Simply Better Connections

VK320 / VK330 / VK330A
VK401

ATEN Touch Panel & Accessories

User Manual

Compliance Statements

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Warning

Operation of this equipment in a residential environment could cause radio interference.

Achtung

Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.

E3914

KCC Statement

유선 제품용 / A 급 기기 (업무용 방송 통신 기기)
이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며 , 가정 외의 지역에서 사용하는 것을 목적으로 합니다 .

Industry Canada Statement

This Class A digital apparatus complies with Canadian ICES-003.

CAN ICES-003 (A) / NMB-003 (A)

BSMI

警告:為避免電磁干擾，本產品不應安裝或使用於住宅環境。

設備名稱：10.1 吋會議室面板 ，型號（型式）VK330

單元Unit	限用物質及其化學符號					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr^{+6})	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
電纜線 Cable	−	○	○	○	○	○
印刷電路部件 PCBA	−	○	○	○	○	○
塑膠 / 其他部件 Plastic /Others parts	○	○	○	○	○	○
金屬部件 Metal parts	−	○	○	○	○	○

備考 1. 〝超出 0.1 wt %〞及 〝超出 0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。

備考 2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。

備考 3. 〝−〞係指該項限用物質為排除項目。

代理商: 宏正自動科技股份有限公司

地址: 新北市汐止區大同路二段125號三樓

最大額定電壓: DC 12V, 2A；DC 54V, 0.45A (PoE)

最大操作環境溫度: 40°C

D33866
RoHS

RoHS

This product is RoHS compliant.

User Information

Online Registration

Be sure to register your product at our online support center:

International	http://eservice.aten.com

Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Product Information

For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	http://www.aten.com
North America	http://www.aten-usa.com

Package Contents

Check to make sure that all the components are in working order. If you encounter any problem, please contact your dealer.

VK320

- 1x VK320 8“ Touch Panel
- 1x 86-type junction box with screws
- 1x 90° RJ-45 cable adapter
- 1x user instructions

VK330

- 1 x VK330 10.1" Touch Panel
- 1 x 90° RJ-45 cable adapter
- 1 x user instructions

VK330A

- 1 x VK330A 10.1" Touch Panel Gen. 2
- 1 x 90° RJ-45 cable adapter
- 1 x user instructions

VK401

- 1 x VK401 Access Inspector
- 2 x screws
- 1 x user instructions

About this Manual

This user manual is provided to help you get the most from your ATEN Touch Panel. It covers all aspects of installation, configuration, and operation of the ATEN Touch Panel, including the following models:

Model Number	Description
VK320	8” Touch Panel
VK330	10.1” Touch Panel
VK330A	10.1” Touch Panel Gen. 2
VK401	Access Inspector

Note:

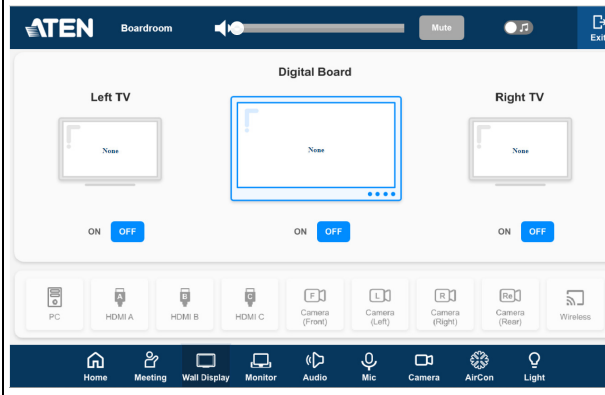
- Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit and/or connected devices.
- The product may be updated, with features and functions added, improved, or removed since the release of this manual. For an up-to-date user manual, visit http://www.aten.com/global/en/

Conventions

This manual uses the following conventions:

`Monospaced`	Indicates text that you should key in.
[ ]	Indicates keys you should press. For example, [Enter] means to press the **Enter** key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt].
1.	Numbered lists represent procedures with sequential steps.
♦	Bullet lists provide information, but do not involve sequential steps.
>	Indicates consecutive selecting options (such as on a menu or dialog box). For example, Start > Run means to open the *Start* menu, and then select *Run*.
⚠	Indicates critical information.

Terminology

Terminology	Description
controller	A controller refers to any model of ATEN Control Box Gen. 2 and Control Pad.
Viewer	A Viewer is a software control interface that system operators use to control and operate devices managed by ATEN control system. The Viewer is fully configurable and customizable using ATEN Configurator. For example: 
Project	A project is a configuration file, generated using ATEN Configurator to specify settings of an ATEN Control System, including one or multiple controllers, managed devices, and control interfaces.

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Chapter 1
Introduction

The ATEN Touch Panel is a quad-core, 8” or 10.1” touch screen with a resolution of 1280 x 800. It comes preloaded with ATEN Control System App and supports AppSwitcher, enabling users to install and switch between multiple applications. This chapter provides an overview of the following:

- *Features*
- *Compatible Products and Accessories*
- *Application Diagrams*

Features

VK320

- 8” touch panel with narrow bezel modern design
- Natively installed with ATEN Control System app and designed for the integrated use with ATEN Control System
- Supports AppSwitcher to allow multiple apps to be switched and operated
- Integrated with ATEN Unizon and ATEN Room Booking system to display room usage and operating status
- Allows administrators for central control of multiple rooms via profiles
- Restricts user access to profiles via password authentication
- Synchronization of system control among multiple ATEN Touch Panels, mobile devices, and tablet computers
- Demo mode enables demonstration without connecting a controller while familiarizing users with the solution’s most important functions
- Screen Saver helps energy saving and prolongs the device lifetime
- Allows for Display Real-time Streaming Protocol (RTSP), ONVIF, and ATEN VE89 series video preview*

  Note: The feature is only applicable when installed with the ATEN VK1200 or VK2200.

- Supports Power over Ethernet (PoE), which allows it to receive power and data over a single Ethernet cable

- Side power LED – features the indicator in the dark place
- In-wall design – perfectly fits in building decoration
- Compatible with VK101 and VK102 Tabletop Kits for desk mounting and wall mounting

VK330

- 10.1” touch panel
- Natively installed with ATEN Control System app and designed for the integrated use with the ATEN Control System
- Integrated with ATEN Room Booking System to display room usage and operating status
- In conjunction with the VK401, the system enables exclusive card-access functionality; only authorized users can scan cards to book and check in meeting rooms and facilitate conference room automation
- Integrated with ATEN Unizon and ATEN Room Booking system to display room usage and operating status
- Allows administrators for central control of multiple rooms via profiles
- Restricts user access to profiles via password authentication
- Synchronization of system control among multiple ATEN Touch Panels, mobile devices and tablet computers
- Demo mode enables friendly demonstration without connecting a controller while familiarizing the users with the solution’s most important functions
- Screen Saver function helps energy saving and prolongs the lifetime of the touch screen
- Allows for Display Real-time Streaming Protocol (RTSP), ONVIF and ATEN VE89 series video preview*

Note: The feature is only applicable when installed with the ATEN VK1200 or VK2200.

