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CABLES & ACCESSORIES**

# PRODUCT MANUAL

Model: AVW-DS55V7



**55" LCD Digital Display**

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## SECTION I : GETTING STARTED

### 1.1 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.

### 1.2 SAFETY GUIDELINES

The AVW-DS55V7, Digital Signage Touch Kiosk has been tested for conformance to safety regulations and requirements, and has been certified for international use. However, like all electronic equipments, the AVW-DS55V7 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 NOTICES FEDERAL COMMUNICATIONS 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 CIRCUIT BOARDS ARE VERY SENSITIVE TO STATIC DISCHARGE. PLEASE ENSURE IF RACK MOUNTED OR INSTALLED ON A SURFACE, IT SHOULD BE IN A GROUNDED ENVIRONMENT.</p>
	<p><b>WARNING</b></p> <p>Read &amp; 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 AVW-DS55V7 Digital Signage 55" Touch Kiosk** allows the user to easily display or upload digital content with an all in one portable solution (LCD display Touch screen and digital signage player bundled together). This unit supports 1080p@60Hz high definition video, multi-channel digital audio, along with support from external sources using HDMI or VGA for quick display of any media content.

With its versatile operating system it can support most CMS software and applications (widgets) that can be stored on its 8GB memory, TF memory card or USB expansion support. Integrated with ethernet support via LAN and WIFI, users can create a full experience by uploading media or creative content over the network from a PC, or direct with USB.

### Features

#### Hardware

- Built-in 8GB memory, support TF memory card and USB expansion,
- Supports 4 different modes: Stand-alone, LAN, WIFI and 3G (Optional);
- Supports portrait and landscape mode on screen
- An external media player can be attached via the VGA or HDMI ports.
- Set the timer On/Off function daily and weekly.
- High security: encryption function can be used to protect the content.
- Program can be updated via network or USB device on site.
- Media files can be played from USB stick directly.

**Note:** In stand-alone mode the user can import the media files from USB stick to internal flash memory

#### Software

- Supports multi-zone screen function, different templates and transitions.
- Capable of running multiple playlists.
- Create schedules.
- Support scrolling text, real-time clock, logo, etc.
- Video Support: MPEG1, MPEG2, MPEG4, H.264, WMV
- Audio Support: MP3
- Static Image Support: JPEG, BMP, PNG



## 2.1 PACKAGE CONTENTS

Before you start the installation of the AVW-DS55V7, please ensure that the packaging has the listed items below.

#	ITEM	QTY	
1	55" Digital Signage Touch Kiosk	x1	
2	Power cord C13 Either Standard US power cord* or International power cord (UK,EU,AUS) *Based on order request	x1	
3	IR Remote Control	x1	
4	Product User Manual	x1	

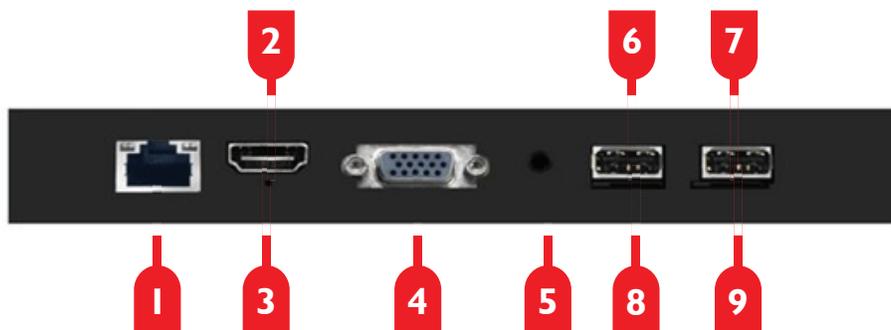
## 2.2 BEFORE INSTALLATION

### ATTENTION

- To prevent airflow restriction, allow clearance around the ventilation openings to be at least: 24 Inches (610mm).
- Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.
- Place the product on an even and stable surface. If the product falls, it may cause an injury to a person or malfunction.
- Do not place the product in high temperatures (over 50°C), or low temperature (under 0°C) or high humidity.
- Use the power supply with correct specifications. If inappropriate power supply is used then it may cause a fire.
- Do not twist or pull by force the ends of the UTP /HDMI cable. It can cause malfunction.
- Keep the device away from water. If the unit becomes wet, power off immediately.
- Installation of the equipment must comply with local and national electrical codes.
- Take care when connecting units to the electrical power circuit in case the maximum rated circuit is not overloaded



## 2.3 PANEL DESCRIPTION - REAR I/O PANEL



1	<b>Ethernet Port:</b> Connect Patch cable CAT5/6 to network switch or PC lan port
2	<b>HDMI Port:</b> Connect Type A Male HDMI Cable for external source input
3	<b>RESET:</b> Reset MAIN control board to factory default
4	<b>VGA Port:</b> Connect DE-15 PIN Male VGA Cable for external source input
5	<b>Audio Port:</b> Connect 3.5mm(TRS) Male audio Cable for external VGA source input
6	<b>USB1 Port:</b> Connect Type A USB2.0 Cable for external media files or updating
7	<b>USB2 Port:</b> Connect Type A USB2.0 Cable for external mouse / keyboard /files
8	<b>TF Port:</b> Connect TF memory card for memory expansion if the internal memory is full
9	<b>SIM Port:</b> Connect SIM card to connect to 3G network for internet transfer of media files via mobile network connection (Only available for 3G mode and pre-ordered models)



## 2.4 IR REMOTE CONTROL - BUTTON DESCRIPTION

<b>POWER:</b>	<b>Toggle button:</b> Power On/Off the Digital Signage kiosk
<b>MENU:</b>	<b>Press:</b> To access the Main control board menu (Source, System Settings etc...)
<b>SETUP:</b>	<b>Press:</b> To access the Digital signage menu (Network settings, Time, etc...)
<b>SOURCE:</b>	<b>Press:</b> To select which source media to be shown (HDMI, VGA, Internal)
	<b>Press:</b> To <b>START/PLAY</b> your playlist stored on internal memory or Enter in menu
	<b>Press:</b> To navigate <b>UP</b> in menu or <b>UP</b> functions in OSD.
	<b>Press:</b> To navigate <b>DOWN</b> in menu or <b>DOWN</b> functions in OSD.
	<b>Press:</b> To navigate <b>LEFT</b> in menu or <b>LEFT</b> functions in OSD or Next Media.
	<b>Press:</b> To navigate <b>RIGHT</b> in menu or <b>RIGHT</b> functions in OSD or Next Media.
	<b>Press:</b> To <b>STOP</b> current playlist / media content and return to home page.
	<b>Press:</b> To <b>RETURN</b> previous tab in menu or <b>BACK</b> functions in the OSD menu.
	<b>Press:</b> To <b>MUTE</b> the volume of the media content playing.
	<b>Press:</b> To increase the <b>VOLUME UP</b> level of the media content playing.
	<b>Press:</b> To decrease the <b>VOLUME DOWN</b> level of the media content playing.
<b>HDMI</b>	<b>Press:</b> To select the external HDMI source plugged in to the unit.
<b>VGA</b>	<b>Press:</b> To select the external VGA source plugged in to the unit.
<b>YPbPr</b>	<b>Press:</b> To choose the default Internal digital signage player as a source.



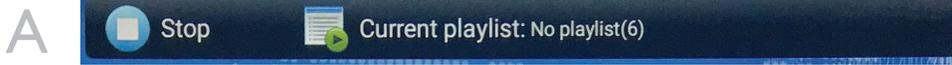
**NOTE:** To return to the USER setup menu when a playlist is currently active the user must press **STOP** on the IR Remote control. This will immediately stop the content played and display the Digital signage home page. To begin the loaded media, please press **PLAY**.



### 3. OSD HOME MENU

**Main OSD:** This screen is the Digital Signage welcome screen which allows the user to view and manage all settings within the software and hardware.

To understand the Main OSD please see the detailed overview below:



**Section A:** This section shows the Digital Signage STATUS (**STOP**) which indicates the playlist was stopped by the user to access this main OSD screen.

**Current Playlist:** This bar indicates how many playlists were created by the user, with a maximum of up to (6) six.

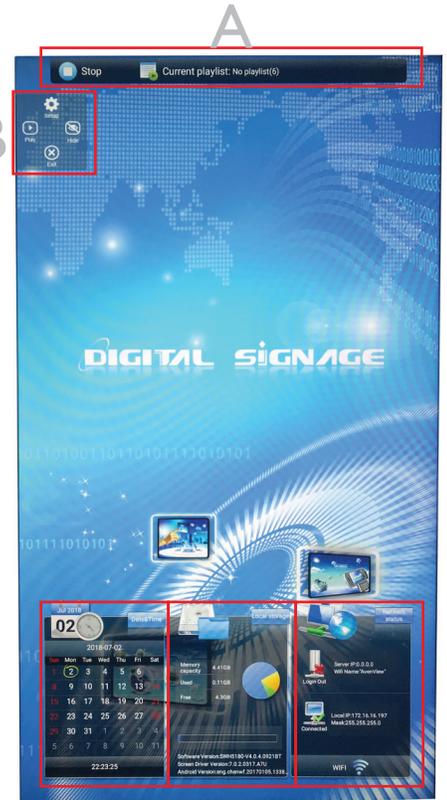


**Setup:** This will activate the OSD System Settings menu.

**Play:** This will start the video playback from current loaded playlist.

**Hide:** This will hide the OSD menu.

**Exit:** This will close the OSD menu.



**Date&Time:** This will show the current time and date which was set.



**Local Storage:** This will display system information such as storage capacity, software, screen and Android versions.



**Network Status:** This will display server & LAN network status

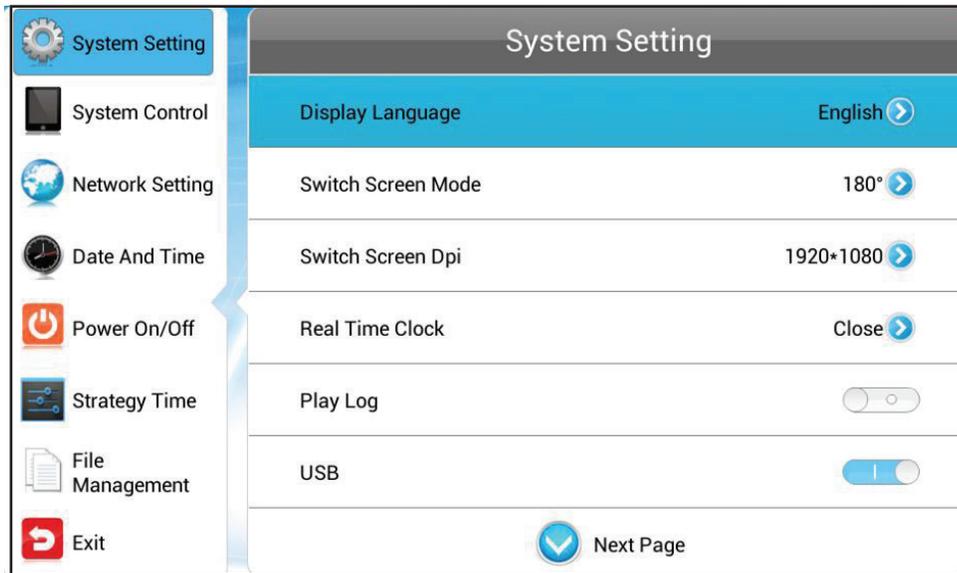


## 3.1 OSD SYSTEM SETTING

Access the OSD System Setting menu by either pressing the **SETUP** button on the remote control or clicking the setting button on the home screen shown in the previous page. This will call out the OSD System Setting menu as shown below.

