

Prowise Central 3.0 user manual



Prowise Central is the smart operating system of your Prowise touchscreen. Software that is specially developed to be compatible with our hardware and to make life as easy as possible for you as the user. Fully and easily optimise all the features you use on a daily basis in an utmost secure environment.

This manual explains how to optimise these features.

- App Store with Microsoft Office apps
- Transform every website into your own app
- Screensharing from any device
- Whiteboard software with annotate feature
- Integrated lift control
- Free software updates (OTA)

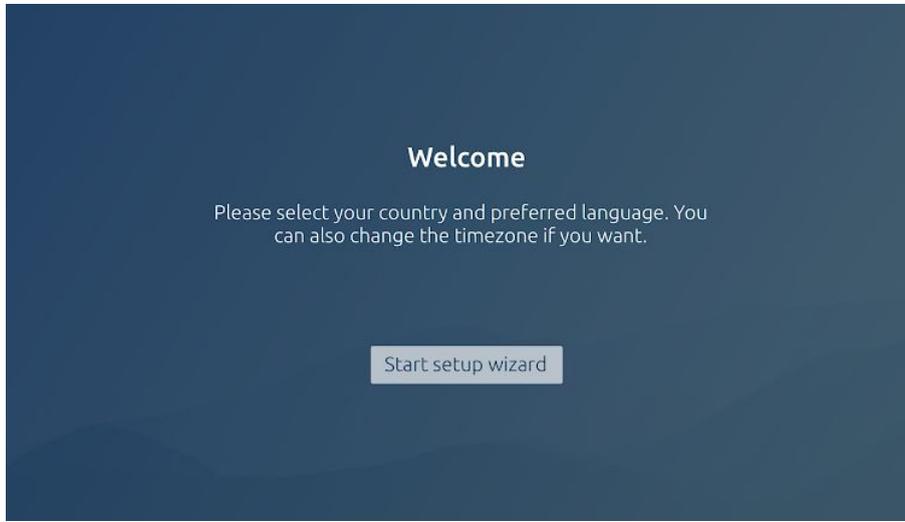


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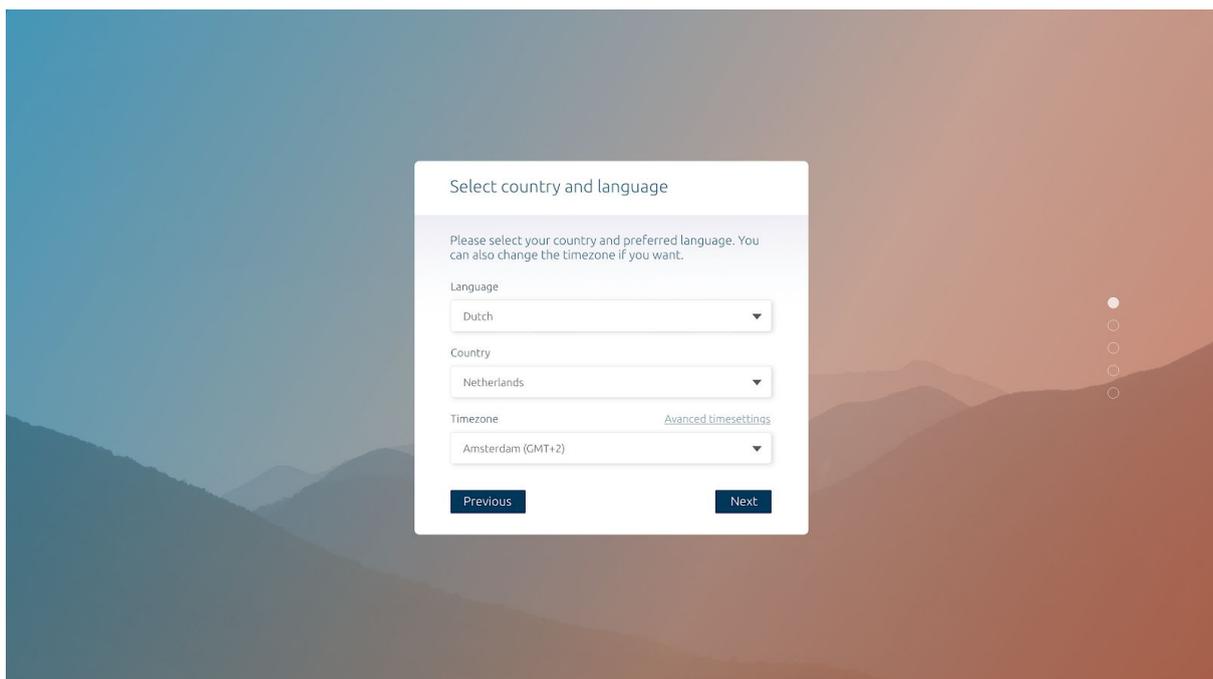
Starting up for the first time

When starting up the Prowise touchscreen for the first time after installing Prowise Central 3.0, we take you through several important steps.

Press 'Start' to begin.

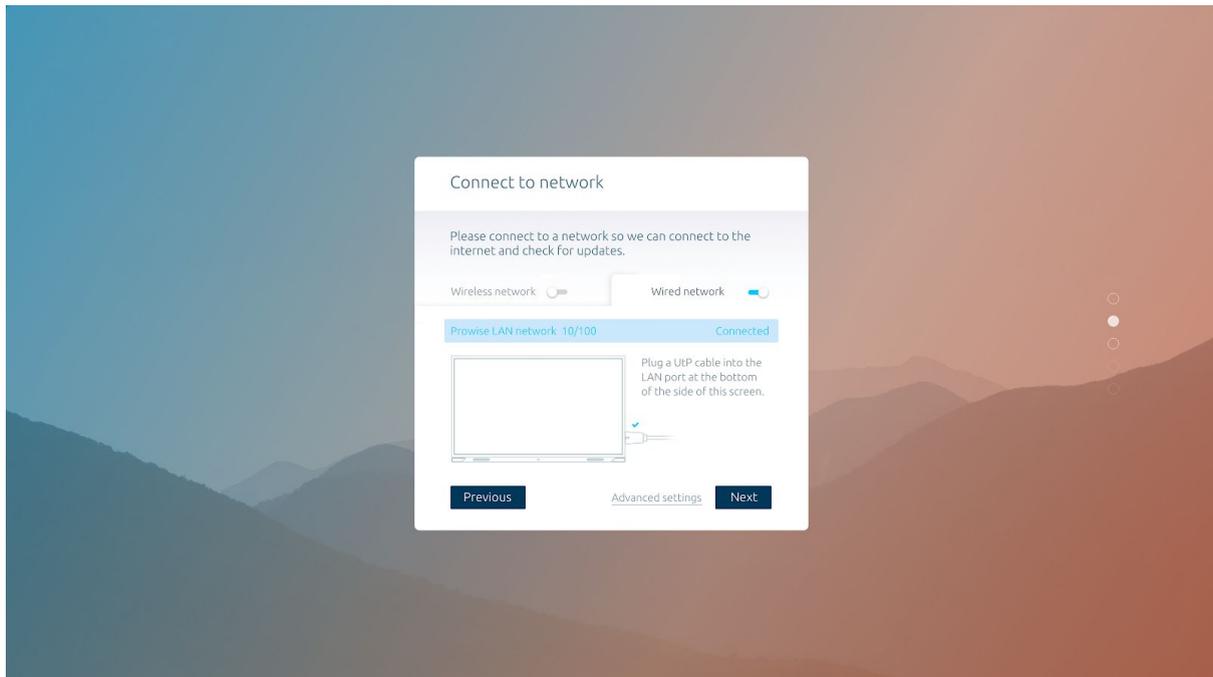


Country and language



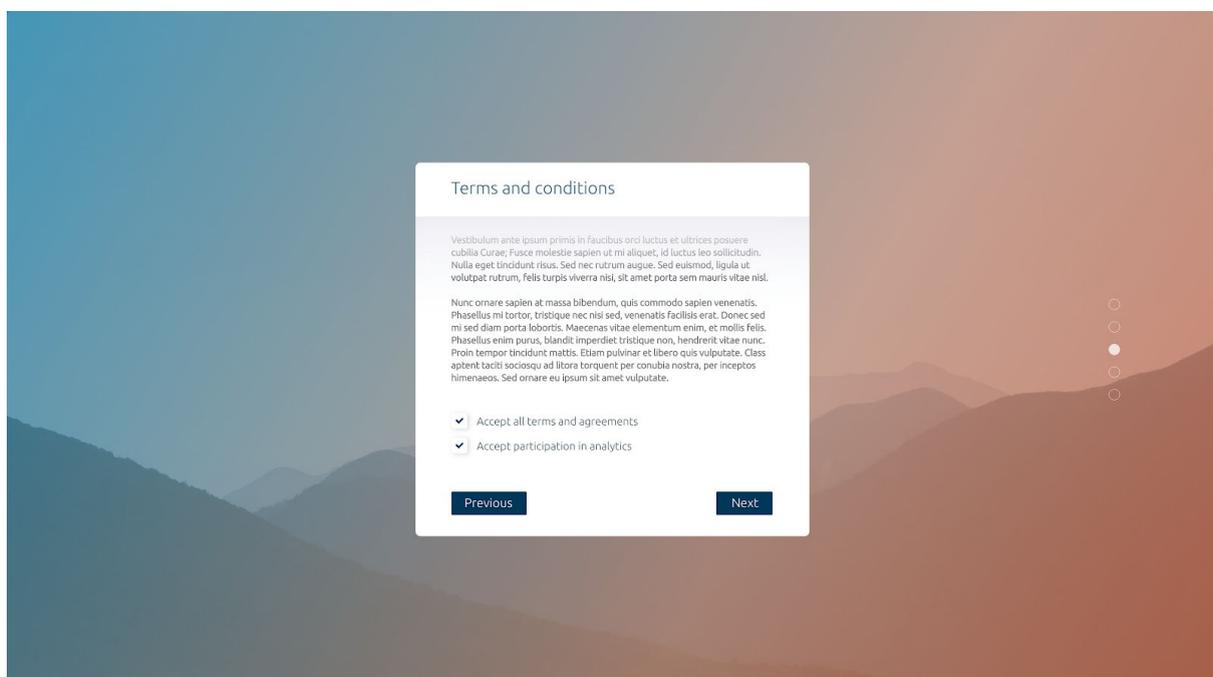
- Select your preferred language
- Select your country
- Select your time zone

Network connection



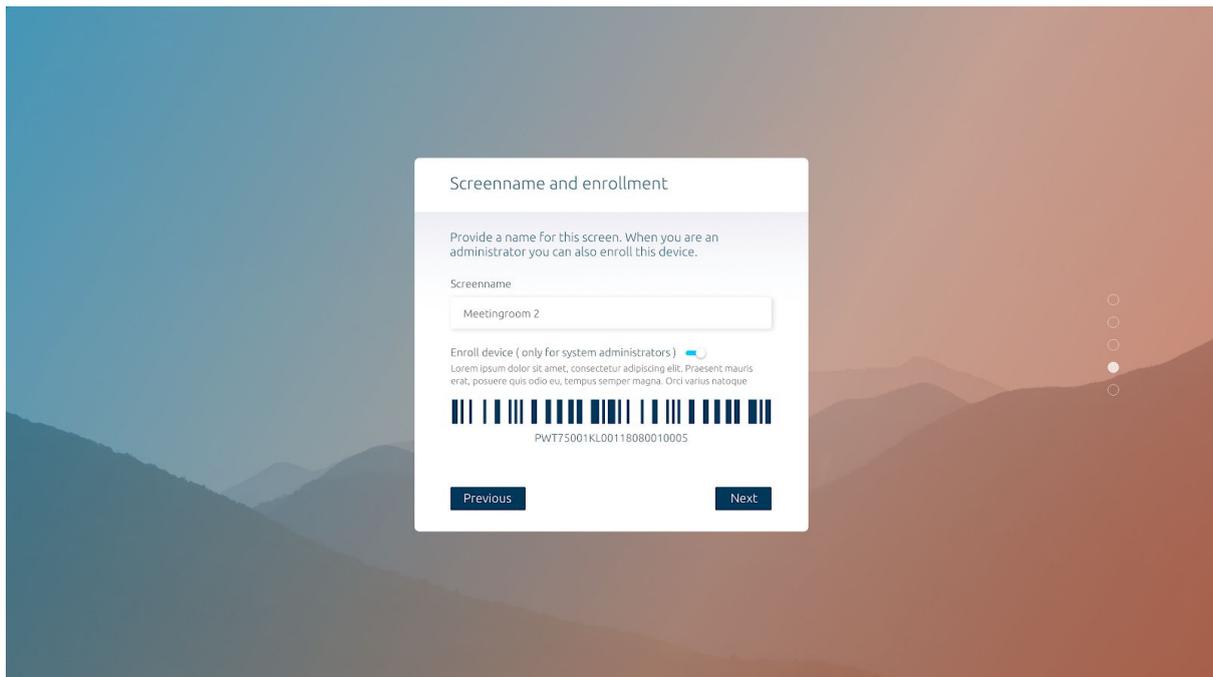
- Select a network to connect to
You can choose between a Wi-Fi network or an Ethernet connection

Terms and conditions



- Read and accept our general terms and conditions

Screen name and registration



- Personalise your Prowise touchscreen by giving it a name or title

Press 'Finish' to complete the settings. You can now get started with Prowise Central.

