VIEWPixx3 /OLED

Hardware Documentation

23 July, 2026

Table of Contents

The VIEWPixx3 /OLED user manual is still under development. If you have any questions, please contact our support team at support@vpixx.com[1].

1. mailto:support@vpixx.com

1 Product Overview

The VIEWPixx3 /OLED is a 27" research-grade display designed specifically for vision science and psychophysics. It combines a calibrated OLED panel with integrated data I/O, digital triggering, and tight software integration, so the same device can serve as both your primary stimulus display and a hardware hub.

Key characteristics:

- **High-resolution OLED panel**: 2560 × 1440 (QHD, 16:9) at 120 Hz for detailed, flicker-free stimuli.
- **Native 10-bit colour:** Smooth gradients and precision colour control
- **Extremely high contrast**: Deep blacks and bright whites for low- and high-luminance work
- **Dedicated Research Mode:** Disables consumer OLED features for precise visual stimulation
- **Linearized Gamma:** Toggle between standard (2.2) and linear gamma curves for flexible display properties
- **DisplayPort 1.3 video** with a secondary DisplayPort console output to mirror the stimulus display
- **Full software ecosystem**, including LabMaestro configuration, MATLAB and Python APIs.

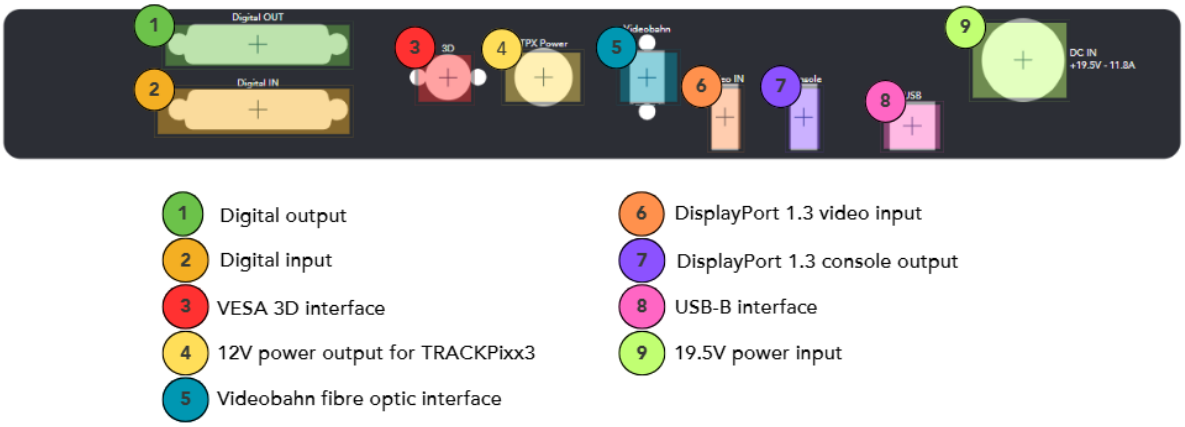
The VIEWPixx3 /OLED is available as a standalone display or as part of turnkey research packages that bundle a DATAPixx3 video I/O hub, TRACKPixx3 eye tracker, RESPONSEPixx control pad and other accessories for visual neuroscience. This user manual is solely focussed on the VIEWPixx3 /OLED display. For information on our other devices, please see our hardware documentation hub.[2]

2. https://vpixx-support.atlassian.net/wiki/spaces/hardware

2 Product Details

2.1 The monitor

This section describes the main physical interfaces of the VIEWPixx3 /OLED. Expand the relevant section to view details about the device subsystem, including technical specifications and pin assignment.



1 *Labelled view of the VIEWPixx3 /OLED ports*

1. Digital output

Digital output

The 24-channel TTL sends **automated triggers** synchronized to the video stream via Pixel Mode (see below). Common use cases include event marking for EEG/MEG systems, stimulus onset triggers for eye trackers, and synchronization with external acquisition hardware.

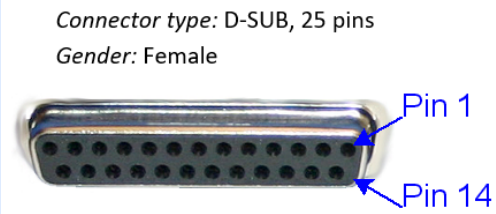
Technical specifications:

- 24 digital outputs on DB25 connector (female)
- Output drive stage: 5 V through 25 Ω series resistor
- Maximum output current:
  - Source: 15 mA
  - Sink: 12 mA

Detailed pin assignment information:

Below are the industry standard pin labels and their corresponding function. Pins 1-12 are configured for even digital output channels from 0-22; pins 12-25 are configured for odd digital output channels from 1-23; pin 13 is ground. Note that pin numbering follows the industry standard for DB25 ports.

