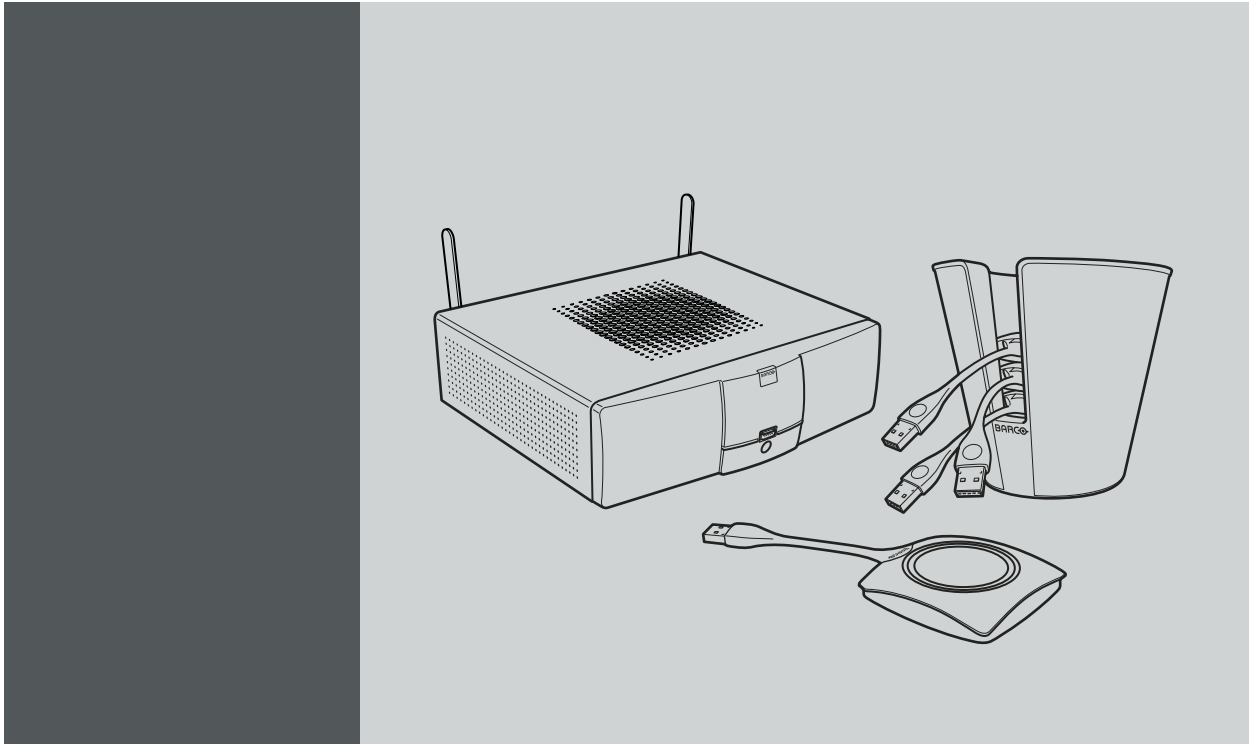


ClickShare



## Service Guide

R5900006/03  
04/12/2013

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visibly yours

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module-init-tools	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
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monit	<a href="http://www.gnu.org/licenses/gpl.html">http://www.gnu.org/licenses/gpl.html</a>
ncurses	<a href="http://opensource.org/licenses/MIT">http://opensource.org/licenses/MIT</a>
netbase	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
openssh-sftp-server	<a href="http://opensource.org/licenses/BSD-3-Clause">http://opensource.org/licenses/BSD-3-Clause</a>
openssl	<a href="http://www.openssl.org/source/license.html">http://www.openssl.org/source/license.html</a>
opkg	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
pciutils	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
perl	<a href="http://perldoc.perl.org/perlartistic.html">http://perldoc.perl.org/perlartistic.html</a> <a href="http://www.gnu.org/licenses/old-licenses/gpl-1.0.html">http://www.gnu.org/licenses/old-licenses/gpl-1.0.html</a>
php	<a href="http://www.php.net/license/3_01.txt">http://www.php.net/license/3_01.txt</a>
procps	<a href="http://www.gnu.org/licenses/gpl.html">http://www.gnu.org/licenses/gpl.html</a>
read-edid	Free license
rgb	
rockbox-imxtools	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
rsyslog	<a href="http://www.gnu.org/licenses/gpl.html">http://www.gnu.org/licenses/gpl.html</a>
splashutils	<a href="http://www.gnu.org/licenses/gpl.html">http://www.gnu.org/licenses/gpl.html</a>
strace	<a href="http://opensource.org/licenses/BSD-3-Clause">http://opensource.org/licenses/BSD-3-Clause</a>
sysfsutils	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
sysvinit	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
tcpdump	<a href="http://opensource.org/licenses/BSD-3-Clause">http://opensource.org/licenses/BSD-3-Clause</a>
ttf-arphic-uming	
ttf-dejavu-common	
ttf-dejavu-sans-mono	
ttf-dejavu-sans	
ttf-sazanami-gothic	
ttf-sazanami-mincho	
ttf-un-fonts	

Open Source component	Open Source License
udev	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
update-modules	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
update-rc	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
usbutils	<a href="http://www.gnu.org/licenses/old-licenses/gpl-2.0.html">http://www.gnu.org/licenses/old-licenses/gpl-2.0.html</a>
util-linux-ng	<a href="http://www.gnu.org/licenses/gpl.html">http://www.gnu.org/licenses/gpl.html</a> x
server-xorg	<a href="http://opensource.org/licenses/MIT">http://opensource.org/licenses/MIT</a>
zeroconf	<a href="http://www.gnu.org/licenses/gpl.html">http://www.gnu.org/licenses/gpl.html</a>

## Trademarks

Brand and product names mentioned in this manual may be trademarks, registered trademarks or copyrights of their respective holders. All brand and product names mentioned in this manual serve as comments or examples and are not to be understood as advertising for the products or their manufacturers.

## Guarantee and Compensation

Barco provides a guarantee relating to perfect manufacturing as part of the legally stipulated terms of guarantee. On receipt, the purchaser must immediately inspect all delivered goods for damage incurred during transport, as well as for material and manufacturing faults Barco must be informed immediately in writing of any complaints.

The period of guarantee begins on the date of transfer of risks, in the case of special systems and software on the date of commissioning, at latest 30 days after the transfer of risks. In the event of justified notice of complaint, Barco can repair the fault or provide a replacement at its own discretion within an appropriate period. If this measure proves to be impossible or unsuccessful, the purchaser can demand a reduction in the purchase price or cancellation of the contract. All other claims, in particular those relating to compensation for direct or indirect damage, and also damage attributed to the operation of software as well as to other services provided by Barco, being a component of the system or independent service, will be deemed invalid provided the damage is not proven to be attributed to the absence of properties guaranteed in writing or due to the intent or gross negligence or part of Barco.

If the purchaser or a third party carries out modifications or repairs on goods delivered by Barco, or if the goods are handled incorrectly, in particular if the systems are commissioned operated incorrectly or if, after the transfer of risks, the goods are subject to influences not agreed upon in the contract, all guarantee claims of the purchaser will be rendered invalid. Not included in the guarantee coverage are system failures which are attributed to programs or special electronic circuitry provided by the purchaser, e.g. interfaces. Normal wear as well as normal maintenance are not subject to the guarantee provided by Barco either.

The environmental conditions as well as the servicing and maintenance regulations specified in the this manual must be complied with by the customer.

## EN55022/CISPR22 Class A ITE (Information Technology Equipment)

Class A ITE is a category of all other ITE which satisfies the class A ITE limits but not the class B ITE limits. Such equipment should not be restricted in its sale but the following warning shall be included in the instructions for use:

**Warning :** This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## Federal Communication Commission Interference Statement

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation of the device.

FCC RF Radiation Exposure Statement: This device is capable of operating in 802.11a mode. For 802.11a devices operating in the frequency range of 5.15 - 5.25 GHz, they are restricted for indoor operations to reduce any potential harmful interference for Mobile Satellite Services (MSS) in the US. WIFI Access Points that are capable of allowing your device to operate in 802.11a mode (5.15 - 5.25 GHz band) are optimized for indoor use only. If your WIFI network is capable of operating in this mode, please restrict your WIFI use indoors to not violate federal regulations to protect Mobile Satellite Services.

Base Unit FCC ID: RYK-WPEA-121N

Button FCC ID: 2AAED-CLSBTN

### Compliance Anatel (Brasil)

1. Este produto está homologado pela Anatel, de acordo com os procedimentos regulamentados pela Resolução nº 242/2000, e atende aos requisitos técnicos aplicados, incluindo os limites de exposição da taxa de absorção específica referente a campos elétricos, magnéticos e eletromagnéticos de radiofrequência de acordo com as resoluções nº 303/2002 e 533/2009. Para maiores informações, consulte o site da Anatel - [www.anatel.gov.br](http://www.anatel.gov.br)
2. Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

### Canada, Industry Canada (IC) Notices

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### Radio Frequency (RF) Exposure Information

The radiated output power of the Barco Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Barco Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

Base Unit IC ID: IC: 4104 A-AR5BHB116

Button IC ID: 9393B-CLSBTN

### IC Antenna statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This radio transmitter 4104 A-AR5BHB116 has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Type: Dipole

Maximum Peak Gain: 2 dBi

Impedance: 50 Ohm

### Canada, avis d'Industry Canada (IC)

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie émise par l'appareil de sans fil Barco est inférieure à la limite d'exposition aux fréquences radio d'Industry Canada (IC). Utilisez l'appareil de sans fil Barco de façon à minimiser les contacts humains lors du fonctionnement normal.

IC ID Unité de Base: 4104 A-AR5BHB116

IC ID Button : 9393B-CLSBTN

## Déclaration d'antenne d'Industrie Canada (IC)

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent émetteur radio 4104 A-AR5BHB116 a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Type: Dipole

Gain maximum: 2 dBi

Impédance: 50 Ohm

## NCC Statement

第十二條	經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
第十四條	低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

底座 CCAF11LP0930T5

按鈕 CCAJ13LP1890T2

## KCC Statement

기본 장치	등록번호 KCC-RMM-BVY-CLICKBASE 기자재의 명칭 : 무선데이터통신시스템용 무선기기 모델명 : CLICKSHARE-BASE 본 기기는 내부에 인증 받은 무선모듈(인증번호 : ATH-AR5BHB116)을 내장하고 있음 본 기기와 20 cm 이상 떨어져서 사용하시기 바랍니다
버튼	등록번호 KCC-CRM-BVY-CLICKBUTTON 기자재의 명칭 : 특정소출력 무선기기(무선데이터통신시스템용 무선기기) 모델명 : CLICKSHARE-BUTTON





# TABLE OF CONTENTS

<b>1. Introduction</b>	<b>3</b>
1.1 About this guide	3
1.2 About the documentation	3
1.3 Symbols and fonts	4
<b>2. Safety instructions</b>	<b>5</b>
2.1 General safety	5
2.2 Environmental Condition Check	5
2.3 Plug types ClickShare	6
2.4 Adapter types ClickShare Link	7
2.5 Repacking	7
2.6 Connector instructions	8
<b>3. ClickShare Service activities</b>	<b>9</b>
3.1 ClickShare detailed service model	9
3.2 Reporting an issue in SalesForce.com	9
3.3 Reaching the local Barco helpdesk	11
<b>4. Product and components</b>	<b>13</b>
4.1 About the ClickShare product	13
4.2 ClickShare specifications	14
4.3 ClickShare Link specifications	16
4.4 About the Base Unit	16
4.5 About the Button	19
4.6 About the Tray	20
4.7 Retrieving the serial and version numbers	21
4.8 Mobile Device Support	21
<b>5. Installing ClickShare</b>	<b>23</b>
5.1 Installation methods for the Base unit	23
5.2 Table mounting	23
5.3 Wall mounting	24
5.4 Ceiling mounting	25
5.5 Rack mounting	27
<b>6. Connecting</b>	<b>29</b>
6.1 Video signal connections to the Base Unit	29
6.2 Audio connection	31
6.3 LAN connection	31
6.4 Power connection and switching on	32
6.5 Connecting an iOS device	33
6.6 Basic Use	37
6.7 Advanced Use	40
6.8 User Interface	42
6.9 Capture mode: detailed - fast	43
6.10 Shared desktop: primary - extended	43
6.11 Audio configuration	45
<b>7. Preparing the buttons</b>	<b>49</b>
7.1 Pairing	49
7.2 Pre-install of the Launcher service	50
<b>8. Web Interface</b>	<b>51</b>
8.1 Accessing the ClickShare Web Interface	51
8.2 Language setup Web interface	52
8.3 About ClickShare tabs	53
8.4 Basic settings	54
8.5 Wallpaper (background) selection	56
8.6 Personalized wallpapers	58
8.7 Display settings	60
8.8 Output ports	61
8.9 On-screen text format	62
8.10 Audio settings	64
8.11 Advanced settings: Hostname	65
8.12 Advanced settings: LAN network settings	66
8.13 Advanced settings: WiFi settings	67
8.14 Advanced settings: Access web interface	68
8.15 Advanced settings: access SSH	69
8.16 Maintenance, status check ClickShare	69
8.17 Maintenance, Buttons information	71
8.18 Configured Links	73
8.19 Calibrating a ClickShare Link	74
8.20 Base Unit software update	75

Table of contents

---

8.21	Downloads from Base Unit .....	77
8.22	Manage System Configuration .....	77
8.23	Load Default Settings .....	78
8.24	Administrator password .....	80
8.25	Log settings .....	80
8.26	ClickShare Help, Barco contact data .....	81
8.27	Barco ClickShare EULA .....	82
<b>9.</b>	<b>Software updating .....</b>	<b>85</b>
9.1	Retrieving software versions .....	85
9.2	Base Unit software update .....	86
9.3	Emergency recovery procedure via software recovery stick .....	88
9.4	Buttons software update .....	92
<b>10.</b>	<b>Maintenance of the product .....</b>	<b>95</b>
10.1	Maintenance of your ClickShare .....	95
<b>11.</b>	<b>Troubleshooting .....</b>	<b>97</b>
11.1	Step by step support procedure .....	97
11.2	Troubleshooting list .....	97
11.3	Generating log files .....	101
<b>12.</b>	<b>Frequently Asked Questions .....</b>	<b>103</b>
12.1	List of FAQs .....	103
<b>13.</b>	<b>Order info .....</b>	<b>107</b>
13.1	List of articles and their order numbers .....	107
<b>14.</b>	<b>Environmental information .....</b>	<b>109</b>
14.1	Disposal information .....	109
14.2	Rohs compliance .....	109
14.3	Production address .....	110
<b>Index</b> .....		<b>111</b>

# 1. INTRODUCTION

In this section you get a short introduction to the available ClickShare documentation.

