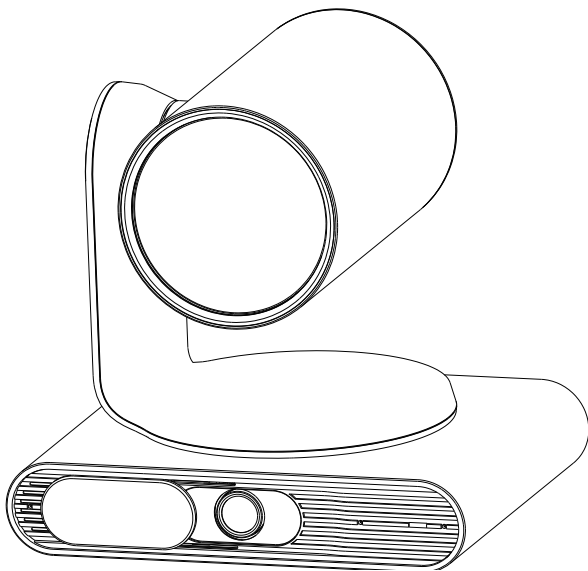


MAXHUB PTZ Camera

Model: UC P30



Quick Start Guide

V1.0

MAXHUB

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Safety Information

Thank you for choosing **MAXHUB** product.

To ensure that you are able to fully utilize the capabilities of the product, we ask that you please read this quick start guide carefully and thoroughly before using the device. Should you have any questions or require assistance, please do not hesitate to contact our technical support team for guidance.

• Be careful of electric shock or fire

- (1) This device is not waterproof, please keep it dry; if water is immersed in this product, please shut down immediately and contact the customer service center according to the prompt provided by the customer service center before using it again.
- (2) Never place this device and accessories near the burning flames or other heat sources, including direct sunlight.
- (3) This device should be turned off and unplugged before lightning storms.

• Be careful of short circuit or catching fire

- (1) 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 camera

- (1) Never place this device or any objects on a power cord or other electronic devices.
- (2) If this product is transported at a temperature below 5°C, please unpack the product and wait until the temperature reaches room temperature before connecting it to a power outlet.
- (3) This product comes with sharp objects, please handle it carefully so as to avoid injury to the user or scratching the appearance of the product or damaging the internal parts of the product.

• Be careful of overheat

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

Children's Health

- (1) 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

- (1) Clean this device only with a piece of microfiber cleaning cloth.

Care For the Environment

- (1) 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.
- (2) Proper disposal of these products helps to avoid potential negative effects on the environment and human body health.

Maintenance & Servicing

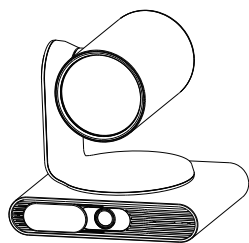
- (1) Please contact professional service personnel for all repair services.
- (2) Please do not insert any sharp object into the inside of the device.
- (3) Please do not drop or hit the device to avoid damaging it.
- (4) This device has a built-in lithium battery, please charge it regularly, otherwise the battery will not be able to continue to be charged and used if it is not charged for a long time.

More Help

For FAQs, technical support, software and user manual download, please visit: www.maxhub.com

I. Package Contents

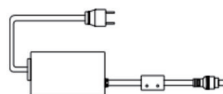
Please check that the following items are included in the package:



UC P30



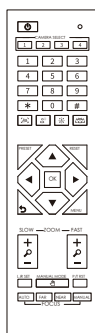
USB-C to USB-A Cable
(2 m / 6.56 ft)



