

MaitreView™ 4KPro

Quick Start Guide



QSG-MaitreView™ 4KPro-v8.2

MaitreView™ 4KPro User Manual

BEFORE YOU BEGIN

- Follow all instructions marked on the device during use.
- Provide proper ventilation and air circulation and do not use near water.
- It is better to keep it in a dry environment.
- Place the device on a stable surface (for example cart, stand, table, etc.).
- The system should be installed indoors only. Install either on a sturdy rack or desk in a well-ventilated place.
- Make sure the rack is level and stable before extending a device from the rack if necessary.
- Make sure all equipment is installed on the rack including power strips and other electrical connectors are properly grounded.
- Only use the power cord supported with the device.
- Do not use liquid or aerosol cleaners to clean the device.
- Always unplug the power to the device before cleaning.
- Unplug the power cord during lightning or after a prolonged period of non-use to avoid damage to the equipment.
- Do not stand on any device while installing the device to the rack.
- Do not attempt to maintain the device by yourself, any faults, please contact your vendor.
- Save this manual properly for future reference.

COPYRIGHT AND TRADEMARKS

All rights reserved by AV LINK GROUP LTD. No part of this document may be reproduced in any form or by any means without written permission from the product manufacturer. Changes are periodically made to the information in this document. They will be incorporated in subsequent editions. The product manufacturer may make improvements and /or changes in the product described in this document at any time.

(Note: If there is any discrepancy with the latest version, please refer official website as the primary source of information)

CONTACT INFORMATION

AV LINK GROUP LTD.

Headquarters: 13F-1, No. 2, Jian 8th Rd.,

Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)

TEL: 886-2-8226-2268

FAX: 886-2-8226-2269

E-mail: sales@cctch.com.tw

Website: <https://avlinksystem.com>



For Warranty:

Please follow the warranty policy according to AV LINK's local official distributor; during the warranty period, it is recommended to keep your proof of purchase, accessories, and packaging in place.

OVERVIEW

Thank you for purchasing AV LINK's Multi-window Video Processor: MaitreView™ 4KPro, this device allows the user to display FOUR 4K/UHD multi-video sources plus ONE 1080p/FHD Photo Viewer simultaneously on TWO 4K/UHD displays. This quick start guide will take you through the necessary steps to get started with MaitreView™ 4KPro.

APPLICATIONS

MaitreView™ 4KPro is a powerful device that can be used in:

- Corporate
- Higher education
- Design house
- Government
- Health Care

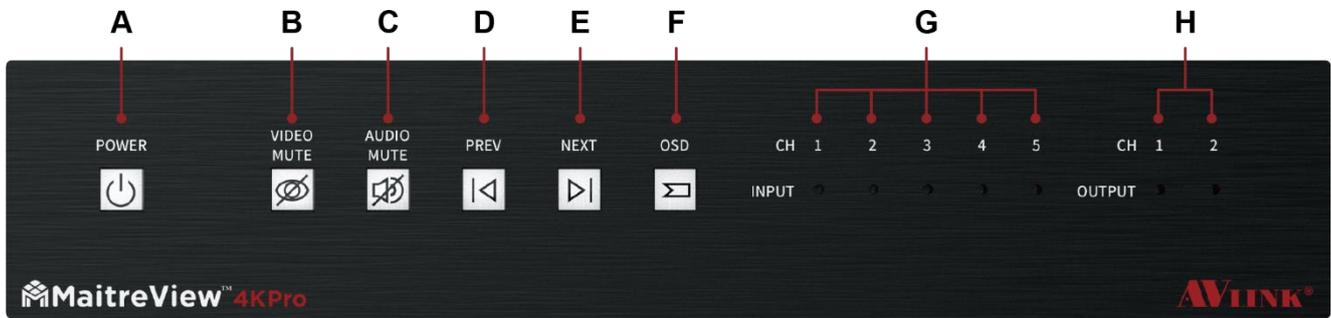
And any application which requires seamless switching and powerful video processing.