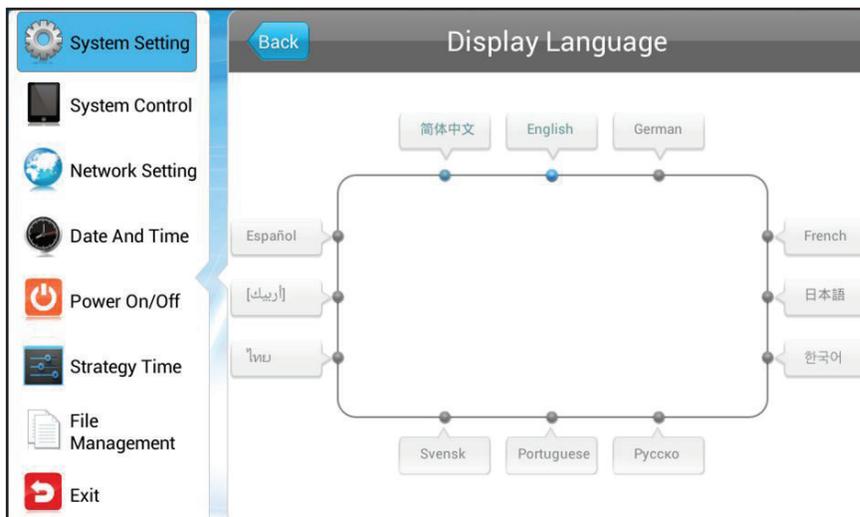
Press the **UP/DOWN/LEFT/RIGHT** buttons on the remote control to navigate the sub menus and press **PLAY/STOP** button to enter.

\*Please note that the user can only call System Setting menu from the home screen and the playlist must be stopped by pressing **STOP** button on the remote control.



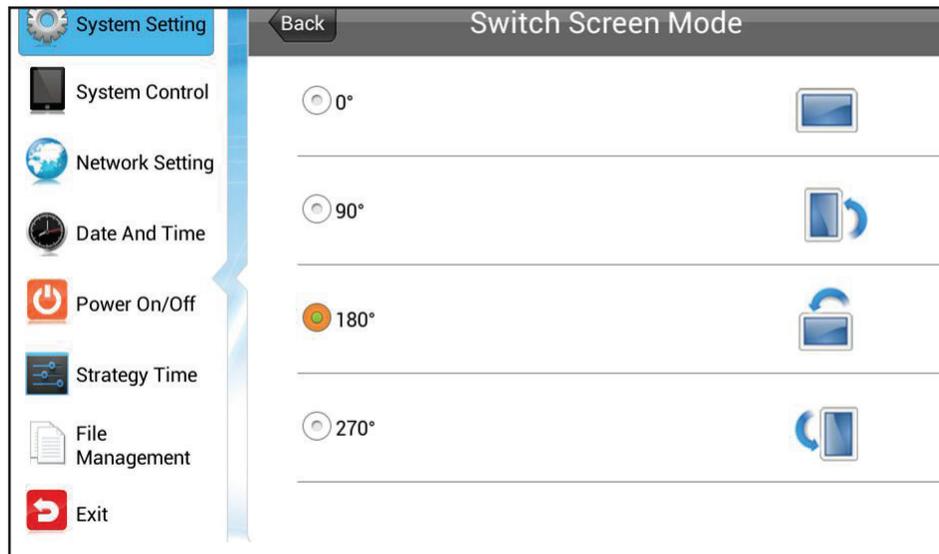
### 3.1.1 OSD SYSTEM SETTING - DISPLAY LANGUAGE

This menu allows you to choose the language of the OSD menu.



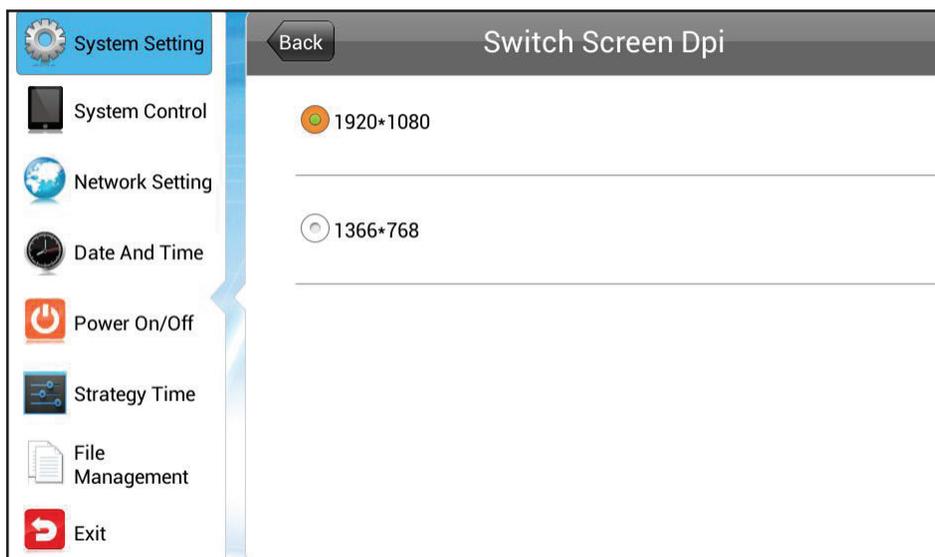
### 3.1.2 OSD SYSTEM SETTING - SWITCH SCREEN MODE

Adjust and rotate the screen display. Orientation of the screen should correlate with how the screen has been installed and mounted.



### 3.1.3 OSD SYSTEM SETTING - SWITCH SCREEN DPI

Set the screen resolution.



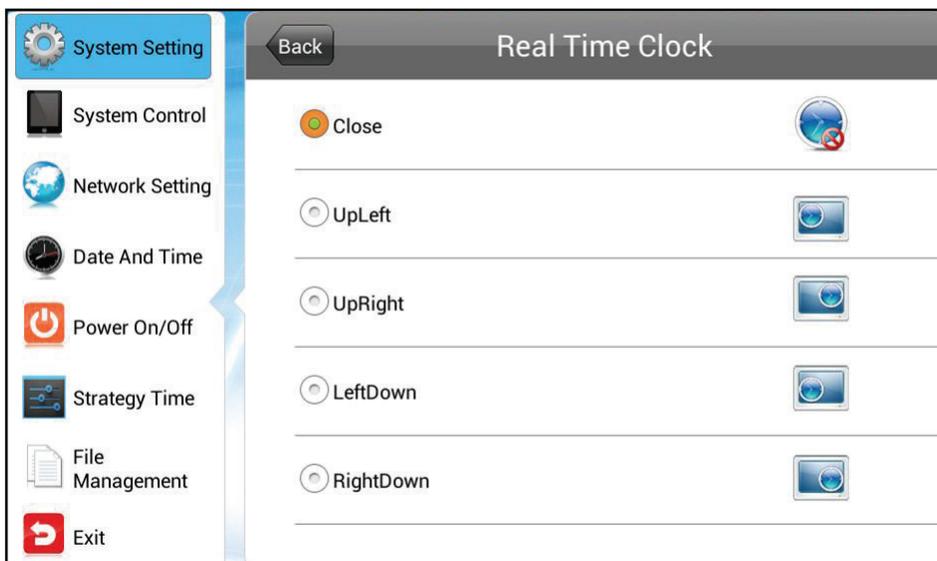
### 3.1.4 OSD SYSTEM SETTING - REAL TIME CLOCK

Choose wheter to display the real-time clock on the screen and set the position on the screen.

**UpLeft / UpRight** - Display the clock in the top left or right corner of the screen.

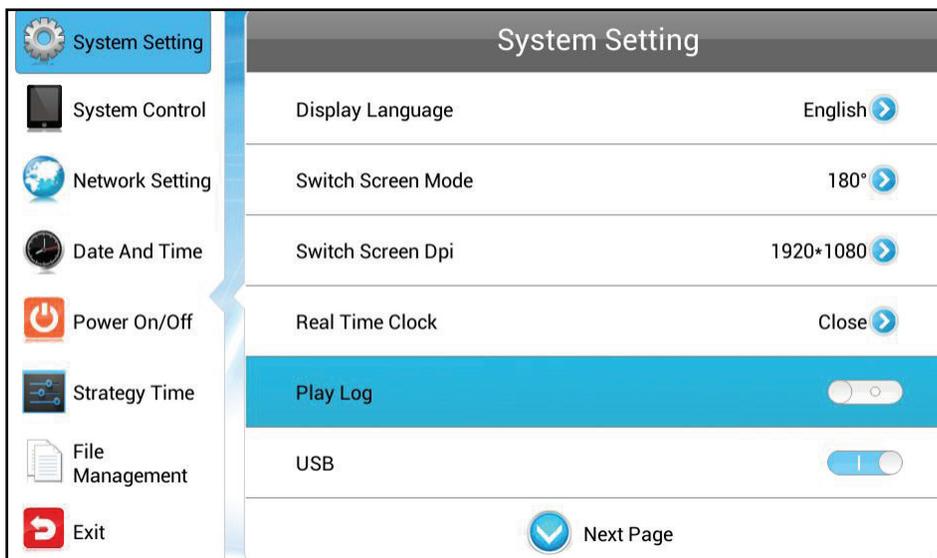
**LeftDown / RightDown** - Display the clock in the top left or right corner of the screen.

**Close** - Turn off the clock.



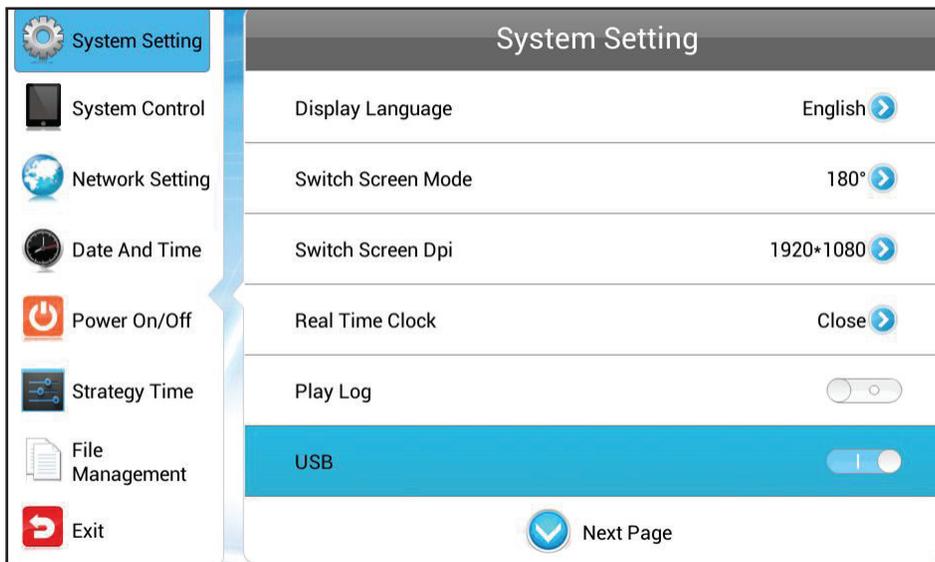
### 3.1.5 OSD SYSTEM SETTING - PLAY LOG

Turn this feature on to keep a log of the playbacks.



