MAXHUB MTR User Guide

for XCore Kit Pro

Microsoft Teams

MAXHUB

Note: All the pictures in this manual are for reference only, please refer to the actual product.

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1. Hardware and Diagram

• Safety Warnings

Before using and operating this equipment, please read and observe the following precautions carefully to avoid dangerous or illegal operations.

(1) Please carefully read the QSG before using the product.
(2) Before moving the product, please unplug the AC power cord from power socket.
(3) Before connecting or disconnecting any signal cables, make sure that all the power cords are unplugged in advance.
(4) To avoid damages caused by frequent start up and shutdown, please wait for at least 30seconds before restarting the product.
(5) All the operations such as removal or installation shall be implemented on the electrostatic discharge (ESD) worktable, because some precision components are sensitive to electrostatic discharge.
(6) If there is no ESD worktable, please take the following measures to minimize possible damages from electrostatic discharge: Wear an anti-static wrist strap during operation; Always touch the metal chassis of frame of the corresponding products before removal or installation of any components.
(7) The normal working temperature for the product is 0°C~40°C, and the normal working humidity is 10%~90%RH.
(8) Assure good cooling and ventilation.
(9) There are heating hole on back cover, do not spray water to it or use damp cloth for cleaning.
(10) Please call professional personnel for maintenance service.

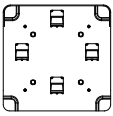
• Statement

① Intellectual property right statement: The hardware design and software of this product are covered by the patents. Anyone who reproduces this product or the content of the instruction without the authorization of the Company shall assume legal liabilities.
② This manual is for reference only, and the actual function of the final product is subject to the actual function of the product received by the customer.
③ The picture is for reference only, please refer to the actual product. The company reserves the right to improve and change the appearance and design of the product without notice.

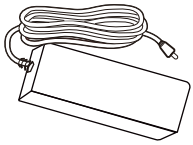
• Package Includes:

① XC25T Mini-PC x1

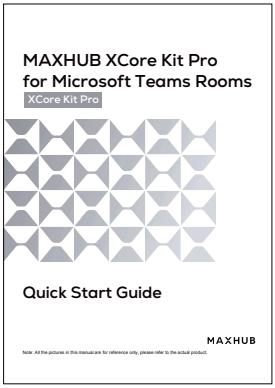
Mini PC×1



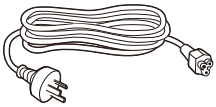
Wall Bracket×1



Power adapter×1



HDMI Cable×2 (3m / 9.84feet)



Power Cord×3 (1.8m / 5.91feet)

Quick Start Guide×1

screwdriver×1

M4 Screw×4

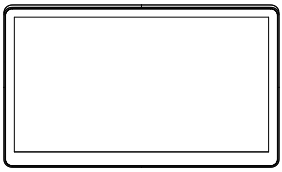
Expansion Screw×4

Self-tapping Screw×4

② TCP30T Touch Control Panel x1

USB Type-C Cable×1 (1.8m / 5.90feet)

Ethernet Cable×1 (7.5m / 24.61feet)

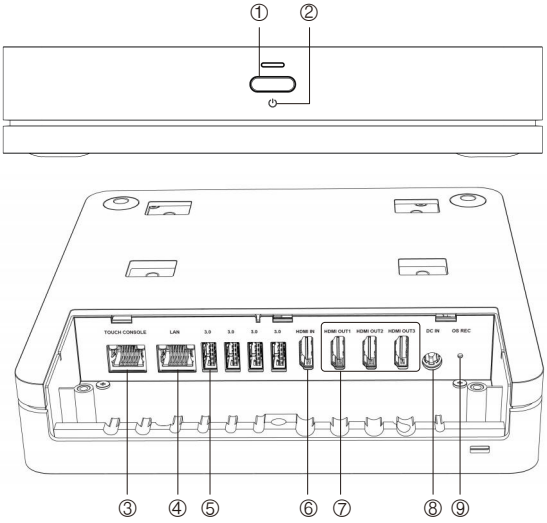


Touch Control Panel×1

Quick Start Guide×1

• Appearance Introduction

XC25T Mini-PC



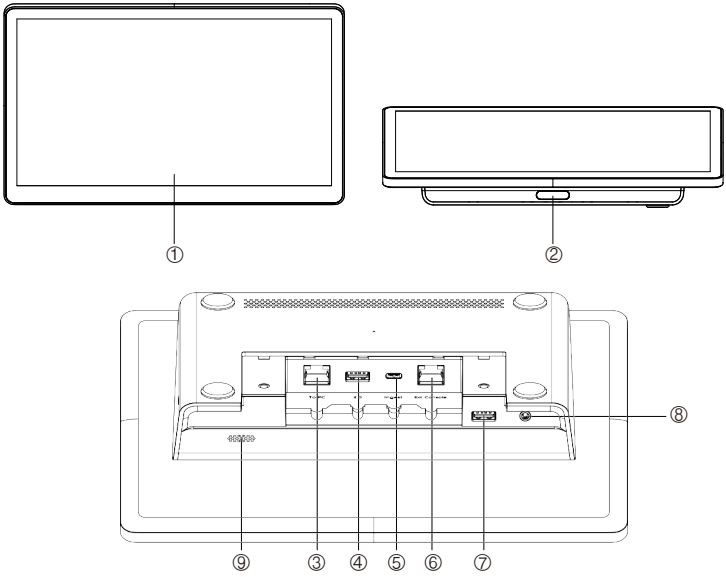
1	Power button
2	Power indicator light
3	RJ45(TOUCH COSOLE): connect with touch console
4	RJ45: Network
5	USB 3.0: Connect USB3.0 devices such as USB disk, USB keyboard, USB mouse usb camera and mic
6*	HDMI IN: 4K content sharing in Teams Room
7*	HDMI OUT: to connect with a room display
8	DC IN: connect with power adapter
9	Restore Default System Settings

***Note**:

6. HDMI IN: Note Microsoft Teams Rooms (as of Q2 2024) only supports a maximum video ingest of 1080P. Also you can utilize either the USB-C ingest on the Touch Console or the HDMI ingest on the Mini-PC.

7. HDMI OUT: Microsoft Teams Rooms (as of Q2 2024)supports only a maximum of two HDMI outputs

TCP30T Touch Control Panel



1	11.6" Touch Screen
2	PIR: The screen will wake up automatically when a person is detected in front of the screen.
3	RJ45(TO PC): to connect with XC25T mini PC
4	USB-A: Connect USB devices such as mobile hard disk, U disk, USB keyboard, mouse, USB drives, USB camera and mic etc. 5V ⎓ 1A
5	USB-C: (ingest): content sharing in Teams Room
6	RJ45: Extend to the second console
7*	USB-A: Pair with MAXHUB wireless Dongle. 5V ⎓ 0.5A
8	AUDIO OUT: 3.5mm Jack.
9	Speaker for Teams Ultra Sonic Application

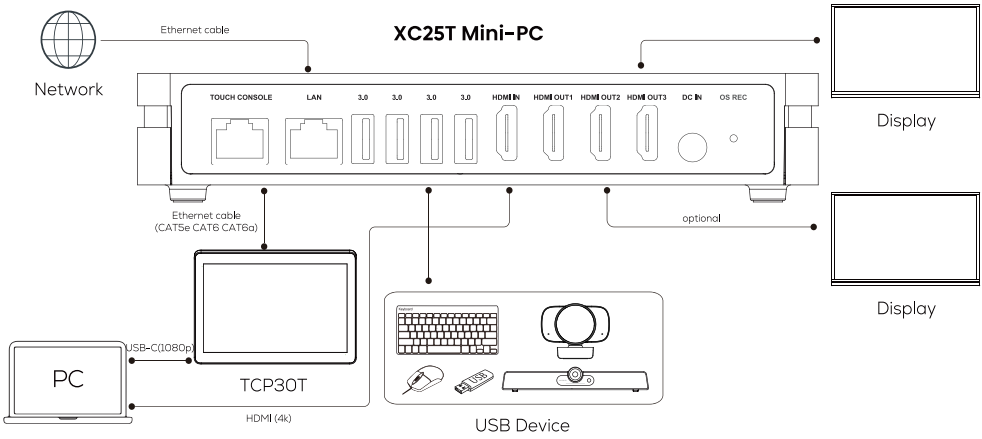
***Note:**

7. USB A:the MAXHUB Wireless Dongle WT13M is not sold in the United States, Spain and Germany.

• Connection Diagram

Complete the device connection according to the illustration, as shown in Figure 1.

Figure 1:



2. Software features

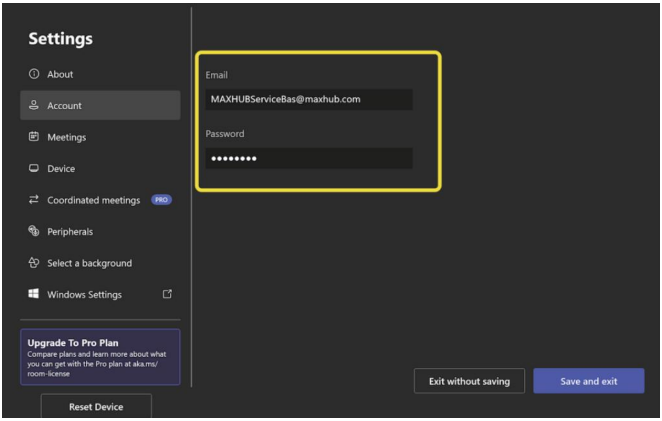
• Log In & Out Account

Introduction

Xcore device supports logging into the Skype/Teams account, and you can use related functions such as meetings after logging in.

Log In to Account

1. Go to More > Settings to enter the administrator password (default: sfb).
2. Select Account.
3. Enter the email address and password to select the supported meeting mode, and select Save and exit.



• Switch Account

Introduction

• By default, Xcore systems have two built-in Windows accounts (Skype user and administrator accounts).

Skype for Business account: It is limited to running the Microsoft Teams Rooms and also the default recommended account when the system starts. You can use the Skype for Business account to login to the Microsoft Teams Rooms System automatically without a password, but it does not have administrator privileges.

Administrator account: The administrator account can perform any operation on the Microsoft Teams Rooms System but requires a password (default: sfb). The administrator account is only applicable to Xcore. You do not need an administrator account when you participate in Skype for Business meetings or Teams meetings.

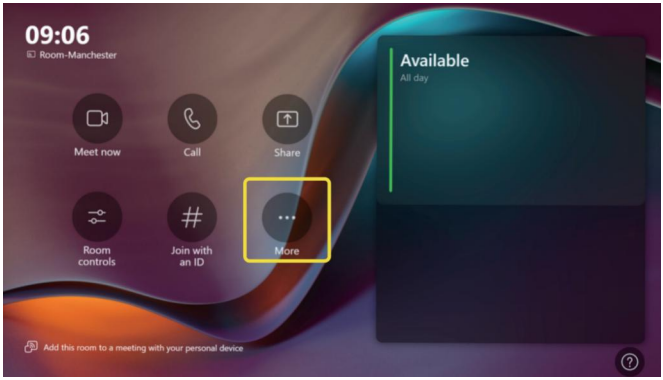
· When logging into your Skype user account, the interface is Microsoft Teams mode. When logging into the Administrator user account, the operation interface is Windows mode; The two modes can be switched between each other.