Pin	Description	Pin	Description
1	Digital Out 0	14	Digital Out 1
2	Digital Out 2	15	Digital Out 3
3	Digital Out 4	16	Digital Out 5
4	Digital Out 6	17	Digital Out 7
5	Digital Out 8	18	Digital Out 9
6	Digital Out 10	19	Digital Out 11
7	Digital Out 12	20	Digital Out 13
8	Digital Out 14	21	Digital Out 15
9	Digital Out 16	22	Digital Out 17
10	Digital Out 18	23	Digital Out 19
11	Digital Out 20	24	Digital Out 21
12	Digital Out 22	25	Digital Out 23
13	GND	Shield *	



*Shield is tied to the GND by a 0 Ohm resistor inside the VIEWPixx.

2. Digital input

Digital input

The 24-channel TTL input is intended for **accessories and external synchronization signals** such as response pad input or MRI triggers. Inputs are recorded on the same hardware clock as video timestamps, supporting precise alignment of inputs with stimulus delivery.

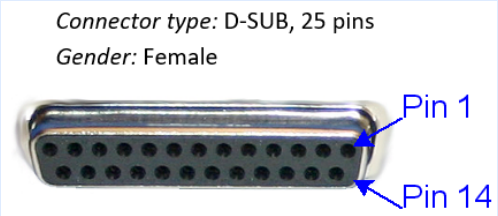
Technical specifications:

- 24 inputs on DB25 connector (female)
- Input termination: >20 kΩ pull-up to 3.3 V
- Input tolerance: 5 V

Detailed pin assignment information:

Below are the industry standard pin labels and their corresponding function. Pins 1-12 are configured for even digital input channels from 0-22; pins 12-25 are configured for odd digital input channels from 1-23; pin 13 is ground. Note that pin numbering follows the industry standard for DB25 ports.

Pin	Description	Pin	Description
1	Digital In 0	14	Digital In 1
2	Digital In 2	15	Digital In 3
3	Digital In 4	16	Digital In 5
4	Digital In 6	17	Digital In 7
5	Digital In 8	18	Digital In 9
6	Digital In 10	19	Digital In 11
7	Digital In 12	20	Digital In 13
8	Digital In 14	21	Digital In 15
9	Digital In 16	22	Digital In 17
10	Digital In 18	23	Digital In 19
11	Digital In 20	24	Digital In 21
12	Digital In 22	25	Digital In 23
13	GND	Shield *	



*Shield is tied to the GND by a 0 Ohm resistor inside the VIEWPixx /3D.

3. VESA 3D interface

VESA 3D interface

The VIEWPixx3 \OLED's VESA 3D interface enables 3D stimulus presentation on the display. A VESA-compliant system like the 3DPixx[3] must be connected to use 3D features.

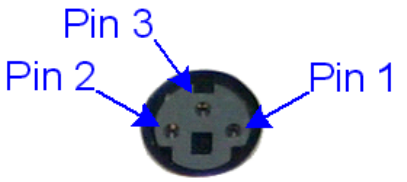
3. https://vpixx.com/products/3dpixx/

Detailed pin assignment information:

Below are the industry standard pin labels and their corresponding function.

Pin	Description
1	+5 VDC **
2	GND
3	VESA_LR (+5 VDC)
Shield*	

Connector type: Mini-DIN, 3 pins
Gender: Female



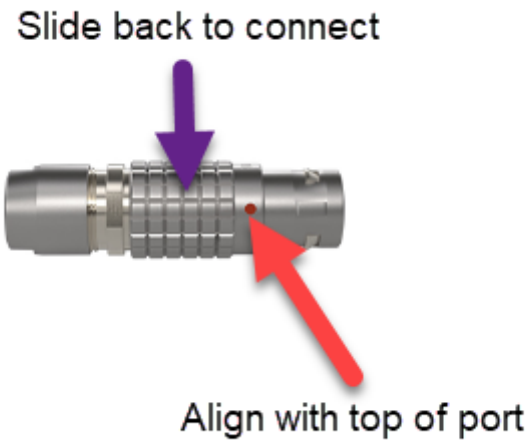
2 Pin labelling of VESA 3D connector

*Shield is tied to the GND by a 0 Ohm resistor inside the VIEWPixx /3D.
**Current limited (400mA).

9. 12V power output for TRACKPixx3

12V power output for TRACKPixx3

The VIEWPixx3 /OLED provides 12V DC power to the TRACKPixx3 eye tracking camera and illuminator via this port. It uses an 8-pin LEMO connector. LEMO connectors have a small orange dot indicating which side of the connector should point upwards. The textured metal ring around the connector slides back for cable insertion. Ensure the connector is *firmly* attached to the port during operation.



3 LEMO connector

Technical specifications

- Stable +12V DC on 8-pin LEMO connector
- Maximum power output is 108 Watts (9 A)

5. Videobahn fibre optic interface

Videobahn fibre optic interface

The VIEWPixx3 /OLED supports fibre optic communication over a proprietary high-speed Videobahn protocol. This connection is used for rapid data transmission and control of the TRACKPixx3 2 kHz eye tracker[4].

Technical specifications:

- Up to 48 Gb/sec of video and data (bidirectional)

6. DisplayPort 1.3 video input

DisplayPort 1.3 video input

The primary DisplayPort input receives the video signal from your experiment computer. This is the main monitor output associated with your visual stimulus delivery.

