

## MuxMeet BYOM Videobar

# User Manual

## 500822



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## 1. Safety Precautions

To ensure the best performance from the product, please read all instructions carefully before using the device. Save this manual for future reference.

- Follow basic safety precautions to reduce the risk of fire, electrical shock, and injury.
- Do not dismantle the housing or modify the module. It may result in electrical shock or burns.
- Do not open or remove the housing of the device as you may be exposed to dangerous voltage or other hazards.
- To prevent fire or shock hazard, do not expose the unit to rain, moisture and do not install this product near water. Keep the product away from liquids.
- Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on the housing, unplug the module immediately.
- Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- Using supplies or parts not meeting the product specifications may cause damage, deterioration or malfunction.
- Refer all servicing to qualified service personnel.
- Install the device in a place with adequate ventilation to avoid damage caused by overheat.
- Unplug the power when left unused for a long period of time.
- Information on disposal of devices: do not burn or mix with general household waste, please treat them as normal electrical waste.

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## 2. Introduction

The MuxMeet BYOM Videobar (model: 500822) is an all-in-one video conference sound bar specially designed to help enterprises realize the full potential when using small and medium meeting spaces. The three-in-one design of 4K ultra-HD camera, beamforming microphone and full-frequency range loudspeaker reduces wiring clutter and simplifies video and audio communications. Featuring an 20MP camera with 120° wide field of view, 4 microphones with a pickup distance of 6 meters, intelligent DSP technology for Acoustic Echo Cancellation and a powerful 8W speaker designed for users to clearly hear every word spoken. AI tracking enables to track group or speaker using heads, faces and human shapes. IP Control enable the user to change configuration parameters on the fly for a seamless integration.

The MuxMeet BYOM Videobar works well with the most popular video conferencing platforms, such as Microsoft Teams, Zoom, BlueJeans, GoToMeeting among others.

## 3. Features

- True plug and play all-in-one 4K-UHD Camera, beamforming microphone and full-frequency range loudspeaker
- 20MP camera with 120° wide angle view and 5x digital zoom
- Pan / Tilt support  $\pm 15^\circ$
- Built-in microphone with 6-meter pick-up distance
- High quality noise reduction system with echo cancellation
- Auto Tracking and Auto Framing
- Bluetooth 5.0 connectivity
- Local HDMI Input and output
- May be table-top or wall-mounted
- Supports IP Control
- Supports extended microphones

## 4. Package Contents

- One (1) MuxMeet BYOM Videobar
- One (1) Remote Control
- One (1) Wall Mount Bracket (with screws)
- One (1) USB Cable
- One (1) Power adapter
- One (1) User manual (available via download)

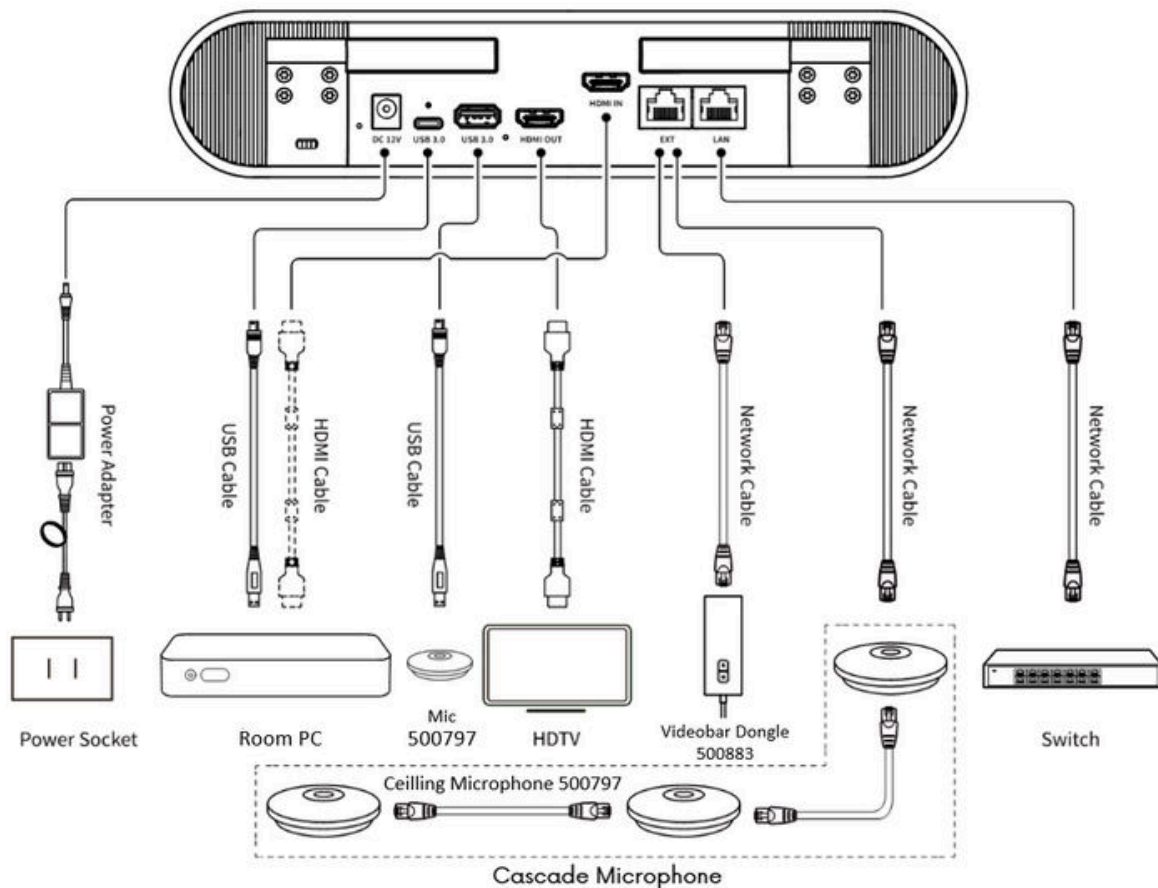
Camera	
Video System	4K@30fps, 1080P@60fps, 1080P@30fps, 720P@60fps, 720P@30fps
Sensor	1/1.8 inch, CMOS, 20M pixel
Lens	114°(DFOV), 105°(HFOV), 5x Digital Zoom, Pan/Tilt ±15°
PTZ	Mechanical PTZ (MPT) + Electronic PTZ (EPTZ)
Digital Noise Reduction	2D & 3D Digital Noise Reduction
Digital Output	12-bit
Colour Depth (bits)	8 bit
Video S/N	≥55dB
Backlight Compensation	Support
Loudspeaker	
Full Frequency Speakers	96 dB SPL at 0.5 meter
Number of output channel	Mono
RMS power (W)	8W UVC 1.1
Frequency Range (Hz)	100Hz-16KHz
Sensitivity (dB)	82 +/- 3dB
SNR (dB)	69dB
Speaker impedance (ohm)	8 Ohm
Microphones	
Microphone Array	Beamforming microphone
Frequency range (Hz)	100Hz-10KHz
Sensitivity (dB)	-38dB
SNR (dB)	65dB
THD (%)	1% Max @ 1KHz, 100dB SPL
Impedance (ohm)	400Ohm @ 1KHz
Pickup pattern	Omni directional
Sample Bitrate	512Kbps
Sample Frequency	32KHz
Microphone quantity built-in	4
Pickup distance	6 meters
USB	
Connection Type	USB 3.0, downward compatible with USB 2.0
Color system/compression	MJPEG and YUV2
USB Audio	32K sampling rate, support UAC 1.0
USB Protocol	UVC 1.1
UVC PTZ Control	Supported (ePTZ)
Input/Output Interface	
HDMI Input	1 x HDMI version 1.4b
HDMI Output	1 x HDMI version 1.4b
USB Interface	1 x USB 3.0, type C 1 x USB 2.0, type A
Ethernet Interface 1	1 x RJ45 10/100Mb
Ethernet Interface 2	1 x RJ45 for expansion microphone support PoE and MuxMeet Videobar Dongle
Power	1 x Barrel Jack 12VDC, 5A (Max)

