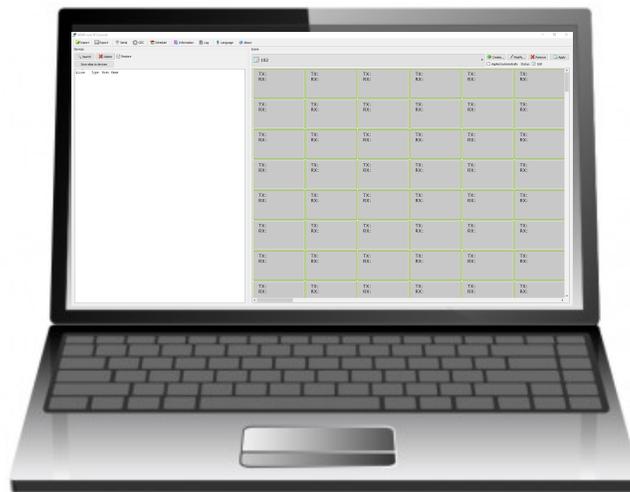




Control Your Video

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

HDMI H.264 IP MATRIX DECODER/ENCODER PC CONTROL SOFTWARE



Model #: HDM-C6MXIP-SET

© 2016 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.

TABLE OF CONTENTS

1.	GETTING STARTED	1
1.1	IMPORTANT SAFEGUARDS.....	1
1.2	SAFETY INSTRUCTIONS	1
1.3	REGULATORY NOTICES FEDERAL COMMUNICATIONS COMMISSION (FCC).....	2
2.	INTRODUCTION	3
2.1	PACKAGE CONTENTS	4
2.2	BEFORE INSTALLATION.....	4
2.3	APPLICATION DIAGRAM.....	5
2.4	PANEL DESCRIPTION.....	6
2.4.1	FRONT PANEL (SENDER/ENCODER, HDM-C6MXIP-S)	6
2.4.2	REAR PANEL (SENDER/ENCODER, HDM-C6MXIP-S)	6
2.4.3	SOURCE SWITCH VALUE	7
2.4.2	FROT PANEL (RECEIVER/DECODER, HDM-C6MXIP-R)	8
2.4.2	FRONT PANEL (RECEIVER/DECODER, HDM-C6MXIP-R)	8
3.	INSTALLATION (HDM-C6MXIP-SET).....	9
3.1	APPLICATION	9
3.1.1	SOURCE SELECTION	9
3.1.2	IP MATRIX	9
4.	PC CONFIGURATOR	10
4.1	USING MAINTAIN TOOL FOR UPGRADING.....	14
5.	SPECIFICATIONS	18
6.	TROUBLESHOOTING	20





ABOUT THIS DOCUMENT

This document specifies how to configure any PC to work with the M-series devices on any Windows compatible PC/Laptop.

Software Version **v5.07.P2.c**
Firmware Version **v2.5.17/2.7.3**

The firmware and software versions listed in this document have been tested within the expected environment the units can support and are fully supported by Avenview.

It is recommended that users read this entire document before attempting the both setup and firmware and fully understand all the steps and procedures outlined in this document.

This document was last updated 12/01/2015

- Report any bug issues to:- support@avenview.com



WARNING –Please make sure to have the following when using this guide for an existing setup:

- HDM-C6MXIP-S and HDM-C6MXIP-R with 12V 1A power supplies
- CTRLPRO-MIP IP Controller
- 6 x Ethernet (RJ45 Patch Cable 6 to 10ft or within the setup CAT5/6 cable runs)
- Wireless Gigabit Router with 802.11a/b/g/n 2.4 GHz; 5 GHz
- Cisco SG Series switch
- RS-232 to bare wire for phoneix RS-232 out
- 3.5mm headphones jack to bare wire (external audio)

GENERAL INSTRUCTIONS

1. Before starting the setup guide or firmware upgrade ensure that the M-Series unit are powered by the supplied power supply 12V 1A or to proper POE specifications.
2. PC Requirements-Windows® XP/Windows Vista®/Windows® 7 /Windows® 8/Windows® 10
3. Ensure Laptop or desktop is plugged into AC power during the update process. It is not recommended to use battery power during the setup/upgrade. Do not unplug power from the unit at any time during the firmware update process as this could lead to malfunctions.



OVERVIEW

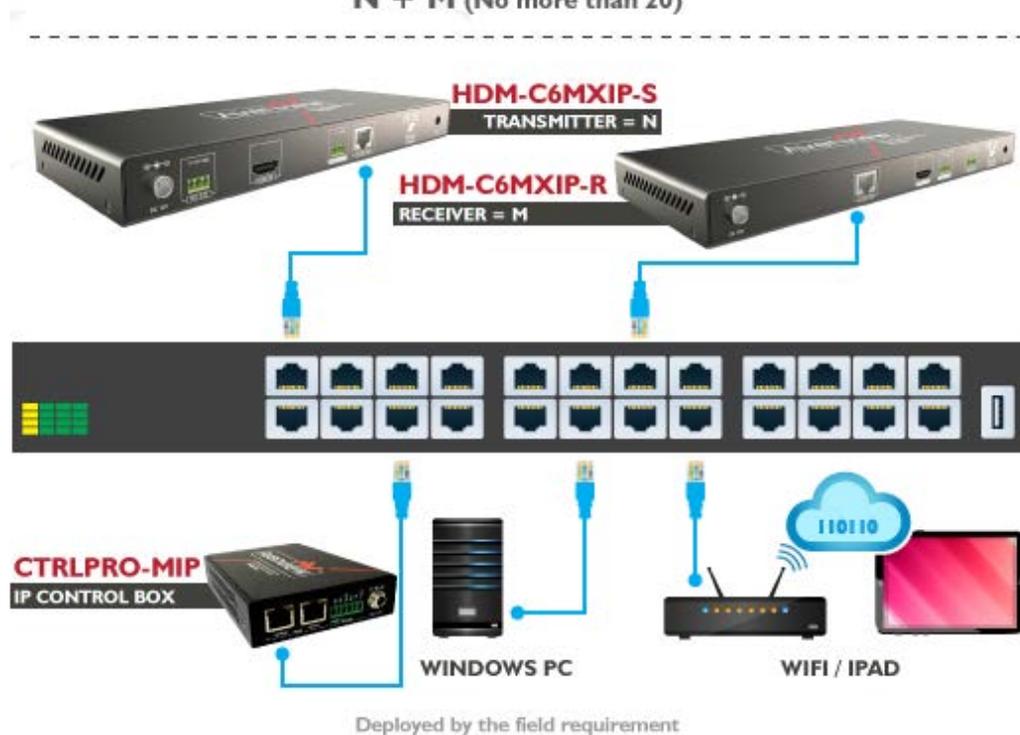
The following table describes the firmware version the devices has to be at to ensure a stable working enviroment with Windows Operating system.