- Supports Power over Ethernet (PoE), which allows it to receive power and communication over a single Ethernet cable
- Flexible installation thanks to the support for VK302 Wall Mount Kit, VK304 Tabletop Kit, and any standard VESA 75 x 75 mm mounts

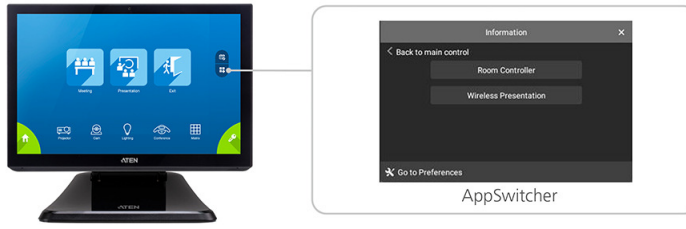
VK330A

Centralized Control via Natively Installed ATEN Control System App

- Allows administrators to centrally control multiple rooms via profiles
- Restricts user access to profiles through password authentication
- Synchronization of system control across multiple ATEN Touch Panels, mobile devices, and tablet computers
- Screen Saver feature helps save energy and prolong device lifespan
- Allows Display Real-time Streaming Protocol (RTSP), ONVIF, and ATEN VE89 series video preview*

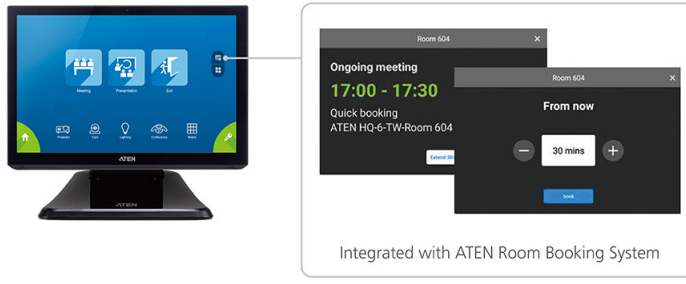
Note: The feature is only applicable when installed with the ATEN VK1200 or VK2200.

- Supports AppSwitcher to allow multiple third-party apps to be switched and operated



Works with ATEN Unizon and ATEN Room Booking System

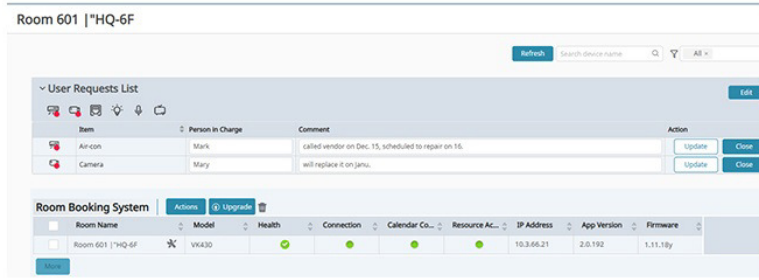
- Shows room usage and operating status in real-time
- Allows for room reservation, check-in/out, and room reservation extension from the panel



- Supports VK401 Access Inspector to enable exclusive card-access functionality— only authorized users can scan cards to book and check in meeting rooms and facilitate conference room automation

Request Tracking and Management

- Allows on-screen request for cleaning / catering / repair / replacement or report of any issue occurs to the in-room equipment
- Request notifications are sent in real-time to administrators and are traceable on the Unizon platform



Proximity and Light Sensor

The proximity and light sensor adjusts screen brightness in response to ambient lighting, enhancing readability and conserving power.

Narrow Bezel Design

Reduces bezel interference for easy viewing and a sleek aesthetic that complements any guest-facing settings.

Power over Ethernet (PoE)

Enables data transmission while receiving power over an Ethernet cable to help simultaneously reduce installation costs and power consumption.

Flexible Mounting

Flexible mounting methods tailored to your space via ATEN VK302 wall mount kit, VK304 tabletop kit, or any standard VESA 75 x 75 mm mounts.

VK304

VK302

VK401

- An add-on compact accessory to work with ATEN VK430 10.1” RBS Panel and VK330 10.1” Touch Panel
- Operates at the frequency of 13.56 MHz
- Supports multiple standards — ISO 14443A/B and ISO 15693
- Reads smart cards — Mifare and Felica
- Contactless access control with high levels of security and hygiene
  - Only authorized users can scan cards to book / check in / lock / unlock meeting rooms and facilitate conference room automation
  - Helps collect valuable data, including meeting attendance list and meeting duration
  - Keeps track of meeting records for centralized management
  - Reports can be sent to designated users regularly on a daily / weekly / monthly / quarterly basis

Compatible Products and Accessories

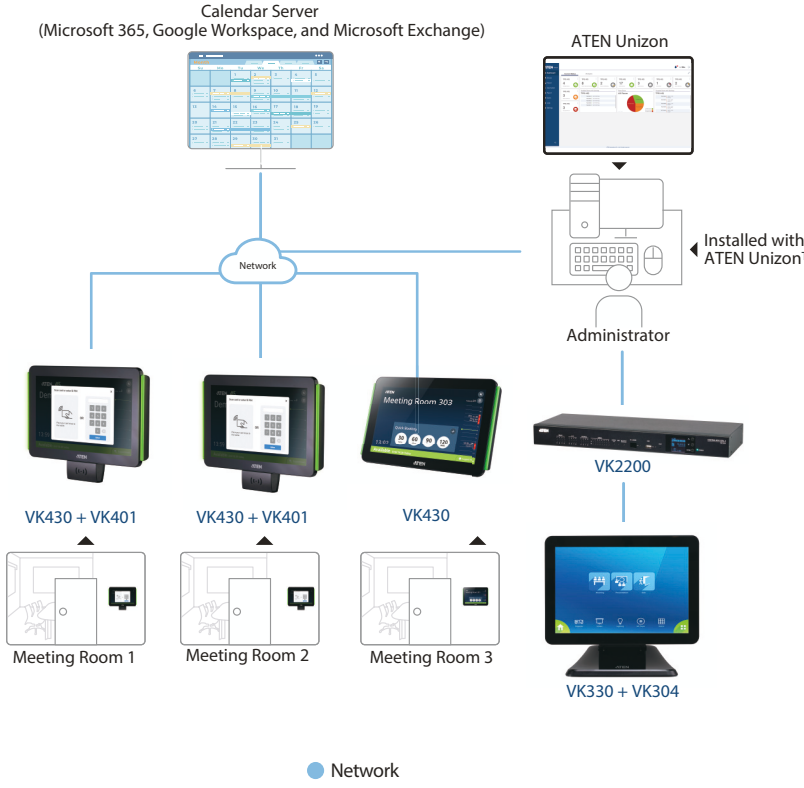
The ATEN Touch Panel is compatible with the ATEN Control Boxes, Control Pads, and a wall/desktop mounting kit. For more information on these products, visit the ATEN Keypad product page.

