



Control Your Video

VIDEO WALL VIDEO PROCESSORS
MULTIVIEWERS DIGITAL SIGNAGE
EXTENDERS CONTROL CENTERS
SCALERS WIRELESS

2 Port HDMI Scaler **1080p/ULTRA HD 4K2K**



Model #: SC-HDM-HD42K

© 2013 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 |
| 2.2 | CABLE SPECIFICATION | 5 |
| 2.3 | APPLICATION DIAGRAM..... | 6 |
| 2.4 | PANEL DESCRIPTION..... | 7 |
| 2.4.1 | INPUT PANEL (SC-HDM-HD42K) BACK PANEL | 7 |
| 2.4.2 | INPUT PANEL (SC-HDM-HD42K) FRONT PANEL | 7 |
| 3. | INSTALLATION (SC-HDM-HD42K)..... | 8 |
| 4 | GENERAL TROUBLESHOOTING..... | 8 |
| 5. | SPECIFICATIONS | 9 |



SECTION I: GETTING STARTED

I.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.
- 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 SC-HDM-HD42K 2 Port HDMI Scaler has been tested for conformance to safety regulations and requirements, and has been certified for international use. However, like all electronic equipments, the SC-HDM-HD42K 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. |
|  | <div><div> WARNING</div><div>Read & understand user guide before using this device.</div><div>Failure to follow the proper installation instructions could result in damage to the product and preventing expected results.</div></div> |

2. INTRODUCTION

The Avenview SC-HDM-HD42K 2 port HDMI 4K Scaler has the ability to upscale 1080p@24Hz signal to ULTA HD or 4K 2k or vice versa downscale 4K 2K signal to 1080p@24Hz to compatible HD/4K Monitors simultaneously via HDMI cable.

Video Signals: 1080p - 1920x1080p 24/25/30 Hz

Video Signals: 4K2K/UltraHD - 4096x2160p@24 Hz/ 3840x2160p@24/25/30 Hz.

Audio Signals: LPCM7.1/Dolby-AC3/DSD, Dolby TrueHD, DTS-HD Master Audio 5,

The SC-HDM-HD42K includes one unit: 2 Port Scaler with one(1) HDMI Input that can accept video signals 1080p to 4K2K and two (2) simultaneously HDMI Outputs.




BYPASS OUTPUT- Can UPSCALE -4K2K /Downscale 1080p@24Hz or bypass without scaling.

- HDMI signal upscale from 1080p to Ultra HD or 4K
- HDMI signal downscale from Ultra HD or 4K to 1080p
- 1080p supports 24/25/30 Hz
- 4K2K supports 4096x2160p@24 Hz and 3840x2160p@24/25/30 Hz
- HDMI signal bypass
- Simultaneous HDMI outputs (Ports- Scaled/Bypass)
- Display an Ultra HD/4K2K source on a standard LED TV/monitor (Downscale)
- Display an HD (1080p@24 Hz) source on a 4K2K TV/Panel (Upscale)
- Easily integrate a 4K2K source into standard HDMI design
- Easily integrate a 1080p source into 4K2K design



2.1 PACKAGE CONTENTS

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

| | | | |
|---|----------------------|-----|---|
| 1 | SC-HDM-HD42K | X 1 |  |
| 2 | POWER ADAPTER 5V2.6A | X1 |  |
| | USER'S MANUAL | 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 HDMI cable. It can cause malfunction.





We highly recommend achieving best results with our SC-HDM-HD42K you acquire a high quality 26 or 24 AWG HDMI cable with the below specifications to maintain signal integrity and distances.