Products and Versions

Products	Versions
CTRLPRO-M (PC Console)	V5.0.1.P2.c
CTRLPRO-MIP	API v1.4/v5.0.7 P1 (v5.0.7 P2)
HDM-C6MXIP-S (Sender/Encoder)	V2.5.18
HDM-C6MXIP-R (Receiver/Decoder)	V2.7.3
HDM-C6MWIP-S (Sender/Encoder)	V2.5.18
HDM-C6MWIP-R (Receiver/Decoder)	V2.7.3

24-Port Single Switch Networking

$N + M$ (No more than 20)



Avenview M Series Control Software is a Windows based application designed to easily manage multiple H.264 M-Series products which are the HDM-C6MXIP-S and HDM-C6MWIP-R connected to a gigabit network switch.

This application can be used in environment of a single user managing video / audio matrix switching, duplicating and creating videowall scenes. This software can also send CEC/ RS232 code/data for controlling serial commands on an external device.

Features:

- Simple-to-use, user-friendly, Windows-based PC configurator;
- Support multiple layout configurations;
- Drag /Drop graphical user environment;
- Operations of IP-based products, including H.264;
- Supports small and large modular matrix configuration;
- Supports small and medium video wall configuration;
- Supports CEC and serial data transmission;
- Easily search for TX and RX devices in the same network segment;
- Supports creation and editable scene configuration;
- Offers scene scheduling at a specific day and time;
- Supports configuration information auto saving, import and export;
- Supports device info - IP address, MAC address and type;
- Views real-time device status and log information for troubleshooting.



I. M-SERIES PC CONFIGURATOR

Follow the steps below before attempting to use the Avenview PC configurator

STEP I: Please ensure your PC/Laptop is assigned to a static IP address and your computer is configured to allow this software through the firewall.

If you have not attempted the above actions before, please see the guide lines below.

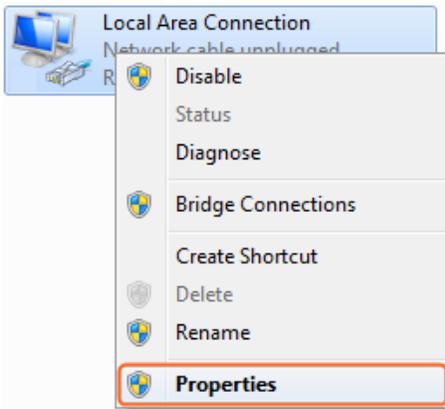
Setting a Static IP -Laptop/PC

This software cannot communicate with the devices connected on the network unless its has the same IP segment.

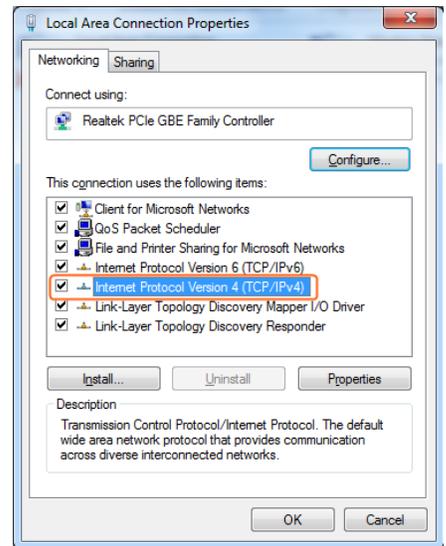
By default the devices has been preconfigured with AutoIP protocol, and its IP address is 169.254.X.X subnet mask is 255.255.0.0.

A computer withg Windows 7 was used as an example;

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



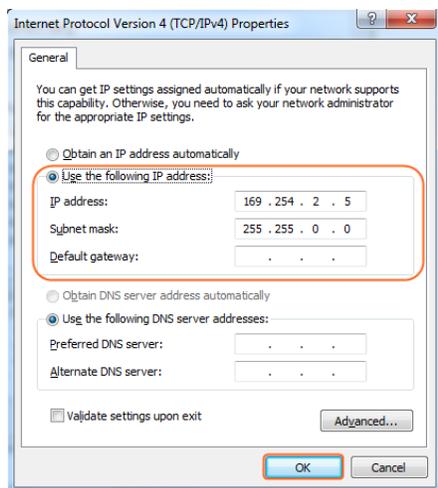
- 1.3 Double-click **Internet Protocol Version 4 (TCP/IPv4)**.



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

IP address: 169.254.2.5

Subnet mask: 255.255.0.0



Follow the steps below to configure windows firewall

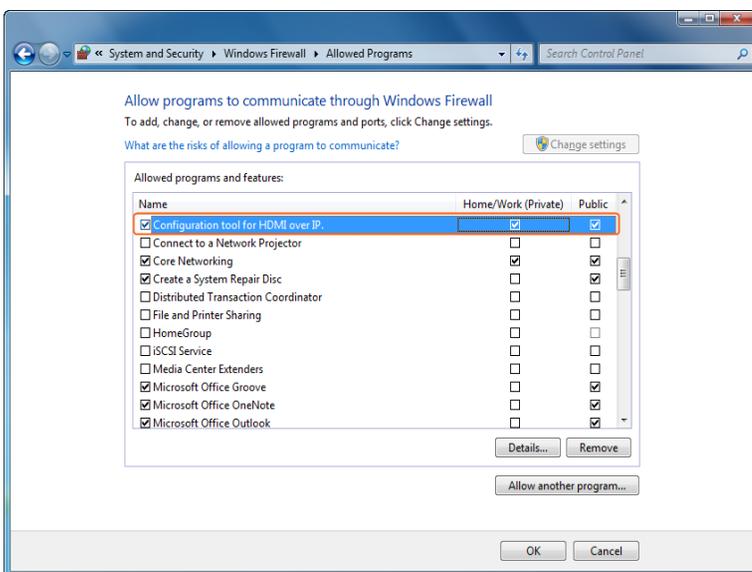
STEP 2: Some PC firewalls configurations may block some features within the M-SERIES PC configurator. If you have not attempted the above actions before, please see the guide lines below

Allow an App through Windows firewall

This software cannot communicate with the devices although you have all equipment on the same IP segment. Please check your firewall.