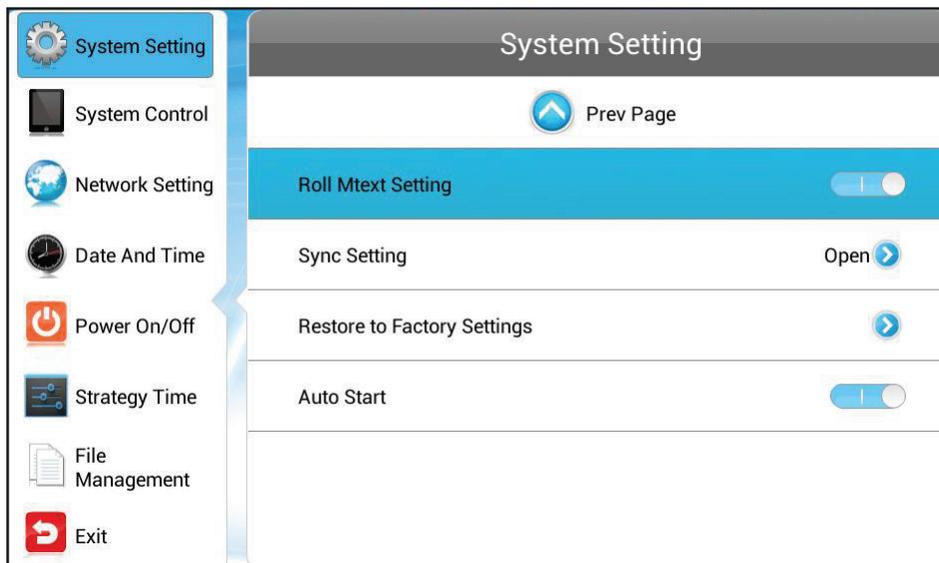
### 3.1.6 OSD SYSTEM SETTING - USB

This option will allow enabling or disabling of the USB port for external USB device connections.



### 3.1.7 OSD SYSTEM SETTING - SCROLL TEXT

Turn ON or OFF the scroll text feature. If it is set to OFF, the text will not appear on the screen even if it was included in the playlist. If set to ON, the text will appear on screen if it was included in the playlist.



### 3.1.8 OSD SYSTEM SETTING - SYNC SETTING

The Sync feature will allow multiple AVW-DS55V7 LCD units to playback content synchronously. Click Sync Setting to enable or disable this feature.

**Sync Setting** - Set the role of this unit during synchronization.

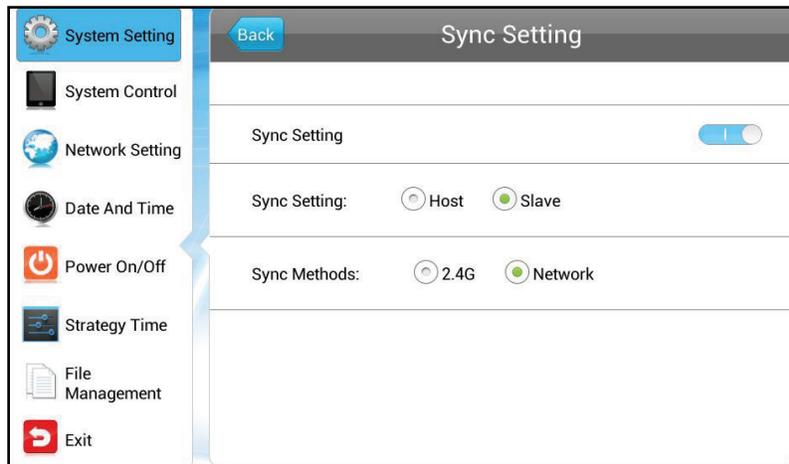
**Host:** Set up the unit as the only host in the network. All other slave units will synchronize with this host.

**Slave:** Set up the unit as a slave in the network. All slave units will play synchronous content with the host.

**Sync Methods** - Choose the communication method for synchronous playback.

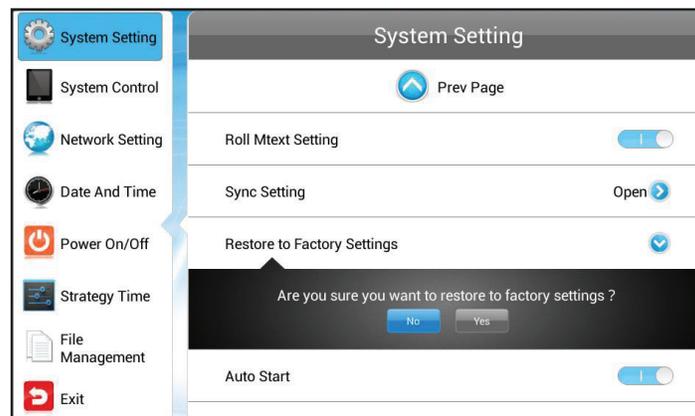
**2.4G:** The host and slave units will sync over the 2.4GHz band using a 2.4G module, wireless communication must be within 100 meters.

**Network:** The host and slave units will sync over the LAN network. This option is not available when the unit is in standalone mode.



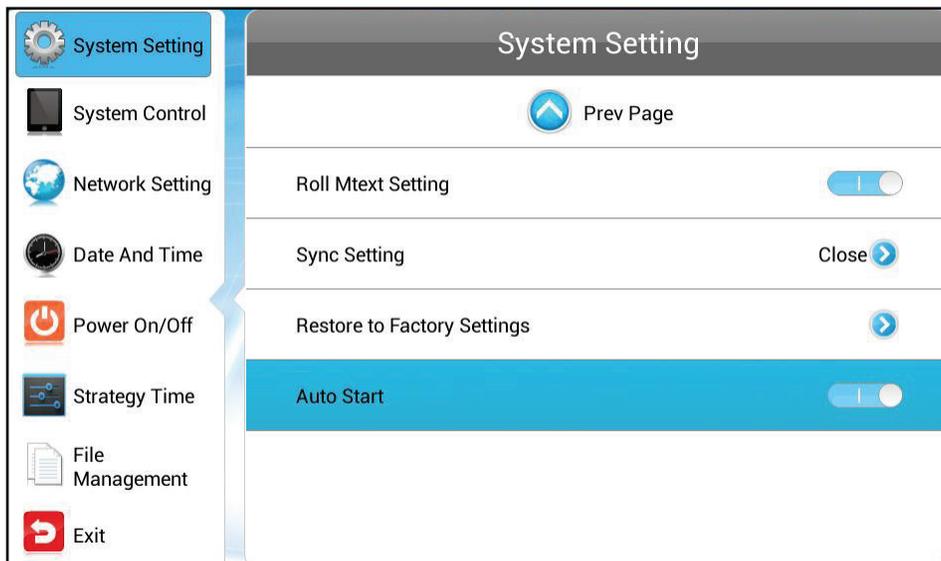
### 3.1.9 OSD SYSTEM SETTING - RESTORE TO FACTORY SETTINGS

The **Restore to Factory Settings** will set all parameters in **System Settings** to factory default.



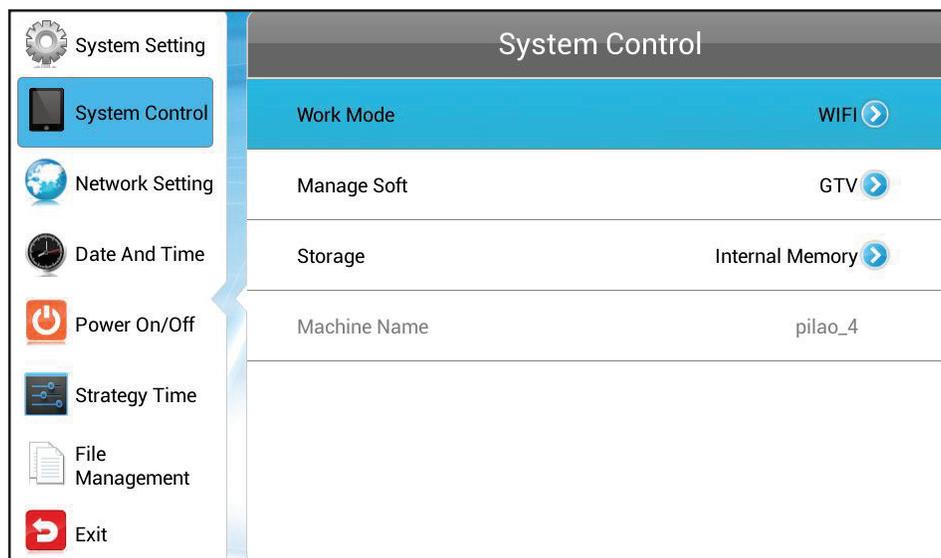
### 3.1.10 OSD SYSTEM SETTING - AUTO START

Enable this feature to automatically start the pre-loaded digital signage software when the unit is turned on. If disabled, the Android system will be loaded upon start up.



### 3.2.1 OSD SYSTEM CONTROL - WORK MODE

The unit's Work Mode can be changed from SINGLE, LAN, WIFI, or 3G modes. \*Please note that the OSD menu will change as different work modes are selected.

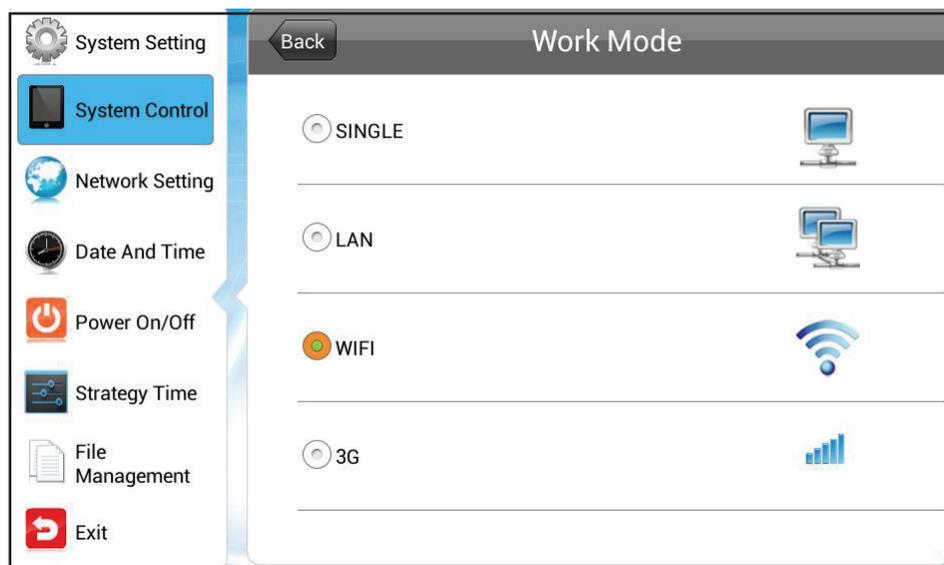


**SINGLE:** This is the stand-alone mode. The unit will work independently from any server or player. All network related menus will be unavailable.

