

ViewSonic[®]



SC-Z55
Zero Client
User Guide

Model No. VS15168

Compliance Information

FCC Statement

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

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

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

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

For Canada

- This Class B digital apparatus complies with Canadian CAN ICES-3 (B).
- Cet appareil numérique de la classe B est conforme à la norme NMB-3 (B) du Canada.

Following information is only for EU-member states:


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

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

If the batteries, accumulators and button cells included with this equipment, display the chemical symbol Hg, Cd, or Pb, then it means that the battery has a heavy metal content of more than 0.0005% Mercury or more than, 0.002% Cadmium, or more than 0.004% Lead.



Important Safety Instructions

1. Read these instructions completely before using the equipment.
2. Keep these instructions in a safe place.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this equipment near water. Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
6. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer's instructions.
7. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
8. Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, consult an electrician for replacement of the outlet.
9. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where it emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
10. Only use attachments/accessories specified by the manufacturer.
11. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the equipment. When a cart is used, use caution when moving the cart/equipment combination to avoid injury from tipping over. 
12. Unplug this equipment when it will be unused for long periods of time.
13. Refer all servicing to qualified service personnel. Service is required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.
14. Do not remove equipment covers and access any of the components inside the equipment. Any access inside the equipment without an authorized or certified technician may cause serious injuries and damage. For any problem, contact your dealer for assistance.
15. Don't use a keyboard and mouse that in total require more than 200 mA of rated current during operation.
16. Use only power supplies listed in the user instructions.

Declaration of RoHS Compliance

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

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

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

Examples of exempted components are:

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

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Other product names mentioned herein are used for identification purposes only and may be trademarks and/or registered trademarks of their respective companies.

Disclaimer: ViewSonic Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

In the interest of continuing product improvement, ViewSonic Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.

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NOTE

- **Display Sleep Mode.** Within 5 minutes of user inactivity, the display will enter the Display Sleep mode with a blank screen and reduced power consumption by the factory default settings. The display returns to the Display Normal mode upon sensing a request from a user such as moving the mouse or pressing a key.
- To adjust settings for the Display Sleep mode, click **Options > Configuration > OSD** to adjust the settings.
- **System Sleep Mode.** ViewSonic SC-Z55 doesn't support the System/Client Sleep mode.



NOTE

- The default power management settings have been selected for compliance with ENERGY STAR that are recommended by the ENERGY STAR program for optimal energy savings.

Product Registration

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: www.viewsonic.com.

For Your Records

Product Name:	SC-Z55 ViewSonic Zero Client
Model Number:	VS15168
Document Number:	SC-Z55_UG_ENG Rev. 1A 01-02-13
Serial Number:	_____
Purchase Date:	_____

Product disposal at end of product life

ViewSonic respects the environment and is committed to working and living green. Thank you for being part of Smarter, Greener Computing. Please visit ViewSonic website to learn more.

USA & Canada: <http://www.viewsonic.com/company/green/recycle-program/>

Europe: <http://www.viewsoniceurope.com/uk/support/recycling-information/>

Taiwan: <http://recycle.epa.gov.tw/recycle/index2.aspx>

About This User's Manual

This installation guide provides basic information on how to set up SC-Z55 zero clients.

Manual Structure and Subjects

Chapter	Subject
1	Provides an overview of ViewSonic SC-Z55 zero clients.
2	Provides detailed instructions on how to set up ViewSonic SC-Z55 zero clients.
Specifications	Provides detailed information on key components of ViewSonic SC-Z55 zero clients.

Notes, Tips, and Warnings

Throughout this manual, the notes and warnings in the following formats are used to provide important information, and prevent injuries to you, damage to your devices, or loss of data on your system.



NOTE

- A note provides important information for a specific situation.



WARNING

- A warning provides crucial information that must be followed to prevent injuries to you, damage to your devices, or loss of data on your system.

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1

Overview

This chapter provides an overview of your SC-Z55 zero clients.

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Key features of ViewSonic SC-Z55	2
1.3 Package Contents	
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1.1 Introduction

Desktop virtualization provides a new perspective to reconsider the design and implementation of an IT infrastructure. In a desktop virtualization infrastructure, a station is no longer a cumbersome desktop, but simply an endpoint device for users to access delivery services from the server(s).