A computer with Windows 7 was used as an example;

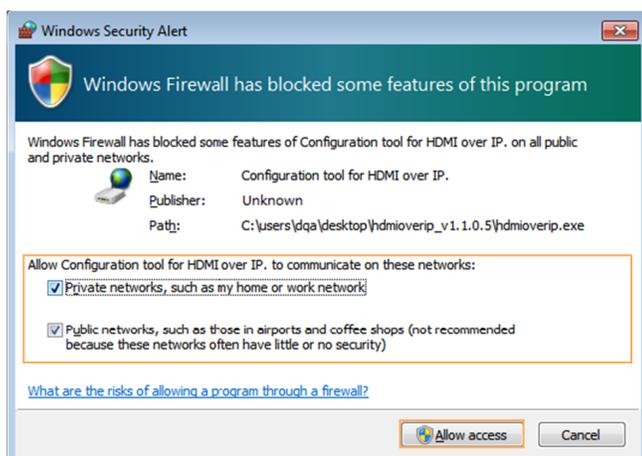
- 2.1 Click **Start**.
- 2.2 **Control Panel > System and Security > Windows Firewall > Allowed Programs, highlight Configuration tool for HDMI over IP .**
Check both boxes Home/Work (Private) and Public then click OK.



2.3 Windows Security Alert

This method is another way you can configure the firewall, this window may pop up when the M-series PC configurator is launched. Select a network you would allow this software to communicate with administrator privileges.

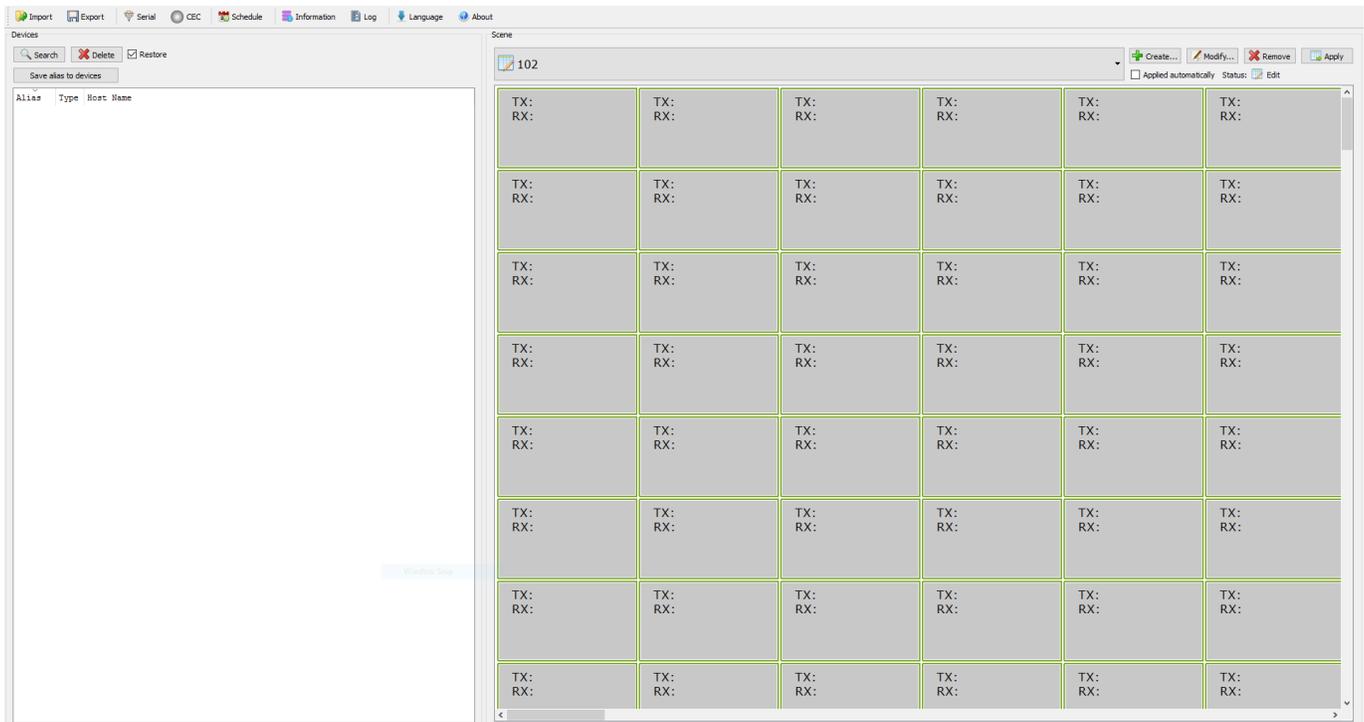
Please select both private and public networks, and then click Allow access.



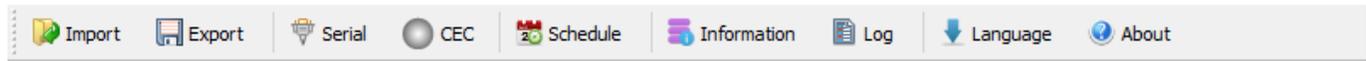
3. INSTALLATION M-SERIES PC CONFIGURATOR

To setup Avenview M-SERIES PC CONFIGURATOR please follow these steps:

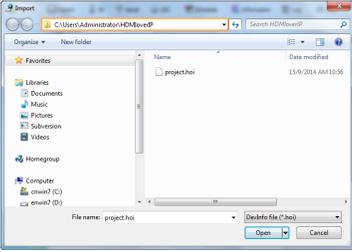
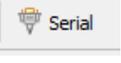
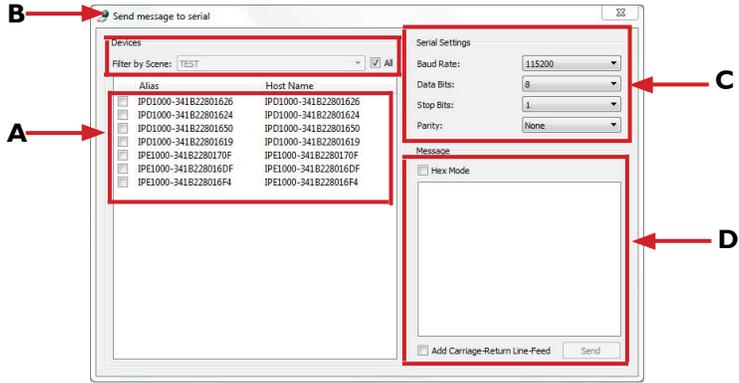
1. Download the M-Series PC Configurator from the Avenview website>HDM-C6MXIP-SET>downloads
2. When the software has finished downloaded to the Laptop/PC
3. Unzip the compressed files in a folder where you can easily access.
4. Please locate and double-click on the .exe file
5. This will launch the M-Series PC configurator.