Prowise Central home



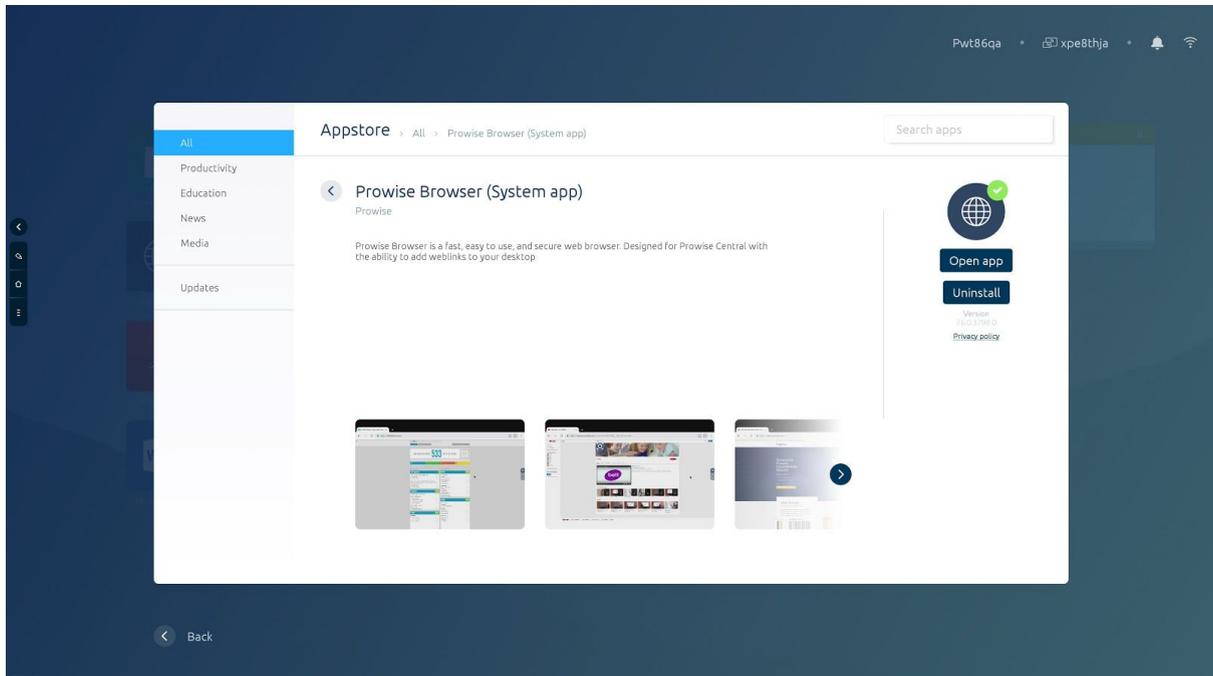
Prowise Central home is your starting point if you are working with a Prowise touchscreen. You can fully accommodate the home environment to your wishes and preferences in the latest version of Central 3.0. Change backgrounds, download your favourite apps, prepare ready-made links to your commonly used websites and add widgets to keep information at hand.

Prowise Store

The Prowise Store is an app store in which you can easily install applications on the Prowise touchscreen. The store is 100% safe and is managed by education and subject experts.

You can get started with essential programmes such as Microsoft OneNote, Word and Excel. The Microsoft Skype app provides unique possibilities for remote learning.

You can install these apps directly on the touchscreen. There is no need to install them in your Windows environment on your PC module first. This way you always have them at hand when you need them.

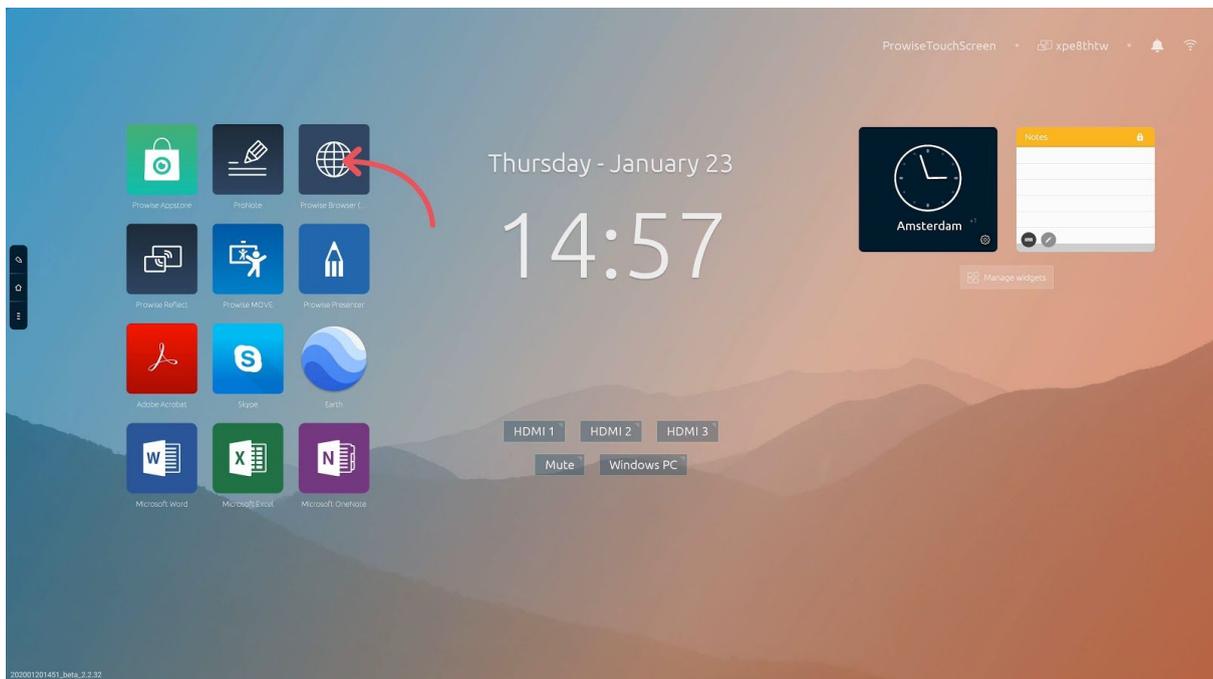


Installing apps

Installing apps in the Prowise Store is very simple.

1. Open the Prowise Store
2. Select the app you want to download
3. Now select 'Install'
4. The app is automatically downloaded and installed
5. You can immediately open or remove the app by selecting 'Open app' or 'Delete'.
6. Click on 'Home' to close the Prowise Store

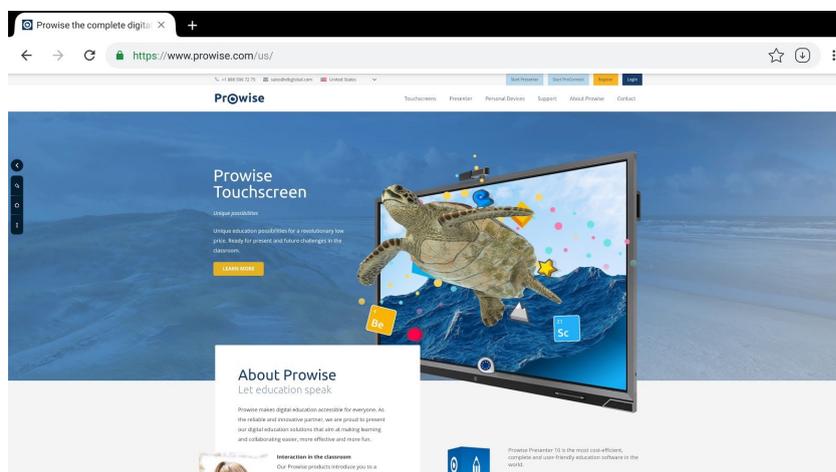
Prowise browser & app generator



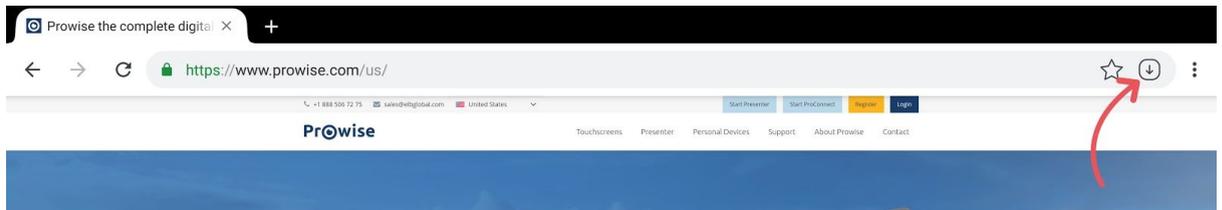
The Prowise browser app is installed on the touchscreen on default. Our Prowise browser is user friendly, entirely safe and lightning fast. Since it is specially made for our touchscreens, you enjoy an optimal user experience if you are playing videos for example.

The browser ensures that you can use the touchscreen as a real app generator. Transform every website into an app with the Prowise app generator. Add this app to your Prowise Central so you are always ready to go!

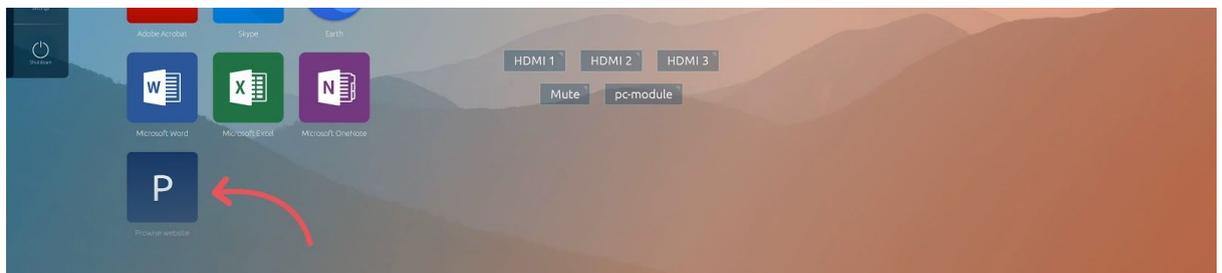
1. Open your favourite website via the Prowise browser



2. Select 'Create web link', fill in the title and the website is automatically converted into an app and added to the Prowise Central Home screen.



3. Close the browser, open the app!

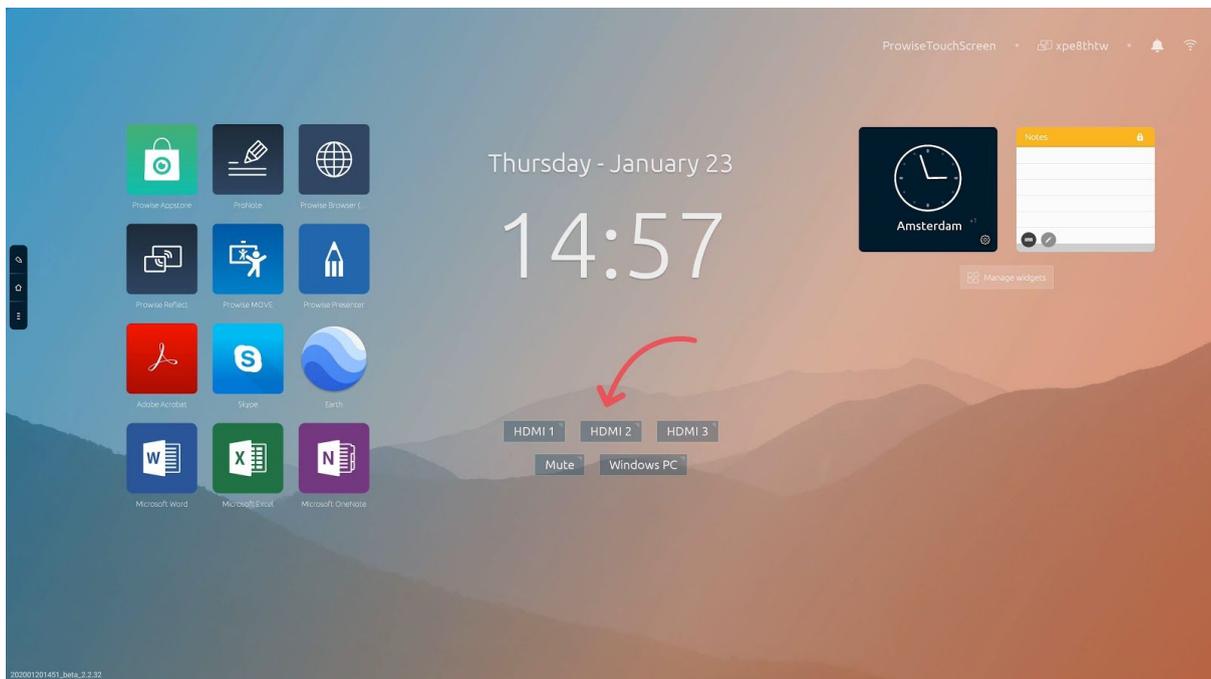


Prowise clock



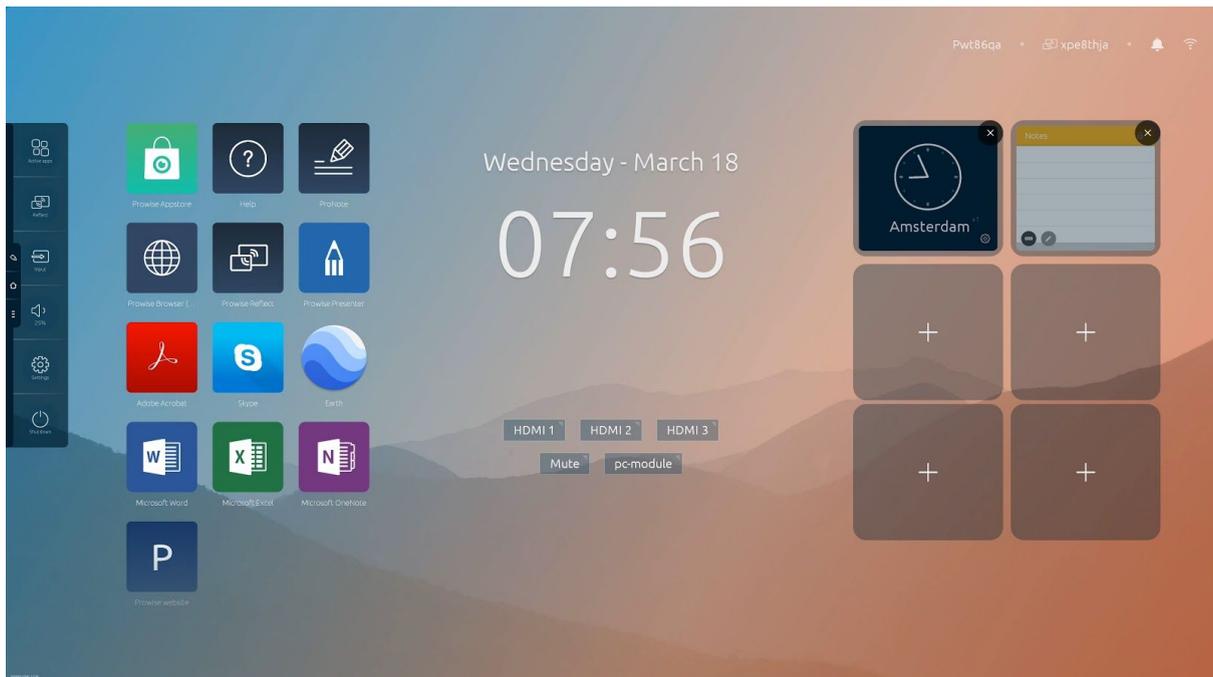
The Prowise clock is located in the middle of Prowise Central home. Switch between analogue and digital clock by clicking on it.

