Dune HD Max Vision 4K

Dune HD Max Vision 4K Media Player User Manual

Model: Max Vision 4K

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Dune HD Max Vision 4K Media Player. Please read this manual carefully before using the device to ensure proper functionality and to maximize your viewing and listening experience.

Safety Information

- Ensure the device is placed on a stable, level surface with adequate ventilation.
- Do not expose the device to moisture, rain, or extreme temperatures.
- Use only the power adapter supplied with the device.
- Do not attempt to open or service the device yourself. Refer all servicing to qualified personnel.
- Keep the device away from strong magnetic fields.

PRODUCT OVERVIEW

The Dune HD Max Vision 4K is a premium full-sized media player designed for high-quality audio and video playback. It features a Realtek RTD1619DR processor, support for 4Kp60, Dolby Vision, and HDR10+, and advanced audio capabilities.

Front Panel

Image: Front view of the Dune HD Max Vision 4K Media Player, showing the OLED display, power button, USB port, and hot-swap HDD bay.

- **Power Button:** Used to turn the device on or off.
- **OLED Display:** Shows current status, time, and playback information.
- **USB Port:** For connecting external USB storage devices.
- **Hot-Swap HDD Rack:** Allows for easy insertion and removal of 3.5" SATA HDDs.

Rear Panel

Image: Rear view of the Dune HD Max Vision 4K Media Player, highlighting various input/output ports including HDMI, audio outputs, and network connections.

- **HDMI Output (Main):** Connects to your TV or AV receiver for video and audio.
- **HDMI Output (Audio Only):** Dedicated HDMI for audio output to an AV receiver, allowing separation of video and audio signals.
- **XLR Balanced Stereo Audio Outputs:** High-fidelity analog audio outputs.
- **RCA Stereo Audio Outputs:** Standard analog audio outputs.
- **Optical S/PDIF Output:** Digital audio output.
- **Coaxial S/PDIF Output:** Digital audio output.
- **Ethernet Port:** For wired network connection.
- **USB 3.0 Ports:** For connecting high-speed USB devices.
- **USB Type-C Port:** Versatile port for various connections.
- **Internal HDD Slot:** For installing an additional 3.5" or 2.5" HDD/SSD.
- **Wi-Fi Antennas:** For wireless network connectivity.
- **Power Input:** Connects to the AC power cord.

Included Accessories

Premium IR remote with learning and backlight
and
Bluetooth remote with AirMouse function and Microphone **included**

DUNE HD Bluetooth remote

DUNE HD Premium IR Remote

Image: The two remote controls included with the Dune HD Max Vision 4K Media Player: a Bluetooth remote with AirMouse and Microphone, and a Premium IR remote with learning and backlight.

- Dune HD Max Vision 4K Media Player Unit
- Dune HD Premium IR Remote (with learning and backlight)
- Dune HD Bluetooth Remote (with AirMouse function and Microphone)
- Set of screws for installing 2.5" and 3.5" HDDs
- 19" rack mounting brackets (x2)
- Set of screws for 19" rack mounting brackets (x1)
- Power Cord
- 4 AAA batteries (for remotes)

Setup

Connecting to Your Display and Audio System

1. **Power Off:** Ensure your TV/display and AV receiver (if applicable) are powered off before making connections.

2. **HDMI Connection:**

   - For standard setup, connect the **HDMI OUT (Main)** port on the media player to an HDMI input on your TV or AV receiver using a high-quality HDMI cable.
   - If you have an AV receiver without 4K/HDR support, you can use the **HDMI OUT (Audio Only)** port to send audio directly to the receiver, while the **HDMI OUT (Main)** port sends video to your 4K/HDR TV.

3. **Audio Connections (Optional):** For high-fidelity audio, connect the XLR or RCA analog audio outputs to your amplifier or pre-amplifier. For digital audio, use the Optical or Coaxial S/PDIF outputs.

4. **Network Connection:**

   - For a wired connection, connect an Ethernet cable from the media player's Ethernet port to your router or network switch.
   - For wireless connection, ensure the Wi-Fi antennas are securely attached. You will configure Wi-Fi settings during initial setup on screen.

5. **Power Connection:** Connect the supplied power cord to the AC IN port on the media player, then plug the other end into a wall outlet.

