Which ClickShare Base Unit is compatible with which ClickShare Button?

[KB6454]

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Please only use the buttons that were delivered with the base unit.

An overview can be found below:

Related articles

Which ClickShare Base Unit is compatible with which ClickShare Button?

ClickShare Desktop App vs ClickShare Button

Configure whitelisting for ClickShare Button via Local Group Policy Object (GPO) Windows Only

My CSM-1 or CSC-1 Buttons (R9861006D01) do not pair with my CS-100(H), CSE-200(+) and CSE-800

Why does my new ClickShare Base Unit not accept old ClickShare Buttons?

Introducing ClickShare Desktop App

ClickShare Button fails firmware update after updating from v1.3.x.x and below

First generation Buttons will no longer work with the current CS(E) ClickShare models after installation of the 1.8 firmware.

How to share with ClickShare Button

ClickShare Button not pairing

Button LED ring behavior and explanation

Base Unit	Base Unit Model	Button	Button Model
	CSM-1 Model no: R9861008XX or R9861017XX (XX stands for the region)		**CSC/CSM Button** Model no: R9861006D01
	CSC-1 Model no: R9861005XX (XX stands for the region)		**CSC/CSM Button** Model no: R9861006D01
	CS-100 Model no: R9861510XX (XX stands for the region)		**CS/CSE Button** Model no: R9861500D01 and R9861500D01C
	CSE-200 Model no: R9861520XX (XX stands for the region)		**CS/CSE Button** Model no: R9861500D01 and R9861500D01C

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	CSE-800 Model no: R9861580XX (XX stands for the region)		**CS/CSE Button** Model no: R9861500D01 and R9861500D01C
	CS-100 Huddle Model no: R9861510XXX (XXX stands for the region)		**CS/CSE Button** Model no: R9861500D01 and R9861500D01C
	CSE-200+ Model no: R9861521XX (XX stands for the region)		**CS/CSE Button** Model no: R9861500D01 and R9861500D01C
	C 3010S: **C-5/10** **CX-20/30** Model nrs: R9861505XX, R9861511XX, R9861512XX, R9861513XX (XX stands for the region)		**CX Button** a.k.a. Conferencing Button Model no: R9861600D01C and R9861600D01CUS
	C 5010S: **CX-50** Model no: R9861522XX (XX stands for the region)		**CX Button** a.k.a. Conferencing Button Model no: R9861600D01C and R9861600D01CUS

Notes:

R9861500D01C is ClickShare USB-C Button.

In the past, it was possible to use CSC/CSM Buttons (R9861006D01) with CS and CSE range Base Units and to use CS/CSE Buttons (R9861500D01 and R9861500D01C) with CSC/CSM range Base Units. Since firmware 1.8, this is no longer possible as the CSC/CSM Button has reached the end of its lifetime and has not been found to be secure enough to deliver the CS and CSE standards. This means they will no longer receive updates, meaning new functionalities will not be available and issues will not be solved and compatibility between these two generations has been disabled, meaning they can no longer be paired or used between generations.

The 1st generation (R9861006D01) and 2nd generation (R9861500D01 and R9861500D01C) Buttons look the same but can be distinguished by the model number on the back of the Button(see below). The CX (R9861600D01C and R9861600D01CUS) Button can be distinguished by both color and shape as well as the presence of the second "quick Button" at the top of the Button.

Button backside	Button Model
	CSM/CSC Button Model no: R9861006D01 VID: 0600 PID: 0070
	CS/CSE Button Model no: R9861500D01 and R9861500D01C VID: 0600 PID: 009f
	CX Button Model no: R9861600D01C and R9861600D01CUS VID: 0600 PID: 00CE

Properties

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Was this information helpful?

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yes

no

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