Useful links at hand



Below the Prowise clock there are useful and frequently used links. For example, buttons to select different input sources such as the PC module. With 'Mute sound' you can mute the audio at once. Soon you will be able to fully personalise these links.

Widgets, personalise your touchscreen

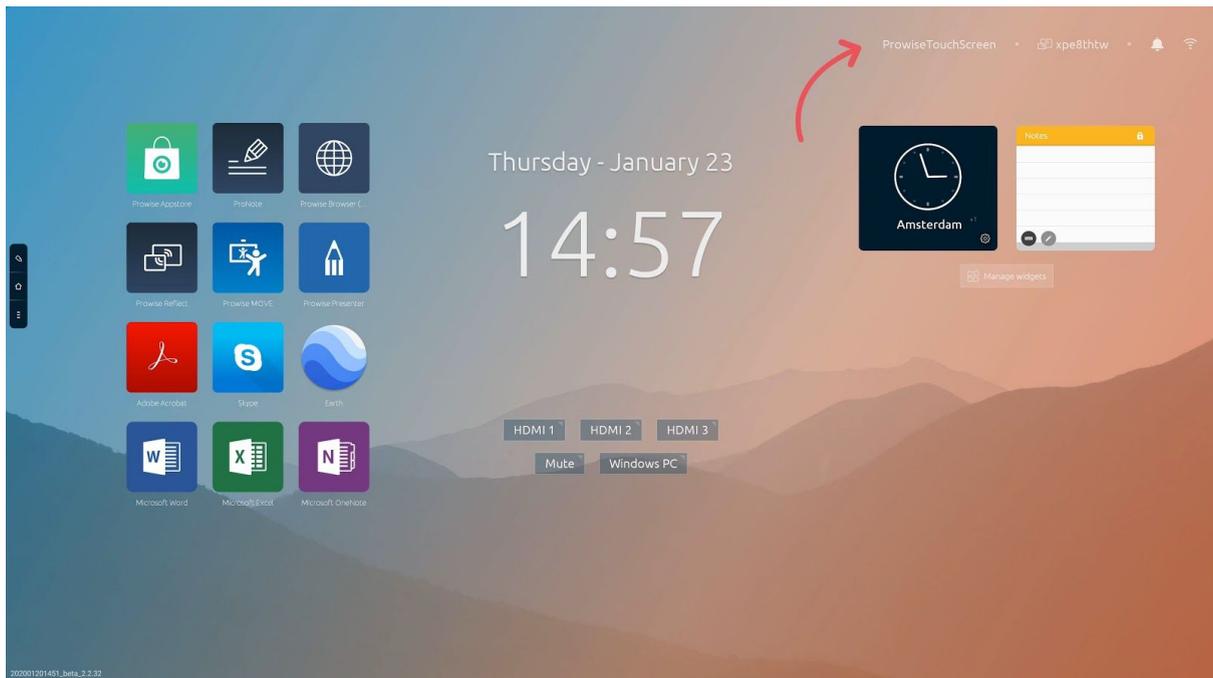


On the right-hand side in Prowise Central home you find the Prowise widgets.

You can further personalise your touchscreen with the Prowise widgets. A widget gives you information in an interactive way. For instance, a weather widget can show you the current weather and the clock widget can instantly tell you the time. The big advantage is that you can see the information directly in Central without the need to start up your app first. All the available apps in the Prowise Store that can be used with a widget, can be added to Central home.

Click on Manage widgets to add widgets. Press the plus icon to see which widgets you can add. You can remove a widget by clicking on the top right corner of the widget.

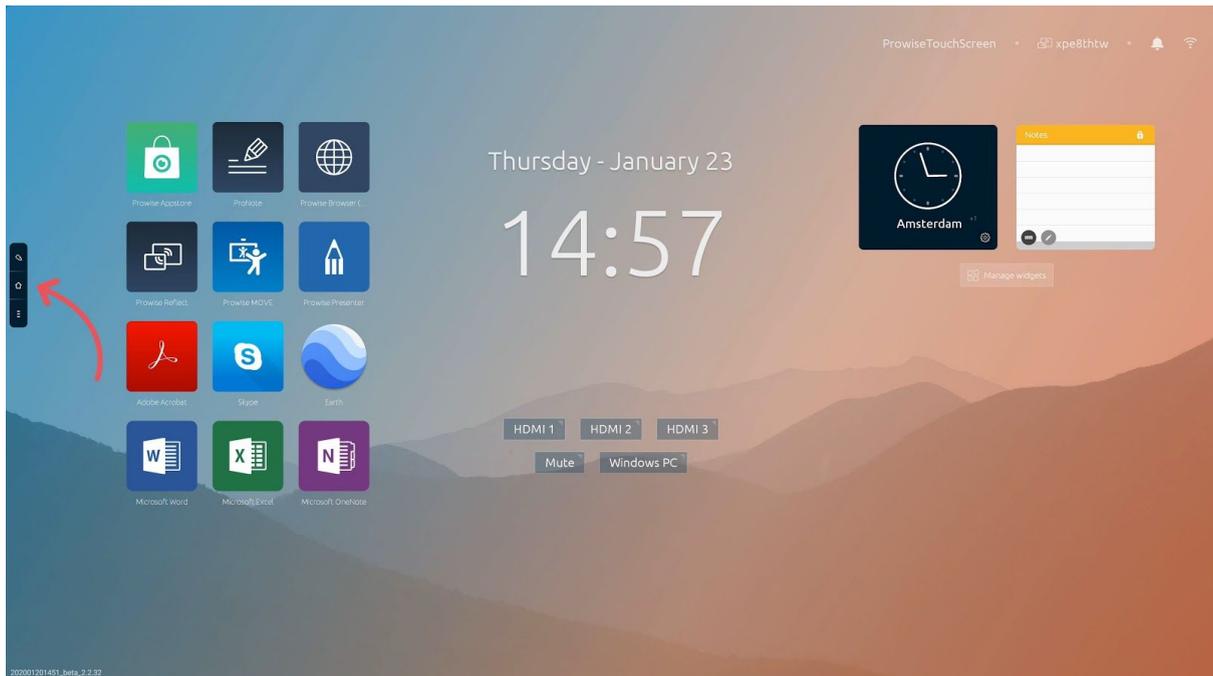
Essential information always visible



This essential information is always visible in the top-right corner of the screen.

- The screen name
- The code that can be used to directly connect to the screen with the reflect client
- Notifications
- Whether or not your screen is connected to the internet or ethernet

The Prowise Central menu



Three icons are always visible on the left-hand side of the Prowise touchscreen.

- Annotate icon: open direct annotate mode
- Home icon: go to Prowise Central home
- Three dots: open the Prowise Central menu

The Prowise Central menu unfolds on the left-hand side of the Prowise touchscreen. You can open the Prowise Central menu in three ways.

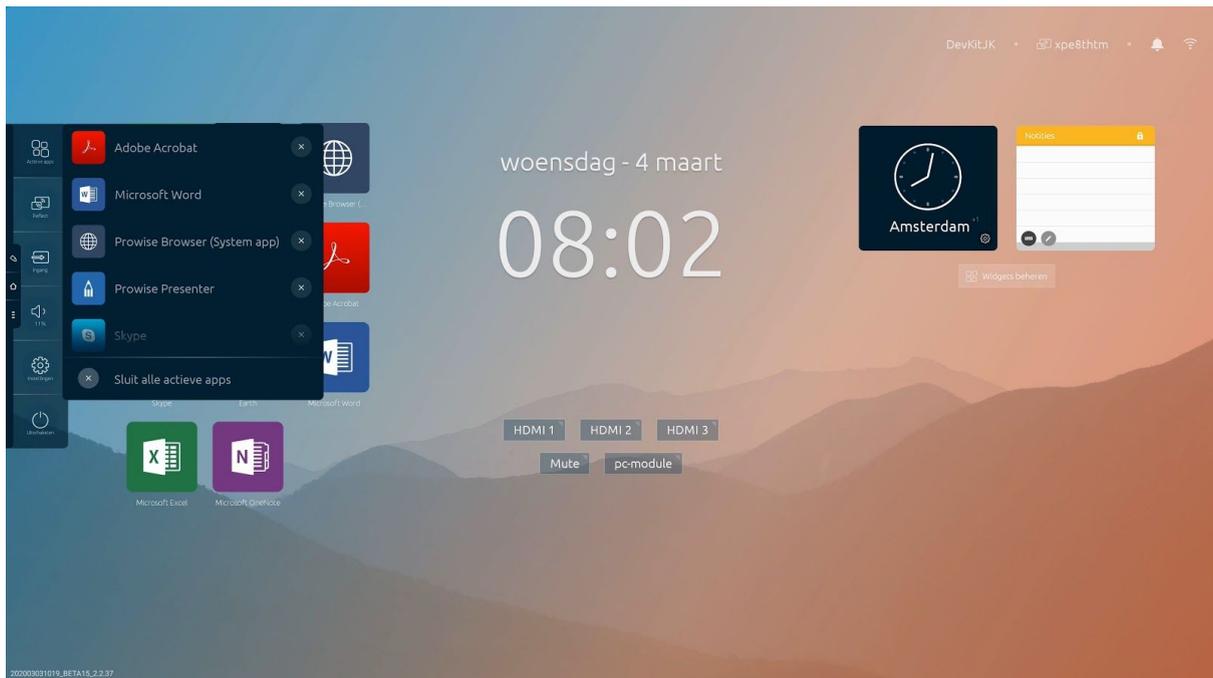
1. Press the three dots on the left-hand side of the screen
2. Press and hold down five fingers on the screen for a minimum of two seconds
3. Press the Prowise Central home button on the remote control.
4. Press on the power button on the center of the screen

The Prowise Central menu consists of the following items:



- Active apps
- Screencasting
- Input sources
- Volume
- Lift control
- Settings
- Power button

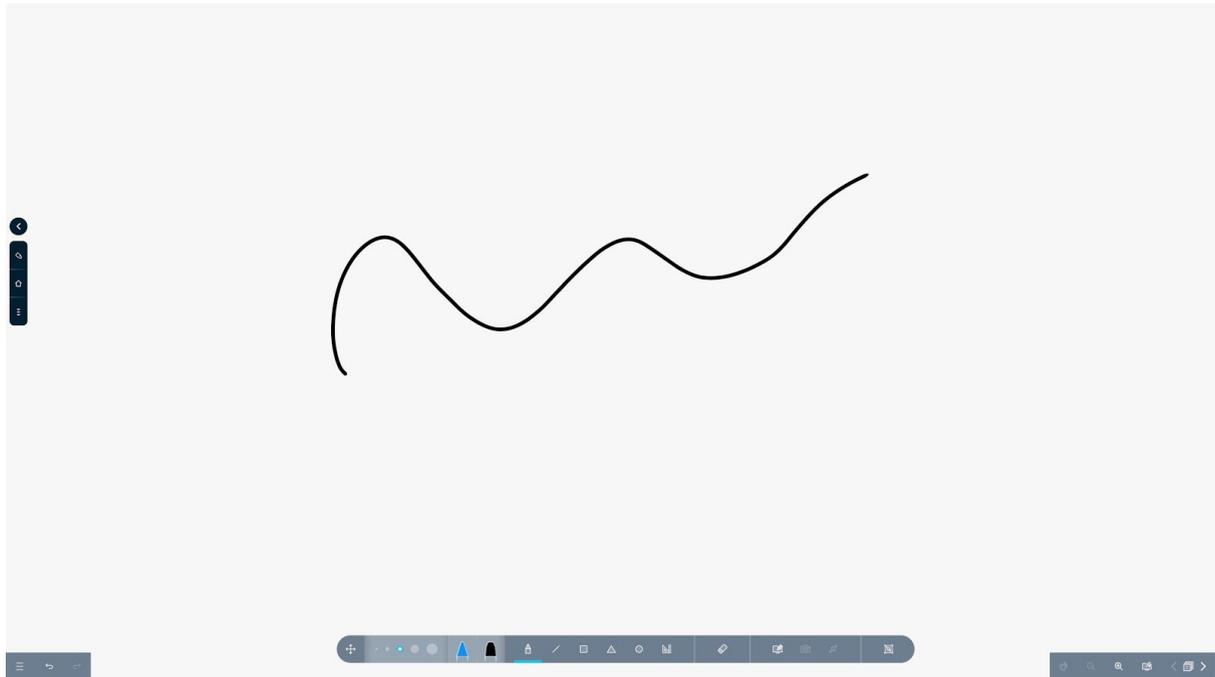
Viewing and closing active apps



View which apps are currently active on the Prowise touchscreen, just like with your smartphone/tablet.