**LAN:** This mode should be selected if the unit is hard wired to a Local Area Network connection. All network related menus are available except for WIFI/3G networks.

**WIFI:** This mode should be selected if the unit is being connected to a WLAN (Wireless Local Area Network). All network related menus are available.

**3G:** This mode should be selected if the unit is being connected to a 3G mobile network. All network related menus are available.



### 3.2.2 OSD SYSTEM CONTROL - PLAY MODE

This menu will only be available when the unit is in SINGLE mode. There are three playback modes supported when in SINGLE (stand-alone) mode.

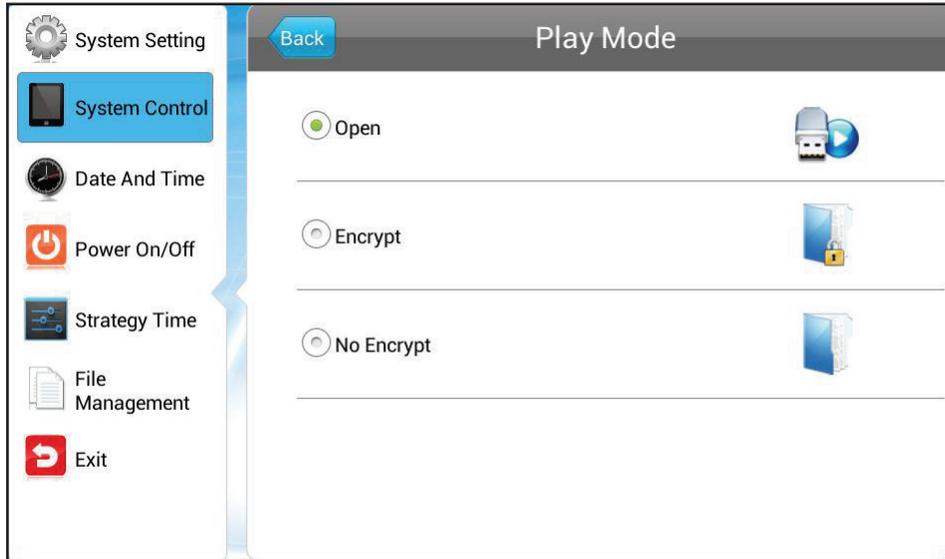
**OPEN:** Media files such as images and videos, stored in the root directory of a USB disk can be played directly from the unit's USB port. Supports plug and play without any software.

**ENCRYPT:** Only encrypted content packages created by the EzPoster software, with the same password as the units can be played. The unit's password file ADPKeyRenew.BIN can be created and imported together with the content packages by EzPoster. Initial password is 12345678 by default.

**NO ENCRYPT:** Only content packages without encryption password, which were created by EzPoster can be played.

**3G:** This mode should be selected if the unit is being connected to a 3G mobile network. All network related menus are available.



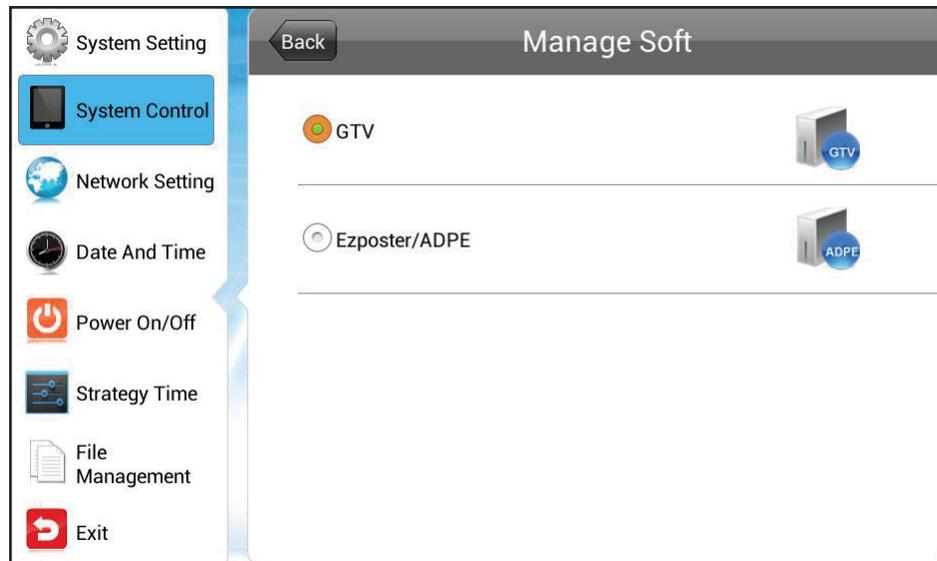


### 3.2.3 OSD SYSTEM CONTROL - MANAGE SOFT

This options allows the user to choose a content management software running on the server platform when the unit is set to LAN/WIFI/3G mode. This menu is unavailable in SINGLE mode.

**GTV:** Use CDMS as the content management software to create and publish playlists as well as control the unit through the internet.

**EzPoster/ADPE:** Use EzPoster or ADPE as the content management software to create and publish playlists through a USB disk or the internet.



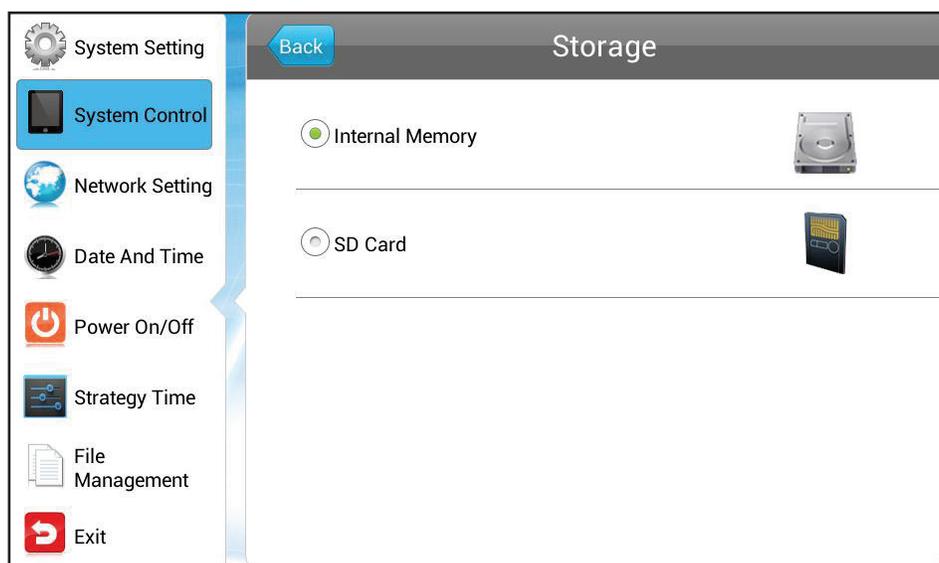
### 3.2.4 OSD SYSTEM CONTROL - STORAGE

This menu will allow you to choose where the data is being stored. Please note this menu will be different as the work modes change.

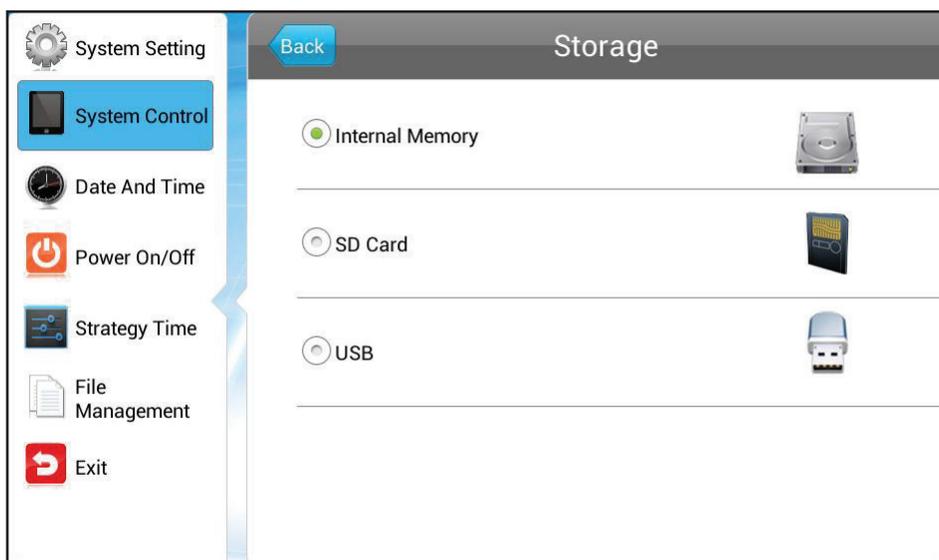
**LAN/WIFI/3G Mode:** In this mode, the unit will download data from the server and store it in the internal memory or SD card.

Internal Storage - Only programs stored in the built-in memory will be displayed.

SD Card - Only the program stored in the SD Card or USB disk will be played.

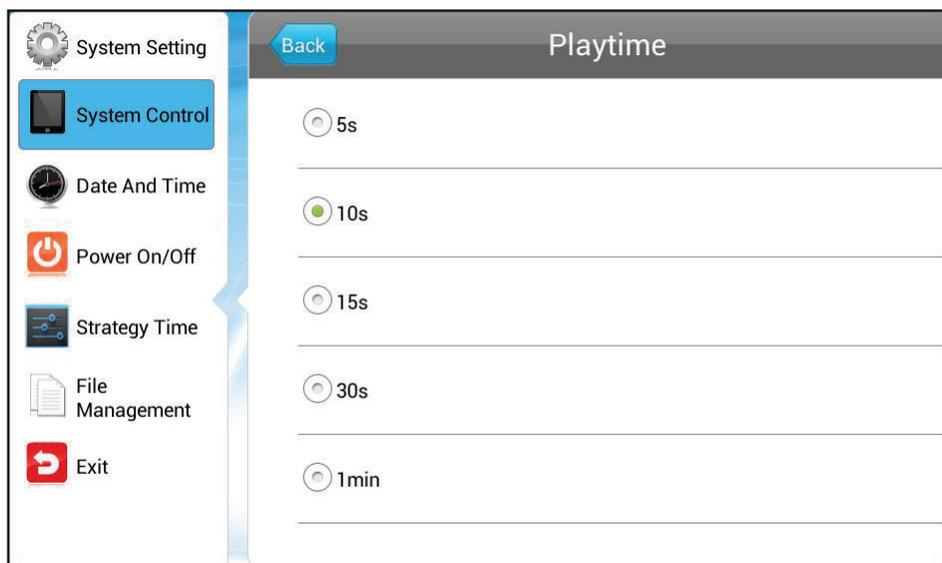


**SINGLE (stand-alone) Mode:** In this mode, the unit can play content from the built-in memory, external SD card or USB disk. If USB option is selected, only the content stored in that USB disk will be played.