- Length: 5m(16ft) @4K2K INPUT/OUTPUT 10m (33ft)@4K2K
- Bandwidth: 10.2 Gbps data transfer rate
- Supports Resolution: Up to 3840x2160 @ 24Hz and 4096x2160 @ 24Hz, 1080p @ 24Hz / 50/60Hz/3D
- Conductor gauge: 26 / 24 AWG
- Deep Color
- 3D Capable
- CEC
- Ethernet Channel
- Audio Return Channel
- Connector 1: HDMI (Type A) Male
- Connector 2: HDMI (Type A) Male

2.3 APPLICATION DIAGRAM

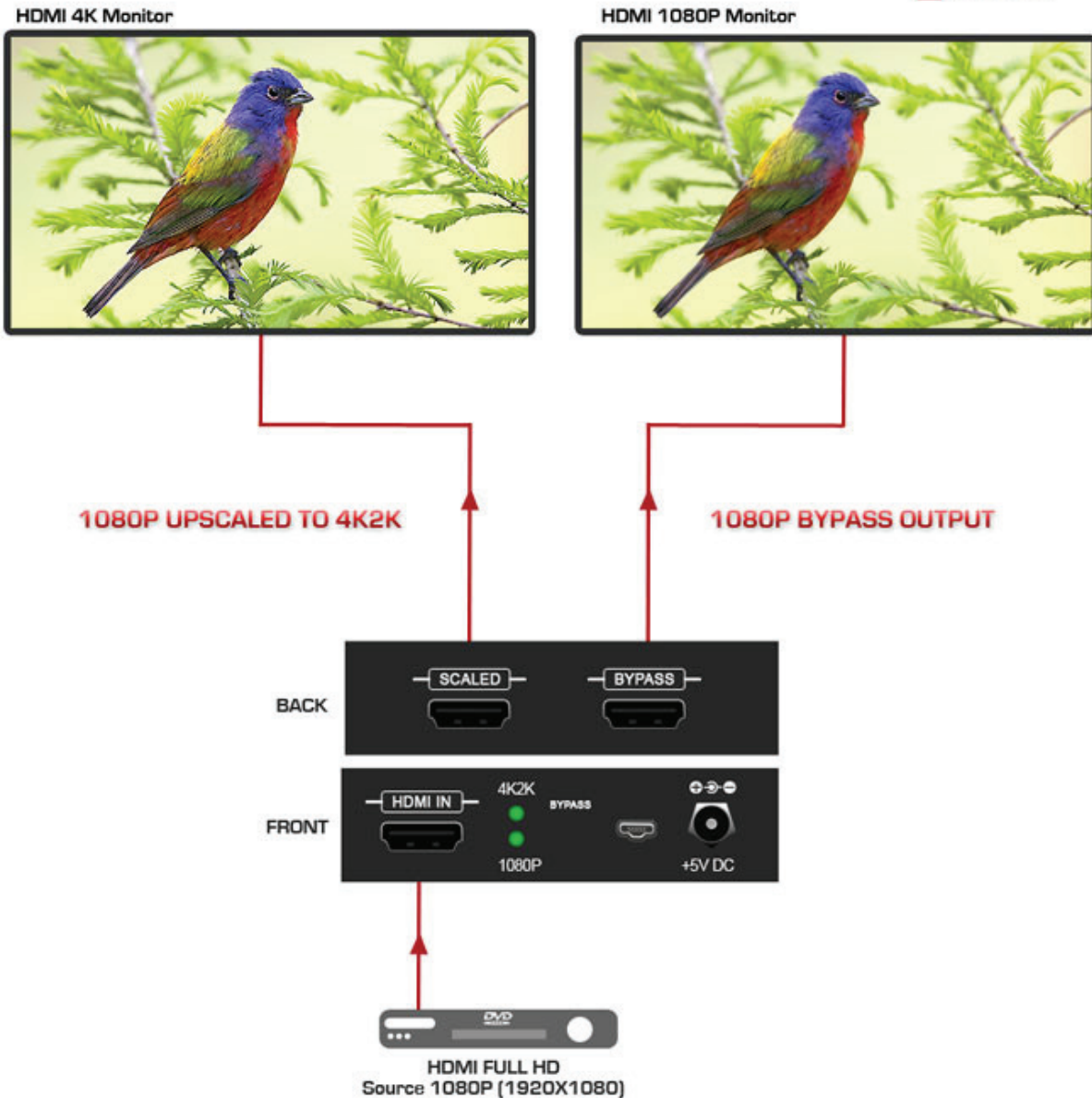
SC-HDM-HD42K

Application Diagram 1

1080p60 = 5m (16 feet) HDMI
4K2K@30 = 5m (16 feet) HDMI

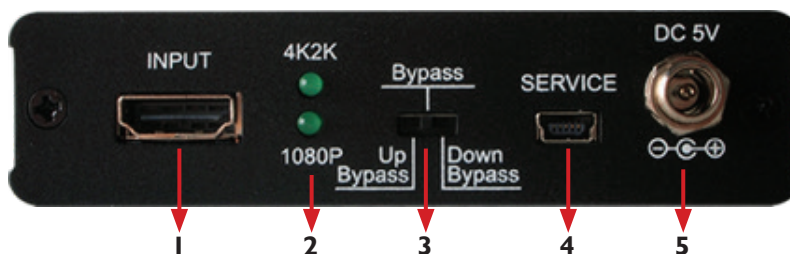
CABLE INDEX

■ Input / Output



2.4 PANEL DESCRIPTION

2.4.1 INPUT PANEL (SC-HDM-HD42K) Back Panel



| | |
|---|--|
| 1. HDMI IN: Connect to HDMI Input Source (1080p@24 Hz or 4K2K). | 2. LED 4K2K/1080p: Illuminates when source resolution. NOTE: Both LED will illuminate if the source is not Ultra HD/4K2K/1080p |
| 3. SWITCH: UP/BYPASS or DOWN/BYPASS the SCALED HDMI port will output 4K2K/1080p and BYPASS HDMI port will output 4K2K BYPASS selection will output DEFAULT the display resolution otherwise output 1080p. | 4. SERVICE: Manufacturer use only |
