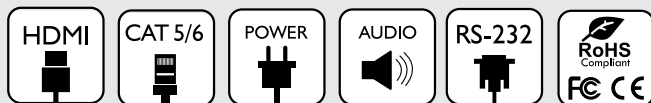




Control Your Video

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

HDMI H.264 IP VIDEOWALL DECODER/ ENCODER WITH MATRIX MODE SUPPORT



Model #: HDM-C6MWIP-SET

© 2015 Avenview Inc. All rights reserved.

The contents of this document are provided in connection with Avenview Inc. ("Avenview") products. Avenview makes no representations or warranties with respect to the accuracy or completeness of the contents of this publication and reserves the right to make changes to specifications and product descriptions at any time without notice. No license, whether express, implied, or otherwise, to any intellectual property rights is granted by this publication. Except as set forth in Avenview Standard Terms and Conditions of Sale, Avenview assumes no liability whatsoever, and claims any express or implied warranty, relating to its products are strictly prohibited.

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 | 3 |
| 2.1 | PACKAGE CONTENTS | 4 |
| 2.2 | BEFORE INSTALLATION..... | 4 |
| 2.3 | APPLICATION DIAGRAM..... | 5 |
| 2.4 | PANEL DESCRIPTION..... | 6 |
| 2.4.1 | FRONT PANEL (SENDER/ENCODER, HDM-C6MWIP-S) | 6 |
| 2.4.2 | REAR PANEL (SENDER/ENCODER, HDM-C6MWIP-S) | 6 |
| 2.4.3 | FRONT PANEL (RECEIVER/DECODER, HDM-C6MWIP-R) | 7 |
| 2.4.4 | FRONT PANEL (RECEIVER/DECODER, HDM-C6MWIP-R) | 7 |
| 3. | INSTALLATION (HDM-C6MWIP-SET)..... | 8 |
| 3.1 | APPLICATION | 8 |
| 3.1.1 | IP MATRIX SWITCH GUIDE | 8 |
| 3.2 | SINGLE SWITCH NETWORKING GUIDE | 9 |
| 3.3 | NETWORKING GUIDE | 10 |
| 4. | PC CONFIGURATOR | 11 |
| 5. | SPECIFICATIONS | 15 |
| 6. | TROUBLESHOOTING | 17 |

SECTION I: GETTING STARTED

I.1 IMPORTANT SAFE GUARDS

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.
- External causes 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.

I.2 SAFETY INSTRUCTIONS




The Avenview HDM-C6MWIP-SET, HDMI H.264 IP Matrix Decoder/Encoder has been tested for conformance to safety regulations and requirements, and has been certified for international use. However, like all electronic equipments, the HDM-C6MWIP-SET 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 |
|---|---|
|  | <p>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.</p> |
|  | <p>DO NOT TAMPER WITH THE UNIT. DOING SO WILL VOID THE WARRANTY AND CONTINUED USE OF THE PRODUCT</p> |
|  | <p>THE VIDEO BOARDS ARE VERY SENSITIVE TO STATIC. PLEASE ENSURE IF RACK MOUNTED OR INSTALLED ON A SURFACE, IT SHOULD BE IN A GROUNDED ENVIRONMENT.</p> |

| | |
|---|--|
|  | <p>⚠ WARNING</p> |
| | <p>Read & understand user guide before using this device.</p> <p>Failure to follow the proper installation instructions could result in damage to the product and preventing expected results.</p> |

2. INTRODUCTION

The Avenview HDM-C6MWIP-SET, HDMI H.264 IP Videowall/Matrix Decoder/Encoder delivers end-to-end streaming media over IP networks. The HDM-C6MWIP-SET is composed of two units a Decoder and an Encoder. The Decoder H.264/MPEG-4 AVC video compression format, it receives the encoded IP signal through LAN port and decodes video/audio signal out through HDMI interface, it also supports stereo de-embedding and streaming resolutions up to 1920 x 1200@60Hz.

FEATURES:

- Flexible PC,WEB GUI iPad control;
- CEC Function on the RX;
- Supports live IP video stream decoding 480p@60Hz to 1920 x 1200@60;
- Supports POE;
- Allows video previewing via iPad App and Windows 7 software 352x288@5Hz;
- Supports multiple interfaces HDMI, DVI signals over IP networks;
- Supports audio embedding and de-embedding;
- Built in-auto scaler;
- Supports H.264 features baseline profile, main profile and high profile;
- Supports H.264, TCP/IP, Telnet, UDP and IGMP;
- Support Telnet, WEB GUI control and 3rd Party control systems API commands;
- Supports Auto IP, Zero-configuration networking (zeroconf)
- Seamless switching, no black screen, no frame lock.
- Configurable encoding bit rate up to 30 Mbps
- Auto input format detection
- HDCP compliant

Other features include:

Point to Point - (Direct Connection with CAT5/6) - 330ft

Point to Multi - point with CAT5/6 requires a POE Network Switch which supports port based, IGMP v2.0 or above protocol. For large application, we would recommend Cisco SG family and the Cisco Catalyst.

Videowall and Matrix Function – with CAT 5/6 cable without any signal loss add multiple Sources to multiple encoders which links via LAN by cascading any POE Gigabit Ethernet switches up to 3 levels, to the decoder connected to the HD Monitors at different locations on the Network. Transporting full HD 1080p video and internally H.264 video compression adapts to available network bandwidth if needed while retaining vivid picture with PCM audio.