## Generic Specification

Control Method	2.4G Remote Control, TCP/IP and UDP Command
Installation Method	Table-top or wall-mountable
Operating Temperature	0°C ~ 40°C
Storage Temperature	-40°C ~ 60°C
Unit Dimensions (DxWxH)	4.55" x 23.62" x 5.31" (117mm x 600mm x 135mm) holder included
Unit Weight	5.511 lbs (2.5Kg)
Warranty	2 Years
Order Information	500822 MuxMeet BYOM Videobar (UPC: 627699008225)

## 6. Connection

The cable connection contains optional configurations and for reference only. Please connect the cables according to actual needs.



**Note:** When the device needs to switch between Room PC mode and BYOM mode, connect the HDMI OUT of the Room PC to the HDMI IN interface of the Camera. If only using BYOM mode, please ignore this connection.

## Instructions for MuxMeet Videobar Dongle (500883):

### Connection between the Videobar and the MuxMeet Videobar Dongle.

- Connect one end of the network cable to the LAN port of the MuxMeet Videobar Dongle (500883) and the other end to the EXT port of the Videobar;
- Or, connect one end of a network cable to the UP port of the Ceiling Microphone (500797) and the other end to the EXT port of the Videobar; Connect one end of another network cable to the DOWN port of the Ceiling Microphone (500797) and the other end to the LAN port of the MuxMeet Videobar Dongle (500883).

**Note:** The MuxMeet Videobar Dongle (500883) and Ceiling Microphone (500797) are sold separately.

### Connecting to the laptop.

- Connect the USB-C (DP-IN) cable of the MuxMeet Videobar Dongle (500883) to the USB Type-C port (support DP Alt Mode) on the laptop;
- Or, connect the USB-C/USB-A cable of the MuxMeet Videobar Dongle (500883) to the USB Type-C port (not support DP Alt Mode) or USB Type-A port on the Laptop, and connect one end of the HDMI cable to the HDMI IN port of the MuxMeet Videobar Dongle (500883) and the other end to the HDMI OUT port on the PC.

## Screen Sharing

Press the sharing button to start screen-sharing, the sharing indicator will light with solid red. Press the sharing button again to stop screen-sharing, the sharing indicator will switch to blue.

## 7. About the Product

### 7.1 Features

#### Applicable Scenarios

Specifically designed for small and medium-sized meeting rooms, enabling businesses to conduct daily meetings and remote collaboration flexibly, creating a high-definition, intelligent, and convenient remote communication environment to improve communication and decision-making efficiency.

#### Customer Value

Supports Room PC mode and BYOM mode, helping businesses to fully utilize internal meeting spaces. Enables more flexible and efficient meeting initiation while being compatible with various meeting platforms, reducing operational and maintenance costs

#### Integrated Design

Combines a 20MP ultra-high-definition camera, beamforming array microphone, and full-range speaker into one design, reducing cabling and making video communication effortless.

#### 20MP UHD

Equipped with a 1/1.8-inch, 20MP UHD CMOS sensor, outputs 4K (3840x2160) 30fps ultra high-definition images for ultra-clear, detailed, and smooth visual experiences.

#### Wide Field of View

The optical lens specially designed for meeting scenarios, with a 120° wide field of view (110° horizontal field of view), 5x digital zoom, and an integrated motorized pan-tilt (with a motion range of  $\pm 15^\circ$  in both horizontal and vertical directions), covering a wider meeting space.

#### Group Framing

Equipped with a frame selection AI algorithm, it can recognize the number and position of participants, automatically adjust the angle and zoom to achieve the best composition, ensuring that all participants are within the frame.

## **Speaker Framing**

Equipped with a high-precision sound source localization AI algorithm, it can detect the direction of sound and synchronize with EPTZ, automatically displaying a clear close-up of the speaker, switching between different speakers in real time, and ensuring that the active speaker is always in the frame.

## **Smart Gallery**

Equipped with facial and body shape recognition AI algorithms, automatically present close-up shots of multiple participants and dynamically adjusts the layout of the screen, allowing all participant to equally engage in the meeting and experience the sense of face-to-face communication.

## **Wired BYOM**

The user's laptop, in combination with the MuxMeet Videobar Dongle (500883), can instantly stream high-quality video and audio for local meetings, and the laptop screen can be shared to display devices with a single click, offering quick and easy operation, and seamless compatibility with various meeting platforms.

## **Dual-Mode Automatic Switching**

Equipped with an HDMI IN interface, supports automatic switching between Room PC mode and BYOM mode, adapting to a wider range of meeting scenarios.

## **6-Meter Audio Pickup Range**

Built-in 4 beamforming (BF) microphone arrays, the effective pickup range is 6 meters. The low-distortion lateral beamforming algorithm directs the microphones directly to the speaker, ensuring clear and natural audio.

## **Cascading Audio Pickup**

Equipped with a PoE power supply multi-purpose expansion interface, supports cascading 3 array microphones, providing even coverage for larger meeting spaces.

## **Full-Frequency Professional Sound**

Built-in full-range high-fidelity speakers with a professional acoustic design, delivering clear, rich, and true sound reproduction.

