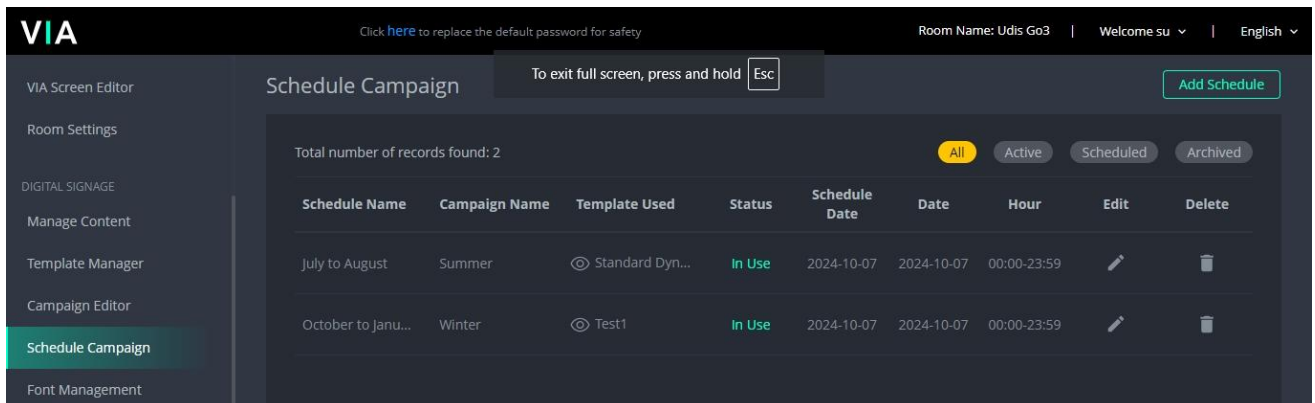


Figure 67: Schedule Campaign Page

2. Click **Add Schedule** (top right); The scheduling campaigns window opens.

3. Select a Campaign to schedule from the list (check winter or summer in the example).
4. Enter a **Schedule Name** for the Campaign.
5. Set a **Start Date**, **End Date**, and set hours.
6. Click **Schedule**. The Campaign is scheduled, and listed in the Schedule Campaign list.

2 - Schedule

Schedule Name\*

Winter  
 Summer

Set start and end date

Start Date: 2024-10-07      End Date: 2024-10-07

Set hours

Start Hour: 00:00      End Hour: 23:59

Cancel      Reset      Schedule

Figure 68: Schedule Window

Click **Reset** to reset the fields.

## 6.12 Digital Signage / Font Management

To add new fonts to Digital Signage:

1. Click **Digital Signage > Font management** on the navigation panel.

The Font Management tab appears.

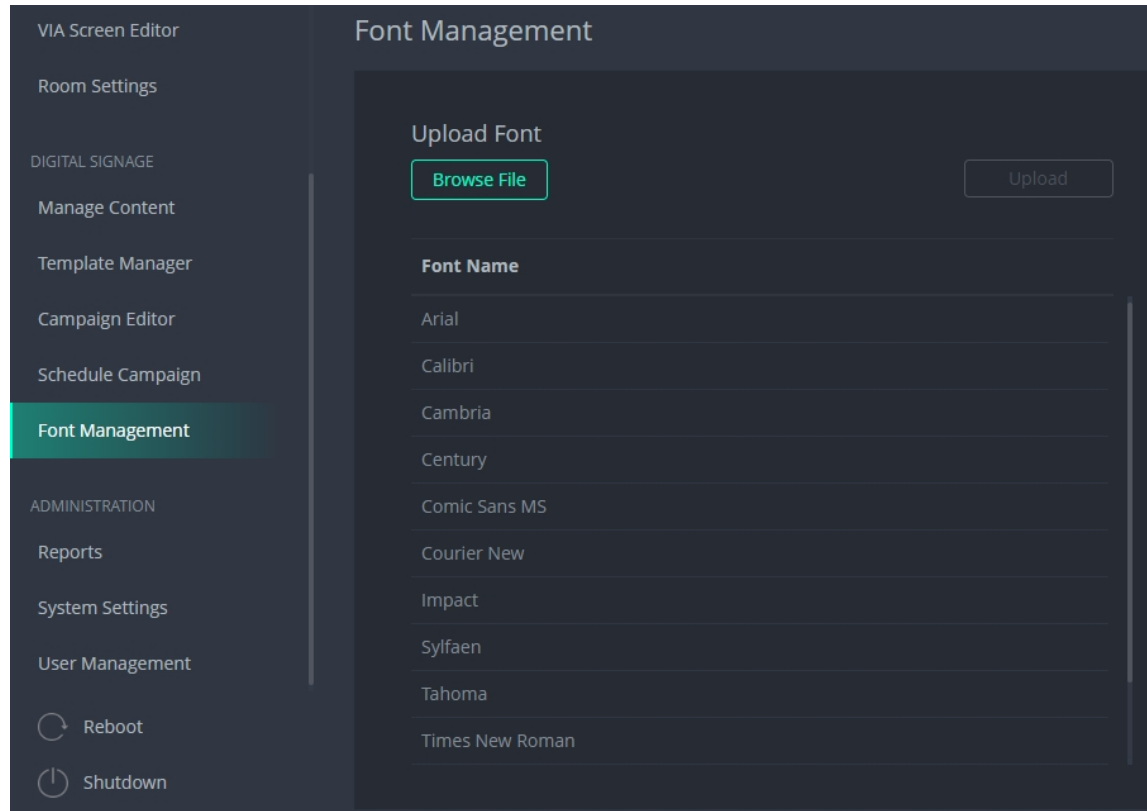


Figure 69: Font Management Page

2. Click **Browse File**.  
A file browser appears.
3. Open the relevant font file and click **Upload**.  
The new font is installed on **VIA GO3** and can be used for Digital Signage.


## 6.13 Administration

VIA GO3 enables you to maintain your VIA unit by performing the following:

- [Administration / Reports](#) (activity logs) on page [75](#).
- [Administration / System Settings](#) (VSM remote management settings) on page [76](#).
- [Updating Firmware](#) on page 78.
- [Administration / User Management](#) on page 80.

## 6.14 Administration / Reports

VIA GO3 embedded web pages log system activities such as logins, presentations and VIA features usage to aid in diagnosing problems or tracking participant usage.

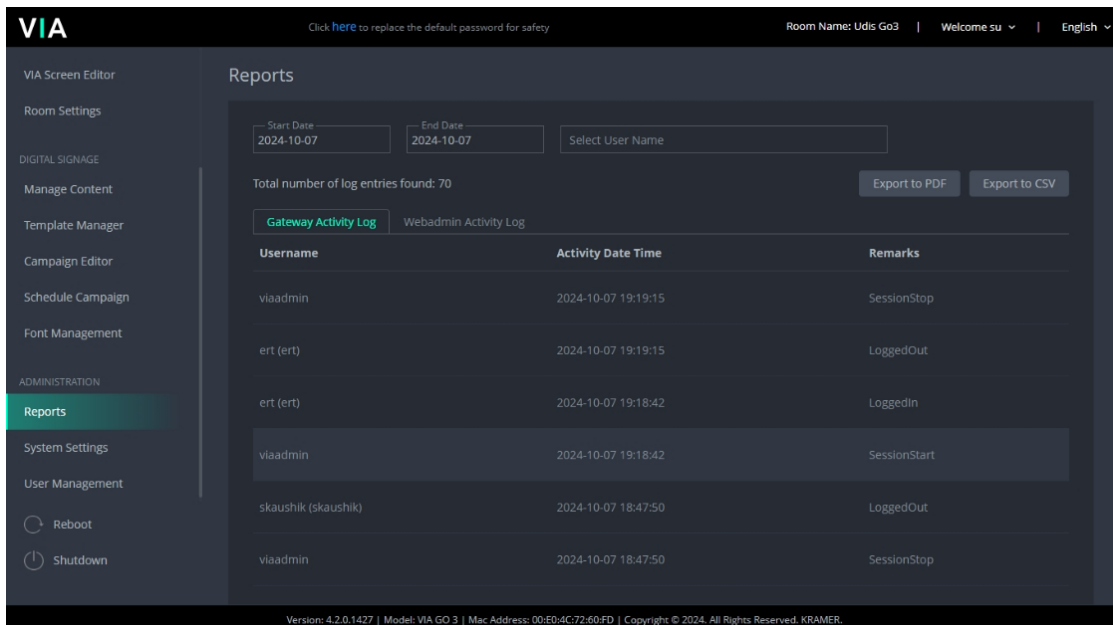
 To activate system activity logs, see [VIA Settings > System](#) on page [26](#).

There are two types of system logs available for viewing and search:

- **Gateway Activity Log** – Shows activity of the meeting participants.
- **Webadmin Activity Log** – Shows activity of the Gateway and Gateway Settings embedded web pages.

To view and search the system activity logs:

1. Click **Reports > Webadmin Activity Log** or **Gateway Activity Log** on the navigation panel; The Webadmin Activity Log or Gateway Activity Log page appears.




The screenshot shows the VIA GO3 web interface. The top navigation bar includes the VIA logo, a link to change the default password, the room name 'Udis Go3', the user 'Welcome su', and the language 'English'. The left sidebar contains various menu items, with 'Reports' highlighted under the 'ADMINISTRATION' section. The main content area is titled 'Reports' and features search filters for 'Start Date' (2024-10-07), 'End Date' (2024-10-07), and 'Select User Name'. Below the filters, it indicates 'Total number of log entries found: 70' and provides 'Export to PDF' and 'Export to CSV' buttons. Two tabs are visible: 'Gateway Activity Log' (selected) and 'Webadmin Activity Log'. The table below displays log entries with columns for Username, Activity Date Time, and Remarks.

Username	Activity Date Time	Remarks
viaadmin	2024-10-07 19:19:15	SessionStop
ert (ert)	2024-10-07 19:19:15	LoggedOut
ert (ert)	2024-10-07 19:18:42	LoggedIn
viaadmin	2024-10-07 19:18:42	SessionStart
skaushik (skaushik)	2024-10-07 18:47:50	LoggedOut
viaadmin	2024-10-07 18:47:50	SessionStop

Version: 4.2.0.1427 | Model: VIA GO 3 | Mac Address: 00:E0:4C:72:60:FD | Copyright © 2024. All Rights Reserved. KRAMER.

Figure 70: Web Activity Log Page



2. Select the date range of the log entries to be displayed.
3. Enter a search term and press Enter. The filtered search results appear in the table.

 Click **Export to PDF** or **Export to CSV** to save a file of the log table on your computer.

## 6.15 Administration / System Settings

### 6.15.1 Site Management

VSM (VIA Site Management) is an optional cloud-based application (purchased separately) that enables an administrator to monitor and changes all the VIA gateways connected to a network. **VIA GO3** enables you to activate VSM management and define which gateway functions are managed by VSM.

-  Contact your regional sales representative for more details about this solution.
-  If VIA discovery is enabled and configured in VSM, your VIA device is automatically added under VSM supervision.

To configure VIA GO3 to be managed by VSM when VIA discovery is not activated:

1. Click **Administration / System Settings** on the navigation pane; The **Site Management** tab opens.

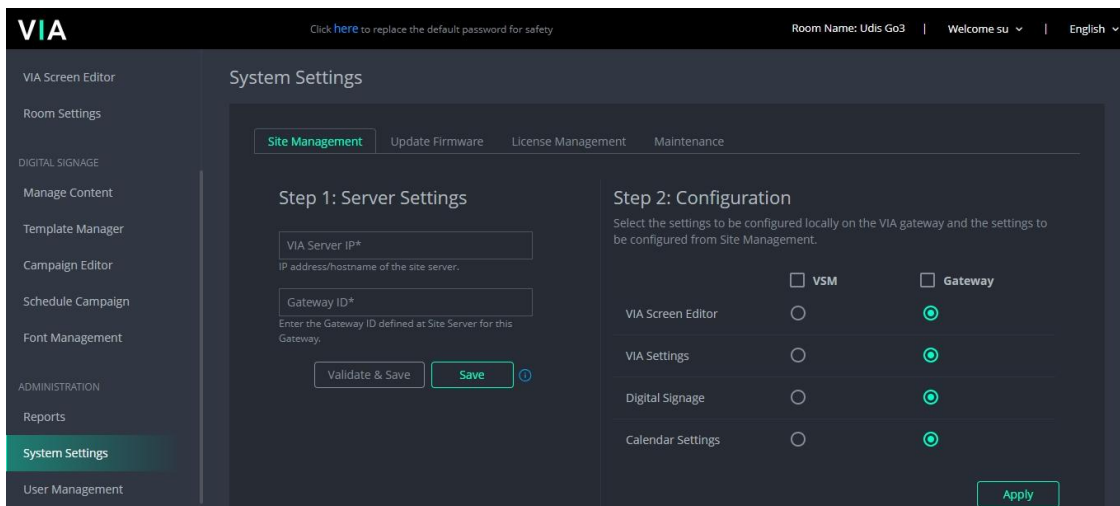




Figure 71: VIA Site Management Page


2. In the **Step 1: Server Settings** section, enter the VSM Server IP and the Gateway ID that was defined in VSM for this gateway. The User must have VSM access.
3. Click **Validate and Save**.  
Changes take effect immediately.

 **VIA GO3** must be able to connect to VSM while validating is in progress.

-OR- Click **Save** for changes to be saved with no validation from VSM.

 Since validation is not made immediately, any error entered at this stage, like duplication of ID, must be corrected manually at a later stage.

4. In the **Step 2: Configuration** section, under the VSM column, select all the functions that you want managed by VSM.

 After clicking Apply, changes take 30 minutes to 1 hour to take effect, to allow time to communicate with VSM.

## 6.15.2 Update Firmware

VIA GO3 enables you to update your VIA GO3 firmware.



Firmware versions above 3.3, can be freely upgraded.

