



R-SERIES USER MANUAL

For Models AVR-4310 and AVR-5510

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DISPOSAL OF OLD ELECTRICAL AND ELECTRONIC EQUIPMENT

Applicable throughout the European Union and other European countries with separate collection programs



This symbol, found on your product or on its packaging, indicates that this product should not be treated as household waste when you wish to dispose of it. Instead, it should be handed over to an applicable collection point for the recycling of electrical and electronic equipment. By ensuring that this product is disposed of correctly, you will help prevent potential negative consequences to the environment and human health, which could otherwise be caused by inappropriate disposal of this product.

The recycling of materials will help to conserve natural resources. This symbol is only valid in the European Union. If you wish to discard this product, please contact your local authorities or dealer, and ask for the correct method of disposal.

INTRODUCTION

ABOUT THIS MANUAL

This user manual was written to help you get the most out of your display. In addition to detailed descriptions of the display and its features, this guide will walk you through the installation and setup processes, while also providing tips, tricks, and best practices on how best to utilize the display.

We make every effort to ensure that this manual is accurate as of the date it was printed. However, it may require periodic updating due to ongoing product improvements and customer feedback. Find the latest version of our manuals at Avocor.com.

TEXTUAL CONVENTIONS

The following textual conventions are used in this manual to denote certain actions or information for clarification purposes. Here are the details:

- Remote control and display keypad controls are set in CAPS. For example, "Press OK on the remote control to accept your changes."
- Menus in the OSD and computer interface are in **bold**. The ">" symbol is used to help denote submenu navigation. For example, "Open **Display > Picture > Advanced Settings** to adjust various picture settings."
- Keyboard keys with functional names are capitalized and set in <Angle Brackets>. For example, "press <Enter> to make your selection."
- In addition to the above, underlining, *italics*, or a combination of the two are used periodically to help emphasize key points in the text of this manual.

GRAPHIC CONVENTIONS

The following symbols appear throughout this manual to emphasize key points. Keep these in mind not only to benefit from their advice, but also to avoid problems with the display or personal injury.



TIP

Highlights helpful guidelines and best practices for using certain features.



NOTE

Provides supplemental information and emphasize text of special significance.



CAUTION

Alerts that given actions may cause a malfunction.



WARNING

Alert that a given action may result in damage or personal injury.



DANGER

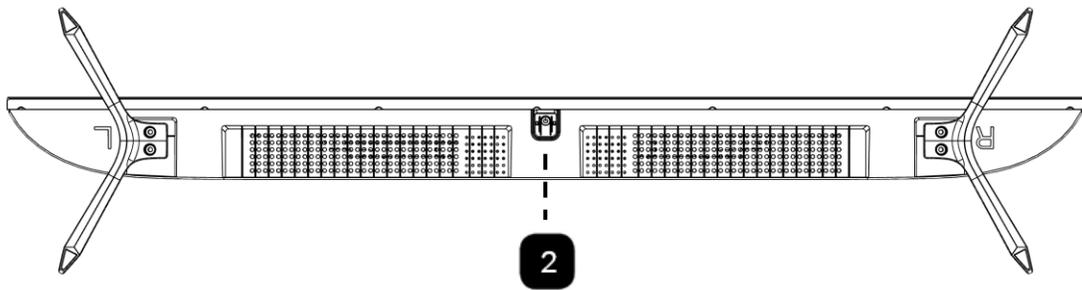
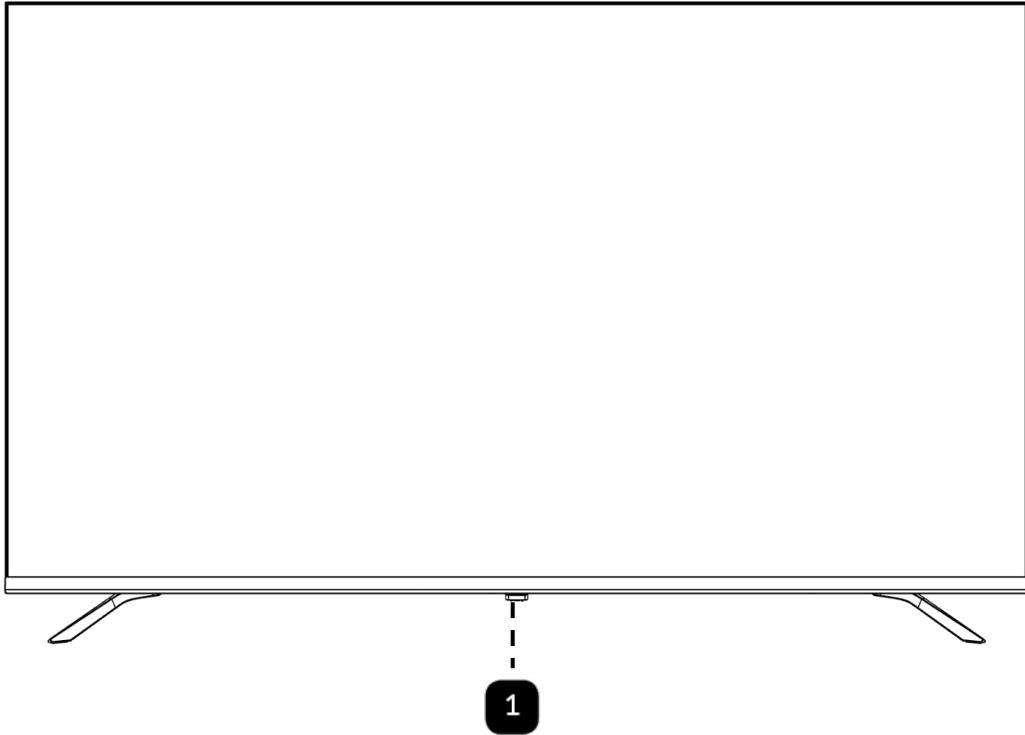
Alert that a given action may cause serious personal injury or death.