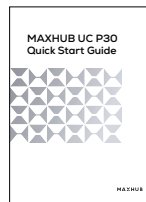
Power Adapter



Mounting Kits

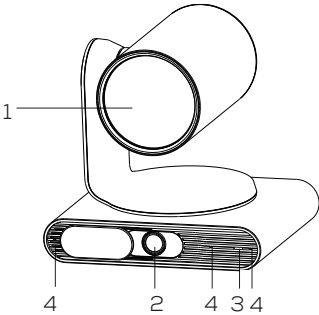


Remote Control

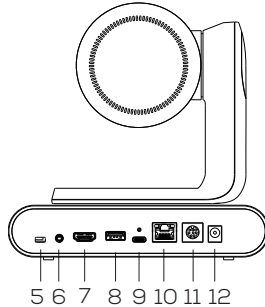


Quick Start Guide

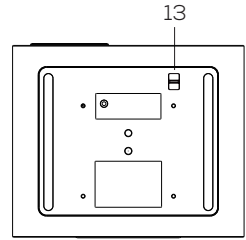
II. Product Overview



Front



Back



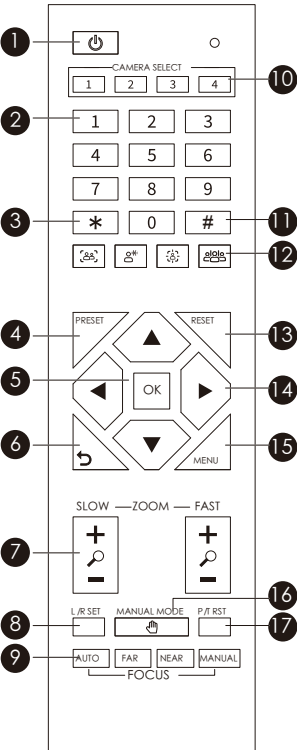
Bottom

No.	Item	Description
1	Tele-Camera	Optical zoom lens, for displaying the image.
2	Wide Camera	AI lens, for AI detection and recognition.
3	Status LED*	For indicating the various states of the device by light flashing.
4	Built-in Microphone Array	Only for voice tracking.
5	Kensington Lock	For locking the device via universal security cable.
6	Audio Port	Only for custom development, not suitable for standard audio device.
7	HDMI Out Port (HDMI 1.4)	For display the image on other screen through the HDMI channel.
8	USB 2.0 Port	Type-A (host)
9	USB 3.0 Port	Type-C (device, to connect PC)
10	LAN Port	10M/ 100M/ 1000M, Support PoE+
11	RS232 In/Out Port	Supports VISCA/ Pelco-D/ Pelco-P.
12	DC 12V Power Jack	For connecting to power adapter.
13	Adjustment Button (AI Lens)	Adjust the vertical angle of the AI lens ($\pm 10^\circ$).

*** LED Indicator:**

LED Status	Description
Solid Red	Power-off (only when power cable is connected)
Solid Orange	Power-on / USB cable is connected but camera doesn't have any streaming out.
Soild White	Video on
Flashing Blue	Firmware upgrading
Flash Once	Receive remote control signals.

Remote Control:

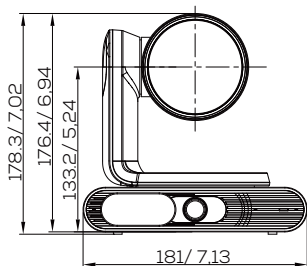


No.	Buttons	Description
1	Power	To enter power saving mode (only when power cable is connected).
2	Number Buttons 0-9	To Save a Preset–Move camera to desired position. Press the PRESET button and then the Number buttons 0-9 to store the current camera position. Press the Number buttons 0-9 to load a saved camera position.
3	*	To be used in conjunction with other buttons.
4	PRESET	To Save a Preset–Move camera to desired position. Press the PRESET button and then the Number buttons 0-9 to store the current camera position.
5	OK	In OSD menu, press the OK button to confirm your selection. In other menus, press the OK button to return PTZ camera back to the HOME position.
6	Return	In OSD menu, press the Return button to go back to previous menu.