Application Diagrams

The ATEN Touch Panel mounts to a wall or desktop to provide a control interface for an ATEN Control System. The setup of the Touch Panel to the Control System can be illustrated as follows:

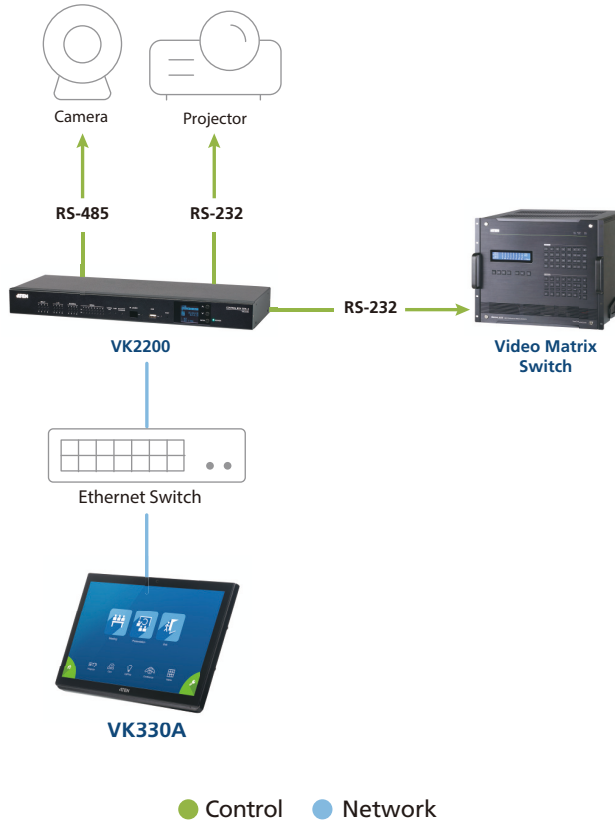
VK320

VK330

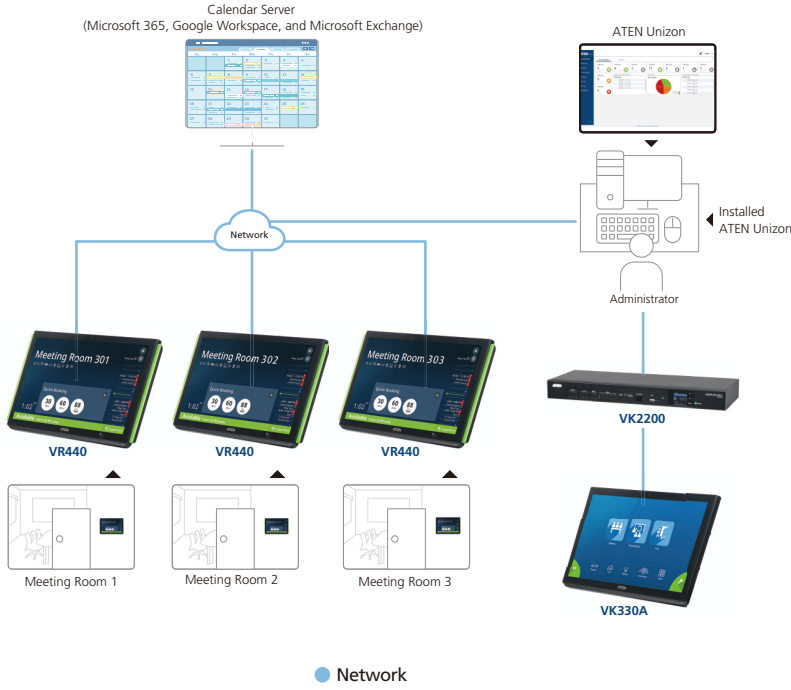

Calendar Server
(Microsoft 365, Google Workspace, and Microsoft Exchange)
ATEN Unizon
Network
Installed with
ATEN Unizon™
Administrator
Meeting Room 303
VK2200
VK430 + VK401
VK430 + VK401
VK430
Meeting Room 1
Meeting Room 2
Meeting Room 3
VK330 + VK304
Network

VK330A

- General Application



- Security-enhanced Application



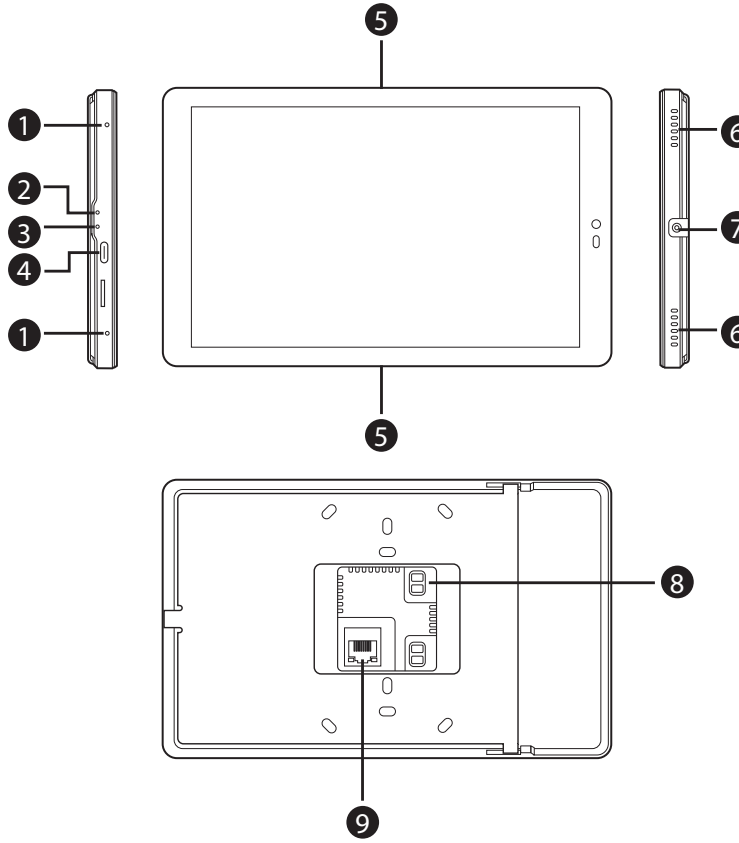
Chapter 2
Hardware Setup

This chapter provides the following information:

- *ATEN 8” Touch Panel (VK320)*
  - *Hardware Overview*
  - *Mounting the VK320 Touch Panel*
    - *Wall Mount*
    - *Tabletop Mount*
- *ATEN 10.1” Touch Panel (VK330)*
  - *Hardware Overview*
  - *Mounting the VK330 Touch Panel*
  - *Installing the VK330 Touch Panel*
- *ATEN 10.1” Touch Panel Gen. 2 (VK330A)*
  - *Hardware Overview*
  - *Mounting the VK330A*
  - *Installing the VK330A*
- *VK401 Access Inspector*
  - *Hardware Overview*
  - *Installing an Access Inspector to a VK330 / VK330A Touch Panel*

ATEN 8” Touch Panel (VK320)

Hardware Overview



No.	Component	Description
1	microphones	Receive audio input.
2	restart button	Pin this button to restart the device.
3	set button	Pin this button to open the system settings page.
4	USB-C slot	Receives a USB-C cable for firmware upgrades and app updates.
5	LED light bars	Lights up when the touch panel is receiving power.
6	speakers	Play beep sounds to indicate control actions.
7	plate screw	Holds the touch panel to the wall plate.
8	power port	Receives a power jack.
9	Ethernet port	Receives an Ethernet cable which supplies network connectivity. It can also receive power if connected to a power sender (PSE), such as a PoE switch.

Mounting the VK320 Touch Panel

Wall Mount

1. To use the supplied junction box, cut out a space in the chosen surface to accommodate the junction box.
2. Loosen the plate screw and remove the wall plate from the touch panel.
3. Connect the device to power through PoE or DC power.
   - **PoE**

     (a) Connect the supplied 90° RJ-45 cable adapter to an Ethernet cable (that is connected to a PoE switch), and then thread the other end of the cable through the junction box and the wall plate.

     Important: Install the wall plate with the screw hole facing outward. For a portrait view of the touch panel, keep the screw hole at the bottom (as illustrated); for a landscape view, install the plate with the screw hole on the right.

     (b) Secure the wall plate to the junction box using the supplied screws.

(c) Plug the other end of the cable adapter to the PoE port of the touch panel.

- **Terminal block**

  Follow the steps in *Preparing the Power Cord to install* the terminal block.

  (a) Connect the power adapter to a power source, and then thread the other end of the cable through the junction box and the wall plate.

  Important: Install the wall plate with the screw hole facing outward. For a portrait view of the touch panel, keep the screw hole at the bottom (as illustrated); for a landscape view, install the plate with the screw hole on the right.

  (b) Secure the wall plate to the junction box using the supplied screws.

  (c) Plug the terminal block to the power port of the touch panel.

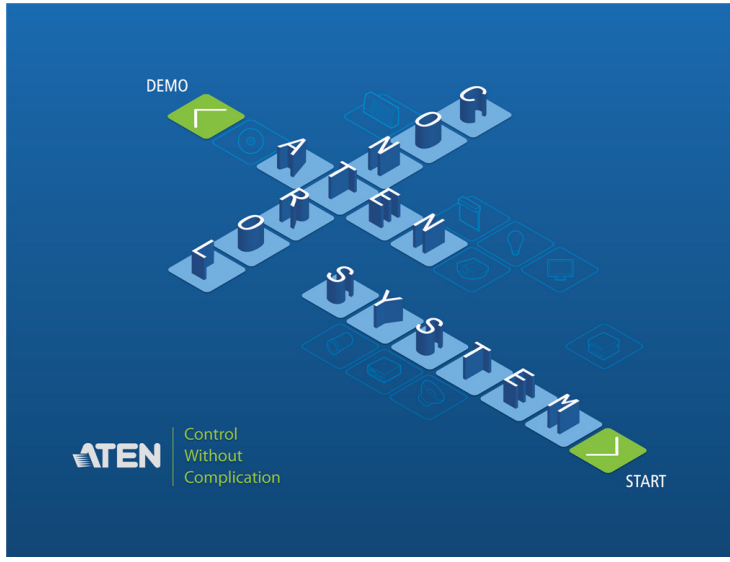
4. Slide the touch panel onto the wall plate until it is locked in position, and then secure the touch panel with the screw that you removed at step 2. The LED light bars light green to indicate that the panel is receiving power.

Tabletop Mount

To mount the VK320 touch panel on a desk, purchase a tabletop kit of (VK101 for US type; VK102 for EU type). For a step-by-step install procedure, download the corresponding quick start guide from the VK101 / VK102 product page.

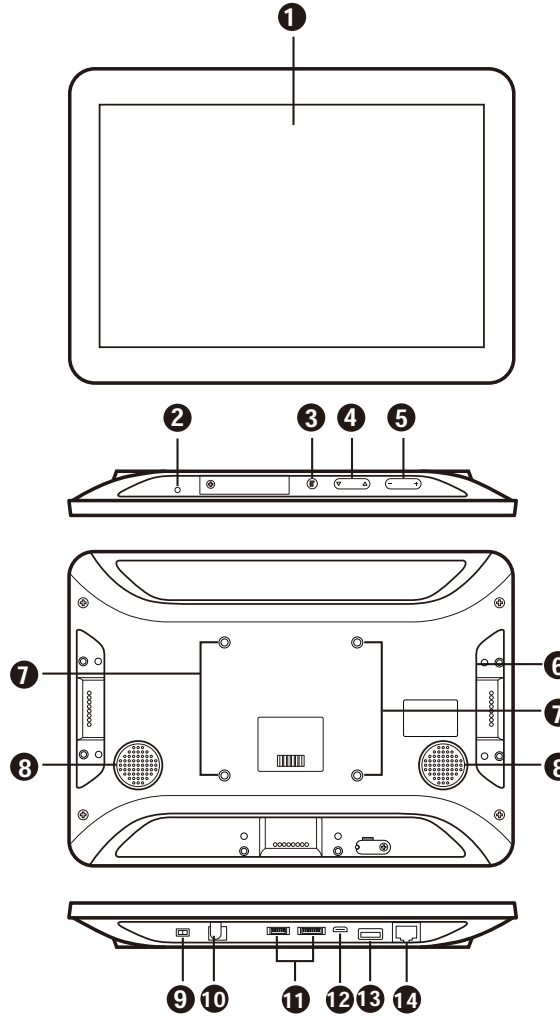
Installing the VK320 Touch Panel

1. Using the 90° RJ-45 cable adapter (if provided for your package edition) and an Ethernet cable, connect the unit to a PoE switch or PoE injector to provide power and access to the network.
2. Put the power switch to **ON**. The status LED lights green and the Touch Panel starts loading and displays the Start page.



