



ATEN Control System App User Manual

User Information

Online Registration

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

International	http://eservice.aten.com
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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

About this Manual

This user manual provides information on how to use ATEN Control System App to operate your control system using Viewers on mobile devices (iOS, Android, or Windows platform).

Note: 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.

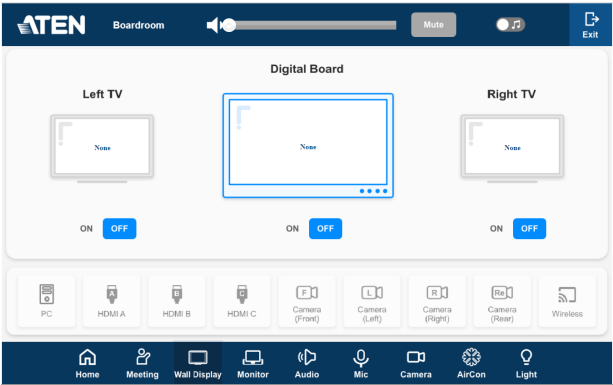
◆ Bullet lists provide information, but do not involve sequential steps.

> 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
ATEN Controller, controller	ATEN Controller or controller refers to all models of ATEN Control Box and ATEN Control Pad.
Control Box Gen. 2, Control Box	<i>Control Box Gen. 2</i> or <i>Control Box</i> refers to all models of ATEN Control Box Gen.2.
controller	A controller refers to any model of ATEN Control Box Gen. 2 or 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

ATEN Control System App is an application that loads Viewers, allowing users to operate control system devices from iOS, Android, or Windows-based mobile devices. In this chapter, you will learn about the app's main features and how to install it. The following topics are included:

- ♦ *Features*
- ♦ *Supported Operating Systems*
- ♦ *Installing ATEN Control System App*

Features

- ♦ Allows administrators central control of multiple rooms via Viewers on a mobile device or tablet computer
- ♦ Restrict user access to Viewers via password authentication
- ♦ Synchronization of system controls amongst multiple mobile devices and tablet computers
- ♦ Any iOS, Android, or Windows mobile device can be used to control the system – no need to purchase costly exclusive user panels
- ♦ Supports demo mode to allow demonstration of the solution's most important functions without the need to connect the touch panel to a controller
- ♦ Screen Saver helps save energy and prolongs the lifetime of the touch screen
- ♦ Supports Display Real-time Streaming Protocol (RTSP), ONVIF, and ATEN VE89 series video preview

Note: The function is only applicable to VK1200 / VK2200.

Supported Operating Systems

Make sure your mobile device uses a supported version of the mobile operating system listed below before installing the app.

Mobile Operating System	Supported Version
iOS	13.0 or later
Android	8.0 or later
Windows	10.0 or later

Installing ATEN Control System App

To install the ATEN Control System App on a mobile device, do the following:

1. From the mobile device, tap the **App Store**  or Google Play  icon.
2. In the search box, type “aten control”.
3. Tap *ATEN Control System*, and then download and install the app.
4. The ATEN Control System icon  appears on the mobile device. Tap the icon to open the app.

Note:

- ♦ The button sound is enabled by default. To mute button sound, go to Settings of the mobile device, find ATEN Control app and disable the button sound setting.
 - ♦ The Control System App does not support use on Samsung mobile devices when the Samsung DeX feature is enabled.
-

Chapter 2

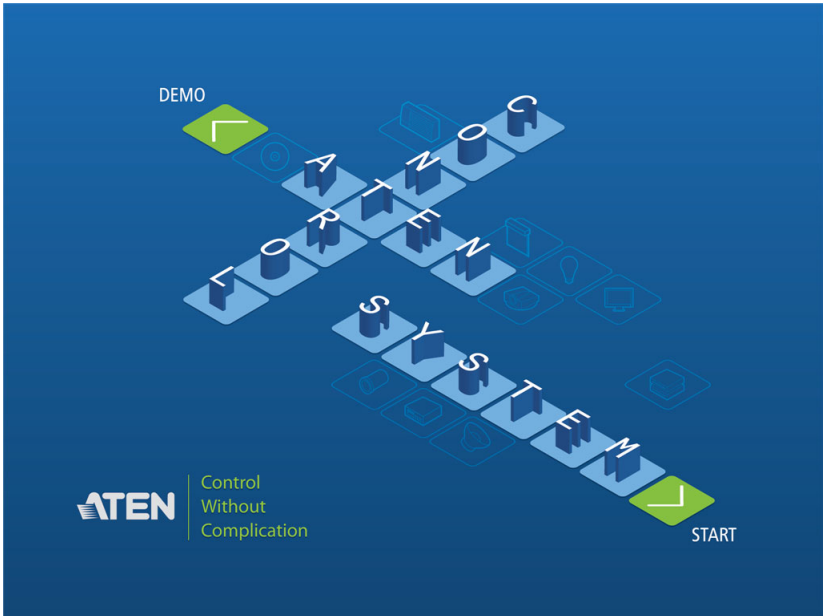
Using the App

This chapter describes the capabilities of ATEN Control System App, explains how its functions are organized within the interface, and provides detailed information about each function. The following topics are covered:

- ♦ *Demo/Start Screen*
- ♦ *Welcome Page*
- ♦ *Managing Viewers*
- ♦ *Managing LAN Devices*
- ♦ *Log Report*
- ♦ *Preferences*
 - ♦ *General Settings*
 - ♦ *Advanced Settings*
 - ♦ *Room Booking System (Room Usage Notifications)*
 - ♦ *AppSwitcher*
- ♦ *Report History*
- ♦ *Information*
- ♦ *Download Viewer*

Demo/Start Screen

When you open the ATEN Control System app for the first time, the demo/start screen appears:

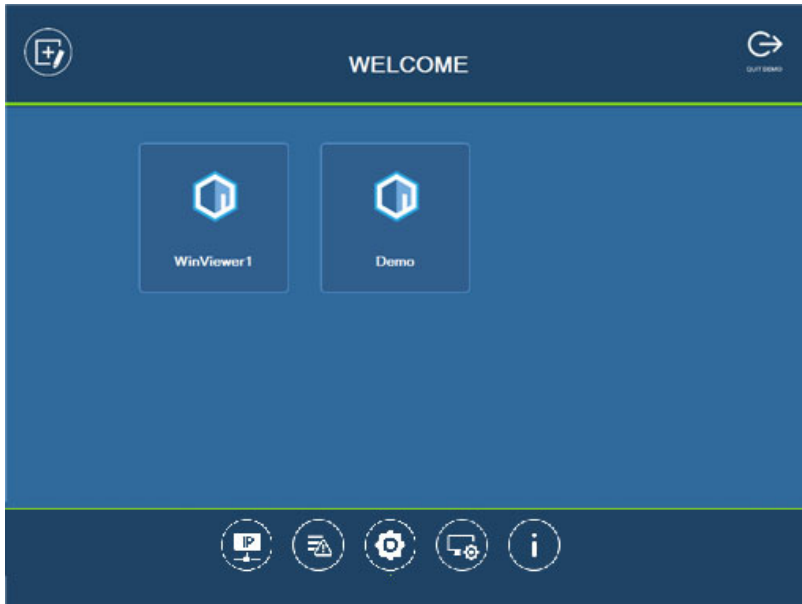


Tap **Demo** to try the ATEN Control System app. Tap **Start** to find a controller and download Viewers (see *Welcome Page*, page 8).

Note: The default demo/start screen appears until a Viewer is downloaded to the Control System app. After a Viewer is downloaded, the default demo/start screen will reappear only if the app is reinstalled, which will also delete all Viewers.

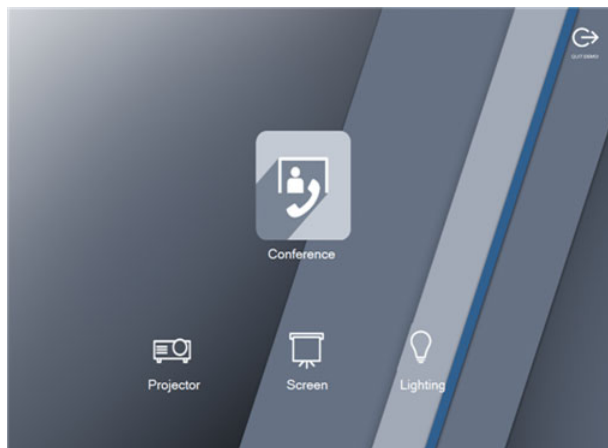
The Demo page provides two sample Viewers. Tap either one to view the controls of different hardware devices.

To return to the demo/start page, tap **Quit Demo** at the top right corner.

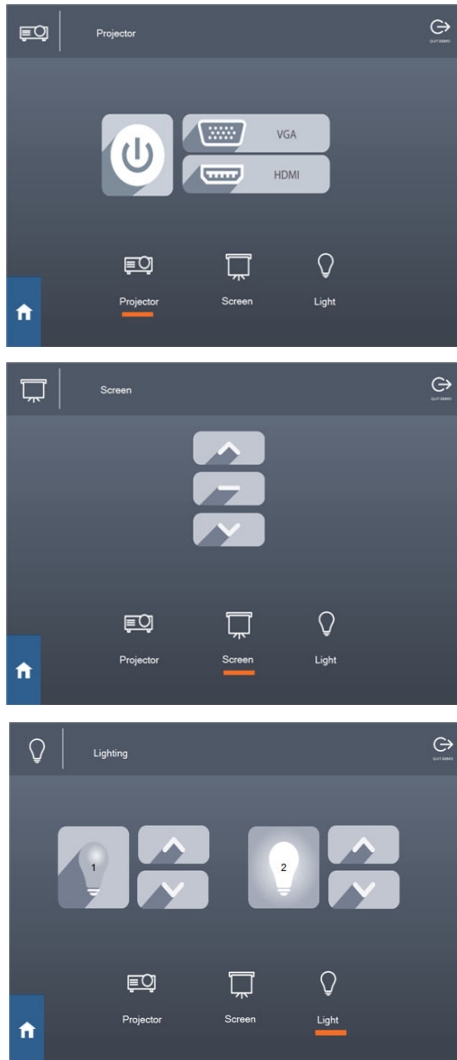


Select a Viewer or press any of the buttons on the Welcome page to demo the app. The first Viewer's name will depend on the OS of the device.

WinViewer1 / iPad / Android1

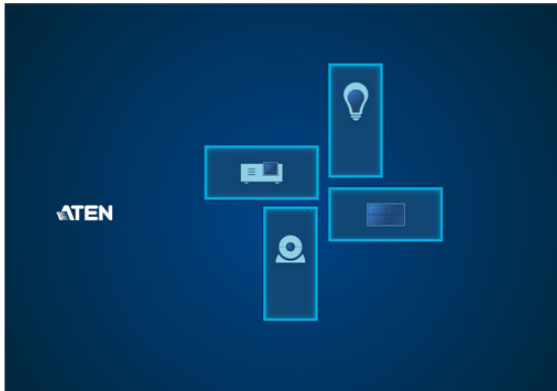


This demo shows a Conference call interface with controls for a **Projector**, **Screen** and **Lighting**. Tap any of the device icons to open each of the following control pages:

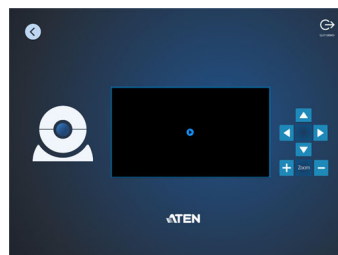
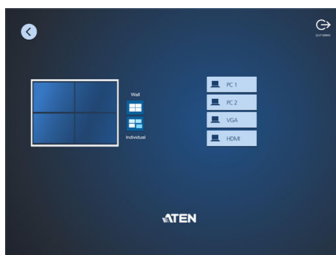
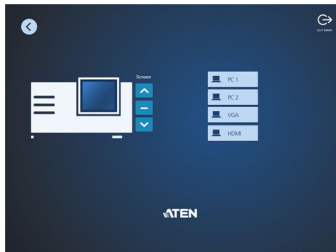


Demo

This demo shows different buttons that can be pressed to control the **Projector**, **Lights**, **Video Wall** and **Camera**. Tap the icons to view control pages for each device. Tap the **Quit Demo** icon to return to the previous page, or press on the background until the logout dialog appears.



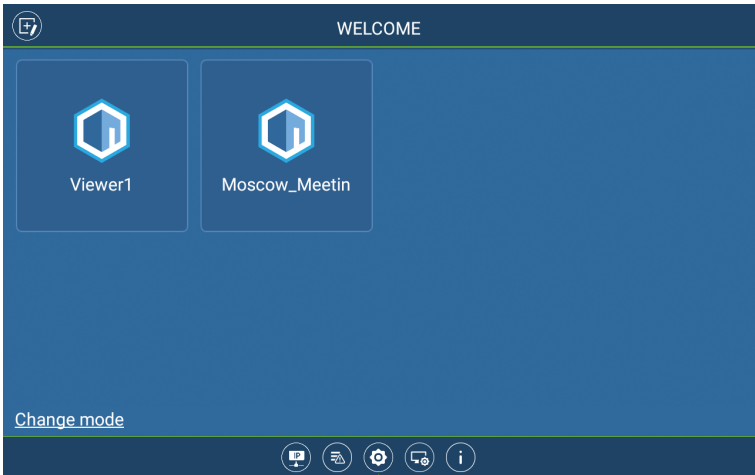
Control Pages



The images above show control pages for the **Projector**, **Lights**, **Video Wall** and **Camera** in **Demo**. Tap the **Home** icon in the lower left corner to return to the previous page, or press on the background until the logout dialog appears. To return to the demo/start page, tap **Quit Demo** at the top right corner.

Welcome Page

The *Welcome* screen is the home screen of the ATEN Control System app. It lists downloaded Viewers and provides administrative options. Tap a Viewer to access the controls for a room, or use the administrative options listed below.

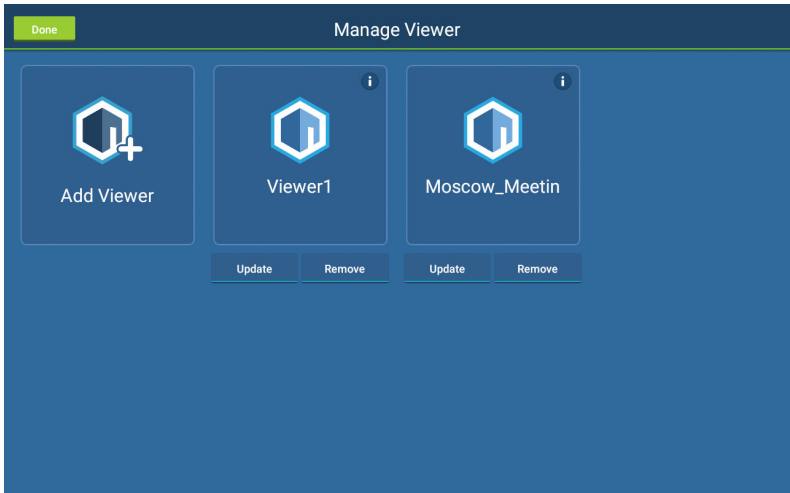


Control	Description
	Manage Viewer – Use this page to add, update, and remove downloaded Viewers. See page 9 for details.
	Manage LAN Device – Use this page to access controller's web console or configure the network settings for controllers and the devices that they manage. See page 10 for details.
	Log Report – Use this page to lookup logs to troubleshoot connectivity issues. See page 14 for details.
	Preferences – Use this page to set a password for accessing the app or configure the app's usage settings. See page 15 for details.
	Settings – Use this page to access the system settings page of ATEN Touch Panel. This tab is only accessible when the Control System app is used on an ATEN Touch Panel.
	Information – This page provides information about the ATEN Control System's software version. See page 25 for details.



Managing Viewers

The *Manage Viewer* page allows you to add, update, and remove downloaded Viewers. To download Viewers, tap **Add Viewer**.