How to Use

Switch to Administrator Account

> ① **NOTE**
> Switching the Microsoft Teams Mode to the Windows Mode.https://docs.microsoft.com/en-us/microsoftteams/rooms/rooms-lifecycle-support)

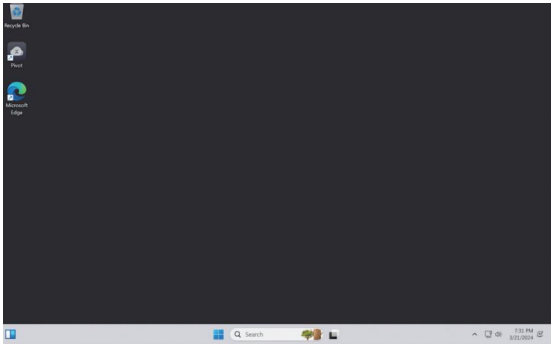
1. In the Microsoft Teams mode, goto More > Settings to enter the password (default: sfb).
2. Select Windows Settings > Administrator to enter the password (default: sfb).



Switch to Skype for Business Account

> ① **NOTE**
> Switching the Windows Mode to the Microsoft Teams Mode.

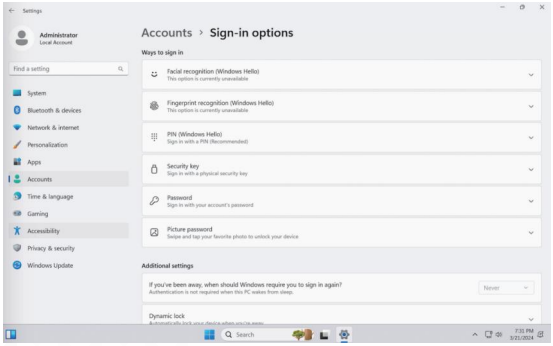
1. In the Windows mode, select .
2. Select .
3. Select Login to switch to Skype for Business account.



Change Admin Password

The administrator password defaults to sfb, you can change the password as needed.

1. Switch to Windows Mode.
2. Open Setting in the Windows mode and select Account.
3. Select Login Options on the account page, and select under the password field.
4. Goto Settings > Accounts > Sign-in Options > Password > Change.
5. Enter the original password (default: sfb) and the new password as prompted, and select Finish to change the password.



• Windows Update

Introduction

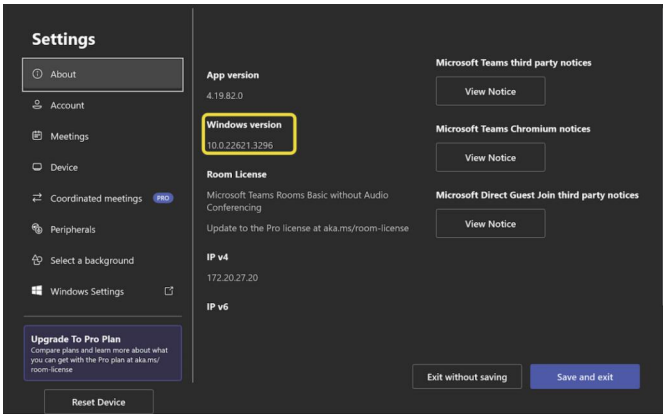
Usually, the Windows version will be updated automatically, but you can also check for updates yourself.

> ① **NOTE**
> The Windows and Microsoft Teams Rooms versions must match each other to work normally. For more information, please refer to Microsoft Teams Rooms app version support.

Howto Use

Check System Version Before Updating

1. In the Microsoft Teams mode, goto More › Settings (default password: sfb).
2. You can check the system firmware version in Windows version.



Check for Updates

Before updating, please ensure the device is connected to the Internet and the network is stable. Otherwise, the system update may fail.

In the Windows mode, goto ▪ › ⚙ › Upgrade & Security to select Check for Updates. The system will automatically download and install. After the update is complete, you can recheck the system version.

• Microsoft Teams Rooms App Update

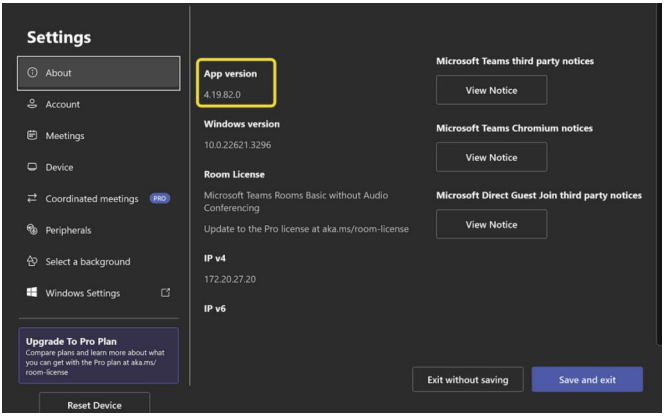
Introduction

Normally, the Microsoft Teams Rooms application will be automatically updated with Windows updates, and automatic updates can also be set through the Microsoft Store. For the Microsoft Teams Rooms app release log, please refer to Release Notes for Microsoft Teams Rooms.

Howto Use

Check Software Version Before Updating

1. In the Microsoft Teams mode, goto More › Settings (default password: sfb).
2. You can check the system firmware version in App version.



Application Update

In the Windows mode, goto › Microsoft Store to select App Settings › App Update.

① **NOTE**

- The Microsoft Teams Rooms app gets updates from the Windows Store. However, it may not receive updates in some cases. Please refer to Manually Update MicrosoftTeams meeting room devices for how to update.
- Microsoft Teams Rooms systems can be managed using Microsoft Intune® software. For more information, seeManage Teams Rooms with Intune .

• Meeting

Instant Meeting

Introduction

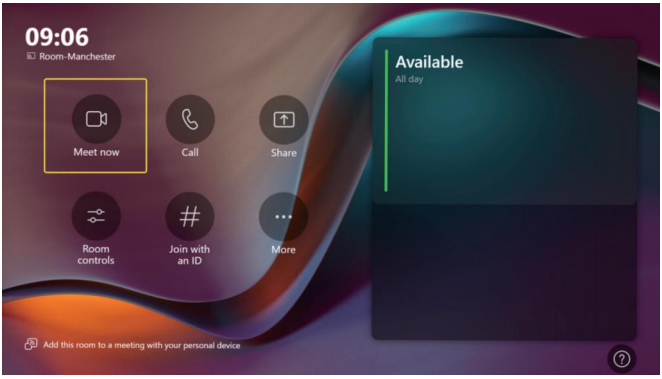
After completing the Quick Setup in the XCore kits, you can login to your Skype account and use the Microsoft Teams Rooms System to start a meeting.

How to Use

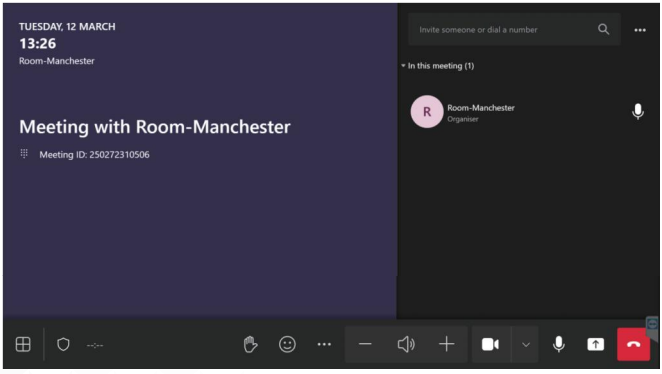
You need to switch the system to Microsoft Teams mode.

Start a Meeting

Select Meet to start your meeting.



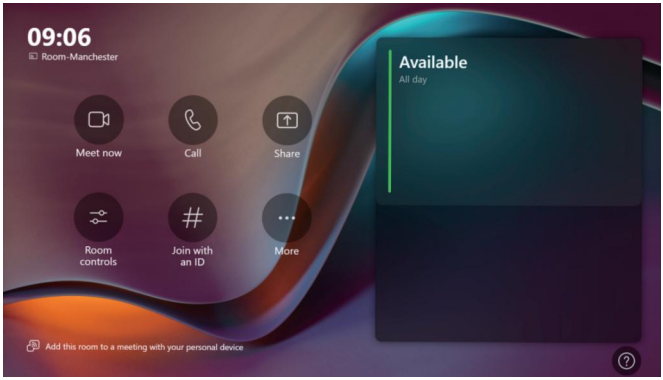
Invite other participants to join the meeting.

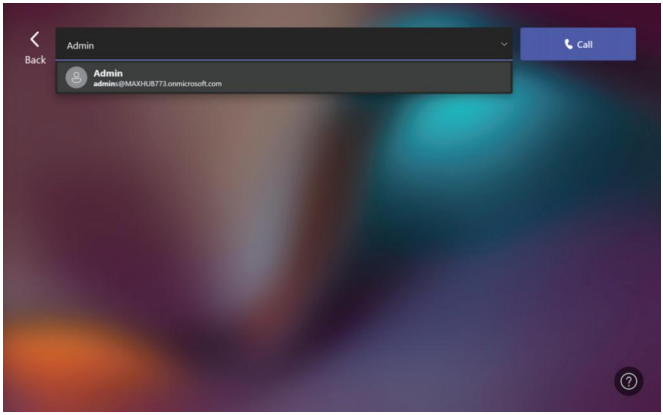


Call Someone to Join Meeting

1. Select Call to type a name or number (Tip: You can call multiple people simultaneously).
2. Select Call and wait for the other person to enter the meeting.

> **TIP**
> You can search for someone's name, number or email account.

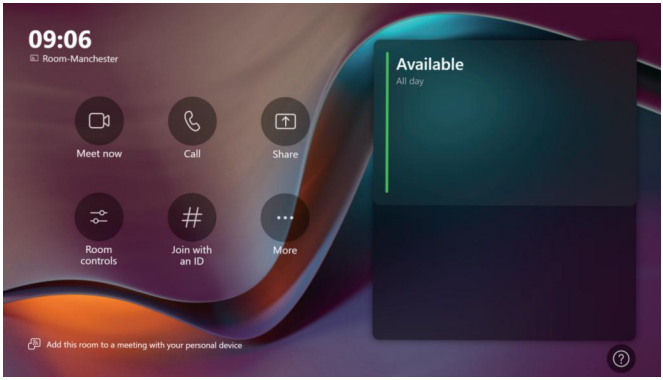




FAQ

How do I check my email account?

1. Go to More > Settings.
2. After entering the administrator password (default: sfb), you can view it in Accounts.



Does XCore kits support reserving a meeting? How to reverse a meeting?

The XCore kits does not support scheduling a meeting but supports a instant meeting. If you want to reserve a Teams meeting, you can download the Teams client to reserve a meeting. Please refer to Schedule a meeting in Teams for more information.

