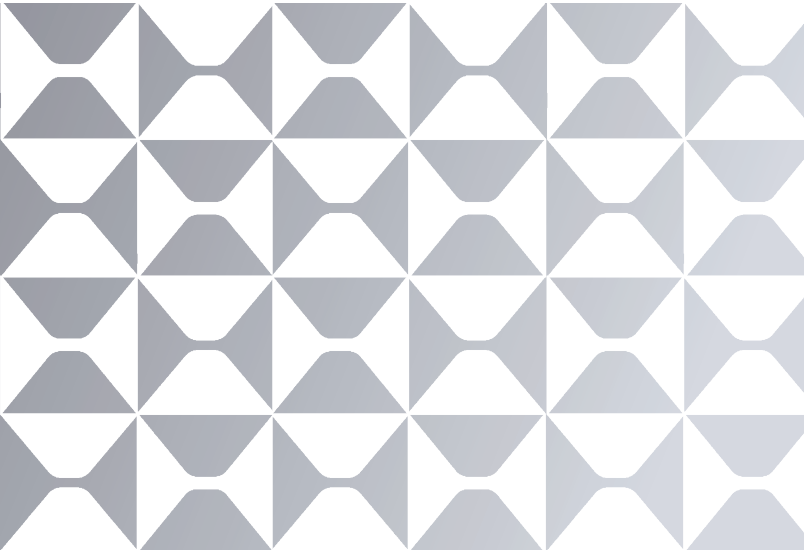
MAXHUB Speakerphone User Manual



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

MAXHUB

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1. Important Information

This manual contains the precautions and the product usage. Please read and understand all the instructions before using the device. The damage caused by failure to follow the instructions is not covered by the warranty. Please keep this manual properly.

2. Safety Warnings and Precautions

★ Be careful of electric shock or fire!

· This device is not waterproof, please keep it dry; If device is exposed to water, please shut it down immediately and contact MAXHUB customer service.

· Never place this device and accessories near the burning flames or other heat sources, Including direct sunlight.

· This device should be turned off and unplugged completely during a thunderstorm.

★ Be careful of short circuit or catching fire!

· Before connecting this device to an electrical outlet, please make sure that the power supply voltage matches the voltage value printed on the back or bottom of the product. Never connect the product to an electrical outlet when the voltage is different.

★ Be careful of injury or damage this speaker!

· Never place this device or any objects on a power cord or other electronic devices.

· If this product is transported at a temperature below 5℃, please unpack the product and wait until the temperature reaches room temperature before connecting it to a power outlet.

· This product comes with some sharp corners. Please handle with care to avoid unneces-sary injury due to a potential accident.

★ Be careful overheat!

· Never install this device in an enclosed space. Always leave at least 4 inches space around the product for ventilation.

★ Children's health

· This device and accessories may contain some small parts, please keep them out of the reach of children to avoid danger.

★ Care for the product!

· Clean this device only with a piece of microfiber cleaning cloth.

★ Care for the environment!

· This device applies recyclable high-performance materials and components. Never dispose of this product with other household wastes. Please understand the local regulations on the sorting collection of electronic, electrical products and batteries.

· Proper disposal of these products helps to avoid potential negative effects on the environment and human body health.

★ Maintenance & servicing

· Please contact professional service personnel for all repair services.

· Please do not insert any sharp object into the inside of the device.

· Please do not drop or hit the device to avoid damaging it.

· This device has a built-in lithium battery, please charge it regularly, otherwise the battery will not be able to continue to be charged and used if it is not charged for a long time.

3. FCC

Federal Communication Commission Interference 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.

Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Caution:

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.

Radiation Exposure Statement:

The device has been evaluated to meet general RF exposure requirement, The device can be used in portable exposure condition without restriction.

4. Statement

· 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.

· 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.

· 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.

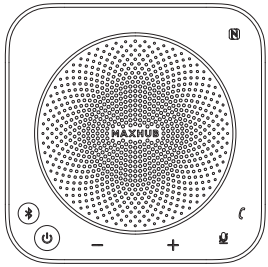
Operating Notes:

IMPORTANT: Visit HTTP://www.maxhub.com for the latest firmware updates and User Manual.

