

KRAMER



USER MANUAL

**VIA API Commands
Version 2.5 and higher**

KRAMER



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Introduction

This document lists the configuration and operation commands for **VIA** products.

Intended Audience and Reading Suggestions

The document is intended for AV consultants, integrators and touch panel programmers, to design and develop AV solutions based on **VIA**.

Development/Testing Requirements

A functioning **VIA** unit must be installed and configured on a network.

Any one of the following is required:

- A computer with Windows 7 installed
- An Apple computer
- A Telnet Client (PuTTY, Terminal or some other client) To download and run PuTTY, use the following Web sites:

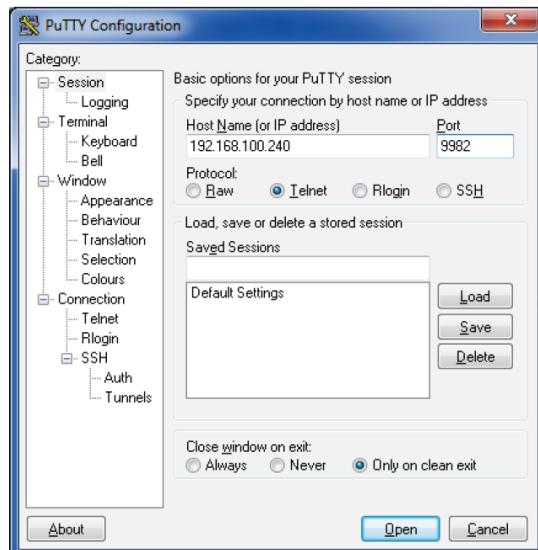
the.earth.li/~sgtatham/putty/latest/x86/putty.exe www.chiark.greenend.org.uk/~sgtatham/putty/download.html

Setup

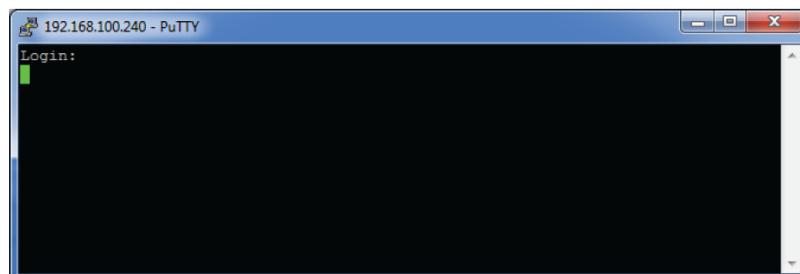
A **VIA** unit must be connected to a network and must be accessible through a Windows or Mac computer. To ensure that the **VIA** unit is working as intended, install the latest **VIA** client software and login using a nickname.

Connecting to Windows

1. Open PuTTY and enter the **VIA** IP address under Host Name.
2. Enter Port **9982**
3. Select Telnet under Protocol and click **Open**.



4. A login screen appears indicating that PuTTY is connected to server.



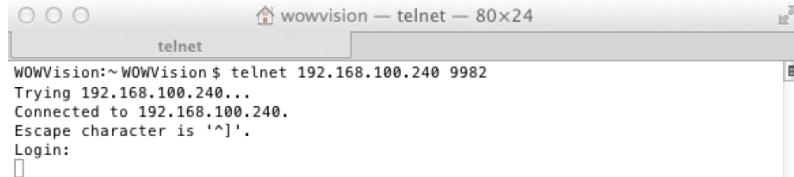
Connecting to Mac

1. Open Terminal.

2. Type

telnet <VIA unit's IP Address> 9982.(Leave a space between IP address and port number.)

After logging in, the following screen appears:



The screenshot shows a terminal window titled "telnet" with the title bar "wowvision — telnet — 80x24". The window contains the following text:

```
WOWvision:~ WOWVision $ telnet 192.168.100.240 9982
Trying 192.168.100.240...
Connected to 192.168.100.240.
Escape character is '^]'.
Login:
```



The commands explained in the following pages are all case sensitive. If the commands do not generate an output or do not appear to be doing anything, check the syntax and case.

Command Introduction and Syntax

An input command is in XML-based format and passes various parameters for different tasks. The commands must not contain any blank spaces.

```
<P><UN>Username</UN><Pwd>Password</Pwd><Cmd>Command</Cmd><P1>Parameter1</P1><P2>Parameter2</P2><P3>Parameter3</P3><P4>Parameter4</P4><P5>Parameter5</P5><P6>Parameter6</P6><P7>Parameter7</P7><P8>Parameter8</P8><P9>Parameter9</P9><P10>Parameter10</P10></P>
```

Abbreviation	Description	Values
P	Command wrapper	Required
UN	A valid username for authentication	Required
Pwd	Password of the above user for authentication	Required
Cmd	Actual command to send	Required
P1	Parameter one of command	Optional
P2	Parameter two of command	Optional
P3	Parameter three of command	Optional
P4	Parameter four of command	Optional
P5	Parameter five of command	Optional
P6	Parameter six of command	Optional
P7	Parameter seven of command	Optional
P8	Parameter eight of command	Optional
P9	Parameter nine of command	Optional
P10	Parameter ten of command	Optional

All following command examples use a **VIA** unit with IP address 192.168.100.240 and three users: Jolly, Mike and Smith. The following credentials are used for authentication:

- User name: **su**
- Password: **supass**

 Ensure that the commands do not contain unwarranted blank spaces. If necessary, remove these spaces before using these commands.

Commands – All Devices

AIRPLAY DEVICES INFO

Description: Gives the display status of mirroring devices.

- **Command:** There is no command. It is a response from the gateway
- **Expected Output:** DisplayStatus|UP|<DeviceName>|ResponseValue
- **Status:** DeviceName is the name of mirroring device

Response Value	Description
0	Off
1	On

- **Sample Output:** DisplayStatus|UP|Iphone6s|1

AUTOREBOOT

The following commands reboot the gateway at a pre-defined time.

Get

Description: This command gets the time that a gateway is set to reboot. It accepts AutoReboot between <Cmd></Cmd> tags and Get as <P1>.

- **Sample Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>AutoReboot</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- **Output Format:** AutoReboot|Get|Status|Value

Response Value		Description
Status	0	Command run was unsuccessful
	1	Command run was successful
Value		Time when a gateway rebootsIf Value = 0, it means that the gateway has not been set to automatically reboot.

- **Sample Outputs:**
 - Gateway set to automatically reboot: AutoReboot|Get|1|18:00
 - Gateway not set to automatically reboot: AutoReboot|Get|0

Set

Description: This command sets the time to initiate reboot of a gateway. It accepts AutoReboot between <Cmd></Cmd> tags, Set as <P1>, On or Off as <P2>; and if <P2> is 1, then a time value can be defined in <P3>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>AutoReboot</Cmd><P1>Set</P1><P2>0</P2>
<P3>18:00</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P
10></P10></P>
```

- **Output Format:** AutoReboot|Set|1/0|Status

Response Value		Description
1/0	0	Automatic rebooting disabled
	1	Automatic rebooting enabled
Response	0	Command run was unsuccessful
	1	Command run was successful

- **Sample Output:** AutoReboot|Set|1|1

Error Codes for AutoReboot Commands

Error Code	Description
Error1001	Wrong P1 Value
Error1002	Wrong P2 Value
Error1003	Empty P2 Value
Error1004	Feature is already on
Error1005	Feature is already off
Error1007	Empty P3 Value

CHROME



All VIA gateways support this command except for **Connect PRO** models prior to the 2017 edition.

Get

- Description: Gets chrome connectivity with Chrome Authentication server. It accepts Chrome as <Cmd></Cmd> and Get as <P1>.
- Command:

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Chrome</Cmd><P1>Get</P1><P2></P2><P3
></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10
></P>
```
- Output Format: Chrome|Get|status
- Explanation: Status is either 0 (command run successfully) or 1 (command did not run successfully).

