

# ClickShare Technical Training

Last updated 5 July 2013



**ClickShare**  
The one click wonder



# Outline

- Product Configuration
- Software Updates
  - **Base Unit**
  - **Buttons**
  - **Emergency recovery procedure**
- Customer Support
- Problem Reporting
- Generating Log Files
- Support Flow diagram
- Troubleshooting
- Product FAQ
- Default Configuration





ClickShare

# PRODUCT CONFIGURATION



# How to configure ClickShare?

## Configuration via a web interface:

- Supported browsers
  - Internet Explorer 8 or higher
  - Mozilla Firefox
  - Google Chrome
  - Safari



# Web Interface: Accessing

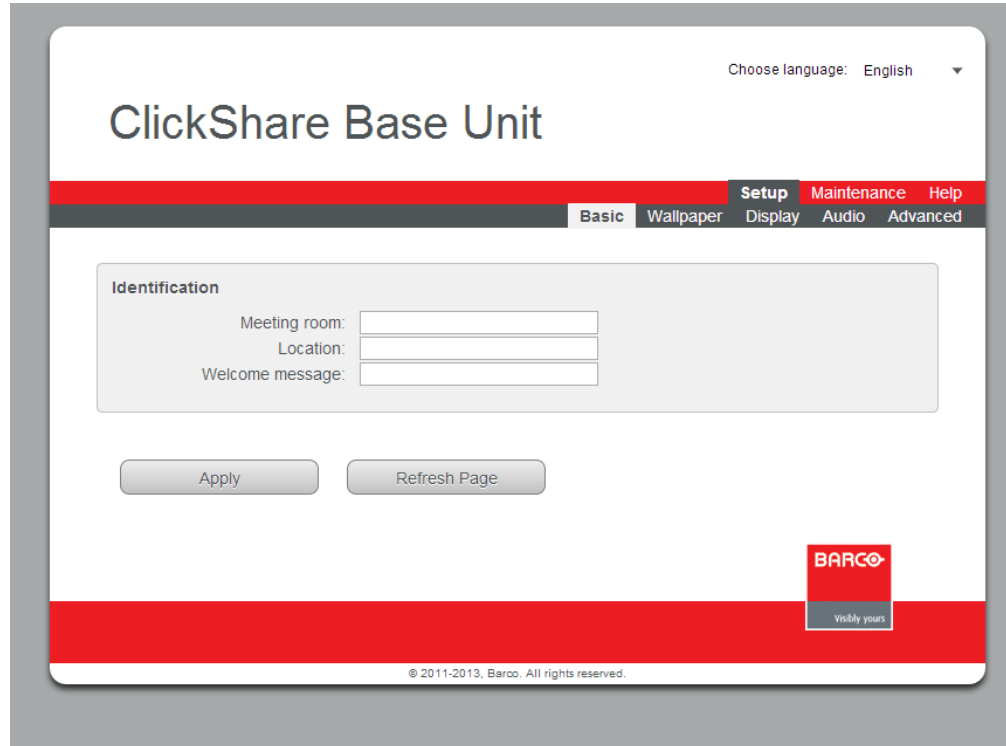
## 3 ways to access the web interface:

- Via the LAN
  - IP address on ClickShare Welcome screen
  - User name 'admin' and password 'admin'
- Via a crossed cable
  - Fixed IP address <http://192.168.1.23>
  - Be sure your own IP address is in the 192.168.1.x range
  - User name 'admin' and password 'admin'
- Via the Base Unit's wireless network
  - Default SSID = ClickShare-<serial number Base Unit>
  - Default password = clickshare
  - Browse to <http://192.168.2.1>
  - User name 'admin' and password 'admin'



# Web Interface: Setup > Basic

- Personalization of the ClickShare unit



The screenshot displays the 'ClickShare Base Unit' web interface. At the top right, there is a language selection dropdown set to 'English'. Below this is a navigation bar with tabs: 'Basic' (selected), 'Wallpaper', 'Display', 'Audio', and 'Advanced'. Above these tabs are 'Setup', 'Maintenance', and 'Help' links. The main content area is titled 'Identification' and contains three input fields: 'Meeting room:', 'Location:', and 'Welcome message:'. Below these fields are two buttons: 'Apply' and 'Refresh Page'. At the bottom right, there is a 'BARCO' logo with the tagline 'Visibly yours'. The footer contains the copyright notice '© 2011-2013, Barco. All rights reserved.'

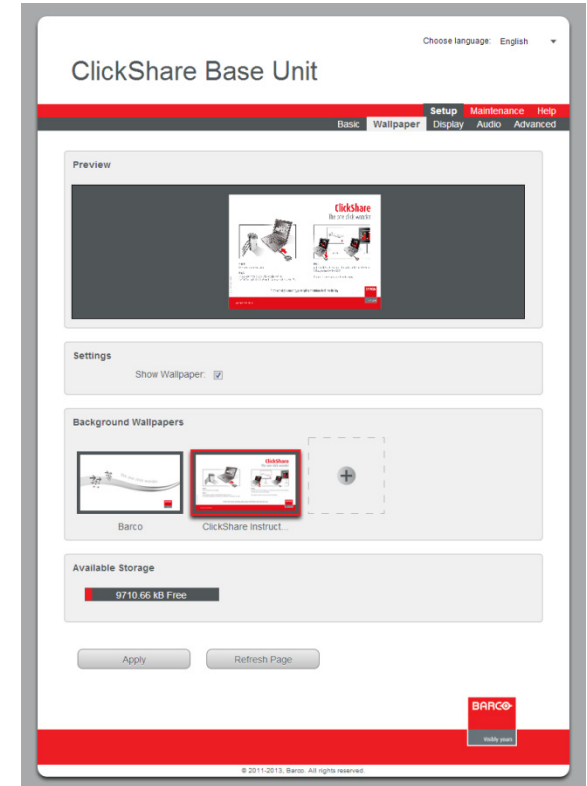


# Web Interface: Setup > Wallpaper

- Changing the wallpaper
- Managing background wallpapers




Page 7



# Web Interface: Setup > Display

- Changing display settings and on-screen text format




ClickShare Base Unit

Choose language: English ▼

Basic Wallpaper **Setup** Maintenance Help  
Display Audio Advanced

**Preview**



**Display Settings**

Display Timeout:  minutes

Show Meeting Room Info: ☒

Show Network Info: ☒

Resolution:

**On-screen Text Format**

Language:

Text Color:

Text Size:

Text Style:

Background Color:

Transparency:

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Single Screen Setup

# Changing DVI & DisplayPort

## Dual Screen Setup

Positions can be changed



### ClickShare Base Unit

Choose language: English ▼

ClickShare Base Unit

Basic Wallpaper **Setup** Maintenance Help  
Display Audio Advanced

**Preview**

clicksh 1  
The one click to  
[Diagram showing laptop connected to display 1]

clicksh 2  
The one click to  
[Diagram showing laptop connected to display 2]

**Display Settings**

Display Timeout: Infinite minutes  
Show Meeting Room Info: ☒  
Show Network Info: ☒  
Show Display Identifiers: ☐  
Display Mode: Extended

**DisplayPort**

Resolution: Auto  
ClickShare Position: 1

**DVI-I**

Resolution: Auto  
ClickShare Position: 2

# Changing into Clone mode

Changing the display mode into clone mode  
Will result in behavior of a single screen setup  
On 2 outputs  
Resolutions can be different



Page 10

Confidential

The image shows the ClickShare Base Unit web interface. At the top, it says "ClickShare Base Unit" and "Choose language: English". Below this is a navigation bar with tabs: "Basic", "Wallpaper", "Display", "Audio", and "Advanced". The "Display" tab is selected. The main content area is titled "Preview" and shows two screens side-by-side, labeled "ClickShare 1" and "ClickShare 2". Below the preview is the "Display Settings" section, which includes a "Display Timeout" dropdown set to "Infinite", a "Show Meeting Room Info" checkbox checked, a "Show Wallpaper" checkbox checked, and a "Display Mode" dropdown set to "Clone". The "DisplayPort" section has a "Resolution" dropdown set to "Auto" and a "ClickShare Position" dropdown set to "1". The "DVI-I" section has a "Resolution" dropdown set to "Auto" and a "ClickShare Position" dropdown set to "2". The "On-screen Text Format" section includes a "Language" dropdown set to "English", a "Text Color" dropdown set to "#FFFFFF", a "Text Size" dropdown set to "Medium", a "Text Style" dropdown set to "Plain", a "Background Color" dropdown set to "#000000", and a "Transparency" slider. At the bottom of the settings section are "Apply" and "Refresh Page" buttons. The BARCO logo is in the bottom right corner, and the text "Visibly yours" is at the very bottom.

# Web Interface: Setup > Audio

- Changing Audio Functionality

Choose language: English ▼

## ClickShare Base Unit

Basic Wallpaper Display **Audio** Advanced

**Settings**

Enable Audio Functionality: ☒

*Remark: You need to re-pair all buttons after you change this setting.*

Apply Refresh Page

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# Web Interface: Setup > Advanced

- Changing LAN network settings and WiFi settings

ClickShare Base Unit

Choose language: English

Basic Wallpaper Display **Setup** Maintenance Help

Audio Advanced

**General Settings**

Hostname: ClickShare-9714072606

**LAN Network Settings**

Addressing: ☒ DHCP Assigned ☐ Fixed Address

DHCP Client ID:

**WiFi Settings:**

IP Address: 192 168 2 1  
Subnet Mask: 255 255 255 0

SSID: ClickShare-9714072606

Broadcast SSID: ☒

Old Password: \*\*\*\*\*

Enter New Password:

Confirm New Password:

Frequency Band: 5 GHz

WiFi Channel: 36

Apply Refresh Page

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# Web Interface: Maintenance > Status

## LAN Interface

DHCP: Enabled  
IP Address: 10.192.14.97  
Subnet Mask: 255.255.254.0  
Default Gateway: 10.192.14.1  
MAC Address: 00:19:99:D3:6E:55

## WiFi Network

IP Address: 192.168.2.1  
Subnet Mask: 255.255.255.0  
MAC Address: 00:0E:8E:3B:31:E6  
SSID: ClickShare-9714072606  
Associated Devices: 0 ([detail](#))  
DHCP Leases: 1 ([detail](#))



## Web Interface: Maintenance > Status

- Consult the system information and update history

### Identification

Article Number: R9861006BEU  
Serial Number: 9714072606  
Firmware Version: 01.02.00.0009  
First Used: 2013-01-28T16:03:59  
Last Used: 2013-04-03T08:23:39  
Current Uptime: 03:24  
Total Uptime: 7d 23:00

### Update History

Firmware Version	Update Date (UTC)
01.02.00.0009	2013-04-02T10:41:56
01.02.00.ISE-0004	2013-03-06T11:00:23
01.01.02.0008	2013-03-06T10:42:38
00.00.00.matsl_trnk-0001	2013-03-06T10:37:59



# Web Interface: Maintenance > Status

- Consult the system status

Subsystem Status

Status	Process
✓	ClickShare Server (baseunit)
✓	Config Manager (CentralStore)
✓	DBus Daemon (dbus-daemon)
✓	DHCP Server (dhcpd)
✓	Device Daemon (udev)
✓	Graphics Server (X)
✓	Job Scheduler (cron)
✓	Process Monitor (monit)
✓	System Logging (rsyslogd)
✓	WebUI Server (lighttpd)
✓	Wifi Access Point Daemon (hostapd)

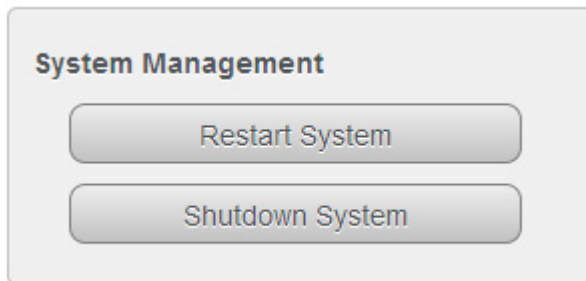
Sensors

Case Fan Speed:	1183 rpm
CPU Temperature:	+57.8 °C
SIO Temperature:	+45.4 °C
PCIe Temperature:	+41.2 °C



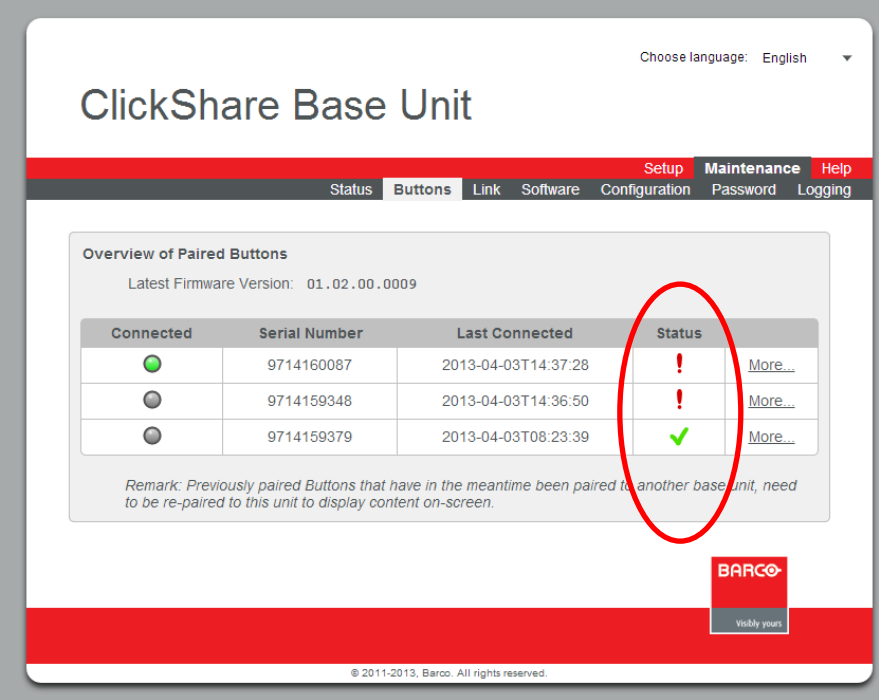
## Web Interface: Maintenance > Status

- Restart or shutdown the system



# Web Interface: Maintenance > Buttons

- Consulting Buttons information



Choose language: English ▼




## ClickShare Base Unit

Setup Maintenance Help

Status Buttons Link Software Configuration Password Logging

**Overview of Paired Buttons**

Latest Firmware Version: 01.02.00.0009

Connected	Serial Number	Last Connected	Status	
	9714160087	2013-04-03T14:37:28	!	<a href="#">More...</a>
	9714159348	2013-04-03T14:36:50	!	<a href="#">More...</a>
	9714159379	2013-04-03T08:23:39	✓	<a href="#">More...</a>

*Remark: Previously paired Buttons that have in the meantime been paired to another base unit, need to be re-paired to this unit to display content on-screen.*

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# Web Interface: Maintenance > Buttons

This button  
needs to be  
updated



ClickShare Base Unit

Choose language: English ▼

Setup Maintenance Help

Status Buttons Link Software Configuration Password Logging

Overview of Paired Buttons

Latest Firmware Version: 01.02.00.0009

Connected	Serial Number	Last Connected	Status	
	9714160087	2013-04-03T14:37:28	!	<a href="#">More...</a>
	9714159348	2013-04-03T14:36:50	!	<a href="#">Less...</a>

Connections: 2  
MAC Address: 00:23:a7:3a:ea:48  
Firmware: 00.99.02.beta-0002

Remove From List

Button firmware version is different from Base Unit firmware version. Re-pair with Base Unit to update the Button.

Connections: 3  
MAC Address: 00:23:a7:3a:ea:74  
Firmware: 01.02.00.0009

Remove From List

Button firmware is the latest version.

Remark: Previously paired Buttons that have in the meantime been paired to another base unit, need to be re-paired to this unit to display content on-screen.

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# Web Interface: Maintenance > Link

Choose language: English ▼

## ClickShare Base Unit

Setup Maintenance Help

Status Buttons Link Software Configuration Password Logging

### Overview of Configured Links

ClickShare Link

Source Name: ClickShare Link

Serial Number: 9716590018

Software Version: 3.27.6.37

Last Connected: 2013-04-03T14:44:20

Auto Show/Hide: ☒

Status: **Calibrated**

Start Calibration Remove From List

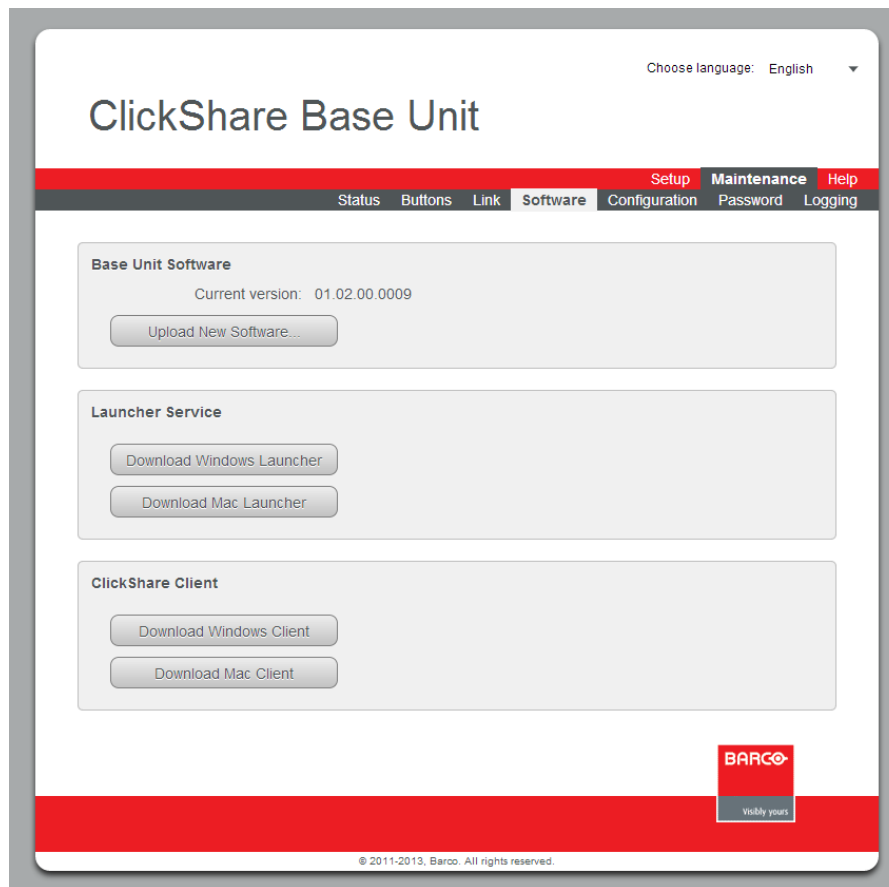
Apply Refresh Page

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# Web Interface: Maintenance > Software

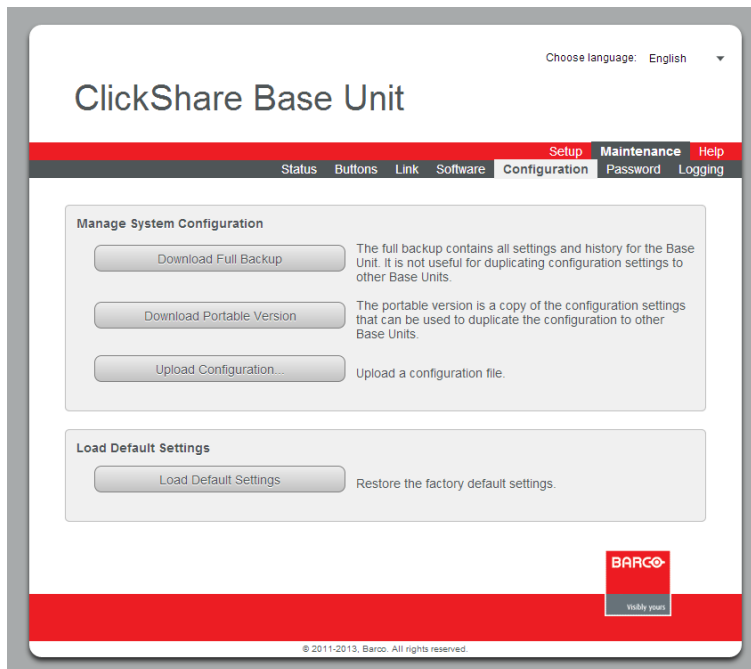


The screenshot displays the 'ClickShare Base Unit' web interface. At the top right, there is a language selection dropdown set to 'English'. The main title 'ClickShare Base Unit' is centered. Below it is a navigation bar with tabs: 'Status', 'Buttons', 'Link', 'Software' (active), 'Configuration', 'Password', and 'Logging'. The 'Software' tab is highlighted. The interface is divided into three main sections: 'Base Unit Software', 'Launcher Service', and 'ClickShare Client'. The 'Base Unit Software' section shows the 'Current version: 01.02.00.0009' and a button 'Upload New Software...'. The 'Launcher Service' section has two buttons: 'Download Windows Launcher' and 'Download Mac Launcher'. The 'ClickShare Client' section has two buttons: 'Download Windows Client' and 'Download Mac Client'. At the bottom right, there is a 'BARCO' logo with the tagline 'Visibly yours'. The footer contains the copyright notice '© 2011-2013, Barco. All rights reserved.'



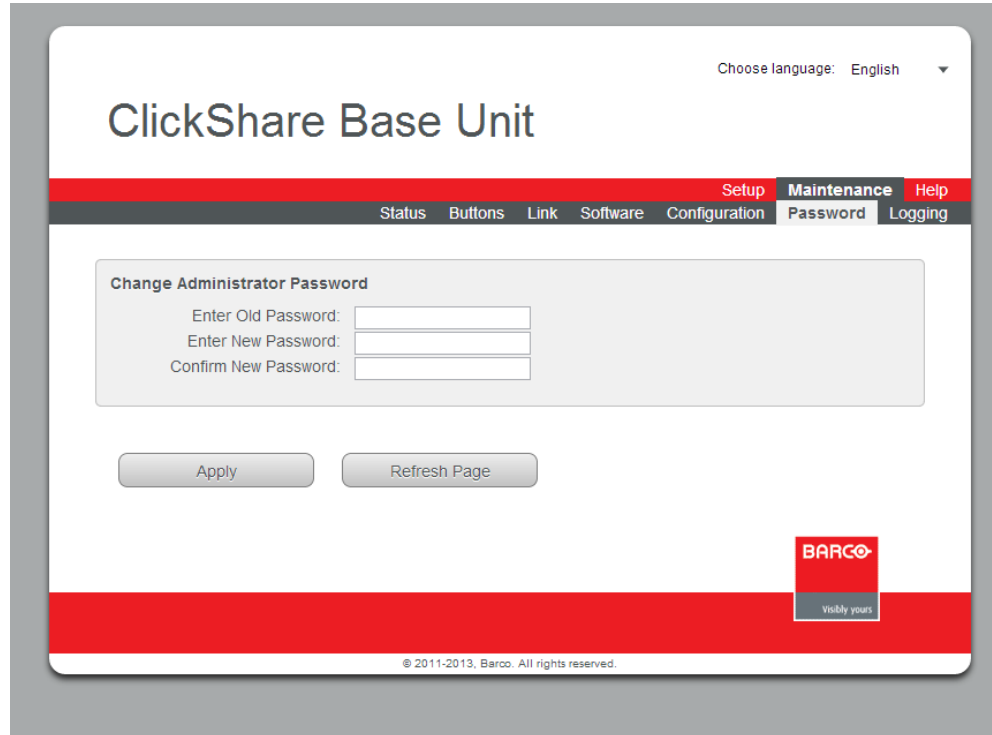
# Web Interface: Maintenance > Configuration

- Download and restore system configuration
- Load the Default Settings (Factory Defaults)



# Web Interface: Maintenance > Password

- Changing the administrator password

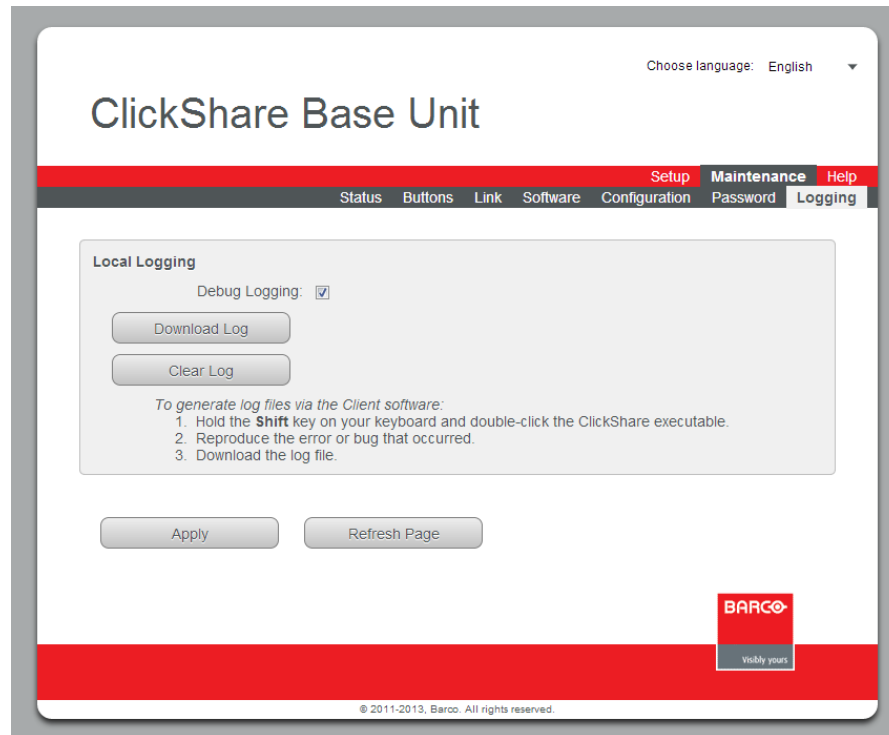


The screenshot displays the ClickShare Base Unit web interface. At the top right, there is a language selection dropdown set to 'English'. The main heading is 'ClickShare Base Unit'. Below this is a navigation bar with tabs: 'Status', 'Buttons', 'Link', 'Software', 'Configuration', 'Maintenance', and 'Help'. The 'Maintenance' tab is active, and within it, the 'Password' sub-tab is selected. The central area contains a 'Change Administrator Password' form with three input fields: 'Enter Old Password:', 'Enter New Password:', and 'Confirm New Password:'. Below the form are two buttons: 'Apply' and 'Refresh Page'. The bottom right corner features the BARCO logo and the tagline 'Visibly yours'. The footer contains the copyright notice '© 2011-2013, Barco. All rights reserved.'



