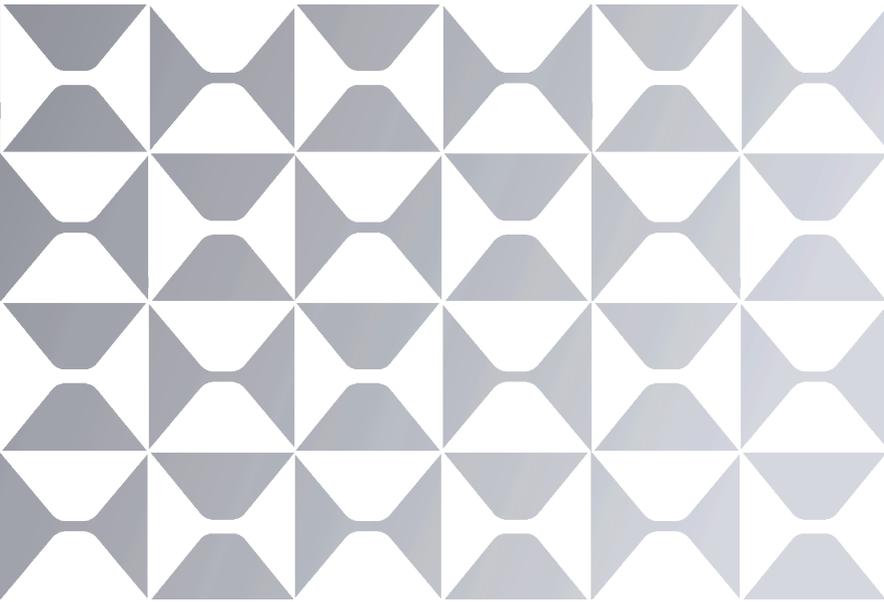


MAXHUB XCore Kit for Microsoft Teams Rooms



Microsoft Teams



User Manual

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 Connection	02
2. Software and Deployment	12
3. Troubleshooting and Recovery	30

1

Hardware and Connection

● 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.

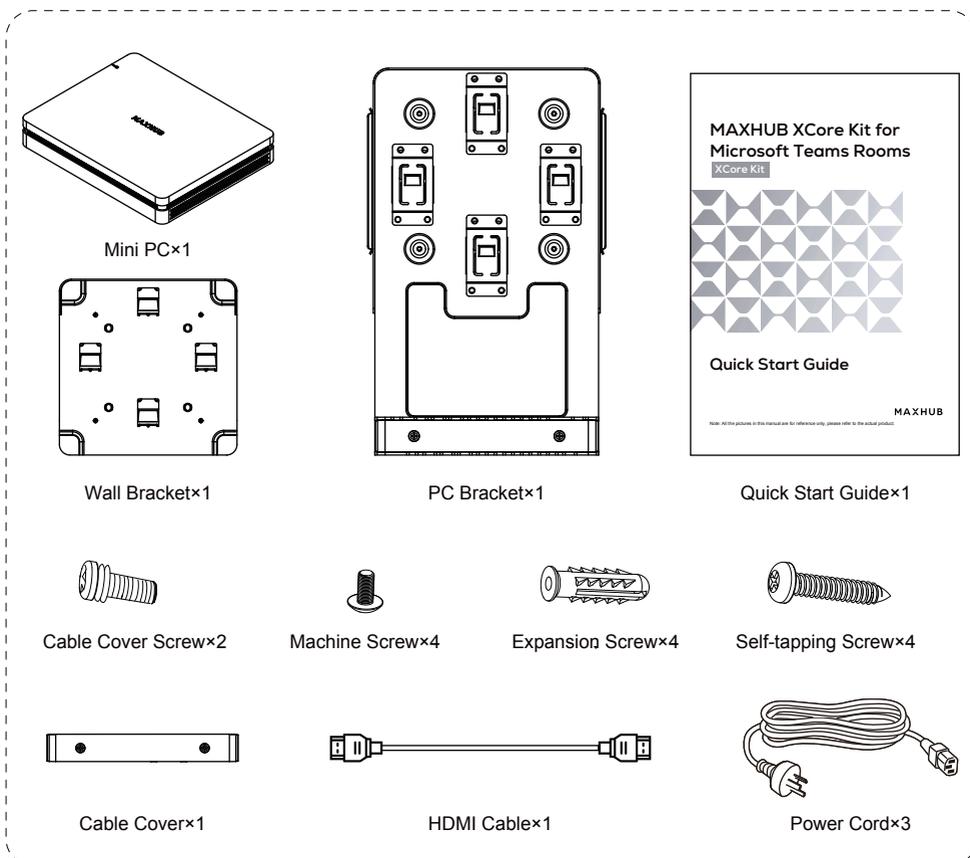
● Statement

- 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.

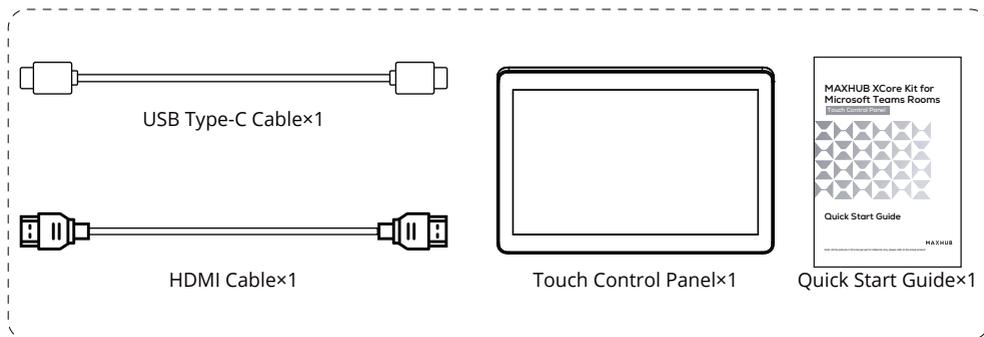
● Package Includes

Package	① XC13T	② TCP20T	③ UC S07	④ UC W31	⑤ UC BM35
XCore Kit	√	√			
XT10-VB Kit	√	√	√		
XT10-WS Kit	√	√		√	√

