Avenview

Control Your Video

VIDEO WALLS VIDEO PROCESSORS
VIDEO MATRIX SWITCHES
EXTENDERS SPLITTERS WIRELESS
CABLES & ACCESSORIES

HDMI 4K Digital Signage Player

4K ULTRAHD | SELF-RECOVERY | SIGNAGE | HDMI | CAT 5/6 | LAN | HD ready 1080p | RoHS Compliant | FC CE

Model #: MP-4KHDM-V2

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Product Application & Market Sectors

Corporate

House Of Worship

Military

Residential

Education

Industrial

Medical

Aviation

TABLE OF CONTENTS

1. GETTING STARTED 1
1.1 IMPORTANT SAFEGUARDS 1
1.2 SAFETY INSTRUCTIONS 1
1.3 REGULATORY NOTICES FEDERAL COMMUNICATIONS COMMISSION (FCC) 2
2. INTRODUCTION AND FEATURES 3
2.1 PACKAGE CONTENTS 4
2.2 BEFORE INSTALLATION 4
2.3 APPLICATION DIAGRAM 5
2.4 PANEL DESCRIPTION 6
2.4.1 RIGHT SIDE PANEL 6
2.4.2 LEFT SIDE PANEL 6
2.4.3 FRONT PANEL 7
2.4.4 REAR PANEL 7
3. INSTALLATION GUIDE 8
4. GENERAL TROUBLESHOOTING 8
5. MP-4KHDM-V2 STARTUP 9
6. SOFTWARE (AV SignPRO) 10
6.1 Software Download 10
6.2 Create Playlist 10
6.3 Select Player 11
6.4 Select a Template 11
6.5 Edit Template 12
6.6 Uploading Content 12
6.7 Widget Selection 13
6.8 Set a Schedule 13
6.9 Save/Load Playlist to PC 14
6.10 Save/Export Playlist to Player/USB 14
6.11 Send to Player 15
6.12 Delete/Reset Contents 15
6.13 Password Protection 16
7. PARTENERED SOFTWARE 17
8. SPECIFICATIONS 18
9. PIN & WIRING STANDARD DEFINITION 19

SECTION 1: GETTING STARTED

1.1 IMPORTANT SAFEGUARDS

Please read all of these instructions carefully before you use the device. Save this manual for future reference.

What the warranty does not cover

- Any product, on which the serial number has been defaced, modified or removed.
- Damage, deterioration or malfunction resulting from:
- Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
- Repair or attempted repair by anyone not authorized by us.
- Any damage of the product due to shipment.
- Removal or installation of the product.
- Causes external to the product, such as electric power fluctuation or failure.
- Use of supplies or parts not meeting our specifications.
- Normal wear and tear.
- Any other causes which does not relate to a product defect.
- Removal, installation, and set-up service charges.

1.2 SAFETY INSTRUCTIONS

The Avenview MP-4KHDM-V2 Digital Signage Player has been tested for conformity to safety regulations and requirements, and has been certified for international use. However, like all electronic equipment's, the MP-4KHDM-V2 should be used with care. Read the following safety instructions to protect yourself from possible injury and to minimize the risk of damage to the unit.

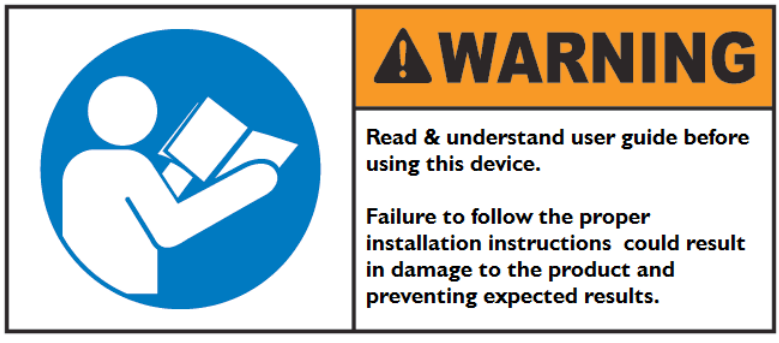
- ⚠ Do not dismantle the housing or modify the module.
- ⚠ Dismantling the housing or modifying the module may result in electrical shock or burn.
- ⚠ Refer all servicing to qualified service personnel.
- ⚠ Do not attempt to service this product yourself as opening or removing housing may expose you to dangerous voltage or other hazards
- ⚠ Keep the module away from liquids.
- ⚠ Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on to the housing, unplug the module immediately.
- ⚠ Have the module checked by a qualified service engineer before using it again.
- ⚠ Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.

1.3 REGULATORY NOTICES FEDERAL COMMUNICATIONS COMMISSION (FCC)

This equipment has been tested and found to comply with Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

Any changes or modifications made to this equipment may void the user's authority to operate this equipment.

Warning symbols	Description
	ONLY USE THE PROVIDED POWER CABLE OR POWER ADAPTER SUPPLIED. DO NOT TAMPER WITH THE ELECTRICAL PARTS. THIS MAY RESULT IN ELECTRICAL SHOCK OR BURN.
	DO NOT TAMPER WITH THE UNIT. DOING SO WILL VOID THE WARRANTY AND CONTINUED USE OF THE PRODUCT.
	THE VIDEO BOARDS ARE VERY SENSITIVE TO STATIC. PLEASE ENSURE IF RACK MOUNTED OR INSTALLED ON A SURFACE, IT SHOULD BE IN A GROUNDED ENVIROMENT.



2. INTRODUCTION

Printed signs are something from the past. Avenview HDMI Digital Signage Player delivers hardware HD video playback for smooth 4K and 1080p video with an advanced onboard processing power for stunning HTML5 content playback. MP-4KHDM-V2 is a plug and play device with no setup required, Plug in power, network and HDMI, and its ready to play contents on any display. The MP-4KHDM-V2 is fanless, with its specially designed casing and smart ventillation architecture it says cool 24/7. Avenview digital signage player features a built-in self-recovery function (SRF) that keep things running regardless of conditions (sudden reboots or power outage). It includes a micro-SD slot expandable up to 128GB for longer presentations.

The MP-4KHDM-V2 has a unique features which does not lock user to a specific software to create contents, we partnered with the most prominent digital signage content management software developers such as Scala, SignageLive, PosterDigital and much more which are all fully compatibe with the MP-4KHDM-V2. So, users are free to use any software they prefer with the MP-4KHDM-V2.

The MP-4KHDM-V2 is great for any application from menu boards, hospitality screens, campus signage, and corporate communications. It handles any Full HD application with ease. It's great for retail applications as well, driving digital posters and other screens.

