

VW3620

36 × 20 Modular Video Wall Processor

Quick Start Guide

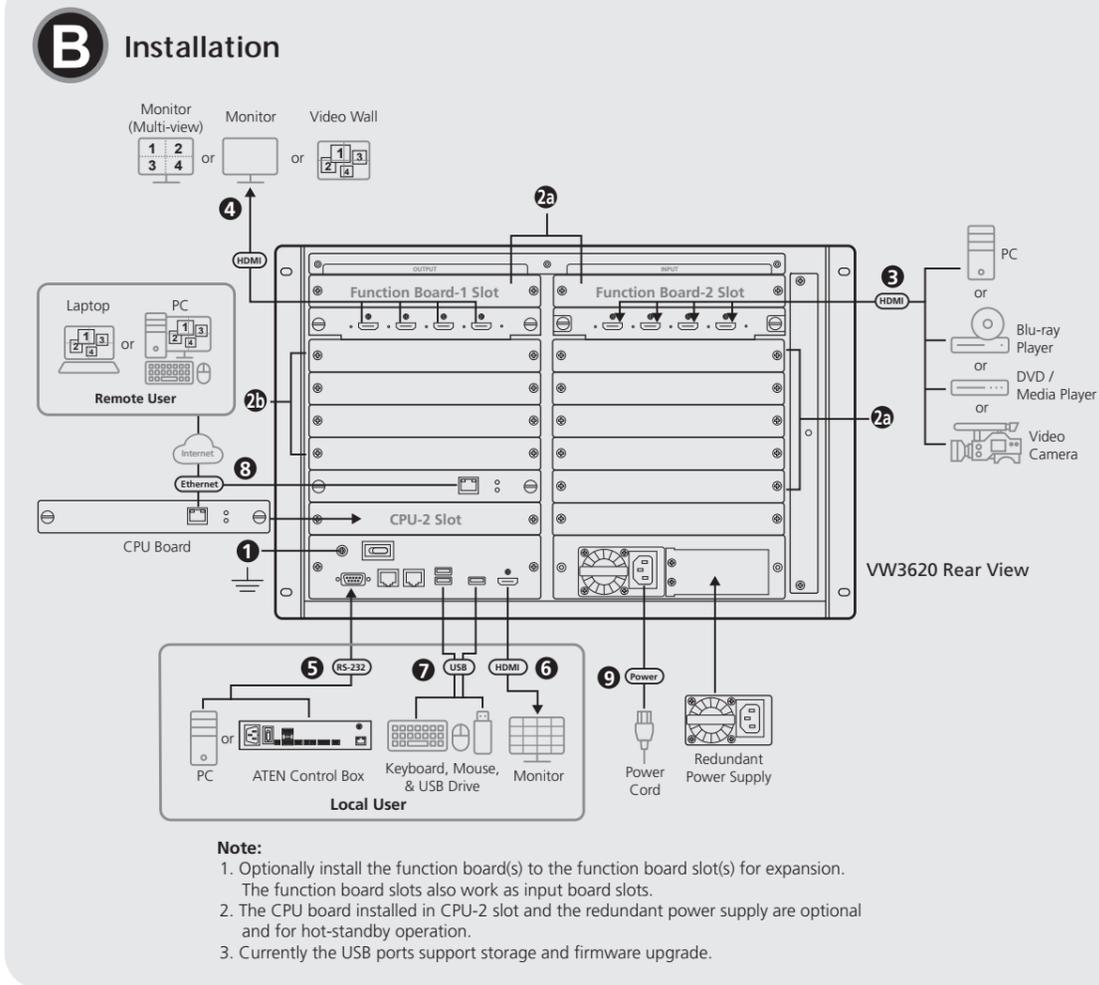
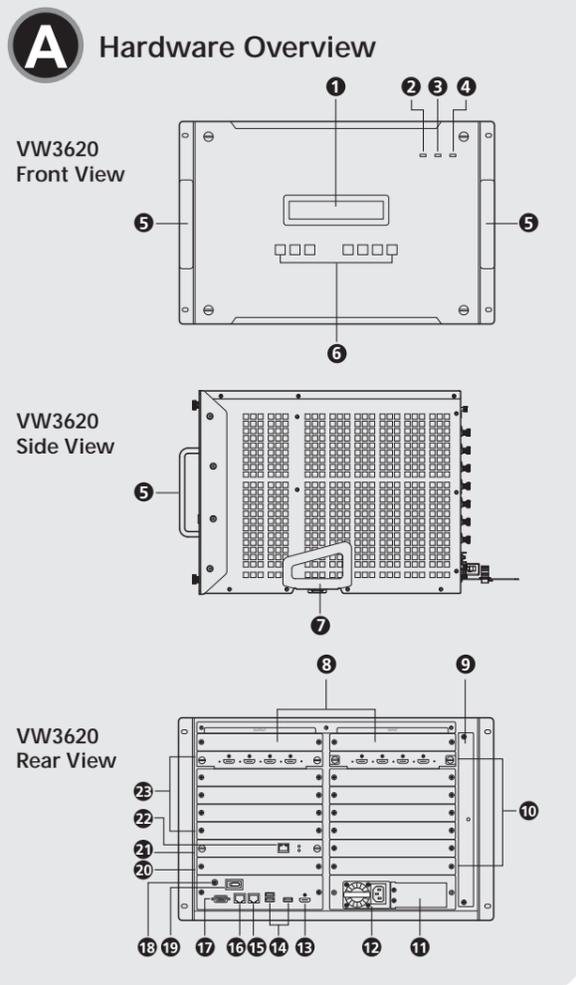