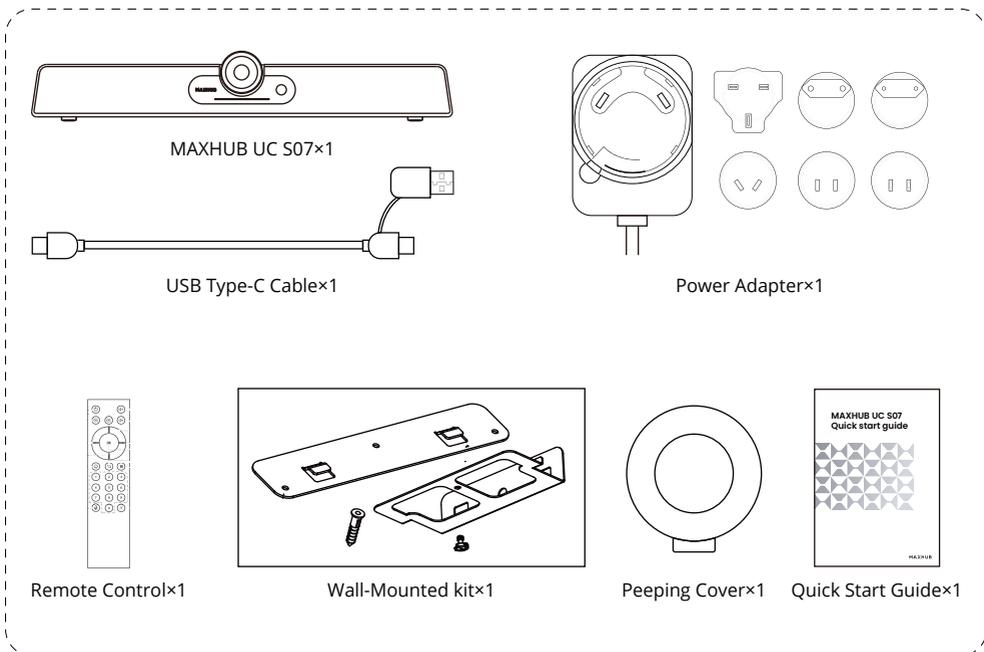
① XC13T Mini-PC x1



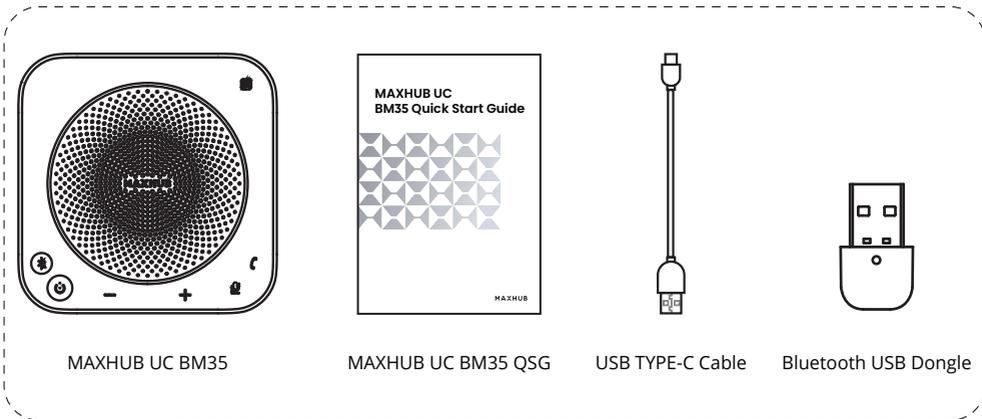
② TCP20T Touch Control Panel x1



③ UCS07 VideoBar x1



③ UC BM35 Speakerphone x1



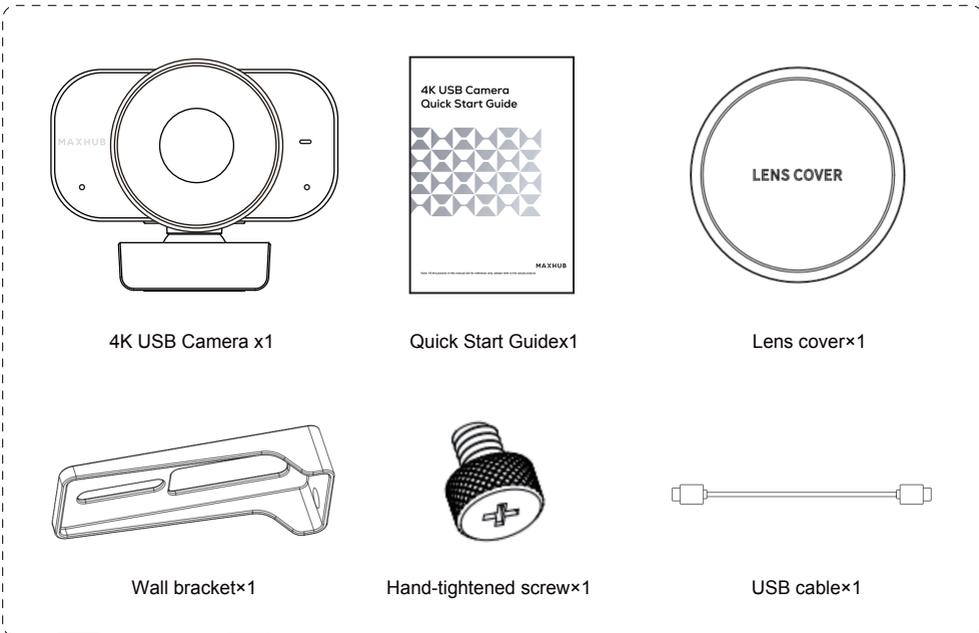
MAXHUB UC BM35

MAXHUB UC BM35 QSG

USB TYPE-C Cable

Bluetooth USB Dongle

④ UC W31 4K USB Camera x1



4K USB Camera x1

Quick Start Guidex1

Lens coverx1

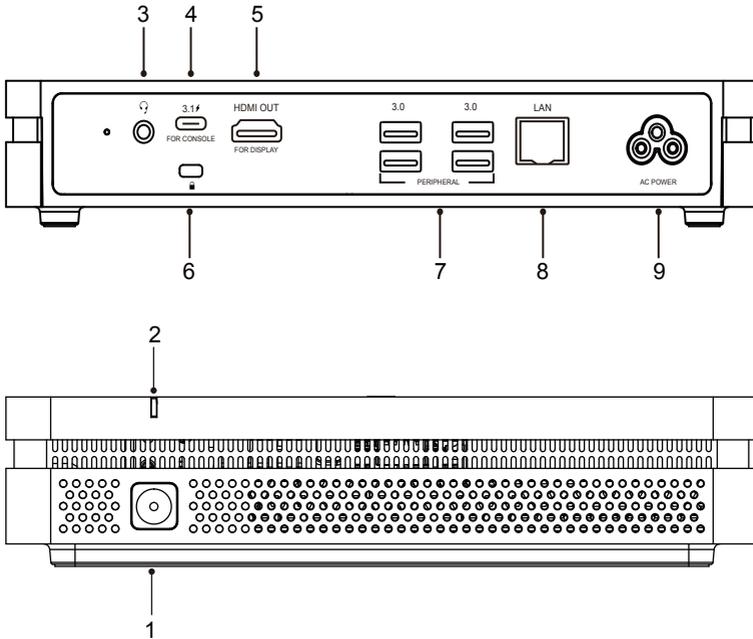
Wall bracketx1

Hand-tightened screwx1

USB cablex1

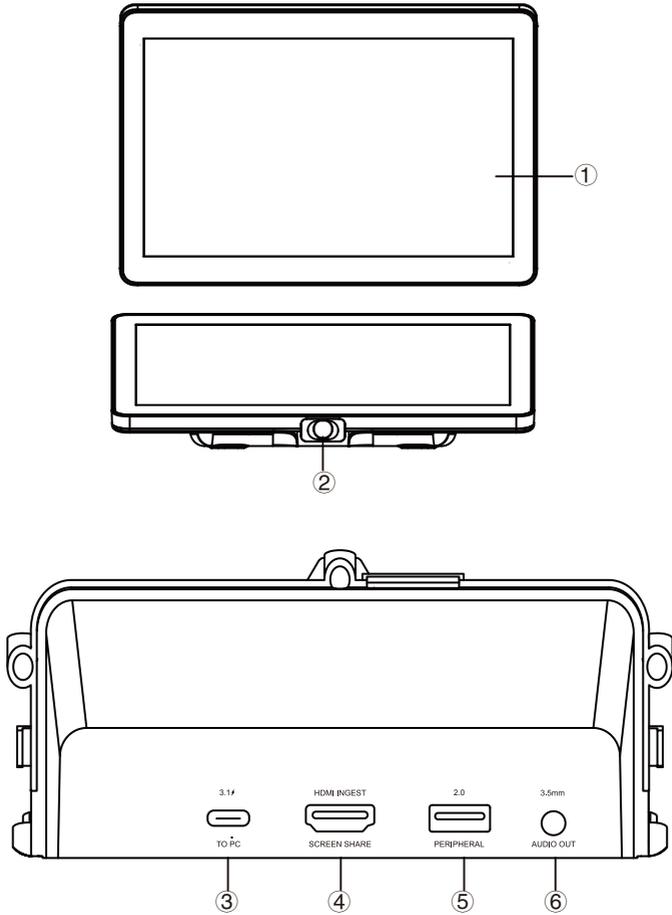
• Appearance Introduction

XC13T Mini-PC



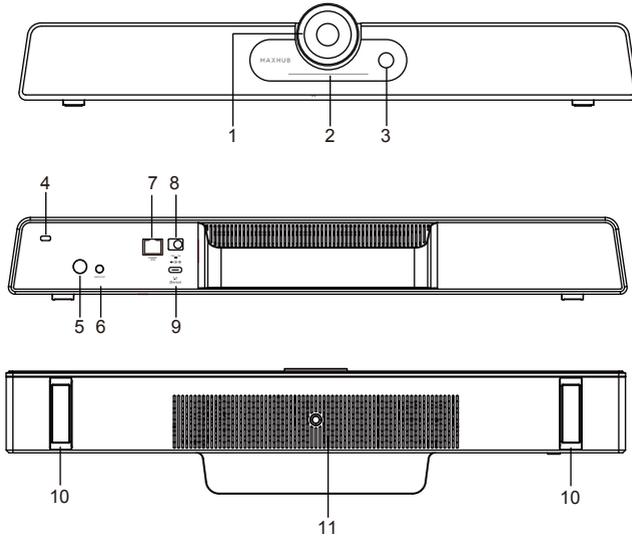
1	Power button
2	Power indicator light
3	AUDIO OUT: Audio output to the external speaker
4	3.1#: Power delivery (MAX: 45W), USB3.0 data transmission, DP Out.
5	HDMI OUT: Connected to the devices with HDMI input function(monitor).
6	Kensington security lock
7	3.0: Connect USB3.0 devices such as USB disk, USB keyboard, USB mouse.
8	LAN: Connected to Ethernet
9	AC POWER: Power input

TCP20T Touch Control Panel



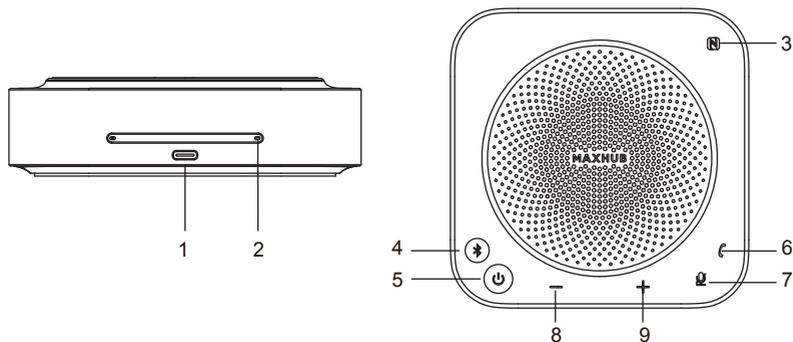
1	10.1" Touch Screen
2	PIR: The screen will light up automatically when a person is detected in front of the screen.
3	3.1": Support DP IN, USB downstream (3.0: HDMI signal, 2.0: Touch signal); PD15V/1.5A.
4	HDMI INGEST: Supports 4K@30Hz input.
5	2.0: Connect USB devices such as mobile hard disk, U disk, USB keyboard, mouse, USB drives, etc.
