



Control Your Video

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

PRODUCT MANUAL

Model: AVSIGNCLOUD



**Fanless HDMI 4K Digital Signage Player w/
WiFi/USB/Optical Audio/CEC Support**

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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. Avenview warranty certificate please refer to page # 14

Warranty does not include:-

- 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.

I.2 SAFETY GUIDELINES

The AVSIGNCLOUD Digital Signage Player has been tested for conformance to safety regulations and requirements, and has been certified for international use. However, like all electronic equipments, the AVSGINCLOUD player 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 device away from liquids.
- ⚠ Spillage onto 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.
- ⚠ If the unit appears damaged, 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 NOTICE FEDERAL COMMUNICATION COMMISSION (FCC)

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Avenview is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to 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>THIS WARNING SYMBOL MEANS DANGER. WHEN THIS SYMBOL IS PLACED, YOU ARE IN AN ENVIRONMENT THAT CAN CAUSE BODILY INJURY.</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 AVSIGNCLOUD Digital Signage Player delivers your video and audio content in crystal-clear 1080p and 4K resolution to any HDMI-enabled display. Designed with an advanced onboard processor for stunning HTML5 content playback. The AVSIGNCLOUD player is a plug and play device with no setup required: Plug in power, network and HDMI, and its ready to play content on any display. The device is fanless and has no moving parts. With its specially designed casing and smart ventilation architecture, it stays cool 24/7. Avenview digital signage player features a built-in self-recovery function (SRF) that keeps video playing regardless of conditions (sudden reboots or temporary power outage). It includes a micro-SD slot expandable up to 32GB for longer presentations.

The AVSIGNCLOUD Android platform does not limit users to a specific content management software (CMS) to create content to be displayed. We partnered with the most prominent digital signage developers such as SignageLive, Sharing Cloud, Onsign TV and many more that are all fully compatible with the AVSIGNCLOUD. There are no limits with what can be accomplished using our hardware such as Way Finding, Room Bookings, Airport Signage, REST API integration, Web Triggers and hundreds of available widgets.

The AVSIGNCLOUD is great for any application from menu boards, hospitality screens, campus signage, and corporate communications. It handles any Full HD AND 4K 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
- Supports HTML5 including CSS and Javascript
- Widgets for calendar, clock, news, weather, stock 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
- Fan-less (zero noise) with built-in 8 GB SSD storage
- Automatic error recovery with built-in watchdog timer
- Real-time clock with battery backup
- AVSignCloud CMS to create media content with the ability to use third party solutions (optional license)
- Web Trigger integration
- REST API Integration
- Support content rotation with Landscape and portrait orientation
- Touch Enabled - Perfect for way finding
- Micro SD card slot (supports up to 32GB storage)
- Large Cache for continued playback even when network is not available
- Built-in wall mount bracket
- Very low power usage compared to PC-based solutions
- 3 year warranty



2.1 PACKAGE CONTENTS

Before starting the installation of AVSIGNCLOUD, please check the package contents.

1	AVSIGNCLOUD Player	x 1
2	HDMI CORD	x 1
3	WIFI ANTENNA	x 1
4	USER MANUAL	x 1
5	POWER ADAPTER	x 1
6	IR REMOTE COLTROL	x 1

