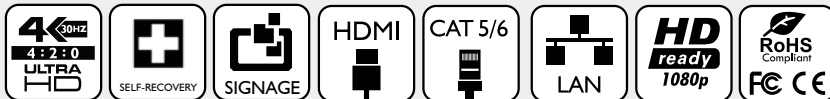




Control Your Video

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

## HDMI 4K Digital Signage Player



**Model #: MP-4KHDM**

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## Product Application & Market Sectors



Corporate



House Of Worship



Military



Residential



Education



Industrial



Medical



Aviation



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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.**

#### **What the warranty does not cover**

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

### I.2 SAFETY INSTRUCTIONS

The Avenview MP-4KHDM Digital Signage Player has been tested for conformity to safety regulations and requirements, and has been certified for international use. However, like all electronic equipment's, the MP-4KHDM 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.
	<b>⚠ WARNING</b> Read & understand user guide before using this device.  Failure to follow the proper installation instructions could result in damage to the product and preventing expected results.

## 2. INTRODUCTION

Printed signs are something from the past. Avenview HDMI Digital Signage Player delivers hardware HD video playback for smooth 4K and 1080p video with an advanced onboard processing power for stunning HTML5 content playback. MP-4KHDM is a plug and play device with no setup required, Plug in power, network and HDMI, and its ready to play contents on any display. The MP-4KHDM is fanless, 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 things running regardless of conditions (sudden reboots or power outage). It includes a micro-SD slot expandable up to 32GB for longer presentations.

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

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

1080p model is also available (MP-1080HDM) for only 1080p and below resolution content display.








### FEATURES:

- Always On with App Lock feature to prevent unauthorized access
- HTML5 technologies including CSS and Javascript
- Widgets for calendar, clock, news, weather, and web page integration with the ability to add custom created widgets
- Multi-zone screen layout, transparent PNG overlay, and graphical scrolling ticker
- Auto-play starts playing scheduled contents automatically when powered on
- Fanless (zero noise) with built-in 8 GB SSD storage
- Automatic error recovery with built-in WDT
- Real-time clock with backup clock battery
- AV SignPRO software to create media content with the ability to use third party solutions (optional license)
- Micro SD card slot (support up to 32GB storage)
- Strong Cache for continued playback even when network is not available
- Built-in wall mount bracket
- 3 years warranty



## 2.1 PACKAGE CONTENTS

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

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

## 2.2 BEFORE INSTALLATION

- Put the product in an even and stable location. If the product falls down or drops, it may cause an injury or malfunction.
- Don't place the product in too high temperature (over 50°C), too low temperature (under 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.



## 2.3 APPLICATION DIAGRAM





## 2.4 PANEL DESCRIPTION

### 2.4.1 Right Side Panel



1. <b>LAN:</b> Connect to local network for media transfer or internet access	2. <b>MICRO SD CARD SLOT:</b> Expand storage up to 32 GB
3. <b>AUDIO OUT:</b> 3.5mm Audio out to connect to Audio/Video Receiver or Soundbar	4. <b>USB PORTS:</b> Used to Connect a mouse or a keyboard for menu control or to transfer media content created using PC software on a flash drive
5. <b>RESET:</b> Reset device to factory default	6. <b>POWER LED:</b> Power ON LED indicator

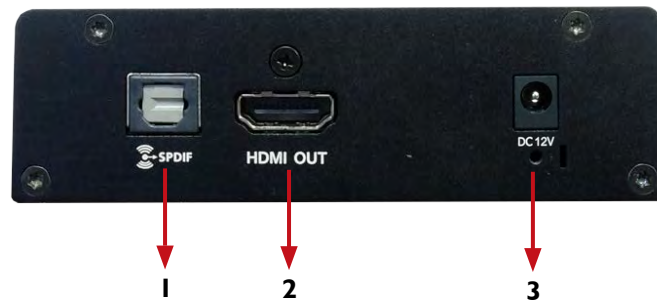
### 2.4.2 Left Side Panel



6. <b>SMB JACK:</b> Attach WiFi antenna to expand wifi signal coverage	7. <b>LOCK PORT:</b> Kensington lock for protection against theft
--	---