With the introduction of the desktop virtualization technologies, you can considerably benefit from:

- On-demand applications/desktops
- Centralized management of work environments
- Drastically reduced endpoint software/hardware issues
- Simplified system maintenance and Improved system security
- More scalability with low-cost endpoint devices

1.2 Features

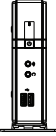

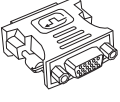
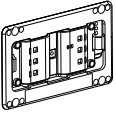



The key features of ViewSonic SC-Z55 zero clients are:

- Teradici™ TERA2321 processor with Teradici™ 2nd generation zero client chipset
- Support for VMware® desktop virtualization solution: VMware® View™

1.3 Package Contents

Please check your package contents. Ensure that all of the items are present in your package. If any items are missing or damaged, please contact your dealer immediately.

ViewSonic SC-Z55

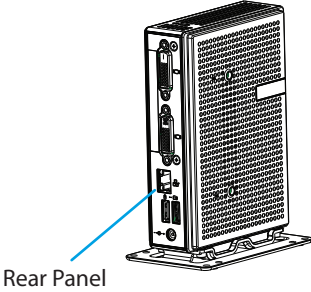
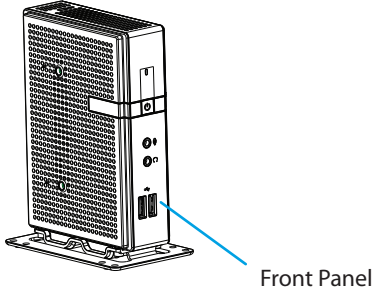
ViewSonic SC-Z55	AC adapter	DVI-I to VGA adapter
		
Stand (VESA plate)	Driver CD	Quick Start Guide
		
Compliance Information brochure		
		

1.4 Exterior Views

ViewSonic SC-Z55

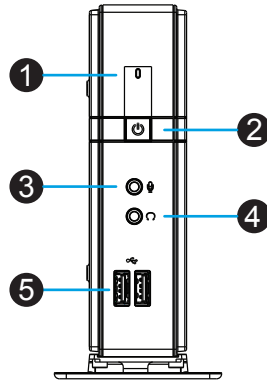
Left Front View










Right Rear View



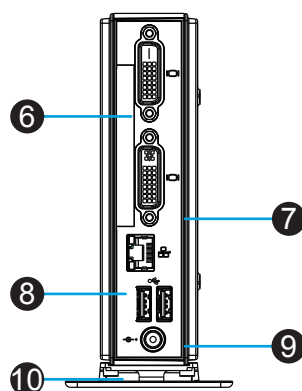
1.5 Panel Components











ViewSonic SC-Z55



Front Panel				
No.	Component	Sign	Name	Description
1			Power LED	Indicates the status of power.
2			Power button	<ul style="list-style-type: none">• Press to power on the zero client.• Long press to force power off the zero client.
3			Microphone port	Connects to a microphone.
4			Headphone port	Connects to a set of headphones or a speaker system.
5			USB port	Connects to a USB device.

ViewSonic SC-Z55



Rear Panel				
No.	Panel Component	Sign	Component Name	Description
6			DVI-D port	Connects to a high quality digital display device such as a LCD monitor or a digital projector.
7			DVI-I port	Connects to a high quality digital display device such as a LCD monitor or a digital projector.
8			LAN port	Connects to a network.
9			USB port	Connects to a keyboard or mouse.
10			DC IN	Connects to an AC adapter.



NOTE

- Your SC-Z55 comes with a DVI-I to VGA adapter. If only the VGA monitor is available, use the supplied *DVI-I to VGA adapter* to connect your VGA monitor to SC-Z55's *DVI-I port*. For detailed instructions, please see section "2.3 Getting Connected" on page 12.

1.6 LED Indicators

Your SC-Z55 is equipped with a Power LED to indicate the state of power. The meanings of LED signals are described as follows:

LED	Signal	Meaning
Power LED	Off	The client is off.
	Blue	The client is on.

The LAN port of your SC-Z55 has two LED indicators showing the state of networking. The meanings of LED signals are described as follows:

	Left LED (transmission rate)	Right LED (transmission activity)	Meaning
LED Signal	Off	Off	The client is not connected to a LAN.
	Off	Amber blinking	The client connects to a 10 Mbps LAN.
	Orange	Amber blinking	The client connects to a 100 Mbps LAN.
	Green	Amber blinking	The client connects to a 1000 Mbps LAN.