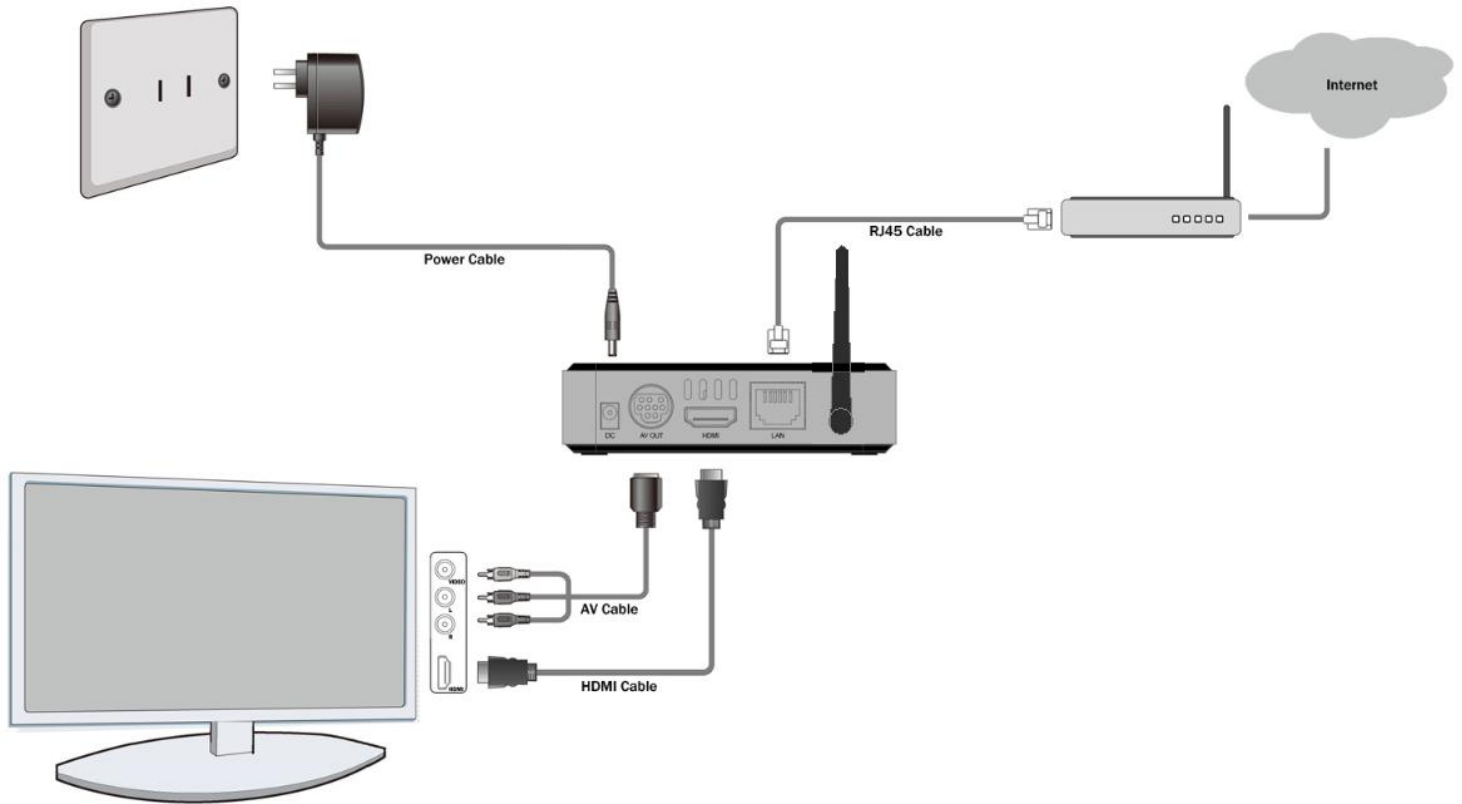
2.2 BEFORE INSTALLATION

ATTENTION

- 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 0°C) or high humidity.
- Use the DC power adapter with correct specifications. If inappropriate power supply is used then it may cause a fire.
- Do not twist or pull by force ends of the UTP /HDMI cable. It can cause malfunction.
- To prevent airflow restriction, allow clearance around the ventilation openings to be at least: ONE Inch (25.4 mm).
- Keep the device away from water. If the unit becomes wet, power off immediately.



2.3 APPLICATION DIAGRAM



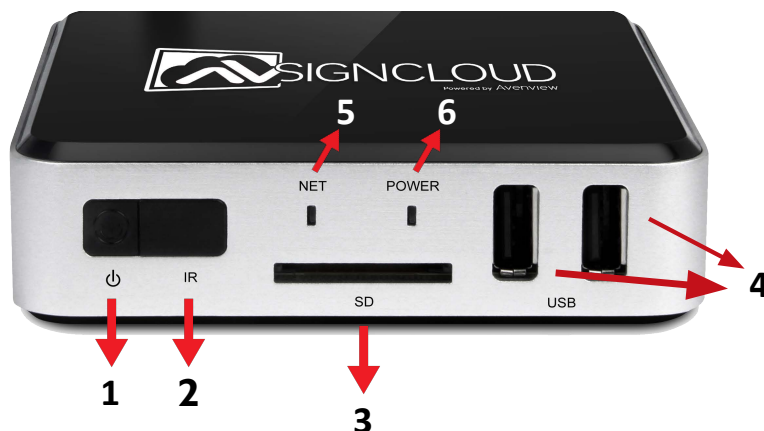
2.4 PANEL DESCRIPTION

2.4.1 Rear Side Panel



- 1. **POWER (DC):** Supply power to the unit
- 2. **AV OUT/RJ232:** Display video Signal using RJ232
- 3. **HDMI OUT:** 3.5mm Audio out to connect to
- 4. **LAN:** Ethernet port to connect to the network.