HDD Installation

The Dune HD Max Vision 4K supports two internal HDDs: one hot-swap bay on the front and one internal slot on the rear.

1. **Front Hot-Swap HDD:**

   - Ensure the media player is powered off.
   - Gently open the hot-swap bay cover on the front panel.
   - Slide a 3.5" SATA HDD into the bay until it clicks into place.
   - Close the bay cover.

2. **Rear Internal HDD/SSD:**

   - Ensure the media player is powered off and unplugged.
   - Locate the internal HDD slot cover on the rear panel (usually secured by screws).
   - Remove the screws and the cover.
   - Carefully connect a 3.5" or 2.5" SATA HDD/SSD to the internal connectors and secure it using the provided screws.
   - Replace the cover and secure it with screws.

After installation, the media player will detect the new drives upon power-on. You may need to format them via the device's settings menu if they are new or unformatted.

OPERATING INSTRUCTIONS

Initial Power On and Setup Wizard

After connecting all cables, press the power button on the front panel or the remote control. The device will boot up, and you will likely be guided through an initial setup wizard to configure language, network settings, display resolution, and other preferences.

Navigating the Interface

Use the included remote controls to navigate the on-screen interface. The Bluetooth remote offers AirMouse functionality for easier navigation, while the IR remote provides direct button access.

- **Home Screen:** Provides access to media libraries, apps, and settings.
- **Media Browser:** Browse content on connected HDDs, USB drives, or network shares.
- **Apps:** Access pre-installed applications like Google Play, IPTV, and YouTube.
- **Settings:** Configure various aspects of the player, including audio, video, network, and system settings.

Media Playback

The Dune HD Max Vision 4K supports a wide range of audio and video formats, ensuring compatibility with most media files.

- **Supported Video Formats:** MKV, MPEG-TS, MPEG-PS, M2TS, VOB, AVI, MOV, MP4, QT, ASF, WMV, ISO, movie folder structures.
- **Supported Video Codecs:** MPEG2, MPEG4, XVID, WMV9, VC1, H.264, H.265, H.265 10-bit, VP9, VP9 profile 2. Supports very high bitrate video up to 100 Mbit/s and higher.
- **Supported Audio Formats:** High-quality Super Audio CD (DSD) music files in ISO, DFF, DSF formats (stereo and multichannel), FLAC, PCM up to 384 kHz, and various lossless formats.
- **Dolby Vision and HDR10+:** The advanced Dolby Vision VS10 video processing engine ensures maximum image quality for SDR, HDR, and Dolby Vision content.

To play media, navigate to your desired file using the Media Browser and select it. Playback controls (play, pause, stop, fast forward, rewind) are available on the remote.

MAINTENANCE

Cleaning

To maintain the appearance and performance of your media player:

- Wipe the exterior with a soft, dry cloth.
- Do not use liquid cleaners or aerosol sprays, as they may damage the finish or internal components.
- Ensure ventilation slots are free from dust and obstructions. The device features an advanced silent cooling system with a 120mm ultra-low-noise fan from Noctua.

Software Updates

Dune HD regularly releases firmware updates to improve performance, add features, and fix bugs. It is recommended to keep your device's firmware up to date.

- Connect the media player to the internet.
- Navigate to the System Settings menu and look for a "Firmware Update" or "System Update" option.
- Follow the on-screen instructions to download and install any available updates. Do not power off the device during an update.

TROUBLESHOOTING

If you encounter issues with your Dune HD Max Vision 4K, refer to the following common problems and solutions:

Problem	Possible Cause / Solution
No Power / Device Does Not Turn On	Ensure the power cord is securely connected to both the device and the power outlet. Check if the power outlet is functional. Try a different power cord if available.
No Picture / Black Screen	Verify HDMI cable connections are secure at both ends. Ensure your TV/display is set to the correct HDMI input. Try a different HDMI cable. Restart the media player and your TV. Check display resolution settings in the player's menu (if accessible).
No Audio	Check audio cable connections (HDMI, RCA, Optical, Coaxial). Ensure your AV receiver or TV volume is up and not muted. Verify audio output settings in the media player's menu. If using HDMI Audio Only, ensure your receiver is on the correct input.
Network Connection Issues	For wired connection, ensure the Ethernet cable is properly connected and your router is working. For Wi-Fi, re-enter your Wi-Fi password in settings. Ensure the device is within range of your router. Restart your router and the media player.
Remote Control Not Responding	Replace the batteries in the remote control. Ensure there are no obstructions between the IR remote and the player's IR receiver. For the Bluetooth remote, ensure it is properly paired with the player. Refer to the pairing instructions in the player's on-screen help.

