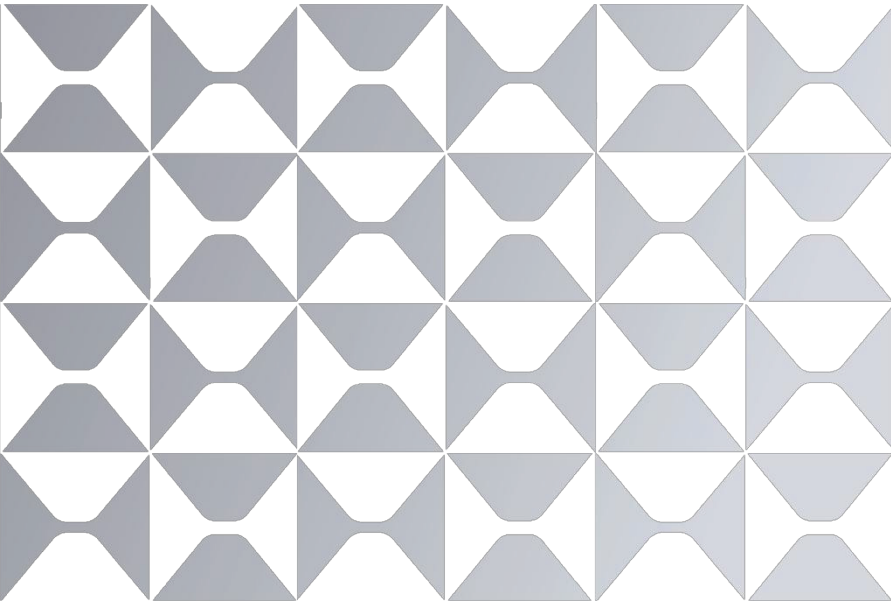# MAXHUB V6 Interactive Intelligent Panel User Manual

Note: All the pictures in this manual are for reference only, subject to our availble products.

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Safety Warning

Images shown in this manual are indicative only. There may be differences between the pictures and the actual product, please prevail in kind.

➢ Placement

Do not put heavy objects on top of the unit.

Do not put the unit near appliances that generate magnetic fields.

Do not expose the unit to direct sunlight and other sources of heat.

Do not place the unit on an unstable cart, stand, tripod, bracket, table, or shelf.

Do not put any liquid near or on the unit, make sure do not spill any liquid inside the unit.

➢ Power Supply

Power Cable: Handle the power cable with care to avoid physical or mechanical damage. Ensure that the AC source is properly connected to the ground. Use the power cable that comes with the device exclusively, and do not modify or lengthen it.

Powering On: Verify that the unit's operating voltage is compatible with your local power supply. During thunderstorms or lightning, unplug the power supply to avoid any damage to the device.

Powering Off: When the device will be left unused for an extended period of time, such as during holidays, unplug the power supply to conserve energy and protect the device from any potential power surges.

Proper usage of the device will ensure its longevity and optimal performance.

➤ **LED Screen**

Before cleaning the device, unplug the power cable to avoid any potential electrical hazards.

Cleaning: Use a soft, dustless, and dry cloth to gently clean the screen. Avoid using water or spray-type detergents as they can damage the device. For deep cleaning, please contact an authorized service center.

Stylus: Never use any other hard or sharp object to replace the stylus.

Display Brightness: To preserve the panel's lifetime and display performance, avoid displaying high brightness images for prolonged periods of time.

➤ **Temperature**

Normal operating temperature is 0 ~ 40℃.
Do not place the unit near or over a radiator or a heater.
If your unit is suddenly moved from a cold to a warm place, please unplug the power cable and do not turn it on at least 2 hours, making sure the moisture inside the unit is all evaporated.

➤ **Humidity**

Avoid exposing the unit to rain or placing it in areas of high humidity.

The IFP should be kept in a dry and cool indoor environment. The normal operating humidity range for the device is between 10% and 90% relative humidity (RH).

➢ Ventilation

Please put the unit in a well-ventilated place, so the heating can be released easily.
Ensure that the unit has enough space for ventilation, with a minimum of 10cm on the left, right, and back, and a minimum of 20cm on the top.

➢ Earphone

Before using earphones, please turn down the volume in advance to prevent damage to your hearing.

Using earphones to listen to loud sound for a long period of time can affect your hearing.

➢ Standby

Pressing the standby key will enter standby mode, but it will not turn off the unit.

Standby mode reduces power consumption while still allowing for quick and easy access to the device.