• Join Meeting

Introduction

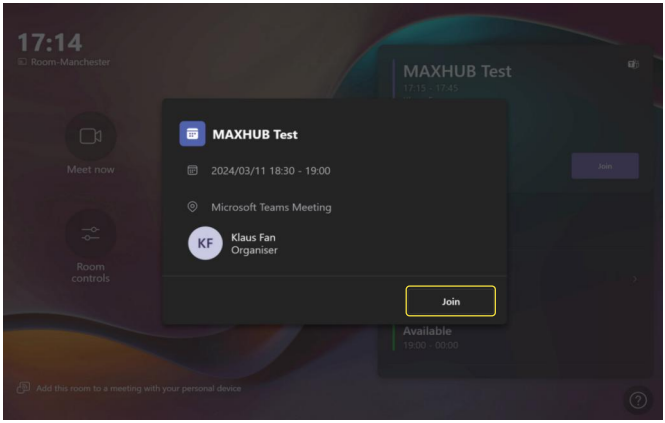
You can use TCP30T Touch Control Panel to join meetings reserved by Microsoft Teams.

How to Use

Before you start: You need to switch the system to Microsoft Teams mode .

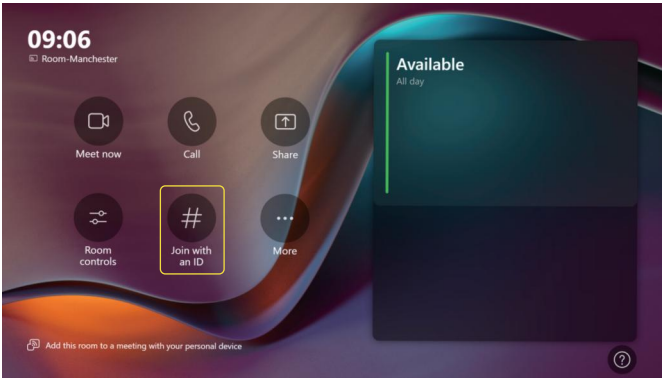
Join Scheduled Meetings

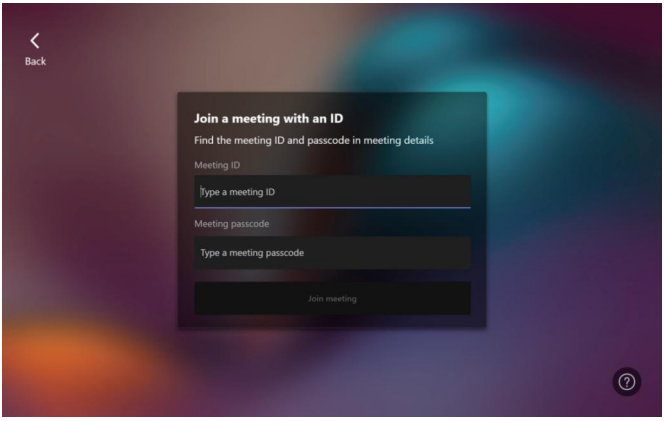
If you have been invited as a participant in a meeting, the homepage will display the meeting information, and you can directly select Join.



Join with Meeting ID

1. Click Join with a Meeting ID .
2. Enter the corresponding meeting ID and password.
3. Select Join meeting.

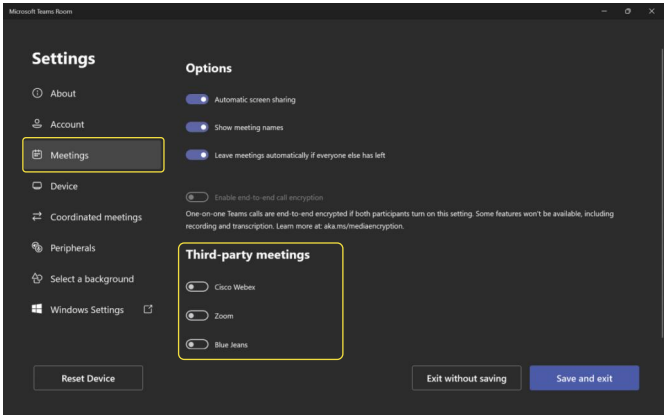




Join Third-party Meetings

X core kits devices support joining Zoom/Cisco Webex meetings.

1. Go to More > Settings to enter the administrator password (default: sfb).
2. Select Meetings to set Third-party meetings.
3. Select Save and exit. (Please refer to Enable Teams Rooms devices to join third-party meetings for more information).



4. After inviting the account logged in by the X core kits device to the Zoom/Webex client, the meeting information will be displayed in the meeting list on the homepage, and you can directly select Join to enter the meeting.

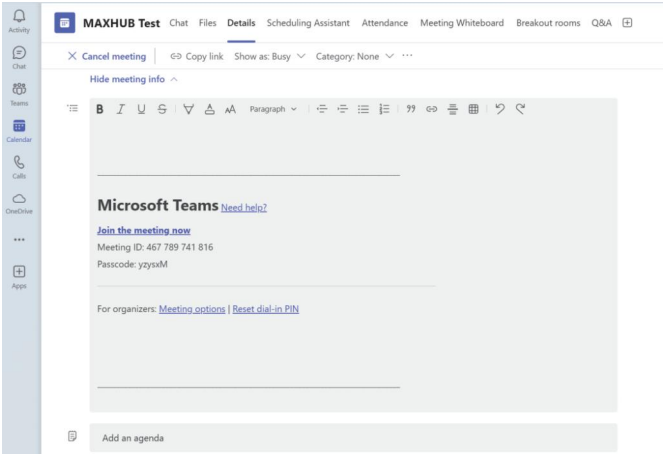
① NOTE

Screen sharing cannot be performed in a third-party meeting, but the other party can share the screen on the Zoom/Cisco Webex client. For more information, please refer to Zoom Document andCisco Webex Document .

FAQ

How to get the meeting ID and password in the meeting?

You can view the meeting ID and password in Details.



Why can't the dual-screen display be used after the XCore kits device joins the Zoom meeting?

The way to join a third-party Zoom meeting is through the web user interface, so dual-displays cannot be used in third-party meetings.

• Meeting Microphone

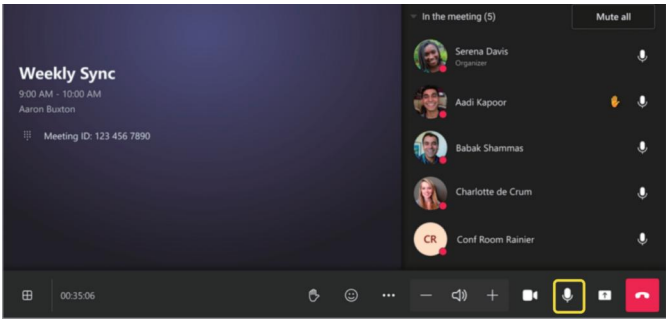
Introduction

You can adjust your microphone at anytime during the meeting.

How to Use

Mute/Unmute Microphone

Select to mute or unmute the microphone.



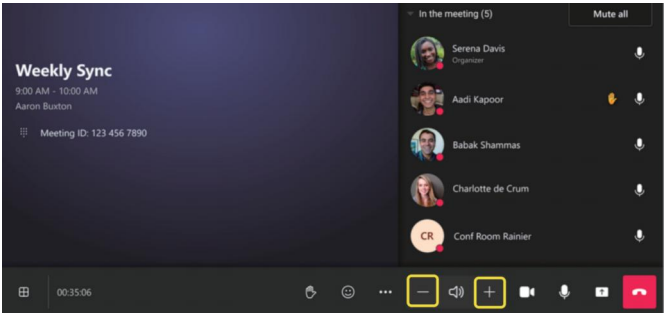
• Meeting Speaker

Introduction

You can adjust your speaker at anytime during the meeting.

How to Use

Select / to adjust the speaker volume.



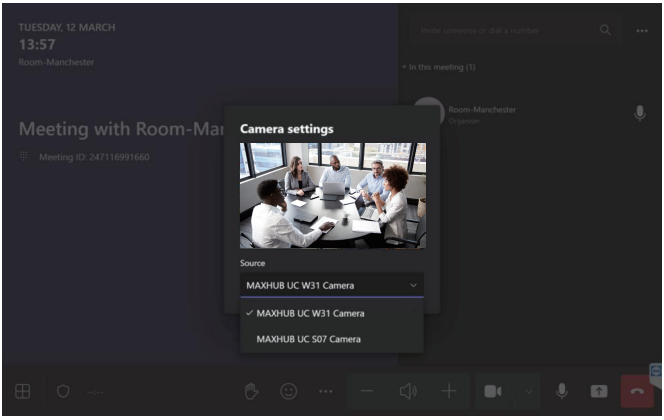
• Local Meeting Camera

Introduction

You can adjust your camera at anytime during the meeting.

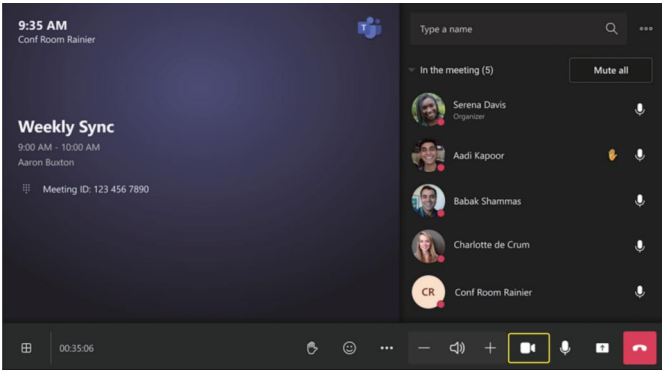
How to Use

Select the Camera Select the drop-down menu of ﹀ to choose which camera to use.



Enable/Disable the Camera

Select to enable or disable it.



• Manage Participants

Introduction

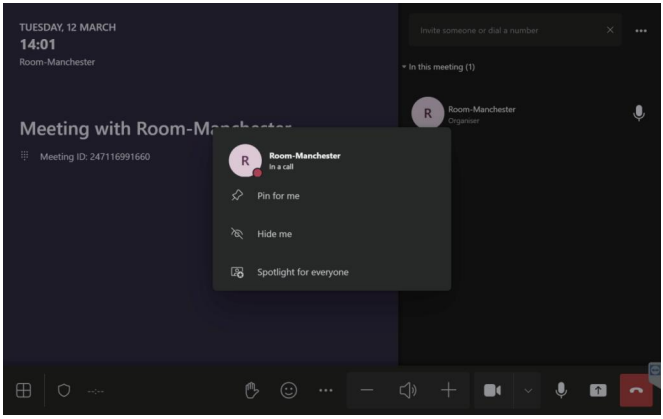
As a meeting host, you can pin, spotlight, mute, invite or remove participants.

The host can also spotlight up to 9 videos. Spotlight puts a participant as the primary active speaker for all participants. All participants will only see the selected speakers as the active speaker. This feature is often used to spotlight a keynote speaker.

How to Use

①. Manage the Audio and Video of Participants

1. Select Participant in the host controls to open the Participants panel.
2. Select Mute participant/Pin for me/Spotlight for everyone in the meeting.