FEATURES:

- Always On with App Lock feature to prevent unauthorized access
- HTML5 technologies including CSS and Javascript
- Widgets for calendar, clock, news, weather, and web page integration with the ability to add custom created widgets
- Multi-zone screen layout, transparent PNG overlay, and graphical scrolling ticker
- Auto-play starts playing scheduled contents automatically when powered on
- Fanless (zero noise) with built-in 16GB EMMC storage
- Automatic error recovery with built-in WDT
- Real-time clock with backup clock battery
- SignApps Express Utility to create media content with the ability to use third party solutions (optional license)
- Micro SD card slot (support up to 128GB storage)
- Strong Cache for continued playback even when network is not available
- Built-in wall mount bracket
- 1 year limited warranty

2.1 PACKAGE CONTENTS

Before starting the installation of MP-4KHDM, please check the package contents.

1	MP-4KHDM-V2	X 1	
2	HDMI CORD (3 ft)	X 1	
3	WIFI ANTENNA	X 1	
4	VELCRO STRIP	X 1	
5	POWER ADAPTER (12V/1.5A DC)	X 1	
6	MOUNTING BRACKET	X 2	
7	USER'S MANUAL	X1	

2.2 BEFORE INSTALLATION

- Put the product in an even and stable location. If the product falls down or drops, it may cause an injury or malfunction.
- Don't place the product in too high temperature (over 50°C), too low temperature (under -20°C) or high humidity.
- Use the DC power adapter with correct specifications. If inappropriate power supply is used then it may cause a fire.

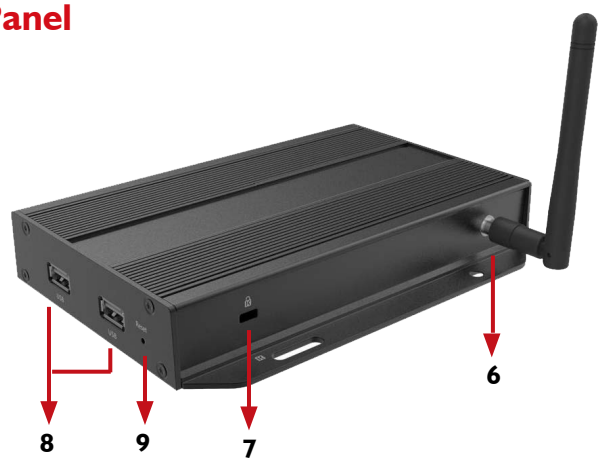
2.3 APPLICATION DIAGRAM

2.4 PANEL DESCRIPTION

2.4.1 Right Side Panel

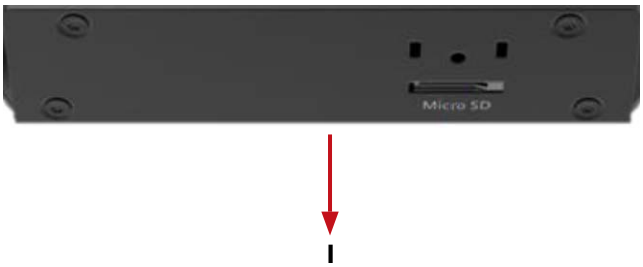
1. **AUDIO OUT:** 3.5mm Audio out to connect to Audio/ Video Receiver or Soundbar	2. **LAN:** Connect to local netwrok for media transfer or internet access
3. **HDMI OUT:** Connect to a TV or Display using an HDMI cable	4. **POWER JACK:** Plug in the provided 12V power adapter
5. **ADB:** Android Debug Bridge for device control over USB.	6. **POWER LED:** Power ON LED indicator

2.4.2 Left & Front Panel



6. **SMB JACK:** Attach WiFi antenna to expand wifi signal coverage	7. **LOCK PORT:** Kensington lock for protection against theft
8. **USB PORTS:** Used to Connect a mouse or a keyboard for menu control or to transfer media content created using PC software on a flash drive	9. **RESET :** Reset device to factory default

2.4.3 Rear Panel



1. ***MICRO SD CARD SLOT:*** *Expand storage up to 128 GB*

3. INSTALLATION GUIDE

To setup Avenview MP-4KHDM-V2 follow below steps:

1. Power OFF all devices.
2. Connect an HDMI display or TV to the MP-4KHDM-V2 using HDMI cable
3. Connect a CAT-5e/6 to the MP-4KHDM to connect to local network
4. Plug in 12V DC power cord to the power jack of the MP-4KHDM-V2
5. Power on all devices
6. Download AV SignPRO Software and start uploading media conents

4. GENERAL TROUBLESHOOTING

PROBLEM	POSSIBLE SOLUTION
NO IMAGE	• Check if connection to the source and the display are correct. • Ensure that display device supports 1080p and 4K resolutions
SCREEN DEFECTS APPEAR	• Make sure a premium quality HDMI cord is used and no adapters/converters connected
NO PLAYER FOUND	• Check if player is connected to the network • Ensure that player is on the same netwrok as the PC Software • Reboot the player • Close and restart the AV SignPRO software
SLOW OR NO MEDIA EXPORTING	• Ensure player is connected over Cat5/6 cable not Wifi
PLAYER SHOWING BLACK IMAGE	• Check playlist schedule