Properly utilizing standby mode can prolong the lifespan of your IFP by reducing wear and tear on the device."

➢ Notes for Cleaning

There are vents on back cover, please do not use any liquid or spray directly during cleaning.

➢ Power Switch Status Signs

"I" means power on, "O" means power off.

➢ **Notes for Maintenance**

This machine can only be maintained by certified engineer.

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.

Control Panel
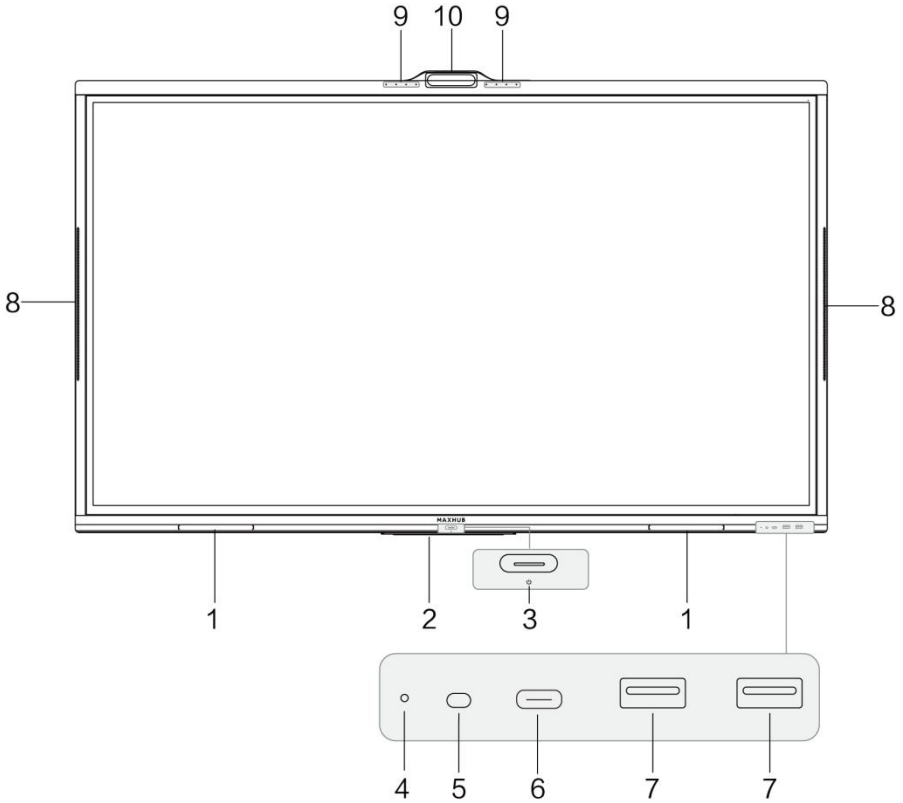
No.	Items	Function description
1	Magnetic zone	Area for placing the absorptive magnetic pen.
2	Wireless module	Detachable Wireless module.

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3	☉	Press and hold the designated button for at least 2 seconds to enter standby mode.
4	Remote control signal receiver	Receive the remote signal.
5	Light sensor	Identify the brightness of ambient light.
6	USB Type-C	Support charging, data transmission, extension for audio and video output interface, etc.
7	USB 3.0	Connect USB device.
8	Loudspeaker	Sound output.
9	Microphone	The sound is collected when the microphone is on.
10	Camera	The images are collected when the camera is on.

Terminal Interface
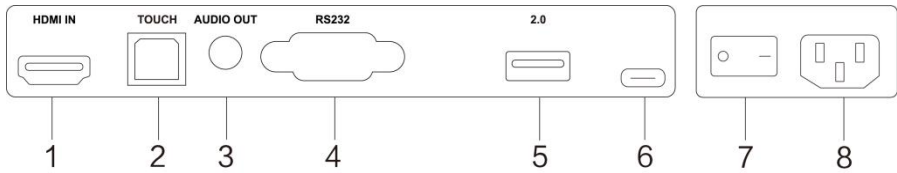
| No.	Items	Function description
1	HDMI IN	High-definition multimedia interface signal input, connect to devices with HDMI output interface (personal computer with HDMI output, set-top box, or another video device).
2	TOUCH	Touch signal output to the external computer.
3	AUDIO OUT	Audio output to the external speaker.
4	RS232	Serial interface, used for mutual transfer of data between devices.
5	2.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard ,mouse, USB drives, etc.
6	USB Type C	Support charging, data transmission, extension for audio and video output interface, etc. Note：The maximum rated power of the USB

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		Type-C port of this product is 5W. When using this port to charge electronic devices, the charging power of the electronic device cannot exceed the rated power of this port. If the charging power of the electronic device exceeds the rated charging power of this port, please Do not directly use this port for charging.
7	AC SWITCH	To open or shut down AC power supply."I"means power on,"O" means power off.
8	AC IN	AC power input, connecting AC power supply.