Warranty:

To view the product warranty, please use the following link: HTTP://www.maxhub.com

5. Packaging Content



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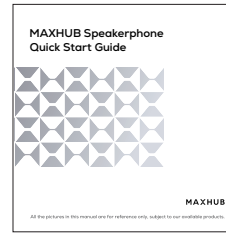

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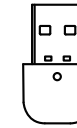

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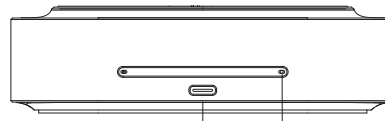
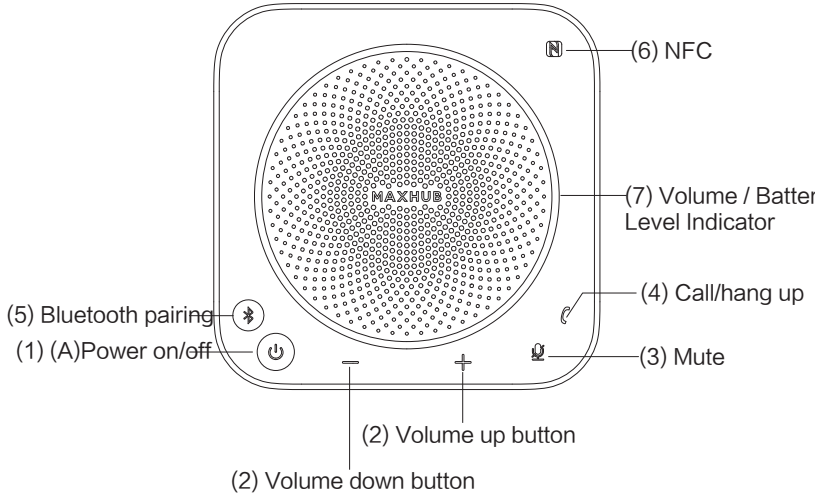
1	Speakerphone
2	Quick Start Guide
3	USB Type-C Cable
4	Bluetooth USB Dongle

6. Product Appearance





(1) Power on/off the device

Press and hold the power button " ⏻ " for 2s to turn the speakerphone on or off.

(2) Volume adjustment

Press the volume "+" and volume "−" buttons to increase or decrease the volume accordingly.

(3) Mute / Unmute Microphone

Short Press the microphone mute button " 🎙 " to turn the microphone on or off, red means the microphone is off, and white means the microphone is on.

(4) Answer/Hang up calls (works with Bluetooth connection to mobile phone or PC running Microsoft Teams)

· When there is an incoming call, press the "✆" key to answer the call.

· When it is in calling state, press the "✆" key to hang up the call.

(5) Bluetooth Settings

· Press and hold the Bluetooth button "✱" for 2 seconds to turn Bluetooth on and off.

· Supports two (2) Bluetooth connections simultaneously. Bluetooth connection 1 (hidden) is dedicated to connect with MAXHUB USB Bluetooth Dongle only. Bluetooth connection 2 is open for connection with other host devices, such as mobile phone and PC.

(6) NFC

Automatically pair and connected with an NFC "N" -compatible device.

(7) Volume / Battery Level Indicator

· In the power-on state, short press the power button to view the battery power level in green. A full light ring indicates full power; When the battery is low, the power indicator flashes red and a low-battery tone is played.

· Press the volume Up / Down button to view the volume level in white. A full light ring indicates 100% volume.

(8) USB Audio / Charging

· Plug the Speakerphone into a PC/MAC Port using the USB cable to charge the device. You can also purchase (optional) USB wall charger that is rated at 5V1A to charge the device.

· The USB port will pass through audio while also be used for power.

· When charging, the power indicator flashes in white; when fully charged, the power indicator is always on.

(9) Microphones

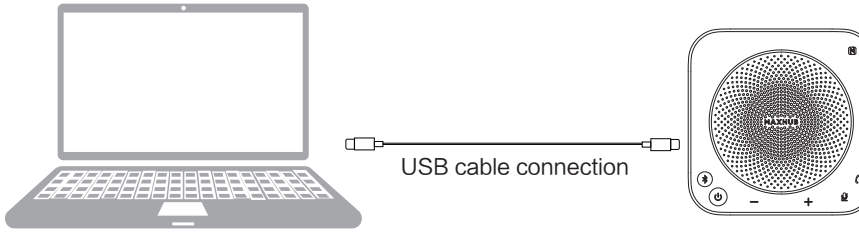
8-array microphones with built-in DOA tracker to pickup sounds and track the direction of sound sources

7. How to Connect

7.1 Support for multi-device connections

BM35 support simultaneous connection to devices that support USB, Bluetooth or NFC pairing, and up to three devices can be connected at the same time. Please refer to the following connetion methods on how to connect the Speakerphone to audio conferencing devices.