Set

- Description: Sets chrome connectivity with Chrome Authentication server. It accepts

Chrome as <Cmd></Cmd>, Set as <P1>, and 1 (On) or 0 (Off) as P2.

- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>Chrome</Cmd><P1>Set</P1><P2>0</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: Chrome|Set|P2Value|status
- Explanation: Status is either 0 (command run successfully) or 1 (command did not run successfully).

Error

Error Code	Error Code Description
Error1001	Wrong P1 Value
Error1002	Wrong P2 Value
Error1003	Empty P2 Value

APIMODE

Get

- Description: Gets the status of API Mode; whether it's on SSL or non-SSL. It accepts APIMode as <Cmd></Cmd> and Get as <P1>.
- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>APIMode</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: Chrome|Get|Mode
- Explanation: Mode is either 0 (non-SSL) or 1 (SSL).

Set

- Description: Sets the status of API Mode; whether it's on SSL or non-SSL. It accepts APIMode as <Cmd></Cmd>, Set as <P1>, and 1 (SSL) or 0 (non-SSL) as P2.
- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>APIMode</Cmd><P1>Set</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: APIMode|Set|P2Value|status
- Explanation: Status is either 0 (command run successfully) or 1 (command did not run successfully).

Error

Error Code	Error Code Description
Error1001	Wrong P1 Value
Error1002	Wrong P2 Value
Error1003	Empty P2 Value

CLOUDCLEAN

This command erases all of the files stored in the Cloud directory on VIA's hard drive.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>CloudClean</Cmd><P1></P1><P2></P2><P3>
></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10
></P><CR>
```

- **Expected Output:** CloudClean|1

- **Explanation:** The Cloud directory was erased.

Response Value	
0	Unsuccessful
1	Successful

CONTROL

This command enables or disables the option to control a user's computer from the gateway. Parameter P1 is set to 0 or 1, to disable or enable control of user's computer. Parameter P2 contains the user's name to disable or enable.

Enable Control

This command enables the option to control a user's computer from the gateway. Set parameter P1 to 1 to enable control of user's computer. Set Parameter P2 to the user's name whose control is to be enabled.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Control</Cmd><P1>1</P1><P2>jolly</P2><P3
></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10
></P>
```

- **Expected Output:** Control|1|jolly

- **Explanation:** User jolly's computer can now be accessed from gateway.

Error

If control cannot be enabled, the following error is displayed:

Error Code	Error Code Description
112	Control permission has already been granted
113	Participant on iPad or a Tablet device
114	Participant not in display (not stepped-in)

Disable Control

This command disables the option to control a user's computer from the gateway. Set Parameter P1 to 0 to disable control of user's computer. Parameter P2 contains the user's name whose control is to be disabled.

- Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>Control</Cmd><P1>0</P1><P2>jolly</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- Expected Output:** Control|0|jolly
- Explanation:** User jolly's computer cannot be accessed from the gateway now.

Error

If control cannot be disabled, the following error is displayed:

Error Code	Error Code Description
111	Control permission has already been revoked.
113	Participant on iPad or a tablet device.
114	Participant not in display (not stepped-in)

DISPLAYSTATUS

This command gets the display status of a user. Using this command, you can start or stop a user's presentation on the main display. It also allows or denies presentation request by other participants.

Get

Gets display status of a specific user. It accepts DisplayStatus as <Cmd></Cmd>, Get as <P1>, and participant's username as <P2></P2>.

- Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>DisplayStatus</Cmd><P1>Get</P1><P2>steve</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- Expected Output:** DisplayStatus|Get|<Status>
- Sample Output:** DisplayStatus|Get|Presenting

Response Name	Response Value	Description
Status	Not Presenting	The selected participant is not presenting.
	Presenting	The selected participant is presenting.
	Waiting	The selected participant is waiting to present.
	UsrNotExist	The selected participant does not exist.

Set

This command starts / stops presentation of a user on the main display. It accepts DisplayStatus as <Cmd></Cmd>, Set as <P1>, and participant's username as <P2></P2>, and an action - Present off (0), Present on (1), or Deny (2) as <P3>.

- Sample Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>DisplayStatus</Cmd><P1>Set</P1><P2>steve</P2><P3>2</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9></P>

P10></P10></P>

- Output Format:

DisplayStatus|Set|Status if there is no change in the status of a participant using this command

DisplayStatus|Set|Status if there is a change in participant status

- Explanation: The Status value can be any of the following:

Value Name	Value	Description
Status	AlreadyPresenting	The selected participant is presenting already.
	WaitingApproval	The selected participant is waiting for approval to present.
	AlreadyNotPresenting	The selected participant is already not presenting.
	UsrNotExist	The selected participant does not exist.
	PresentNotWaiting	The approval for presentation by a participant has been denied.

DND (DO NOT DISTURB)

This command enables or disables DND mode on the gateway. Parameter P1 is sent as 'set' or 'unset' to activate or deactivate DND for the user mentioned in parameter P2.

Set

This command enables the DND mode on the gateway. 'Set' is passed as parameter P1 enables DND for the user specified in parameter P2.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>DND</Cmd><P1>Set</P1><P2>jolly</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Expected Output:** DND|Set|jolly

- **Explanation:** Only the defined user can present on the gateway; everyone else's Step-In button changes to View Main Display.

Error

If there is a problem with setting DND mode, the following error appears:

Error Code	Error Code Description
123	System is already in DND mode
124	User count greater than one. User not presenting
127	DND mode is not enabled

UNSet

This command disables the DND mode on gateway. 'UnSet' is passed as parameter P1 to enable DND for a user specified in parameter P2.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>DND</Cmd><P1>UnSet</P1><P2>jolly</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

P10></P>

- **Expected Output:** DND|UnSet|jolly
- **Explanation:** DND is disabled for the selected user and everyone's View Main Display changes to the Step-In button.

Error

If there is a problem with un-setting DND mode, the following error appears:

Error Code	Error Code Description
125	System is already in non-DND mode
126	User count greater than one. User not in presenting state. User is not same as the user who set the DND mode
127	DND Mode is not enabled

DSS

This command starts and stops DSS on the gateway. It accepts DSS between <Cmd></Cmd> tags, Set as P1, and 0 or 1 to start or stop DSS playback on the gateway.

On

This command starts display from DSS.

- Command:
<P><UN>su</UN><Pwd></Pwd><Cmd>DSS</Cmd><P1>Set</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10><P>
- Output Format: DSS|Set|1>Status
- Explanation: To start DSS playback, pass 1 as P2. Status is either 0 or 1.

Status	Description
0	Unsuccessful
1	Successful

Off

This command stops display from DSS.

- Command:
<P><UN>su</UN><Pwd></Pwd><Cmd>DSS</Cmd><P1>Set</P1><P2>0</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10><P>
- Output Format: DSS|Set|0>Status
- Explanation: To stop DSS playback, pass 0 as P2. Status is either 0 or 1.