Cable Connection

➢ RS232

Port	RS232 (9 pins)	Port	RS232 (9 pins)
Pin	TxD (No.2), RxD (No.3), GND (No.5)	Stop bit	1 bit
Bit rate	9600 bps	Flow control	None
Data bits	8 bit	Maximum length	15 m (only shielded type)
Parity	None		

➢ Pin assignment

(Male type)　　　　(Female type)
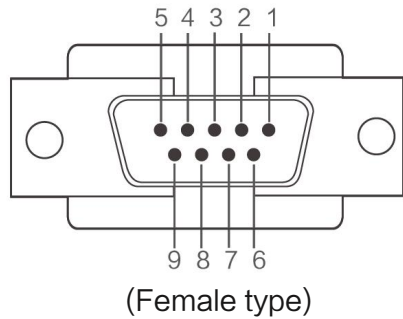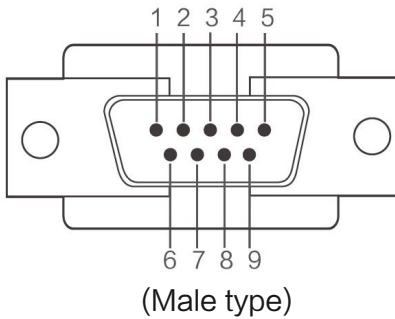
Pin	Signal	Pin	Signal
1	Detect data carrier	6	Prepare data set
2	Received data	7	Send request
3	Transmitted data	8	Clear to send
4	Prepare data terminal	9	Ring indicator

5	Signal ground		

➢ RS232 cable
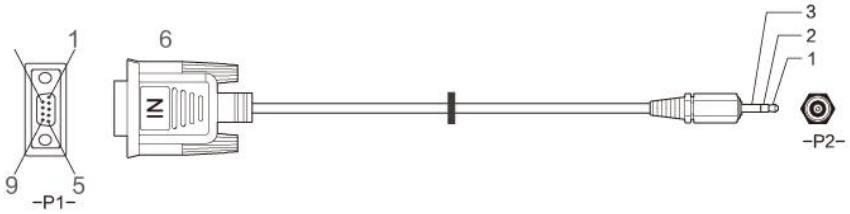
-P1-				-P2-		
Male type	Rx	3	⟵⟶ 1	Tx	STEREO
	Tx	2	⟵⟶ 2	Rx	PLUG
	Gnd	5	⟵⟶ 3	Gnd	(3.5ø)

For more detailed information on the RS232 codes, please refer to the "MAXHUB IFP Control Codes" documentation.

Connection and Setting

⚠**For the safety of you and the machine, please do not connect any power plug before connection.**

➢ External Computer and Touch Connection
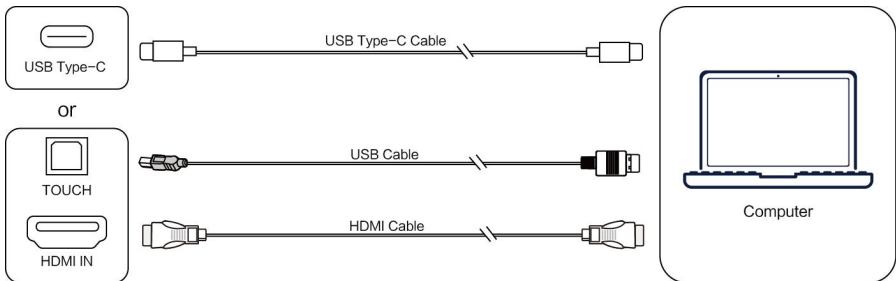
1) Connect the external computer to the Interactive Intelligent Panel (IFP) using a USB Type-C cable or an HDMI cable to connect to the HDMI output port and a USB cable to connect to the USB port.

2) Once the cable is connected, plug in the power cord and switch on the power.

3) Start the external computer.

4) Press the power key to turn on the IFP.