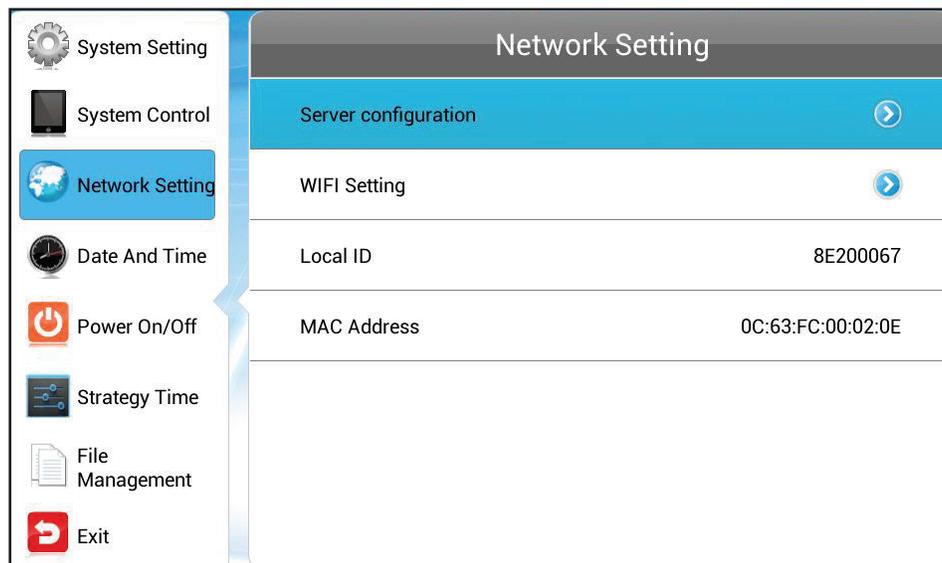
### 3.2.5 OSD SYSTEM CONTROL - PLAYTIME

When the unit is set to work in Open play mode, users may setup the playback duration for each image to be played. This is not applicable in other play modes.



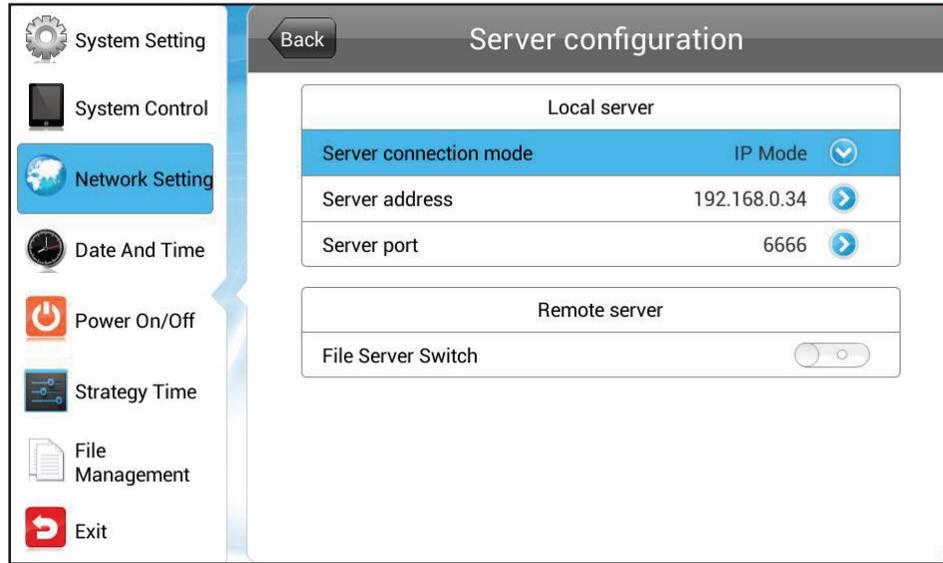
### 3.3.1 OSD NETWORK SETTING - SERVER CONFIGURATION

This menu allows users to choose how the unit communicates with the server and configure the network connection.



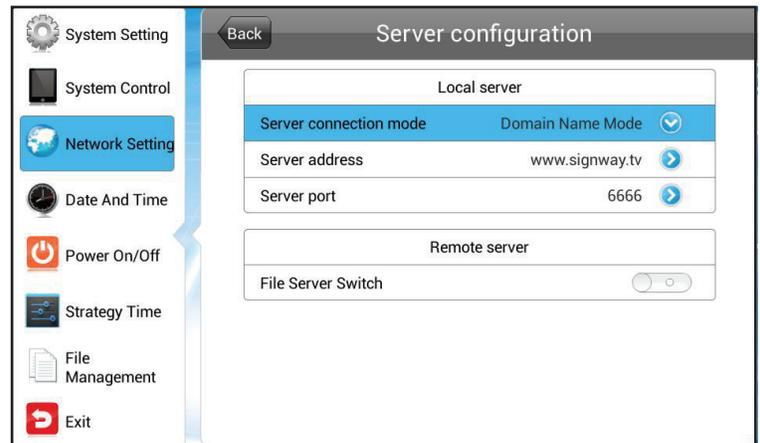
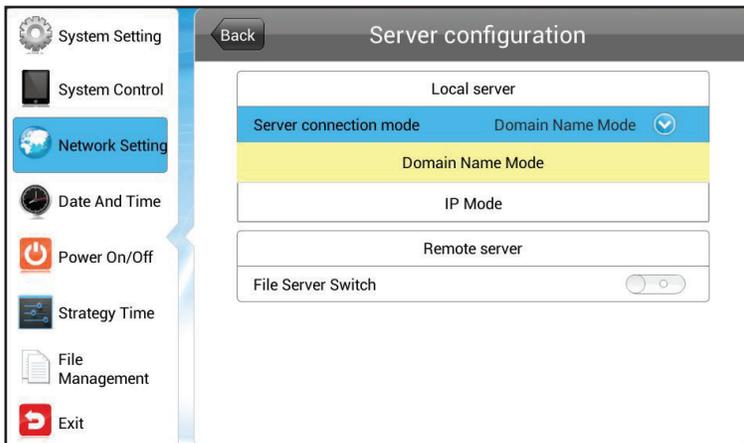
The **Server Setting** window might differ according to the content management software running on the server platform, which is configured in the menu **System Control > Manage Soft**.

If the content management software is set to CDMS, the **Server Configuration** window will appear like below.



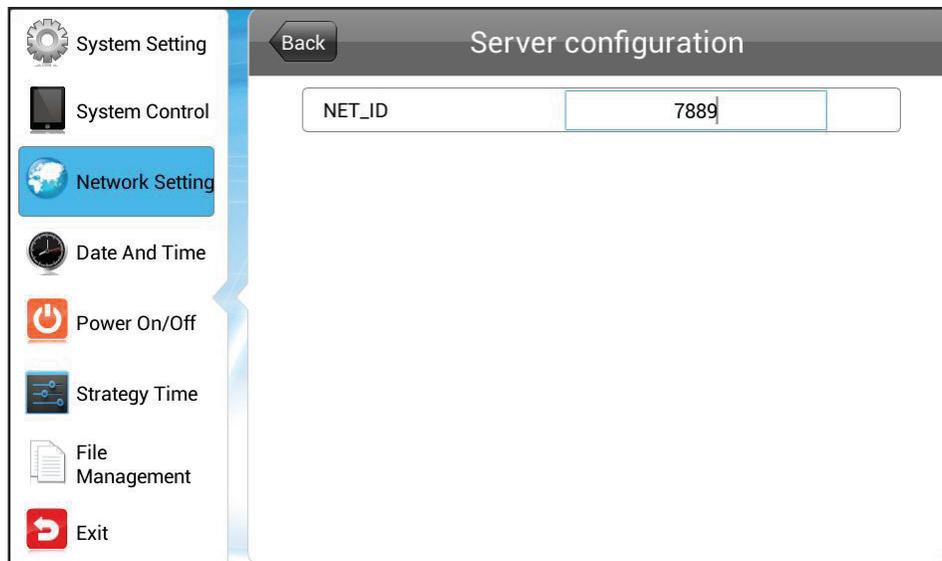
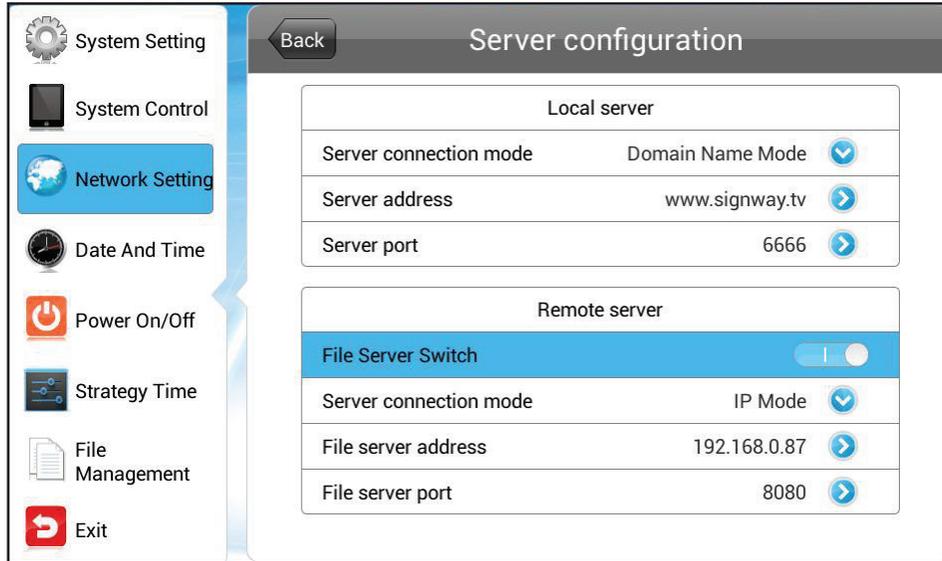
### Local Server

Server connection mode: The unit can find the server by IP address or domain name. For **IP mode**, enter the server IP address and port. For **Domain Name** mode, enter the domain name and port.



## Remote Server

Enable the remote file server then set the server connection mode and enter its IP address and port. If the content management software is set to EzPoster, NET\_ID is required for the server connection.

