

Audio/Visual (“A/V”) Guide for the Highland Green Community Center (“CC”)

Updated on July 29, 2026 by Laura O’Brien

Overview and Prerequisites

(See the detailed sections for each room.)

Gathering Room:

The Gathering Room on the CC Upper Level is the only space with full A/V functionality.

For meetings and presentations, **the HG presentation host must have the following devices in advance:**

- **1 or 2 wireless microphones and stands**
- **1 or 2 Click-Share “Buttons”** labeled “Gathering Room”
- **a suitable personal laptop** with Windows or a Mac (NOT a ChromeBook)

The Roku remote control labeled “Gathering Room” must be available to use streaming services including Live TV.

Conference Room:

The Conference Room in the middle of the CC Lower Level is optimized for meetings and presentations including up to 16 people. It currently is not available for Roku streaming.

For meetings and presentations, **the HG presentation host must have the following devices in advance:**

- **1 Click-Share “Button”** labeled “Conference room”
- **a suitable personal laptop**

Solo Fitness Room and Group Fitness Room:

The Solo Fitness Room and Group Fitness Room on the CC Lower Level have Roku streaming services using the TVs, including Live TV. There is no meeting nor presentation system capability.

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CC Gathering Room System Guide

The Gathering Room on the CC Upper Level is the only space with full A/V functionality. The A/V system is controlled using a wall-mounted touchscreen as shown by the red arrow in the photo at the left below.

For meetings and presentations there are **2 wireless microphones and stands, and 2 Click-Share “Buttons”**. These devices should be kept in the Operations storage room at the microphone charging dock, and **the HG presentation host must have them in advance**. A camera that swivels 360° is built into the ceiling. Multiple speakers are built into the ceiling. The **presentation host must also arrange in advance for a suitable laptop to be available** to display a presentation on the 2 built-in TVs. See the details below.

The Roku remote control labeled “Gathering Room” must be available to use streaming services including Live TV.



Start Screen

If the touchscreen has been inactive, the display will dim. Tap the screen once to wake it up and brighten the display. The screen shown below will appear.

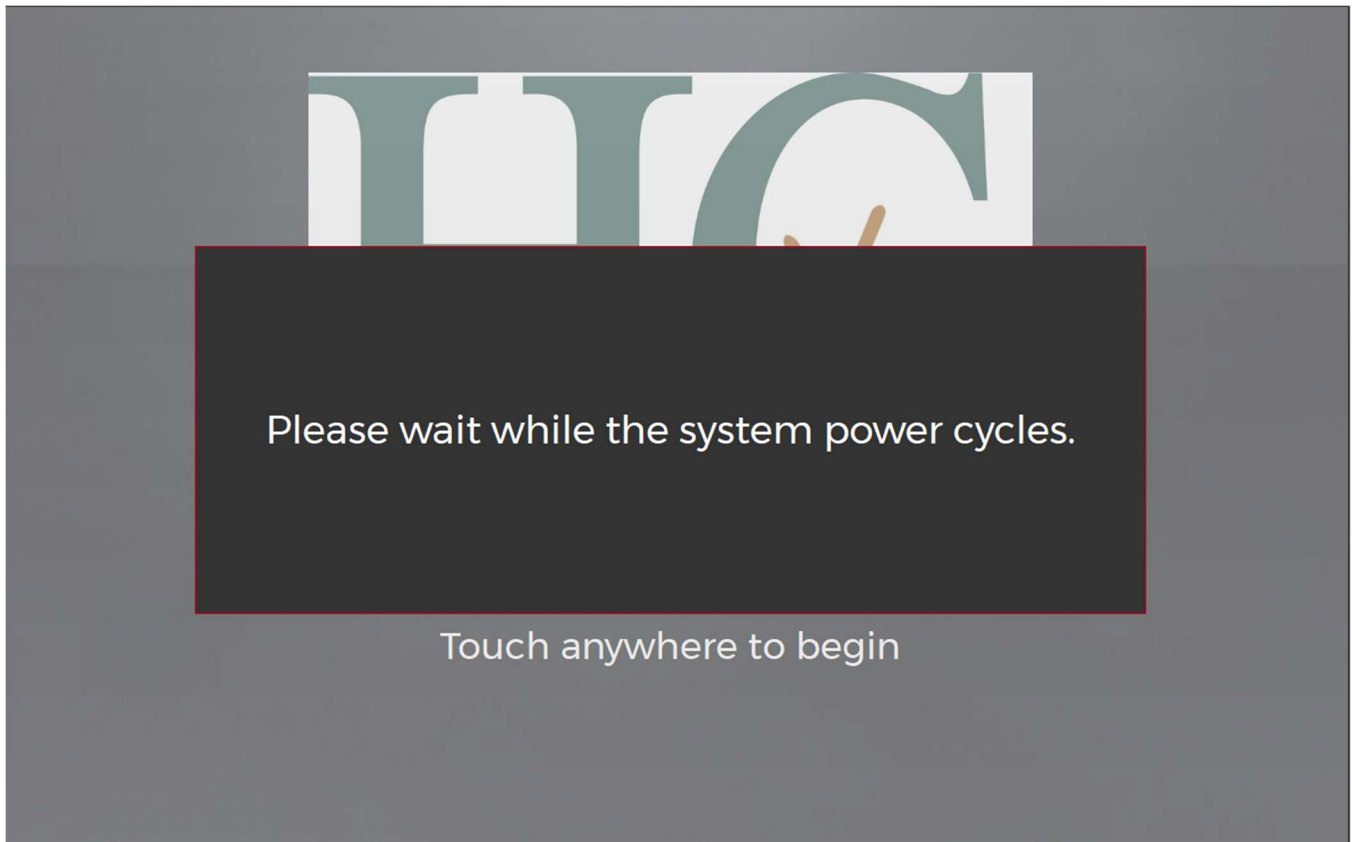
Press anywhere on the screen a second time to start the system.