2

Setting Up Your SC-Z55

This chapter provides detailed instructions on how to set up your SC-Z55 zero clients.

2.1 Positioning Your SC-Z55

To mount your SC-Z55

Step 1: Remove the Stand from Your SC-Z55	8
Step 2: Understand Your Stand / VESA Mount Kit for SC-Z55	9
Step 3: Store Screws inside the Bracket	10
Step 4: Remove Screws from the Bracket	10
Step 5: Mount Your SC-Z55	11

2.2 Assembling the AC Adapter

How to assemble the AC adapter and its detached plug	11
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2.3 Getting Connected

How to connect peripherals and power for SC-Z55	12
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2.1 Positioning Your SC-Z55

There are two ways to position your SC-Z55:

- Put it (with its stand) on a desk or a desired place *uprightly*.
- Mount it on *the back of a monitor* using a VESA mount kit.

To mount your SC-Z55 on the back of a monitor, please follow the steps below:

Step 1: Remove the Stand from Your SC-Z55

Step 2: Understand Your Stand / VESA Mount Kit for SC-Z55

Step 3: Store Away Screws inside the Bracket

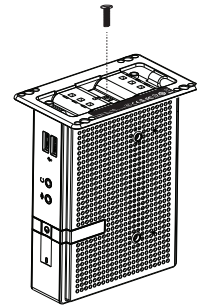
Step 4: Remove Screws from the Bracket

Step 5: Mount Your SC-Z55

Step 1: Remove the Stand from Your SC-Z55

To remove the stand from your SC-Z55, please do the following:

1. Place your SC-Z55 on a flat surface with the stand side upward.
2. Remove the screw that fixes the stand to your SC-Z55.
3. Store away the removed screw inside the stand. Detailed instructions will be provided in [Step 2](#) and [3](#).



NOTE

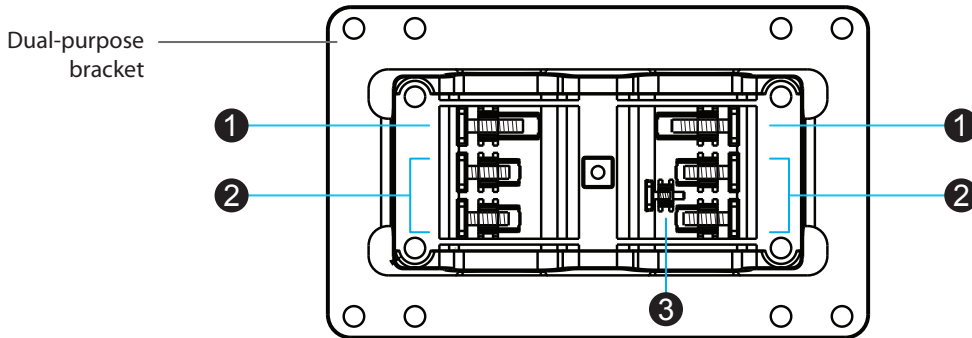
- It's highly recommended to store screws away inside the stand when not needed to prevent them getting lost.

Step 2: Understand Your Stand / VESA Mount Kit for SC-Z55

The stand for your SC-Z55 is dual-purpose: it can be used as a stand or as a VESA mount kit. All screws of different types supplied with the stand / VESA mount kit can be stored away inside the main bracket when not needed.

Screws Stored Away inside the Bracket

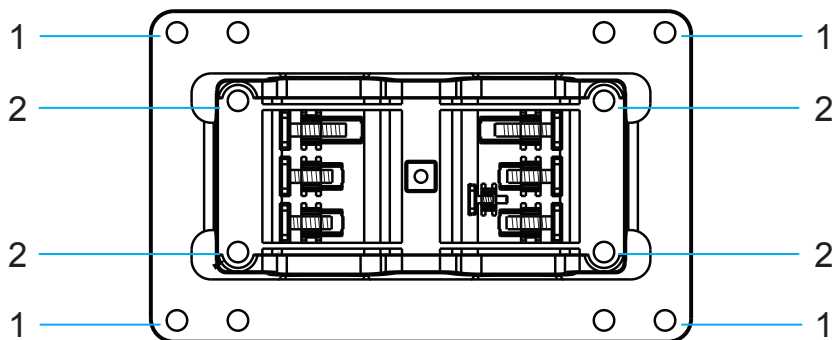
The following figure shows different types of screws stored away inside the main bracket.