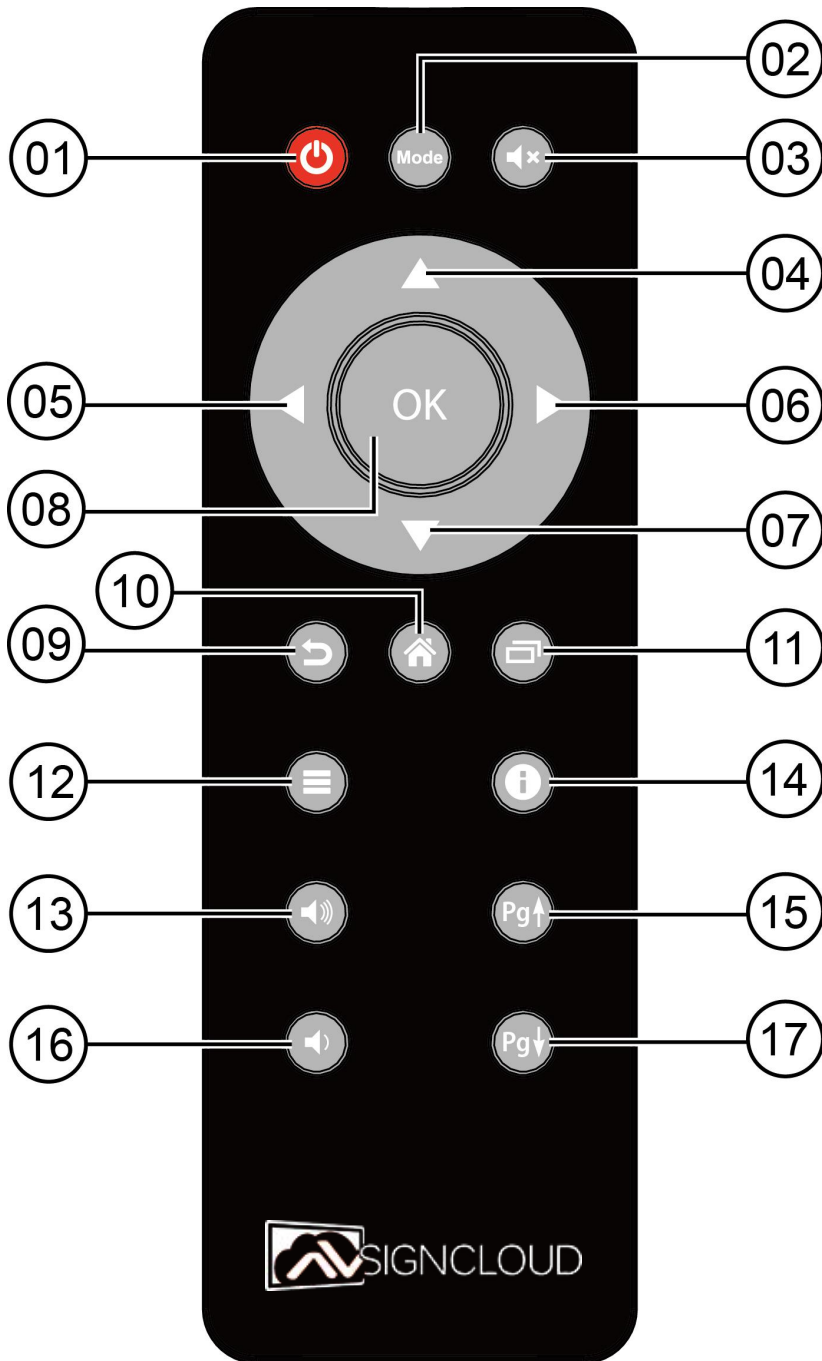
2.4.2 Front Side Panel



- 1. **Power Button:** Button to turn on/off the unit
- 2. **IR Receiver:** Receives IR signals from the remote
- 3. **SD Card Slot:** Slot to use external memory
- 4. **USB Input:** USB ports to connect external devices
- 5. **Network Indicator:** Indicates network connection
- 6. **Power Indicator:** Indicates if the unit is running