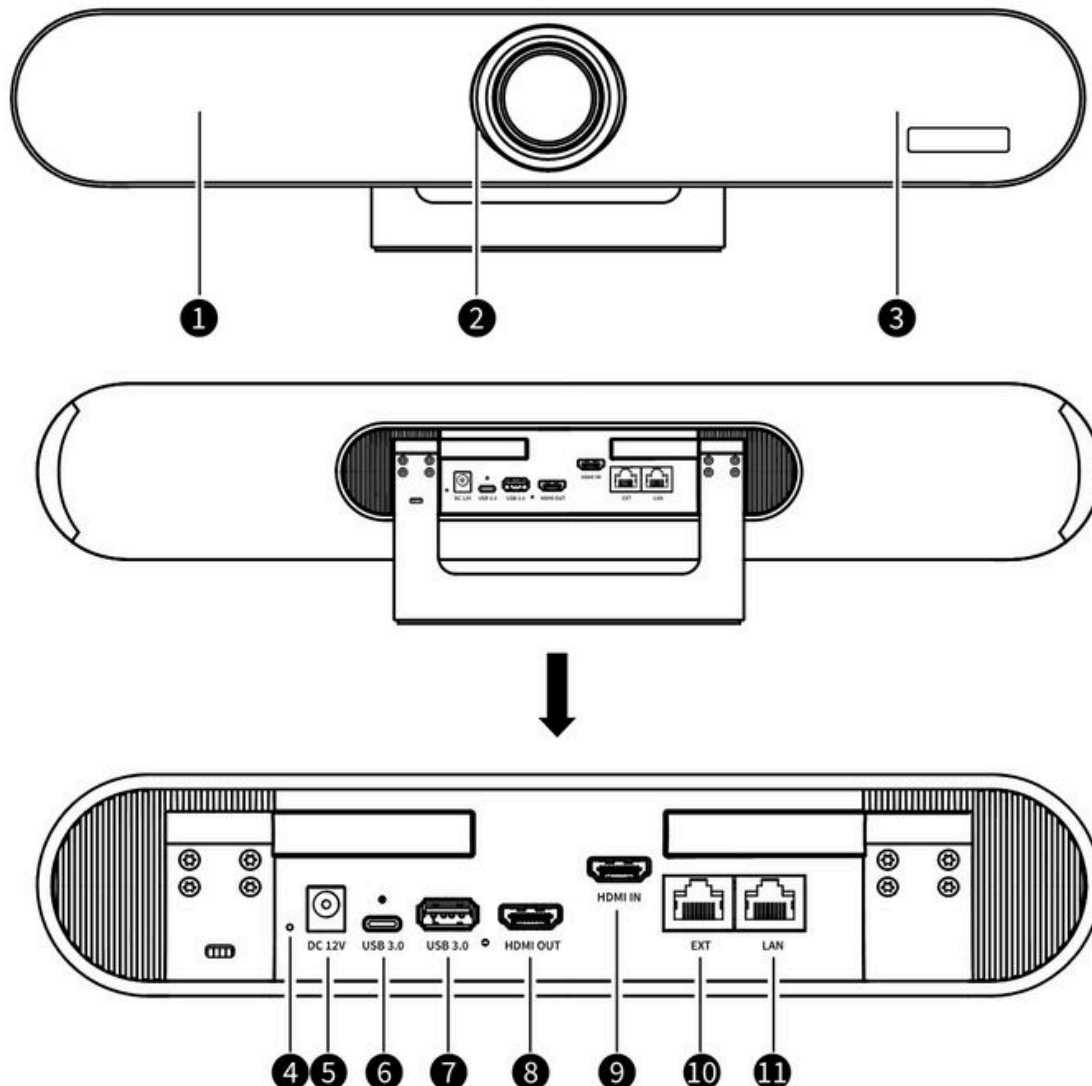
## Intelligent Audio Algorithm

Equipped with intelligent audio 3A algorithms (AEC/AGC/ANS) powered by deep learning, effectively eliminates environmental noise, reverberation, and background noise in the meeting room. Suppresses echo and remains the speech quality consistent regardless of the distance, providing a high-quality full-duplex conversation experience.

## Easy Deployment

Supports multiple installation options, including desktop placement, and wall mounting. Supports USB plug-and-play, making device deployment flexible and easy.