6	AUDIO OUT: 3.5mm Jack.

UC S07 VideoBar



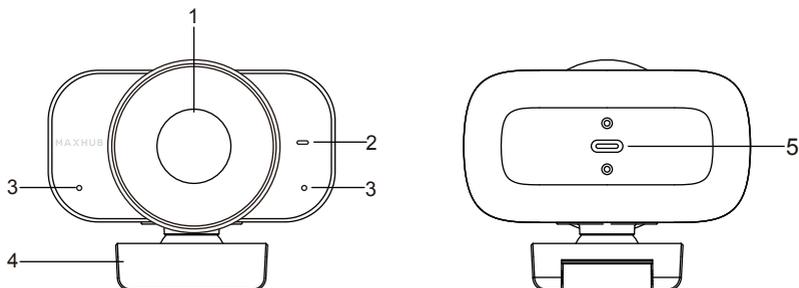
1	Camera
2	Indicator light
3	The Passive Infrared (PIR) sensor: operates in power-on mode and will automatically enter standby state if no motion is detected within 3 meters for 30 minutes. In standby mode, the PIR sensor will automatically activate when motion is detected within 3 meters.
4	Kensigton lock
5	Power Button: In startup mode, press the power button to mute. In standby mode, press the power button to power on.
6	AUDIO OUT: Used for external audio equipment
7	RJ45: Only support POE power supply
8	DC: Used for power input supply at 12V.
9	USB 3.0(Device): Connect to USB host (eg: PC / Laptop), firmware upgrade, etc.
10	1/4" screw hole for mounting on bracket or tripod
11	Foot stand for placing on table top

UC BM35 Speakerphone x1



1	USB Type-C port	6	Call/hang up
2	Microphone (8 array microphone)	7	Mute
3	NFC	8	Volume down
4	Bluetooth pairing	9	Volume up
5	Power on/off		

UC W31 4K USB Camera x1



1	Camera	2	Indicator Light
3	Microphone	4	Camera Bracket
5	USB Type-C		

● Connection Diagram

- ① Complete the device connection according to the illustration, as shown in below Figures.
- ② Press the Mini PC power button to start up.

Figure 1:

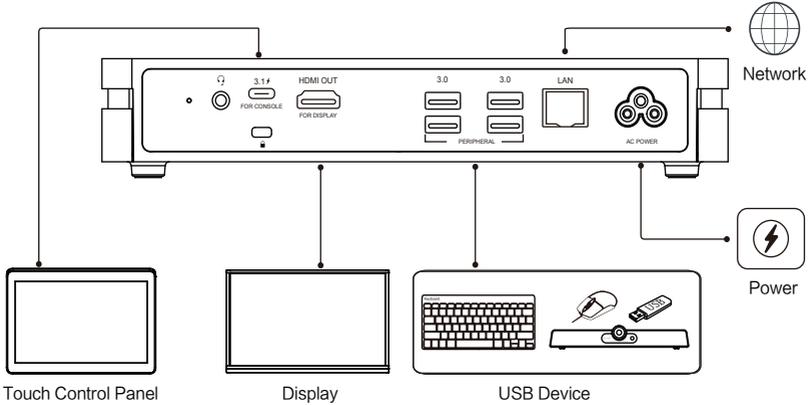
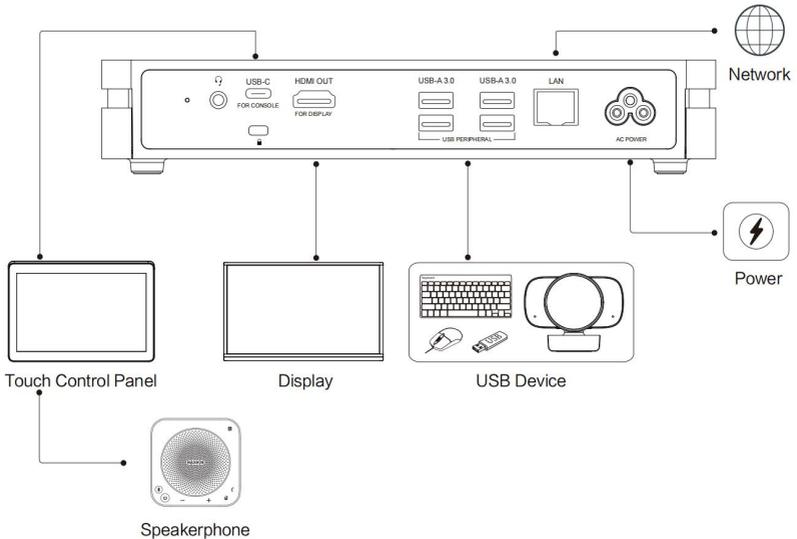


