

MAX Connect™

Installation and Setup Guide



Installation Considerations

- The MAX Connect is designed for installation behind or near the in-room display screen. It can be securely fastened to surfaces using the provided mounting plate and fasteners or installed freestanding. The mounting plate includes a built-in cable management retainer.
- The MAX Connect can be powered by a PoE Ethernet connection or with the included power supply.
- Standard WiFi signal positioning considerations apply if the MAX Connect will be used as a WiFi access point.
- Do not exceed the top end of the safe ambient operating temperature range of 32-104° F (0-40° C). When installed in enclosed spaces, be aware of conditions that can cause the temperature to exceed ambient room conditions.
- **Product Specification Sheet:** The specification sheet can be found on the MAX Connect's product page on biamp.com as well as biamp.com's [Downloads page](#).
- The MAX Connect's meeting room display can be controlled by using the included handheld remote, a connected touchscreen display, or the MAX 8 Touch control panel (sold separately).
- The Connect's onboard webpage Administrative Console is accessed by connecting to the MAX via a network or USB connection.



Included in the Box



MAX Connect



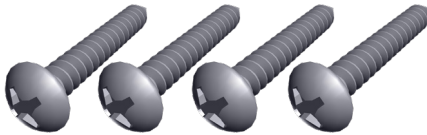
Cable management cover

Mounting plate (pre-installed on device)

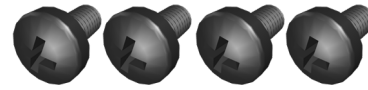
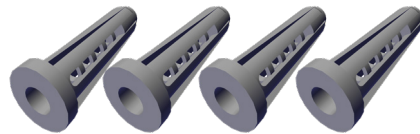


Bluetooth remote control

x4 wall screws



x4 wall anchors



x4 mounting plate screws



x1 Cable management cover screw

These screws come installed on the mounting plate and cable management cover but will be temporarily removed during installation and setup procedures.

Not Shown

- An included power supply
- QR-code sheet linking to this manual
- Biamp Compliance, Safety, and Warranty Guide

Recommended Tools

- A Phillips-head screwdriver set
- A laptop for configuring the MAX Connect
- Tools appropriate for drilling or inserting fasteners into the selected surface type

Front Panel



Front panel indicators

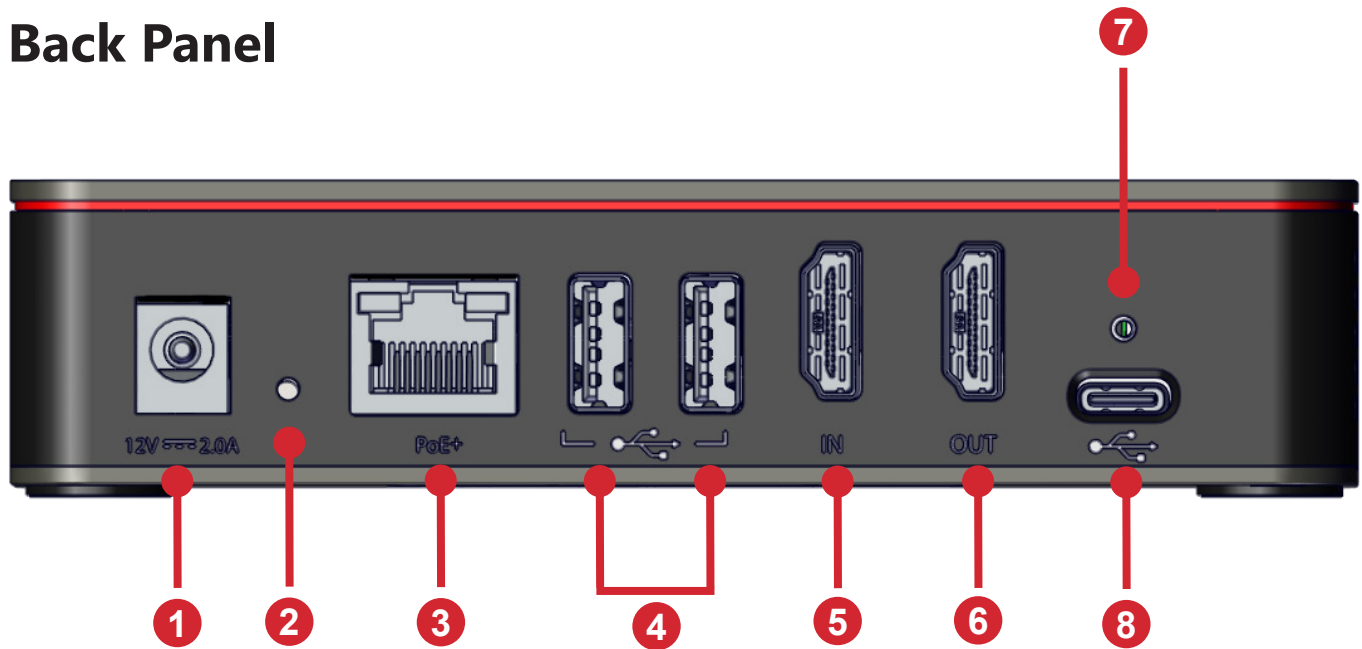


Off: Device is not powered



Green: Device is powered

Back Panel



Power, Network, and Reset

1. Power port 12 V/2A
Only use the provided AC adapter
2. Pinhole Reset
3. Ethernet PoE+

Room AV Peripherals

4. USB 2.0 Type-A
6. HDMI Output
7. Retention screw retainer
8. USB 3.0 Type-C

Laptop Connection

5. HDMI Input

Installation



MAX Connect chassis is configured for two installation types:

- Freestanding
- Fixed to a surface using the mounting bracket

Freestanding Installation

The mounting bracket can be quickly removed to install the MAX Connect freestanding on a surface such as a shelf or desktop the MAX Connect does not need to be secured to. However, this does remove the cable management retainer, which is part of the mounting bracket.