Touch anywhere to begin

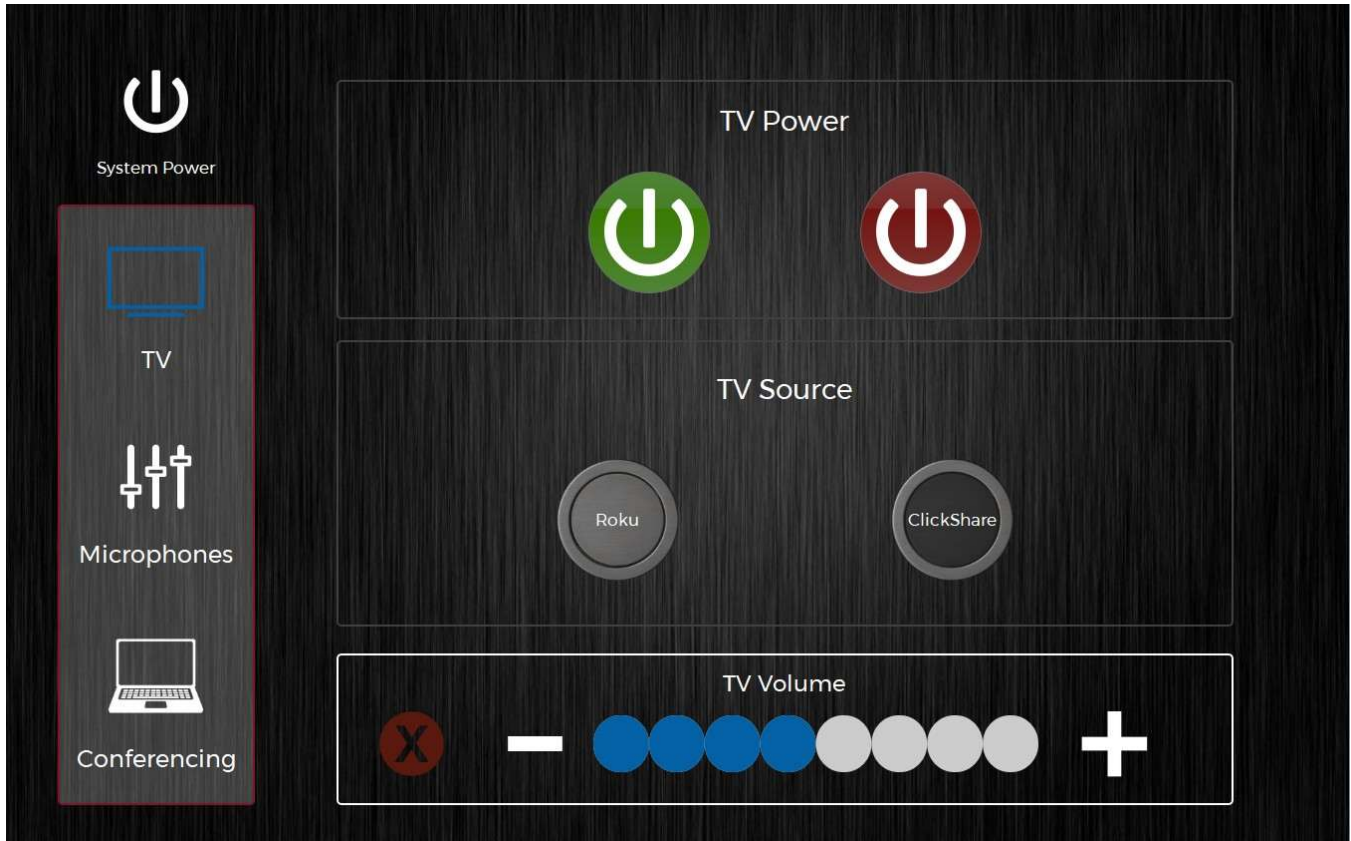
Powering Up

While the system is powering on, the message shown below will be displayed until the startup sequence is complete. Once the system has finished powering on, the TVs and camera will automatically turn on, and the microphones will be unmuted.



Navigation and TV Control Page

After the startup sequence is complete, the touchscreen defaults to the TV control page. Use the icons in the left-hand column to navigate between the control pages for TV or Microphones or Conferencing.



The TV power controls are at the top-center of this page. Although the TVs automatically turn on when the system starts and turn off when the system shuts down, these controls are available if manual operation is needed.

The TV volume controls at the bottom-center of this page are at their default setting. Push the **−** or **+** to decrease or increase the volume.