Figure 2:



2

Software and Deployment

● Pre-Deployment Guidance

Before deploying Microsoft Teams Rooms for the first time, review this document in its entirety, and refer to the Requirements outlined for the latest updates. You will want to establish accounts and have licensing sorted in advance of the installation date to ensure everything is synchronized. Refer to this article to determine what type of Infrastructure deployment you have, and follow the instructions that pertain to your deployment.

- Online Deployment
- On-Premises Deployment
- Hybrid Deployment
- Exchange Online with Skype for Business Server on premises
- Exchange on premises with Microsoft Teams or Skype for Business Online Regardless of the type of deployment, each XCore device must:
 - be established as a "device account" in Active Directory, Exchange, and Teams
 - have its own Microsoft Office 365 account
 - have a cloud-based Exchange mailbox
 - have Teams enabled
 - be set up as a User Object

Note: MTR is intended for use with Microsoft Teams, Skype for Business Online, Skype for Business Server, or Skype for Business Server. Earlier platforms like Lync Server 2013 aren't expected to work with Microsoft Teams Rooms.

MAXHUB XCore Windows Accounts

By default, there are two Windows accounts built into the MAXHUB XCore out of the factory: Teams and Administrator. Once the MAXHUB XCore is powered on, it will automatically log in as the Teams account and go through the BIOS POST. Then it will boot from the internal SSD to load the Microsoft Windows 10 IoT Enterprise operating system.

"Teams" Account (Resource Account)

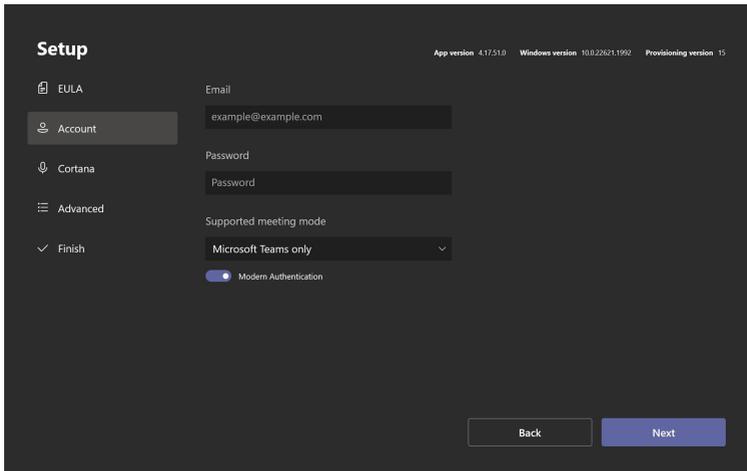
This account is the default recommended account from which to run MTR, and can only run MTR. No administrator privileges are available from this account.

When the XCore boots, it will automatically log in into this account and will automatically launch the MTR app. No user intervention required.

"Administrator" Account

This account is the standard Windows administrator account and provides system-wide privileges. This account is password protected and must be set during initial boot. Since the admin account is used for device management, typical day-to-day usage doesn't require logging in. ThinkSmart Hub Configuration Guide for Microsoft Teams Rooms (MTR)

2. Enter an MTR account and password and select the desired meeting mode. Select Next.

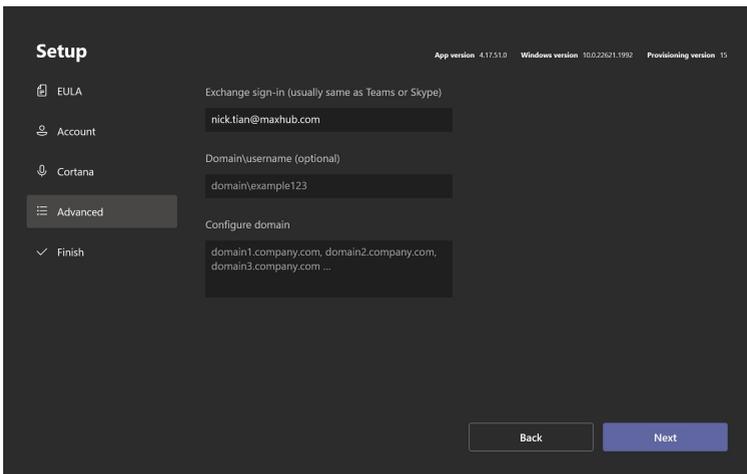


The screenshot shows the 'Setup' screen with the following fields and options:

- App version:** 4.17.51.0
- Windows version:** 10.0.22621.1992
- Provisioning version:** 15
- Account:** example@example.com
- Password:** Password
- Supported meeting mode:** Microsoft Teams only (dropdown menu)
- Modern Authentication:**

Buttons: Back, Next

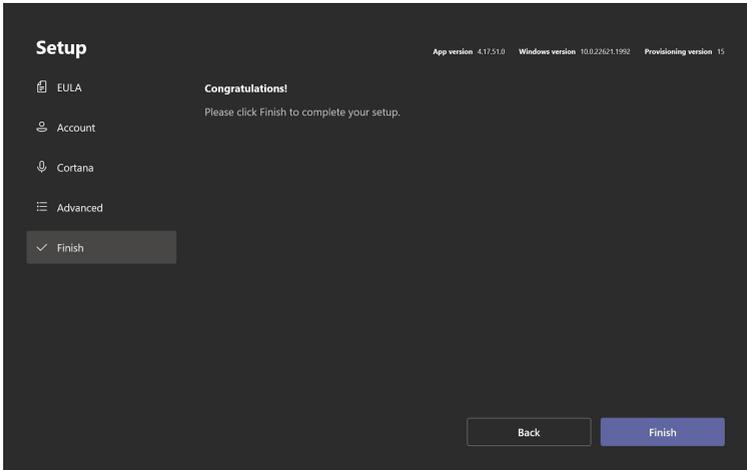
3. Select Next and Finish to complete the settings.