FEATURES

- 4 - HDMI 2.0 inputs and 2 - HDMI 2.0 outputs.
- All inputs and outputs support up to uncompressed 4K/60Hz, 4:4:4 resolutions (18Gbps bandwidth).
- Real seamless switching.
- Real-time drag & drop to organize your layouts into the preferred output and it only played on the specific output.
- 5 split layers/ regions (4K) on each output.
- Powerful video processing algorithms driving on FPGA.
- Control by push button on the front panel and also by Windows APP & Android APP.

PANEL DESCRIPTION

FRONT PANEL



A POWER 

The LED indicator is green when the unit is powered and fully booted.

B VIDEO MUTE 

Press to enable or mute video.

C AUDIO MUTE 

Press to enable or mute audio.

D PREV 

Press to go to the Previous layout setting.

E NEXT 

Press to go to Next layout setting.

F OSD 

Press to show output resolution and Frame Per Second (FPS).

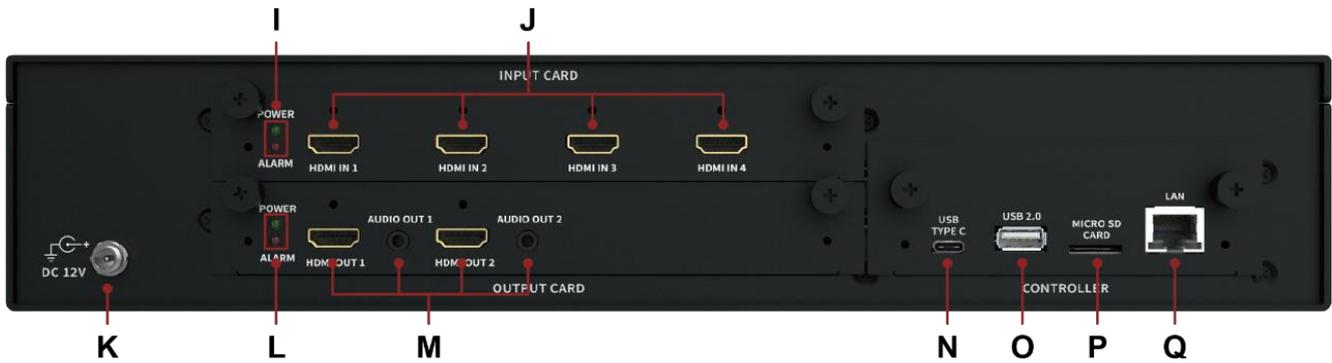
G INPUT

The LED indicator shows status for each input channel.

H OUTPUT

The LED indicator shows status for each output channel.

BACK PANEL



I POWER and ALARM (LED)

The green LED indicates that the INPUT card functions correctly, whereas the red LED indicates that INPUT card is faulty.

J HDMI IN

HDMI input port. Associate to input channels 1 to 4, respectively.

K DC 12V

Power port for DC 12V Power adaptor (included).

L POWER and ALARM (LED)

The green LED indicates that OUTPUT card functions correctly, whereas the red LED indicates that OUTPUT card is faulty.

M HDMI and AUDIO OUT

HDMI output with 3.5mm Jack audio output port beside. Associate to output channels 1 and 2, respectively.

N USB TYPE C

For debugging purposes only.

O USB 2.0 (Storage)

For Photo Viewer only.