5) Change the input source to the USB Type-C/HDMI channel in the main menu.
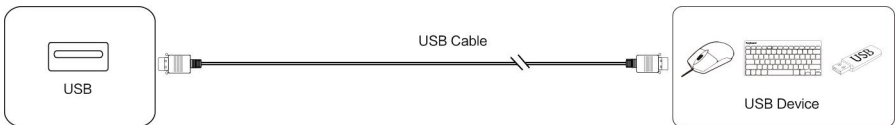
➢ Audio and Video Equipment
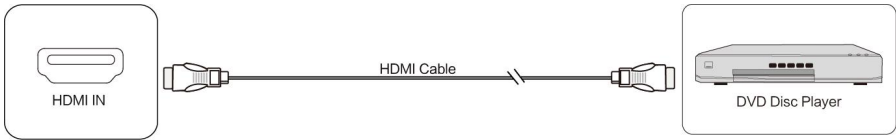
1) Connect audio and video equipment to the Interactive Intelligent Panel using an HDMI cable.

2) Once the cable is connected, plug in the power cord and switch on the power.

3) Press the power key to turn on the IFP.

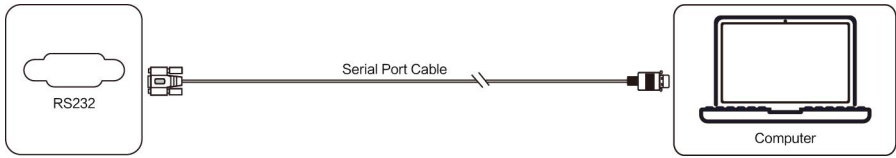4) Change the input source to the HDMI channel in the main menu.

➢ AUDIO OUT Connection
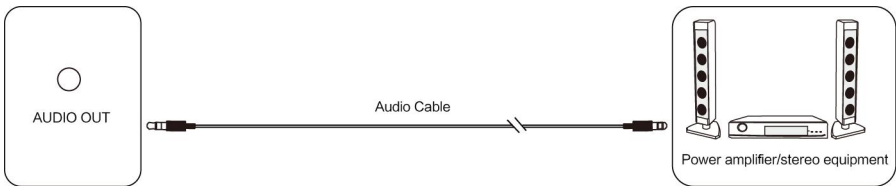
# ➢ USB Connection

➢ **RS232 Connection**

The use of a serial port cable to connect central control equipment and the Interactive Intelligent Panel (IFP) allows for certain functions of the IFP to be controlled through the central control equipment, including power on/off and sound volume adjustments.

Operation Guide

➢ MAXHUB OS Launcher

The built-in MAXHUB OS conferencing software, integrated with the Interactive Intelligent Panel (IFP) device, provides advanced collaboration tools for brainstorming, content sharing and instant video calls, elevating the meeting experience through refined technology advancements.

App widget   Meeting widgets

Side bar

Windows   All apps   Signal
system entry   sourse
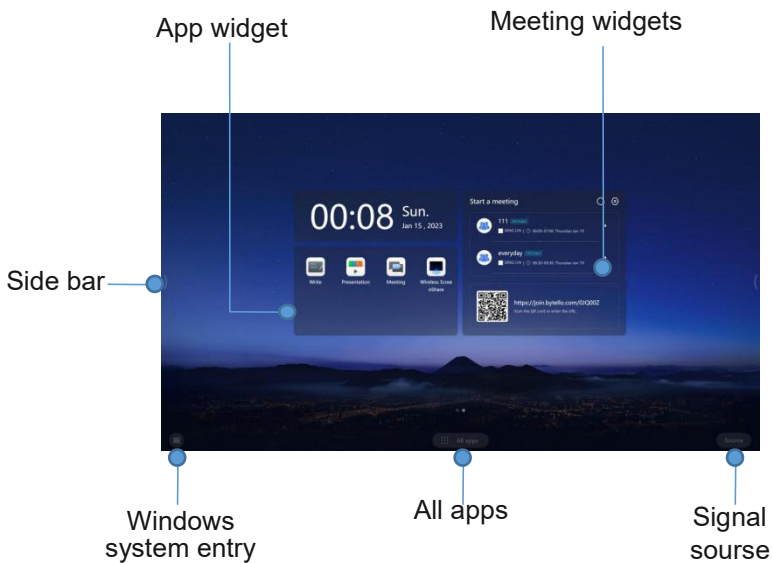
➢ **Meeting Calendar**
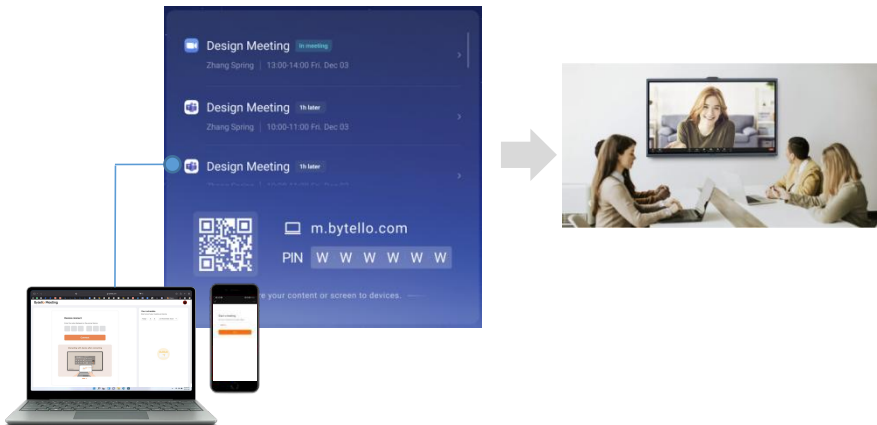
➢ **Meeting agenda**