ATEN 10.1” Touch Panel (VK330)

Hardware Overview



No.	Component	Description
1	touch screen	Tap on the screen to operate the control system and/or configure the touch panel.
2	status LED	Lights on when the touch panel is powered on.
3	function button	Press the Function button to show the settings page.
4	brightness up / down	Press to adjust the display brightness.
5	volume up / down	Press to adjust the volume of the touch panel.
6	stereo audio out	Connects to a stereo audio output.
7	screw holes for panel plate	Screw holes used to secure a panel plate to mount the touch panel on a wall.
8	speakers	Plays beep sounds to indicate control actions.
9	contact pins	Connect to an Access Inspector (VK401) to receive and transmit data.
10	power switch	Turns the touch panel on or off.
11	power jack	Receives a power cord.
12	reserved for debugging purpose	These ports are reserved for debugging.
13	USB Micro-B port	Use this port to upgrade/downgrade the device firmware.
14	USB type-A port	Use this port to update the ATEN Control System app installed in the Touch Panel. For details, see *Updating Control System App*, page 31.
15	LAN port with PoE	Receives an Ethernet cable which supplies network connectivity. It can also receive power if connected to a power sender (PSE), such as a PoE switch.

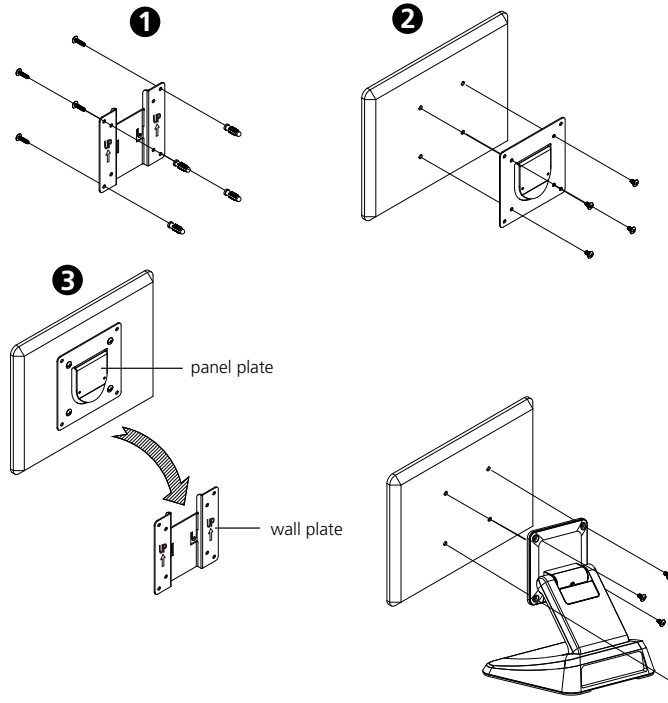
Mounting the VK330 Touch Panel

The VK330 Touch Panel supports wall mount, desk mount, or any 3rd-party mounting accessory that is VESA compliant (75 x 75 mm). For more information about the mounting accessories, please visit the VK330 product page.

Wall Mount

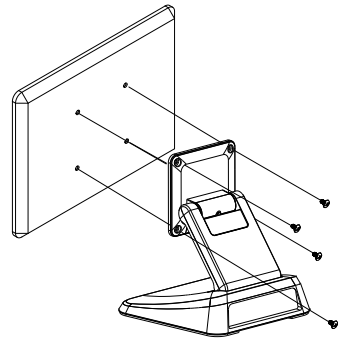
To mount the VK330 onto a wall using the optional ATEN wall mount accessory — VK302 — follow the steps and refer to the diagrams below.

1. Using the wall anchors and screws, secure the wall plate to the wall in the illustrated direction.Secure the panel plate to the VK330 using the M4 screws.
2. Slide the panel plate to the wall plate to secure the VK330 onto the wall.



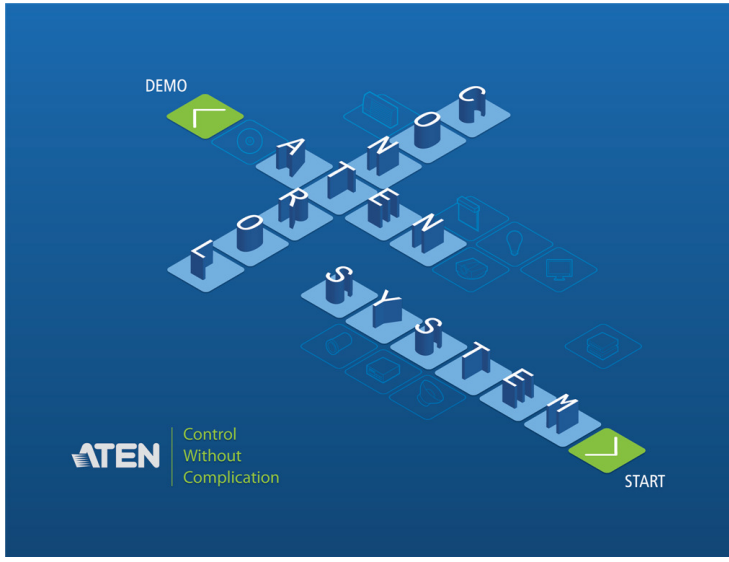
Desk Mount

To mount the VK330 on a desk using ATEN desk mount accessory — VK304 — refer to the diagram below.



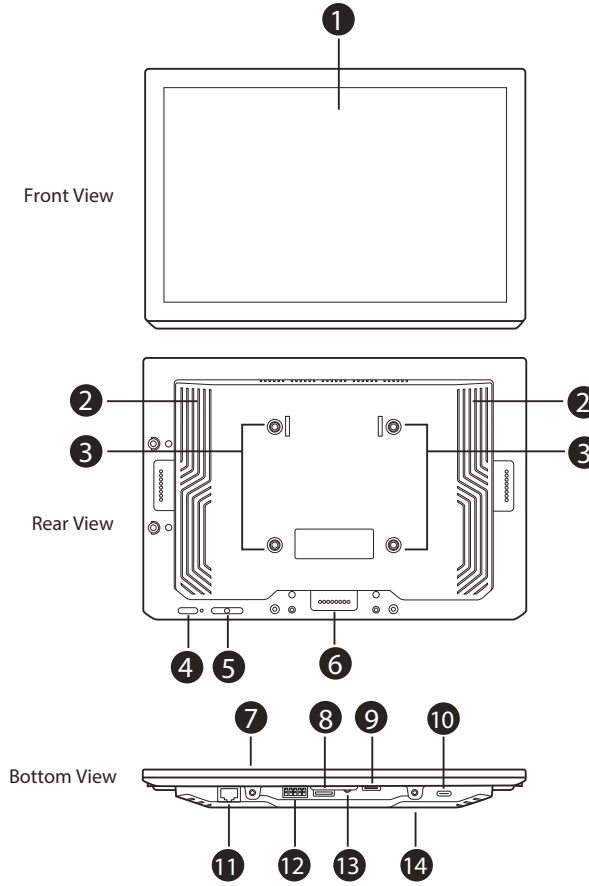
Installing the VK330 Touch Panel

1. Using the 90° RJ-45 cable adapter (if provided for your package edition) and an Ethernet cable, connect the unit to a PoE switch or PoE injector to provide power and access to the network.
2. Put the power switch to **ON**. The status LED lights green and the Touch Panel starts loading and displays the Start page.