P MICRO SD CARD

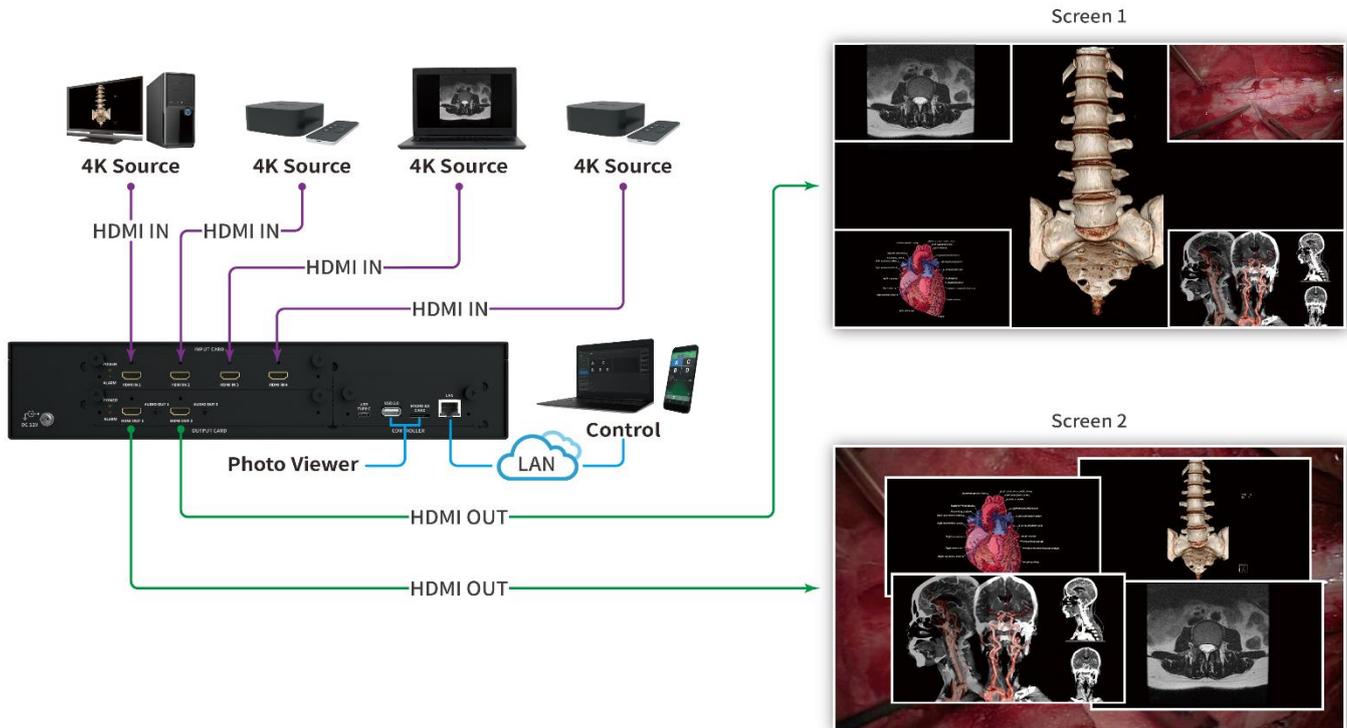
For Photo Viewer only.

Q LAN

For Ethernet connection.
(For Windows APP or Android APP)

CONNECTION DIAGRAM

MaitreView™ 4KPro allows the user to connect up to four 4K/UHD multi-video sources plus one 1080p Photo Viewer which may simultaneously output on two 4K/UHD displays.



PACKAGE CONTENTS

- MaitreView™ 4KPro unit
- Rack-Mounting Ear Set (part no.: 3ME-FI-03057, 3ME-FI-03058)
- Ear set screw pack (part no.: 3ME-SC-00203)
- Adaptor: IN:100V-240VAC OUT: DC 12V/5A LOCK DC JACK
- Quick Start Guide

SYSTEM REQUIREMENTS

Minimum:

- 720p/HD input Source
- 1080p/FHD output Display

Recommended:

- 4 * 4K/UHD input sources
- 2 * 4K/UHD output displays
- 1 * Ethernet cable (Cat 5e, for Windows APP or Android APP control)
- For Windows APP: windows environment with .NET Framework 4.5
- For Android APP: android phone with Android 7.0

INSTALLATION

Note: please turn the power off for your displays and video sources before you begin the installation.

1. Turn the device to the back, connect the power adapter to the DC 12V power port, and lock the DC power jack. The power button  on the front panel will turn blue  after connecting successfully.
2. Input Card: connect each video source to the input ports respectively.
3. Output Card: connect each display to the output ports respectively.
4. Once steps 1~4 are completed, please turn the device to the front and turn the power on for displays and video sources.
5. Power on your device: on your front panel, press the POWER button once, the blue LED  will start to blink for around 30 seconds.
6. If your displays are on, while the device boot up, the company logo: AV LINK and product name: MaitreView™ 4KPro will appear on displays.