Technical specifications

- Supports 2560 × 1440 @ 120 Hz
- Advanced refresh rates and video modes available when paired with a DATAPixx3 video I/O hub[5]. See section below.

7. DisplayPort 1.3 console output

DisplayPort 1.3 console output

The secondary DisplayPort output mirrors the main video input, allowing you to connect an **optional console display** for experimenter viewing. There is no additional load on the GPU: duplication happens inside the VIEWPixx3 /OLED, after the video leaves the graphics card. We recommend using a console display to monitor participant behaviour and experiment progress without altering visual stimulus timing.

Technical specifications

- The console uses a third-party monitor (sold separately). The monitor must support 2560 × 1440 @ 60+Hz video

8. USB-B interface

USB-B interface

The VIEWPixx3 /OLED connects to your experiment PC via a USB-B connection. This is used for system control and data I/O communication with the PC.

Technical specifications:

---

4. https://vpixx.com/products/trackpixx/
5. https://vpixx.com/products/datapixx3/

- USB 3.1

9. 19.5V power input

19.5V power input

The VIEWPixx is powered by a 19.5V input on the rear bottom right of the unit. The power supply and an international adapter set are included with the purchase.

When the VIEWPixx is connected to a power source and powered *OFF*, the status LED on the front will be illuminated in red. Press on the power button to turn on up the device.

Technical Specifications

- **Power consumption (typical max):** approximately 230 W
- **DC input:** 19.5 V at up to 11.8 A from the supplied AC adapter
- **AC adapter input:** 90–260 V AC, 47–63 Hz

> ⚠ Please **do not unplug** the VIEWPixx3 /OLED's power cord while the monitor is active. Make sure the device is turned off (LED indicator red) before doing so.

The front panel and LED indicators

The table below summarizes the VIEWPixx3 /OLED master power button behaviour and the meanings of the front-panel LED indicators.

Signal / Pattern	Meaning	Notes / Duration
Master Power Button		
Always ON	Consumer Mode	—
Always OFF	Research Mode	—
3 long flashes	Maintenance activation request	Maintenance starts after 10 seconds (if not interrupted).
LED Status (Green)		
3 short flashes	Maintenance Mode activated	Approx. 4 minutes
2 short flashes (no repeat)	IR command received	Confirms remote/IR input.
LED Fault (Red)		

Signal / Pattern	Meaning	Notes / Duration
1 short flash	Digital output short circuit	Fault condition.
2 short flashes	Fan malfunction	Fault condition.
3 short flashes	Temperature fault	Fault condition.

2.2 The remote control

Below is an image of the remote control for the VIEWPixx3 \OLED, with a table of buttons and their functions.

Button	Function
ON	Power on the monitor
OFF	Power off the monitor
Up arrow	Not assigned
Down arrow	Not assigned
Right arrow	Not assigned
Left arrow	Not assigned
Enter	Not assigned
STBY	Not assigned
Mode RSCH	Enables Research Mode
Mode CONS	Enables Consumer Mode
GAMMA LINEAR	Sets the gamma curve of the monitor to be linear (gamma = 1.0)
GAMMA 2.2	Sets the gamma curve of the monitor to be like a standard monitor (gamma = 2.2)
CUSTOM A	
CUSTOM B	
<-	Previous test pattern
->	Next test pattern

Test patterns are images loaded into the VIEWPixx3 /OLED hardware. They can be accessed by toggling the → and ← arrows at the bottom of the remote. These are useful particularly when installing and troubleshooting the monitor, as they do not require a video connection to the PC.

Test pattern	Description
None	Normal operating mode; requires a video signal from the PC
More coming soon	

A full list of all test patterns for your system, including descriptions and images of the expected pattern appearance, are available in LabMaestro by right-clicking the device in the Environment pane, then selecting *Test Patterns*.

---

3 System Requirements

The following section outlines the software and hardware requirements for the PC connected to the VIEWPixx3 /OLED display.

3.1 VPixx Software Tools

VPixx Software Tools is a package of APIs and high-level software tools for use with VPixx products. It contains everything you need to connect to, configure and operate our devices from your experiment PC. It includes the following:

- **LabMaestro**, a program designed by VPixx Technologies for configuring VPixx hardware and designing/implementing experiments.
- **Datapixx.mex**, a library of commands for use with MATLAB/Psychtoolbox and VPixx products
- **pypixxlib**, a library of Python tools for VPixx products

The latest version of VPixx Software Tools can be downloaded directly from our website[67] at any time. Support documentation, tutorials, and demos for all of our software tools can be found on our support site: https://docs.vpixx.com/

3.2 Supported operating systems

VPixx Software Tools are developed and supported under Windows, macOS and Linux (Ubuntu) operating systems. For an up-to-date list of supported OS versions visit Software Download & Information[89].