The screenshot shows the 'Setup' screen with the following fields and options:

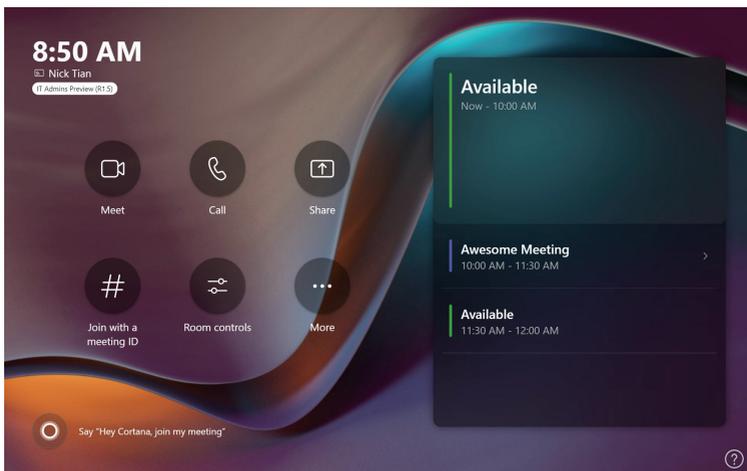
- App version:** 4.17.51.0
- Windows version:** 10.0.22621.1992
- Provisioning version:** 15
- Exchange sign-in (usually same as Teams or Skype):** nick.tian@maxhub.com
- Domain(username (optional)):** domain@example123
- Configure domain:** domain1.company.com, domain2.company.com, domain3.company.com ...

Buttons: Back, Next



• MTR Settings

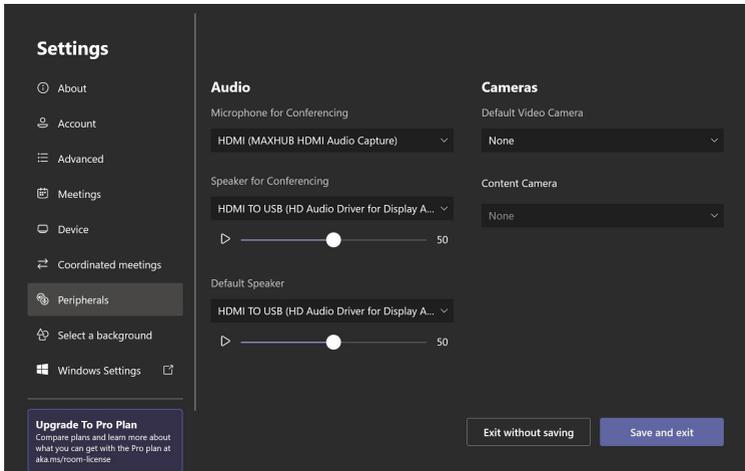
After the MTR Setup settings are completed, wait several minutes until the MTR home screen is displayed.



To access MTR Settings:

1. Select More - Settings.
2. Enter the Windows administrator password as prompted. The MTR Settings page will be displayed. Then, you can configure the MTR settings and select Save and exit to save the settings.

From the Peripherals tab, set MAXHUB UC S07 or UC W31 / UC BM35 as the microphone and speaker for conferencing.



Note: The content camera setting is for a certified content camera only. MAXHUB Camera is not a content camera, so please keep the original setting.

● Switch between MTR account and administrator account

To switch from the MTR account to the administrator account,

1. Go to the MTR Settings page.
2. Select Windows Settings.
3. Select Administrator and enter the administrator password.

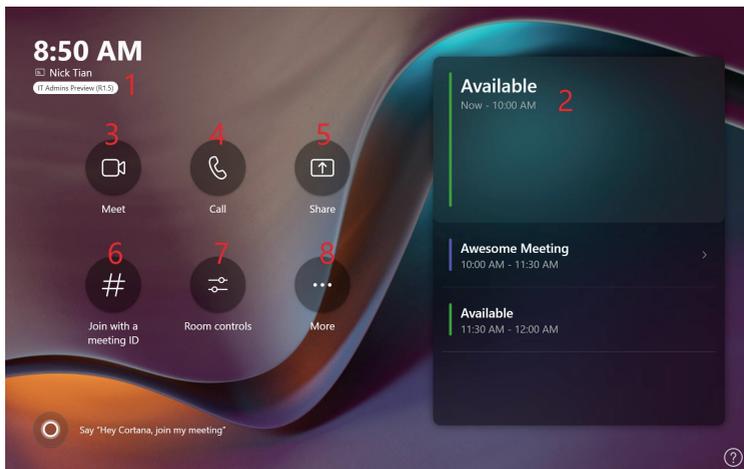
To switch from the administrator account to the MTR account,

1. Open the Start menu.
2. Select Administrator - Sign out.
3. Select Skype - Sign in.
2. Select Windows Settings.
3. Select Administrator and enter the administrator password.

● Typical conferencing scenarios

Note: This chapter provides typical conferencing scenarios with illustrations to help end users quickly get started with MTR. Illustrations might look different from your product. For the latest information about MTR, go to <https://support.microsoft.com/en-us/office/microsoft-teams-rooms-help-e667f40e-5aab-40c1-bd68-611fe0002ba2?ui=en-us&rs=en-us&ad=us>.

1. Learn about MTR home screen



UI	Function
1 Conference room name	Used to search for the conference room email address (MTR account).
2 Room calender	Show the scheduled meeting information (title, time, and host). Touch Join to join a scheduled meeting quickly.
3 Meet	Select it to start a new meeting.
4 Call	Select it to make a phone call.
5 Share	Select it to start or stop content sharing from the connected computer through HDMI-in connection.
6 Join with a meeting ID	Select it to join with a meeting ID.
7 Room Controls	Select it to control and configure external audio and video devices.
8 More	Select it for more information and settings.

2. Join a scheduled meeting

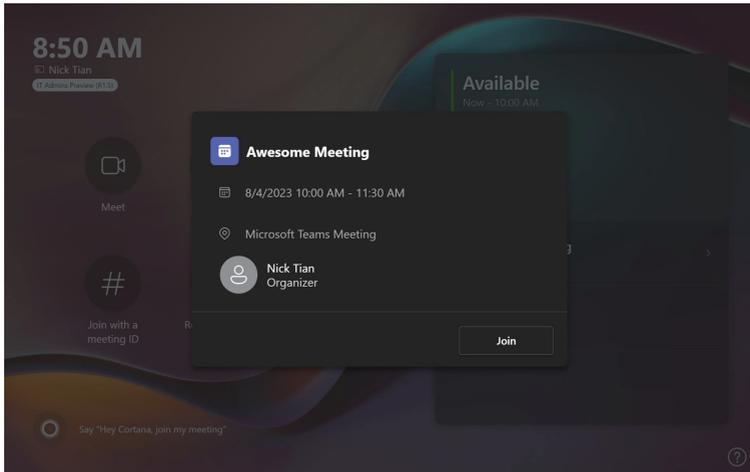
① Send a meeting invitation to attendees and the conference room email address (MTR account). Once the meeting is accepted, it will appear on the room calender shortly.

The screenshot shows a Microsoft Teams meeting invitation form. The form includes the following fields and options:

- From:** [Redacted]
- Title:** Test
- Required:** [Redacted]
- Optional:** [Redacted]
- Start time:** Thu 6/17/2021, 3:00 PM, Beijing, Chongqing, Ho. [All day] [Time zones]
- End time:** Thu 6/17/2021, 3:30 PM, Beijing, Chongqing, Ho. [Make Recurring]
- Location:** Microsoft_Teams_Meeting [Room Finder]

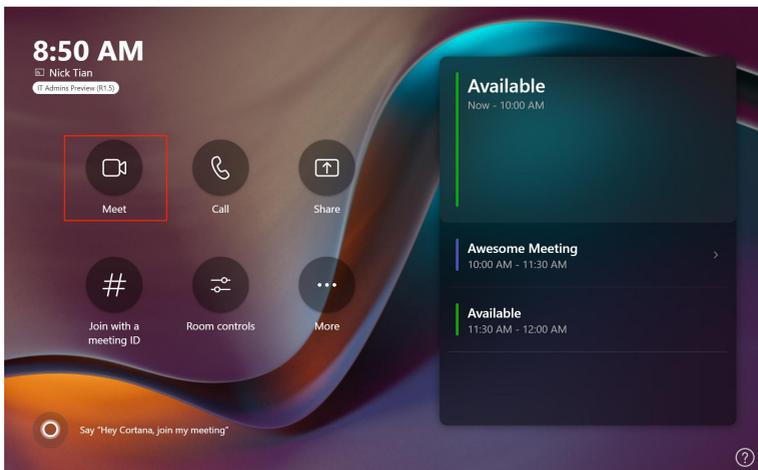
Below the form, the text reads: "Microsoft Teams meeting" and "Join on your computer or mobile app". A link "Click here to join the meeting" is provided.