# Web Interface: Maintenance > Logging

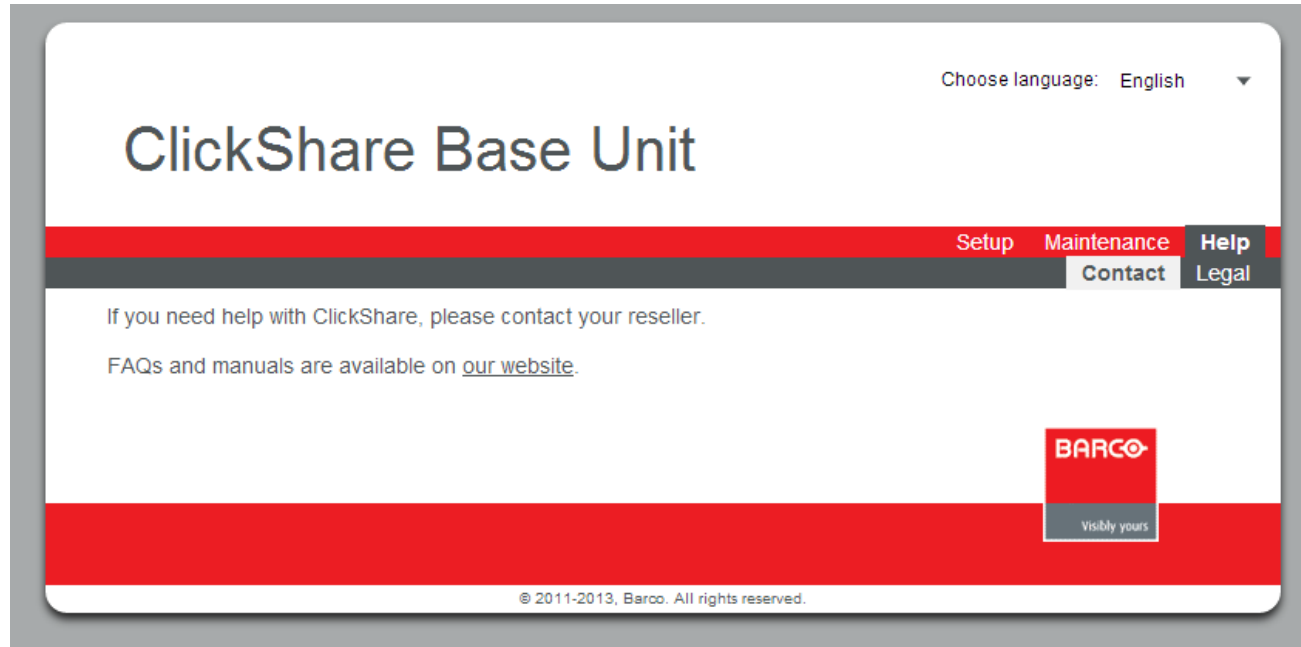
- Changing the logging settings



The screenshot displays the ClickShare Base Unit web interface. At the top right, there is a language selection dropdown set to 'English'. The main title 'ClickShare Base Unit' is centered. Below it is a navigation bar with tabs: Status, Buttons, Link, Software, Configuration, Password, and Logging (which is currently selected). The 'Logging' tab is highlighted in red. The main content area is titled 'Local Logging' and contains a 'Debug Logging' checkbox that is checked. Below this are two buttons: 'Download Log' and 'Clear Log'. A section titled 'To generate log files via the Client software:' follows, with a list of three steps: 1. Hold the **Shift** key on your keyboard and double-click the ClickShare executable. 2. Reproduce the error or bug that occurred. 3. Download the log file. At the bottom of the main content area are two buttons: 'Apply' and 'Refresh Page'. The footer of the interface includes the BARCO logo with the tagline 'Visibly yours' and the copyright notice '© 2011-2013, Barco. All rights reserved.'

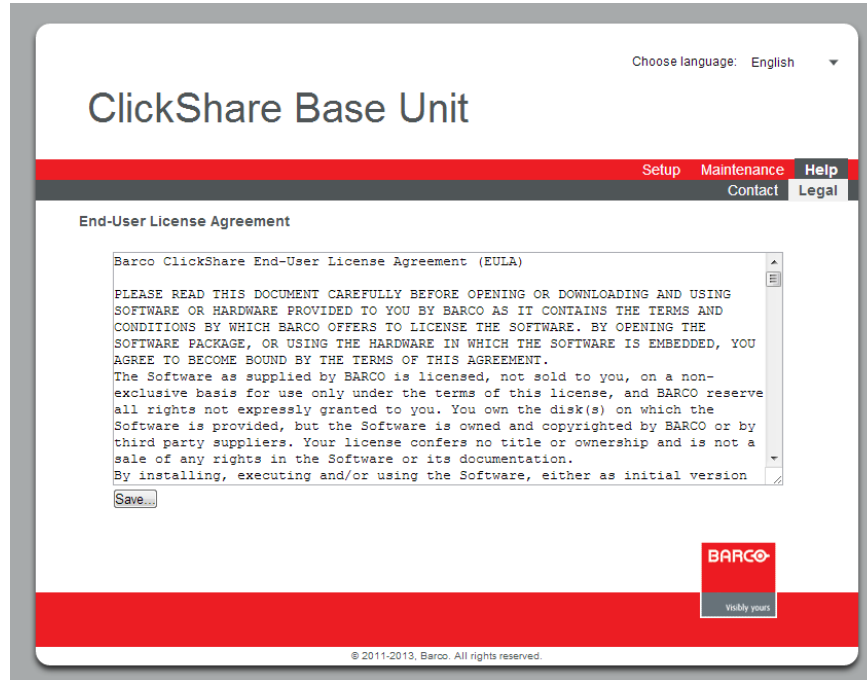


# Web Interface: Help > Contact



# Web Interface: Help > Legal

- Consulting the Barco ClickShare End User License Agreement





# ClickShare

# **SOFTWARE UPDATES**



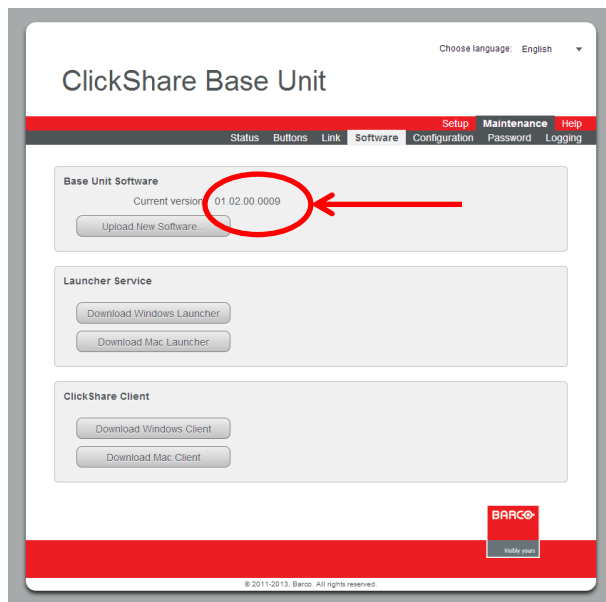
# Software Updates

- Retrieving unit software version
- Base Unit software update
- Buttons software update
- Emergency recovery procedure via update stick



# Retrieving software versions (1/2)

- Checking **Base Unit** current software version
  1. Go to the web interface.
  2. Open **Maintenance** > **Update** tab page.



# Retrieving software versions (2/2)

- Checking **Button** current software version
  1. Go to the web interface.
  2. Open **Maintenance** > **Buttons** tab page.

ClickShare Base Unit

Choose language: English

Status Buttons Link Software Configuration Setup Maintenance Help

Overview of Paired Buttons

Latest Firmware Version: 01.02.00.0009

Connected	Serial Number	Last Connected	Status	
	9714160067	2013-04-03T14:37:28		More...
	9714159348	2013-04-03T14:36:50		Less...

Connections: 2  
MAC Address: 00:23:a7:3a:ea:f8  
Remove From List

Button firmware version is different from Base Unit firmware version. Re-pair with Base Unit to update the Button.

Connections: 3  
MAC Address: 00:23:a7:3a:ea:74  
Remove From List

Button firmware is the latest version.

Remark: Previously paired Buttons that have in the meantime been paired to another base unit, need to be re-paired to this unit to display content on-screen.

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# Base Unit software update (1/4)

- 2 ways to update the software of the Base Unit:
  - via the **Maintenance** tab of the web interface
  - using a USB stick containing the new version of the software



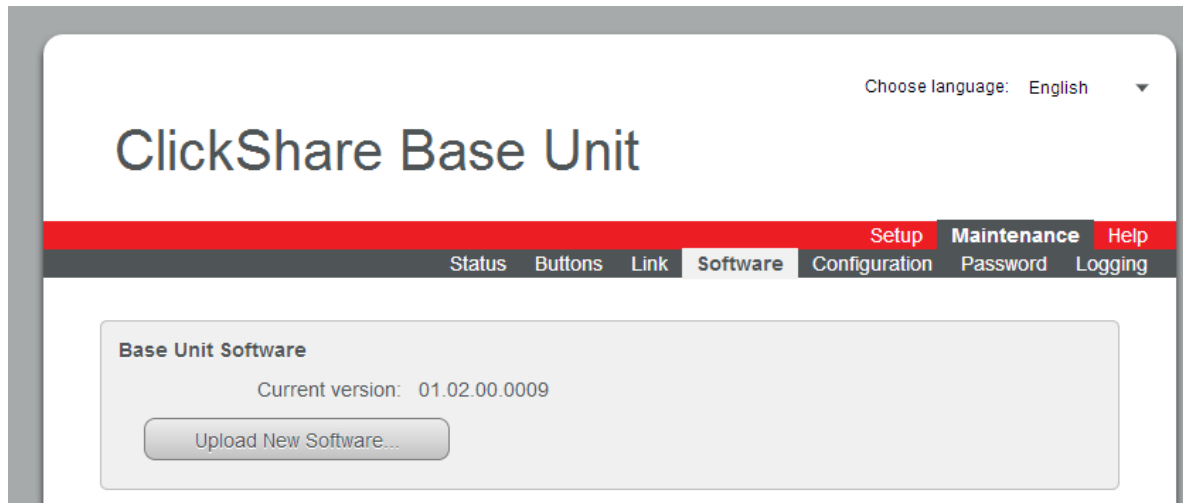
## Base Unit software update (2/4)

- Base Unit software update via the web interface

1. Download the latest version from [www.barco.com/clickshare](http://www.barco.com/clickshare).
2. Unzip the downloaded file.
3. Go to the web interface.
4. Open **Maintenance** > **Update** tab page.



## Base Unit software update (3/4)



4. Click **Browse** and navigate to the new version of the software on your laptop.
5. Click **Upload**.



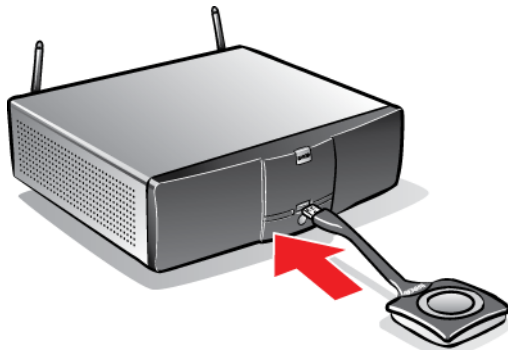
# Base Unit software update (4/4)

- Base Unit software update using a USB stick
  1. Download the latest software version from the Barco website.
  2. Copy the ipk file to a USB stick. If necessary, unzip it first.
  3. Rename the file to 'clickshare\_firmware.ipk'  
(This is the file name, the Base unit will look for when inserting the stick)
  4. Insert the USB stick into the USB port at the front of the Base Unit.
  5. Follow the instructions on screen.
  6. Remove the USB stick from the Base Unit.



# Buttons software update (1/2)

1. Insert the Button into the front USB port of the Base Unit.



If the Button software is not up to date, the Base Unit automatically starts updating the software.

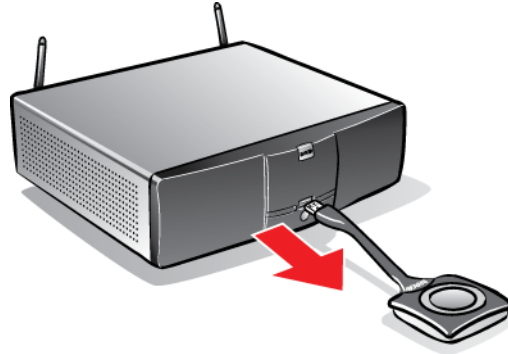
When the LEDs become static red, the software update process is finished.

When the LEDs become static white, a software update was not required.



## Buttons software update (2/2)

2. Insert the Button into the front USB port of the Base Unit.



The Button software has been updated.



# Emergency software recovery procedure (1/10)



***Follow this procedure in case the software of the Base Unit is corrupted or the unit does not start up correctly and load defaults does not resolve the problem***



***The software will be fully erased and the Base Unit re-installed. This will undo all configuration changes.***



***This procedure may only be executed by authorized Customer Service, not by end customers or 1st line support.***

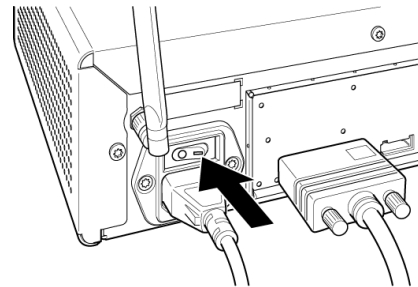


***Do not put the software recovery stick in a regular PC! You risk erasing your personal data.***



## Emergency software recovery procedure (2/10)

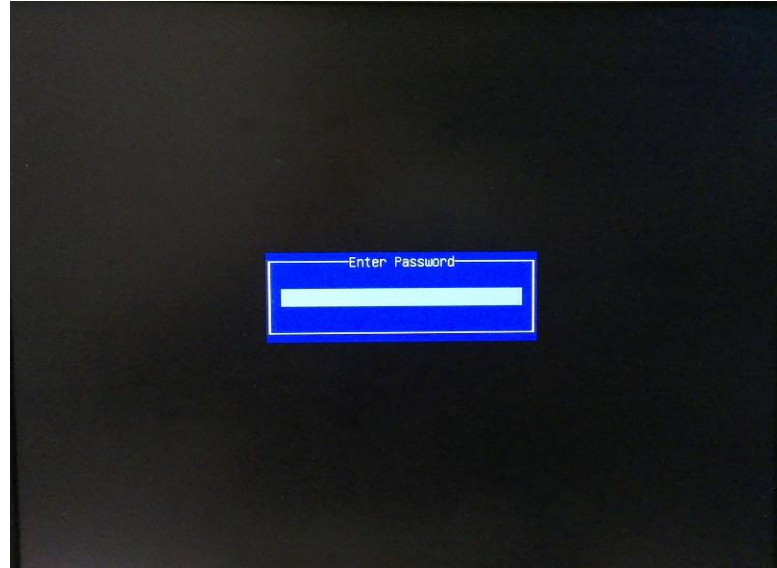
1. Connect a keyboard and monitor to the Base Unit.
2. Insert the software recovery stick into the USB port at the front.  
**>>> Service kit R768101K**
3. Set the rocker switch to "I" to start up the unit.  
(press the standby button if necessary)



4. Hold the F12 key on the keyboard immediately after startup



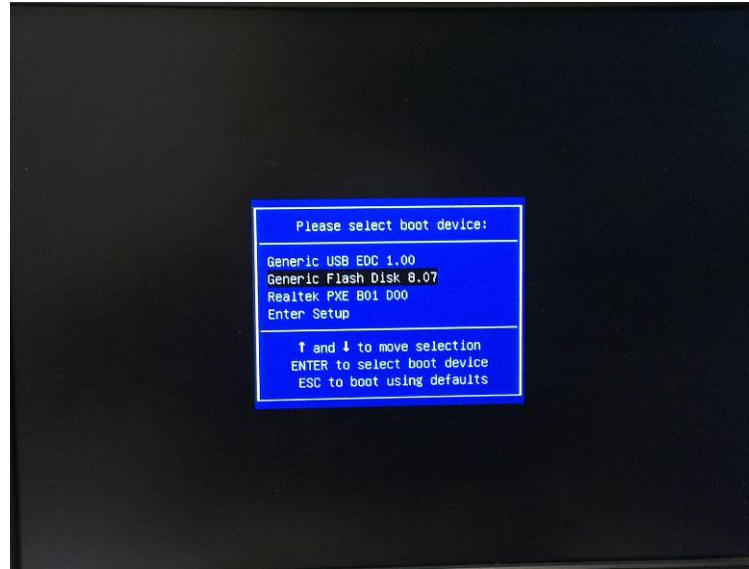
## Emergency software recovery procedure (3/10)



4. Enter the password 'clickshare'



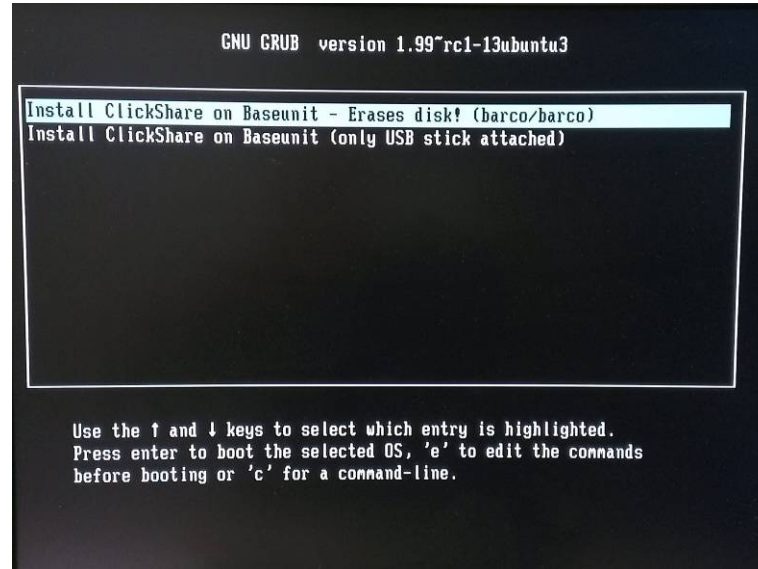
## Emergency software recovery procedure (4/10)



5. Select the software recovery stick to boot from



# Emergency software recovery procedure (5/10)



6. Select the first option and press Enter.



# Emergency software recovery procedure (6/10)

```
Enter username:  
barco  
Enter password:
```

7. Enter the username ('barco').

8. Enter the password ('barco').



## Emergency software recovery procedure (7/10)

```
*****
* ClickShare Disk Installer *
*****

acpid: 1 rule loaded

acpid: waiting for events: event logging is off

QIconvCodec::convertFromUnicode: using Latin-1 for conversion, iconv_open failed
QIconvCodec::convertToUnicode: using Latin-1 for conversion, iconv_open failed
*****
* ClickShare Disk Creator *
*****

Target device: /dev/sda
RootFS image: /gruut_install/gruut-image.tgz
Bootstrap Disk: No
Automatic Installer: No
Arguments are sane

!! WARNING !!
All partitions on /dev/sda will be deleted! Continue? [y/N] _
```

9. Press 'y' on the keyboard to start.



# Emergency software recovery procedure (8/10)

```
*****
* ClickShare Disk Installer *
*****

acpid: 1 rule loaded

acpid: waiting for events: event logging is off

QlconvCodec::convertFromUnicode: using Latin-1 for conversion, iconv_open failed
QlconvCodec::convertToUnicode: using Latin-1 for conversion, iconv_open failed
*****
* ClickShare Disk Creator *
*****

Target device: /dev/sda
RootFS image: /gruut_install/gruut-image.tgz
Bootstrap Disk: No
Automatic Installer: No
Arguments are sane

!! WARNING !!
All partitions on /dev/sda will be deleted! Continue? [y/N] y

Enter the article code: R9861006BEU_
```



## 10. Enter the article number of the unit

You can find this number at the label at the bottom of the unit. Format is R9861006Bxx.



# Emergency software recovery procedure (9/10)

```
* ClickShare Disk Installer *
*****

acpid: 1 rule loaded

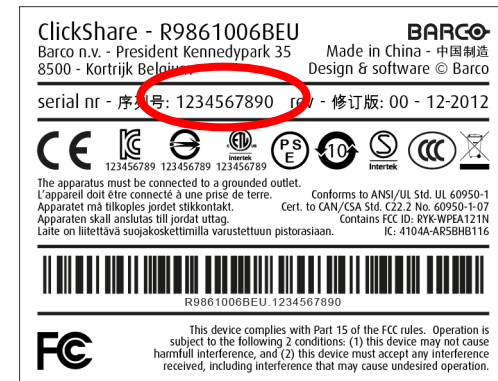
acpid: waiting for events: event logging is off

QlconvCodec::convertFromUnicode: using Latin-1 for conversion, iconv_open failed
QlconvCodec::convertToUnicode: using Latin-1 for conversion, iconv_open failed
*****
* ClickShare Disk Creator *
*****

Target device: /dev/sda
RootFS image: /gruut_install/gruut-image.tgz
Bootstrap Disk: No
Automatic Installer: No
Arguments are sane

!! WARNING !!
All partitions on /dev/sda will be deleted! Continue? [y/N] y

Enter the article code: R9861006BEU
Enter the serial number: 9741000000
```



## 11. Enter the serial number of the unit

You can find this number at the label at the bottom of the unit. Format is a 10-digit number.



# Emergency software recovery procedure (10/10)

When finished, a the unit will shutdown.