ATEN 10.1” Touch Panel Gen. 2 (VK330A)

Hardware Overview



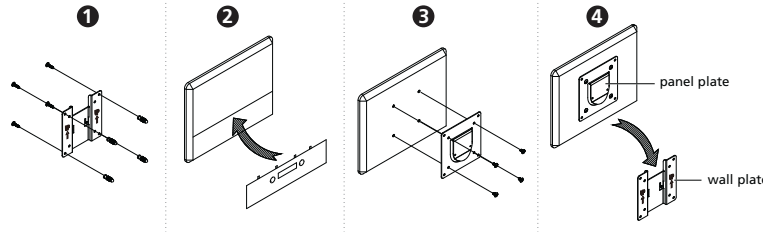
No.	Component	Description
1	touch screen	Tap on the screen to operate the control system and/or configure the touch panel.
2	speakers	Plays beep sounds to indicate control actions.
3	screw holes for panel plate	Screw holes used to secure a panel plate to mount the touch panel on a wall.
4	power button	Press this button for 5 seconds to return to the settings page when configuring the unit.
5	volume up / down	Press to adjust the volume of the touch panel.
6	contact pins	Connect to an Access Inspector (VK401) to receive and transmit data.
7	SD card slot	Receives an SD card.
8	USB Type-A port	Receives a USB peripheral such as a flash drive.
9	mini-HDMI out	Connects to a mini-HDMI-enabled display.
10	USB-C port	Receives a USB-C peripheral such as a flash drive.
11	LAN port with PoE	Receives an Ethernet cable which supplies network connectivity. It can also receive power if connected to a power sender (PSE), such as a PoE switch.
12	RS-485 serial port	These ports are reserved for debugging.
13	stereo audio out	Connects to a stereo audio output.
14	power jack	Receives a power cord.

Mounting the VK330A

The VK330A Touch Panel Gen 2. supports wall mount, desk mount, or any 3rd-party mounting accessory that is VESA compliant (75 x 75 mm). For more information about the mounting accessories, please visit the VK330A product page.

Wall Mount

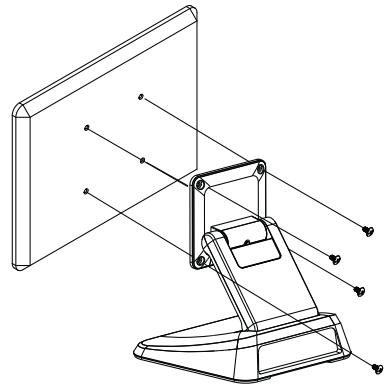
To mount the VK330A to wall, follow the steps below.



1. Secure the wall plate to the wall using the wall anchors and screws.
2. Attach the matt cable cover to the VK330A.
3. Secure the panel plate to the VK330A using the M4 screws.
4. Slide the panel plate to the wall plate.

Desk Mount

To mount the VK330 on a desk using ATEN desk mount accessory — VK304 — refer to the diagram below

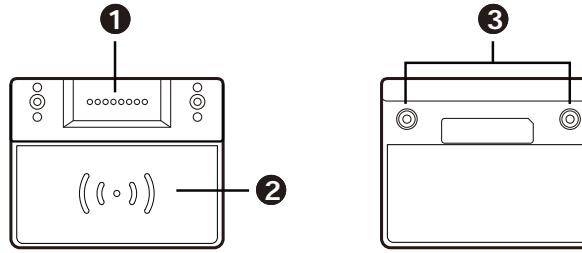


Installing the VK330A

1. Using the 90° RJ-45 cable adapter provided and an Ethernet cable, connect the unit to a PoE switch / injector to provide power and access to the network.
2. Now the VK330A is powered on.

VK401 Access Inspector

Hardware Overview



No.	Component	Description
1	contact pins	The contact pins transmit detected data to a VK330 / VK330A Touch Panel.
2	detection area	Detects access cards.
3	screw holes	Use these screw holes and the provided screws to secure an Access Inspector to a VK330 / VK330A Touch Panel.

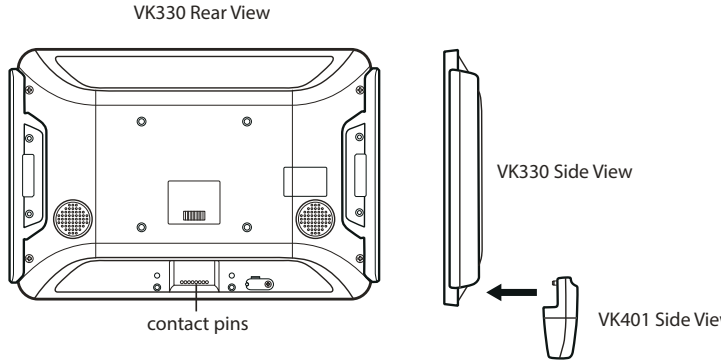
Installing an Access Inspector to a VK330 / VK330A Touch Panel

Make sure that you power off the VK330 / VK330A Touch Panel and disconnect it from the power source before installing the Access Inspector.

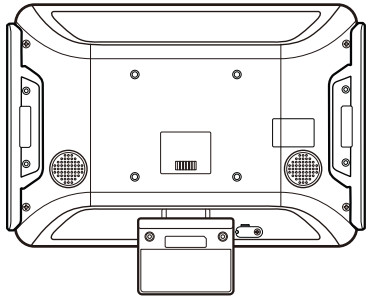
Note: This application requires centralized management of the Control System and Room Booking System (with at least one RBS panel) via ATEN Unizon. For more information, see *ATEN Unizon User Manual* and *ATEN Room Booking System User Manual*.

To install VK330 / VK330A, follow the steps below. The VK330 is used to demonstrate the procedure.

1. Attach the VK401 Access Inspector to the VK330 Touch Panel with the VK401's contact pins facing the contact pins of VK330 Touch Panel.