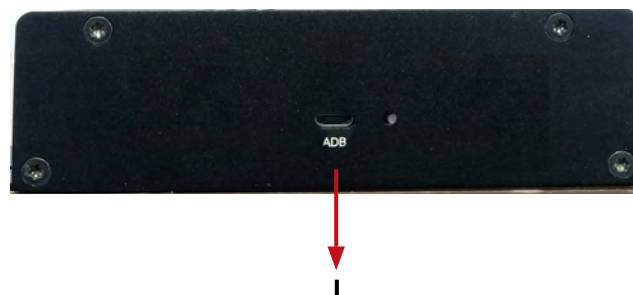


### 2.4.3 Front Panel



- |  |  |
|--|--|
| 1. <b>OPTICAL OUT:</b> SC Fiber Optic Audio out to connect to Audio/Video Receiver or Soundbar | 2. <b>HDMI OUT:</b> Connect to a TV or Display using an HDMI cable |
| 3. <b>POWER JACK:</b> Plug in the provided 12V power adapter                                   |  |

### 2.4.4 Rear Panel



- |   |
|---|
| 1. <b>ADB:</b> Android Debug Bridge for device control over USB. ( <i>command-line utility included with Google's Android SDK</i> ) |
|---|

### 3. INSTALLATION GUIDE

To setup Avenview MP-4KHDM follow below steps:

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

### 4. GENERAL TROUBLESHOOTING

PROBLEM	POSSIBLE SOLUTION
<b>NO IMAGE</b>	<ul style="list-style-type: none"><li>• Check if connection to the source and the display are correct.</li><li>• Ensure that display device supports 1080p and 4K resolutions</li></ul>
<b>SCREEN DEFECTS APPEAR</b>	<ul style="list-style-type: none"><li>• Make sure a premium quality HDMI cord is used and no adapters/converters connected</li></ul>
<b>NO PLAYER FOUND</b>	<ul style="list-style-type: none"><li>• Check if player is connected to the network</li><li>• Ensure that player is on the same network as the PC Software</li><li>• Reboot the player</li><li>• Close and restart the AV SignPRO software</li></ul>
<b>SLOW OR NO MEDIA EXPORTING</b>	<ul style="list-style-type: none"><li>• Ensure player is connected over Cat5/6 cable not Wifi</li></ul>
<b>PLAYER SHOWING BLACK IMAGE</b>	<ul style="list-style-type: none"><li>• Check playlist schedule</li></ul>