1. Remove the retainer screw from the cable management screw from the cover.



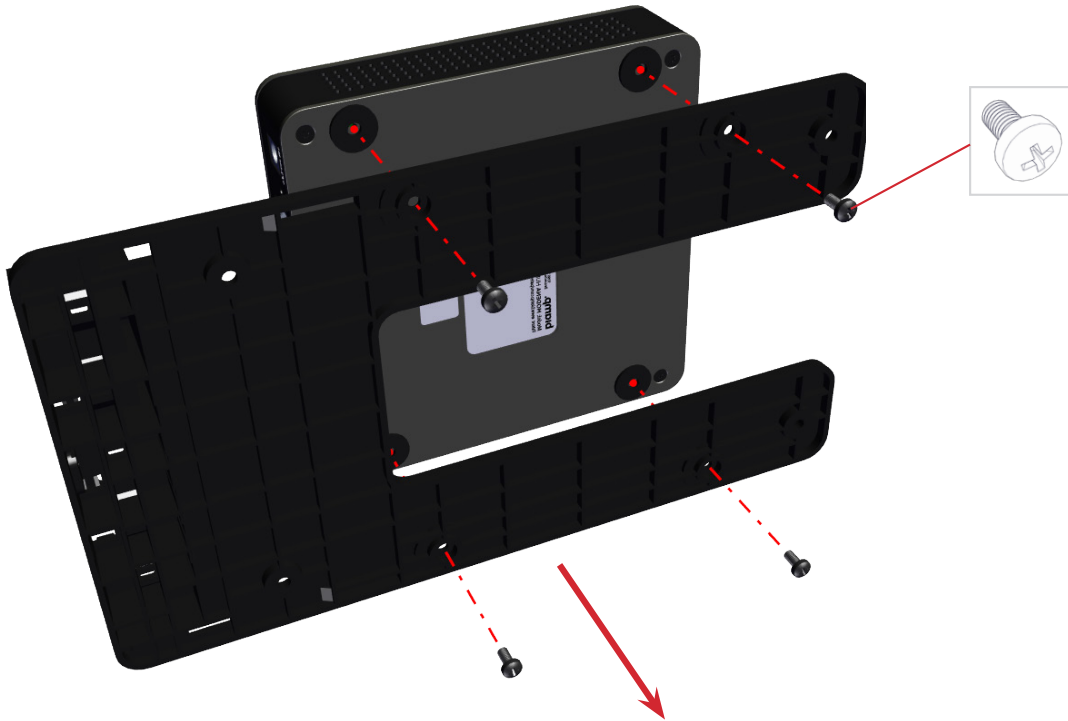
2. Squeeze the recessed release points on the cable management cover, and tilt the cover toward the MAX Connect to lift it off the bracket.



Freestanding Installation continued...



3. Remove the four mounting bracket screws that secure the bracket to the feet on the bottom of the MAX Connect.



4. Place the MAX Connect in its freestanding location. The rubber feet on the bottom of the MAX Connect are intended to help prevent the device from sliding.



5. Connect the MAX Connect to the room's display screen and other AV peripherals.
 - See the Connect the Peripherals procedure in the Setup and Operating Info section of this manual.
6. Verify the connected cables will not pull the MAX Connect out of position.

The Max Connect is now ready for its initial setup. Please see the Setup and Operating Information section of this manual.

Fixed Installation



The MAX can be installed and secured onto or under a tabletop or on a wall using the mounting bracket and included fasteners.

1. Remove the retainer screw from the cable management screw from the cover.
 - The cable management cover must be removed to grant access to two of the four mount points.

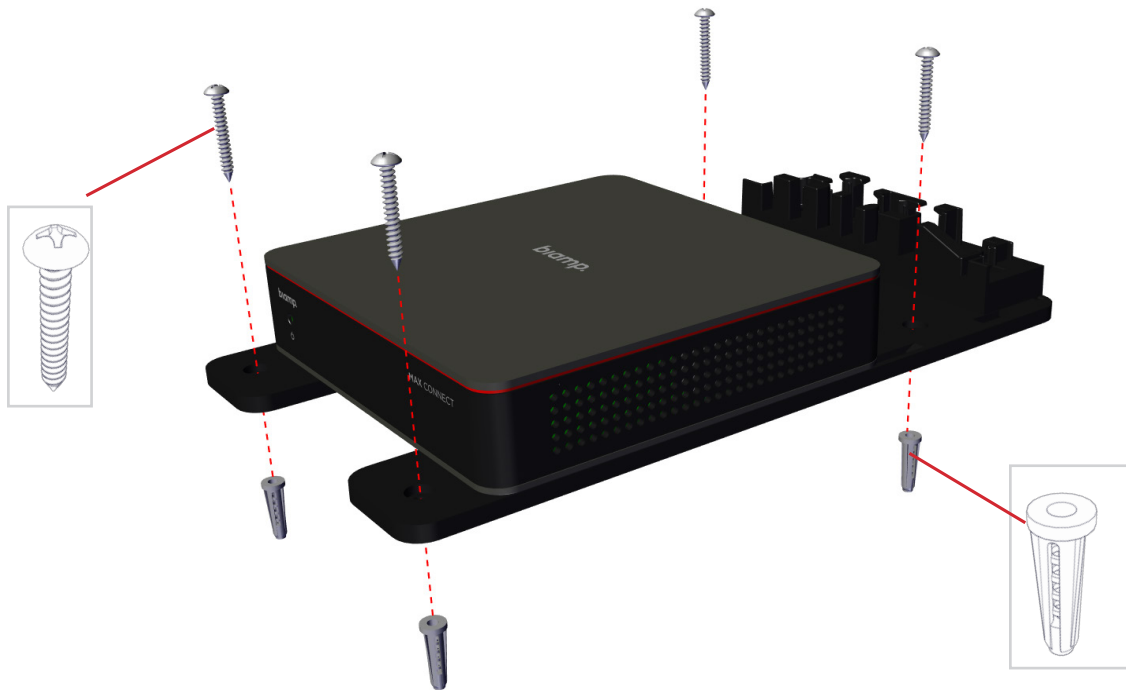


2. Squeeze the recessed release points on the cable management cover, and tilt the cover toward the MAX Connect to lift it off the bracket.