- About this guide
- About the documentation
- Symbols and fonts

## 1.1 About this guide

### Version

Partnumber	Description	Level
R5900006	Service Guide	Barco service personnel / Customer support



Always check for the latest version of the manual on <https://my.barco.com>



Depending on the version of your ClickShare product, some graphics might be different to the ones used in this manual. This however does not have any effect on the functionality.

## 1.2 About the documentation

### List of available ClickShare documents

The ClickShare documentation consists of the following manuals:

Guide	Article number
User Guide	R5900001
Quick Start Guide	R5900002
Installation Guide	R5900004
Safety Guide	R5900005
Service Guide	R5900006
Button Guide	R5900007
Rack Mount Guide	R5900008
Recycling Manual	R5900009



A printed copy of the Safety Guide and Quick Start Guide is included in the ClickShare box at purchase. Please check online for the other documents.

This Service Guide gives a detailed overview of all ClickShare components. It also contains information on how to prepare your ClickShare product for use and has an advanced troubleshooting chapter.








Not all documentation is publicly available. This Service Guide is only available to Customer Service partners.

## 1.3 Symbols and fonts

---

### Symbol overview

The following icons are used in the manual :

	Caution
	Warning
	Info, term definition. General info about the term
	Note: gives extra information about the described subject
	Tip: gives extra advice about the described subject

### Font overview

- Buttons are indicated in bold, e.g. **OK**.
- Menu items are indicated in *italic*.
- Step related notes, tips, warnings or cautions are printed in *italic*.
- Procedure related notes, tips, warnings or cautions are printed in **bold** between 2 lines preceded by the corresponding icon.

---

## 2. SAFETY INSTRUCTIONS

### Overview

- General safety
- Environmental Condition Check
- Plug types ClickShare
- Adapter types ClickShare Link
- Repacking
- Connector instructions

### 2.1 General safety

---

#### Safety warnings

The installation of the device must comply with the guidelines in the ClickShare Installation Guide (R5900004).

- To prevent injuries and physical damage, always read this manual and all labels on the system before connecting to the wall outlet.
- The apparatus must be grounded (earthed) via the supplied power cable. If the supplied power cable is not the correct one, consult your dealer.
- The ClickShare product is intended to be used in office and indoor environments only.
- Only use the power cord supplied with your device. While appearing to be similar, other power cords have not been safety tested at the factory and may not be used to power the device. For a replacement power cord, contact your dealer.
- This product should be operated from an AC power source. Power input is auto-ranging from 100 V to 240 V.
- All equipment in the system is equipped with a 3-wire grounding plug, a plug having a third (grounding) pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounding-type plug.
- Do not allow anything to rest on the power cord. Do not locate this product where persons will walk on the cord. To disconnect the cord, pull it out by the plug. Never pull the cord itself.
- If an extension cord is used with this product, make sure that the total of the Ampere ratings on the products plugged into the extension cord does not exceed the extension cord Ampere rating.
- Never spill liquid of any kind on the product. Should any liquid or solid object fall into the cabinet, unplug the set and have it checked by qualified service personnel before resuming operations.
- Lightning - For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet. This will prevent damage to the device due to lightning and AC power-line surges.
- Only use attachments/accessories specified by the manufacturer.

### 2.2 Environmental Condition Check

---

#### Environment condition check

A device must always be mounted in a manner which ensures both air inlets and outlets are free. For installations in environments where the device is subject to excessive dust, then it is highly advisable and desirable to have this dust removed prior to it reaching the device clean air supply. Devices or structures to extract or shield excessive dust well away from the device are a prerequisite; if this is not a feasible solution then measures to relocate the device to a clean air environment should be considered.

It is the customer's responsibility to ensure at all times that the device is protected from the harmful effects of hostile airborne particles in the environment of the device. The manufacturer reserves the right to refuse repair if a device has been subject to negligence, abandon or improper use.

#### Ambient temperature conditions

Max. ambient temperature : +40°C or 104°F

Min. ambient temperature: +5°C or 41°F

Storage temperature: -20°C to +60°C (-4°F to 140°F)

#### Humidity Conditions

Storage: 0 to 90% relative humidity, non-condensing

Operation: 0 to 85% relative humidity, non-condensing

## 2. Safety instructions

---

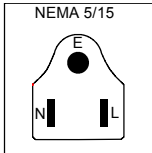
### Environment

Do not install the device in a site near heat sources such as radiators or air ducts, or in a place subject to direct sunlight, excessive dust or humidity. Be aware that room heat rises to the ceiling; check that temperature near the installation site is not excessive.

## 2.3 Plug types ClickShare

---

### AC Power cord with NEMA 5/15 plug up to 15 A



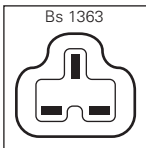
The wires of the power cord are colored in accordance with the following code:

Green or yellow + green: Earth (Ground)

Blue or white: Neutral

Brown or black: Line (Live)

### AC Power cord with BS 1363 plug up to 13 A



The wires of the mains lead are colored in accordance with the following code:

Green + yellow: Earth (Ground)

Blue: Neutral

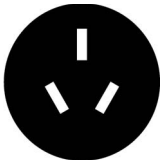
Brown: Line (Live)



**Make sure you use the correct fuse rating for the appliance.**

---

### Power cord with GB 2099 plug



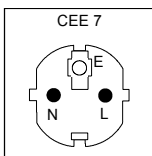
The wires of the mains lead are colored in accordance with the following code:

Green + yellow: Earth (Ground)

Blue: Neutral

Brown: Line (Live)

### AC Power cord (mains lead) with CEE 7 plug up to 16 A



The wires of the mains lead are colored in accordance with the following code:

Green + yellow: Earth (Ground)

Blue: Neutral

Brown: Line (Live)

### AC Power cord with JIS C8303 plug up to 7 A



The wires of the power cord are colored in accordance with the following code:

Green or yellow + green: Earth (Ground)

Blue or white: Neutral

Brown or black: Line (Live)

## 2.4 Adapter types ClickShare Link

---

### Type A power input AC clip



Image 2-1

### Type C power input AC clip



Image 2-2

### Type G power input AC clip.



Image 2-3

### Type I power input AC clip (two pins)



Image 2-4

## 2.5 Repacking

---

### On Repacking

Save the original shipping carton and packing material; they will come in handy if you ever have to ship your equipment. For maximum protection, repack your set as it was originally packed at the factory.

## 2.6 Connector instructions

---

### Connector instructions



Several types of connectors are used in the ClickShare product: it is important to disconnect them by pulling the connector, not the wire. Some of the connectors (e.g. mains power plug) can be mechanically secured: make sure to release the mechanical lock prior to unplugging the connector and always mechanically secure the connector when it is plugged in.

Plug in or unplug connectors in a straight way.

---



## 3. CLICKSHARE SERVICE ACTIVITIES

### 3.1 ClickShare detailed service model

#### Sales model

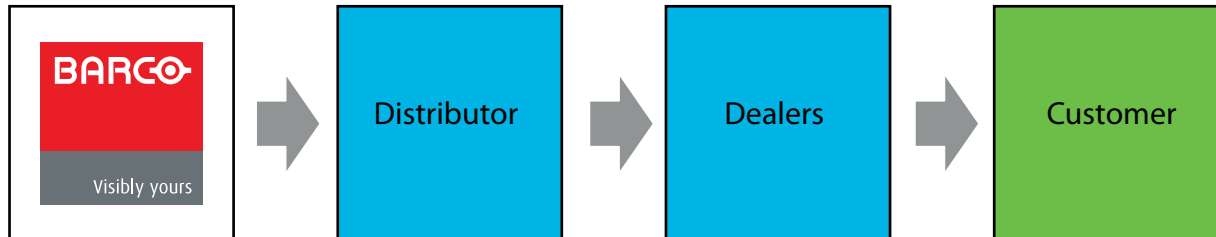


Image 3-1  
Sales model

The way ClickShare comes to the customer:

1. Distributor purchases from Barco.
2. Dealers purchase from a distributor.
3. Dealers sell to the end customer.

#### Service model

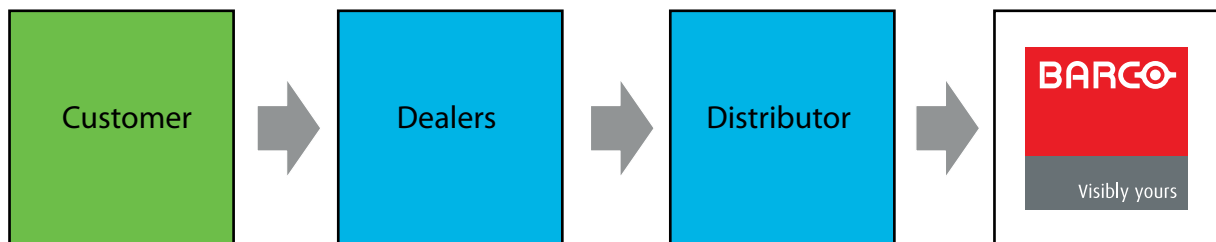


Image 3-2  
Service model

When a customer experiences a problem, he or she should contact the dealer. Dealer gives Tier I support. He and requests a RMA from Distributor to return the faulty product

Tier I support consists out of:

- identifies ClickShare component failure
- RMA request by distributor
- Facilitates shipment of faulty unit from customer to distributor

The distributor troubleshoots the returned assemblies and gives Tier II support.

Tier II support consists of

- checks returned units according a standard test procedure.
- sends replacement unit to customer to replace the faulty unit.
- contacts Barco to request RMA to return faulty product.
- sends faulty product to Barco.

Barco receives the faulty product and validates failure.

### 3.2 Reporting an issue in Salesforce.com

#### How to report

1. Open a browser window and type the following address in the address line: <https://emea.salesforce.com/>
2. Login by entering your user name and password.
3. Create a new request by selecting *Swap/part delivery request*.

### 3. ClickShare Service activities

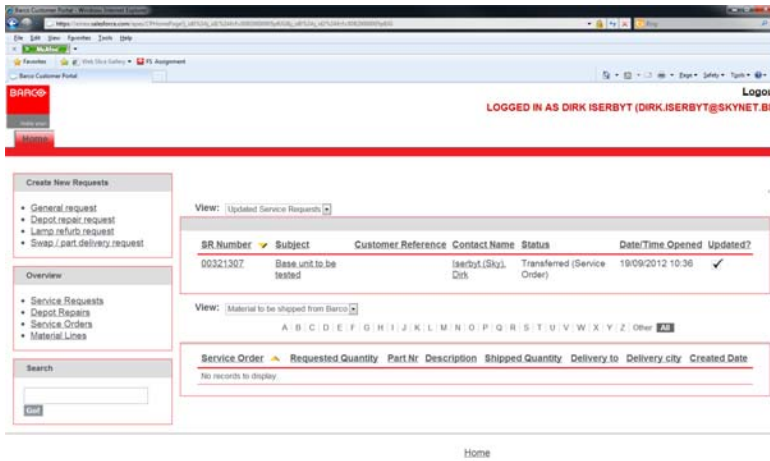


Image 3-3

#### 4. Fill out the service request form

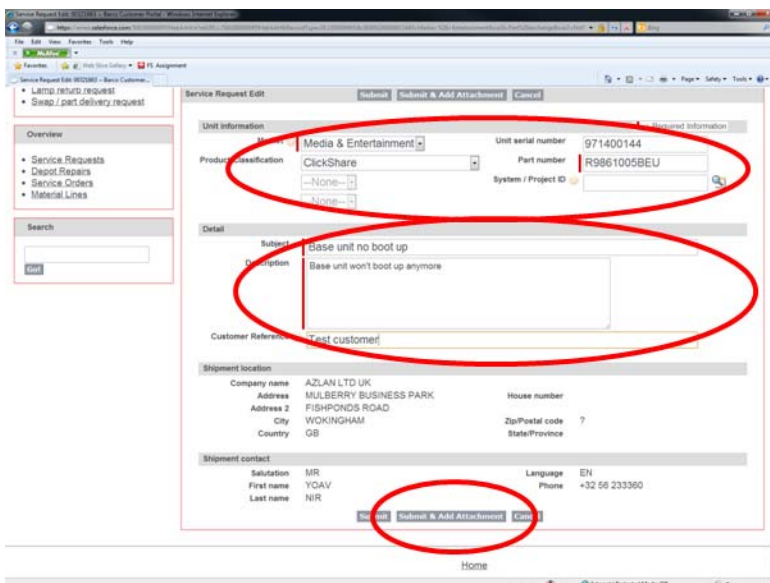


Image 3-4

5. Click **Submit & Add Attachment**.
6. Click **Choose File** and browse to the file to attach.
7. Click **Attach file**.
8. To add extra files, repeat the Choose File and Attach file action. When all files are attached click **Done**.

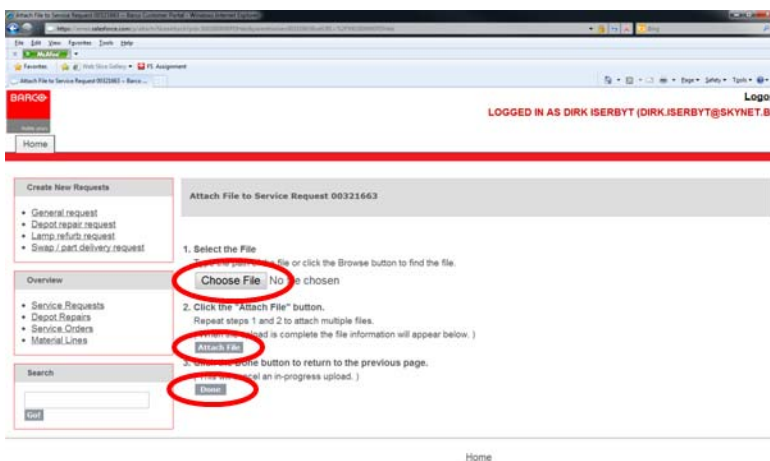


Image 3-5

An overview will be displayed. Extra information can be added.  
Your service request is logged.

