

INSTALLATION / USER MANUAL
CTOUCH Canvas Elements

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LET ME
HELP!**

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CTOUCH Canvas Elements

This document details the installation of the Canvas Elements software package on an CTOUCH OPS or customer provided PC. The installation process is started on the Canvas screen and continues on a second PC/tablet or phone to make it easier to input the needed details. In addition, this document gives a short manual for the AirServer wireless sharing software and FlatFrog Board software

INSTALLATION REQUIREMENTS

In order to install the Canvas Elements software, you will need to have the following available:

1. Powered Canvas touchscreen
2. CTOUCH OPS PC or Windows PC with HDMI/DP & USB touchback connected to Canvas screen (for details on how to connect PC to touchscreen: See Canvas user manual)
3. Elements License card (orange card with license key; provided with the Canvas screen)
4. Separate PC/tablet/phone for registering software
5. Working internet connection (for both OPS/connected PC and separate PC/tablet/phone)

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INSTALLATION PROCESS

1. On the OPS/connected PC: Go to url stated on license card
2. Follow instructions on the touchscreen
 - a. Choose between CTOUCH OPS or customer provided PC



b. Follow installation instructions



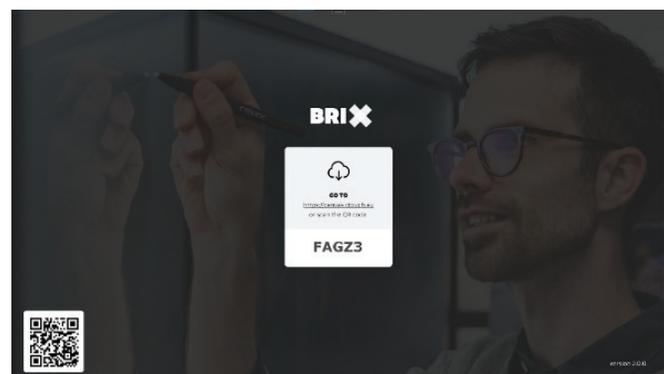
c. Fill in license code from the Elements license card (provided with the Canvas screen)

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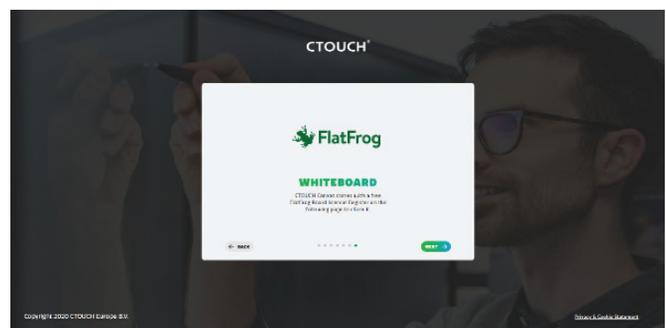
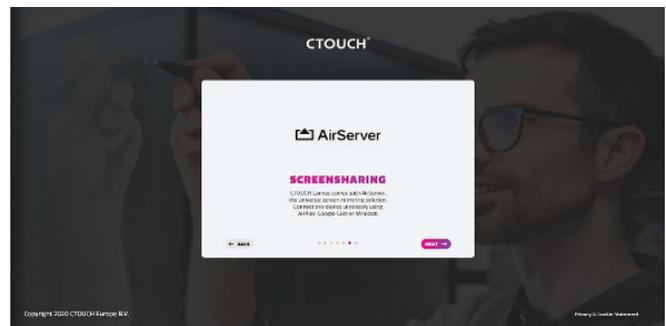
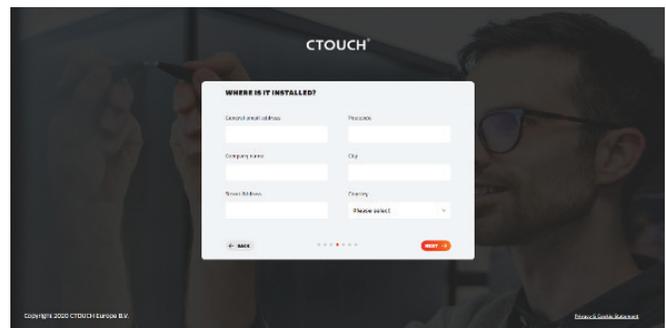
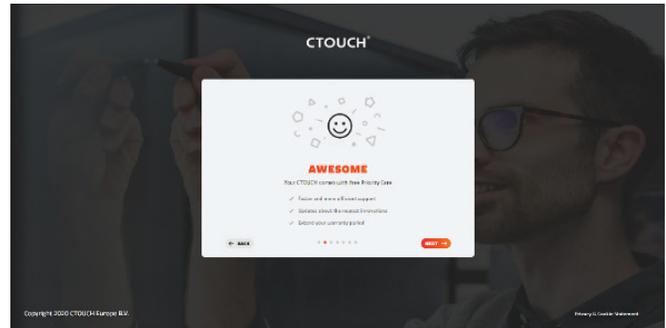
d. Follow instructions on the screen:

