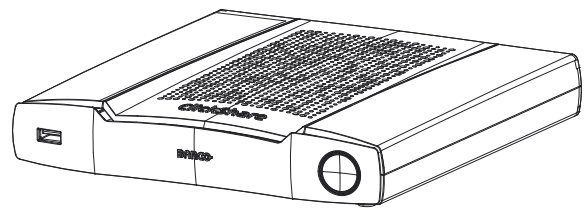


ClickShare CSE-200+



User guide

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Introduction

1

Overview

- Versions of the product
- About this guide
- Symbols and fonts

1.1 Versions of the product

Regional versions

Depending on the location where you buy the CSE-200 + product, the Base Unit and accessories are regionalized. By the time of release of this manual, 4 regional versions of CSE-200+ are available:

- Europe & Japan
- North America
- China
- Rest of world



The regional version of your CSE-200+ cannot be changed. That means that you cannot use it in another region.

For more information on the regional variants, refer to the CSE-200+ Installation Guide.

1.2 About this guide

This manual

Partnumber	Description	Level
R5900086	User Guide	User

Available System documentation

This guide is part of the documentation set describing the CSE-200+ product.

Guide	Article number
User Guide	R5900086
Installation Guide	R5900087
Safety Guide	R5900085
Service Guide	R5900090
Recycling Manual	R5900029
API Guide	R5900056

A printed copy of the Safety Guide is included in the CSE-200+ box at purchase.



Depending on the CSE-200+ version, some graphics might be different to the ones used in this manual. This however does not have any effect to the functionality.



The User Guide describes how to use your CSE-200+. It also contains a basic troubleshooting part where you can search for a solution when a problem occurs.

1.3 Symbols and fonts

Symbol overview

The following icons are used in the manual :

	Caution
	Warning
	Info, term definition. General info about the term

	Note: gives extra information about the described subject
	Tip: gives extra advice about the described subject

Font overview

- Buttons are indicated in bold, e.g. **OK**.
- Menu items are indicated in *italic*.
- Step related notes, tips, warnings or cautions are printed in *italic*.
- Procedure related notes, tips, warnings or cautions are printed in **bold** between 2 lines preceded by the corresponding icon.

Introduction to CSE- 200+

2

Overview

- About the CSE-200+
- About the Base Unit
- About the Button
- Mobile Device Support

2.1 About the CSE-200+

CSE-200+ sets

CSE-200+ makes connecting to the meeting room's video system a matter of clicking a Button.

This CSE-200+ not only helps the presenter get the presentation on-screen in a second, but it also allows the other people in the meeting to participate more actively. The result is enhanced meeting efficiency and better decision-making.

At the moment 4 different sets are available on the market. Each set is sold in its specific region and it can only be used in that specific region because of WiFi regulations.

Components CSE-200+ set

A standard CSE-200+ set consists of a Base Unit and 2 Buttons. Depending on the location where you buy the product, the software of the Base Unit is different. If needed, you can buy additional Buttons and a tray to store the Buttons.

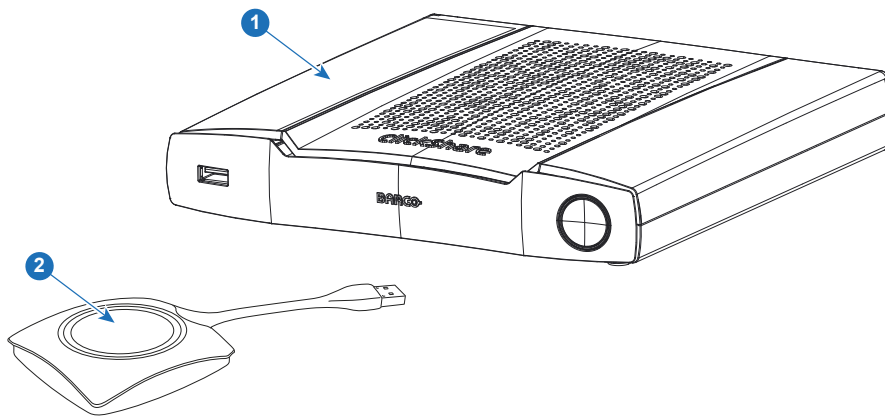


Image 2-1

1	Base unit
2	Button

Accessories included

Depending on the country where you buy the product, the following regionalized accessories are also included in the CSE-200+ box.

Products	Contains	Accessories included
R9861521xx ²	<ul style="list-style-type: none"> • R9861521 • 1x R9861500D01 	<ul style="list-style-type: none"> • DC adapter with AC clips type A, C, G, I³ • Printed safety manual
R9861500D01	1x R9861500D01	
R9861500D01C	1x R9861500D01C	

Contact your local sales representative for the correct regional variant to be used in your country.

2: xx=EU, CN, NA, ZH, RW,

3: Included AC clips can be different according to the region

2.2 About the Base Unit

Base Unit functionality

The Base Unit receives the wireless input from the Buttons and controls the content of the meeting room display and the sound of the meeting room's audio system.

The Base Unit can be inside a cabinet in the meeting room, or put on the meeting room table or mounted on a wall. Check the Installation Guide for instructions on how to install the Base Unit.

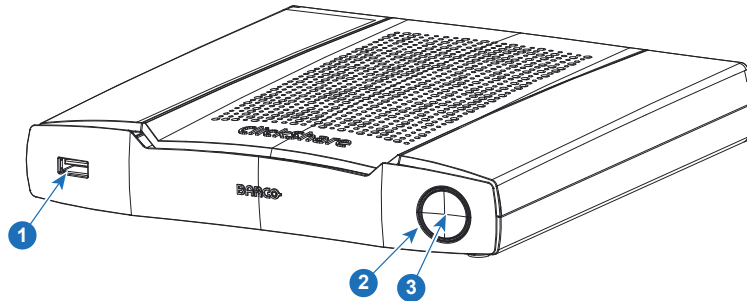


Image 2-2

1	USB Type-A port
2	Status LED ring
3	Standby Button

USB Port

The USB port is used to pair the Button to the Base Unit and to update the software of both the Base Unit and the Buttons.