Method 1: USB cable Connection

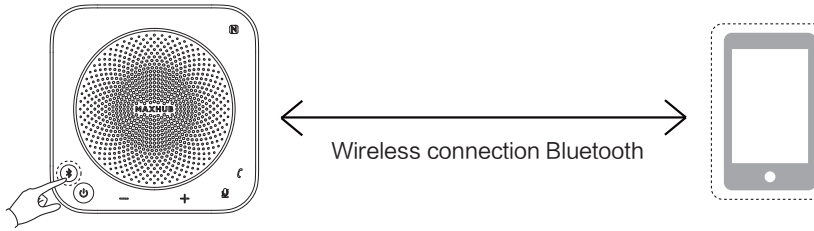


· Connect the computer/Interactive Display (Windows or Mac) to the device through a USB cable; Your system will detect the Speakerphone automatically, please choose MAXHUB UC BM35 as speaker and microphone source.

Method 2: Bluetooth Connection

① Press and hold the Bluetooth button for 2s

② Turn on the Bluetooth function on the mobile phone or other devices, and select to connect to the device from the Bluetooth device list.



· Use Bluetooth to connect the device directly.

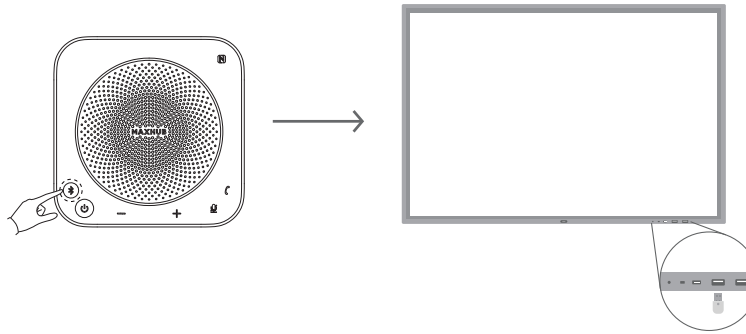
① Press and hold the Bluetooth button for 2s, the Bluetooth indicator flashes, indicating that the device is in the Bluetooth pairing state.

② Turn on the Bluetooth function on the mobile phone or other devices, and select MAXHUB UC BM35 from the Bluetooth device list.

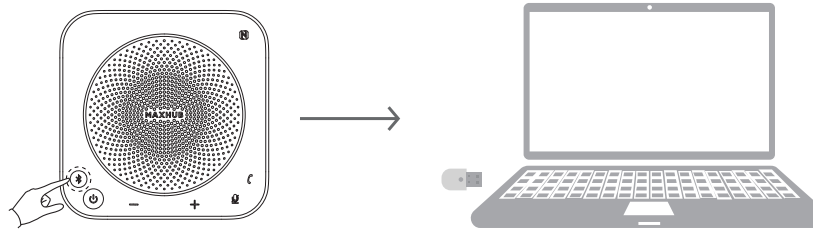
Notes: USB Bluetooth dongle is recommended to connect with Interactive Display to ensure the stability of the Bluetooth connection.

Method 3: Dongle Connection

① Insert the USB Dongle into the USB port of the computer/ the USB port on the front of the Interactive Display.



② Press and hold the Bluetooth button for 9s to pair dongle.

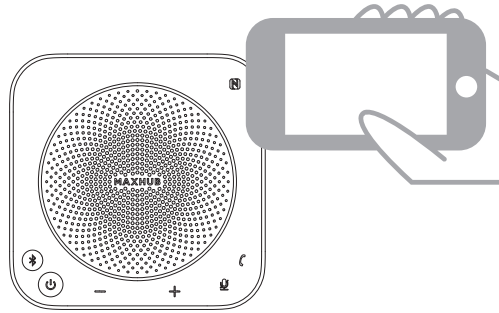


· Use USB Dongle to connect the device (support Win7/8/10/11, MacOS) as follows:

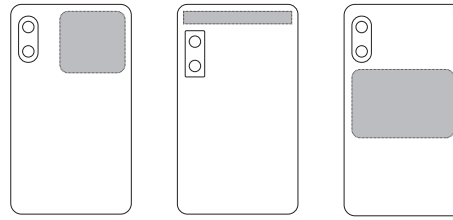
① Insert the USB Dongle into the USB port of the computer (if the USB Dongle is connected to the Interactive Display, please insert it into the USB port on the front of the Interactive Display to ensure the best use coverage), the USB Dongle will automatically connect to the BM35 Speakerphone (Pairing in done automatically).