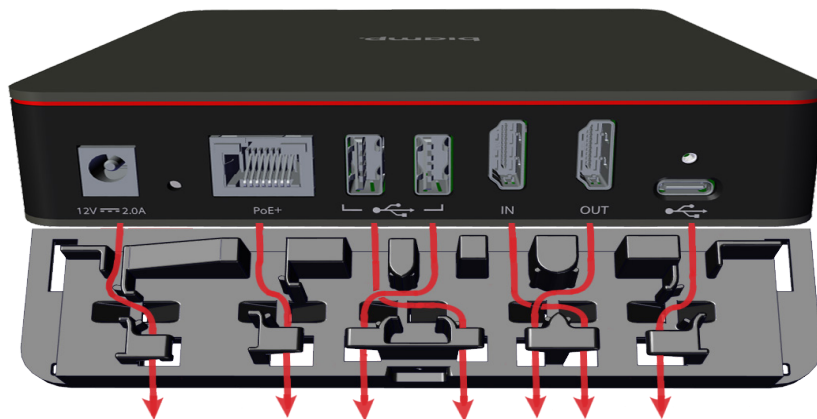
3. Use the mounting holes on the mounting bracket to mark the hole location on the surface where the MAX Connect will be mounted.

4. Use the included screws and, if applicable, the drywall anchors to secure the unit to the surface.



5. Connect the MAX Connect to the room's display screen and other AV peripherals.

- See the Connect the Peripherals procedure in the Setup section of this guide.
- Use the cable management retainer plate to secure the cables once connected.



6. After connecting a secured-in-place MAX Connect to the room's AV peripherals, remember to:

- Verify the cable connections are secure.
- Reinstall the cable retainer tray cover.



The Max Connect is now ready for its initial setup. Please see the Setup and Operating Information section of this guide.

Setup and Operating Information



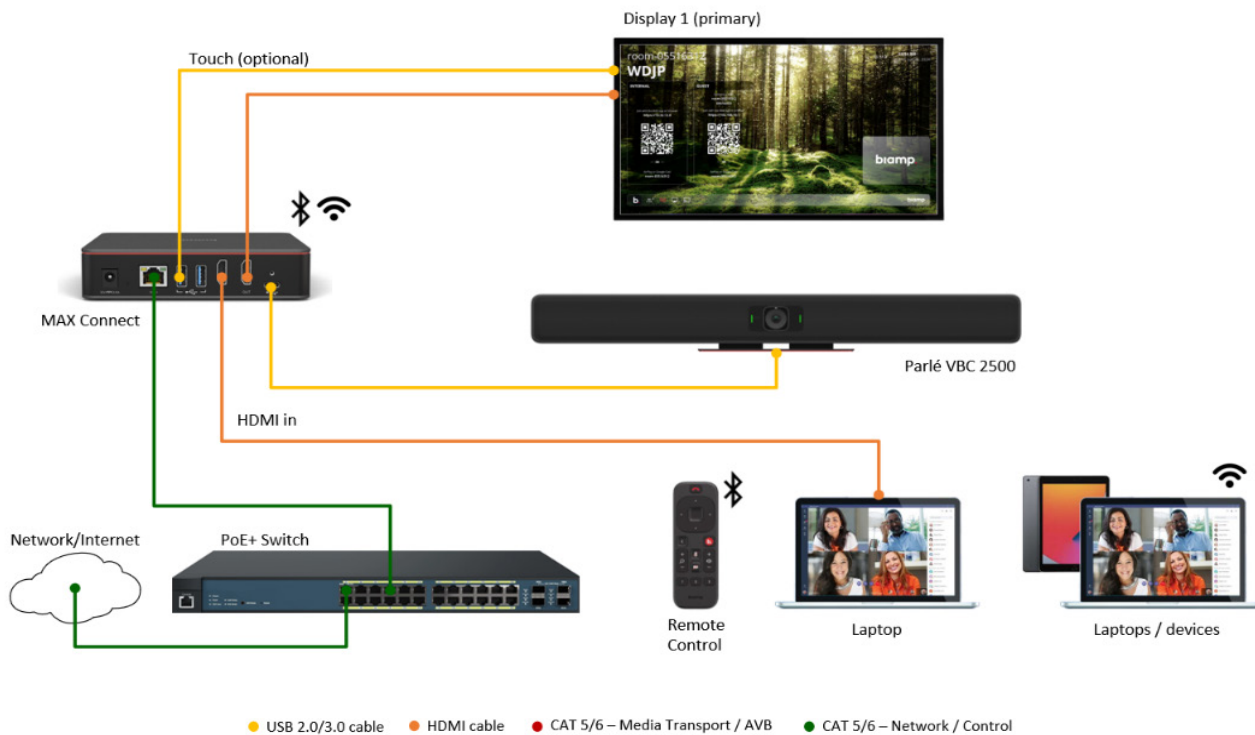
Connect the Peripherals

Once the MAX Connect has been secured in its installation location, connect the MAX Connect to the room's display screen and other AV peripherals.

The actual connections will depend on the AV equipment installed in the room. This procedure provides example system connect diagrams as well as device and network connection requirements.