When plugging in the Button into the Base Unit, the Button is paired to the Base Unit. The Base Unit checks whether the software and firmware of the Button is up to date. If not, the Base Unit updates the software and/or firmware.

Use a convertor to connect a Button with an USB Type-C™ connector to front USB port of the Base Unit. USB Type-C™ port is available at the backside.

Status LED ring

The color of the LED ring around the power button of the Base Unit give information on the status of the system.

LEDs behavior	Explanation
static red	<ul style="list-style-type: none"> receiving content from the Buttons and streaming towards the display. pairing and software update of the Button is done. You can now unplug the Button from the Base Unit. during the first phase of the Base Unit boot process.
blinking white	<ul style="list-style-type: none"> system is starting up (during the second phase) Button pairing is in progress software update of the Base Unit
breathing white	<ul style="list-style-type: none"> ECO standby mode
static white	<ul style="list-style-type: none"> awake and ready (i.e. showing the welcome message on the display) pairing is done
red blinking	<ul style="list-style-type: none"> an error occurred
dark	<ul style="list-style-type: none"> deep standby/off

Power button

The button at the front of the Base Unit has a standby function once the Base unit is powered.

- When the system is in normal operational mode, a push makes the system go into a pre-defined standby mode.
- When the system is in standby, a push triggers the system to start up and it goes into normal operational mode.

2.3 About the Button

Button functionality

A Button contains three main functional components.

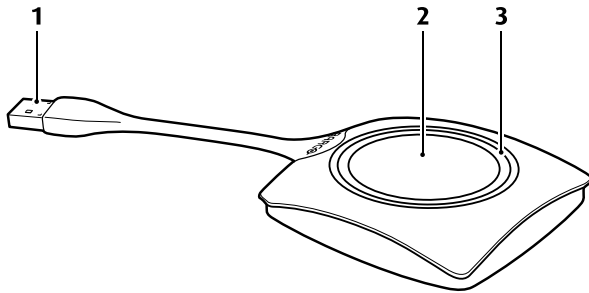


Image 2-3: The Button

1	USB connector
2	Button
3	LED ring



Handle the Button cable with care. Rough handling might cause defects.

USB connector

Using the USB connector the Button can be plugged into a laptop (for sharing your screen) or the Base Unit (for pairing the Button to the Base Unit or updating its software). Button R9861500D1 has a USB Type-A connector, Button R9861500D1C has a USB Type-C™ connector. Depending on the type of USB port on your laptop or on the Base Unit a converter must be used.

Button

Click the Button to display the content of the laptop's screen on the meeting room display. Clicking the Button during the meeting will toggle the sharing of the screen.

LED ring

The LED ring indicates the current status of your CSE-200+.

LEDs behavior

white blinking

Explanation

- the Button is plugged in the laptop and initializing or waiting for the user to start the ClickShare application.
- pairing/software update of the Button in the Base Unit is in progress.

static white

- ClickShare is ready to start sharing your screen.
- pairing is done. You can now unplug the Button from the Base Unit.

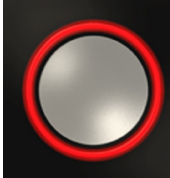
LEDs behavior	Explanation
static red	<ul style="list-style-type: none"> • sharing your screen with the display⁴. • pairing and software update is done. You can now unplug the Button from the Base Unit.
red blinking	<ul style="list-style-type: none"> • an error occurred.
off (no light)	<ul style="list-style-type: none"> • the Button is not or not properly inserted into the USB port. • the Button might be defective. • the USB port or computer might be defective.

2.4 Mobile Device Support

Overview

The below list of Apps are supported by ClickShare and can be installed on your mobile device from Google Play or Apple App Store.

Before you can use your mobile device with ClickShare, you have to connect the mobile device Wi-Fi with the ClickShare Base Unit Wi-Fi. Follow the instructions as given in your mobile device user guide.

App	Used on	Logo
ClickShare App	iOS Android	

⁴: While sharing content, the laptop will not go to standby. Once sharing is stopped, the laptop will again be capable of going to standby.

Getting started

3

Overview

- Activating the base unit
- Basic Use, with Button
- Basic Use, with ClickShare desktop app
- User Interface
- Capture more
- Shared desktop: primary - extended
- Audio configuration
- Pairing
- Blackboarding & Annotation
- Touch Back

3.1 Activating the base unit

About power mode

The Base Unit is powered via an external power adapter. Once connected, the Base Unit is automatically switched in standby mode. For more information about power connection, see CSE-200 +'s installation manual.

Standby button

1. Push the button shortly.

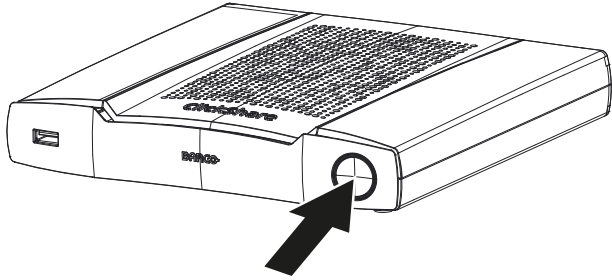


Image 3-1: Standby button

When the Base Unit was on, it goes to standby.

When the Base Unit was in standby, it starts up.

3.2 Basic Use, with Button

Basic functionality

When entering a meeting room equipped with ClickShare and if the display is not in screensaver mode, the ClickShare wallpaper is shown on the display. The content of the wallpaper depends on the setup.

Starting to use ClickShare is now very simple.

To start using ClickShare with a Button

1. Take a Button and Insert the Button into a USB port of your laptop. Depending on the USB port on your laptop and/or on the USB connector of the Button, a convertor must be used. This convertor is not delivered by Barco.