Screw Type	Number	Description
1	2	The largest-size screws used to secure the bracket to a monitor as a VESA mount if the middle-size screws cannot firmly secure the bracket and your SC-Z55 to the monitor.
2	4	The middle-size screws used to secure the bracket to your SC-Z55 and to a monitor when using the bracket as a VESA mount.
3	1	The smallest-size screw used to secure the bracket to your SC-Z55 as a stand.

Mount Holes on the Bracket

Refer to the following figure and descriptions for the VESA mount holes on the bracket.



Mount Hole	Description
1	The VESA mount holes used to secure the bracket to a monitor (only two of them will be used).
2	The VESA mount holes used to secure the bracket to your SC-Z55 (only two of them will be used).

Step 3: Store Screws inside the Bracket

To store screws inside the bracket, please do the following:



NOTE

- It's highly recommended to store screws inside the bracket when not needed to prevent them getting lost.

1. Place a sheet of paper or a piece of cloth on a flat surface, and then put your bracket on that paper or cloth with the screw storage side upward.
2. Place the screw upon its storage space, and push the screw into the space with your finger until it clicks into place. For the smallest-size screw, use the tip of a screwdriver instead to push the screw.



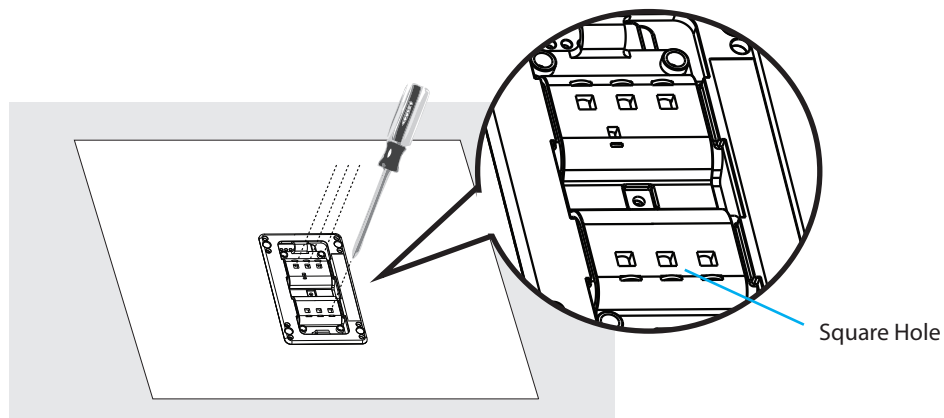
NOTE

- Please refer to the figure and descriptions in "Step 2: Understand Your Stand / VESA Mount Kit for SC-Z55"5" for the correct storage space of each screw.

Step 4: Remove Screws from the Bracket

To remove screws stored inside the bracket, please do the following:

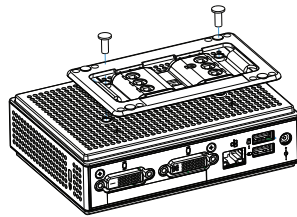
1. Place a sheet of paper or a piece of cloth on a flat surface, and then put your bracket on that paper or cloth with the screw storage side downward.
2. Insert the tip of a screwdriver into the square holes to remove the desired screws from the bracket.



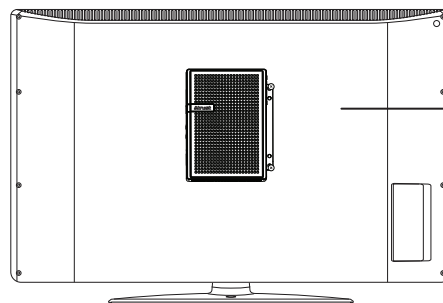
Step 5: Mount Your SC-Z55

To mount your SC-Z55 on the back of a monitor, please do the following:

1. Refer to [Step 2](#) and [Step 4](#) to prepare required screws for mounting your SC-Z55.
 - You will need two (2) screws of type **2** to secure the bracket to your SC-Z55.
 - You will need two (2) screws of type **1** or **2** to secure the bracket to the monitor.
2. Place your SC-Z55 on a flat surface with the VESA mount hole side upward.
3. Refer to [Step 2](#) to choose two of the four VESA mount holes on the bracket to align with two mount holes on your SC-Z55 such that the bracket projects out and is closer to the rear panel than the front one as shown below, and then secure the bracket to your SC-Z55 with two (2) screws of type **2**.



