

## USER MANUAL

### **MODEL:**

**VIA GO<sup>2</sup>**

**Wireless Presentation Solution  
(For Firmware Version 3.0)**



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# 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 on a daily basis. In recent years, we have redesigned and upgraded most of our line, making the best even better!

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## Getting Started

Congratulations on purchasing your Kramer **VIA GO<sup>2</sup> Wireless Presentation Solution**.

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 [www.kramerav.com/downloads/VIA GO<sup>2</sup>](http://www.kramerav.com/downloads/VIA_GO2) to check for up-to-date user manuals, application programs, and to check if firmware upgrades are available (where appropriate).

## 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 GO<sup>2</sup>** away from moisture, excessive sunlight and dust.



This equipment is to be used only inside a building. It may only be connected to other equipment that is installed inside a building.

## Safety Instructions



**Caution:** There are no operator serviceable parts inside the unit

**Warning:** Use only the Kramer Electronics power supply that is provided with the unit

**Warning:** Disconnect the power and unplug the unit from the wall before installing

## 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 [www.kramerav.com/support/recycling](http://www.kramerav.com/support/recycling).

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## Overview

Congratulations on purchasing your Kramer **VIA GO<sup>2</sup> Wireless Presentation Solution**.

**VIA GO<sup>2</sup>** 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 GO<sup>2</sup>** is super-compact (7x7cm) 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.

## 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 without a dongle. 2.4GHz/5GHz Wi-Fi and MIMO antennas establish and maintain a fast and reliable connection.
- High Quality Video Streaming – Supports up to 4K@30Hz resolution (using the VIA app Multimedia feature).
- Simultaneous Display – Two participants can simultaneously present content on main display.
- VIA Product Integration – Seamlessly compatible with VIA Site Management (VSM) Software & VIA Pad.
- Easy and Flexible Installation – With a super-compact 7x7cm form factor, it can be discreetly installed on the back of a display, projector or almost anywhere.

## Typical Applications

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

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## Supported Devices

The following user devices are supported by the **VIA GO<sup>2</sup> Wireless Presentation Solution**:

- Windows 7/8/10® (32-bit/64-bit) computer.
- Macintosh® computer, using OSX 10.11.x or newer.
- Chromebook.
- iPad/iPhone® tablet/smartphone (iPad 2 or later, iOS 10 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® 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.

# Defining VIA GO<sup>2</sup> Wireless Presentation Solution

This section defines VIA GO<sup>2</sup>.

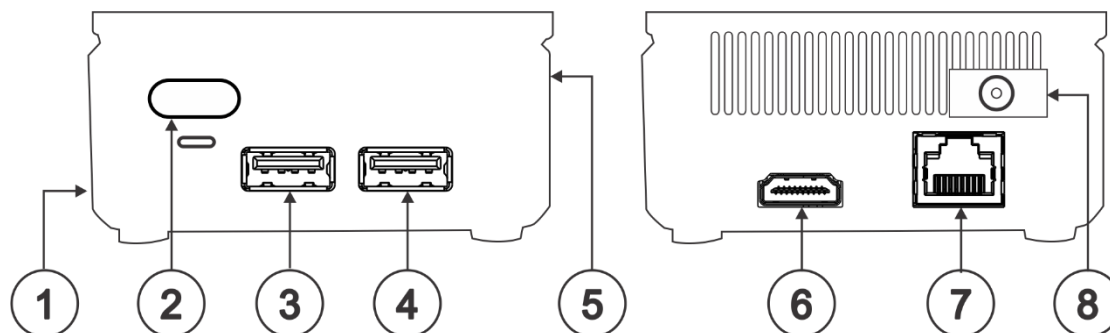


Figure 1: VIA GO<sup>2</sup> Wireless Presentation Solution

#	Feature	Function
①	Micro SD Card Slot	Not in use.
②	Power Button with LED	Press to power ON or turn OFF the device.
③	USB 3.0 Connector	Connect to a USB device, for example, a keyboard or mouse.
④	USB 2.0 Connector	Connect to a USB device, for example, a keyboard or mouse.
⑤	Lock Opening	Connect to a security locking cable.
⑥	HDMI™ Connector	Connect to an HDMI sink.
⑦	RJ-45 Connector	Connect to a LAN (default mode).
⑧	Power Connector	Connect to the 12V DC power supply.

# For Installer: Mounting VIA GO<sup>2</sup>

This section provides instructions for mounting **VIA GO<sup>2</sup>**. 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 GO<sup>2</sup>** before connecting any cables or power.

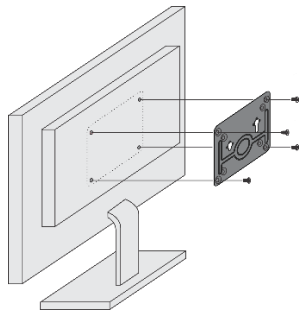


## Warning:

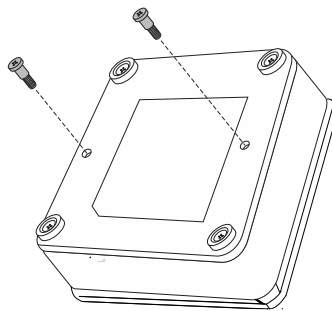
- Ensure that the environment (e.g., maximum ambient temperature & air flow) is compatible for the device.
- Avoid uneven mechanical loading.
- Appropriate consideration of equipment nameplate ratings should be used for avoiding overloading of the circuits.
- Reliable earthing of rack-mounted equipment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

**You can install VIA GO<sup>2</sup> using one of the following methods:**

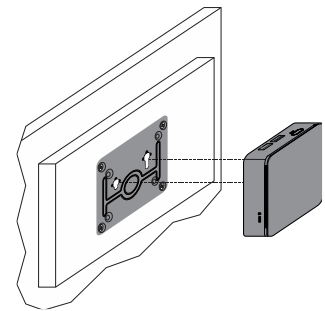
- Place the device on a flat surface.
- Mount on a wall or the back of a display using the included VESA mounting bracket:



1. Attach the VESA mounting bracket to the back of the display with 4 screws.



2. Fasten two screws to the bottom of **VIA GO<sup>2</sup>**.



3. Insert the screws on the bottom of **VIA GO<sup>2</sup>** into the slots on the mounting bracket.

# For Installer: Connecting VIA GO<sup>2</sup>



Always switch off the power to each device before connecting it to your VIA GO<sup>2</sup>. After connecting your VIA GO<sup>2</sup>, connect its power and then switch on the power to each device.

## Connecting Device



If you wish to use a Kramer active optical pluggable HDMI cable with your VIA GO<sup>2</sup>, contact your local Kramer office to assist in purchasing the correct cable.

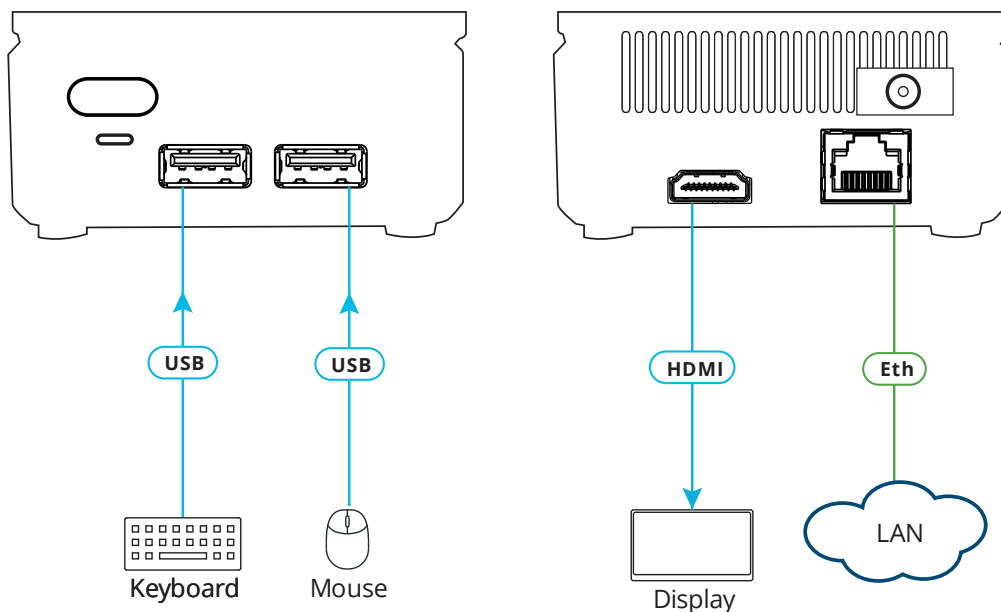


Figure 2: Connecting to VIA GO<sup>2</sup>

To connect VIA GO<sup>2</sup> as illustrated in the example in [\(Figure 2\)](#):