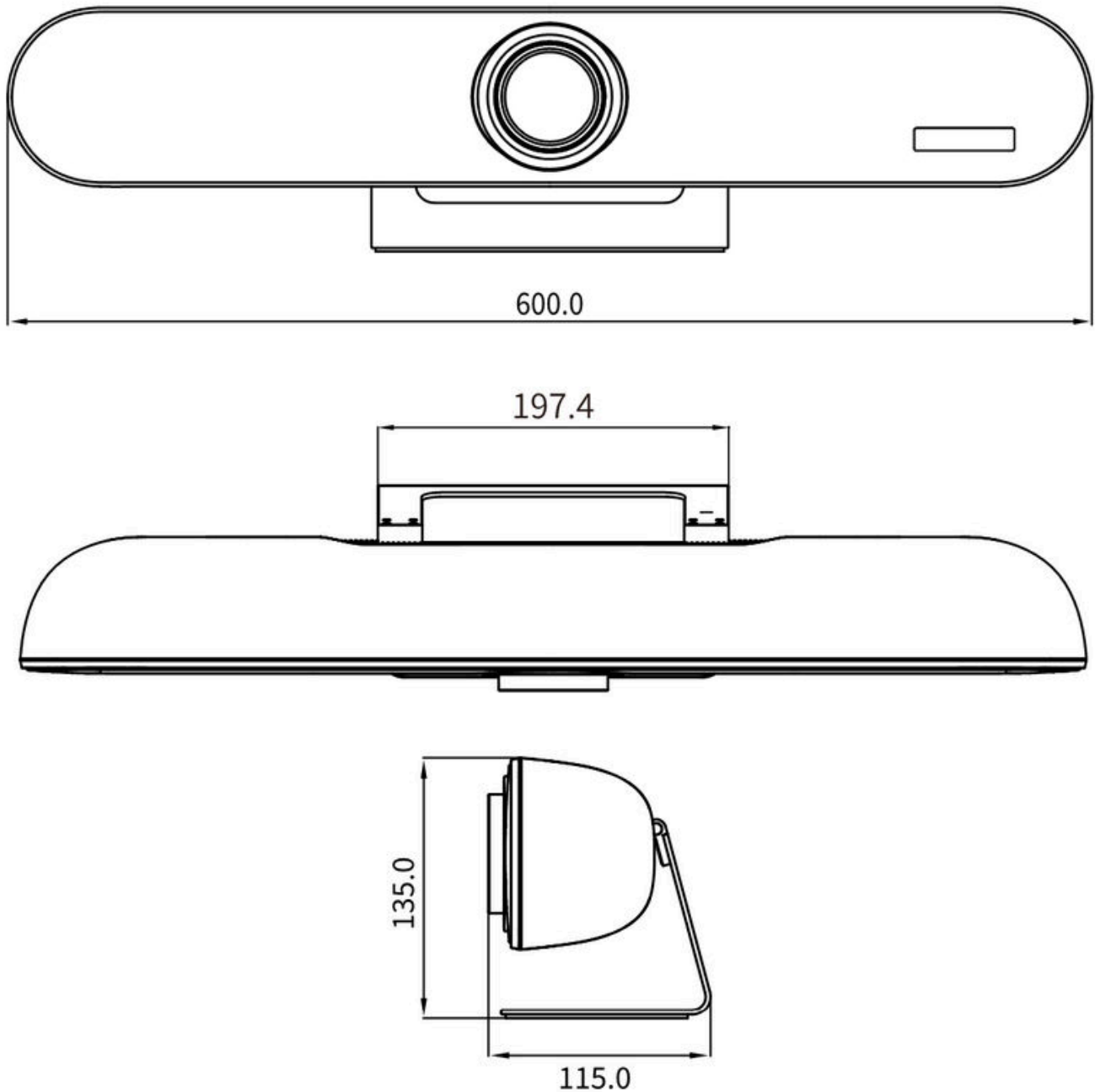
## 7.2 Appearance



No	Name	No	Name
1	Loudspeaker	7	USB 3.0 Type-A Interface
2	Status Indicator	8	HDMI OUT Interface
3	Microphone Array	9	HDMI IN Interface
4	Reset Button	10	EXT Interface
5	12VDC Interface	11	LAN Interface
6	USB 3.0 Type-C Interface		

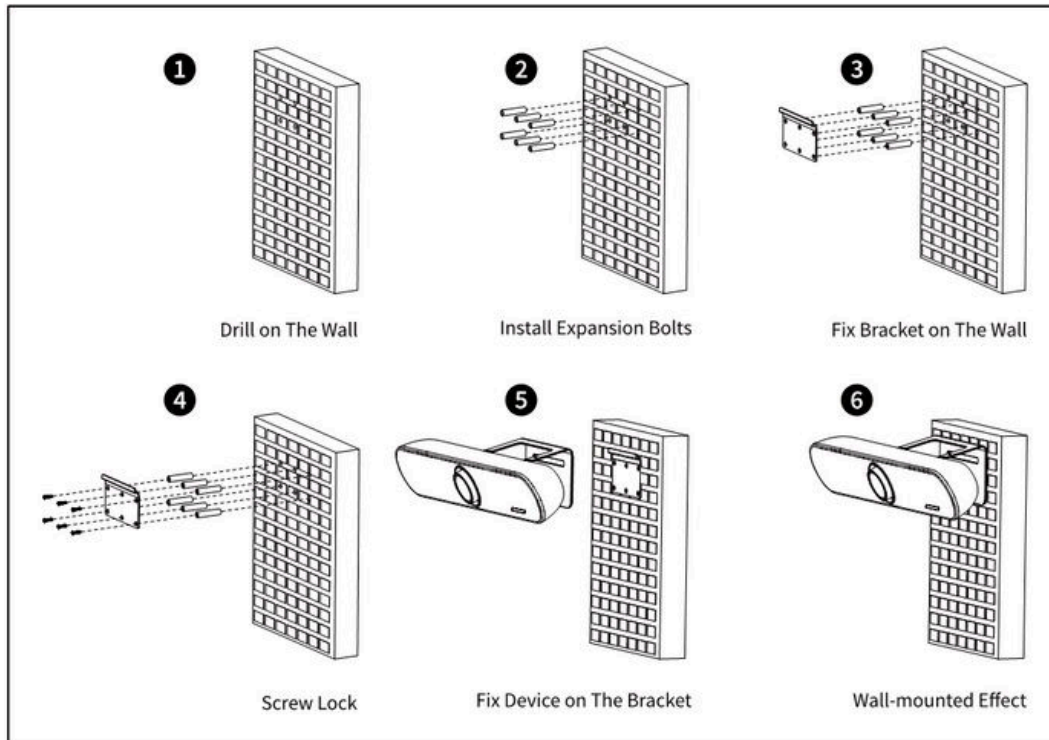
### 7.3 Dimension

Unit: mm



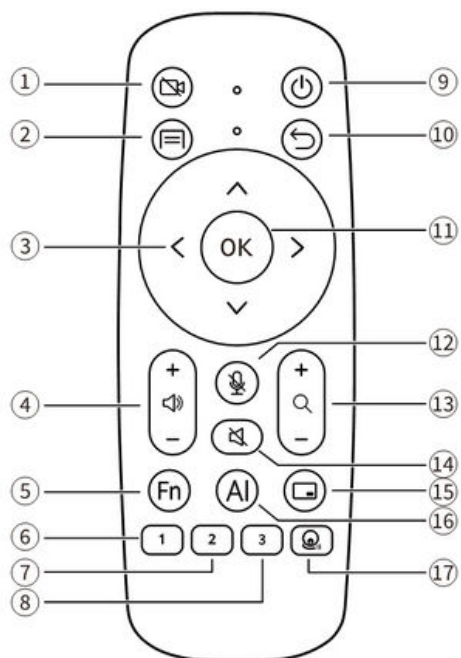
## 7.4 Installation

### Wall Mount



**Note:** The installation diagram is for reference only. Please refer to actual product for the installation accessories.

## 7.5 Remote Control



## Key Description

### 1. Camera On/Off Key

Turn On/Off the Camera

### 2. Menu Key

Enter/Exit the OSD menu

### 3. Direction Keys

- Menu mode: Select and set the menu
- Non menu mode: Turn the camera to Up/Down/Left/Right direction

### 4. Volume +/- Keys

Press to increase or decrease the volume

### 5. Fn Key (Custom Function Key)

Reserved, supported after future software upgrades

### 6. Preset 1 Key

Press to call preset 1

### 7. Preset 2 Key

Press to call preset 2

### 8. Preset 3 Key

Press to call preset 3

### 9. Standby Key

Enter/Exit the standby mode

### 10. Return Key

- Menu mode: Return to the previous menu
- Tracking mode: Exit the tracking mode

### 11. OK Key

Confirm selection

### 12. Microphone Mute Key

Turn On/Off the Microphone

### 13. Zoom Keys

Zoom in [+]; Zoom out [-]

### 14. Speaker Mute Key

Turn On/Off the Speaker

### 15. Layout Switch Key

Press repeatedly to switch the picture layout

### 16. AI Key

Press repeatedly to select and enable Smart Gallery, Speaker Framing, Group Framing or close the tracking function