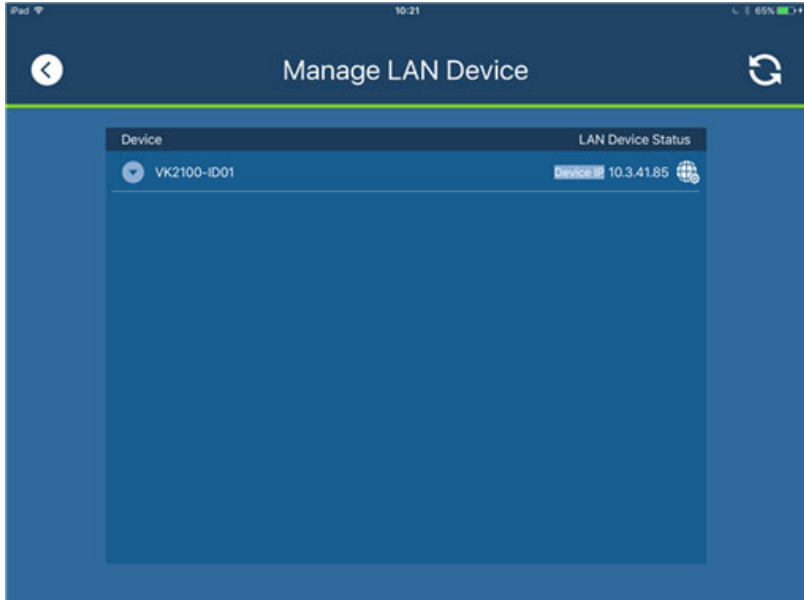


Control	Description
	Tap Add Viewer to download Viewers. See page 26 for details.
	Tap the <i>Information</i> icon to view the MAC Address , IP Address and Controller ID of the controller associated with the Viewer.
Update	Tap Update to connect to the controller and download an updated version of the Viewer. After the update, the “Downloaded Successfully” prompt will appear
Remove	Tap Remove to delete the Viewer. A dialog box will appear to confirm deletion of the Viewer. Tap Delete to remove the Viewer, or Cancel to cancel the deletion. Note: Viewers are only deleted on the mobile device, and will still be available on the controller.
Done	Tap Done to return to the Welcome page.



Managing LAN Devices

The *Manage LAN Device* page allows you to configure network settings for the controllers and LAN devices added to the Configurator software.



Control	Description
	Tap to expand controllers to view connected LAN devices.
	Tap to open the web GUI.

Depending on the LAN device you select, different options are available. Tap on a device to open the settings page. Use **Edit** to change settings, **Apply** to save or **OK** to exit.

Controller

VK2100-ID01		Edit
Device IP	10.3.41.85	
Router IP		
MAC Address	00:10:74:b2:01:99	

Done

VK2100-ID01		
Device IP	192.168.0.8	
Router IP		
MAC Address	00:10:74:b2:01:99	

ApplyCancel

PJLink Projector

PJLINK		Edit
IP Address	192.168.11.12	
Port	4352	
Password	*****	

Done

PJLINK		
IP Address	192.168.11.12	
Port	4352	
Password	*****	

☐ Show Password

ApplyCancel

Telnet

TELNET		Edit
IP Address	192.168.11.12	
Port	4352	
Username	User 82	
Password	*****	

Done

TELNET		
IP Address	192.168.11.12	
Port	4352	
Username	User 82	
Password	*****	

☐ Show Password

ApplyCancel

ONVIF

ONVIF	Edit
IP Address	192.168.11.12
Username	User82
Password	*****

Done

ONVIF	
IP Address	192.168.11.12
Username	User82
Password	*****

☐ Show Password

Apply Cancel

TCP

TCP Device	Edit
IP Address	192.168.11.12
Port	4352

Done

TCP Device	
IP Address	192.168.11.12
Port	4352

Apply Cancel

UDP

UDP Device	Edit
IP Address	192.168.11.12
Port	4352

Done

UDP Device	
IP Address	192.168.11.12
Port	4352

Apply Cancel

Simulating Viewer Controls with Demo Mode

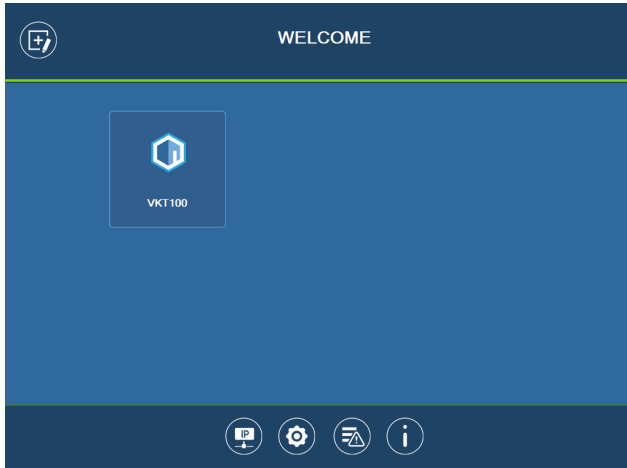
You can preview Viewers and simulate control actions without connecting to a controller using the demo mode.

1. To simulate controls of a target Viewer, download the Viewer file.

For details, see *Download Viewer*, page 26.

Note: If you wish to use built-in Viewers, skip this step.

2. Tap the ATEN Control app icon from your mobile device. This screen appears.



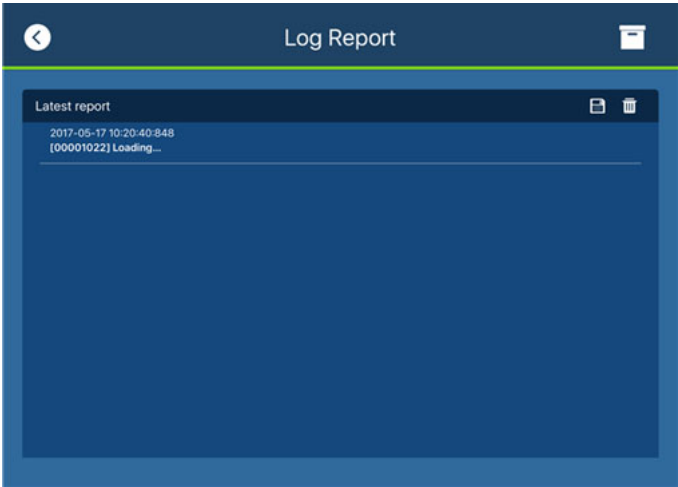
Note: If you have not downloaded any Viewers to the app, a Demo/Start page appears. Tap **Demo** to use built-in Viewers for the simulation.