- On your separate PC/tablet/phone go to canvas.ctouch.eu and fill in the code shown on the touch screen OR
- Scan the QR barcode on your separate PC/tablet/phone.



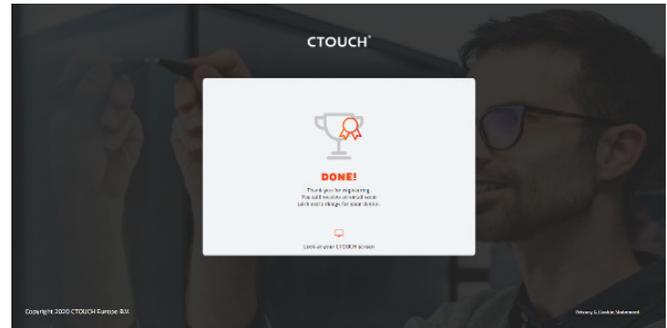
CTOUCH Canvas Elements

3. Continue on external PC/tablet/phone
 - a. Continue the installation process on your PC/tablet or phone
 - b. Fill in the Canvas serial number and room name:
 - Will be used as screen identifier for the wireless sharing
 - Needs to be an unique name in your network
 - c. We ask for a few details to register the screen with CTOUCH, so we can help you better and faster when you have questions about your screen in the future
 - d. Now we will install the AirServer wireless sharing and FlatFrog Board software for you



e. We are now all done:

- Chosen a sharing name for your screen and
- you have registered your screen with CTOUCH and
- installed AirServer wireless sharing and
- installed FlatFrog Board software and
- are ready to go...



6 OPS/NUC/PC REFRESH RATE

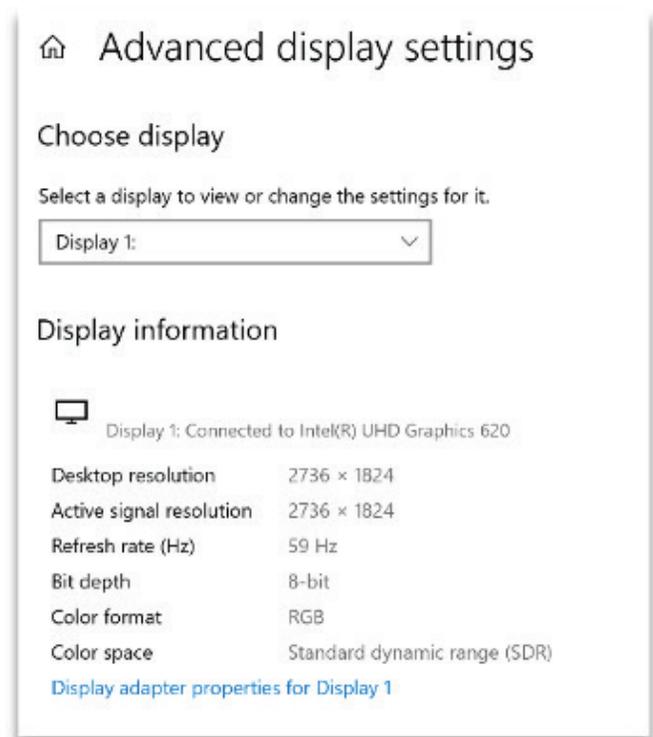
For optimal - low latency - performance of the FlatFrog Board, it is important to set the Windows 10 refresh rate to 59 or 60Hz.