- NOTE: The QUALITY and TRANSMISSION of the video signals depends on the characteristics and quality of the UTP cables and Network Infrastructure . We recommend any Network Switches with 1GB POE IGMP v2.0 support . Tested and configured on the below models



2.1 PACKAGE CONTENTS

Before you start the installation of the HDMI Extender, please check the package contents.

| | | | |
|---|--|----------|--|
| 1 | HDM-C6MWIP-SET (HDM-C6MWIP-S) (HDM-C6MWIP-R) | X1 X1 |  |
| 2 | Power Adapter (+12V DC 1A)+International Adapters | X2 |  |
| 3 | Right and Left Ear Rack Sets | X2 |  |
| 5 | Phoenix connector (Male, 3.5 mm, 3 pins) x2 Sender x2 Receiver | X4 |  |
| 6 | User Guide | X 1 |  |

2.2 BEFORE INSTALLATION

- Put the product in a level and stable location. If the product falls, it may cause damage or malfunction to components within the casing.
- Do not place the product in temperatures under 0°C or over 50°C. High humidity may also cause the unit to malfunction.
- Use the DC power adapter with correct specifications supplied with the unit. If the improper power supply is used, this may result in malfunction of the unit and may cause fire.
- Do not twist or pull by force the ends of the UTP cable. It will cause malfunction.



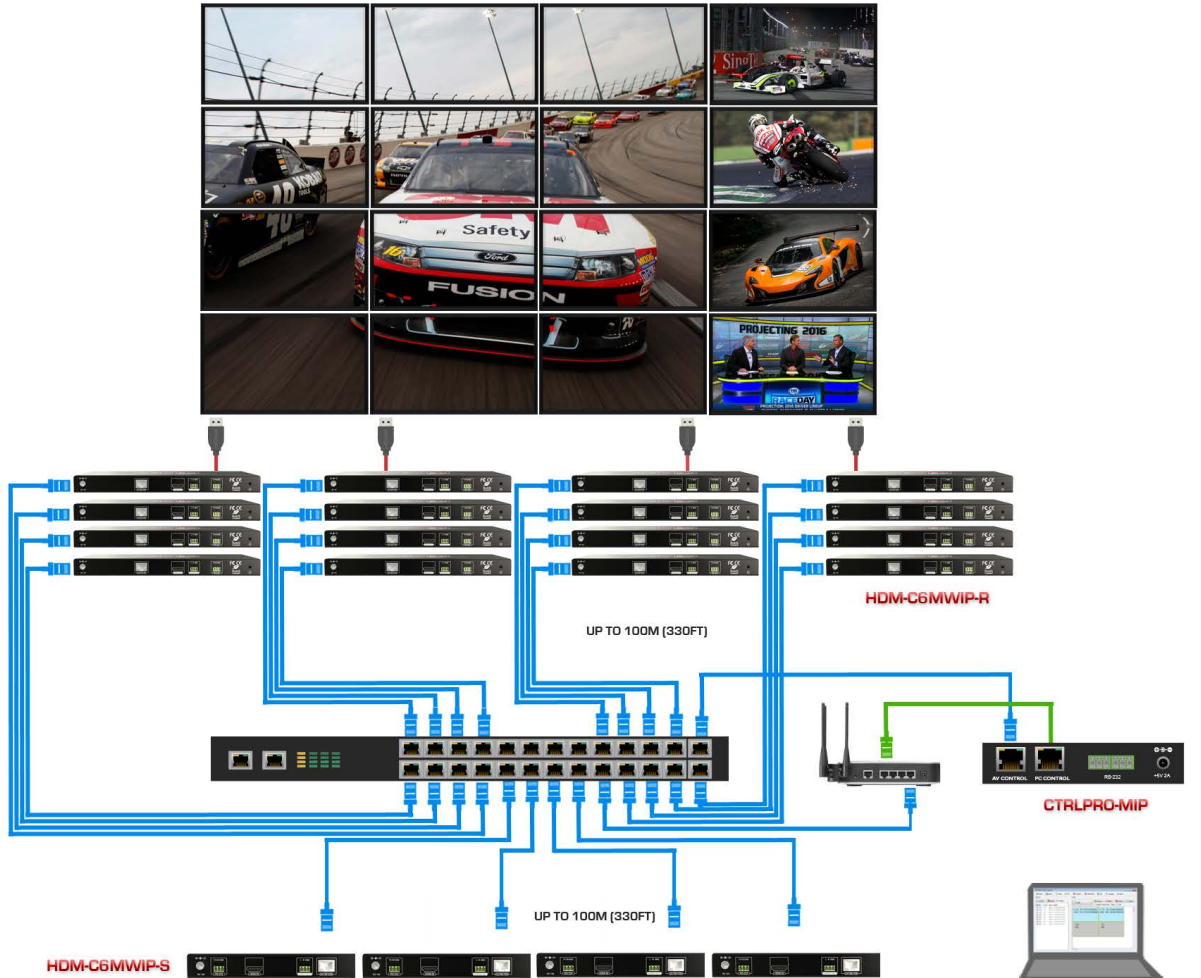
2.3 APPLICATION DIAGRAM

HDM-C6MWIP-SET

- CABLE INDEX**
- Input / Output
 - CAT-5e / CAT-6
 - AUDIO



Application Diagram 2
 MULTI SOURCE TO MULTI DISPLAY
 1080p60 = 100m (328 feet) CAT6
 WUXGA = 100m (328 feet) CAT6



HDM-C6MWIP-S



HDM TO DVI ADAPTER
SUPPORTS AUDIO

DVI/HDMI SOURCE
 UP TO
 720p@50/60Hz
 1080p@24/30Hz
 1080p@50/60Hz
 1280 x 1024@50Hz
 1280 x 1200@50Hz



VGA SOURCE
 1280 x 1024@60Hz
 1280 x 720@60Hz
 1280 x 768@60Hz
 1366 x 768@60Hz
 1920 x 1080@60Hz
 1920x1200@60



YPRP SOURCE
 1280 x 720@850/60,
 1920x1080@950/60Hz



CVBS SOURCE
 480i@50Hz, 576i@50Hz

Control Software via PC



Control
 Matrix Switching and Videowall
 with Windows & iPad App
 with
 LIVE PREVIEW
 just add
CTRLPRO-MIP