### 3.3 Reaching the local Barco helpdesk

#### How to reach

1. Go to Barco's website, [www.barco.com](http://www.barco.com).

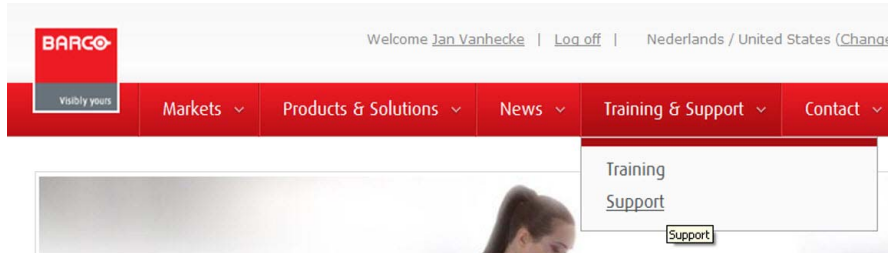


Image 3-6

2. Click on the drop down next to *Training & Support* and select *Support*.
3. Select your *Country* and the *Market*.

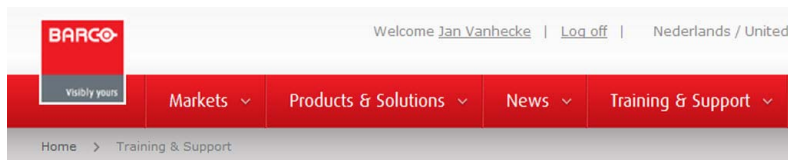


Image 3-7

Select for Market, *Media & Entertainment, Corporate AV*.

4. Click **Go**.

The local service contact page is displayed.

### 3. ClickShare Service activities

Welcome [Jan Vanhecke](#) | [Log off](#) | Nederlands /

**BARCO**  
Visibly yours

Markets ▾ Products & Solutions ▾ News ▾ Training & Support

Home > Training & Support > Corporate AV services

#### Corporate AV services

Barco offers you a full suite of support services that is tailored to your business needs and ensures ultimate

#### Helpdesk

Our hotline provides you with prompt phone support. A team of experienced support representatives is available 8 am to 5 pm Monday - Friday.

Paid phone: +32 56 36 80 19  
Email: [Service.media\\_and\\_entertainment.emea@barco.com](mailto:Service.media_and_entertainment.emea@barco.com)

#### Online support

For quick self-help around the clock, 365 days a year.

#### eSupport

- Technical questions
- Return Material Authorization (RMA)
- Status tracking of pending service requests
- Spare parts / Consumable orders
- Warranty information

[Log in](#) [Sign up](#)  
[Lost your password? >>](#)

#### my.barco.com

- Product manuals
- Drivers & software
- General service information
- White papers

[Log in](#) [Sign up](#)  
[Lost your password? >>](#)

Image 3-8

## 4. PRODUCT AND COMPONENTS

### Overview

- About the ClickShare product
- ClickShare specifications
- ClickShare Link specifications
- About the Base Unit
- About the Button
- About the Tray
- Retrieving the serial and version numbers
- Mobile Device Support

### 4.1 About the ClickShare product

#### ClickShare sets

ClickShare makes connecting to the meeting room's video system a matter of clicking a Button. This one click wonder not only helps the presenter get the presentation on-screen in a second, but it also allows the other people in the meeting to participate more actively. The result is enhanced meeting efficiency and better decision-making.

At the moment 4 different sets are available on the market. Each set is sold in its specific region and it can only be used in that specific region.

#### Components ClickShare set

A standard ClickShare set consists of a Base Unit, a Tray and 4 Buttons. Depending on the location where you buy the product, the software of the Base Unit is different. If needed, you can buy additional Buttons and Trays.

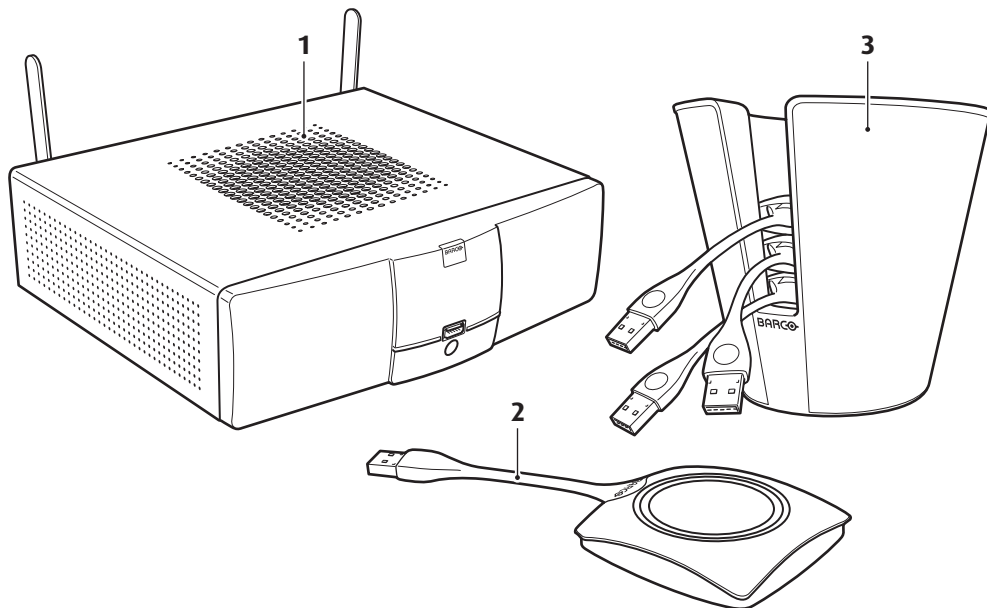


Image 4-1  
ClickShare main components

1	Base unit
2	Button
3	Tray

#### Accessories included

Depending on the country where you buy the product, the following regionalized accessories are also included in the ClickShare box.

#### 4. Product and components

Regional version	Contains	Accessories included
R9861005EU	<ul style="list-style-type: none"> <li>R9861006BEU</li> <li>4x R9861006D01</li> <li>R9861006T01</li> </ul>	<ul style="list-style-type: none"> <li>power cables CEE7 and BS 1363</li> <li>wall/ceiling mounting brackets</li> <li>a DVI to VGA converter</li> </ul>
R9861005JP	<ul style="list-style-type: none"> <li>R9861006BJP</li> <li>4x R9861006D01</li> <li>R9861006T01</li> </ul>	<ul style="list-style-type: none"> <li>power cable JIS C8303</li> <li>wall/ceiling mounting brackets</li> <li>a DVI to VGA converter</li> </ul>
R9861005CN	<ul style="list-style-type: none"> <li>R9861006BCN</li> <li>4x R9861006D01</li> <li>R9861006T01</li> </ul>	<ul style="list-style-type: none"> <li>power cable GB 2099</li> <li>wall/ceiling mounting brackets</li> <li>a DVI to VGA converter</li> </ul>
R9861005NA	<ul style="list-style-type: none"> <li>R9861006BNA</li> <li>4x R9861006D01</li> <li>R9861006T01</li> </ul>	<ul style="list-style-type: none"> <li>power cable NEMA 5/15</li> <li>wall/ceiling mounting brackets</li> <li>a DVI to VGA converter</li> </ul>
R9861005WW	<ul style="list-style-type: none"> <li>R9861006BEU</li> <li>4x R9861006D01</li> <li>R9861006T01</li> </ul>	<ul style="list-style-type: none"> <li>power cables CEE7 and BS 1363</li> <li>wall/ceiling mounting brackets</li> <li>a DVI to VGA converter</li> </ul>

Contact your local sales representative for the correct regional variant to be used in your country.

#### Optional accessory: ClickShare Link

Order number: R9861001



Image 4-2  
ClickShare Link

Using the optional ClickShare Link allows you to use your iPad with ClickShare.

Via a cable or wireless via Apple TV, the complete content of your iPad touchscreen is transferred to the meeting room screen

A ClickShare Link kit contains:

- 1 ClickShare Link unit
- 1 DVI to HDMI convertor
- 1 power adapter
- 4 power clips
- 1 USB cable

## 4.2 ClickShare specifications

### Overview

<b>Weight</b>	2.6 kg/5.75 lb
<b>Dimensions (HxWxD)</b>	181mm (incl. antennas) x 260mm x 276mm (Min.) / 7.125" (incl. antennas) x 10.236" x 10.9" (Min.)
<b>Band</b>	2.4 GHZ and 5 GHz
<b>Connections</b>	1x Ethernet LAN > 4x (back) + 1x (front) USB > Analog line out on mini jack socket (3.5mm) > Analog line in on mini jack socket (3.5mm)

<b>Range</b>	Max. 30m (100 ft) between ClickShare Button and ClickShare Base Unit
<b>Encryption</b>	AES CCMP
<b>Wireless transmission protocol</b>	IEEE 802.11 a/g/n
<b>Lifetime</b>	<p>MTBF = 40,000h (90% confidence level)</p> <p>MTBF = 100,000h (60% confidence level)</p> <p>MTBF conditions:</p> <ul style="list-style-type: none"> <li>• Environment: Ground Benign</li> <li>• Temperature: 25°C</li> <li>• Method: MIL-HDBK-217F Notice 2 &lt;/ul&gt; </li></ul>
<b>System requirements</b>	<p><b>PC minimum requirements:</b></p> <p>CPU: Intel Pentium Dual Core E2140 – 2 * 1600 Mhz (or equivalent: AMD Athlon 64 X2 3800+ - 2 * 2000 Mhz)</p> <p>Memory: 1024 MB RAM</p> <p>OS: Windows XP Pro/Home (SP3) (Windows Vista/7 supported, but requires more RAM)</p> <p><b>PC recommended requirements:</b></p> <p>CPU: Intel Core 2 Duo E4600 – 2 * 2400 Mhz (or equivalent: AMD Athlon 64 X2 4800+ - 2 * 2500 Mhz)</p> <p>Memory: 2048 MB RAM</p> <p>OS: Windows XP Pro/Home, Windows Vista, Windows 7, Windows 8</p> <p><b>MAC</b></p> <p>CPU: Intel Core 2 Duo</p> <p>Memory: 2048 MB RAM</p> <p>OS: Mac OS X 10.6, 10.7, 10.8</p>
<b>Altitude</b>	Max 3000m (9842 ft)
<b>Temperature range</b>	<p>Operating: +5°C to +40°C (+41°F to +104°F)</p> <p>&gt; Storage: -20°C to +60°C (-4°F to +140°F)</p>
<b>Humidity</b>	<p>Storage: 0 to 90% relative humidity, non-condensing</p> <p>&gt; Operation: 0 to 85% relative humidity, non-condensing</p>
<b>Authentication protocol</b>	WPA2-PSK
<b>Output resolution</b>	DVI WUXGA (1920x1600) (panoramic format (2560x1080) available from ClickShare Base Unit software v01.02.00.09 onwards)
<b>Input Resolutions</b>	Up to 2048x1536 (QXGA)
<b>Frame rate</b>	Up to 20fps (up to 30fps with software update available 5 July 2013)
<b>Operating system</b>	<p>Windows XP Pro, Vista Pro and Windows 7 Pro 32 &amp; 64 bit, Windows 8 and 8 Pro</p> <p>&gt; Mac OS X 10.6, 10.7, 10.8</p>
<b>Video outputs</b>	<p>DisplayPort, Single link DVI-I</p> <p>&gt; VGA (via included convertor, highest resolutions only with reduced blanking)</p> <p>In "Dual screen" mode, connection can occur either through DVI and DisplayPort, or through VGA and DisplayPort.</p>
<b>Audio</b>	Audio compatible from ClickShare Base Unit software v01.02.00.09 onwards
<b>iPad and iPhone compatibility</b>	Available via ClickShare app for static content or optional ClickShare Link and AppleTV for dynamic content, from ClickShare Base Unit software v01.02.00.09 onwards
<b>Number of simultaneous connections</b>	25
<b>Noise Level</b>	Max. 28dBA
<b>Number of sources simultaneous on screen</b>	4

### 4.3 ClickShare Link specifications

#### Overview

<b>Dimensions</b>	116 mm x 60 mm x 23 mm (4.57" x 2.36" x 0.91")
<b>Weight</b>	< 250g
<b>Connection with Base Unit</b>	USB
<b>Video Input</b>	Single link DVI
<b>Video Output</b>	USB mini type B
<b>Power</b>	Using external power adaptor (included in the package): <ul style="list-style-type: none"><li>• DC output: 5V, 2A</li><li>• AC input: 100-240V, 50-60 Hz, 0.36A</li><li>• Wall-plug type</li><li>• Included AC clips: types A, C, G and I for world wide coverage</li></ul>
<b>Power consumption</b>	Maximum 5W
<b>iPad, iPhone and Android compatibility</b>	Support for iPad via cable or Apple TV HDMI and/or DVI cable not included in the package
<b>Audio</b>	No audio
<b>HDCP</b>	Not supported
<b>Weight</b>	170 g
<b>Included in the package</b>	<ul style="list-style-type: none"><li>• HDMI to DVI convertor</li><li>• 3ft USB cable</li><li>• DC adaptor</li><li>• ClickShare Link</li></ul>

### 4.4 About the Base Unit



#### Base Unit

The Base Unit receives the wireless input from the Buttons and controls the content of the meeting room display and the sound of the meeting room's audio system.

The Base Unit can be installed in three different ways.

#### Front layout of the Base Unit

At the front of the Base Unit you can find a standby button, status LED strips and a USB port.



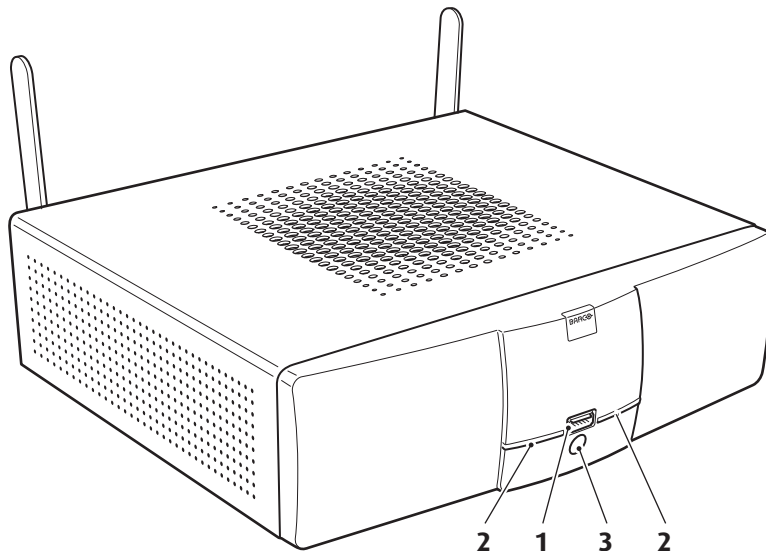


Image 4-3  
Base Unit

1	USB port
2	Status LED strip
3	Standby button

Table 4-3

### USB port

The USB port is used to update the software of both the Base Unit and the Buttons.