1. Connect a keyboard and mouse to the USB 3.0 Connector [\(3\)](#) and the USB 2.0 Connector [\(4\)](#).
2. Connect an HDMI display to the HDMI Connector [\(6\)](#) to be used as the main display for the meeting (see [Connecting Main Display](#) on page [7](#)).
3. Connect the LAN (Local Area Network) cable to the RJ-45 connector [\(6\)](#)  
-OR-  
Connect to your network using a commercial wireless router.
4. Connect wirelessly with a supported device (see [Supported Devices](#) on page [3](#)) after installing the Kramer VIA app (see [For User: Running Kramer VIA App](#) on page [16](#)).



To enable participation in a presentation session (send and receive content), connect VIA GO<sup>2</sup> and all participant devices (PCs/ MACs/ smartphones/tablets) to the same network (LAN or WLAN).



For a list of supported devices, see [Supported Devices](#) on page [3](#).



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## Connecting Main Display

The main display is the screen connected directly to **VIA GO<sup>2</sup>**. When **VIA GO<sup>2</sup>** is booted up, the VIA gateway screen appears on the main display. All collaboration activity is then displayed here.

**VIA GO<sup>2</sup>**'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.

# For Web Administrator: Configuring Settings – Embedded Web Pages

VIA GO<sup>2</sup> enables users with Web Administrator access to configure settings for your VIA GO<sup>2</sup> unit.

VIA GO<sup>2</sup> enables you to do the following:

- [Logging in to Embedded Web Pages](#) on page [8](#).
- [Managing Network Settings](#) on page [9](#).
- [Managing VIA Features](#) on page [14](#).

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## Logging in to Embedded Web Pages

The embedded web pages enable you to configure your VIA GO<sup>2</sup> unit. The embedded web pages are accessed from any computer through the Internet or your local network.

To log in to the VIA GO<sup>2</sup> embedded web pages:

1. Open a Web browser and go to the IP address for your VIA GO<sup>2</sup> unit.  
The embedded web pages Welcome page appears.



Figure 3: Embedded Web Pages Welcome Page

2. Click **Manage Gateway Settings** in the upper right corner.  
The Administrator Login page appears.
3. Type a Web Administrator Username (default = su) and Password (default = supass).



You must log in as a user with Web Administrator user role to access settings through the embedded web pages.

4. Type the two Captcha Text strings with a space between them in the text box.



You can change the Captcha Text by clicking the refresh button to the right of the text box.

5. Click **Login**.

The Home page appears.

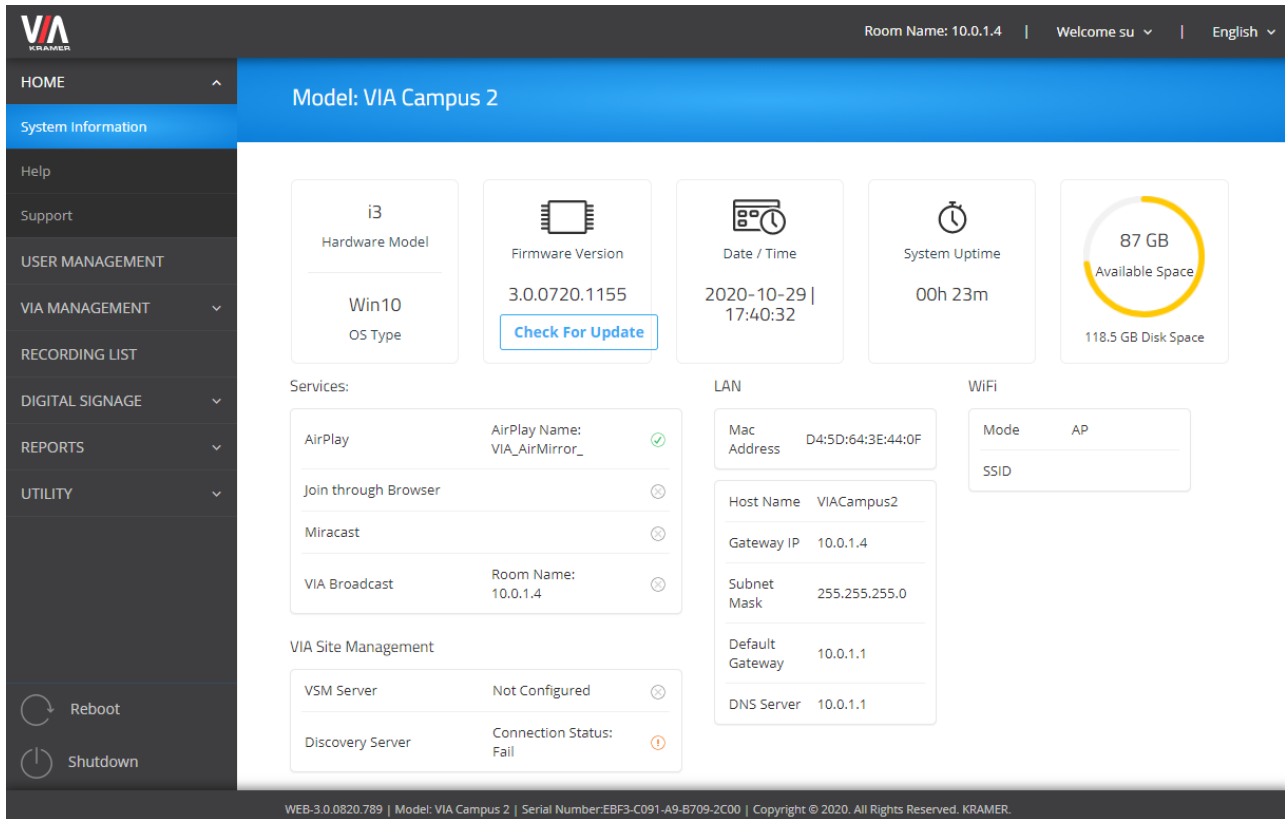


Figure 4: Embedded Web Pages Home > System Information Page



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 the web pages.



After changing a setting, click **Reset VIA Session** for changes to take effect.



For settings that display the Apply or Apply Settings button, click **Apply** or **Apply Settings** to save the changes and then click **Reset VIA Session** for changes to take effect.

## Managing Network Settings

VIA GO<sup>2</sup> enables you to do the following:

- [Changing Device IP Address](#) on page [10](#).
- [Setting Up Secure Wireless Guest Access Point](#) on page [10](#).
- [Connecting VIA GO<sup>2</sup> to Network Wirelessly](#) on page [11](#).
- [Uploading SSL Certificate](#) on page [13](#).

## Changing Device IP Address

-  The default IP setting is DHCP that assigns an automatic IP address to your **VIA GO<sup>2</sup>** device. This enables easy plug and play setup when connecting your **VIA GO<sup>2</sup>** to the network. The following explains how to change a static IP address.
-  When changing these settings, make sure they are correct. Incorrect values can cause a loss of communication.