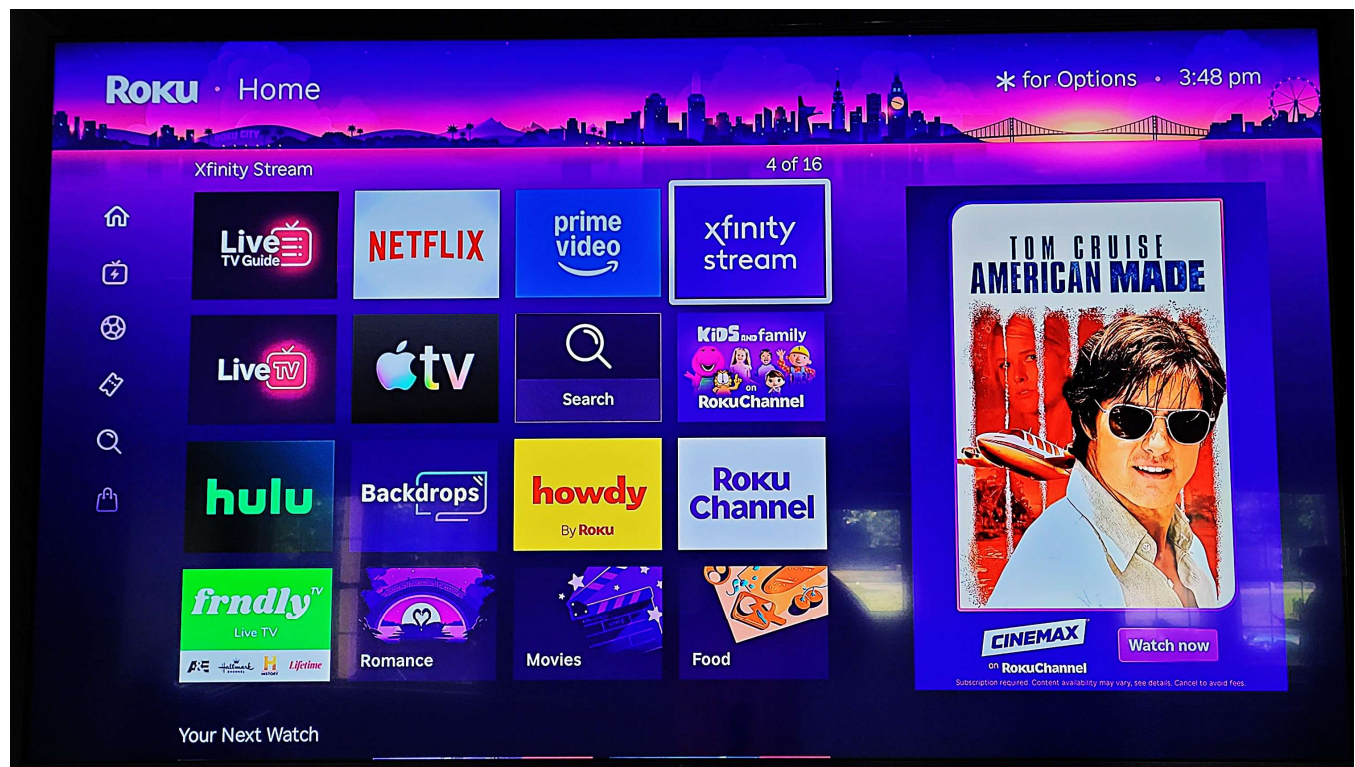
The TV source controls are in the middle of the page. There are two available sources that can be displayed on the TVs: either Roku or ClickShare.

There is a delay when switching between Roku and ClickShare. The selected TV source is the button that looks black and not gray.

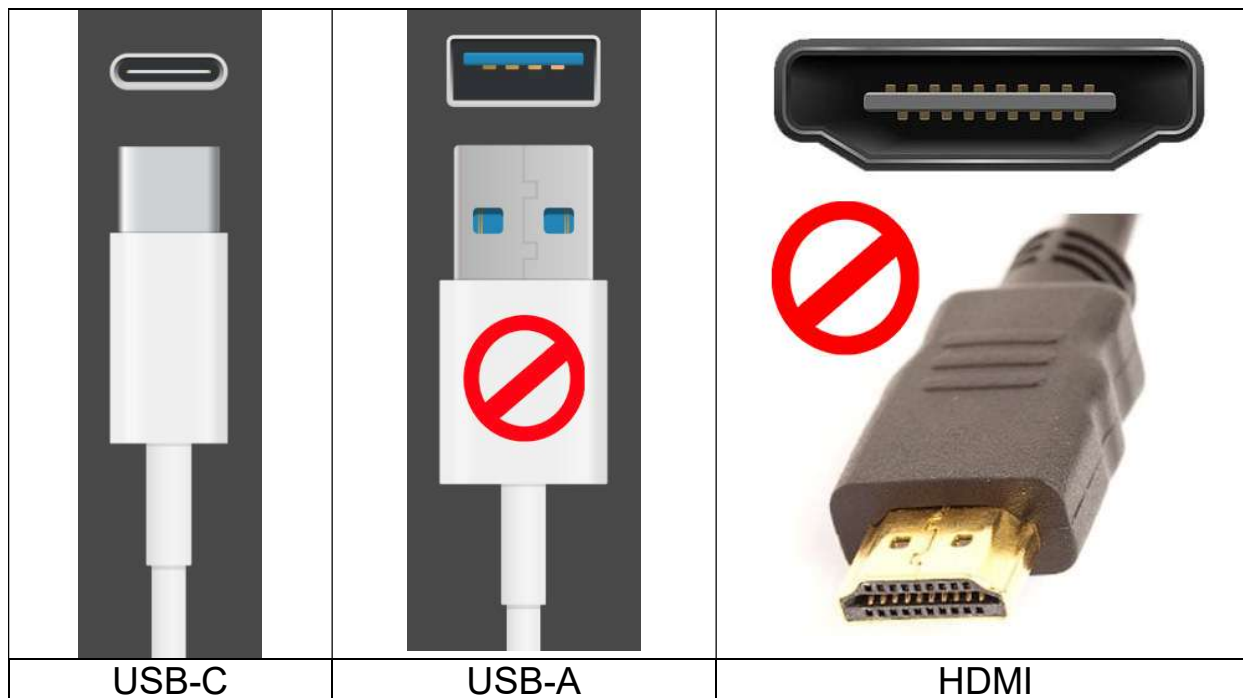
The first source is Roku. Tap the touchscreen button to select the Roku source on the TVs. You will see a message that no signal is received. You will need the Roku remote control labeled “Gathering Room”. Push the Power button to turn on the Roku device power. Wait until the Roku image appears; then use the remote control arrows to navigate the screen.