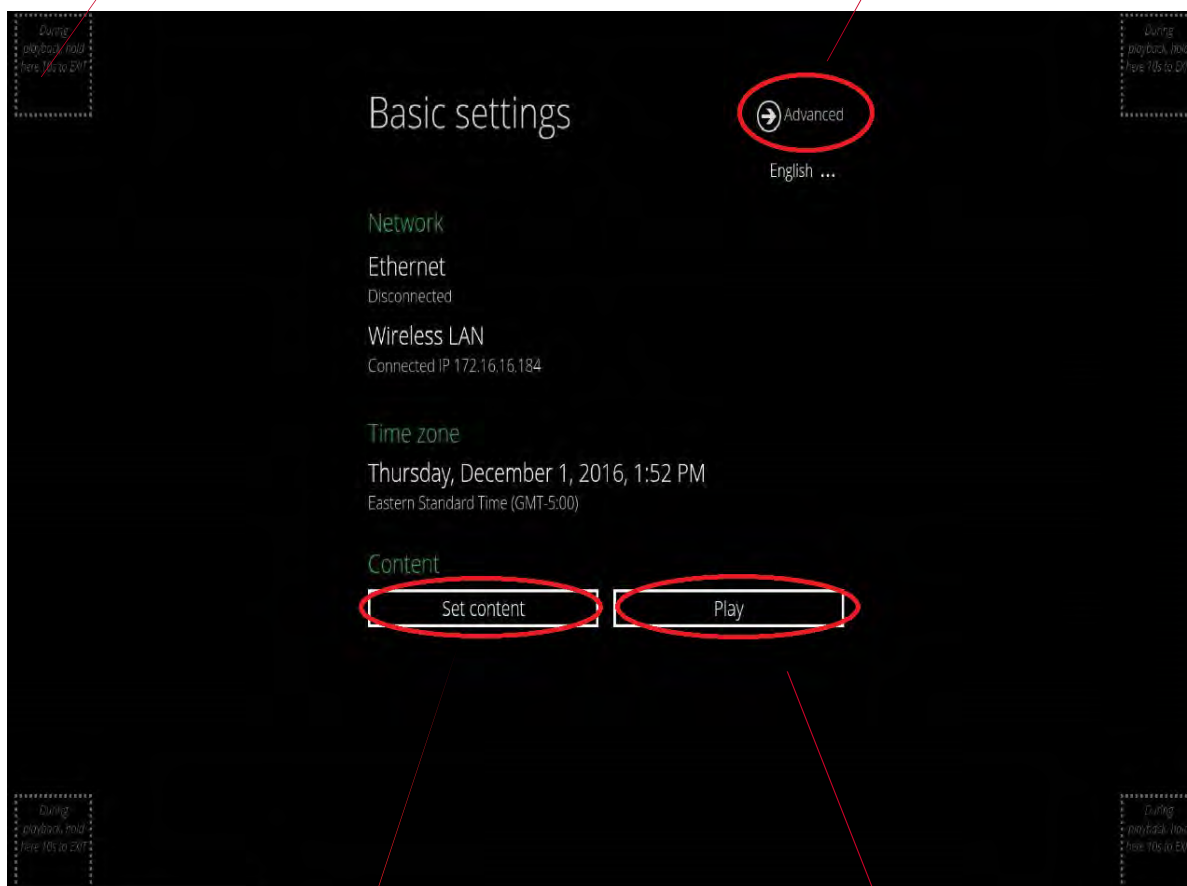


## 5. MP-4KHDM STARTUP

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

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

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



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

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



## 6. SOFTWARE

### 6.1 Software Download

Download and install **AV SignPro** software from below:

[http://www.avenview.com/downloads/AVSignPRO\\_Setup-3.0.1.90.msi](http://www.avenview.com/downloads/AVSignPRO_Setup-3.0.1.90.msi)



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

### 6.2 Create a Playlist

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



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

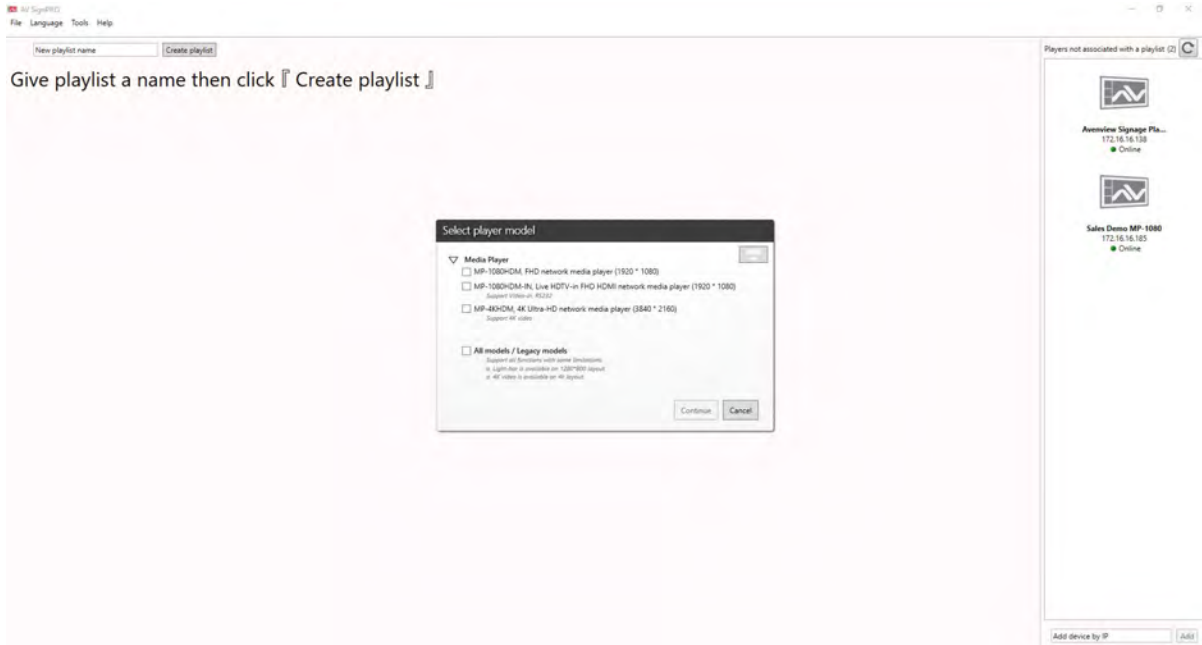


## 6.3 Select a Player

Click '**Create Playlist**' to create a new playlist to be uploaded to a player.

Select Player Model:

- Select the player model. If not sure of the player model '**All models / Legacy models**' can be selected for a universal format content.