| | 5. Power Supply: 5V2.6A only insert adaptor supplied. |

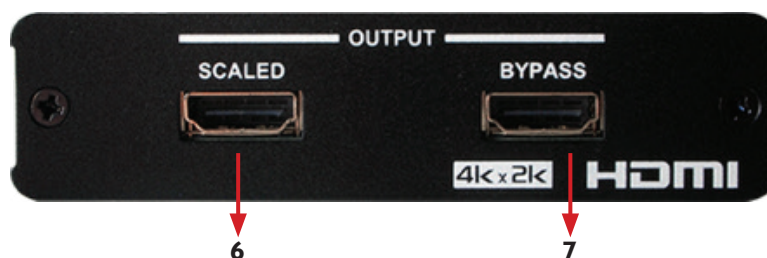
UP/DOWN BYPASS

| SOURCE | SWITCH | SCALED OUTPUT | BYPASS OUTPUT |
|--------|--------|---------------|---------------|
| 4K24 | UP | 4K24 | 4K24 |
| | DOWN | 1080P | 1080P/4K2K |
| 1080P | UP | 4K24 | 4K24/1080P |
| | DOWN | 1080P | 1080P |

BYPASS

| SOURCE | SWITCH | SCALED OUTPUT | BYPASS OUTPUT |
|--------|--------|---------------|---------------|
| 4K24 | Bypass | 4K24 | 4K24 |
| 1080P | | 1080P | 1080P |

2.4.2 INPUT PANEL (SC-HDM-HD42K) Front Panel



- | |
|---|
| 14. SCALED: HDMI OUTPUT to display via HDMI Male to Male cable. Output resolution will depend on the BYPASS switch UP/DOWN setting. |
| 15. BYPASS: HDMI OUTPUT to display via HDMI Male to Male cable. Output resolution will depends on the INPUT Source. |



3. INSTALLATION (SC-HDM-HD42K)

To setup Avenview SC-HDM-HD42K please follow these steps for connecting to a device:

1. Power off sources such as 4K2K / Bluray player, set-top box, PC etc.
2. Connect HDMI video Source to the INPUT-ULTRA HD (3840x2160) @24/25/30 Hz /
3. 4K@24Hz or 1080p
4. Connect HDMI cable to HDMI Displays
5. Plug in 5V DC power cord to power jack of SC-HDM-HD42K
6. Power on HDMI Source and 4K2K/ULTRA HD or 1080p Display
7. When the Input is connected and turned on the corresponding LED will light

4 GENERAL TROUBLESHOOTING

| PROBLEM | POSSIBLE SOLUTION |
|----------------------|---|
| NO IMAGE | <ul style="list-style-type: none">• Check if connection to the source and the display are correct.• Ensure that display device supports 1080p,ULTRA HD4K@24 resolution• Please use the supplied power supply-DC 5V 2.6A• Check LED light on Front Panel see (Section 3 Panel Description)• Check Bypass Switch position see (Section 3 Panel Description) |
| NO 4K2K IMAGE | <ul style="list-style-type: none">• 1080p supports 24/25/30 Hz.• 4K2K Ultra HD supports 4096×2160p@24 Hz and 3840×2160p@24/25/30 Hz.• DOWN/BYPASS MODE - Input resolution is not supported - 4096×2160p@24 Hz• UP/BYPASS or DOWN/BYPASS MODE-Does not support 3D.• BYPASS MODE For other timings not listed above, use the Bypass Switch in. POWER CYLCE-is needed when swapping the Display/LCD to obtain the EDID |



SECTION II: SPECIFICATIONS

5. SPECIFICATIONS

| Item | Description |
|--------------------------------|---|
| UNITS | SC-HDM-HD42K |
| UNIT DESCRIPTION | 4K SCALER |
| HDMI COMPLIANCE | YES |
| HDCP | Compliant |
| VIDEO BANDWIDTH | 300 MHz/9 Gbps |
| 4K2K/ULTRA HD SUPPORTED | 4096×2160p@24 Hz and 3840×2160p@24/25/30 Hz |
| 1080P SUPPORTED | 1080p@24/25/30 Hz |
| HDMI CABLE | 4K2K: (4096X2160@24Hz) ~ IN 5m(16ft) OUT 10m(33ft) ULTRA HD: (3840X2160@24/Hz) ~ 5m(16ft) OUT 10m(33ft) FULL HD: (1080p) ~ 5m(16ft) OUT 10m(33ft) |
| AUDIO SUPPORT | LPCM 7.1CH, Dolby TrueHD, Dolby Digital Plus and DTS-HD Master Audio |
| INPUT TMDS SIGNAL | 1.2 Volts (peak-to-peak) |
| INPUT DDC SIGNAL | 5 Volts (peak-to-peak, TTL) |
| ESD PROTECTION | Human body model — ±8kV (air-gap discharge) |
| INPUT | ±4kV (contact discharge) |
| OUTPUT | 1 x HDMI Type A (19 pin female) |
| LED | 2 x HDMI Type A (19 pin female) |
| DIMENSIONS (L X W X H) | Front Panel Indicators |
| WEIGHT | 0.5lbs 220g |
| POWER SUPPLY | 5V / 2.6A DC (US/EU standards, CE/FCC/UL certified) |
| POWER CONSUMPTION | 2.4 Watt (max) |
| <i>Environmental</i> | |
| OPERATING TEMPERATURE | 32° ~ 104°F (0° to 40°C) |
| STORAGE TEMPERATURE | -4° ~ 140°F (-20° ~ 60°C) |
| RELATIVE HUMIDITY | 20~90% RH (non-condensing) |



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.



275 Woodward Avenue, Kenmore, NY 14217
1.866.508.0269





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

Avenview USA

Avenview Head Office
275 Woodward Avenue
Kenmore, NY 14217
Phone: 1.716.218.4100
Fax: 1.866.387.8764
Email: info@avenview.com

Avenview Canada

Avenview Sales
151 Esna Park Drive, Units 11 & 12
Markham, ON, 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: asia@avenview.com

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.