To watch Comcast Xfinity live cable television (with our HG subscription), go down to the “Xfinity stream” box and select it. See the image below with this box outlined in white.

Alternatively, selecting “Live TV” you can watch channels available on Roku. You may also access streaming services such as YouTube or other installed apps if you log into your personal subscription.



The second source is ClickShare. ClickShare is a wireless presentation system that transmits video and audio from a personal computer to the Highland Green A/V system, allowing content to be displayed on the TVs without connecting a cable. The computer may be a personal laptop with **Windows or a Mac** (NOT a ChromeBook). Use a provided ClickShare USB button labeled “Gathering Room”. To connect your computer to ClickShare, plug the Button into an available **USB-C port**. Other connection types (USB-A or HDMI) are not supported.



If the ClickShare software is loaded on your computer, once the system connection is established the light on the Button will look like a red circle. Your computer screen will be displayed on both TVs after a few moments. (The button is powered by a laptop and it does not have batteries.)



If your computer has not previously been connected to ClickShare, the ClickShare software may need to be installed. **The installation is laptop specific. It is recommended that the HG presentation host installs this software in advance, and/or has a backup plan to support an external speaker using their laptop.**

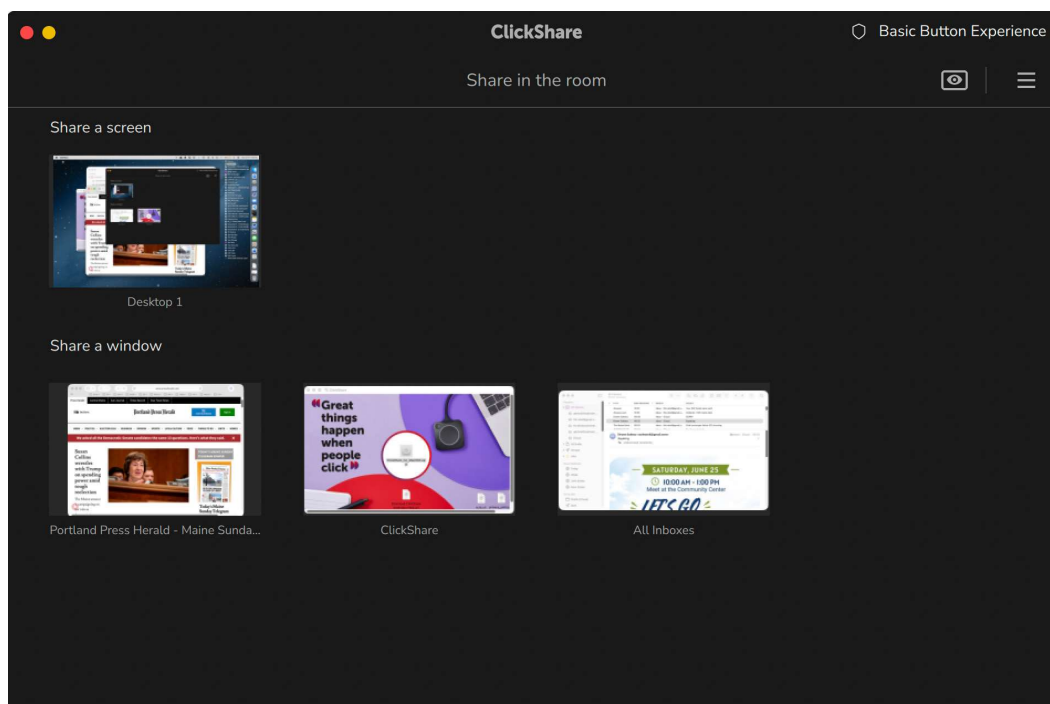
Some computers will automatically launch the software, while others require manual installation. If the software does not launch automatically, open the ClickShare Button folder as you would a USB flash drive. Inside the folder, locate the installation file:

- For Windows computers, select the file ending in .exe.
- For Macintosh computers, select the file ending in .app or .dmg.

You may need to right-click. Open or run the appropriate file and follow the prompts to install the ClickShare software. Allow the security authorizations requested by ClickShare.

Wait until the white light inside the circle on the Button fills completely. This indicates that the software is loaded and the Button has successfully connected to the ClickShare base station.

ClickShare will prompt you to select either the option to share the entire screen (easiest approach), or the option to share only a window, as shown below.