© Copyright 2024 ATEN® International Co. Ltd.
 ATEN and the ATEN logo are registered trademarks of ATEN International Co., Ltd.
 All rights reserved. All other trademarks are the property of their respective owners.

Released: 04/2024



MISC10000057
 04/2024 V2.0



Package Contents

- 1 VW3620 36 × 20 Modular Video Wall Processor
- 1 power module
- 1 power cord
- 1 cable strap
- 1 user instructions

Support and Documentation Notice

All information, documentation, firmware, software utilities, and specifications contained in this package are subject to change without prior notification by the manufacturer. To reduce the environmental impact of our products, ATEN documentation and software can be found online at <http://www.aten.com/download/>

Technical Support
www.aten.com/support

Scan for more information



The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

A Hardware Overview

- 1 LCD display
- 2 alarm LED
- 3 redundant power LED
- 4 primary power LED
- 5 handles
- 6 function pushbuttons
- 7 recessed handle
- 8 function board / video input board slots
- 9 fan module
- 10 video input board slots
- 11 redundant power slot
- 12 primary power module
- 13 system HDMI local output
- 14 USB Type-A ports
- 15 RJ-45 port (chain out)*
- 16 RJ-45 port (chain in)*
- 17 RS-232 serial port
- 18 grounding terminal
- 19 power switch
- 20 redundant CPU slot
- 21 primary CPU board
- 22 Ethernet port
- 23 video output board slots

Note: The daisy-chaining functionality will be supported in a future update.

B Installation

- Note:**
- Install the power module onto the unit in advance. Refer to the user manual or VW3620 Power Module Installation Guide for details.
 - Make sure all the equipment you are connecting to the unit is turned off and disconnected from the power source.

- Use a grounding wire to ground the unit by connecting one end of the wire to the grounding terminal, and the other end to a suitable grounded object.

Note: Do not omit this step. Proper grounding helps prevent damage to the unit from power surges or static electricity.
- Optionally install the video input boards/video output boards to the VW3620 for expansion. Please refer to the user manual for the detailed steps.
 - Install the VW784 video input board(s) to the video input board slot(s) or the function board/video input board slot(s).
 - Install the VW884 video output board(s) to video output board slot(s).