AV CONTROL PC CONTROL RS-232 +V2A



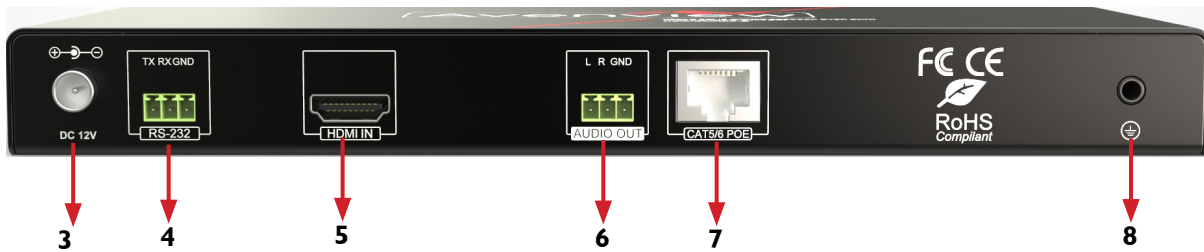
2.4 PANEL DESCRIPTION

2.4.1 FRONT PANEL (Sender/Encoder, HDM-C6MWIP-S)



- | |
|--|
| 1. Power LED: Indicates if the unit is powered OFF or ON by a RED LED |
| 2. Status LED: Steady Blue Light ON indicates unit is communicating properly. LED blinking waiting on Source |

2.4.2 REAR PANEL (Sender/Encoder, HDM-C6MWIP-S)



- | | |
|---|--|
| 3. Power Jack: DC 12V 1A | 4. RS 232: RS-232 Data pass-through port for receiving /sending commands to RS 232 devices. |
| 5. HDMI IN: Connect to HDMI/DVI Source. | 6. Stereo Audio OUT: Connects to an audio output device such as an amplifier for audio de-embedding. |
| 7. CAT5/6: Used for transporting video/audio streams to Decoder RX units connected. | 8. Ground Screw: Ground connection prevent device from voltage damage. |

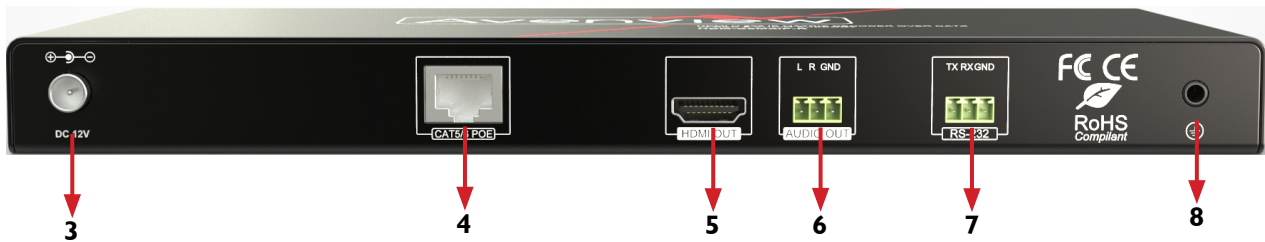


2.4.3 FRONT PANEL (Receiver/Decoder, HDM-C6MWIP-R)



- | |
|--|
| 1. Power LED: Indicates if the unit is powered OFF or ON by a RED LED. |
| 2. Status LED: Steady Blue Light ON indicates unit is communicating properly. LED blinking waiting on Encoder. |

2.4.4 FRONT PANEL (Receiver/Decoder, HDM-C6MWIP-R)



- | | |
|--|--|
| 3. Power: 12V 1A DC Power Jack. | 4. Used for accepting video/audio streams from the Encoder TX units connected. |
| 5. HDMI OUT: Connect to HDMI Display. | 6. Stereo Audio OUT: Connects to an audio output device such as an amplifier for audio de-embedding. |
| 7. RS 232 : RS-232 Data pass-through port for receiving /sending commands to RS 232 devices. | 8. Ground Screw: Ground connection prevent device from voltage damage. |



3. INSTALLATION (HDM-C6MWIP-SET) POINT to POINT

To setup Avenview HDM-C6MWIP-SET please follow these steps for connecting to a device:

1. Turn off all devices including monitors / TV.
2. Connect an HDMI source (such as a Blu-Ray Disc player or PC) to the Encoder HDM-C6MWIP-S.
3. Connect CAT5/6 from Encoder to Decoder at the CAT5/6 port.
4. Connect an HDMI out from HDM-C6MWIP-R decoder to a Display/Monitor.
5. Connect Audio out to Speakers or Amplifier.
6. Ensure all cable connections are secure and not loose.
7. Plug in 12V DC power (supplied) and connect the HDM-C6MWIP-S and HDM-C6MWIP-R to power jack respectively.
8. Power on HDMI Source.
9. Power on the HDMI display.

NOTE:For network setup please see the Network switch configuration guide and Network Connection guide to achieve best results.