SPECIFICATIONS

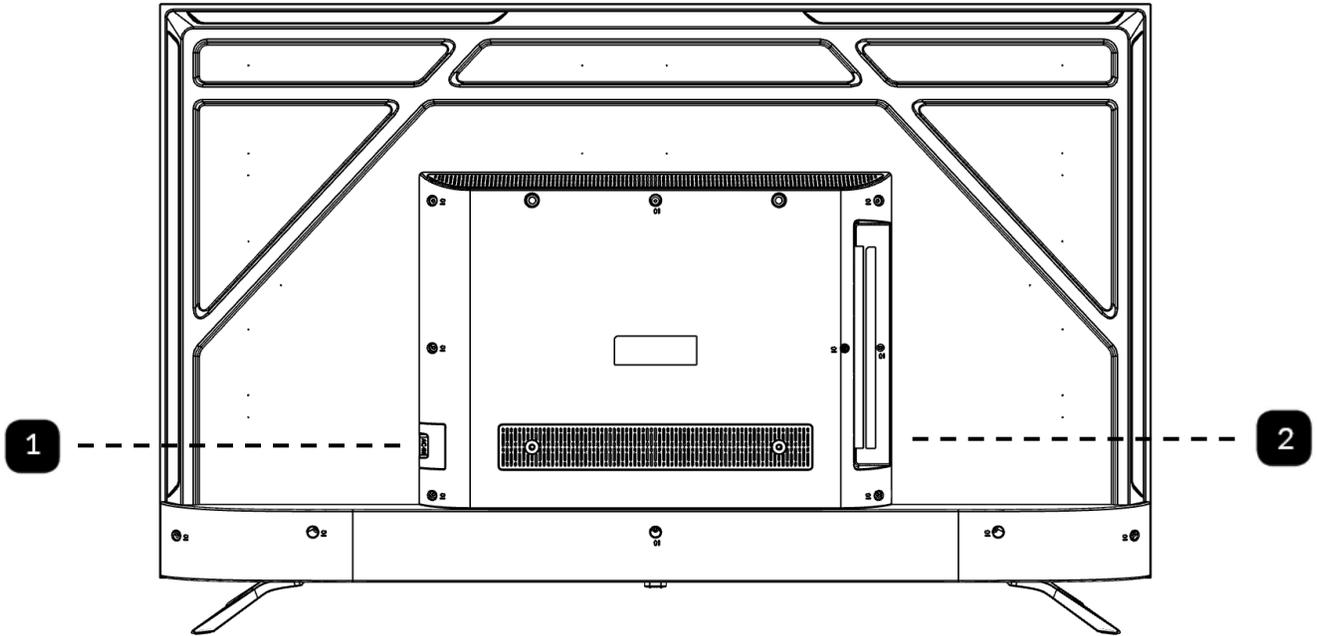
Display (MFR Name)	AVR-4310	AVR-5510
Size	43"	55"
Resolution	3840x2160 @ 60Hz	3840x2160 @ 60Hz
Response Time	6 ms	6 ms
Brightness	220 (cd/m2)	250 (cd/m2)
Contrast Ratio	1100:1	1300:1
Viewing Angle	178° / 178°	178° / 178°
Supported Colors	10 Bit 10.7 Billion Color	10 Bit 10.7 Billion Color
Operating System		
Supported OS	Android 11	
CPU	A55 *4 (Quad core)	
Memory/Storage	4GB/16GB	
Connectivity		
Side IO	HDMI 2.0*1, USB 2.0*2, USB 3.0*1, Optical Audio Out*1, LAN*1	
Wi-Fi	Yes	
Audio		
Built-in speakers	8W+8W (Rear)	12W+12W (Rear)
Wall Mount		
VESA Mount	300x300 mm	
Physical Specifications		
Product Dimensions (L x W x H) (w/o stand)	37.6 x 3.4 x 22 inches	48.3 x 3.7 x 28 inches
Bezel Dimensions	0.07/0.07/0.07/0.73 inches	0.07/0.07/0.07/0.73 inches
Box Dimensions (L x W x H)	42.3 x 5.48 x 25.6 inches	54.8 x 5.90 x 33.5 inches
Net Weight (w/o stand)	14.9 lbs	26 lbs
Gross Weight	19.8 lbs	33 lbs
Power		
Power Supply	AC 100 V ~ 240V, 50/60 Hz	
Max Power Consumption	75W (TBC)	130W (TBC)
Environmental		
Operating Temperature	5~40°C	
Storage Temperature	-20°C~60°C	
Humidity	20~80% (No condensation)	
What Comes In The Box		
1 x wall mount, 1 x tabletop stand, 1 x remote control & batteries, 1 x AC power cord (2pin, 1.5m), 1 x HDMI cable (3m 118.1 in), 1 x quickstart leaflet w/ QR code		