3.3 Recommendations for experiment PCs and graphics cards

We regularly receive questions about what experiment PC characteristics and graphics cards we recommend for use with our hardware. Generally speaking, most modern machines and GPUs (i.e., from the last 5 years) should be compatible with our devices. The following minimum video output must be supported:

- **PROPixx projector, VIEWPixx LCD Series:** 1920 x 1080 resolution, 120 Hz refresh
- **VIEWPixx3 /OLED:** 2560 × 1440 resolution, 120 Hz refresh

Unfortunately, we are not able to exhaustively test commercially available systems and make specific recommendations regarding makes/models.

6. https://vpixx-support.atlassian.net/wiki/spaces/SDI
7. https://vpixx-support.atlassian.net/wiki/spaces/SDI
8. https://vpixx-support.atlassian.net/wiki/spaces/SDI
9. https://vpixx-support.atlassian.net/wiki/spaces/SDI

3.4 Recommendations for video adapters

Please use one of the following video protocols from your PC:

- DisplayPort
- DisplayPort mini/Thunderbolt
- USB-C to DisplayPort

We **do not** recommend converting from other video protocols (e.g., HDMI or VGA) as this can have unpredictable consequences for display behaviour.

---

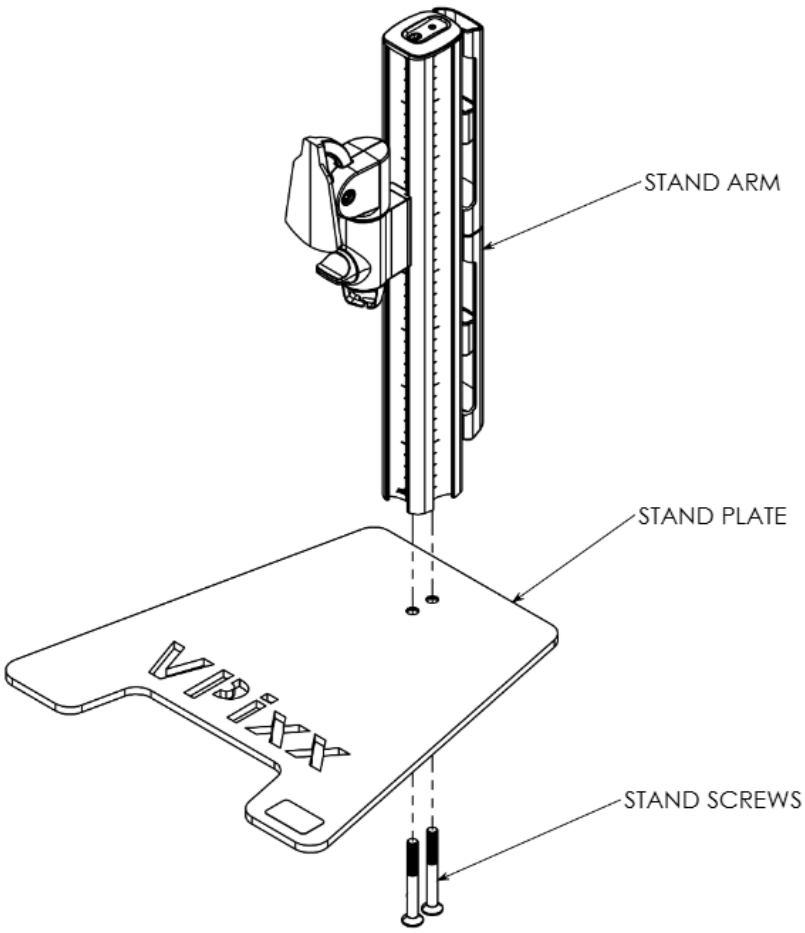
4 Assembly and Installation

4.1 What's included with your product

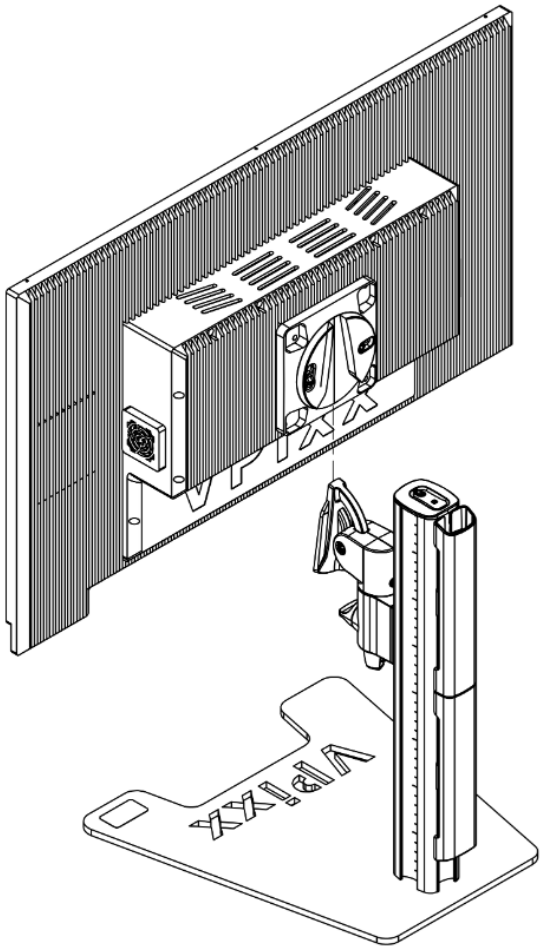
- Monitor
- Stand for monitor
- AC adapter and power cord, with international adapter set
- 10-foot USB-B to USB-A cable
- 10-foot DisplayPort to DisplayPort cable