12. Unplug the software recovery stick from the Base Unit and reboot it by pressing the standby button
13. If applicable, update the unit to the latest software version.
14. Pair the buttons to the Base Unit





ClickShare

# CUSTOMER SUPPORT



# Customer support

## Standard warranty conditions in the VAD contract

- The end user warranty period HW+SW: 12months
- The Barco warranty to VAD, HW+SW = 12+3 months.  
3 months to handle "transit time" until install.
- The repair or replacement under the Warranties covers the cost of material and factory labor.
- Warranty does not cover wear and tear of the CS buttons
- Return of product from VAD to Barco under RMA.
- Full credit of product to VAD



# Overview of Clickshare Service Activities

Customer



Dealer



Distributor



Barco



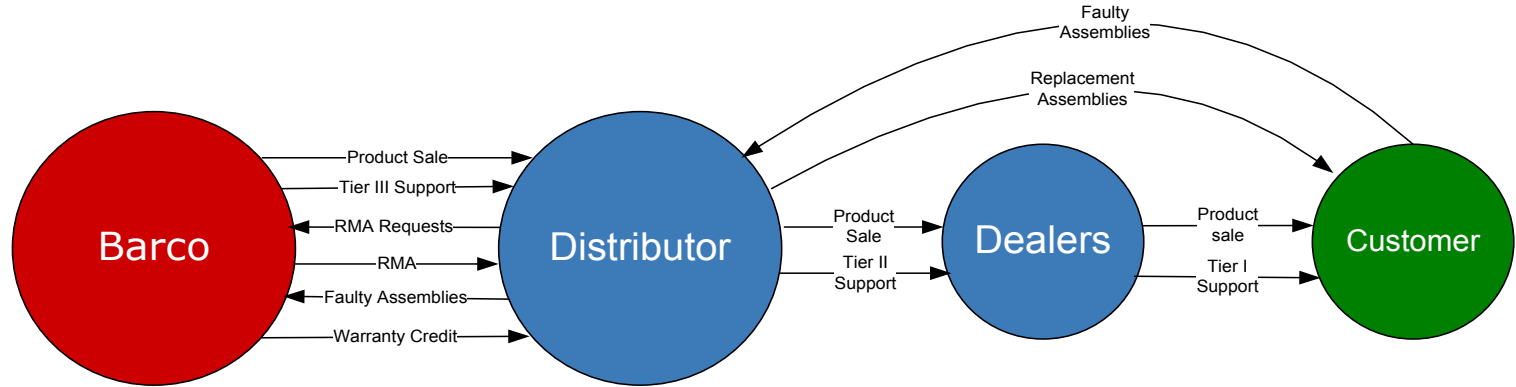
- Experiences a problem, calls Dealer for Technical Support

- Contacts Distributor for Tier II Technical Support, if needed
- Identifies ClickShare component failure
- Requests RMA from Distributor for return of faulty product
- Facilitates shipment of faulty unit from Customer to Distributor

- Checks returned unit according to standard test procedures
- Sends replacement unit from Finished Good stock to Customer to replace faulty product
- Contacts Barco to request RMA to return faulty product
- Sends faulty unit to Barco

- Receives faulty material on RMA and validates failure
- Credits Distributor for units sent to cover field failures

# ClickShare Detailed Service Model



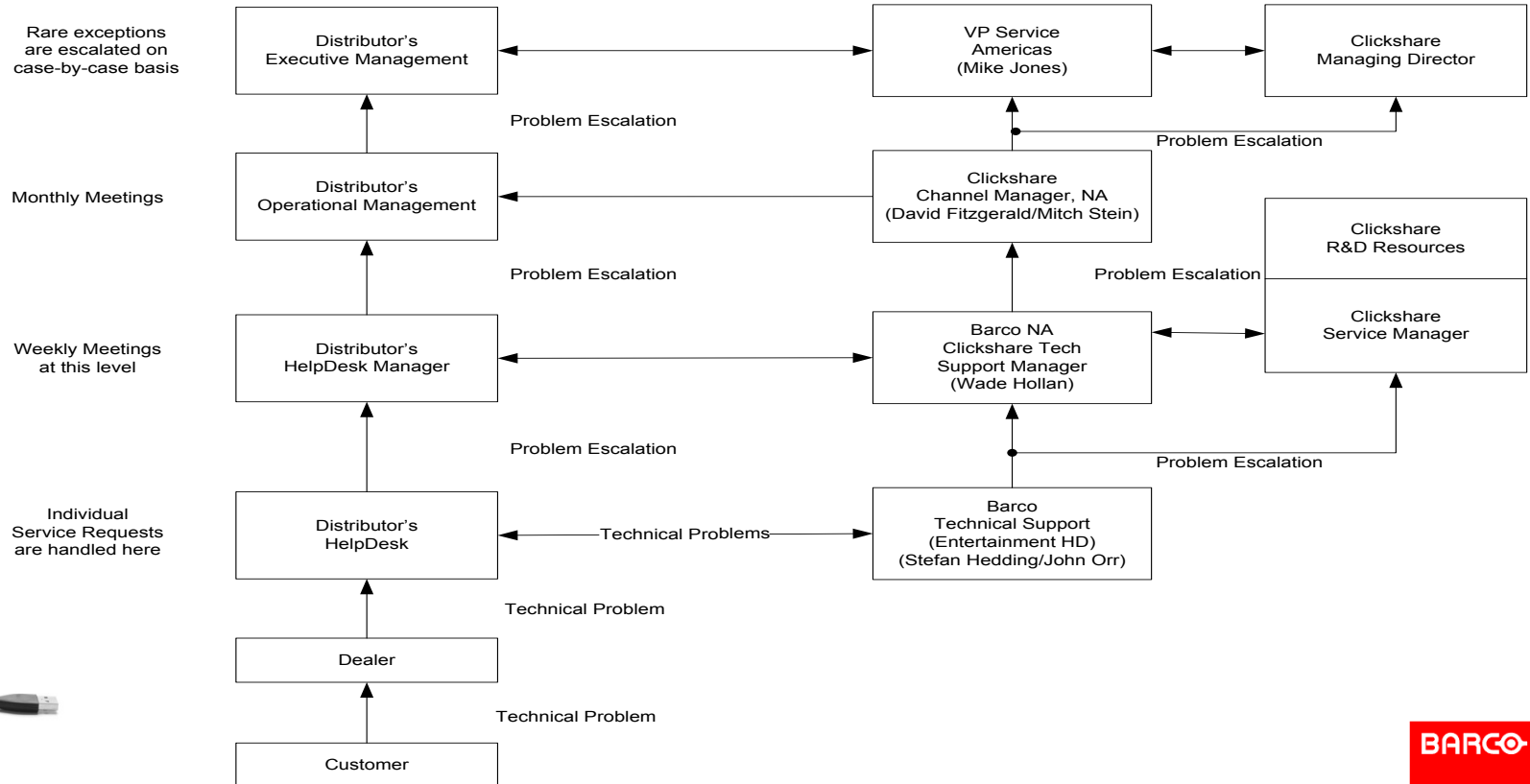
- The Distributor purchases from Barco
- If problems occur the Distributor receives Tier III support from Barco
- The Distributor troubleshoots assemblies returned by dealers and replaces faulty assemblies from finished goods stock
- The Distributor returns faulty assemblies to Barco via RMA process and receives credit for the full cost of the replaced assembly

- Dealers purchase from the Distributor
- If problems occur Dealers receive Tier II support from the Distributor
- Dealers rely on the Distributor for replacement of faulty assemblies required by Dealers

- Customers purchase from Dealers
- If problems occur, customers receive Tier I support from the Dealers
- Faulty assemblies are returned to the Distributor for repair
- Replacement assemblies are provided by the Distributor



# ClickShare Escalation Process – North America

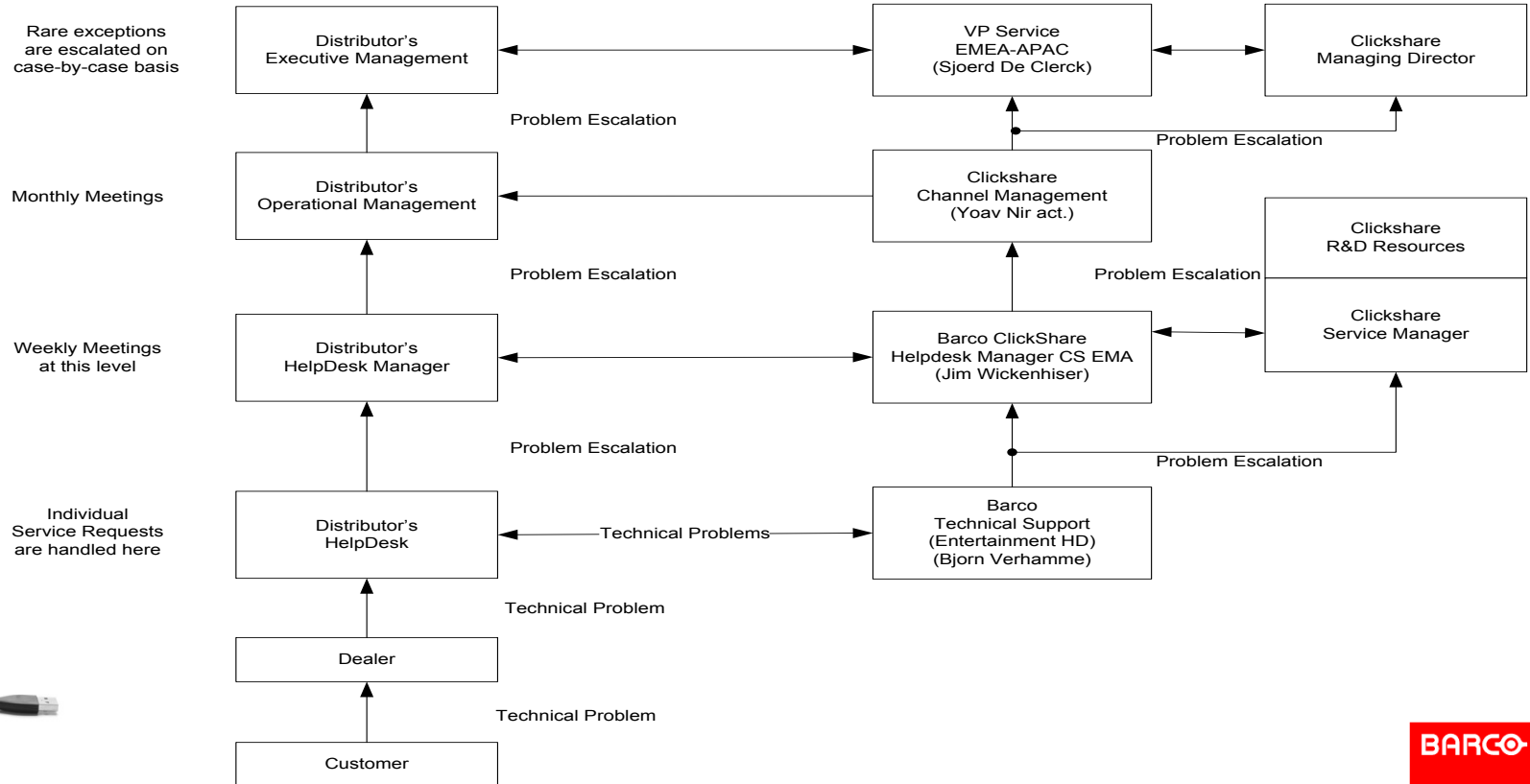


# Points of Contact – North America

Name	Location	Phone	Email
Mike Jones	Rancho Cordova, CA	+1 916 859 2500	<a href="mailto:mike.jones@barco.com">mike.jones@barco.com</a>
David Fitzgerald	Duluth, GA	+1 678 475 8000	<a href="mailto:david.fitzgerald@barco.com">david.fitzgerald@barco.com</a>
Mitch Stein	Mississauga, Ontario, Canada	+1 905 405 6225	<a href="mailto:mitch.stein@barco.com">mitch.stein@barco.com</a>
Wade Hollan	Rancho Cordova, CA	+1 916 859 2500	<a href="mailto:wade.hollan@barco.com">wade.hollan@barco.com</a>
Stefan Hedding	Rancho Cordova, CA	+1 916 273 5305	<a href="mailto:stefan.hedding@barco.com">stefan.hedding@barco.com</a>
John Orr	Rancho Cordova, CA	+1 916 290 5926	<a href="mailto:john.orr@barco.com">john.orr@barco.com</a>



# ClickShare Escalation Process - Europe



# Points of Contact – Europe

Name	Location	Phone	Email
Sjoerd De Clerck	Kuurne, BE	+32 56 36 8606	<a href="mailto:sjoerd.declerck@barco.com">sjoerd.declerck@barco.com</a>
Jim Wickenhiser	Kuurne, BE	+32 56 36 8766	<a href="mailto:jim.wickenhiser@barco.com">jim.wickenhiser@barco.com</a>
Bjorn Verhamme	Kuurne, BE	+32 56 368586	<a href="mailto:bjorn.verhamme@barco.com">bjorn.verhamme@barco.com</a>





ClickShare

# PROBLEM REPORTING




# Reporting on [www.barco.com/esupport](http://www.barco.com/esupport)

barco.com Nederlands | Belgium [\(Change\)](#)

[Home](#) | [Over Ons](#) | [Markten](#) | [Producten](#) | [Partners](#) | [Support](#) | [Investeren](#) | [Jobs](#) | [News](#) | [Evenementen](#) | [Contacteer ons](#)

[Barco](#) > eSupport: Contact the helpdesk



**Contacteer Barco**

- > Contacteer ons
- > Support
- > Regional offices

## eSupport: Contact the helpdesk

Please enter your username & password.

Username:

Password:

[Een account aanmaken](#)

[Lost your password?](#)

**BARCO**  
Visibly yours

[Over Barco](#) | [Legal Disclaimer](#) | [Privacy policy](#) | [Copyright © Barco](#) |





# Reporting in www.barco.com/esupport

Barco Customer Portal - Windows Internet Explorer

https://emea.salesforce.com/apex/addresslookupCP\_rma?whatswap&pid=1020128648;caseId=true

File Edit View Favorites Tools Help

McAfee

Web Slice Gallery FS Assignment

Barco Customer Portal

BARCO

Logout

LOGGED IN AS DIRK ISERBYT (DIRK.ISERBYT@SKYNET.BE)

Home

Create New Requests

- General request
- Depot repair request
- Lamp refurb request
- Swap / part delivery request

Overview

- Service Requests
- Depot Repairs
- Service Orders
- Material Lines

Search

Go!

Shipping information

Please confirm your shipping details below. You can do so by selecting an entry from the list or creating a new address/contact. The info selected will be displayed in red. In case no list is available, please create a new entry first.

Shipping info currently saved as default:

Address:  
AZLAN LTD UK MULBERRY BUSINESS PARK FISHPONDS ROAD ? WOKINGHAM GB

Contact:  
MR YOAV NIR EN +32 56 233360

Is this shipping info correct?

Yes No



Home

# Reporting in www.barco.com/esupport

Service Request Edit: 00321663 - Barco Customer Portal - Windows Internet Explorer

https://emea.salesforce.com/5002000000PDHeBAAH/etretURLs/5002000000PDHeBAAH/RecordType=012200000005B+800N200000104X3+Media+%26+Entertainment&cas3aPart%20exchange&cas7+Not1

File Edit View Favorites Tools Help

McAfee

Favorites Web Slice Gallery FS Assignment

Service Request Edit: 00321663 - Barco Customer...

- Lamp return request
- Swap / part delivery request

Overview

- Service Requests
- Depot Repairs
- Service Orders
- Material Lines

Search

Go!

Service Request Edit

Submit Submit & Add Attachment Cancel

Unit information

Media & Entertainment

Unit serial number 971400144

Product Classification ClickShare

Part number R9861005BEU

--None--

System / Project ID

Detail

Subject Base unit no boot up

Description Base unit won't boot up anymore

Customer Reference Test customer

Shipment location

Company name AZLAN LTD UK

Address MULBERRY BUSINESS PARK

Address 2 FISHPONDS ROAD

City WOKINGHAM

Country GB

House number

Zip/Postal code ?

State/Province

Shipment contact

Salutation MR

First name YOAV

Last name NIR

Language EN

Phone +32 56 233360

Submit Submit & Add Attachment Cancel

Home

Internet | Protected Mode: Off



# Reporting in www.barco.com/esupport

Attach File to Service Request 00321663 - Barco Customer Portal - Windows Internet Explorer

https://emea.salesforce.com/p/attach/NoteAttach?pid=5002000000PDFH&parentname=00321663&retURL=%2F5002000000PDFH&

File Edit View Favorites Tools Help

McAfee

Favorites Web Slice Gallery FS Assignment

Attach File to Service Request 00321663 - Barco

BARCO

Logout

LOGGED IN AS DIRK ISERBYT (DIRK.ISERBYT@SKYNET.BE)

Home

Create New Requests

- General request
- Depot repair request
- Lamp refurb request
- Swap / part delivery request

Overview

- Service Requests
- Depot Repairs
- Service Orders
- Material Lines

Search

Go!

Attach File to Service Request 00321663

1. Select the File  
Type the path of the file or click the Browse button to find the file.  
**Choose File** No file chosen
2. Click the "Attach File" button.  
Repeat steps 1 and 2 to attach multiple files.  
(When the upload is complete the file information will appear below.)  
**Attach File**
3. Click the Done button to return to the previous page.  
(This will cancel an in-progress upload.)  
**Done**



Home

# Reporting in www.barco.com/esupport

Service Request: 00321663 - Barco Customer Portal - Windows Internet Explorer

https://emea.salesforce.com/000200000PDHeb

File Edit View Favorites Tools Help

McAfee

Favorites Web Slice Gallery FS Assignment

Service Request: 00321663 - Barco Customer Portal

- General request
- Depot repair request
- Lamp refurb request
- Swap / part delivery request

Overview

- Service Requests
- Depot Repairs
- Service Orders
- Material Lines

Search

Go!

Service Request Detail

Clone Mark as read

RMA Nr	003256262293
Contact Name	Dirk Iserbyt (Sky)
Contact Email	dirk.iserbyt@skynet.be
Type	Part Exchange
Status	New
Origin	Customer Portal

Unit information

Market	Media & Entertainment	Unit serial number	971400144
Product Classification	ClickShare	Part number	R9861005BEU
Product Classification Level	2	System / Project ID	
Product Classification Level	3		

Detail

Subject	Base unit no boot up
Description	Base unit won't boot up anymore
Customer Reference	Test customer

Shipment location

Company name	AZLAN LTD UK	House number	
Address	MULBERRY BUSINESS PARK		
Address 2	FISHPONDS ROAD		
City	WOKINGHAM	Zip/Postal code	?
Country	GB	State/Province	

Shipment contact

Salutation	MR	Language	EN
First name	YOAV	Phone	+32 56 233360
Last name	NIR		

Service Request Duration

Date/Time Opened	20/09/2012 10:50	Date/Time Closed	
------------------	------------------	------------------	--

Clone Mark as read

Service Request Comments

Add Comment

No records to display

Attachments

Attach File

No records to display

Internet | Protected Mode: Off





ClickShare

# GENERATING LOG FILES



# Generating log files

- The system automatically generates log files.
- Log files can be interpreted by Product Base to analyze and resolve reported problems.
- Log files can be generated from the
  - Base Unit
  - Client
  - Button

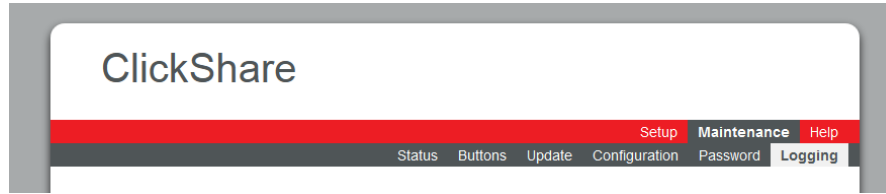


# Generating log files

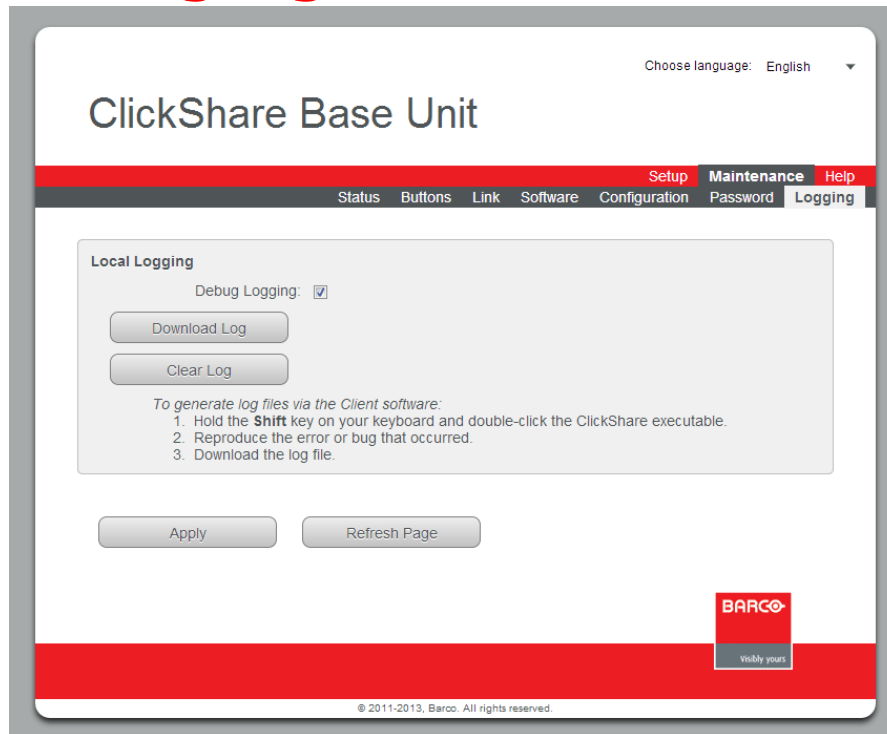
- To generate log files from the Base Unit

1. Browse to the web interface.

2. Click the **Maintenance** tab and click **Logging**.



# Generating log files



The screenshot shows the ClickShare Base Unit web interface. At the top right, there is a language selector set to "English". The main title is "ClickShare Base Unit". Below the title is a navigation bar with tabs: "Status", "Buttons", "Link", "Software", "Configuration", "Password", and "Logging". The "Logging" tab is selected. In the "Local Logging" section, "Debug Logging" is checked. There are two buttons: "Download Log" and "Clear Log". Below these buttons, there is a section titled "To generate log files via the Client software:" followed by a numbered list: 1. Hold the **Shift** key on your keyboard and double-click the ClickShare executable. 2. Reproduce the error or bug that occurred. 3. Download the log file. At the bottom of the section are two buttons: "Apply" and "Refresh Page". The BARCO logo and "Visibly yours" tagline are in the bottom right corner. The footer text reads "© 2011-2013, Barco. All rights reserved."



3. Make sure the **Debug Logging** is set to **Enabled**.

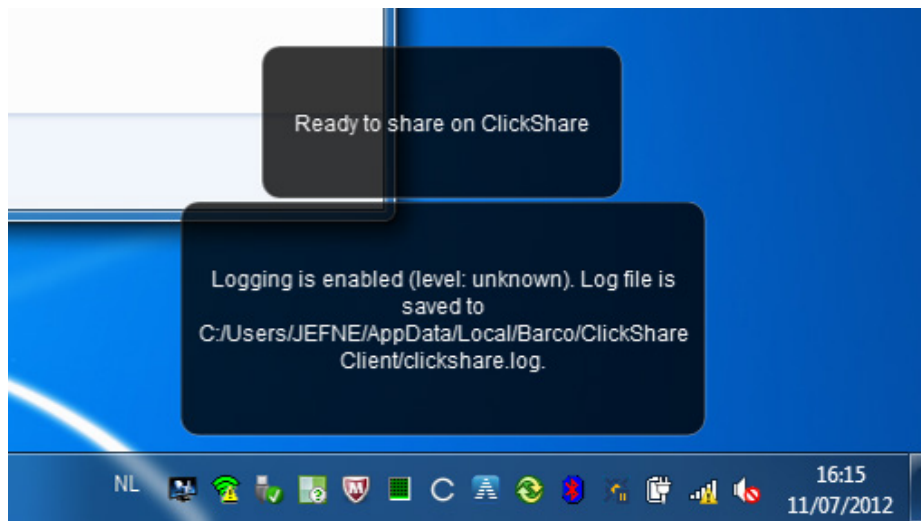
# Generating log files

4. Click **Clear Log**.
5. Reproduce the bug or error that occurred.
6. Go back to the **Logging** tab page and click **Download Log**.
7. Save the log file on your laptop.



# Generating log files

- To generate Client Log Files
  1. When starting the **client software** hold the **shift** key
  2. A **message** will appear with the **path** where the logfile is saved





ClickShare

# SUPPORT FLOW DIAGRAM



# Step by step support procedure

- Goal:
  - Diagnosing if unit under investigation is broken
  - Try resolving issues based on FAQ's & Knowledgebase
- Intended for:
  - First line support: VAR (reseller)
  - Second line support: VAD (distributor)



# Step 1: Base Unit

- Set up the unit in a **stand-alone** environment. Connect monitor and keyboard (preferably a monitor that is known to function with ClickShare).
- Does the base start up normally?
  - If the wallpaper doesn't appear or the leds are blinking red.
  - Load defaults in boot menu and retry (press arrow down during start-up and select 'Load Defaults')
- If successful
  - Update the Base Unit to the latest software version (if update available)
  - Continue with the Button tests.
- If not successful (*step for 2<sup>nd</sup> line support only*)
  - Apply the software emergency recovery procedure (see Service Guide).
  - Update to the latest software version (if recovery stick contains old version).
- If not successful base unit can be considered broken.



## Step 2: Individual Buttons

- Pair each Button with the Base Unit.
- Try sharing with each Button from a PC or laptop (preferably one which is known to work properly with ClickShare).
- If not successful the Button can be considered broken.