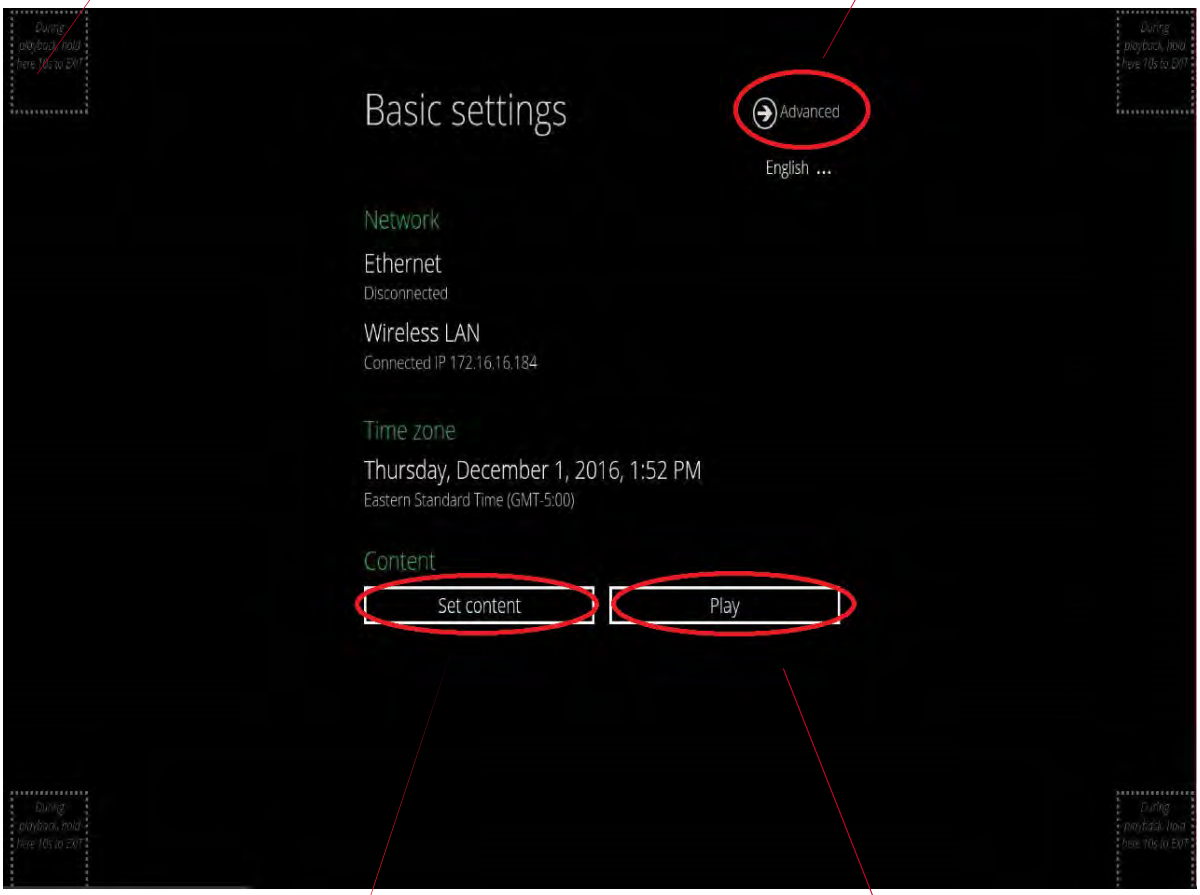
5. MP-4KHDM-**V2** STARTUP

NOTE:
It is necessary to have a wireless mouse conected to the player for the setup process. It would be more convenient to have a wireless keyboard & mouse conected to the player for ease of setup.

When MP-4KHDM-V2 is powered on it will log into the 'Basic Settings' screen allowing 15 seconds before it starts autoplaying the last uploaded playlist.

Left click and hold for 10 sec. at any four corners of the screen at anytime while content is playing to stop playlist and access basic Settings screen

Click 'Advanced' to access MP-4KHDM-V2 advanced settings



Type in a website address with HTML5 support for instant web playing

Click 'Play' to start playlist or Click 'Cancel Autorun' to stop autoplay

6. SOFTWARE

6.1 Software Download

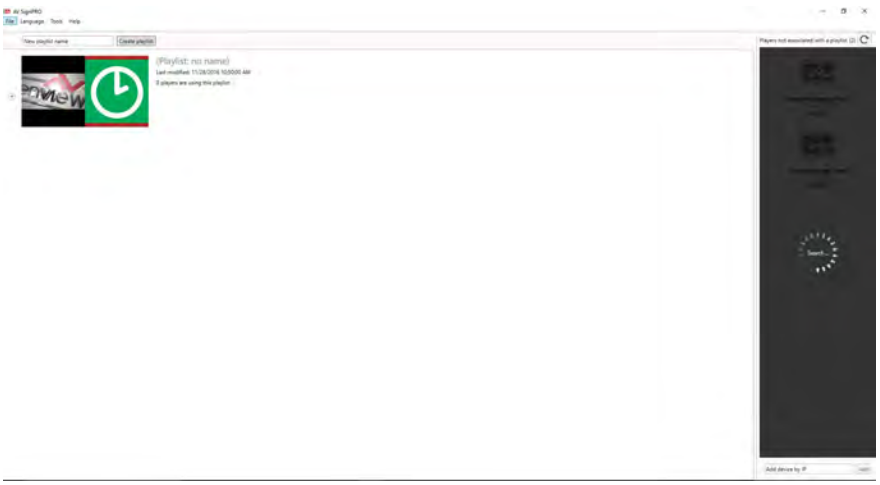
Download and install AV SignPro software from the product page on our website, find the product page by searching for the model number, select produce and scroll down to downloads

Double click software icon to launch the application, AV SignPRO will start with the main screen to create a playlist.

6.2 Create a Playlist

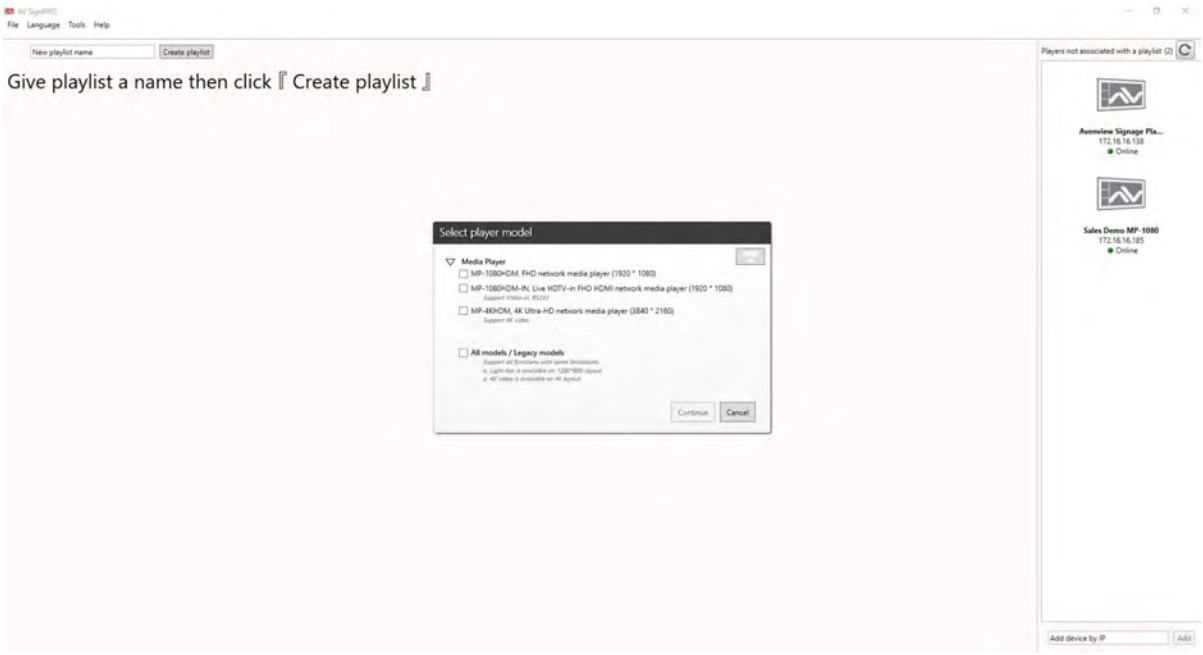
Start by typing a playlist name then click on 'Create Playlist'

- List of active "online" players will be showing instantly on the right side panel of the software *(click refresh to update the list and search for new devices)*



6.3 Select a Player

Click '**Create Playlist**' to create a new playlist to be uploaded to a player.
Select Player Model:
- Select the player model. If not sure of the player model '**All models** / **Legacy models**' can be selected for a universal format content.