When plugging in the Button into the Base Unit, the Button is paired to the Base Unit. The Base Unit checks whether the Button's software and firmware are up to date. If not, the Base Unit updates the software and/or firmware.

To update the Base Unit software, download the latest version of the software from the Barco website. Copy the file on a USB stick and plug it into the USB port of the Base Unit. Follow the progress and instructions on the display.

### Status LED strips

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

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. You can now unplug the Button from the Base Unit.</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 is in progress</li> <li>software update of the Base Unit</li> </ul>
slow blinking white	<ul style="list-style-type: none"> <li>standby mode (i.e. muting the display output)</li> </ul>
static white	<ul style="list-style-type: none"> <li>awake and ready (i.e. showing the welcome message on the display)</li> <li>pairing is done</li> </ul>
red blinking	<ul style="list-style-type: none"> <li>an error occurred</li> </ul>

### Standby button

The button at the front of the Base Unit has a power on/off function and a standby function.

- When the system is awake, a short push triggers the system to go into standby mode.
- When the system is in standby mode, a short push triggers the system to wake up.
- When the system is powered on, a long push makes the system to shut down and power off.
- When the system is shut down, a long push or short push triggers the system to start up.

### Back layout of the Base Unit

At the back of the Base Unit you can find the rocker switch, the label, the ports and connectors of the Base Unit.

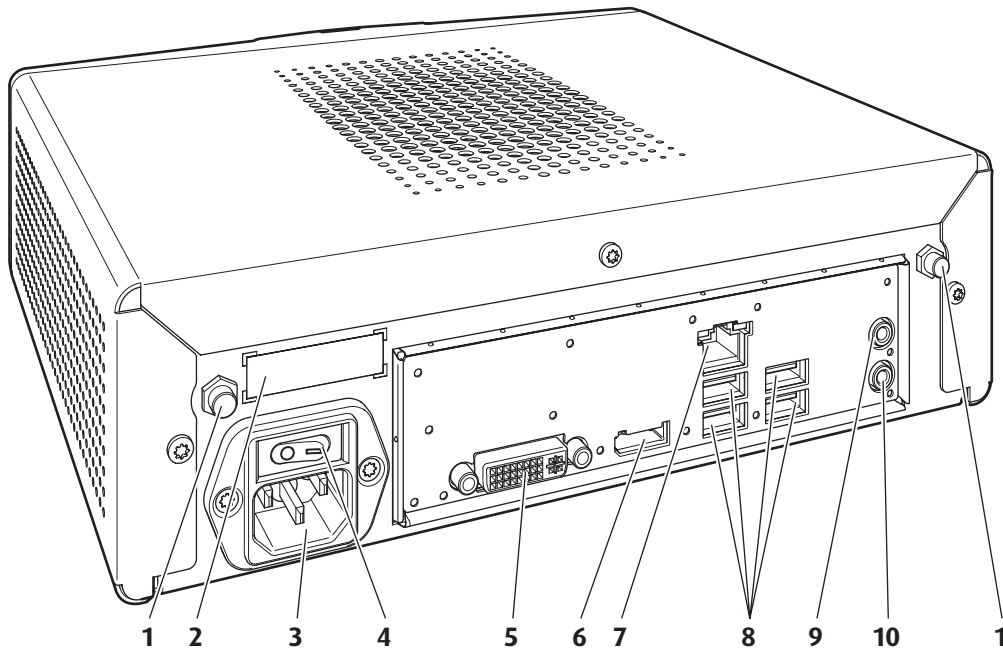


Image 4-4  
Backside of the Base Unit

1	Fixture points for the antenna
2	Label containing the article number and power rating of the product
3	Mains power connector
4	Rocker switch
5	DVI-I display connector
6	DisplayPort connector
7	LAN Ethernet connection
8	4 USB ports
9	Audio In port
10	Audio Out port

### Rocker switch

The rocker switch is used to power on and off the Base Unit.

- To switch on the Base Unit, set the rocker switch to "1".
- To shut down the system, set the rocker switch to "0".

### Mechanical fixture points

The mechanical fixture points are located at the bottom of the Base Unit

### Antenna

Two antennas are included in the ClickShare box. To avoid damage during transport, they are not pre-mounted. Depending on the installation method you should secure the antenna to the back of the Base Unit or to the front panel of the rack mount.

The antennas can rotate for a better wireless connection.

Usage of antennas other than the ones provided with the unit are allowed within the restrictions on usage of other antennas defined by local regulations. Barco does not take responsibility for damage or disturbance of other devices that may be caused by using a different antenna. The use of an active power amplifier is not allowed.

Antenna type : Dipole

Gain : Maximum 2dBi peak gain in 2.4GHz and 5Ghz band

### Ventilation grids

Ventilation grids are foreseen on the top and both sides of the Base Unit.

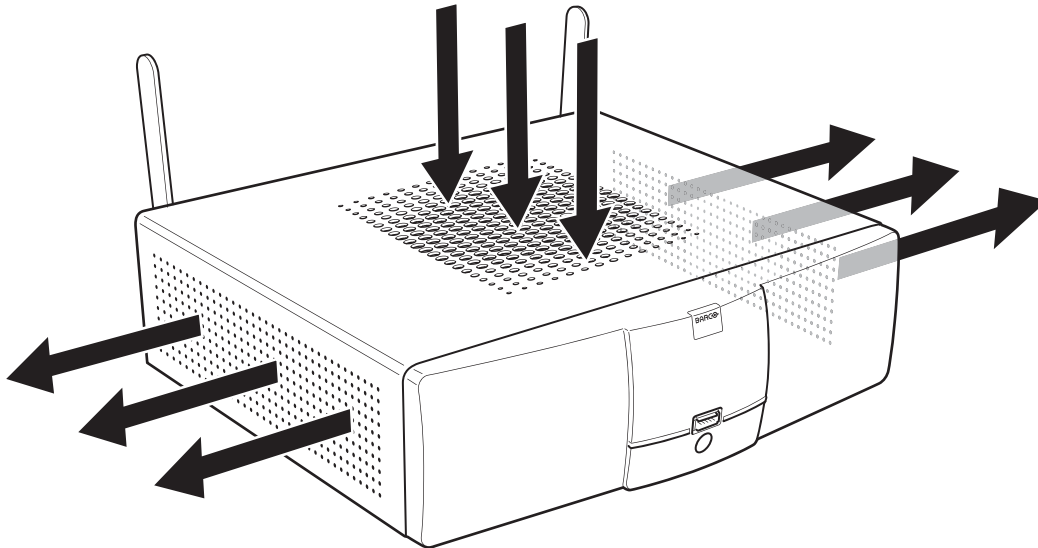


Image 4-5  
Ventilation grids IN and OUT

The Base unit sucks air via the top ventilation grid and push hot air out on both sides.



**Make sure not to cover the ventilation grids during operation of the Base Unit. Always keep a free area of minimum 50 mm in front of all ventilation grids.**

### Bottom layout of the Base Unit

The serial number label with the applicable certification logos is stuck at the bottom of the Base Unit.

The serial number label contains:

- the Barco logo
- the Barco part number
- the serial number
- the revision number
- the production date (month/year)
- markings for applicable standards (CE, CCC, UL, ...)
- markings for waste regulation
- "Made in ..."

## 4.5 About the Button



### Button

A Button toggles the sharing of the individual PC or MAC screen on the meeting screen.

### Button layout

A Button consists of three main components.

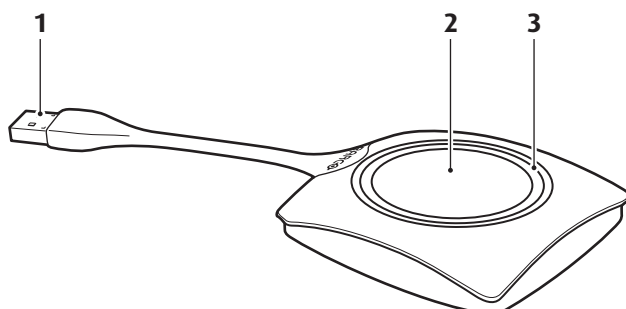


Image 4-6  
Button layout

## 4. Product and components

1	USB connector
2	Button
3	LED ring

Table 4-6

### USB connector

Using the USB connector the Button can be plugged into a laptop (for sharing your screen) or the Base Unit (for pairing the Button to the Base Unit or updating its software).

### Button

Click the Button to display the content of the laptop's screen on the meeting room display. Clicking the Button during the meeting will toggle the sharing of the screen.

Holding the button for 2 seconds brings the content of the laptop's screen as full screen on the meeting screen, removing other sources currently displayed.

### LED ring

The LED ring indicates the current status of your ClickShare.

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. You can now unplug the Button from the Base Unit.</li></ul>
static red	<ul style="list-style-type: none"><li>sharing your screen with the display.</li><li>pairing and software update is done. You can now unplug the Button from the Base Unit.</li></ul>
red blinking	<ul style="list-style-type: none"><li>an error occurred.</li></ul>
off (no light)	<ul style="list-style-type: none"><li>the Button is not or not properly inserted into the USB port.</li><li>the Button might be defective.</li><li>the USB port or computer might be defective.</li></ul>

### Button label

The label at the bottom of the Button contains:

- the Barco logo
- the Barco part number
- the serial number
- the revision number
- the production date (week/year)
- markings for applicable standards (CE, CCC, UL, ...)
- markings for waste regulation
- "Made in..."



**Handle the Button cable with care. Rough handling might cause defects.**

## 4.6 About the Tray

### Tray layout

The function of the Tray is to hold the Buttons on the table after the meeting is finished. The Tray can hold up to 4 Buttons.

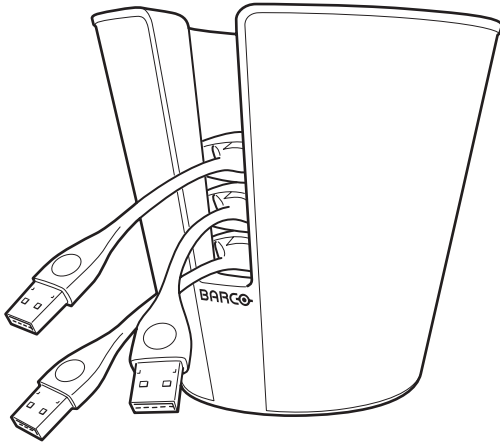


Image 4-7  
Tray layout

### Article number

The specific article number of the tray can be found at the bottom of it.



**Do not clean the Tray with products containing alcohol.**



**Tray is passive, requires no power or batteries.**

---

## 4.7 Retrieving the serial and version numbers

---

### Base Unit and Button label

You can easily find the serial and version number of the Base Unit and Button on the corresponding label.

- The label of the Base Unit is located at the bottom.
- The label of the Button is located at the bottom.

## 4.8 Mobile Device Support



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### Overview

The below list of Apps are supported by ClickShare and can be installed on your mobile device from Google Play or Apple App Store.

Before you can use your mobile device with ClickShare, you have to connect the mobile device Wi-Fi with the ClickShare Base Unit Wi-Fi. Follow the instructions as given in your mobile device user guide.

#### 4. Product and components

App	Used on	Logo
ClickShare Presenter	Android and iOS	
MirrorOp Sender for Galaxy	Samsung Galaxy only	

---

## 5. INSTALLING CLICKSHARE

---



**WARNING:** Do not connect to the mains power during installation.

---



**WARNING:** Only use the antennas that are delivered with the product. Other antennas are not allowed.

---

### Overview

- Installation methods for the Base unit
- Table mounting
- Wall mounting
- Ceiling mounting
- Rack mounting

---

### 5.1 Installation methods for the Base unit

---



For optimal performance, install the Base Unit close to the display and avoid obstacles between the Base Unit and the Buttons. Do not block the fan inlets and outlets of the Base Unit!

---

#### Introduction to the installation methods

The base unit can be installed in different ways in a meeting room:

- Table mounted
- Wall mounted
- Ceiling mounted
- Rack mounted

The antennas are removable. They can be fixed to the Base Unit depending on the way the Base Unit is installed in the room. The antennas can rotate for better wireless connection.

---



Using extension cables for the antennas is allowed, but this can reduce the performance.

---

---

### 5.2 Table mounting

---

#### Overview

Put the Base Unit directly on the meeting room table.

The total weight of the Base Unit is 2,6 kg.

---



**CAUTION:** When placing the Base Unit inside a closed cabinet, make sure there is sufficient ventilation for hot air exhaust.

---

## 5.3 Wall mounting

---

### About wall mounting

Use the mounting brackets, inserted in the ClickShare box, to mount the Base unit on the wall.

The total weight of the Base Unit — including the mounting brackets — is 2,9 kg.