## Step 3: Troubleshooting

- If the unit functions in a stand-alone environment, but not in the customer installation
  - **Consult the available product documentation for resolving the problem**
    - FAQ and Troubleshooting Knowledgebase
    - Service training slides
    - Online product manuals



## Step 4: Collect Log Files

- *Log Files help Barco to diagnose failures and further improve the product.*
- *If the Product FAQ's and Troubleshooting Knowledgebase can not help, collect information for Barco to diagnose the problem.*
- If possible,
  - **Download the logs from the Base Unit web interface.**
  - **Take pictures/videos of observed phenomena**
  - **Collect types of additional equipment involved (displays, video switches, environment, ...)**



## Step 5: Report the issue

- Write down the serial numbers of the Base Unit and Buttons.
  - **Indicate which were not working before and after completing the procedure.**
- Escalate to the next level, including at least the following information:
  - **Description of the problem**
  - **Status (resolved or not)**
  - **Article number information**
  - **Serial number information**
  - **Log files**
- Other useful information for diagnosis:
  - **Info on installation (other equipment involved, environment, ...)**
  - **Pictures/videos of observed phenomena**

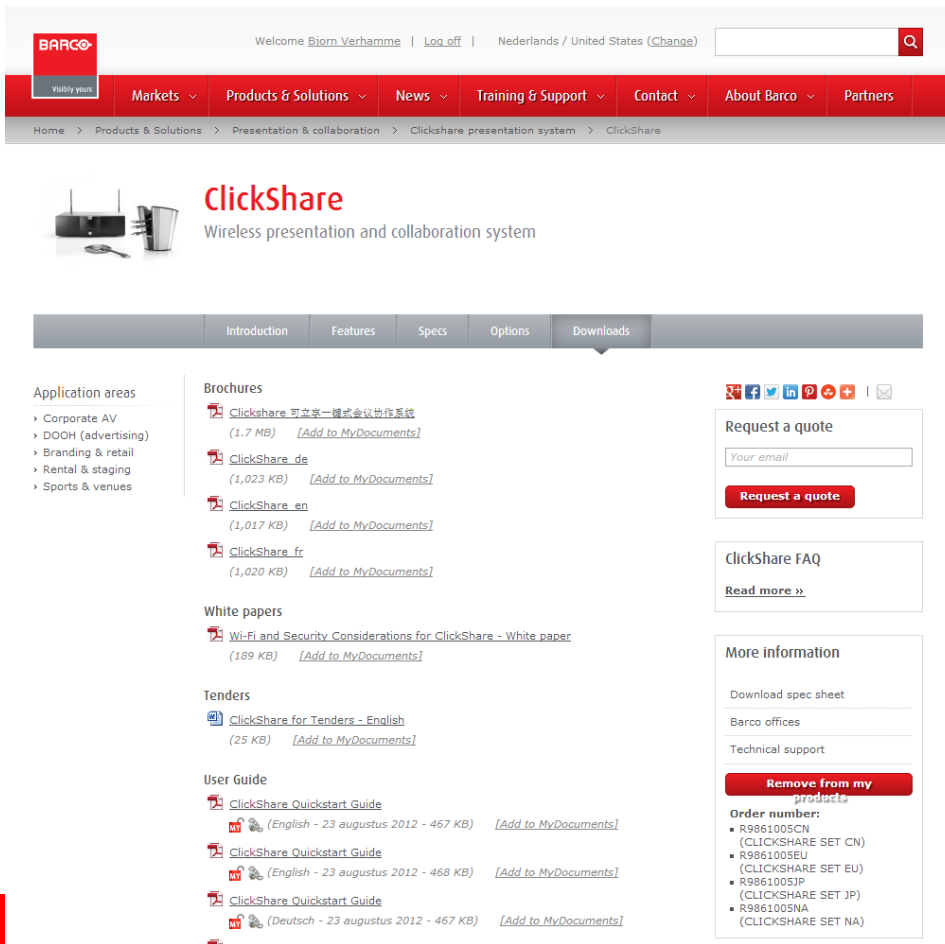




# ClickShare **RESOURCES**



# Where to find technical documentation



The screenshot shows the Barco ClickShare website. The top navigation bar includes links for Welcome, Log off, and language selection (Nederlands / United States). The main navigation menu has tabs for Markets, Products & Solutions, News, Training & Support, Contact, About Barco, and Partners. The breadcrumb trail indicates the path: Home > Products & Solutions > Presentation & collaboration > Clickshare presentation system > ClickShare.

The ClickShare logo is prominently displayed, followed by the tagline "Wireless presentation and collaboration system". Below this is a horizontal menu with tabs for Introduction, Features, Specs, Options, and Downloads. The Downloads tab is active, showing a list of documents categorized into Brochures, White papers, Tenders, and User Guide.

**Brochures**

- [ClickShare 可立享一键式会议协作系统](#) (1.7 MB) [\[Add to MyDocuments\]](#)
- [ClickShare\\_de](#) (1,023 KB) [\[Add to MyDocuments\]](#)
- [ClickShare\\_en](#) (1,017 KB) [\[Add to MyDocuments\]](#)
- [ClickShare\\_fr](#) (1,020 KB) [\[Add to MyDocuments\]](#)

**White papers**

- [Wi-Fi and Security Considerations for ClickShare - White paper](#) (189 KB) [\[Add to MyDocuments\]](#)

**Tenders**

- [ClickShare for Tenders - English](#) (25 KB) [\[Add to MyDocuments\]](#)

**User Guide**

- [ClickShare Quickstart Guide](#) (English - 23 augustus 2012 - 467 KB) [\[Add to MyDocuments\]](#)
- [ClickShare Quickstart Guide](#) (English - 23 augustus 2012 - 468 KB) [\[Add to MyDocuments\]](#)
- [ClickShare Quickstart Guide](#) (Deutsch - 23 augustus 2012 - 467 KB) [\[Add to MyDocuments\]](#)

**Request a quote**

Your email

[Request a quote](#)

**ClickShare FAQ**

[Read more >>](#)

**More information**

[Download spec sheet](#)

[Barco offices](#)

[Technical support](#)

[Remove from my products](#)

**Order number:**

- R9861005CN (CLICKSHARE SET CN)
- R9861005EU (CLICKSHARE SET EU)
- R9861005JP (CLICKSHARE SET JP)
- R9861005NA (CLICKSHARE SET NA)



# Where to find technical documentation

- Available Technical Documentation:
  - **User Manuals (User, Installation, IT & Facilities, Safety, Quickstart) (\*)**
  - **Service Guide**
  - **Service Training Slides**
  - **Software updates (\*)**
  - **WiFi & Security Considerations White Paper (\*)**
  - **2D and 3D technical drawings**
  - **Product certification (CE, ETL, ...)**

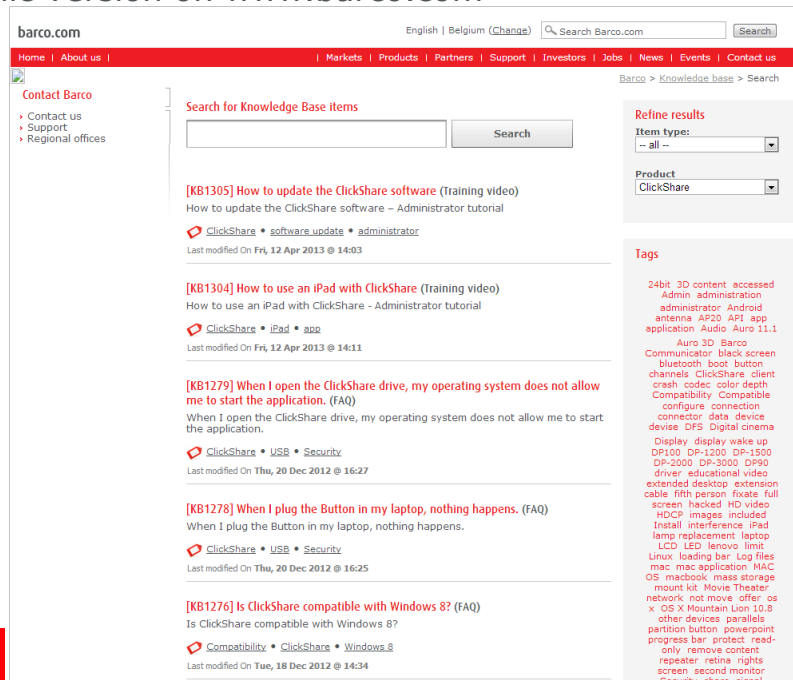


(\*) also available via the public [barco.com/clickshare](https://barco.com/clickshare) for end customers

# Where to find technical documentation

- Product FAQ's and Troubleshooting Knowledgebase

Remark: the FAQ's & knowledgebase on my.barco.com contains more items than the public version on www.barco.com



The screenshot shows the Barco Knowledge Base website. The header includes the Barco logo, language selection (English | Belgium), and a search bar. The navigation menu lists Home, About us, Markets, Products, Partners, Support, Investors, Jobs, News, Events, and Contact us. The left sidebar contains 'Contact Barco' with links to Contact us, Support, and Regional offices. The main content area is titled 'Search for Knowledge Base items' and displays a list of search results. The results include:

- [KB1305] How to update the ClickShare software (Training video)**  
How to update the ClickShare software - Administrator tutorial  
ClickShare • software update • administrator  
Last modified On Fri, 12 Apr 2013 @ 14:03
- [KB1304] How to use an iPad with ClickShare (Training video)**  
How to use an iPad with ClickShare - Administrator tutorial  
ClickShare • iPad • app  
Last modified On Fri, 12 Apr 2013 @ 14:11
- [KB1279] When I open the ClickShare drive, my operating system does not allow me to start the application. (FAQ)**  
When I open the ClickShare drive, my operating system does not allow me to start the application.  
ClickShare • USB • Security  
Last modified On Thu, 20 Dec 2012 @ 16:27
- [KB1278] When I plug the Button in my laptop, nothing happens. (FAQ)**  
When I plug the Button in my laptop, nothing happens.  
ClickShare • USB • Security  
Last modified On Thu, 20 Dec 2012 @ 16:25
- [KB1276] Is ClickShare compatible with Windows 8? (FAQ)**  
Is ClickShare compatible with Windows 8?  
Compatibility • ClickShare • Windows 8  
Last modified On Tue, 18 Dec 2012 @ 14:34

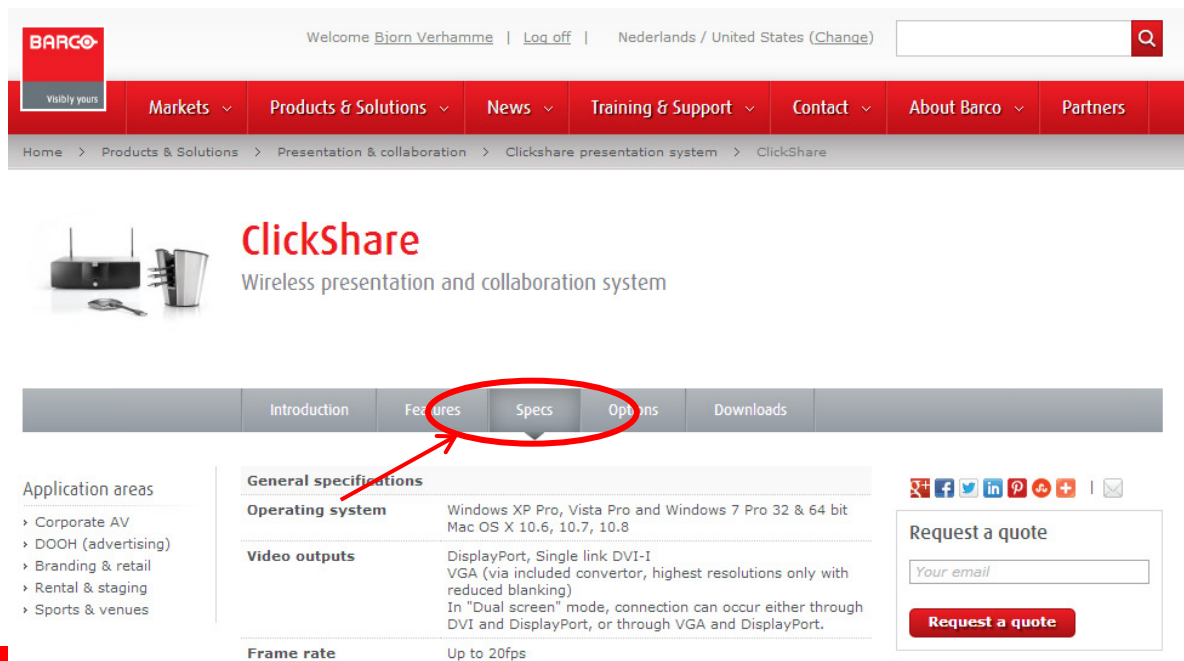
The right sidebar contains 'Refine results' with filters for Item type (all) and Product (ClickShare), and a 'Tags' section listing various technical terms and product names.



# Where to find technical documentation

## Technical specifications:

<http://www.barco.com/nl/products-solutions/presentation-collaboration/clickshare-presentation-system/single-click-presentation-and-collaboration-system.aspx?tab=specs>



The screenshot shows the Barco ClickShare website. The top navigation bar includes the Barco logo, a welcome message for Bjorn Verhamme, a log off link, and language options for Netherlands and United States. Below this is a main navigation menu with links for Markets, Products & Solutions, News, Training & Support, Contact, About Barco, and Partners. A breadcrumb trail indicates the current location: Home > Products & Solutions > Presentation & collaboration > Clickshare presentation system > ClickShare.

The main content area features the ClickShare logo and the tagline 'Wireless presentation and collaboration system'. Below this is a secondary navigation menu with tabs for Introduction, Features, Specs, Options, and Downloads. The 'Specs' tab is highlighted with a red circle and a red arrow pointing to it.

On the left side, there is a section for 'Application areas' with a list of bullet points: Corporate AV, DOOH (advertising), Branding & retail, Rental & staging, and Sports & venues. To the right of this list is an image of the ClickShare device.

The main content area displays 'General specifications' for the ClickShare system. The specifications are organized into sections: Operating system, Video outputs, and Frame rate.

General specifications	
<b>Operating system</b>	Windows XP Pro, Vista Pro and Windows 7 Pro 32 & 64 bit Mac OS X 10.6, 10.7, 10.8
<b>Video outputs</b>	DisplayPort, Single link DVI-I VGA (via included converter, highest resolutions only with reduced blanking) In "Dual screen" mode, connection can occur either through DVI and DisplayPort, or through VGA and DisplayPort.
<b>Frame rate</b>	Up to 20fps

On the right side of the specifications table, there is a 'Request a quote' section with a form for entering an email address and a 'Request a quote' button. Above this form are social media icons for Facebook, Twitter, LinkedIn, YouTube, and Google+.

# Stay informed on ClickShare updates

Via my.barco.com one can be informed via email on ClickShare updates.

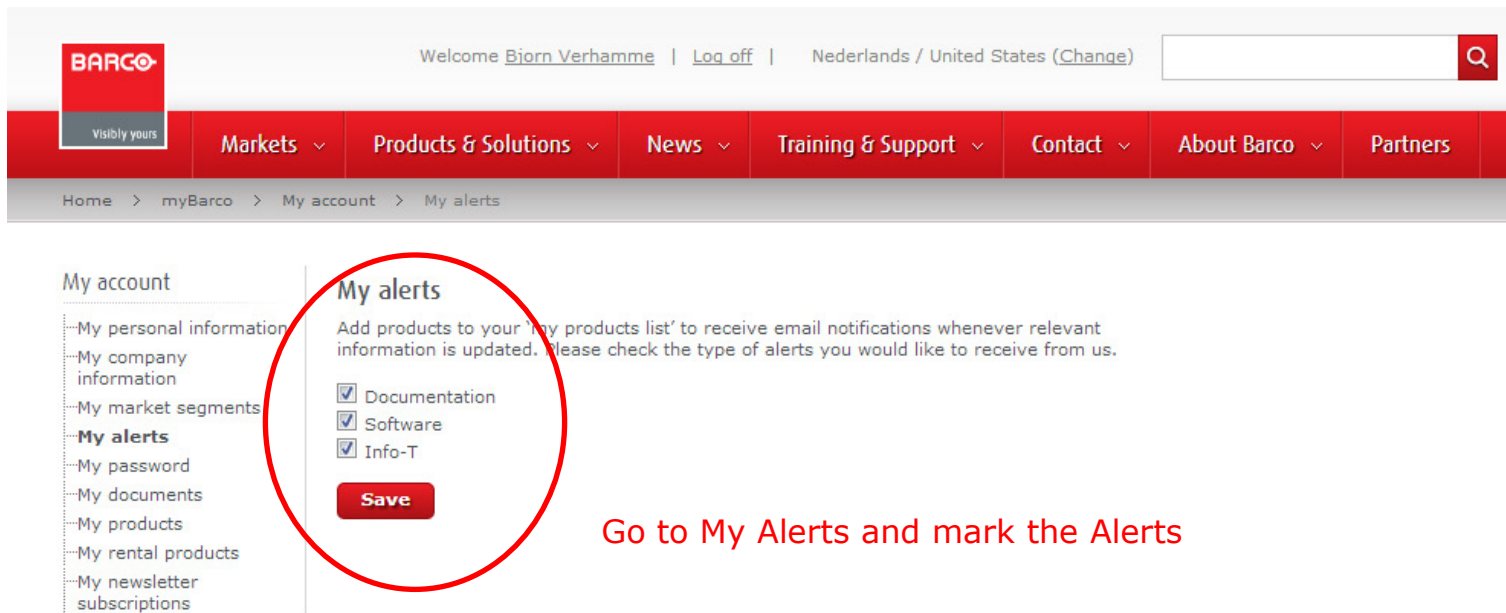
The screenshot shows the myBarco dashboard interface. At the top, there is a navigation bar with 'Home > myBarco'. The main content area is divided into several sections:

- My account**: A list of links including 'My personal information', 'My company information', 'My market segments', 'My alerts', 'My password', 'My documents', 'My products', 'My rental products', and 'My newsletter subscriptions'. A red arrow points from the text 'First go to my products and add ClickShare' to the 'My products' link.
- My Support**: A list of links including 'Customer service portal', 'Product support', 'Digital cinema', and 'Policies & documentation'. A red arrow points from the text 'First go to my products and add ClickShare' to the 'ClickShare' link in the 'My products' section.
- myBarco dashboard**: A central area with a 'Welcome to my dashboard' message and a 'Manage your widgets' button.
- My products**: A section with a 'ClickShare' link and a 'Manage my products' button.

First go to my products and add ClickShare



# Stay informed on ClickShare updates



The screenshot shows the BARCO myBarco website. The top navigation bar includes the BARCO logo, a welcome message for Biorn Verhamme, a log off link, and a language selector (Nederlands / United States). Below this is a red navigation bar with links for Markets, Products & Solutions, News, Training & Support, Contact, About Barco, and Partners. A breadcrumb trail at the bottom of the navigation bar reads: Home > myBarco > My account > My alerts.

The main content area is titled 'My account' and lists several options: My personal information, My company information, My market segments, **My alerts**, My password, My documents, My products, My rental products, and My newsletter subscriptions. The 'My alerts' section is highlighted with a red circle. It contains the text: 'Add products to your 'my products list' to receive email notifications whenever relevant information is updated. Please check the type of alerts you would like to receive from us.' Below this text are three checked checkboxes: Documentation, Software, and Info-T. A red 'Save' button is located at the bottom of the 'My alerts' section.

Go to My Alerts and mark the Alerts





ClickShare

# TROUBLESHOOTING



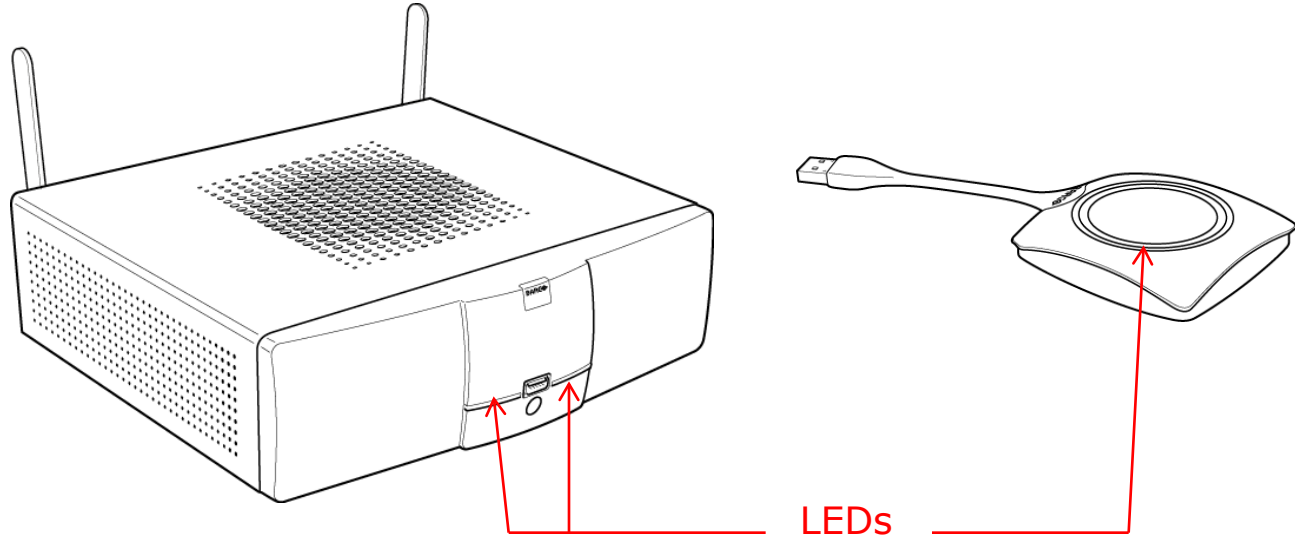
# Troubleshooting Overview

- LED indication
- Troubleshooting list
- Web Interface troubleshooting



## LED indication (1/3)

The color of the LEDs at the front of the Base Unit and on the Button give information on the status of the system.



## LED indication (2/3)

### ▪ Base Unit LED strips

LEDs behavior	Explanation
Static red	<ul style="list-style-type: none"><li>• Receiving content from the Buttons and streaming towards the display.</li><li>• Pairing and software update of the Button is done.</li><li>• During the first phase of the Base Unit boot process.</li></ul>
Blinking white	<ul style="list-style-type: none"><li>• System is starting up (during the second phase).</li><li>• Button pairing or update is in progress.</li><li>• During software update of the Base Unit.</li></ul>
Slow blinking white	Standby mode (i.e. muting the display output)
Static white	<ul style="list-style-type: none"><li>• Awake and ready</li><li>• Pairing is done</li></ul>
Red blinking	An error occurred



# LED indication (3/3)

## ▪ Button LEDs

LEDs behavior	Explanation
White blinking	<ul style="list-style-type: none"><li>• The Button is plugged in the laptop and initializing or waiting for the user to start the ClickShare application.</li><li>• Pairing/software update of the Button in the Base Unit is in progress.</li></ul>
Static white	<ul style="list-style-type: none"><li>• ClickShare is ready to start sharing your screen.</li><li>• Pairing is done.</li></ul>
Static red	<ul style="list-style-type: none"><li>• Sharing your screen with the display.</li><li>• Software update is done.</li></ul>
Red blinking	An error occurred.
Off (no light)	<ul style="list-style-type: none"><li>• The Button is not properly inserted into the USB port.</li><li>• The Button might be defective.</li><li>• The USB port or laptop might be defective.</li></ul>



# Troubleshooting (1/11)

Problem	Cause	Solution
Quality of the image on the display is not satisfactory	<ul style="list-style-type: none"><li>▪ Quality or length of the cable between the Base Unit and the display or the connection between these two.</li></ul>	<ul style="list-style-type: none"><li>▪ Replace the cable.</li><li>▪ Use a shorter cable &amp; place the base unit closer to the display</li></ul>
	<ul style="list-style-type: none"><li>▪ Resolution of the display.</li></ul>	<ul style="list-style-type: none"><li>▪ Change the resolution on the web interface and match it to the native resolution of the meeting room display.</li></ul>
	<ul style="list-style-type: none"><li>▪ The system can handle the average laptop resolution of 3 Megapixel. However, up or down scaling on the display can cause visible artefacts.</li></ul>	<ul style="list-style-type: none"><li>▪ Use a display with a resolution closer to the one of the source.</li></ul>
Web interface is not accessible.	<ul style="list-style-type: none"><li>▪ No connection</li></ul>	<ul style="list-style-type: none"><li>▪ Connect to the Wifi interface (with correct passphrase) and browse to <a href="http://192.168.2.1">http://192.168.2.1</a></li><li>▪ Connect the LAN interface to the Ethernet, browse to the IP address on the wallpaper</li><li>▪ Connect directly to the LAN interface, set up your PC's IP to 192.168.1.xx and browse to <a href="http://192.168.1.23">http://192.168.1.23</a></li></ul>



# Troubleshooting (2/11)

Problem	Cause	Solution
Users have bad connectivity.	<ul style="list-style-type: none"><li>Wireless congestion</li></ul>	<ul style="list-style-type: none"><li>Use a WiFi scanner to find a free wireless channel and select it via the web interface. You can use commercial as well as free online tools such as inSSIDer or Ximus for this.</li></ul>
The signal keeps falling away.	<ul style="list-style-type: none"><li>Low signal strength</li></ul>	<ul style="list-style-type: none"><li>Put the Base Unit closer to the meeting room table.</li></ul>
		<ul style="list-style-type: none"><li>Attach the antennae at the back of the base unit</li></ul>
		<ul style="list-style-type: none"><li>Change the orientation of the antennae at the back of the Base Unit.</li></ul>
		<ul style="list-style-type: none"><li>Remove or limit all obstructions between Base Unit and Buttons.</li></ul>
Low video performance	<ul style="list-style-type: none"><li>Laptop performance</li></ul>	<ul style="list-style-type: none"><li>Lower the screen resolution of the laptop.</li></ul>
		<ul style="list-style-type: none"><li>Disable the hardware acceleration for video.</li></ul>
		<ul style="list-style-type: none"><li>Use only a part of the display to show the video.</li></ul>
	<ul style="list-style-type: none"><li>Wireless connectivity</li></ul>	<ul style="list-style-type: none"><li>See “Users have bad connectivity”.</li></ul>



# Troubleshooting (3/11)

Problem	Cause	Solution
Users do not get a ClickShare drive when inserting the Button in their laptop.	<ul style="list-style-type: none"><li>No automatic refresh of drives.</li></ul>	<ul style="list-style-type: none"><li>Refresh your view on the laptop.</li><li><a href="http://support.microsoft.com/kb/297694">http://support.microsoft.com/kb/297694</a></li></ul>
	<ul style="list-style-type: none"><li>Bad connection at USB port on the laptop.</li></ul>	<ul style="list-style-type: none"><li>Reconnect to the USB port.</li><li>Use another USB port.</li><li>Reboot the laptop.</li></ul>
	<ul style="list-style-type: none"><li>Some types of USB devices might be blocked as a company policy.</li></ul>	<ul style="list-style-type: none"><li>If possible, change the USB port policy on the laptop. Try to reach your IT department to solve this issue.</li></ul>
	<ul style="list-style-type: none"><li>USB port settings on the laptop might limit the usage of high power USB devices when on battery power.</li></ul>	<ul style="list-style-type: none"><li>Copy the ClickShare executable on your local harddrive and run it from the local drive.</li></ul>
Video is not shown on screen.	<ul style="list-style-type: none"><li>Player uses overlays.</li></ul>	<ul style="list-style-type: none"><li>Disable the usage of overlays in the preferences of the video player.</li></ul>
	<ul style="list-style-type: none"><li>The content uses HDCP</li></ul>	<ul style="list-style-type: none"><li>ClickShare doesn't support showing hdcp content . You will see black where the video normally appears on your pc screen</li></ul>



# Troubleshooting (4/11)

Problem	Cause	Solution
Some programs of Windows are not shown on the display.	<ul style="list-style-type: none"><li>▪ Use of overlays, 3D or hardware acceleration in the GPU.</li></ul>	<ul style="list-style-type: none"><li>▪ Disable overlays or hardware acceleration in the GPU.</li></ul>
		<ul style="list-style-type: none"><li>▪ Enable AeroGlass in Windows 7</li></ul>
Your screen is not shown on the display when pressing the Button.	<ul style="list-style-type: none"><li>▪ You are the fifth person that wants to share his content to the display. Only four screens can appear simultaneously.</li></ul>	<ul style="list-style-type: none"><li>▪ Click and hold the Button to use the Show me full screen function of ClickShare.</li></ul>
	<ul style="list-style-type: none"><li>▪ The ClickShare software is not running.</li></ul>	<ul style="list-style-type: none"><li>▪ Go to the ClickShare drive and run the software.</li></ul>
Your content is removed from the display and the LEDs of your Button are blinking white.	<ul style="list-style-type: none"><li>▪ Connection to the display has been lost.</li></ul>	<ul style="list-style-type: none"><li>▪ ClickShare tries to restore the connection automatically. If this fails, the LEDs of the Button start blinking red. Unplug the Button from your laptop and start anew.</li></ul>



# Troubleshooting (5/11)

Problem	Cause	Solution
Nothing is shown on the display at all.	▪ The display is switched off.	▪ Switch on the display.
	▪ The display cable is not connected (correctly).	▪ (Re)insert the display cable to the display and the Base Unit.
	▪ The display does not recognize or is not able to display the Base Unit output resolution.	▪ Change the corresponding setting via the web interface.
	▪ The Base Unit is in standby mode.	▪ Briefly push the standby button on the Base Unit or plug in a Button and run the ClickShare software.
	▪ The Base Unit is powered off.	▪ Set the rocker switch at the back of the Base Unit to "I".