4.2 Product assembly - Installing the monitor on the stand

1. Attach the stand arm to the stand plate, and secure it in place using the provided stand screws and 5 mm allen key.



2. Slide the monitor into the stand anchor on the stand arm, until you hear a ‘click’

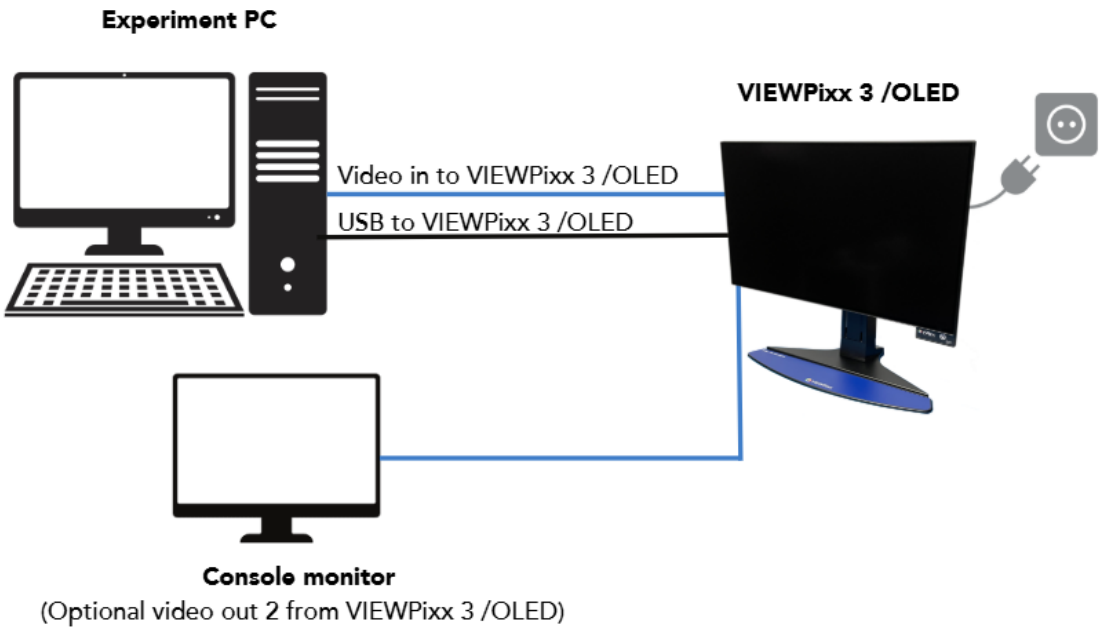


4.3 Product assembly - Connecting the monitor to your PC

> ⚠ *Use the cables provided with your order. Do NOT substitute cables of unknown origin. If you require longer cables than what has been provided, contact support@vpixx.com[10] for assistance.*

10. mailto:support@vpixx.com

*Unlike a commercial display, the VIEWPixx3 /OLED has a video connection **and** a USB connection to the experiment PC. When the monitor is successfully connected, you should detect the VIEWPixx3 / OLED as a connected USB device in your Device Manager and as a display in your system display settings.*



1. Connect the VIEWPixx3 /OLED monitor's 19.5V power input to a suitable power source using the provided cable and AC adapter.
2. Connect the VIEWPixx3 /OLED monitor USB-B port to a USB port on your experiment PC.
3. Connect the VIEWPixx3 /OLED DisplayPort cable to a suitable DisplayPort output on your PC. **Ensure this DisplayPort is driven by your graphics card, *not* your onboard graphics processor**. Onboard graphics are considerably less powerful and will result in suboptimal video output.
4. [Optional] Connect the console monitor to the DisplayPort console port on the side of the VIEWPixx3 /OLED.

5 Product Usage

5.1 **Warm-up time**

To ensure stable operating temperature, uniformity, and luminance, warm up the VIEWPixx3 /OLED before data collection by **displaying a full-screen white image in Research Mode for at least 45 minutes** after bootup.

5.2 **Consumer vs. Research Modes**

Even with a state-of-the-art cooling system, the VIEWPixx3 /OLED still uses commercial OLED protection features to help protect the panel and extend its lifespan. Because these features can affect stimulus presentation, the display provides two operating modes:

Mode	Description	Visual indicator	Recommended usage
Consumer Mode	Consumer-grade OLED protections enabled for everyday use	Flashing red square in the top-left corner of the display	Default mode outside data collection
Research Mode	Protections and video modifications disabled. Pixel values are unmodified, and pixel response time is optimized.	Power button is not illuminated	Experiments and data collection

Research Mode disables customary OLED screen protections; therefore it is critical that is not be left on for extended periods of time.

To protect the screen's integrity and prevent accidental long-duration operation, **Research Mode operates on a timer**.