If you are running a firmware version lower than 3.3, you will have to get it sequentially upgraded to 3.3. For example, if you are running version 3.1.0121.1161, then you first need to upgrade the firmware version to 3.2.0721.1198, then to version 3.3.0722.1240 and only then to the latest version.



ONLY use the .zip file available for download from our technical support web page: <https://k.kramerav.com/support/downloads.asp>. Select VIA GO3 from the dropdown.



The upload process and then the unit reboot take a few minutes.

To update your VIA GO3 firmware:

1. Click Administration / **System Settings** on the navigation panel and select the **Update Firmware** tab. The Update Firmware page appears.

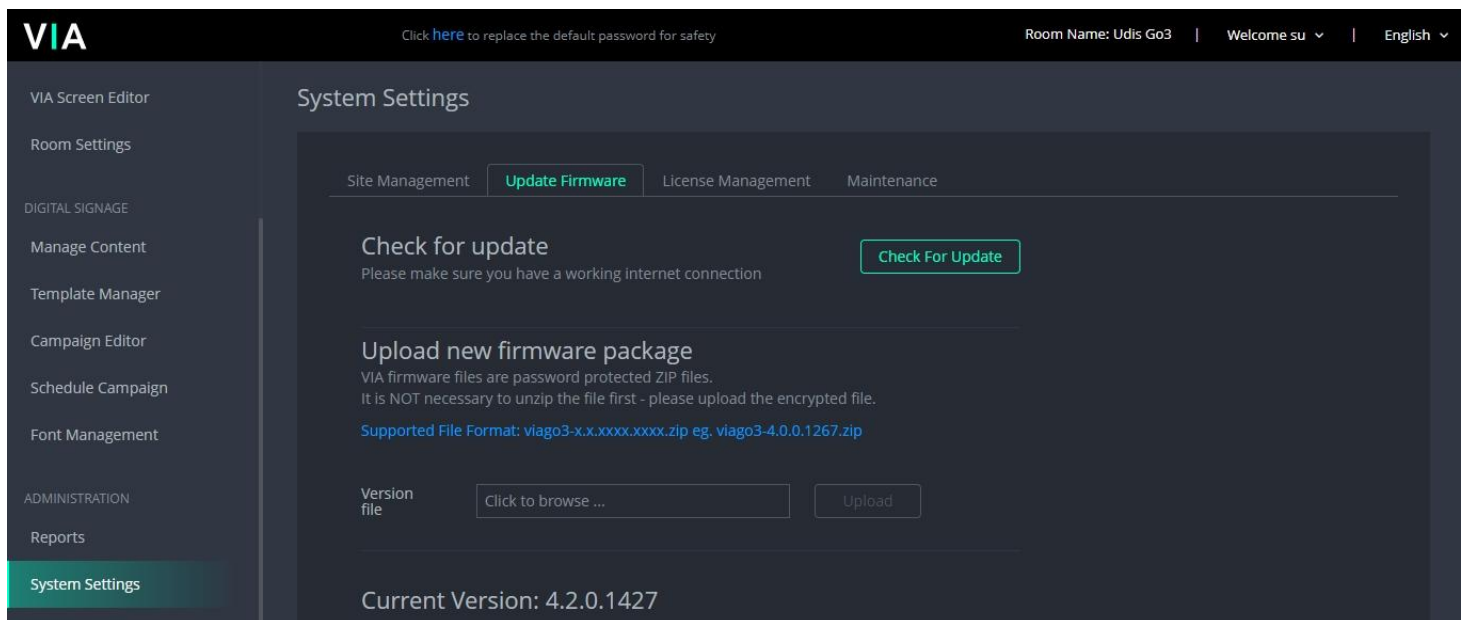


Figure 72: Update Firmware Page

2. When using an update file on the website, and you have an internet connection:
  - Click **Check for Update**. A message appears with information about an available update.
3. To use an updated file saved on your computer:
  - In the **Version file** field, **Click to Browse** and select the file.
4. Click **Upload**. The new firmware is uploaded to the unit and the firmware is updated.

To verify the update, view the current firmware version on the **System Settings, Update Firmware** tab.

## 6.15.3 License Management

VIA GO3 enables you to upload and activate your VIA GO3 license.

To upload your VIA GO3 license:

1. Select Administration / **System Settings** on the navigation panel and go to the **License Management** tab. The License Management page opens.

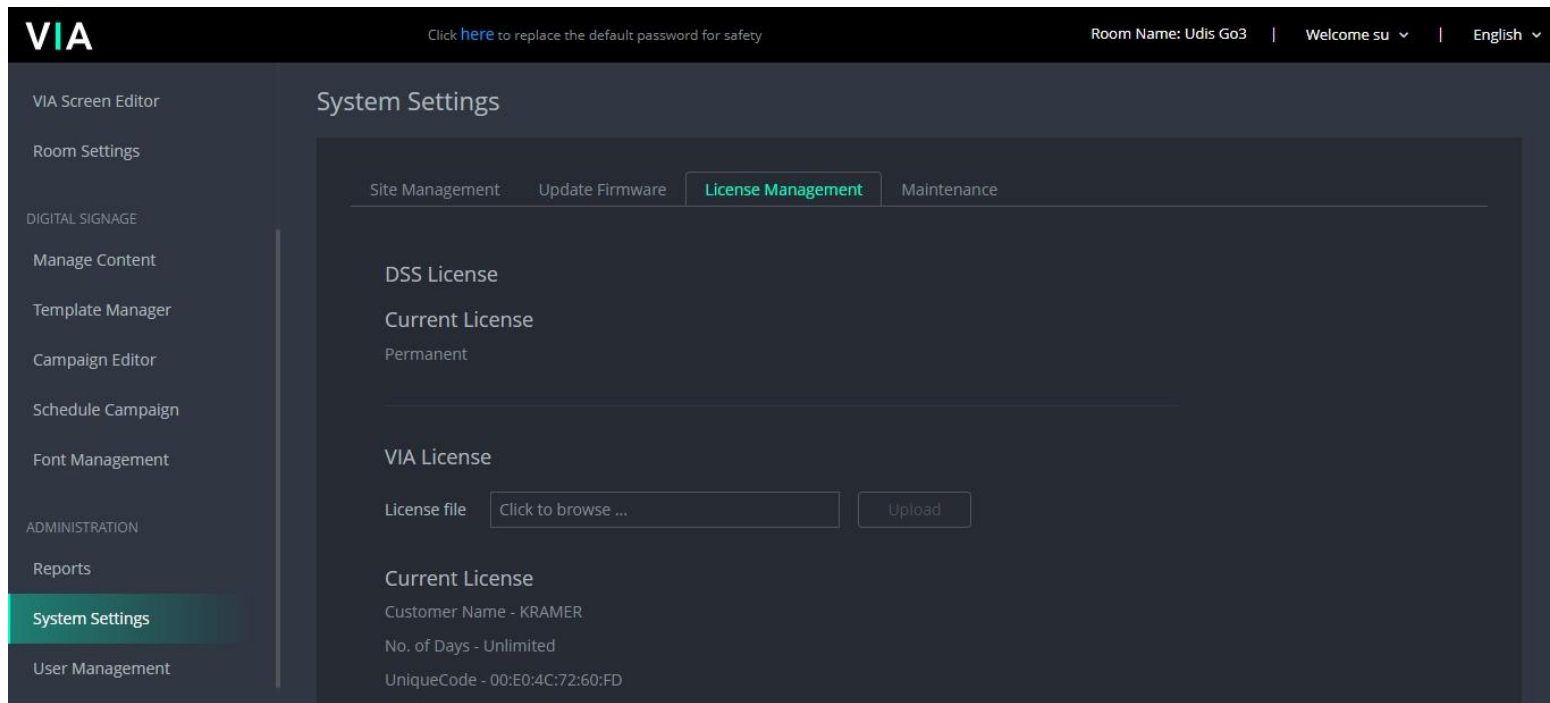


Figure 73: License Management page

2. In the **License file** field, **Click to Browse** and select the license file.
3. Select the relevant license file.
4. Click **Upload**; The license is installed on **VIA GO3** and license information appears at the bottom of the page.


### 6.15.3.1 Digital Signage License




VIA GO3 devices have a built-in digital signage license.

## 6.15.4 Maintenance

### 6.15.4.1 VIA Defaults Reset - Reset VIA GO3 to factory defaults.

 Resetting **Calendar Settings** removes the calendar settings from the unit and credentials must be reentered to renew synchronization to your calendar.

 The applied changes take effect after VIA is rebooted or the VIA session is reset.

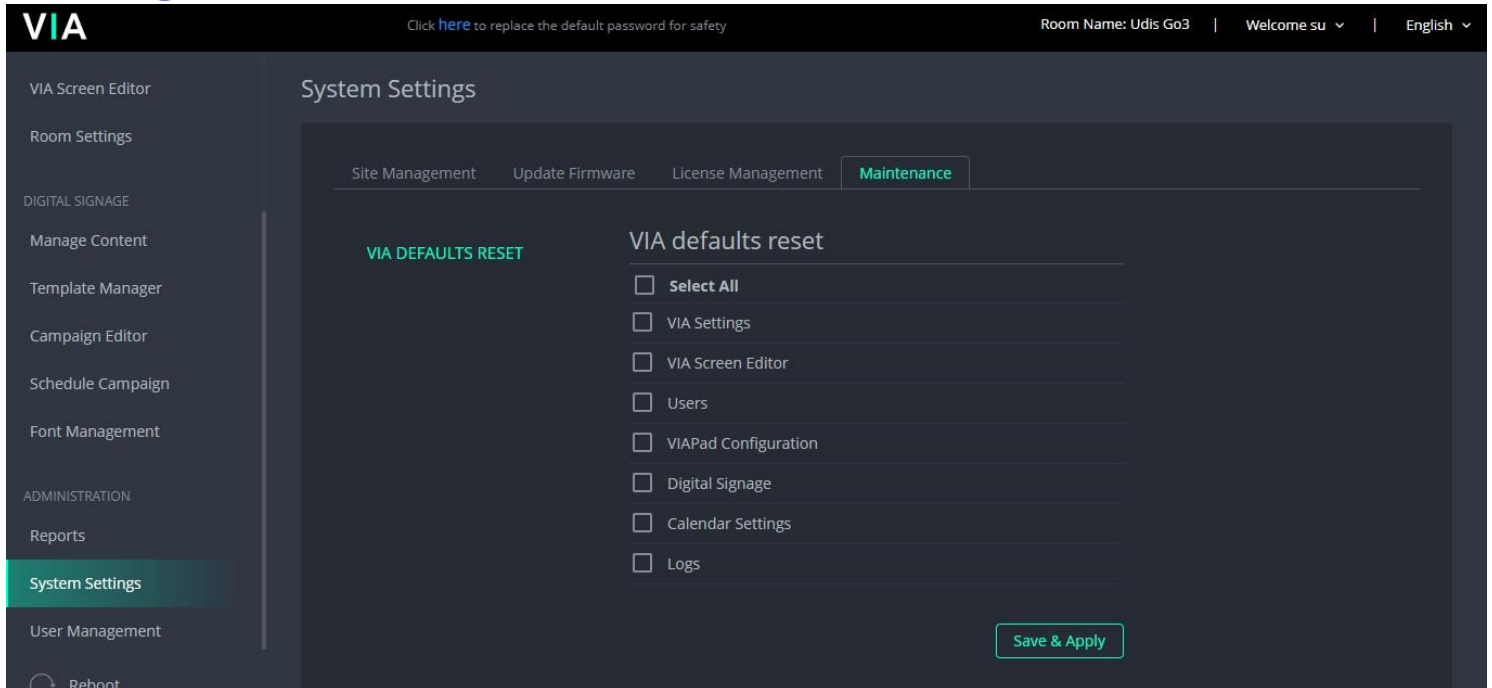


Figure 74: Factory Reset Page

#### To reset default settings:

1. Select **System Settings** on the navigation panel and then open the **Maintenance** tab. The Maintenance page appears.
2. In **VIA defaults reset**, select the default configurations you would like to reset or click **Select All** to select all settings.
3. Click **Save & Apply**. The default settings are restored after the reboot.

**To reset Logs, check the Logs check box** (and click Save & Apply). Logs reset after reboot.

Logs can be exported to Pdf before the reset. See [Administration / Reports](#) on page [75](#) for details.

## 6.16 Administration / User Management

This section describes how to add user accounts to the database of your **VIA GO3** device. A user account is required to view the Gateway Web Dashboard and if your **VIA GO3** is in Database mode (see [VIA Settings > Moderator Mode](#) on page 31), a user account is required to join a VIA meeting.