4. M-SERIES PC CONFIGURATOR

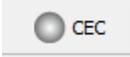
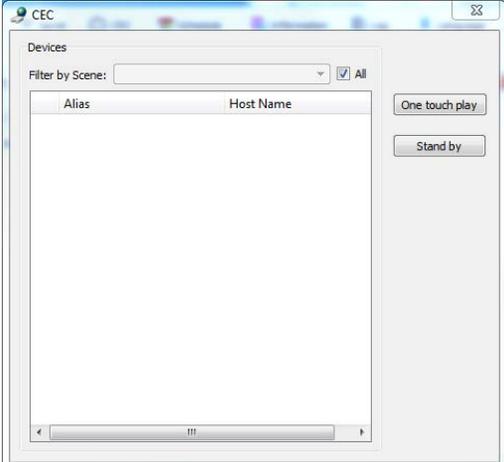


Toolbar

<p>IMPORT</p> 	<p>Allows the user to import a file from a folder or USB storage device for implementing the same configuration on current job site.</p> <p>NOTE: When the PC configurator is closed, the current configuration is saved in the directory of the current user as file name "project.hoi" To locate the file, click Import and the directory dialog box will appear and view the file location.</p>  <p>WARNING: Do not modify or delete this file. Errors may occur during program operation.</p>
<p>EXPORT</p> 	<p>Allows the user to export the current configuration file in to folder or USB storage device for backup purposes or to configure another job site. Configuration file with extension (.hoi) Scene Configuration (.txt)</p>
<p>SERIAL</p> 	<p>Allows the user to send serial data to external peripheral devices, connected via the phoenix port bare wire to DB9 connector on the rear panel of the devices HDM-C6MXIP/HDM-C6MWIP</p> <p>Only if the devices support RS-232 serial communication would be displayed in the Devices list in the Send Message to Serial dialog box.</p>  <p>A.-Device list</p> <p>This box displays the devices that are online and compatible with sending RS232 data. The devices can be shown by different Scene configuration for certain RS232 group commands, or group by brand.Example TV all SONY</p> <p><input type="checkbox"/> Not Selected - indicates that this device will not be sending RS-232 data <input checked="" type="checkbox"/> Selected - indicates that this device/s will be sending RS-232 data</p>

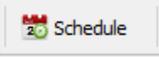
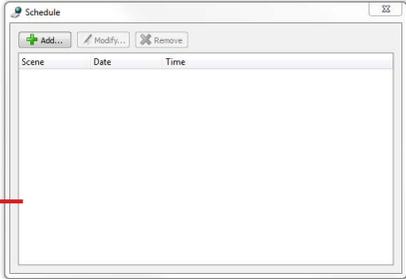
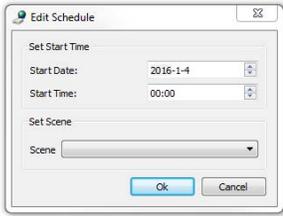
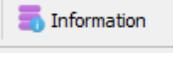
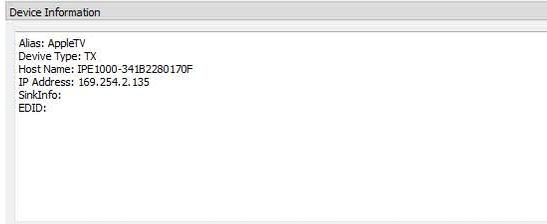
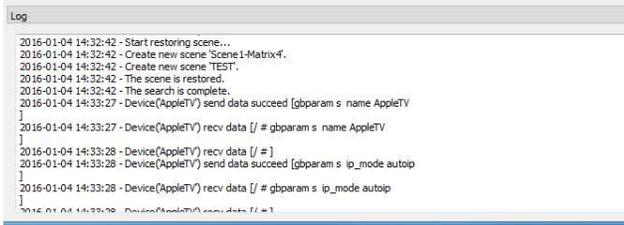


Toolbar

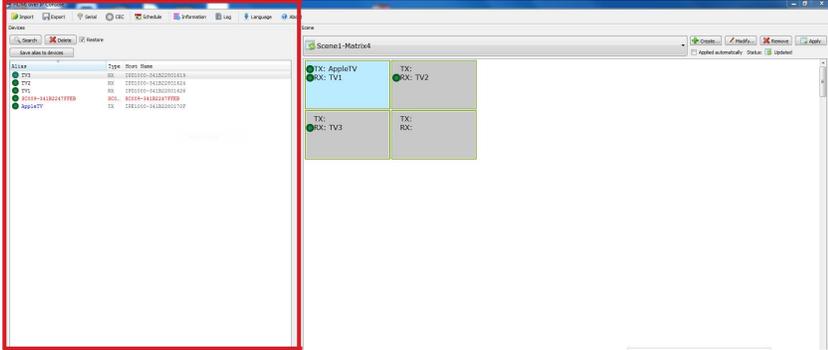
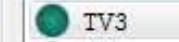
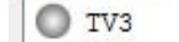
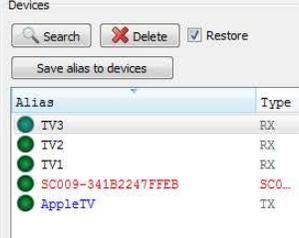
<p>B All/Filter by Scene</p>	<p>If the "All" check box is not selected <input type="checkbox"/> the user can filter the devices by Scene created. When the "All" box is selected <input checked="" type="checkbox"/> all devices are shown in the list. If no scene has been created, then this function will not be available but all the devices connected on the system will show in the list</p>
<p>C SERIAL PARAMETERS</p>	<p>This section has to be configured correctly with the proper baud rate information of the unit you would like to send data commands to control. Please contact the manufacturer or see the device user guide for the specific information needed.</p>
<p>D MESSAGE</p>	<p>Allows the user to input the serial commands that has to be sent to the external peripheral devices. The serial commands can support both ASCII or HEX commands. If HEX is required, please click the check box. <input checked="" type="checkbox"/> Some device require a Carriage Return/Line Feed after the serial command to be executed properly, please click the check box <input checked="" type="checkbox"/></p>
<p>CEC </p>	<p>Consumer Electronics Control (CEC) is an HDMI feature designed to allow the user to command and control CEC-enabled devices connected through HDMI. Example of the compatible TVs' tested and approved. NOTE TV must connected via HDMI cable to the HDM-C6MX/W-R</p> <div data-bbox="852 913 1356 1375" style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  </div> <p>Samsung TV UA40JU6400JXXZ Samsung TV UA46C7000WF Samsung TV UN46D6500VF Samsung TV UA40HU5920J Samsung TV UN60JS7000FXZA Samsung TV UN55JS8500FXZA SHARP LCD-40 LX440A SONY TV KD-55X9000A SONY TV KLV-32EX400 SONY TV KDL-40RM10B SONY TV KDL-24EX520</p> <p>This box displays the devices that are online and compatible with sending CEC data. The devices can be shown by different Scene configuration for certain CEC group commands for specific brand.</p> <p><input type="checkbox"/> Not Selected - indicates that this device will not be sending CEC data <input checked="" type="checkbox"/> Selected - indicates that this device/s will be sending CEC data</p> <p>All - When selected all devices are shown, unselected CEC can be sent by Scene /group</p> <p>One Touch Play - One Click would initiate Power ON command through HDMI CEC, only to the devices selected and online.</p> <p>Stand By - One Click would initiate a Power OFF command through HDMI CEC, only to the devices selected and online.</p>