Research Mode is limited to 2 hours total. After this, you will need to briefly revert the display to Consumer Mode, then you can re-enable Research Mode.

After 6 hours of operation in *any* combination of Research and Consumer Modes, the display needs to run a maintenance routine. See the section below labelled "Maintenance Mode" for details.

5.3 How to keep the unit in Research Mode

- **Remote control:** Pressing the RSCH button toggles on the mode for up to 15 minutes per request.
- **LabMaestro:**

  - *During an experiment:* Research Mode is automatic—it turns on when the experiment starts and turns off when it ends.
  - *While LabMaestro is open:* Can be configured via project settings. LabMaestro will auto-renew the activation every 15 minutes until the 2 hour limit is reached.
- **APIs (MATLAB/Python):** The user must issue an activation request every 15 minutes (until the 2-hour limit is reached). See code examples below.

MATLAB example

```
% Connect to device
Datapixx('Open');

% Enable Research Mode - CALL THIS OFTEN DURING EXPERIMENTS TO AVOID TIMEOUT
Datapixx('EnableResearchMode');
Datapixx('RegWr');

% Check status - start with a register update to ensure values are current
Datapixx('RegWrRd');
status = Datapixx('GetVideoStatus');
isResearch = status.viewpixx3OLEDResearchMode;  % 1 = Research Mode, 0 = Consumer Mode

% Disable Research Mode
Datapixx('DisableResearchMode');
Datapixx('RegWr');
```

Python example

```
from pypixxlib import _libdpx as dp

# Connect to device
dp.DPxOpen()

# Enable Research Mode - CALL THIS OFTEN DURING EXPERIMENTS TO AVOID TIMEOUT
dp.VP3EnableResearchMode()
dp.DPxWriteRegCache()

# Check status - start with a register update to ensure values are current
dp.DPxUpdateRegCache()
is_research = dp.VP3IsResearchMode()

# Disable Research Mode
dp.VP3DisableResearchMode()
dp.DPxWriteRegCache()
```

After calling API commands on the experiment PC, you must explicitly communicate them to VPixx hardware:

- ***Register writes*** *push pending commands from the computer to the device*

- ***Register updates (aka write-reads)*** *push commands to the device and read back the latest device state.*

If you skip these calls, commands may not take effect and status reads may be outdated. See The Logic of VPixx Hardware Control[11] *for more details.*

5.4 Custom Power-Off Sequence

The VIEWPixx3 /OLED uses a power-off sequence that differs from a consumer display.

- When you press the green Power button (or OFF on the remote), the power button flashes for 10 seconds.
- During this 10-second window, pressing the power button again will cancel the shutdown and immediately restart the device.
- If the button is not pressed again after 10 seconds, the monitor enters **Maintenance Mode.** During Maintenance mode, the device is unavailable.

Maintenance Mode takes approximately **4 minutes** and helps maintain the long-term stability of the VIEWPixx3 /OLED.

5.5 Maintenance Mode

Maintenance Mode is an internal calibration mode that is run frequently on the display to preserve its longevity and stability. Maintenance Mode is automatically triggered under the following circumstances:

- If the monitor has been on for >6 hours in Consumer Mode or a combination of Consumer Mode and Research Mode;
- Whenever the monitor is powered down, and not immediately restarted.

5.6 Display Gamma Options

The gamma characterizes the relationship between the pixel values sent to the display and the output luminance, according to the function $L = V^{\gamma}$, where L is the output luminance, V is the input value of the pixel (typically expressed as a value from 0-1 or 0-255), and γ is the gamma exponent.

11. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/13435058/The+Logic+of+VPixx+Hardware+Control

Modern commercial displays typically have a gamma of 2.2 or more, meaning that, in practice, the luminance output of the display does not increase linearly with the input values specified by the user. This has significant consequences for vision science paradigms where stepwise increments of light values are needed.

The VIEWPixx3 /OLED supports two gamma curve profiles:

Mode	Gamma Value	Description	Visual Indicator
Standard	2.2	Consumer typical output, e.g., for movies or standard viewing.	Bright colours appear more saturated due to non-linearity
Linear	1	Linear mapping of pixel value to output. No software gamma correction required.	Bright colours appear more pale

5.7 How to set the display Gamma

- **Remote control:** Set gamma to LINEAR or 2.2 using the buttons
- In **LabMaestro,** double-click on the VIEWPixx3 /OLED in the Environment pane to open the device settings. Navigate to the bottom and select the gamma from the drop-down menu.
- **APIs (MATLAB/Python):** See commands below.