To add a user account to your **VIA GO3** database:

1. Click **User Management** on the Gateway Web Dashboard navigation menu. The User List page appears.

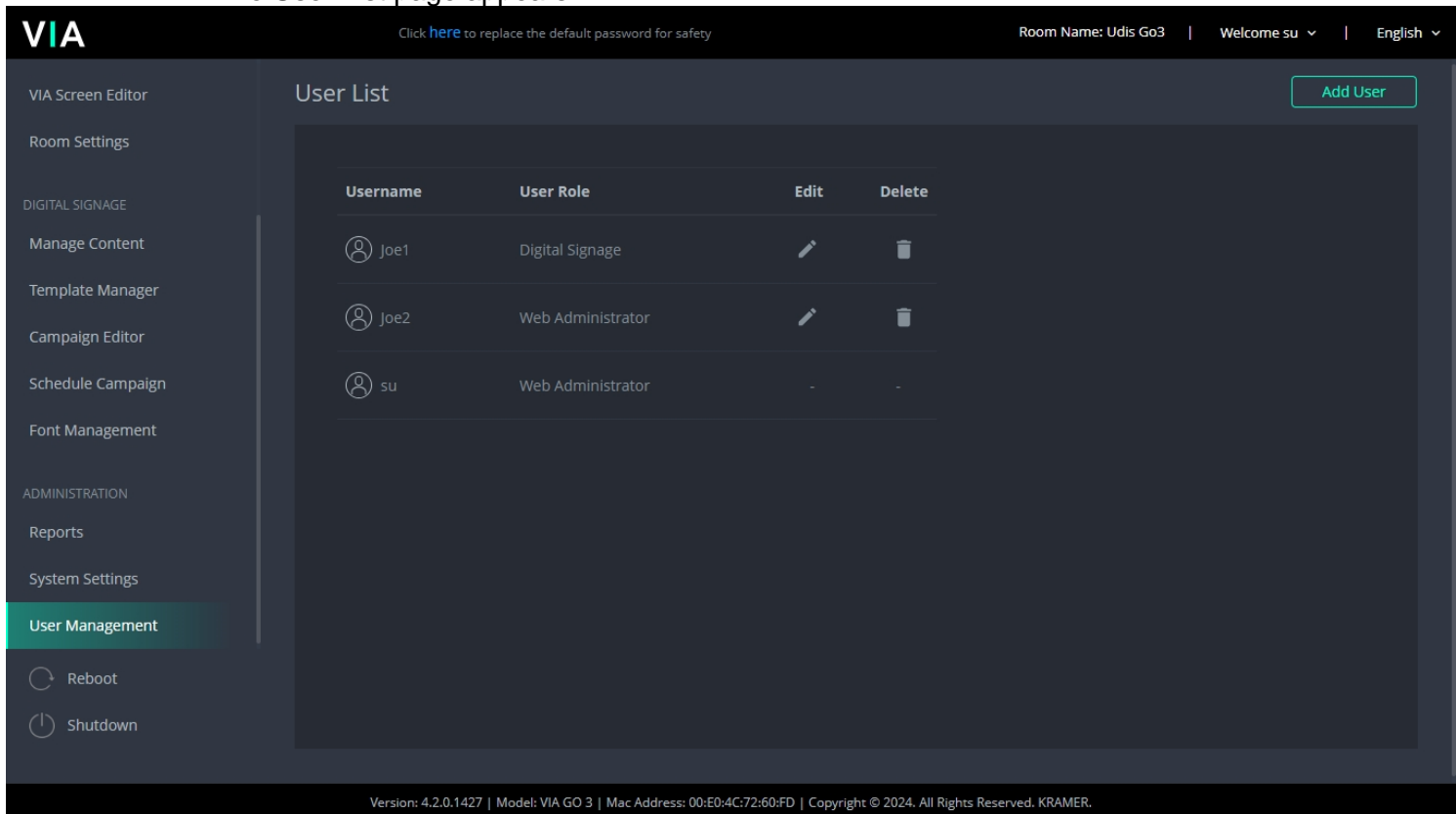


Figure 75: User Management Page

2. Click **Add User**; The Add User window opens.
3. Enter the new **Username**, **Password** and then **Confirm Password**.
4. Under User Role, select from the following administrative levels:
  - **Web Administrator** – Access to change all system settings, including Digital Signage.
  - **Digital Signage** – Able to configure the Digital Signage only (see [Digital Signage](#) on page 63).

Figure 76: Add User Window



5. Select one of the following participation levels:

- **Moderator** – User can become the moderator and has access to moderator features.
- **Participant** – User can join a meeting as a participant but cannot be the moderator.


6. Click **Save**.

A new user is added, and the **User Management** page opens with the new user added to the list.

# 7 For Web Administrator: The Gateway Display Dashboard

Administrators control an individual VIA GO3 device from two menus:

- **The Gateway Web Dashboard** – These are a web UI, loaded from inside the device, which control general device settings. The Management Pages are high-level controls which can be accessed over LAN and Wi-fi, and require an administrator's password (see [For Web Administrator: The Gateway Web Dashboard](#) on page 13).
- **The Gateway Display Dashboard** – This Web UI, also loaded from inside the device, controls features of the meeting interface. Depending on local configuration, non-administrators may also be able to change these settings.

 This chapter only describes the Gateway Display Dashboard.

A **VSM** (VIA Site Manager, optional) may also be used to centrally control a group of VIA devices.

## 7.1 Logging into the Gateway Display Dashboard

The Gateway Display Dashboard is accessed with a mouse and keyboard connected directly to the VIA gateway unit.

 Access rights to the Gateway Display Dashboard can be enabled/disabled in the Gateway Web Dashboard: Select **Via Settings in the navigation pane, click the System tab** (and page down to the **Quick Client Access**).

If a Moderator is defined, then only the moderator can access this menu.

The Gateway Display Dashboard's **Settings** tab requires an administrator user and password. (see [Settings > LAN Settings](#) on page 83).

Click the VIA icon **VIA** in the lower left of the main display or use CTRL-Tab to view an open screen. The Gateway Dashboard opens on the Features page. If no VIA icon is visible, this option is disabled.

### Menu options:

- **Participants** – View a list of participants, see who is presenting. Moderators can force someone to present and stop them from presenting.
- **Features** – Shows the option to launch a soft keyboard on screen.
- **Settings** – Shows LAN settings, System Controls and Wi-Fi options.
- **Power** – Reset the session, reboot or shutdown the VIA device.

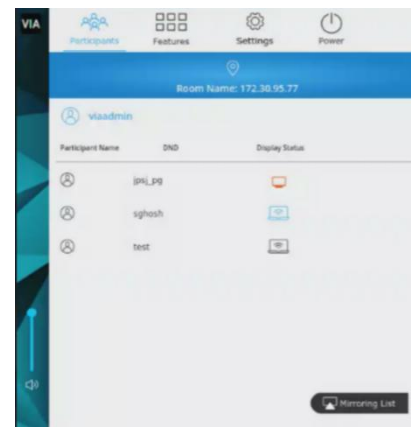




Figure 77: VIA Display Gateway

- **Disconnect user** – Disconnects the user.

## 7.2 Settings > LAN Settings

Use the Gateway Display Dashboard to change the **VIA GO3** IP address.

 By default, the IP address of your unit is automatically assigned by a DHCP server. The following explains how to set a static IP address.

 Be careful when changing IP settings. Incorrect values can cause a loss of communication.

**To change the IP address of your VIA GO3 unit:**

1. Open to the Gateway Display Dashboard and click on **Settings**.
2. Enter your user ID and password (default is user “su” and password “supass”).
2. In the **LAN Settings** tab, under Connection Type, select **Static**.
3. Under Network Information, you can rename the Gateway IP Address, Subnet Mask, Default gateway, DNS Server. You can also change the host name, if required.
4. Click **Apply**; The IP address of your **VIA GO3** unit is changed.

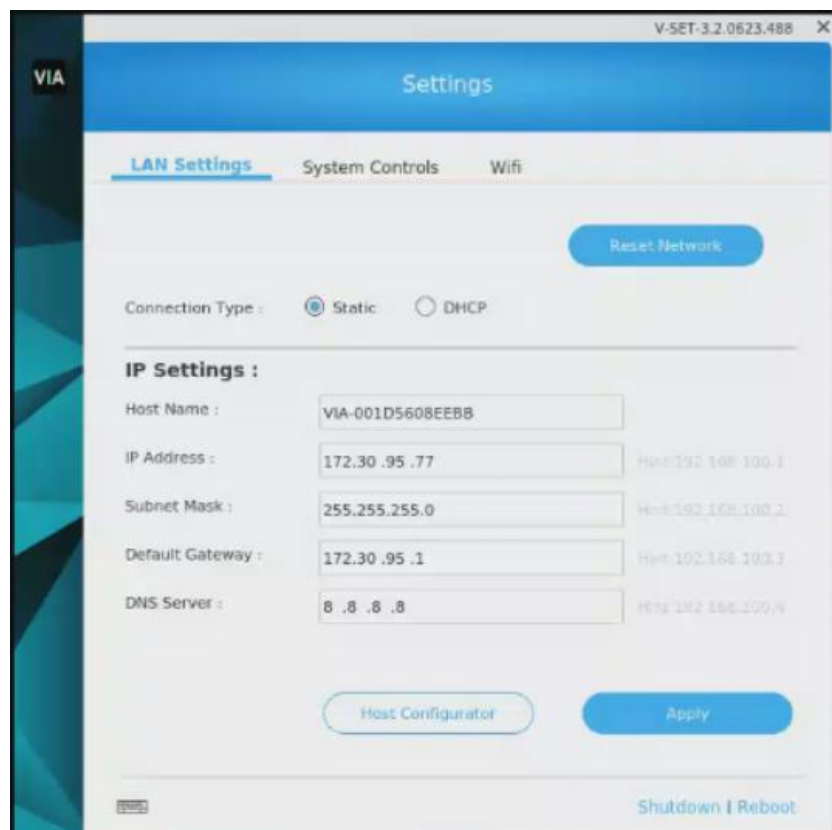




Figure 78: LAN Settings Page

## 7.3 Settings > System Controls

Use the Gateway Display Dashboard to change **VIA GO3** operating system controls such as audio settings, display settings, and system health. You can also view log files and activate your **VIA GO3** license.

-  The log folder is only available if system logging is activated in the active VIA Settings template.
-  The **VIA GO3** unit is pre-activated by Kramer. If your license has been revoked, you can activate it here.

### To access system controls:

1. Login to the Gateway Display Dashboard's **Settings** menu and select **System Controls**. The System Controls tab appears.

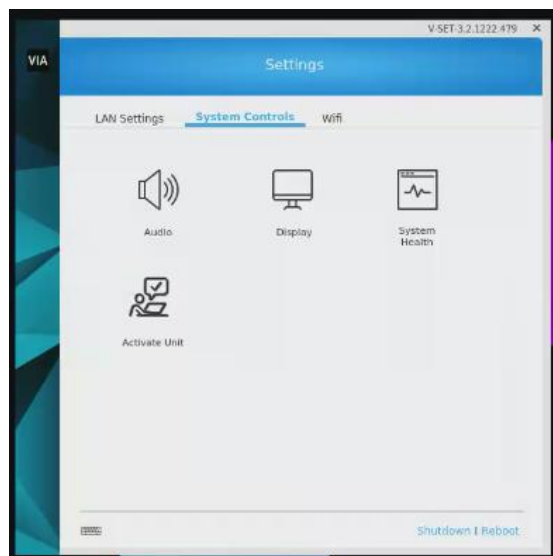


Figure 79: System Controls tab

### 2. Available Options:

- **Audio** – Select audio the output option.

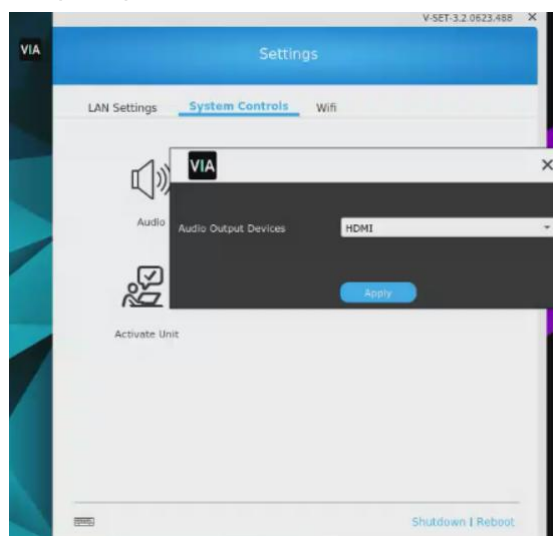


Figure 80: Audio Option

- **Display** – View the details of the connected displays.

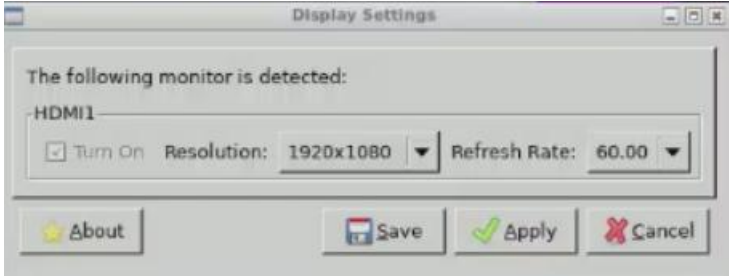


Figure 81: Display Options

- **System Health** – Check connection statuses (click the Check Status button).

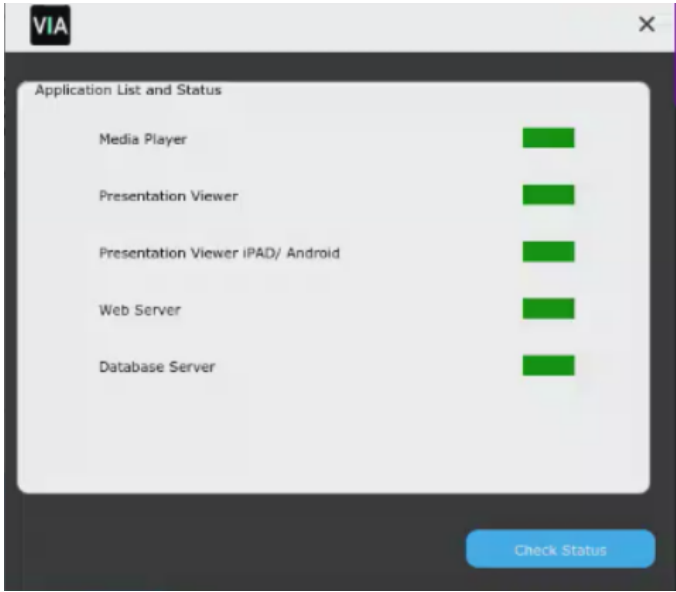


Figure 82: System Health

- **Activate Unit** – View or enter the VIA GO3 license details.