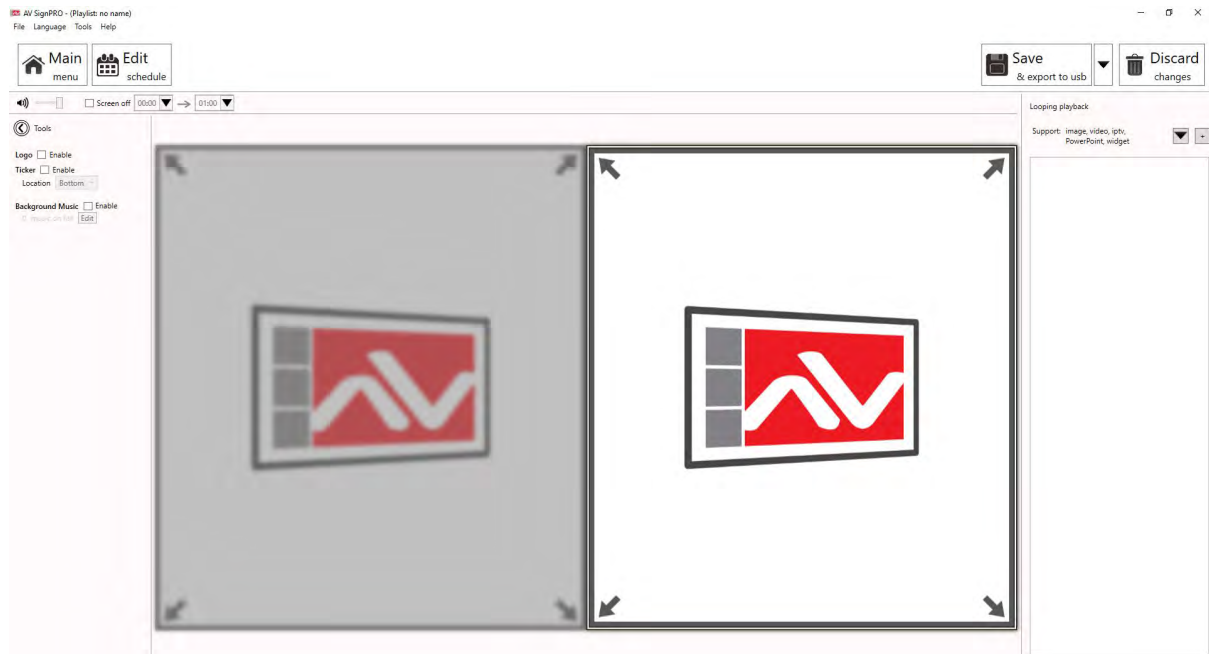
## 6.4 Select a Template

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




## 6.5 Edit Template

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



## 6.6 Uploading Contents

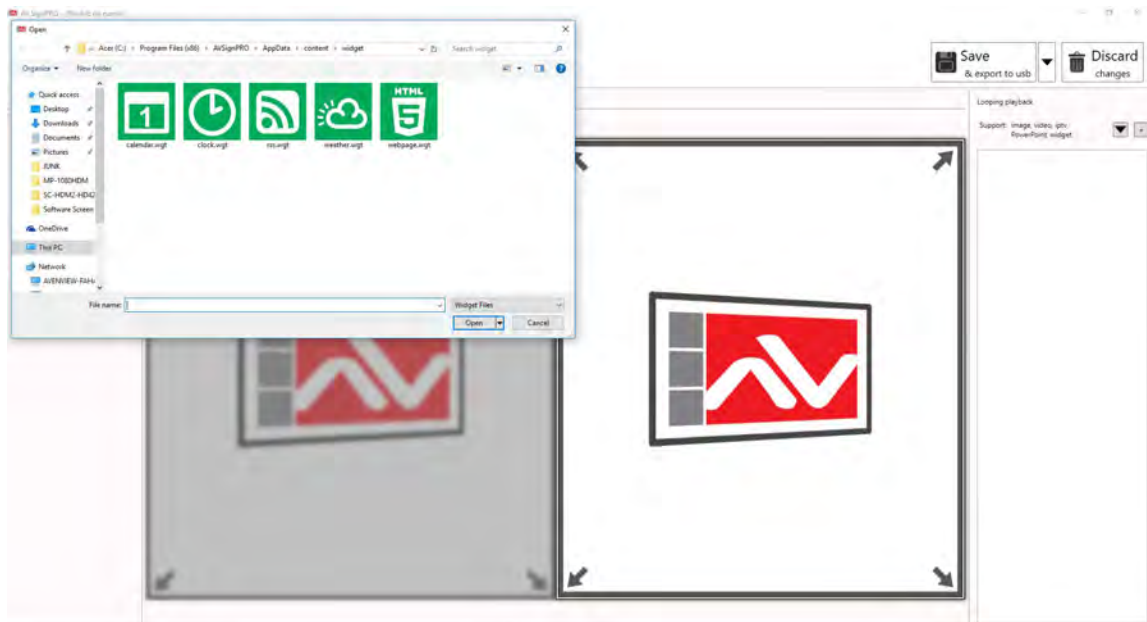
Click  to upload a video, image or a document.