2.4.3 Remote Control



- 1. Power
- 2. Mode
- 3. Mute
- 4. Upwards
- 5. Towards the left
- 6. Towards the right
- 7. Downwards
- 8. OK
- 9. Return
- 10. Home
- 11. Background App
- 12. Menu
- 13. Vol+
- 14. Notification
- 15. Page Up
- 16. Vol-
- 17. Page Down

3. INSTALLATION GUIDE

To setup the AVSIGNCLOUD digital signage player follow the below steps:

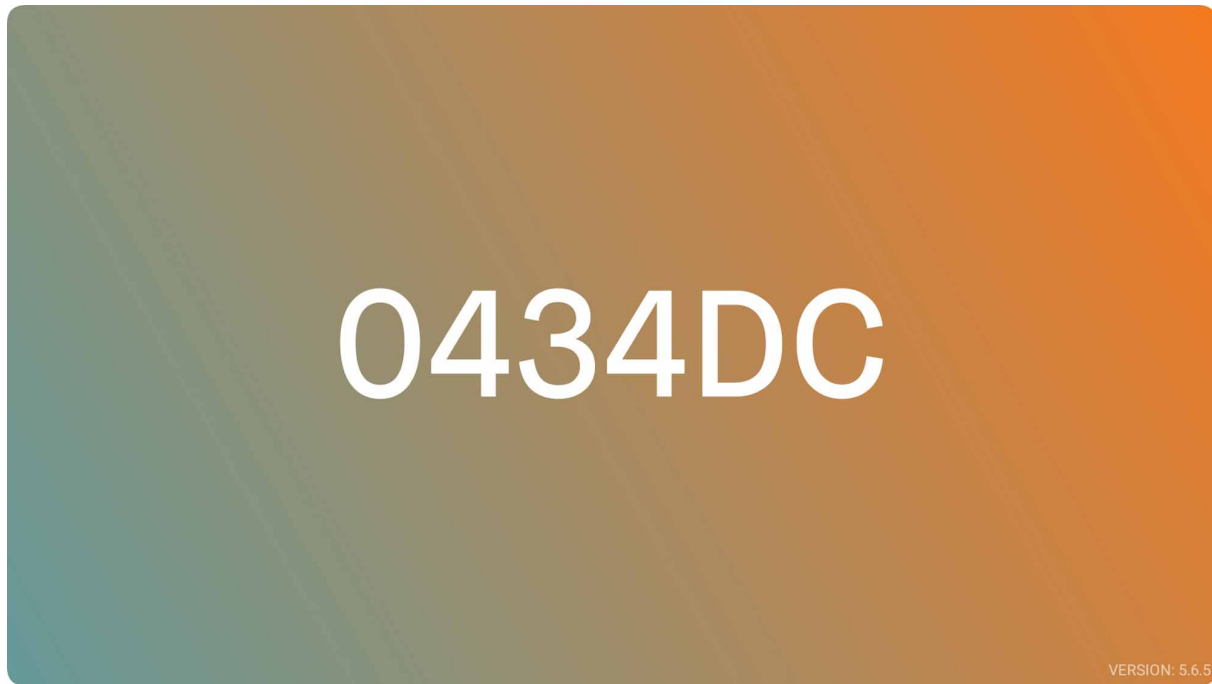
1. Power OFF all AVSIGNCLOUD devices.
2. Connect an HDMI display or TV to the AVSIGNCLOUD using HDMI cable.
3. Connect a CAT-5e/6 to the AVSIGNCLOUD player to connect to local network. WiFi can also be used.
4. plug in the DC power cord to the power jack of the receiving unit AVSIGNCLOUD player.
5. Power ON all AVSIGNCLOUD devices.
6. Set content via the AVSignCloud.com portal.(see page 9)