THE DISPLAY

The following diagrams depict the front, side, and bottom panels of the display. The physical interface and connections are labeled, and then described in the tables that follow.

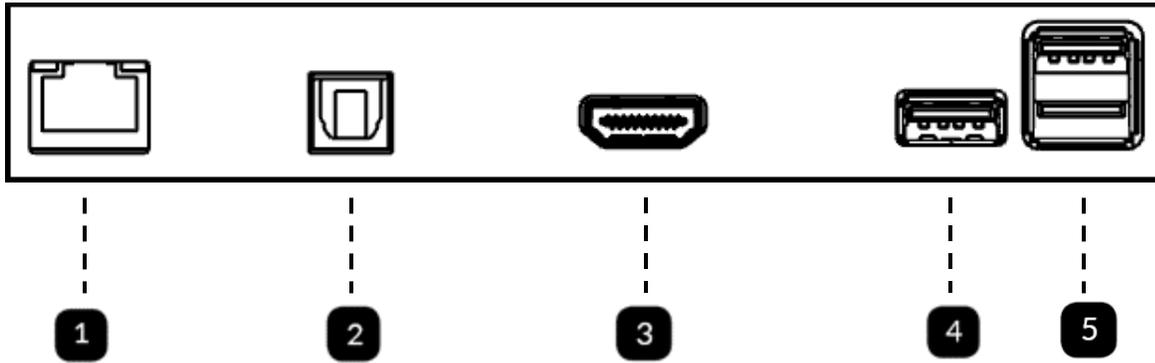


1	IR Sensor	IR sensor for the remote control.
2	Power button	Control power for the display.



1	AC Power Out	Plug for the AC power cable.
2	Side IO Panel	For connecting peripheral and source devices, see below for details.

SIDE-IO PANEL



1	LAN-IN	RJ45 port for CAT5 ethernet connection.
2	SPDIF	Optical audio out for digital speakers or an audio receiver.
3	HDMI IN	HDMI 2.0 input
4	USB-A 3.0	USB-A 3.0 port for accessories or data.
5	USB-A 2.0 (x2)	USB-A 2.0 ports (x2) for accessories or data.