3.1 APPLICATION

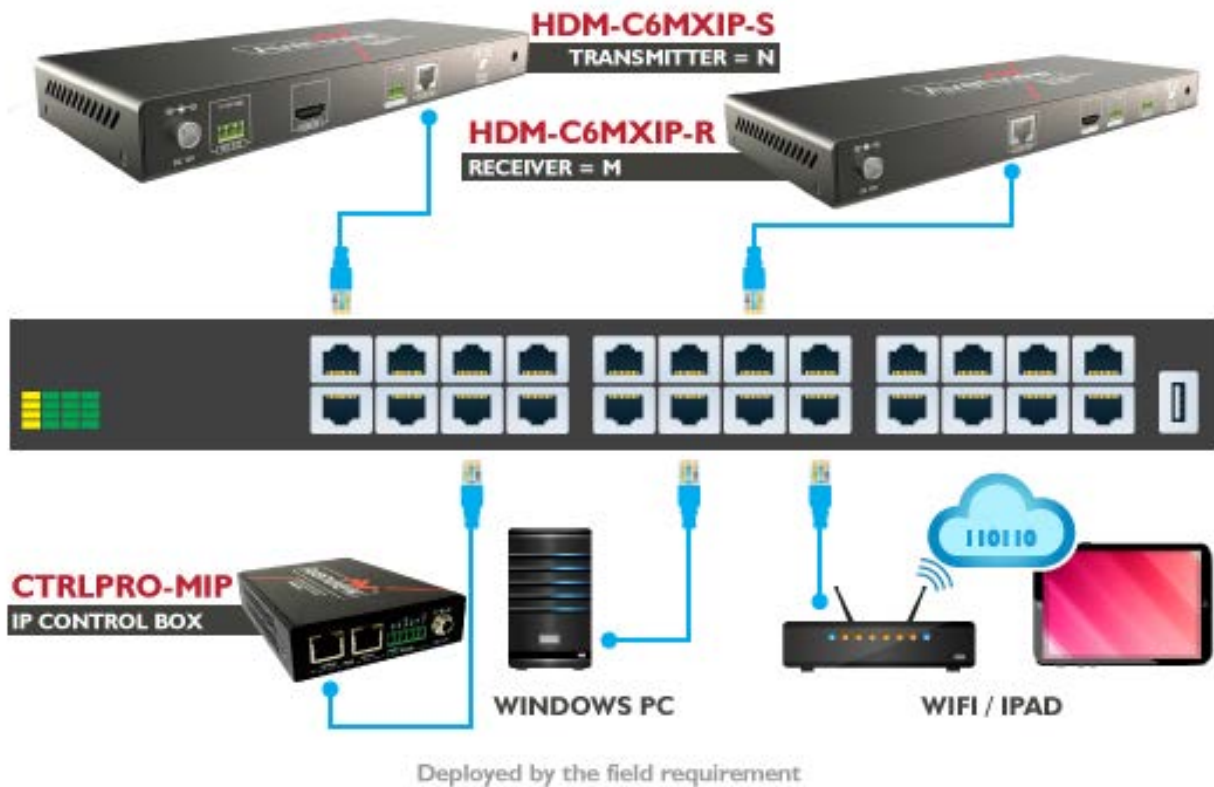
3.1.1 IP Matrix Switch Guide

| TX and RX Guide | | Networking Switch Guide | |
|---------------------|--------------------------------|-----------------------------|--|
| Distribution Status | Total Quantity | Network Topology | Recommended Switches |
| Centralized | Less than or equal to 20 TX/RX | Single Switch Networking | Cisco SG 300 24-port 1000 Mbps Ethernet Switch HUAWEI 24-port 1000 Mbps Ethernet Switch |
| | Less than or equal to 40 TX/RX | | Cisco SG300 /500 48-port 1000 Mbps Ethernet Switch HUAWEI 48-port 1000 Mbps Ethernet Switch |
| Distributed | More than 40 TX/RX | Cascading Switch Networking | Cisco switch SG Series or Catalyst: |
| | No requirement | | Core switches uses 1000 Mbps Ethernet switches. Extended switches use 1000 Mbps Ethernet switches |



24-Port Single Switch Networking

N + M (No more than 20)



The illustration above is an example of how the user can connect using a 24 port network switch. The following brands are recommended and was tested resulting in stable working conditions.

1. Cisco brand

24-port 100Mbps Ethernet switch: **WS-C2960-24TC-L**

24-port 1000Mbps Ethernet switch: **SG300-28**

24-port 1000Mbps PoE Ethernet switch: **SG300-28P, WS-C2960S-24PS-L, WS-C2960X-24PSQ-L**

2. HUAWEI Brand

24-port 100Mbps Ethernet switch: **S2700-26TP-EI-AC**

24-port 1000Mbps PoE Ethernet switch: **S5700-28P-PWR-LI-AC**



3.3 NETWORKING GUIDE

Avenview M-Series HDMI over IP units can be networked together with a recommended Layer 2 Gigabit Smart Switches. As mentioned previously in section 3 the importance of calculation for the capacity of the switch meets the requirements of the number of encoders/decoders you have on your network. These units can perform well over a standard network infrastructure, however the quality of this infrastructure is critical. We have tested many brands of switches all of which perform well in small system configurations of around 10 Encoders and Decoders. However, for larger installations, Avenview highly recommends using CISCO SG300/500 or CATALYST series switches.

3.3.1 Simple Setup Guide for Network switch

M-series should be connected to a Layer 2 managed switch which supports Multicast & IGMP snooping.

Do not connect any units to the switch until all the network switch configuration has been. For recommended switches and PDF configuration guides please see the 'downloads' section of any M-series device at avenview.com.

3.3.2 POE Requirements

It is not necessary to change the IP addresses of the encoders and decoders units – factory default AutoIP is used to configure correct IP addresses to simply work out of the box.

DHCP addresses are not recommended, while Static addresses are for supervised setups and network strict environments.

Failure to note the IP settings of any unit changed may result in a complicated reset procedure.

Most M-Series installations use the POE (Power Over Ethernet) function to power the encoder & decoders units.

HDM-C6MXIP & HDM-C6MWIP devices are Class 0 rated POE devices, they can require up to 15.4W of power each, but tested their actual power draw is between 5-7W. In order to calculate the number of devices that is recommended on a network switch please divide the total POE power capacity of the switch by 15.4.

Please see the example:

CISCO SG300-52P with a POE power output of 375W: $375 / 15.4 = 24.35$. From the answer 24 devices can be powered by this switch.

In order to have all ports powered by POE on a network switch, please see the example:

SG300-52MP which provides 740W. $740 / 15.4 = 48$. From the answer 48 devices can be powered by this switch.

3.3.3 Data Bandwidth

Each HDM-C6MXIP-S encoder will produce up to 50Mb/s of data > therefore 10 x encoders will require $10 \times 50\text{Mb/s} = 0.5 \text{ Gbps}$.



4. PC CONFIGURATOR

You can connect multiple HDM-C6MWIP-S and the HDM-C6MWIP-R H.264 decoder to build a modular IP matrix. With the PC configurator, you can configure and manage this function. For more information, see the user guide of PC configurator.

Minimum System Requirements PC Software

Operating System: Microsoft® Windows® XP, Windows® Vista, Windows® 7 or Windows® 8

CPU: 1.5 GHz

Memory: 1 GB of RAM

HDD: 32 GB of available hard disk space

Network: 10/100 NIC

4.1 Setting a Static IP on Your Computer

Before using the Avenview PC Configurator, please ensure you download the most recent version from the product HDM-C6MWIP-S Sender and HDM-C6MWIP-R Receiver website link /downloads PC control software .