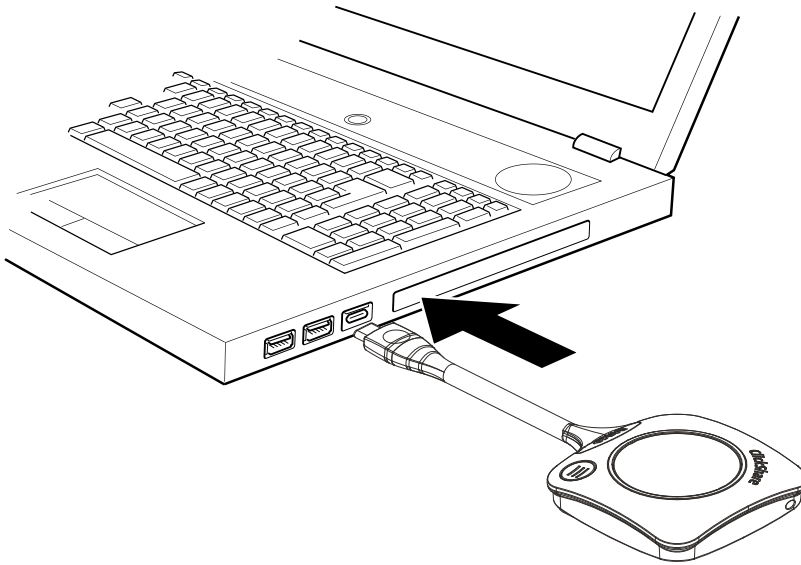


Image 3-2

The LEDs of the Button start flashing white.

On your laptop a new drive appears.

Two situations are possible now:

- A launcher is pre-installed on your laptop (downloaded from the Base Unit or Barco website, or deployed company-wide by your IT department). ClickShare is immediately available. You can continue with .
- nothing is pre-installed. Continue with go to step 2.

2. Browse to and double-click the ClickShare drive on your laptop.

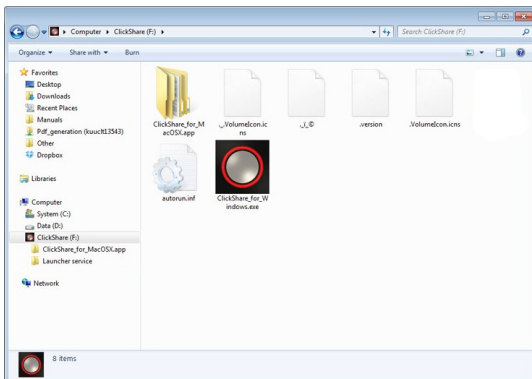


Image 3-3: Windows environment

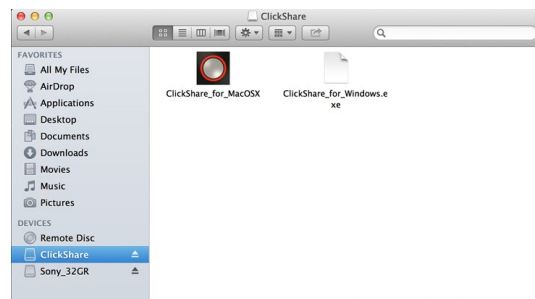
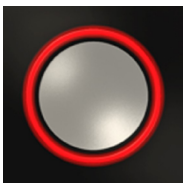


Image 3-4: MAC environment

3. Double-click the ClickShare application.



The ClickShare client software starts and its icon appears in the system tray.

On a Windows computer: 

On a Macintosh: 

When the system is ready for use, a message appears close to the systray icon.

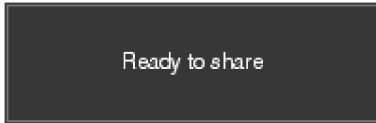


Image 3-5

The LEDs of the Button are static white.

4. To share your screen on the display, click the Button.

The LEDs of the Button become static red and your screen appears on the display. When audio is enabled on the ClickShare Base Unit, the audio of your laptop is also available on the audio output of the Base Unit and on the HDMI output, and it will be played via the meeting room audio system. The icon returns to the same state as in step 3.

In the system tray, the ClickShare icon starts rotating. On Windows computers the icon changes into .

The name of the user logged on to the laptop which is sharing its content is briefly shown in the bottom left corner of the added content.

ClickShare automatically scales the content of your screen to the resolution of the meeting room display. The aspect ratio of your screen is maintained to make sure the proportions are correct.

5. To remove your content from the display, click the Button again.

The LEDs of the Button become static white.

6. When leaving the meeting room, unplug the Button from your laptop.

No trace of the ClickShare application is left on your laptop.



A second user will replace the first user on screen just by pressing on the button, no long press is needed.

3.3 Basic Use, with ClickShare desktop app

About the ClickShare desktop app

With the ClickShare desktop app installed on your computer you can enter a meeting room and get on the screen in a few seconds.

The ClickShare desktop app connects to the meeting room screen in order to share your content. Presence detection technology is used to do so. The ClickShare desktop app uses WiFi beacons and an inaudible audio signal to detect the most nearby meeting rooms and show a list of maximum 5 most nearby meeting rooms, sorted based on signal strength on your computer. Just click on your meeting room name. This means you will never have to enter IP addresses or scroll long lists of meeting rooms before being connected to your meeting room.

The ClickShare desktop app can be used with or without a Button.

ClickShare desktop app installation

When the ClickShare desktop app is not pre-deployed in your IT environment, you can download and install the software without administrator rights from www.clickshare.app.

How to use

1. Enter a meeting room.

The ClickShare desktop app will list up to 5 most nearby meeting rooms and sort them based on the signal strength.