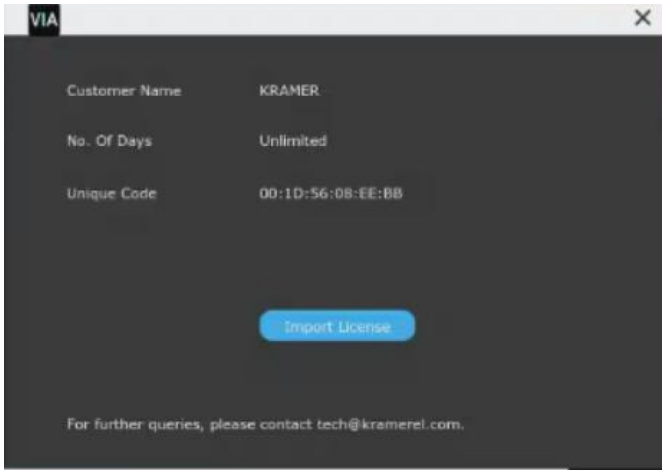


Figure 83: Activate Unit

## 7.4 Settings > Wi-Fi

VIA GO3 can be setup to use Wi-Fi in two modes: **AP** or **Client**.

1. **AP (access point) mode** – Use this option if your device is connected to a LAN. Your VIA GO3 can setup its own Wi-Fi network which can be used by guests to connect to meetings without giving access to the wider network or requiring them to have a network login.
2. **Client mode** – Use this option to connect your device to a local network without using a LAN connection.
3. **These settings can also be controlled from the Gateway Web Dashboard Page.**

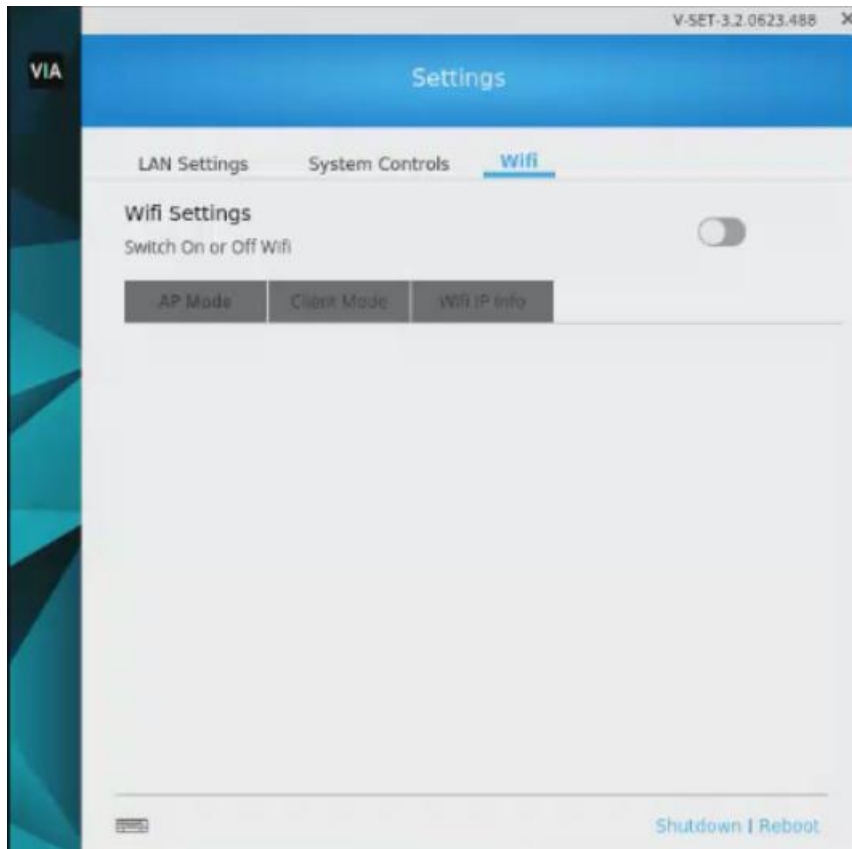


Figure 84: Wi-Fi Settings on Gateway Dashboard

**To connect to Wi-fi:**

1. See [Settings > LAN Settings](#) on page [83](#).
2. Click **Wi-Fi**; The Wi-Fi tab appears.
3. Switch the Wi-Fi on. The switch turns green. The Wi-fi Settings appear.

## 7.4.1 Wi-Fi with AP Mode

VIA GO3 can set up a secure access point for users of your VIA GO3 network. This setup makes it unnecessary for guest users to connect to your network.

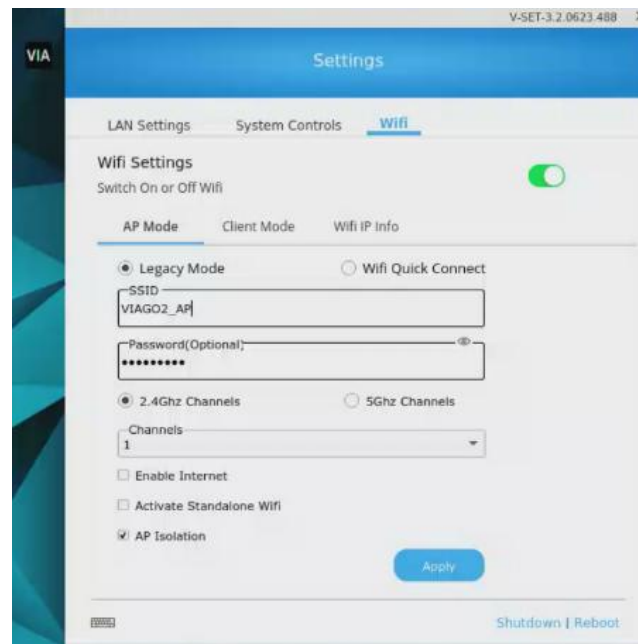


Figure 85: AP Mode

### Setting up secure wireless access point:

1. Click **AP Mode** (Access Point Mode) and enter an SSID name and password. AP Mode allows guests to join meetings without needing to login to the corporate/institutional network.

Under AP mode, there are 2 options: Legacy mode and Wi-fi quick connect.

2. In **Legacy Mode**, SSID should be min 4 and max 20 characters long at the gateway client side. Password should be min 8 and max 50 characters long. In Legacy Mode, the SSID will show without the addition of the numbers and letters.

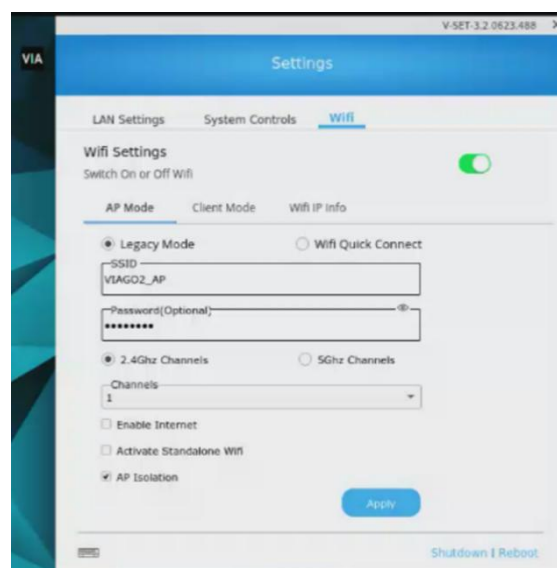


Figure 86: Legacy Mode

3. **Wi-fi Quick Connect:** Enabling this will show the VIA\_ SSID & Password UI. It will show two fields, first for SSID with a prefix – 'VIA\_' and second for Password. It will have the SSID limit set to 10 characters and password length of max 8 Characters.

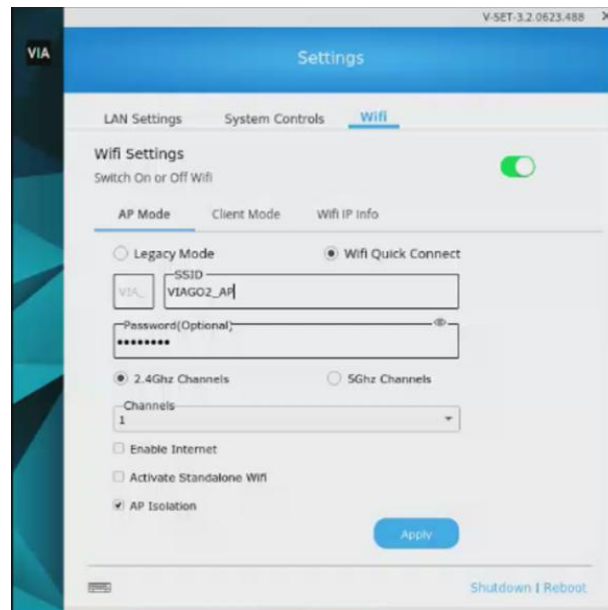


Figure 87: Wifi Quick Connect

4. Select the channels on which the Wi-Fi SSID will be broadcast (2 frequencies will be available – 2.4 GHz and 5GHz), you can select one of them as per the requirement.
5. Select **Enable Internet** if your **VIA GO3** device is connected to a network with internet.  
-OR- Select **Activate Standalone Wi-Fi** to create an autonomous network without Internet access.
6. Select **AP Isolation** to prevent Wi-Fi users from connecting to each other through the router. Each user gets a private connection that protects them from harm by malicious users.
7. Click **Apply**; The secure wireless guest access point is set up.



## 7.4.2 Wi-Fi with Client Mode

VIA GO3 enables you to wirelessly connect your VIA GO3 device as a client device to your main network. Use this option if you have no LAN connection available.

To set up Client Wi-Fi mode:

1. In the **Wi-Fi tab**, enable **Wi-Fi** (the switch turns green).
2. Click the **Client Mode** tab.

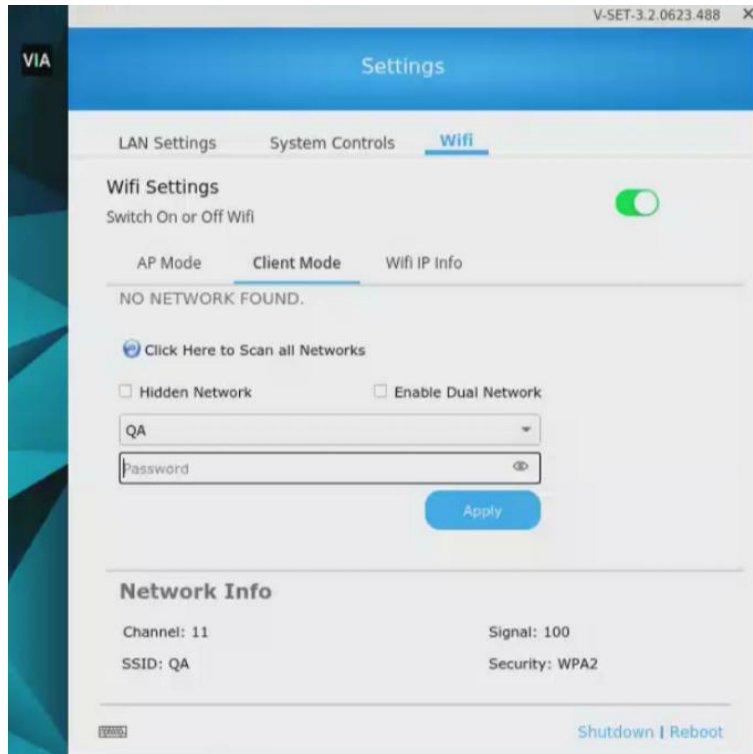


Figure 88: Client Mode

3. If you do not see the desired network, click **Click Here to Scan all Networks**.
  4. You'll see two options: Hidden Network and Enable Dual Network.
    - **Hidden network** - You need to enter the SSID manually. To connect to hidden network, SSID needs to be known to you. Wi-Fi name will be Hidden Network.
    - **Enable dual network:** You will be able to connect with 2 networks (Wi-Fi and LAN).
  2. Select a network. Enter the network password and click **Apply**.
  3. Disconnect the LAN cable (if connected) and reboot the device.
- Client Wi-Fi Mode is set up.

### 7.4.3 Wi-Fi IP Info

This screen shows the IP details of the Wi-Fi. The fields are non-editable.

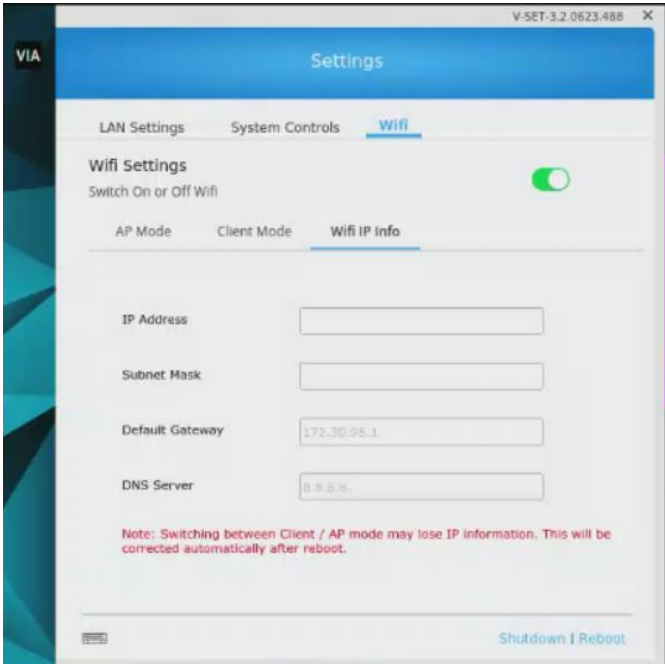


Figure 89: Wi-fi IP Info

# 8 For User: Connecting to the VIA GO3

VIA GO3 enables multiple participants to connect for flexible local and remote on-screen meetings, presenting and collaborating.

- **LAN, Wi-Fi or HDMI** connections - Connect from a distance over **LAN**, locally over **Wi-Fi** or using an HDMI cable.
- **Phones, laptops, MacBooks**, or other devices - Depending on how your system is setup, you can display screens from, whether connected locally or remotely.

## To connect local or remote sources:

- **VIA app** - Use an installed or temporary VIA app (the recommended method). See [Installing and Running the VIA app](#) on page [92](#).
- **VIA Pad** - Use a VIA Pad (a preconfigured device) connected to your laptop. See [Presenting from a VIA Pad](#) on page [96](#).