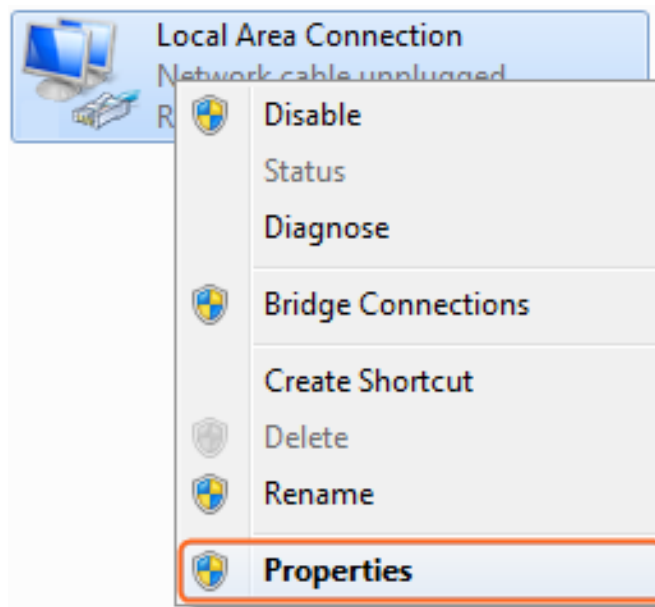
All devices must be are in the same network segment. To verify and properly control the devices, please set a static IP on your computer. See the instructions below if not sure on how to proceed:

The Sender and Receiver units are pre-configured with AutoIP. Upon connecting the units to a stand alone network switch (without router attached), the units will be on IP address range at 169.254.1.1 and subnet mask 255.255.0.0.

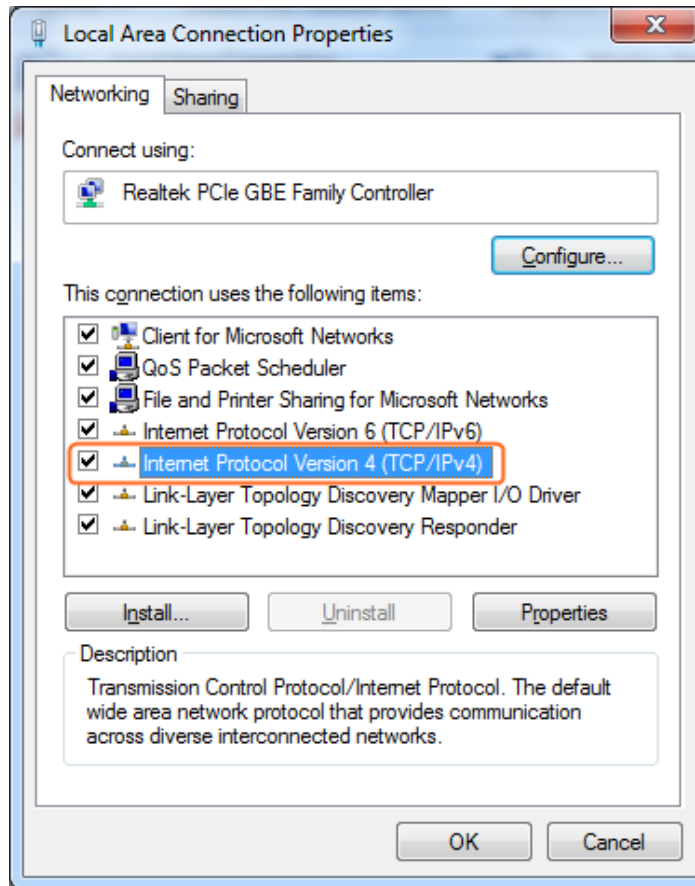
Set your computer's IP address as 169.254.X.X and subnet mask as 255.255.0.0.

A Windows 7 PC/Laptop is used as an example to configure a static IP address.

1. Click **Start**.
2. Choose **Control Panel > Network and Internet > Network and Sharing Center > Change Adapter Settings**, right click **Local Area Connection**, and then choose **Properties**.