Two laptops may be simultaneously connected to the system, each with its own ClickShare Button. If two laptops both display screens at the same time, you get both screens on both monitors, like this:



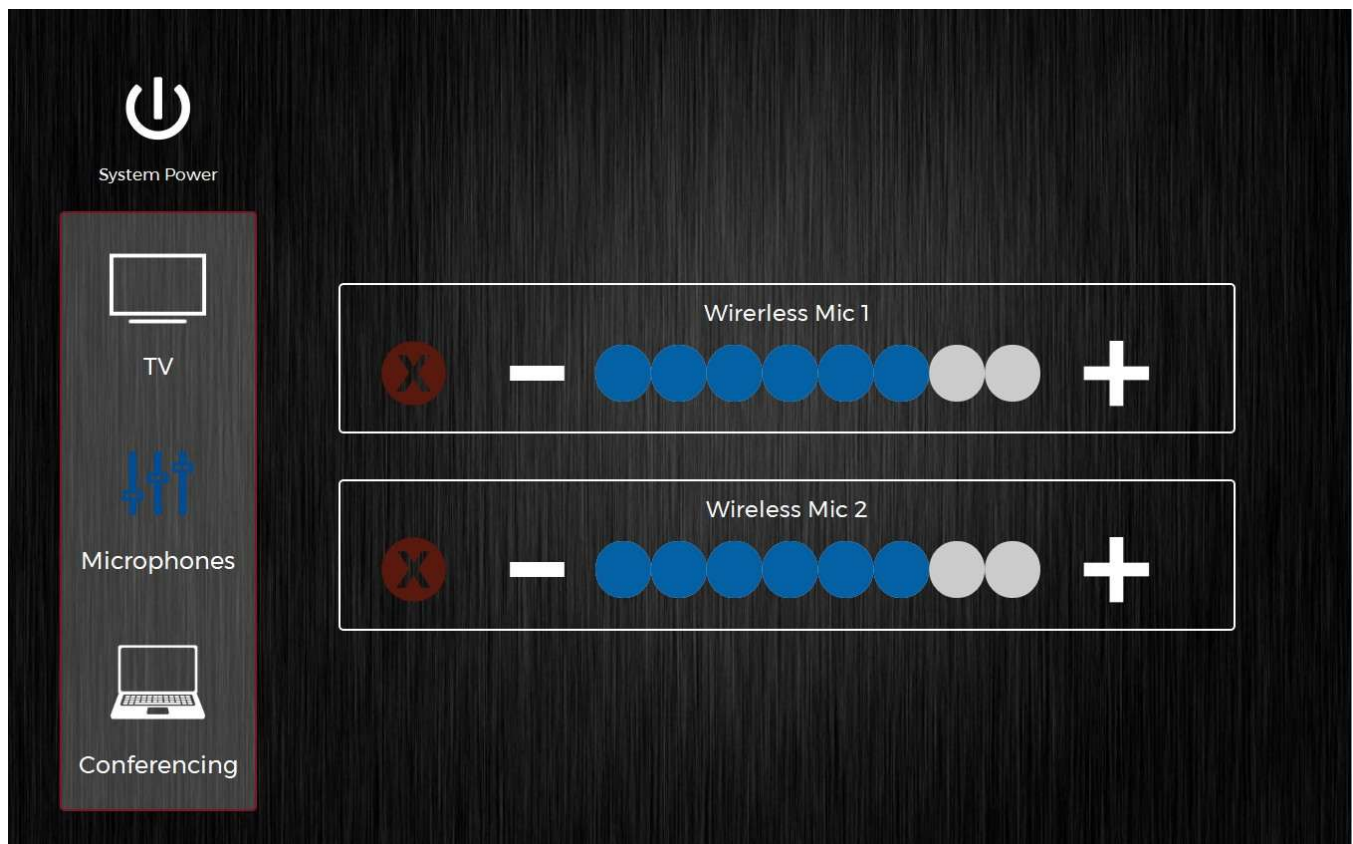
Alternatively, one laptop can play an audio source such as music, while the other laptop displays images.

Microphones Control Page

The Highland Green A/V system includes two wireless handheld microphones. The microphones are stored in a charging dock kept in the Operations storage room. To use a microphone, remove it from the dock and turn on the power switch located on the front of the microphone. The LED screen illuminates and displays the remaining battery life in hours and minutes. **When you are finished using a microphone, always return it to the charging dock.**

The microphone volume controls are at their default setting. If adjustments are needed, select the Microphones icon in the left-hand column of the touchscreen. On this microphones control page, push the **−** or **+** to decrease or increase the volume. You can also mute a microphone entirely with the red X button. Changes made on this page affect the volume of the ceiling speakers in the gathering room but do not affect the audio sent to the video conferencing system.

A full charge on the microphone lithium ion battery will last about 7 hours.



Conferencing Control Page

The Conferencing page allows you to control the camera image used during your Zoom or Teams video meetings:



The camera image is displayed in the touchscreen preview window. A tap in the preview window puts it into the “Privacy Mode” (shown above); tap it again to display the camera image. The image shown on the touchscreen may appear jumpy or lower quality; this is only a preview designed to help you frame the camera shot. The camera feed sent to meeting participants will be delivered at full resolution.

Use the arrow buttons around the touchscreen preview window to adjust the camera’s **pan**, **tilt**, and **zoom** settings. Four camera position presets are available and can be recalled at any time with the press of a button.