4. GENERAL TROUBLESHOOTING

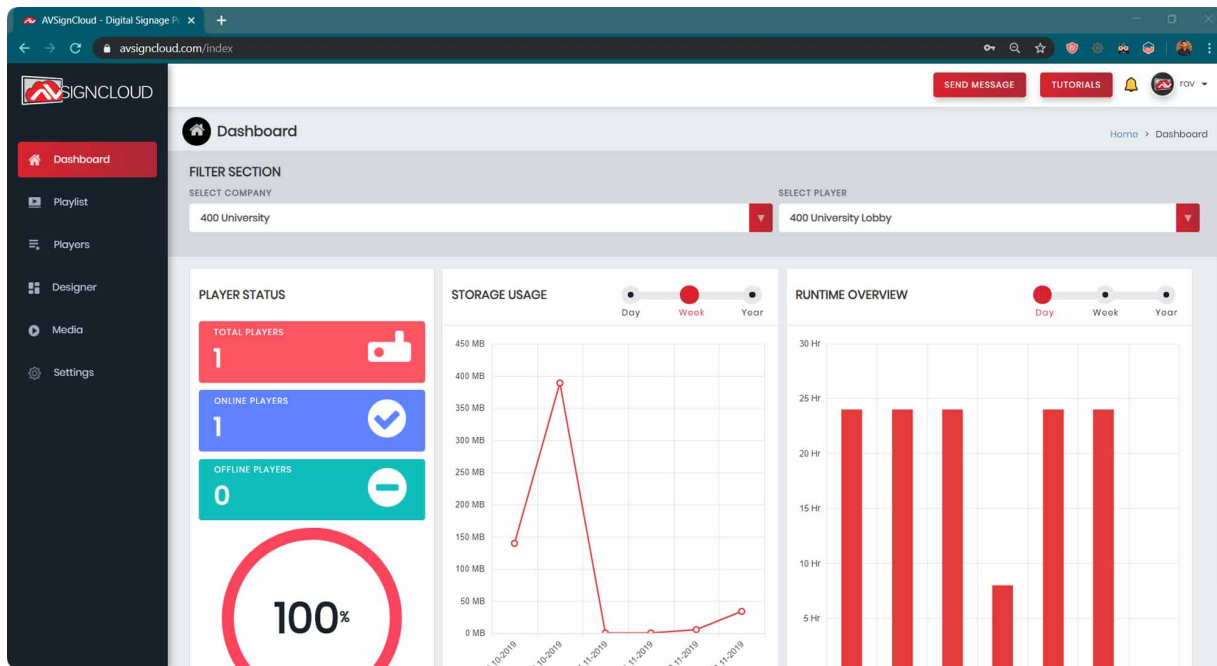
PROBLEM	POSSIBLE SOLUTION
NO IMAGE	<ul style="list-style-type: none">• Check if connection to the source and the display are correct.• Ensure that display device supports 480p, 720p and 1080p resolution
SCREEN DEFECTS APPEAR	<ul style="list-style-type: none">• Make sure a premium quality HDMI cord is used and no adapters/converters connected
PLAYER OFFLINE MEDIA NOT REACHED	<ul style="list-style-type: none">• Check if player is connected to the INTERNET• Reboot the player
VIDEO NOT DISPLAYED	<ul style="list-style-type: none">• Videos may take a while to download. Be patient.
PLAYER SHOWING BLACK IMAGE	<ul style="list-style-type: none">• Check playlist schedule