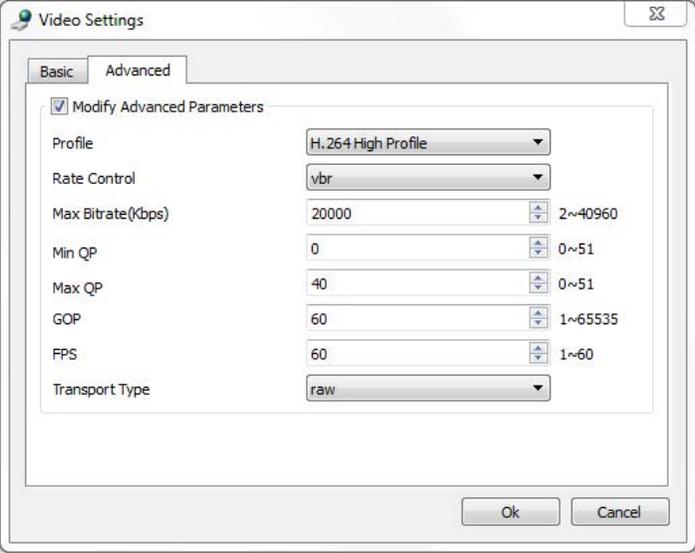
Toolbar

<p>SCHEDULE </p>	<p>This PC control software can schedule a configured scene to be activated at a specific date and time.</p> <p>Buttons ADD - Creates a new schedule Modify - Modify/edit a schedule Remove- Deletes a schedule</p> <p>Window A List all the schedules created.</p> 
<p>TO ADD SCHEDULE</p>	<p>STEP1: Click Add, a pop up window will appear,</p>  <p>NOTE The date must be set ahead of the current PC date and time, neither earlier nor present an error will occur and the schedule will not be created. Scenes must be created before adding a schedule to the particular Scene.</p> <p>STEP2: The PC control software has to be open and connected to the same network as the HDM-C6M-Series units to activate the date and time scheduled.</p>
<p>INFORMATION </p>	<p>When the user clicks on a device in the list then "information" in the toolbar, this box appears in the software at the bottom left of the listed devices. A quick view of the general information is displayed without having to log into the device. <i>Alias/Device Type/IP Address</i></p> 
<p>LOG </p>	<p>When the user clicks on a device in the list then "log" in the toolbar, this box appears in the software at the bottom right of the listed devices. All communicated data from the PC software to and from the Transmitters and Receivers connected on the same network is recorded and shown as a log.</p> <p>NOTE: <i>User can save this log info for troubleshooting and also emailing to Avenview tech support to help diagnose the problems.</i></p> 

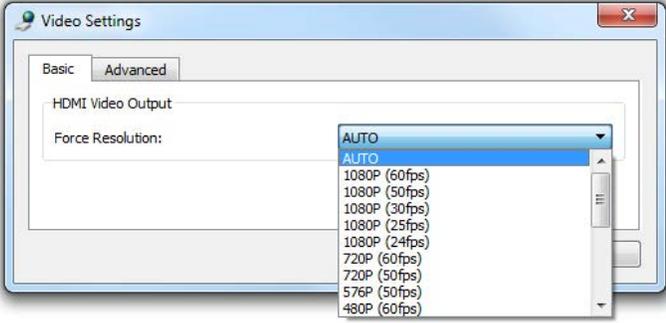
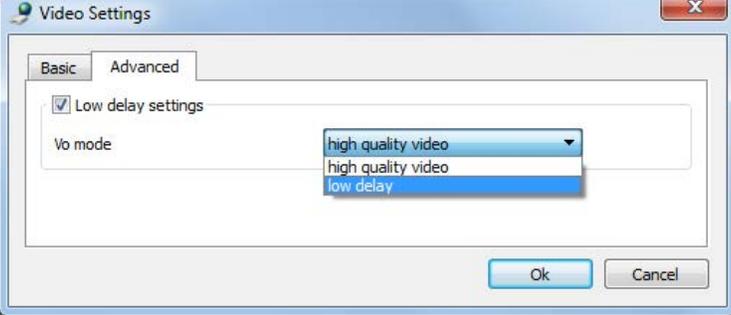


<p>LANGUAGE</p> 	<p>This buttons allows the user to choose what language version is compatible with the current user or region- English or Chinese</p>
<p>HELP</p>	<p>The user can view the software version of the PC Control software within this window. This will inform the user which firmware can be supported by Ipad App or Windows App and basic troubleshooting with Avenview Tech Department.</p> 
<p>DEVICES AREA</p>	<p>On the left window of the software the user can search all the units connected within the network to ensure proper connectivity and online status .</p> 
<p>SEARCH</p>  <p>GREEN</p>  <p>GREY</p>  <p>RESTORE</p> 	<p>When clicked a green progress bar will indicate the software is searching all devices connected to the network switch- TX HDM-C6MX/WIP-S,RX HDM-C6MX/WIP-R and the Controlbox CTRLPRO-MIP appears in the list when completed the search.</p> <p>NOTE: If no devices are found please see Pages 2-3</p>  <p>Green Circle before the device indicates devices is "online" connected and ready to commincate .</p> <p>Grey Circle before the device indicates the device was connected previously and stored in log file and status is offline.</p> <p>NOTE:Please physically check the LED lights and power source on the device.</p> <p>This box is checked by default, this allows the software to open the last .hoi file before the software was closed. So if devices were removed from the system it will appear with grey circle "offline" indicating its disconnected.</p>