Example Systems

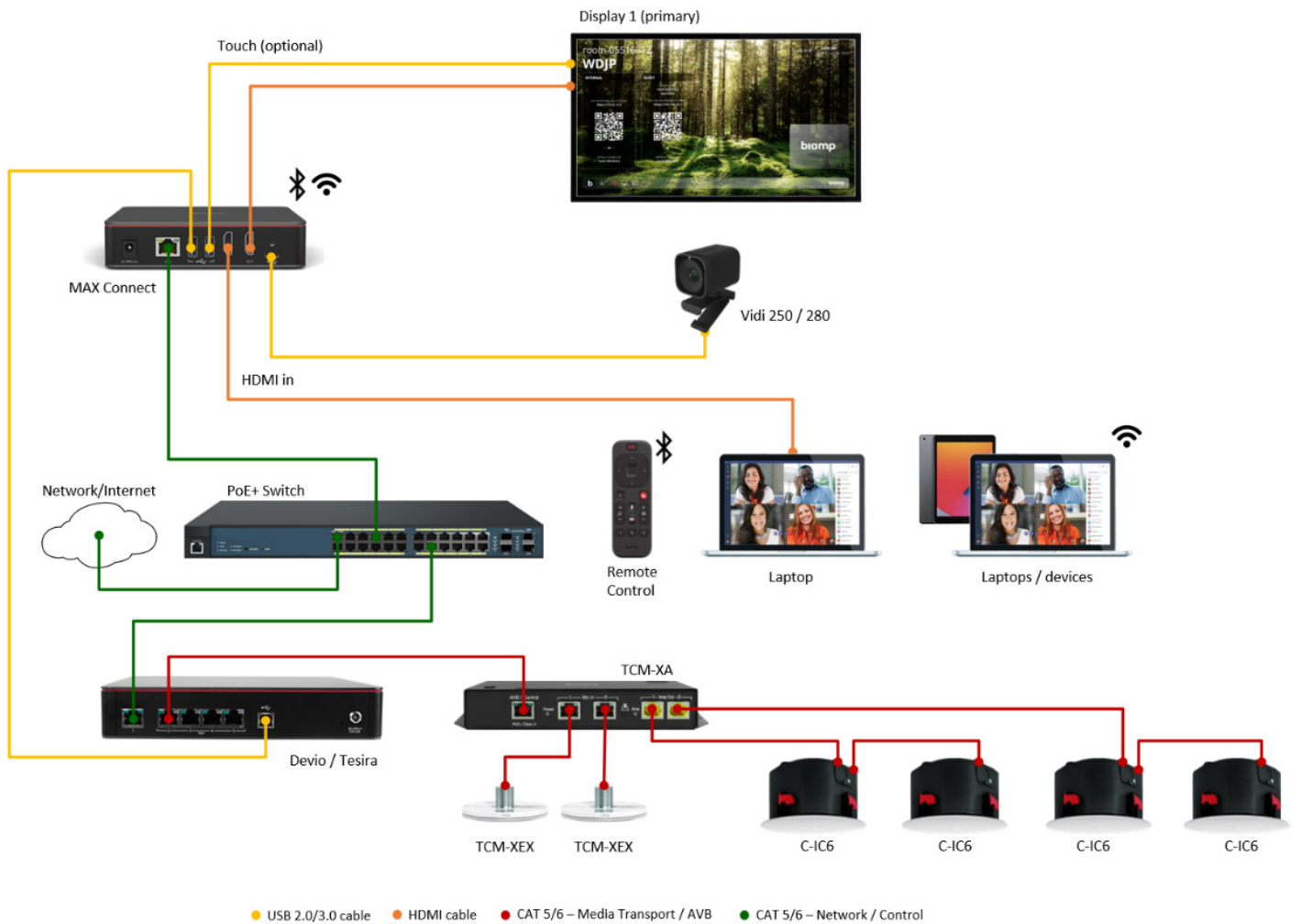
A MAX Connect system built with a single conference bar and room display monitor. The conference bar provides a loudspeaker, microphone, and video camera.



Connect the Peripherals continued...



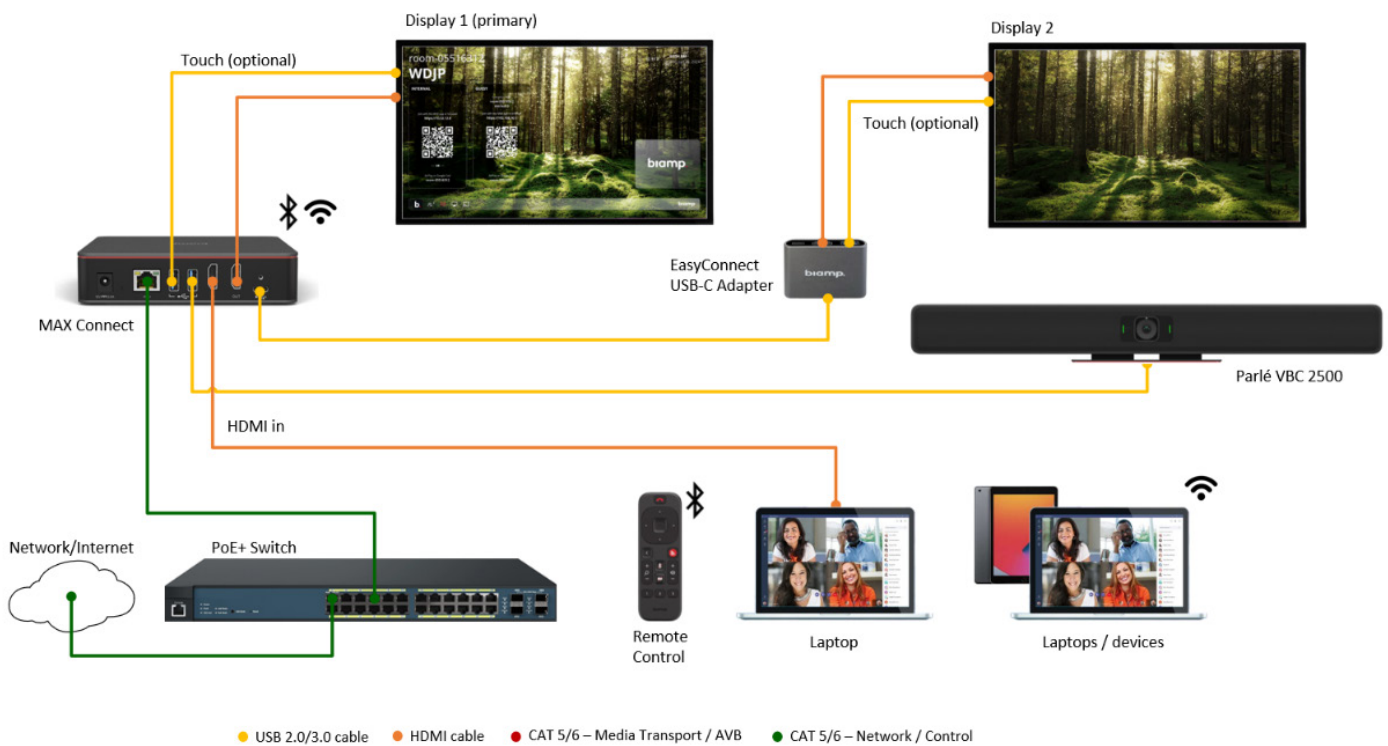
A MAX Connect system that incorporates an audio DSP device, video camera, two microphones, four loudspeakers, and a single room display.