THE REMOTE CONTROL



Button	Description
	Power Turns the display screen on and off
	Home Switch to <i>Favorite Source</i> input (<i>Home</i> by default).
	Source Selects a media source
	Navigation arrows Navigates through submenus and settings
	OK Confirms the selection
	Exit Exits the OSD menu
	Volume down Turns down the volume
	Volume up Turns up the volume
	Menu Opens the OSD menu

REMOTE CONTROL BATTERIES

To install batteries in the remote control:

1. Press down the tab on the cover plate and pull the cover plate up.
2. Insert the included batteries. Ensuring that the polarities correctly match the (+) and (-) markings inside the battery compartment.
3. Insert the lower tab of the cover into the opening and press down the cover until it clicks in place.



Notes on Batteries

- Please only use approved AAA type batteries.
- Do not mix an old battery with a new one or different types of batteries.
- If you will not use the remote control for a long time, remove the batteries to avoid damage from battery leakage.
- Do not expose batteries to excessive heat such as from sunshine, fire, or the like.
- Don't recharge, heat, disassemble, short, or throw batteries into a fire.



Notes on Remote Control Operation

- Make sure that there is nothing obstructing the infrared beam between the remote control and the IR receiver on the display.
- If the effective range of the remote-control decreases, or it stops working, replace the batteries with new ones.
- The remote control may fail to operate if the infrared remote sensor is exposed to bright sunlight or fluorescent lighting.
- Ambient conditions may possibly impede the operation of the remote control. If this happens, point the remote control at the display, and repeat the operation.



Remote Control Sensor

- The effective area of the remote control includes the vertical distance within five metres in front of the display, and the area within an angle of 30 degrees from the vertical point to the left and the right.

INSTALLATION

 Please read the following precautions carefully before installing your new Avocor AVE-xx30-A display. Failure to comply may result in damage to the display and equipment, and may result in personal injury or death.

- DO NOT install the display in a high temperature environment or near any apparatus that produce heat.
 - This may cause damage to the panel and equipment. It may also cause personal injury due to electrical shock resulting from overheating.
- DO NOT install the display in a high humidity environment or an environment where it can come into contact with water.
 - This may cause damage to the panel and equipment. It may also cause personal injury due to electrical shock resulting from overheating.
- DO NOT overload outlets or cables beyond their electrical capacity.
- DO NOT insert the power plug into an outlet rated outside the range of 100~240V A/C.
- DO NOT insert the power plug into a damaged outlet.
- DO NOT use a worn or damaged A/C power cable.
- DO NOT use an improper or mismatched A/C power cable.
- DO NOT place the display on an unstable shelf or surface.
- DO NOT place objects on the display as instructed below:
 - Do not cover the vents on the display.
 - Do not allow liquid or small particles to enter the vents or other parts of the display.
 - Do not put heavy objects on the display.
- Please allow room between the wall and the display panel to maintain proper ventilation and avoid overheating.
- Make sure you use the handles on the back of the display while lifting or moving the display, to avoid touching the front panel during the move.



Before installing, please make sure the wall is strong enough to hold the necessary weight of the display and the mount.

AMBIENT CONSIDERATIONS

Environmental and ambient factors play a considerable role in determining your viewing experience and the functional operation of the display. Make sure to follow these guidelines carefully to get the most out of your display.

AMBIENT LIGHT

For the best viewing experience, make sure to minimize or remove light sources directed at the screen, especially sunlight.

Any direct light may make images on the screen appear washed out and less vibrant, and direct sunlight may even affect touch control operation.

AMBIENT TEMPERATURE

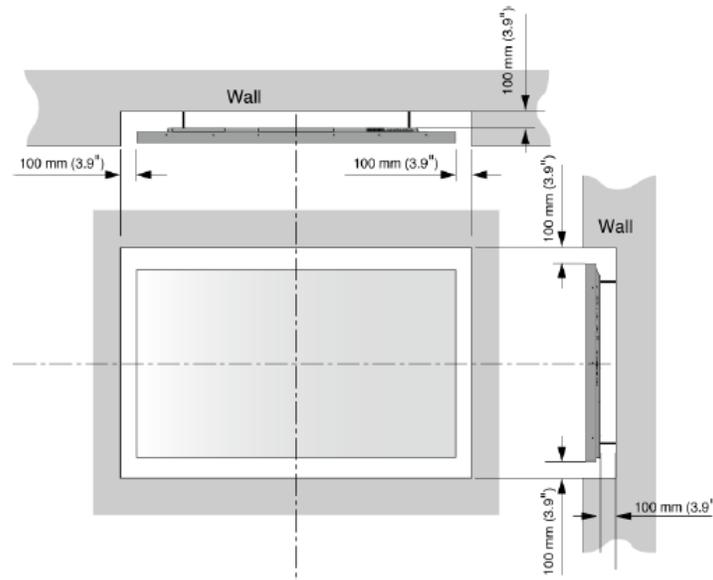
Maintain the ambient temperature of the room at a consistent level. This will ensure that the display continues to operate smoothly.