MATLAB example

```
% Connect to device
Datapixx('Open');

% Set Gamma mode
Datapixx('SetDisplayGammaMode', gamma); %1 = linear; 2 = 2.2
Datapixx('RegWr');

% Check mode - start with a register update to ensure values are current
Datapixx('RegWrRd');
gammaMode = Datapixx('GetDisplayGammaMode');  %1 = linear; 2 = 2.2
```

Python example

```
from pypixxlib import _libdpx as dp

# Connect to device
dp.DPxOpen()

# Set Gamma mode
```

```
dp.VP3SetDisplayGammaMode(gammaMode) #1 = linear; 2 = 2.2
dp.DPxWriteRegCache()

# Check mode - start with a register update to ensure values are current
dp.DPxUpdateRegCache()
is_research = dp.VP3GetDisplayGammaMode() #1 = linear; 2 = 2.2
```

After calling API commands on the experiment PC, you must explicitly communicate them to VPixx hardware:

- ***Register writes*** *push pending commands from the computer to the device*
- ***Register updates (aka write-reads)*** *push commands to the device and read back the latest device state.*

If you skip these calls, commands may not take effect and status reads may be outdated. See The Logic of VPixx Hardware Control[12] *for more details.*

5.8 Maximum Luminance

The VIEWPixx3 /OLED allows you to set a luminance target between 0 and 200 cd/m^2. When this value is set, a white screen at the maximum value will have this luminance.

5.9 How to set the Maximum Luminance (software only)

- In **LabMaestro,** double-click on the VIEWPixx3 /OLED in the Environment pane to open the device settings. Navigate to the bottom and enter your target luminance in cd/m^2 in the provided field.
- **APIs (MATLAB/Python):** See commands below.

MATLAB example

```
% Connect to device
Datapixx('Open');

% Set max luminance
Datapixx('SetWhitePointLuminance', whitePointLuminance);
Datapixx('RegWr');

% Get max luminance - start with a register update to ensure values are current
```

12. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/13435058/The+Logic+of+VPixx+Hardware+Control

```
Datapixx('RegWrRd');
whitePointLuminance = Datapixx('GetWhitePointLuminance');
```

Python example

```
from pypixxlib import _libdpx as dp

# Connect to device
dp.DPxOpen()

# Set max luminance
dp.VP3SetWhitePointLuminance(whitePointLevel)
dp.DPxWriteRegCache()

# Get max luminance - start with a register update to ensure values are current
dp.DPxUpdateRegCache()
is_research = dp.VP3GetWhitePointLuminance()
```

After calling API commands on the experiment PC, you must explicitly communicate them to VPixx hardware:

- ***Register writes*** *push pending commands from the computer to the device*
- ***Register updates (aka write-reads)*** *push commands to the device and read back the latest device state.*

If you skip these calls, commands may not take effect and status reads may be outdated. See The Logic of VPixx Hardware Control[13] *for more details.*

5.10 Digital Outputs (Pixel Mode)

The VIEWPixx3 /OLED sends automated digital signals, aka 'triggers,' based on the colour of the top left pixel on the display. These signal are locked to video frame onset with deterministic timing and microsecond precision. You can learn all about this feature in this guide: Sending Triggers with Pixel Mode[14]. Use our Pixel Mode pixel value calculator[15] to determine what pixel values you should use for your desired output. Trigger cabling to your receiver is sold separately.

13. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/13435058/The+Logic+of+VPixx+Hardware+Control
14. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/10715195/Sending+Triggers+with+Pixel+Mode
15. https://docs.vpixx.com/vocal/sending-triggers-with-pixel-mode#SendingTriggerswithPixelMode-PixelModevaluecalculator

4 In Pixel Mode, the 24-bit value of the top left pixel drives a 24-bit digital signal to the connected receiver

5.11 Digital Inputs

The VIEWPixx3 /OLED can record digital inputs from button boxes and external triggers. For more information see our guide:

- Record Response Times With a RESPONSEPixx Button Box[16]

3D applications

The VIEWPixx3 /OLED has a VESA-standard 3D port, which can be used with the 3DPixx active shutter glasses kit[17] (sold separately) to display 3D stimuli. There are several video modes available for formatting 3D stimuli with this system; for a comprehensive guide and demos, see this guide:

- 3D Stimulus Presentation with the VIEWPixx /3D[18]

---

16. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/13238444/Record+Response+Times+With+a+RESPONSEPixx+Button+Box
17. https://vpixx.com/products/3dpixx/
18. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/237174812/3D+Stimulus+Presentation+with+the+VIEWPixx+3D

6 Product Specifications

6.1 **OLED panel characteristics**

For a summary of OLED panel characteristics, including resolution, physical size, contrast ratio, pixel pitch and more, see our product datasheet[19].

19. https://vpixx.com/datasheets/ds_viewpixx3_OLED.pdf

7 Driving the VIEWPixx3 /OLED with a DATAPixx3 Video I/O Hub

You can use a DATAPixx3 video I/O hub to drive the VIEWPixx3 /OLED and unlock advanced features. Specific configuration and specifications for this combination of devices is given below. For general information regarding the DATAPixx3 signalling capabilities, see our DATAPixx3 User Manual[20].

Thank you for your patience as we continue to update this guide. More information will be added to this section soon.

20. https://vpixx-support.atlassian.net/wiki/spaces/hardware/pages/111312897/DATAPixx3+Video+I+O+Hub

8 Cleaning and Maintenance

Before lifting or moving the monitor, disconnect all cables and the power cord. Use proper lifting techniques, and carry the monitor by the edges of the display—never by the stand or the cables.