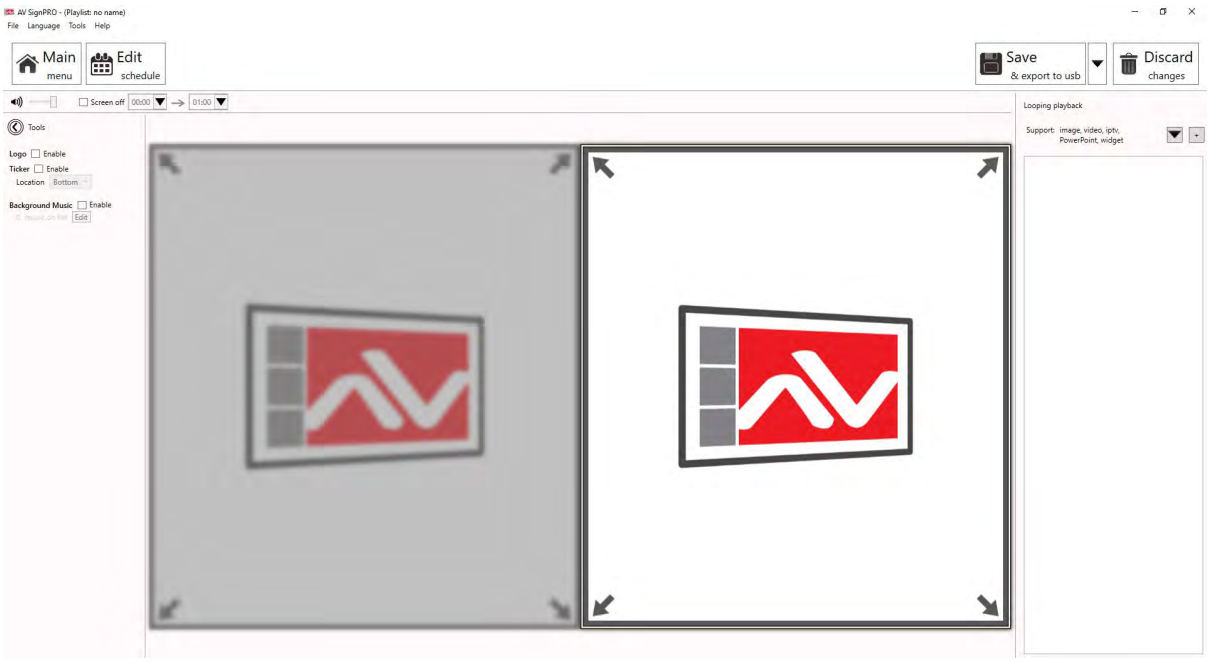


6.4 Select a Template

After selecting the player model a preset layouts/templates will be displayed to choose from. Select the desired template. Other properties can be selected from the left panel such as resolution required, orientation, etc..

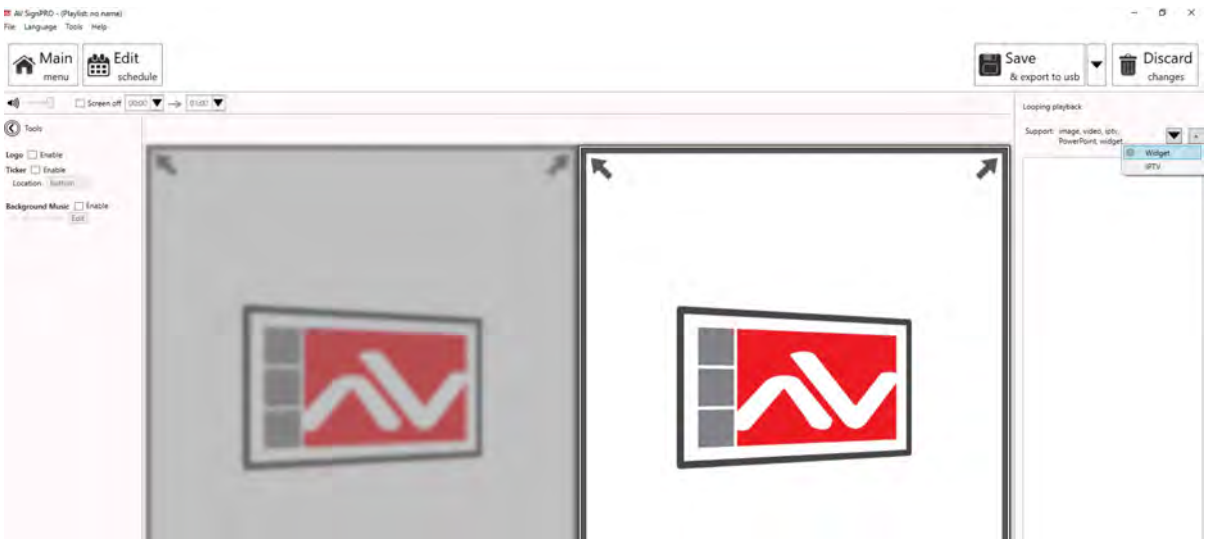
6.5 Edit Template

Click on template empty zones. Media uploading panel will appear on the right side of software main screen.
Contents can be uploaded by selecting + or ▼.