Do not place the display near heat sources or air conditioning vents, and do not operate or store the display in temperatures above 40 degrees Celsius (104 degrees Fahrenheit).

VENTILATION

The display should maintain a proper operating temperature provided that the ambient temperature is not too high, and that the vents on the display have enough room to disperse any heat emanating from the display.

⚠ Do not block the vents on the display! Leave a space of about 4 inches between all sides of the display and surrounding walls or objects, as shown in the figure, below.



MOUNTING THE DISPLAY

The R-Series requires a 300x300mm compatible VESA mounting bracket to mount on a wall. You can use any compatible mounting solution that supports both the VESA and weight of the display, but wall mounts are included with the display.



PRECAUTION

Please review the following items prior to mounting your R-Series display. Failure to comply may result in damage to the display and equipment, and may result in personal injury or death.

- Always enlist the help of professional integrators to mount and install your display.
- 2 people are required to handle the R-Series display.
- Ensure that your mounting mechanism is rated to hold the weight of your display (~220lbs).
- The wall mounted surface must be capable of supporting a redundant weight factor of 3x the weight of the display or be reinforced to support a 3x redundant weight factor.
- When using third-party equipment, only use dealer or manufacturer approved mounting kits.

OPERATION

RISEVISION SETUP

The R-Series display is powered by the RiseVision digital signage platform and FUSE remote management platform.

RISEVISION ACCOUNT CREATION

To make use of RiseVision services and turn your R-Series into a digital signage solution, you must create an account at <https://www.risevision.com/> and purchase the appropriate licenses.

FUSE ACCOUNT CREATION

To make use of FUSE remote management services for your R-Series display, you must create an account at <https://app.xyte.io/>. Find FUSE setup instructions and other guides here: <https://avocorna.zendesk.com/hc/en-us/articles/33959451546381-FUSE-Help>

LINK YOUR FUSE ACCOUNT TO RISEVISION

To claim your R-Series display into both RiseVision and FUSE accounts, you must link the accounts with a FUSE-provided API Key. Reference the following guides to complete this action:

- [How to generate a FUSE API Key](#)
- [How to link your FUSE account to RiseVision](#)

Once the above steps are completed, you're ready to set up and claim your R-Series display.

OUT-OF-BOX SETUP

1. Power on the display.
2. Select Language.
3. Set up network connection (Wi-Fi or ethernet).
4. Configure date and time settings.

CLAIM THE DISPLAY

Follow the on-screen prompts to claim your display to your RiseVision and FUSE accounts.

DISPLAY SETTINGS

This section contains reference information for R-Series display settings, accessed by pressing the **SETTINGS** button on the remote control. Overall, there are some items here that are useful for setup purposes, such as device information, but since the R-Series is intended to be a self-contained digital signage platform powered by RiseVision, the display is already configured to be plug-and-play with little need to access these settings.

QUICK SETTINGS

- **BUG REPORT:** captures a screenshot and submits a bug report.

GENERAL SETTINGS

- **NETWORK & INTERNET:** configure network related settings.
 - **Wi-Fi:** toggle Wi-Fi on or off.
 - **Available Networks:** select a Wi-Fi network to connect to.
 - **Other Options:** Add a new network, Scanning always available, HotSpot.
 - **Ethernet:** shows ethernet settings include connection status, proxy settings, and IP settings.
- **APPS:** configure app-related settings.
 - **Recently opened apps:** view recently used apps.
 - **Permissions:** configures permission settings for apps.
 - **App permissions:** allow or disallow apps from the following permissions –
 - **Contacts**
 - **Files and media**
 - **Location**
 - **Microphone**
 - **Phone**
 - **Physical activity**
 - **SMS**
 - **read all TV Listings**
 - **Special app access:** adjust special access settings for the following –
 - **Energy optimization**
 - **Usage access**
 - **Notification access**
 - **Display over other apps**
 - **Modify system settings**
 - **Picture-in-picture**