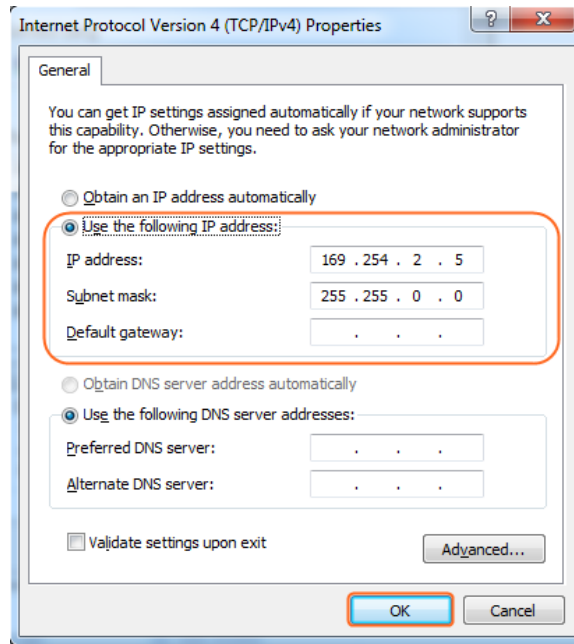


3. Double-click **Internet Protocol Version 4 (TCP/IPv4)**.



4. Select **Use the following IP address**. After configuring the settings in the following example, click **OK**.

- **IP address:** 169.254.2.5
- **Subnet mask:** 255.255.0.0



5. Click **OK**.

Configuring Your Operating System

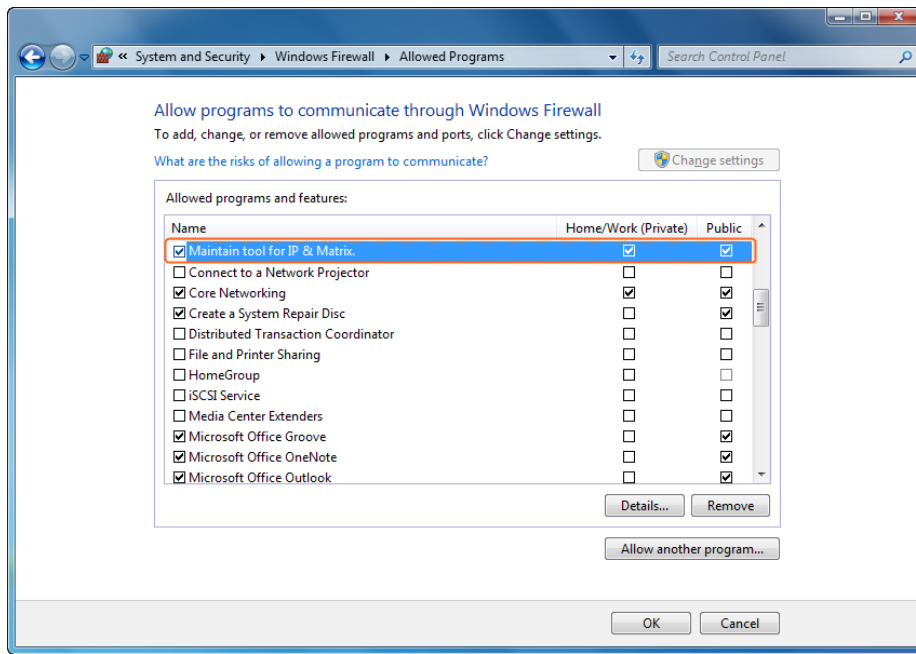
Firewall

Your operating system firewall may block some features of PC Configurator and prevent it from communicating with Sender and Receiver. A computer running Windows 7 is used as an example to configure your operating system firewall through either of the following two approaches.

Method I

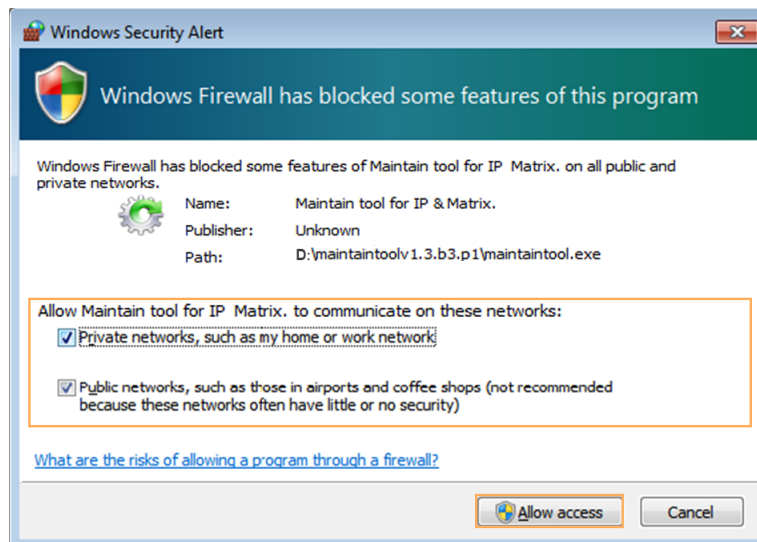
You can configure the firewall in the **Windows Firewall** panel on your computer, for example select both **Home/Work (Private)** and **Public** for **PC Configurator & Matrix**.





Method 2

You can also configure the firewall in the **Windows Security Alert** window. When starting MaintainTool, the **Windows Security Alert** may display. If so, use the administrator privileges to select a network you allow this software to communicate on, for example select both private and public networks, and then click **Allow access**.



5. SPECIFICATIONS

| Item | Description | |
|-------------------------|---|--------------------------|
| Units | HDM-C6MWIP-S | HDM-C6MWIP-R |
| Unit Description | HDMI Transmitter/Encoder | HDMI Receiver/Decoder |
| Input Video Port | 1 x HDMI IN | 1 x CAT5/6 |
| Input Video Type | HDMI, DVI 1.0 | H.264/MPEG-4 AVC |
| Input Resolution | <p>HDMI:</p> <p>640 x480@60Hz, 480i@60Hz 480p@60Hz, 576i@50Hz,576P@50Hz, 800 x600@60Hz, 1024 x768@60Hz, 720p@50Hz,720p@60Hz, 1280 x 800@60Hz,1280 x1024@60Hz, 1360 x 768@60Hz,1366 x 768@60Hz, 1400 x 1050@60Hz,1440 x900@60Hz, 1680 x1050@60Hz, 1080i@50Hz,1080i @60Hz, 1080p@24Hz,1080p@25Hz,1080p@30Hz, 1080p@50Hz,1080p@60Hz, 1920 x 1200@60Hz</p> <p>DVI:</p> <p>640 x480@60Hz, 480i@60Hz, 480p@60Hz, 576i@50Hz,576P@50Hz, 800 x 600@60Hz, 1024 x768@60Hz, 720p@50Hz,720p@60Hz, 1280 x 800@60Hz,1280 x1024@60Hz, 1360 x 768@60Hz,1366 x 768@60Hz, 1400 x 1050@60Hz,1440 x 900@60Hz, 1680 x 1050@60Hz, 1080i@50Hz,1080i @60Hz, 1080p@24Hz, 1080p@25Hz,1080p@30Hz, 1080p@50Hz, 1080p@60Hz, 1920 x 1200@60Hz</p> <p>VGA:</p> <p>640 x 480@60Hz, 800 x 600@60Hz 1024 x 768@60Hz, 1280 x1024@60Hz 1280 x720@60Hz, 1280 x 768@60Hz, 1280 x 800@60Hz, 1360 x 768@60Hz,1366 x 768@60Hz, 1440 x 900@60Hz</p> | 480p@60Hz~1920x1200@60Hz |