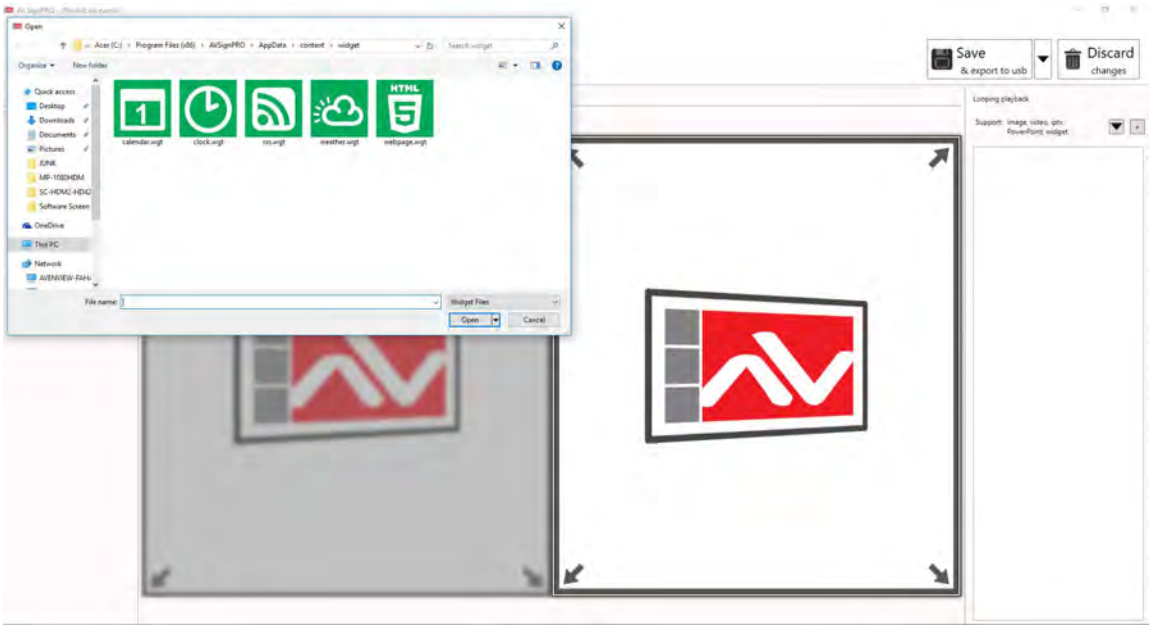
6.6 Uploading Contents

Click + to upload a video, image or a document.
Click ▼ to upload a widget or link an IPTV (live cable box).



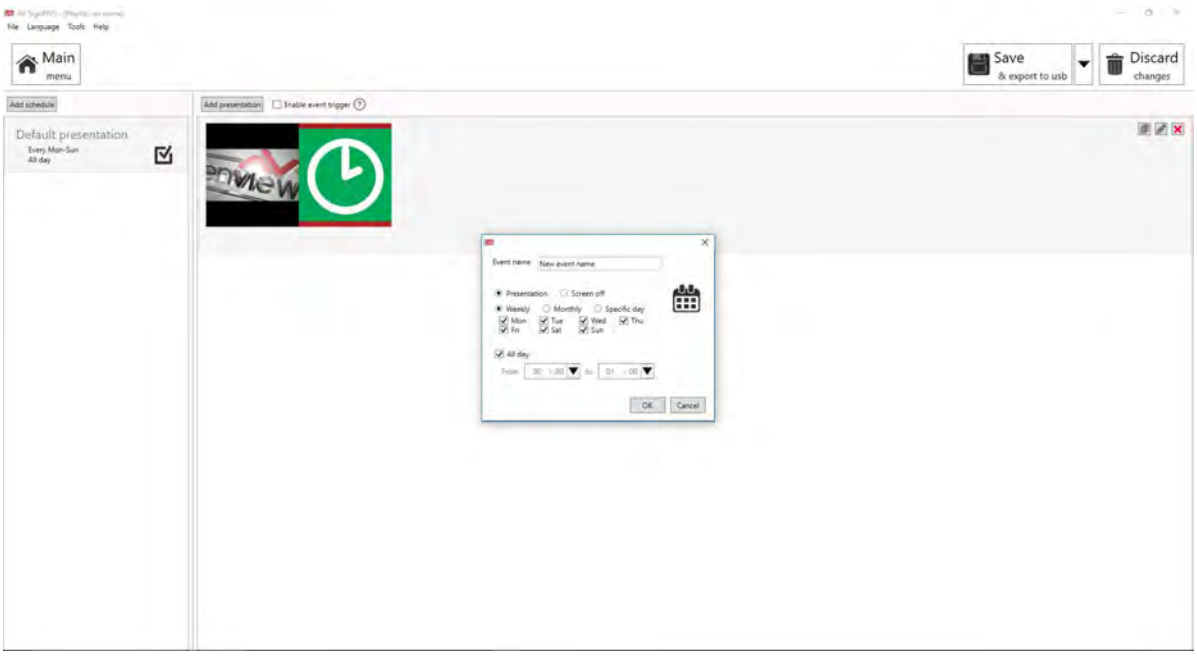
6.7 Widget Selection

Five preloaded widgets can be uploaded. More can be added by saving Widget files in Widget folder.



6.8 Set a Schedule

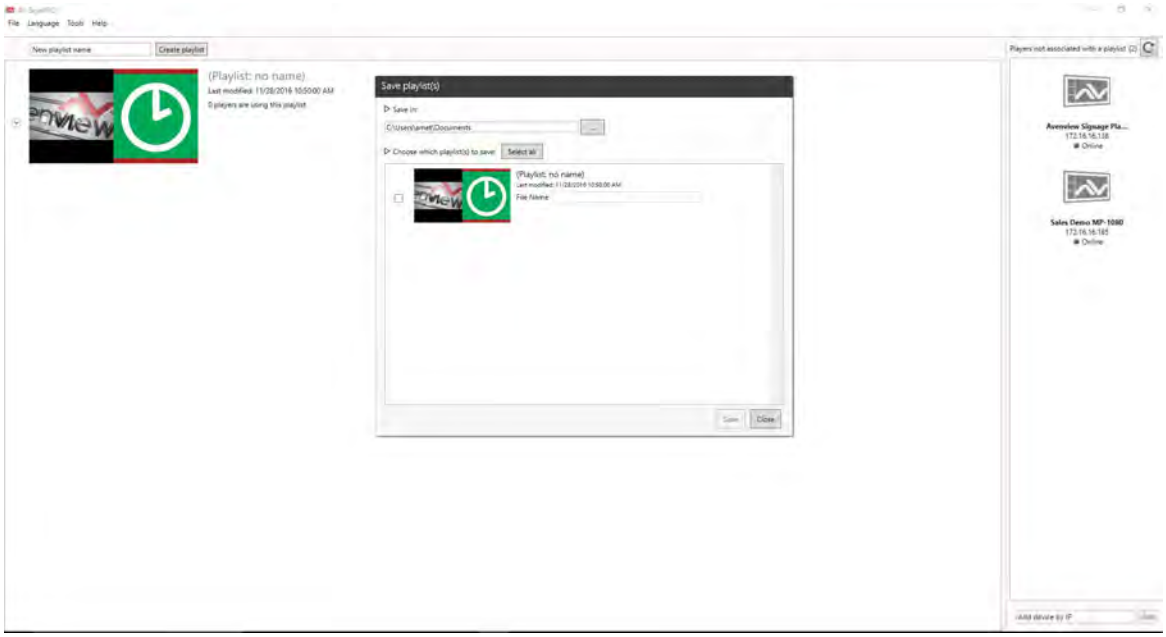
Click '**Edit Schedule**' from top left menu to set a schedule for all created playlist