Connect the Peripherals continued...



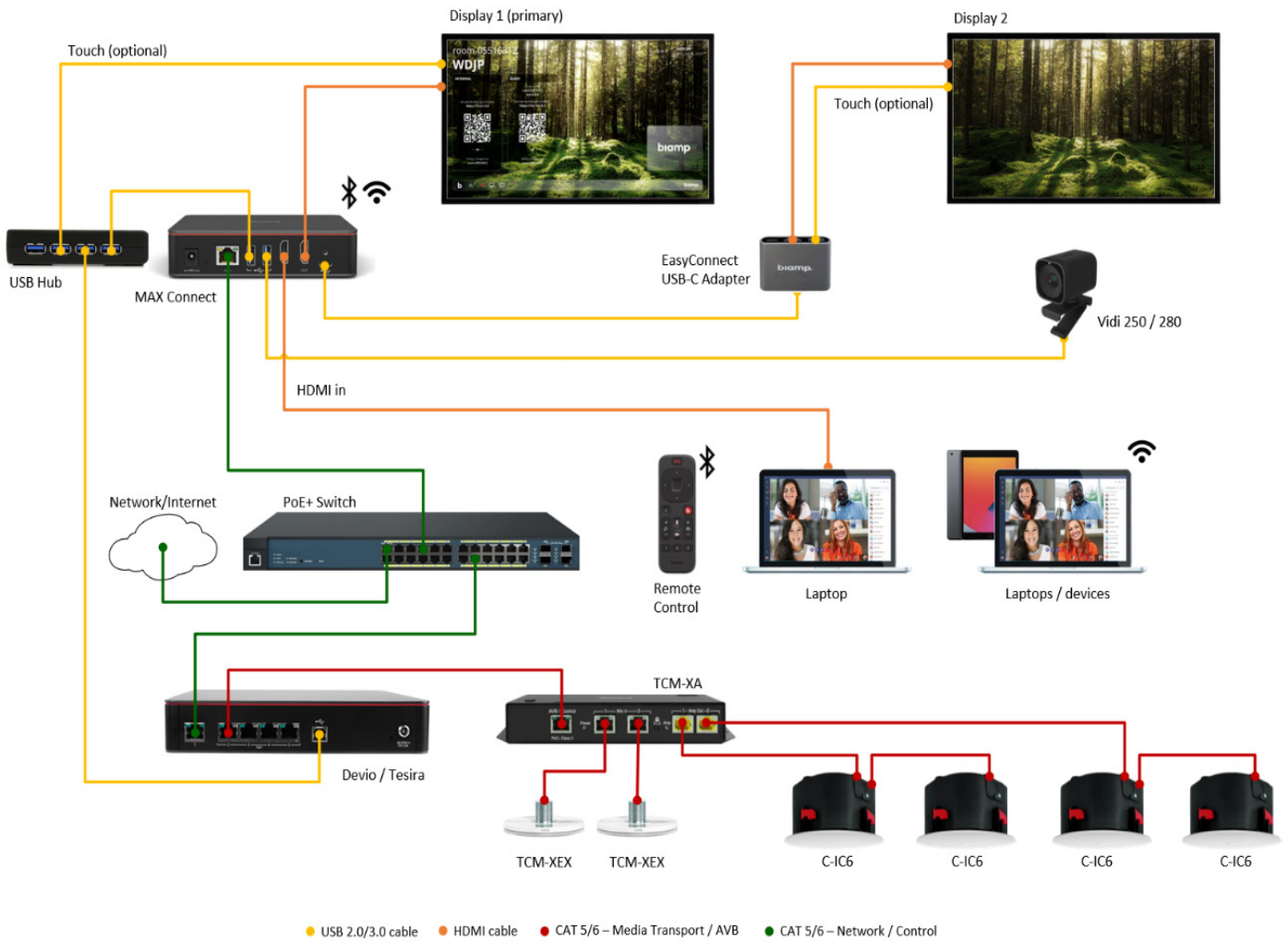
A Max Connect system dual room display monitors, using an Easy Connect USB-C adapter for the second monitor. The system also includes a conference bar and PoE switch.



Connect the Peripherals continued...