**To change the IP address of your VIA GO<sup>2</sup> unit:**

1. Click **VIA Management > Network Settings**.  
The Network Settings page appears.

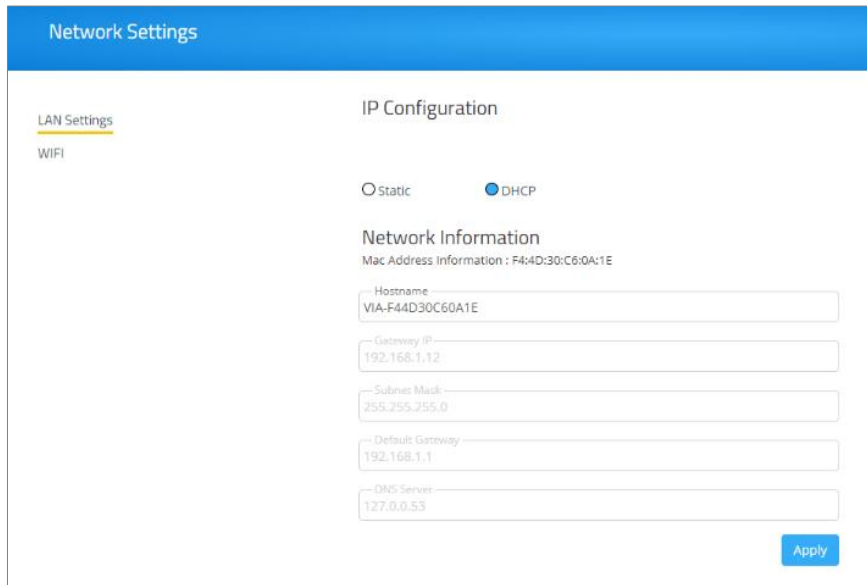


Figure 5: VIA Management > Network Settings Page

2. Under IP Configuration, select **Static**.
3. Under Network Information, change the IP settings.
4. Click **Apply Settings**.  
The IP address of your **VIA GO<sup>2</sup>** unit is changed.

## Setting Up Secure Wireless Guest Access Point

Using the built-in Wi-Fi module, **VIA GO<sup>2</sup>** enables you to set up a secure access point for users to connect to your **VIA GO<sup>2</sup>** network. This setup is ideal for guest users whom you may not want to connect directly to your network.

**To set up a secure wireless guest access point:**

1. Click **VIA Management > Network Settings**.  
The Network Settings page appears ([Figure 5](#)).

2. Click **WiFi**.

The WiFi tab appears.

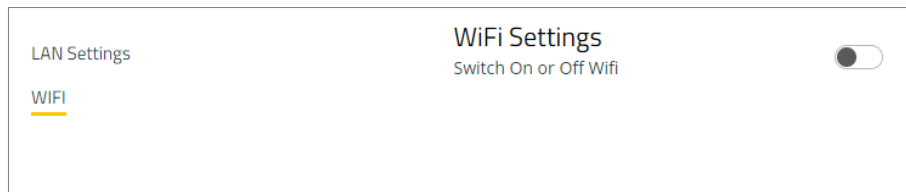


Figure 6: VIA Management > Network Settings Page > WiFi Tab

3. Click the **Switch On or Off Wifi** switch.

The switch turns green and the WiFi settings appear.

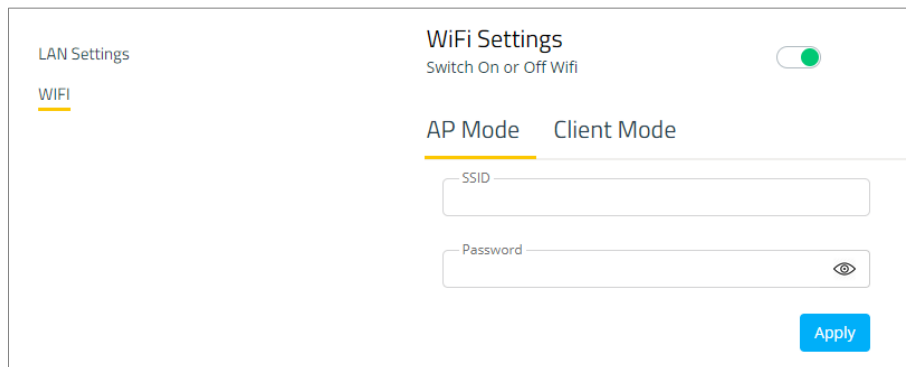


Figure 7: WiFi Settings Tab with Settings Showing

4. Click **AP Mode**, and enter a new name in the SSID field and a new password or use the default name and password.
5. Select **Enable Internet** if your **VIA GO<sup>2</sup>** device is connected to a network with internet.

-OR-

Select **Activate Standalone Wifi** to create an autonomous network without Internet access.

6. Click **Apply**.

The secure wireless guest access point is set up.

## Connecting VIA GO<sup>2</sup> to Network Wirelessly

**VIA GO<sup>2</sup>** enables you to wirelessly connect your **VIA GO<sup>2</sup>** device as a client device to your main network.

### To set up Client Wi-Fi mode:

1. Click **VIA Management > Network Settings**.

The Network Settings page appears ([Figure 5](#)).

2. Click **WiFi**.

The WiFi tab appears ([Figure 6](#)).

3. Click the **Switch On or Off Wifi** switch.

The switch turns green and the WiFi settings appear ([Figure 7](#)).

4. Click **Client Mode**.

A message appears.

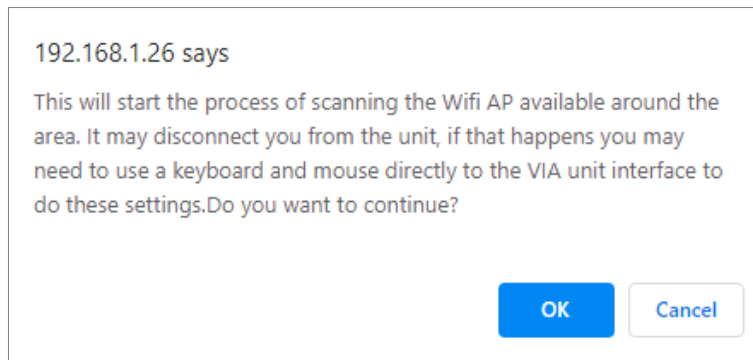


Figure 8: ClientMode Message

5. Click **OK**.

The Client Mode tab appears.

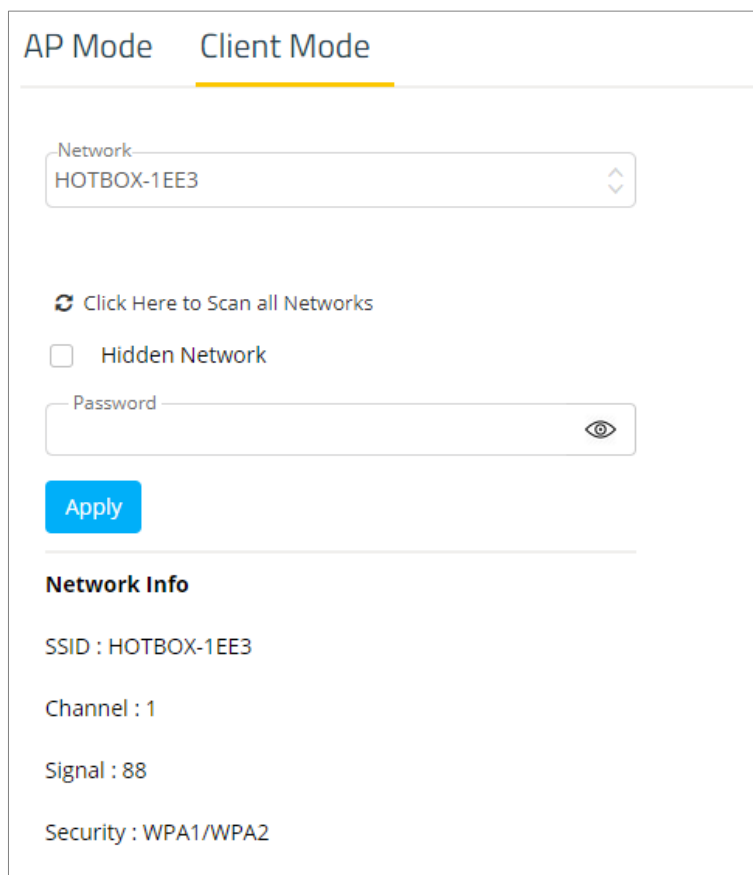


Figure 9: WiFi Settings > ClientMode Tab

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

7. Select an available network from the drop-down.

8. Enter the network password and click **Apply**.

9. Disconnect the LAN cable (if connected) and reboot the device.

Client Wi-Fi Mode is set up.