### 17. Preset Key


Successively press [Preset] + Number key (1-3) to set the preset position

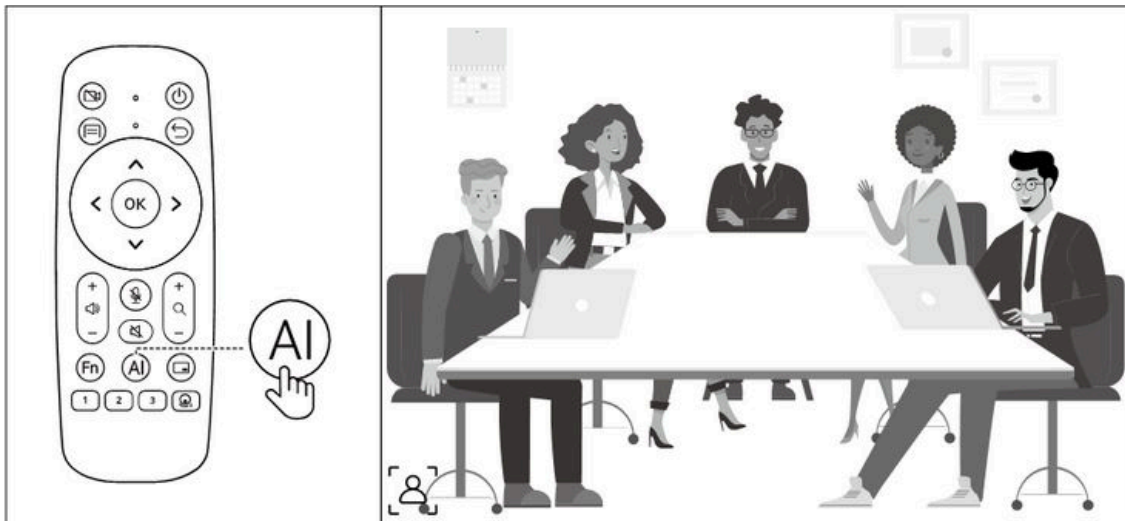
## 8. AI Tracking

Camera supports Smart Gallery, Speaker Framing and Group Framing tracking functions.

### 8.1 Speaker Framing


#### Operation

**Step 1** Press the [AI] key on the remote control repeatedly to select and enable the Speaker Framing function, the “” icon will display in the lower-left corner of the screen.




**Step 2** When the participant speaks, the camera will automatically lock the speaker's position and give a close-up image based on the sound source.



**Step 3** Press the [] key on the remote control to exit the tracking mode.

## 8.2 Group Framing


### Operation

**Step 1** Press the [AI] key on the remote control repeatedly to select and enable the Group Framing function, the “” icon will display in the lower-left corner of the screen.



**Step 2** When the participant moves, the camera will automatically adjust the image for the best composition using facial recognition.



**Step 3** Press the [] key on the remote control to exit the tracking mode.

## 8.3 Smart Gallery

### Operation

**Step 1** Press the [AI] key on the remote control repeatedly to select and enable the Smart Gallery function, the “” icon will display in the lower-left corner of the screen.



**Step 2** The meeting layout will change according to the number of participants, and the close-up images of participants will be extracted and arranged intelligently (refer to the below figure for specific layouts).

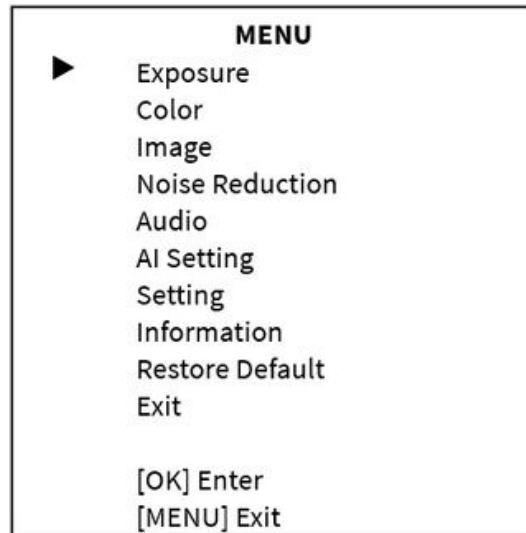


**Step 3** Press the [↶] key on the remote control to exit the tracking mode.

## 9. GUI Settings

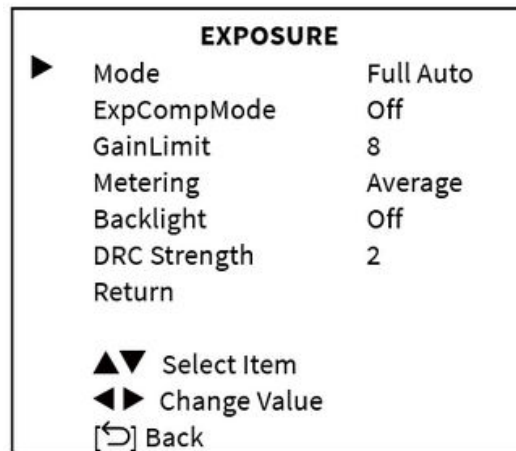
### 9.1 Menu

Press the [MENU] key to display the main menu. Use the arrow key to move the cursor to the desired item and press the [OK] key to confirm to enter the sub-menu.



### 9.2 Exposure

Move the cursor in the main menu to select "Exposure" and press the [OK] key to enter the Exposure interface.



**Mode:** Full Auto, Manual, SAE, Bright.

**ExpCompMode** (Exposure Compensation Mode): On, Off (Effective in Full Auto mode).

**ExpComp** (Exposure Compensation Value): -7~7 (Effective in ExpCompMode On).

**GainLimit:** 0~15 (Effective in Full Auto, Bright mode).

**Metering:** Average, Center, Bottom, Top (Effective in Full Auto, Bright mode).

**Backlight:** On, Off (Effective in Full Auto mode).

**Shutter:** 1/30s, 1/60s, 1/90s, 1/100s, 1/125s, 1/200s, 1/250s, 1/350s, 1/500s, 1/725s, 1/1000s, 1/1500s, 1/2000s, 1/3000s, 1/4000s, 1/6000s, 1/10000s (Effective in Manual, SAE mode).

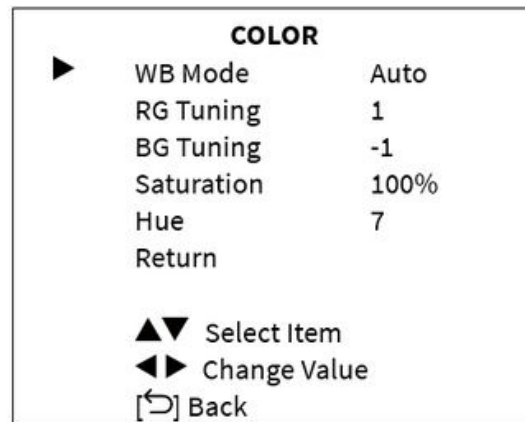
**Gain:** 0~7 (Effective in Manual mode).

**Bright:** 0~17 (Effective in Bright mode).

**DRC Strength:** 0~8.

## 9.3 Color

Move the cursor in the main menu to select "Color" and press the [OK] key to enter the Color interface.