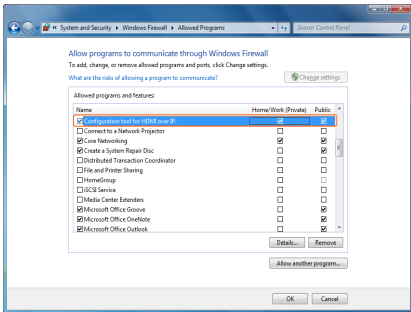
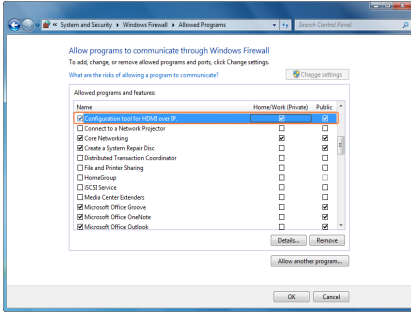
| | | |
|--|---|--|
| | <p>1400 x 1050@60Hz 1680 x 1050@60Hz, 1920 x 1080@60Hz, 1920 x 1200@60Hz</p> <p>YPbPr:</p> <p>720 x 480i@60Hz,720 x 480p@60Hz, 720 x 576i@50Hz,720 x 576P@50Hz, 1280 x 720p@50Hz,1280x720p@60Hz 1920 x 1080i@50Hz,1920 x 1080i@60Hz</p> <p>CVBS:</p> <p>480i@60Hz,576i@50Hz</p> | |
| Input Video Signal | 0.5~1.2 V p-p | NA |
| Encoding Data Rate | Up to 30 Mbps, configurable | NA |
| Output Video Ports | 1 x CAT5/6 | 1 x HDMI |
| Output Video Type | H.264/MPEG-4 AVC | HDMI 1.3 |
| Output Video Resolutions | <p>Large IP stream: 480p@60Hz~1920 x 1200@60Hz</p> <p>Small IP stream: 352x288@5Hz</p> | <p>HDMI :</p> <p>480p@60Hz,576p@50Hz,800 x 600@60Hz,1024 x768@60Hz, 720p@50Hz, 720p@60Hz, 1280 x 800@60Hz, 1280x1024@60Hz,1366 x 768@60Hz,1440x900@60Hz,1600 x 1200@60Hz,1680 x 1050@60Hz, 1080p@24Hz,1080p@25Hz,1080p@3 0Hz,1080p@50Hz, 1080p@60Hz, 1920 x 1200@60Hz</p> |
| Video Impedence | 100 Ω | 100 Ω |
| Input DDC Signal | 5 V p-p (TTL) | NA |
| End-to-End Time Latency | <p>About 60ms-90ms (Low latency mode) About 250ms-300ms (High quality mode)</p> | <p>About 60ms-90ms (Low latency mode) About 250ms-300ms (High quality mode)</p> |
| Input Audio Format | Stereo | Audio embedded in streaming media input |
| Output Audio Ports | 1 x Phoenix connector | 1 x Phoenix connector |
| Output Audio Format | Stereo | Stereo |
| Control Method | Rear panel CAT5/6 port, PC configurator and RS-232 | PC configurator and RS-232 |
| Power Supply | 12 V 1 A DC | 12 V 1 A DC |
| Power Consumption | 6W (Max.) | 6W (Max.) |
| Shipping Dimensions (L X H X D) | 12.2" x 3.0" x 7.1" | 12.2" x 3.0" x 7.1" |
| Product Dimensions (L X H X D) | 9.3" x 1.0" x 3.7" | 10.5" x 1.0" x 4.4" |
| Weight | 1 lbs | 1.3 lbs |
| ESD Protection | <p>Human body model: -±8kV (air-gap discharge) -±4kV (contact discharge)</p> | <p>Human body model: -±8kV (air-gap discharge) -±4kV (contact discharge)</p> |

Environmental

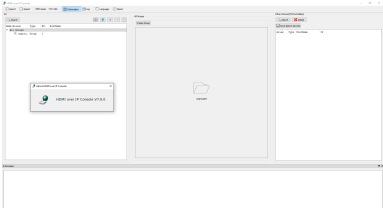
| | | |
|------------------------------|-----------------------------|-----------------------------|
| OPERATING TEMPERATURE | 32° ~ 104° F (0° to 40° C) | 32° ~ 104° F (0° to 40° C) |
| STORAGE TEMPERATURE | -4° ~ 140° F (-20° ~ 60° C) | -4° ~ 140° F (-20° ~ 60° C) |
| RELATIVE HUMIDITY | 20~90% RH (no condensation) | 20~90% RH (no condensation) |



6. TROUBLESHOOTING









| Problem | Possible Solution |
|---|---|
| <p>PC Configurator cannot find devices</p> | <ol style="list-style-type: none"> <p>Check the Windows Firewall. Taking Windows 7 as an example: Click Start menu, go to Control Panel > System and Security > Windows Firewall > Allowed Programs, select Home/Work (Private) and Public for PC configurator.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="602 556 1010 865">  <p>PC Configurator (HDMI over IP)</p> </div> <div data-bbox="1024 556 1432 865">  <p>Maintain Tool</p> </div> </div> <p>Check the IP address and subnet mask of your computer. The computer, Sender, Receiver and switch should be in the same network segment. Therefore, set your computer's IP address as 169.254.X.X and subnet mask as 255.255.0.0. For more information, see the description in the networking guide.</p> <p>Check the switch configuration, and that IGMP snooping and all the other functions are enabled.</p> |
| <p>Display Showing No Picture</p> | <ol style="list-style-type: none"> <p>Check all devices are powered on.</p> <p>Check all cables are securely seated and connected properly.</p> <p>Check the LED STATUS indicators on the Receivers to see if Senders and Receivers are linked correctly. Blue Steady=OK Blue Blinking=standby To link the devices use the PC configurator on your PC/Laptop, drag the TX to the RX and click apply.</p> <p>Check that source device is powered on and the HDMI cable is connected.</p> <p>Check the displays are powered on and the correct input selection. Check the HDMI cable is plugged into the correct port.</p> |