Status	Description
0	Unsuccessful
1	Successful

Error Codes

Error Code	Description
Error20069	Empty P2 tag value
Error20070	Wrong P2 tag value
Error20071	VIA is busy due to any of the below reasons: <ul style="list-style-type: none"> • A participant is logged in. • Whiteboard is ON. • HDMI™ is ON. • Mirroring is ON. • Room Code Show activated from web; i.e. Room Code is set to popup – from web – when a participant attempts a login. • Recording is ON. • Streaming is ON. • Poll has started on gateway.
Error20072	DSS is already ON.
Error20073	DSS is already OFF.
Error20080	DSS playback is not scheduled from web

GETAUDIODEVICE

Description: It gives the list of available audio device names on Windows.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>GetAudioDevice</Cmd><P1>5</P1><P2></P2>
<P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10>
</P10></P>
```

- **Expected Output:** GetAudioDevice|Response Value

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful

Error

If the device name list is empty, the following error is generated:

Error Code	Error Code Description
Error704	System audio device name list is empty.

GETMACADD

Description: Retrieve the gateway Mac Address.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>GetMacAdd</Cmd><P1></P1><P2></P2><P3>
</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10>
</P10></P>
```

- **Expected Output:** GetMacAdd|<MacAdd>

- **Sample Output:** GetMacAdd|xx:xx:xx:xx:xx:xx

Error

If the MAC address cannot be retrieved, the following error is generated:

Error Code	Error Code Description
Error702	MAC address could not be retrieved

GETSERIALNO

Description: Retrieve the gateway serial number.

- **Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>GetSerialNo</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- **Expected Output:** GetSerialNo|<SerialNumber>
- **Sample Output:** GetSerialNo|xxxx-xxxx-xx-xxxx-xxxx

Error

If the serial number cannot be retrieved, the following error is generated:

Error Code	Error Code Description
Error701	Serial number could not be retrieved

GETVERSION

Description: Retrieve the gateway version number.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>GetVersion</Cmd><P1></P1><P2></P2><P3>
</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10>
</P>
```

- **Expected Output:** GetVersion|VersionNumber

- **Sample Output:** GetVersion|2.1.0217.842

Error

If the version number cannot be retrieved, the following error is generated:

Error Code	Error Code Description
Error703	Version number could not be retrieved

IALERT

Description This command sends an alert message to the gateway. It accepts the following:

IALERT between <Cmd></Cmd> tags,

<P1>: AlertText (text to be sent as message) as,

<P2>: Disable (0) or enable (1) blinking of the alert message

<P3>: Duration of the alert (set in multiples of 5)

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>IALert</Cmd><P1>AlertText</P1><P2>0</P2>
<P3>5</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10>
</P10></P>
```

- **Expected Output:** IAlert|StatusStatus – 1 = Successful, 0 = Unsuccessful

Error

Error Code	Error Code Description
Error701	P1 is empty
Error702	P2 is empty
Error703	P3 is empty or contains an invalid value
Error704	P2 contains an invalid value

IPINFO

This command gets the IP Address information like: IP Address, Subnet Mask, Gateway, DNS Server 1, and DNS Server 2 for a **VIA** unit

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>IpInfo</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** IP:<VIA IP Address> | NETMASK: <Net mask of VIA> | GATEWAY: <Gateway Address defined at VIA> | DNS1:<DNS Server 1 defined at VIA> | DNS2:<DNS Server 2 defined at VIA>
- **Output:** IP:192.168.11.40|SUB:255.255.255.0|GAT:192.168.11.1| DNS:192.168.11.2
- **Explanation:** The output shows all the network details, such as IP address, default gateway and DNS server.

IPINFO

Description: This command outputs the IP address of a gateway. It accepts IpInfo between <Cmd></Cmd> tags.

- **Sample Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>IpInfo</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Output Format:**

For Collage and Campus:-IP:Value|SUB:Value|GAT:Value|DNS:Value|DHCP:True/false|Host:Value

For Connect PRO and VIA GO:-

IP:Value|SUB:Value|GAT:Value|DNS:Value|Host:Value

- **Sample Output:**

For Collage and Campus:-

IP:192.168.100.194|SUB:255.255.255.0|GAT:192.168.100.3|DNS:192.168.100.3|DHCP:True|Host:Camp194

For Connect PROand GO

IP:192.168.100.111|SUB:255.255.255.0|GAT:192.168.100.3|DNS:192.168.100.3, 8.8.8.8|Host:FC-23-111

IPSETTING

This command sets the IP Address for a **VIA** unit and other network related information.

Parameter	Value	Details
P1	IP Address	Specify IP Address for the VIA unit
P2	Subnet Mask	Specify Subnet Mask for the VIA unit
P3	Gateway	Specify Default Gateway for the VIA unit
P4	DNS Server1	Specify DNS Server1 for the VIA unit
P5	DNS Server2	Specify DNS Server2 for the VIA unit

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>IpSetting</Cmd><P1>192.168.100.240</P1><P2>255.255.255.0</P2><P3>192.168.100.1</P3><P4>192.168.100.3</P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

This command updates the LAN Settings for the **VIA** unit and reboots it. DNS Server 2 is optional. Provide DNS Server 1 only when the unit is connected to the internet.



The IP address is not validated. Check the values before running this command. If the unit is not accessible after running this command, connect a keyboard and mouse to the **VIA** unit and reset the IP settings manually.