4. Align the mount holes on the bracket with the mount holes on the back of the monitor, and then secure the bracket to the monitor with two (2) screws of type **2** or **1**. Ensure that your SC-Z55 is located in the center of the monitor and the rear panel of your SC-Z55 is facing rightward as shown below.

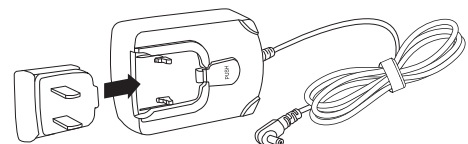


Have SC-Z55's rear panel facing rightward.

2.2 Assembling the AC Adapter

To assemble the AC adapter for your SC-Z55, please do the following:

1. Unpack your zero client package and take out the AC adapter and its detached plug.
2. Slide the plug into the AC adapter until it clicks into place.



NOTE

- The supplied plug may vary, depending on different areas.

2.3 Getting Connected

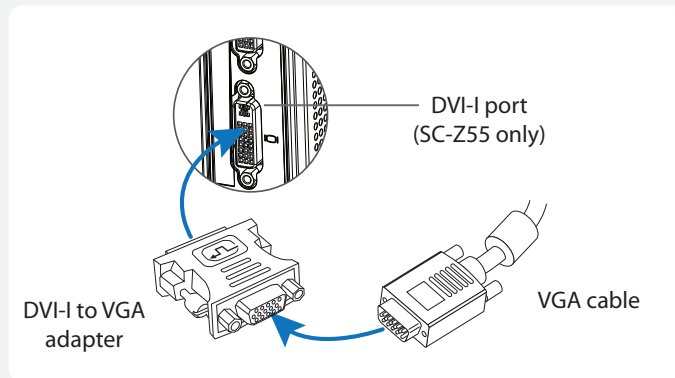
To make connections for your SC-Z55, please do the following:

1. Connect your SC-Z55 to your local network with an Ethernet cable.
2. Connect a keyboard and mouse to your SC-Z55.
3. Connect and **turn on** the monitor(s).



NOTE

- For your SC-Z55, if only the VGA monitor is available, use the supplied DVI-I to VGA adapter to connect your SC-Z55 and monitor.



- Please note that you need to connect and turn on your monitor(s) **before** powering up your zero client. Otherwise, the client may fail to set an appropriate resolution for the monitor(s).

4. Connect your SC-Z55 to a power outlet using the AC adapter included in the package.



NOTE

- For detailed instructions on how to assemble the supplied AC adapter, please refer to section "2.2 Assembling the AC Adapter" on page 11.

5. Connect other peripherals for your SC-Z55 if needed.

Manual of Zero Client, PCoIP firmware update and PCoIP Management Console Software:

1. Please visit ViewSonic website at www.viewsonic.com to download the user guide of Zero Client and PCoIP firmware updates.
2. The latest version of "PCoIP Management Console Software" can be downloaded free of charge from the Teradici web site. You will simply need to create an account first and accept the End User License Agreement (EULA), before downloading:
<http://techsupport.teradici.com/ics/support/default.asp?deptID=15164>

Specifications

ViewSonic SC-Z55 zero client

Processor	Teradici TERA2321
Memory	512 MB
Resolutions	Two DVI ports for one display: Up to 2560 x 1600, dual DVI-to-DVI Y cable needed (optional) One DVI port for one display: Up to 1920 x 1200
I/O interfaces	Front: 2 x USB 2.0 1 x Microphone 1 x Headphone Rear: 2 x USB 2.0 1 x RJ-45 1 x DVI-I 1 x DVI-D 1 x DC IN
Networking	1 x 10/100/1000Mb Ethernet
Power	DC Power In: DC 5V, 3A External Power Adapter: AC 100-240, 50/60Hz, 0.5A
Supported Protocols	VMware PCoIP
Security	1 x Kensington lock slot
Mount / Stand	VESA mount kit / Stand, (W)68 x (H)10 x (D)111 mm
Dimensions	(W)39.5 x (H)143 x (D)103 mm
Net Weight	1.15 lbs (0.52 kgs)
Environment	Operating Temperature: 0° C ~ 40° C Non-operating Temperature: -30° C ~ 60° C Operating Humidity (Rh): 10% ~ 90% (non-condensing) Non-operating Humidity (Rh): 5% ~ 95%

Other Information

Customer Support

For technical support or product service, see the table below or contact your reseller.