## To connect local sources only:

- **HDMI** - Connect your device to **VIA GO3** using an HDMI cable, see [Connecting Device](#) on page [11](#).
- **Casting** - Present by Casting (screen mirroring) to **VIA GO3**, see [Presenting by Casting \(Screen Mirroring\)](#) on page [97](#).

On Windows devices, presenters can use the Main (communal) display as an additional (extension) screen, see [Presenting with Extended Desktop](#) on page [99](#).

## 8.1 Installing and Running the VIA app

### 8.1.1 On a Windows PC

1. Make sure you are connected to the same network as the **VIA GO3** device.
2. If you have no VIA app installed, enter the IP address of the **VIA GO3** in a browser window: The VIA device loads the Welcome page onto your display:

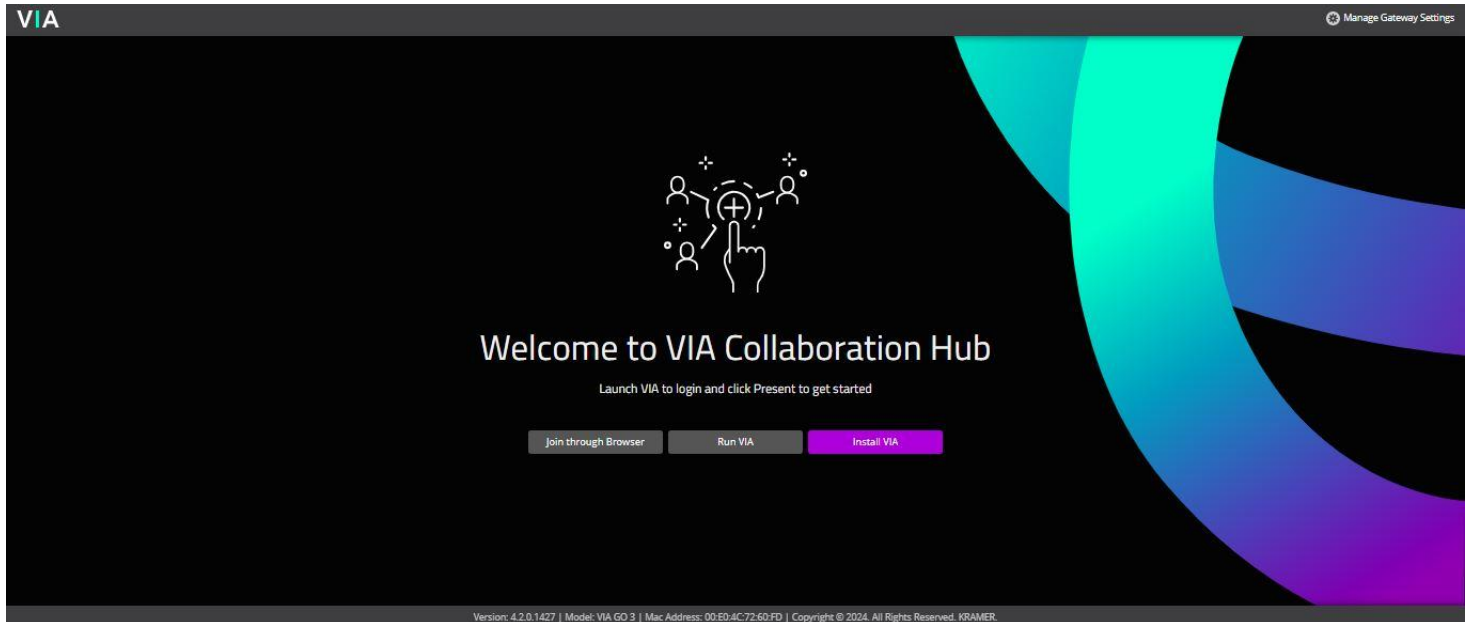


Figure 90: VIA Collaboration Page

Select one of the following:

- **Run VIA** - Downloads a temporary **Kramer VIA** app which you can run without installing to join the meeting.
  - **Install VIA** – Install the VIA application and use it to join meetings and moderate.
  - **Join through Browser** – Runs the **VIA GO3** menu in your browser.
3. Continue with [Joining a Room with the VIA App](#) on page [94](#).

## 8.1.2 On Android or iOS:

1. Download and install the free **Kramer VIA** app from Apple App Store or Google Play or scan the QR code (if shown).

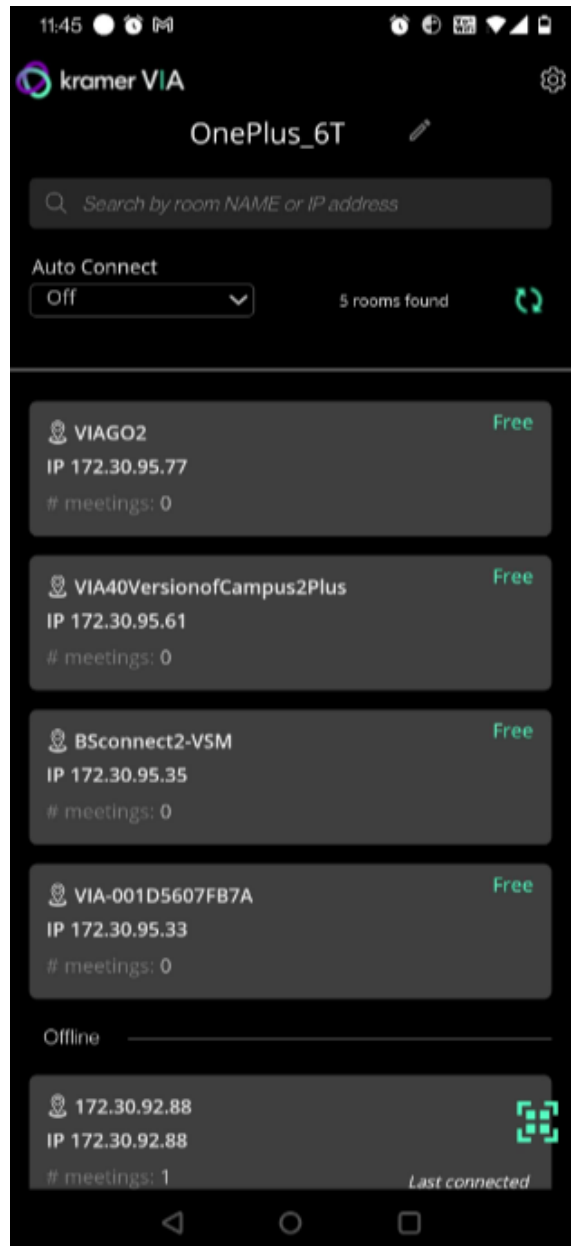



Figure 91: Android Toolbar

2. Continue with [Joining a Room with the VIA App](#) on page [94](#).

### 8.1.3 Joining a Room with the VIA App

1. Make sure you are connected to the same network as the **VIA GO3** device.
2. Open your installed VIA app.
  - If you are using a VIA Pad, see [Presenting from a VIA Pad](#) on page [96](#).
3. In the **Kramer VIA** application, the Room Selection window appears.
4. To change the name that is used to identify you, click the pencil icon .

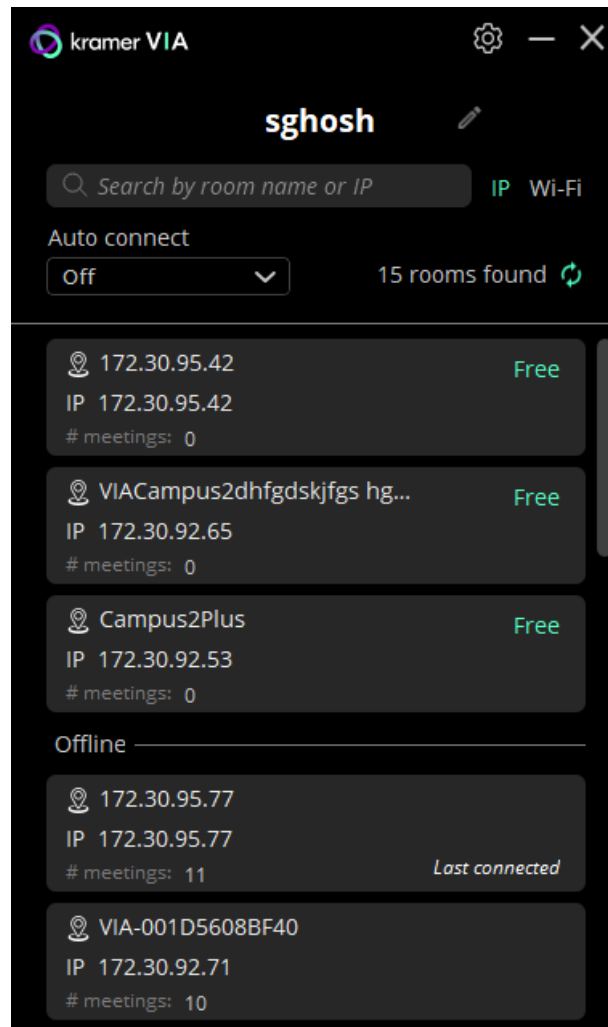




Figure 92: VIA App/ Client

5. Select a room or enter the IP address of the VIA meeting space you are joining.
6. If Room Code is required, a pop-up window will request that you enter the **Room Code**.
7. The VIA User Dashboard appears on your device screen: Continue with [Presenting from the VIA User Dashboard](#) on page [95](#).

## 8.2 Presenting from the VIA User Dashboard

 Invite additional users to the meeting.

 Leave the room.


1. Select what you want to share:

- **Screen** – Share your screen. Click the down arrow “Extend” (Windows only) to add the main display as an extension screen of your laptop (this option may install a screen driver).
- **App** – Share a window or app that you are using.
- **Media** – Share (stream) a media file. If Media is selected, a list of media is shown to the right of the Share button.

2. Click **SHARE**:




- The **SHARE** button becomes the **STOP** button once you start presenting.
- Your screen, app or media will be displayed on the main display.

3. Interact with participants:

- Click the green arrow  to the right of STOP:
- View the participants.

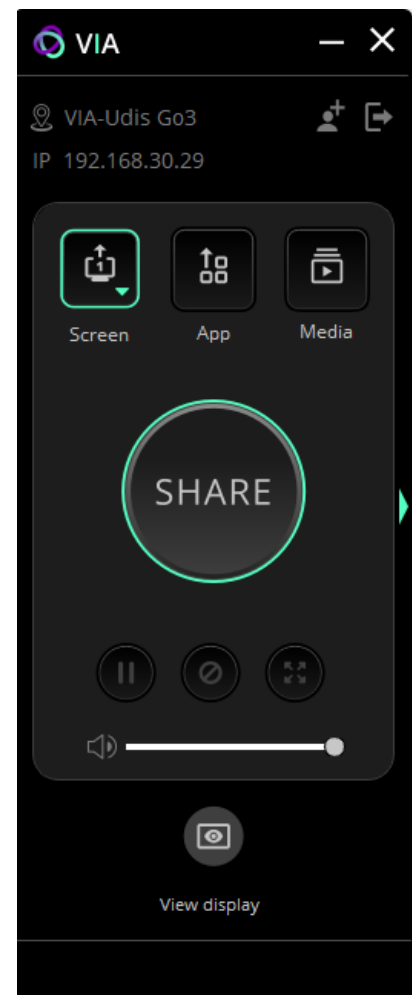
4. Control what you share:

3 buttons below STOP, green = active.



-  Pause sharing --Your screen freezes on the main display (the VIA app is minimized).
-  Present privately—No one else can present (was “Do Not Disturb”).
-  Maximize your display.



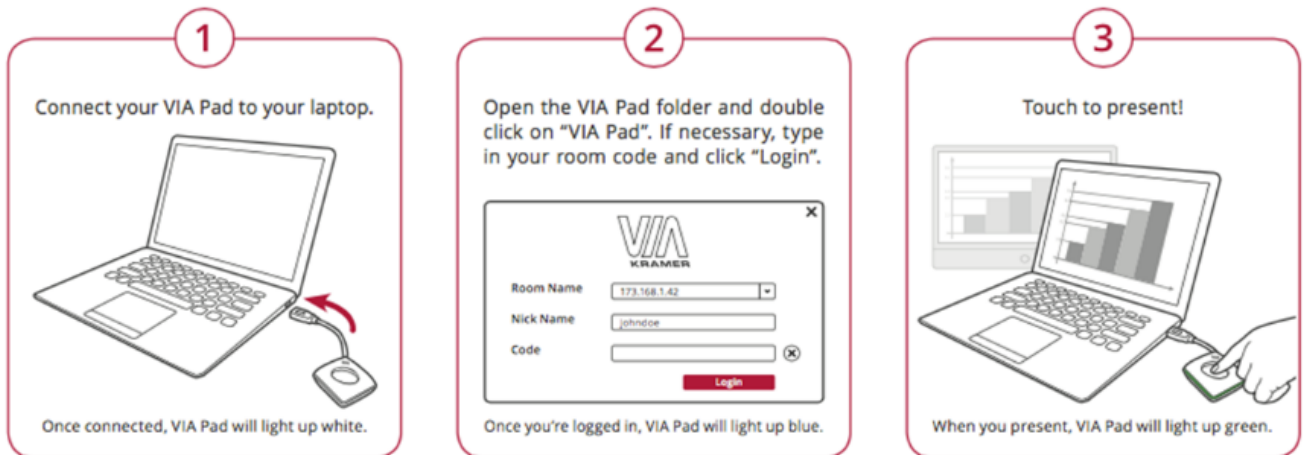
Volume control for shared media.



## 8.3 Presenting from a VIA Pad

-  Your VIA Pad needs to have been paired with the VIA GO3 unit before it is used (see [Pairing a VIA Pad Device](#) on page 58).
-  The following instructions are for Windows and Mac OS users.