## Uploading SSL Certificate

VIA GO<sup>2</sup> enables you to upload a custom SSL certificate to better provide for the security needs of your organization.



To prevent damage to the system, make sure you upload files that can be used by the system. 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 GO<sup>2</sup>](http://www.kramerav.com/product/VIA GO<sup>2</sup>).

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. Click **VIA Management > Global Settings** on the navigation pane ([Figure 4](#)).  
The Global Settings page appears.
2. Click **Upload Certificate**.  
The Upload Certificate tab appears.

Upload Certificate

Step 1

Certificate file (Support format Apache Webserver) - required  
(Password protected certificate is not supported.)

Browse File

Step 2

Key file (required)

Browse File

Upload Reset

Figure 10: VIA Management> Global Settings – Upload Certificate Tab

3. In Step 1, click **Browse File** to upload the web server certificate.  
A file browser appears.
4. Open the relevant certificate file and click **Upload**.
5. In Step 2, click **Browse File** to upload the key file.  
A file browser appears.
6. Open the relevant key file click **Upload**.



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

7. Restart your device.  
The SSL certificate upload is completed.

## Managing VIA Features

VIA GO<sup>2</sup> enables you to manage VIA features:

- [Configuring iOS AirPlay Mirroring Settings](#) on page [14](#).
- [Enabling Miracast Mirroring](#) on page [14](#).
- [Activating Do Not Disturb Mirroring Feature](#) on page [15](#).

### Configuring iOS AirPlay Mirroring Settings

VIA GO<sup>2</sup> enables you to configure iOS mirroring settings for using AirPlay to present on the main display.

To configure iOS AirPlay mirroring settings:

1. Click **VIA Management** > **VIA Settings** on the navigation pane ([Figure 4](#)).  
The VIA Settings page appears with the System & IOS tab open.
2. Click the **AirPlay** switch.  
The switch turns green.
3. If desired, type a new Mirror Name. This is the name that appears when you look for AirPlay devices on your iOS device.
4. Select the maximum number of mirrored iOS devices that can be used simultaneously.
5. Click **Apply**.  
iOS mirroring settings are configured.

### Enabling Miracast Mirroring

VIA GO<sup>2</sup> enables you to provide Miracast mirroring for meeting participants. After you enable this feature, participants can use the native Miracast feature on their Windows 10 laptop or Android device to mirror their screen on the main display (see [Mirroring Using Miracast](#) on page [29](#)).



If you are using the built-in Wi-Fi for Client or AP mode, a VIAcast dongle (purchased separately) is needed to provide Miracast mirroring for meeting participants. For more information see: [www.kramerav.com/product/VIA GO<sup>2</sup>](http://www.kramerav.com/product/VIA_GO2).

To enable Miracast mirroring:

1. On the VIA embedded web pages, click **VIA Management** > **VIA Settings** on the navigation pane.  
The VIA Settings page appears with the System & IOS tab open.
2. Click the **Miracast** switch.  
The switch turns green and Miracast mirroring is enabled.



## Activating Do Not Disturb Mirroring Feature

**VIA GO<sup>2</sup>** enables you to activate the Do Not Disturb mirroring feature that enables any participant to prevent others from mirroring while he is using **Kramer VIA** app to mirror.

**To activate the Do Not Disturb mirroring feature:**

1. Click **VIA Management > VIA Settings** on the navigation pane ([Figure 4](#)).  
The VIA Settings page appears with the System & IOS tab open.
2. Select the **Do Not Disturb** checkbox.  
Do Not Disturb is enabled after the next reboot.

# For User: Running Kramer VIA App

Kramer VIA app enables you to use VIA GO<sup>2</sup> for collaborative meetings. Before moderating or joining a meeting, run the Kramer VIA app on your device using one of the following methods:

- [Running Kramer VIA App for PC and Mac](#) on page [16](#).
- [Running Kramer VIA App for Tablets & Smartphones](#) on page [16](#).
- [Running Kramer VIA App from a Web Browser](#) on page [17](#).
- [Running Kramer VIA App Using an Installation File](#) on page [18](#).



Participants using an Apple device can mirror their screen on the main display using the Apple AirPlay service without running the Kramer VIA app (see [Mirroring Apple Laptops and iPhones Using iOS/OS X Airplay Service](#) on page [26](#)).

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## Running Kramer VIA App for PC and Mac

To run Kramer VIA, for PC and Mac computers:

1. Open your Web browser and enter the IP address for your VIA GO<sup>2</sup> unit.  
Your Web browser recognizes your operating system (MAC/Windows) and directs you to the correct client software.  
The embedded web pages Welcome page appears ([Figure 3](#)).
2. Click one of the following two options:
  - **Run VIA** – runs Kramer VIA virtually, without installing it on your computer.  
Once downloaded, locate the file on your computer (under “Downloads”) and click it to launch.  
The VIA GO<sup>2</sup> join screen appears.
  - **Install VIA** – installs Kramer VIA on your computer. After the .exe file is downloaded to your computer, a confirmation message appears. Click **Yes** and follow the Setup Wizard instructions.  
The Kramer VIA app is saved to the KRAMER folder on your C:/ProgramFiles directory drive by default and a desktop shortcut is created for easy access.  
However, you can select a different target folder in the Setup Wizard.

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## Running Kramer VIA App for Tablets & Smartphones

To run Kramer VIA for tablets and smartphones:

- Download Kramer VIA app from the App Store (iOS) or Google Play (Android).

## Running Kramer VIA App from a Web Browser

You can run **Kramer VIA** app directly from a Chromebook, Chrome or FireFox web browser, without downloading any app to your device.

**To join a meeting locally using Chromebooks, Chrome, or Firefox web browser:**

1. Navigate to the **VIA GO<sup>2</sup>** IP address with your browser.  
The embedded web pages Welcome page appears ([Figure 3](#)).
2. Click **Join through browser**.  
The VIA login page appears.

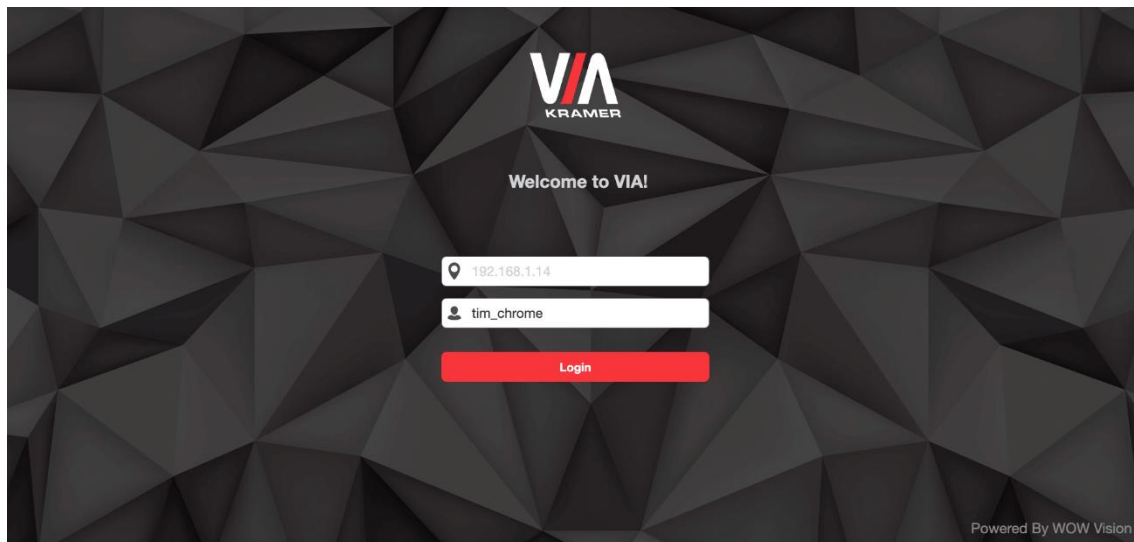


Figure 11: VIA Chrome Browser Login

3. Enter your screen nick name and click **Login**.

You are logged into the meeting. The VIA dashboard appears on the left side of the page.