3. Tap Settings . The Preferences page appears.
4. Tap **Enable demo mode** to select the setting and tap **Set**. Demo mode is immediately applied.
5. Tap  to return to the Welcome page.
6. Tap a Viewer to view and try out its control interface.
 - ♦ To close the Viewer, long tap any space on the mobile device and click **OK** in a pop-up dialog box.
 - ♦ To disable demo mode, close the Viewer and then go to **Settings**  to disable the demo mode setting.



Log Report

The *Log Report* page lists information and errors which can be used to troubleshoot issues. Tap and drag the list to scroll through the logs. Tap **Back** to exit.



Control	Description
	Tap Save to save the log file.
	Tap Report History to view saved logs (see page 24).
	Tap Delete to delete the log information.
	Tap Back to exit.



Preferences

The *Preferences* page provides settings for operation preferences of the Control System app, access to Room Booking System, and AppSwitcher.

General Settings

To configure settings related to general usage of the Control System app, tap . The General Settings screen appears.

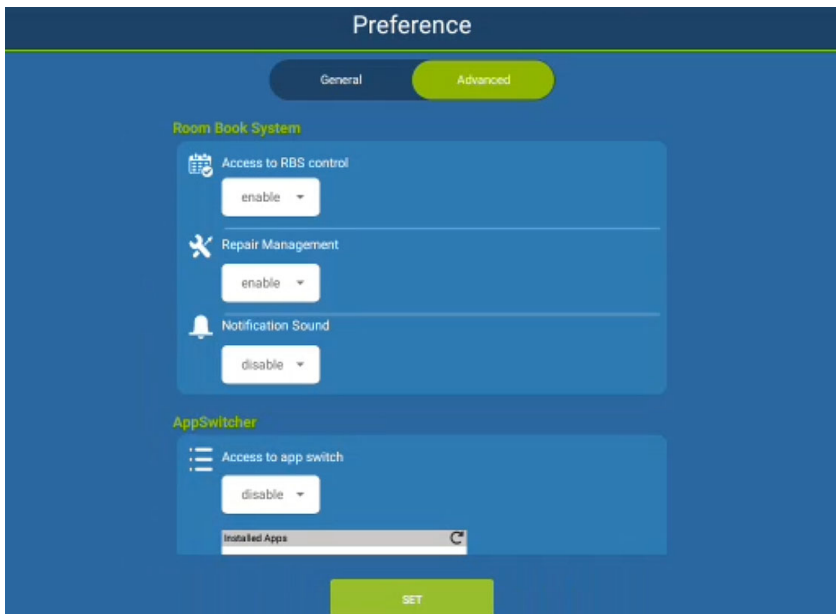
Note: The available settings vary depending on the platform (Windows, iOS, or Android). This screenshot is for reference only.

- ♦ **Button Sound:** Enable this function to play a beep sound whenever a control element (button, toggle, slider bar, etc.) is used.
- ♦ **Seconds to press before the exit dialog appears:** This sets the duration of idle time. When the app idles for the specified duration, an Exit dialog appears to check if the user wants to close the app.
- ♦ **Screen Control** (only applicable to the Android version of the app)
 - ♦ **Wake-Up:** Sets how the Control System App wakes up after timing out.
 - ♦ **Wake by sensor:** Wakes the app when proximity is detected. To apply this setting, make sure the Android device is equipped with a proximity sensor.
 - ♦ **Tap to wake:** Wakes the app by tapping on the device's screen.
 - ♦ **Always on:** Keeps the app on at all times.
 - ♦ **Screen Timeout:** Sets the timeout duration for the Control System App.
 - ♦ **Based on idle time:** The Control System App times out when the device has idled for the specified amount of time (in the field next to this setting).
 - ♦ **Based on device setting:** Select this option to use the device's idle time as the app's idle time.
- ♦ **Enable password protection:** To restrict access to app settings and prevent unwanted configuration, enable password authentication for leaving the control pages.
- ♦ **Allow keyboard usage when this app is in full screen:** Enable this option to allow keyboard operation when the app is in full screen.
- ♦ **Notify me when this app disconnects from the Internet:** Select this option to notify the user when the app disconnects from the Internet.
- ♦ **Connect to ATEN Control System devices based on the Manage Device IP list:** Select this option for the app to identify and connect to controllers by IP address instead of the controller ID. This is useful when you create projects by duplication, in which case you do not need to re-configure the controller ID in each project.
- ♦ **Show alert messages for Ethernet devices managed by the controller** (only applicable to the iOS version of the app): Enable this setting to receive status notifications for the managed Ethernet devices.
- ♦ **Always open viewers in full screen** (only applicable to the Windows version of the app): Enable this setting to open Viewers (i.e. control pages, for examples see page 5) in full screen.

- ♦ **Show minimize, maximize, and close buttons** (only applicable to the Windows version of the app): Enable this setting to show the minimize, maximize, and close buttons at the top-right corner of a Viewer (i.e. control page, for examples see page 5).
- ♦ **Enable demo mode:** Select this setting to allow viewing of the control pages within the Viewer (with no actual effects) when no controller is connected.
- ♦ **Enable physical buttons on Viewer device** (only applicable to VK330): To prevent access to physical buttons on the touch panel, disable this setting.
- ♦ **Use fast connection:** Enable this setting for the Viewer to connect to its designated controller more quickly by skipping the checkup of extension boxes to the controller.

Advanced Settings

To configure advanced functions such as receiving room usage notifications, switching between apps, or remote reporting of device faults, access the Advanced settings page by tapping the **Settings** icon  and then toggle to **Advanced**. This screen appears.



