

# Supported Peripherals

CX-20, CX-30, CX-50

## 1. Introduction

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ClickShare Conference brings wireless conferencing, a revolutionary workplace experience. It combines powerful remote communication with easy-to-use wireless collaboration, in any meeting space.

Start a meeting from your device, use your preferred conference tool. Automatically you connect wirelessly to room cameras, speakerphones, sound bars for a more immersive meeting. In less than 7 seconds you conference, collaborate and click with our secure, connected and cloud managed solution.

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To enable “Bring your own meeting” through ClickShare Conference, different types of peripherals can be connected to the Base Unit and exposed to the laptop via the Button or the ClickShare application. All models of ClickShare Conference support the use of camera’s and speakerphones, either separately connected to the Base Unit or via a single connection in case of an all-in-one.

Two ClickShare Conference models are compatible with touch panels; the CX-30 and CX-50. This means that touch sensitive panels, when connected via HDMI as well as USB to the ClickShare Base Unit, offer touch back functionality, annotation and blackboarding and future touch-enabled functionality. Touch back allows the user to touch control the PC that is sharing via either the ClickShare Button or the ClickShare App from the meeting room screen. The annotation functionality allows a user to freeze the content on the screen and start drawing on top of it. Blackboarding gives the user a blank canvas to draw on.

Every ClickShare unit can be set up quickly and easily, without the need to install applications or drivers, without training and without cables. Only minimal IT support is required, slashing trouble tickets and delivering a strong ROI. Keep your data safe behind the firewall, with secure network integration providing the freedom to share your work with confidence.

The ClickShare Conference devices do not support PoE(+). In case this is a requirement, a PoE+ splitter can be used in combination with the CX-20 and CX-30. The list of tested splitters can be found at the bottom of the document.

The touch drivers used by our ClickShare Base Unit are generic, and therefore there is a high probability that your touch screen will work as expected. In most cases your touch display will work just fine. To avoid any purchase risk, please contact Barco Service Desk with all information with respect to the screen (Brand, type, model...) so we can arrange for an investigation or even an on-site tryout.

For the camera and the speakerphone, we support the generic USB devices, meaning most brands will work just fine. Note that the peripherals attached require following characteristics to work with a ClickShare Conference setup:

- For **cameras that also expose a microphone** without exposing a speakerphone (e.g. Logitech webcams or Huddly cameras), **only the camera functionality will be used** by the system.
- **USB peripherals only:** cameras connected via the HDMI input and speakerphones connected via the jack are not supported. All devices require a USB connection to be used for Conferencing.
- **Speakerphone devices with echo-cancellation built-in** are required. Since the Base Unit will not process the sound to cancel echo, devices with built-in echo-cancellation are required to offer a good experience to the end user of the system.

- **Separate mics and speakers not supported.** ClickShare Conference only supports speakerphone devices, which contain both microphone and speakers in one peripheral. Separate microphones (e.g. in cameras) or USB speakers are not supported. Some devices (e.g. the Cisco Room Kit mini) do not expose a speakerphone, but a separate speaker and microphone on one USB endpoint. This works too, as long as the device can do echo-cancellation.
- **Only one camera and one speakerphone** can be attached to the Base Unit at this moment. Behavior when multiple such devices are attached to the Base Unit is not defined.
- Make sure to **keep your peripherals up to date.** We strongly recommend keeping both peripherals and ClickShare Base Units up to date. Compatibility and support are only given to either specific versions (if marked in the notes as only working with a specific firmware version) or the latest firmware version for a peripheral.
- When a USB speakerphone is attached to the Base Unit, **all audio out will be redirected through this peripheral** to avoid echo or duplicate content audio in the call. This means that no audio will be played through the HDMI output or other audio output in case of the CX-50, no matter which audio device is selected when plugging in the ClickShare Button or when using the ClickShare App.
- **Cameras with USB 2.0 data rates** are required. Since the CX-20, CX-30 and CX-50 operate with USB-2.0 ports, the camera needs to support USB 2.0 data rates. This is a mode that most cameras support.
- Only peripherals with **USB 2.0 power can be powered directly by the Base Unit.** In case the peripheral requires to draw more power, either connect it to the USB-C connector (if this is indicated in the list to work) or use a powered USB hub in between.

## 2. List of supported touch screen panels

### 2.1. Touch panels tested and supported by Barco ClickShare Conference

The following list is a non-exhaustive list of touch panels and touch controllers, tested on and supported by the ClickShare CX-30 and CX-50. Please verify whether the touch panel connected is listed below. In case the touch panel manufacturer is not mentioned by name, please verify whether the panel is using a supported controller listed below. Some touch panels, denoted with an asterisk (\*) require a setup process described within this document to allow interoperability with the ClickShare CX-30 and CX-50.