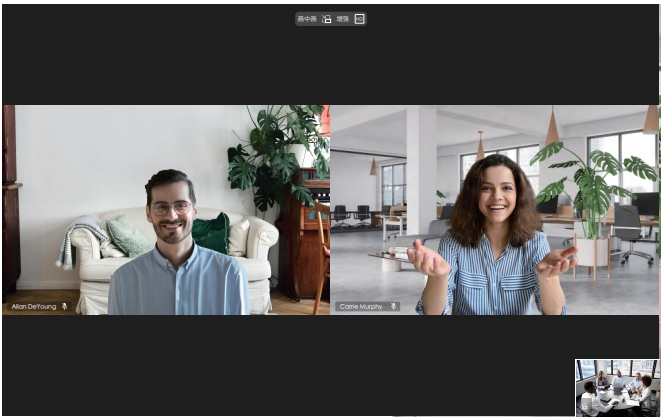
Effect Demonstration

Pin for me/Spotlight on everyone:

When you set Participant A to pin for me, participant A is displayed on a large screen in your video screen.

When you set Participant A to spotlight for every, participant A is displayed on a large screen in everyone's video screen.

Spotlight for me

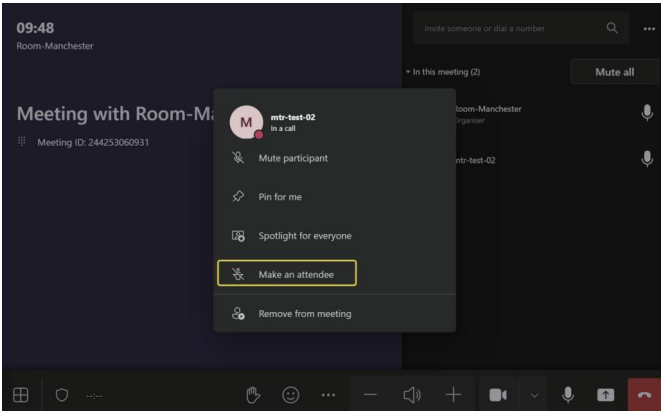


Hide for me

Pin for me

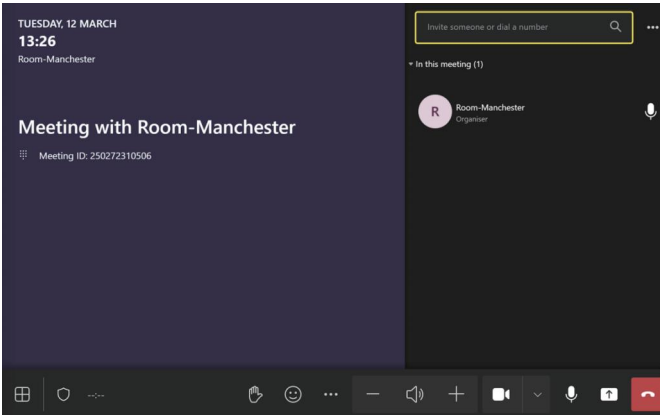
②. Set as Participant

Select a participant and select Make an attendee in the meeting. After setting them as participants, you can restrict them from using the microphone, camera, etc.



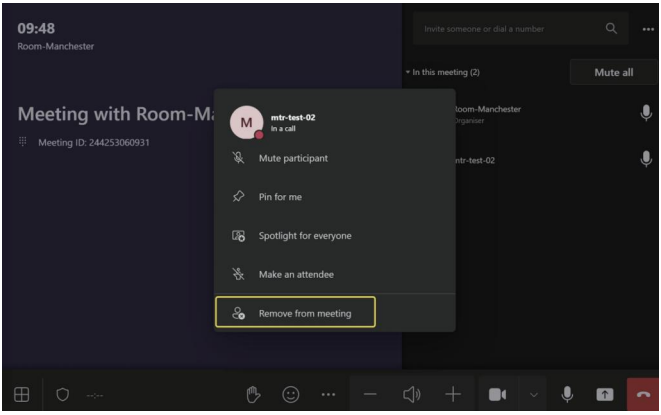
③. Invite Participant

1. Select Invite someone or dial a number in the meeting.
2. Select Request to join.



④. Remove Participant

Select Remove from meeting to remove the participant.



FAQ

Why the microphone/camera cannot be enabled during the meeting?

You cannot use the microphone/camera if you are set as a participant (the microphone/camera is disabled). You can ask the meeting organizer to enable the microphone/camera.

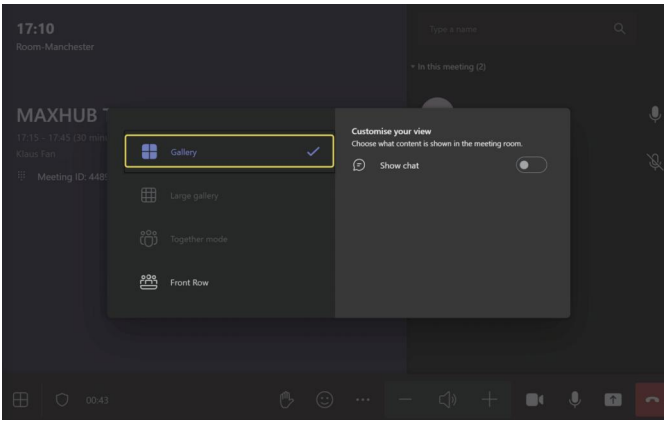
• Meeting Layout

Introduction

During the meeting, you can set the meeting layout to Gallery Mode, Together Mode, etc.

How to Use

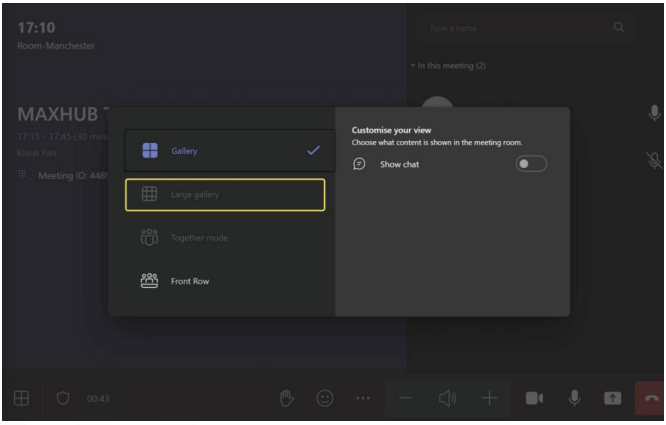
Gallery Mode Go to in the lower-left corner to select Gallery.



Large Gallery Mode

At least 10 people in the meeting enable the camera before setting the Large Gallery Mode.

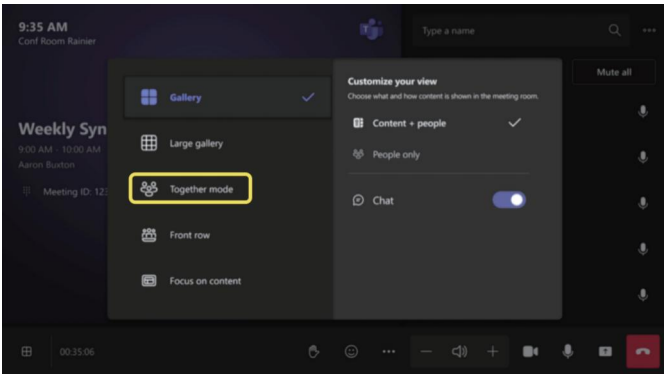
Go to in the lower-left corner to select Large Gallery. It displays a 7x7 video layout where you can see up to 49 people simultaneous



Together Mode

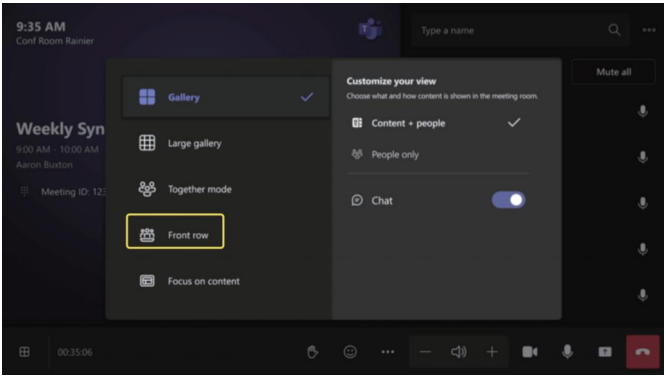
At least 5 people enable the camera in the meeting.

Goto in the lower-left corner to select Together Mode. It displays that you are in the same background as everyone in the meeting.



Front Row Mode (preview)

Goto in the lower-left corner to select Front Row. Participants appear in a row at the bottom of the display.



FAQ

There are no options for Large Gallery and Front Row Mode in the meeting.

- At least 10 people in the meeting enable the camera before the Together Mode option appears.
- At least 5 people in the meeting enable the camera before the Front Row Mode option appears.

• Raise Your Hand

Introduction

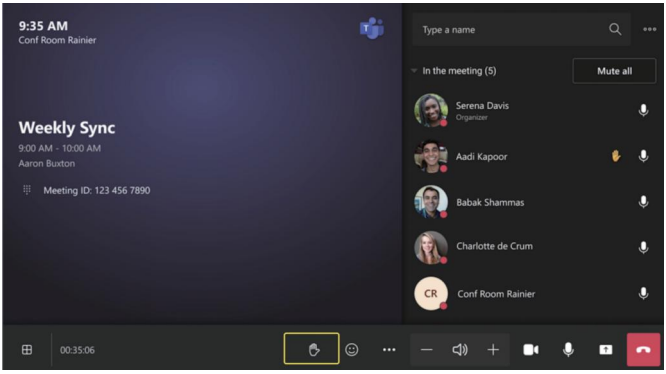
You can raise your hand to speak in the meeting.

How to Use

1. Go to Reactionon the toolbar along the bottom or top of the screen to select Raise Handin the meeting.
2. The host will be notified that you've raised your hand.
3. Select Raise Hand to lower it if needed.

For the host, you can select the corresponding participant and select Lower Hand to cancel.

Effect Demonstration



• Send Reactions

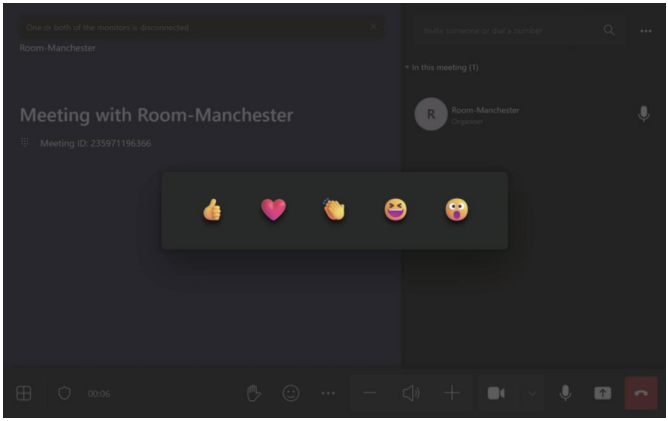
Introduction

You can also send reactions during a meeting with images or icons similar to emojis. You can send "clapping" or "thumbs up" reactions when you like something or when your microphone is muted.

How to Use

Select the during the meeting to send the emoji.