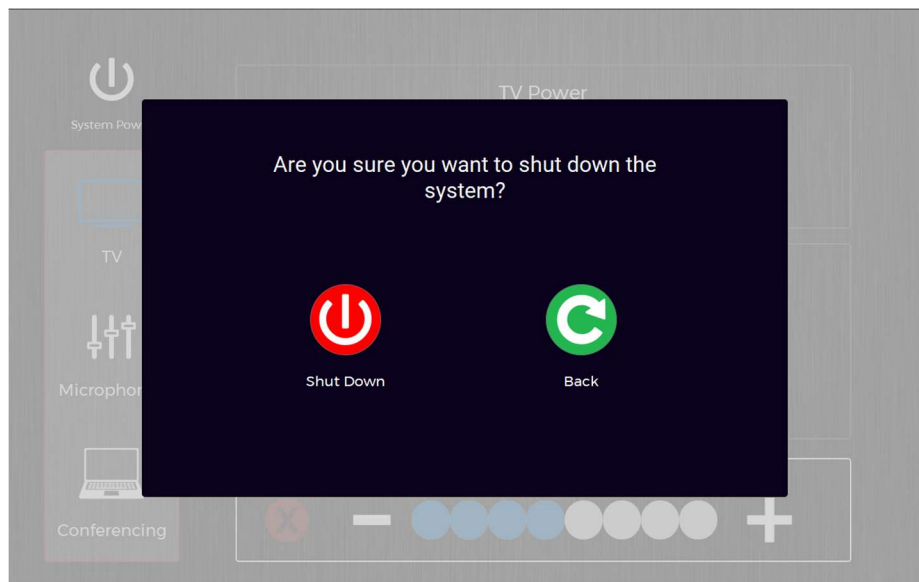
The audio level of the video conference can be adjusted using the **Teams Volume** control located at the bottom of the page.

Within a Zoom conference, select “Room Speakerphone” and “Room Camera”. You may “pin” the camera if you wish.

If you get stuck at any time, turn the power off to get to the default settings.

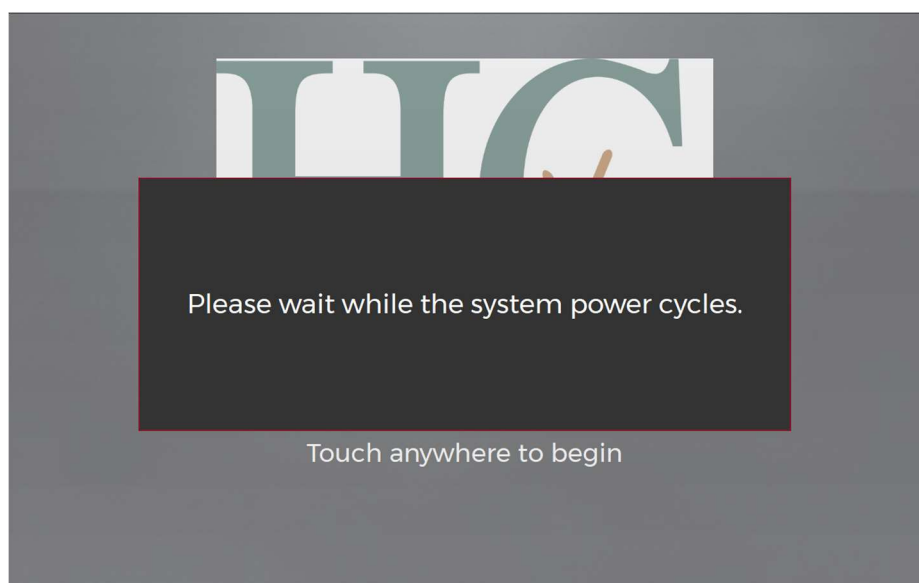
Shutting Down

This message appears when you select the System Power button located in the upper-left corner of the screen:



If you do not want to shut down the system, select Back to return to the previous screen. To confirm the shutdown, select Shut Down.

This message will display when the system is powering down.



After the system powers down, the “Touch anywhere to begin” sleep page displays again.

CC Conference Room System Guide

The Conference Room in the middle of the CC Lower Level is optimized for meetings and presentations including up to 16 people. It currently is not available for Roku streaming because its Roku device was defective and is being replaced. When available, the Roku remote control labeled “Conference Room” must be used.

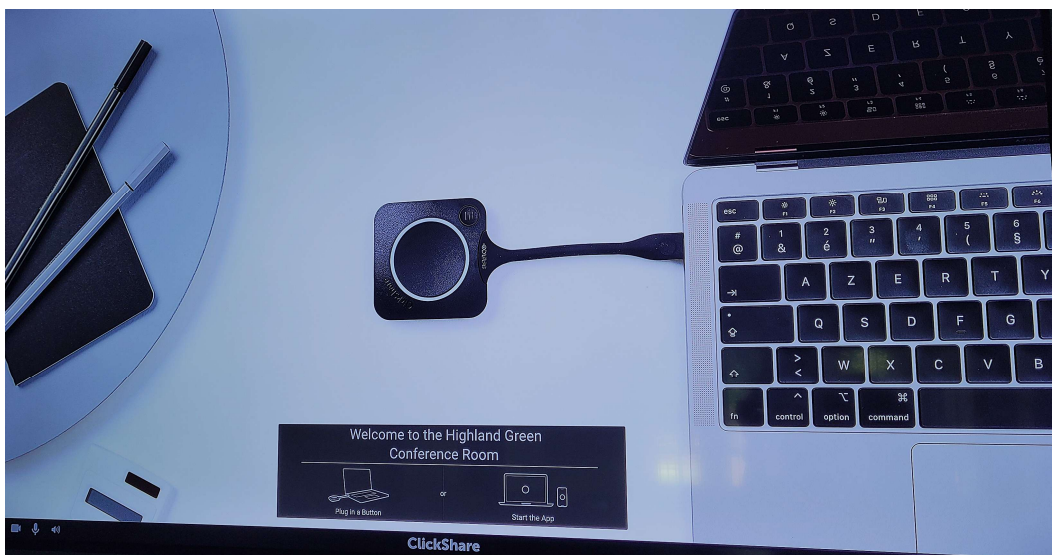
For meetings and presentations, the microphone, speaker, and camera are built into the fixed bar beneath the TV. **The HG presentation host must have the ClickShare “Button” labeled “Conference Room” in advance.** The presentation host must also arrange in advance for a suitable personal laptop to be available to display a presentation on the built-in TV. The laptop may use **Windows or a Mac** (NOT a ChromeBook).