# Troubleshooting (6/11)

Problem	Cause	Solution
Bad WiFi connectivity	<ul style="list-style-type: none"><li>▪ Congestion of the wireless channel</li><li>▪ Metal cabinets, walls, construction elements, ... can cause reflections deteriorating the wireless signal</li><li>▪ Obstructions between Buttons and Base Unit cause lowering of the wireless signal strength and quality</li></ul>	<ul style="list-style-type: none"><li>▪ Use (free) wireless network scan tools to look for free or the least congested channels e.g. inSSIDer (<a href="http://www.metageek.net/products/inssider">http://www.metageek.net/products/inssider</a>)</li><li>▪ Move the Base Unit to another place in the room</li><li>▪ Do not place it inside cabinets, false ceiling, below the table, behind a wall, in another room, ...</li><li>▪ Re-orient the Base Unit antennae</li></ul> <ul style="list-style-type: none"><li>▪ Check out the ClickShare White paper on WiFi <a href="http://my.barco.com">my.barco.com</a> or <a href="http://www.barco.com/clickshare">www.barco.com/clickshare</a> for more in depth information.</li></ul>



# Troubleshooting (7/11)

Problem	Cause	Solution
Base Unit software does not start up correctly after software update	<ul style="list-style-type: none"><li>On one or two occasions it has been reported that the Base Unit did not start up correctly after a software update. It seems to be in an endless loop during startup</li></ul>	<ul style="list-style-type: none"><li>To recover, connect a keyboard to the Base Unit. When the boot selection menu comes up, press the arrow keys to select a previous version of the software and confirm by pressing Enter. Browse to the Web Interface (via LAN or WiFi) and update the software again to the latest version</li></ul>
In Windows XP, I cannot see the ClickShare drive in the window "My Computer".	<ul style="list-style-type: none"><li>This problem might be caused by a known issue of Windows XP.</li></ul>	<ul style="list-style-type: none"><li>You can find more details and the appropriate solution via this link: <a href="http://support.microsoft.com/kb/297694">http://support.microsoft.com/kb/297694</a></li></ul>



# Troubleshooting (8/11)

Problem	Cause	Solution
ClickShare does not work on my Mac	▪ ClickShare with SW version 01.01.00.0092 is not compatible with MacBook with Retina display.	<ul style="list-style-type: none"><li>▪ This is a known issue on SW version 01.01.00.0092. ClickShare version 01.01.00.0092 is incompatible with the MacBooks with Retina Display.</li><li>▪ Upgrade to software version 01.01.02.0008 or later for a fix.</li></ul>
	▪ ClickShare with SW version 01.01.00.0092 does not work on Mac's of which the resolution width is not dividable by 4.	<ul style="list-style-type: none"><li>▪ This is a known issue on SW version 01.01.00.0092.</li><li>▪ Upgrade to software version 01.01.02.0008 or later for a fix.</li></ul>



# Troubleshooting (9/11)

Problem	Cause	Solution
ClickShare does not work on my Mac	<ul style="list-style-type: none"><li>Virtualisation software like parallels.</li></ul>	<p>When using a virtualisation software on Mac OS/X like Parallels, there are two possibilities:</p> <p>(1) The user can assign the USB port to the host machine (OS/X). In that case, Parallels content is treated like just another application, in other words, the users main display is screen scraped and shown by ClickShare.</p> <p>(2) The user can assign the USB port to the virtual machine (e.g. Windows). In that case, the Windows desktop will be screen scraped in normal mode. When in Unity mode, there is no Windows desktop. In that case, it is better to use mode (1) as described above.</p> <p><b><u><a href="#">CLICK HERE FOR PARALLEL'S HELP PAGE</a></u></b></p>
ClickShare does not recover after my Mac goes to standby	<ul style="list-style-type: none"><li>Known issue on OS X Mountain Lion (version 10.8.x). The ClickShare client can not reconnect to the Button after standby.</li></ul>	<ul style="list-style-type: none"><li>No fix yet for this issue. Unplug and reconnect the ClickShare Button to recover.</li></ul>



# Troubleshooting (10/11)

Problem	Cause	Solution
Boot time takes a very long time. Unit seems not to react for several minutes.	<ul style="list-style-type: none"><li>There is a known issue that causes the boot process to freeze for 2-3 min.</li></ul>	<ul style="list-style-type: none"><li>Just wait 2 or 3 minutes, the unit will continue booting normally.</li></ul>
Web Interface shows error in the processes 'WiFi Access Point Daemon' and/or 'DHCP Server'.	<ul style="list-style-type: none"><li>Configuration file is corrupted.</li></ul>	<ul style="list-style-type: none"><li>Browse to the Configuration tab on the Web Interface and press 'Load Default Settings'</li><li>Connect a keyboard to the Base Unit. When the boot selection menu comes up, press the arrow keys to select 'Load Default Settings' and confirm by pressing Enter.</li></ul>
	<ul style="list-style-type: none"><li>An illegal Wifi Channel is selected.</li></ul>	<ul style="list-style-type: none"><li>Browse to the Advanced tab of the Web Interface and change the Frequency Band and/or WiFi Channel. After +/- 1 minute, the processes should automatically recover.</li></ul>



# Troubleshooting (11/11)

Problem	Cause	Solution
ClickShare Unit does not start up correctly.	▪ Configuration file is corrupted.	▪ Browse to the Configuration tab on the Web Interface via LAN or WiFi and press 'Load Default Settings'
		▪ Connect a keyboard to the Base Unit. When the boot selection menu comes up, press the arrow keys to select 'Load Default Settings' and confirm by pressing Enter.
	▪ Software is corrupted.	▪ Connect a keyboard to the Base Unit. When the boot selection menu comes up, press the arrow keys to select a previous version of the software and confirm by pressing Enter. Browse to the Web Interface (via LAN or WiFi) and update the software again to the latest version
		▪ Contact the distributor customer support to apply the Emergency Recovery procedure.



# Web Interface troubleshooting (1/7)

**ClickShare**

Setup Maintenance Help

Status Buttons Update Configuration Password Logging

**LAN Interface**

DHCP: Enabled → DHCP enabled?

IP Address: 150.158.201.16 → Valid IP address in your LAN range?

Subnet Mask: 255.255.254.0

Default Gateway: 150.158.200.1

MAC Address: 00:19:99:CF:0F:B6



# Web Interface troubleshooting (2/7)

**WiFi Network**

IP Address: 192.168.2.1  
Subnet Mask: 255.255.255.0  
MAC Address: 00:0E:8E:3B:31:E6  
SSID: ClickShare-9714072606  
Associated Devices: 4 ([detail](#))

MAC Address
00:23:A7:3A:16:94
00:23:A7:3A:EA:48
00:23:A7:3A:EA:74
00:23:A7:3A:EB:8D

DHCP Leases: 4 ([detail](#))

MAC Address	IP Address	Hostname	Lease Time
00:23:A7:3A:16:94	192.168.2.100	dongle-SER06D0100.00212150001-MAC00-23-A7-3A-16-94	23:58
00:23:A7:3A:EA:48	192.168.2.102	dongle-SER9714159348-MAC00-23-A7-3A-EA-48	23:58
00:23:A7:3A:EA:74	192.168.2.103	dongle-SER9714159379-MAC00-23-A7-3A-EA-74	23:59
00:23:A7:3A:EB:8D	192.168.2.101	dongle-SER9714160087-MAC00-23-A7-3A-EB-8D	23:57

SSID correct?



# Web Interface troubleshooting (3/7)

- General Information
- Operating the Product
- Product Installation
- Product Configuration
- Software Updates
- Customer Support
- Problem Reporting
- Generating Log Files
- Support Flow Diagram
- Resources
- Troubleshooting**
- Product FAQ
- Default Configuration



**WiFi Network**

IP Address: 192.168.2.1  
Subnet Mask: 255.255.255.0  
MAC Address: 00:0E:8E:3B:31:E6  
SSID: ClickShare-9714072606  
Associated Devices: 4 ([detail](#))

MAC Address
00:23:A7:3A:16:94
00:23:A7:3A:EA:48
00:23:A7:3A:EA:74
00:23:A7:3A:EB:8D

DHCP Leases: 4 ([detail](#))

MAC Address	IP Address	Hostname	Lease Time
00:23:A7:3A:16:94	192.168.2.100	dongle-SER06D0100.00212150001-MAC00-23-A7-3A-16-94	23:58
00:23:A7:3A:EA:48	192.168.2.102	dongle-SER9714159348-MAC00-23-A7-3A-EA-48	23:58
00:23:A7:3A:EA:74	192.168.2.103	dongle-SER9714159379-MAC00-23-A7-3A-EA-74	23:59
00:23:A7:3A:EB:8D	192.168.2.101	dongle-SER9714160087-MAC00-23-A7-3A-EB-8D	23:57

Is the MAC address of the Button in the list?

# Web Interface troubleshooting (4/7)

## System

### Identification

Serial number for reporting

Is the software up to date?

Article Code:	R9861006BEU
Serial Number:	1234567890ABC
Firmware Version:	01.02.00.0107
First Used:	2012-08-13T15:02:08
Last Used:	2012-09-19T14:42:35
Current Uptime:	1d 04:04
Total Uptime:	19d 11:56



# Web Interface troubleshooting (5/7)

Subsystem Status

Status	Process
✓	Config Manager (CentralStore)
✓	Graphics Server (X)
✓	ClickShare Server (baseunit)
✓	Job Scheduler (cron)
✓	DBus Daemon (dbus-daemon)
✓	DHCP Server (dhcpcd)
✗	Wifi Access Point Daemon (hostapd)
✓	WebUI Server (lighttpd)
✓	Process Monitor (monit)
✓	System Logging (rsyslogd)
✓	Device Daemon (udev)

If processes fail, try 'Load Default Settings'  
or update to / re-install the latest version of the software.



# Web Interface troubleshooting (6/7)

## Sensors

Name	Value
Case Fan	1026 rpm
CPU Temp	+59.5 °C
SIO Temp	+35.1 °C
PCIe Temp	+30.5 °C

Color of indicated value will become orange or red if value is too high/low.

- Make sure fan inlet and outlets are not blocked.
- Is the ambient temperature within specifications?
- Clean the air inlet and outlets with a vacuum cleaner to remove dust.



# Web Interface troubleshooting (7/7)



Page 103

## ClickShare

[Setup](#)[Maintenance](#)[Help](#)

[Status](#)[Buttons](#)[Update](#)[Configuration](#)[Password](#)[Logging](#)

Latest Firmware Version: 01.01.02.0008

### Overview of Paired Buttons

Connected	Serial Number	Last Connected	Status	
✓	9714150217	2012-10-12T16:19:38	✓	Less...
Button firmware is the latest version. Connections: 11 MAC Address: 00:23:a7:3a:35:1c Firmware: 01.01.02.0008 <a href="#">Remove From List</a>				
✗	9417155555	2012-10-01T11:28:09	⚠	Less...
Button firmware version is different from Base Unit firmware version. Re-pair with Base Unit to update the Button. Connections: 2112 MAC Address: 00:23:A7:39:CF:E2 Firmware: 01.01.02.0004 <a href="#">Remove From List</a>				
✗	9417150039	2012-10-01T10:54:22	⚠	More...
✗	9714150284	2012-09-28T16:50:40	⚠	More...
✗	9417150207	2012-09-27T17:41:42	⚠	More...

Remark: Previously paired Buttons that have in the meantime been paired to another base unit, need to be re-paired to this unit to display content on-screen.

BARCO  
visibly yours

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Pair this button  
to update its software.



ClickShare

# PRODUCT FAQ



## Product FAQ (1/25)

### **Do you offer a solution to protect the ClickShare Buttons from theft?**

We do not offer a specific solution to protect the ClickShare Buttons or detect that they leave the room. However, their design avoids confusion with a USB flash drive. Moreover, the ClickShare Button is designed in such a way that people will notice it when walking away from the meeting room (weight, size, cable,...).

### **Can we fix the ClickShare Button to the table?**

There are no provisions to fix the ClickShare Button on the table.



## Product FAQ (2/25)

### **How many Base Units can I install within each other's range?**

As with other wireless networks based on IEEE 802.11, this depends heavily on the existing environment, meaning infrastructure of the building and other wireless networks and devices that are sharing the spectrum with the ClickShare Base Units. It will also depend on the type of content that is shared, using the ClickShare Buttons. As a reference, 1 ClickShare Button sharing HD video will consume approximately 8-10Mbps. The maximum physical rate of the Wifi module of the ClickShare Button is 65Mbps.



## Product FAQ (3/25)

### Can you trigger a display wake up or stand by?

The integrator can define a period of inactivity (i.e. no ClickShare Button is connected to the Base Unit), after which the ClickShare Base Unit will mute the video output to the display or projector. Depending on the configuration of the display or projector, this can trigger a standby mode in the display or projector. As soon as a ClickShare Button is plugged into the laptop and connecting to the Base Unit, the Base Unit restores the video output signal to the display or projector, showing a welcome message or introduction screen. Another way to control the standby behavior of the ClickShare Base Unit is by pressing the standby button at the front of the unit.



## Product FAQ (4/25)

### **Do I need to install something on my PC?**

No. When you plug in the ClickShare Button, a drive will appear among the devices with removable storage. On this ClickShare drive, an executable is available for Windows and for Mac. Double clicking this executable will start the application required to use ClickShare. When the meeting has ended, you can simply plug out the ClickShare Button and nothing will be left on your computer.

### **Do I need admin rights on my laptop to use ClickShare?**

No, you do not need admin rights on your laptop to use ClickShare.



## Product FAQ (5/25)

### **Do I always need to start the application at the start of every meeting?**

If you choose the “zero installation” scenario, you indeed have to start the application every time you start using a ClickShare Button. For the rest of the meeting, you can simply click the Button to share your content or to remove it from the central screen. If you want to avoid starting up the application each meeting, you can choose to install a service on your laptop. You can find this starter service installer on the ClickShare drive as well. Once installed, this service runs in the background. Upon detecting a ClickShare Button being plugged in, it starts the ClickShare application automatically. Note that you will need administrator rights on the laptop to install this service.



## Product FAQ (6/25)

### **Is ClickShare compliant with HDCP?**

Yes, ClickShare is compliant with HDCP. This means that when HDCP content is shared with ClickShare, a black image will be shown on the central display.

### **Does the ClickShare Button work with USB 3.0 ports?**

The ClickShare Button is a USB 2.0 device. It will work on a USB 3.0 port as well.



## Product FAQ (7/25)

### **How does ClickShare work with video conferencing equipment?**

If the video conferencing codec has a separate data channel, you can use the video output of the ClickShare Base Unit as a video input in the codec.

### **Do you offer an API or do you support RS-232 so we can control the ClickShare Base Unit from other devices?**

No, we do not offer an API or support RS-232 for the first release of ClickShare.



## Product FAQ (8/25)

### **Is there a “chairman” ClickShare Button that can control the other Buttons?**

No. Each ClickShare Button has the “show me full screen” feature, which allows the user to remove all content from the central display and replace it with his own content, full screen.

### **How does ClickShare maintain color depth for images?**

ClickShare transfers and displays the image data using a 24bit color depth in an RGB color space.



## Product FAQ (9/25)

### **Is ClickShare compatible with Linux laptops?**

No.

### **When my Mac with OS X 10.8 resumes from standby the Button starts blinking red.**

Currently ClickShare doesn't support "resume from standby" in Mac OS X 10.8. Solution is unplugging your button and plugging it back in. Then you can use ClickShare as usual.

This is fixed in the latest software 01.02.00.0009!



## Product FAQ (10/25)

**The specifications mention 4 sources simultaneously on the screen and 25 simultaneous connections ready to share. Can you explain this further?**

When you have a meeting with 25 participants, each one of them can plug a ClickShare Button in their laptop and the Button will indicate that it is “Ready to share” by solid white LEDs. Of those 25 people, 4 can share their content on the central display at the same time, showing a quadrant view of four different sources. Their ClickShare Buttons will show solid red LEDs because they are sharing content.



## Product FAQ (11/25)

### **What prevents the shared content from being seen or accessed if the application on the Base Unit is hacked over the network? Is this possible?**

There are two levels of security on ClickShare. First of all, the network between the Base Unit and the ClickShare Buttons is protected with WPA2-PSK authentication. In the unlikely case that this would be hacked, we arrive at the second level of encryption: the content itself that is sent over the network is also encrypted. Next to that, it is also interesting to note that we are not sending the file itself over the network, but only snapshots of the laptop's screen.



## Product FAQ (12/25)

### **Is it possible to extend the distance of the wireless network range between the Base Unit and ClickShare Button with a repeater?**

No, it is not possible to do that in the first release of the product.

### **Does ClickShare also share the sound of the laptop?**

Audio will be available from a separate audio output from the base unit. The audio signal is not included in the DisplayPort or DVI-I signal. You need a set of speakers



## Product FAQ (13/25)

### **Can I detect the network of the ClickShare Base Unit when I scan for wireless networks?**

That depends on the configuration of the Base Unit and your laptop. You can select whether the SSID (Service Set Identifier) is broadcasted or not. If the SSID is broadcasted, the network will appear in your list of wireless networks. If the SSID is not broadcasted, it depends on your operating system and the software you use. At most, a network called "SSID not broadcasted" or "Hidden WLAN" (or similar) will show up in the list of wireless networks. By default, the SSID is not broadcasted.

If your laptop only supports the WiFi 2.4GHz band, you will not be able to see or connect to Bases operating in the 5Ghz band.

iPhone 5 is the only one that can see 5GHz bandwidth

iPad mini, iPad 2 and later can handle 5GHz



## Product FAQ (14/25)

### **Does ClickShare support extended desktop?**

No, only the primary screen of the laptop is scraped, even if your laptop is in a docking station and connected to a second monitor with extended desktop.

### **Does ClickShare support dual screen presentation mode in MS PowerPoint?**

As extended desktop is not supported, this functionality of MS PowerPoint is also not supported.



## Product FAQ (15/25)

### **What happens when four people are sharing their content and a fifth person wants to share as well?**

When a fifth person pushes the ClickShare Button, a message will appear on the laptop of this user informing him or her that the central screen is full. However, the “Show me full screen” feature still works. When the fifth person holds the button for more than 1.5s, the other sources are removed and the 5th source is shown full screen.



## Product FAQ (16/25)

### **What about interference with other wireless devices?**

ClickShare works in both the 2.4GHz and 5GHz band. This leaves you with many channels to choose from. The web interface of the Base Unit allows you to manually select the most appropriate channel to be used by the system.

### **How many WiFi channels are available?**

The available channels depends on the geographical region.



## Product FAQ (17/25)

### How to use a virtualization software on Mac OS/X like Parallels ?

When using a virtualization software on Mac OS/X like Parallels, there are two possibilities.

(1) The user can assign the USB port to the host machine (OS/X). In that case, Parallels content is treated like just another application, in other words, the users main display is screen scraped and shown by ClickShare.

(2) The user can assign the USB port to the virtual machine (e.g. Windows). In that case, the Windows desktop will be screen scraped in normal mode. When in Unity mode, there is no Windows desktop. In that case, it is better to use mode (1) as described above.



## Product FAQ (18/25)

**The ClickShare Base Unit will be installed in a location that is not easily accessible. Can I use a USB extender with the front USB port of the Base Unit?**

Yes. We have tested this with a commercial USB extender, where the local and remote unit are connected with a UTP Cat5 or Cat6 cable. For the test, we used a cable of 50m (more than 150ft).

**Do you support Bluetooth?**

No, we only support IEEE 802.11 a/b/g/n, commonly called Wi-Fi.



## Product FAQ (19/25)

### **Can I connect to the Base Unit using my laptop's wireless connection?**

To connect to the Base Unit's built-in wireless access point, you need to know its SSID and password. When connected, this link can only be used for administration purposes.

Some laptops don't see 5GHz bandwidth signals

### **Do you offer remote administration capabilities to maintain and configure the Base Units collectively?**

No, our first release does not offer remote or collective administration capabilities such as SNMP.



## Product FAQ (20/25)

### **Do you offer a rack mount kit and what is included?**

Yes, we offer a 19" rack mount kit. This kit includes the rack mount, mounting screws and extension cables to bring the antennas to the front of the rack.

### **Is it possible to limit the signal strength of the wireless network of the Base Unit?**

No, it is not possible to do that.

### **What is the type of antenna connector on the Base Unit?**

The type is RP-SMA. Note that it is not permitted to use other antennas than the ones provided with the Base Unit.



## Product FAQ (21/25)

### **Can I connect to the Base Unit via my PC WiFi card?**

Yes, you need to know the SSID of the network and security password to be able to connect to it.

### **What is the maximum distance between the Base Unit and the Button(s)?**

Typical values are 50m in free air for the 2.4 GHz band and 30m in free air for the 5 GHz band. The maximum distance depends on the physical material between Button and Base Unit and the environment.

### **What WiFi do you use? Is it 802.11n or 802.11g?**

ClickShare is compatible with 802.11n.



## Product FAQ (22/25)

### **Do you offer an antenna extension cable?**

No. Note that extending the antenna with an extension cable has an impact on the quality of the signal. This signal quality depends on the quality of the extension cable and the extension distance.

### **Do you offer DFS (Dynamic Frequency Selection) channels?**

No, we do not offer DFS channels.



## Product FAQ (23/25)

### **Do you support iPad?**

Yes, since our software release 01.02.00.009 we support iPad gen 2 and later versions running minimum iOS5. You can use our free App or via ClickShare Link & AppleTV

### **Do you support Android tablets?**

No, but it is on the roadmap.

### **Do you support Windows tablets?**

Yes, Windows 8 and 8Pro are supported.

Windows 8 RT with ARM processor is NOT supported



## Product FAQ (24/25)

### **What is the minimum and maximum supported output resolution for the central screen?**

Minimum: VGA (640x480@60Hz)

Maximum: WUXGA (1920x1200@60Hz)

### **What is the maximum input/source resolution?**

The average laptop resolution of 3 Megapixel can be handled by the system.

### **What is the noise level of the Base Unit?**

In normal operating conditions (up to 25°C), the noise level of the Base Unit is 28dBA.