### Necessary tools

- a drill (type of drill depends on the type of wall)
- Torx T10 screwdriver
- Additional screwdriver that matches the mounting screws (mounting screws not delivered)

### Necessary parts

- 2 mounting screws
- 2 plugs
- Mounting brackets (included in the ClickShare box)

### How to install

1. Drill two holes in the wall, at a distance of 173 mm (6.81 inch) from each other on a horizontal line.
2. Insert a plug in each hole (if needed, depends on the wall type) and drive in the 2 screws. Make sure not to drive in the screws fully so that the bracket can be hooked on the screws.  
**Note:** *Mounting screws and plugs are not included in the ClickShare box . The type of screws and plugs depend on the type of wall (stone, wood, plasterboard, ...) you are mounting the Base Unit to. Make sure the head of the screw is not larger than the hole in the bracket.*
3. Install the brackets on the Base Unit as shown on image 5-1. Use the mechanical fixation points at the bottom of the Base Unit.  
**Note:** *Use the pre-mounted Pan Head T10 M3 screws (refer to image 5-4) to mount the brackets. Remove them from the Base Unit and reuse them to fixate the brackets to the Base Unit.*



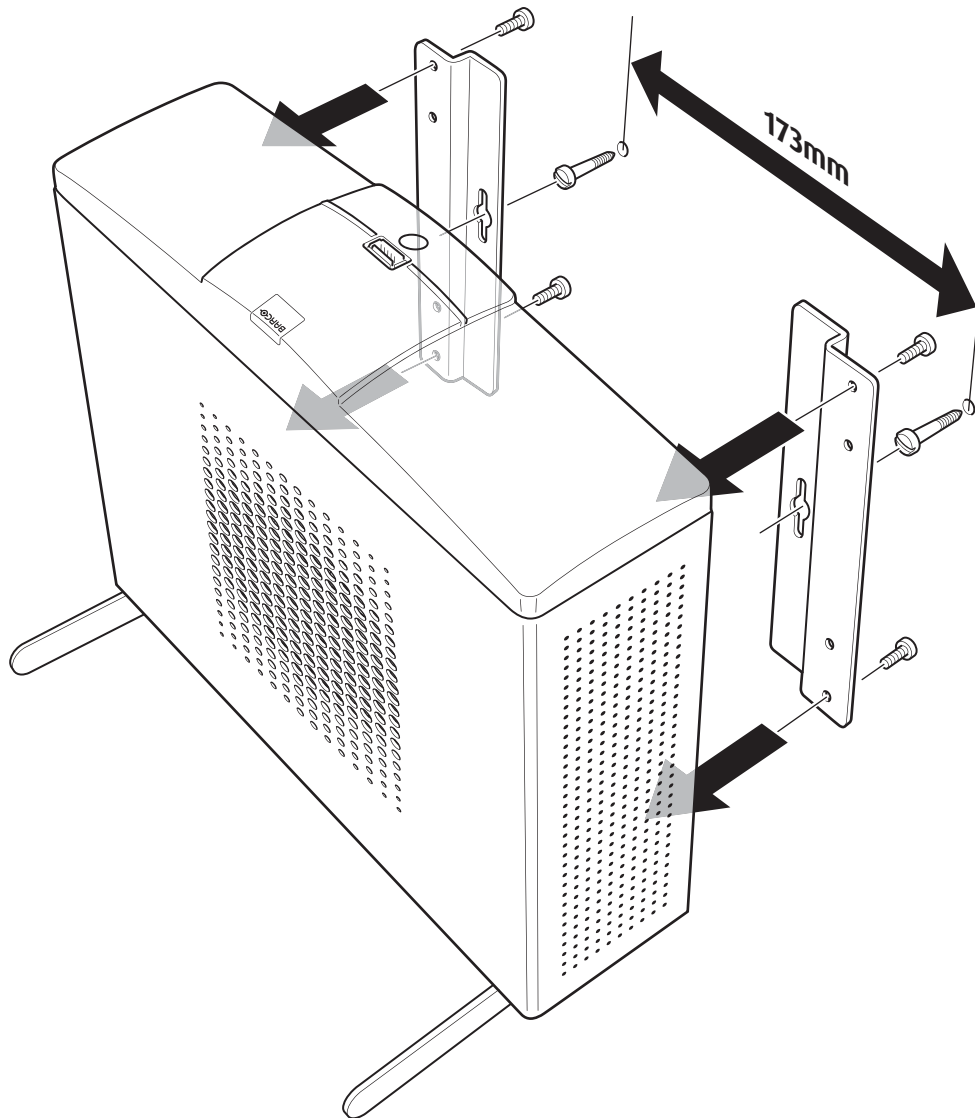


Image 5-1

- To mount the Base unit on the wall, hook the slots in the brackets over the 2 screws in the wall (front side of the Base unit directed towards the ceiling or the floor) and pull it downward until it is secured.



**CAUTION:** It is only allowed to mount the Base Unit front side up or down. Mounting on its side is not allowed!

## 5.4 Ceiling mounting

### About ceiling mounting

Use the mounting brackets, inserted in the ClickShare box, to mount the Base unit to the ceiling.



**WARNING:** Never use the “keyholes” in the mounting brackets to mount the Base unit to the ceiling !

### Necessary tools

- a drill (type of drill depends on the type of ceiling and screw type)
- T10 torx screwdriver

## 5. Installing ClickShare

### Necessary parts

- Mounting brackets (included in the ClickShare box)
- 4 mounting screws and corresponding screwdriver (not included)

### How to install

1. Drill four holes in the ceiling according to the dimensions indicated in the picture below (length: 277mm, depth: 157mm)

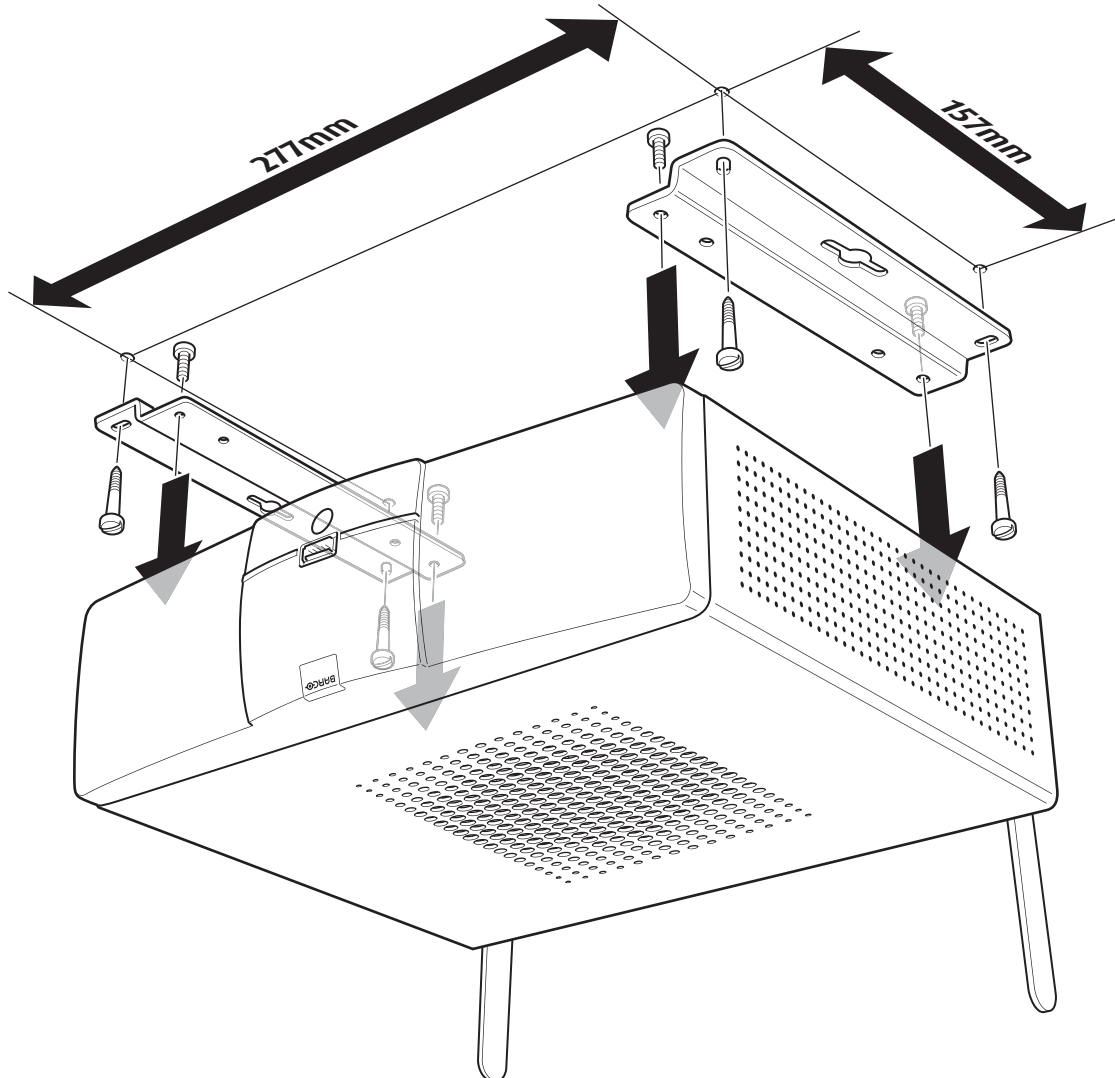


Image 5-2  
Ceiling mount

2. Remove the four Pan Head T10 M3 screws at the bottom of the Base Unit.

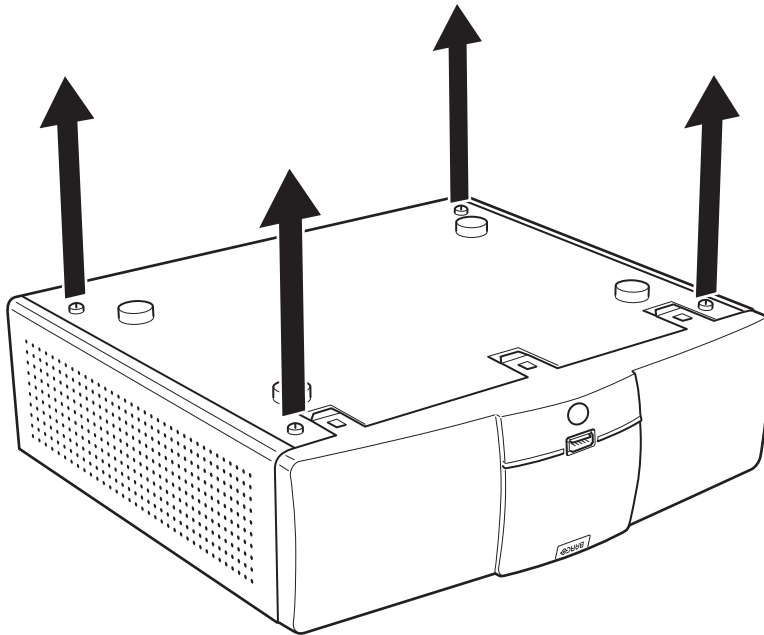


Image 5-3  
Removal of pre-mounted screws

3. Install the mounting brackets to the Base Unit as shown on image 5-2. Drive in the four removed Pan Head T10 M3 screws to secure the brackets to the Base Unit.
4. Insert a plug in each hole (if needed and depending on the ceiling type) and drive in the 4 mounting screws.
 

**Note:** *Mounting screws and plugs are not included in the ClickShare box . The type of screws and plugs depends on the type of ceiling (stone, wood, plasterboard, ...) you are mounting the Base Unit to.*

**Tip:** *This procedure should be performed by two people: one person holding the Base Unit in place, one person tightening the screws.*

## 5.5 Rack mounting

### About rack mounting

For meeting rooms with a dedicated AV rack, an optional Rack Mount for the ClickShare Base Unit is available. This integrates ClickShare seamlessly into the room's existing high-end AV installation. The rack mounting kit should be ordered separately.

Necessary free space in the rack is 3U.

The total weight of the Base Unit — including the rack mount plate — is 6,1 kg.

### Necessary tools

- Torx T10 screwdriver
- Additional screwdriver that matches the mounting screws

### Necessary parts

- A rack mount kit (to be ordered separately)
- 4 screws (included in the rack mount kit)

### How to install

1. Remove the four Pan Head T10 M3 screws at the bottom of the Base Unit.

## 5. Installing ClickShare

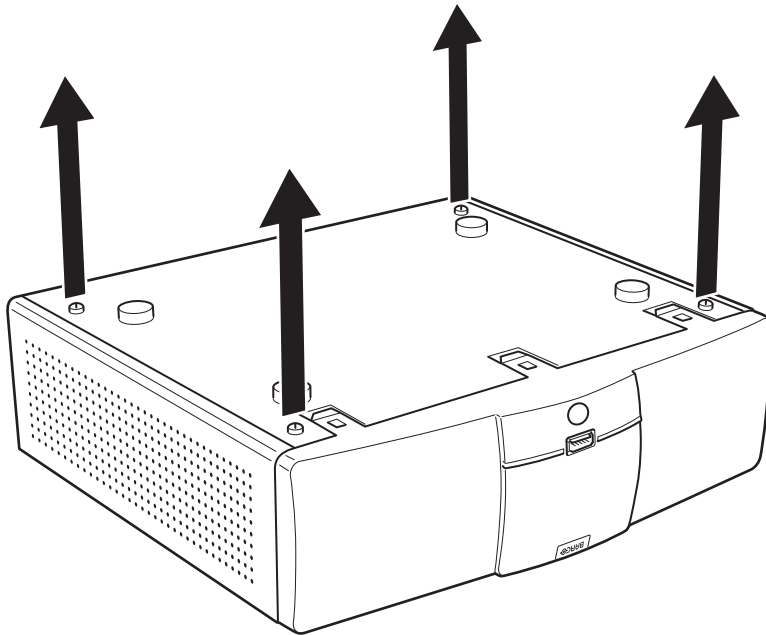


Image 5-4  
Removal of pre-mounted screws

2. Place the Base Unit on the rack mount and drive in the four removed Pan Head T10 M3 screws. Refer to "1" on image 5-5.
3. Fasten the antenna to the front panel of the rack mount. Refer to "2" on image 5-5.

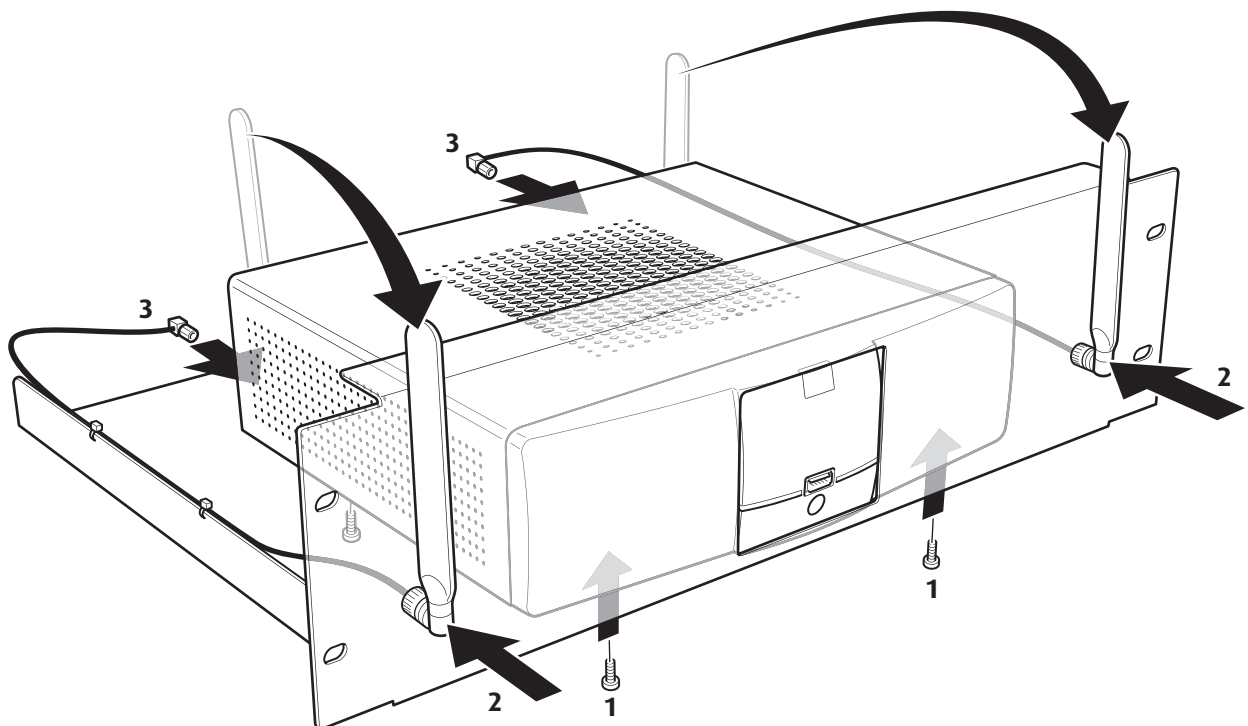


Image 5-5

4. Tighten the antenna cables to the back of the Base Unit. Refer to "3" on image 5-5.
5. Use the four included screws to mount the rack mount assembly into the dedicated AV rack.