5. AVSIGNCLOUD STARTUP

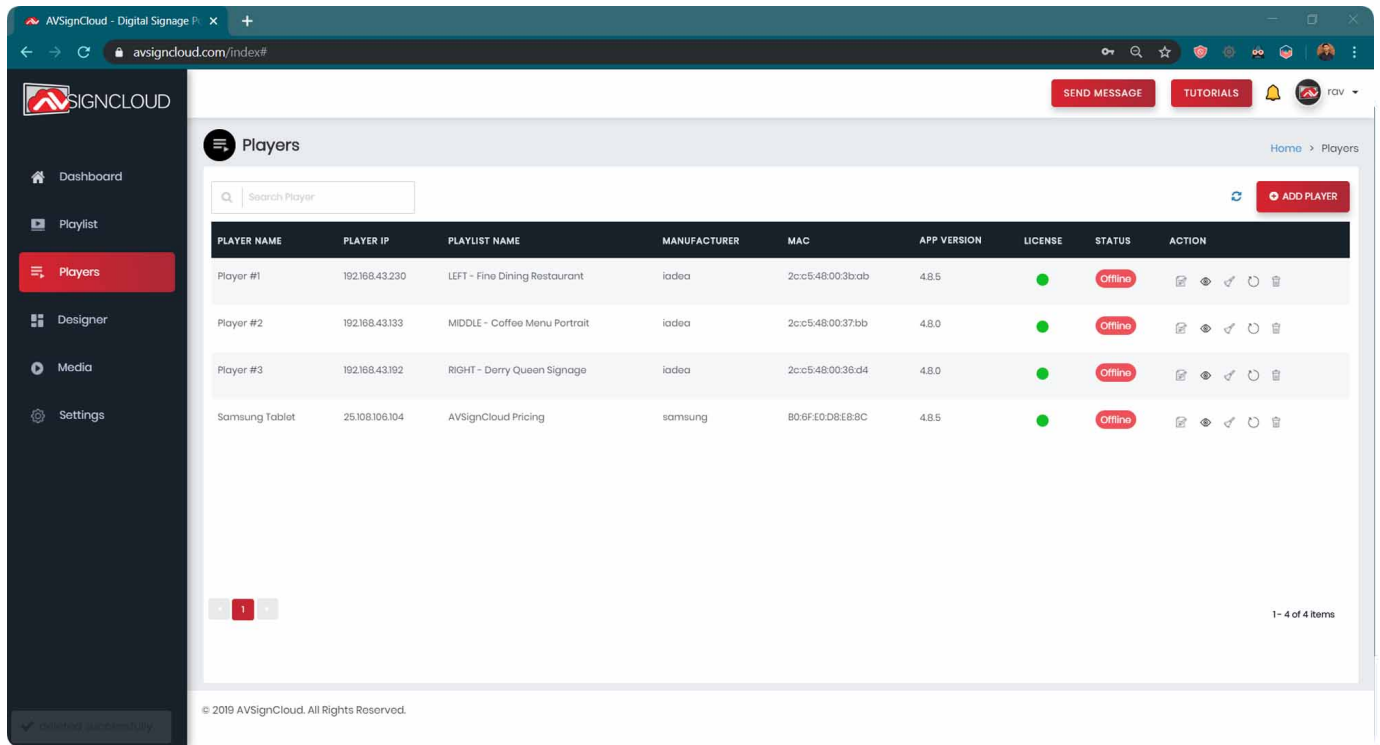


Step 1: Run the device and you will observe a unique Device ID (6 Digit Hex code)