Click  to upload a widget or link an IPTV (live cable box / *MP-1080HDMVL model only*).



## 6.7 Widget Selection

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



## 6.8 Set a Schedule

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

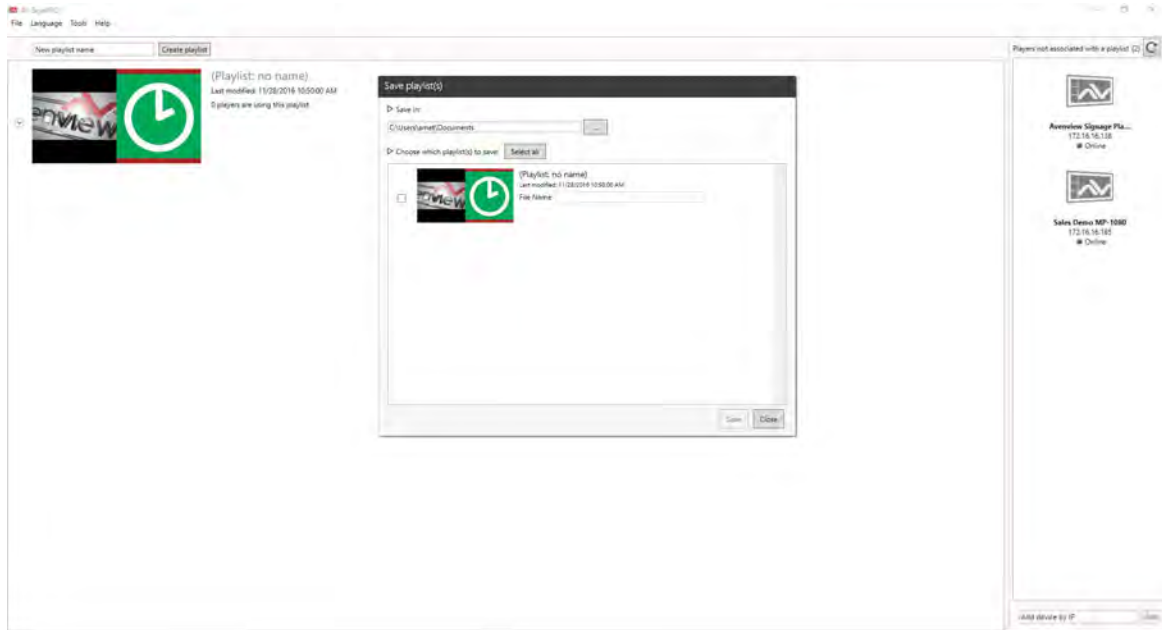




## 6.9 Save/Load Playlists to PC

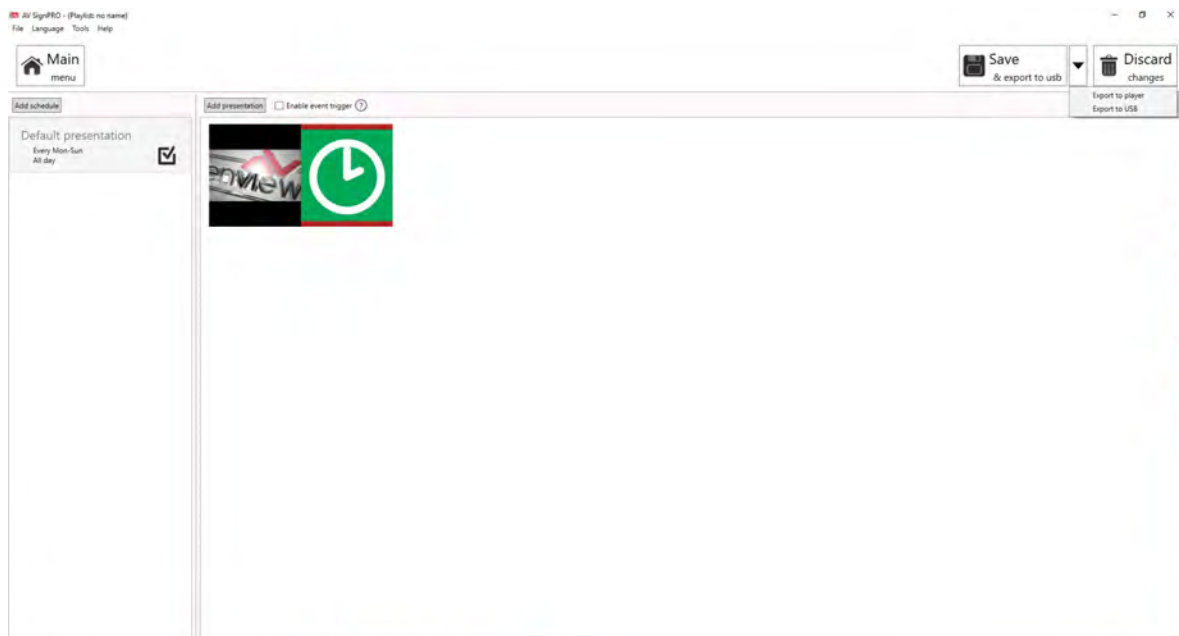
Click **'File'** then select **'Save'** to save the created playlist to a destination.