---

## 6. CONNECTING

### Overview

- Video signal connections to the Base Unit
- Audio connection
- LAN connection
- Power connection and switching on
- Connecting an iOS device
- Basic Use
- Advanced Use
- User Interface
- Capture mode: detailed - fast
- Shared desktop: primary - extended
- Audio configuration



The ClickShare Base Unit is completely assembled at the factory. Only the installation, connection and configuration should be done at site. The actual installation (on table, wall mounted or in a ceiling) is covered in the Installation Guide (R5900004).

---

### 6.1 Video signal connections to the Base Unit

---



**CAUTION:** Make sure the Base Unit is installed properly before connecting.

---

#### About Video signal connection

Depending on the local setup, a single screen or dual screen setup is possible.

For a single screen setup, a DVI or DisplayPort connection should be made between the Base Unit and the display.

For a dual screen setup, a DVI and a DisplayPort connection should be made between the Base Unit and the displays.

#### To connect

1. Connect the Base Unit to the display(s) using display cables.  
Refer to "1" on image 6-1.

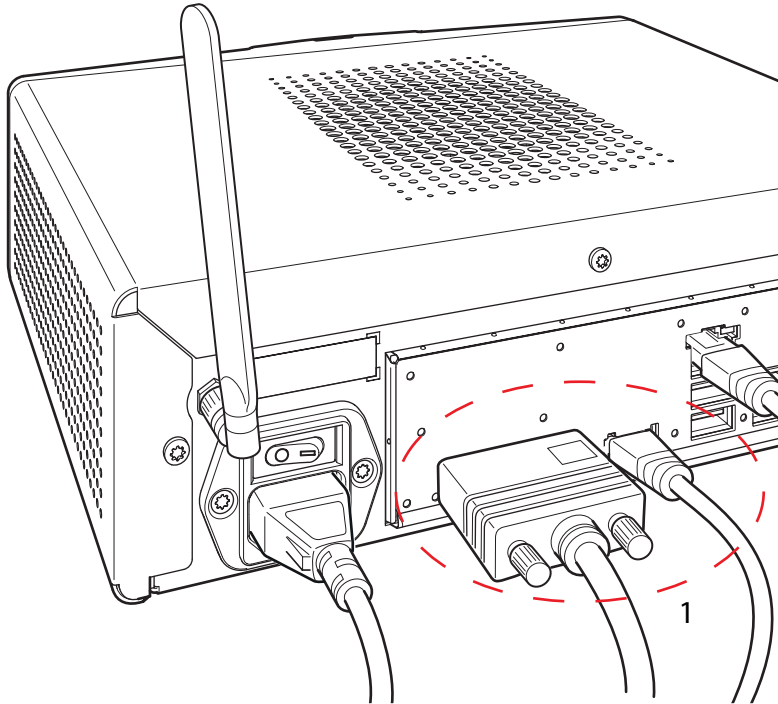


Image 6-1  
Display cables connection

**Note:** Display cables are not included in the ClickShare box at purchase.

Supported types of displays are:

- Single Link DVI
- DisplayPort
- VGA: use the adapter included in the ClickShare box (reduced blanking on highest resolution)
- HDMI: use an adapter cable (not included in the box)
- 2560x1080 via Dual Link DVI: Use Barco kit B5606021.

When setting up a single display configuration, connect the DVI-I or the DisplayPort cable to the display.

When setting up a dual display configuration, connect the DVI-I connector with display 1 and the DisplayPort connector with display 2.

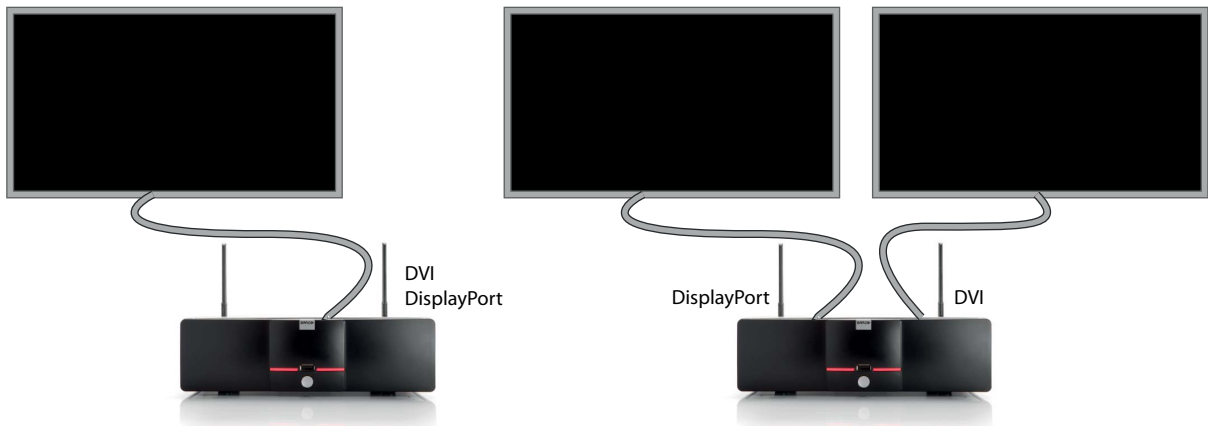


Image 6-2  
Display connections

When the second display has no display port input, use an adapter from display port to DVI to connect the display. An active adapter is allowed. Use a USB port at the back side of the Base Unit to power the adapter.

## 6.2 Audio connection

### About audio

The ClickShare Button captures the audio output of the user's laptop and sends it to the Base Unit together with the video signal. The Base Unit will then mix the audio signals from all Buttons that are sharing their content. The mixed audio will be output at line levels from the mini jack socket (3.5mm) (green connector on the back of the Base unit).

It is up to the user to decide whether or not to send the audio signal together with the video signal. The user can decide this by using the same tools as he would to control the laptop's speakers or a headphone: the audio controls of the operating system (eg for Windows: Control Panel > Sounds and audio devices) or the physical buttons on the keyboard of their laptop (mute/unmute, lower volume, higher volume).

There will be synchronization between the audio and video signal.

### How to connect separate audio

1. Connect an audio cable with mini jack socket (3.5mm) into the audio out of the Base unit.

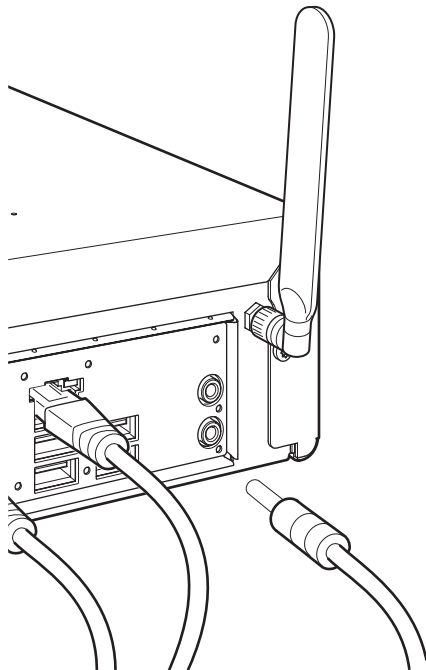


Image 6-3

2. Connect the other side to the meeting room's sound system.

### Sound is not sent out

In some Windows environments sound is not sent out. This can be solved as follow:

1. Right click on the sound icon in the system tray and select *Playback devices*. The *Sound* window opens.
2. Select Speakers ClickShare, select *Set default* and click **Apply**.

## 6.3 LAN connection

### About LAN connection

The Base Unit can be connected to a local network or directly to a laptop. For normal operation, a LAN connection is not necessary.

The LAN connection can be used:

- to configure your ClickShare unit
- to update the software
- for maintenance purposes

### How to connect

1. Insert a network cable with RJ-45 connector into the LAN port.

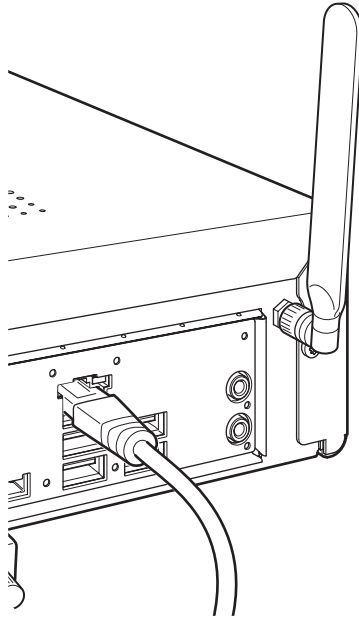


Image 6-4  
LAN connection

2. Connect the other side to a LAN.

## 6.4 Power connection and switching on

---



**WARNING:** Use a power cord which complies to local regulations. If not included in the box, contact your local dealer for a correct power cord.

---

### How to connect

1. Plug the power cable in the mains power connector at the back of the Base Unit

**Note:** The local variant of the power cable is included in the ClickShare box.

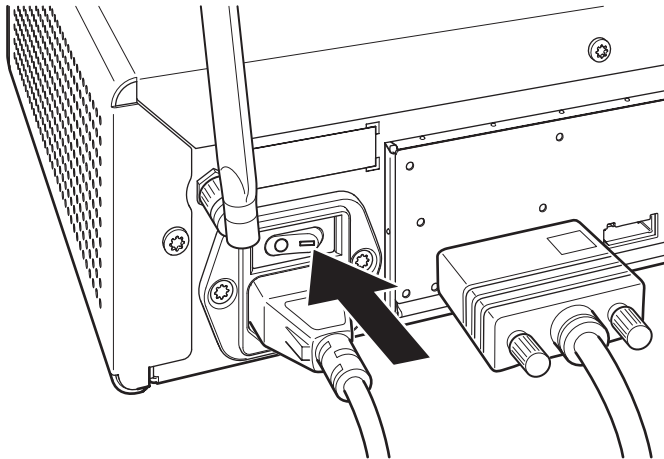


Image 6-5  
Power connection

European version	Type C and type G
Japanese version	Type A
Chinese version	Type I CCC
North American version	Type A

2. To power on the unit, set the rocker switch to "1".



If the Base unit does not start up automatically, use the standby button.

The standby button at the front can now fully control the unit.

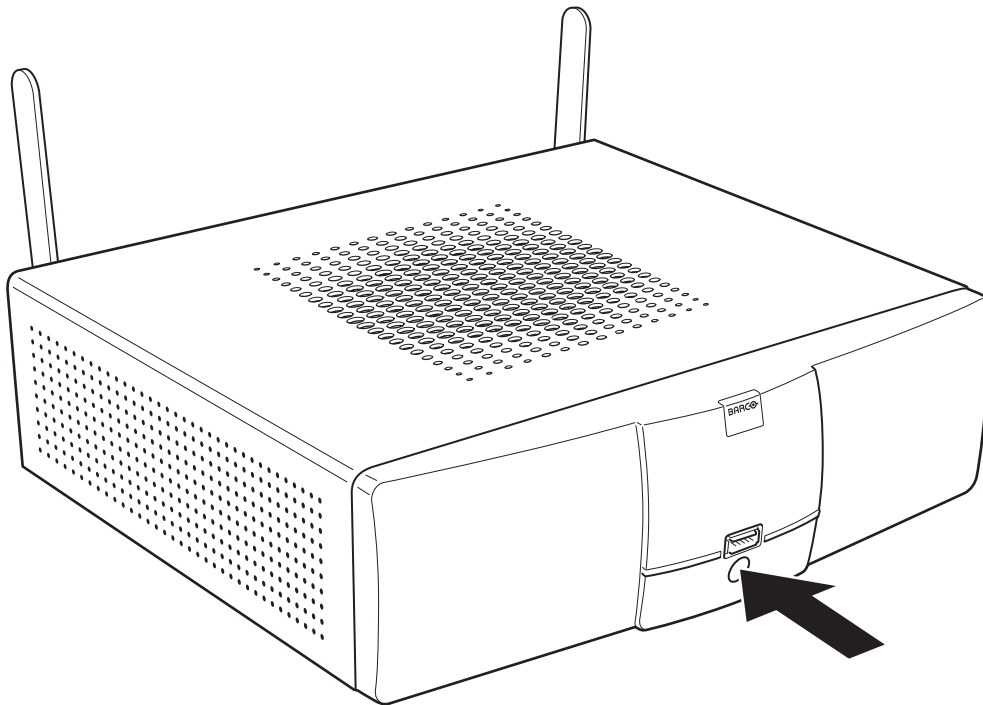


Image 6-6  
Standby button

The standby button has the following functions:

- When the system is awake, a short push triggers the system to go into standby mode.
- When the system is in standby mode, a short push triggers the system to wake up.
- When the system is powered on, a long push causes the system to shut down and power off.
- When the system is shut down, a long push or short push triggers the system to start up.

## 6.5 Connecting an iOS device



**The optional Hardware add-on ClickShare Link is needed to connect an iOS device.**

### About an iOS device connection

The ClickShare Link allows users to get the content from an iOS device touchscreen to the large meeting room screen. The iOS device behaves like an additional laptop. Note that the ClickShare Link only streams video, sound is not supported.

The ClickShare Link is to be attached to the (rear) USB port of the ClickShare Base Unit.

For the iOS device itself, there are two ways to connect to the ClickShare Link:

- Cable connection, requires an HDMI adapter for iOS device.
- Wireless, requires an Apple TV. AirPlay needs to be activated on the iOS device.