Note: After the Speakerphone is connected to the computer/Interactive Display, you need to set the device as the default playback device and recording device on the computer/Interactive Display sound setting interface.

Method 4: NFC connection



The following picture shows the location of the mobile phone NFC tag.



· Use "NFC" function to connect to the speakerphone

① Enable the NFC function in the system settings of the mobile phone.

② Align the NFC sensing area of the mobile phone with the NFC tag of the speakerphone and touch it.

③ Touch for no less than 2 seconds; if there is no response to the touch, please try again.

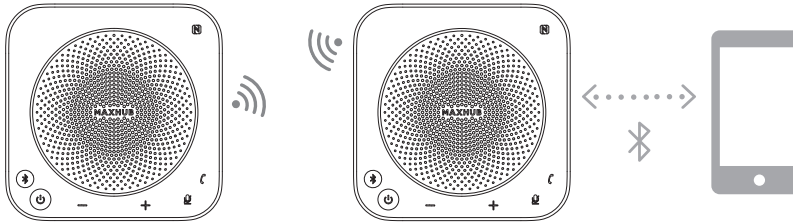
Notes:

−It is not recommended to use the NFC function if the speakerpohone is in wireless cascading mode.

−Please make sure the Bluetooth is turned on.

−This function is only available for some Android phones with NFC function.

7.2 Cascading Two BM35 Wirelessly



Wireless cascading only works under Bluetooth connection. Please refer to the following steps on how to connect BM35 using wireless cascade mode.

① Connect your mobile device or computer to one of the BM35 speakerphone, either via direct Bluetooth connection or through USB Bluetooth dongle.

② Double click on the Bluetooth button of both the Speakerphone to start the cascade mode.

③ The blue light flashes quickly during cascading

④ If the cascading is successful you will hear the tone "cascade is connected". The Bluetooth light stopped flashing and stays on.

⑤ Pairing is successful: Both speakerpohone are now connected in synchronous. You can adjust the volume, or mute/unmute from either of the speakerphones.

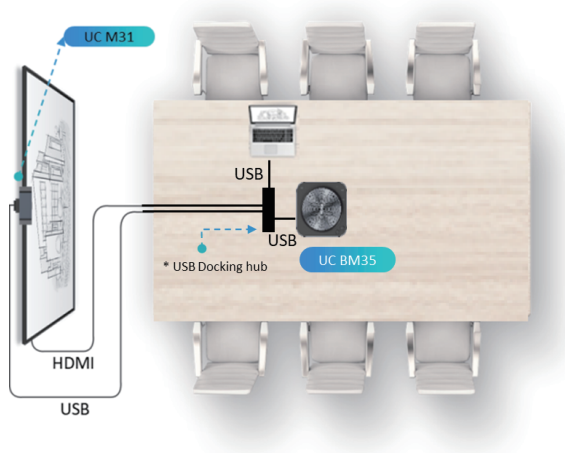
⑥ Double click the Bluetooth button on either one of the Speakerphone will disable the cascade connection.

8. Meeting Room Use Cases

8.1 Bring-Your-Own-Device (BYOD) Meeting Room Set Up

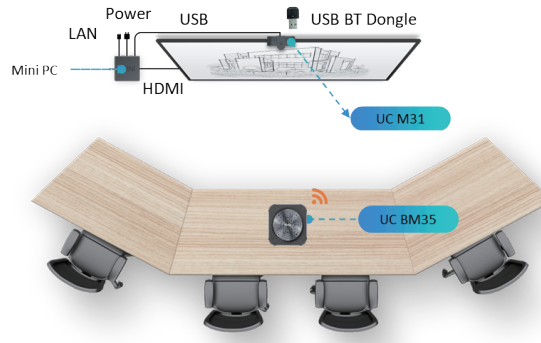
· UC BM35 is a plug-and-play speakerphone that is compatible with common UC applications.

You can combine with a USB docking hub that links up with USB Camera, HDMI Display and power to complete a single cable BYOD video conferencing set up to a laptop or Mac, as illustrated in the diagram below.



Note: USB Docking Hub is a 3rd party product that supports multiple USB ports and HDMI out for display.

8.2 Meeting room with In-room PC Set UP



Note: For wireless set up, you may insert the BM35’s Bluetooth USB Dongle into the in-room PC or to the USB-A pass-through port at the back of the UC M31 panoramic camera.