To join a meeting using a VIA Pad:



1. Connect your VIA Pad to a USB connector on your laptop.
2. Open the VIA Pad folder and double-click the VIA Pad app. The Kramer VIA login window appears.
3. If necessary, type in your room code.
4. Click **Join**.

Your VIA Pad lights blue when ready.

The VIA User Dashboard and taskbar appear on your device screen.

5. Use VIA Pad to present:
  - **Tapping once** – Starts presenting or stops presenting your screen on the main display. When you are presenting, the VIA Pad LED banner lights green. When you stop presenting, the LED banner lights blue.
  - **Tapping twice while presenting** – Freezes or unfreezes your screen. When your screen is frozen, the VIA Pad LED banner flashes green.
  - **Long press** – Displays your screen in full screen mode on the main display, displacing any other participant screen.



## 8.4 Other Presentation Methods

- [Presenting by Casting \(Screen Mirroring\)](#) on page [97](#).
- [Presenting with Extended Desktop](#) on page [99](#).

### 8.4.1 Presenting by Casting (Screen Mirroring)

You can use **VIA GO3** as a screen mirroring device, without the need to login to a meeting or download any software.

The procedure by which you connect in this way depends on the device you are using:

- **Apple laptops and iPhones** use **X Airplay Service** – See [Presenting with iOS/OS X Airplay Service](#) on page [97](#).
- **Windows laptops and Android phones** use **Miracast** - See [Mirroring Using Miracast](#) on page [98](#).

#### 8.4.1.1 Presenting with iOS/OS X Airplay Service

All participants in a meeting using an Apple device can mirror their screen on the main display using the Apple AirPlay service. No application is required to activate this mode. However, an administrator must enable the iOS mirroring feature in the **VIA GO3** Gateway Web Dashboard (see [VIA Settings > Presentation](#) on page [28](#)).

Minimum requirements for mirroring using Airplay services are:

- **iPhone or iPad/Mini iPad** – Minimum version iOS 10 (iOS 12 or higher is recommended).
- **Mac Books and Apple Computers** – Minimum version OS X 10.11 (Mojave or higher is recommended).



AirPlay discovery relies on Bonjour (mDNS). For more information see VIA IT Deployment Guide, available for download at: [https://www.kramerav.com/product/VIA\\_GO3](https://www.kramerav.com/product/VIA_GO3).

#### 8.4.1.2 To mirror your screen using AirPlay Services:

1. Connect your Apple device to the network that **VIA GO3** is connected to.
2. For iPhone or iPad/Mini iPad: Swipe from the upper right corner to reveal the Control Center and click **Screen Mirroring**.

For Mac Books and Apple Computers: Click the AirPlay icon on the Apple Menu Bar, located in the top right corner of the screen, near the clock.

The Screen Mirroring list appears.

3. Select **VIA GO3's** AirPlay device name (default = **VIA\_AirMirror\_XXXX**, where XXXX is a random combination of letters and numbers).  
If the room code is enabled, a message appears asking you to enter the code.
4. Type the code that appears on the **VIA GO3** main display (if activated).  
Mirroring starts, and your screen appears on the main display.

**To disconnect iPhone or iPad/Mini iPad and stop mirroring:**

1. Swipe from the upper right corner to reveal the Control Center.
2. Click **Stop Mirroring**: Mirroring stops.

**8.4.1.3 Mirroring Using Miracast**

**VIA GO3** enables you to use the native Miracast feature on your Windows 10/11 laptop or Android device to mirror your screen on the main display.



This feature must be enabled by the Web Administrator.



To mirror using **VIA GO3** you need Windows 10 laptop or an Android device that supports Miracast.

If the drivers of your Windows10 laptop are up to date and the “Connect to a wireless display” option is not available, your device will not support Miracast.

Android operating system versions 4.2 and higher include built-in Miracast technology. However, some Android 4.2 and 4.3 devices do not support Miracast.

**8.4.1.4 Mirroring Windows 10 Laptops Using Miracast****To mirror a Windows 10 laptop using Miracast:**

1. On your Windows laptop, press Windows + K.  
The Room Name of your VIA collaboration device appears in the Connect list.
2. Click the Room Name of your VIA device. A PIN code field appears (if Code was activated on your VIA device).



Select the **Allow input from a keyboard...** checkbox to enable another participant to control your laptop from the main display.

3. Enter the Code that appears on the main display and click **Connect**.


The name of your device appears on the main display and then your screen is mirrored on the main display.


**8.4.1.5 Mirroring Android Devices Using Miracast****To mirror an Android device using Miracast:**

1. In your Android device settings, open WiFi Direct, Miracast, or ScreenCast.  
Device options appear on your screen.
2. Click the Room Name of your VIA collaboration device.  
A PIN code field appears (if Code was activated on your VIA device).
3. Enter the Code that appears on the main display and click **Accept/Connect**.  
The name of your device appears on the main display and then your screen is mirrored on the main display.

## 8.4.2 Presenting with Extended Desktop

**VIA GO3** can be setup to add the main display as an extension of the user's device desktop. The user's primary screen is not shared, allowing the user to keep their laptop display private while sharing.

 This feature is available on Windows client laptops only, after installation of the required drivers. When using this feature for the first time, the system asks you to install the drivers. Please accept and follow the on-screen instructions. Once the drivers are installed, reboot your PC to enable the feature.

 Mac users can use AirPlay to simulate the same behavior.

**To mirror with the Extended Desktop feature:**

- On the Kramer VIA User Dashboard, click the down arrow on Screen and select **Extended**.

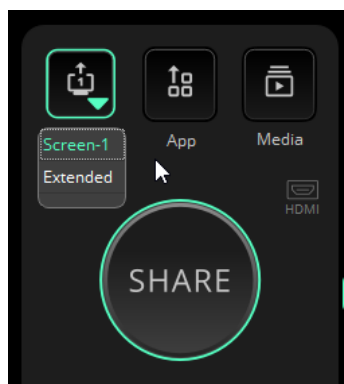



Figure 93: Media Player Window

An extension of your device desktop appears on the VIA main display.

- Drag content to the left and beyond your primary screen to show it on the main display.

 You can change the relative positioning of the two displays in your device Control Panel under Screen Resolution.

## 8.5 Sharing Media from the User Dashboard

Use the Media sharing option on the VIA app to stream video to the main display without sharing your screen. You can also simply share your screen while playing a video.

VIA GO3 also supports direct sharing from VLC player: See [RTSP Streaming Through VLC](#) on page 101 and [RTP Streaming Through VLC](#) on page 105.

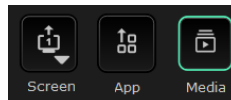
### 8.5.1 Using the Media button

Video can be streamed to the main display at a full HD 1080p/60fps rate.

**i** VIA GO3 features a 10Mbps maximum video bitrate for 30fps or 60fps videos and handles video files of up to 8GB.

#### To stream Media:

1. On the User Dashboard, click **Media**.



2. The media selection window opens on the right, with 2 tabs:
  - **My Media** tab - Lists videos on your hard drive that you added.
  - **Streaming** tab - Lists URLs of (online) videos that you added.
3. Click **Add+** (bottom right corner) to add more videos.
4. Listed items are available for streaming in future meetings, including in other rooms, not just in the present meeting - Once saved, the stream is listed until you delete it.

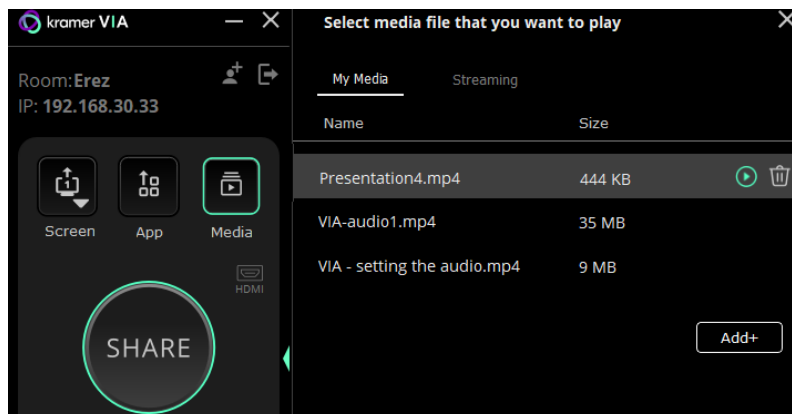


Figure 94: Media Player Window

5. To play an item, select it and click Share / click the play button.

**i** Videos are not stored in the **VIA GO3**. It handles video playback with the VIA app.

**i** Video files shared from your device to the main display by a native media player such as QuickTime and/or VLC Player may experience lower frame rates, inconsistent playback, and increased latency, depending on your laptop system's performance.

## 8.5.2 RTSP Streaming Through VLC

The Real Time Streaming Protocol (RTSP) is a network control protocol designed for use in entertainment and communications systems to control streaming media servers. The protocol establishes and controls media sessions between end points. Clients of media servers issue commands like play and pause, to facilitate real-time control of playback of media files from the server.

**VIA GO3** supports RTSP. Media played locally on a computer can be streamed on **VIA GO3**, provided the computer and **VIA GO3** are on connected networks.

### To Configure RTSP Streaming using VLC Media Player:

1. Open VLC Media Player on your device.

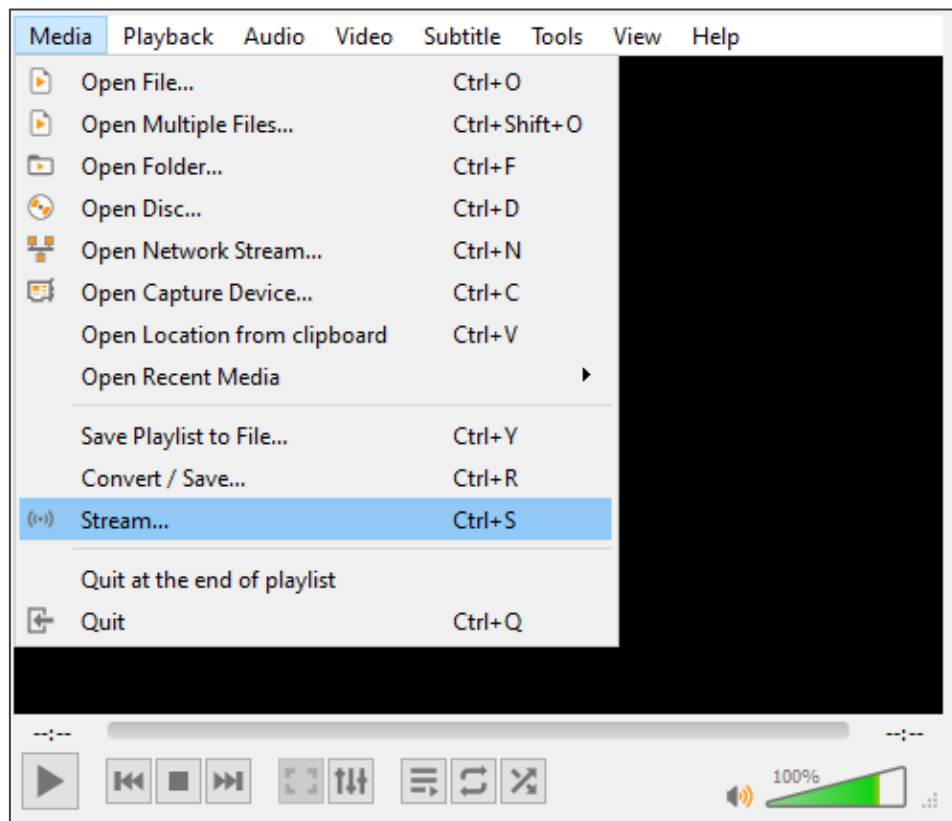


Figure 95: VLC Media Tab

- 2. Click **Media > Stream**.  
The Open Media window appears.

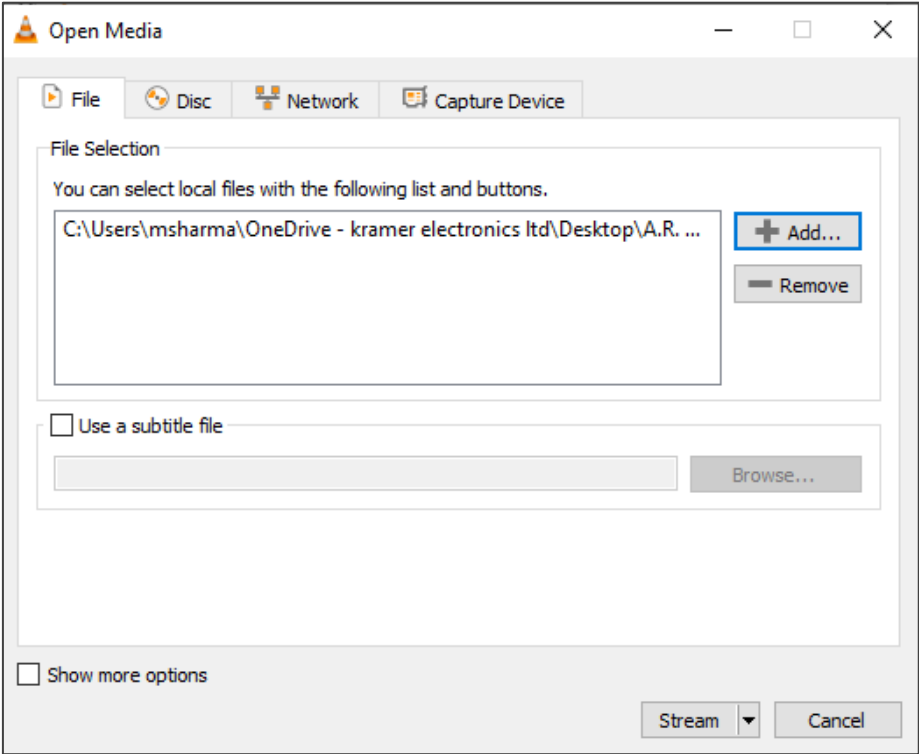


Figure 96: Media Window

- 3. Click **Add** and select a file to stream and click **Stream**.  
The Stream Output/Source window appears.