- Connect your video source device(s) to the HDMI input port(s) of the VW784 video input board(s).
- Connect your video display device(s) to the HDMI output port(s) of the VW884 video output board(s).
- (Optional) To control the VW3620 via serial communication, connect your PC or ATEN Control Box to the unit's RS-232 port.
- (Optional) To monitor, preview, and control the real-time content, connect an HDMI-enabled display to the system HDMI local output port.
- (Optional) To upgrade firmware, set the video wall background image, or store the log event data, connect your data storage device(s) to the USB Type-A port(s).
- (Optional) To remotely operate the VW3620 via the Web GUI, connect the Ethernet port of the primary CPU board to the network using an Ethernet cable.

Note: Optionally install the CPU board to VW3620's redundant CPU slot for hot-standby operation.
- Connect the supplied power cord to the unit's primary power socket after powering on all other connected equipment. Turn on the unit's power switch, and the primary power LED lights green to indicate the unit is powered on.

Note: Optionally install the redundant power module to VW3620's redundant power slot for hot-standby operation.

C Operation

The VW3620 video wall processor can be operated by the following 2 methods:

Front-panel Pushbuttons

- To control and configure the options available to the unit using the following pushbuttons:
 - Use the navigation buttons (the **Up** and **Down** arrows) to scroll through the options listed on the LCD display.
 - Use the **Enter** button to make your selection.

- Use the **ESC** button to cancel an option or go back to the previous menu screen.
 - Use the **Menu** button to enter the main menu screen.
 - Use the **Profile** button to view, load, and apply the profile(s) that you set in the Web GUI.
 - Use the **Local Output** button to configure and preview the content through the HDMI-enabled display connected to the unit's system HDMI local output port.
- To unlock the on-screen display:
 - If password protection is enabled, press any button to start, input your password using the **Up** or **Down** buttons to cycle through the digits, press the **Enter** button to advance to the next digit, and finally press **Enter** button to submit the password to unlock the LCD display. To clear the current digit and go back to the previous digit, press the **ESC** button.
 - By default, the password protection is disabled. Please press any button to start, and then press the **Enter** button to unlock the LCD display.
 - To access system settings, please unlock the LCD display, press the **Menu** button to enter the main menu screen, select the function you'd like to proceed using the **Up** or **Down** buttons, and press the **Enter** button to enter the submenu screen for further configuration.
 - To assign the input to an output, press the **Menu** button to enter the main menu screen to select **Operation Mode**, choose the zone to be edited, and go to **Change Input** to designate the output device/window and the input source.
 - To set the background, enter the main menu screen and go to **Operation Mode > Background** to choose the system built-in image/your uploaded image, or to load the image(s) from the connected USB drive. Select your background image and press the **Enter** button to set the background.
 - To upgrade the firmware of the VW3620 video wall processor, press the **Menu** button to enter the main menu screen, and select **F/W Upgrade** to

load the firmware file from the connected USB drive.

Web GUI

Log in the Web GUI to configure advanced system settings, such as profile schedules, user accounts, and remote real-time viewing.

- For DHCP environment
- Visit the product page and download *IP Installer* from the *Support and Downloads* tab.
 - Run *IP Installer* and get the IP address to log in to the Web GUI.
 - Use the default login credentials *administrator* and *password* upon first login.

Note: If you have installed a redundant CPU board and connected it to the network using an Ethernet cable, the IP address(es) of CPU 1 and CPU 2 might differ. Run *IP Installer* to obtain the DHCP-assigned address(es).
- If DHCP is disabled, use the default IP address *192.168.0.60* and log in with default login credentials *administrator* and *password*.

D LED Indicators

LED	LED Activity	Description
Power	lights green	Indicates that the primary power module is in operation.
	blinks	Indicates that the unit is in sleep mode.
Redundant	lights green	Indicates that the redundant power module is in operation.
Alarm	lights red	Indicates that a system error occurred. To obtain details for the issue, log in to the Web GUI. The alarm LED goes off once the system error is fixed.