7. After the power button turn green  the device is ready to use.
8. To change the layout, press PREV  to go to previous or NEXT  to go to next layout.
9. Power off your device: when you wish to turn off the power, please long press the POWER button  for 3 seconds, the LED will blink in blue  for around 20 seconds, and then the device will shut down itself.

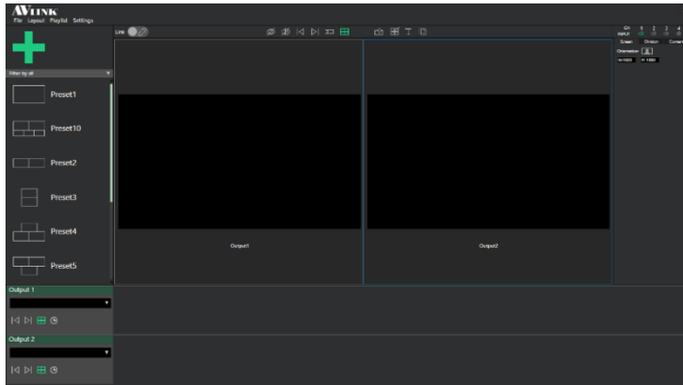
INSTALLATION FOR AV LINK MAITREVIEW™ 4KPRO WINDOWS APP ON PC

You may find the latest version of the MaitreView™ 4KPro Windows APP from the following link:

https://www.avlinksystem.com/product-detail/MaitreView_4KPro/

Download the MaitreView™ 4KPro Windows APP and install it on your PC.

After self-installation, you need to launch Windows APP  on your PC. Once you see the screen below, congratulations, you are almost done with the installation.

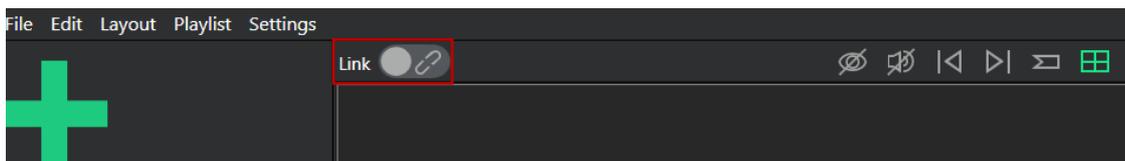


- **Setup network connection**

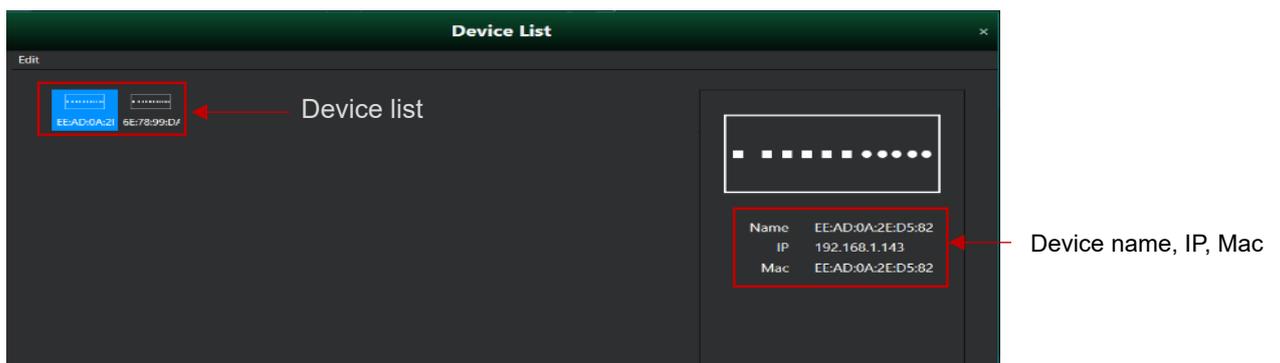
To establish a connection between Windows APP and the device, please make sure that ports 2121, 4000, 6666 and 7000 are available on your network, and/ or not blocked by the firewall. If you are not sure, please consult your IT specialist before plugged the device into the network to avoid any IP address conflicts.