## Product FAQ (25/25)

- More FAQ's are available in the online FAQ & Knowledgebase

**<https://my.barco.com>**

**Zone: Corporate AV**

**Tab: Support**

Click 'FAQ's & knowledgebase' on the left





ClickShare

# DEFAULT CONFIGURATION

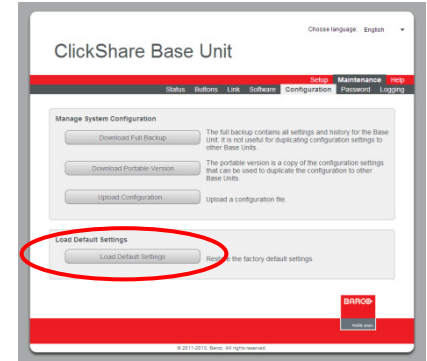


# Default configuration

- To restore the Base Unit Default Configuration, choose one of the following options:

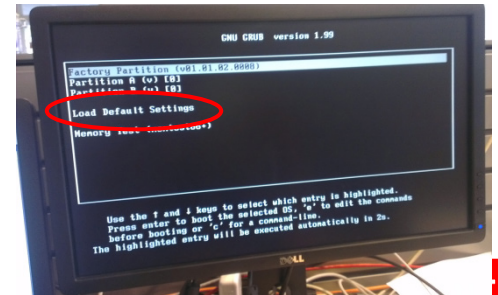
- **Via the Web Interface**

- Browse to Maintenance > Configuration
- Press the 'Load Default Settings' button



- **Via the boot menu**

- Connect a keyboard to the Base unit
- Press the down key during start up
- Select 'Load Default Settings' with the arrow keys in the boot menu and press Enter

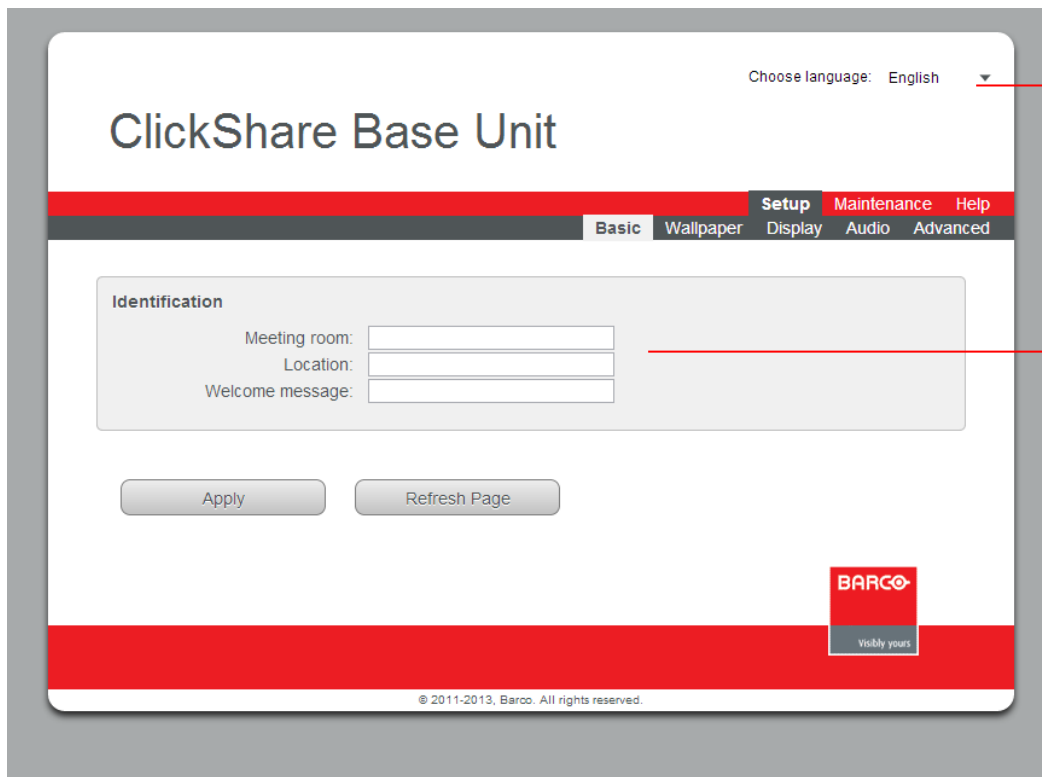


# Default configuration

- After restoring default configuration, all settings are restored to factory defaults (see the following slides).
- Restoring default settings can be usefull in the following cases:
  - **Unit does not start up correctly anymore**
  - **Status page shows some processes are not functional**
  - **Admin password for the web interface is lost**



# Default configuration



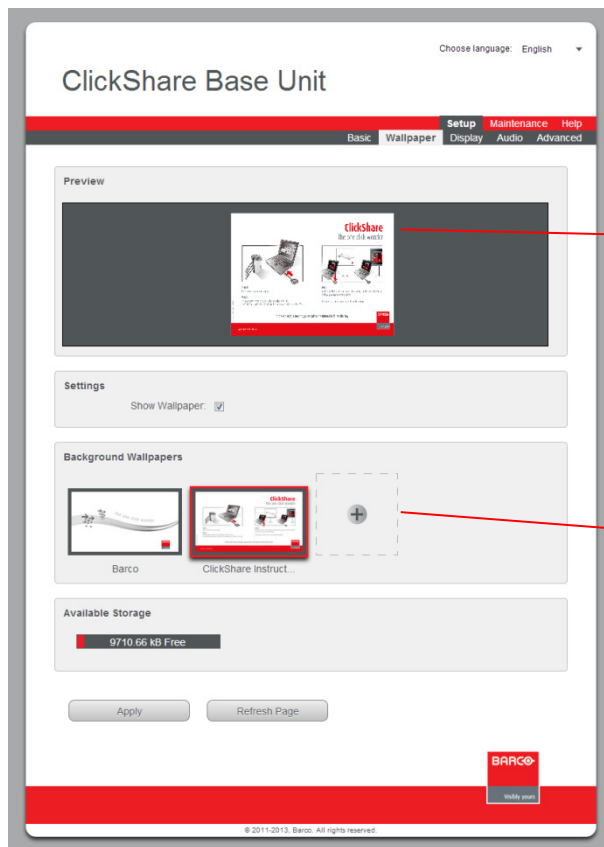
The screenshot displays the ClickShare Base Unit web interface. At the top right, there is a language selection dropdown menu set to "English". Below this, the main heading "ClickShare Base Unit" is centered. A navigation bar contains tabs for "Basic", "Wallpaper", "Setup", "Maintenance", and "Help". The "Basic" tab is active, and within it, sub-tabs for "Display", "Audio", and "Advanced" are visible. The "Identification" section contains three input fields: "Meeting room:", "Location:", and "Welcome message:". All three fields are empty. Below these fields are two buttons: "Apply" and "Refresh Page". At the bottom right, the BARCO logo is displayed with the tagline "Visibly yours". The footer text reads "© 2011-2013, Barco. All rights reserved."

English is restored  
as default language.

Identification  
info is cleared.



# Default configuration



Default wallpaper is restored.

Custom wallpapers are removed.




# Default configuration

ClickShare Base Unit

Choose language: English ▼

Basic Wallpaper **Setup** Maintenance Help  
Display Audio Advanced

Preview



Display Settings

Display Timeout: Infinite ▼ minutes

Show Meeting Room Info: ☒

Show Network Info: ☒

Resolution: Auto ▼

On-screen Text Format

Language: English ▼

Text Color: #FFFFFF

Text Size: Medium ▼

Text Style: Plain

Background Color: #000000

Transparency: ☐ ☒ ☐

Apply Refresh Page

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Standby timer is  
reset to Infinite

Display resolution  
Is set to auto

Wallpaper messages  
are restored.



# Default configuration

Choose language: English ▼

## ClickShare Base Unit

Basic Wallpaper Display Audio Advanced

**Setup** Maintenance Help

**General Settings**

Hostname: ClickShare-9714072606

**LAN Network Settings**

Addressing: ☒ DHCP Assigned ☐ Fixed Address

DHCP Client ID:

**WiFi Settings:**

IP Address: 192 . 168 2 . 1  
Subnet Mask: 255 . 255 255 . 0

SSID: ClickShare-9714072606

Broadcast SSID: ☒

Old Password: \*\*\*\*\*

Enter New Password:

Confirm New Password:

Frequency Band: 5 GHz

WiFi Channel: 36

Apply Refresh Page

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→ Default hostname/SSID  
= clickshare-serialNumber

→ SSID is by default broadcasted

→ WiFi Password is reset  
to 'clickshare'

→ Default WiFi channel 2.4GHz  
channel 6



# Default configuration

ClickShare Base Unit

Choose language: English

Buttons: Link Software Configuration Firmware Logging

**LAN Interface**

DHCP: Enabled  
IP Address: 192.168.2.1  
Subnet Mask: 255.255.254.0  
Default Gateway: 192.168.2.1  
MAC Address: 00:19:99:00:00:00

**WiFi Network**

IP Address: 192.168.2.1  
Subnet Mask: 255.255.254.0  
MAC Address: 00:0E:0E:0E:0E:0E  
SSID: ClickShare-77477200  
Associated Devices: 0 (default)  
DHCP Leases: 0 (default)

**System**

**Identification**

Article Number: 806010000000  
Serial Number: 0714072006  
Firmware Version: 01.02.00.0009  
First Used: 2013-01-28T16:03:09  
Last Used:  
Current uptime: 00:07  
Total uptime: 6d 03:44

**Update History**

Firmware Version	Update Date (UTC)
01.02.00.0009	2013-04-25T15:35:41

**Subsystem Status**

Status	Process
✓	ClickShare Server (baseunit)
✓	Config Manager (CentralStore)
✓	DBus Daemon (dbus-daemon)
✓	DHCP Server (dhcpd)
✓	Device Daemon (udev)
✓	Graphics Server (X)
✓	Job Scheduler (cron)
✓	Process Monitor (monit)
✓	System Logging (syslogd)
✓	WebUI Server (lighttpd)
✓	WiFi Access Point Daemon (hostapd)

**Sensors**

Cooler Fan Speed: 1076 rpm  
CPU Temperature: +41.5 °C  
SD Temperature: +33.1 °C  
PCB Temperature: +29.6 °C

**System Management**

Restart System  
Shutdown System

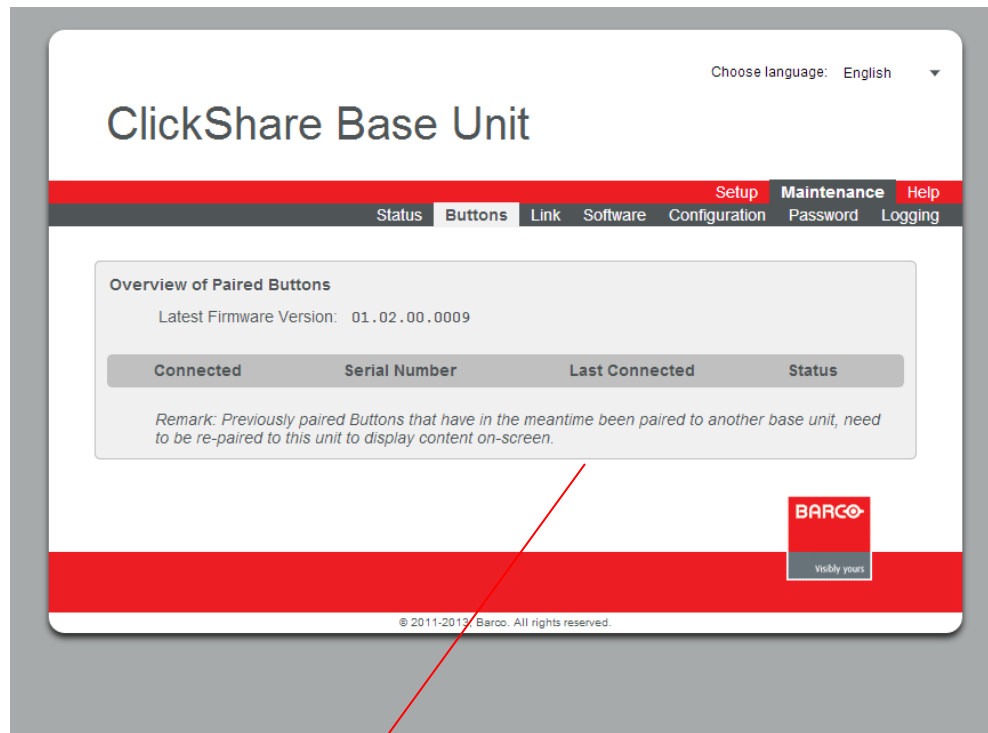
BARCO

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Update history is cleared.



# Default configuration



Choose language: English ▼

## ClickShare Base Unit

Setup Maintenance Help

Status Buttons Link Software Configuration Password Logging

### Overview of Paired Buttons

Latest Firmware Version: 01.02.00.0009

Connected	Serial Number	Last Connected	Status
-----------	---------------	----------------	--------

*Remark: Previously paired Buttons that have in the meantime been paired to another base unit, need to be re-paired to this unit to display content on-screen.*


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Table with associated Buttons is cleared.

# Default configuration



Choose language: English ▼

## ClickShare Base Unit

Setup Maintenance Help  
Status Buttons Link Software Configuration Password Logging

**Change Administrator Password**

Enter Old Password:

Enter New Password:

Confirm New Password:

Apply Refresh Page

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Admin password is  
reset to 'admin'

# Default configuration

Choose language: English ▼

## ClickShare Base Unit

Setup Maintenance Help

Status Buttons Link Software Configuration Password Logging

### Local Logging

Debug Logging: ☐

Download Log

Clear Log

To generate log files via the Client software:

1. Hold the **Shift** key on your keyboard and double-click the ClickShare executable.
2. Reproduce the error or bug that occurred.
3. Download the log file.

Apply Refresh Page

**BARCO**  
Visibly yours

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Debug logging  
is disabled



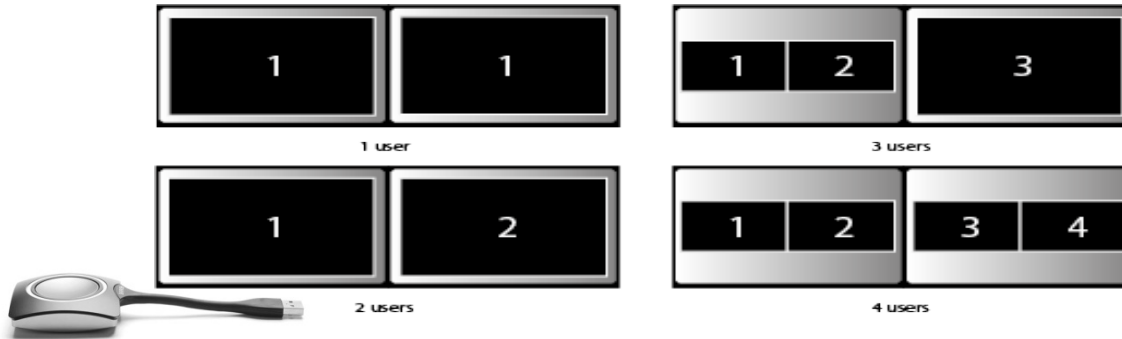
# New Features Since March 2013 Release

- Dual Display Output
- Audio Support
- iPad Solutions
- Windows 8



# Dual Output

- Allows one base unit to drive 2 displays and/or projectors independently
- Uses DVI and Display Port output
- Automatically activated when 2 displays are connected
- Integrated into ClickShare composition
- Optimal and automatic use of display area

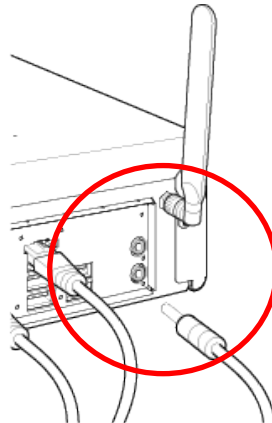


# Audio Feature

- Plays sound of your laptop on the meeting room audio system
- ClickShare button is seen as a USB speaker
- Lip-synched with video content
- Controlled just like your laptop audio
- Audio from different participants is mixed
- Collaboration Quality (22.05KHz 16 bits per sample)

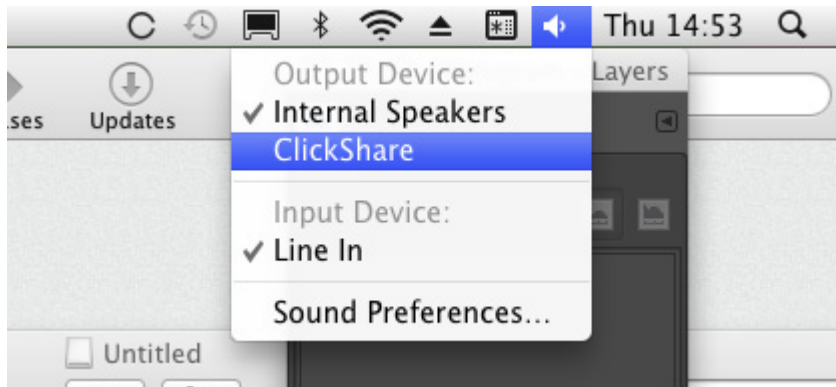


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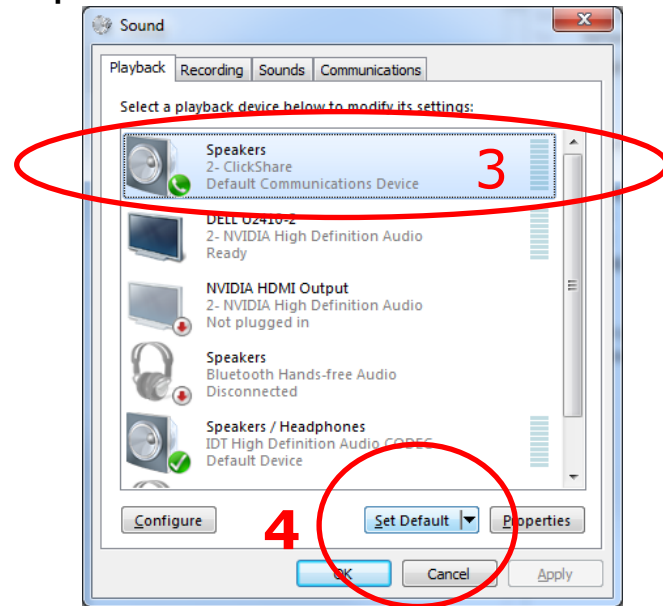
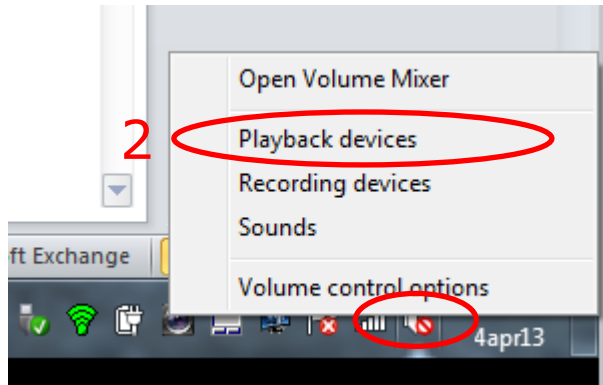
# Manual Speaker Selection on Mac

- Audio Control Settings on Mac laptop needs to be set to ClickShare



# Manual Speaker Selection on Win Vista, 7 & 8

- Right click on the speaker logo
- Select Playback devices
- Set ClickShare as default speaker

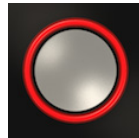


# Manual Speaker Selection for Windows XP



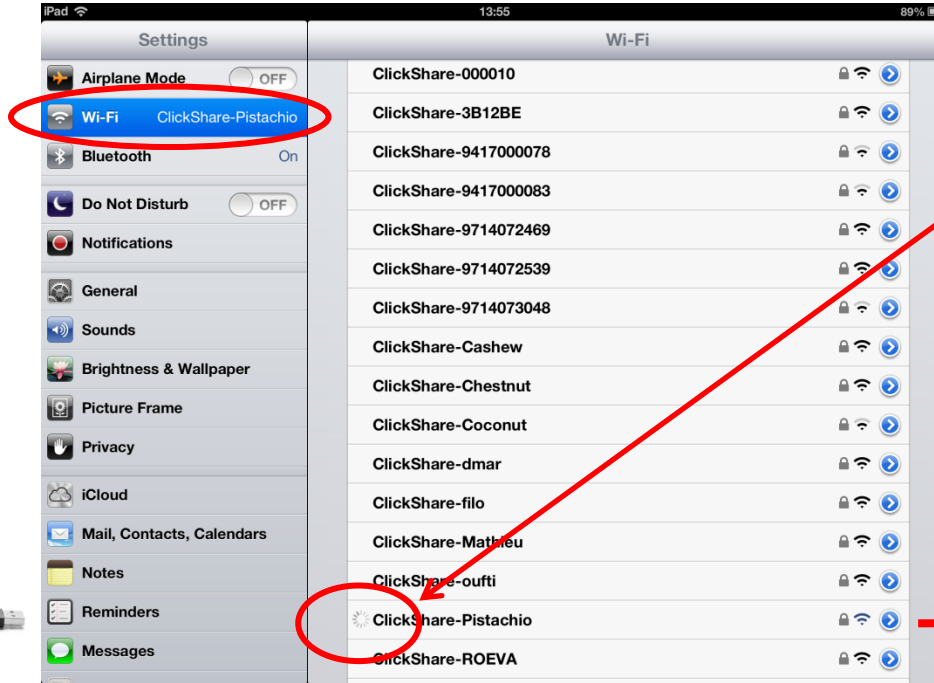
# ClickShare iPad Solution (1)

- iPad App
- Provides a virtual button providing 1 click sharing functionality
- Works with all generations of iPad & iPhone
- Unlimited number of devices become part of the ClickShare composition
- Allows you to show screen shots & static content
- Annotations
- Free downloadable via App Store



# Ipad connection

Go to your settings menu and connect your wifi with the ClickShare SSID



Spinning circle means connected but no internet connection

Click arrow, see next slide



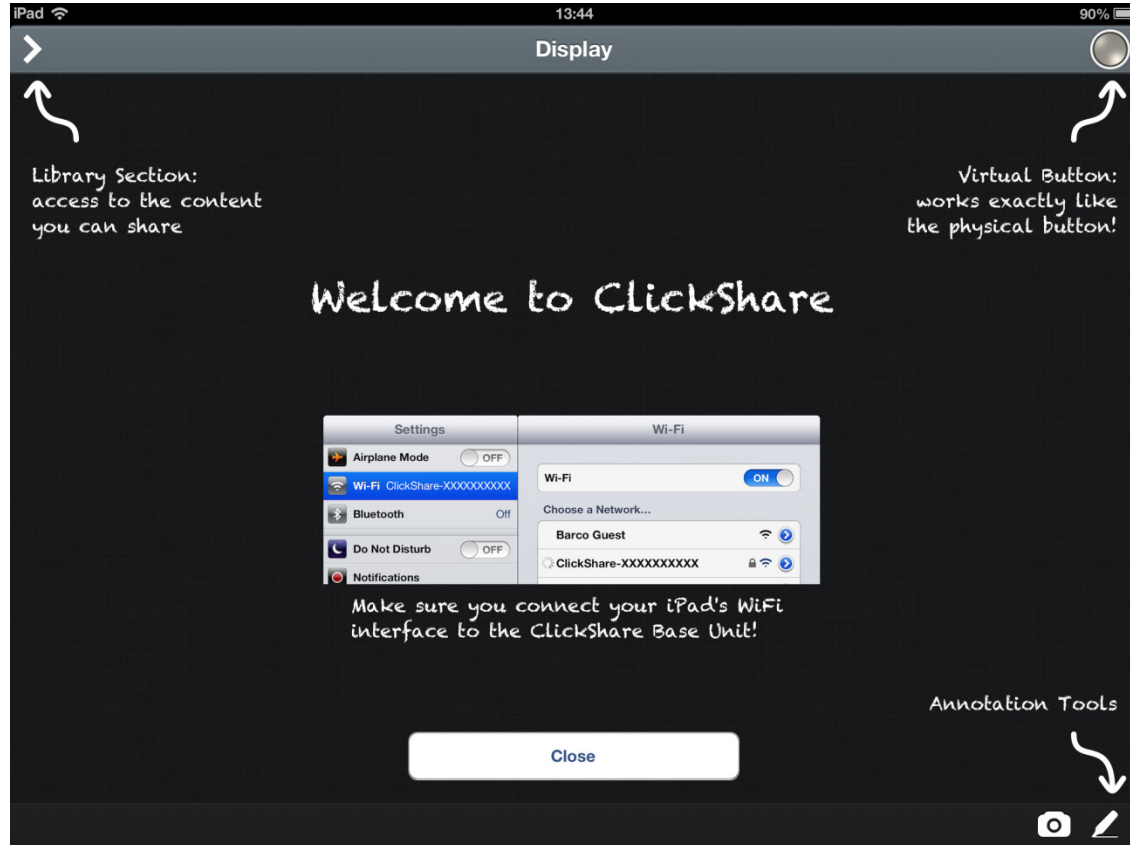
# Ipad Connection



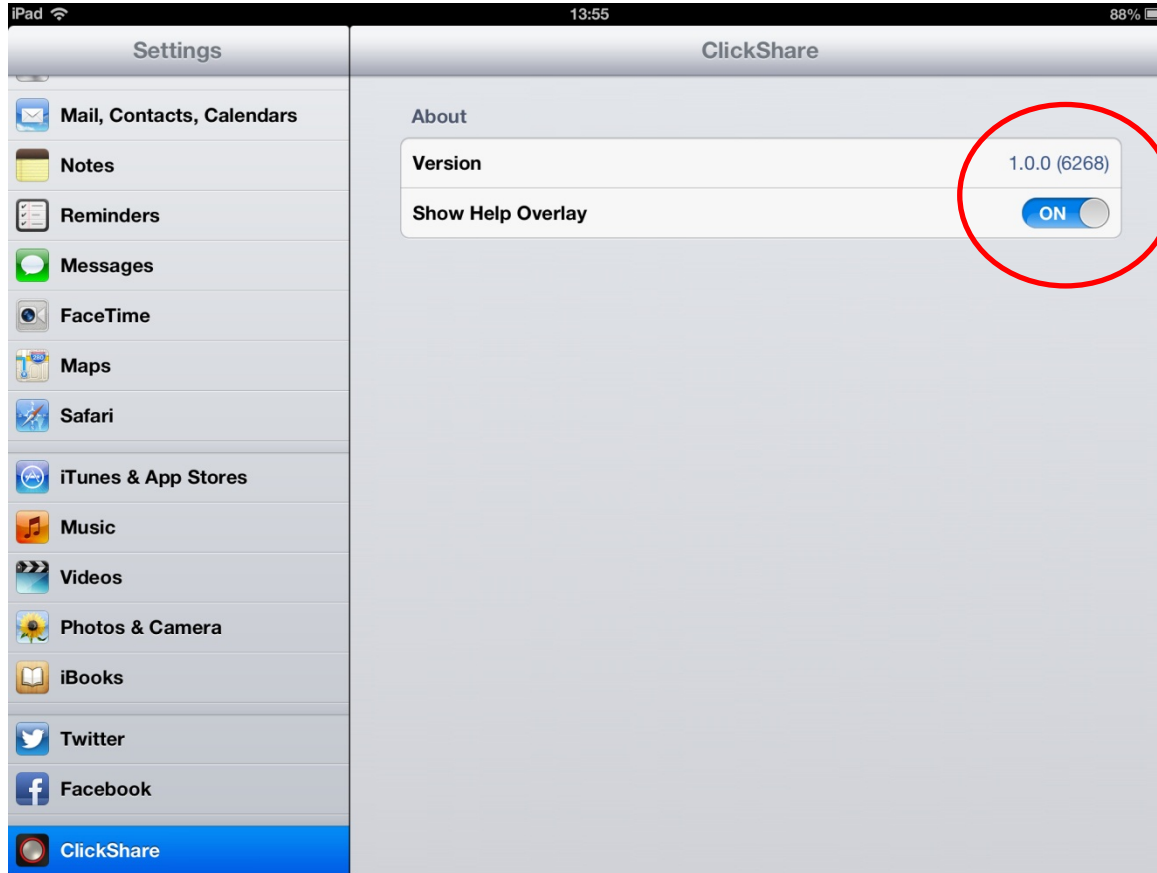
Valid IP address from ClickShare



# ClickShare App Initial Start



# ClickShare App Settings



When set to On, help screen will be shown each time you start the App



## ClickShare iPad Solution options (2)

- Solution with Link and HDMI Convertor
- Full Mirroring and dynamic content capability
- Optimised for iPad 2, 3 & 4 and iPad mini