② Select Join to join the meeting.

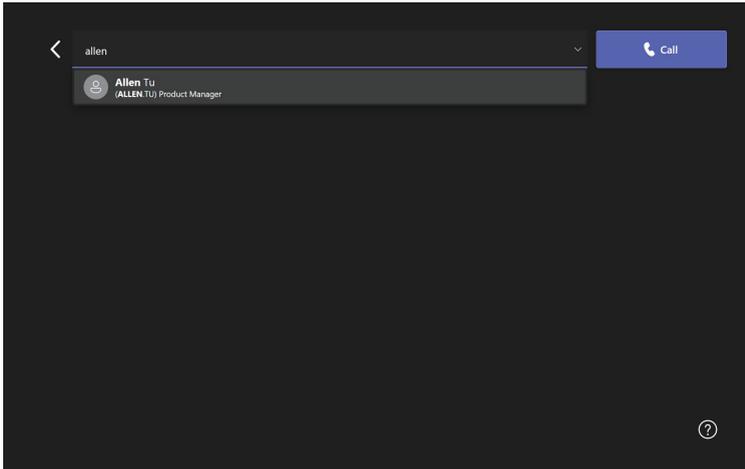


3. Create a new meeting

① Select New meeting.



② Type a name to search and select the people you want to invite. Select Invite to create a new meeting.



4. Invite XCore during a meeting

1. Search and select the conference room name from the MTR application on your computer.
2. Accept the call on MAXHUB Touch Controller to join the meeting.

● Share Content

Share your screen with in-room attendees

Connect your computer to the HDMI-ingest connector on XCore. Your screen will be shared automatically.

Share your screen with in-room attendees and remote attendees

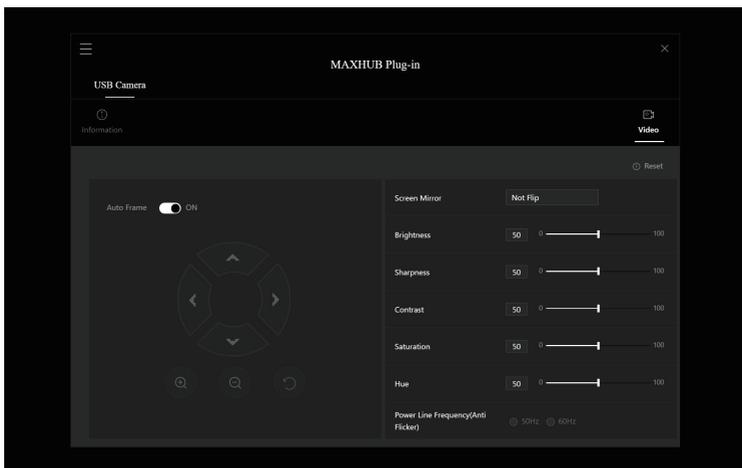
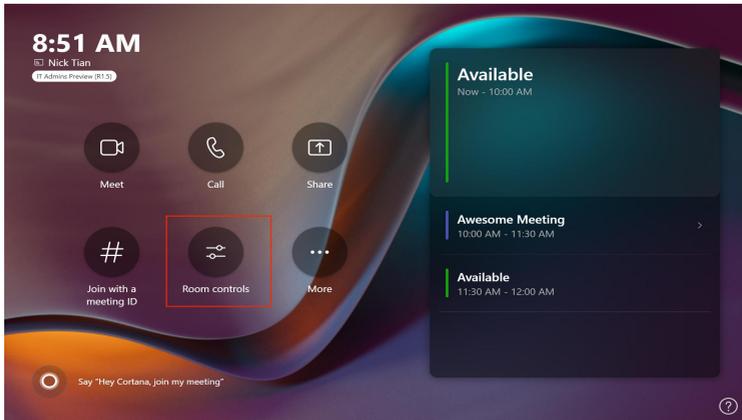
1. Connect your computer to the HDMI-in connector on XCore. Your screen will be shared with in-room attendees automatically.
2. Join the meeting from the MTR home screen on Touch Controller. Your screen will be shared with remote attendees too.

Stop sharing your screen

- To stop sharing with remote attendees, select the stop presenting icon from MAXHUB Controller.
- To stop sharing with in-room attendees, disconnect your computer from XCore.

● Room Control

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



Secure XCore and information

Notes:

- Connect a keyboard to XCore for easy configurations.
- XCore is referred to as "Computer".

UEFI BIOS passwords

You can set passwords in UEFI (Unified Extensible Firmware Interface) BIOS (Basic Input/Output System) to strengthen the security of your computer.

Password types

You can set an administrator password and a user password in UEFI BIOS to prevent unauthorized access to your computer. However, when your computer resumes from sleep mode, it will not prompt you to enter any UEFI BIOS password.

User Password & Administrator Password

If Administrator Password is not set, the User Password item will not be displayed.

After setting the Administrator Password, entering BIOS Setup requires entering the correct password to access it. When entering BIOS Setup with the User Password, all items in the BIOS Setup interface will be displayed in gray and cannot be changed.

Clearing the Administrator Password will also clear the User Password.

The Administrator Password and User Password must be between 3 and 20 characters long.

If both Admin and User passwords are set, entering the system at startup will require entering the password.

If Admin (password set) + User (password not set), entering the system at startup will not require entering a password.

When entering BIOS with the Administrator password, it will be displayed as Administrator, and when entering BIOS with the User password, it will be displayed as User.

Pressing Enter will not directly enter BIOS. After three incorrect password attempts, it will hang on the password error page. Pressing Ctrl+Alt+Delete at this time will restart the system.

Setting, Changing, and Deleting Passwords Before you begin, please follow these instructions.

Restart your computer. On the POST screen, press the Hot Key indicated using your keyboard, typically the <F2> key.

Select the "Security" page.

Depending on the type of password, choose either "User Password" or "Administrator Password," and then press Enter.

Follow the instructions on the screen to set, change, or delete the password.

Press F10 to save changes and exit.

1. Restart the computer. When the logo screen is displayed, press F1 or Fn+F1.
2. Select Security.
3. Depending on the password type, select Set Supervisor Password, Set Power-On Password, Set System Management Password, or Hard Disk Password and press Enter.
4. Follow the on-screen instructions to set, change, or remove a password.
5. Press F10 or Fn+F10 to save the changes and exit.

You should record your passwords and store them in a safe place. If you forget the passwords, contact a MAXHUB -authorized service provider to have the passwords removed.

Use software security solutions

This section provides software solutions to secure your computer and information.

Windows firewalls

A firewall can be hardware, software, or a combination of both depending on the level of security required.

Firewalls work on a set of rules to determine which inbound and outbound connections are authorized. If the computer is preinstalled with a firewall program, it helps protect against computer Internet security threats, unauthorized access, intrusions, and Internet attacks. It also protects your privacy.