Effect Demonstration



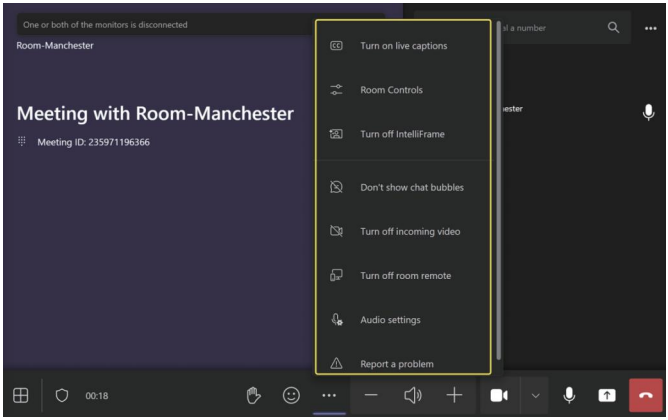
• Meeting Control

Introduction

You can use more meeting control in the meeting.

How to Use

Select More to select the other meeting control.



• Feedback

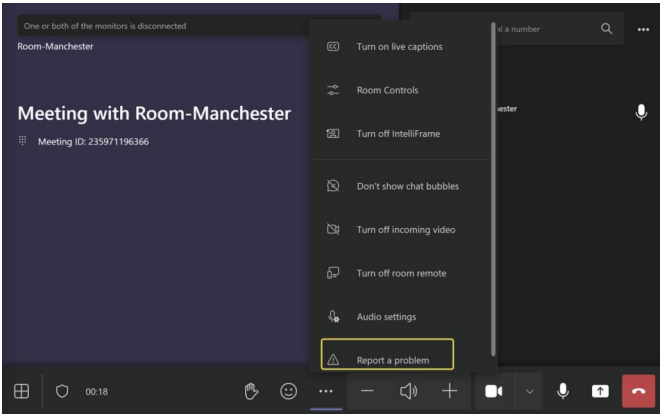
Introduction

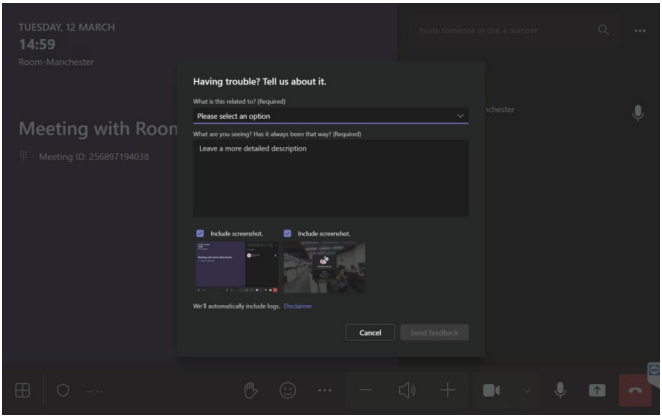
If you have any problems in the meeting, you can give feedback.

How to Use

1. Goto More > Report a problem.
2. Select the problem type and describe it briefly.

Were commend you select Include memory trace and heap snapshot .





3. Select Send feedback.

• Content Sharing

Wired Content Sharing

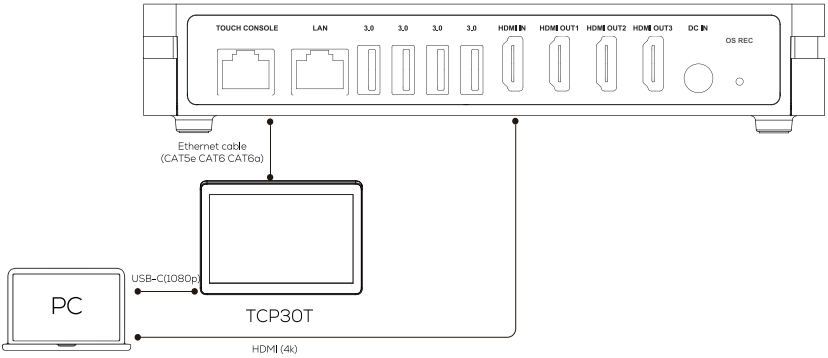
Introduction

For MAXHUB MTR System series products, you can achieve content sharing by connecting the HDMI to TCP30T Touch Control Panel.

How to Use

Wired content sharing can be enabled either by USB-C through TCP30T or through HDMI ingest on the Mini-PC

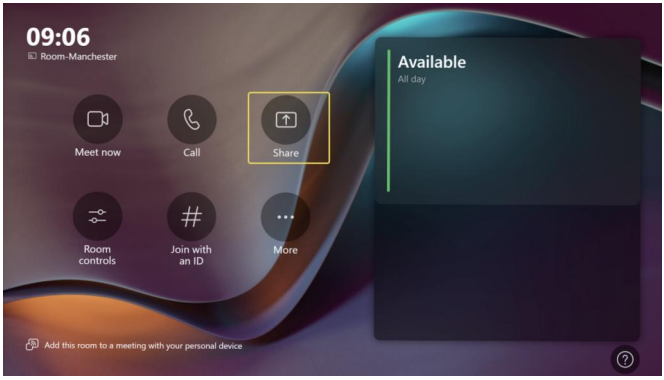
XC25T Mini-PC



2. Start Sharing

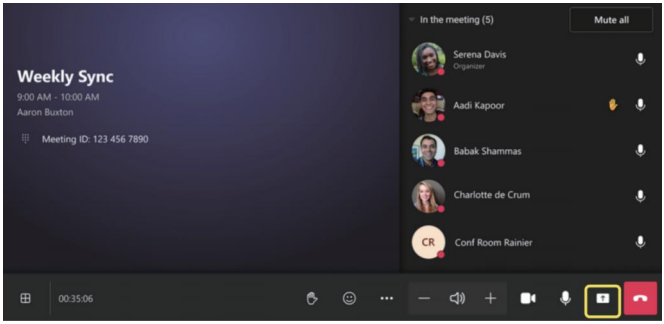
When you are not in a meeting:

After connecting the HDMI cable, select Share/Stop Sharing. If you setup the automatic screen sharing, the screen will automatically start sharing when you connect HDMI cable to the PC.



When you are in a meeting:

After connecting the HDMI cable, you can select to share your screen.



3. Share Audio

The wired sharing transmits all system audio output from your device. For example, if you have application audio notifications enabled during content sharing, participants hear these notification sounds together with the content audio. To avoid audio interference, the system automatically mutes your local audio when you start sharing content. When you stop sharing content, the system restores your local audio to its initial status.

4. Stop Sharing

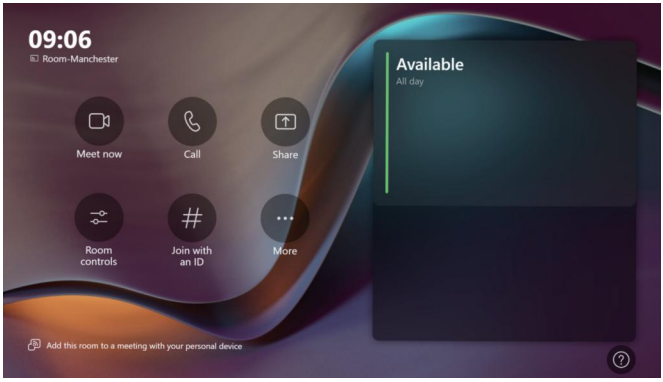
Do one of the following:

- Click Stop Sharing in the status bar at the top of your computer screen.
- Tap Stop Sharing button on the TCP30T Touch Control Panels.
- Disconnect the HDMI cable.
- End the meeting.

FAQ:

How to enable automatic content sharing?

1. Go to More > Settings (default password: sfb).
2. Select Meetings to enable Automatic screen sharing.
3. Select Save and exit.



Wireless Content Sharing

Introduction

After pairing TCP30T with Dongle, you can use screen sharing. The XCore Pro does not currently support screen sharing using TCP30T. If you want to use TCP30T for screen sharing, you can choose RoomCast to work with TCP30T.

TCP30T Compatibility

For the TCP30T compatible devices and the maximum number of compatible devices.

LED Status

LED Indicator Color	Description
Flash green	Pairing/connecting, updating, or software not installed.
Breathing green	Connected to the PC, and waited to share the screen.
Solid green	Paired/sharing content.
Flash red	Connection failed/network disconnected.

How to Use

① NOTE

- When using the Mac system, a prompt will automatically popup to enable screen recording permission for MAXHUB Share. If it does not popup automatically, you can click the upper-left corner of the Mac screen and goto **System Preferences** > **Security and Privacy** > **Enable Screen Recording Automatically**. After enabling it, you can start using content sharing.
- The WT13M/WT13S supports content sharing on the PC running Windows 7, Windows 8, Windows 10, Windows 11 and Mac OS 10.10 or later.

1. Pair TCP30T with Dongle WT13M/WT13S

Connect WT13M/WT13S to the USB port of TCP30T for pairing, and wait for more than 3 seconds until the WT13M/WT13S LED indicator turns solid green.

2. Pair WT13M/WT13S with PC

Connect the WT13M/WT13S to the PC's USB port, and the PC will automatically popup the MAXHUB Share application.

① NOTE

- When using the Mac system, a prompt will automatically popup to enable screen recording permission for MAXHUB Share. If it does not popup automatically, you can tap in the upper-left corner of the Mac screen and goto **System Preferences** > **Security and Privacy** > **Enable Screen Recording Automatically**. After enabling it, you can start sharing content.
- If the firmware of the WT13M/WT13S is different from the endpoint, the PC will prompt you to update the firmware.

3. Start Sharing

Method 1: Share via a button on WT13M/WT13S

Press the presentation button of WT13M/WT13S to share your desktop.

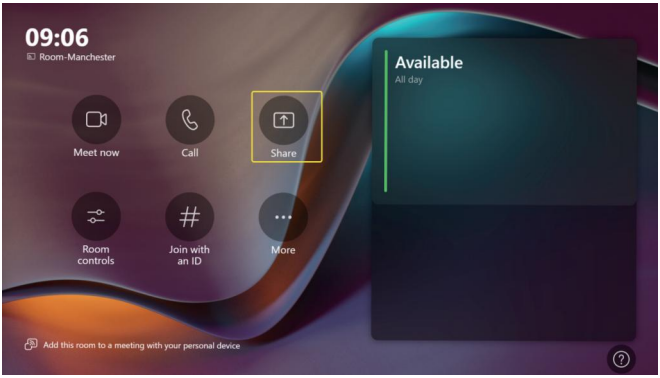
Method 2: Share via the MAXHUB SHARE software

Method 3: Share via the TCP30T

Tap Share on the home screen or tap Sharing Content/Type C › Sharing to Meeting in the meeting.

① NOTE

If XCore Pro does not immediately start content sharing, please first try enabling the content sharing feature using Method 1 or Method 2.



4. Share Audio

The WT13M/WT13S transmits all system audio output from your device. For example, if you have application audio notifications enabled during content sharing, participants hear these notification sounds together with the content audio.

To avoid audio interference, the system automatically mutes your local audio when you start sharing content. When you stop sharing content, the system restores your local audio to its initial status.

When using WT13M/WT13S for content sharing, click More > Share Computer Sound to enable audio sharing in the Wireless Presentation software.