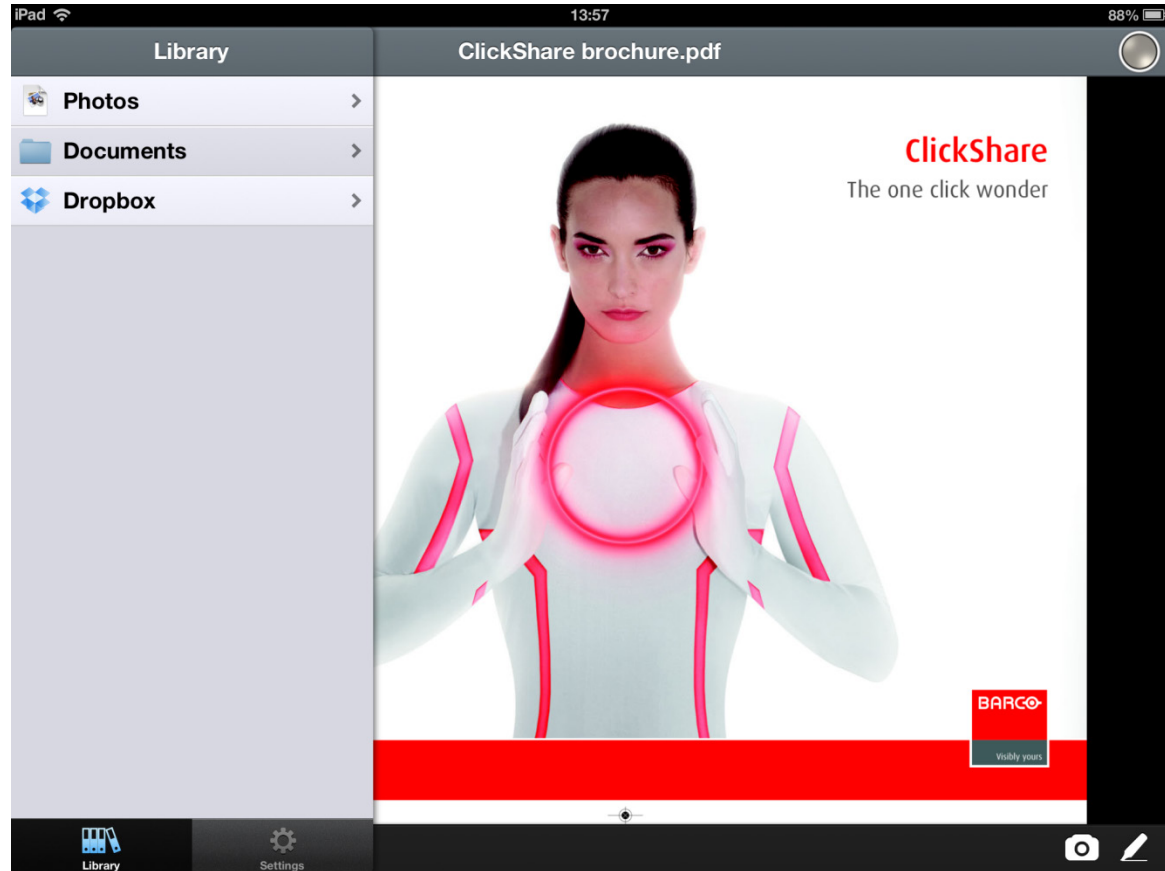
# ClickShare App

Act like a normal button with the same functionality

Free downloadable via App Store



# App Library

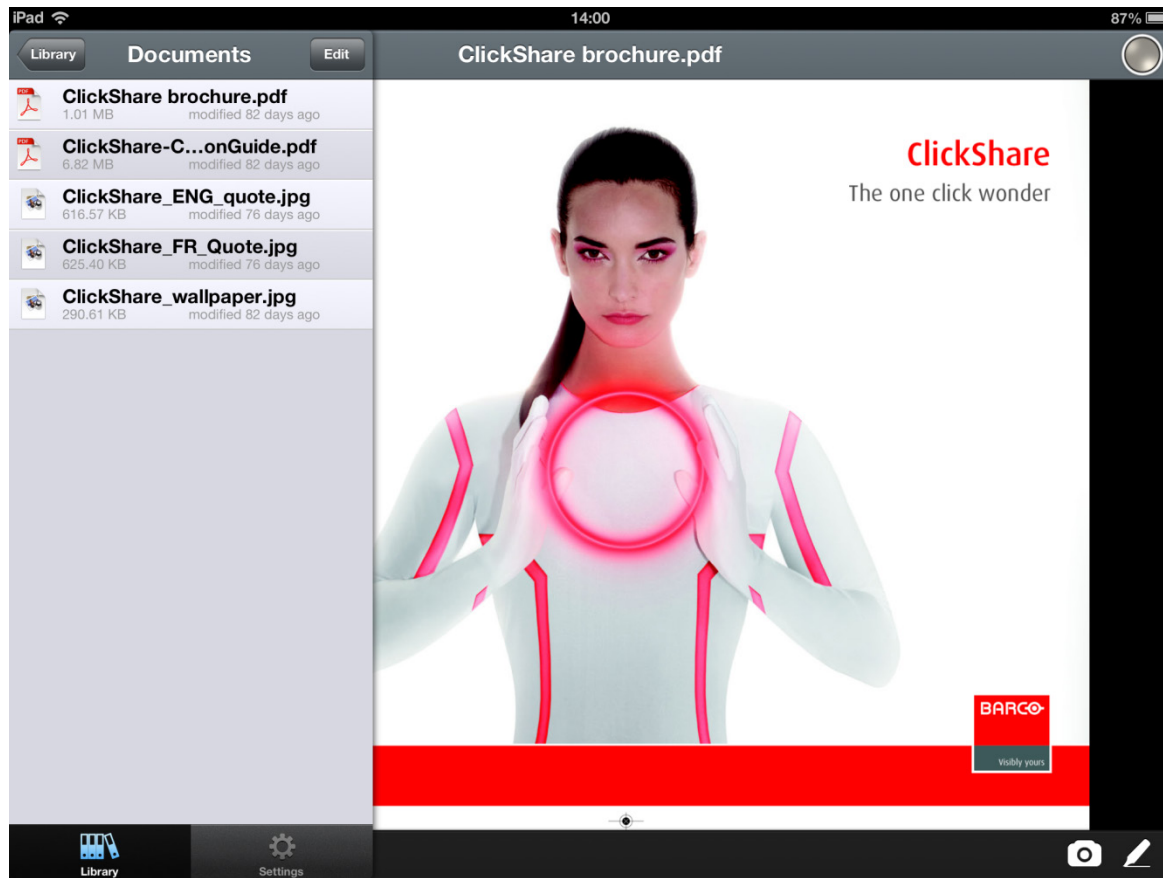


# App Library Pictures



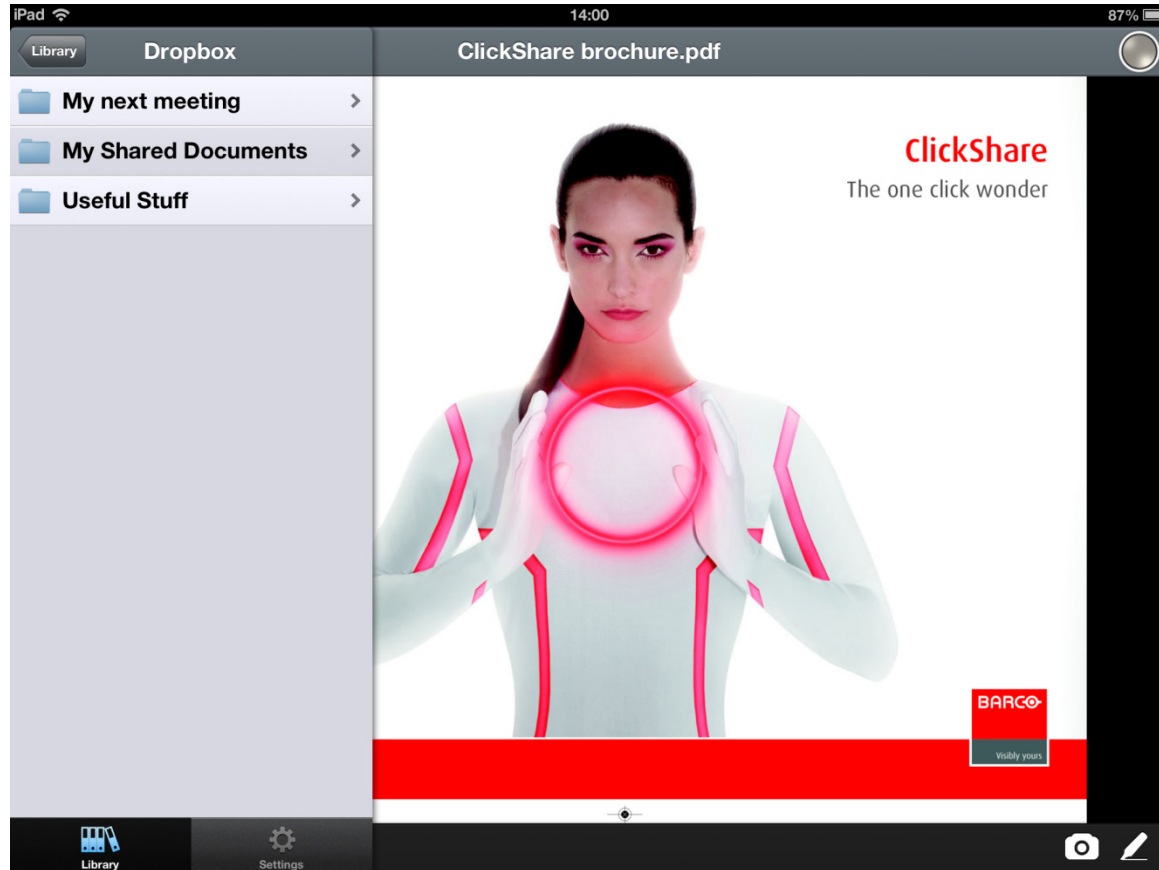
Page 155

# App Library Documents



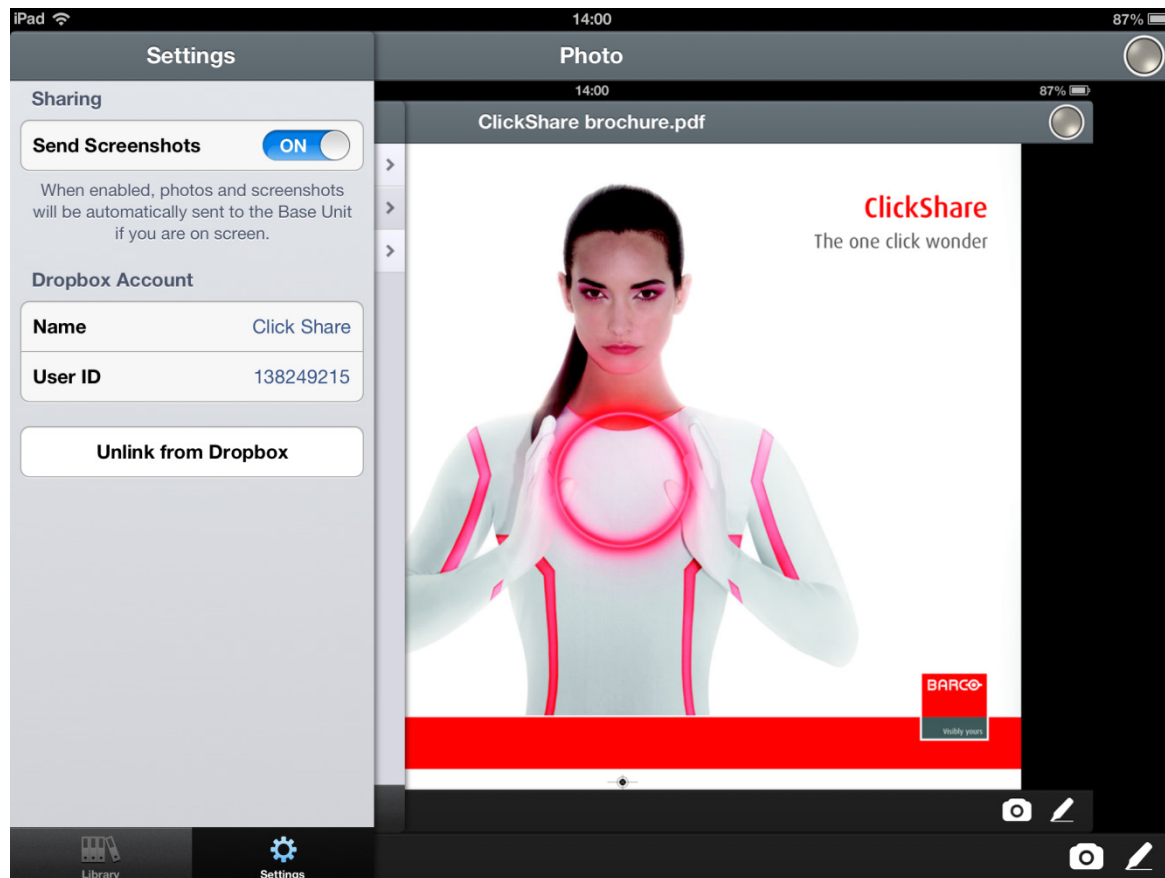
Page 156

# App Library Dropbox

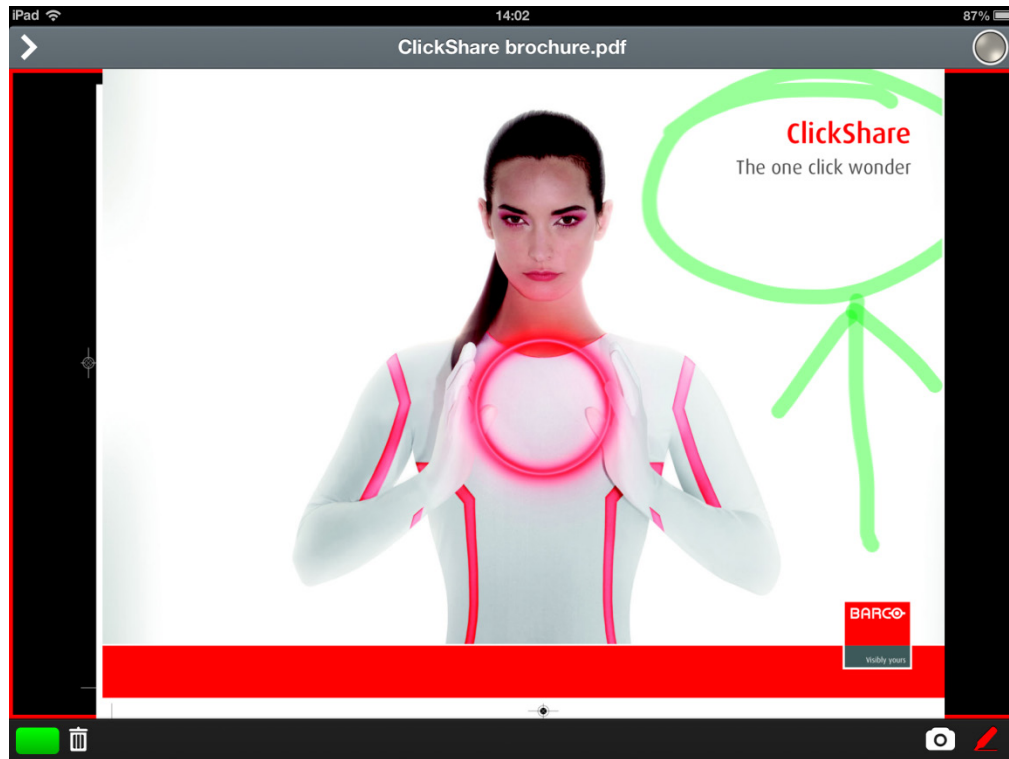


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# App Settings

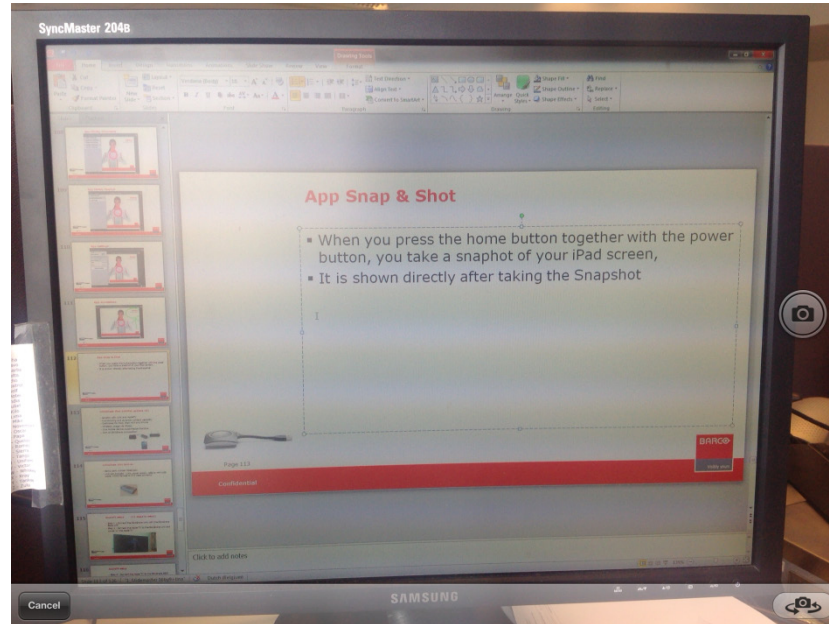


# App Annotations



# App Snap & Show

- When you press the home button together with the power button, you take a snapshot of your iPad screen,
- You can find your picture in the picture library



# Ending the App



Double tap the home button  
Press a second on the ClickShare app  
Close the App via the - sign



## ClickShare iPad Solution options (2)

- Solution with Link and HDMI Convertor
- Full Mirroring and dynamic content capability
- Optimised for iPad 2, 3 & 4 and iPad mini



## ClickShare iPad Solution options (3)

- Solution with Link and AppleTV
- Full Mirroring and dynamic content capability
- Optimised for iPad, iPad mini and iPhone
- Wireless usage via Airplay
- One mobile device supported at the time
- Part of ClickShare composition



## ClickShare Link Add-on

- Barco part number R9861001
- Link set includes : Link, power supply, USB A to mini USB A cable, HDMI female to DVI male convertor



# AppleTV setup (11 steps to setup)

- Step 1 : Connect the ClickShare Link with the ClickShare Base unit via one of the back USB ports, connect the power supply to the Link
- Step 2 : Connect the Apple TV to the ClickShare Link and power on the Apple TV



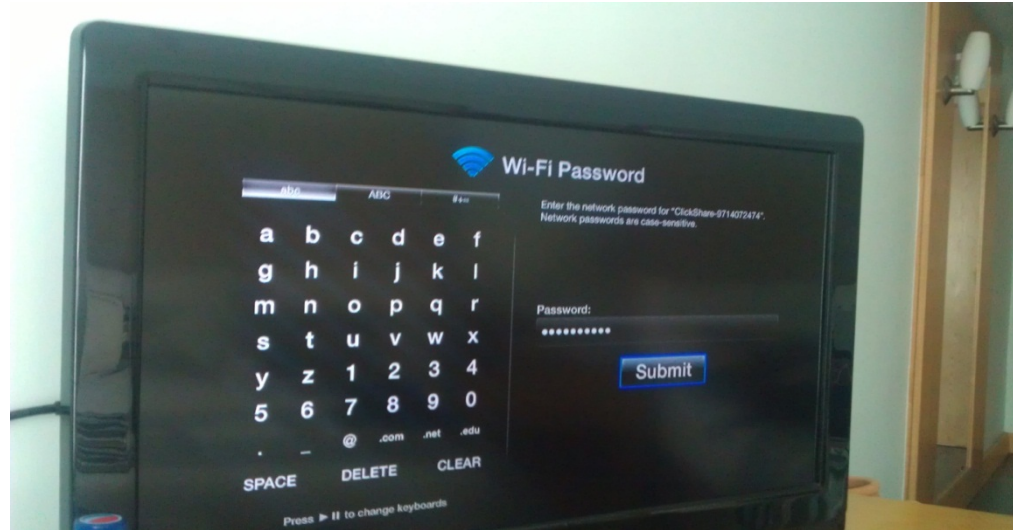
# AppleTV setup

- Step 3 : Connect the Apple TV to the ClickShare SSID



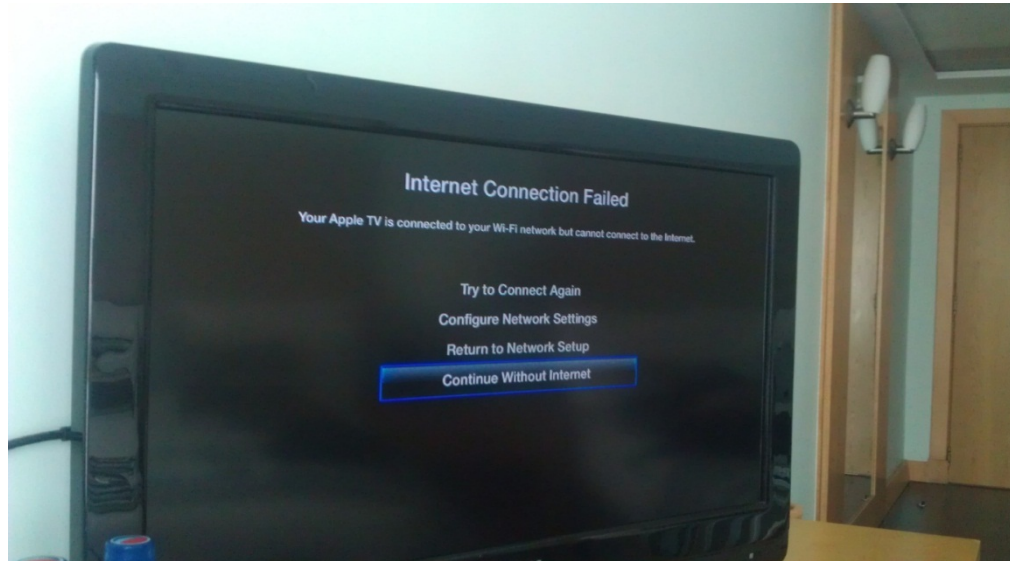
# AppleTV setup

- Step 4 : Enter the SSID password : **ClickShare** and Submit



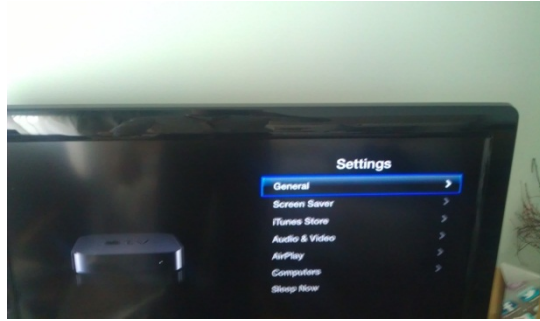
# AppleTV setup

- Step 5 : Select : Continue without internet



# AppleTV setup

- Step 6 : Go to the Settings page and go in the General menu :