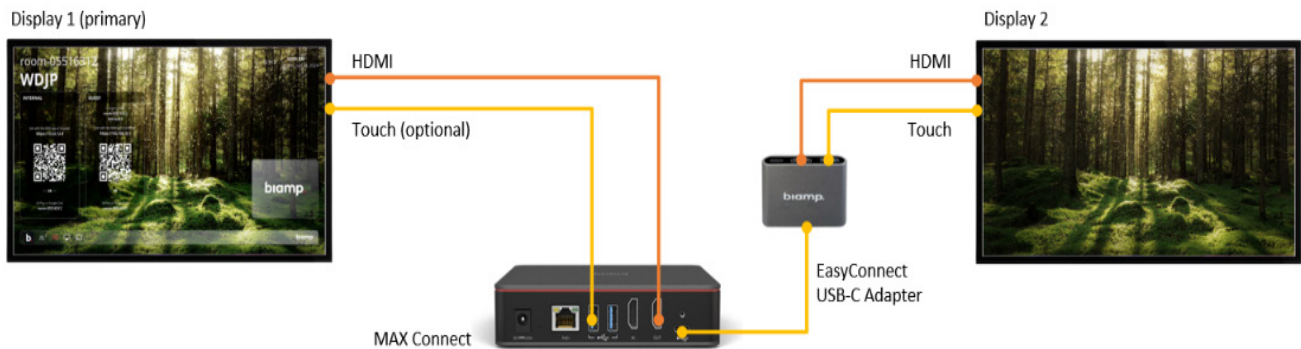
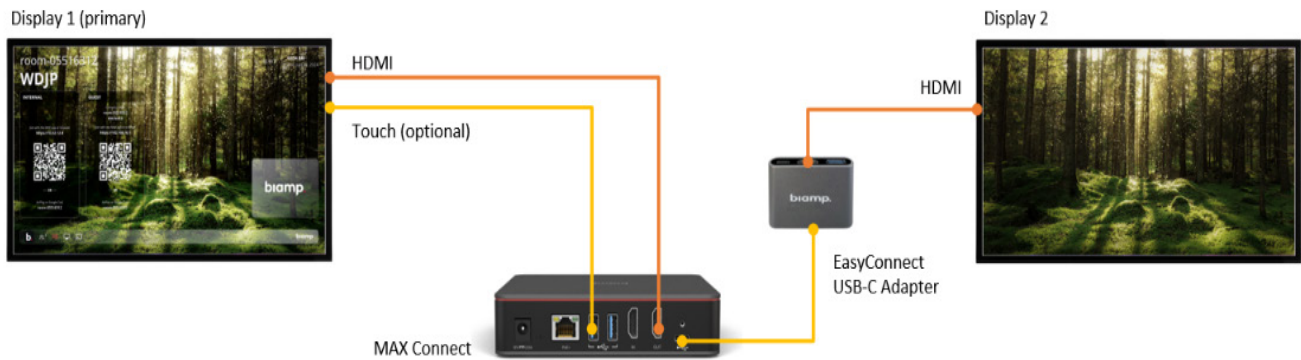
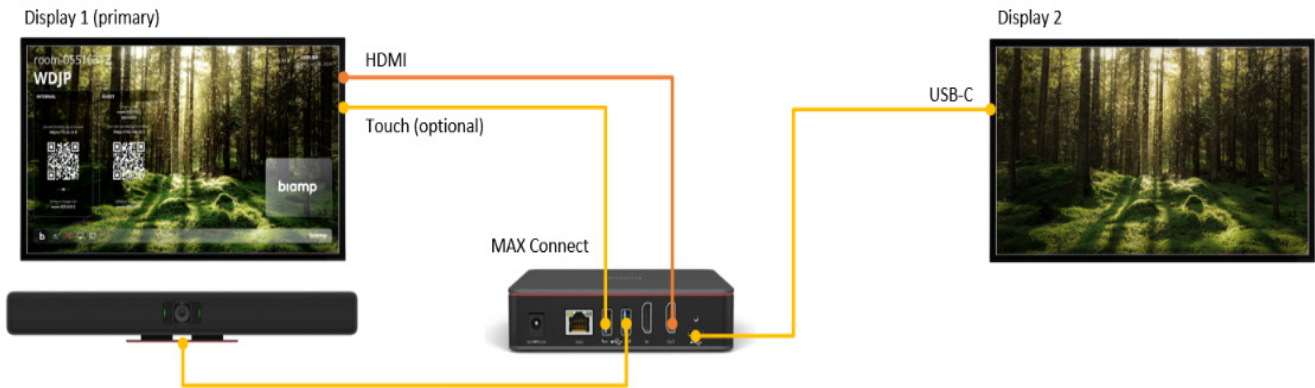


A Max Connect system dual room display monitors, using an Easy Connect USB-C adapter for the second monitor. The system also includes a PoE switch, audio DSP, and beam tracking ceiling-mounted loudspeakers along with loudspeakers.



Connect the Peripherals continued...

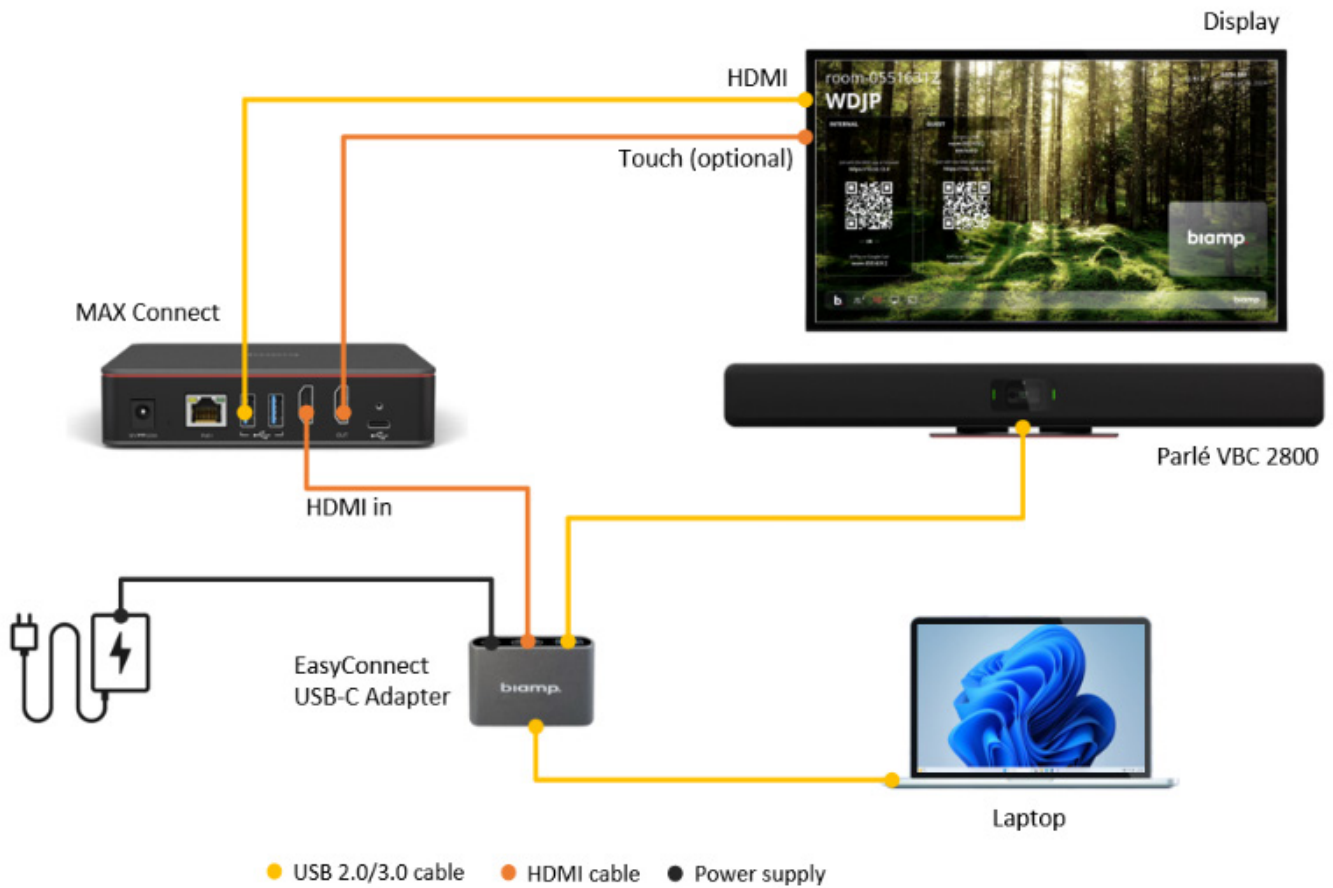
MAX Connect dual room display connection options.