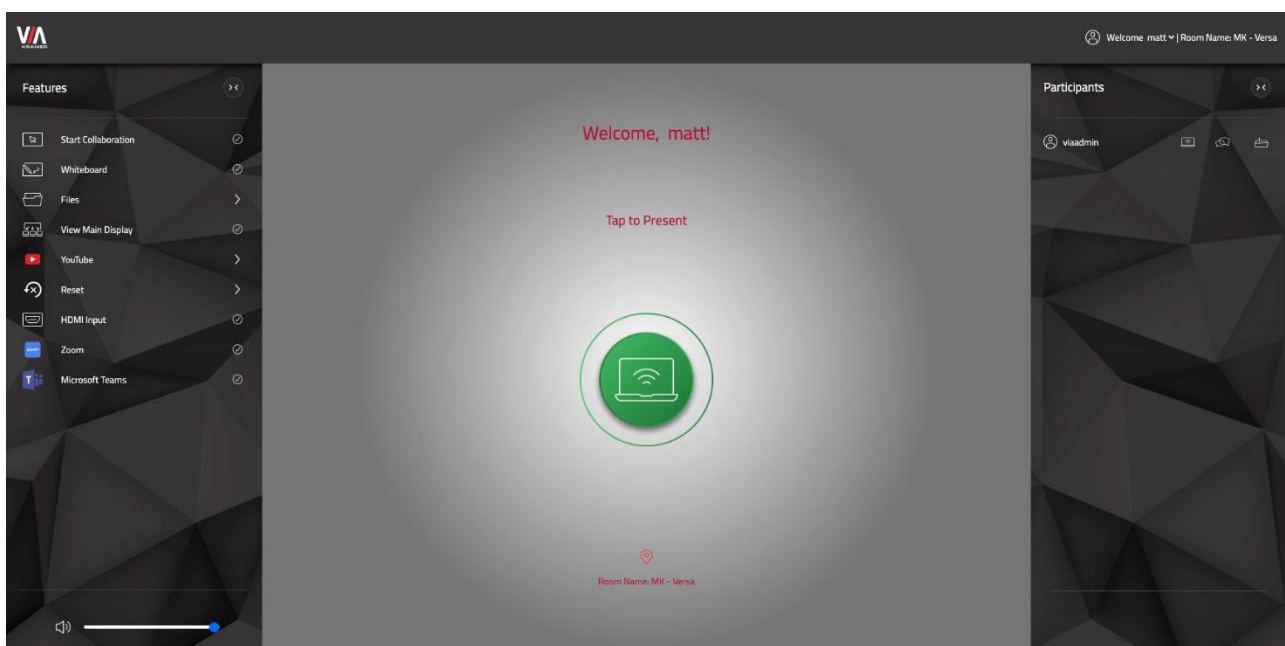


Figure 12: VIA Web Browser Dashboard

## Joining a Meeting Remotely Using a Web Browser

If **VIA GO<sup>2</sup>** has an active internet connection, a participant can join a meeting remotely, from any location, with the help of a participant in the meeting room.

**To join a meeting remotely using using Chromebooks, Chrome, or Firefox:**

1. A participant in the meeting room, on the same network as **VIA GO<sup>2</sup>** navigates to the **VIA GO<sup>2</sup>** IP address with their browser.  
The embedded web pages Welcome page appears ([Figure 3](#)).
2. This local participant copies the URL from the VIA Welcome page and sends it to the remote participant.
3. The remote participant pastes the URL into their Chromebooks, Chrome, or Firefox browser and navigates to the VIA Welcome page.



This URL is unique for each meeting and cannot be used for another VIA meeting.

4. Follow the directions in [Running Kramer VIA App from a Web Browser](#) on page [17](#) to join the meeting.



If the Room Code is activated, a participant in the meeting room must tell the remote participant the code for logging in.

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## Running Kramer VIA App Using an Installation File

For easy deployment and installation of **Kramer VIA** app on participant devices, IT managers can use the msi file (Windows) or dmg file (Apple) available at:

[www.kramerav.com/product/VIA GO<sup>2</sup>](http://www.kramerav.com/product/VIA GO<sup>2</sup>)

# For User: Participating in a VIA Meeting

This section explains how to participate in a collaborative meeting using **VIA GO<sup>2</sup>** and your personal device.

**VIA GO<sup>2</sup>** enables you to do the following:

- [Joining a VIA Meeting](#) on page [19](#).
- [Mirroring Your Device Screen](#) on page [24](#).

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## Joining a VIA Meeting

Participants can join (log into) a VIA meeting in the following ways:

- [Joining a VIA Meeting Manually](#) on page [19](#).
- [Joining a VIA Meeting using QR Code](#) on page [23](#).

## Joining a VIA Meeting Manually

**VIA GO<sup>2</sup>** enables you to manually enter credentials for joining a VIA meeting.

To join a VIA meeting manually:

1. Connect your device to the same network that **VIA GO<sup>2</sup>** is connected to.
2. Run the **Kramer VIA** app.  
The Connect to a VIA window appears.

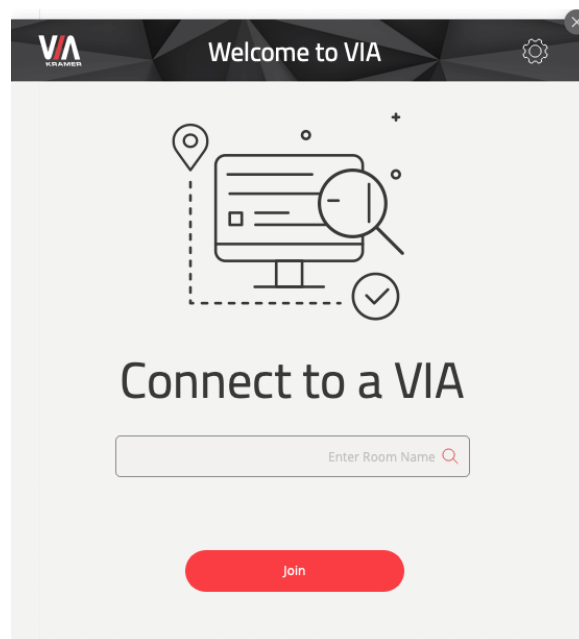


Figure 13: Connect to VIA Screen

3. Start typing the name or the IP address of the VIA meeting space to which you want to connect.

The Meeting Spaces list appears.