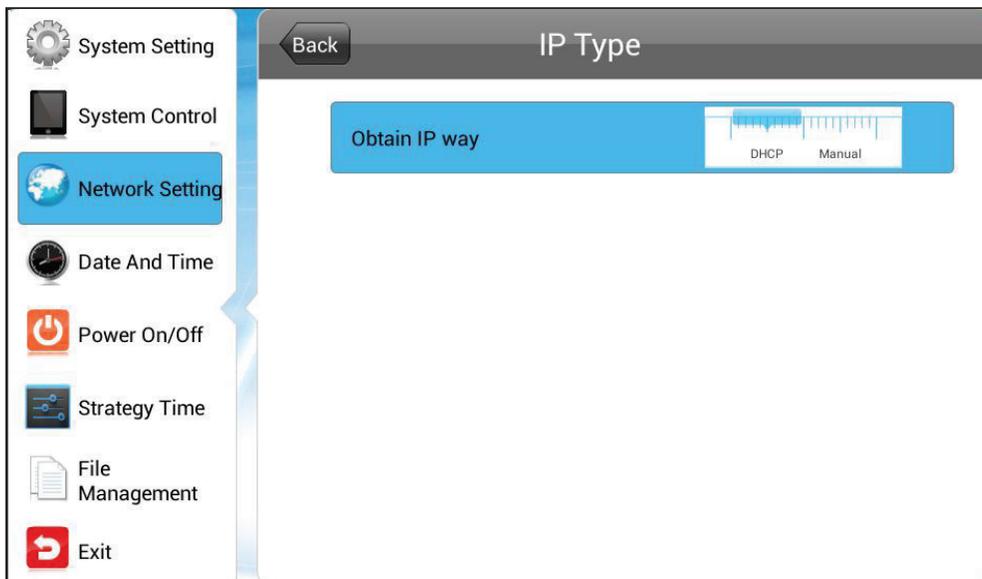
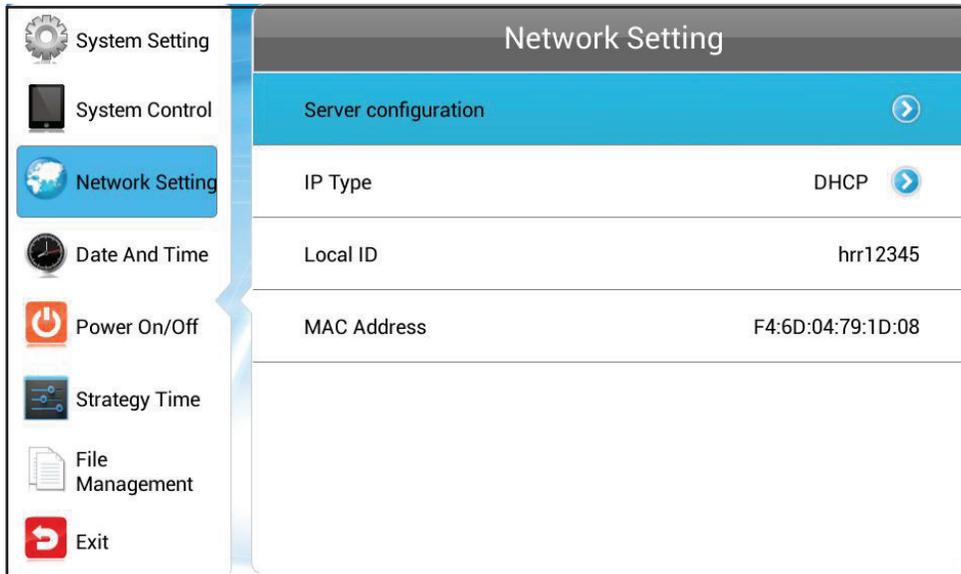


### 3.3.2 OSD NETWORK SETTINGS - IP TYPE

This menu will allow the unit to be set to DHCP mode or static IP mode. Please note this option is only available when the unit is set to LAN mode.

**DHCP:** IP address will be assigned from the LAN DHCP server.

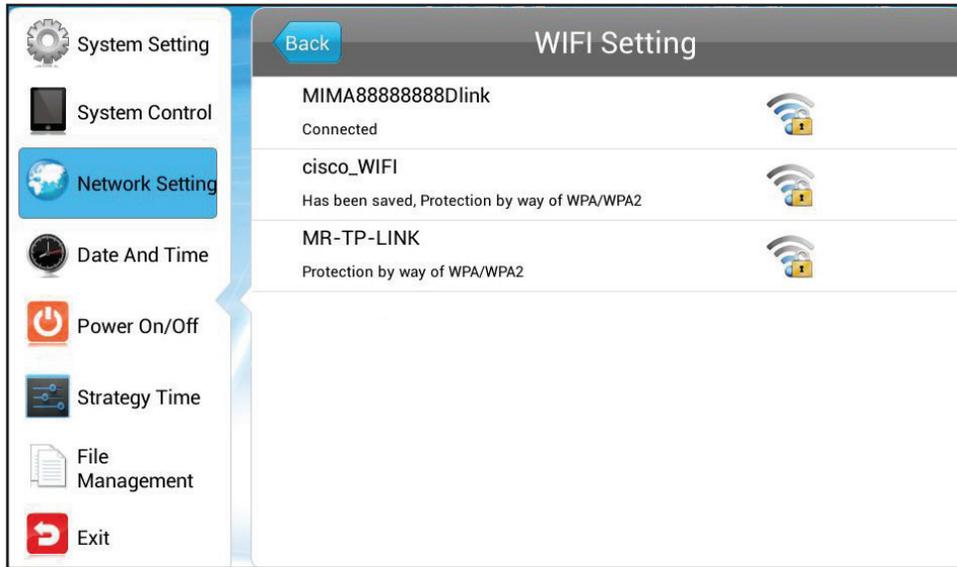
**Manual:** IP address will be set manually by the user.



### 3.3.3 OSD NETWORK SETTINGS - WIFI SETTING

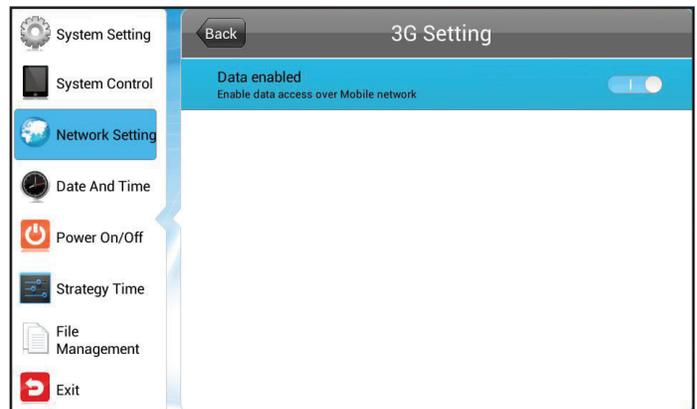
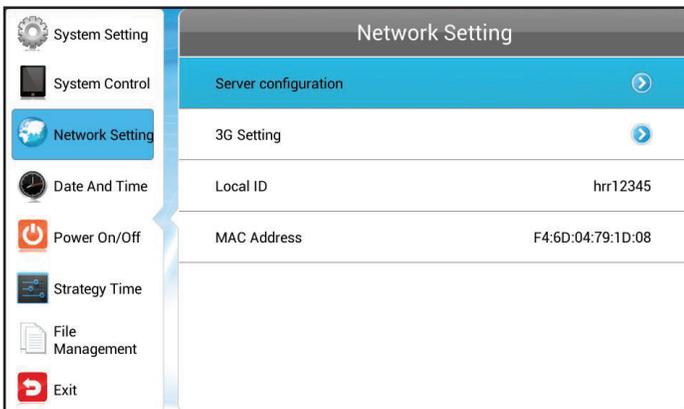
This menu will allow the user to set up the wireless network. Please note this option is only available when the unit is set to WIFI mode and must use the wireless network adapter.

The system will automatically search for the available wireless networks in the area. Choose a wireless network from the list and click enter, if the network has a password you will be prompted to enter it.



### 3.3.4 OSD NETWORK SETTINGS - 3G SETTING

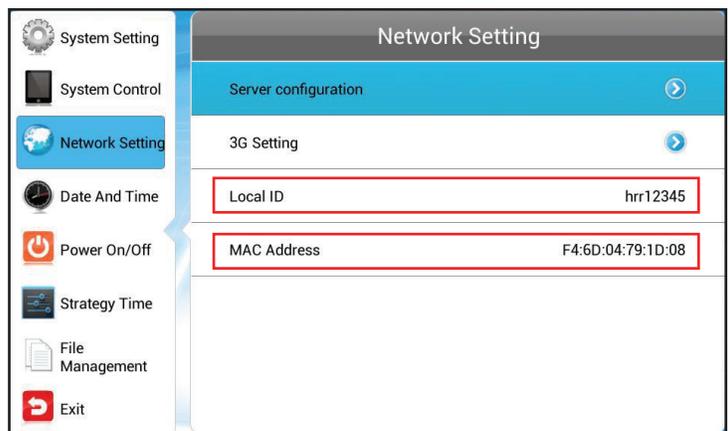
When the unit is set to 3G mode, the 3G Setting menu will be available for the user to enable or disable the 3G connection.



### 3.3.5 OSD NETWORK SETTINGS - LOCAL ID & MAC ADDRESS

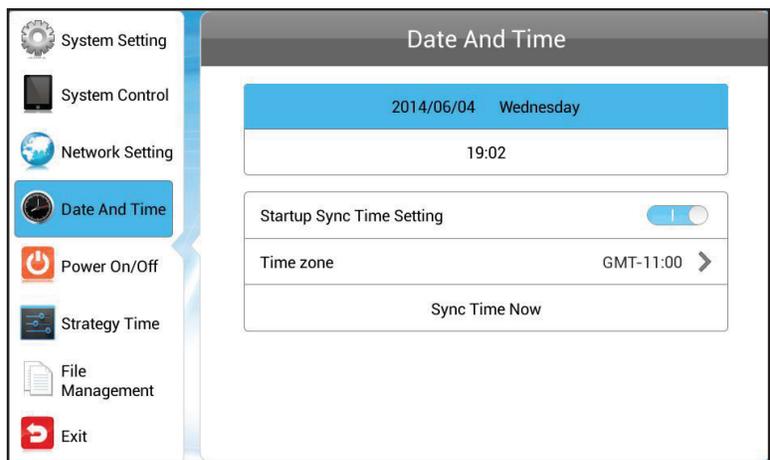
The Local ID is a unique identifier value to define the unit and is used when the unit is set to work in LAN, WIFI, or 3G mode.

The units MAC Address is also shown here.



### 3.4 OSD DATE AND TIME

Navigate to the **Date And Time** section to change the unit's system date and time. The options Start Sync time Setting and Sync Time Now will not be available when the unit is in SINGLE (stand-alone) mode.



### 3.4 OSD DATE AND TIME

**Date:** Select the date bar to change the date.

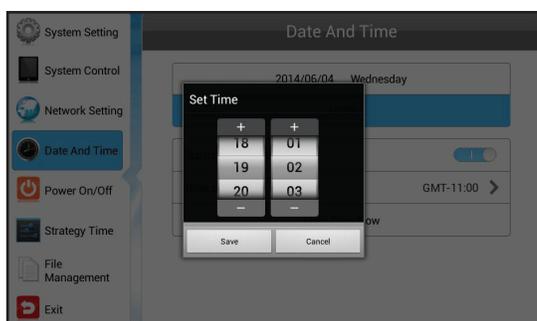
**Time:** Select the time bar to change the time.

**StartUp Sync Time Setting:** Turn this feature on to synchronize the unit's time with the server's local time upon start up.

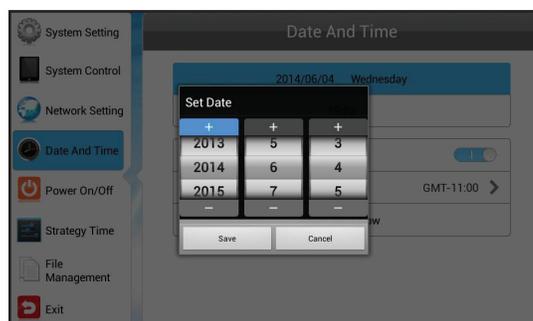
**Time Zone:** Select the time zone bar to change the units zone.

**Sync Time Now:** Press this button to synchronize the unit's local time with the online management platform connected to the network immediately.