5. Stop Sharing

Do one of the following:

• Press the presentation button of WT13M/WT13S again.

• Click Stop Sharing in the status bar at the top of your computer screen.

• Tap Stop Sharing button on the TPC30T .

NOTE:

the MAXHUB Wireless Dongle WT13M is not sold in the United States, Spain and Germany.

• Single & Dual Display

Single and Dual Layouts

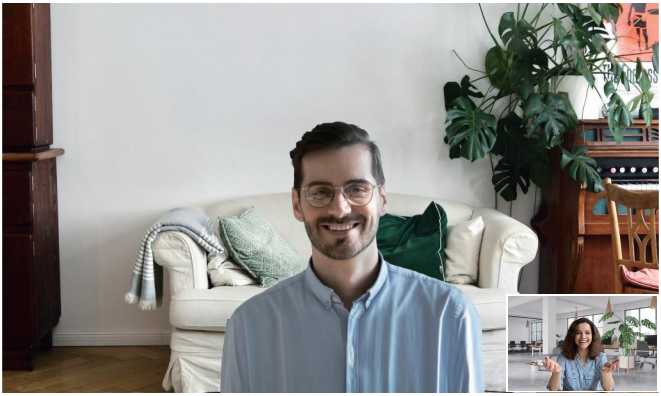
Introduction

We recommend connecting at least one external display to the Mini-PC to enjoy the video and content sharing in the meeting fully. If you connect two external displays and Enable Dual Monitor Mode , the second screen will display the shared content in full screen.

Single Screen Layouts

The following introduces the default layout when you connect two displays.

Only Video Calls



Video Calls with a Presentation

Video Calls with a Presentation

Enable Dual Monitor Mode

Introduction

Before using two external display devices, you must first enable the dual monitor mode. If you plugin two displays when dual monitor mode is not enabled, only one monitor will display content.

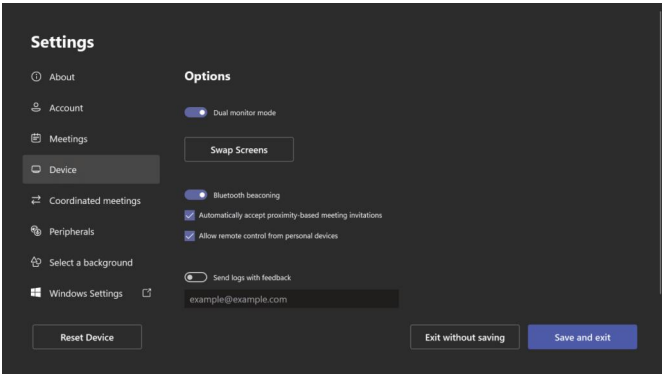
How to Use

Enable Dual Monitor Mode

You need to switch the system to Microsoft Teams mode (For more information, please refer to Switch Account).

1. Select More › Setting (default password: sfb).
2. Select Device to enable Dual Monitor Mode.
3. Select Save and exit.

You can select Swap Screens to switch the display of both screens.



FAQ

Why can't the dual displays be used after the XCore Pro device joins the Third-party Zoom meeting?

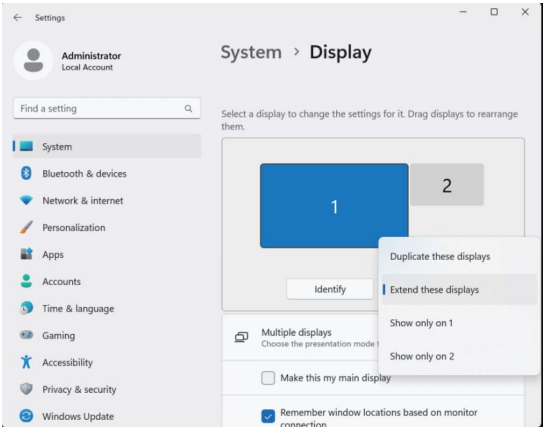
The way to join a third-party Zoom meeting is through the web user interface, so dual displays cannot be used in third-party meetings.

How do I set dual screens as duplicate screens? How do I set the extended screen as a duplicate screen?

In the Microsoft Teams mode, the dual displays default to an extended display and cannot be set as a duplicate display. Please refer to Single and Dual Layouts for the display layout.

In the Windows mode, the dual displays default to an extended screen. You can change the dual displays to a duplicate screen as follows:

1. You need to switch the system to Microsoft Teams mode (For more information, please refer to Switch Account).
2. Goto > > System > Display > Multiple displays to select Duplicate these displays or Extend these displays.



• Whiteboard

Introduction

The MAXHUB MTR System (Microsoft Teams Room) supports connecting a touch-enabled display for whiteboard usage.

How to Use

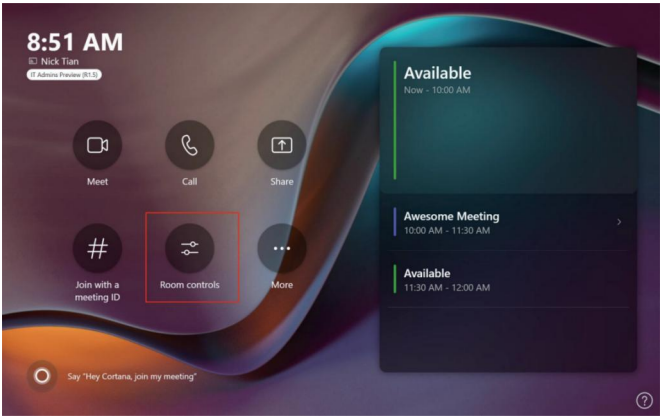
For more information about how to operate this feature, please refer to

Using Microsoft Teams Rooms with Front of Room Touchscreens.

The MAXHUB MTR System support any Teams certified content camera.

• Room Control

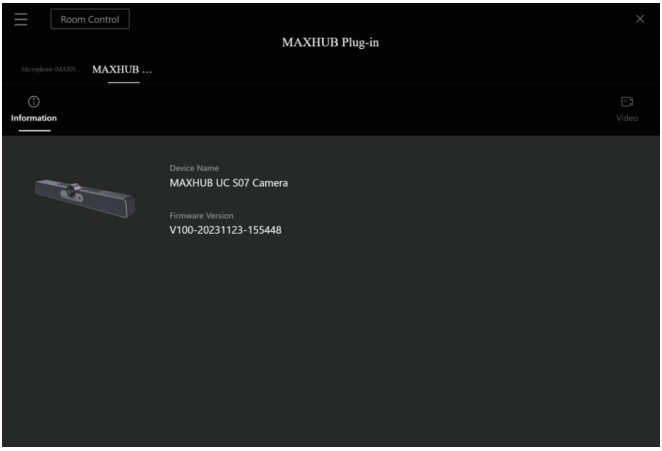
By selecting "Room Control" on the main interface of MTR, you can control and configure external audio and video devices.

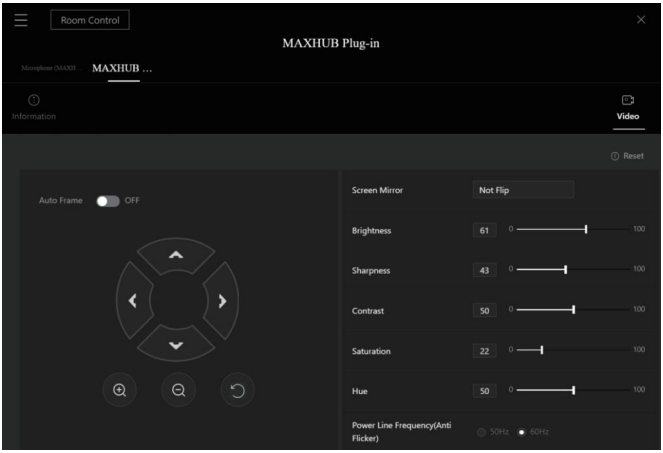


MAXHUB Plug-in is a plugin interface that supports the control of MAXHUB brand devices only.
When using MAXHUB audio and camera devices, you can control these devices using the MAXHUB Plugin.

1.Control the camera devices.

You can use the MAXHUB Plugin to control the camera devices.





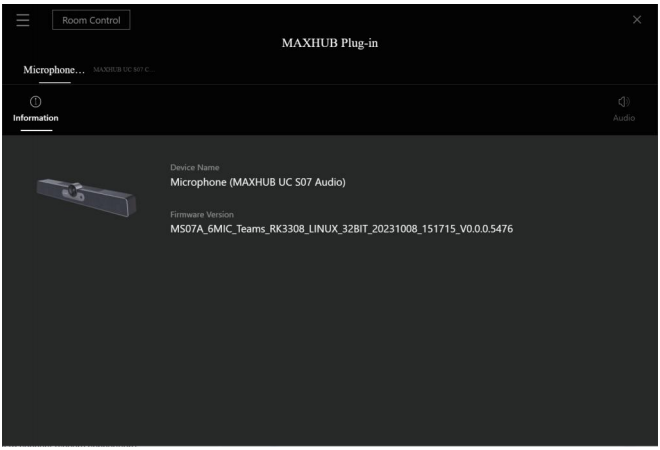
Support control of the following camera functions.

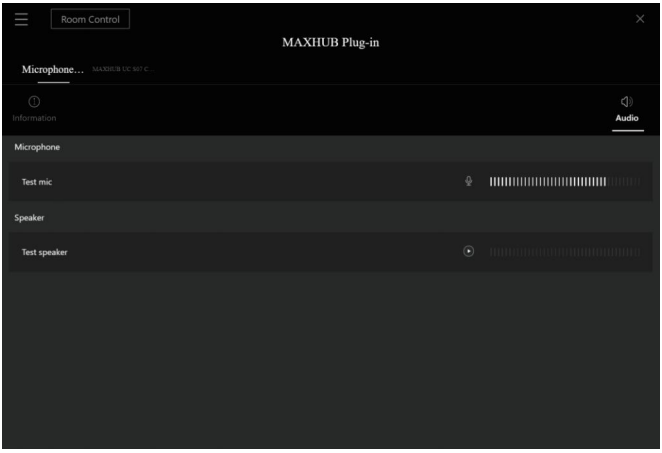
Function Name	Function Description
Device Name	Displays the device name of the recognized peripheral on the Tab.
Auto Frame	When enabled, automatically focuses on faces.
Zoom Adjustment	When Auto Frame switch is turned off, manually adjusts the camera angle. For example, zoom in, zoom out, adjust angle vertically and horizontally.
Mirror Adjustment	Supports flipping the image vertically or horizontally.
Brightness	Adjusts the brightness of the image from 0 to 100.
Sharpness	Adjusts the sharpness of the image from 0 to 100.
Contrast	Adjusts the contrast of the image from 0 to 100.
Saturation	Adjusts the saturation of the image from 0 to 100.
Hue	Adjusts the hue of the image from 0 to 100.
Power Line Frequency (Anti Flicker)	The device will automatically read the default [anti-flicker] value. There are two options: 50Hz and 60Hz.

2. Control the audio devices.

You can use the MAXHUB Plugin to control the audio devices.