LINK

Before linking the Windows APP to the device, please ensure the Ethernet cable has already been plugged in the LAN port, and the network environment has been set up correctly. Then click on the Link  once,

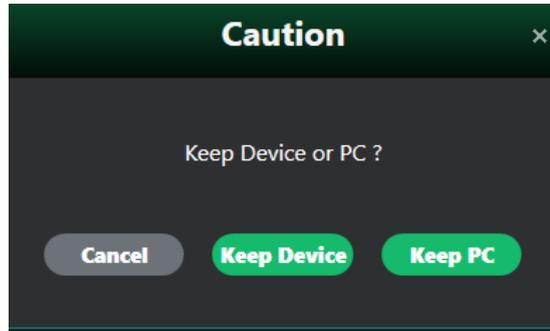


the Windows APP will automatically detect all devices within the network range and the device list will show up. On the device list screen, the device list will appear on left, click to highlight the device, and check for its device name, IP, and MAC address on the right and choose the correct device to link to.

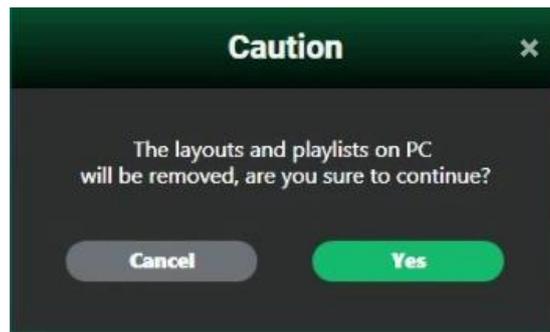


The Windows APP will then display Caution Message box “Keep Device or PC?” to ensure that you choose to keep your configurations from PC or Device

1. Keep PC: when choosing “Keep PC”, **Keep PC** this will upload configurations preset in PC to device and it will overwrite configuration from your device;
2. Keep Device: when choosing “keep Device”, **Keep Device** this will download configurations from device to PC, and It will overwrite configuration on your PC.

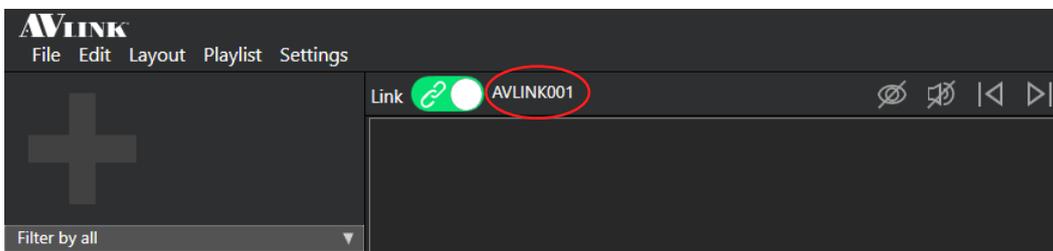


When you made your choice, the next “Caution” box will appear to ensure if you are sure that your layouts, playlists will be removed from the device, and vice versa.



You can also choose Setting ► Sync to “keep PC” or “Keep device”, so configuration on device/PC will be downloaded/uploaded.

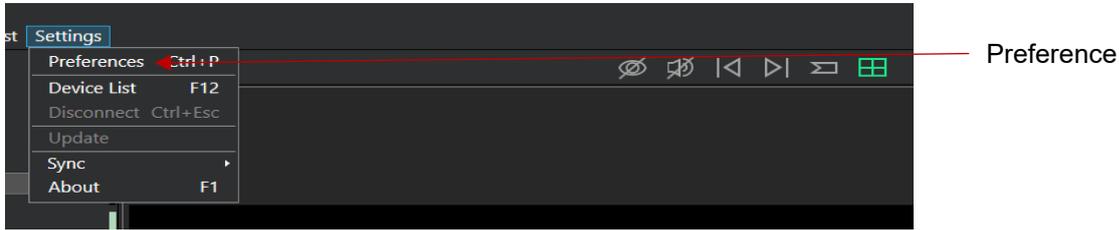
After successfully linking to the device, the Link will turn from grey to green, with the icon  and device name AVLINK001 appearing on the right.