Here is how to check and change the screen refresh rate:

1. Right-click (mouse) or hold finger on (touch screen) Desktop
2. Click 'Display settings'
3. Scroll down and click 'Advanced display settings'
4. Check if 'Refresh rate' is 59 or 60Hz

If not 59 or 60Hz:

1. Click 'Display adapter properties...'
2. Click 'List all modes' button
3. Select setting with highest resolution and 59 or 60 Hz
4. Done!



FLATFROG BOARD FOR ROOMS

FLATFROG BOARD STARTSCREEN

The startscreen allows you to start using the whiteboard:

- Start a new whiteboard ('New Board' button)
- Open a previously saved whiteboard ('Open Board' button)
- Join a whiteboard session ('Join Board' button; Only for users who have purchased the 'Pro' version)
- Start wireless screen sharing from your personal device (here 'CTOUCHCanvas'; for details see AirServer instruction)



Once a new Board is started or an existing Board is opened, you will see the screen below. Also here you can see the wireless sharing name, but now in the lower-right. Clicking this button will create a popup, where you can go to the AirServer settings menu or stop the AirServer application.



FLATFROG BOARD DETAILS

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Additional information regarding the use of the FlatFrog Board can be found at:

<https://help.flatfrog.com/knowledge/flatfrog-board-for-rooms>

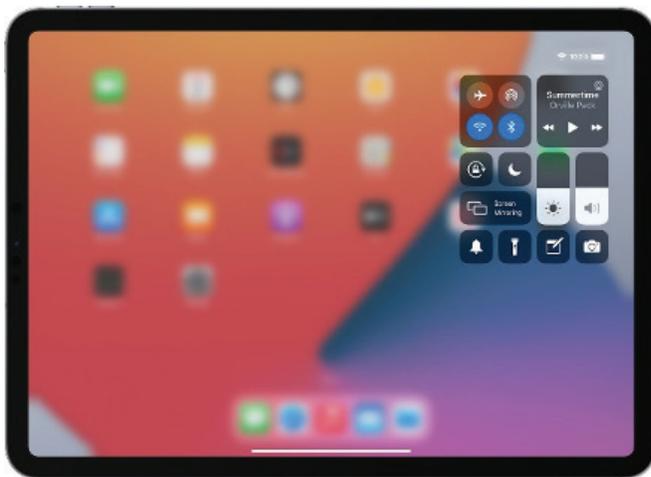
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AIRSERVER WIRELESS SHARING

AirServer is automatically started when the screen is switched on and always running in the background. You can just use your operating system's native sharing option: AirPlay, Google Cast or Miracast to start sharing your screen.

IOS AND MAC OS DEVICES

On iOS, swipe up from the bottom to show the 'Action Center'. Then choose 'Screen Mirroring' and select the name of your Canvas screen and screensharing will start.



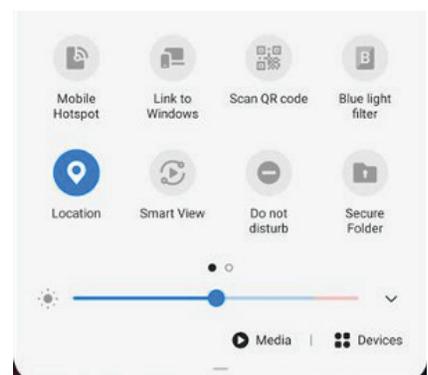
9

On Mac OS, click the AirPlay symbol (square with filled triangle; Not visible in case there is no AirPlay device in the network) and select the name of your Canvas screen, screensharing will start.



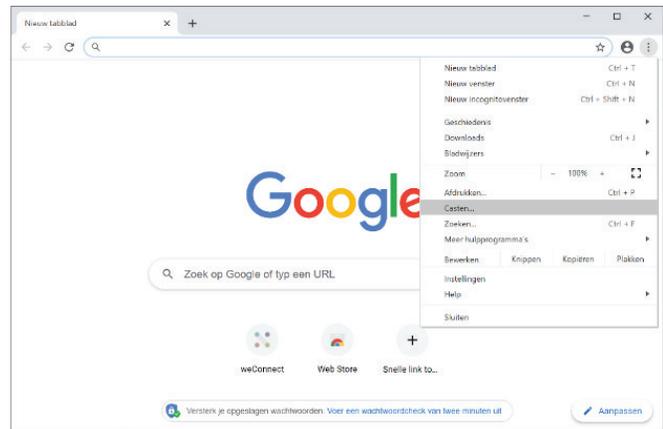
ANDROID DEVICES

On Android, swipe down from the top to show the 'Quick Settings'. From this menu select the 'Smart View' icon, select the Canvas screen you want to cast to and start sharing.