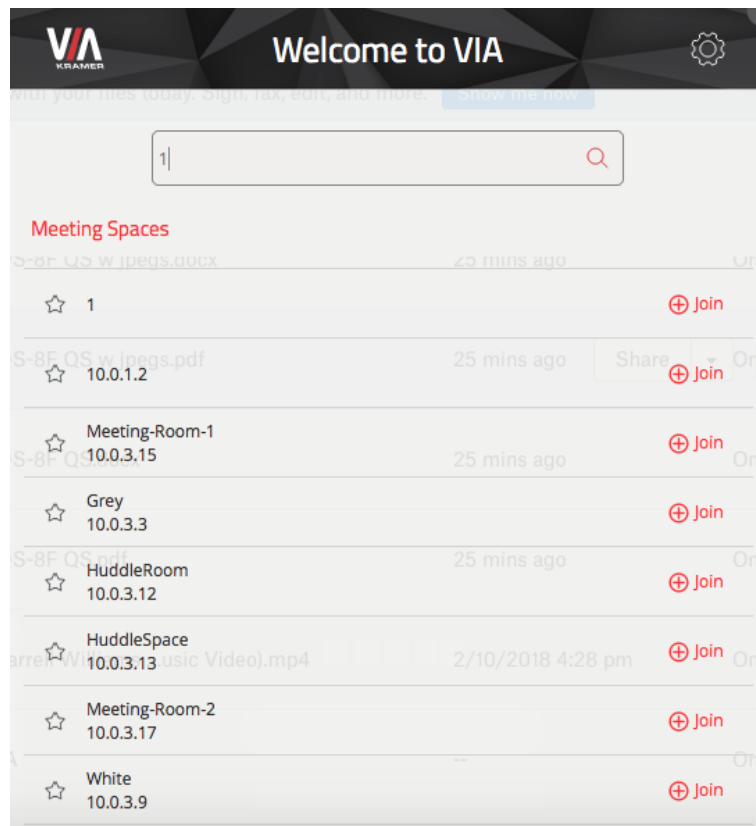






Figure 14: Meeting Spaces List

-  If the relevant meeting space does not appear on the list, enter the name and click **Join**.
-  To add a meeting space to your favorites, click the star next to the space.
-  To delete a meeting space from the list, right-click the space and select **Delete** from the context menu.
-  One of the following statuses may appear next to a meeting space on the list:
  - Room Free for hh:mm minutes – No user is logged in and a meeting will start after the displayed amount of time.
  - Available – No user is logged in, broadcast is not enabled, or Calendar is not configured for **VIA GO<sup>2</sup>**.
  - In Use – A user is logged in or a meeting is in progress (when Calendar is configured).
  - In Use. Reserved for <hh:mm> minutes – A meeting is in progress and will end after the displayed amount of time.

4. Click **Join** next to the meeting that you want to join.

The Join a Meeting window appears.

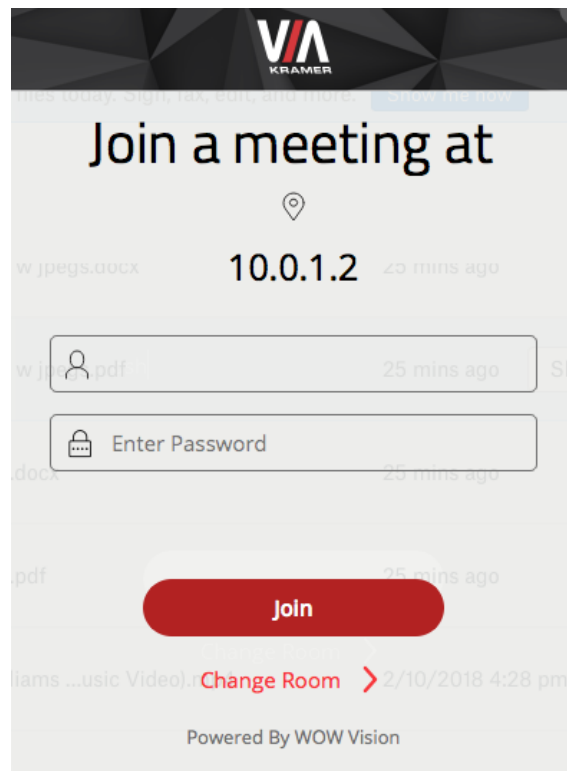


Figure 15: Join a Meeting Window

5. In the Nick Name field, enter a nick name (username) for your device (it can be any combination of letters and numbers). This is the name that appears on the main display when you collaborate.

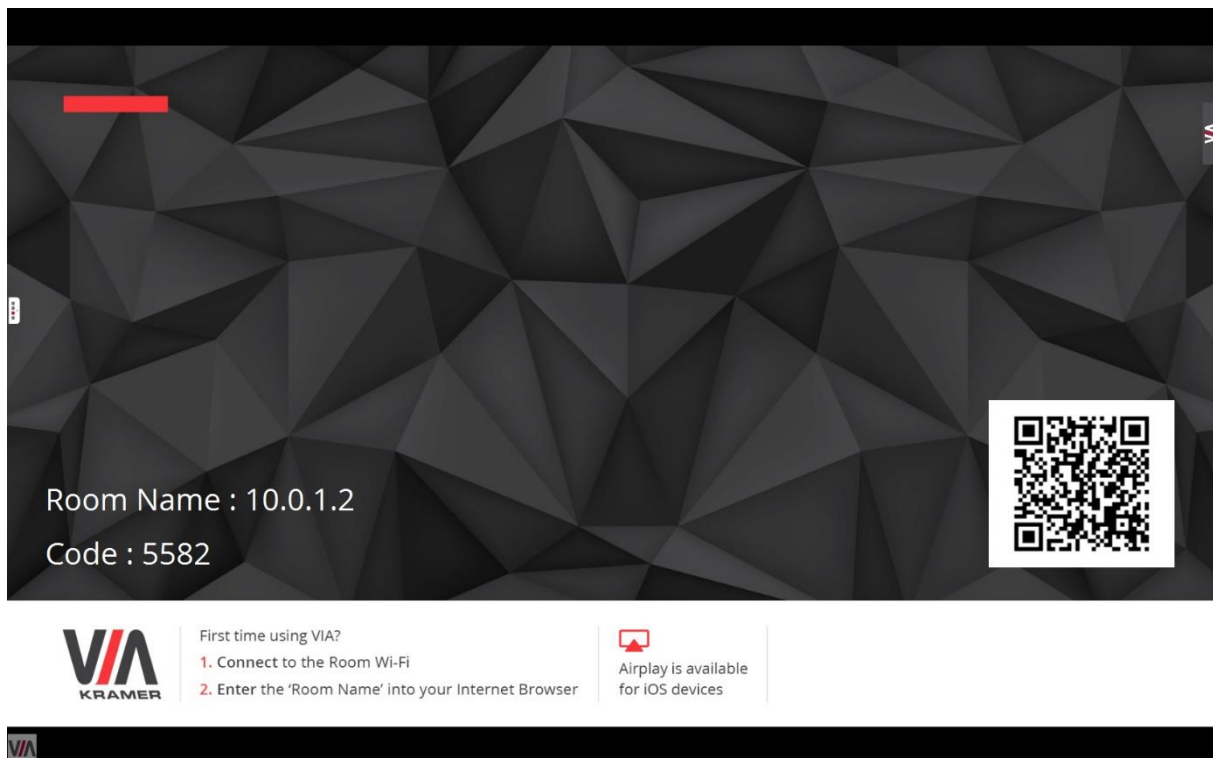




Figure 16: Main Display with Room Code

6. In the Password field, enter the room Code, as it appears on the main display.

 The Room Code can only be seen by those present in the meeting space and it changes regularly. These are security features that ensure that only those present in the room can participate in the presentation.

 You may be required to type a user name and password if Databased Moderator mode is activated. For more information, ask your meeting Web Administrator.

7. Click **Join**.

You are logged into the VIA meeting.

The VIA Dashboard (and taskbar icon for laptops) appears on your device screen.



Figure 17 VIA GO<sup>2</sup> User Dashboard

The User Dashboard includes:

- Share App (see [Mirroring an App from Your Device](#) on page 26).
- Share Screen (see [Mirroring Device Screen](#) on page 24).
- Tap to Present (see [Mirroring Device Screen](#) on page 24).
- Show Options – Opens the Features and Participants tabs.
- Volume – controls the VIA GO<sup>2</sup> audio output volume.



## Joining a VIA Meeting using QR Code

**VIA GO<sup>2</sup>** enables you to use your mobile device to scan a QR code that appears on the main display to join a VIA meeting.



The following instructions are for iOS and Android mobile device users.

### To join a VIA Meeting using the QR Code:

1. Connect your device to the same network as the **VIA GO<sup>2</sup>** and run the **Kramer VIA** app on your device.

The **Kramer VIA** Meeting Spaces screen appears.