The Interactive Intelligent Panel (IFP) is equipped with a built-in QR code and meeting module on the launcher, enabling users to easily preview and join meetings with just a few simple steps.

Users can use a QR code to seamlessly connect to meetings via their Outlook, Google, or Apple Calendar account.

By scanning the QR code, users are directed to a dedicated website where they can input the relevant meeting information, and the link is then sent from their phone or laptop to the MAXHUB device for seamless connection.

➢ **MAXHUB Whiteboard**

MAXHUB whiteboard gives intuitive writing experience:
- Write, drag or zoom naturally as if on a piece of paper.
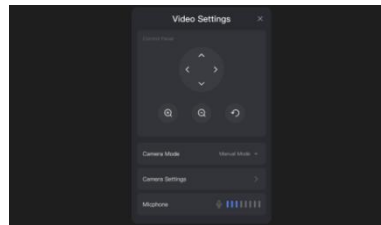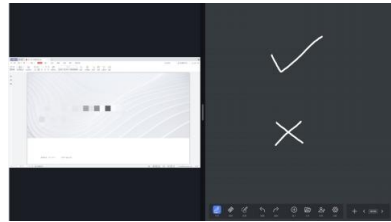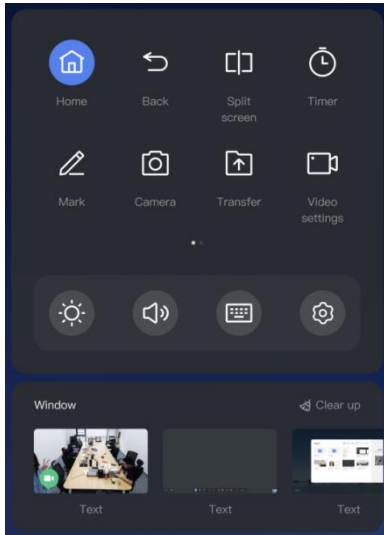- Comfortable customized UI creates an easy writing experience.

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➢ **MAXHUB Share**

● The screen-share software, works seamlessly with the MAXHUB Interactive Intelligent Panel, while delivering the smoothest teamwork experience between people, devices, and content.

● Support to share up to 4 split-screens from 8 devices including mobile phone and PC.
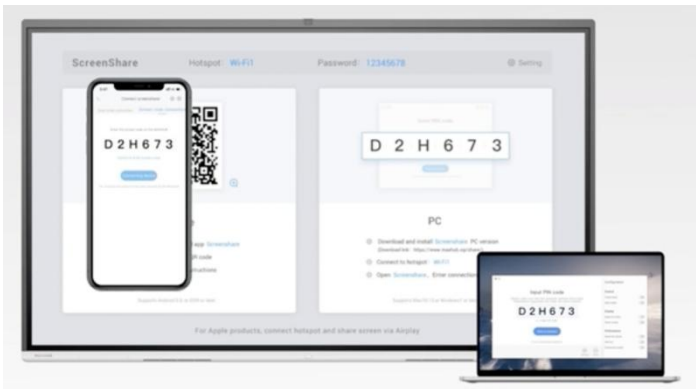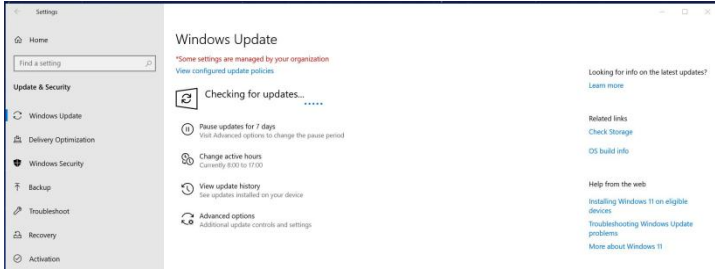
➢ **Sidebar**

The sidebar provides a variety of meeting tools. You can adjust cameras and upload files from the side bar during a meeting, providing users with convenient meeting experience.