If the problem persists after trying these solutions, please contact customer support.

SPECIFICATIONS

Feature	Detail

Feature	Detail
Model Name	Max Vision 4K
Processor	Realtek RTD1619DR
Video Processing	Dolby Vision VS10 engine, HDR10+
Resolution	Up to 4K (3840x2160) at 60fps
Internal Storage	32GB (eMMC)
RAM	4GB
HDD Support	2x HDD racks (front hot-swap 3.5" SATA, rear internal 3.5"/2.5" SATA)
Audio DAC	Premium 32-bit DAC (AKM AK4493EQ or ESS ES9038Q2M)
PSU	High-End toroidal power transformer
Connectivity	Wi-Fi 2.4/5 GHz, Bluetooth, Gigabit Ethernet
Ports	2x HDMI Out (Main, Audio Only), 2x XLR, 2x RCA, Optical S/PDIF, Coaxial S/PDIF, USB 3.0, USB Type-C, USB 2.0 (front)
Dimensions (L x W x H)	16.73 x 12.2 x 2.99 inches (42.5 x 31 x 7.6 cm)
Weight	17.16 pounds (7.78 kg)
Cooling	Advanced silent cooling system with 120mm Noctua fan
Supported Internet Services	Google Play, Dune HD APP, IPTV, YouTube

WARRANTY AND SUPPORT

Warranty Information

Specific warranty terms and duration may vary by region and retailer. Please refer to the warranty card included with your product or visit the official Dune HD website for detailed warranty information applicable to your purchase. Keep your proof of purchase for warranty claims.
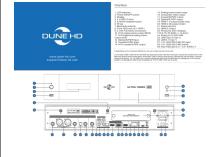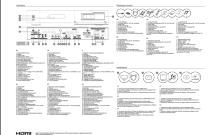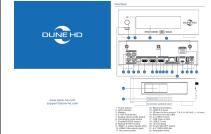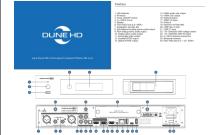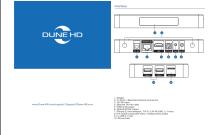
Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact Dune HD customer support. They are known for prompt responses.

- **Official Website:** Visit the Dune HD official website for support resources, FAQs, and contact details.
- **Online Forums:** Community forums may also provide helpful information and peer support.
- **Retailer Support:** Contact the retailer from whom you purchased the device for assistance with returns or exchanges.

You can find more information and contact details by visiting the Dune HD Store on Amazon.

Related Documents - Max Vision 4K

	Dune HD Lite 53D: Your All-in-One Full HD Media Player Explore the Dune HD Lite 53D, a versatile Full HD media player featuring the Sigma Designs 8653 processor, extensive format support (MKV, HD, SD), multiple connectivity options (USB, HDMI, Network), and advanced functions like NAS, BitTorrent, and Internet Radio.
	Dune HD Ultra Vision 4K Media Player Interface and Installation Guide A comprehensive guide to the interface and installation of the Dune HD Ultra Vision 4K media player, detailing all ports, buttons, and setup instructions.
	Dune HD Max 8K Media Player Quick Start Guide Get started quickly with your Dune HD Max 8K media player. This guide covers setup, connections, and basic operation for enjoying 8K HDR10+ and Dolby Vision content.
	Dune HD Pro Vision 4K Solo Media Player Interface and Setup Guide A comprehensive guide to the interface and setup of the Dune HD Pro Vision 4K Solo media player, covering package contents, installation, and remote control functions.
	Dune HD Max 4K II Media Player: Interface, Package Contents, and Setup Guide Comprehensive guide to the Dune HD Max 4K II media player, detailing its interface ports, package contents, installation steps, and remote control functions for optimal home entertainment setup.
	Dune HD Real Vision 4K: Interface, Package Content, and Installation Guide A comprehensive guide to the Dune HD Real Vision 4K media player, covering its interface ports, package contents, installation steps, and remote control functions.