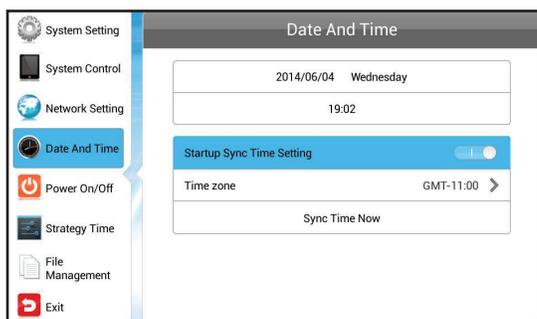
Note - Select the time zone before doing this function. Otherwise, the time maybe incorrect afterwards.



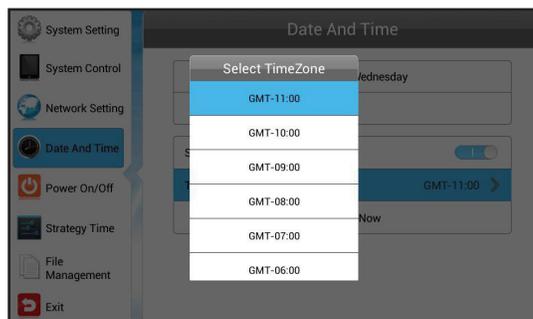
Date



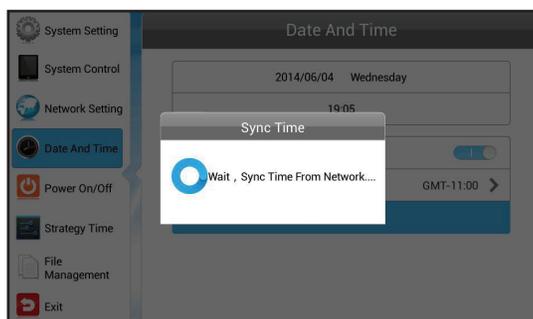
Time



StartUp Sync Time Setting



Time Zone



Sync Time Now

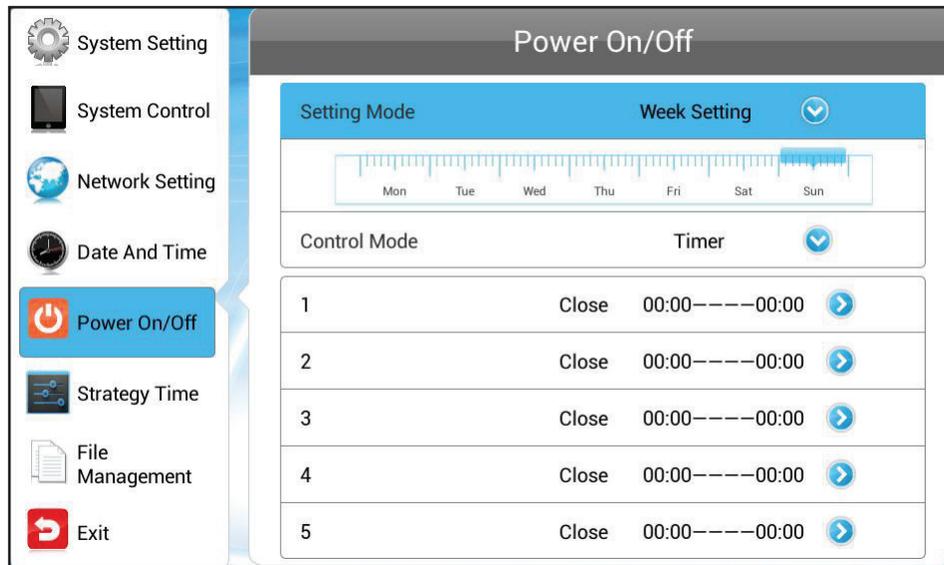


## 3.5 POWER ON & OFF

Navigate to the **Power On/Off** section to control the units power schedule. There are two modes available; Week or Uniform.

**Week Setting:** This mode will turn the unit off and on automatically at the specified times on each day of the week.

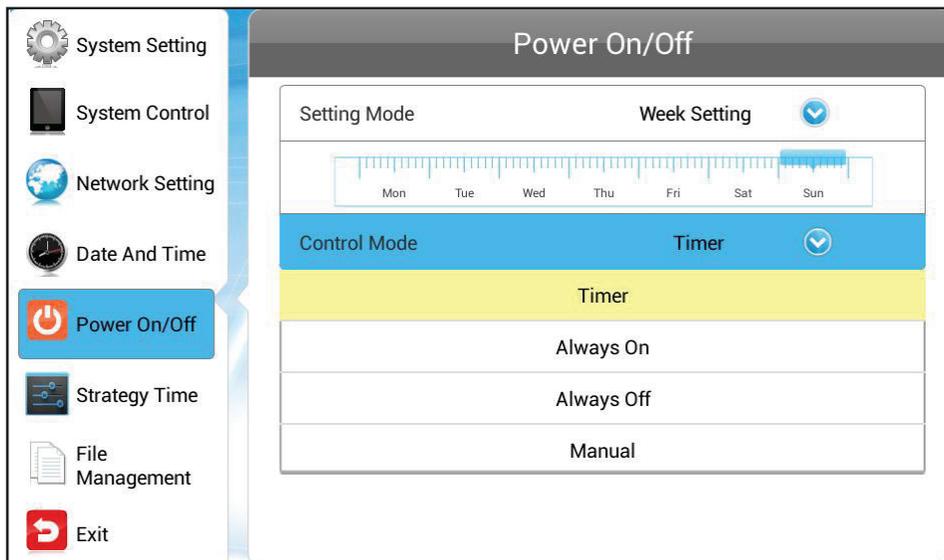
**Uniform Setting:** This mode will turn the unit off and on automatically at the specified time every day.



1. If set to week mode, select the day you wish to configure on the top scroll bar. For example; if user wants to specify the on / off times for Sunday, choose the Sunday bar.

Note - Skip this step if set to uniform mode.

2. Select the **Control Mode** to choose the preferred control method.



## 3.5 POWER ON & OFF

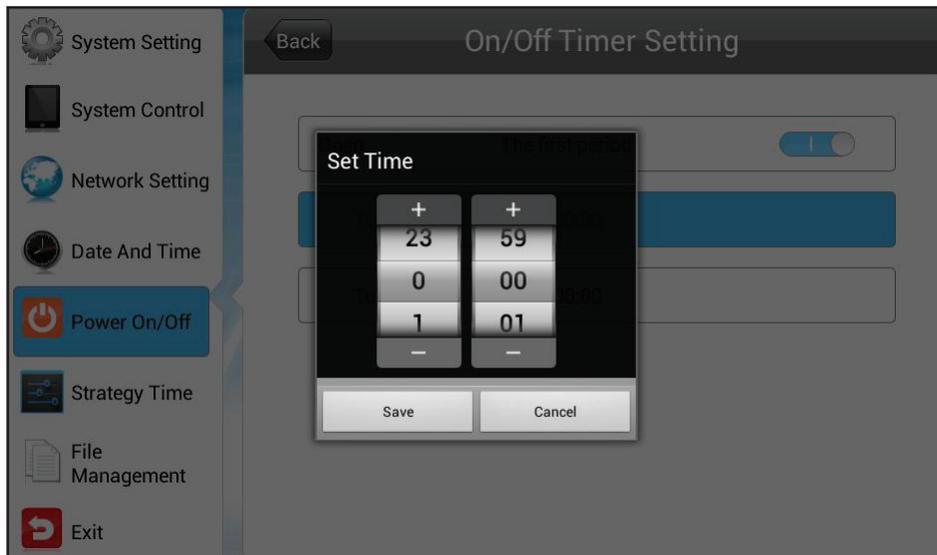
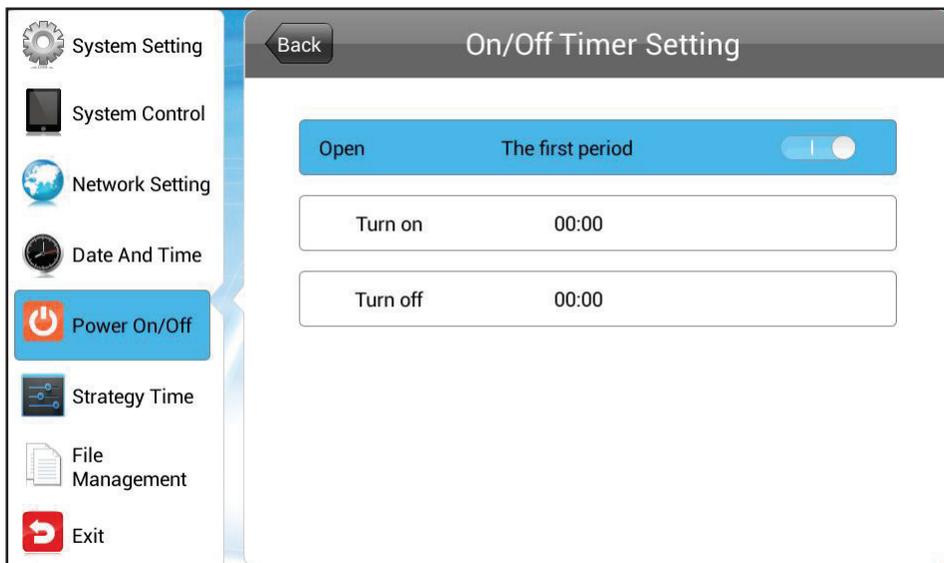
**Timer:** The on and off times can be defined in the 5 timers available respectively.

**Always On:** The unit will always be powered on during the defined times.

**Always Off:** The unit will stay powered off during the defined times. If the the unit is turned on manually, it will automatically turn off after two minutes if no operation is detected.

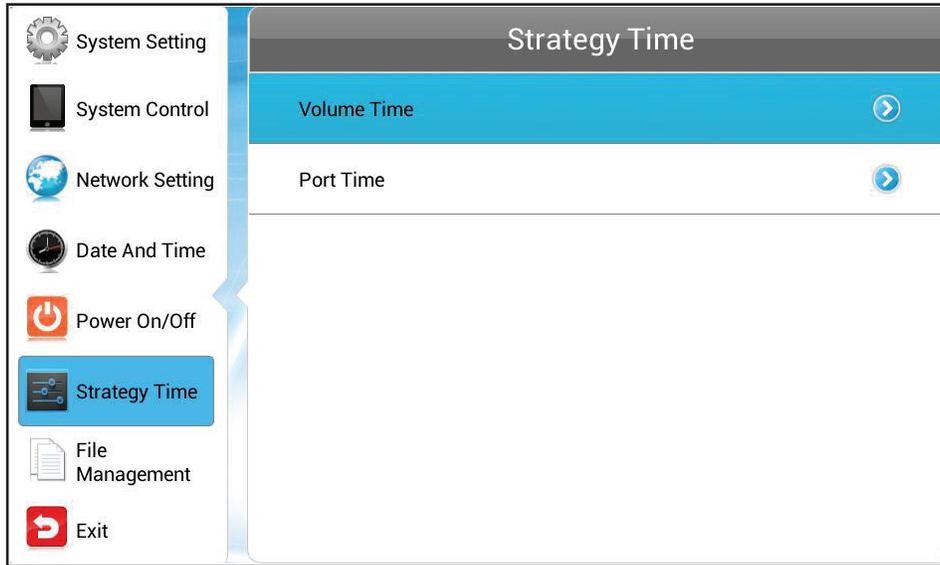
**Manual:** Allows control of the powered on and off times manually.