**WB-Mode** (White Balance Mode): Auto, One Push, Manual, VAR.

**RG Tuning** (Red Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).

**BG Tuning** (Blue Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).

**Red Gain:** 0~255 (Effective in Manual mode).

**Blue Gain:** 0~255 (Effective in Manual mode).

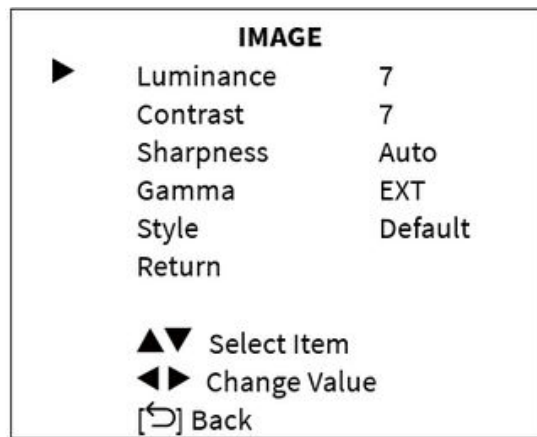
**ColorTemp:** 2500K~8000K (Effective in VAR mode).

**Saturation:** 60%~200%.

**Hue:** 0~14.

## 9.4 Image

Move the cursor in the main menu to select "Image" and press the [OK] key to enter the Image interface.



**Luminance:** 0~14.

**Contrast:** 0~14.

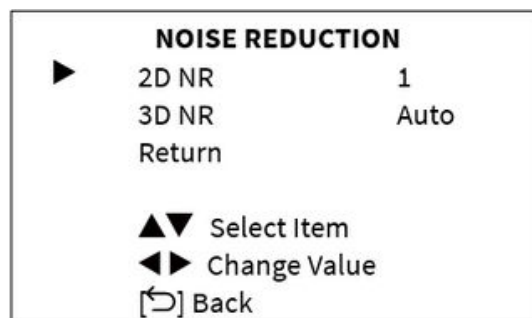
**Sharpness:** Auto, 0~15.

**Gamma:** EXT, Default, 0.45, 0.5, 0.56, 0.63.

**Style:** Default.

## 9.5 Noise Reduction

Move the cursor in the main menu to select "Noise Reduction" and press the [OK] key to enter the Noise Reduction interface.

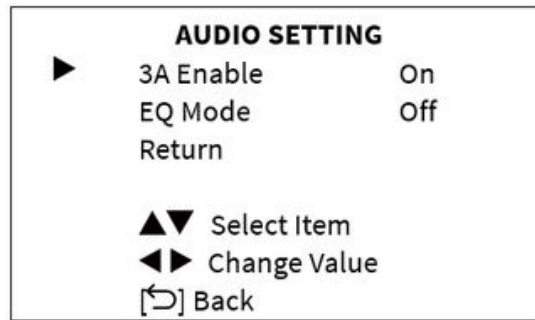


**2D NR** (2D Noise Reduction): Off, Auto, 1~5.

**3D NR** (3D Noise Reduction): Off, Auto, 1~8.

## 9.6 Audio

Move the cursor in the main menu to select "Audio" and press the [OK] key to enter the Audio Setting interface.

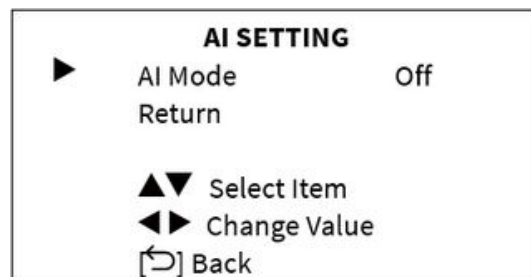


**3A Enable:** On, Off.

**EQ Mode:** On, Off.

## 9.7 AI Setting

Move the cursor in the main menu to select "AI Setting" and press the [OK] key to enter the AI Setting interface.

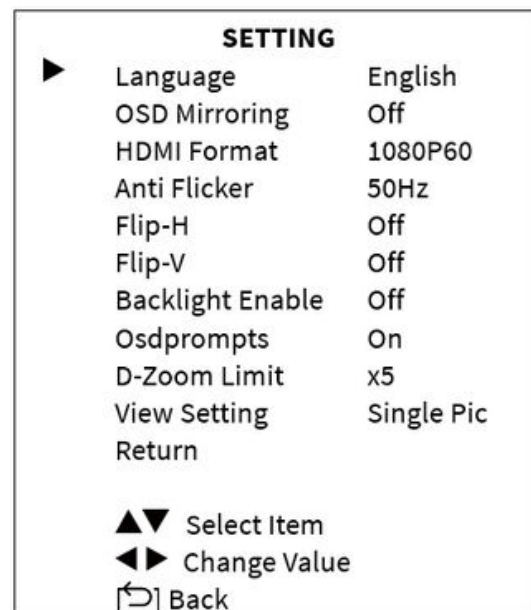


**AI Mode:** Off, Smart Gallery, Speaker Framing, Group Framing.

**Tracking Effect:** Instantaneous, Smooth (Effective in Speaker Framing mode).

## 9.8 Setting

Move the cursor in the main menu to select "Setting" and press the [OK] key to enter the Setting interface.



**Language** (Set the OSD interface language): English, 中文, Français.

**OSD Mirroring** (Set the horizontal mirroring of OSD menu display): On, Off.

**HDMI Format** (Switch the output resolution of HDMI OUT): 4KP30, 1080P60, 1080P50, 1080P30.

**Anti Flicker**: Off, 50Hz, 60Hz.

**Flip-H** (Set the output screen to flip horizontally): On, Off.

**Flip-V** (Set the output screen to flip vertically): On, Off.

**Backlight Enable** (Select whether to allow backlight settings via UVC): On, Off (restart takes effect).

**Osdprompts** (When OSD prompt is set to "On", the interface displays prompts related to functions such as setting/calling preset, etc.): On, Off.

**D-Zoom Limit**: Off, x2, x3, x4, x5, x8.

**View Setting** (Switch the output screen layout): Single Pic, Pic-in-pic1, Pic-in-pic2.

## 9.9 Information

Move the cursor in the main menu to select "Information"] and press the [OK] key to confirm to enter the Information interface to check the device information.

INFORMATION	
▶	Version      SOC 9.0.65
	Model        M14.RC
	Date         2025-04-12
	IP            192.168.100.88
	Gateway     192.168.100.254
	Netmask     255.255.255.0
	Return
▲▼	Select Item
◀▶	Change Value
[↩]	Back

**Note:** The above information is only for reference, please refer to the real product for the actual specifications.

## 9.10 Restore Default

Move the cursor in the main menu to select "Restore Default" and press the [OK] key to enter the Restore Default interface.