Room Booking System (Room Usage Notifications)

♦ Access to RBS control

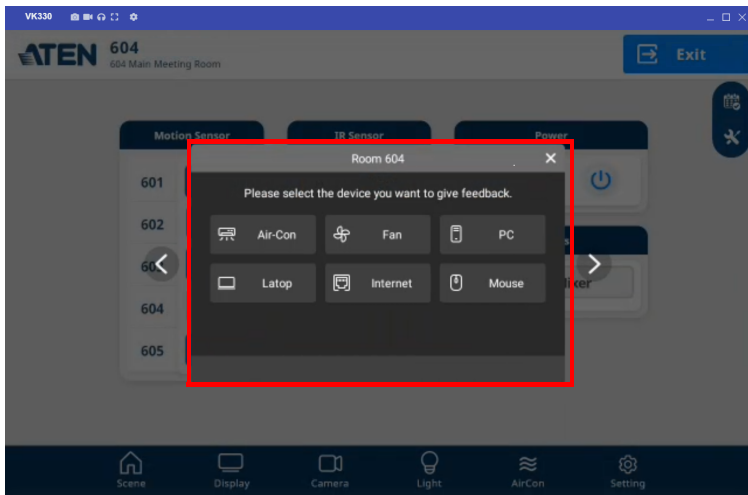
Enable this function to receive room-usage notifications, including check-in, check-out, quick booking, and reservation extension on an ATEN Touch Panel or Android mobile device.

Note: This function is achieved by receiving action notification through ATEN Unizon. Make sure to configure ATEN Unizon as required. For configuration details, see *ATEN Unizon User Manual*.

♦ Repair Management (Support Center)

Enable this function to allow users to submit service requests from the Viewer. When a service request is submitted, a notification is sent to Unizon for further processing.

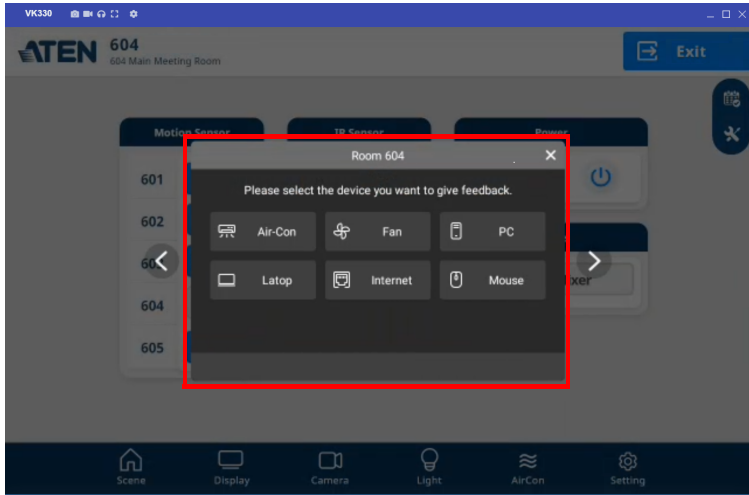
Service options can be freely created in ATEN Unizon. ATEN also provides built-in service options that are generally applicable to meeting room applications, as shown below:



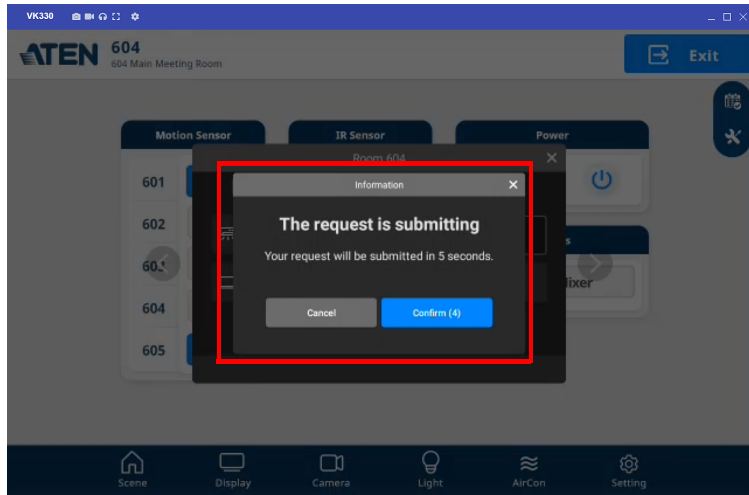
For full information on setting up service options in Unizon, refer to the *ATEN Unizon User Manual*.

To submit a service request on your Viewer:

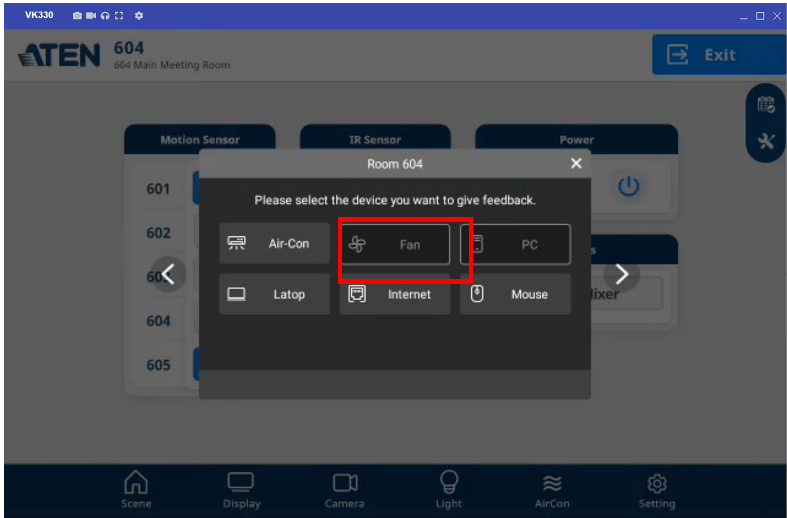
1. Tap . The support center menu appears.