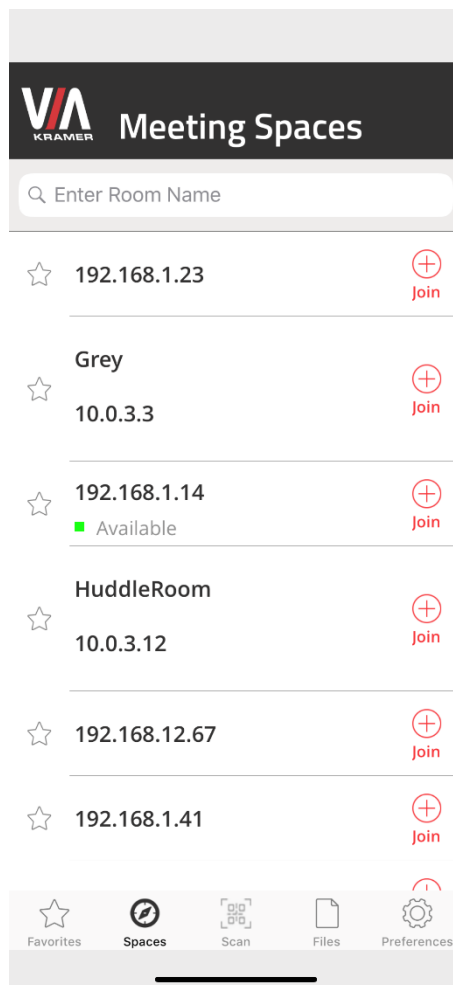


Figure 18: VIA Mobile App Meeting Spaces Screen

2. On the toolbar at the bottom of the screen, tap **Scan**.  
A capture screen appears on your device.
3. Scan the QR code that appears on the main display ([Figure 16](#)).  
You are automatically logged in to the VIA meeting and the Kramer VIA dashboard appears.

## Mirroring Your Device Screen

**VIA GO<sup>2</sup>** enables you to mirror your device screen on the main display using either **Kramer VIA** app, Apple AirPlay Service (when using an Apple device, or Miracast (when using a Windows 10 laptop or compatible Android device).



The Present feature can be used to present static images or video. However, for high-resolution video, we recommend using the Multimedia streaming feature.

Mirror your device screen on the main display using one of the following methods:

- [Mirroring Windows Laptops and Android Mobile Devices Using Kramer VIA](#) on page [24](#).
- [Mirroring Apple Laptops and iPhones Using iOS/OS X Airplay Service](#) on page [26](#).
- [Mirroring Using Miracast](#) on page [29](#).

You can also use the following feature when mirroring via **Kramer VIA** app:

- [Mirroring with Extended Desktop](#) on page [30](#).

## Mirroring Windows Laptops and Android Mobile Devices Using Kramer VIA

Windows laptops and Android mobile devices must have the **Kramer VIA** app installed to mirror their screen. Your mobile device must support Android version 5.1 as a minimum. The latest Android OS version is recommended.



Android mirroring does not support audio. Audio is heard from your device and not from the output of the VIA device.

You can mirror your Windows laptop and Android device in the following ways:

- [Mirroring Device Screen](#) on page [24](#).
- [Mirroring an App from Your Device](#) on page [26](#).

### Mirroring Device Screen

**VIA GO<sup>2</sup>** enables you to mirror your entire device screen on the main display.

**To mirror your Windows laptop or Android device screen using Kramer VIA:**

1. Connect your laptop or Android device to the network to which your **VIA GO<sup>2</sup>** is connected.

2. Join the VIA meeting (see [Joining a VIA Meeting](#) on page [19](#)).

The VIA dashboard appears.

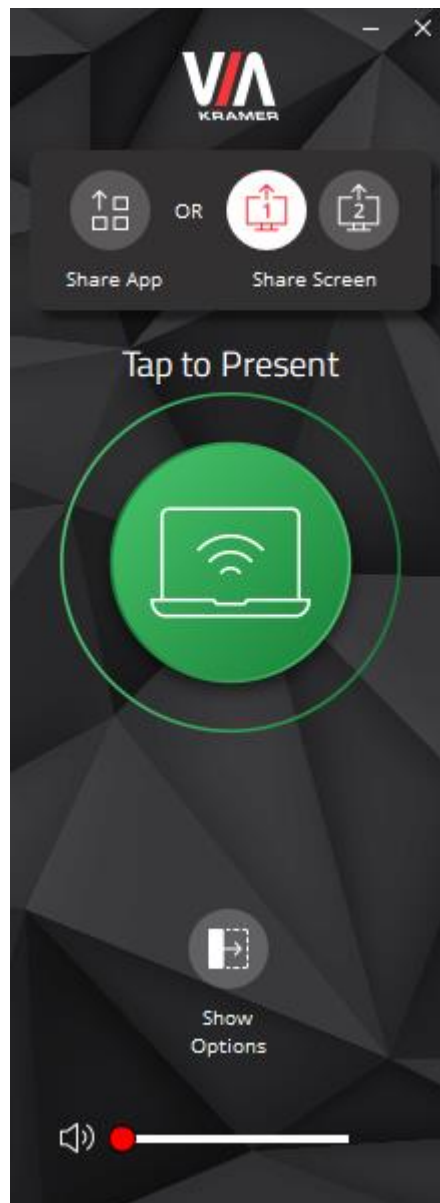





Figure 19: VIA App User Dashboard

3. Under **Tap to Present**, click the green button.
  4. For Share Screen, select **1** (your main screen) or **2** (your secondary screen).
- Your screen is mirrored on the main display.

 The secondary screen option is available only for Windows laptops.

-  Minimize **Kramer VIA** app by clicking the minimize icon on the window or by clicking the Home button of your Android device and open any content on your device to share it on the main display.
-  To stop mirroring your screen, re-open **Kramer VIA** app and click the red button under **Stop Presenting** ([Figure 19](#)).

## Mirroring an App from Your Device

**VIA GO<sup>2</sup>** enables you to mirror only one app that is open on your device. The rest of the content on your screen is not mirrored.



Audio is currently not supported for this feature.

### To mirror only one app from your device:

1. On the **VIA** app dashboard, click **Share App**.

The Choose window appears.

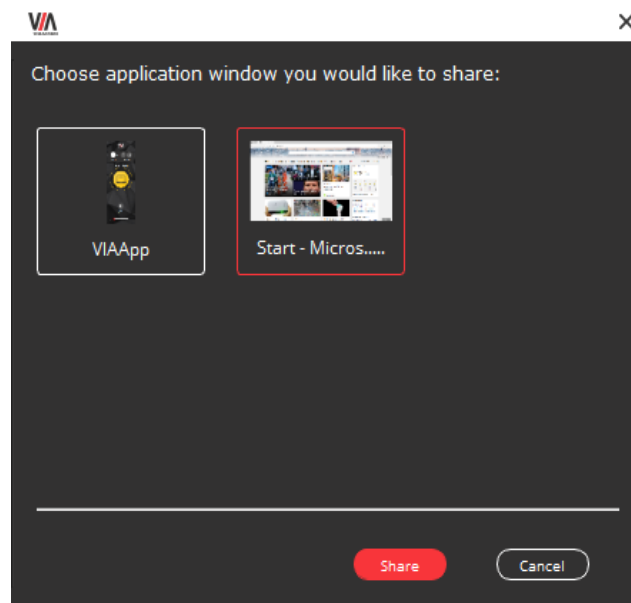


Figure 20: Share App Choose Window

2. Select the application window to share and click **Share**.

Only the selected app is shared on the VIA main display.



To stop mirroring the app, on **Kramer VIA** app, click **Stop Presenting**.

## Mirroring Apple Laptops and iPhones Using 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 GO<sup>2</sup>** embedded webpages (see [Configuring iOS AirPlay Mirroring Settings](#) on page 14).

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:  
[www.kramerav.com/downloads/VIA GO<sup>2</sup>](http://www.kramerav.com/downloads/VIA_GO2).

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

1. Connect your Apple device to the network that **VIA GO<sup>2</sup>** 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**.



