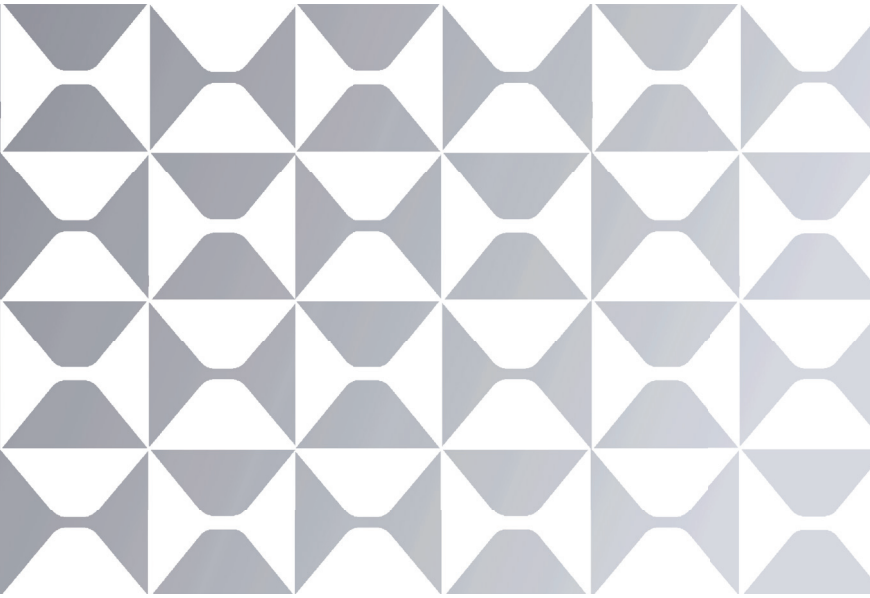
MAXHUB PTZ Camera

Model: EP30



Quick Start Guide

V1.3

MAXHUB

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Safety Instructions

Before operating this device, read and follow the instructions carefully to avoid dangerous or illegal operations.

1. Operating Environment

- Do not use the device in damp or humid locations to avoid internal circuit damage.
- Avoid hot environments or areas with direct sunlight.
- Optimal temperature range for use: 0-40°C, humidity range: 10%-90% RH.

2. Child Safety

The device and its parts may include small components. Keep them out of reach of children to prevent accidents.

4. Water Protection

This device is not waterproof. Keep the equipment dry.

5. Maintenance

- All maintenance should be carried out by qualified personnel.
- When there is damage to the equipment, do not privately dismantle the machine for maintenance. Please call customer service to report repair.
- Avoid inserting objects into any of the ports to prevent damage.
- Do not drop or subject it to strong impacts or vibrations to avoid product damage.

Special Statements

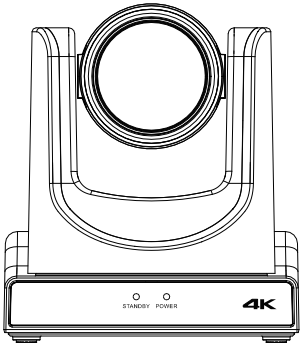
- Intellectual Property Rights: The hardware design and software of this product are protected by copyright law. Unauthorized copying of the manual or any part of the product will subject violators to legal consequences.
- This manual is for reference only. The final actual functions are subject to the functions of the product ordered and received by the customer.
- The images are for reference only. Please refer to the actual product. Our company reserves the right to improve and change the product's appearance and design without prior notice.

I. Package Contents

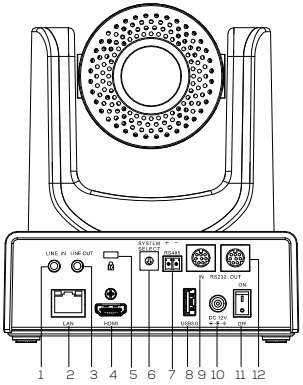
Please check the following contents included in the package:

1. EP30 PTZ camera × 1
2. Installation package (scew kit included) × 1
3. Quick start guide × 1

II. Product Introduction



Front

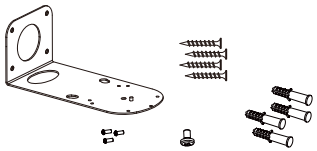


Back

No.	Item	No.	Item
1	Line In	7	RS485 Interface
2	LAN	8	USB 3.0
3	Line Out	9	RS232 In
4	HDMI	10	DC 12V Power Interface
5	Kensington Security Slot	11	Power On/ Off
6	Video Rotary Switch	12	RS232 Out

III. Installation

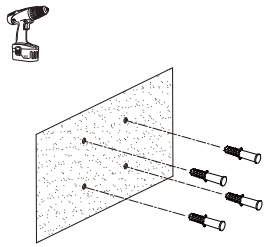
Please check the following contents included in the installation package:



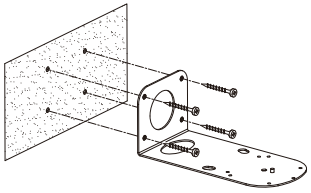
1. Wall mount bracket × 1
2. Wall anchor × 4
3. Cross-head tapping screw × 4 (Size: PWM3*10)
4. Meson head screw × 3 (Size: 4*35)
5. Round head Phillips screw × 1 (Size: 1/4-20UNC*12)

To install the EP30 PTZ camera using the above tools, follow these steps:

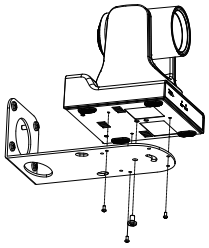
❶ Fix 4 pcs of wall anchors to the wall with a screwdriver.



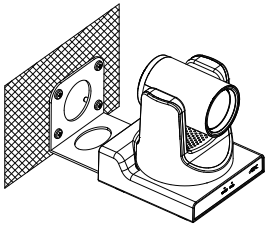
❷ Attach the wall mount bracket on the wall with 4 cross-head tail tapping screws.



❸ Align the EP30 PTZ camera with the bracket and secure with 3 x-head screws and 1 round-head Phillips screw.



❹ The EP30 PTZ camera after installation is shown below:



IV. Troubleshooting

- **No Image Displayed**

  1) Ensure the camera power supply is connected properly, the voltage is normal and the power indicator is always on.

  2) Ensure the camera can self-test normally if the power is turned off.

  3) Ensure the cables of the video platform and the display are connected correctly.

- **Image Jitter**

  Check that the cables of the video platform and the display are connected correctly.

- **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**

  IE browser does not support H5, you need to use VLC plug-in to get the video.
  Please visit the official website of VLC (http://www.videolan.org/vlc/) to download and install the 32-bit VLC media player.
  After the installation, the video image of the camera will be displayed normally.
  Other major browsers already support H5 and do not need to install the VLC plug-in.

- **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 IP Address: 2.0.0.5;

  Default Username: admin;

  Default Password: admin.

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

- **Serial Port Cannot Control**

  1) Check whether the camera's protocol, address, and baud rate are consistent.

  2) Check if the camera's control cable is properly connected.

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