Turn on the TV with its remote control. The image displayed is shown below.

To connect your laptop to ClickShare, plug the Button into an available **USB-C port**. (It is not compatible with USB-A or HDMI ports.) Please refer to the instructions for the CC Gathering Room.

For Zoom meetings, in the Zoom “video & effects” menu all 3 video camera settings should be clicked on (HD, original ratio, and mirror my videopreview).

A potential limitation may be the microphone volume range if some meeting participants speak loudly and some speak quietly. Please turn off everything before leaving the room.

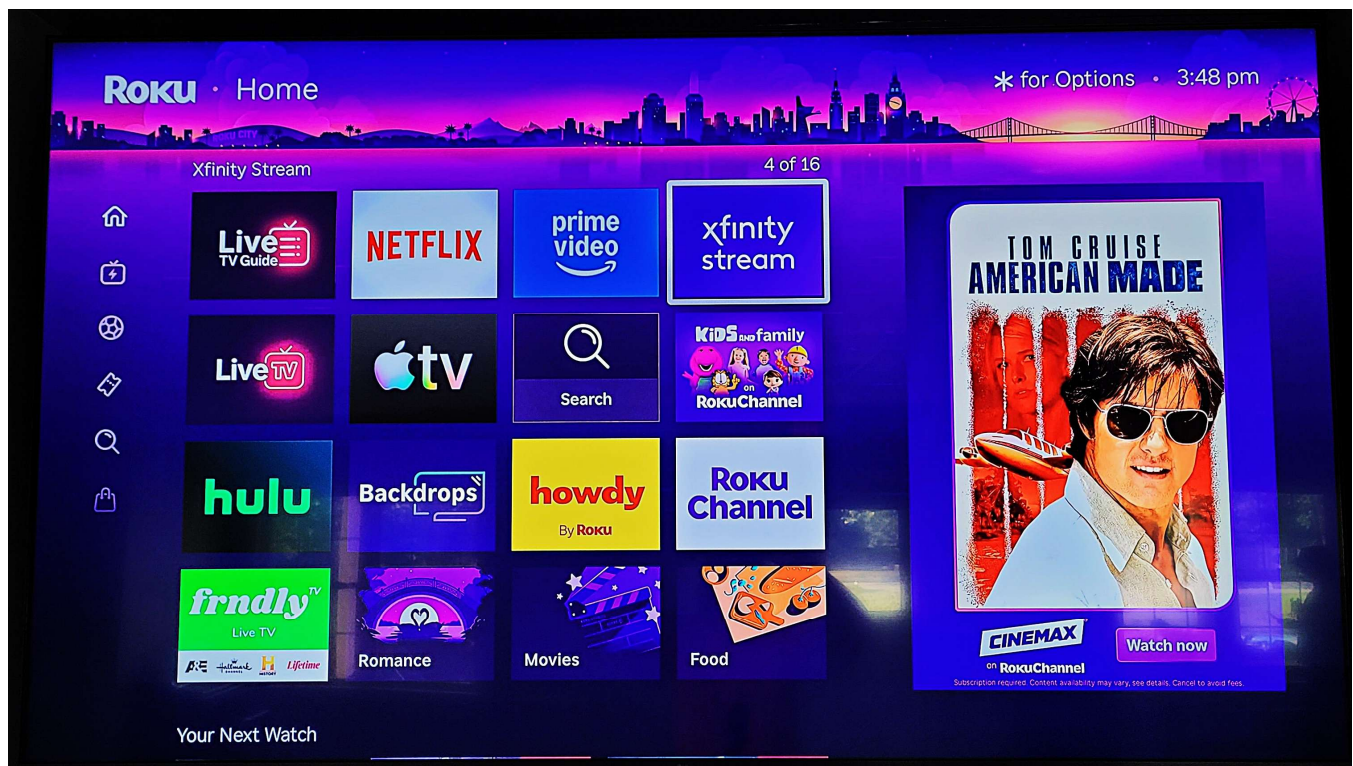


CC Solo Fitness Room System Guide

The Solo Fitness Room on the CC Lower Level is for Roku streaming services using the Roku remote control labeled “Exercise Room”. There is no meeting nor presentation capability.

Use the Roku remote control to turn on one or both TVs. Then use its arrows to navigate the screen.

To watch Comcast Xfinity live cable television (with our HG subscription), go down to the “**Xfinity stream**” box and select it.



Alternatively, selecting “Live TV” you can watch channels available on Roku. You may also access streaming services such as YouTube or other installed apps if you log into your personal subscription.

Please turn off everything before leaving the room.