- Step 7 : Go to the Sleep After menu and set it to Never

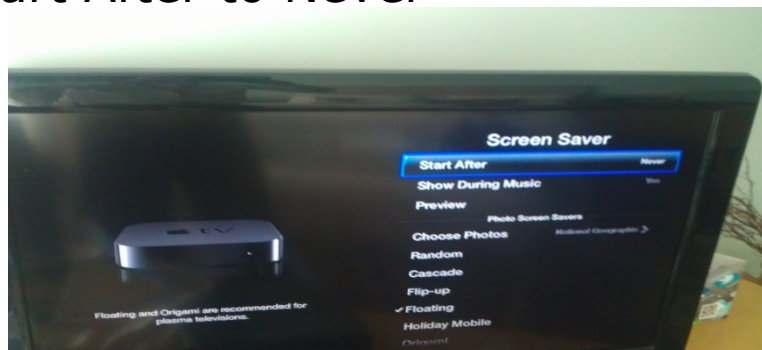


# AppleTV setup

- Step 8 : Return to the Settings page and go to the Screen Saver menu

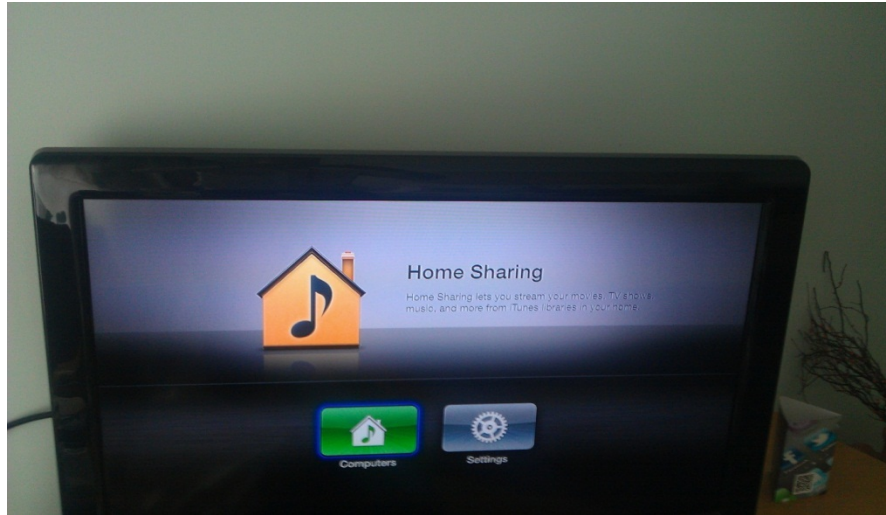


- Step 9 : Set Start After to Never



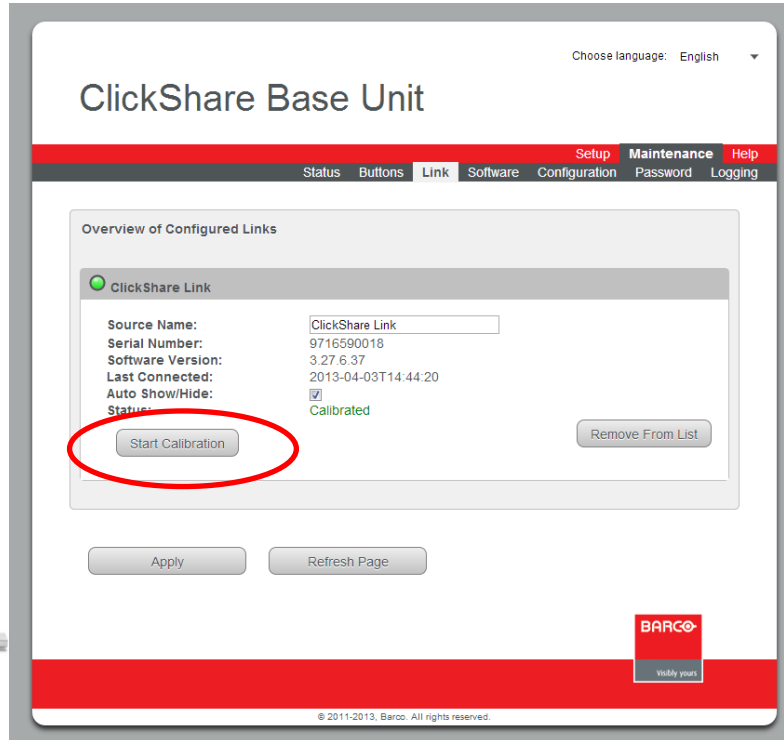
# AppleTV setup

- Step 10 : Return to the home page of the Apple TV



# AppleTV setup

- Step 11 : Go to the web interface and calibrate the link



Choose language: English ▼

## ClickShare Base Unit

Setup Maintenance Help

Status Buttons **Link** Software Configuration Password Logging

### Overview of Configured Links

**ClickShare Link**

Source Name: ClickShare Link

Serial Number: 9716590018

Software Version: 3.27.6.37

Last Connected: 2013-04-03T14:44:20

Auto Show/Hide: ☒

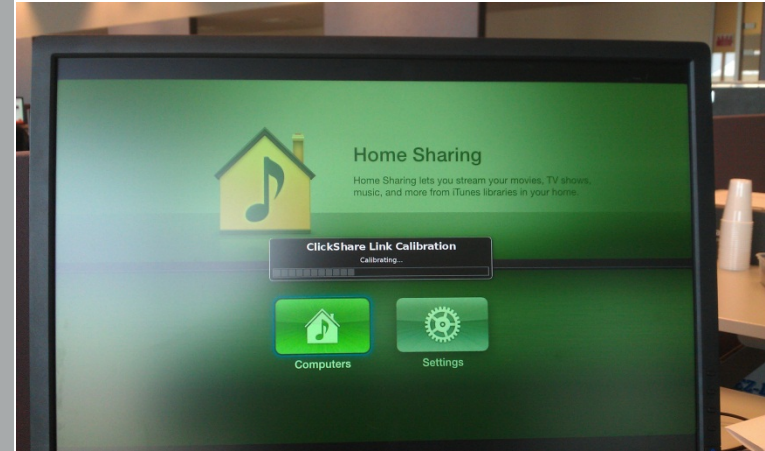
Status: Calibrated

**Start Calibration** Remove From List

Apply Refresh Page

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# Add your files in the App sandbox

Drag & Drop your PDF or JPG files

**File Sharing**  
The apps listed below can transfer documents between your iPad and this computer.

**Apps**

- ClickShare
- WiFi-Doc (Bundle Version)

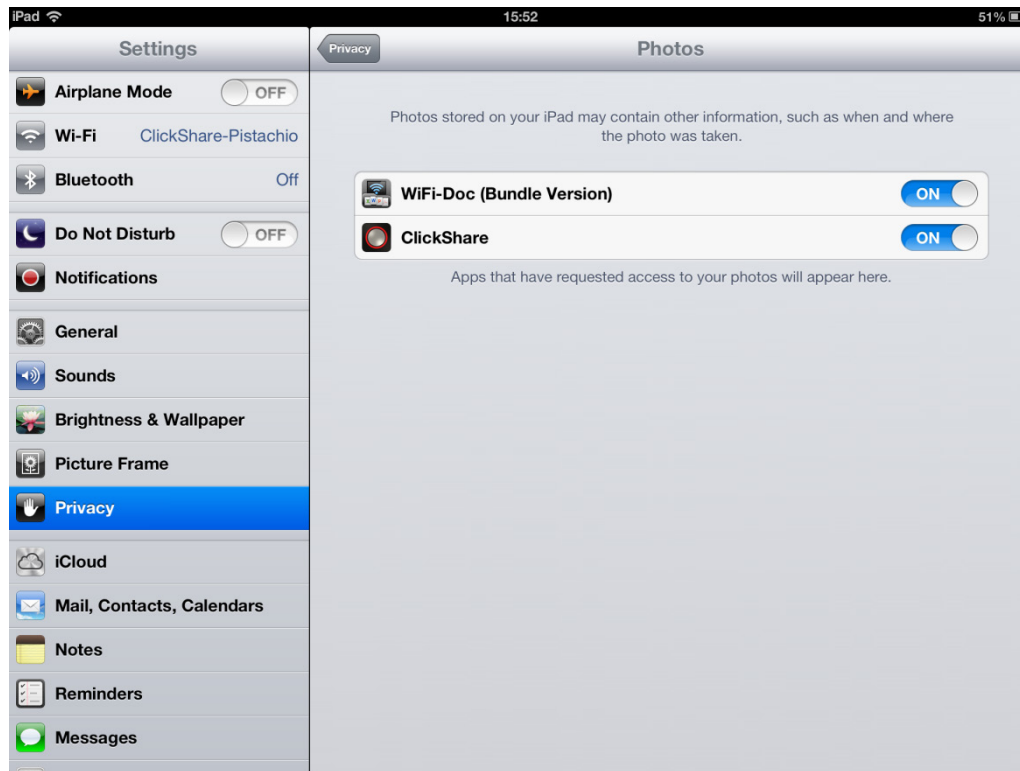
**ClickShare Documents**

File Name	Date Modified	Size
ClickShare brochure.pdf	18/01/13 13:50	1,1 MB
ClickShare_ENG_quote.jpg	25/01/13 08:40	620 KB
ClickShare_FR_Quote.jpg	25/01/13 08:40	628 KB
ClickShare_wallpaper.jpg	18/01/13 13:50	292 KB
ClickShare-ConversationGuide.pdf	18/01/13 13:50	6,9 MB
Inbox	22/02/13 15:36	1,1 MB

Other 12,41 GB Free Sync

# No Pictures visible in App ☹️

When no pictures are shown in your library, you need to enable the app in your privacy setting

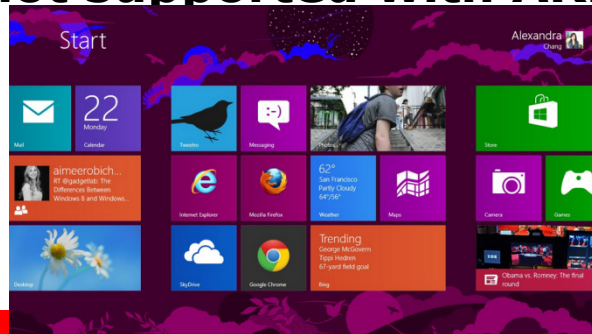


# Windows 8 and Windows 8 Pro

- Works with all the existing functionality of ClickShare
- Supported on a variety of new tablets, convertibles, ultra books. Laptops and all-in-one PCs
- Works with both existing desktop software and downloadable apps
- Windows 8 Pro which has enhanced networking and data encryption features
- **Windows 8 RT is not supported with ARM processor**

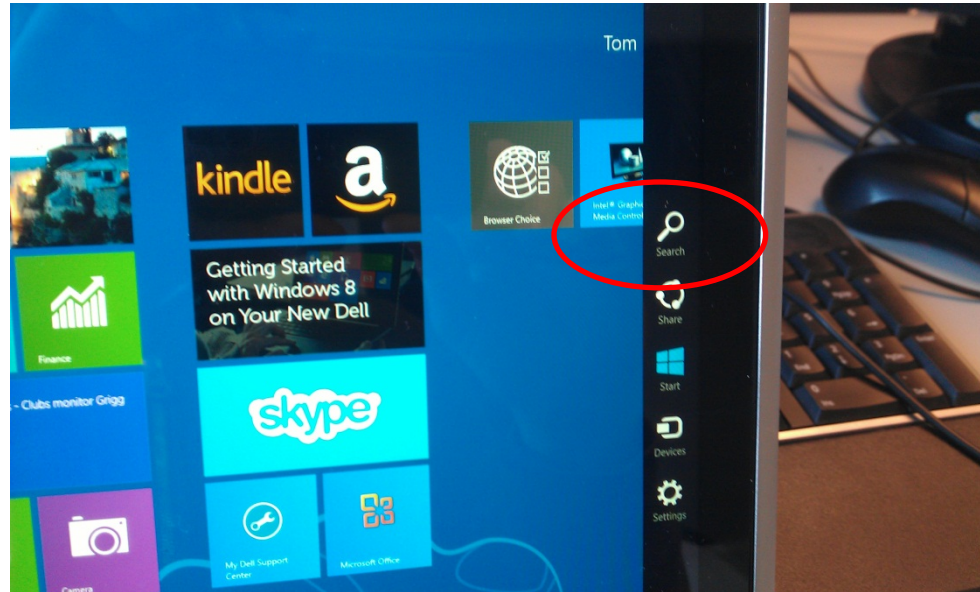
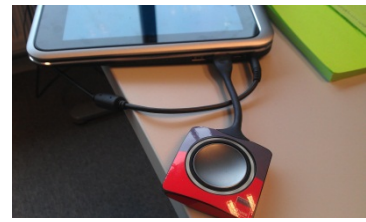


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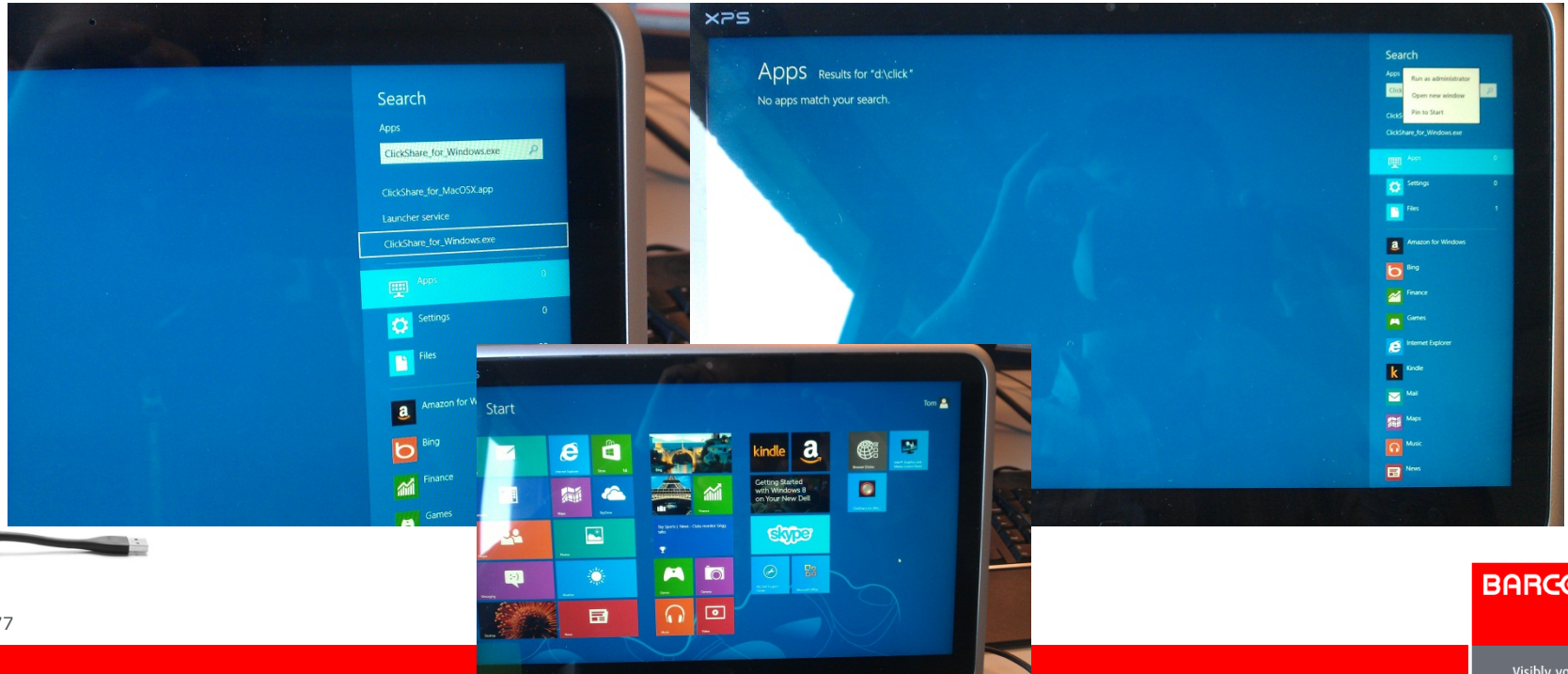
# Windows 8 Metro Style

- Tablet needs to have a Normal USB A port !!
- Slide from right side to left and press the search button



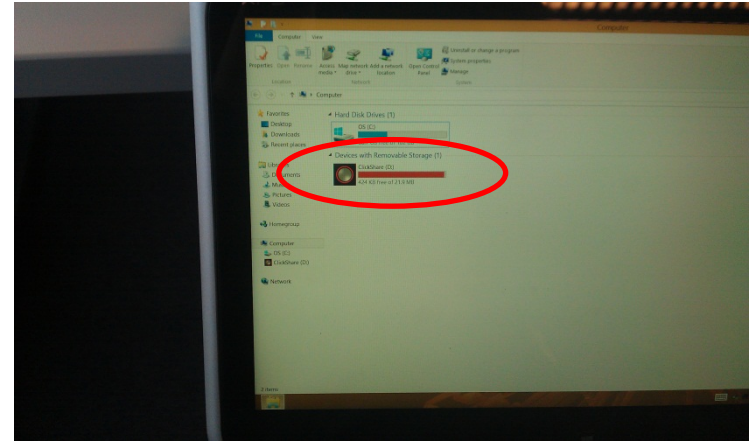
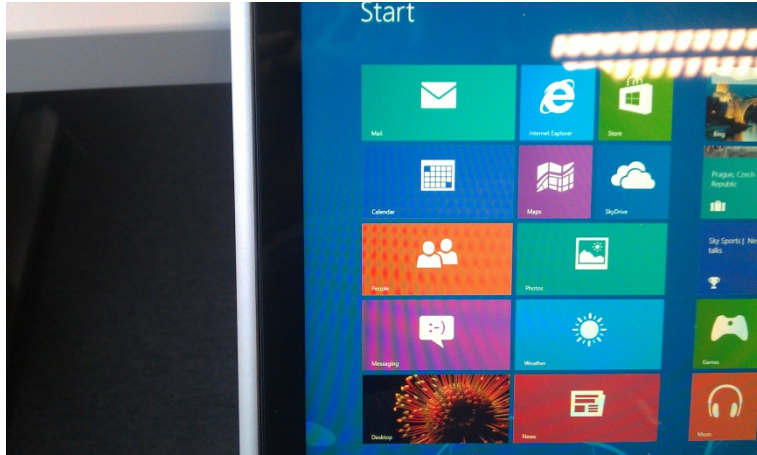
# Windows 8 Metro Style

- Search the clickshare\_for\_windows.exe, hold and press until menu is shown to Pin the app



# Windows 8 desktop style

- Click on Desktop, then go via the explorer to the ClickShare drive to open the exe file



## New features July 2013 (soft version 01.03.00.0001)

- Enhanced Video Performance
- Improved Screen Scraping
- Extended Desktop on Windows 7 & 8



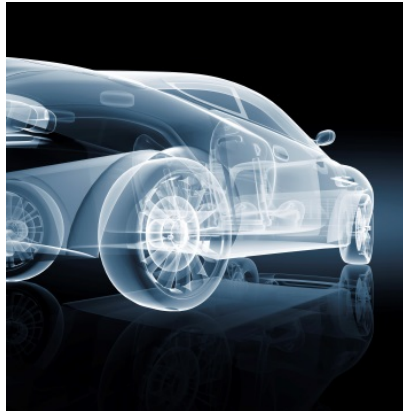
# Enhanced Video Performance

This software update will drastically improve ClickShare's video performance. Since seeing is believing we have made a video comparing the new and the current video quality in a test with two identical laptops. Just follow this [link](#) to see the difference in performance. Software shows more frames per second (up to 30fps), has reduced latency and improved smoothness while showing video.



# Improved Screen Scraping

- The new software in development will also improve the viewing of CAD renderings and simulations. Images can easily be manipulated in real time allowing the ClickShare system to be used with more complex data sets. It also makes playback of overlays in media players possible and will allow you to see WebEx video conferencing.



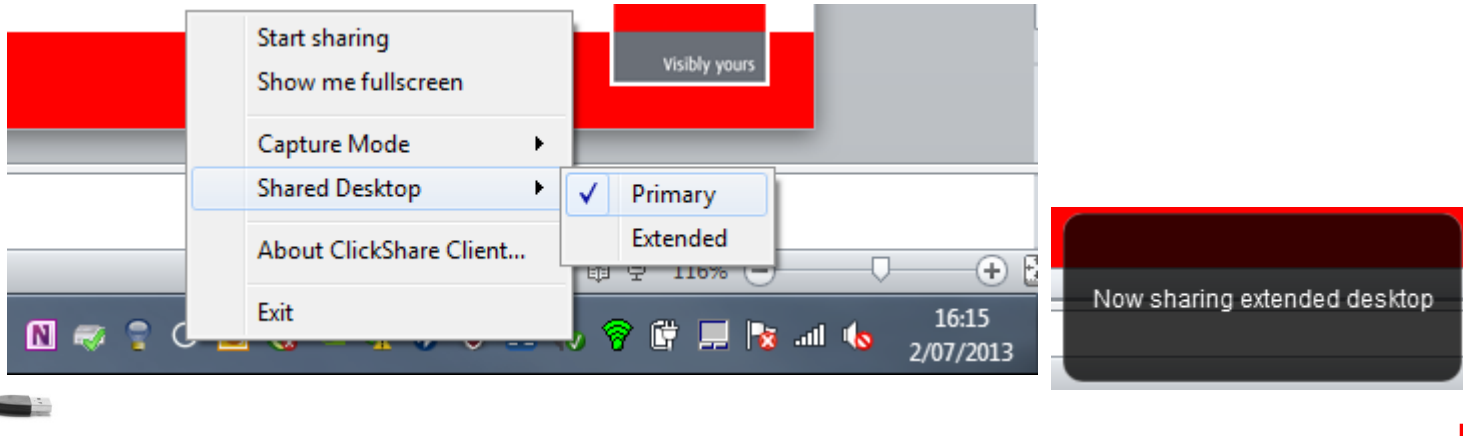
# Extended Desktop

- With extended desktop you can take advantage of both your laptop screen and the central meeting room display. Right click on system icon of the ClickShare client to enable the feature. Presentation notes or other material on primary screen will not be displayed to everyone.
- This feature works with your PCs existing drivers for Windows 7 and 8 !!!
- Feature not supported on WinXP, Win Vista and MAC due to a limitation in the graphical drivers of the OS.



# Enabling Extended Desktop

- 1) Right click on the ClickShare icon in the icon tray
- 2) Go to Shared Desktop and select Extended
- 3) A message will appear that ClickShare is in Extended mode



# Using multiple displays: Extended Share



*Behavior will be the same as a physical connection*



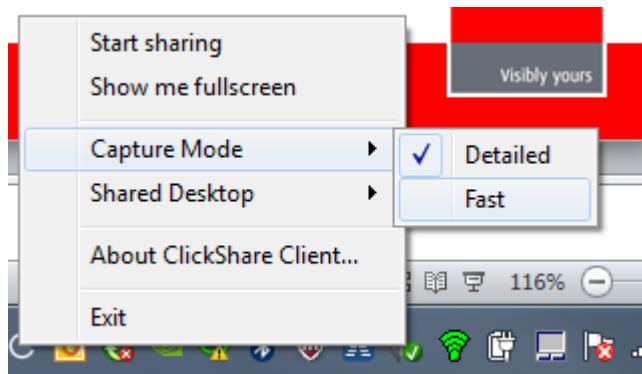
*If an additional display is connected ClickShare will use the 2<sup>nd</sup> display*



*Display 2 will be shown*

# Capture Mode


- Capture Mode can be set in Detailed or Fast mode.

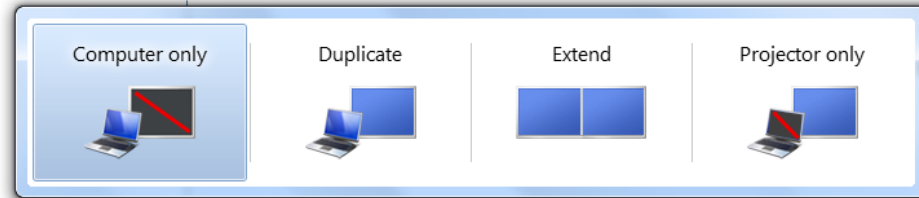


- When you select Fast mode Aeroglass will be disabled and/or hardware acceleration will be enabled
- This functionality is only for Windows.



## Known Issues with latest software version

- Virtual Extended Desktop not supported on some Win7 and Win8 systems due to a bug in recent versions of the AMD graphical driver.
- Downgrade to an older version of the driver might resolve the issue.
- To know if your systems supports this feature, pressing  + P should bring up the following pop-up on screen:



## Known Issues with latest software version

- Launcher Service installer has been removed from the ClickShare drive. If you want the latest Launcher Service, you can download it from the Base Unit web interface or from the Barco ClickShare website <http://www.barco.com/clickshare>