<p>VIDEO SETTINGS</p>	<p>This function has different usages in both TX and RX devices, please see the TX functions below: The Basic Tab is only used for RX devices: The Advance Tab defines video parameters to adjust in increments to allow custom video streaming profiles within any setup. NOTE: User can only modify the parameters if the box is checked.</p> 
<p>PROFILE (a) H.264 Baseline Profile (b) H.264 Main Profile (c) H.264 High Profile</p>	<p>The user can choose three H.264 profiles, which can be used in different environments to allow</p> <p>(a) Primarily for video conferencing applications. Low-delay multipoint video stream that require additional data loss robustness.</p> <p>(b) Used for standard-definition digital broadcast. Maintaining a balance between latency and quality.</p> <p>(c) Optimal performance for streaming high-definition/quality video. Low compression creating latency if its not relevant within the project.</p>
<p>RATE CONTROL(a) CBR (b) VBR (c) FIXQP</p> <p>MAX BITRATE(KPS) MIN-QP MAX-QP GOP</p> <p>FPS</p> <p>TRANSPORT TYPE RAW TS</p>	<p>(a) Constant Bit Rate - is used where network bandwidth is limited and requires the system to be equal to the available bandwidth.</p> <p>(b) Variable Bit Rate - is used for high quality audio/video encoding accurately</p> <p>(c) Fixed Quantization Parameter - when the user specify a given subjective quality value, then the encoder allocates bits as needed to achieve the given level of quality. QP MIN/MAX Fluges from 0 to 51.</p> <p>This adjusts the encoding stream. Max value is best but it also require higher network bandwidth. Bitrates value : 2-40960. Minimum value for Quantization Parameter 0-51. Maximum value for Quantization Parameter 0-51.</p> <p>Group of Pictures - a group of consecutive pictures within a coded video stream. Within the pictures, visible frames are generated. The higher the value the higher the image quality. 1-65535</p> <p>Frames per second is used to set the frequency at which the TX captures the video stream. When the value is increased also the image motion quality. 1-60</p> <p>RAW transmits the H.264 bit stream without any container information. Transport Stream carry multiple 'streams' in a single container.</p>

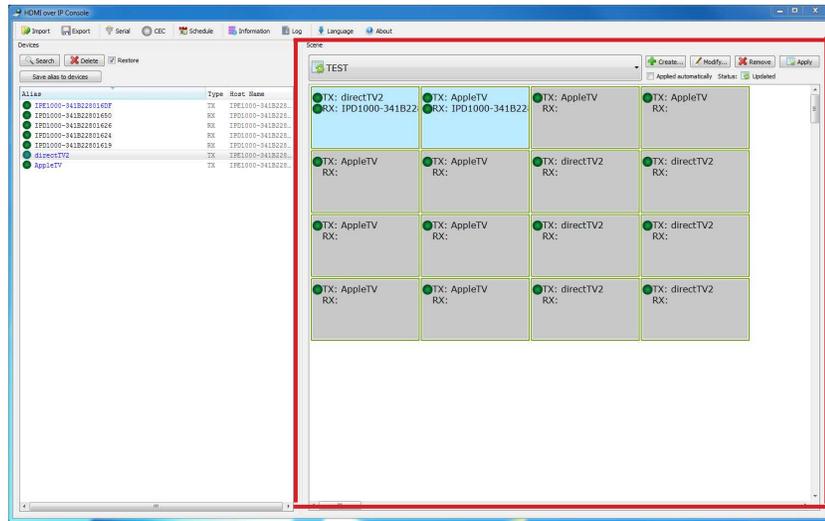


<p>VIDEO SETTINGS</p>	<p>This function has different usages in both TX and RX devices, please see the RX functions below: The Basic Tab is only used for RX devices:</p>  <p>This user can choose which resolution the connected displays supports. If required to output a desired resolution for a display device Ex projector.</p>  <p>The Advance Tab defines video quality and delay options. NOTE: User can only modify the Low delay settings if the box is checked.</p>
<p>HIGH QUALITY VIDEO</p>	<p>This will allow high memory storage at the decoder (low compression high latency), but very crisp picture.</p>
<p>LOW DELAY</p>	<p>Will enable low memory storage at the decoder (Fast Switching low latency)</p>
<p>AUDIO SETTINGS</p> <p>UPDATE</p> <p>DELETE</p> <p>TURN ON</p> <p>MUTE</p> <p>TURN ON OSD</p> <p>TURN OFF OSD</p> <p>BACKGROUND SETTINGS</p> <p>RESET EDID</p> <p>RESET</p> <p>RESTART</p>	<p>NOT APPLICABLE with M-Series units.</p> <p>Update any "config" changes made to the device.</p> <p>Permanently remove this device from the software search list.</p> <p>Enable sound from phoniex port on RX units only.</p> <p>Disable sound from phoniex port on RX units only.</p> <p>NOT APPLICABLE with M-Series units.</p> <p>This will RESET the device to factory settings. This includes the IP and Alias.</p> <p>This will RESTART or reboot the device (Troubleshooting purposes or if the device has been updated with firmware)</p>

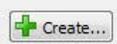


SCENE AREA

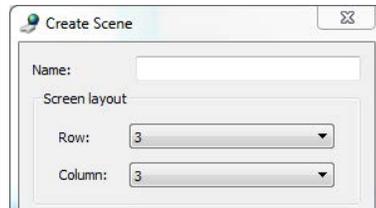
On the right window of the software the user can configure scenes and layouts within the Scene area.



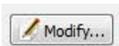
CREATE



When clicked allows the user to create a Scene (*layout of screens single or in a group*). The window will appear to enter the layout Name and size (Row and Column) of screens required within the scene.



MODIFY



When clicked allows the user to modify any scene created.

REMOVE



When clicked allows the user to remove the current scene from the list.

APPLY



This button must be pressed when a change is made to any scene to successfully apply the changes made.

APPLIED AUTOMATICALLY



When checked the user would not have to press apply every time a change is made to a scene. Also if the TX is drag and drop to a RX device it will automatically take effect.

SCENE STATUS



This indicates the scene has been updated and saved



This indicates the scene is currently being edited



This indicates the scene is applied successful

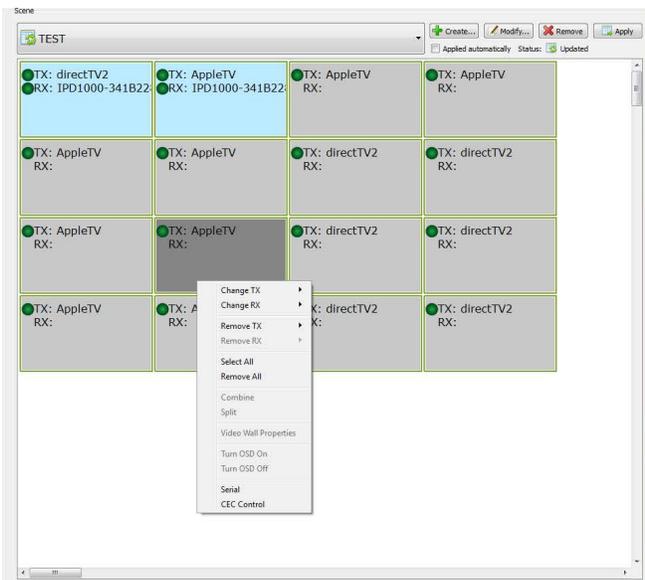


This indicates the scene is failed to apply (Units offline or PC/Laptop has lost connection to network).