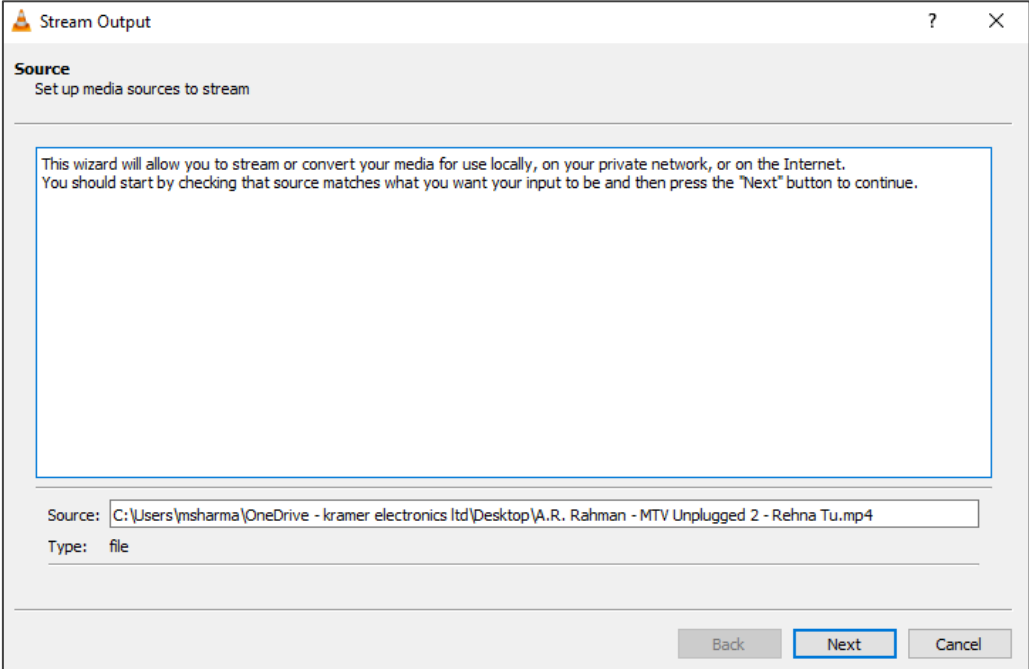


Figure 97: Stream Output Window

4. Click **Next**.

The Stream Output/Destination Setup window appears.

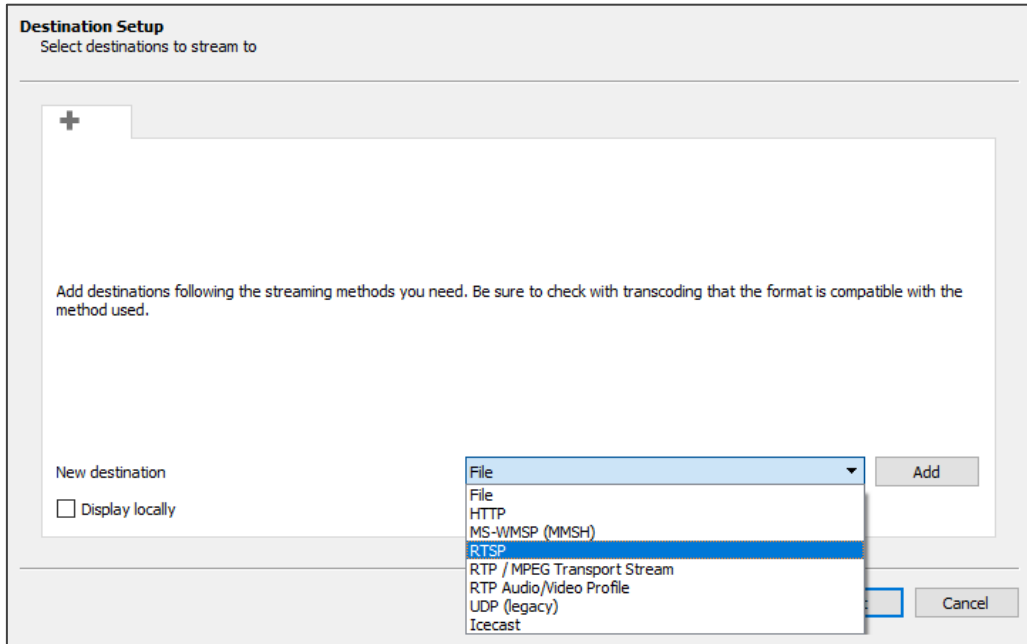


Figure 98: Destination Setup Window

5. Select **RTSP** from the New Destination drop down and click **Add**.

The RTSP tab appears.

6. Type a short name to be used as a Path and click **Next**.

The Stream Output/Transcoding Options window appears.

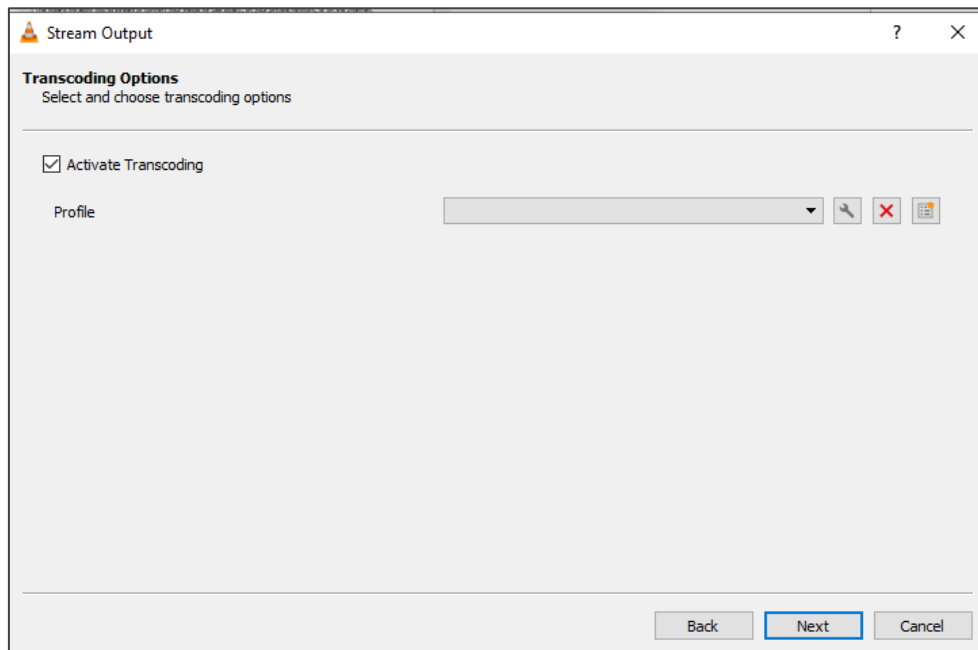


Figure 99: Transcoding Options Window

7. Clear the Activate Transcoding checkbox and click **Next**.

The Stream Output/Option Setup window appears.

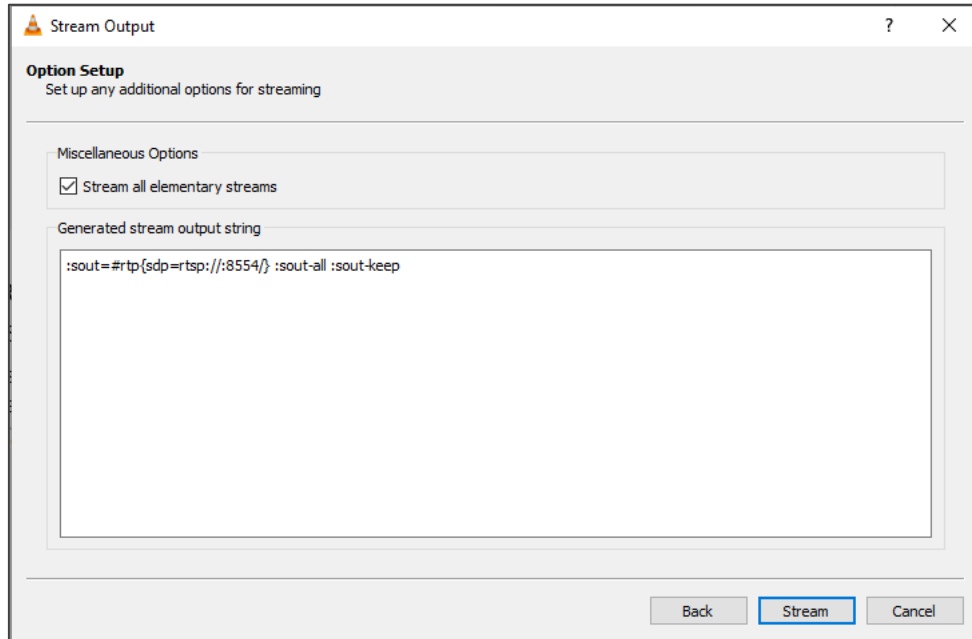


Figure 100: Options Setup Window

8. Select **Stream all elementary streams** and click **Stream**.

9. On the VIA User Dashboard, Select **Multimedia**.

The Multimedia player window appears with the My Media tab open.

10. Click **Streaming**.

The Streaming tab appears.

11. Click **+**.

The URL Name window appears.

12. In the URL Name field, enter a name for the video stream.

13. In the URL path field, enter a URL name in the following format:  
rtsp://<local computer IP address>:8554/<name mentioned in step 6>.

14. Click **OK**.

The name and URL of the streaming media appears in the Media list.

15. Select the **RTSP stream** in the Streaming table and click the play button.

RTSP Streaming using VLC Media Player is configured and the media appears on the main display.



### 8.5.3 RTP Streaming Through VLC

The Real-time Transport Protocol (RTP) is a network protocol for delivering audio and video over IP networks. RTP is used extensively in communication and entertainment systems that involve streaming media, such as telephony, video teleconference applications, television services and Web-based push-to-talk features.

**VIA GO3** supports RTP. Media can stream on a **VIA GO3** unit, provided the computer and **VIA GO3** are on connected networks.

#### To stream RTP using VLC:

1. Open VLC.
2. Click **Media > Stream**.
3. Click **Add** and select a file to stream and click **Stream**.
4. Click **Next** on the next screen.
5. Choose RTP/MPEG Transport Stream from the New Destination drop down and click **Add**.
6. Enter **VIA GO3** unit's IP address and click **Next**.

The Stream Output/Transcoding Options window appears.

7. Clear the Activate Transcoding checkbox and click **Next**.

The Stream Output/Option Setup window appears.

8. Select **Stream all elementary streams** and click **Stream**.
9. On the VIA User Dashboard, select **Media**.
10. Click **Add+** and add the URL of the video stream.
11. Select your RTP stream and click the play button.

RTP Streaming using VLC is configured and the streaming video appears on the main display.

# 9 For User: Advanced Features

## 9.1 Using the Gateway Display Dashboard

The Gateway Display Dashboard provides advanced meeting functions that are usually performed by the VIA administrator or a participant with moderator status. The dashboard is a web UI that is loaded from inside the device and controls features of the device's meeting interface. It is activated by connecting a mouse and keyboard directly to the VIA gateway unit's USB ports.

 To use the Gateway Dashboard **Quick Access Client** must be enabled by an administrator (see [6.4.2 VIA Settings > System](#) on page [26](#)).

### To use the Gateway Dashboard:

Click the VIA logo in the lower left corner of the main display. The Gateway Dashboard appears (the administrator may disable some settings):

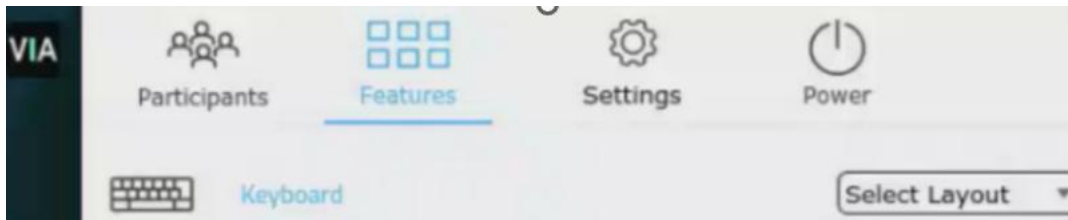


Figure 101: Gateway Dashboard

The Gateway Dashboard top-menu tabs:

- **Participants** – Shows a list of participants in the current session and allows you to interact with them.
- **Features** – Launches soft keyboard on the screen.
- **Settings** (requires Administrator privileges) – Controls IP addressing and Wi-Fi accessibility.
- **Power** – Reset, reboot or shutdown the device.

## 9.1.1 Participants Menu

VIA GO3 enables the administrator to view the participants.

The Participants option shows the participants along with DND and Display Status.

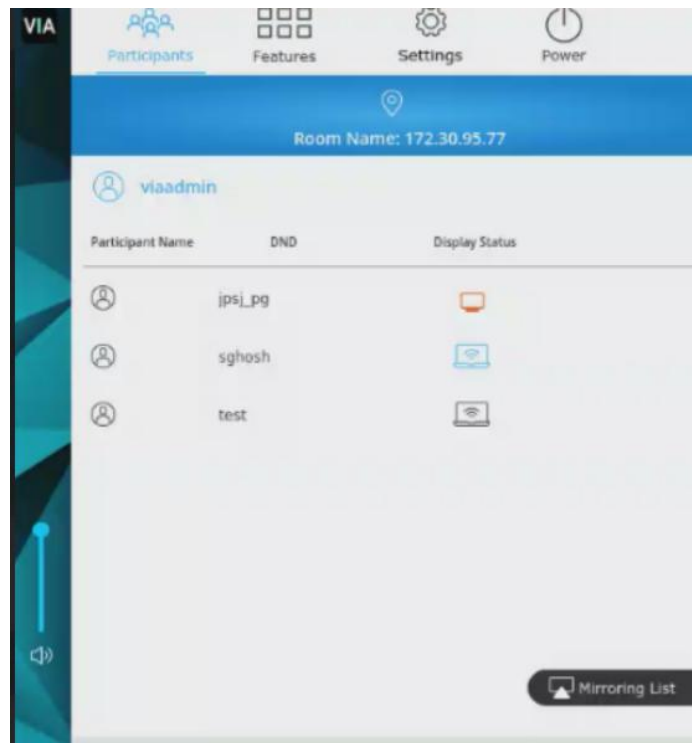


Figure 102: Participants Menu



Mirroring List only appears when a user is mirroring their screen.