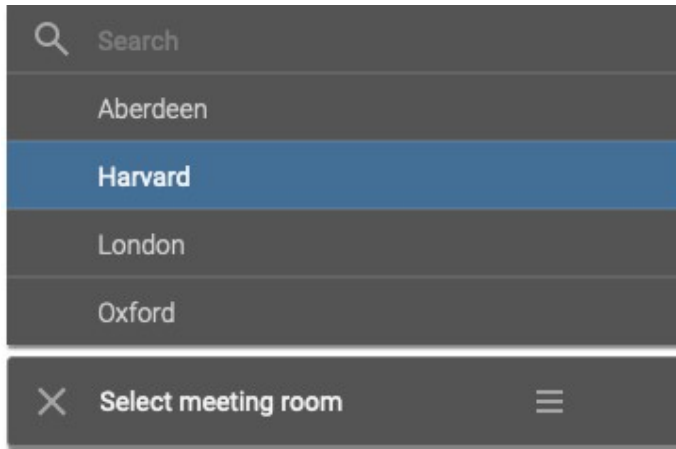


Image 3-6: Meeting room list

2. If the use of a passcode is enabled on the base unit, the ClickShare desktop app will prompt you to enter the passcode that is shown on the meeting room screen.

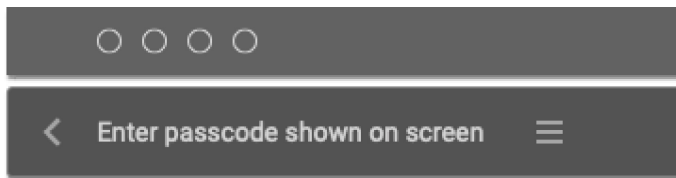


Image 3-7: Enter passcode

After having entered the passcode, the ClickShare desktop app will connect to the meeting room.

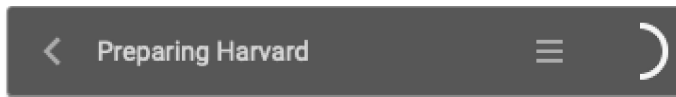


Image 3-8: Prepare connection



Image 3-9: Ready to share

3. Click the white circle to start sharing your content.
When the sharing is started, the ClickShare desktop app will become partially invisible through an animation. A subtle red half circle remains visible on your screen.
Hover over the half circle to either pause your sharing session and freeze the content on the screen while you work on your computer (invisible for people in the meeting room), or click on the red circle to stop sharing.
4. Stop sharing by hovering over circle and clicking on the full red circle.



Image 3-10

5. Disconnect from the meeting room by clicking the “leave room” icon



Image 3-11: Leave meeting room

or
when you walk away from the meeting room the app will show a message indicating you probably left the meeting room and you are still connected to the screen.

3.4 User Interface

User Interface functionality

After launching the client, the ClickShare icon appears in the system tray.

ClickShare context menu

The content of the context menu is related to the operating system.

1. Right-click the ClickShare icon in the system tray.

The context menu appears.

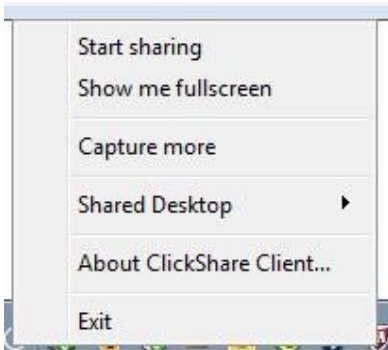


Image 3-12: Context menu

2. From the list, click the action you want to perform.

Click	To	Result
Start sharing	to show your screen on the display.	The LEDs of your Button become red.
Show me fullscreen	to bring the content of your screen on the display full screen.	The screens of other users that were shown on the display disappear.
Capture mode	to choose to capture video with more (slower performance) or less detail (faster performance).	Tune video performance and quality
Shared desktop (only for Windows7, Windows8 and Windows10)	to select primary or extended desktop	Depending on the selection the primary or the extended display is displayed.

Click	To	Result
About ClickShare Client	to find out the ClickShare software version.	Here you can find more information on the ClickShare software version.
Exit	to close ClickShare.	The ClickShare icon disappears from the system tray and the LEDs of the Button start blinking white.

3.5 Capture more



Only for Windows XP, Windows Vista and Windows 7 & 8.

About capture more

ClickShare is optimized for optimum video performance. Upon starting the client software it will disable Win7 Aero Glass to maximize video performance. Upon quitting the ClickShare applications your Aero Glass settings will be restored.

Transparent alpha layers are by default not captured. Therefore some windows may not be shown or may appear different on screen. For example content of video players using overlays will not be shown.

With "Capture More" selected, Win7 Aero Glass settings will be restored and capturing of alpha layers is enabled. In this mode, video throughput may decrease a bit and more details will be captured.

Default setting: Checked, capture more is enabled.

How to change

1. Right click on the ClickShare icon in the system tray (1).

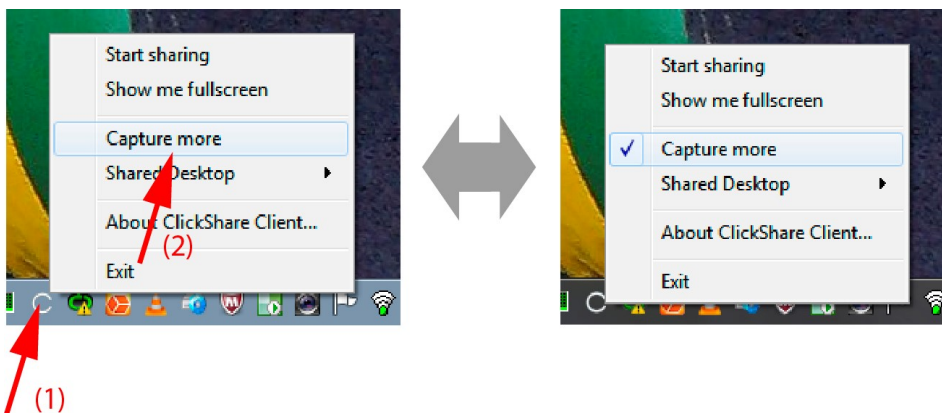


Image 3-13: Change capture mode

A context menu opens.

2. Click *Capture More* to toggle.

Checked: capture with more details but may have a lower performance.

Not checked: capture will be faster but may lose some of the details

3.6 Shared desktop: primary - extended

About shared desktop

Depending on your selection, your primary screen or your extended screen will be captured and displayed via ClickShare. That extended screen can be a physical screen or a virtual screen.