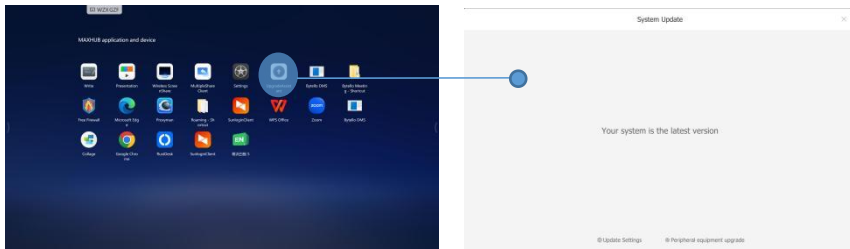➢ **Upgrade**

● **Windows Upgrade**

MAXHUB will not check and upgrade the Windows system, but users can open Switcher to accept the upgrades from Windows.

● **MAXHUB OS Upgrade**

Users will receive the upgrade notification at desktop:

Users can visit the Upgrade assistant APP on the all apps, to manually check if any upgrades available and manually upgrade to the device.

● **Upgrade from Pivot**

Once a new firmware is released and detected by the device, the notification will show in Pivot-Advanced-Firmware update.

Click [Firmware update] to send out the command. The command will not expire.

- **Upgrade from USB disk**

Users can manually upgrade the MAXHUB OS by inserting a USB disk.
Download the package onto USB disk and then install the package
MAXHUB ifp on default file path.

Simple Troubleshooting

➢ Automatic power off.

1) Verify if the sleep function is enabled and troubleshoot accordingly.

2) Check for signal on the channel where the input source is located. If there is no signal, the device will automatically enter energy saving mode and power off.

3) Ensure that the power supply is stable.

➢ The indicator is off.

1) Verify if the power supply is normal.

2) Check the status of the power switch on the tablet computer to ensure it is turned on.

➢ The indicator turns red, and booting is unavailable.

1) If the Interactive Intelligent Panel (IFP) is unable to turn on when the button is pressed, disconnect all external wires and power off the device for 15 minutes before attempting to turn it on again.

➢ The pictures lack colors, or the color is abnormal.

1) Verify that the VGA/HDMI cable is properly connected.
2) Check the quality of the cable to ensure it is functioning properly.

➢ **There are pictures but no sounds for the device.**

1) Try adjusting the volume by using VOL +/-.

2) If the device is connected to an external computer, ensure that the audio cable is properly connected.

3) If the issue remains unresolved, please contact our professional after-sale maintenance team for assistance.

➢ **Inaccurate touch positioning.**

1) Verify that the touch pen or finger is held at a 90-degree angle to the screen.

2) Check for any objects touching the screen, such as small pieces of tape or sleeves.

3) If the issue remains unresolved, please contact our professional after-sale maintenance team for assistance.

➢ **Invalid Touch function.**

If the device is connected to the external computer, check whether the touch cable is correctly connected.

Maintenance

1) Regular maintenance can prevent early faults and regular cleaning can keep the machine in like-new condition.

2) Before cleaning or performing maintenance, please ensure to unplug the power cord to prevent electric shock.

➢ Clean Screen

1) Mix a small amount of fabric softener or dish soap with alcohol to create a cleaning solution.

2) Use a soft, lint-free cloth to apply the solution to the screen.

3) Gently wipe the screen with the dampened cloth, taking care not to press too hard. Be sure to wring out the cloth so that it is only slightly damp before wiping the screen.

4) Repeat the cleaning process several times, being mindful to prevent water infiltration into the device during wiping.

➢ Clean frames

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

➢ Extended period without use

In the event of extended non-use, it is recommended to unplug the device from its power source to prevent potential hazards arising from power fluctuations or lightning.

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.

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HIGH-DEFINITION MULTIMEDIA INTERFACE

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