- Press the 'x' icon to close the relevant app.
- Click on the 'x' icon for 'Active apps' to close all active apps at once.

ProNote



With ProNote you can easily take notes and add text (annotate) over existing websites and documents. ProNote will automatically open with a white canvas. The canvas offers the possibility to write, draw, mark and insert figures. ProNote supports multi-touch, which enables multiple persons to write on the screen simultaneously.

Gestures in ProNote

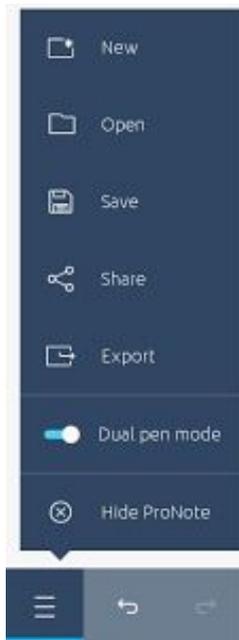
Zooming in / out

Move two fingers towards each other and away from each other to zoom out or in. Make sure you select the hand icon in the ProNote menu.

Eraser

Select the pencil and wipe the screen with your palm or fist to erase these particular parts.

File management



In the menu in the bottom-left corner of the canvas you can carry out the following actions:

- **New:** create a new ProNote session.
- **Open:** open a saved ProNote session.
- **Save:** save a ProNote session in a folder on the touchscreen or on a USB stick.
- **Share:** share a ProNote session via email or QR code. If you click on the QR code, it is enlarged so it becomes easy to scan also from a distance.
- **Export:** export a ProNote session as PDF file and save it on the touchscreen or on a USB stick.
- **Double pen mode:** use the thin tip of the pen only to write and use your finger or the thick tip of the pen to move objects.
- **Hide ProNote:** hide ProNote.

Undo action



You can undo or redo actions with the two arrows at the bottom of the page next to file management. Useful if you want to undo unwanted actions.

Toolbar

With the toolbar in ProNote you have all your whiteboard features easily accessible.

Move toolbar:



Move the toolbar by pressing the toolbar button and dragging it to a different place on the canvas.

Change line thickness:



The two Prowise pens allow you to write with both sides with a different line thickness for each side. It is also possible to set the line thickness of the two pen points independently.

Pen colour:



In order to choose a pen colour, the pen feature must be enabled first. Activate the pen by clicking on the toolbar button. You can now choose the colours of both pen points and the toolbar indicates the selected colours. You can also use the pen as a marker by adjusting the transparency of the colour.

Line feature:



With this tool you can select various line styles. Click on to line tool to select one of the available line styles.

Shape feature:



With the shape tool you can place circular, triangular and rectangular shapes of every size on the canvas.

Eraser feature:



You can choose one of three eraser options.

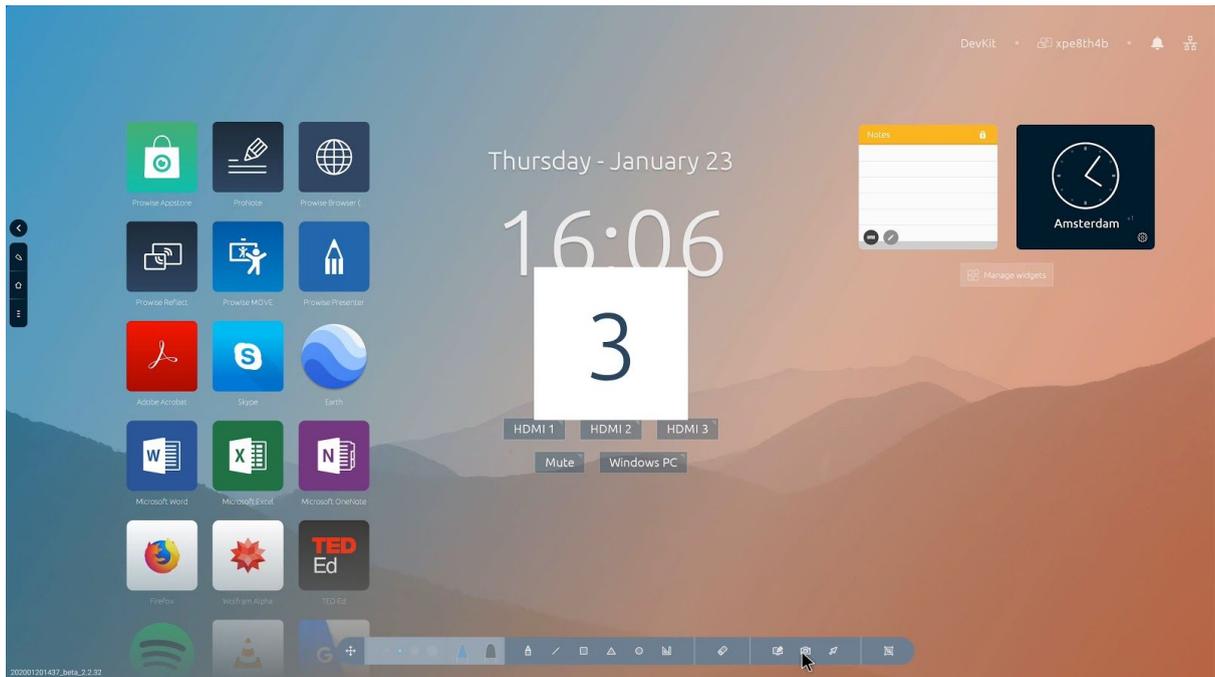
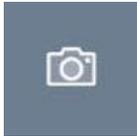
- Clear the entire canvas.
- Erase the framed part of the canvas.
- Erase parts of the canvas manually.

Annotate feature in ProNote



Use the annotate button in ProNote to take notes over the selected input source. For example, you can take notes over websites, files or applications. This way you easily add notes to any input source.

Screenshot



Use the camera icon to take a screenshot of your notes. The screenshot is automatically pasted on the ProNote canvas. Once on the canvas, you can edit the object to accommodate your preferences. Click on the annotate button once again to return to the canvas.

Arrow



Use the arrow button to control desktop elements in the background during an annotate session. Since the toolbar folds up and only the icon remains visible, you can get started in an orderly fashion before using the annotate feature. To start annotating, click on the icon at the bottom of the screen.

Select feature:



The select button in the toolbar enables you to select a part of the content on the canvas.

- Enlarge, reduce or move the selected frame
- Adjust line thickness and colour
- Duplicate the selected frame
- Delete the frame by clicking on the bin

Canvas management

Management of the canvas is available in the bottom-right corner of the page.

Hand icon:



The hand icon allows you to move, enlarge or reduce the canvas with pinching gestures.

Zoom feature:



Use the zoom feature to zoom in or out on the canvas.

Background colour canvas:



Choose a background of your liking by selecting one of the available colours from the pallet.

Page management:



The page management gives an overview of the current pages. Select a page to open it. Here you can also delete obsolete pages.

Screencasting



The Prowise touchscreen and Prowise Central support the following screencasting options. You have access to these features without additional costs, licences or cables.

- **Reflect** (screencasting from Windows, Chrome, MacOS and iOS devices)
- **AirPlay** (screencasting from MacOS or iOS devices)
- **Chromecast** (screencasting from Chrome devices created by Google and used in Chrome Devices, Chrome Browser, Microsoft Edge Browser)
- **Miracast** (screencasting from Windows devices)

Click on the icon to reveal additional information.

- Device name: the name of the Prowise touchscreen, so everyone can connect to the right screen.
- Security code: the code that can be used to directly connect to the screen with the Reflect client.

Click on the arrow to switch the four available protocols (Reflect, AirPlay, Chromecast and Miracast) on or off.

Prowise Reflect

Prowise Reflect is a Prowise app for casting the screen of external devices on the Prowise touchscreen. A maximum of four external devices can be connected to the Prowise touchscreen at the same time.

Support:

- Reflect is supported by the following operating systems:

Screencasting protocol	Supported operating systems	Touch functionality
Prowise Reflect	Windows, Mac OSX, Android, Chrome OS	X
Apple Airplay	Mac OSX and iOS	
Chromecast	Chrome OS, Windows, Mac OSX, Android	
Miracast	Windows, Android	

Prowise Reflect can be activated in the Reflect app in Prowise Central. Here you can also activate the Reflect pin code and switch the various protocols on or off.



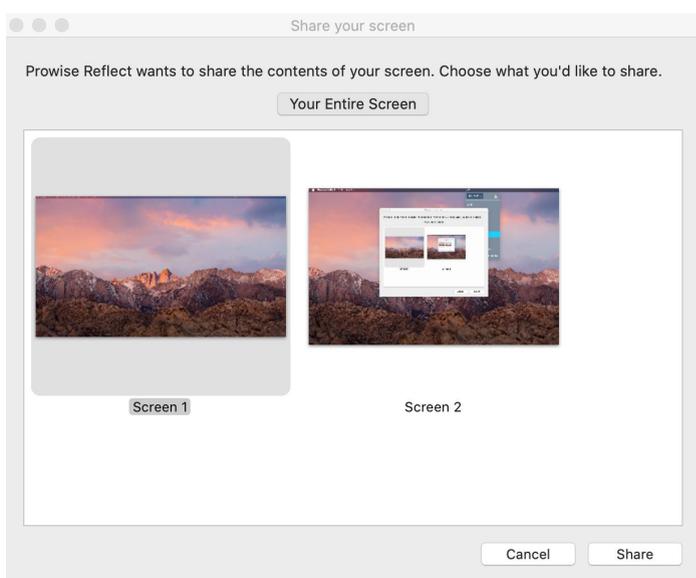
Making a Reflect connection

Install the Reflect app on a device to connect it to the touchscreen. You can download the Reflect app from [the Prowise website](#). Carry out the following steps to connect the device to the Prowise touchscreen:

1. Open the Reflect app on the device (laptop, PC, tablet)
2. The app opens and automatically searches for available Prowise touchscreens



3. A list with detected Prowise touchscreens appears
4. Select the Prowise touchscreen of your choice
5. Enter relevant security code if necessary
6. The device will automatically connect to the Prowise touchscreen
7. The screen overview will appear on the Prowise touchscreen.
8. The notification 'Share your screen' will now appear on your device. Press 'Share'



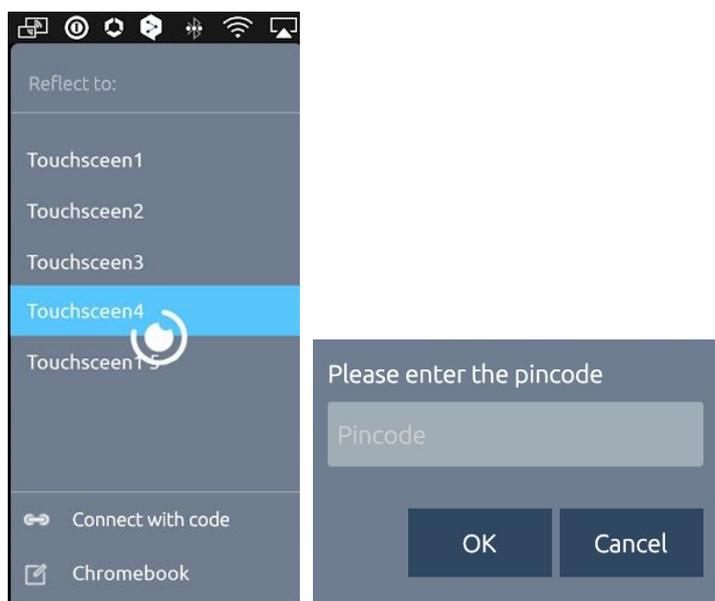
9. The shared screen is now broadcast on the touchscreen

Enlarge one of the four screens of the external devices by clicking on it. It is now possible to operate the external device from the Prowise touchscreen (applies to MacOS and Windows). You can open the Prowise Central menu and take notes over the existing screen with ProNote while using Reflect.

Pin code

You can switch the pin code feature on or off in the Prowise Central menu. When the pin code is activated, Reflect and AirPlay will generate a pin code that is to be entered on the device in order to establish a connection with the screen. The pin code ensures that only the users who can see the code on the Prowise touchscreen can connect their external device by means of a Reflect session.

It is important that the latest version of the Reflect app has been installed on your device in order to use the pin code functionality in Reflect.



The Reflect taskbar

When a Reflect connection is established the video stream of your personal device is visible fullscreen. In this fullscreen window, in the bottom right corner, two buttons are visible. A "cross" button, with which you can close a connection from the screen, and a "keyboard" button to open up the on-screen keyboard. By pressing the home icon on the quickmenu a Reflect session can also be disconnected.





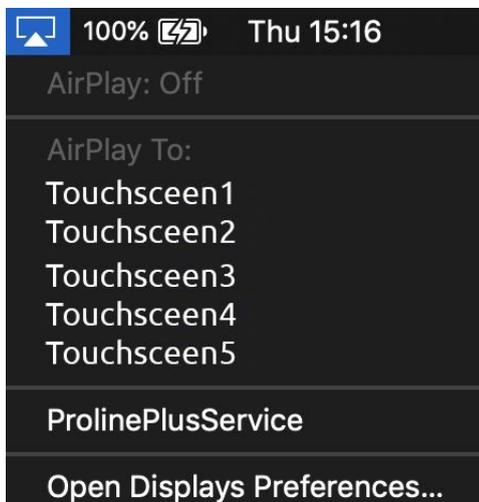
Note

In order to use Reflect, the Prowise touchscreen and the device ought to be connected to the same internet network. The speed and smoothness of the Reflect connection is dependent on the quality of the network connection.