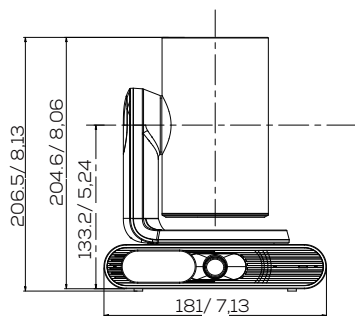
No.	Buttons	Description
7	Zoom In/Out	Zooms camera in or out at a slow or fast speed.
8	L/R SET	Press the L/R SET button and then the Number button [1] to make camera pan in a forward direction. Press the L/R SET button and then the Number button [2] to make camera pan in a reverse direction.
9	FOCUS Buttons	1. AUTO: Automatically adjusts the focus distance. 2. FAR: In Manual Focus mode, press the FAR button to change the camera focus at a far distance. 3. NEAR: In Manual Focus mode, press the NEAR button to change the camera focus at a near distance. 4. MANUAL: Switch the camera to the Manual Focus mode.
10	CAMERA SELECT Buttons 1/2/3/4	Select one of the cameras to control. One remote controls up to four UC P30 cameras. 1. Press the [*] + [#] + [1] (CAMERA SELECT) buttons in a sequence to set the camera as No.1, and set other cameras as No. 2/3/4 in the same way. 2. Press the CAMERA SELECT buttons 1/2/3/4 to select the camera to be controlled according to your setting.
11	#	To be used in conjunction with other buttons.
12	AI Modes	Switch to a specific AI mode. 1. Auto Framing: Captures all participants in a panoramic image. 2. Voice Tracking: Focuses on an speaking person with a close-up view. 3. People Tracking: Tracks a selected person with a close-up view when he/she moves around. 4. Smart Gallery: Automatically captures all participants with a close-up view.
13	RESET	Press the RESET button and then the Number buttons 0-9 to clear the preset camera position.
14	Directional Buttons	1. In Manual Mode (camera tracking), press the Directional buttons to move the camera or press and hold for at least two seconds to continuously pan or tilt. 2. In OSD menu, press the Directional buttons to change your selections. 3. In Presenter Tracking mode, press the Directional buttons to choose a presenter.
15	Menu	Press the Menu button to pull up or exit OSD menu.
16	MANUAL MODE	Press the Manual Mode button to enter the Camera Manual Tracking mode.
17	P/T RST	Press the P/T RST button to preset Pan/Tilt self-test.
/	Shortcut Set	1. Press the [*] + [#] + [7] buttons in sequence to display current IP address. 2. Press the [*] + [#] + [8] buttons in sequence to check the firmware version. 3. Press the [*] + [#] + [MANUAL] buttons in sequence to restore to default IP address.

III. Dimension

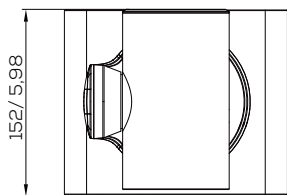
Unit: mm / in



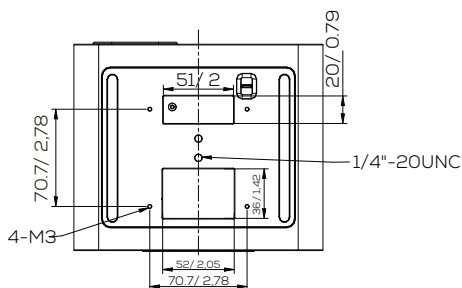
Front (with camera horizontally)



Front (with camera vertically)



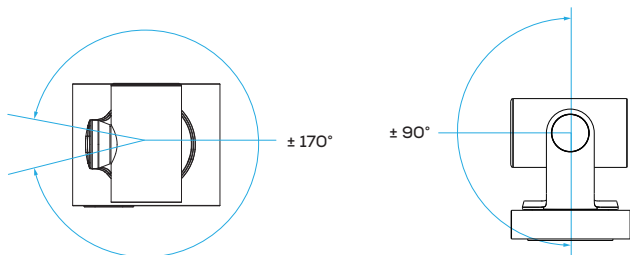
Top



Bottom

Pan and Tilt Angle:

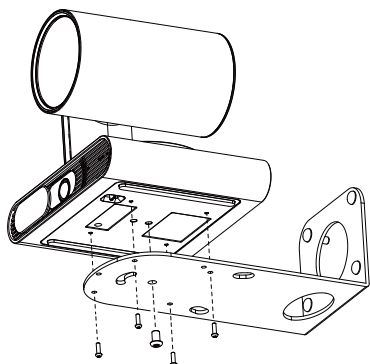
The camera can be rotated $\pm 170^\circ$ horizontally and $\pm 90^\circ$ vertically.



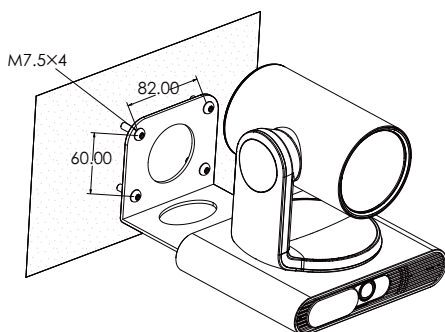
IV. Installation

Take out the accessory kits and refer to the following steps for wall mounting.