2. Fasten the VK401 to the VK330 using the 2 supplied screws.



3. Connect the VK330 to the power source and then switch its power switch to turn it on.

Chapter 3
System Settings

This chapter provides the following information:

- *Configuring the VK320 Touch Panel*
  - *Adding Viewers to the ATEN Control System App*
  - *Configuring Network Settings*
  - *Operating the Touch Panel*
  - *Changing the Interface Language*
  - *Updating Control System App*
  - *Upgrading the System Firmware*
  - *Other Configurations & Actions*
- *Configuring the VK330 Touch Panel*
  - *Adding Viewers to the ATEN Control System App*
  - *Configuring the Network Settings*
  - *Operating the Touch Panel*
  - *Changing the Interface Language*
  - *Updating Control System App*
  - *Upgrading the System Firmware*
- *Configuring the VK330A Touch Panel*
  - *Adding Viewers to the ATEN Control System App*
  - *Configuring the Network Settings*
  - *Operating the Touch Panel*
  - *Changing the Interface Language*
  - *Updating Control System App*
  - *Upgrading the System Firmware*

Configuring the VK320 Touch Panel

Adding Viewers to the ATEN Control System App

1. After turning on the VK320, wait for the ATEN Control System welcome page to appear.
2. Tap **Start**. The Download Viewer page appears.
3. Search for controllers and add Viewers that you have created. For more information about the ATEN Control System app, refer to the *ATEN Control System Software Guide*.

Configuring Network Settings

1. Pin the **set** button once. The Settings page appears.
2. Tap **Network & Internet**.

Tap the listed settings to configure them as needed.

Operating the Touch Panel

- To configure system settings of the Touch Panel, press the **Function** button on the device to open the settings page.
- To return to the settings page, press the **Function** button once.
- To return to the ATEN Control System app from the settings page, tap **Return to ATEN Control System App**.
- For details on using the Control System app, see *Control System Software Guide*.

Changing the Interface Language

1. Pin the **set** button once. The Settings page appears.
2. Tap **System > Languages & input**.

Updating Control System App

To update the Control System app on your touch panel, follow the steps below.

Note: The Control System app can only be updated to a newer version.

1. Download the Control System app of your chosen version from the product page and save the file to a type-C USB flash drive.
2. Insert the USB flash drive to the USB Type-C port.
3. From the main page, tap . The system settings page appears.
4. Tap **Storage** > **USB drive**.
5. Locate and tap the app installer that downloaded. A confirmation message appears.
6. Tap **Continue**, and then **Install** to start the update. When the update is complete, a message appears.

Upgrading the System Firmware

To upgrade the firmware of the VK320 touch panel to a newer version, follow the steps below.

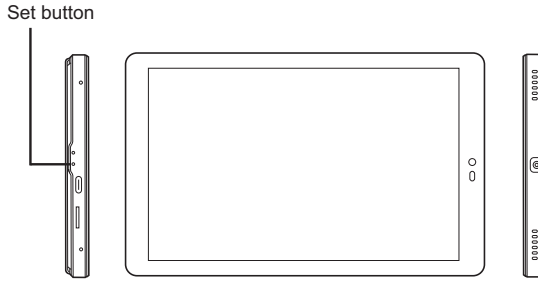
Note: The firmware of the VK320 touch panel can only be upgraded to a newer version.

1. Download the firmware package from the VK320 product page.
2. Unzip the downloaded firmware package and save the file to the root directory of a USB flash drive (in FAT32), e.g. E:\
3. Insert the USB drive to the USB Type-C port of the touch panel.
   The touch panel automatically saves a copy of the firmware file to its system. When the copy is complete, a “transfer completed” message appears.
4. Pin the Set button on the unit, and then tap **System** > **Advanced > System updates**. The upgrade starts.When the firmware upgrade is complete, the touch panel reboots itself.
5. A message appears to prompt you to remove the firmware file from the touch panel. Tap **Yes** to complete the upgrade.

   Note: Make sure to remove the firmware file to prevent another upgrade.

Other Configurations & Actions

- To access the settings page, pin the **set** button once.



VK320

- To restart the device, pin the **restart** button once.

Configuring the VK330 Touch Panel

Adding Viewers to the ATEN Control System App

1. After turning on the VK330, wait for the ATEN Control System welcome page to appear.
2. Tap **Start**. The Download Viewer page appears.
3. Search for controllers and add Viewers that you have created. For more information about the ATEN Control System app, refer to the *ATEN Control System Software Guide*.

Configuring the Network Settings

1. Press the **Function** button.
2. Tap **Network & Internet > Ethernet > Ethernet IP Mode** to configure the network settings.

Operating the Touch Panel

Note: In highly humid environment, it is advised that you keep the touch panel powered on and in operation to prevent fogging inside the touch panel.

- To configure system settings of the Touch Panel, press the **Function** button on the device to open the settings page.
- To return to the settings page, press the **Function** button once.
- To return to the ATEN Control System app from the settings page, tap **Return to ATEN Control System App**.
- For details on using the Control System app, see *Control System Software Guide*.

Changing the Interface Language

1. Press the **Function** button.
2. Tap **System > Languages & input** > **Languages** > **+Add a language**.
3. Tap a preferred language. The selected option is added to the language list.
4. Tap and hold the language you just added to the top of the list. The Touch Panel uses the language that lists first.

Updating Control System App

To update the Control System app on your ATEN Touch Panel, follow the steps below.

1. Download the Control System app from the product page and save the file to a USB drive.
2. Insert the USB drive to the USB Type-A port.
3. Press the **Function** button to go to the system settings page.
4. Tap **Storage**. Under Portable Storage, tap the USB device you inserted.
5. Locate and tap the app file (.apk) to start the update.

Upgrading the System Firmware

To upgrade the firmware on your ATEN Touch Panel, follow the steps below.

1. Download the ATEN Touch Panel firmware package from the product page.
2. Unzip the downloaded firmware package.
3. Upgrade using a USB drive.
   (a) In the unzipped package, locate the *update.zip* file in the SD_Upgrade folder and save it to the root directory of a USB drive, e.g. E:/.
   (b) Insert the USB drive to the USB Type-A port of the ATEN Touch Panel.
   (c) Press the **Function** button to access the **Settings** page.
   (d) Tap **System** > **System Updates**.
   (e) Follow the on-screen instructions to upgrade the firmware.

Configuring the VK330A Touch Panel

Adding Viewers to the ATEN Control System App

1. After turning on the VK330A, wait for the ATEN Control System welcome page to appear.
2. Tap **Start**. The Download Viewer page appears.
3. Search for controllers and add Viewers that you have created. For more information about the ATEN Control System app, refer to the *ATEN Control System Software Guide*.

Configuring the Network Settings

1. Tap the **Settings** icon (the second one from the right) on the bottom menu of the VK330A to access the settings.
2. Tap **Network & Internet > Ethernet** to configure the network settings.