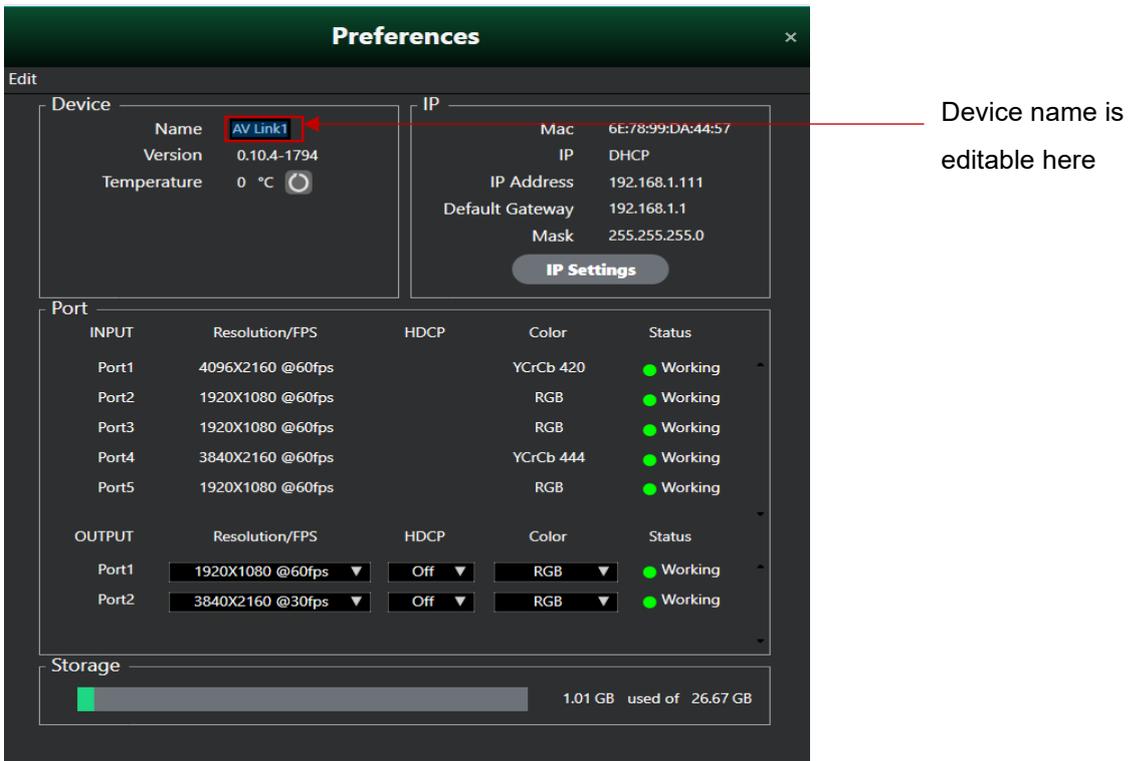
You are ready to operate/control the device from your PC now.

PREFERENCE

You can navigate Setting ► Preference for device information.