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




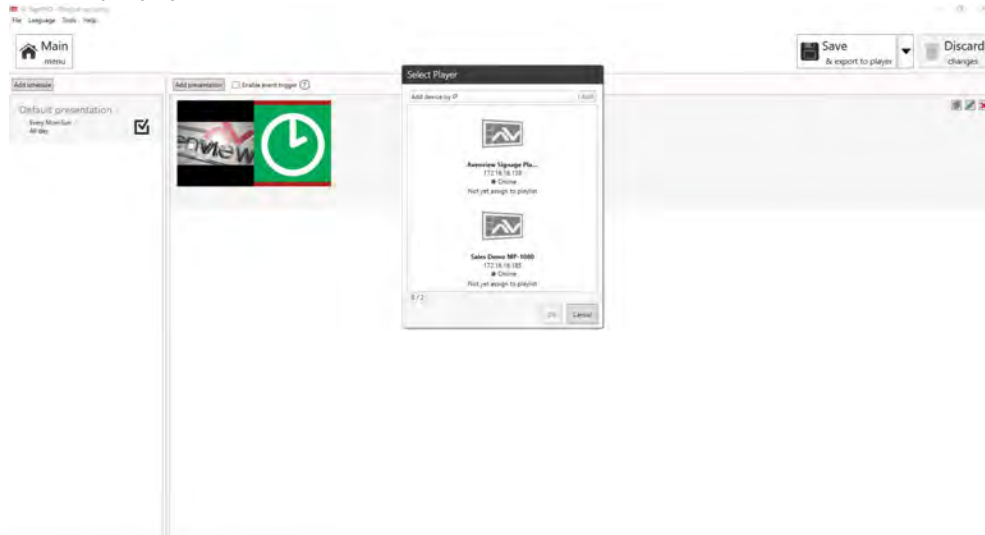
## 6.10 Save/Export Playlist to Player/USB

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



### 6.11 Send to Player

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

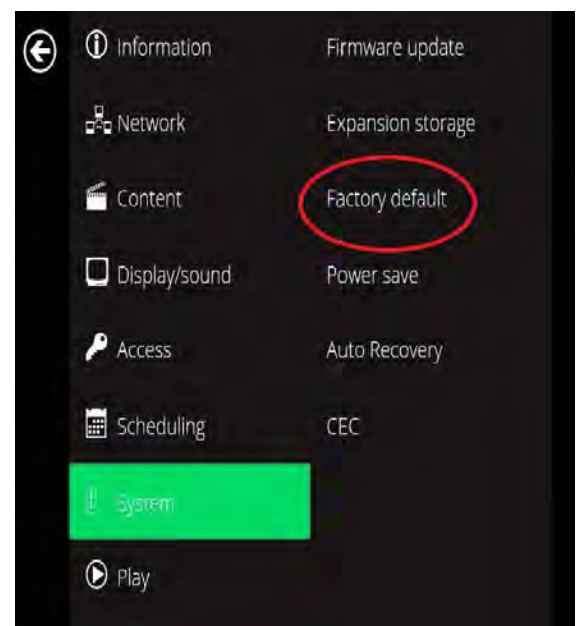
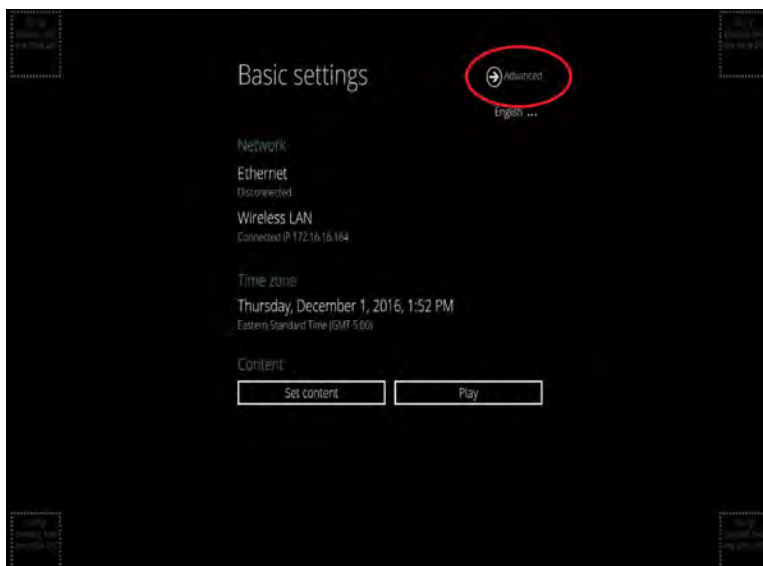