1. Attach the wall bracket on the device with 5 pcs of screws. Installation direction is as below:



2. Attach the wall bracket on the wall with 4 pcs of screws, keeping the camera horizontally.

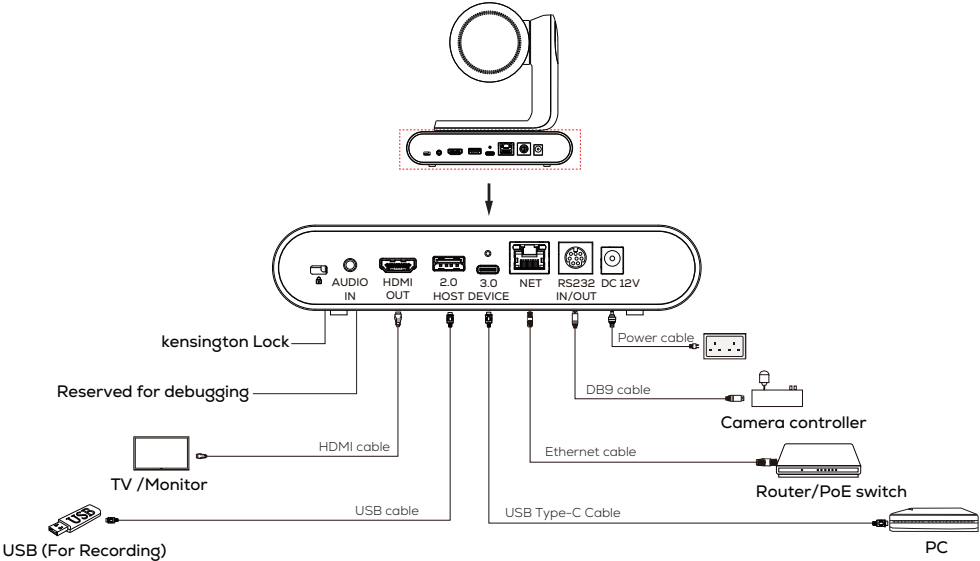


CAUTION

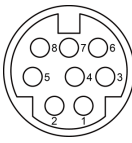
1. For ceiling mounting, please check with your reseller or local installer for a suitable ceiling mount bracket as the installation would depend on the type of ceiling you have.
2. For TV mounting, please check with your reseller or local installer for a suitable TV mount bracket as the installation would depend on the brand, model and size of your TV.

V. Connection

Interface Description

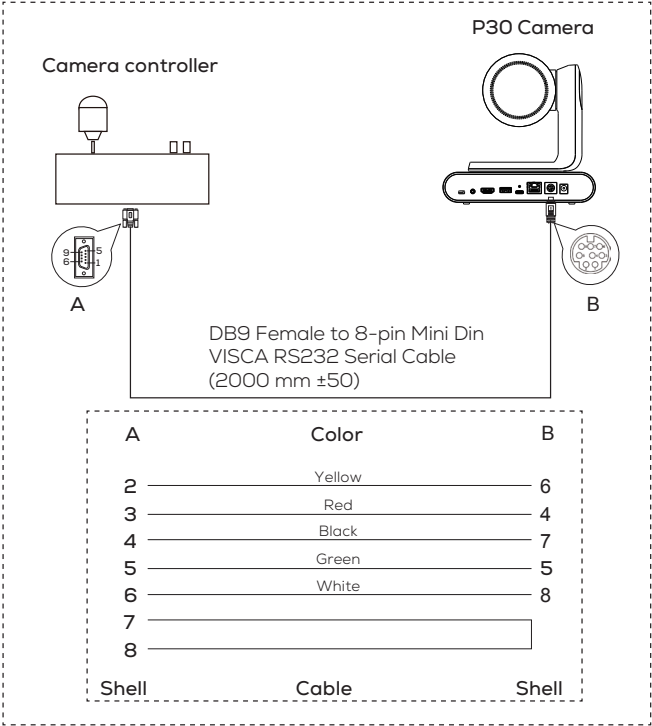


RS232 Interface

	No.	Function
	1	DTR
	2	DSR
	3	TXD
	4	GND
	5	RXD
	6	GND
	7	IR OUT
	8	NC

The correspondence between the camera and Windows DB-9 pin:

Camera		Windows DB-9
1. DTR		1. CD
2. DSR		2. RXD
3. TXD		3. TXD
4. GND		4. DTR
5. RXD		5. GND
6. GND		6. DSR
7. IR OUT		7. RTS
8. NC		8. CTS
		9. RI



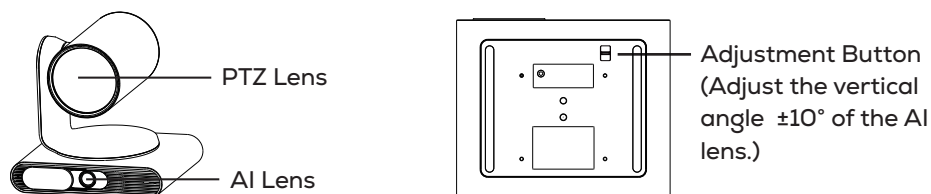
NOTE

The above diagram is only an example. The specific situation depends on the camera controller you have.

VI. Camera Calibration

The following situations require camera calibration:

1. Initial setup, after change of installation position or panoramic camera angle, or
2. Deviation in display from expected results in AI mode, such as the portrait not being centered, or the portrait being too high or too low in the PTZ view.



You can adjust the vertical angle of the AI lens by toggling the adjustment button on the bottom of the camera first to get the correct view, and then calibrate the PTZ lens through one of the two methods below.

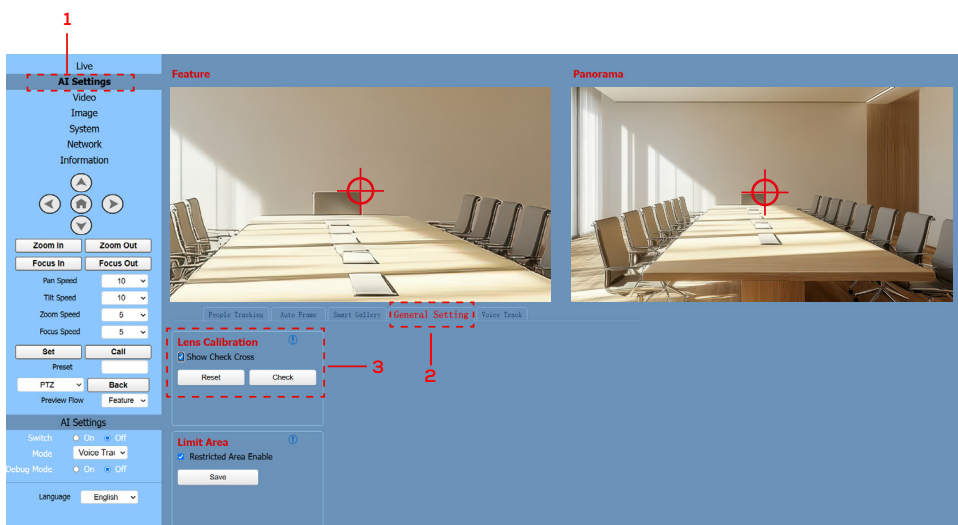
Method 1: From the remote control.



Monitor

1. Install the camera in the desired position, and place a calibration object (such as a model, book, etc.) approximately **5 meters** in front of the camera.
2. Use an **HDMI** or **USB** cable to connect the P30 PTZ camera to the minitor, and open the windows to view the image from the camera.
3. Press the **[Manual Mode]** button on the remote control to switch to manual mode.
4. Sequentially press the remote control buttons **[#] + [*] + [5]**, and a "Picture-in-Picture" screen will appear.
5. Use the directional buttons on the remote control to adjust the screen position so that the calibration cross on the screen is aligned with that on the object.
6. When the two calibration crosses are aligned, sequentially press the remote control buttons **[#] + [*] + [6]** to save the setting.
7. A "Saves, exiting" prompt will appear, and the calibration is complete.