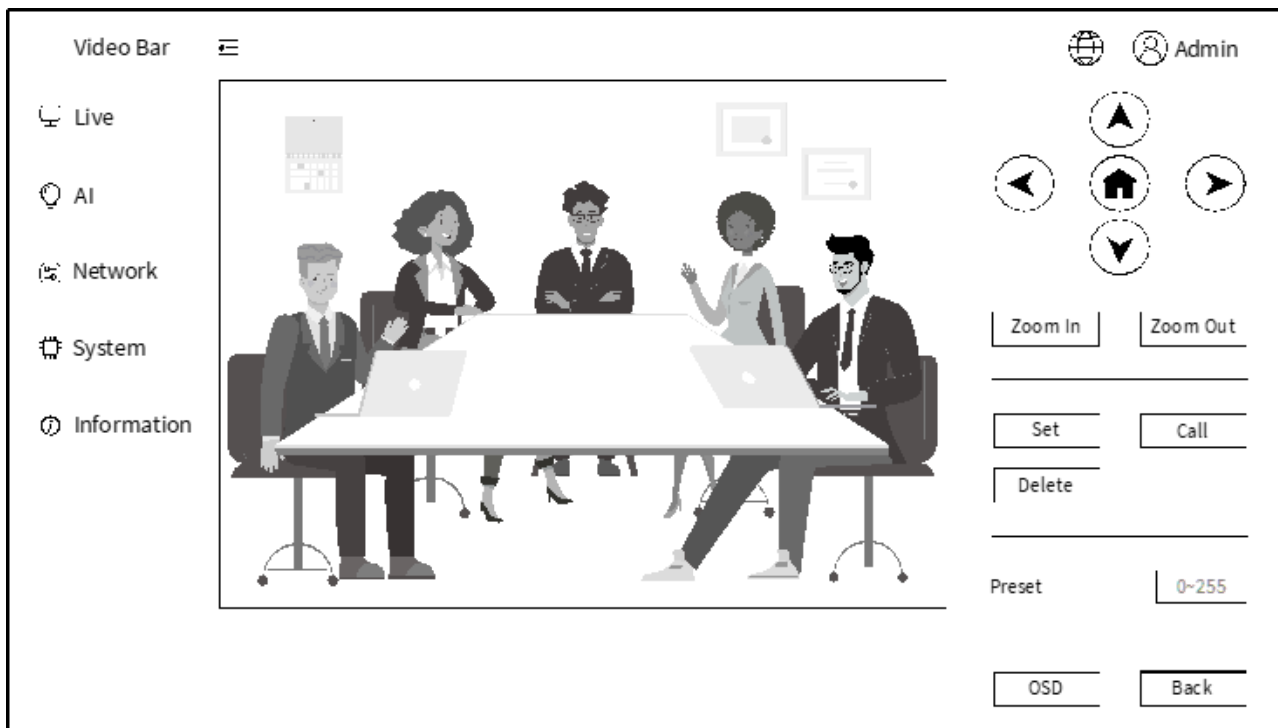
Restore Default: Yes, No.

**Note:** GUI menu and device information are subject to change without notice.

## 10. WEB Settings

### 10.1 Access Camera

Access the camera’s IP address in the browser (default: 192.168.100.88) to pop up the login window, input the username (default: admin) and password (default: admin) and click the “Submit” to enter the WEB page as below:



## 10.2 Control Camera

### A. Video Display Window

The video display window matches the video resolution, the larger the resolution, the larger the window. Double click the display window to enter or exit the full-screen mode.

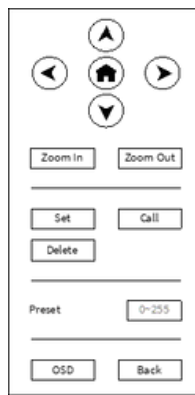
The status bar is located below the display window is shown as below:



|| Pause button

⌘ Full screen button

### B. PTZ



#### Pan and Tilt Control

Click the arrow buttons to turn PTZ to up, down, left and right, click the HOME button to return it to the middle position.

#### Zoom

Zoom In/Zoom Out camera lens.

#### Presets

Use the arrow button to turn the PTZ to the desired position, enter a preset number (0~255) in the preset box and click the "Set" button to save. When the PTZ turn to another position, enter the preset number and click the "Call" button to return the PTZ to the preset position. Click the "Delete" button to clear the saved presets.

#### OSD

Click the "OSD" button, the on-screen menu will appear in the upper-left corner of the video display window. Use the up and down arrow buttons to select the menu, click the HOME button to confirm and enter the sub-menu, and use the left and right arrow buttons to change the sub-menu parameters. After making changes, click the 'Back' button to save the settings and return to the previous menu.

### C. Language

Click the "" button to display the language box, select "中文" or "English" to change the language of the webpage.

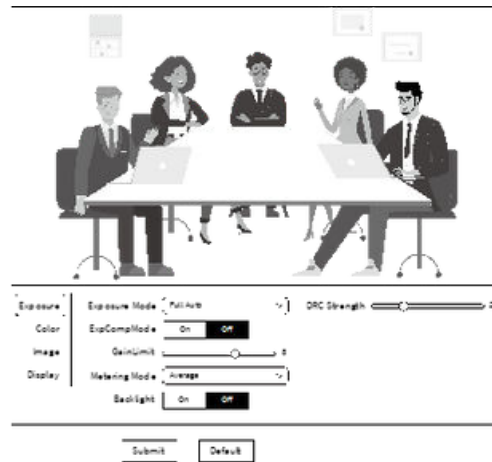
## D. Admin

**Home:** Return to the home page of the WEB.

**Logout:** Exit to the WEB login page.

## 10.3 Live

### 10.3.1 Exposure



**Mode:** Full Auto, Manual, SAE, Bright.

**ExpCompMode** (Exposure Compensation Mode): On, Off (Effective in Full Auto mode).

**ExpComp** (Exposure Compensation Value): -7~7 (Effective in ExpCompMode On).

**GainLimit:** 0~15 (Effective in Full Auto, Bright mode).

**Metering Mode:** Average, Center, Bottom, Top (Effective in Full Auto, Bright mode).

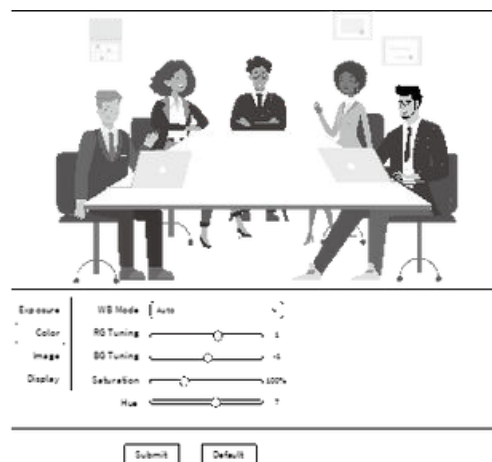
**Backlight:** On, Off (Effective in Full Auto mode).