Operating the Touch Panel

- To configure system settings of the Touch Panel, tap the **Settings** icon (the second one from the right) on the bottom menu of the VK330A to open the settings page.
- To return to the settings page, press the **power button** for 5 seconds.
- To return to the ATEN Control System app from the settings page, tap **Return to ATEN Control System App**.
- For details on using the Control System app, see *Control System Software Guide*.

Changing the Interface Language

1. Tap the **Settings** icon (the second one from the right) on the bottom menu of the VK330A to access the settings.
2. Tap **System > Languages & input** > **Languages** > **+Add a language**.
3. Tap a preferred language. The selected option is added to the language list.
4. Tap and hold the language you just added to the top of the list. The Touch Panel uses the language that lists first.

Updating Control System App

To update the Control System app on your ATEN Touch Panel, follow the steps below.

1. Download the Control System app from the product page and save the file to a USB drive.
2. Insert the USB drive to the USB Type-A port.
3. Tap the **Settings** icon (the second one from the right) on the bottom menu of the VK330A to access the settings.
4. Tap **Storage**. Under Portable Storage, tap the USB device you inserted.
5. Locate and tap the app file (.apk) to start the update.

Upgrading the System Firmware

Note: The firmware of the VK330A touch panel can only be upgraded to a newer version.

To upgrade the firmware on your ATEN Touch Panel, follow the steps below.

1. Download the ATEN Touch Panel firmware package from the product page.
2. Unzip the downloaded firmware package.
3. Upgrade using a USB drive.
   (a) In the unzipped package, locate the *update.zip* file in the SD_Upgrade folder and save it to the root directory of a USB drive, e.g. E:/.

   (b) Insert the USB drive to the USB Type-A port of the ATEN Touch Panel.

   (c) Tap the **Settings** icon (the second one from the right) on the bottom menu of the VK330A to access the settings.

(d) Tap **System** > **System Updates**.

(e) Follow the on-screen instructions to upgrade the firmware.

Appendix

Safety Instructions

General

- Read all of these instructions. Save them for future reference.
- Follow all warnings and instructions marked on the device.
- This product is for indoor use only.
- Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.
- Caution: Risk of explosion if the battery is replaced by an incorrect type. Always dispose of used batteries according to the proper instructions.
- Do not use the device near water.
- Do not place the device near, or over, radiators or heat registers.
- The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.
- The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.
- Never spill liquid of any kind on the device.
- Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- To prevent damage to your installation it is important that all devices are properly grounded.
- Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.
- Position system cables and power cables carefully; Be sure that nothing rests on any cables.

- Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.
- Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.
- If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
  - The power cord or plug has become damaged or frayed.
  - Liquid has been spilled into the device.
  - The device has been exposed to rain or water.
  - The device has been dropped, or the cabinet has been damaged.
  - The device exhibits a distinct change in performance, indicating a need for service.
  - The device does not operate normally when the operating instructions are followed.
- Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.
- Avoid circuit overloads. Before connecting equipment to a circuit, know the power supply's limit and never exceed it. Always review the electrical specifications of a circuit to ensure that you are not creating a dangerous condition or that one doesn't already exist. Circuit overloads can cause a fire and destroy equipment.

Technical Support

International

- For online technical support – including troubleshooting, documentation, and software updates: **http://eservice.aten.com**
- For telephone support, see *Telephone Support*, page iv.

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	https://eservice.aten.com
Telephone Support		1-888-999-ATEN ext 4988

When you contact us, please have the following information ready beforehand:

- Product model number, serial number, and date of purchase.
- Your computer configuration, including operating system, revision level, expansion cards, and software.
- Any error messages displayed at the time the error occurred.
- The sequence of operations that led up to the error.
- Any other information you feel may be of help.

Specifications

VK320 / VK330 / VK330A

Specifications		VK320	VK330	VK330A
Processor		quad-core		
Memory	SDRAM	2 GB		4 GB
	Flash	16 GB		32 GB
Panel Specs	Display Type	IPS-LCD	TFT-LCD	
	Size	8”	10.1"	
	Touch Screen	Capacitive		
	Resolution	1280 x 800		
	Aspect Ratio	16:10		
	Color Depth	8 bit		
	Contrast Ratio	800:1		1000:1
	Backlight	LCD	LED	
	Viewing Angle	± 85° (H), ± 85° (V)		
	Luminance	300 cd/m²	500 cd/m²	450 cd/m²
Interface	Ethernet	1 x RJ-45 Female, 10/100 BaseT	1 x RJ-45 Female, 10/100/1000 BaseT	
USB		1 x USB Type-C	1 x USB Type-A	1 x USB Type-A 1 x USB-C
Others		N/A	N/A	1 x Light Sensor 1 x Proximity Sensor
Power Inputs	Power over Ethernet (PoE)	802.3 at PoE+		
Power Consumption		DC12V:12W:40.95 BTU/h PoE:14.1W:48.1 BTU/h	DC12V:12.8W:43.65 BTU/h PoE:14W:47.77 BTU/h	DC12V:24W PoE: 30W
		Note: ● The measurement in Watts indicates the typical power consumption of the device with no external loading. ● The measurement in BTU/h indicates the power consumption of the device when it is fully loaded.		
Environmental	Operating Temperature	0 – 40 °C		
	Storage Temperature	–10 – 55°C		
	Humidity	0 - 75% RH, Non-Condensing	0 - 80% RH, Non-Condensing	0 - 70% RH, Non-Condensing

Specifications		VK320	VK330	VK330A
Physical Properties	Housing	Plastic		
	Weight	0.33 kg (0.73 lb)	0.60 kg (1.32 lb)	0.57 kg (1.26 lb)
	Dimensions (L x W x H)	20.01 x 12.46 x 3.77 cm (7.88 x 4.91 x 1.48 in)	25.22 x 17.78 x 2.45 cm (9.93 x 7 x 0.96 in)	24.3 x 16.7 x 2.4 cm (9.57 x 6.57 x 0.94 in)

VK401

Specifications		VK401
Mode of Operation		Frequency at 13.56 MHz
Interface	Connector Type	Pogo Pin
Industrial Protocols		ISO 14443A/B ISO 15693 Mifare Felica (Card UID)
Sensing Distance		Up to 30 mm (depends on the tag type)
Environmental	Operating Temperature	0 – 40 °C
Physical Properties	Housing	Plastic
	Weight	0.03 kg (0.08 lb)
	Dimensions (L x W x H)	5.60 x 7.00 x 2.33 cm (2.20 x 2.76 x 0.92 in)

ATEN Warranty Policy

The warranty policy may vary by product category and region of purchase. For details, please visit ATEN's official website, select your purchase counties/ regions and then go to the Support Center, or contact your local ATEN sales representative for further assistance.

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