Turn off the monitor and unplug it before cleaning. Wipe the screen gently with a lint-free, non-abrasive cloth. For stubborn marks, use a cloth lightly dampened with a mild, screen-safe cleaner. Do not use cleaners that contain alcohol or acetone, and never spray liquid directly onto the screen. When cleaning an OLED module, do not allow any liquid to enter the gap around the edge of the panel, as this may cause abnormal operation or damage.

Commercial cleaning products or disinfectants may be used on the stand, frame, and cables. Apply the product to a soft cloth (not directly to the hardware) and wipe as needed. Clean ports using compressed air.

---

9 Troubleshooting your Device

Issue	Solution
The screen is not turning back on after being turned off	The VIEWPixx3/OLED is in **Maintenance Mode**. Wait 5 minutes for the unit to finish and then restart the device.
Red flashing square in corner of screen	Display is in **Consumer Mode**. No troubleshooting required. Use the remote or software tools to switch to **Research Mode** for experiment/data collection periods.
Display not detected	Try the following: • Use a different output on your graphics card • Use a different video cable (if not using the cable provided by VPixx) • Remove all adapters other than those recommended by VPixx (see System Requirements above) • Disable other screens to reduce GPU load • Try a different PC

10 Related Links

- The Logic of VPixx Hardware Control[21]
- Sending Triggers with Pixel Mode[22]
- Record Response Times With a RESPONSEPixx Button Box[23]
- Eye Tracking[24]

---

21. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/13435058/The+Logic+of+VPixx+Hardware+Control
22. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/10715195/Sending+Triggers+with+Pixel+Mode
23. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/13238444/Record+Response+Times+With+a+RESPONSEPixx+Button+Box
24. https://vpixx-support.atlassian.net/wiki/spaces/Vocal/pages/237764610/Eye+Tracking

11 Compliance, Safety and Warranty Information

Click on the sections below to expand the relevant information.

Compliance Information

11.1 For the United States of America

This device complies with part 15 subpart B of FCC rules. Its operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 subpart B of the FCC rules.

11.2 For Canada

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

CISPR warning: This is a Class A product. In domestic environments this product may cause radio interference in which case the user may be required to take adequate measures.

11.3 For European Countries

11.3.1 DECLARATION OF CONFORMITY

CE

Manufacturer's Name:
VPixx Technologies Inc.

Manufacturer's Address:
630 Clairevue West suite 301
Saint-Bruno, Qc
Canada, J3V 6B4

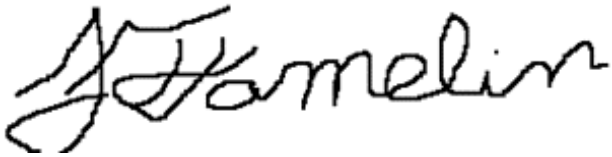
Product Name: VIEWPixx Full, VIEWPixx Lite, VIEWPixx /3D Full, VIEWPixx /3D Lite, VIEWPixx XL-48 Lite, VIEWPixx XL-48 Full, VIEWPixx /EEG
Part Numbers: VPX-VPX-2001C, VPX-VPX-2000A, VPX-VPX-2005D, VPX-VPX-2004B, VPX-VPX-2010A, VPX-VPX-2011C, VPX-VPX-2006B
Product Options : All
Application of Council Directive:

2014/30/EEC -Electromagnetic Compatibility directive
2015/863/EU -Restriction of Hazardous Substances Directive
2012/19/EU -Waste Electrical and Electronic Equipment directive

SUPPLEMENTARY INFORMATION

To remain CE compliant, only CE compliant parts should be used with this product. Maintaining CE compliance also requires proper cable and cabling techniques. VPixx Technologies will not retest systems or components that have been modified by customers.

Signature:



5 Jean-François Hamelin, Eng., Vice-President

11.4 The following information is only for EU member states:

The mark shown to the left is in compliance with the Waste Electrical and Electronic Equipment directive 2012/19/EU (WEEE). The mark indicates the requirement NOT to dispose of the equipment as unsorted municipal waste. For more information call VPixx Technologies Inc. or email us at support@vpixx.com[25]

11.5 Declaration of RoHS Compliance

RoHS

This product has been designed and manufactured in compliance with Directive 2015/863/EU of the European Parliament and the Council on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS Directive).

25. mailto:support@vpixx.com

Safety and Warnings

11.6 Safety precautions

- Use only a power source and connection compatible with this product, as indicated on the power adapter label. A power cord is included with the VIEWPixx3 /OLED. If another cord is used, ensure the power source and connection are appropriate.
- Be sure that the total ampere rating of the products connected to the outlet does not exceed the maximum ampere rating of the electrical outlet and that the total ampere rating of the products connected to the power cord does not exceed the maximum ampere rating of the power cord. Look at the power label to determine each device's ampere rating (Amps or A).
- Install the VIEWPixx3 /OLED near a power outlet that you can easily reach. Disconnect it by grasping the plug firmly and pulling it from the outlet. Never disconnect the monitor by pulling directly on the cord.

Warranty Information

This product is warranted against manufacturing defects in materials and workmanship for two (2) years for parts and labour from the date of shipment.