2. Tap on an option. A confirmation message appears.



3. Tap **Confirm**. When the request is submitted, the corresponding icon grays out. To cancel the request, tap on the grayed out icon again.



◆ Notification Sound

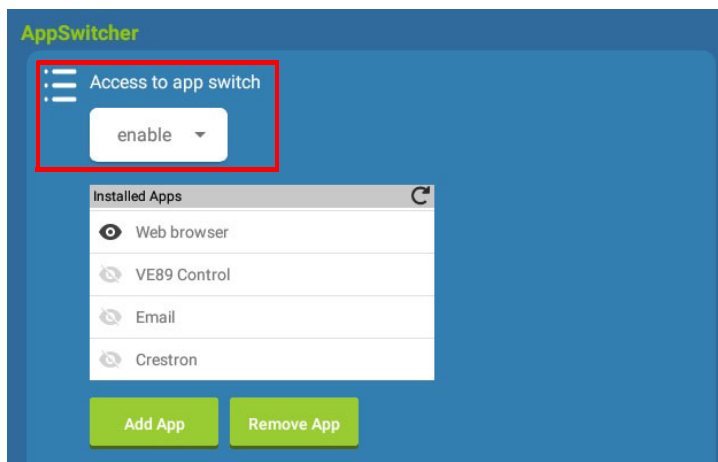
With RBS control enabled, you can enable this function to play a beep sound when receiving room-usage notifications.

AppSwitcher

You can maximize the usage of an ATEN Touch Panel (VK330) using the AppSwitcher function, which allows you to install multiple apps (ATEN or third-party apps) on the Touch Panel and to switch apps should your need changes.

Follow the procedure below to install apps to an ATEN Touch Panel and to add them to AppSwitcher to make them available for switching.

1. Go to **Preferences**  > **Advanced**, enable the **Access to app switch** setting.



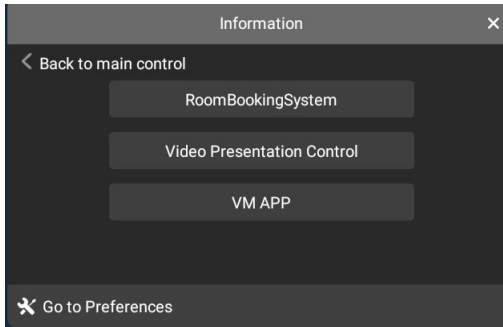
2. Tap **Add App** to install an app to the mobile device.
3. Tap  to refresh the list. The installed apps appear on the list.
4. To make an app available for switching, tap the app to add it to AppSwitcher. Apps added to AppSwitcher are marked with black  icon. Tap again to unselect. You can add multiple apps to AppSwitcher.
5. Tap **Set**. The **AppSwitcher** control icon  appears.
6. To uninstall an app, tap **Remove App**.

To switch among the installed apps using AppSwitcher:

1. On your Viewer, find the **AppSwitcher** control .

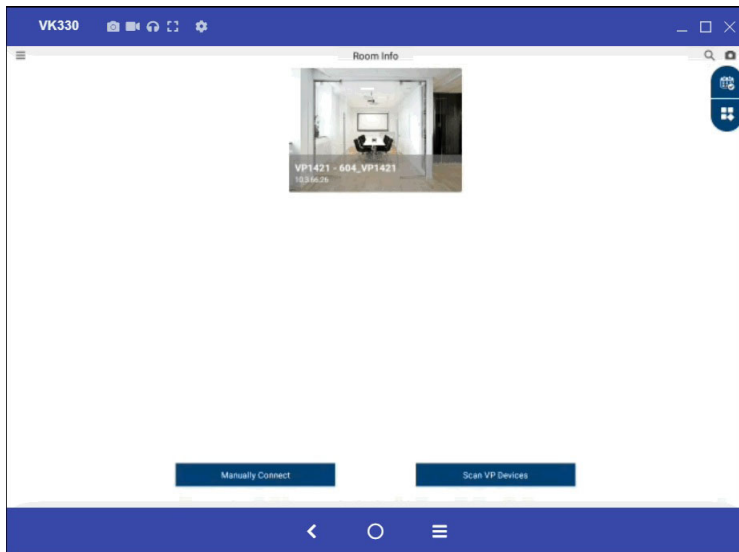
If you can not find the control, go to **Preferences**  > **Advanced** page, enable the **Access to app switch** setting, and tap Set. The AppSwitcher control should appear.

2. Tap . A list of available apps appear.



3. Tap from the list to switch the control to the selected app.

For example:



Note: If the app you wish to use is not in the list, tap **Go to Preferences**, and then make sure the app is installed and added to AppSwitcher. For detailed instructions, see *AppSwitcher*, page 20.

4. To return to the previous control page, tap **Back to main control**.



Report History

When you tap **Report History**, you can view and export logs. Saved log files are listed by date in the left column. Tap a log file to view it in the window to the right. Tap and drag the list to scroll through the logs. Tap **Back** to exit.