6.9 Save/Load Playlists to PC

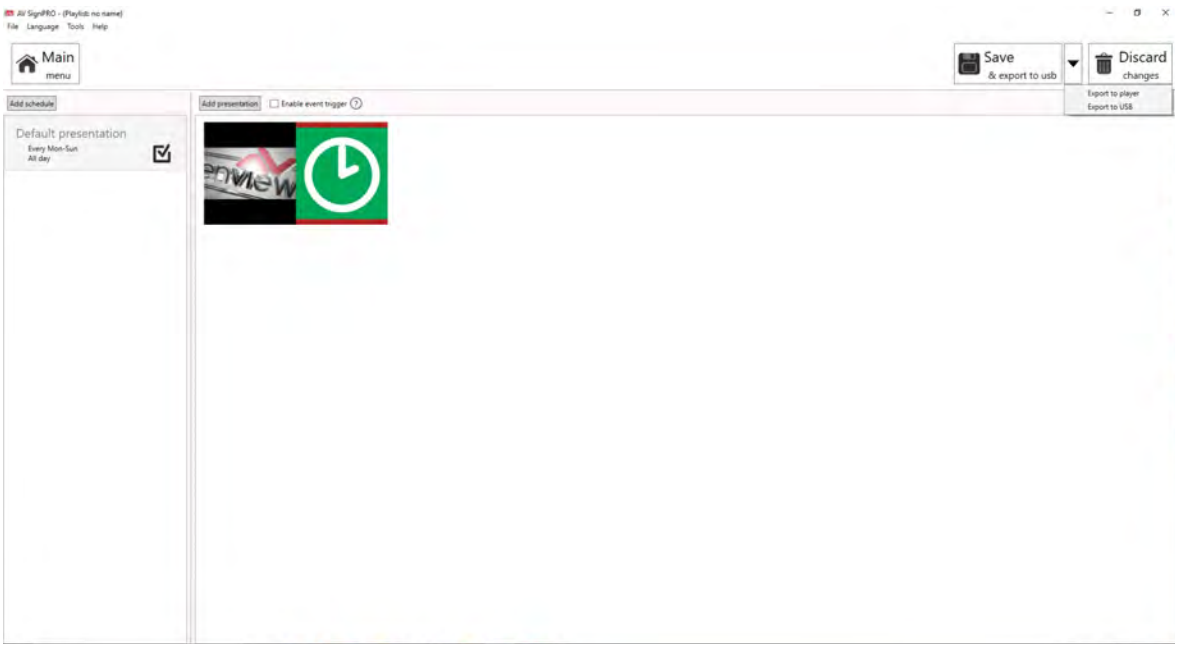
Click '**File**' then select '**Save**' to save the created playlist to a destination.

Click '**File**' then select '**Load**' to load a saved playlist.



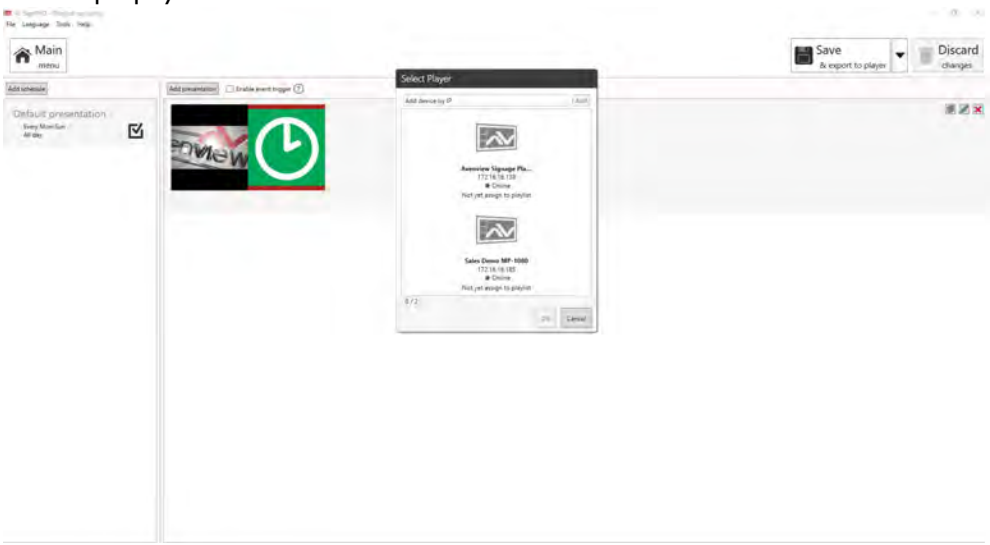
6.10 Save/Export Playlist to Player/USB

Click ▾ from top right menu to either export created media content to a player or transfer content to a USB flash drive



6.11 Send to Player

Click ▾ from top right menu and select '**Export to Player**'. A list of online players will show up. Select a single player or multiple players to send content to.