With extended desktop you can take advantage of both your laptop screen and the central meeting room display. Presentation notes or other material on primary screen will not be displayed to everyone.

PC with virtual extended screen:



Image 3-14

Primary screen displayed on the PC, extended screen displayed on the meeting room display.



Image 3-15

PC with one extended screen connected. That extended screen will be captured and displayed on the meeting room display.



Image 3-16

PC with two extended screens connected. The first extended screen, screen 2 will always be captured and displayed on the meeting room display.



To know if your system supports the extended desk top feature, press *Window key + P*. It should bring up the following pop-up on screen:



Image 3-17

How to select

1. Right click on the ClickShare icon in the system tray (1).

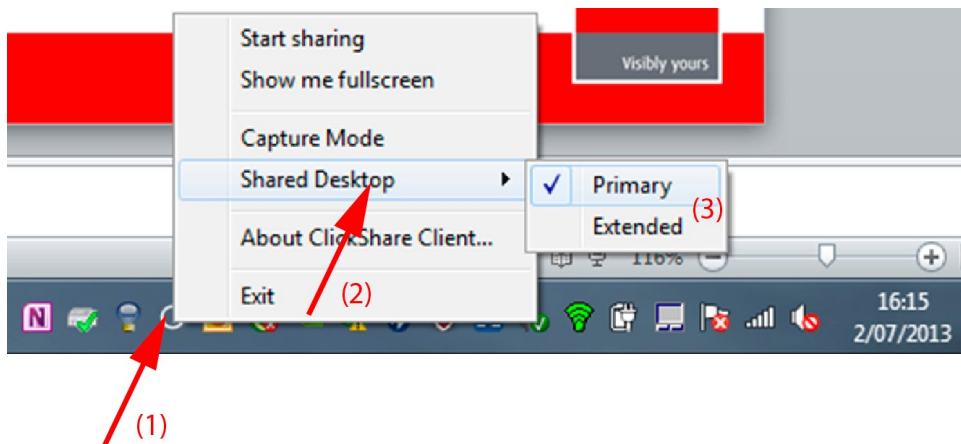


Image 3-18: Shared desktop selection

A context menu opens.

More than one extended desktop can be shown, e.g. extended desktop (center) and extended desktop (right).

2. Select *Shared Desktop* (2).
3. Select the desired setting (3).

Primary : the primary PC screen is displayed on the meeting room display.

Extended always the secondary screen is displayed on the meeting room display.

Known issue

- Virtual Extended Desktop requires the ClickShare Extension Pack to be installed on Windows 8 and Windows 10 systems.

3.7 Audio configuration

Audio configuration

The connected user must control his own audio signal using the audio configuration of his computer. If he does not want to broadcast his audio signal, he has to mute audio on his computer.

For some operating system, it is necessary to set ClickShare as your default output device. Once you unplug the Button, the default setting is switched back to the previous setting.

Set ClickShare as default in Windows

1. Right click on the speaker icon in the system tray (1).

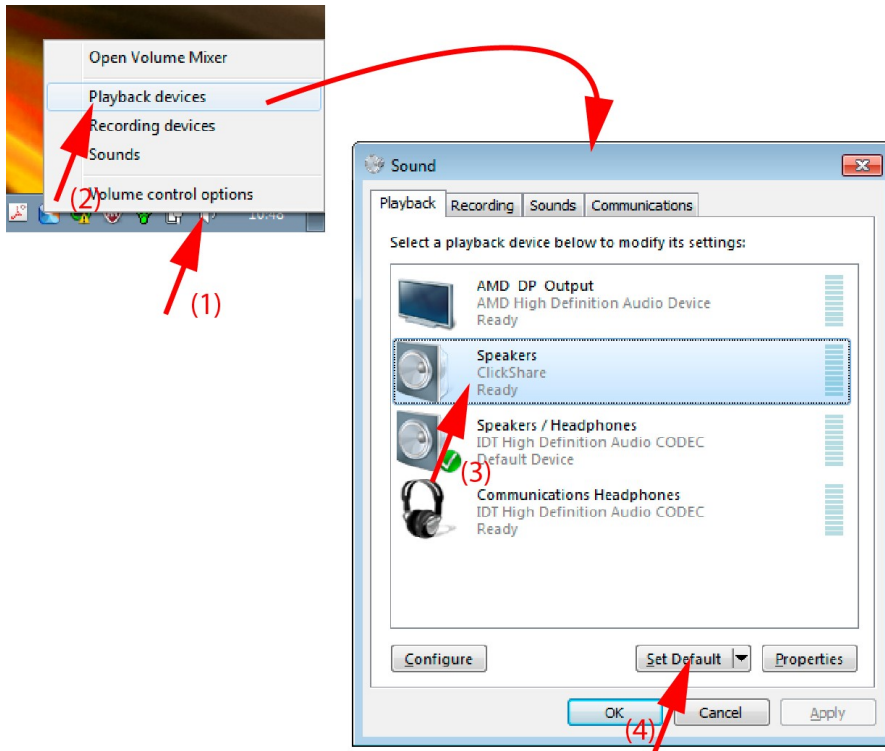


Image 3-19: Speakers ClickShare, default (example Windows 7)

2. Click *Playback devices* (2).
The *Sound* window opens on the *Playback* tab.
3. Select *Speakers ClickShare* (3) and click *Set default* (4).
4. Click **Apply** or **OK** to activate the new setting.