IPSETTING

Description: This command sets the IP address and other details of a gateway. It accepts IpSetting between <Cmd></Cmd> tags, IP address as <P1>, Subnet mask as <P2>, default gateway as <P3>, DNS server 1 as <P4>, and Host Name as <P5>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>IpSetting</Cmd><P1>192.168.100.112</P1><P2>255.255.255.0</P2><P3>192.168.100.3</P3><P4>192.168.100.3</P4><P5>CollageTeam</P5><P6></P6><P7>1</P7><P8></P8><P9></P9><P10></P10></P>
```



The value for tag P7 is 1 for Single network and for a dual network, set 1 for Lan1 and 2 for Lan2.

- **Output:** Ip_Set_Successful

KICKOFF

This command removes any logged in user from the gateway. The user's name is specified in parameter P1

- **Command:** <P><UN>su</UN><Pwd></Pwd><Cmd>KickOff</Cmd><P1>jolly</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- **Expected Output:** KickOff|jolly
- **Explanation:** Jolly is logged out from the gateway and the room code is changed

Error

If there is no user, the following error displays:

Error Code	Error Code Description
UsrNotExist	User does not exist

LOG

This command checks the status of Log mode. The user can enable/disable Log mode using these commands.

Get

Parameter P1 returns the status of Log mode if it is enabled or disabled.

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Log</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** Log|Get|<status of Log mode>
- Output:** Log|Get|0
- Explanation:** 0 in the output shows Log mode is not presently enabled.

Expected Output	Details
Log Get 1	Log mode is presently enabled
Log Get 0	Log mode is presently disabled

Set

Parameter P1 enables/disables the Log mode for **VIA**. User passes 1/0 to enable/disable Log mode in parameter P2.

Value for P2	Details
1	To enable Log mode
0	To disable Log mode

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Log</Cmd><P1>Set</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** Log|Set|1
- Explanation:** 1 in the output shows command ran successfully and log mode is enabled/disabled.

Error

Invalid command values return the following errors:

Error Code	Error Code Description
Error56	Unable to set log mode.
Error57	Log mode already on.
Error58	Unable to set log mode.
Error59	Log mode already off.

LOGIN

This command authenticates the touch panel user and enables execution of other commands. After a successful login, the password, enclosed by <Pwd> and </Pwd>, can be left blank from all the subsequent commands. The username, however, must be mentioned under <UN></UN> in all commands.

- **Command:**<P><UN>su</UN><Pwd>supass</Pwd><Cmd>Login</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- **Expected Output:** Login successful now please send a command
- **Explanation:** User name and password provided in ‘UN’ and ‘Pwd’ sections are correct.

Error

If the username, password or their combination is incorrect, the following errors are generated:

Error Code	Error Code Description
Error11	XML does not contain User Name. Username blank
Error12	User is not authorized.
Error13	Incorrect User name and password.
Error14	No such user exists.

MEDIA PLAYING INFO

Description: Gives the media status on gateway.

- **Command:** There is no command as this is something received from gateway.
- **Expected Output:** MediaStatus|UP|ResponseValue

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful

- **Sample Output:** MediaStatus|UP|1

PLIST

This command gives the number of users logged in to the **VIA** unit along with their participant type. PList stands for Participant List. Parameter P2 of this command gets the participant type:

- 0—Inactive (not presenting on display)
- 1—Active (presenting on display)
- 2—Waiting (waiting for permission from Moderator in presentation mode)
- 3—All

Cnt

Parameter P1 gets the count of users logged in to the **VIA** unit at that moment.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PList</Cmd><P1>cnt</P1><P2>3</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** PList|cnt|<Participant Type>|<count of users>
- **Output:** PList|cnt|3|3
- **Explanation:** 3 denotes participant type (All) and 3 is count of logged-in users.

All

Parameter P1 gets the names of users logged in to the **VIA** unit.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PList</Cmd><P1>all</P1><P2>3</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** PList|all|<Participant Type>|<User name 1>#<User Name 2>#...
- **Output:** PList|all|3|jolly#smith#mike#
- **Explanation:** Here Jolly, Mike and Smith are logged in to **VIA** at the moment and their names are delimited by #. '3' denotes participant type 'all'.

Status

This command is different from the All command in the way that it gives the status of all users. For this we pass '4' as the parameter for P2.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PList</Cmd><P1>all</P1><P2>4</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** PList|all|<User name 1>#<User Name 2>#...
- **Output:** Plist|all|4|jolly_0#mike_1#Smith_2
- **Explanation:** Here 0 is not presenting, 1 is presenting and 2 is waiting (in case of

presentation mode). Therefore Jolly is not presenting, Mike is presenting and Smith is waiting for permission from the moderator.

POWEROFF

This command shuts down the **VIA** unit.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PowerOff</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** PowerOff|1
- **Explanation:** 1 in the output shows the command ran successfully and the **VIA** unit shutdown.

Error

A common error output occurs if the command contains any invalid information about the Username and Password:

Error Code	Error Code Description
Error11	Command does not contain Username
Error12	User is not authorized.
Error13	Wrong Username and password.

-  Reboot the **VIA** unit after any changes made in settings, i.e. Room Code, Room name, PIP mode, Presentation mode, Media mode etc. You can set multiple settings and then reboot once to make sure all is applied correctly.

PRSMODE

This command checks the status of Presentation Mode and enables or disables the Presentation Mode on **VIA**.

Get

This parameter gets the status of Presentation mode.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PrsMode</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** PrsMode|Get|<status of Presentation mode>
- **Output:** PrsMode|Get|0
- **Explanation:** 0 shows presentation mode is not enabled at this point of time.

Expected Output	Details
PrsMode Get 1	Presentation mode is enabled
PrsMode Get 0	Presentation mode is disabled

Set

This parameter enables/disables Presentation mode for **VIA**. The user passes 1/0 to enable/disable Presentation mode in parameter P2.

Value for P2	Details
1	To enable Presentation mode
0	To disable Presentation mode

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PrsMode</Cmd><P1>Set</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** PrsMode|Set|1
- Explanation:** 1 in output shows the command ran successfully and presentation mode is enabled.

Error

Invalid command values return the following errors:

Error Code	Error Code Description
Error61	Unable to set Presentation mode.
Error62	Presentation mode already on.
Error63	Unable to set Presentation mode.
Error64	Presentation mode already off.

QUICKLAUNCH

This command checks the status of Quick Client Access. The user can also enable/disable Quick Client Access using this command.

Get

Parameter P1 returns the status of Quick Client Access whether it is enabled or disabled.

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>QuickLaunch</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** QuickLaunch|Get|<status of QuickLaunch>
- Output:** QuickLaunch|Get|1
- Explanation:** 1 in the output shows Quick Client Access is presently enabled and is displayed at the **VIA** unit.

Expected Output	Details
QuickLaunch Get 1	Quick Client Access is presently enabled
QuickLaunch Get 0	Quick Client Access is presently disabled

Set

Parameter P1 enables/disables Quick Launch for **VIA**. The user passes 1/0 to enable/disable Quick Launch in parameter P2.

Value for P2	Details
1	To enable Quick Client Access
0	To disable Quick Client Access

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>QuickLaunch</Cmd><P1>Set</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** QuickLaunch|Set|1
- **Explanation:** 1 in the output shows the command ran successfully and Quick Client Access is enabled /disabled.

Error

Invalid command values return the following errors:

Error Code	Error Code Description
Error76	Unable to set Quick Launch mode.
Error77	Quick Launch mode already on.
Error78	Unable to set Quick Launch mode.
Error79	Quick Launch mode already off.

REBOOT

This command reboots the **VIA** unit.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Reboot</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** Reboot|1
- **Explanation:** 1 in the output shows the command ran successfully and the **VIA** unit is rebooting.

PowerOff

This command shuts down the **VIA** unit.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PowerOff</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** PowerOff|1

- **Explanation:** 1 in the output shows command ran successfully and the **VIA** unit is shutting down.

Error

A common error output is if the command contains any invalid information about Username and Password:

Error Code	Error Code Description
Error11	Command does not contain Username.
Error12	User is not authorized.
Error13	Wrong Username and password.

-  Reboot the **VIA** unit after changes are made in settings, i.e. Room Code, Room Name, PIP mode, Presentation mode, Media mode etc. You can set multiple settings and then reboot once to make sure all are applied correctly.

RESET