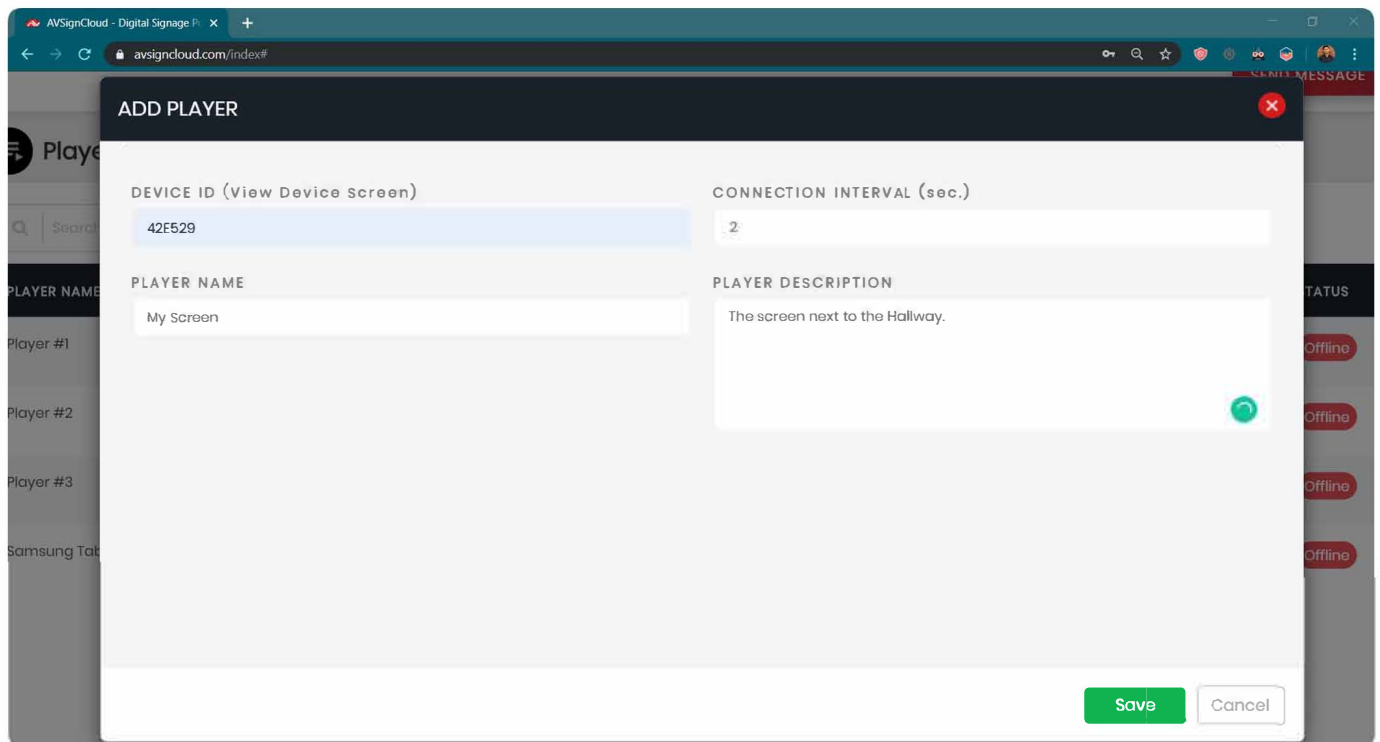


Step 2: Login to your AVSignCloud portal



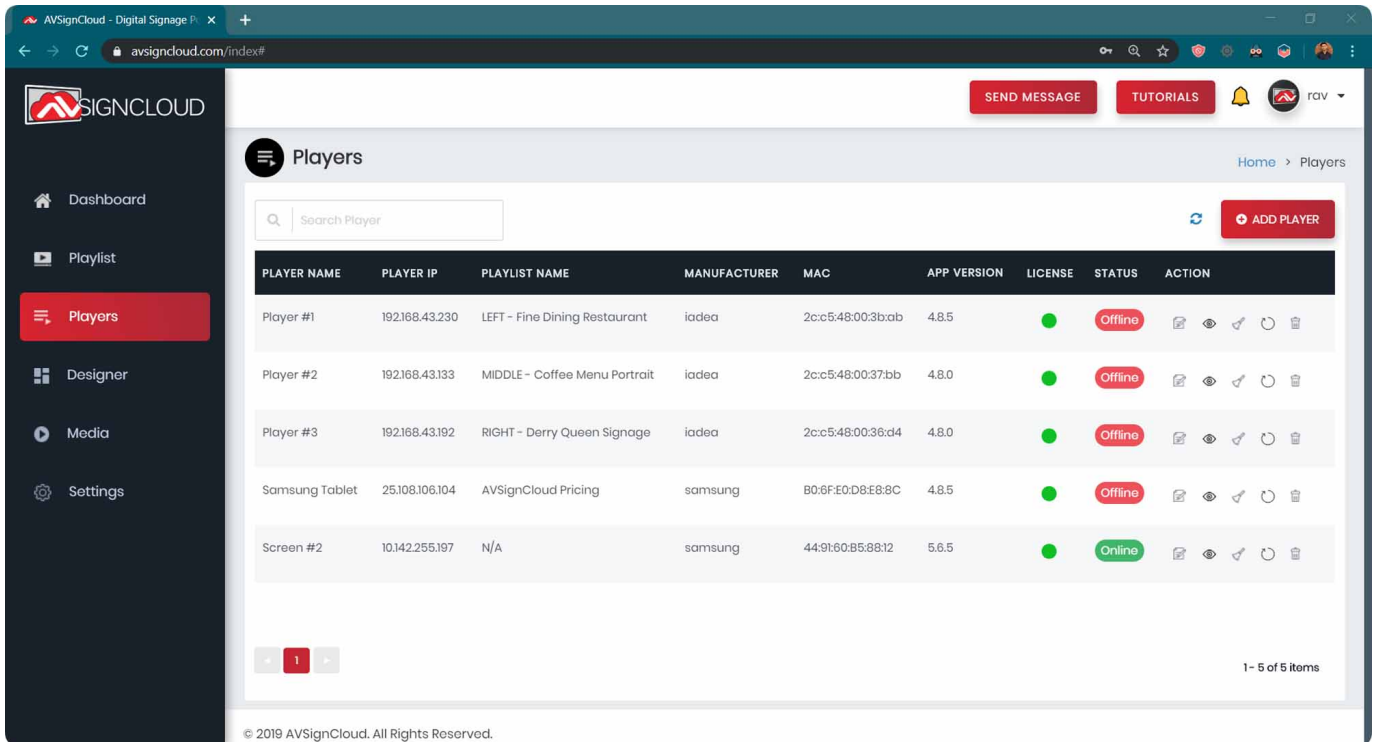


Step 3: Click on the 'Players' Tab and click on 'Add Player' button.