AirPlay from MacOS and iOS devices

You can cast the screen of your MacOS or iOS device on the Prowise touchscreen via AirPlay. Make sure that the device and the Prowise touchscreen are connected to the same internet network. No need for external apps, licences or cables.

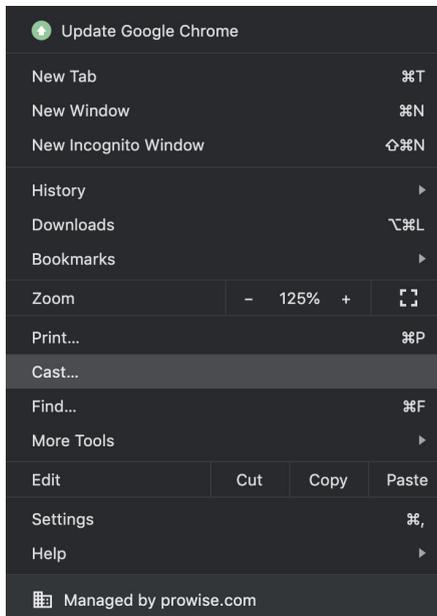
- Select your MacOS or iOS device on the AirPlay icon in the menu bar.
- A pop-up menu appears.
- Select the name of your Prowise touchscreen in the list.
- Enter the security code if necessary.
- The device will automatically connect with the Prowise touchscreen.
- To stop AirPlay, click on the AirPlay icon in the menu bar again and click on close AirPlay.



Chromecast from Chrome OS devices

Our touchscreens are equipped with Chromecast. Chromecast allows you to easily share the screen of your Chromebook with the Prowise touchscreen. Both the screen and the audio are streamed in high quality. Make sure that the Chrome device and the Prowise touchscreen are connected to the same internet network. No need for external apps, licences or cables and get started immediately!

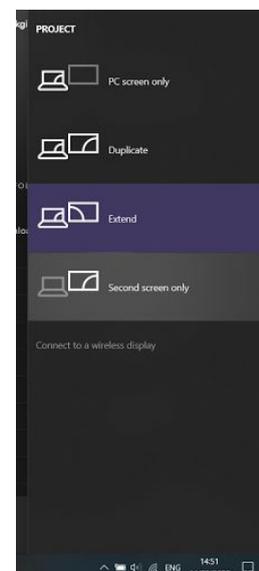
- Click on the three dots in the top-right corner in the Chrome browser
- Select Cast...
- Select the right screen
- Enter the security code if necessary
- Your Chromebook now automatically connects to the touchscreen



Miracast from Windows devices

With Miracast you can share the screen of your Windows device with the Prowise Touchscreen. Make sure that the device and the Prowise Touchscreen are connected to the same internet network. No need for external apps, licences or cables and get started immediately!

- Access the Action Centre in the bottom-right corner of the screen
- Select Cast
- Click on Connect to wireless screen
- Select the Prowise touchscreen you wish to connect to
- Enter the security code if necessary
- Your Windows device automatically connects to the touchscreen



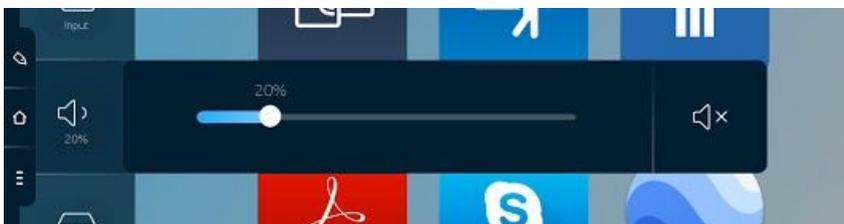
Changing input source



This feature in the Prowise Central menu allows you to change input source. For instance, you can switch from the PC module to the HDMI1 input.

Whatever input source you choose, the three icons to access the Prowise Central menu always remain visible on the left of the screen, unless you turn off the quick menu. Open Prowise Central home by clicking on the home icon.

Regulate volume



Adjust the volume with this feature of the Prowise Central menu. Drag the dot to the right to increase the volume and to the left to decrease the volume. Click on the mute button to turn off all sound at once. The menu can also be adjusted with the remote control.

Integrated lift control



With this menu you can operate the Prowise iPro lift system that is connected to the Prowise touchscreen. The options available depend on the model of the Prowise iPro lift system to which the screen is installed.

- Adjust the height of the Prowise touchscreen
- Tilt the Prowise touchscreen (only possible in combination with the iPro Tilt Lift or the iPro Toddler)
- Set a specific lift height or position as your favourite.
- Let the lift get into to your previously selected favourite position automatically.

Carry out the following steps to set a particular lift setting as your favourite:

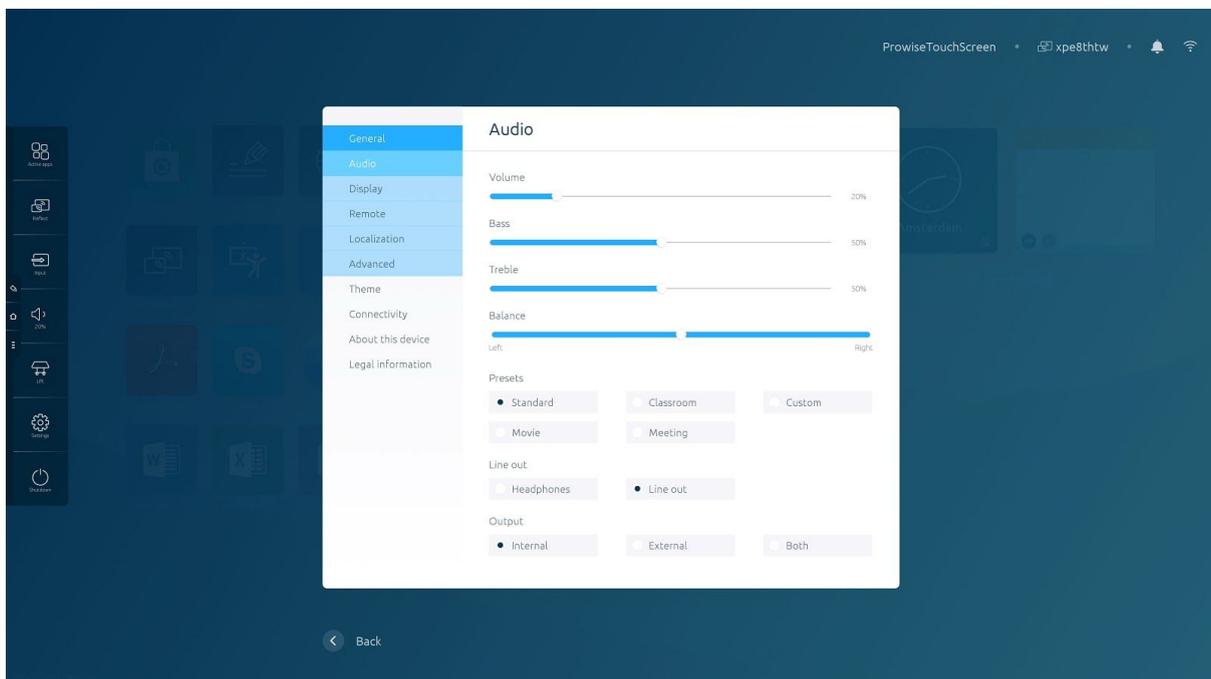
- Set the preferred height and, if applicable, the desired tilt angle of the lift with the arrows in the menu
- Press and hold one of the presets in the menu for a few seconds. The lift position has now been saved.

Settings

Here you find all the settings of the Prowise touchscreen and Prowise Central.

General

Audio



Use the audio menu to adjust the audio settings.

- Volume: regulate the volume.
- Bass: regulate the bass intensity.
- Treble: regulate the high pitches.
- Balance: regulate the balance between the left and right speaker.

Choose one of five preset options:

- Default
- Film
- Classroom
- Conference
- Custom

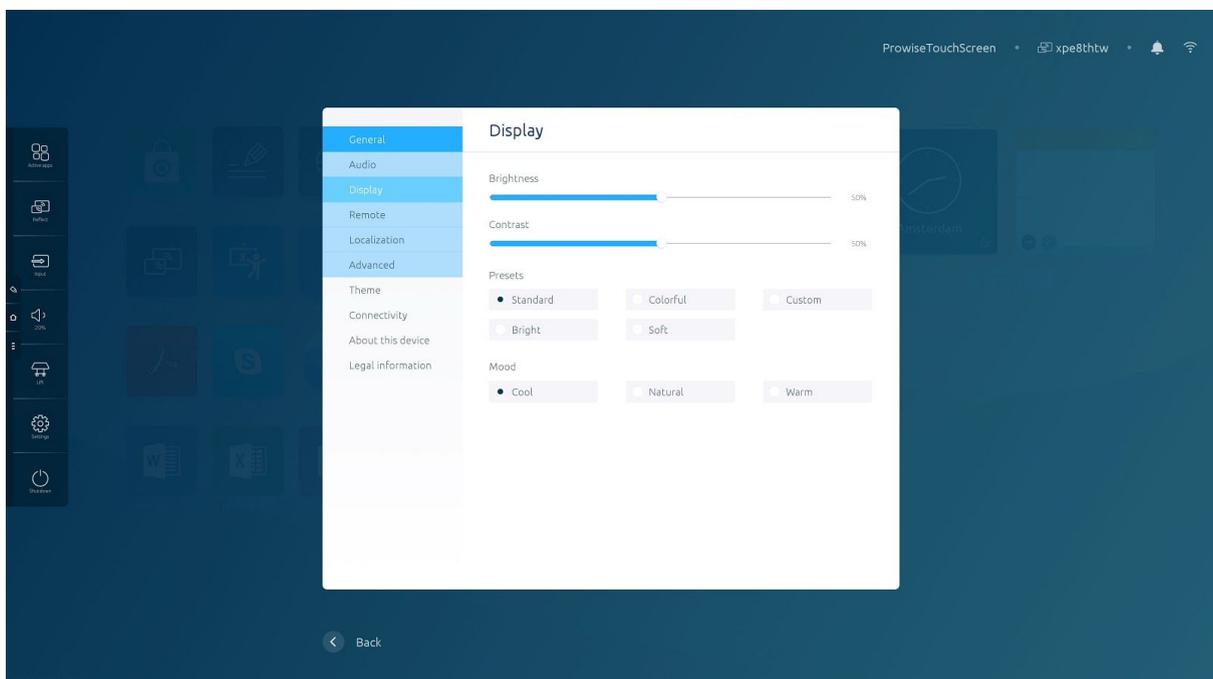
Under Line output, select the right setting corresponding to the audio output device you are connecting to the analogue audio port.

- Headphones: choose this setting when connecting headphones to the 'analogue audio port'. Regulate the volume of the headphones with the volume slider of the Prowise touchscreen.
- Line output: choose this setting when connecting external speakers to the 'analogue audio port'. Regulate the volume of the external speaker with the volume slider on your external speaker. The volume control of the screen is now disabled.

Select output:

- To play audio, select 'external' when an external speaker is connected.
- Select 'internal' to activate the speakers on the Prowise touchscreen.
- Select 'both' to play sound through the external speaker as well as the internal speaker.

Display



Use this menu to adjust various display options.

- Brightness: adjust the brightness of the screen.
- Contrast: increase or decrease the contrast of the screen.

Choose one of five preset options:

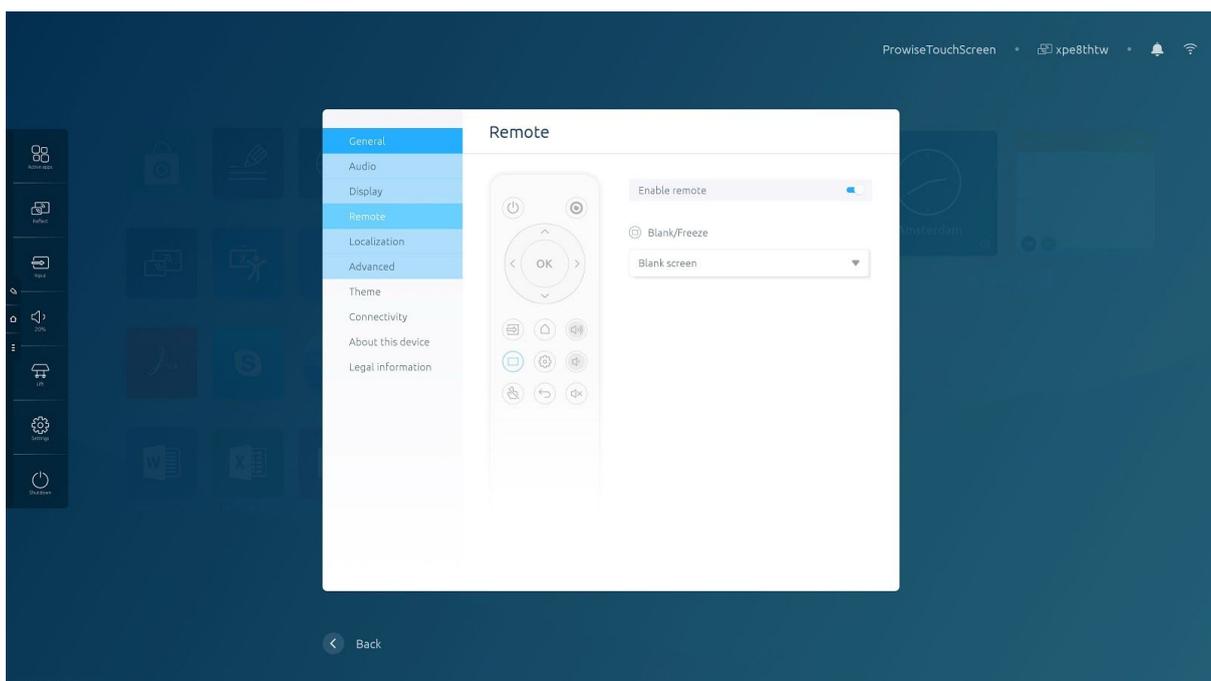
- Default
- Bright
- Colourful

- Soft
- Custom

Choose your desired atmosphere:

- Cool
- Natural
- Warm

Remote

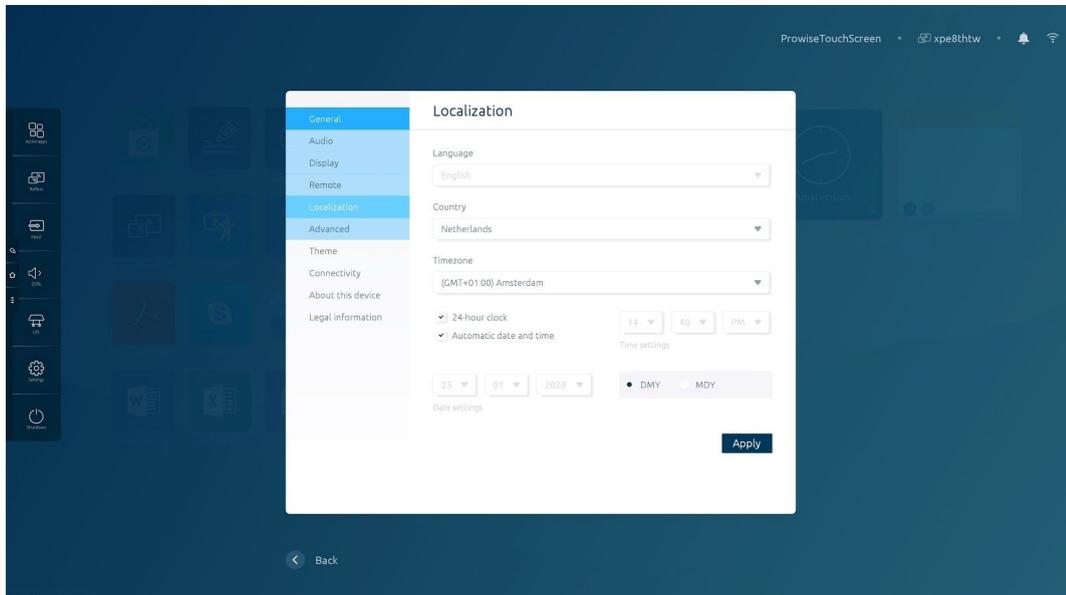


In this menu you can disable the remote control.

It is also possible to set the highlighted button on the remote control as freeze button or black screen button. You can set one of these settings, not both.



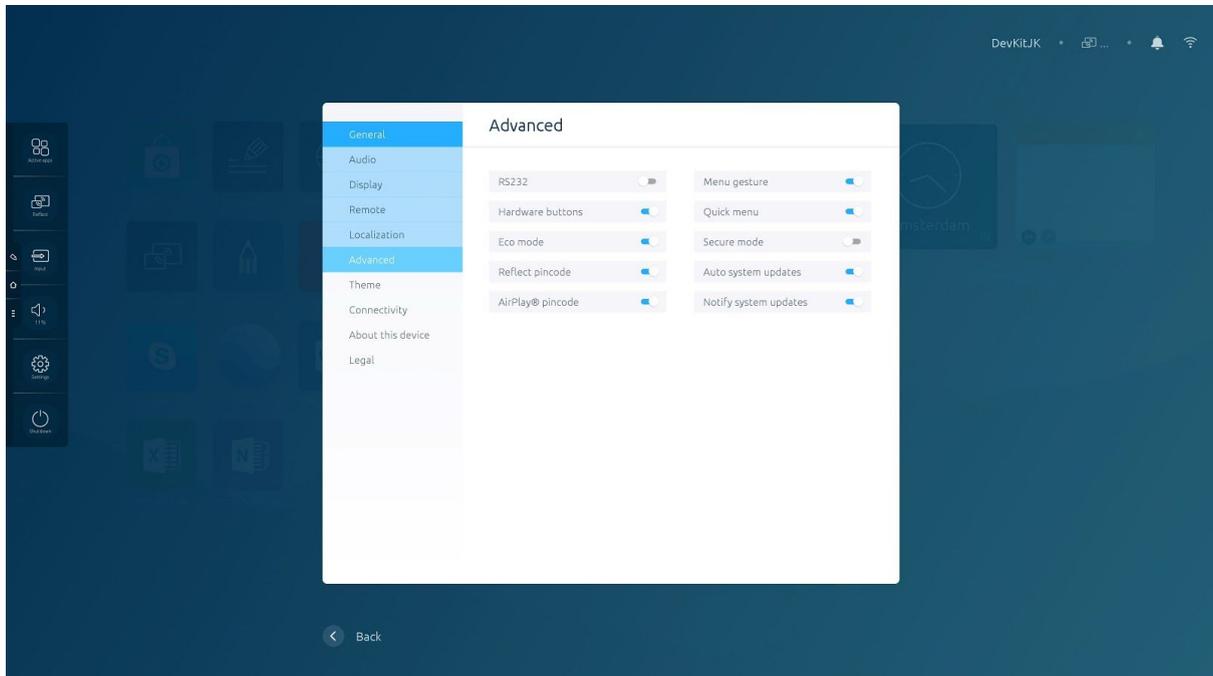
Note! it is not possible to block both the buttons on the control panel and the remote control at the same time in the Prowise Central menu.



In this menu you can set the language, country and time zone independently of each other.

- Choose between the 12-hour clock or 24-hour clock.
- Choose whether to set the time and date automatically
- Change the date display
 - mm/dd/yyyy
 - dd/mm/yyyy

Advanced



In this menu you can switch the following settings on or off.

RS232

The serial control RS232 can be disabled when it is inactive. RS232 allows you to operate the Prowise touchscreen through another device by means of a wired serial cable. You can find the RS232 codes in the appendix of the manual of the relevant touchscreen on our website.

Menu gesture

There are multiple ways to open the menu. Open the menu by holding five fingers on the Prowise touchscreen for two second, use the remote control or press the Power button on top of the Prowise touchscreen. In case 'Menu gesture' is disabled, holding five fingers on the touchscreen does not open the menu. The menu can only be opened by using the remote control and the Power button on top of the Prowise touchscreen.

Hardware buttons

To disable the control panel on the touchscreen, switch on the 'disable buttons' option. Note: it is not possible to block both the buttons on the control panel and the remote control at the same time in the Central menu.

Quick menu

The menu button is the one with the Central home icon that is always displayed on the left-hand side of the screen, in any input. The Prowise Central menu will open once you press this button. Here you can also hide the menu button by toggling it. If you choose to hide the menu bar, you can make it re-appear by pressing down on the screen with five fingers, using the remote control or with the Power button on top of the Prowise touchscreen.

Eco mode

The Eco mode ensures our screens comply with the ENERGY STAR standards. This mode limits the brightness of the screen to reduce energy consumption. The Eco mode is switched off on default and can be switched on in this menu.

Secure mode

This allows you to secure specific parts of the Prowise Central menu with a pin code. After setting the pin code, the following Central menu components are now inaccessible:

- Advanced menu
- Adding and deleting widgets
- Adding or deleting apps

Reflet pincode

When the Reflect pincode is active a user will need to enter a pincode before being able to connect with the screen through the Reflect client

Airplay® pincode

When the Airplay® pincode is active a user will need to enter a pincode before being able to connect with the screen through Apple Airplay®

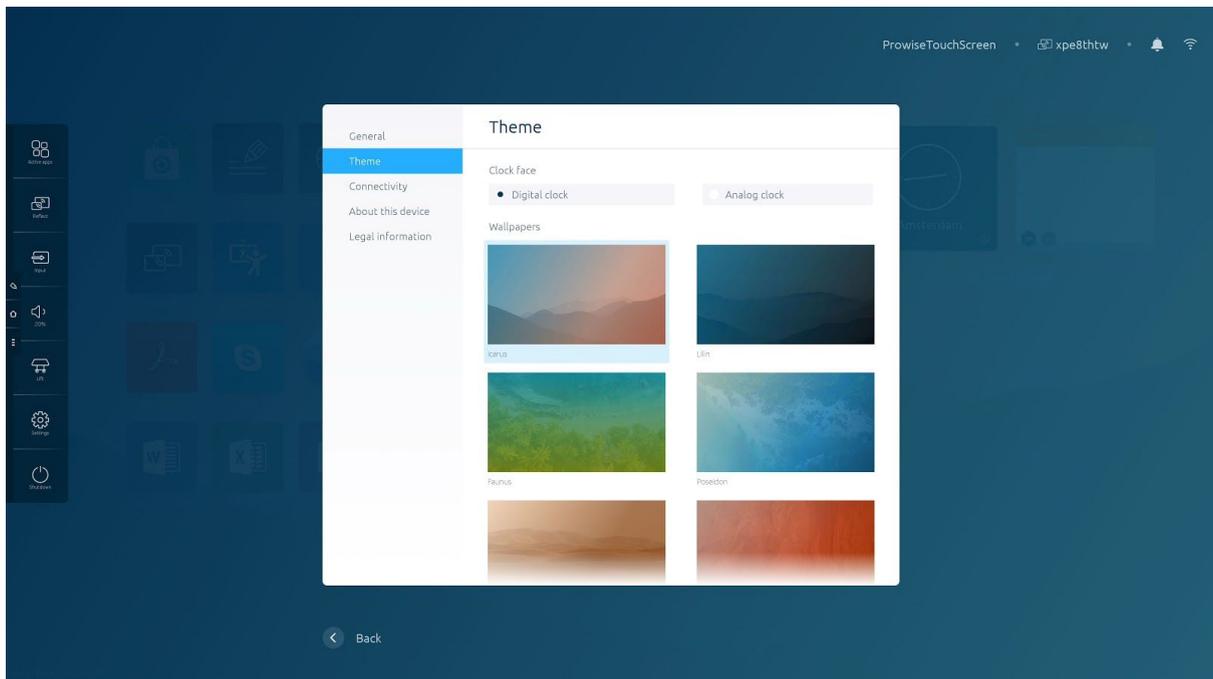
Auto system updates

When this function is active the system will automatically check for updates. If there are updates available then the user will get a notification at shutdown to install the updates

Notify system updates

When this function is active the system will notify the user through the notification manager if a new update is available

Theme



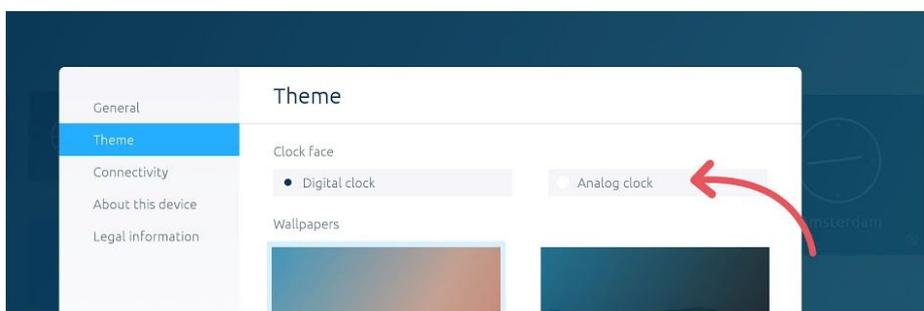
In this menu you can select various backgrounds for your Prowise Central home environment.

You can choose one of six options

- Icarus
- Lilin
- Faunus
- Poseidon
- Xerxes
- Phobos

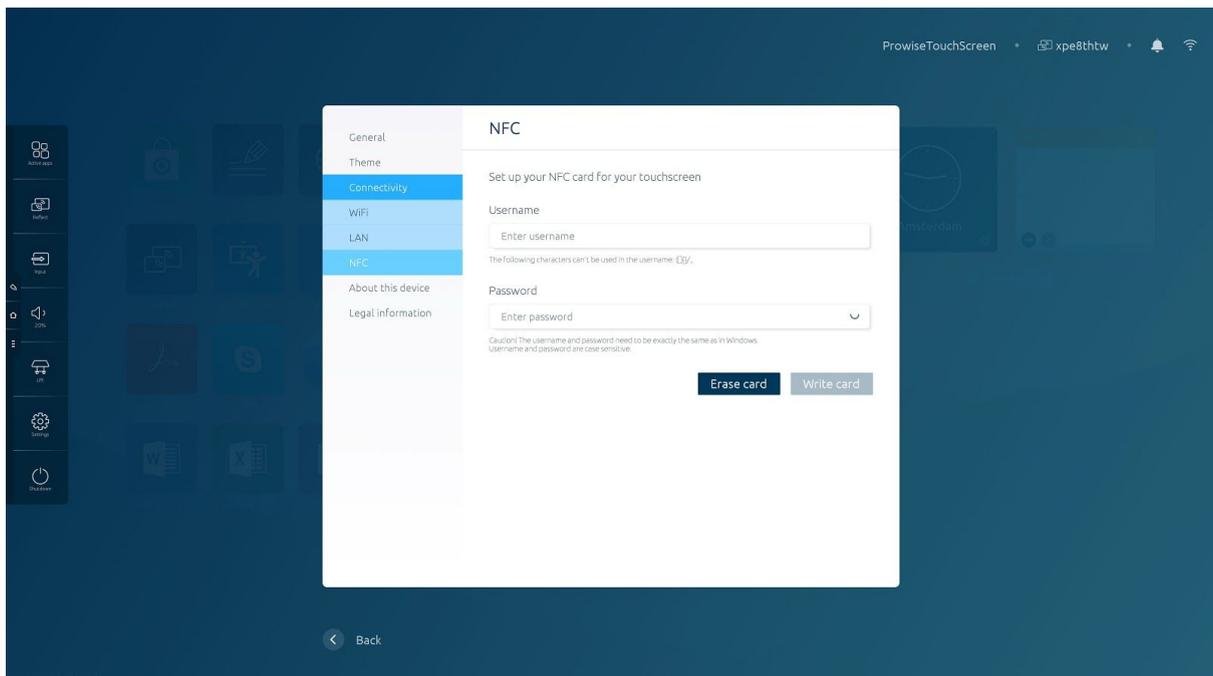
Soon you are also able to choose your own image.