- **DEVICE PREFERENCES:** configure display-related settings.
 - **About**
 - **Device Name:** the name of the display.
 - **Factory reset:** restores the display to factory defaults.
 -  **Note:** after performing a factory reset, the display will need to be claimed back into RiseVision and FUSE; it's best practice to delete the device profile in both accounts prior to performing a factory reset.
 - **Status:** view the following items for the display –
 - **IP Address**
 - **Device MAC address**
 - **Serial Number**
 - **Up Time**
 - **Legal information:** view license information for the display.
 - **Open source licenses**
 - **System WebView licenses**
 - **Model:** shows the model number of your display.
 - **Android monitor OS version:** shows the Android OS version.
 - **Android monitor OS security patch level:** shows the Android security patch version.
 - **Kernel version:** shows the Android kernel version.
 - **Android monitor OS build:** shows the Android build version information.
 - **Date & Time**
 - **Automatic date & time:** set to **Use network-provided time** or **Off**.
 - **Set date:** manually set the date when automatic date and time is off.
 - **Set time:** manually set the time when automatic date and time is off.
 - **Set time zone:** set the time zone for “use network provided time.”
 - **Use 24-hour format:** change the display's clock to 24-hour format.
 - **Language**
 - **Keyboard**
 - **Current keyboard**
 - **Android Keyboard (AOSP) Settings**
 - **Manage keyboards**
 - **Display & Sound**
 - **Advanced display settings**
 - **S/PDIF output**
 - **Select formats**
 - **System sounds**
 - **Advanced sound settings**
 - **Storage:** view storage devices connected to the display.

- **Location**
 - **Location status**
 - **Use Wi-Fi to estimate location**
 - **Off**
 - **Recent location requests**
- **Accessibility**
 - **Captions**
 - **High contrast text**
 - **Text to speech**
 - **Accessibility shortcut**
- **Restart**
- **REMOTES & ACCESSORIES:** view and connect to compatible devices wirelessly.

THREE-YEAR LIMITED WARRANTY

For the following products

R-series

Congratulations on purchasing an Avocor display! Avocor is pleased to extend the following limited warranty to the original end-user customer of our products.

COVERAGE

Avocor warrants to the first end user customer that the product, when shipped in its original container, will be free from defective workmanship and materials, and agrees that it will, for a period of **three (3) years** from the date of purchase, repair or replace the defective product or part thereof, at Avocor's discretion, with a new or equivalent product at no cost, however the customer is responsible for the cost of freight.

Except as specified herein, this warranty covers all defects in material or workmanship in the product.

Advanced Field Replacement (AFR) service is included as part of this warranty.

AVOCOR'S LIABILITY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PRODUCT AT AVOCOR'S DISCRETION. REPLACEMENT PARTS OR PRODUCTS MAY BE NEW OR 'LIKE NEW' UNDER THE CONDITIONS SPECIFIED BELOW.

Defective on Arrival (DOA): If the Product is determined by Avocor to be defective within the first 90 days of the initial purchase by the Customer, it is deemed Defective on Arrival (DOA). In the case of a DOA, the Customer will be provided a brand-new equivalent Product. In the case that an RMA is issued after the 90 DOA period, the defective product will be replaced with a refurbished "like new" equivalent product, if available.

All parts or products removed under this warranty become the property of Avocor.

The replacement part or product is warranted for the remainder of the original limited warranty period or thirty days from shipment, whichever is longer.

LIMITATIONS ON WARRANTY COVERAGE, DURATION, AND SERVICES MAY SOMETIMES VARY BASED ON THE LAWS OF SPECIFIC REGIONS, STATES, AND COUNTRIES. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM JURISDICITON TO JURISDICTION.

Exclusions

This warranty does not apply to any cosmetic or consumable items of the Product or if the serial number or model number affixed to the Product has been removed, defaced, changed, altered or tampered with.