This command resets the **VIA** unit. Use this command when **VIA** becomes unresponsive and appears to not be doing anything in the background. To avoid restarting the whole unit, a soft reset can be performed for **VIA** to rollback to defaults.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Reset</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** Reset|1
- **Explanation:** 1 in the output shows command ran successfully and **VIA** was reset.

RoomOverlay

Get

- **Description:** Gets the status of Room Overlay and the auto-hide time. It accepts RoomOverlay as <Cmd></Cmd> and Get as <P1>.
- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>RoomOverlay</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Output Format:** RoomOverlay|Get|status of Room Name Overlay|auto hide time
- **Explanation:**

status of Room Name Overlay is either 0 (Off) or 1 (On).

auto hide time is the time when the overlay disappears. The auto hide time does not appear if status is 0.

Set

- Description: Sets status of Room Overlay and the auto-hide time. It accepts RoomOverlay as <Cmd></Cmd>, Set as <P1>, 1 (On) or 0 (Off) as <P2>, and 10, 20, or 30 as <P3>.
- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>RoomOverlay</Cmd><P1>Set</P1><P2>1</P2><P3>0</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: RoomOverlay|Set|P2Value|status
- Explanation: Status is either 0 (command run successfully) or 1 (command did not run successfully).

Error

Error Code	Error Code Description
Error1001	Wrong P1 Value
Error1002	Wrong P2 Value
Error1003	Empty P2 Value
Error1007	P2 is 1 and P3 is null
Error1008	P2 is 0 and P3 is not null

SCREENSHARE

These commands manage screen sharing between client displays.

On

Description: This command shares the screen to all users or only selected users. It accepts ScreenShare between <Cmd></Cmd> tags, On as <P1>, and a username as <P2>. If no username is given, the display is sent to everyone.

- **Sample Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>ScreenShare</Cmd><P1>On</P1><P2>Userame</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Output Format:** ScreenShare|P1|Status

Response Value		Description
P1	On	Screen sharing is on
	Off	Screen sharing is off
Response	0	Command run was unsuccessful
	1	Command run was successful

- **Sample Output:** ScreenShare|On|1

Off

Description: This command closes screen share to all users or only selected users. It accepts ScreenShare between <Cmd></Cmd> tags, Off as <P1>, and a username as <P2>. If no username is given, the display is sent to everyone.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>ScreenShare</Cmd><P1>Off</P1><P2></P2>
<P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Output Format:** ScreenShare|P1|Status

Response Value		Description
P1	On	Screen sharing is on
	Off	Screen sharing is off
Response	0	Command run was unsuccessful
	1	Command run was successful

- **Sample Output:** ScreenShare|Off|1

Error

There are no errors associated with this command. If screen share is enabled and is on every client screen, sending the On command again does nothing.

SETTINGS

The changes mentioned here affect the **VIA** unit's functionality. Whenever a change is made to any option the **VIA** Settings, you must restart the unit for the changes to take effect. Include a rebooting command every time the following changes are made. The following command reboots a **VIA** unit:

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Reboot</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

-  Make changes to the **VIA** unit settings when no participants are connected so the reboot does not interrupt an ongoing presentation.

SUPDATE

This command starts the procedure of updating the **VIA** software.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>SUpdate</Cmd><P1>C:\update.exe</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Expected Output:** SUpdate|<Status>

- **Explanation:** If the update is successful, it returns:SUpdate|1 otherwise, SUpdate|0

UPDATE

This ongoing process gives updates pertaining to the users logged in and their status; if any user logs in, logs out, takes the display or requests the display. This is not a command that runs, but reads the updates given by the gateway. Update is shown as follows with the list of Output Value and a detailed description of each:

Command	Update	Parameter	Output Value	Description
PList	UP	cnt	Incremental	New User logged into VIA
PList	UP	User Name	1	User logged in to VIA
PList	UP	cnt	Decremental	User logged out from VIA
PList	UP	User Name	0	User logged out from VIA
Display Status	UP	User Name	1	User starts presentation at VIA display
Display Status	UP	User Name	0	User stops presenting at VIA display

Expected Output	Output	Explanation
PList UP cnt <no. of Users>	PList UP cnt 3	Update tells that a user is logged into VIA and the total number of logged in users is 3.
PList UP <user name> 1	PList UP mike 1	Update tells Mike is logged into VIA
PList UP cnt <no. of Users>	PList UP cnt 2	Update shows a user is logged out from VIA and now the total number of logged in users is 2.
PList UP <User name> 0	PList UP mike 0	Update shows that mike is logged out from VIA
DisplayStatus UP <User name> 1	DisplayStatus UP mike 1	Update shows mike has started his presentation at VIA display.
DisplayStatus UP <User name> 0	DisplayStatus UP mike 0	Update shows mike has stopped presenting at VIA display.



There can be multiple combinations of User Status and Display Status.

VOL

This command gets/sets the volume of the **VIA** unit.

Get

Parameter P1 returns the current volume value of the **VIA** unit.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Vol</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** Vol|Get|<value of Volume>
- **Output:** Vol|Get|15
- **Explanation:** 15 shows the volume of the multimedia player is set at 15%.

Set

This command sets the volume of the **VIA** unit. User passes a whole number value in parameter P2. The volume set here immediately reflects on the **VIA** unit. However, this command does not return any result.

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Vol</Cmd><P1>Set</P1><P2>65</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** Vol|Set|<value of Volume>.
- Output:** Vol|Set|30
- Explanation:** Sets the volume according to the value passed in the command.

Error

Error Code	Error Code Description
Error01	Invalid value passed in command to set volume.
Error02	Blank value passed to set volume.

WAKEUP

- Description:** This command is used to switch on the display or put it to sleep. It accepts WakeUp between <Cmd></Cmd> tags, 1 or 0 as <P1>.
- Sample Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>WakeUp</Cmd><P1>1</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format:** WakeUp|P1|Status

Response Name	Response Value	Description
Status	0	Successful
	1	Unsuccessful
P1	0	Display was switched ON
	1	Display was switched OFF

Error

Error Code	Description
Error1001	Empty P1 value

WAKEUP

This command wakes up a **VIA Connect PRO** or **VIA Connect PLUS** only.

- COMMAND:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>WakeUp</Cmd><P1></P1><P2></P2><P3></P3>`

P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>

- **EXPECTED OUTPUT:** The VIA Connect PRO or VIA Connect PLUS unit is no longer in standby mode.

Commands – VIA Collage / VIA Campus / VIA Connect PRO / VIA Connect PLUS

PartPresentConfirm

Get

- Description: Gets the status of whether or not participants can allow the presentation of their screens. It accepts PartPresentConfirm as <Cmd></Cmd> and Get as <P1>.
- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>PartPresentConfirm</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: PartPresentConfirm|Get|status
- Explanation: status is either 0 (Off) or 1 (On).

Set

- Description: Defines if participants can allow the presentation of their screens. It accepts PartPresentConfirm as <Cmd></Cmd>, Set as <P1>, and 1 (On) or 0 (Off) as <P2>.
- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>PartPresentConfirm</Cmd><P1>Set</P1><P2>0</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: PartPresentConfirm|Set|P2Value|status
- Explanation: Status is either 0 (command run successfully) or 1 (Command did not run successfully).

Error

Error Code	Description
Error1001	Wrong P1 Value
Error1002	Wrong P2 Value
Error1003	Empty P2 Value
Error1008	Presentation mode is not set

STREAMING

The following commands enable streaming from the gateway to an external URL.

SStart

Description: Starts the streaming from the gateway. It accepts Streaming between <Cmd></Cmd> tags, SStart as <P1> and username as <P2>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>SStart</P1><P2>mike</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Output Format:** SStart|Status|ID|StartTime

Value	Description	
Status	0	Command run was unsuccessful
	1	Command run was successful
ID	A unique code to identify the stream	
StartTime	The date and time when the streaming started; format is specified by the DTFormat command	

- **Sample Output:** SStart|1|45|2017-02-01 08:14 PM

SStop

Description: Stops the streaming from gateway. It accepts Streaming between <Cmd></Cmd> tags, SStop as <P1> and username as <P2>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>SStop</P1><P2>mike</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Output Format:** SStop|Status|ID

Value	Description	
Status	0	Command run was unsuccessful
	1	Command run was successful
ID	A unique code to identify the stream	

- **Sample Output:** SStop|1|45

SRestart

Description: Stops any active stream, updates the existing URL with a new URL, and starts streaming with the new URL. It accepts Streaming between <Cmd></Cmd> tags, SRestart as <P1>, username as <P2>, and new URL as <P3>. If the gateway has a dual display, it accepts another URL as <P4>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>SRestart</P1><P2>mik  
e</P2><P3>URLName</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><  
P9></P9><P10></P10></P>
```