Step 4: Add the device ID and give your player a name.





Step 5: Player will then be connected. If you refresh the page, your player will become Online.

Please Attach a Playlist!

Step 6: After the player is connected, the signage screen will display "Please attach a playlist".

For further instructions, visit AVSIGNCLOUD.COM



6. SPECIFICATIONS

ITEM	DESCRIPTION
UNITS	AVSIGNCLOUD Player
UNIT DESCRIPTION	Cloud Digital Signage Player
HDMI COMPLIANCE	2.0
PRIVACY AND SECURITY	Password Protected
VIDEO FORMAT SUPPORTED	H.264/AVC up to 4K (3840x2160), MPEG-4 up to 4K (3840x2160), MPEG-2 up to 4K(3840x2160), MPEG-1 up to 4K (3840x2160), VC-1 up to 4K (3840x2160)
CONNECTIVITY	Gigabit Ethernet, Wireless: 802.11 b/g/n (2.4 GHz), HDMI 1.4, Micro USB for ADB, USB 2.0 x 2, 3.5mm analog stereo audio out, S/PDIF out, AniBeacon™ (BLE), Optional 3G/4G mobile module via USB
AUDIO SUPPORT	Supports LPCM 2/5.1/7.1CH, Dolby Digital 2/5.1CH, DTS 2/5.1CH (Bypass), DolbyTrueHD and DTS-HD Master Audio
CONTENT MANAGEMENT	AVSIGNCLOUD DIGITAL SIGNAGE SOLUTION
CONTROL	Avsigncloud.com portal
INPUT	1x RJ45, 2x USB 2.0, 1x Micro SD Slot
OUTPUT	1x HDMI, CVBS
HDMI CONNECTOR	Type A (19 pin female)
LOCAL STORAGE	8 GB eMMC built-in (approx. 360 minutes of typical 720p video @3 Mbps) expandable up to 32 GB with Micro SD Card
POWER ADAPTER	AC100 ~ 240V 50/60Hz
POWER CONSUMPTION	3W Max
DIMENSION L X W X H	115 x 114 x 27mm
WEIGHT	252g

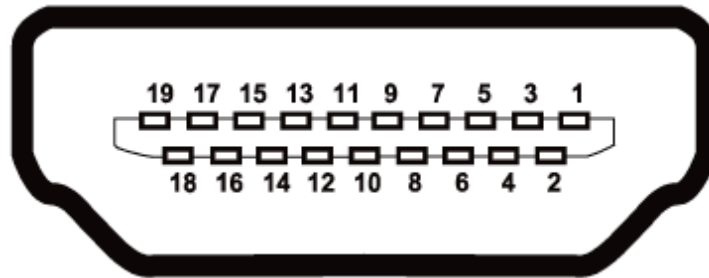
OPERATING TEMPERATURE	32° ~ 140°F (0° to 60°C)
STORAGE TEMPERATURE	-4° ~ 140°F (-20° ~ 60°C)
RELATIVE HUMIDITY	20~90% RH (no condensation)

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 ANYTIME		



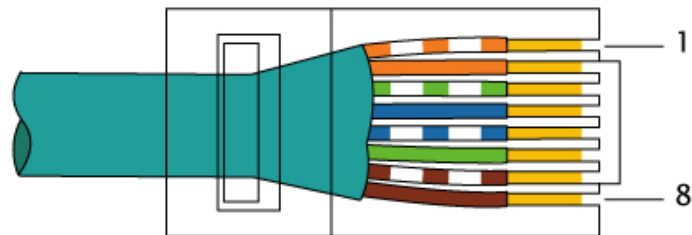
7. PIN & WIRING STANDARD DEFINITION



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	SCI
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 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).

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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.



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TECHNICAL Support

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