### 6.12 Delete/Reset Contents

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

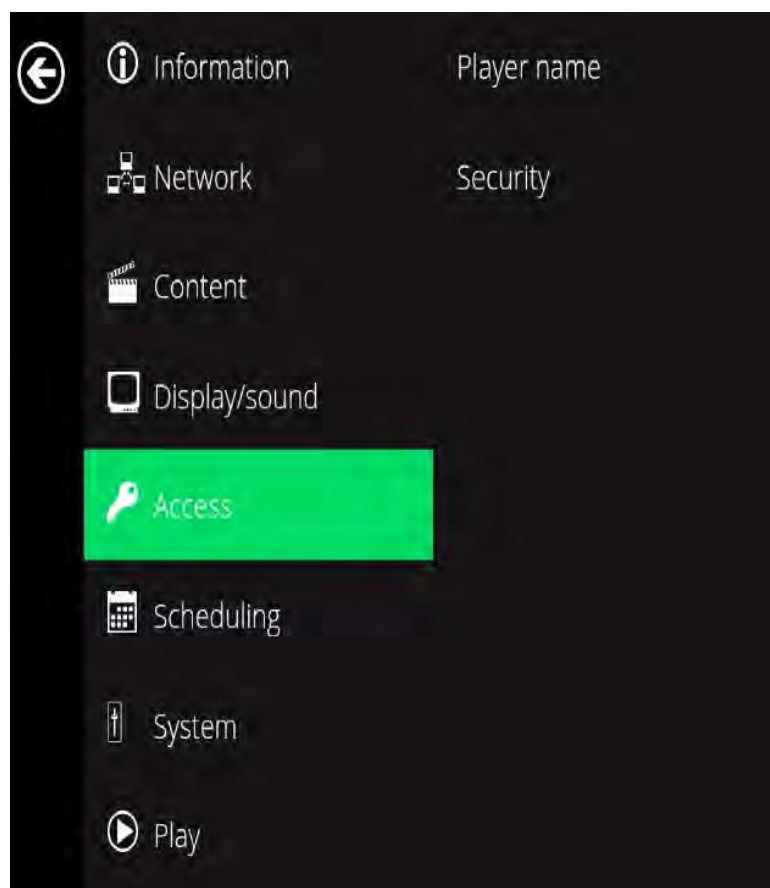
- From Player '**Basic Settings**' page click 'Advanced' - 'System' and Select '**Factory Default**'