In this menu you can also switch between Digital clock and Analog clock.

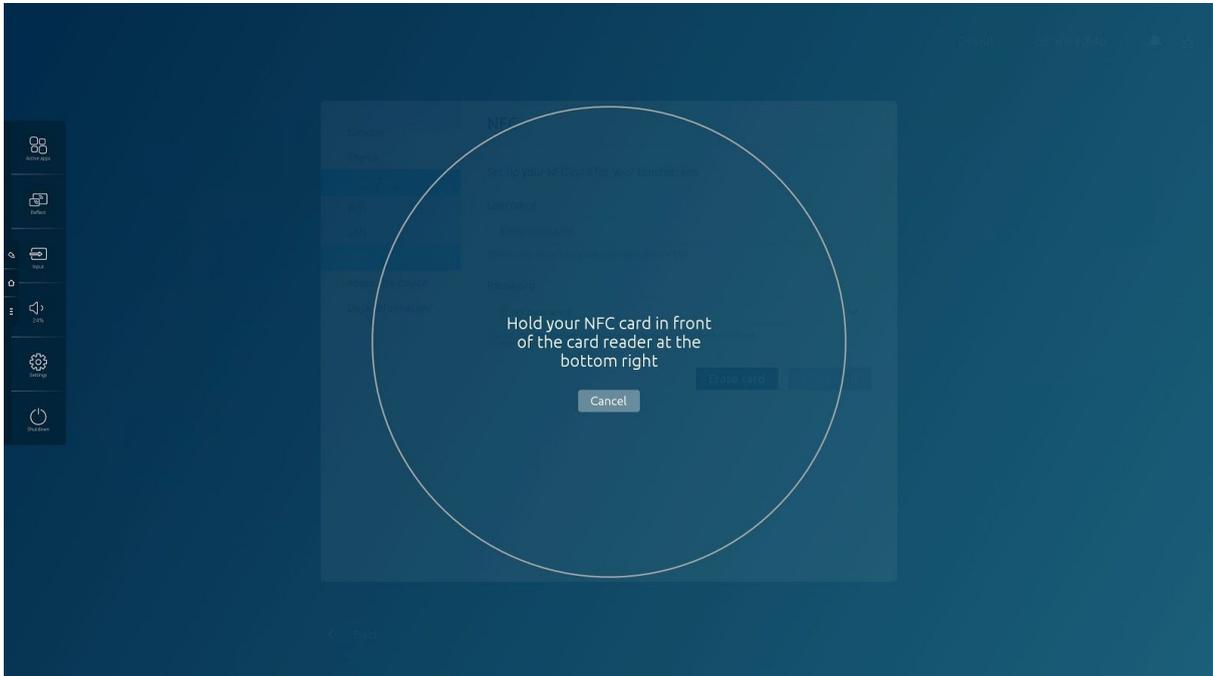


Connectivity

NFC



The NFC feature allows you to log in to Windows on the internal PC module with your personal NFC card, programmed in the Prowise touchscreen. The NFC card can not be used to login into Prowise Central, only for the OPS module.



Carry out the steps below to program the NFC card.

First install the NFC tool in Windows, you can download it [here](#).

Central:

- Enter the username and password in the Prowise Central NFC menu

NOTE: the username and password need to be exactly the same as set in Windows and/or Prowise Central. Please note that passwords are case sensitive.

To get the correct username in Windows please use the following steps.

Windows:

- Hold down the Windows Key, and press "R" to bring up the Run window
- Type "CMD", then press "Enter" to open a command prompt
- At the command prompt, type the following then press "Enter": whoami
- The computer name or domain followed by the username is displayed
- These details needs to be used to write the correct username to the password

Central:

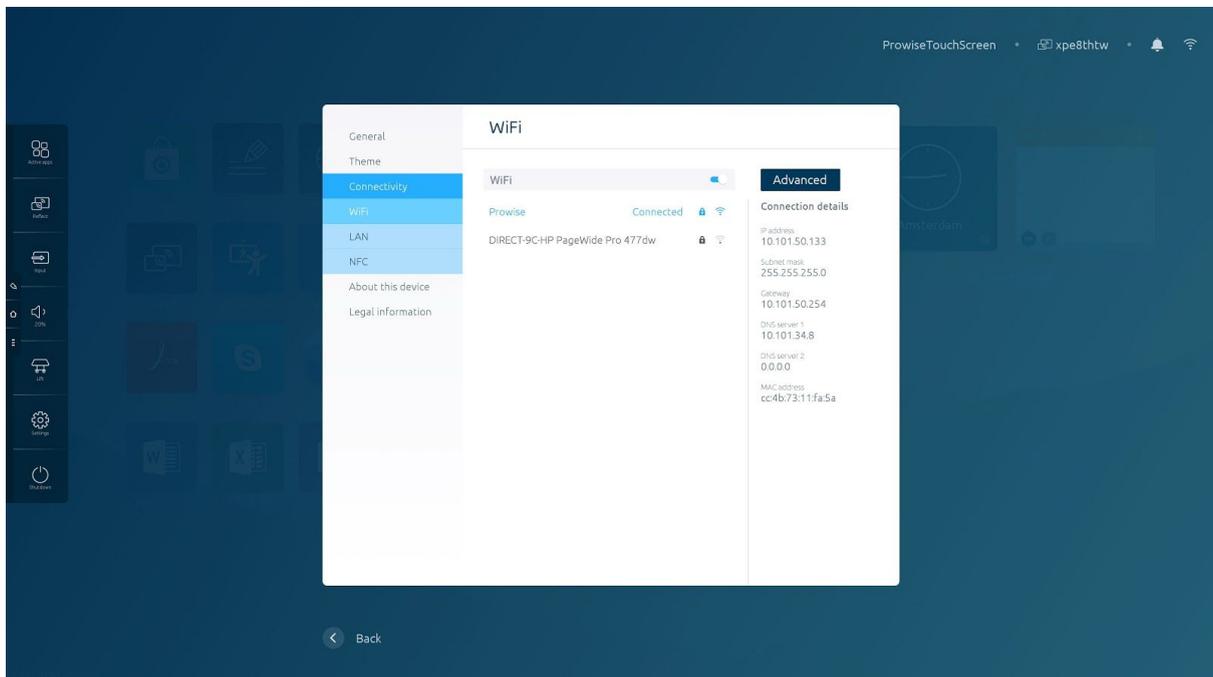
- Select Write card.
- You will be prompted to hold the NFC card to the NFC sensor in the bottom-right of the screen

NOTE: this applies for both the Prowise Touchscreen and ProLine+ models. If the NFC card is not properly programmed, please carry out the steps listed above again.

In case you want to reprogram an NFC card, it has to be cleared first. You can clear the NFC card as follows:

- Click erase card
- You will be prompted to hold the NFC card to the NFC sensor in the bottom-right of the screen

Wi-Fi



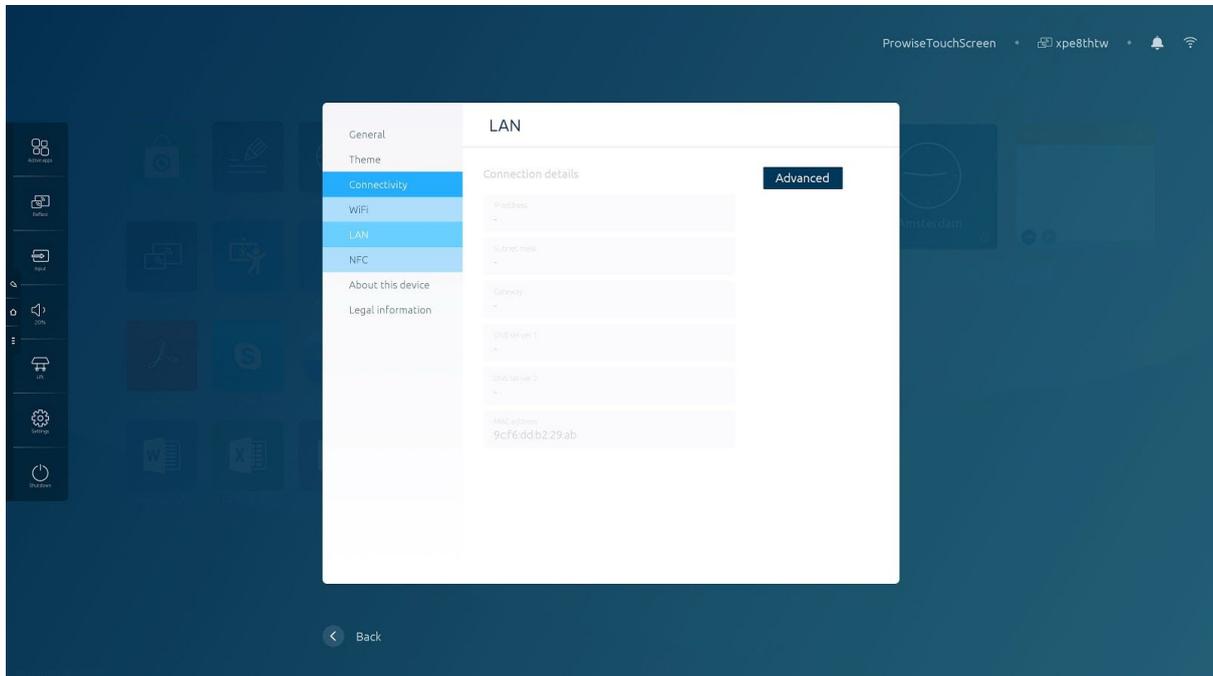
You can of course connect the Prowise touchscreen with a WiFi network.

- Click on 'WiFi' on the Prowise touchscreen to search for the available networks.
- Select the desired network
- Enter the password and select 'Connect'.
- The screen is now connected to the WiFi network.

On the right it shows the information such as the network details (IP, DNS, MAC).

Click on 'Advanced' to unfold the expanded menu.

LAN

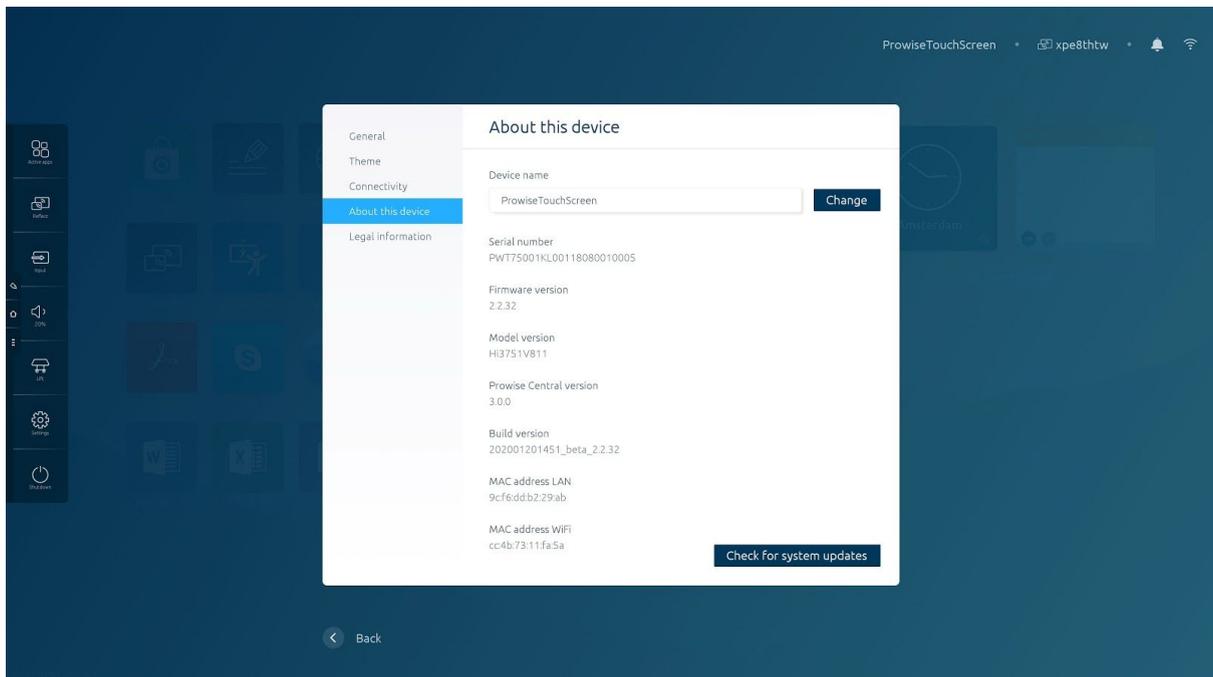


This is how to establish a connection with the internet through a network cable:

- Connect the network cable to the LAN port of the Prowise touchscreen.
- In the Central settings menu, go to 'Connectivity'. 3. Select 'Ethernet' and flip the Ethernet switch.
- A wired connection has now been established.
- Press 'Advanced' to display advanced network settings.

Once an ethernet connection is established, the WiFi network is automatically disconnected and vice versa. On the right it shows the information such as the network details (IP, DNS, MAC).