**Only 1 iOS device and ClickShare Link combination allowed per ClickShare base Unit. Multiple iOS device can be used when using the ClickShare App.**

### Connection via cable

1. Connect a USB cable between the ClickShare Link USB port and one of the backside USB ports of the Base Unit.

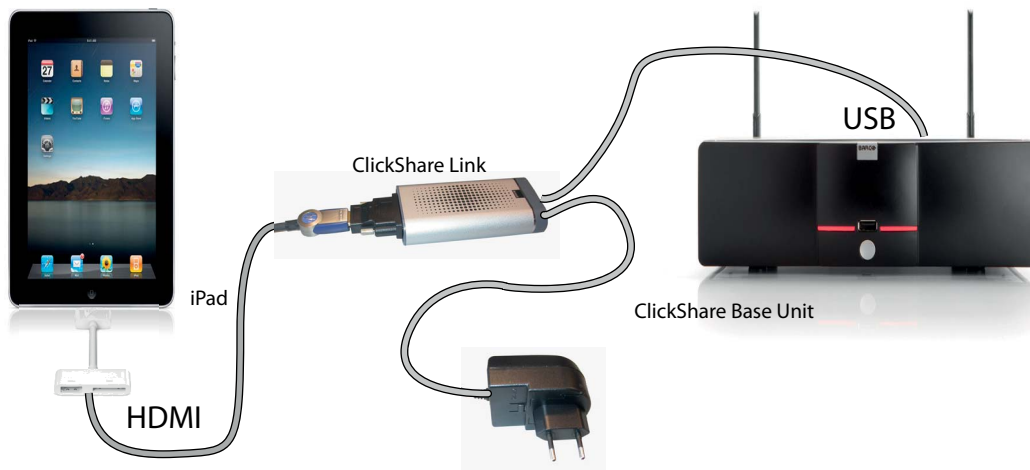


Image 6-7  
iPad connection via cable

2. Connect an HDMI to DVI video cable to the DVI input of the ClickShare Link or place the convertor from DVI to HDMI on the ClickShare Link and connect an HDMI cable.
3. Connect the power adapter to the power input of the ClickShare Link.
4. Slide a power input adaptor piece on the power adapter of the ClickShare Link . Use the one which is applicable in your country.



Image 6-8  
Type A



Image 6-9  
Type C



Image 6-10  
Type G



Image 6-11  
Type I

5. Connect the power cable of ClickShare Link to wall outlet.
6. Connect the HDMI side of the cable into the iOS device HDMI converter. (iOS device convertor 30 pin or Lightning connection to HDMI)

The content of the screen will be displayed on the meeting room screen.

### Connection via Apple TV

1. Connect a USB cable between the ClickShare Link USB port and one of the backside USB ports of the Base Unit.

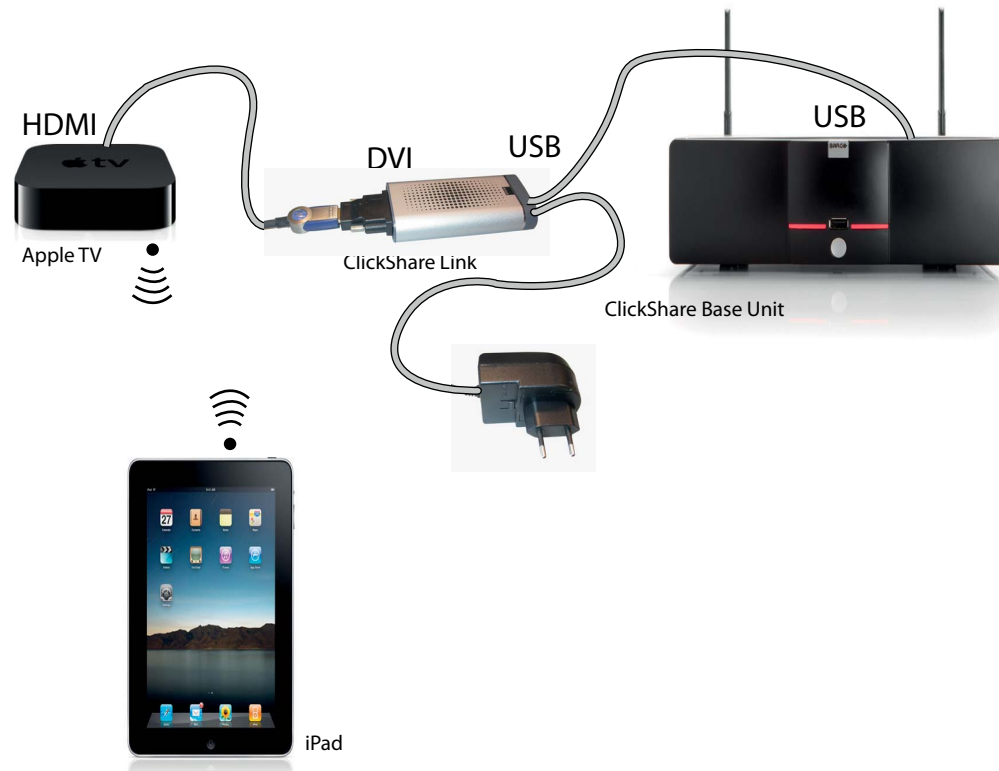


Image 6-12  
Wireless iPad connection

2. Connect an HDMI to DVI video cable to the DVI input of the ClickShare Link or place the convertor from DVI to HDMI on the ClickShare Link and connect an HDMI cable.
3. Connect the HDMI side of the cable to the Apple TV.  
For more information about Apple TV, consult Apple TV's user guide.
4. Connect Apple TV and iOS device to a WiFi network (it can be the WiFi network of the Base unit or another WiFi network)  
Or,  
connect Apple TV and the iOS device to a router, connected to a LAN network.
5. Connect the power adapter to the power input of the ClickShare Link.
6. Slide a power input adaptor piece (US, CN, EU or UK) on the power adapter of the ClickShare Link . Use the one which is applicable in your country.



Image 6-13  
Type A



Image 6-14  
Type C



Image 6-15  
Type G



Image 6-16  
Type I

7. Connect the power cable of ClickShare Link to wall outlet.
8. For Apple TV, proceed as follow:

## 6. Connecting

In this example, we will connect to the wireless network of the Base Unit. If you want to use a different network, please contact your IT administrator.

- Go into the Apple TV main menu and connect to the ClickShare Base Unit WiFi (IP address = 192.168.2.1, password : clickshare, SSID: ClickSharre-"serial number unit")



Image 6-17

- Continue without internet. Set IP via DHCP.



Image 6-18

- Go to the *Settings* page, select *General*, *Sleep after* and set to **Never**;

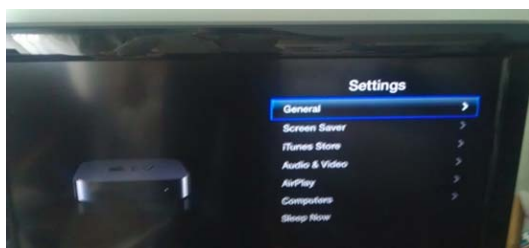


Image 6-19



Image 6-20

- Go to the *Settings* page, select *Screen Saver*, *Start After* and set to **Never**.



Image 6-21

- Return to the Home page of the Apple TV.



Image 6-22

- Calibrate the ClickShare Link to the Apple TV menu by going into the ClickShare Link Base Unit web interface. By calibrating the Link, we make sure that the Apple TV menu is not shown in the ClickShare composition. iOS content will only be shown when an iOS device is actually sharing via AirPlay. For more info about the calibration procedure, see "Calibrating a ClickShare Link", page 74.
9. iOS device user should connect to the same network the Apple TV is connected with and he should start the sharing by enabling *AirPlay mirroring*. For more information on how to set up, consult the iPad's user guide.  
**Note:** Always use *AirPlay mirroring*. Do not use *Streaming*.

## 6.6 Basic Use

### Basic functionality

When entering a meeting room equipped with ClickShare and if the display is not in power saving mode, the ClickShare wallpaper is shown on the display. The content of the wallpaper depends on the setup.



Image 6-23

Starting to use ClickShare is now very simple.

### To start using ClickShare

1. Take a Button out of the Tray.

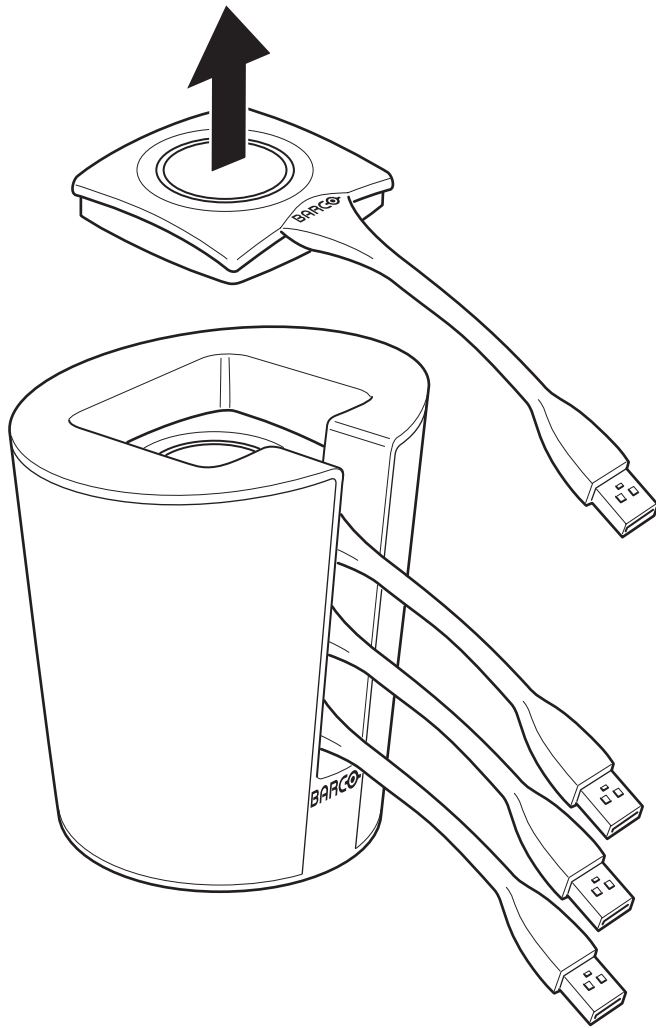


Image 6-24

2. Insert the Button into a USB port of your laptop.

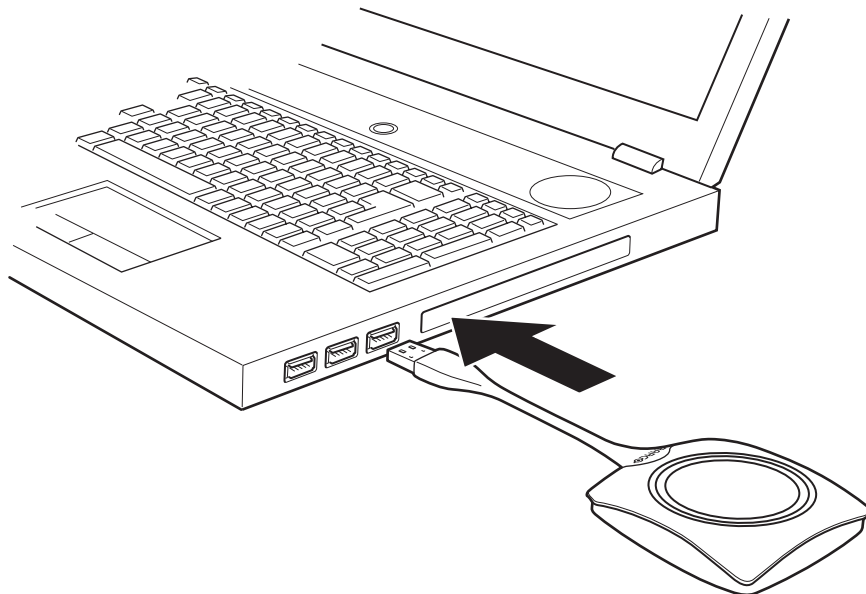


Image 6-25

The LEDs of the Button start flashing white.

On your laptop a new drive appears.

Two situation are possible now:

- A launcher is preinstalled on your laptop (downloaded from the Base Unit or Barco website, or deployed company-wide by your IT department). ClickShare is immediately available. You can continue with step 5.
- nothing is pre-installed. Continue with step 3.

3. Browse to and double-click the ClickShare drive on your laptop.

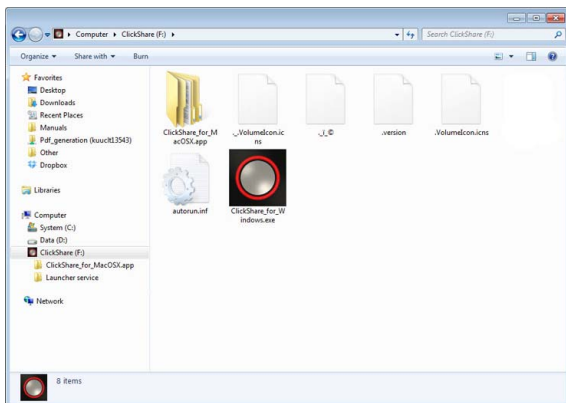


Image 6-26  
Windows environment

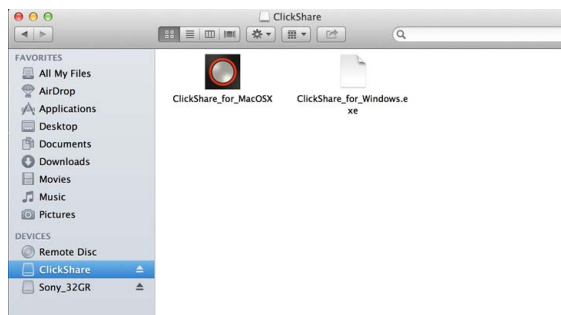
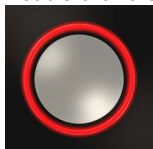


Image 6-27  
MAC environment

4. Double-click the ClickShare application.



The ClickShare client software starts and its icon appears in the system tray.

On a Windows computer: 

On a Macintosh: 

When the system is ready for use, a message appears close to the systray icon.

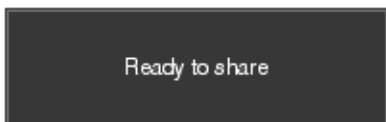



Image 6-28

The LEDs of the Button are static white.

5. To share your screen on the display, click the Button.

The LEDs of the Button become static red and your screen appears on the display. When audio is enabled on the ClickShare Base Unit, the audio of your laptop is also available on the audio output of the Base Unit and it will be played via the meeting room audio system. The icon return to the same state as in step 4.

In the system tray, the ClickShare icon starts rotating. On Windows computers the icon changes into .