For more information about how to use the firewall program, refer to the help system of your firewall program.

To use Windows firewalls:

1. Type Control Panel in the Windows search box and then press Enter. View by large icons or small icons.
2. Click Windows Defender Firewall, and then follow the on-screen instructions.

Computrace Agent software embedded in firmware (for selected models)

The Computrace Agent software is an IT asset management and computer theft recovery solution. The software detects if changes have been made on the computer, such as hardware, software, or the computer call-in location.

You might have to purchase a subscription to activate the Computrace Agent software.

UEFI BIOS

Notes:

- Connect a keyboard to XCore for easy Configurations.
- XCore is referred to as “Computer” in this chapter.

What is UEFI BIOS

Note: The operating system settings might override any similar settings in UEFI BIOS.

UEFI BIOS is the first program that the computer runs when the computer is turned on. UEFI BIOS initializes the hardware components and loads the operating system and other programs.

Post Hotkey Prompt Information

The Hotkey prompt information is used to guide the user to enter the BIOS setup environment or the Boot menu interface.

Hotkey info: "Press <F2> to enter setup, <F7> to boot menu."

Enter the BIOS menu

- ① Restart your computer.
- ② On the POST screen, look for the Hot Key prompt information.
- ③ Use your keyboard to press the <F2> key as indicated in the prompt to enter the BIOS menu.

Note: If you have set BIOS passwords, enter the correct passwords when prompted. You also can select No or press Esc to skip the password prompt and enter the BIOS menu. However, you cannot change the system configurations that are protected by passwords.

Navigate in the BIOS interface

Attention: The default configurations are already optimized for you in boldface. Improper change of the configurations might cause unexpected results.

Depending on your keyboard, you can navigate in the BIOS interface by pressing the following keys, or combinations of Fn and the following keys:

→←	Select Screen	Alt+F3	Backup OS
↑↓	Select Item	Alt+F4	Recovery OS
Enter	Select	F8	Previous Values
+ / -	Change Opt.	F9	Optimized Defaults
F1	General Help	F10	Save & Exit
ESC	Exit		
Note:	The help information "Alt+F3: Backup OS, Alt+F4: Recovery OS" will only be displayed when the "OS backup and Recovery" option is enabled.		

BIOS setup “Main” Page

Note: UEFI BIOS only supports English as the output language.

Set the system date and time

1. Restart the computer. When the logo screen is displayed, press F2.
2. Select Main - System Time & Date and press Enter.
3. Set the system date and time as desired.
4. Press F10 to save the changes and exit

Advanced Page

ME Lock

The "ME Lock" option is used to lock the ME (Management Engine). Set it to Disabled when updating the ME, and it will only take effect after the first reboot following the configuration.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> "ME Lock" Item, then press Enter.

Set it to Enabled/Disabled according to the prompts and user needs.

Press F10 to save changes and exit.

Turbo Mode

The "Turbo Mode" option corresponds to the Intel CPU Turbo feature, used to enhance CPU performance.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> "Turbo Mode" Item, then press Enter.

Set it to Enabled/Disabled according to the prompts and user needs.

Press F10 to save changes and exit.

Wake On Lan

The "Wake On Lan" option is used to support waking up the computer through the network.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> "Wake On Lan" Item, then press Enter.

Set it to Enabled/Disabled according to the prompts and user needs.

Press F10 to save changes and exit.

AC Power Loss

The "AC Power Loss" option is used to set the state of the PC after connecting to power. It supports three states: "Power On", "Power Off", and "Last State".

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> "AC Power Loss" Item, then press Enter.

Set it to "Power On"/"Power Off"/"Last State" according to the prompts and user needs.

Press F10 to save changes and exit.

OS Back up and Recovery

The "OS Back up and Recovery" option is used for system backup and restoration.

Customers using their own customized system environment, please use this feature with caution after consulting MAXHUB support.

Backup System Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> "OS Back up and Recovery" Item, then press Enter.

Set it to Enabled according to the prompts and user needs.

Press F10 to save changes and exit.

Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Press Alt+F3, confirm according to the prompts, then wait for the backup system to complete automatically without any errors.

Restore System

Use this option when the system has already been backed up.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> "OS Back up and Recovery" Item, then press Enter.

Set it to Enabled according to the prompts and user needs.

Press F10 to save changes and exit.

Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Press Alt+F4, confirm according to the prompts, then wait for the system restoration to complete automatically without any errors.

RTC Wake up

The "RTC Wake up" option is used to set RTC timed wake-up for the PC.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> RTC Wake up menu, then press Enter.

Set the wake-up time/hour/minute/second according to the prompts and user needs.

Press F10 to save changes and exit.

Trusted Computing

The "Trusted Computing" option is used to support TPM (Trusted Platform Module) configuration.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> Trusted Computing menu, then press Enter.

Set it according to the prompts and user needs.

Press F10 to save changes and exit.

OnBoard Device Configuration

The "OnBoard Device Configuration" option is used to manage the status of onboard devices.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> OnBoard Device Configuration menu, then press Enter.

Set it according to the prompts and user needs.

Press F10 to save changes and exit.

Hardware Health Status

The "Hardware Health Status" option is used to configure the PC's thermal curve and optimize its performance. Use with caution.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> Hardware Health Status menu, then press Enter.

Set it according to the prompts and user needs.

Press F10 to save changes and exit.

Security Page

Secure Boot

"Secure Boot" is used to configure secure startup.

Note: If customers have special requirements for importing certificates, please contact MAXHUB support.

Restart the computer. Press the <F2> key on the keyboard according to the Hot Key prompt on the Post screen.

Select Advanced-> Secure Boot menu, then press Enter.

Set it according to the prompts and user needs.

Press F10 to save changes and exit.

Exit the BIOS menu

To exit the BIOS menu, do one of the following:

- If you want to save the new settings, press the F10 key. Then, select Yes in the window displayed and press Enter.
- If you do not want to save the new settings, select Exit - Discard Changes and Exit and press Enter.

Then, select Yes in the window displayed and press Enter.

Save & Exit Page

To exit the BIOS menu, do one of the following:

If you want to save the new settings, select "Save & Exit -> Save Changes and Exit" or press the F10 key. Then, in the displayed window, select "Yes" and press Enter.

If you do not want to save the new settings, select "Save & Exit -> Discard Changes and Exit" and press Enter. Then, in the displayed window, select "Yes" and press Enter.

Update UEFI BIOS

When you install a new program, device driver, or hardware component, you might need to update UEFI BIOS.

You can update the BIOS from your operating system or a flash update disc (supported only on selected models).

Download and install the latest UEFI BIOS update package from the MAXHUB Support Web site:

1. Go to <https://support.maxhub.com/>.
2. Download the flash BIOS update driver for the operating system version or the ISO image version (used to create a flash update disc). Then, download the installation instructions for the flash BIOS update driver you have downloaded.
3. Print the installation instructions and follow the instructions to update the BIOS.

Clear CMOS

Remove all media from the drives and turn off all connected devices and the computer.

Disconnect all power cables from the power outlet. Then, remove any components that hinder access to the Clear CMOS part.

Remove the CMOS battery for 2 minutes, then reinsert the CMOS battery.

Reconnect the power cables of the computer and monitor to the power outlet.

Press the power button to turn on the computer.

During the Post process, a "CMOS checksum error" message may appear.

Note: Clearing CMOS will result in the removal of BIOS settings, passwords, and date/time settings. The BIOS time will be restored to the default date.