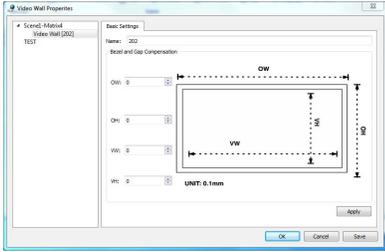


4. ADDING DEVICES IN THE SCENE

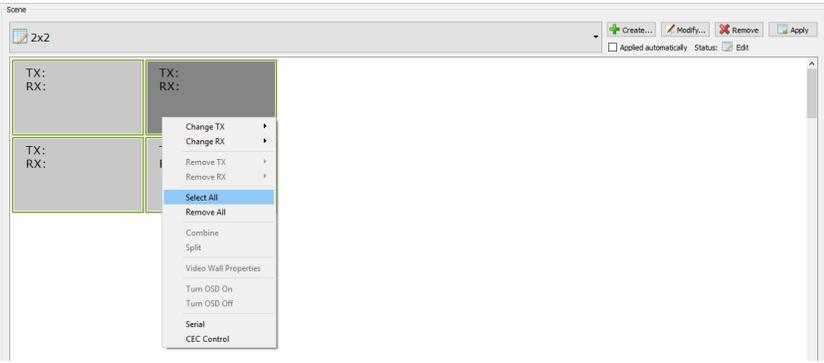
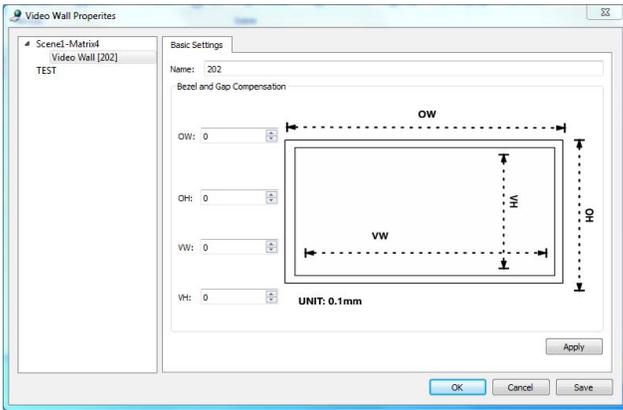
<p>HOW TO ADD DEVICES IN THE SCENE</p>	<p>This software allows many different way of adding devices to the screens in the scene created. The methods are:</p> <p>Drag and drop - the user can drag either a TX or RX from the device list and drop the device on the designated screen.</p> <p>Right Click- the user can right click on the white space of the scene and drag the mouse to highlight the unselected screens. Then right click on the selected screens and choose from the menu list.</p> <p>Ctrl -the user can hold the Ctrl button and left click with the mouse to highlight the unselected screens. Then right click on the selected screens and choose from the menu list to add or change a TX.</p> <p>Ctrl+A- the user can hold the Ctrl+A button to select all the unselected screens. Then right click on the selected screens and choose from the menu list to add a TX to all screens.</p>
<p>CHANGE TX</p>	<p>When clicked a list of all TX encoders will appear that is connected and online within the network setup. The user can choose any TX to be added to the any screen.</p>
<p>CHANGE RX</p>	<p>When clicked a list of all RX decoders will appear that is connected and online within the network setup. The user can add the RX to the screen that corresponds to the project layout.</p>
<p>REMOVE TX</p>	<p>Removes a TX from the screen/s selected</p>
<p>REMOVE RX</p>	<p>Removes a RX from the screen/s selected</p>
<p>SELECT ALL</p>	<p>Selects all the screens within the scene. Also Ctrl+A</p>
<p>REMOVE ALL</p>	<p>Removes all the devices from the scene.</p>
<p>COMBINE</p>	<p>When a group of screens are selected, this function combines the rows and columns to enable the videowall function.</p>
<p>SPLIT</p>	<p>When the user wants to disable a videowall group of screens and enable the function to matrix mode with the same source showing full screen in each display.</p>



4.1 DEVICE PROPERTIES

<p>VIDEOWALL PROPERTIES</p>	<p>This function is only available when the screens are combined in videowall mode. Allows the user to edit the videowall properties.</p>
<p>CHANGE RX</p>	
<p>TURN OSD ON</p>	<p>NOT APPLICABLE with M-Series units</p>
<p>TURN OSD OFF</p>	<p>NOT APPLICABLE with M-Series units</p>
<p>SERIAL</p>	<p>Activates the serial control function. See Page 5 "SERIAL"</p>
<p>CEC CONTROL</p>	<p>Activates the CEC control function. See Page 6 "SERIAL"</p>

5 CREATING A VIDEOWALL

<p>CREATING A VIDEOWALL</p>	
<p>STEP 1 Identify which input is connected to the TX you would like to display on the videowall.</p>	<p>When all screens are selected highlight "Change TX" and this will show a list of encoders with inputs to be chosen for streaming onto the videowall.</p>
<p>STEP 2 Identify which displays are connected to the RX's you would like to be the videowall.</p>	<p>Repeat this step by highlight "Change RX" and this will show a list of decoders connected to displays to be chosen displaying the video across the videowall.</p>
<p>STEP 3 Click "Create" Example 2x2 videowall. Name 2x2</p>	<p>NOTE: The software also allows drag and drop TX or RX from the left side search list onto the right side Scene area.</p>
<p>STEP 4 Right Click on any of the four screens and choose "Select All"</p>	
<p>STEP 5 When Step 4 is fully completed with all devices selected. In same scene area press CTRL+A to select all screens, then right click and choose "Combine".</p>	
<p>STEP 6 When "Combine" is chosen a pop up window will appear "Vidowall Properties screen"</p>	