Reports		20170426_1.vklog
Apr 27, 2017		2017-04-26 15:16:25.854 [20020903] Receive Quick Action FeedBack
20170427_2.vklog 20170427 11:25 saved	>	2017-04-26 15:16:25.883 [00020112] Action Feedback : 4261415601 enable
20170427_1.vklog 20170427 11:20 saved	>	2017-04-26 15:16:26.009 [00000006] Send Quick Action Request to (fe000ab1_press)
Apr 26, 2017		2017-04-26 15:16:26.009 [00020910] Send Quick Command 10.3.41.85 Success.
20170426_2.vklog 20170426 15:42 saved	>	2017-04-26 15:16:26.157 [20020903] Receive Quick Action FeedBack
20170426_1.vklog 20170426 15:16 saved	>	2017-04-26 15:16:26.203 [00020112] Action Feedback : 4261415601 enable
		2017-04-26 15:16:26.322 [00000006] Send Quick Action Request to (fe000ab1_press)
		2017-04-26 15:16:26.322 [00020910] Send Quick Command 10.3.41.85 Success.
		2017-04-26 15:16:26.491 [20020903] Receive Quick Action FeedBack
		2017-04-26 15:16:26.492 [00020112] Action Feedback : 4261415601 enable

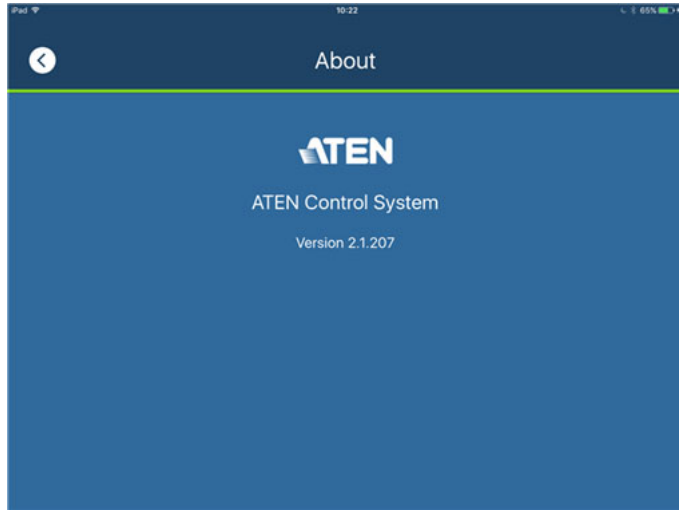


Tap **Export** to send the log as an e-mail attachment.



Information

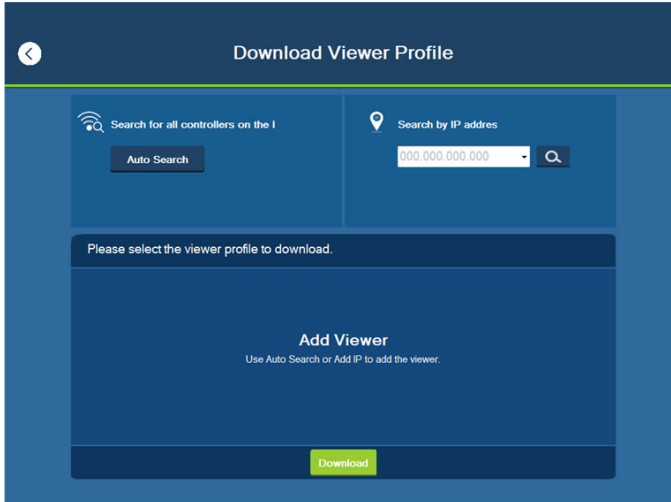
The *Information* page displays the ATEN Control System's version.





Download Viewer

The *Download Viewer* page allows you to search for controllers and download Viewers. This page is accessed from *Welcome* ® *Manage Viewer* ® *Add Viewer*.

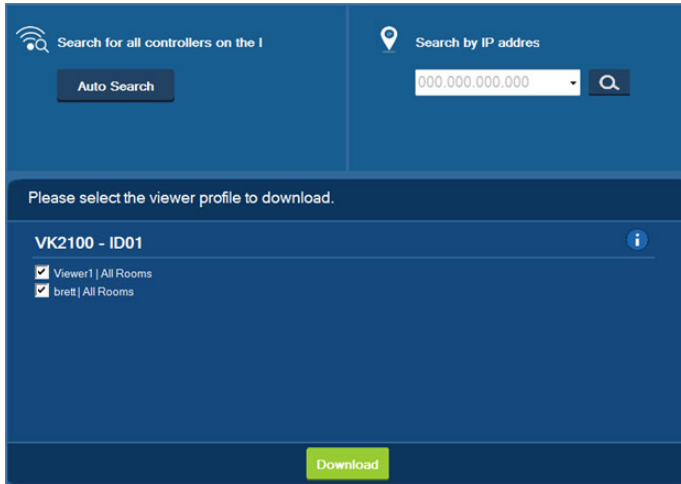


Control	Description
Search by IP Address	Tap to enter a controller's IP address, then tap the Search icon to find it. When controllers are found on the network, they are listed in the Add Viewer box. A Search History drop-down menu will appear for previously searched IP addresses.
Auto Search	Auto Search allows you to search for controllers without specifying an IP address. The controller must be powered on and connected to the same local network.
Add Viewer	This panel lists the controllers that have been found on the network. Each controller lists the Viewers that can be downloaded to the Control System App. .
Back Icon	Back returns you to the Welcome page.
Download	After you select the Viewers you want to download, click Download to start the process.

Download

Downloading Viewers

When controllers are found, they appear in the *Add Viewer* panel. Check the boxes of the Viewers you would like to download, then tap **Download**.



Control	Description
Add Viewer	The main window lists the controllers that have been found on the network. Under each controller is a list of Viewers with a check box. Use the check boxes to select the Viewers you want to download, then click Download. If the Lock icon appears, you will be prompted to enter the access key. After Viewers download, the “Downloaded Successfully” prompt appears. Tap Done to return to the Welcome page where the Viewers will be listed. Note: After you download a Viewers to the mobile device, the default Welcome screen no longer appears.
Access Key	When the a Viewer requires an access key, a window appears prompting you to enter the key. Enter the correct access key and then click OK to download the Viewers from the controller. To configure the access key, see <i>Control System User Manual</i>.

Control	Description
	Tap the Information icon to view the IP Address , MAC Address and License information of the controller. The license information provides the total number of licenses available and the number in use.

Appendix

Technical Support

International

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

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.

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