Set ClickShare as default on MAC

1. Click on the Apple logo on the menu bar (1) and select *System Preferences...*(2).

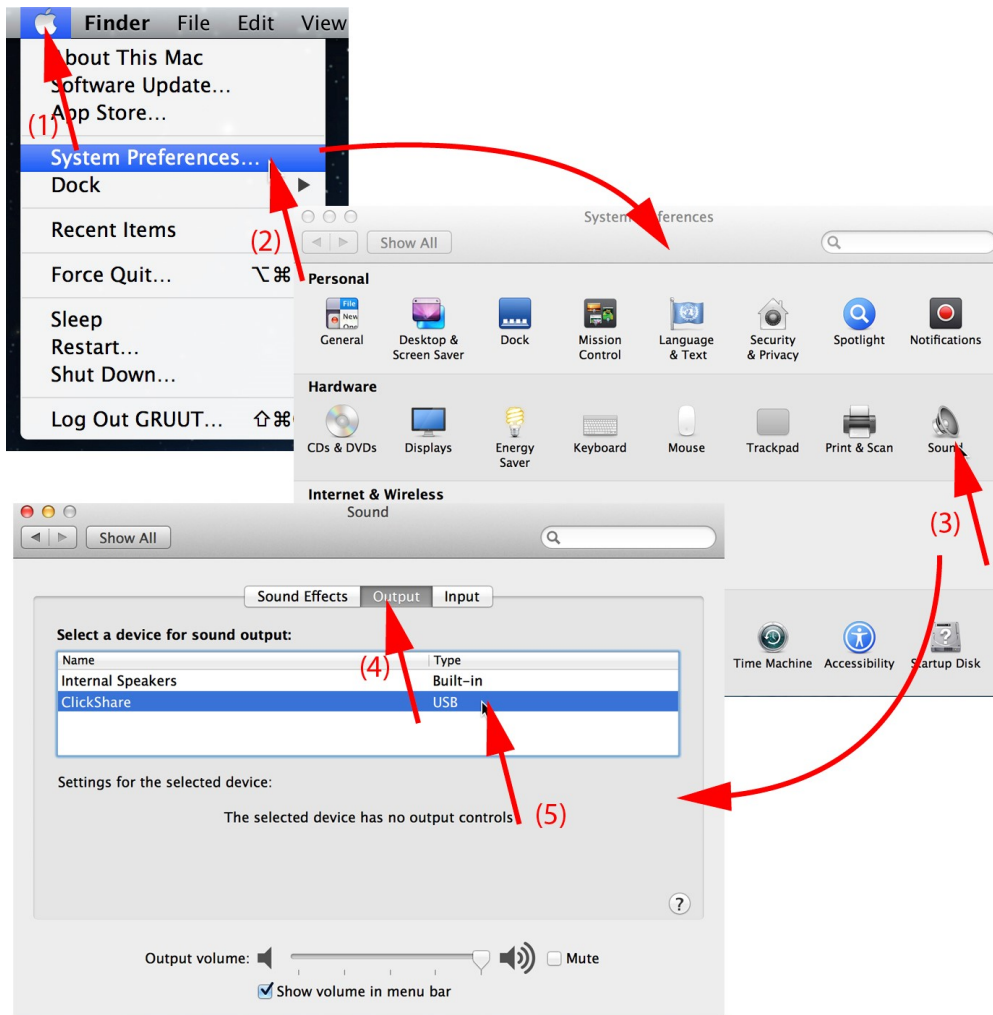


Image 3-20: Speakers ClickShare, default

2. Click on the *Speaker* icon (3).
The *Sound* window opens.
3. Select the *Output* tab (4) and activate ClickShare (5).



Short way to select ClickShare as audio device: Click with the mouse on the Speaker symbol in the menu bar while holding ALT. ClickShare will be visible as an option.

3.8 Pairing

Pairing of the Buttons with the Base Unit

To be able to use a Button it should be assigned to the Base Unit you are using. This process is called pairing. By default, the Button(s) delivered with the Base Unit are already paired to that specific Base Unit.

In case you buy additional Buttons or when a Button should be assigned to another Base Unit, the Button needs to be paired (again). The Button software update runs in the background and will not impact users while using the system. When downgrading or updating to an older version of the Base Unit software the Buttons need to be paired manually to update their software and that only in case the Button update over Wi-Fi is disabled.



A Button can only be paired to one Base Unit at a time.
The Button will always make connection to the Base Unit it was last paired to.

Pairing a Button can be done in two ways:

- by plugging the Button to the Base Unit.
- by using the Button Manager application running on your laptop.

To pair a Button to the Base unit by plugging in

1. Insert the Button in one of the USB port available on the Base Unit you are using (image is only given as example, all USB connectors can be used).



Note: For some ports or Buttons, it can be necessary to use a convertor.

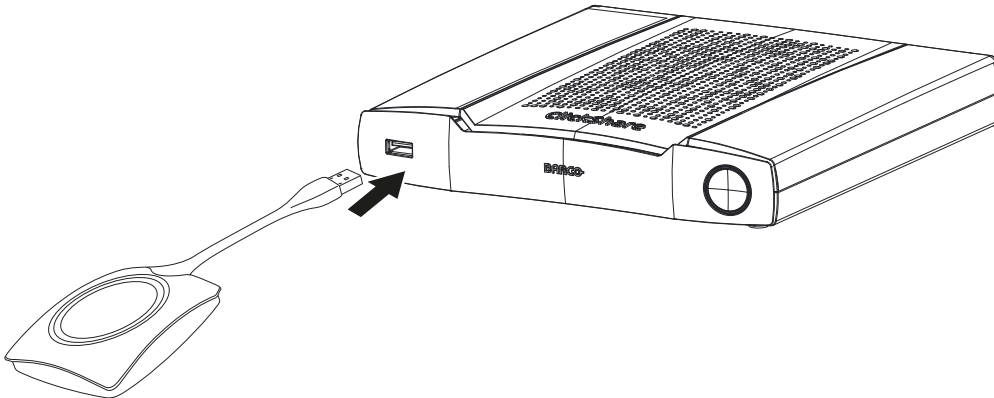


Image 3-21: Pair button

Both the LEDs of the Button and the LEDs of the Base Unit are blinking white. This means pairing is in progress.

The Base Unit automatically checks whether the software of the Button is up to date. If not, the Base Unit updates the Button software. This may take more time.

During the pairing and update process, a small status bar is display.