● USB 2.0/3.0 cable ● HDMI cable ● CAT 5/6 – Media Transport / AVB ● CAT 5/6 – Network / Control

Connect the Peripherals continued...

A MAX Connect system set up for wired collaboration only.



AV Peripheral Requirements

Primary display:

- HDMI 1.4/2.0 compliant
- 1080p or 4K resolution
- Optional touch control via USB

Optional second display:

- HDMI 1.4/ 2.0 compliant or USB-C DisplayPort
- 1080p or 4K resolution
- Optional touch control via USB

Audio / Video:

- UVCcompliant USB devices

Launch feature is supported with Biamp ABC/VBC 2500.

Network Connection Requirements

- All LAN connections must use Cat5e/Cat6 Ethernet cables and Gigabit switches
- MAX Connect can be powered through PoE+ (30W) or the included power supply unit.
- Touch 8 MAX can only be powered through a PoE+ switch or a PoE+ injector
- The MAX Connect relies on stable and efficient Wi-Fi connections and **should be deployed on a professional, enterprise-grade wireless network to ensure optimal reliability** during a meeting.
- Per each connected client:
 - 4 Mbps average / 15 Mbps peak
 - Upstream when presenting; downstream when receiving
 - Additional 4 Mbps average / 15 Mbps peak for the videoconference host when using BYOM

Network Port Configuration



When a MAX Connect is added to a network, the local firewall must be configured to allow required MAX traffic. Communication ports are often locked by default for security reasons. The following tables show which ports are used by the MAX Connect system.

MAX Connect LAN Traffic

Ports	Type	Usage	Direction	Required	Notes
53	UDP	DNS	Outbound	Optional	
67	UDP	DHCP	Outbound	Optional	
80	TCP	HTTP	Inbound/Outbound	Yes	Inbound: Access to web client pairing screen, access to settings GUI login, TTC pairing, Mobile landing page
123	UDP	NTP	Outbound	Optional	Outbound: Weather
443	TCP	HTTPS	Inbound/Outbound	Yes	
1900	UDP		Inbound/Outbound	Optional	Inbound: Web client after pairing, Settings GUI after login, TTC communication after pairing, Desktop client, Mobile client, MAX Connect Discovery
3478	UDP	STUN-			Outbound: Agenda, Automatic firmware updates, MAX Connect Discovery
5353	UDP	TURN	Inbound/Outbound	Optional	Casting communication, legacy but maintained for compatibility
5895	TCP	MDNS	Inbound/Outbound	Optional	
7000	TCP		Inbound/Outbound	Optional	MAX Connect Discovery, Casting Discovery
7100	TCP		Inbound/Outbound	Optional	Casting communication
8009	TCP		Inbound/Outbound	Optional	Casting communication

MAX Connect LAN Traffic continued

Ports	Type	Usage	Direction	Required	Notes
7236	TCP		Inbound/Outbound	Optional	Casting communication
7250	TCP		Inbound/Outbound	Optional	Casting communication
20000-36000	UDP		Inbound/Outbound	Yes	Media streaming between MAX Connect and clients
47000	TCP		Inbound/Outbound	Optional	Casting communication, legacy but maintained for compatibility

MAX Connect Wi-Fi Traffic

Ports	Type	Usage	Direction	Required	Notes
Same as LAN ports, plus:					
53	UDP	DNS	Inbound	Optional	
67	UDP	DHCP	Inbound	Optional	
68	UDP	DHCP	Outbound	Optional	

Touch 8 MAX Traffic

Ports	Type	Usage	Direction	Required	Notes
53	UDP	DNS	Outbound	Optional	
67	UDP	DHCP	Outbound	Optional	
80	TCP	HTTP	Outbound	Yes	Touch 8 MAX Pairing
443	TCP	HTTPS	Outbound	Yes	Touch 8 MAX communication after pairing
5353	UDP	MDNS	Inbound	Optional	MAX Connect discovery
20000-36000	UDP		Inbound/Outbound	Yes	Media streaming between MAX Connect and Touch 8

MAX Connect Help System

Please see the online MAX Connect help system for information on:

- How to access and use the MAX Connect's onboard administration console.
- Information on the MAX Connect meeting room display and its control options
- The MAX apps enable users to connect with or moderate meeting sessions.