8.3 Connecting to IFP

Notes: For wireless set up please insert the USB dongle into the USB port on the front of the Interactive Display to ensure the best coverage.
The USB Dongle will automatically connect to the BM35 Speakerphone and pairing in done automatically.

9. Maintenance and Troubleshooting

9.1 Software Upgrade

・Visit HTTP://www.maxhub.com to download MAXHUB Align software, the UC device management software to update and manage BM35 speakerphone

9.2 Bluetooth USB Dongle Repairing

・If you loose your Dongle and had to purchase a new one to re-pair, please perform the following steps:
-Plug the new Dongle into a PC USB port.
-Make sure the speakerphone's Bluetooth connection (Flashing blue) is not connected to any deivces
-Press and hold the Bluetooth button for at least 9 seconds; you will hear a voice stating "Bluetooth off"; after 2 seconds you will hear "Dongle Pairing" followed by "Dongle connected".

9.3 Troubleshootings

The following table contains common faults and their solutions. Please read it carefully.

Fault	Possible Cause	Solution
Unable to turn on the device.	Low or no power.	Connect the Speakerphone via USB to a PC/MAC port or USB wall charger to charge.
Speakerphone shuts down almost immediately after booting up.	Insufficient battery capacity.	Connect the Speakerphone via USB to a PC/MAC port or USB wall charger to charge.
No sound.	Is the connection correct? Is the volume turned on?	Select the correct sound source input; adjust the device.
Speakerphone is not detected by the PC/MAC via USB.	Possibly faulty USB or PC/MAC USB port.	Consider plugging the device into another USB port or change to a different USB cable.
Speakerphone not responding to any clicks or through the PC.	The system may be stuck in an unknown state.	Press and hold the power button for at least 8 seconds to reset the Speakerphone.
Unable to charge the device.	The charging device is in fault or the battery is already full.	If the battery is draining and cannot be charged anymore; It is possible that the battery has malfunctioned. Please contact MAXHUB customer support for possible solutions or RMA.

9.4 Bluetooth status/Setting

Status	Operation	Description
Dongle is not connected.	Press and hold the Bluetooth button for 9s.	Enter re-pairing mode Pairing: Bluetooth white light flashes； Pairing successful: Dongle blue light is always on.
Bluetooth 1 not connected.	Press and hold the Bluetooth button for 2s.	Turn off Bluetooth 1, the Bluetooth white light is always on.
Wireless cascade not paired.	Double click the Bluetooth button on both Speakerphones simultaneously.	Pairing: The blue light flashes quickly Pairing is successful: Adjusting the volume and microphone can achieve two-way linkage of two omnidirectional Speakerphone.
Wireless Cascade Paired.	Double click the Bluetooth button.	Cancel the wireless cascade connection.
Bluetooth 1 is connected.	Press and hold the Bluetooth button for 2s.	Disconnect Bluetooth1.
Bluetooth 1 is connected.	Click Bluetooth button.	Play/ pause the music.

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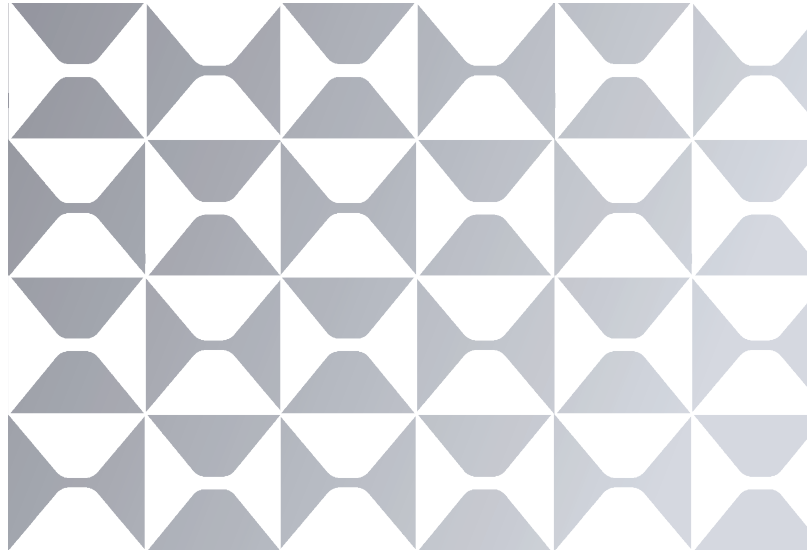

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