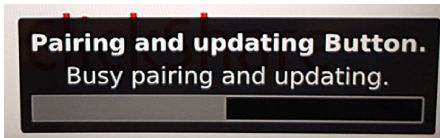


Image 3-22: Pairing message

The result of the pairing process can be as follows:

- When the LEDs become static white, the Button is paired to the Base Unit, but no software update was needed. You can unplug the Button from the Base Unit.
- When the LEDs become static red, the Button is paired to the Base Unit and the software update has finished. You can unplug the Button from the Base Unit.

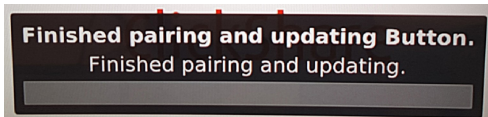


Image 3-23: Pairing finished

2. Unplug the Button from the Base Unit.

The Button is now ready for use.

To pair a Button to the Base Unit using the Button Manager

Via the Button Manager client application running on your laptop, up to 4 Buttons can be paired simultaneously to a Base Unit without plugging the Buttons to the Base Unit. The Buttons are plugged in to your laptop. For more information about the Button Manager, consult the Button Manager's user guide which can be downloaded from Barco's website.

3.9 Blackboarding & Annotation

About blackboarding

Blackboarding allows you to use the meeting room's touchscreen as a writing board to write or sketch ideas on. Let creativity flow and have more dynamic meetings. With only one tap on the screen, you can save your real-time brainstorming session and share a copy with all meeting participants connected to the ClickShare Base Unit via the Button or via the ClickShare Desktop App.

With only one tap on the touch screen, you can select the blackboarding functionality. Combining a touch display and a wireless collaboration tool drives the productivity and engagement in your meeting room. With an additional tap on the screen, you can select the 'save' option. Saved sessions can be found on your laptop under c:\Users\username\Documents\clickshare-downloads. Files are never saved on the Button or Base Unit.

About annotation

Annotation gives you the option to add comments directly on presented content via the meeting room's touchscreen. Discuss and make your annotations or notes on the spot, creating an elaborated environment for ideation. With only one tap on the screen, you can save your real-time brainstorming session and share a copy with all meeting participants connected to the ClickShare Base Unit via the Button or via the ClickShare Desktop App.

With only one tap on the touch screen, you can select the annotation functionality. Pick your color and you can start to draw, write, highlight. Combining a touch display and a wireless collaboration tool drives the productivity and engagement in your meeting room. With an additional tap on the screen, you can select the 'save' option. Saved annotations can be found on your laptop under c:\Users\username\Documents\clickshare-downloads. Files are never saved on the Button or Base Unit.

Overview

- Start the blackboarding mode
- Drawing tools
- Saving a drawing on a USB stick
- Saving a drawing to connected clients
- Returning to Presenter mode

3.9.1 Start the blackboarding mode

How to start

1. Tap with 2 fingers at the same time, approximately the same place, for about 500 ms on the touch panel.

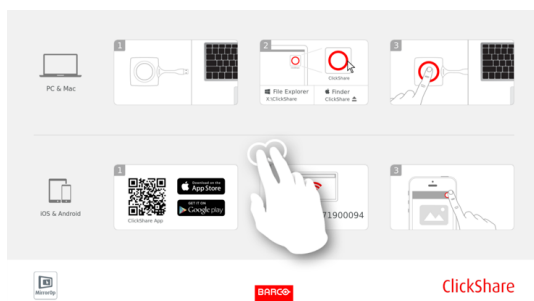



Image 3-24: Start blackboarding mode

-  **Note:** A selection must be made within 10 seconds. If not, the Base Unit will close the selection menu and returns to the presenter mode.

The selection menu with *Blackboard* and *Annotation* opens on the current presented content. When nothing is shared, only *Blackboard* will be available in the menu.

2. To start the blackboard functionality, tap on **Blackboard**.



Image 3-25: Start blackboard

-  **Note:** When tapping next to menu, the Base Unit will return to the presenter mode.

The current content will be hidden. No clients should be disconnected. A black background is shown. The screen is empty when no previous blackboard has been used. Otherwise previous content is shown again.

3. To start the annotation functionality, tap on **Annotation**.

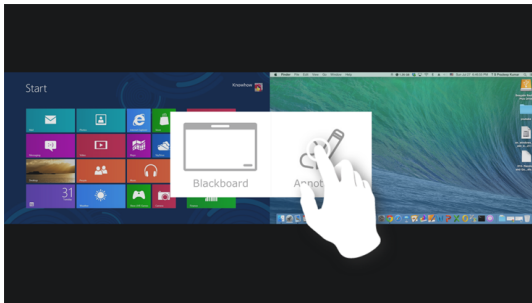


Image 3-26: Start annotation

-  **Note:** When tapping next to menu, the Base Unit will return to the presenter mode.

No clients should be disconnected. The current shared screen(s) will be captured and used as background. No previous content can be shown again.

3.9.2 Drawing tools

Pen

Click on the Pen icon to start the drawing functionality. Draw with you finger on the screen.

Erase

Click on the Erase icon to start the erase functionality. Erasing can be done with single finger or with multiple fingers. The eraser grows in size depending on the speed of the movement. The erased parts are indicated with a circular overlay.

Size

Allows you to switch between different pen sizes. The default is medium.

Tap on the **Size** icon to open an drop down menu with 4 different pen thicknesses options.

- small
- medium
- large
- x-large

Tap on a desired thickness to change the current selected pen thickness. The current selected size is not repeated in the list.

Color

Allows you to switch between the different pen colors. The default color is white.

Tap on the Color icon to open the drop down menu with 5 different colors.

- black
- white
- red
- blue
- yellow

Tap on the desired color to change the pen color. The current select color in the toolbar will change to the new selection. The current selected color is not repeated in the list.

Grid

Tap on the Grid icon to toggle the grid on or off. When on, a grid will be shown where the distance between the lines is 5% of the width of the screen. The horizontal and vertical distance will be the same.