## 9.1.2 Features Menu

VIA GO3 enables the administrator to show the main display on all meeting participant devices, so they can obtain a closer look at the presentation.

It shows a keyboard option, which enables a keyboard on the screen.

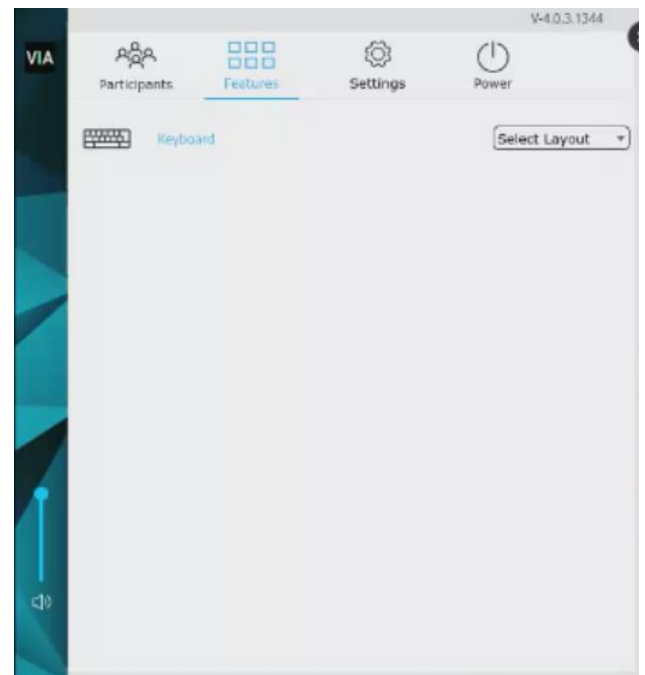


Figure 103: Features Menu

### 9.1.3 Settings Menu

The Settings menu is accessible only by System Administrators and not by Users. For more information see [7 For Web Administrator: The Gateway Display Dashboard](#) on page [82](#).

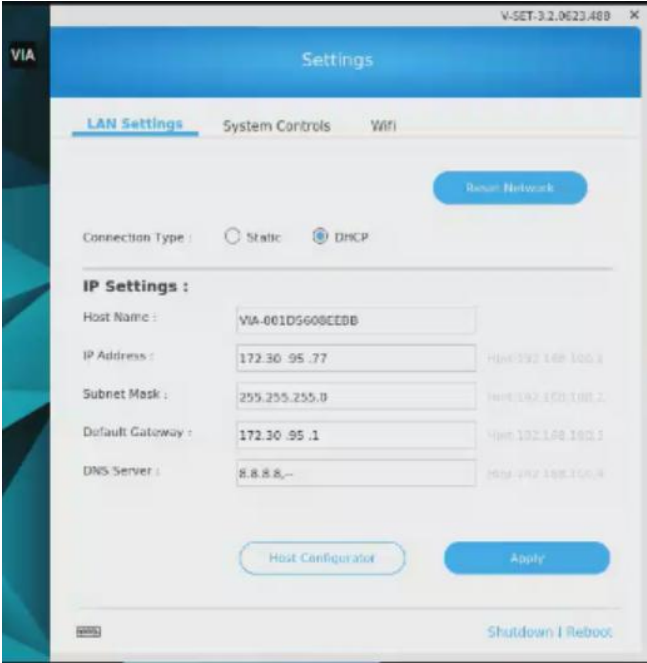


Figure 104: Settings Menu

### 9.1.4 Power Menu

You will see these options: Reset session, reboot, and shutdown.

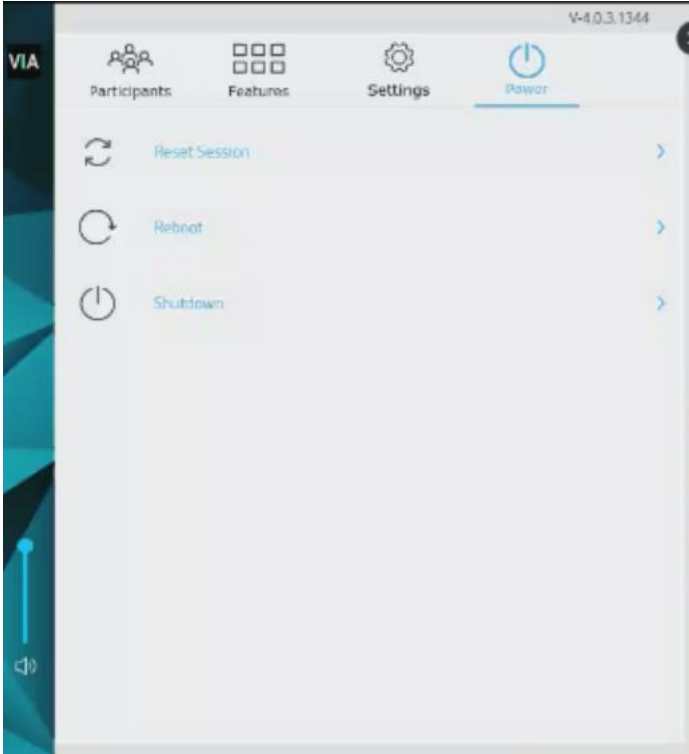


Figure 105: Power Menu

## 9.2 Changing VIA Password

The password can be changed without using root access.

To change the password:

1. Go to the Gateway Dashboard Page (enter the VIA GO3's IP address in a browser window, while connected to the same network as the VIA GO3).
2. Click **Manage Gateway Settings** (top right of screen).
3. Login with your user ID and password.
4. Right click on **Welcome** <user name> (top right of screen).
5. Select **Change Password**.



Figure 106: Change Password

3. The “change password” will redirect to the User Management page.

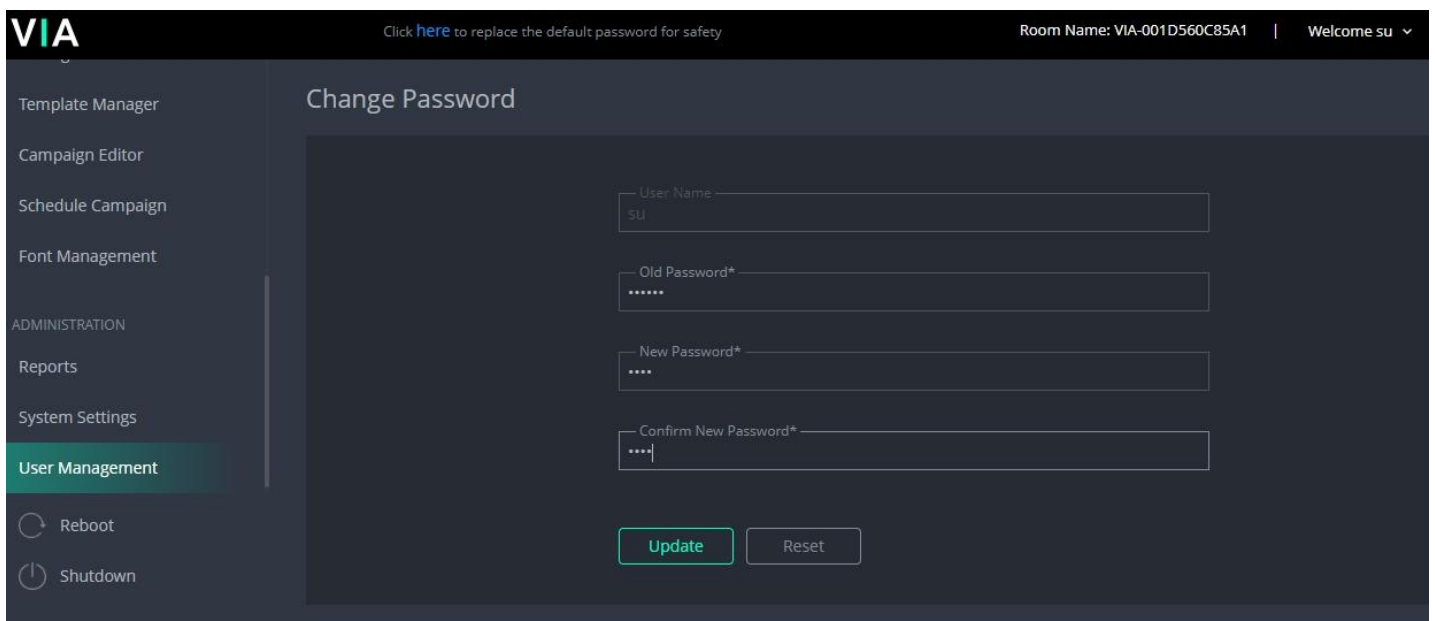


Figure 107: Redirected to User Management Page

4. Change your password (notifications may appear regarding Password Policies).
5. Reboot the VIA, and login through new password.

# 10 Technical Specifications

Ports	1 Ethernet	On an RJ-45 connector
	3 USB 3.0	On a female USB type-A connector
Outputs	1 HDMI	On a female HDMI connector
Manager	VSM on Cloud: <a href="https://www.kramerav.com/product/VSM on Cloud">https://www.kramerav.com/product/VSM on Cloud</a>	
Video	Max Resolution	4K
General	Processor	Intel® N100
	Main Memory	16GB DDR4
	Storage	128GB SSD
	Networking	1 x Gigabit LAN Wi-Fi 802.11 ac/b/g/n dual band & Bluetooth
	Operating System	Linux
Power	Source	12V DC
	Consumption	3.8A
Enclosure	Cooling	
Environmental Conditions	Operating Temperature	0° to +40°C (32° to 104°F)
	Storage Temperature	-40° to +70°C (-40° to 158°F)
	Humidity	10% to 90%, RHL non-condensing
Accessories	Included	Power adapter
Regulatory Compliance	Safety	CE FCC UKCA EAC
Physical	Product Dimensions	8.9cm x 8.9cm x 3.6cm 3.54" x 3.54" x 1.42") W, D, H
	Product Weight	0.4kg (0.9lbs) approx.
	Shipping Dimensions	16cm x 12.00cm x 11.50cm (6.3" x 4.72" x 4.53") W, D, H
	Shipping Weight	0.9kg (2.0lbs) approx.
Specifications are subject to change without notice at <a href="https://www.kramerav.com/product/VIA GO3#Tab Specification">https://www.kramerav.com/product/VIA GO3#Tab Specification</a>		



The following ports are not in use and are covered by rubber covers:

1. HDMI OUT 2.
2. USB-C.
3. Analog Audio.

# 11 VIA App Android Permissions

Permission Category	Description	How Used
Camera	Take pictures and videos.	Logging in through QRCode reader.
Contacts	Find accounts on the device.	Logging in to cloud storage apps like Google Drive, OneDrive, and Dropbox.
Network	<ul style="list-style-type: none"> <li>• Full network access.</li> <li>• View WiFi connection.</li> <li>• View network connection.</li> <li>• Receive internet data.</li> <li>• Phone.</li> </ul>	Accessing the internet over WiFi or mobile data connection and accessing the WiFi name and status for logging in to VIA app
Location	<ul style="list-style-type: none"> <li>• Access precise location only in the foreground.</li> <li>• Access approximate location (network-based) only in the foreground.</li> </ul>	Same as Network permissions. This is additional permission required in Android 9 and higher.
Storage	Read, modify, or delete the contents of your shared storage.	Acquiring and saving image, video, pdf, and other types of files from the device/SD Card.
Bluetooth network	<ul style="list-style-type: none"> <li>• Access Bluetooth settings.</li> <li>• Pair with Bluetooth Devices.</li> </ul>	Enabling autofill Nick Name/ Username on the login page, if the device name API is not supported in Android phone.
NFC	Controlling NFC (Near Field Communication).	Logging in via NFC tag.
Power Settings	Prevent phone from sleeping	Preventing your device from going into sleep mode while using VIA App.

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.

If it is decided that this product should be returned directly to Kramer Electronics, this product should be properly packed, preferably in the original carton, for shipping. Cartons not bearing a return authorization number will be refused.

### **Limitation of Liability**

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

### **Exclusive Remedy**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRAMER ELECTRONICS SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF KRAMER ELECTRONICS CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW. IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES IS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING DISCLAIMER OF IMPLIED WARRANTIES SHALL NOT APPLY TO YOU, AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR THE PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER APPLICABLE LAW.

### **Other Conditions**

This limited warranty gives you specific legal rights, and you may have other rights which vary from country to country or state to state.

This limited warranty is void if (i) the label bearing the serial number of this product has been removed or defaced, (ii) the product is not distributed by Kramer Electronics or (iii) this product is not purchased from an authorized Kramer Electronics reseller. If you are unsure whether a reseller is an authorized Kramer Electronics reseller, visit our web site at [www.kramerav.com](http://www.kramerav.com) or contact a Kramer Electronics office from the list at the end of this document.

Your rights under this limited warranty are not diminished if you do not complete and return the product registration form or complete and submit the online product registration form. Kramer Electronics thanks you for purchasing a Kramer Electronics product. We hope it will give you years of satisfaction.





**HDMI™**  
HIGH-DEFINITION MULTIMEDIA INTERFACE



P/N: 2900-301795

Rev: 1



#### 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.

We welcome your questions, comments, and feedback.

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