**Shutter:** 1/30s, 1/60s, 1/90s, 1/100s, 1/125s, 1/200s, 1/250s, 1/350s, 1/500s, 1/725s, 1/1000s, 1/1500s, 1/2000s, 1/3000s, 1/4000s, 1/6000s, 1/10000s (Effective in Manual, SAE mode). Gain: 0~7 (Effective in Manual mode).

**Bright:** 0~17 (Effective in Bright mode).

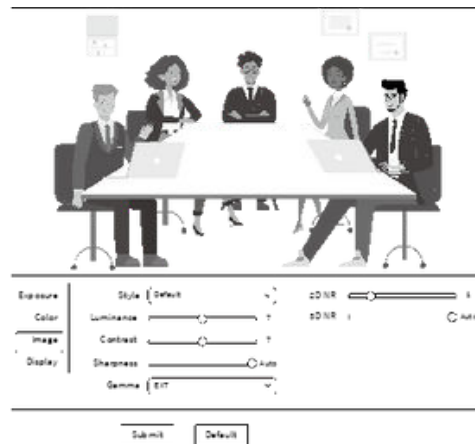
**DRC Strength:** 0~8.

### 10.3.2 Color



**WB-Mode** (White Balance Mode): Auto, One Push, Manual, VAR.  
**RG Tuning** (Red Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).  
**BG Tuning** (Blue Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).  
**R-Gain**: 0~255 (Effective in Manual mode).  
**B-Gain**: 0~255 (Effective in Manual mode).  
**ColorTemp**: 2500K~8000K (Effective in VAR mode).  
**Saturation**: 60%~200%.  
**Hue**: 0~14.

### 10.3.3 Image



**Style**: Default.  
**Luminance**: 0~14.  
**Contrast**: 0~14.  
**Sharpness**: Auto, 0~15.  
**Gamma**: Default, 0.45, 0.5, 0.56, 0.63, EXT.  
**2D NR** (2D Noise Reduction): Off, Auto, 1~5.  
**3D NR** (3D Noise Reduction): Off, Auto, 1~8.

### 10.3.4 Display



OSD Mirroring: On, Off.

Flip-H: On, Off.

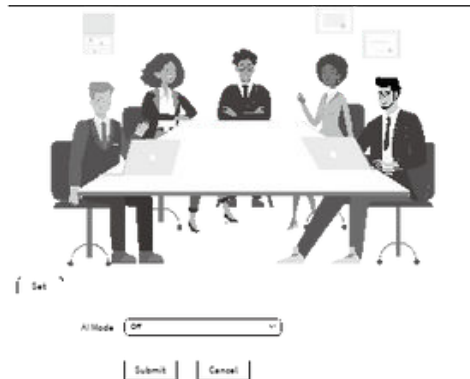
Flip-V: On, Off.

HDMI Format: 4KP30, 1080P60, 1080P50, 1080P30.

Osdprompts: On, Off.

View Setting: Single Pic, Pic-in-pic1, Pic-in-pic2.

## 10.4 AI



AI Mode: Off, Smart Gallery, Speaker Framing, Group Framing.

Response Speed: Low, Median, Fast (Effective in Speaker Framing mode).

## 10.5 Network

### 10.5.1 Lan

The default IP address of Lan is 192.168.100.88. The MAC address cannot be changed.

### 10.5.2 EXT

The default IP address of EXT is 192.168.110.88. The MAC address cannot be changed.

## 10.5.3 WiFi

Channel	Frequency	Signal	WiFi SSID
36	5.18GHz	-35dBm strong	FQ Office
40	5.18GHz	-40dBm strong	Test
44	5.22GHz	-50dBm medium	Meeting Room
44	5.22GHz	-70dBm medium	Image Test
48	5.22GHz	-75dBm weak	Hardware
153	5.18GHz	-90dBm weak	MES52025
161	5.18GHz	-95dBm weak	Guest

**WiFi SSID:** Display the current WiFi name.

**Current Channel:** Display the current channel value.

**Current Frequency:** Display the current frequency value.

**Current Signal:** Display the current signal value.

**WiFi List:** Click "Refresh" button to refresh the WiFi hotspot.

**Channel Setting:** Auto, 36, 40, 44, 48, 153, 161.

- Note:**
- The WiFi SSID, Current Channel, Current Frequency, Current Signal cannot be changed.
  - When the Current Signal is 0dBm, it indicates that no other devices are connected to this device via the hotspot.

## 10.6 System

### 10.6.1 Initialize

#### Reboot

Click the "Reboot" button to pop up "Please press OK to reboot the camera." prompt box, select "OK" to restart the system.

#### Factory Default

Click the "Factory Default" button to pop up "Would you like to restart and restore factory settings?" prompt box, select "OK" to restore the factory settings.

## 10.6.2 User

### User Management

Change the user's login password (Only letters, numbers and symbols +-\*/^\$%\_., are supported).

### Guest Management

Change the guest's login password (Only letters, numbers and symbols +-\*/^\$%\_., are supported).

## 10.6.3 Log

Click the "Download Log" button to download the logs to the local device for system issue troubleshooting.

## 10.7 Information

### 10.7.1 Information

Displays the current camera's Device ID, Device Type, Software Version, Version Date, and Webware Version.

### 10.7.2 System Upgrade

Camera supports online upgrades. Drag the upgrade package into the system upgrade box, or click "Click to upload" to select the upgrade package and follow the on-screen instructions to upgrade the system.

## 11. Troubleshooting

### Image

■ The monitor shows no image.

- 1) Ensure that the camera power supply is connected, the voltage is normal, and the power indicator is always on.
- 2) Power cycle the unit to check that the camera is self-testing.
- 3) Ensure the cable of the video platform and TV is in the correct connection.

■ Image jitters after the camera is connected correctly.

- 1) Ensure that the camera installation is in a stable position.
- 2) Check if any vibrating machinery or object is near the camera.

### Network

■ There is no video image in browser.

IE browser and IE core browser are not supported, the camera video image will be displayed correctly when using Google, Firefox, Edge, etc.

■ Unable to access through the browser.

- 1) Use a PC to connect to the network to test whether the network access is functional. Eliminate network faults that may be caused by cable faults and viruses until the PC and the camera can pass the Ping test.
- 2) Disconnect the network, connect the camera with the PC separately and reset the PC's IP address if necessary.
- 3) Ensure that the IP address, subnet mask and gateway settings are correct.
- 4) Check if the MAC address conflicts.
- 5) Check if the web port is modified. The default setting is 80.

■ Forget the IP address or login password.

The default IP address is: 192.168.100.88; the default username and password are: admin (After changing the password, please log in with the new password).

### Control

■ Remote control malfunctioning.

- 1) Check and replace with new batteries.
- 2) Ensure that the camera is working correctly.

## 12. Connection Diagram