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



### 6.13 Password Protection

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



## 7. PARTENERED SOFTWARE

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



## 8. SPECIFICATIONS

ITEM	DESCRIPTION
<b>UNITS</b>	MP-4KHDM
<b>UNIT DESCRIPTION</b>	4K Digital Signage Player
<b>HDMI COMPLIANCE</b>	1.4
<b>PRIVACY AND SECURITY</b>	Password Protected
<b>VIDEO FORMAT SUPPORTED</b>	H.265/HEVC up to 4K (3840x2160)@30Hz, H.264/AVC up to 1080p (1920x1080)@60Hz, MPEG-4 up to 1080p (1920x1080), MPEG-2 up to 1080p (1920x1080), MPEG-1 up to 1080p (1920x1080), VC-1 up to 1080p (1920x1080)
<b>CONNECTIVITY</b>	Gigabit Ethernet, Wireless: 802.11 b/g/n (2.4 GHz), HDMI 2.0 (3840x2160 @60fps), Micro USB for ADB, USB 2.0 x 2, 3.5mm analog stereo audio out, S/PDIF out, AniBeacon™ (BLE), Optional 3G/4G mobile module via USB
<b>AUDIO SUPPORT</b>	Supports LPCM 2/5.1/7.1CH, Dolby Digital 2/5.1CH, DTS 2/5.1CH (Bypass), DolbyTrueHD and DTS-HD Master Audio
<b>CONTENT MANAGEMENT</b>	AVSignPRO Software, 3rd party solution (optional license)
<b>CONTROL</b>	PC Software and OSD
<b>INPUT</b>	1x RJ45, 2x USB 2.0, 1x Micro SD Slot
<b>OUTPUT</b>	1x HDMI, 1x SPDIF (Optical), 1x 3.5mm Audio Out
<b>HDMI CONNECTOR</b>	Type A (19 pin female)
<b>LOCAL STORAGE</b>	8 GB eMMC built-in (approx. 360 minutes of typical 720p video @3 Mbps) expandable up to 32 GB with Micro SD Card
<b>POWER ADAPTER</b>	100-240V, 50-60 Hz, 0.5A Max. 12V/1.5A DC
<b>POWER CONSUMPTION</b>	3W Max
<b>DIMENSION L X W X H</b>	5.45" x 5.04" x 0.9"
<b>WEIGHT</b>	0.74 lbs

### Environmental

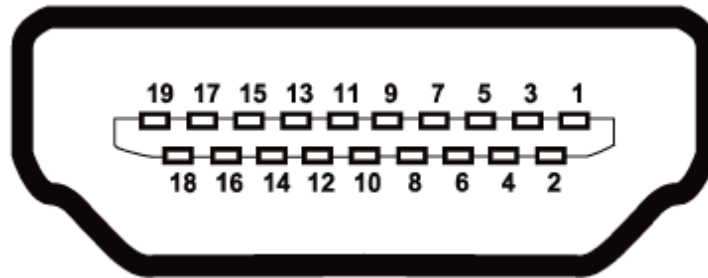
<b>OPERATING TEMPERATURE</b>	32° ~ 140°F (0° to 60°C)
<b>STORAGE TEMPERATURE</b>	-4° ~ 140°F (-20° ~ 60°C)
<b>RELATIVE HUMIDITY</b>	20~90% RH.(no condensation)

### 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 ANY TIME		



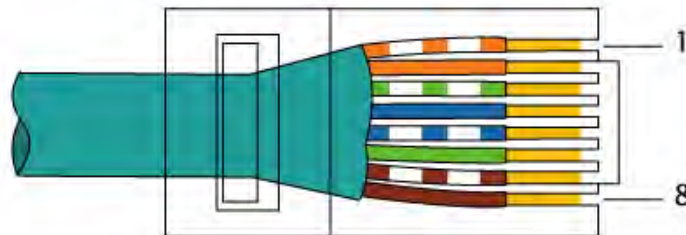
## 9. PIN & WIRING STANDARD DEFINITION



**TYPE A (RECEPTACLE) HDMI**

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

**CAT5E/6 WIRING STANDARD**



**EIA/TIA-568B**



## Avenview Warranty Certificate

AVENVIEW CORP. ("Avenview") warrants Avenview-branded product(s) contained in the original packaging against defects in materials and workmanship when used normally in accordance with Avenview's enclosed manual guidelines for a period of 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. 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.



1100 Military Road, Kenmore, NY 14217  
1.866.508.0269





Control Your Video

## TECHNICAL SUPPORT

### CONTACT US



Phone: 1 (866) 508 0269



Email: [support@avenview.com](mailto:support@avenview.com)



#### USA Head Office

Office Avenview Corp.  
1100 Military Road  
Kenmore, NY 14217  
Phone: +1.716.218.4100 ext223  
Fax: +1.866.387-8764  
Email: [info@avenview.com](mailto:info@avenview.com)

#### Canada Sales

Avenview  
151 Esna Park Drive, Unit 11 & 12  
Markham, Ontario, L3R 3B1  
Phone: 1.905.907.0525  
Fax: 1.866.387.8764  
Email: [info@avenview.com](mailto:info@avenview.com)

#### Avenview Europe

Phone: +31 085 2100 613  
Email: [info@avenview.eu](mailto:info@avenview.eu)

#### Avenview Hong Kong

Email: [wenxi@avenview.com.hk](mailto:wenxi@avenview.com.hk)  
Sales: [sales@avenview.com.hk](mailto:sales@avenview.com.hk)

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