Clear

Click on the Clear icon to clear the current drawing. A warning message “Are you sure you want to clear the page?” will be displayed.

Click on **OK** to clear the content.

Click on **Cancel** to keep the content.

3.9.3 Saving a drawing on a USB stick

How to save

1. Insert a USB stick in one of the USB inputs of the Base Unit.

 *Note:* USB stick must be formatted with FAT32.

2. Click on **Save** icon.

The current drawing is saved on the USB stick as PDF with as file name the meeting room name and current date.

When saving a blackboard drawing, the white and the black lines are inverted. The white annotations become black and the black annotations become white.



When no USB stick is found, the Base Unit will look for connected buttons. When even no buttons are connected a warning will be displayed: “The blackboard can not be saved. Please connect a USB to the ClickShare Base Unit or plug in a Button on your laptop”. This message will be dismissed after 10 seconds.

3.9.4 Saving a drawing to connected clients

How to save

1. Click on **Save** icon.

The Base Unit checks whether there are Buttons connected.

The connected client will receive a pop-up message requesting to save the file on his device.

2. Accept the blackboard file.

The Base Unit will transfer the file to the Button client and the file will be saved on the user's device within the user's home folder. The file will be saved as a PDF file with as file name the meeting room and current date.



When there is also an USB stick (FAT32 formatted) inserted in the Base Unit, the file will be saved on this USB stick at the same time.

3.9.5 Returning to Presenter mode

How to return

1. Click on the **Close** (Cross) button in the lower right corner.

The Base Unit returns to Presenter mode.

The content of the Blackboard is not cleared. When returning to the blackboarding mode, the previous content will be displayed.

The content of the Annotation mode is cleared and cannot be reused when restarting the annotation mode.

3.10 Touch Back

About Touch Back

Touch Back support on your wireless collaboration solution allows you to control any application on your laptop via the touch screen in the room, instead of using a computer mouse or clickers. You can control data with your finger or with a specified stylus. Stay in control of your presentation, and don't let technical limitations interrupt the flow of your meeting anymore.

No need to go back to your laptop or use unreliable clickers to move to the next slide. Simply tap the screen to switch slides. And with a few touches on the screen, you can also open other presentations, share mails or start a video. With one tap on a touch screen, you can also select the blackboarding or annotation functionality. The combination of a touch display and a wireless collaboration tool drives the productivity and engagement in your meeting room.

- It gives you the opportunity to present more freely within the meeting space
- You can start to ideate on content real-time.
- Collaborate more interactive and creatively.
- Get higher engagement from the participants.
- Technical limitations of the room are not hindering the flow of the presentation or meeting.
- It boosts spontaneous collaboration, giving people the opportunity to use the specific extras like easy access to online content, cloud drives or photos, zoom, annotate, blackboarding...

Troubleshooting

4

4.1 Basic Troubleshooting

Problem solving

In this chapter some problems that might occur while using CSE-200+ are listed. For each problem possible causes are given and a solution is proposed. If you cannot solve the problem yourself, please contact your local IT administrator.

Problem	Cause	Solution
Your screen is not shown on the display when pressing the Button.	You are the third person that wants to share the content to the display.	The first or second user has to push his button to remove his content so that a third user can share his content. or As third user, click and hold the Button to use the Show me function of ClickShare.
	The ClickShare client software is not running.	Go to the ClickShare drive and run the software.
Your screen is shown, but your audio is not playing on the meeting room audio system	Your audio signal on your PC is muted	Right click on the speaker icon and switch off the mute.
	Audio system of the meeting room is not switched on	Switch on the audio system of the meeting room.
	When using separate audio, audio cable is not connected	Check audio connection between the Base Unit (audio out, green connector) and the audio system of the meeting room.
	Default speaker is not correctly set	With a Button inserted, set ClickShare speaker as your default speaker.
	Buttons are not re-paired after changing the audio setting on the web interface	Re-pair the buttons.
	Audio setting on the web interface is not correctly set.	Consult your administrator to select the correct audio setting.
Your content is removed from the display and the LEDs of your Button are blinking white.	Connection to the Base Unit has been lost.	ClickShare tries to restore the connection automatically. If this fails, the LEDs of the Button start blinking red. You should unplug the Button from your laptop and start a new.
Nothing is shown on the display at all.	The display is switched off.	Switch on the display.
	Wrong input is selected.	Select the correct input.
	The display cable is not connected (correctly).	(Re)insert the display cable to the display and the Base Unit.
	The display does not recognize or is not able to display the Base Unit output resolution.	You or an administrator should change the corresponding setting via the web interface.
	The Base Unit is in standby mode.	Briefly push the standby button on the Base Unit or plug in a Button and run the ClickShare client software.
	The Base Unit is powered off.	Check if power adapter is connected to the Base unit and to the wall outlet.

Problem	Cause	Solution
	The Button's software is not compatible with that of the Base unit	Re-pair and update the software of the Button by inserting it in the front USB port of Base Unit.
	Wallpaper is disabled	If you connect a Button and start sharing, the content should be shown.
After inserting the Button into your laptop, you cannot find the ClickShare drive.	No automatic refresh of drives.	Refresh the view on your laptop.
	Bad connection at USB port on laptop.	<ul style="list-style-type: none"> • Reconnect to the USB port. • Try another USB port. • Reboot your laptop.
	Windows tries to assign the ClickShare drive to an already reserved drive letter	Use Microsoft Windows Disk Management to assign it to a free drive letter.
Some programs of Windows are not shown on the display.	IT policy not mount USB drives	Contact your IT responsible.
	Use of overlays, 3D or hardware acceleration in the GPU.	<ul style="list-style-type: none"> • Disable overlays or hardware acceleration in the GPU. • Disable AeroGlass in Windows 7 • Capture mode

Barco knowledge base and YouTube videos

Go to the product page on Barco's website and select in the right column **Support**. You will get access to Barco's *Knowledge base* and *Latest tutorial videos*. For more YouTube videos, consult <https://www.youtube.com/user/barcoTV> and select ClickShare.