NOTE: You will need the product serial number.

Country/ Region	Website	T = Telephone F = FAX	Email
Australia/New Zealand	www.viewsonic.com.au	AUS= 1800 880 818 NZ= 0800 008 822	service@au.viewsonic.com
Canada	www.viewsonic.com	T (Toll-Free)= 1-866-463-4775 T (Toll)= 1-424-233-2533 F= 1-909-468-3757	service.ca@viewsonic.com
Europe	www.viewsoniceurope.com	www.viewsoniceurope.com/uk/support/call-desk/	
Hong Kong	www.hk.viewsonic.com	T= 852 3102 2900	service@hk.viewsonic.com
India	www.in.viewsonic.com	T= 1800 266 0101	service@in.viewsonic.com
Korea	www.kr.viewsonic.com	T= 080 333 2131	service@kr.viewsonic.com
Latin America (Argentina)	www.viewsonic.com/la/	T= 0800-4441185	soporte@viewsonic.com
Latin America (Chile)	www.viewsonic.com/la/	T= 1230-020-7975	soporte@viewsonic.com
Latin America (Columbia)	www.viewsonic.com/la/	T= 01800-9-157235	soporte@viewsonic.com
Latin America (Mexico)	www.viewsonic.com/la/	T= 001-8882328722	soporte@viewsonic.com
Renta y Datos, 29 SUR 721, COL. LA PAZ, 72160 PUEBLA, PUE. Tel: 01.222.891.55.77 CON 10 LINEAS Electroser, Av Reforma No. 403Gx39 y 41, 97000 Mérida, Yucatán. Tel: 01.999.925.19.16 Other places please refer to http://www.viewsonic.com/la/soporte/index.htm#Mexico			
Latin America (Peru)	www.viewsonic.com/la/	T= 0800-54565	soporte@viewsonic.com
Macau	www.hk.viewsonic.com	T= 853 2870 0303	service@hk.viewsonic.com
Middle East	ap.viewsonic.com/me/	Contact your reseller	service@ap.viewsonic.com
Puerto Rico & Virgin Islands	www.viewsonic.com	T= 1-800-688-6688 (English) T= 1-866-379-1304 (Spanish) F= 1-909-468-3757	service.us@viewsonic.com soporte@viewsonic.com
Singapore/ Malaysia/ Thailand	www.ap.viewsonic.com	T= 65 6461 6044	service@sg.viewsonic.com
South Africa	ap.viewsonic.com/za/	Contact your reseller	service@ap.viewsonic.com
United States	www.viewsonic.com	T (Toll-Free)= 1-800-688-6688 T (Toll)= 1-424-233-2530 F= 1-909-468-3757	service.us@viewsonic.com

Limited Warranty

ViewSonic® Thin Client

What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. ViewSonic provides no warranty for the third-party software included with the product or installed by the customer.

How long the warranty is effective:

ViewSonic Thin Client products are warranted for (3) years from the first consumer purchase for parts and labor.

User is responsible for the back up of any data before returning the unit for service. ViewSonic is not responsible for any data lost.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Any damage of the product due to shipment.
 - c. Removal or installation of the product.
 - d. Causes external to the product, such as electrical power fluctuations or failure.
 - e. Use of supplies or parts not meeting ViewSonic's specifications.
 - f. Normal wear and tear.
 - g. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
4. Removal, installation, one way transportation, insurance, and set-up service charges.

How to get service:

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

Limitation of implied warranties:

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

Exclusion of damages:

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

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.
4. Repair or attempted repair by anyone not authorized by ViewSonic.

Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For warranty information and service on ViewSonic products sold outside of the U.S.A. and Canada, contact ViewSonic or your local ViewSonic dealer.

The warranty period for this product in mainland China (Hong Kong, Macao and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

For users in Europe and Russia, full details of warranty provided can be found in www.viewsoniceurope.com under Support/Warranty Information.



ViewSonic®