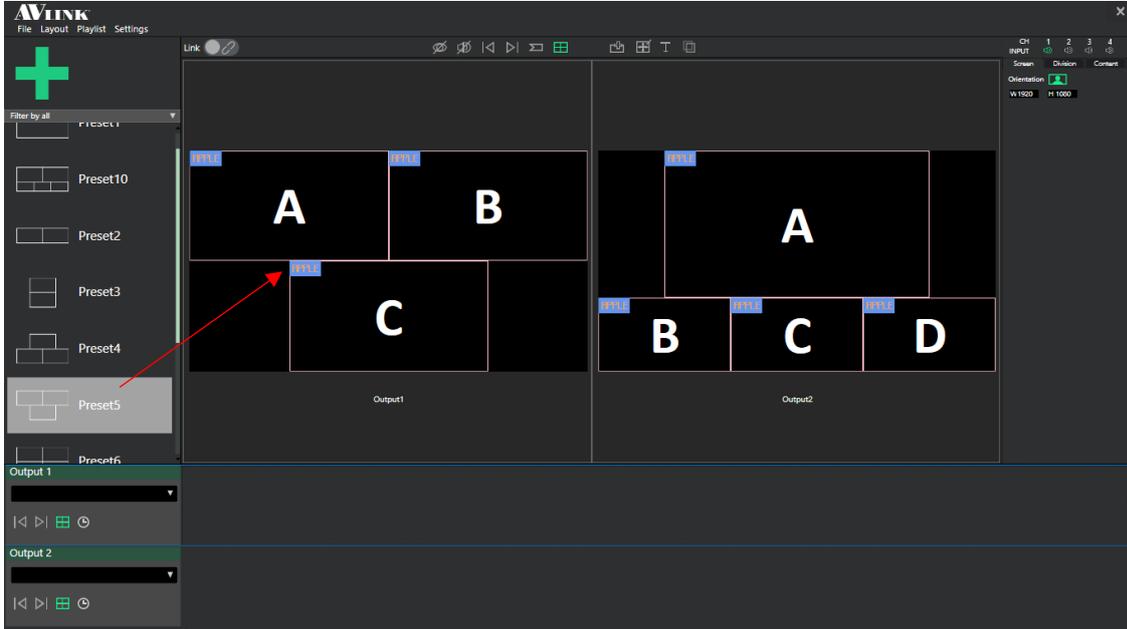
The Preference screen displays Device, IP, Port, and Storage information.



- **Device:** shows Device Name, Model, Serial Number, Version for the device. The device name may be editable and allow up to 8 characters of your own choice.
- **IP:** shows information for Ethernet connection, its MAC, Network Mode, IP address, Default Gateway, and Mask.
- **Port:**
 - **Input:** show Resolution/FPS, HDCP, and Status information for input from port 1~5 respectively. Where LED shows status in the preference will be identical to the status shown on the front panel.
 - **Output:** show Resolution/FPS, HDCP, Color, and Status information for output port 1 and port 2. The status of the LED will be identical to the LEDs shown on the front panel. You may choose to adjust resolution and HDCP as well as color in here, please note, if wrong resolution / HDCP/ Color selected here, a blank screen may be displayed or distorted screen layout, please check the specification for displays and choose the correct combination to show correct output.
- **Storage:** shows the usage of device internal storage.