**Note:** Active pens are not supported at this moment.

As of ClickShare Conference firmware version 2.7.0, the list of supported peripherals can be found in the partnership section of the Barco ClickShare web page:

<https://www.barco.com/clickshare/alliance-partners>

### 2.2. Touch panels tested and validated by our community

The following list is a list of touch panels and touch controllers, positively tested on the ClickShare Conference by our sales community. Note that the compatibility of these touch panels has not been verified by Barco's own R&D testing team. Barco cannot guarantee the full functionality in all use cases.

**Note:** Active pens are not supported at this moment

As of ClickShare Conference firmware version 2.7.0, the list of supported peripherals can be found in the partnership section of the Barco ClickShare web page:

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## 2.3. TSI touch-overlay and Samsung panels with PulseIR setup and configuration

When the touch options are not appearing on the wallpaper when you connect the USB cable to the Base Unit or if touch functionality is detected, but does not seem to work, please follow the instructions below:

1. Download IDS Pulse from the support page of [www.tsitouch.com](http://www.tsitouch.com). Depending on your system you will need to select the appropriate version for macOS or Windows. The ZIP file will be saved to your downloads folder. Unzip the file to a location of your choice for easy retrieval.
2. Connect the TSI touch-overlay via the USB cable to the laptop.
3. Open "PulseIRController.exe" from the downloaded folder– screen shot below of the interface.
4. Within the list of devices, the TSI touch-overlay will come up with the overlay name and show you its parameter settings, below this list you can make the changes to parameter settings.
  - a. Chang "touch mode" from "Auto" to "Stylus".
  - b. Click the "apply" then "close" buttons.
5. Reconnect USB cable of the TSI touch-overlay to the CSE-200, CSE-200+ or CSE-800 and test to confirm changes worked.

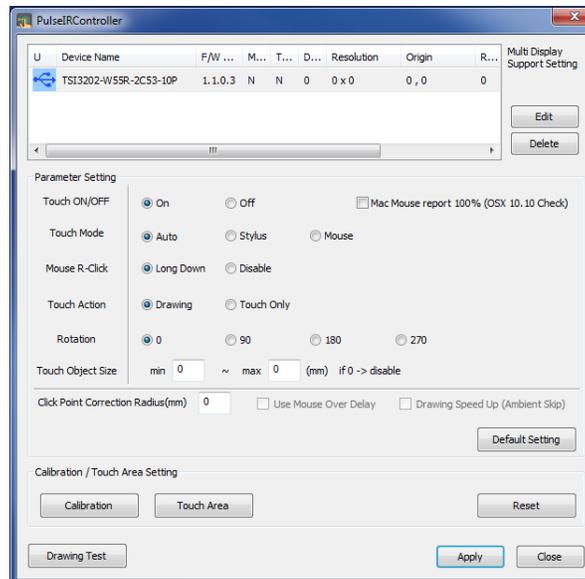


Figure 1: The PulseIRController application from TSI

### 3. List of supported cameras and speakerphones

The following list is a non-exhaustive list of USB cameras and USB speakerphones that have been tested by the ClickShare development team. This list is divided into three categories:

- List of **certified peripherals**: these devices are validated (tested firmware is mentioned) through our partnership program by both Barco and the partner every time we release a firmware version. This is the list of devices that we actively support through our vendor partnerships and are the recommended devices to use in combination with ClickShare Conference.
- List of **compatible peripherals**: these devices have been tested by our compatible partners (tested firmware is mentioned if info is available) and have been found to work. Compatibility of the devices will be tested from time to time.
- List of **community tested peripherals**: these devices have been reported to work by one of our customers or channel partners. No guarantee is given by Barco that these devices work perfectly or will continue to work in the future or that these will be actively supported when issues arise.

Please verify whether the peripheral is listed below. In case the peripheral is not mentioned by name, there is still a great chance that it works, since we support the generic USB standards, but no guarantee is given by Barco that these devices work perfectly or will continue to work in the future

**Note:** peripherals attached require certain characteristics to work with a ClickShare Conference setup and might have certain limitations. These are described [in the introduction section above](#).

As of ClickShare Conference firmware version 2.7.0, the list of supported peripherals can be found in the partnership section of the Barco ClickShare web page:

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#### 3.1. Devices known not to work

- Yamaha CS-700: Issues with camera image under investigation
- Crestron HDMI-USB converter model HD-CONV-USB-200 and HD-CONV-USB-100
- Crestron AVIA DSP 1283
- AMX Acendo Vibe: No audio – under investigation
- Audio Technica ATDM-0604
- Polycom CX-5100 – camera not working
- Nexvoo NexBar N110 – Speaker not working
- Nureva HDL200 – under investigation

#### **4. List of supported PoE+ splitters for CX-20 and CX-30**

The following list of PoE+ splitters have been tested to work with the ClickShare CX-20 and CX-30 devices and have a power plug that fits with the ClickShare Base Unit. If your standards compliant PoE+ splitter is not listed below, there is still a great chance that it will work without any problems.

- PLANET POE-162S
- POS-3000-v3
- EDIMAX GP-101ST
- D-Link DPE-301GS
- CERiO POE-PD04S