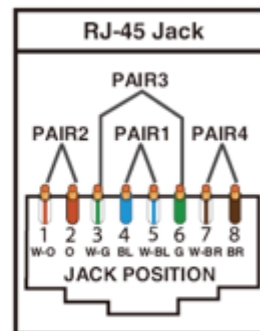


| | |
|---|---|
| | <ol style="list-style-type: none"> 5. Example switch to HDMI I if a display's HDMI I port is connected to Receiver via an HDMI cable. 6. Ensure the displays/monitor support HDCP. 7. Check native EDID timings from the manufactures guide to match the Receiver output resolution. If so, replace the displays with other models. 8. Check that Sender supports the resolutions of the input signals. For more information about the resolutions, see "Specifications" of "Introduction" section. 9. Check the switch configuration, and that IGMP snooping and all the other functions are enabled. |
| <p>No audio</p> | <ol style="list-style-type: none"> 1. Check all the devices are powered on. 2. .Check all cables are securely seated and connected properly. 3. Check the LED STATUS indicators on the Receivers to see if Senders and Receivers are linked correctly. Blue Steady=OK Blue Blinking=standby To link the devices use the PC configurator on your PC/Laptop, drag the TX to the RX and click apply. 4. Check the A/V device is playing a video with sound. 5. Check the A/V devices audio output with an RCA jack to a speaker or amplifier, also use a headphones if the equipment has a 3.5mm audio out. 6. Check the A/V devices are not set to mute or 0 for volume. 7. Check Receiver is not set to mute, open PC configurator and right click on the Receiver and on the drop down select mute . For more information, see the user guide of PC configurator. |
| <p>No Live preview on Windows7 or iPad App</p> | <ol style="list-style-type: none"> 1. Please ensure your HDM-C6MWIP-S, CTRLPRO-MIP and your wireless router is on the same network segment. 2. For Windows 7/iPad app, please ensure the below units are at the following versions: HDM-C6MXIP-S V2.8.3 HDM-C6MXIP-R V2.8.2 CTRLPRO-MIP V1.5/5.1.0 (v5.1.1) Software Versions: WINDOWS-M V2.5.10 CTRLPRO-M PC V7.0.0  |



1. All HDMI over CATx transmission distances are measured using Belden CAT6A (625MHz), 4-Pair,UTP-Unshielded, Riser-CMR, Premise Horizontal Cable, 23 AWG Solid Bare Copper Conductors, Polyolefin Insulation, Patented Double-H spline, Ripcord, PVC Jacket using Quantum 980 signal HDMI Video Generator Module with Video Pattern Testing and shielded ends.
2. The transmission length is largely affected by the type of category cables, also the type of HDMI sources, and the type of HDMI display. The testing result shows solid UTP cables (usually in the form of 300m or 1000ft bulk cable) can transmit a lot longer signals than stranded UTP cables (usually in the form of patch cords). Shielded STP connectors are better suit than unshielded UTP connectors. A solid UTP CAT6A cable shows longer transmission length than solid UTP CAT5E/6E cable.
3. EIA/TIA-568-B termination (T568B) for category cables is recommended.
4. To reduce the interference among the unshielded twisted pairs of wires in category cable, you can use shielded STP cables with shielded connector to improve EMI problems, which occurs in poor wiring environments with unplanned cable runs situated away from EMI interference.
5. Because the quality of the category cables has the major effects in how long transmission distance will be made and how good is the received signal on the display, the actual transmission length is subject to high quality category cables. For resolution greater than 1080i or 1280x1024, a solid CAT6E 250MHz cable is the only viable choice.

| Data Link TIA/EIA-568-B | | |
|-------------------------|--|----------|
| PIN | Color | Function |
| 1 |  W-O | TX0- |
| 2 |  O | TX0+ |
| 3 |  W-G | TX1- |
| 4 |  BL | TX2- |
| 5 |  W-BL | TX2+ |
| 6 |  G | TX1+ |
| 7 |  W-BR | TXC- |
| 8 |  BR | TXC+ |



PERFORMANCE GUIDE FOR HDMI OVER CATEGORY CABLE TRANSMISSION

| PERFORMANCE RATING | | TYPE OF CATEGORY CABLE | | |
|--------------------|---------------------|---|-------|-------|
| WIRING | SHIELDING | CAT5 | CAT5E | CAT6 |
| SOLID | u NSHIEI DED (u Tp) | *** | **** | **** |
| | SHIEI DED (STp) | *** | **** | ***** |
| STRANDED | u NSHIEI DED (u Tp) | * | ** | ** |
| | SHIEI DED (STp) | * | * | ** |
| TERMINATION | | PLEASE USE EIA/TIA-568-B TERMINATION (T568B) AT ANY TIME | | |



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 THREE (3) YEARS 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 THREE (3) YEARS, 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 THREE (3) YEARS, 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.



1100 Military Rd., Kenmore, NY 14217
1.866.508.0269





AV Connectivity, Distribution And Beyond...

TECHNICAL SUPPORT

CONTACT US



Phone: 1 (866) 508 0269



Email: support@avenview.com



Avenview Canada

151 Esna Park Drive, Unit 11-12
Markham, ON L3R 3B1
Phone: +1 905 907 0525
Email: info@avenview.com
Sales: sales@avenview.com

Avenview USA

1100 Military Road
Kenmore, NY 14217
Phone: +1 716 218 4100 x223
Fax: +1 866 387 8764 Email:
info@avenview.com

Avenview Europe

Phone: +31 085 2100 613
Email: info@avenview.eu

Avenview Asia

Email: wenxi@avenview.com.hk
Sales: sales@avenview.com.hk

Disclaimer

While every precaution has been taken in the preparation of this document, Avenview Inc. assumes no liability with respect to the operation or use of Avenview hardware, software or other products and documentation described herein, for any act or omission of Avenview concerning such products or this documentation, for any interruption of service, loss or interruption of business, loss of anticipatory profits, or for punitive, incidental or consequential damages in connection with the furnishing, performance, or use of the Avenview hardware, software, or other products and documentation provided herein.

Avenview Inc. reserves the right to make changes without further notice to a product or system described herein to improve reliability, function or design. With respect to Avenview products which this document relates, Avenview disclaims all express or implied warranties regarding such products, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.