When a device with audio capability is detected, the Audio icon will be displayed. You can test the microphone or speaker functionality within the Audio section to ensure they are working properly.





3. The MAXHUB MTR System support any Teams certified content camera.

• MAXHUB Pivot (cloud management software)

Account Register & Login

1. How to Sign up for a Pivot account?

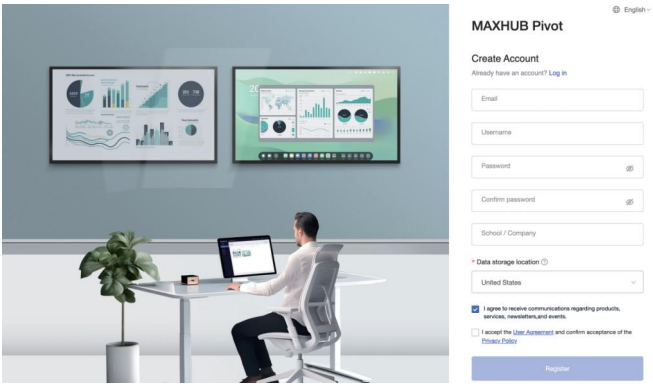
Open a website pivot.maxhub.com and click “Create Account” to go to the registration page.

On the registration page, enter your Email, Username, Password, Confirm password, School/Company, Location and Data storage location, and click “Register”.

If the entered email already exists, the system will prompt that the email has been registered.

Then the system will send an verification email to the registered email address.

Users need to open the email and click “Verify My Email” to complete registration.



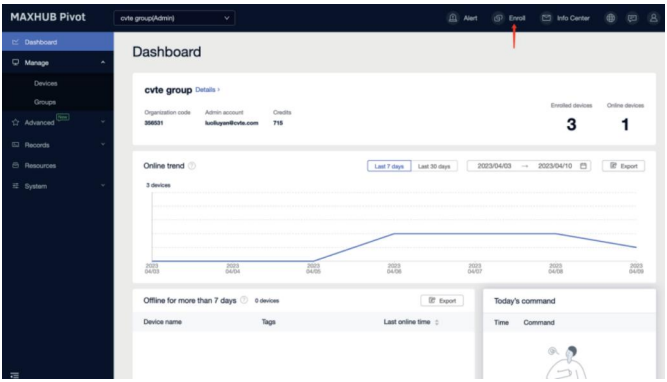
2. Login

After registering successfully, enter the correct Email and Password, and click “Log in” to get started.

Device enroll

To manage devices, you should first enroll your devices in the Maxhub Pivot web console.

Login to pivot.maxhub.com, click “Enroll” on the top bar to see enroll method.



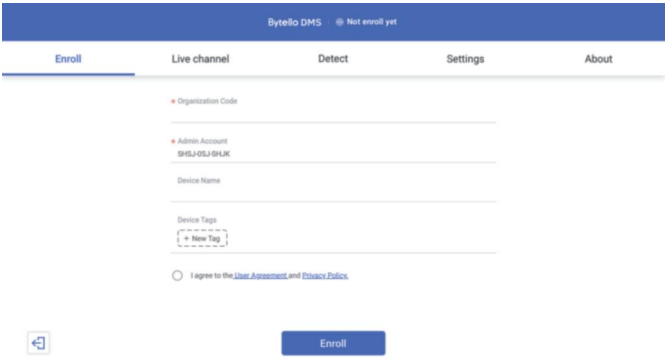
Method 1: Fill in the information on the Pivot Application running on Mini PC

Access the "Administrator" desktop on the Mini PC

Look for the Pivot Application on the desktop.

Input “Organization code” and “Admin account” on the Client to enroll this device in the organization.

Note: Click enroll button to get “Organization code” and “Admin account” .



Method 2: Plug USB onto a Mini-PC

Preset and download enroll file from the web console. / Put enroll file into a USB.

Plug the USB into a Mini-PC. / Confirm the information and enroll.

• BYOD

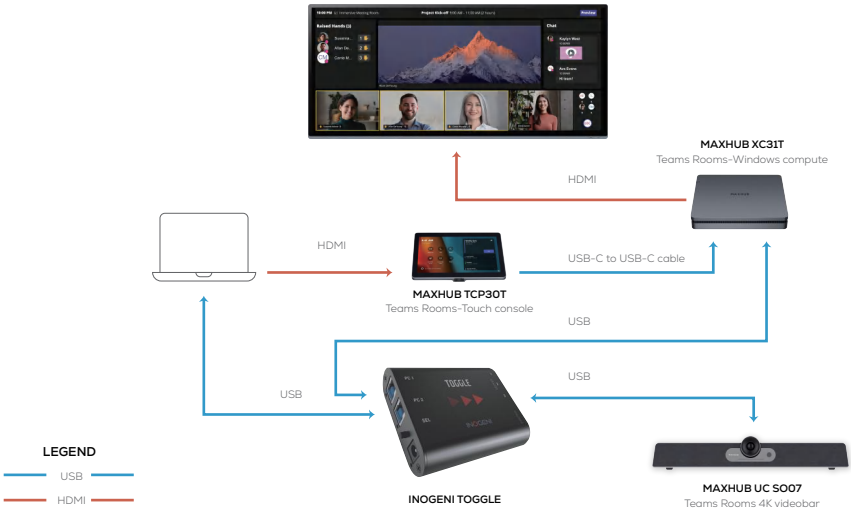
How to Use

INOGENI is an technology partner of MAXHUB. Please refer to the relevant installation and connection diagrams below.

MAXHUB Microsoft Teams Rooms + INOGENI TOGGLE

For Microsoft Signature Room

(Connectivity diagram)



• CEC

Introduction

The CEC functionality in MAXHUB MTR System refers to the synchronized wake-up feature between the mini-PC and the display.

The TCP30T Touch Control Panel device is equipped with a presence sensor, which automatically wakes up the TCP30T Touch Control Panel and synchronizes the wake-up of the display when someone enters the meeting room or approaches the TCP30T Touch Control Panel.

If your meeting room has glass partitions, the presence sensor may also detect movement outside the meeting room, resulting in the automatic wake-up of the TCP30T Touch Control Panel and display.

However, the min-PC currently does not support scenarios where the TCP30T Touch Control Panel is awakened by waking up the display or where the TCP30T Touch Control Panel and display enter sleep mode synchronously.

How to Use

The CEC feature is supported by default. If your display uses CEC, the device automatically wakes up when you enter the meeting room. However, scenarios such as waking up the display to wake up TCP30T Touch Control Panel and TCP30T Touch Control Panel and the display entering sleep synchronously are not supported.

Using MAXHUB CMA/CMA-T/UW Series Displays

Please navigate to the website: https://www.maxhub.com/us/support/?#trigger-download-center

Go to "Download Center" -> Microsoft Teams Rooms -> XT Series -> Technical Documentations and refer to the 2 guides titled "Proper Setup of MAXHUB CMA and UW Series with MAXHUB MTR

3. Troubleshooting and Recovery

• Troubleshooting

Troubleshooting

Use the troubleshooting information to find solutions to problems that have definite symptoms.

Startup and shutdown problems

Problem	Solution
The XCore does not start up after the power button is pressed.	• Ensure that XCore is correctly connected to power through the accompanying power adapter and power cord. • Ensure that the XCore voltage matches the voltage available at the electrical outlet for your country or region.
The XCore cannot be shut down from the operating system.	Press and hold the power button on the XCore for at least 5 seconds to turn it off.

MTR Problems

Problem	Solution
MTR cannot be logged in.	• Ensure that the account and password are correct and valid. • Ensure that the XCore is connected to a wired network and is connected to your Office 365 account or your Skype for Business server (depends on your company's deployment). • If the XCore is connected to the Office 365 account, ensure that the account is not running in China.
The camera cannot be turned on in a meeting.	• Ensure that the account has been granted the authority to use the camera. • Ensure that the camera can work in administrator account with "Camera" application. • Ensure that the camera is not configured as content camera.
The calendar is not displayed.	• Ensure that the account has been granted the authority to receive meeting invitations automatically. • Check the calendar with Outlook or Office 365 Web site.

Display Problems

Problem	Solution
Sometimes, the touch point is not very accurate on Touch Controller.	Please connect a keyboard and mouse to XCore for operations.
Sometimes, the on-screen keyboard is not popped out after touching the input box on Touch Controller.	Please connect a keyboard and mouse to XCore for operations.
Sometimes, the on-screen keyboard is not displayed accurately, such as: • Keyboard not fully displayed • Keyboard letters not fully displayed.	Please connect a keyboard and mouse to XCore for operations.
Sometimes, the display mode is duplicate mode after XCore enters the MTR account.	The display mode is extend mode by default under the MTR account. If it is duplicate mode, restart XCore.
Sometimes, Touch Controller is not the main screen and has no screen-rotation function after XCore is reset.	The auto setting of Touch Controller as the main screen and the auto screen rotation function are controlled by the Touch Controller configuration application.
Touch Controller screen goes blank while XCore is on.	• Ensure that Touch Controller is connected to XCore correctly and securely. • Tap the Touch Controller screen to wake up the XCore. • The brightness and contrast is set correctly. • XCore voltage matches the voltage available at the electrical outlet for your country or region.
The Touch Controller screen image appears to be flickering.	• The Touch Controller screen might be affected by interference from nearby equipment. Magnetic fields around other devices, such as transformers, appliances, fluorescent lights, and other displays, might be causing the problem. Move fluorescent desk lighting or any equipment that produces magnetic fields farther away from the screen. If the problem persists, turn off XCore. Keep other devices at least 305 mm (12 inches) away from XCore. Then, turn on XCore. • Reset the refresh rate. 1. Right-click a blank area on the desktop. 2. Click Display settings. On the Display tab, click Advanced display settings → Display adapter properties for Display 1. 3. Click the Monitor tab, and then reset the refresh rate to be the highest and non-interlaced.

Problem	Solution
The Touch Controller screen image is discolored.	• The Touch Controller screen might be affected by interference from nearby equipment. Move fluorescent desk lighting or any equipment that produces magnetic fields farther away from the screen. • Turn off XCore. Keep other devices at least 305 mm (12 inches) away from XCore. Then, turn on XCore.
An external display screen is blank after connected to XCore.	• Ensure that the display is connected to XCore correctly and securely. • Select HDMI signals in the signal source setting of the display. • Restart the display. • Change the HDMI cable.
The image on an external display is not clear.	Reset the screen resolution. • Right-click a blank area on the desktop. • Click **Display settings.** • Set the screen resolution to be 1920 x 1200 pixels.

Audio problems

Problem	Solution
VideoBar is lost during the MTR meeting.	• Ensure that it is correctly connected to power through the accompanying power adapter and power cord. • Ensure that it is turned on. • Disconnect it from XCore and reconnect it to XCore. • Ensure that it is set as the audio device for conferencing from MTR Settings.
The sound does not come from the headset or headphones connected to Touch Controller.	Select the headset or headphones as the default audio output device in advanced sound settings.