<https://maxconnect-help.biamp.com>

Administration Console Functions

Model	Serial Number	Firmware version
MAX Connect	88000028	1.1.2

Device Operations

RESET SESSION REBOOT FACTORY RESET DOWNLOAD LOGS

Update

Automatically install new updates at boot
 Off On CHECK FOR UPDATES

Firmware File LOAD FILE

Scheduled installation of updates
 Off On

The MAX Connect's Administration Console is an onboard embedded webpage system that allows an administrative-level user to:

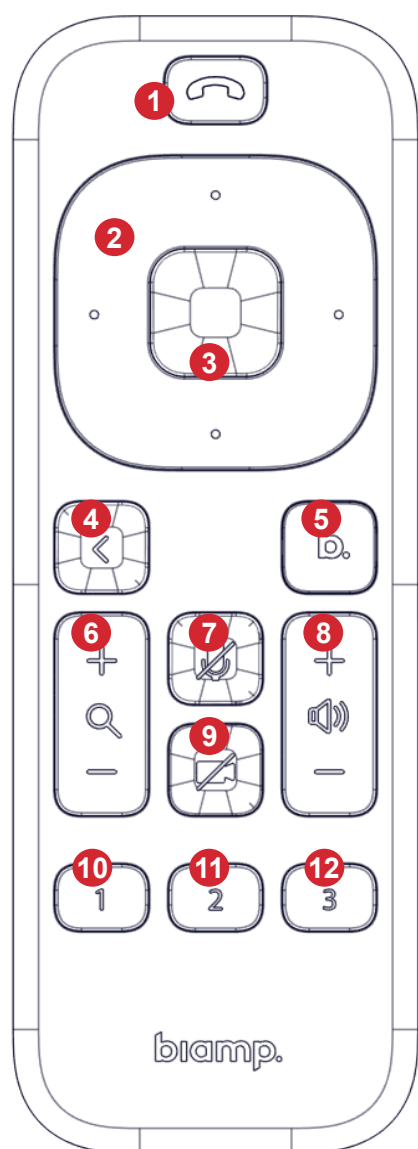
- Set the MAX Connect device settings, including pairing a new handheld remote control or re-pairing an old one.
- Configure visual elements displayed on the conference room's display screen, as well as the settings for meeting sessions.
- Discover and manage peripheral devices connected to the MAX Connect.
- Configure LAN network and wireless connection options for the MAX Connect system
- View and download information about the end-user licensing agreement, as well as web and firmware components.

Remote Control

The Bluetooth-enabled hand-held remote control comes paired with the MAX Connect and ships with batteries installed.

Activating the remote control

1. Open the battery compartment by sliding the back cover down in the direction indicated by the embossed arrow, and remove the protective plastic tabs.
2. Press the “b.” button on the remote to bring up the Settings menu on the display.
3. If the remote does not bring up the Settings menu, it can be paired from the Max Connect’s Administration Console.

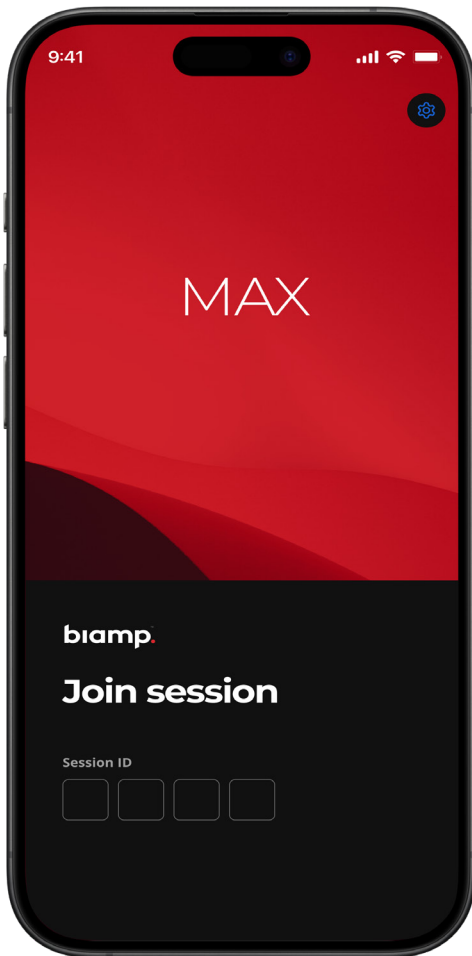


Remote control layout and functions

1. **Red Phone button:** No function
2. **Directional Pad**
 - Navigates menu options, shared content options, and controls in the Settings Menu.
 - Manually tilts and pans the current camera view in the Camera Settings menu.
3. **Center Button:** Selects the highlighted menu option.
4. **Back:** Moves back to the previous menu or option.
5. **Settings Menu button:**
 - Access the Settings menu from the Welcome Screen.
 - Returns to the Welcome Screen when in Settings menus.
6. **Zoom in and out rocker:** Zooms the camera Preset views in and out in the Camera Settings menu.
7. **Microphone Mute and Un-Mute button:** Mutes and un-mutes the room microphone.
8. **Volume rocker:** Increases and decreases the room’s speaker volume.
9. **Video Off and On:** Turns the room camera on and off.
10. 11. 12.: **Camera Preset Views 1, 2, 3.**
 - Used to select a static preset camera view in the Camera Settings menu.
 - Press and hold to save the current camera view as a static Preset view.

User Apps

The MAX App and the MAX Moderator App are available for users to join or moderate meeting sessions, share content, and use the meeting room whiteboard.



Download Options

The macOS® and Windows™ desktop client apps are available on the [downloads page of biamp.com](https://www.biamp.com/downloads).

The iOS® mobile app is available on the [Apple App Store®](https://www.apple.com/app-store/).

Android™ apps, such as the Moderator App™, are available from Google Play™.

User Device Requirements

Windows

- Intel® Core i7 9th gen or higher
- Windows 10 / 11
- Admin privileges are required for the installation of the MAX software

Mac

- Intel Core i7 9th gen or higher, Apple Silicon M1 or higher
- Mac OS 12 or higher
- On MacOS, screen recording and the MAX system extension must be allowed after installation

Web browser

- Google Chrome™, Microsoft Edge™

iOS

- iOS / iPadOS® 14 or higher

Technical Support Articles

Network settings, troubleshooting, as well as firmware and software release notes can be found on Biamp's Cornerstone technical support site.

- https://support.biamp.com/Modena/MAX_Connect



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