- **Output Format:** The output is displayed in the following sequence:

1. SStop|Status|ID
2. Streaming|SRestart|Status
3. SStart|Status|ID|StartTime

- **Explanation:** Streaming stops and displays the SStop output. Streaming starts again with a new URL and displays the SRestart output. The SStart output is displayed, giving details about status, ID, and start time (see [SStart](#) on page [31](#)).

Response Value	Description	
Status	0	Command run was unsuccessful
	1	Command run was successful

- **Sample Output:** The output is displayed in the following sequence:

1. SStop|1|111
2. Streaming|SRestart|1
3. SStart|1|111|2017-07-05 03:02 PM

SChange

Description: Changes the URL being streamed. It accepts Streaming between <Cmd></Cmd> tags, SChange as <P1>, username as <P2>, and new URL as <P3>. If the gateway has a dual display, it accepts another URL as <P4>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>SChange</P1><P2>mi  
ke</P2><P3>udp://192.168.100.166:7890</P3><P4></P4><P5></P5><P6></P6><P7>  
</P7><P8></P8><P9></P9><P10></P10></P>
```

- **Output Format:** Streaming|SChange|Status

Response Value	Description	
Status	0	Command run was unsuccessful
	1	Command run was successful

- **Sample Output:** Streaming|SChange|1

Streaming

Get

- Description:** Gets the streaming status from the gateway. It accepts Streaming between <Cmd></Cmd> tags and Get as <P1>.
- Sample**
Command:<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- Output Format:**

For single display: Streaming|Get|<status of streaming(0/1)>|<name of url>

For dual display: Streaming|Get|<status of streaming(0/1)>|<name of url1>|<name of url2>
- Explanation:** Status of streaming is either 0 or 1.
 0 – No url is being streamed.
 1 – A URL is being streamed. This is accompanied by the URL(s) being streamed.
 URL1 and URL2 are the URLs currently being streamed. If the status is 0, the output will not contain the URL name.

Set

- Description:** Starts or stops streaming on a gateway. It accepts Streaming between <Cmd></Cmd> tags, Set as <P1>, On or Off as <P2>, URL name as <P3>, and if dual display is connected, accepts another URL name as <P4>.
- Sample Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>Set</P1><P2>0</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- Output Format:** Streaming|Set|P2>Status
- Explanation**

Response Value		Description
Status	0	Streaming started
	1	Streaming stopped
P2	0	Unsuccessful
	1	Successful

SStatus

- Description:** Gets the status of whether the gateway is still streaming. It accepts Streaming between <Cmd></Cmd> tags and SStatus as <P1>.
- Command:**
<P><UN>su</UN><Pwd></Pwd><Cmd>Streaming</Cmd><P1>SStatus</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
- Output Format:** RSStatus|Status|Current Date Time

Response Value		Description
Status	0	No URL is being streamed

Response Value	Description	
	1	Recording is ON
	6	Streaming is ON

- **Output Sample:** RSStatus|6|2017-12-05 11:40 AM

Error Codes For Streaming Commands

Error Code	Description
Error20051	Wrong or blank P1 Value
Error20052	Blank P2 Value
Error20053	Recording is started
Error20054	Streaming is not activated
Error20055	Blank or Wrong URLs
Error20058	Streaming is started
Error20059	Empty P2 value
Error20060	Empty P3 value when P2 is 1.
Error20061	Wrong P2 value
Error20062	Path does not begin with udp or tcp (Single display)
Error20063	Empty P3 or P4 values when dual display is set.
Error20065	Path Length incorrect
Error20066	Path does not begin with udp or tcp (Dual display)

STREAMINGURL

 This command is not supported for VIA GO.

This command opens a network stream from a URL. The URL path is the value of the P2 parameter

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>StreamingURL</Cmd><P1>1</P1><P2>URL_Path</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** StreamingURL|1|1
- **Explanation:** A network stream is opened on the main display of the **VIA**.

WHITEBOARD

This command manages operation of whiteboard sessions.

On

This command opens a whiteboard on **VIA** display for everyone to annotate.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>WhiteBoard</Cmd><P1>On</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** WhiteBoard|On|1
- **Explanation:** WhiteBoard is running on **VIA** display.

Off – Close & AutoSave Annotation

This command ends the whiteboard session and automatically saves a PDF screen capture to the VIA's cloud.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>WhiteBoard</Cmd><P1>Off</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** WhiteBoard|Off|1
- **Explanation:** Whiteboard has been closed. A screen capture has been saved as a PDF to the VIA Cloud.

Off – Close & Discard Annotation

This command ends the whiteboard session and discards any on-screen annotation.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>WhiteBoard</Cmd><P1>Off</P1><P2>2</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** WhiteBoard|Off|1
- **Explanation:** Whiteboard was closed and the annotations were discarded.

Commands – VIA Collage

The following commands are specific to VIA Collage and VIA Connect PLUS.

PIP

This command checks and sets the default mode of the HDMI Input as PIP (Picture in Picture) or a normal display.

Get

This parameter gets the current mode of the HDMI Input.

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>PIP</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** PIP|Get|<current mode of HDMI Input>
- Output:** PIP|Get|1
- Explanation:** 1 shows PIP mode is enabled for HDMI Input meaning HDMI Input is shown in PIP mode by default.

Expected Output	Details
PIP Get 1	PIP mode is enabled for HDMI Input
PIP Get 0	PIP mode is disabled for HDMI Input

Commands – VIA Collage / VIA Connect PLUS

The following commands are specific to VIA Collage and VIA Connect PLUS.

HDMI

This command, through its parameters — Get, Switch, On and Off — gets the status of devices connected to the HDMI input, switches between PIP and non-PIP mode and can start or stop the input from these devices. It gets the status of the device connected to the **VIA** unit's HDMI input channel specified by parameter P2. In other words, parameter P1 returns the status of HDMI Input, which was passed in parameter P2.

Value for P2	Details
1	To check the status of HDMI Input

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>HDMI</Cmd><P1>Get</P1><P2>1</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** HDMI|Status|<HDMI # 1>|<Status of HDMI # 1>
- **Output:** HDMI|Status|1|1
- **Explanation:** Here output shows that the status of HDMI Input 1 is ON

Expected Output	Details
HDMI Status 1 1	HDMI Input 1 is ON
HDMI Status 1 0	HDMI Input 1 is OFF

Switch

Parameter P1 switches between PIP and non-PIP mode on HDMI 1.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>HDMI</Cmd><P1>Switch</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** HDMI|Switch|1| <Status>
- **Output:** HDMI|Switch|1|1
- **Explanation:** The first 1 denotes the HDMI Input Port position (first or second) and the second 1 means the command was run successfully.

On

This parameter enables the input specified in parameter P1.

Value for P2	Details
1	For HDMI Input 1

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>HDMI</Cmd><P1>On</P1><P2>1</P2><P3>
</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10>
</P>
```

- **Expected Output:** HDMI|On|<no. of HDMI Input>|1

- **Output:** HDMI|On|1|1

- **Explanation:** Output of HDMI Input 1 was displayed successfully on the **VIA** unit's display.

Expected Output	Details
HDMI On 1 1	Output of HDMI Input 1 shows successfully at the VIA unit's display

Off

This parameter disables the input specified in Parameter P1.