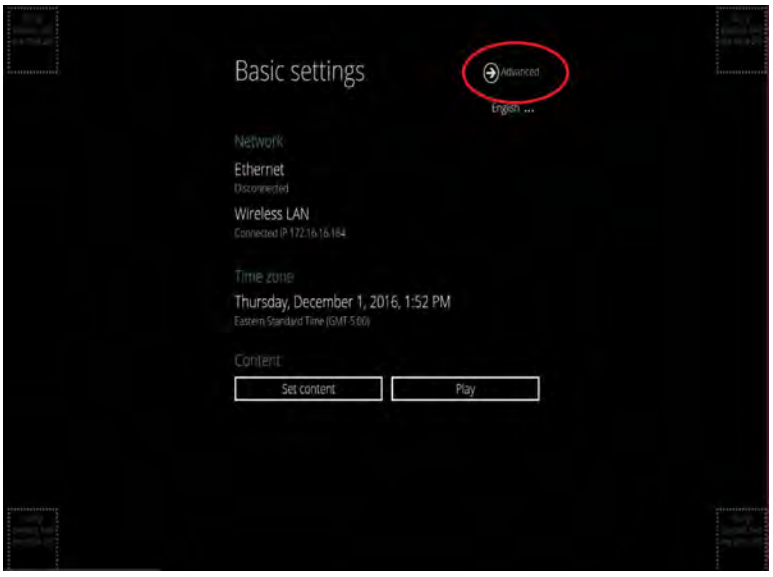


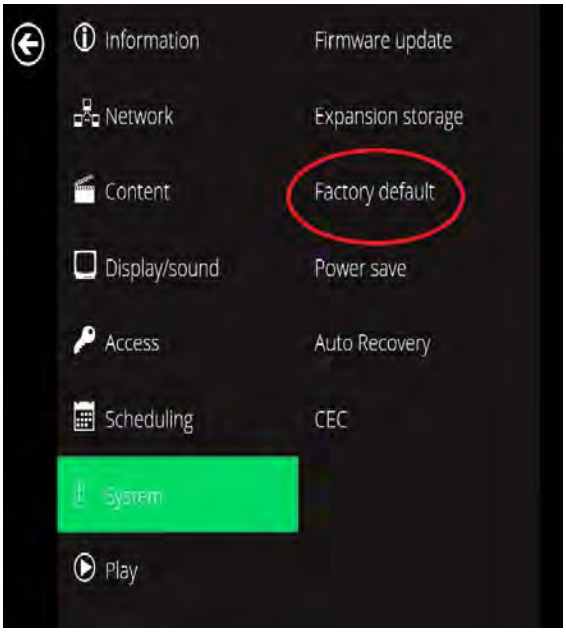
6.12 Delete/Reset Contents

- To delete player contnets upload a new playlist or an empty template that will overwrite the exisitng playlist on the player.
- If no playlist to be uploaded to the player, factory reset the digital media player to delete all playlist previously created.

- From Player '**Basic Settings**' page click 'Advanced' - 'System' and Select '**Factory Default**'

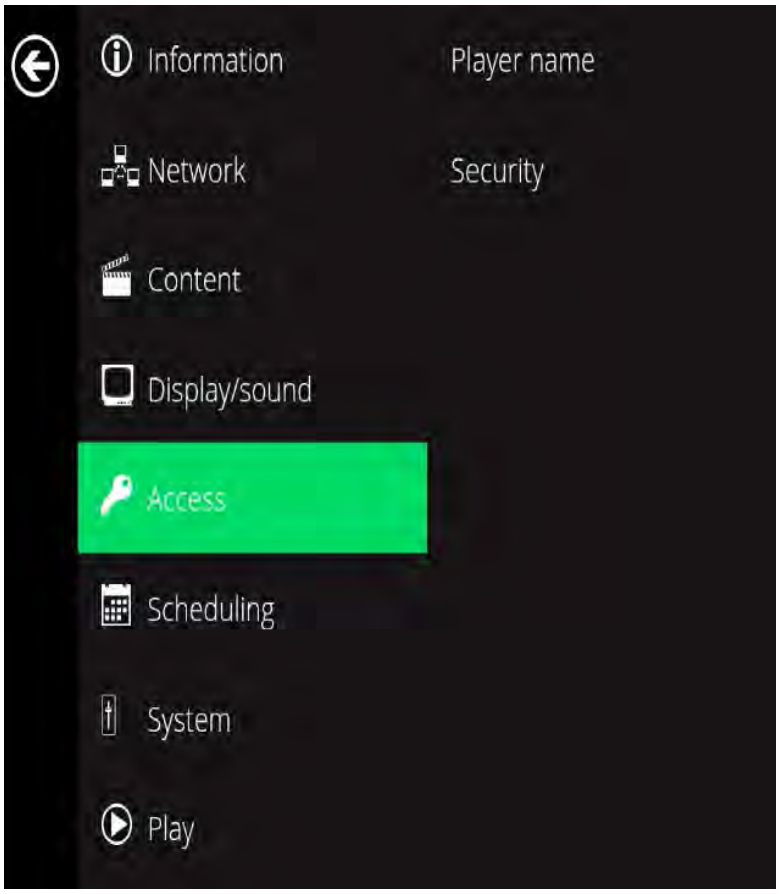
Note: 'Factory default'will delete all playlists created and media saved and will restore MP-4KHDM-V2 to its factory default state





6.13 Password Protection

MP-4KHDM-V2 can be protected from any access or content changing using a password that can be set from '**Advanced menu**' and selecting '**Access**'.



7. PARTENERED SOFTWARE

Avenview MP-4KHDM-V2 users can use a selected number of third party **content management softwares** -from the list below- other than the free **AV SignPro Software** provided with their purchase of any Avenview Digital Signage Player for added convinience and flexibility in media creation.

SharingCloud

SCALA
COMMAND ATTENTION.

POSTERDIGITAL

onsign.tv

EmergingSoft™
an EMS Software company

8. SPECIFICATIONS

ITEM	DESCRIPTION
UNITS	MP-4KHDM-V2
UNIT DESCRIPTION	Digital Signage
HDMI COMPLIANCE	Player 2.0
PRIVACY AND SECURITY	Password Protected
VIDEO FORMAT SUPPORTED	H.265/HEVC up to 4K (3840x2160), H.264/AVC up to 1080p (1920x1080), MPEG-4 up to 1080p (1920x1080), MPEG-2 up to 1080p (1920x1080), POPAI Screen Media Standards : S6 to S12, E4,E7,E8, VC-1 up to 1080p (1920x1080)
CONNECTIVITY	Gigabit Ethernet, Wireless: 802.11 b/g/n (2.4 GHz), HDMI 2.0 (3840x2160 @60fps), Micro USB for ADB, USB 2.0 x 2, 3.5mm analog stereo audio out
AUDIO SUPPORT	MP3 up to 320Kbps POPAI Screen Media Standards : S4, S5
CONTENT MANAGEMENT	AVSignPRO Software, 3rd party solution (optional license)
CONTROL	PC Software and OSD
INPUT	1x RJ45, 2x USB 2.0, 1x Micro SD Slot
OUTPUT	1x HDMI, 1x 3.5mm Audio Out
HDMI CONNECTOR	Type A (19 pin female)
LOCAL STORAGE	16 GB eMMC built-in exapandable with Micro SD Card
POWER ADAPTER	100-240V, 50-60 Hz, 0.5A Max.12V/1.5A DC
POWER CONSUMPTION	7W Max
DIMENSION L X W X H	6.54" x 4.92" x 0.98"
WEIGHT	0.98 lbs