This warranty does not cover installation, signal reception problems, potential incompatibility with peripheral devices, or acts of nature. Avocor does not warrant nor shall it be liable for Products which have been subject to abuse, including, but not limited to, improper voltage, accident, misuse, negligence, lack of reasonable care, alteration, modification, tampering, improper installation, shipping damage, operation or maintenance or any damages or defects caused by repairs or attempted repairs performed by anyone other than Avocor personnel or an Avocor-authorized servicer. This warranty also excludes any damage to product glass due to pressure, abrasion, scratches, or actions otherwise beyond normal operation of the product that would cause screen mura and image retention. Please refer to Avocor's pixel policy for warranty guidelines on pixel related issues.

Concealed Damage

It is the customer's responsibility to inspect new product(s) at the time of delivery.

If packaging is found damaged *at the time of delivery*, the Customer should refuse delivery and note on the delivery receipt the product and details pertaining to damage. The Customer may accept packages with minor damage but must take note of product details and damage on the delivery receipt.

If patent or obvious physical damage is detected *after delivery is accepted* and a "clean" or unmarked delivery receipt was returned, it is the customer's responsibility to file an insurance claim to the shipping provider according to the requirements set forth in the shipping provider's policy.

If the product packaging is clean and undamaged, but patent or obvious physical damage is found on the product, the customer must report the damages to their product distributor, shipper, or seller, within the policy guidelines of the distributor, shipper, or seller.

If freight was arranged by Avocor, and patent or obvious physical damage to the packaging is not detected but found on the product or product accessories upon inspecting the product, the customer must report the damages to Avocor within 10 calendar days after the delivery date to receive warranty services.

Customer Data

If the customer's product is capable of storing software programs, data, and other information, it is the customer's responsibility to protect its contents against operational failure. It is also the customer's responsibility to keep a separate backup of the contents and remove all personal

information and disable security passwords prior to delivering a product for warranty service. ANY PERSONAL CONTENT WILL BE DELETED AND STORAGE MEDIA WILL BE REFORMATTED IN THE COURSE OF WARRANTY SERVICE.

AVOCOR SHALL NOT BE LIABLE, OR IN ANY WAY RESPONSIBLE, FOR ANY INCIDENTAL OR CONSEQUENTIAL ECONOMIC OR PROPERTY DAMAGE. SOME REGIONS DO NOT ALLOW LIMITS ON WARRANTIES OR ON REMEDIES FOR BREACH IN CERTAIN TRANSACTIONS; IN SUCH REGIONS, THE LIMITS HEREIN MAY NOT APPLY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. AVOCOR DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

SERVICES

Technical Support: The Customer must contact Avocor Technical Support, via email at service@avocor.com in order to initiate an RMA or another warranty service. Customer agrees to cooperate with Avocor: (A) to notify Avocor promptly of any defect, error or Hardware Product malfunction and to submit to Avocor such information that Avocor may reasonably require to reproduce the error or Hardware Product malfunction was discovered; (B) to follow Avocor's guidelines to troubleshoot reported faults on the defective product(s); (C) to install, if requested by Avocor and within Customer security guidelines, a network connection that will be made available to Avocor for the purpose of resolving problems, reviewing Customer use of software, or for any other reasonable purpose; (D) to have a certified technician repair or replace defective parts under Avocor's guidance; (E) to notify Avocor of any additional hardware or software not purchased from Avocor that may be used in conjunction with the Hardware Product.

Onsite services: If Avocor deems the Product repairable, it will, at its discretion, send a technical support representative and/or technician to provide onsite repair or replacement service for any repairable or replaceable parts. The customer may be asked to provide access to, and to assist in the handling of, the Product as deemed necessary by Avocor, under the instruction of the field representative or technician.

Advance Field Replacement (AFR): Avocor will ship a like-new or refurbished replacement product to the customer, at its discretion, if the product defect is determined to be unrepairable. The Customer must provide the display model and serial number and will be asked to provide contact details for the shipment. Upon approval, Avocor will ship the replacement product to the customer's site. Avocor does not require the return of faulty product. The Customer is responsible for all associated shipment costs and for recycling faulty product via local e-waste channels.

For recommendations on e-waste disposal, click here: <https://avocorna.zendesk.com/hc/en-us/articles/20643236387597-How-to-best-dispose-of-Avocor-equipment>

SHIPMENTS TO CERTAIN INTERNATIONAL LOCATIONS MAY NOT BE SUBJECT TO THE ABOVE AFR GUIDELINES. CONTACT SUPPORT FOR FURTHER DETAILS.

For more information, please email at service@avocor.com.