CHANGE LAYOUT

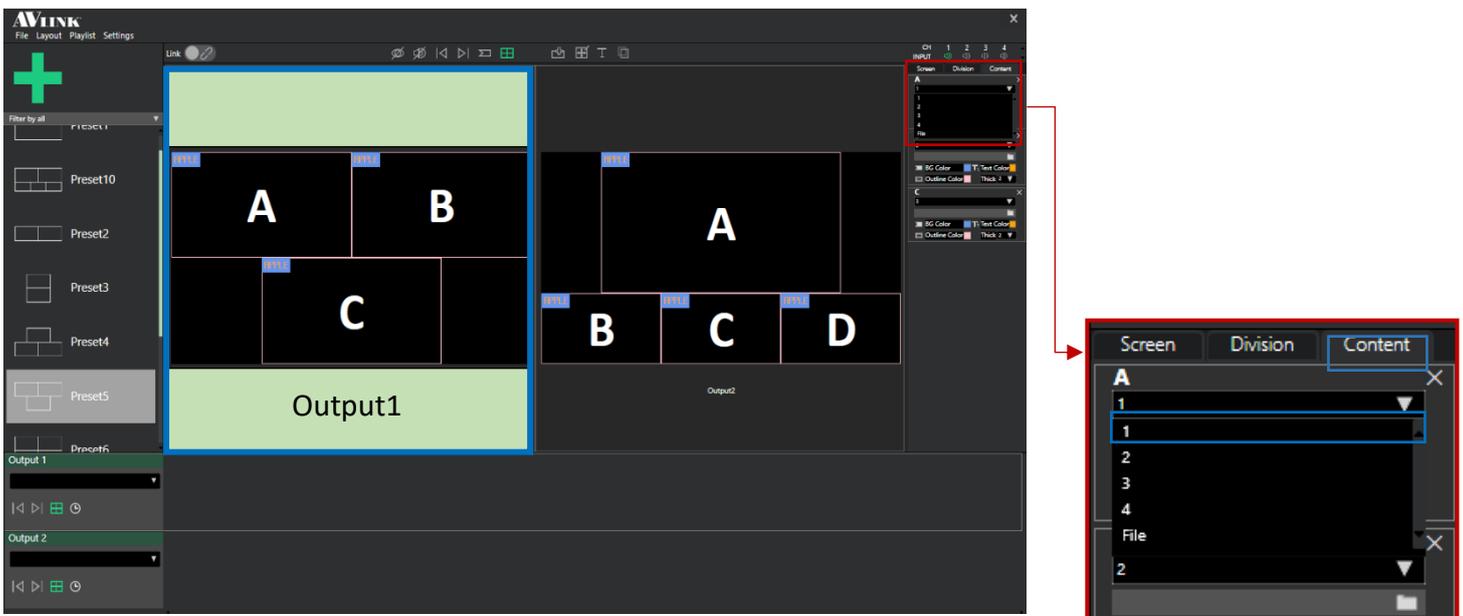
By default, there are some existing layouts, you can drag and drop the layout that you prefer to display on Output 1 or 2 the corresponding output will change simultaneously.



CHANGE INPUT SOURCE

If you wish to change the input displayed on region A, all you have to do is to:

1. Click selected output on the green area shown below, and make sure focus is on it (with a blue border)



2. Then you may switch the input displayed on region A by using the drop-down list on the Content tab.

You may change the input on any regions displayed on Output1 or Output2 by repeating the steps above.

SPECIFICATION

| Video Processing | | |
|-----------------------------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Technology | MaitreView™ | |
| Resolution | Inputs & Outputs up to 4K/60Hz 4:4:4 | |
| Max. number of split layers | 5 split layers on each output port | |
| Regions | | |
| Borders | Configurable color & thickness | |
| OSD | Available on all regions with user renames. | |
| Seamless Switch | Available when changing sources or Presets | |
| Configuration & Control | | |
| Control ports | IP interface with RJ45 Connector | |
| PC remote control | Windows 7, 8, 10 or above | |
| Pad/ Mobile remote control | Android 7.0 min. | |
| 3rd party controller connectivity | API codes | |
| Local control | Front panel buttons | |
| Video Inputs | | |
| Input connectors | 4 x HDMI - HDMI 2.0 & HDCP 2.2 compatibility | |
| Resolution support | 4096x2160p, 30/50/60Hz 3840x2160p, 30/50/60Hz 1920x1080p, 60Hz 1280x720p, 60Hz | XGA 1024x768, 60Hz SXGA+ 1400x1050, 60Hz UVGA 1600x1200, 60Hz WXGA 1280x800, 60Hz WSXGA 1680x1050, 60Hz WUXGA 1920x1200, 60Hz |
| Video Output | | |
| Output connectors | 2 x HDMI - HDMI 2.0 & HDCP 2.2 compatibility | |
| Resolution support | 4096x2160p, 30/50/60Hz 3840x2160p, 30/50/60Hz | 2560x1080p, 50/60Hz 1920x1080p, 50/60Hz |
| Photo Viewer /Images | | |
| Interfaces | USB2.0, SDIO | |
| Formats | BMP, JPG, JPEG, PNG, BMP | |
| Audio Output | | |
| Connector | 3.5mm Jack | |
| Supported channels | Stereo 2 channel | |
| Mechanical | | |
| Size (H x W x D) | 349mm x 388mm x 76.2mm/ 349mm x 487mm x 76.2mm with mounting kit | |
| Weight | 4885g/ 5080g with mounting kit | |