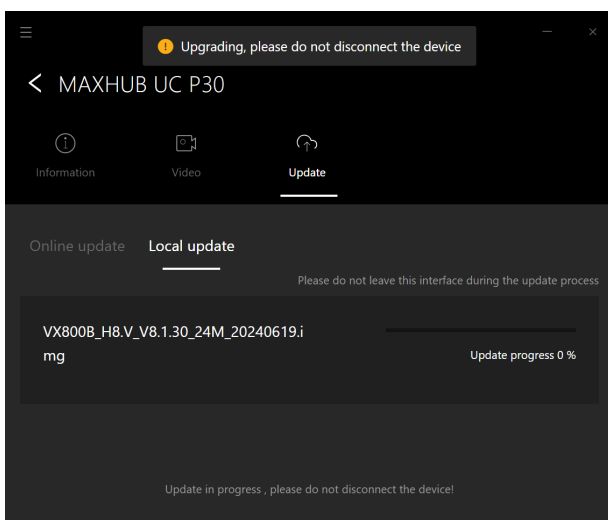
Method 2: From the web server side.



1. Go to the Web server side and log in to the homepage.
2. Go to **[AI Settings] → [General Setting]**.
3. In the Lens Calibration option, select **[Show Check Cross]**. A calibration crosshair will appear on the feature screen.
4. Use the PTZ control on the left side to align the centre of the calibration cross on the feature screen with the centre of the calibration cross on the panorama screen.
5. When the two calibration crosses are aligned, click **[Check]** in the [Lens Calibration] option. A prompt will then appear.
6. Click **[HOME]** to confirm if the calibration was successful.
7. Click **[Reset]**. If the home position is aligned with the calibration position, the calibration is complete.

Firmware Upgrade

You can visit <https://www.maxhub.com> to download the Firmware and connect to your PC with USB cable. And then upgrade the Firmware via MAXHUB Align.



VII. Maintenance and Troubleshooting

Camera Maintenance

- If not be used for a long time, please turn off the device, and disconnect AC power cord of AC adaptor to the outlet.
- Make sure to clean the camera cover with soft cloth or tissue.
- Make sure to use the soft dry cloth to clean the lens. If the camera is dirty, please clean it with diluted neuter detergent.
- Do not use any type of solvents, which may damage the surface.

Unqualified Application

- No shooting extreme bright object for a long time, such as sunlight, light sources, etc.
- No operating in unstable lighting conditions, otherwise image will be flickering.
- No operating close to powerful electromagnetic radiation, such as TV or radio transmitters, etc.

Image Troubleshooting

- **The monitor shows no image**
 - 1) Ensure that the camera power supply is connected, the voltage is normal, and the power indicator light is always on.
 - 2) Turn off the power switch to check whether the camera is self-testing.
 - 3) Check the cables of video platform and TV if are correctly connected.
- **The video or image displayed by the camera is shaking.**
 - 1) Check if the camera installation is secure.
 - 2) Check if anything is obstructing the camera lens.
- **No video displayed in browser**

Non-IE browsers and non-IE-based browsers are not supported. It is recommended to use Google Chrome, Firefox, or Edge browsers.
- **Cannot access the camera via browser**
 - 1) Check if the network connection works properly by connecting the PC to the network. Rule out issues such as cable faults or network issues caused by PC viruses. Ensure that the PC and the camera can successfully ping each other.
 - 2) Disconnect the camera from the network and connect it directly to the PC. Reset the camera's IP address if necessary.
 - 3) Check if the camera's IP address, subnet mask, and gateway settings are correct.
 - 4) Ensure there are no conflicts with the MAC address.
 - 5) Check if the Web port has not been changed from the default, which is 80.
- **Forgot IP address or web login password**

Default Camera IP Address: 2.0.0.8;
Default Username: admin;
Default Password: admin.

If you have forgotten the IP address or the web login password for your camera, you can try the default settings provided above to regain access.

Control

- **Remote control cannot control**
 - 1) Replace the new battery for the remote controller.
 - 2) Check whether the camera working mode is correct.
 - 3) Check whether the address of remote control can match the camera.
- **Serial port cannot control**
 - 1) Check whether the camera protocol, address and baud rate is the same.
 - 2) Check whether the control line is connected well.

Hereby, Guangzhou Shirui Electronics Co., Ltd. declares that the this product is compliant with the essential requirements. The complete Declaration of Conformity may be requested through the following postal address: MAXHUB EUROPE B.V. BEURSPLEIN 37, 3011AA ROTTERDAM, NETHERLANDS



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 centre or the store where the product was purchased.

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.