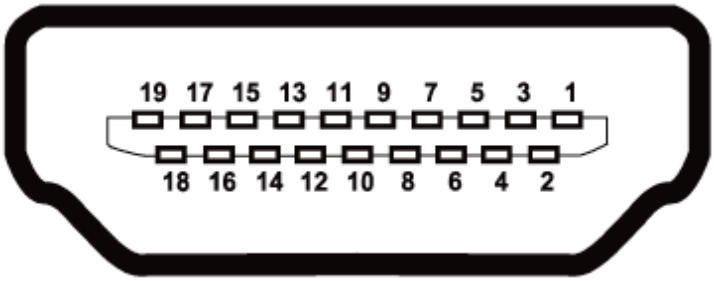
Environmental

OPERATING TEMPERATURE	-4° ~ 122°F (-20° to 50°C)
STORAGE TEMPERATURE	-4° ~ 122°F (-20° ~ 50°C)
RELATIVE HUMIDITY	5~85% RH (no condensation)

PERFORMANCE GUIDE FOR HDMI OVER CATEGORY CABLE TRANSMISSION

PERFORMANCE RATING		TYPE OF CATEGORY CABLE		
WIRING	SHIELDING	CAT5	CAT5E	CAT6
SOLID	UNSHIELDED (UTP)	★★★	★★★★	★★★★★
	SHIELDED (STP)	★★★	★★★	★★★★
STRANDED	UNSHIELDED (UTP)	★	★★	★★
	SHIELDED (STP)	★	★	★★
TERMINATION		PLEASE USE **EIA/TIA-568-B** TERMINATION (**T568B**) AT ANY TIME		

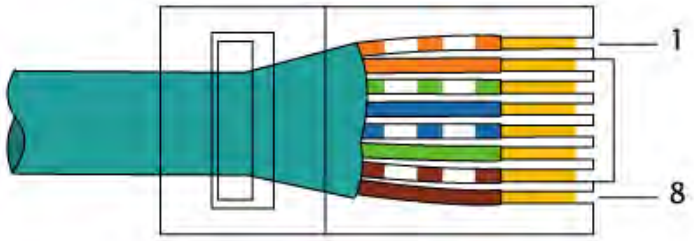
9. PIN & WIRING STANDARD DEFINITION



TYPE A (RECEPTACLE) HDMI

Pin 1	TMDS Data2+	Pin 11	TMDS Clock Shield
Pin 2	TMDS Data2 Shield	Pin 12	TMDS Clock–
Pin 3	TMDS Data2–	Pin 13	CEC
Pin 4	TMDS Data1+	Pin 14	Reserved (N.C. on device)
Pin 5	TMDS Data1 Shield	Pin 15	SCL
Pin 6	TMDS Data1–	Pin 16	SDA
Pin 7	TMDS Data0+	Pin 17	DDC/CEC Ground
Pin 8	TMDS Data0 Shield	Pin 18	+5V Power
Pin 9	TMDS Data0–	Pin 19	Hot Plug Detect
Pin 10	TMDS Clock+		

CAT5E/6 WIRING STANDARD



EIA/TIA-568B

Avenview Warranty Certificate

AVENVIEW CORP. ("Avenview") warrants Avenview-branded product(s) contained in the original packaging against defects in materials and workmanship when used normally in accordance with Avenview's enclosed manual guidelines for a period of ONE (1) YEAR from the date of original retail purchase - Warranty Period. Avenview's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

LABOR: During the Warranty Period of ONE (1) YEAR, Avenview will repair or replace the product(s) at no cost using new or used parts equivalent to novel performance and reliability if the product(s) is determined to have abide by Avenview's published guidelines. Cost of Labor applicable to product(s) after Warranty Period. For labor costs, please contact support@avenview.com.

PARTS: During the Warranty Period of of ONE (1) YEAR, Avenview will supply new or rebuilt replacements in exchange for defective parts of the product(s) at no cost if the product(s) is determined to have abide by Avenview's published guidelines. Cost of Parts applicable to product(s) after Warranty Period. For part(s) costs, please contact support@avenview.com.

To obtain Warranty: (a) proof of purchase in the form of a bill of sale or receipted invoice reflecting that the registered product(s) is within warranty period must be presented to obtain warranty service; (b) product(s) must be registered at time of purchase. Failure to do so will result in applicable parts and labor charges. Returning product(s) must be shipped in Avenview's original packaging or in packaging pertaining equal degree of protection to Avenview's. Both Avenview and purchaser are responsible for freight charges and brokerages when shipping the product(s) to the receiver.

NOT COVERED BY THIS WARRANTY

This warranty does not apply to any non-Avenview branded product(s); non-registered Avenview product(s). This warranty does not apply: (a) to cosmetic damage, including but not limited to scratches, dents and broken cords; (b) to damage caused by use with another product; (c) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (d) to damage caused by operating the Avenview product(s) outside Avenview's manuals or guidelines; (e) to damage caused by service performed by anyone who is not a representative of Avenview or an Avenview authorized personnel; (f) to defects caused by normal wear and tear or otherwise due to the normal aging of the Avenview product(s), or (g) if any serial number has been removed or defaced from the Avenview product(s).

AVENVIEW IS NOT LIABLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER.

Some states do not allow the inclusion or limitation of incidental or consequential damages, or allow limitations on duration implements of the Warranty Period; therefore the above limitations or exclusions may not be applicable to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Avenview

1100 Military Road, Kenmore, NY 14217
1.866.508.0269

Avenview

Control Your Video

TECHNICAL SUPPORT

CONTACT US

Phone: 1 (866) 508 0269

Email: support@avenview.com

USA Head Office Avenview Corp. 275 Woodward Avenue Kenmore, NY 14217

USA Head Office
Office Avenview Corp.
1100 Military Road
Kenmore, NY 14217
Phone: +1.716.218.4100 ext223
Fax: +1.866.387-8764
Email: info@avenview.com

Canada Sales
Avenview
151 Esna Park Drive, Unit 11 & 12
Markham, Ontario, L3R 3B1
Phone: 1.905.907.0525
Fax: 1.866.387.8764
Email: info@avenview.com

Avenview Europe
Avenview Europe
Demkaweg 11
3555 HW Utrecht
Netherlands
Phone: +31 (0)85 2100- 613
Email: info@avenview.eu

Avenview Hong Kong
Unit 8, 6/F., Kwai Cheong Centre,
50 Kwai Cheong Road,
Kwai Chung, N.T.
Hong Kong
Phone: 852-3575 9585
Email: wenxi@avenview.com

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