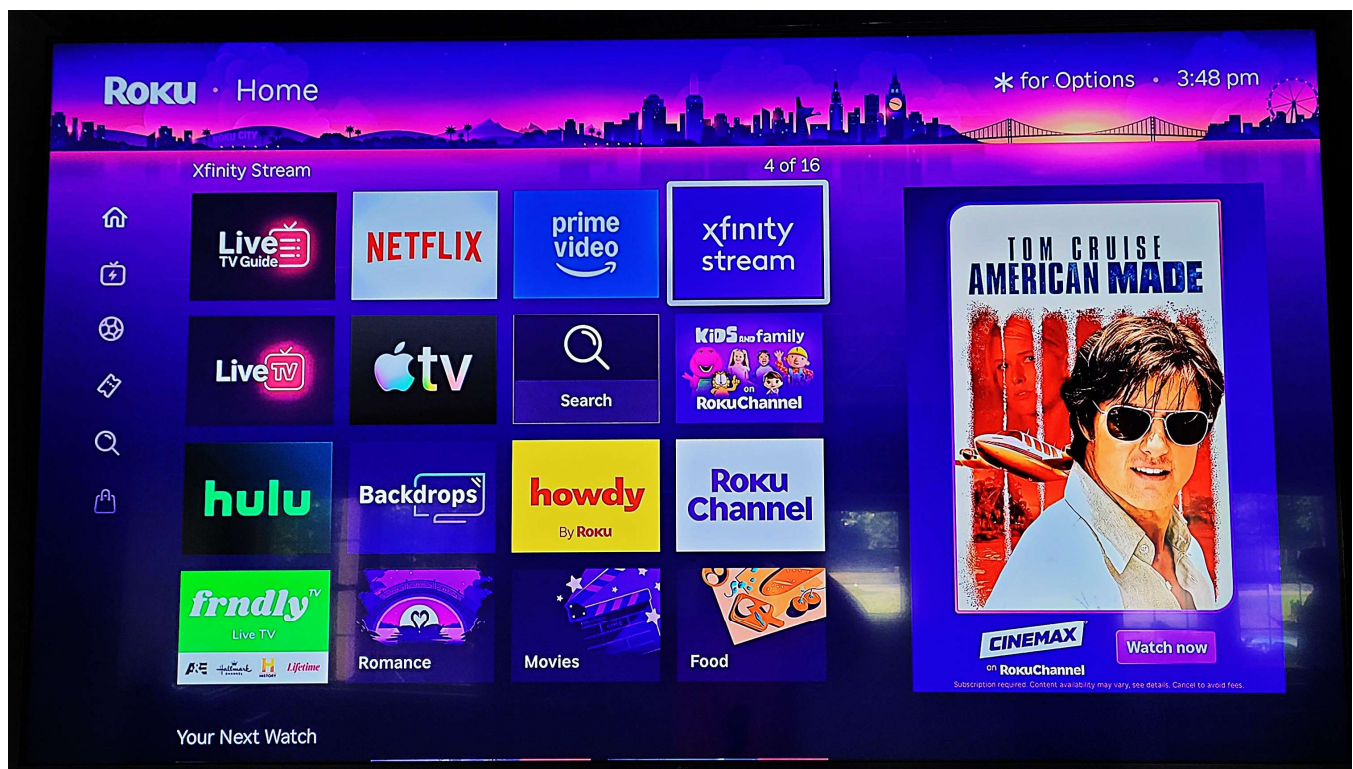
(One Roku device is connected to both TVs with the same display. The default is HDMI-1 input, TV volume off, and Roku controlling the sound bar volume.)

CC Group Fitness Room System Guide

The Group Fitness Room on the CC Lower Level is for Roku streaming services using the TV and the Roku remote control labeled “Yoga Room”. There is no meeting nor presentation capability.

First, use the TV remote control to turn on this Samsung TV. Then use the Roku remote control to turn on the Roku device power; and use its arrows to navigate the screen. Refer to the details in the Gathering Room section of this document.

To watch Comcast Xfinity live cable television (with our HG subscription), go down to the “**Xfinity stream**” box and select it.



Alternatively, selecting “Live TV” you can watch channels available on Roku. You may also access streaming services such as YouTube or other installed apps if you log into your personal subscription.

An HDMI cable input for this TV is built into the wall below it. To use it, connect an HDMI cable to the wall input and to a laptop HDMI port. Select “HDMI-2” on the TV. The laptop display will then be shown on the TV.

Please turn off everything before leaving the room.

Troubleshooting

For help HG residents may contact one of the following people:
Crystal Almy Reed, Bob Rocheleau, Laura O'Brien, Tom Kent, Bob Cave, or
Eirwen Soltesz. HG volunteers are invited to add your name here!

The A/V system installer is Stone Mountain Systems or "SMS". **Bruce Ward is our HG contact for SMS support. HG residents should contact him and should not contact SMS directly.**

TVs

Following a power interruption at Highland Green, the TVs may lose their connection with the control system. When this occurs, the TVs may need to re-establish their connection before they will operate as expected.

If the TVs do not turn on when the touchscreen system starts up, try selecting the **"Manual TV ON"** button. If the TVs still do not turn on, manually power on the TV using either the **TV remote (on a nearby shelf, table or windowsill)** or the power button located on the bottom of the TV. This will allow the TV to reconnect with the control system.

If this issue occurs frequently, SMS Technical Support may be needed.

Microphones

The wireless microphones use radio frequencies (RF) to maintain a reliable connection. During installation, available frequencies were scanned and assigned to each microphone to minimize interference. In most cases, these frequencies will continue to operate reliably. However, changes in the surrounding environment or new RF sources in the area may affect frequency availability, which can result in microphone dropouts or static.

If you begin experiencing microphone dropouts or RF interference, SMS Technical Support may be needed. They can assist with identifying and assigning new frequencies to restore reliable microphone operation.