Figure 21: iPhone Control Center

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.

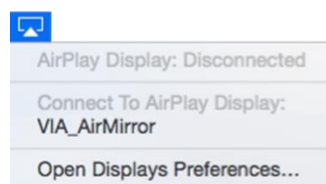


Figure 22: Mac Books/Apple AirPlay Menu

The Screen Mirroring list appears.



Figure 23: iPhone Screen Mirroring List

3. Select **VIA GO<sup>2</sup>**'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 GO<sup>2</sup>** 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.



Figure 24: Apple AirPlay Toggle

2. Click **Stop Mirroring**.  
Mirroring stops.

## Mirroring Using Miracast

**VIA GO<sup>2</sup>** enables you to use the native Miracast feature on your Windows 10 laptop or Android device to mirror your screen on the main display.



This feature must be enabled by the VIA Web Administrator (see [Enabling Miracast Mirroring](#) on page 14).



To mirror using **VIA GO<sup>2</sup>** you need a 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 does not support Miracast.

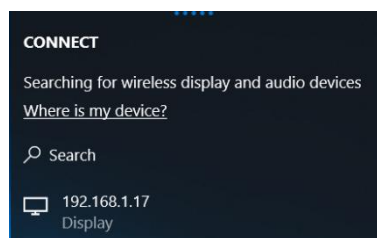
Android operating system versions 4.2 and higher include built-in Miracast technology. However, some Android 4.2 and 4.3 devices do not support Miracast.

### 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.

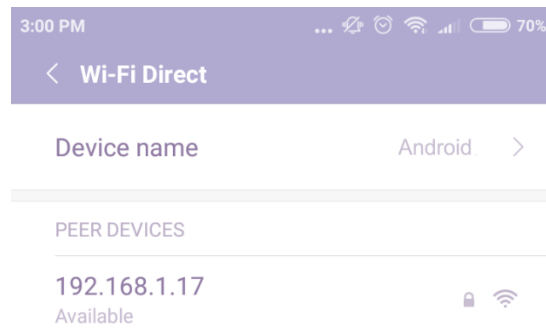


2. Click the Room Name of your VIA device.  
A PIN code field appears (if Code was activated on your VIA device).
3. Enter the Code that appears on the main display and click **Connect**.  
The name of your device appears on the main display and then your screen is mirrored on the main display.

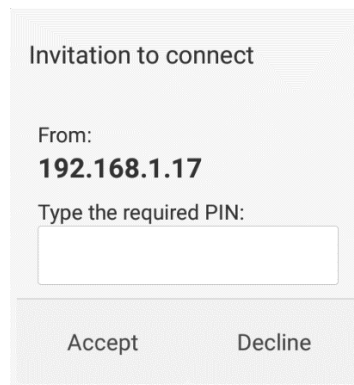
## Mirroring Android Devices Using Miracast

### To mirror an Android device using Miracast:

1. In your Android device settings, open Wi-Fi 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.

## Mirroring with Extended Desktop

VIA GO<sup>2</sup> enables users to use the main display as an extension of their device desktop to present content. The user's primary screen is not mirrored, allowing the user to keep the content on their laptop display private while mirroring.



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 (see [Mirroring Apple Laptops and iPhones Using iOS/OS X Airplay Service](#) on page 26).



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

- Click the share screen icon with a **2** ([Figure 17](#)).  
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.

**Becoming Meeting Moderator**

**VIA GO<sup>2</sup>** enables any authorized meeting participant to become a moderator. The moderator is notified when a meeting participant requests to present and can accept or reject the request.



Moderator Mode must be activated to enable becoming a Moderator during a meeting.

**To become the meeting moderator:**

1. On the user dashboard ([Figure 17](#)), click **Show Options > Participants**.

The Participants tab appears.

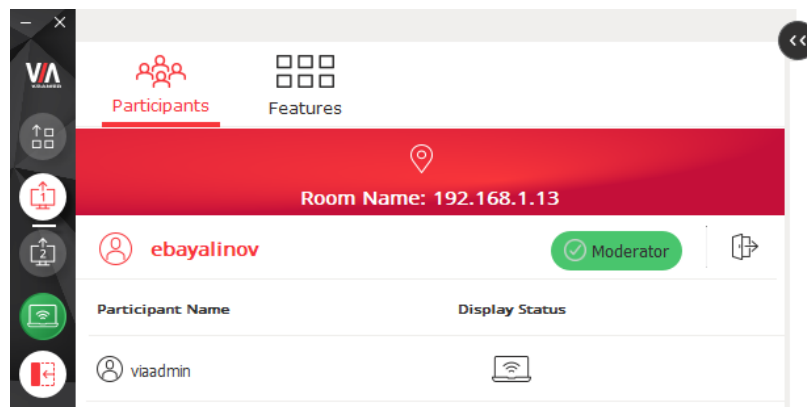


Figure 25: VIA Dashboard Participants Tab with Basic Moderator Mode Activated

2. Click **Moderator**.

The Moderator button turns green.

3. When Basic Moderator Mode is active, type the password and click **Apply**.  
You are now the moderator.



To stop being moderator, click **Moderator**.

The Moderator button turns yellow.

## Allowing a Participant to Mirror on Main Display

The moderator of a meeting must give permission to any meeting participant who wants to mirror their screen on the main display.

### To allow a participant to mirror on the main display:

1. The participant clicks **Present**.

A presentation request window appears on the moderator's screen.



A preview of the participant's screen is displayed in the window (when the request is from a MAC or Windows device) to help the moderator accept or deny the request:

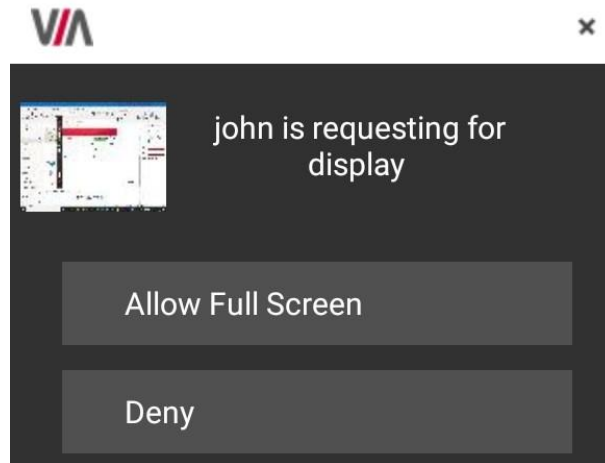


Figure 26: Moderator Mode Presentation Request Window

2. The moderator clicks **Allow full screen**.

The participant's presentation appears on the main display.



The moderator can present at any time without permission.

# Technical Specifications

Ports	1 Ethernet	On an RJ-45 connector
	1 USB 3.0	On a female USB type-A connector
	1 USB 2.0	On a female USB type-A connector
Outputs	1 HDMI	On a female HDMI connector
Video	Max Resolution	4K@30Hz
General	Processor	Intel® Gemini Lake SOC
	Main Memory	4GB LPDDR4 (2400)
	Storage	32GB eMMC
	Networking	802.11 ac/b/g/n dual band Wireless LAN and Bluetooth 4.1
	Operating System	Linux
Power	Source	12V DC
	Consumption	2A
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
Physical	Product Dimensions	7.00cm x 7.00cm x 3.34cm (2.76" x 2.76" x 1.31") W, D, H
	Product Weight	0.4kg (0.9lbs) approx.
	Shipping Dimensions	15.20cm x 12.00cm x 8.50cm (5.98" x 4.72" x 3.35") W, D, H
	Shipping Weight	0.9kg (2.0lbs) approx.
Specifications are subject to change without notice at <a href="http://www.kramerav.com">www.kramerav.com</a>		

# 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 all covered by a standard one (1) year warranty.
3. All Kramer Cobra products, 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 ten (10) year 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.

# KRAMER



P/N:



2900-301300

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 Web site where updates to this user manual may be found.

We welcome your questions, comments, and feedback.

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