6. TROUBLESHOOTING

Problem	Possible Solution
<p>PC Configurator or Maintain Tool cannot find devices</p>	<ol style="list-style-type: none"> <p>Check the Windows Firewall. Taking Windows 7 as an example: Click Start menu, go to Control Panel > System and Security > Windows Firewall > Allowed Programs, select Home/Work (Private) and Public for PC configurator and Maintain Tool.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="602 558 1008 865"> <p>PC Configurator (HDMI over IP)</p> </div> <div data-bbox="1024 558 1435 865"> <p>Maintain Tool</p> </div> </div> <p>Check the IP address and subnet mask of your computer. The computer, Sender, Receiver and switch should be in the same network segment. Therefore, set your computer's IP address as 169.254.X.X and subnet mask as 255.255.0.0. For more information, see the description in the upgrading guide.</p> <p>Check that the switch is configured properly, and that IGMP snooping is enabled.</p>
<p>Display Showing No Picture</p>	<ol style="list-style-type: none"> <p>Check all devices are powered on.</p> <p>Check that all the cables are qualified and connected properly.</p> <p>Check the status of the STATUS indicators on IPD1000s to see if Senders and Receivers are linked correctly. If link exceptions occur, link them using the PC configurator on your computer. For more information about the STATUS indicators, see "Front Panel" section of Receiver. If exceptions still exist, see the other resolutions to this question.</p> <p>Check that source switches of Sender are located in the right positions for their video sources. For more information on how to use source switches, see "Top Panel" section of Sender.</p> <p>Check that each video port of YPbPr and CVBS is connected properly when using YPbPr and CVBS as the video sources.</p> <p>Check that the displays work properly, and that source devices have normal signals output.</p>

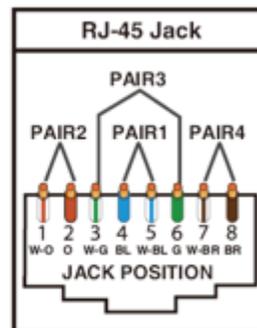


	<ol style="list-style-type: none"> 5. Check that the displays are switched to the correct source input modes, for example switching to HDMI 1 if a display's HDMI 1 port is connected to Receiver via an HDMI cable. 6. Check that displays support HDCP. 7. Check that no compatibility issues exist between displays and Receivers. If so, replace the displays with other models. 8. Check that Sender supports the resolutions of the input signals. For more information about the resolutions, see "Specifications" of "Introduction" section. 9. Check that the switch is configured properly, and that IGMP snooping is enabled.
	<ol style="list-style-type: none"> 1. Check that all the devices are powered on. 2. Check that all the cables are qualified and connected properly. 3. Check the status of the STATUS indicators on Receivers to see if Senders and Receivers are linked correctly. If link exceptions occur, link them using the PC configurator on your computer. For more information about the STATUS indicators, see "Front Panel" section of Receiver. If exceptions still exist, see the other resolutions to this question. 4. Check that the A/V devices work properly. 5. Check that the A/V devices have normal signals output. 6. Check that the A/V devices are not set to mute or 0 for volume. 7. Check that source switches of Sender are located in the right positions for their video sources. For more information on how to use source switches, see "Top Panel" of Sender. 8. Check that when using DVI, VGA, YPbPr and CVBS input for Sender the audio devices connected to LINE IN and AUDIO OUT work properly, and that the rear panel source switch is located in the right positions for their video sources. 9. Check that Sender is not set to mute using PC configurator. For more information, see the user guide of PC configurator. 10. Check that no compatibility issues exist between the A/V devices and Sender/Receiver. If so, replace the A/V devices with other models. 11. Check that switch is configured properly, and that IGMP snooping is enabled.



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

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



PERFORMANCE GUIDE FOR HDMI OVER CATEGORY CABLE TRANSMISSION

PERFORMANCE RATING		TYPE OF CATEGORY CABLE		
WIRING	SHIELDING	CAT5	CAT5E	CAT6
SOLID	UNSHIELDED (UTP)	***	****	****
	UNSHIELDED (STP)	***	****	*****
STRANDED	UNSHIELDED (UTP)	*	**	**
	UNSHIELDED (STP)	*	*	**
TERMINATION		PLEASE USE EIA/TIA-568-B TERMINATION (T568B) AT ANY TIME		





Avenview Warranty Certificate

AVENVIEW CORP. ("Avenview") warrants Avenview-branded product(s) contained in the original packaging against defects in materials and workmanship when used normally in accordance with Avenview's enclosed manual guidelines for a period of THREE (3) YEARS from the date of original retail purchase - Warranty Period. Avenview's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

LABOR: During the Warranty Period of THREE (3) YEARS, Avenview will repair or replace the product(s) at no cost using new or used parts equivalent to novel performance and reliability if the product(s) is determined to have abide by Avenview's published guidelines. Cost of Labor applicable to product(s) after Warranty Period. For labor costs, please contact support@avenview.com.

PARTS: During the Warranty Period of THREE (3) YEARS, Avenview will supply new or rebuilt replacements in exchange for defective parts of the product(s) at no cost if the product(s) is determined to have abide by Avenview's published guidelines. Cost of Parts applicable to product(s) after Warranty Period. For part(s) costs, please contact support@avenview.com.

To obtain Warranty: (a) proof of purchase in the form of a bill of sale or receipted invoice reflecting that the registered product(s) is within warranty period must be presented to obtain warranty service; (b) product(s) must be registered at time of purchase. Failure to do so will result in applicable parts and labor charges. Returning product(s) must be shipped in Avenview's original packaging or in packaging pertaining equal degree of protection to Avenview's. Both Avenview and purchaser are responsible for freight charges and brokerages when shipping the product(s) to the receiver.

NOT COVERED BY THIS WARRANTY

This warranty does not apply to any non-Avenview branded product(s); non-registered Avenview product(s). This warranty does not apply: (a) to cosmetic damage, including but not limited to scratches, dents and broken cords; (b) to damage caused by use with another product; (c) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (d) to damage caused by operating the Avenview product(s) outside Avenview's manuals or guidelines; (e) to damage caused by service performed by anyone who is not a representative of Avenview or an Avenview authorized personnel; (f) to defects caused by normal wear and tear or otherwise due to the normal aging of the Avenview product(s), or (g) if any serial number has been removed or defaced from the Avenview product(s).

AVENVIEW IS NOT LIABLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER.

Some states do not allow the inclusion or limitation of incidental or consequential damages, or allow limitations on duration implements of the Warranty Period; therefore the above limitations or exclusions may not be applicable to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.



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

USA Head Office

Office Avenview
Corp. 275 Woodward Avenue
Kenmore, Ny 14217
Phone: +1.716.218.4100 ext223
Fax: +1.866.387-8764
Email: 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

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: wenxi@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.