Network problems

Problem	Solution
XCore cannot connect to an Ethernet LAN.	• Connect the cable from the Ethernet connector to the RJ45 connector of XCore. • Enable the Ethernet LAN feature in UEFI BIOS. • Enable the Ethernet LAN adapter. 1. Go to **Control Panel** and view by large icons or small icons. 2. Click **Network and Sharing Center** → **Change adapter settings.** 3. Right-click the Ethernet LAN adapter icon and click **Enable.** • Update or reinstall the Ethernet LAN driver. • Install all networking software that is necessary for your network environment. Check with your LAN administrator for the necessary networking software. • Set the same duplex for the switch port and the adapter. If you configured the adapter for full duplex, ensure that the switch port is also configured for full duplex. Setting a wrong duplex mode might degrade performance, cause data loss, or result in lost connections.
When a Gigabit Ethernet model XCore is used at a speed of 1000 Mbps, the Ethernet LAN connection fails or errors occur.	Connect the network cable to the Ethernet connector using Category 5 wiring and a 100 BASE-T hub/switch (not 100 BASE-X).
My XCore is a Gigabit Ethernet model, but it cannot be connected to the network at 1000 Mbps, but at only 100 Mbps.	• Try another cable. • Set the link partner to auto-negotiate. • Set the switch to be 802.3ab-compliant (gigabit over copper).
The Wi-Fi feature does not work.	It is not recommended that you connect to a Wi-Fi network. If you connect to the Wi-Fi network that needs account authentication, the connection will be lost when you log in the conference room system. Connect your XCore to a local network through the Ethernet connector on your XCore with an Ethernet cable.

Problem	Solution
The Bluetooth feature does not work.	Note:It is not recommended that you connect a Bluetooth-enabled device to XCore. • Enable the Bluetooth feature in UEFI BIOS. • Enable all Bluetooth devices. 1. Right-click the Start button to open the Start context menu. 2. Click Device Manager. Type the administrator password or provide confirmation if prompted. 3. Expand Bluetooth to display all Bluetooth devices. Right-click each Bluetooth device, and then click Enable device.4. Expand Network adapters to display all network devices. Right-click each Bluetooth device, and then click Enable device. • Turn on the Bluetooth radio. 1. Open the Start menu. 2. Click Settings → Devices → Bluetooth & other devices. 3. Turn on the Bluetooth switch to enable the Bluetooth feature. • Update or reinstall the Bluetooth driver.

Performance problems

Problem	Solution
The free storage drive space is insufficient.	• Clean out your Inbox, Sent Items, and Deleted Items folders from your e-mail application. • Clean up your C drive. 1. Open the Start menu. 2. Click Windows System → File Explorer → This PC. 3. Right-click your C drive and then click Properties. 4. Check the amount of free space, and then click Disk Cleanup. 5. A list of unnecessary file categories is displayed. Select the category you want to delete, and then click OK.

USB device problems

Problem	Solution
A USB device cannot be accessed.	• Connect the USB cable from the USB connector to the USB device. If the USB device has its own power cord, connect the power cord to a grounded electrical outlet. • Turn on the USB device and keep the device online. • Install any device drivers or programs supplied with the USB device. Refer to the documentation that comes with the USB device for more information. • Disconnect and reconnect the USB connector to reset the USB device. • Ensure that the Smart USB Protection function is disabled in UEFI BIOS.

Recovery

Restore system files and settings to an earlier point

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **Recovery → Open System Restore.** Then, follow the on-screen instructions.

Restore your files from a backup

Note: If you use the File History tool to restore your files from a backup, ensure that you backed up your data earlier with the tool.

1. Go to **Control Panel** and view by large icons or small icons.
2. Click **File History → Restore personal files.** Then, follow the on-screen instructions.

Reset from Windows

Note: The items in the graphical user interface (GUI) might change without notice.

1. Ensure that an external display is connected to the computer.
2. Open the **Start** menu, and then click **Settings → Update & Security → Recovery.**
3. In the **Reset this PC** section, click **Get started.**
4. Select **Remove everything.** Follow the on-screen instructions to reset your computer.

Notes:

• Reset option **Keep my files** is not supported.

• Please do not turn off or restart your computer during the reset.

• It is normal that TCP30T will go blank for a while during the reset process.

Reset from BIOS

Note: The items in the graphical user interface (GUI) might change without notice.

1. Ensure that an external display is connected to the computer.
2. Ensure that a keyboard is connected to the computer.
3. Restart your computer. At the beginning of the boot process, keep pressing F11 on the keyboard until Windows recovery environment opens.
4. Select **Troubleshoot → Reset this PC → Remove everything.** Follow the on-screen instructions to reset your computer.

Notes:

• Reset option **Keep my files** is not supported.

• Please do not turn off or restart your computer during the reset.

• It is normal that TCP30T will go blank for a while during the reset process.

Use advanced options

1. Open the **Start** menu, and then click **Settings → Update & security → Recovery.**
2. In the **Advanced startup** section, click **Restart now → Troubleshoot → Advanced options.**
3. Select a preferred option, and then follow the on-screen instructions.

Windows automatic recovery

Note: Ensure that your computer is connected to ac power during the recovery process.The Windows recovery environment on your computer operates independently from the Windows 11 operating system. It enables you to recover or repair the operating system even if the Windows 11 operating system fails to start. After two consecutive failed boot attempts, the Windows recovery environment starts automatically. Then, you can choose repair and recovery options by following the on-screen instructions.

Create and use a recovery USB device

It is recommended that you create a recovery USB drive as early as possible as a backup for the Windows recovery programs. With the recovery USB drive, you can troubleshoot and fix the problems even if the preinstalled Windows recovery programs are damaged. If you did not create a recovery USB drive as a precautionary measure, you can contact MAXHUB Customer Support Center and purchase one from MAXHUB.

• **Create a recovery USB drive**

Attention: The creation process deletes anything stored on the USB drive. To avoid data loss, make a backup copy of all the data that you want to keep.

1. Ensure that your computer is connected to ac power.
2. Prepare a USB drive with capacity of at least 16 GB. The actual USB capacity required depends on the size of the recovery image.
3. Connect the prepared USB drive to the computer.
4. Type recovery in the search box. Then, click **Create a recovery drive.**
5. Click Yes in the User Account Control window to allow the Recovery Media Creator program to start.
6. In the Recovery Drive window, follow the on-screen instructions to create a recovery USB drive.

• **Use the recovery USB drive**

If your computer cannot be started, you can use the recovery USB drive to recover your computer.

1. Ensure that your computer is connected to ac power.
2. Connect the recovery USB drive to the computer.
3. Turn on or restart the computer. When the logo screen is displayed, press F12. The Boot Menu window opens.
4. Select the recovery USB drive as the boot device. Then, follow the on-screen instructions to complete the process.

Update the device driver

Attention: Reinstalling device drivers will change the current configuration of the computer.

You should download the latest driver for a component when you notice poor performance from that component or when you added a component. This action might eliminate the driver as the potential cause of a problem. Download and install the latest driver by one of the following methods:

• From the MAXHUB Customer Support Center: www.maxhub.com

• From Windows Update:

Note: The device drivers provided by Windows Update might not be tested by MAXHUB. It is recommended that you get device drivers from MAXHUB.

1. Open the Start menu.
2. **Click Settings → Update & Security → Windows Update.**
3. Follow the on-screen instructions.

• More Help

For the most updated informaton in regards to the MAXHUB Teams Rooms Devices, please refer to the following website support pages:

North America -> https://www.maxhub.com/us/support/?#trigger-help-center

Rest of the World -> https://www.maxhub.com/en/support/?#trigger-help-center

* Navigate to "Microsoft Teams Rooms" -> "XT Series"

• Maintenance

Proper maintenance can avoid many early faults and regular careful cleaning can make machine brand new. Please unplug power plug before cleaning and maintenance, to prevent electric shock.

Clean Face Frame

Please use dry, soft, lint-free cloth to wipe front frame.

No Use of Machine for A Long Time

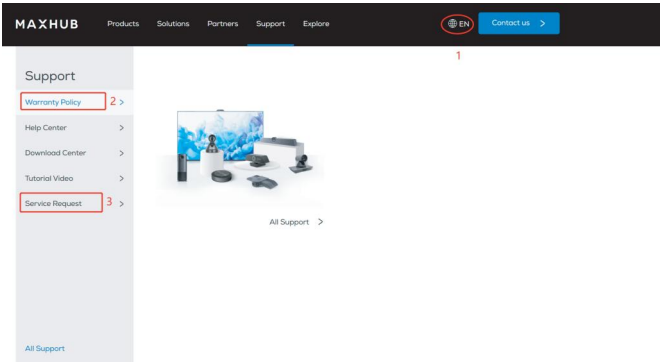
In case of no use of machine for a long time, such as holiday, please make sure to unplug the plug to prevent any possible dangers caused by power supply ripple from lightning.

To view MAXHUB warranty policy and contact us, please visit: https://www.maxhub.com/en/

1.Please choose your country/region. If your country/region is not listed, please refer to “International”;

2.You may view MAXHUB warranty policy under “Warranty Policy”;

3.You may create and manage your service requests under “Service Request”.



This symbol, affixed to the product or its packaging, indicates that the product must not be processed with household waste. It must be brought to an electric and electronic waste collection point for recycling and disposal. By the appropriate disposal of this product you also help in preventing potentially negative consequences for the environment and human health. The recycling of materials helps preserve our natural resources.
For further information regarding the recycling of this product, please contact your municipality, local waste disposal center or the store where the product was purchased.

HDMI™
HIGH-DEFINITION MULTIMEDIA INTERFACE

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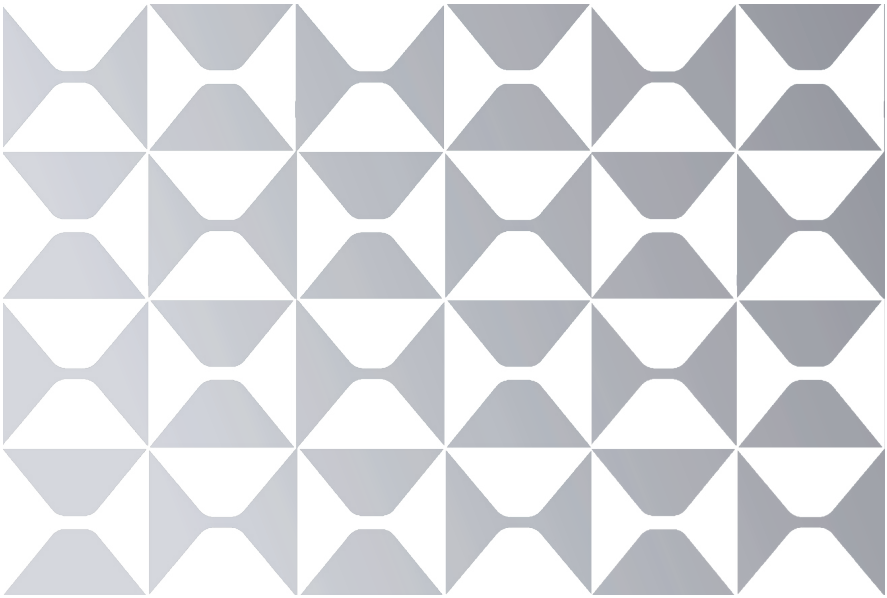
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