3. If Timer control mode is selected, the user will be able to define the on / off times for the 5 timers. Enable the timer before setting the on / off times, only the enabled timers will be in effect.



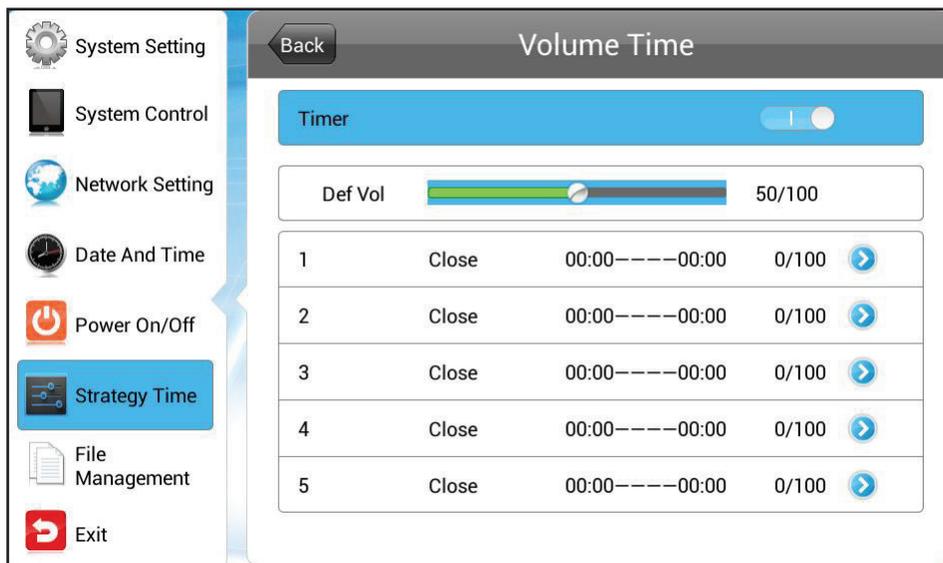
## 3.6 STRATEGY TIME

This menu will allow the user to specify the playback volume and display source in a specified period.



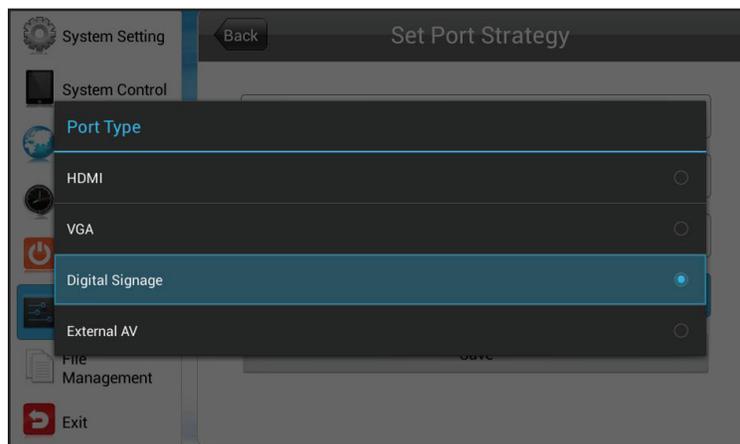
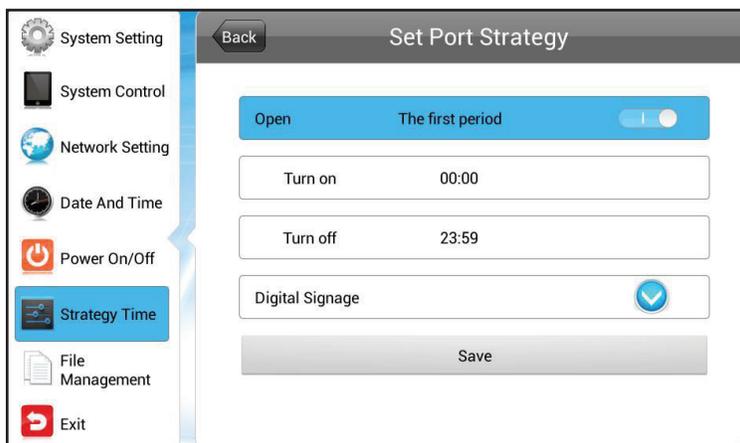
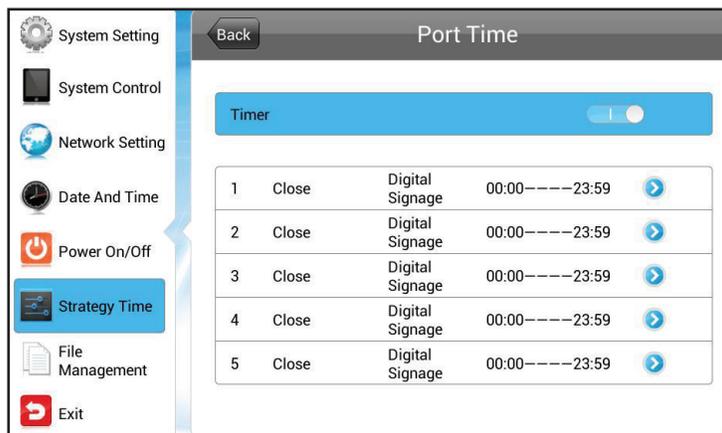
### 3.6.1 STRATEGY TIME - VOLUME TIME

Volume time will allow the user to define the playback volume at specified times. When this feature is disabled, the user may adjust the volume via the remote control. If it is enabled, the user must set the playback volume within the 5 timers as below.



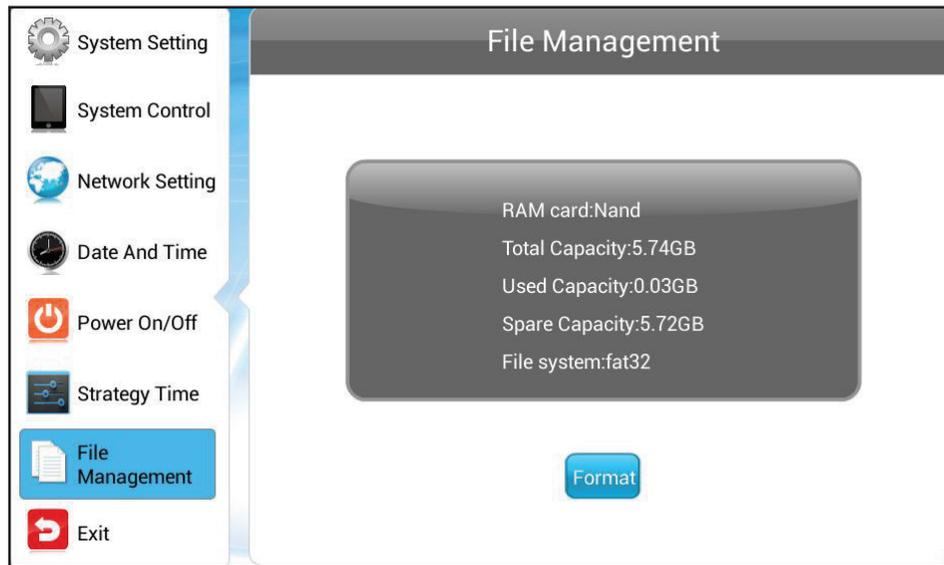
### 3.6.2 PORT TIME

This feature will allow the unit to switch between different sources and display them in specified times.



## 3.7 FILE MANAGEMENT

This menu will display the storage space usage and information. The built-in storage can be formatted from here as well.



## 4. SYSTEM UPGRADE

The system can be upgraded across the network remotely or via a USB disk.

**Network Upgrade:** Each time the device powers on it will check if there are any updates available on the management platform via the network connection. If an upgrade file is detected, the device will download it and automatically perform the update.

**USB Drive Upgrade:** If the device is disconnected from the network or is set to stand-alone mode, the upgrade can be performed via a USB disk.

1. Enable the USB port in the OSD menu via **System Setting > USB**.
2. Save the upgrade file to the root directory of a USB disk. Note - Please do not plug in a USB disk during downloading of content.
3. Once the USB disk is detected, the device will check the files inside the USB disk.
4. During the file check, the upgrade file version will be compared with the current version and a message will be prompted displaying the results to continue with the upgrade or not.

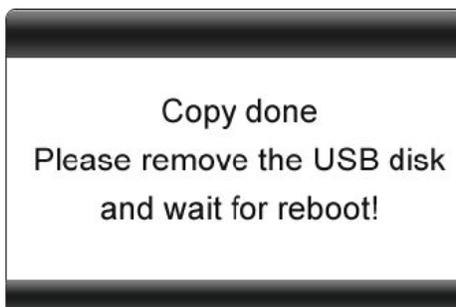


## 4. SYSTEM UPGRADE

5. Click YES to continue with the upgrade. Please do not remove the USB disk during the upgrade and ensure the power to the device is not disconnected.



6. When the upgrade file is copied successfully, a prompt message like below will appear.



7. Remove the USB disk and the system will reboot to start the upgrade.

8. The upgrade will be take around 90 seconds and once it is complete, the home page will appear.

Note - Avoid power outages during the upgrade. Otherwise, the system may get corrupt and fail to upgrade.



## 5. SPECIFICATIONS

ITEM	DESCRIPTION	
Model	AVW-DS-55V7-T	55" LCD Digital Display
Processor (CPU)	Dual Core ARM Cortex A9/1.6 GHz	
GPU	Quad Core ARM Mali-400 MP	
Operating System	Android 4.2.2	
RAM	DDR3 1 GB	
NAND Flash	8 GB, supports TF card expansion	
Network	LAN / WiFi / 3G (Optional)	
Display Screen Size	55"	
Resolution	1920x1080p	
Product Size	32(W) x 77(H) x 3(D)	
Display Size	27(W) x 48(H)	
Net Weight	209 lb	
Brightness	400 cd/m <sup>2</sup>	
Contrast Ratio	5000:1 typ	
Aspect Ratio	16:9	
Input Power Voltage	AC 110-240 V (50Hz-60Hz)	
Working Temperature	0°C to 50°C	
Colors / Sound	16.7M / 6W, 8Ω	
Touch Screen	Finger, Gloves, Stylus	
Program Input Port	USB 2.0 auto import VGA	
AV Signal Input	HDMI, Audio (3.5mm)	
Input Port	1 x Component, 1 x HDMI/DVI, 1 x USB	
Media Formats	<b>Video:</b> MPEG1/2/4, H.264, WMV, MKV, TS, flv. <b>Picture:</b> JPG, JPEG, BMP, PNG, GIF. <b>Audio:</b> MP3	
Viewing Angle	178°	
Scrolling Text	Supported by EzPoster and CDMS software	
Accessories	Remote control, AC Power Cord	



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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](mailto: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](mailto: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 products. Both Avenview and purchaser are responsible for freight charges and brokerage fees when shipping the product(s) to the receiver.

### NOT COVERED BY THIS WARRANTY

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