About this device

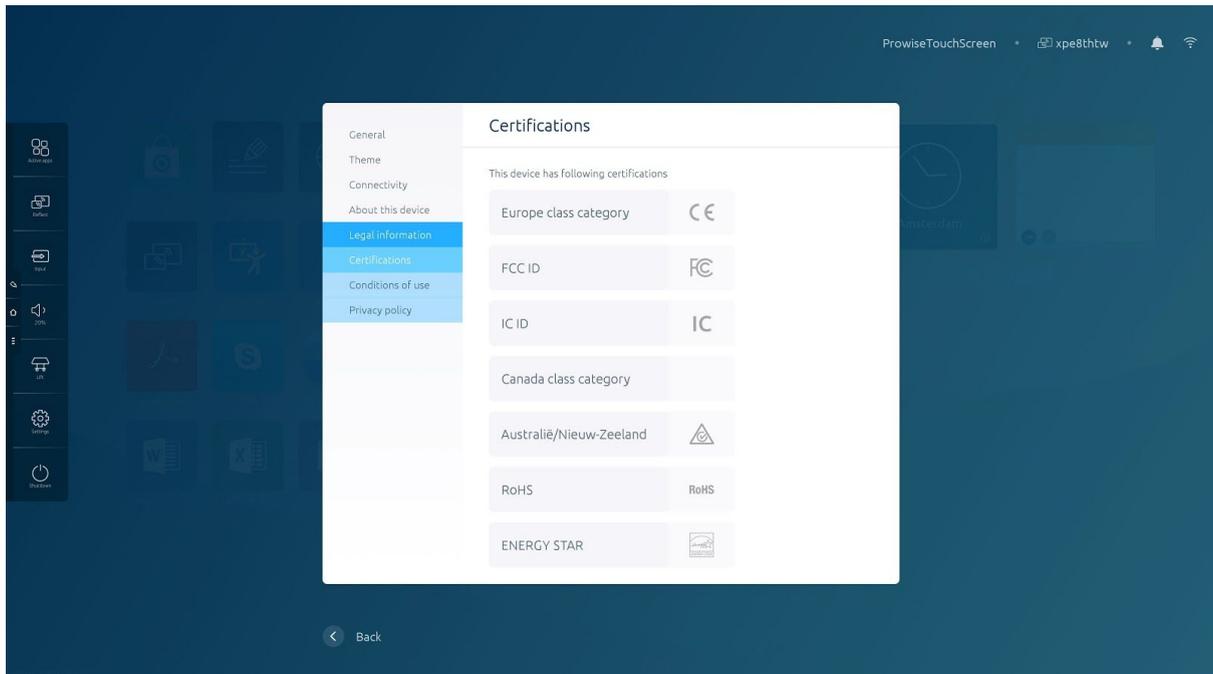


This menu contains important information about your Prowise touchscreen.

- Name of the screen: The name of the screen is important when screencasting and can also be found in Prowise Central home. The name is also important if the screen is installed on a mobile lift and moved from classroom to classroom. This way the screen always returns to the right place.
- Serial number: The serial number of the screen is important for service purposes. When contacting Prowise about the screen, the serial number is always required. The serial number can also be found on the sticker on the right of the screen.
- Firmware version: Displays which version of the software firmware is installed on the screen. Here you can check whether you have the latest version installed.
- Central version: Displays which version of Prowise Central is installed on the screen. Here you can check whether you have the latest version installed.
- Model type: Displays the type/model of the screen (for instance: Prowise Touchscreen G2).

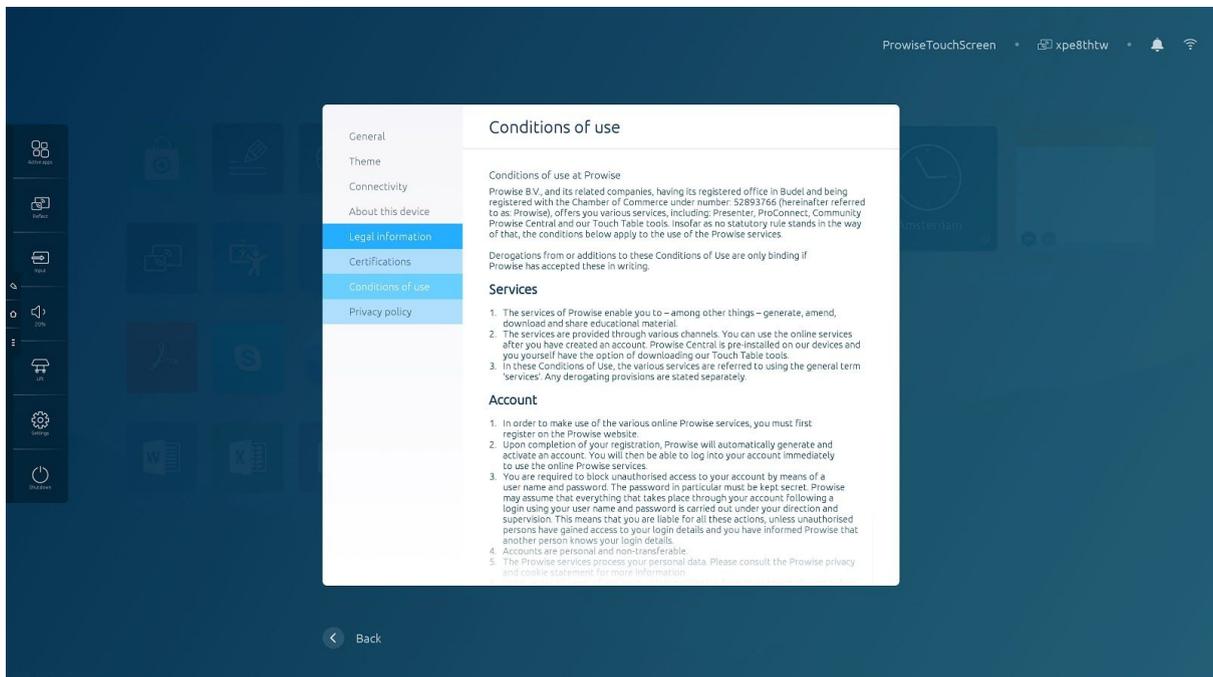
Legal information

Certifications



Here you find all the certifications of the Prowise touchscreen.

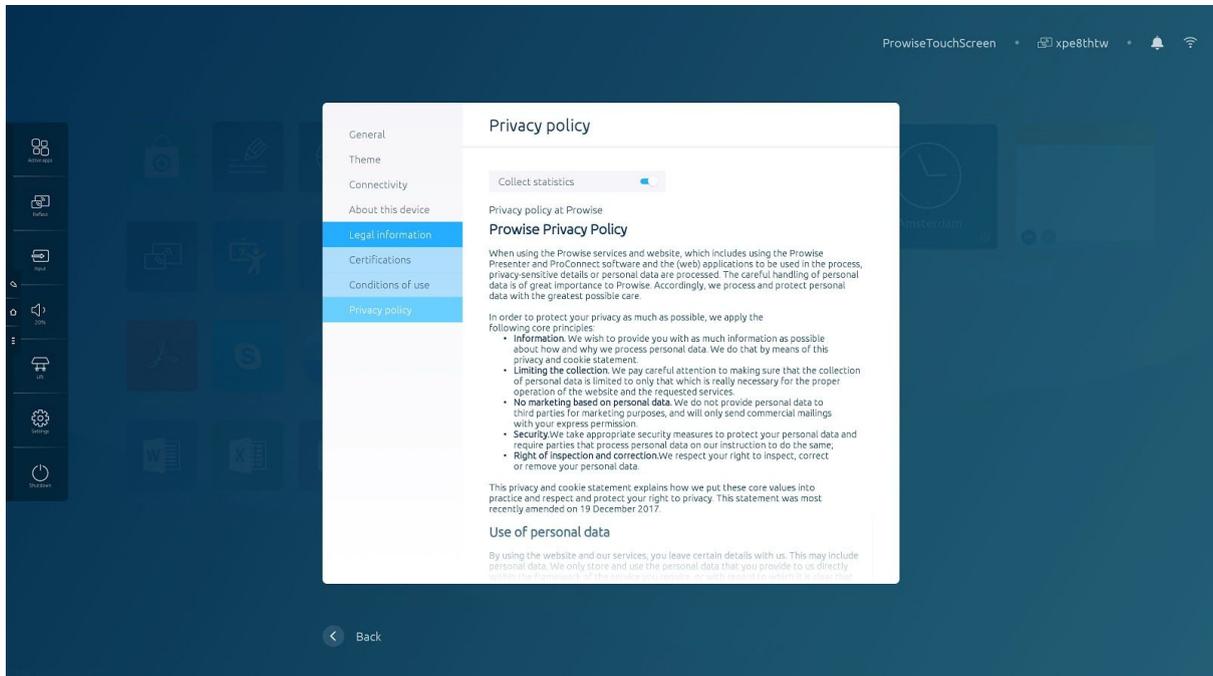
Conditions of use



This menu contains the conditions of use.

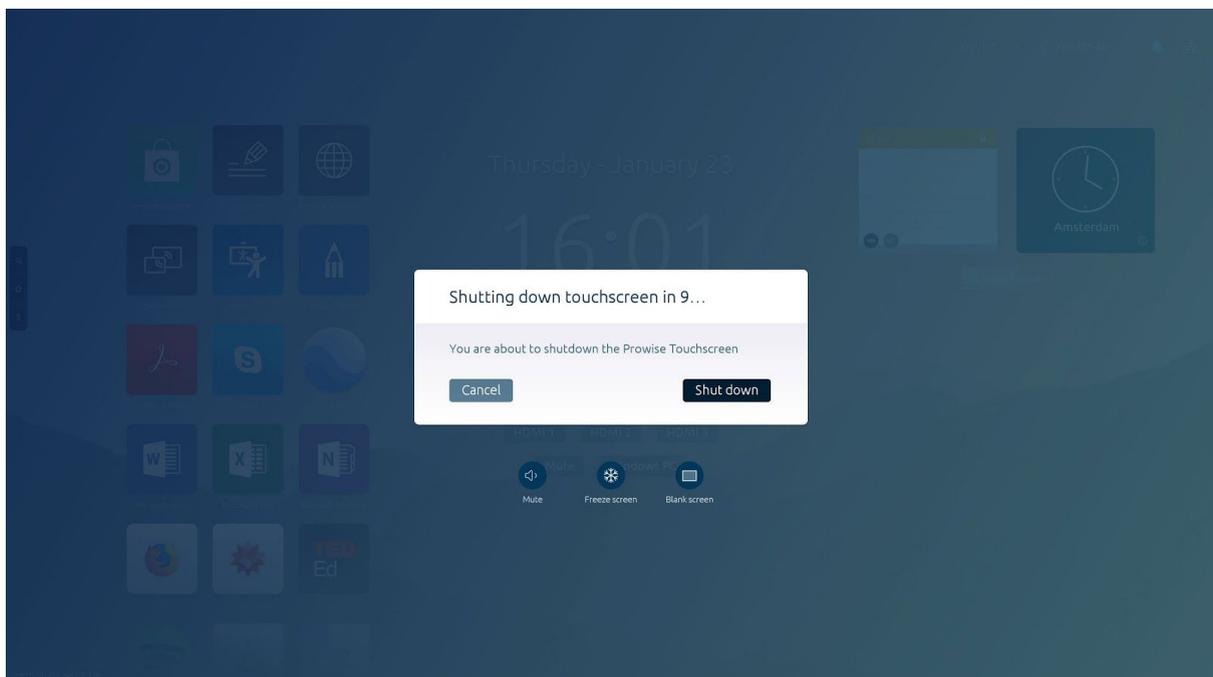
Privacy policy

If you select 'Collect Analytics' you agree to share your user data and preferences anonymously with Prowise. We use this data to improve Prowise Central even more and make it easier for you to use it. We only use this information to improve our services and do not share it with third parties.



This menu contains the privacy policy.

Shut down



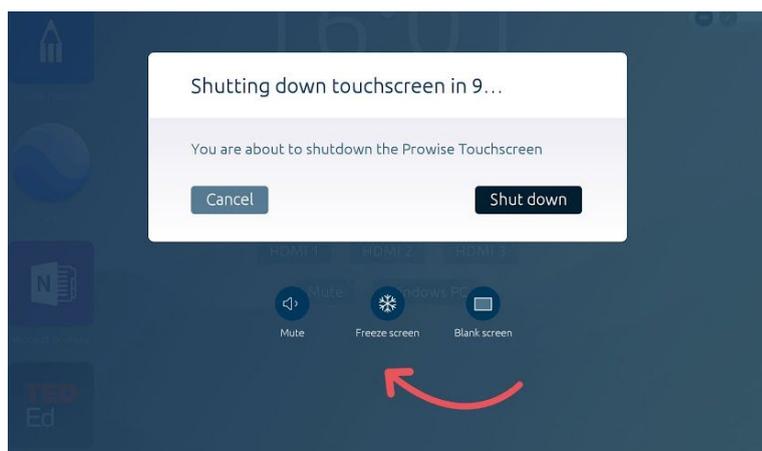
There are various ways to shut down or turn on the Prowise touchscreen:

- With the on/off button on the remote control.

- With the on/off button on the control panel.
- With the 'Power' option in the Prowise Central menu.

Tip: When shutting down the Prowise touchscreen, the PC module is also switched off and all opened programmes are closed. Always make sure to save your files before shutting down the Prowise touchscreen.

Freeze and blank screen



If you press the on/off button for three seconds, a menu appears that can mute, freeze screen or blank screen. As soon as you tap the touchscreen again, you can use it as you normally do.

Note: these functionalities can vary between touchscreens. Find out what functionalities are available per screen type [here](#).

Privacy & Security

We acknowledge that confidential information (such as company data or student details) is part of using the Prowise touchscreen and Prowise Central. It is therefore of paramount importance to us to carefully and responsibly handle the personal data of our users.

Our hardware, software and firmware are developed completely under Prowise management. To show that we are on top of things, we regularly allow external independent audits. This is unique in the branch.

Recently, Prowise once again obtained the Privacy Verified certification and was rewarded with the ISO 27001 and 9001 certifications.



Management System
ISO 9001:2015
ISO 27001: 2017
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