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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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. <ol style="list-style-type: none"> 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<p>Reset the screen resolution.</p> <ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<p>Select the headset or headphones as the default audio output device in advanced sound settings.</p>

Network problems

Problem	Solution
<p>XCORE cannot connect to an Ethernet LAN.</p>	<ul style="list-style-type: none"> • 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. <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> • 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.
<p>When a Gigabit Ethernet model XCore is used at a speed of 1000 Mbps, the Ethernet LAN connection fails or errors occur.</p>	<p>Connect the network cable to the Ethernet connector using Category 5 wiring and a 100 BASE-T hub/switch (not 100 BASE-X).</p>
<p>My XCore is a Gigabit Ethernet model, but it cannot be connected to the network at 1000 Mbps, but at only 100 Mbps.</p>	<ul style="list-style-type: none"> • Try another cable. • Set the link partner to auto-negotiate. • Set the switch to be 802.3ab-compliant (gigabit over copper).
<p>The Wi-Fi feature does not work.</p>	<p>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.</p> <p>Connect your XCore to a local network through the Ethernet connector on your XCore with an Ethernet cable.</p>

Problem	Solution
<p>The Bluetooth feature does not work.</p>	<p>Note:It is not recommended that you connect a Bluetooth-enabled device to XCore.</p> <ul style="list-style-type: none"> • Enable the Bluetooth feature in UEFI BIOS. • Enable all Bluetooth devices. <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> • Turn on the Bluetooth radio. <ol style="list-style-type: none"> 1. Open the Start menu. 2. Click Settings → Devices → Bluetooth & other devices. 3. Turn on the Bluetooth switch to enable the Bluetooth feature. <ul style="list-style-type: none"> • Update or reinstall the Bluetooth driver.

Performance problems

Problem	Solution
<p>The free storage drive space is insufficient.</p>	<ul style="list-style-type: none"> • Clean out your Inbox, Sent Items, and Deleted Items folders from your e-mail application. • Clean up your C drive. <ol style="list-style-type: none"> 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.	<ul style="list-style-type: none">• 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

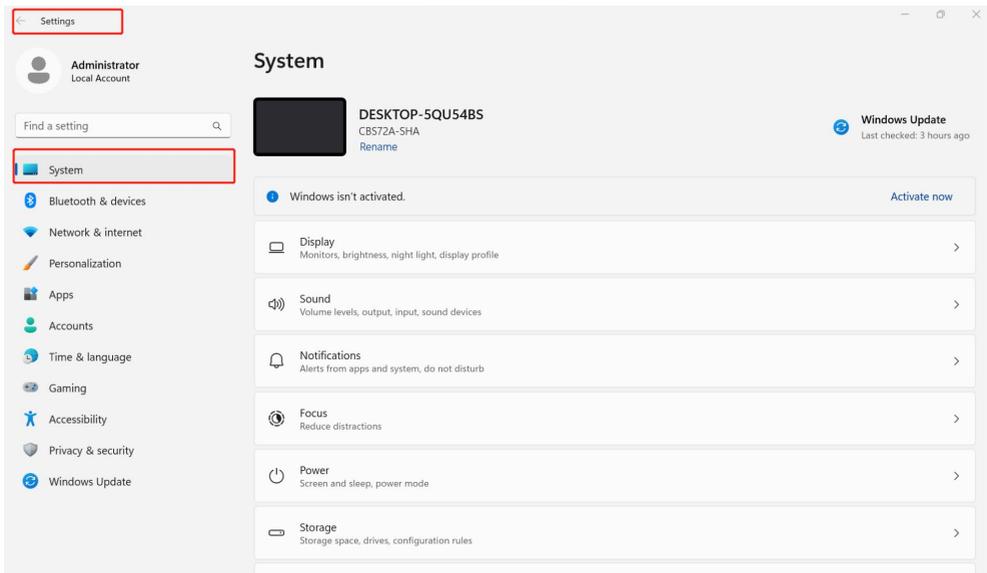
Recovery from Windows

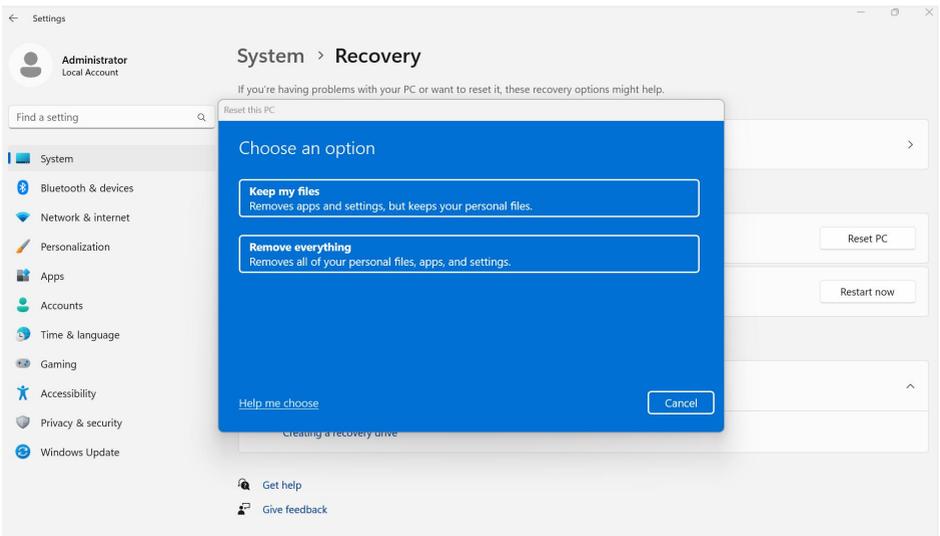
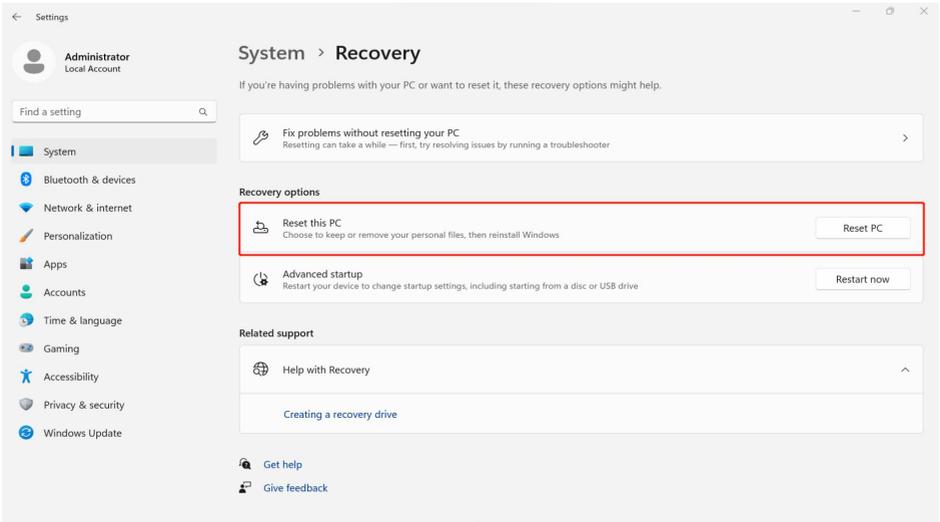
Note: The items in the graphical user interface (GUI) might change without notice.

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 Touch Controller will go blank for a while during the reset process.





● 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.

● FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

● FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



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.



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