Value for P2	Details
1	For HDMI Input 1

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>HDMI</Cmd><P1>Off</P1><P2>1</P2><P3>
</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10>
</P>
```

- **Expected Output:** HDMI|Off|<HDMI Input position (1)>|1

- **Output:** HDMI|Off|1|1

- **Explanation:** Output of HDMI Input 1 was stopped successfully

Expected Output	Details
HDMI Off 1 1	Output of HDMI Input 1 stops successfully from the VIA unit's display

Error

Error Code	Error Code Description
Error12	PIP is disabled.

Commands – VIA Collage / VIA Campus

The following commands are specific to VIA Collage.

GETTPAPP

This command gets the list of all the third party applications installed on gateway. It does not include inbuilt applications like Skype, Lync and GoToMeeting. Run this command before the launch command, to verify the applications installed and their names.

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>GetTPApp</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** GetTPApp|Calculator#Drop Box#Excel Sheet#MS Paint#Note Pad#Presentation#WMP#Word #vlc player
- Explanation:** All application names are seen and were added as third party applications.

Error

If there are no apps installed on the **VIA** gateway, an error 115 is displayed in the following format:

Error Code	Error Code Description
Error115	No apps installed on gateway

LAUNCH

This set of commands launches the targeted third party application installed on the gateway.

Third Party Application

This command looks for and launches the application listed under third party apps. Here parameter P1 is zero and parameter P2 is the third party application name.

- Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>0</P1><P2>Calculator</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output:** Launch|1
- Explanation:** Calculator starts on **VIA** gateway.

Error

If a third-party app does not exist, the following error appears:

Error Code	Error Code Description
121	Third Party App does not exist.

Skype

This command looks for and launches Skype. Here parameter P1 is 1 and parameters P2 through P10 are blank.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>1</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10><P>`
- **Expected Output:** Launch|1
- **Explanation:** Skype starts on the **VIA** gateway.

Lync

This command looks for and launches Lync. Parameter P1 is 2 and parameters P2 through P10 are blank.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>2</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10><P>`
- **Expected Output:** Launch|1
- **Explanation:** Lync starts on **VIA** gateway.

GoToMeeting

This command looks for and launches GoToMeeting. Parameter P1 is 3 and parameters P2 through P10 are blank.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>3</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10><P>`
- **Expected Output:** Launch|1
- **Explanation:** GoToMeeting starts on the **VIA** gateway.

Browser

This command looks for and launches Internet Explorer. Parameter P1 is 4 and parameter P2 contains a URL of the Web site to open. If this parameter is left blank, Internet Explorer still launches but opens the home page.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>4</P1><P2>www.google.com</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Expected Output:** Launch|1
- **Explanation:** Internet Explorer opens with the specified website on the VIA gateway.

LAYOUT

This command changes the mode in which users devices are displayed on the screen.

Get

Parameter P1 checks the status of Layout mode.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Layout</Cmd><P1>Get</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```
- **Expected Output:** Layout|Get|<Status of Layout>|<Status of thumbnail visibility>
- **Explanation:** The command returns the layout value and thumbnail visibility as follows:

Layout Value	Description
0	Dynamic layout view
1	Left thumbnail view
2	Right thumbnail view
3	Bottom thumbnail view

Thumbnail Visibility Value	Status
0	Thumbnails are set to hide automatically
1	Thumbnails are set to be visible at all times

Error

Invalid command values return the following error:

Error Code	Error Code Description
401	Layout.txt file does not exist.

Set

This command applies a display layout setting on gateway. ‘Set’ is passed as parameter P1, layout value (0, 1, 2, 3) as parameter P2 and thumbnail auto-hide parameter as P3 (0,1).

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Layout</Cmd><P1>Set</P1><P2>2</P2><P3>1</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```
- **Expected Output:** Layout|Set|1

- Explanation:** The layout mode was set to the corresponding mode

Value of P2	Description
0	Dynamic layout view
1	Left thumbnail view
2	Right thumbnail view
3	Bottom thumbnail view

Value of P3	Description
0	Unsuccessful
1	Successful

MEDIAMODE

This command checks and sets the status of Media mode.

Get

Parameter P1 checks the status of Media mode.

- Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>MediaMode</Cmd><P1>Get</P1><P2></P2>
<P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- Expected Output:** MediaMode|Get|<status of Media mode>

- Output:** MediaMode|Get|0

- Explanation:** 0 in the output shows media mode is not presently enabled.

Expected Output	Details
MediaMode Get 1	Media mode is presently enabled
MediaMode Get 0	Media mode is presently disabled

Set

Parameter P1 enables/disables Media Mode for the **VIA** unit. The user passes 1/0 to enable/disable Media mode in parameter P2.

Value for P2	Details
1	To enable Media mode
0	To disable Media mode

- Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>MediaMode</Cmd><P1>Set</P1><P2>1</P2>
<P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- Expected Output:** MediaMode|Set|1

- Explanation:** 1 in the output shows command ran successfully and the media mode is set as enable/disable.

Error

Invalid command values return the following errors:

Error Code	Error Code Description
Error66	Unable to set Media mode.
Error67	Media mode already on.
Error68	Unable to set Media mode.
Error69	Media mode already off.

MS Paint

Description: Parameter P1 accepts 5 (to close the third party app) and Parameter P2 accepts the name of the application. The below command closed **MS Paint** on the gateway.

- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>5</P1><P2>MS
Paint</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></
P9><P10></P10></P>
```

- **Expected Output:** Launch|5|ResponseValue

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful

Error

If the app cannot launch, the following error is generated:

Error Code	Error Code Description
Error121	Third Party App does not exist or TP is an URL

Poll

Get

- **Description:** Gets the status of Poll. It accepts Poll as <Cmd></Cmd> and Get as <P1>.
- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Poll</Cmd><P1>Get</P1><P2></P2><P3></P
3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P
>
```
- **Output Format:** Poll|Get|status of Poll
- **Explanation:** status of Poll is either 0 (Off) or 1 (On).

Set

- **Description:** This command is used to set status of Poll. It accepts Poll as <Cmd></Cmd>, Set as <P1>, and 1 (On) or 0 (Off) as P2.

- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>Poll</Cmd><P1>Set</P1><P2>0</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Output Format: Poll|Set|P2Value|status
- Explanation: Status is either 0 (command run successfully) or 1 (Command did not run unsuccessfully).

Error

Error Code	Error Code Description
Error1001	Wrong P1 Value
Error1002	Wrong P2 Value
Error1003	Empty P2 Value
Error1008	Presentation mode is not set

RECORD

The RECORD command initiates and manages session recordings on the gateway in accordance with the following parameters.

RSTART

- **Description:** This command accepts Record as Cmd, RStart as P1, and 0 as P2 value. It starts recording on the gateway.
- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>RStart</P1><P2>0</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** Rstart|status|RecordingID|StartTime

Value		Description
Status	0	Command run was unsuccessful
	1	Command run was successful
Recording ID		A unique number generated by gateway.
StartTime		Recording start time as per format specified in gateway configuration

RPAUSE

- **Description:** This command accepts Record as Cmd and RPause as P1. It pauses an ongoing recording on gateway.
- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>RPause</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`

- **Expected Output:** RPause|Status

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful

RRESUME

- **Description:** This command accepts Record as Cmd and RResume as P1. It resumes the paused recording.
- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>RResume</P1><P2></P2>
  ><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10>
  </P10></P>
```
- **Expected Output:** RResume|Status

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful

RCANCEL

- **Description:** This command accepts Record as Cmd and RCcancel as P1. It cancels a started recording. All recording files, related to the started recording, are removed.
- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>RCancel</P1><P2></P2>
  <P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10>
  </P10></P>
```
- **Expected Output:** RCcancel|Status

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful

RSTOP

- **Description:** This command accepts Record as Cmd and RStop as P1.
- **Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>RStop</P1><P2></P2><P
  3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10>
  </P10></P>
```
- **Expected Output:** RStop|Status|RecordingID

Response Value	Description	
Status	0	Command run was unsuccessful
	1	Command run was successful
Recording ID	A unique number generated by gateway.	