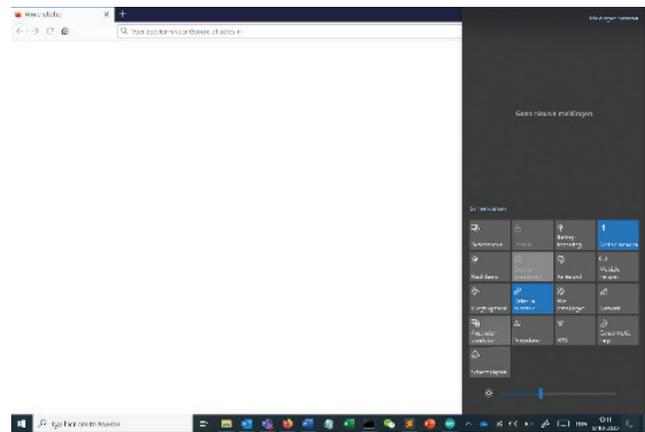
CHROME DEVICES

On Chrome, go to the 'Settings' menu by clicking the three dots on the right of the search bar and select 'Cast...'. Select the Canvas screen you want to cast to and what you want to cast: Browser tab, desktop or File. Wireless sharing will now start.



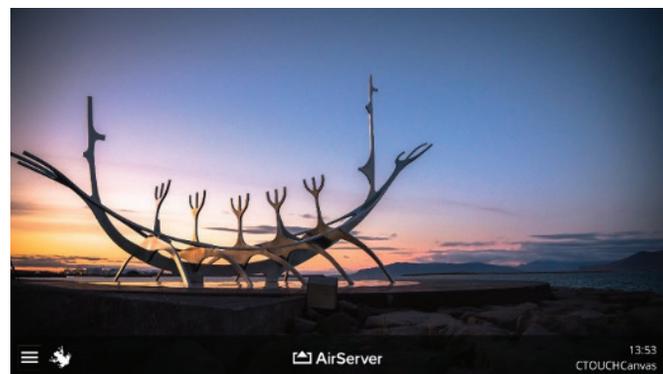
WINDOWS PCS

- 10 On Microsoft Windows devices, click the 'Speech balloon' symbol in the bottom right corner to show 'Action Center'. Then click 'Connect Devices' button and select the Canvas screen you want to cast to.



SWITCHING TO FLATFROG BOARD

To switch from sharing to the FlatFrog Board, touch the screen to show the AirServer floatbar (see picture below) and select the white frog symbol in the lower left. This will move the whiteboard in focus and the sharing to the background. Returning from the FlatFrog Board to AirServer sharing, click the sharing-button in the lower right of the whiteboard and click 'Open Sharing'.



CTOUCH Canvas Elements

SETTINGS SCREEN

AirServer comes with an advanced settings page, which can be accessed 1) from the AirServer floatbar, while clicking the 'three-lines' symbol, or 2) from the FlatFrog Board, while clicking the sharing button on the lower right and then clicking the 'Settings' button.

In this settings page, you can enable and disable the different sharing protocols (AirPlay, Google Cast and Miracast) and enable various security settings (like sharing pincodes).

FAQ

Q: Whiteboard is kind of slow in following my pen

A: Probably the refresh rate of the OPS/PC you have connected is not set to 59 or 60 Hz. Follow instruction in the 'OPS/NUC/PC refresh rate' chapter in this document to check refresh rate and change it if needed

Q: When I try to write in the FlatFrog Board with my finger, it will not write but show a dot

A: Default, the Board is set to use a pen tip for writing, a finger for detailed erasing and a handpalm as large eraser. So writing happens with the provided pen. If you want to be able to write with your finger, you can change the settings of the FlatFrog Board. This is thoroughly described here: <https://support.ctouch.eu/hc/en-us/articles/360016349699-How-can-I-write-with-my-finger-in-the-FlatFrog-whiteboard-software->

Q: My device (PC, phone, tablet) can see AirServer and connect, but not cast

A: Probably you are on a different network as the OPS/PC running AirServer (for instance a guest network). Make sure you are connected to the same network as the OPS/PC running AirServer.

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