RSAVE

- Description:** This command accepts Record as Cmd, RSave as P1, RecordingID as P2, SessionName as P3, and SessionDescription as P4.
- Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>RSave</P1><P2>Recordi
ngID</P2><P3>SessionName</P3><P4>SessionDescription</P4><P5></P5><P6></P6
><P7></P7><P8></P8><P9></P9><P10></P10></P>
```
- Expected Output:** RSave|Status

Parameter	Response Value	Description
Status	0	Command run was unsuccessful
	1	Command run was successful

GET

- Description:** This command gets the status of the recording and the path where the recordings are being saved from the gateway. It accepts Record between <Cmd></Cmd> tags and Get as <P1>.
- Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>Get</P1><P2></P2><P3>
</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10>
</P>
```
- Output Format:** Record|Get|<recording status(0/1)>|<recording path>

Response Name	Response Value	Description
recording status	0	Recording is OFF
	1	Recording is ON
recording path	VSM	Path appears as VSM.
	USB	Recordings are being saved on the USB storage device plugged into the gateway.
	System Default	Recordings are being saved on the gateway itself.

SET

- Description:** This command starts or stops recording on a gateway. It accepts Record between <Cmd></Cmd> tags, Set as <P1>, 1 (On) or 0 (Off) as <P2>, and recording path as <P3>.
- Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>Record</Cmd><P1>Set</P1><P2>1</P2><P3
>2</P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P1
0></P>
```

- **Output Format:** Record|Set|P2|Status

Set/ Response Name	Response Value	Description
recording path	1	Recordings are being saved on the gateway (system default).
	2	Recordings are being saved on the USB storage device plugged into the gateway.
	3	Recordings are being managed by, and saved on VSM.
	4	Recordings are being saved on the location specified as a cloud directory.
P2	0	Recording was stopped.
	1	Recording was started.
Status	0	Command run successfully
	1	Command was not successful



The gateway must be restarted after defining the recording path.

Error

Error Code	Error Code Description
Error101	Gateway is not configured from VSM and the recording location has been set to VSM.
Error100	P3 is set as VSM but the recording is not managed by VSM. This same error is also received if the recording is managed by VSM and the recording path is set to USB or system default.
Error20025	Empty P2 value
Error20026	Empty P3 value when P2 is 1.
Error20027	Wrong P2 value
Error20028	Wrong P3 value

Commands – VIA Connect PRO / VIA Connect PLUS / VIA GO

The following commands are specific to VIA Connect PRO, VIA Connect PLUS and VIA GO.

RESTARTAPACHE

Description: Restarts the Apache Server on Gateway.

- **Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>RestartApache</Cmd><P1></P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Expected Output:** RestartApache|ResponseValue

Response Value	Description
0	Command run was unsuccessful
1	Command run was successful
- **Sample Output:** RestartApache|1

WIFI GUESTMODE

The following commands start, stop, and return status of the WiFi's guest mode.

Start

Description: Starts guest mode on Wifi. It accepts WifiGuestMode between <Cmd></Cmd> tags and 1 as <P1>.

- **Sample Command:**
`<P><UN>su</UN><Pwd></Pwd><Cmd>WifiGuestMode</Cmd><P1>1</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- **Output Format:** WifiGuestMode|P1 Value|Response

Response Value	Description
Response	0 Command run was unsuccessful
	1 Command run was successful
- **Sample Output:** WifiGuestMode|P1 Value|Response

Stop

Description: Stops guest mode on Wifi. It accepts WifiGuestMode between <Cmd></Cmd> tags and 0 as <P1>.

- **Sample Command:**

```
P><UN>su</UN><Pwd></Pwd><Cmd>WifiGuestMode</Cmd><P1>0</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```

- **Output Format:** WifiGuestMode|P1 Value|Response
- **Expected Output:**

Response Value	Description
Response	0 Command run was unsuccessful
	1 Command run was successful

- **Sample Output:** WifiGuestMode|0|1

Status

Description: Gets the status of the guest mode on Wifi. It accepts WifiGuestMode between <Cmd></Cmd> tags and Status as <P1>.

- **Sample Command:**

```
<P><UN>su</UN><Pwd></Pwd><Cmd>WifiGuestMode</Cmd><P1>Status</P1><P2></P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>
```
- **Output Format:** WifiGuestMode|P1 Value|Response

Response Value	Description
Response	0 Command run was unsuccessful
	1 Command run was successful

- **Sample Output:** WifiGuestMode|Status|1

Error Codes for WifiGuestMode Commands

Error Code	Description
Error20056	Wrong or blank P1 Value
Error20057	Guest mode is not activated

Commands – VIA Connect PLUS

BlueJeans

Launch

This command launches BlueJeans on the gateway. It accepts Launch between <Cmd></Cmd> tags, 6 as P1 and BlueJeans as P2.

- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>6</P1><P2>BlueJeans</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output: Launch|status
- Explanation: Status is 1 if command was run successfully. Otherwise, an error code is returned.

Close

This command closes BlueJeans on the gateway. It accepts Launch between <Cmd></Cmd> tags, 5 as P1 and BlueJeans as P2.

- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>5</P1><P2>BlueJeans</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output: Launch|p1|status
- Explanation: Status is 1 if command was run successfully. Otherwise, an error code is returned.

Zoom

Launch

This command launches Zoom on the gateway. It accepts Launch between <Cmd></Cmd> tags, 6 as P1 and Zoom as P2.

- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>6</P1><P2>Zoom</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output: Launch|status
- Explanation: Status is 1 if command was run successfully, else an error code is returned.

Close

This command closes Zoom on the gateway. It accepts Launch between <Cmd></Cmd> tags, 5 as P1 and Zoom as P2.

- Command:
`<P><UN>su</UN><Pwd></Pwd><Cmd>Launch</Cmd><P1>5</P1><P2>Zoom</P2><P3></P3><P4></P4><P5></P5><P6></P6><P7></P7><P8></P8><P9></P9><P10></P10></P>`
- Expected Output: Launch|p1|status
- Explanation: Status is 1 if command was run successfully, else an error code is returned.

Error Codes

Error Code	Description
Error20090	BlueJeans already launched on gateway.
Error20091	Zoom already launched on gateway.
Error20092	Empty P1 tag value.
Error20095	Empty P2 tag value.
Error20094	Incorrect P1 tag value (greater than 6 or less than 0).
Error20096	Feature not enabled from web.
Error122	If we are sending any command except BlueJeans and Zoom on gateway.
Error20099	If p1 is less than 4 and VIA is connect plus. Or p1 is 6 and VIA is not connect plus .
Error20096	If we are sending Zoom command on gateway but it is disabled on web.
Error20097	If BlueJeans is already off and we are sending close command.
Error20098	If Zoom is already off, and we are sending close command.
Error20096	If we are sending BlueJeans command on gateway but it is disabled on web.

General Error Codes

Error Code	Description
Error20093	Discontinued command has been used.

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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.
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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.
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.

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P/N:



2900-300632

Rev:



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.

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