The name of the user logged on to the laptop which is sharing its content is briefly shown in the bottom left corner of the added content.

ClickShare automatically scales the content of your screen to the resolution of the meeting room display. The aspect ratio of your screen is maintained to make sure the proportions are correct.

6. To remove your content from the display, click the Button again.

The LEDs of the Button become static white.

7. When leaving the meeting room, unplug the Button from your laptop and put it back in the Tray.

No trace of the ClickShare application is left on your laptop.

## 6.7 Advanced Use

### Advanced functionality

ClickShare can show the content of up to four wireless sources or three wireless sources and one ClickShare Link (for an iPad) on the meeting room display(s) at the same time. A wireless source is a ClickShare Button, or either an iPad or android device sharing via the ClickShare app. This means by clicking their Button, clicking the virtual button in the ClickShare app or connecting an iOS device through the ClickShare Link, four persons in the meeting room can display their screens simultaneously. They appear as follows:

For a meeting room with a single display:

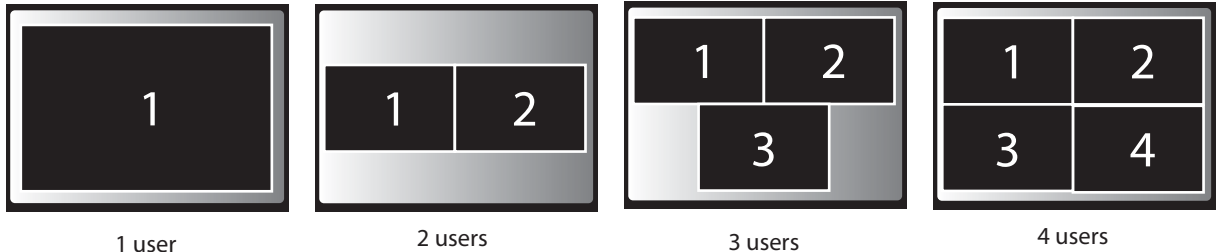


Image 6-29  
Position on single display

For a meeting room with a dual display:

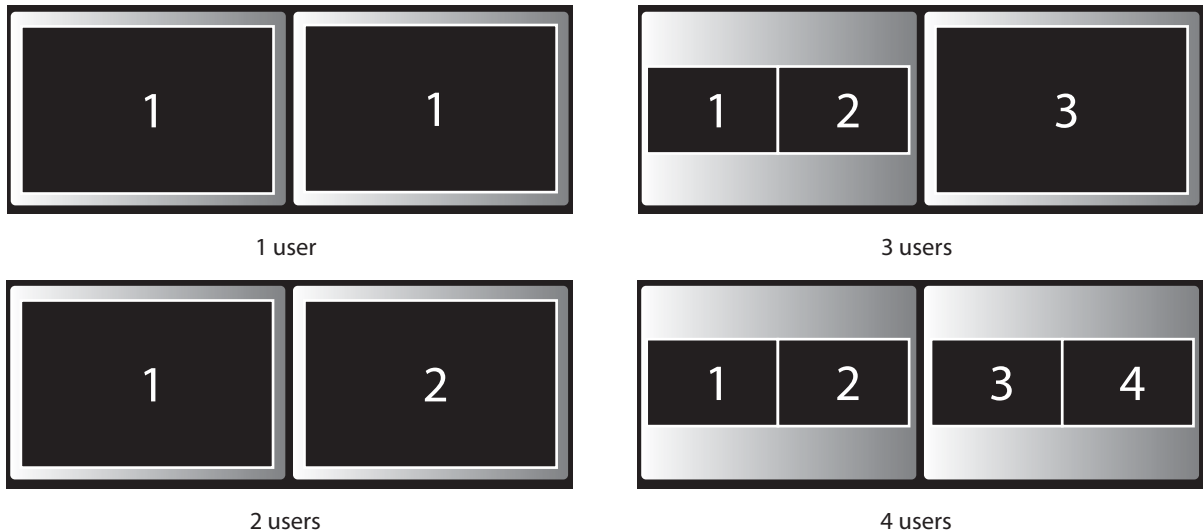
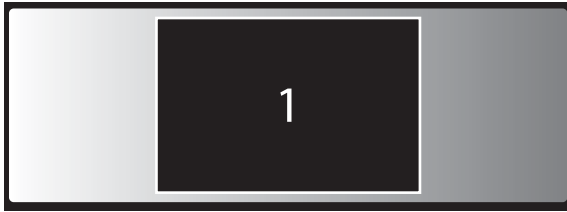


Image 6-30  
Position on Dual screen

One display must support Display Port, otherwise an adapter piece from display port to DVI must be used.

For a single display 2560x1080 Panoramic setup





1 user panoramic setup



2 users panoramic setup



4 users panoramic setup

Image 6-31

For Panoramic projectors which require Dual Link DVI in, use the Barco kit B5606021 to convert DisplayPort into Dual Link DVI.

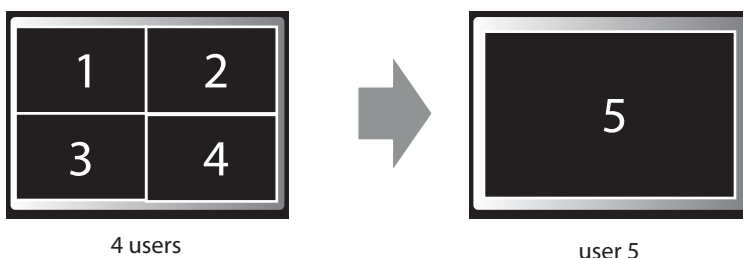
Image 6-32  
DisplayPort convertor

If you are the fifth user who wants to share his screen, you are blocked. A message appears on your screen telling you the maximum number of users being displayed simultaneously has been reached. You can decide to wait until one of the four users removes his content from the display or you can decide to show your content full screen. In that case, the four screens that were being displayed are removed and your screen is displayed full screen.

### To show your content on the display full screen

1. Click and hold the Button for 2 seconds.

Your content is shown full screen on the display. If other persons were sharing their content on the display, their screens are removed. Their Button's LEDs are now shining white again.

Image 6-33  
Single display

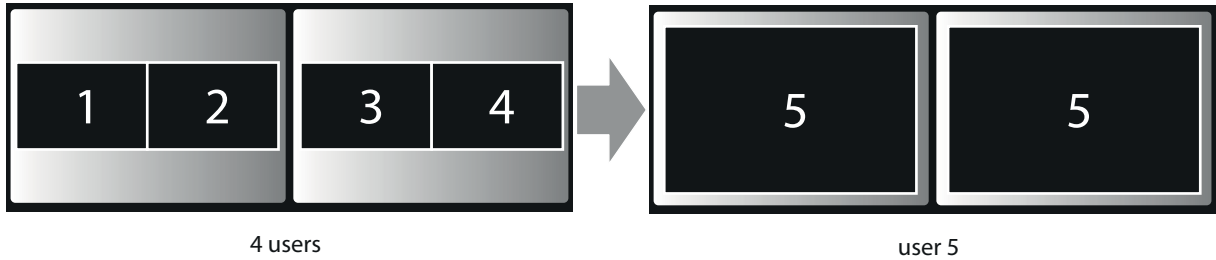


Image 6-34  
Dual display

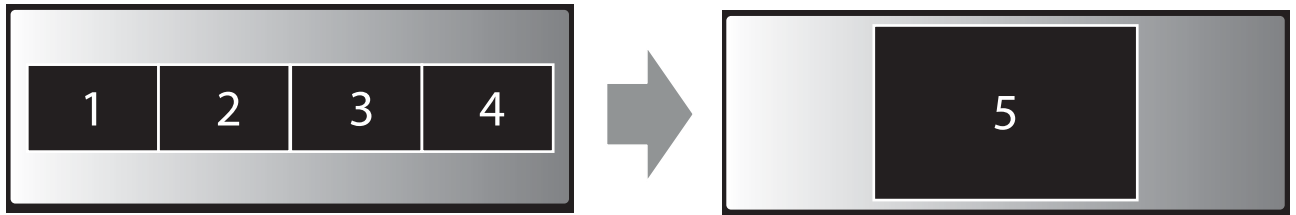


Image 6-35  
Panoramic display



When you click again, your content is removed and the Base Unit shows the welcome screen again. The content of the previous users is not restored on the display.

## 6.8 User Interface

### User Interface functionality

After launching the client, the ClickShare icon appears in the system tray.

### ClickShare context menu

The content of the context menu is related to the operating system.

1. Right-click the ClickShare icon in the system tray.

The context menu appears.

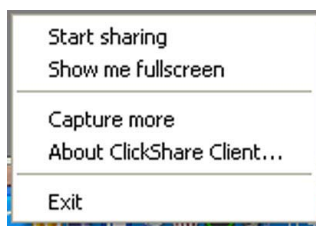


Image 6-36  
Context menu

2. From the list, click the action you want to perform.

Click	To	Result
Start sharing	to show your screen on the display.	The LEDs of your Button become red.
Show me fullscreen	to bring the content of your screen on the display full screen.	The screens of other users that were shown on the display disappear.
Capture mode	to choose to capture video with more (slower performance) or less detail (faster performance).	Tune video performance and quality
Shared desktop (only for Windows7 and Windows8)	to select primary or extended desktop	Depending on the selection the primary or the extended display is displayed.

Click	To	Result
About ClickShare Client	to find out the ClickShare software version.	Here you can find more information on the ClickShare software version.
Exit	to close ClickShare.	The ClickShare icon disappears from the system tray and the LEDs of the Button start blinking white.

## 6.9 Capture mode: detailed - fast



Only for Windows XP, Windows Vista, Windows7 and Windows8

### About capture mode

Detailed capture mode may capture more details and overlays but video throughput may decrease a bit. Selecting this mode will change the window settings and switch off the GPU accelerator of the video card.

Fast capture mode may capture faster but it may lose some information.

Default setting: Detailed

### How to change

1. Right click on the ClickShare icon in the system tray (1).

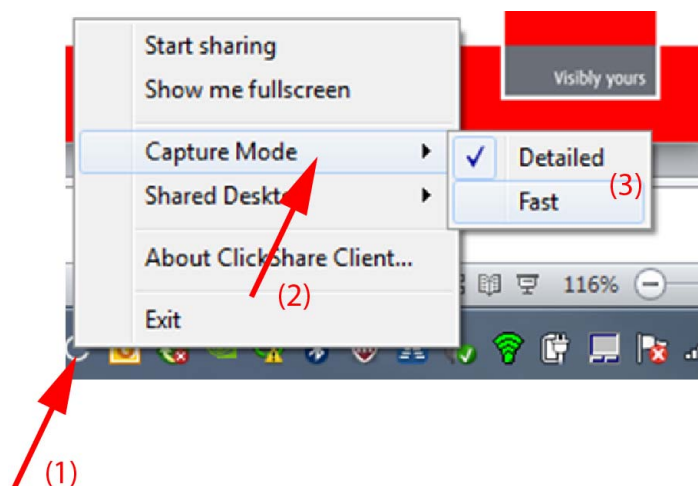


Image 6-37  
Capture mode selection

2. A context menu opens.
3. Select *Capture mode* (2).
4. Select the desired setting (3).
  - Detailed : more information but slower
  - Fast: fast capturing for higher video throughput.

## 6.10 Shared desktop: primary - extended



Only for Window7 and Windows8

### About shared desktop

Depending on your selection, your primary screen or your extended screen will be captured and displayed via ClickShare. That extended screen can be a physical screen or a virtual screen.

With extended desktop you can take advantage of both your laptop screen and the central meeting room display. Presentation notes or other material on primary screen will not be displayed to everyone.

PC with virtual extended screen:



Image 6-38

Primary screen displayed on the PC, extended screen displayed on the meeting room display.



Image 6-39

PC with one extended screen connected. That extended screen will be captured and displayed on the meeting room display.



Image 6-40

PC with two extended screens connected. The first extended screen, screen 2 will always be captured and displayed on the meeting room display.



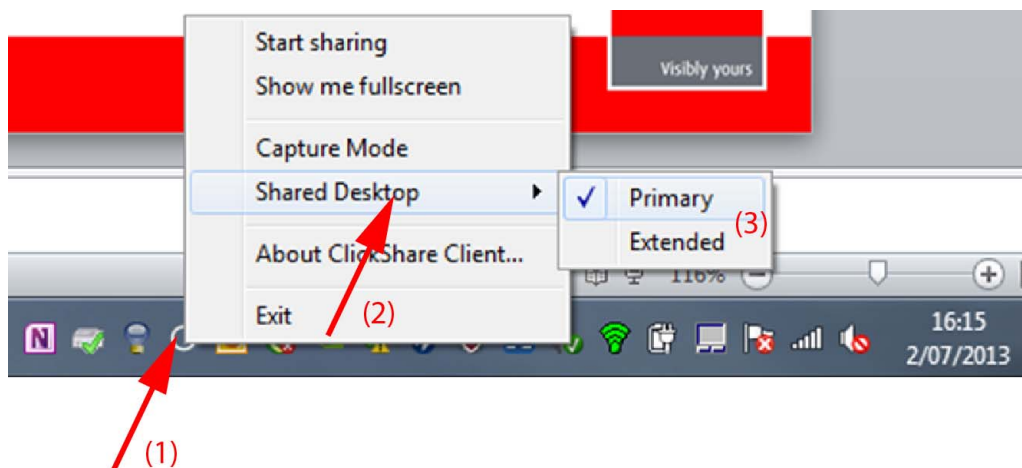
To know if your system supports the extended desk top feature, press **Window key + P**. It should bring up the following pop-up on screen:



Image 6-41

### How to select

1. Right click on the ClickShare icon in the system tray (1).

Image 6-42  
Shared desktop selection

A context menu opens.

2. Select *Shared Desktop* (2).
3. Select the desired setting (3).

Primary : the primary PC screen is displayed on the meeting room display.

Extended always the secondary screen is displayed on the meeting room display.

### Known issue

- Virtual Extended Desktop not supported on some Windows7 and Windows8 systems due to a problem in recent versions of the AMD graphical driver. Downgrade to an older version of the driver might resolve the issue.

## 6.11 Audio configuration

### Audio configuration

The audio signals from the different users are mixed in the Base Unit to one output signal. Each connected user must control his own audio signal using the audio configuration of his computer. If he does not want to broadcast his audio signal, he has to mute audio on his computer.

For some operating system, it is necessary to set ClickShare as your default output device. Once you unplug the Button, the default setting is switched back to the previous setting.

### Set ClickShare as default in Windows 7

1. Right click on the speaker icon in the system tray (1).

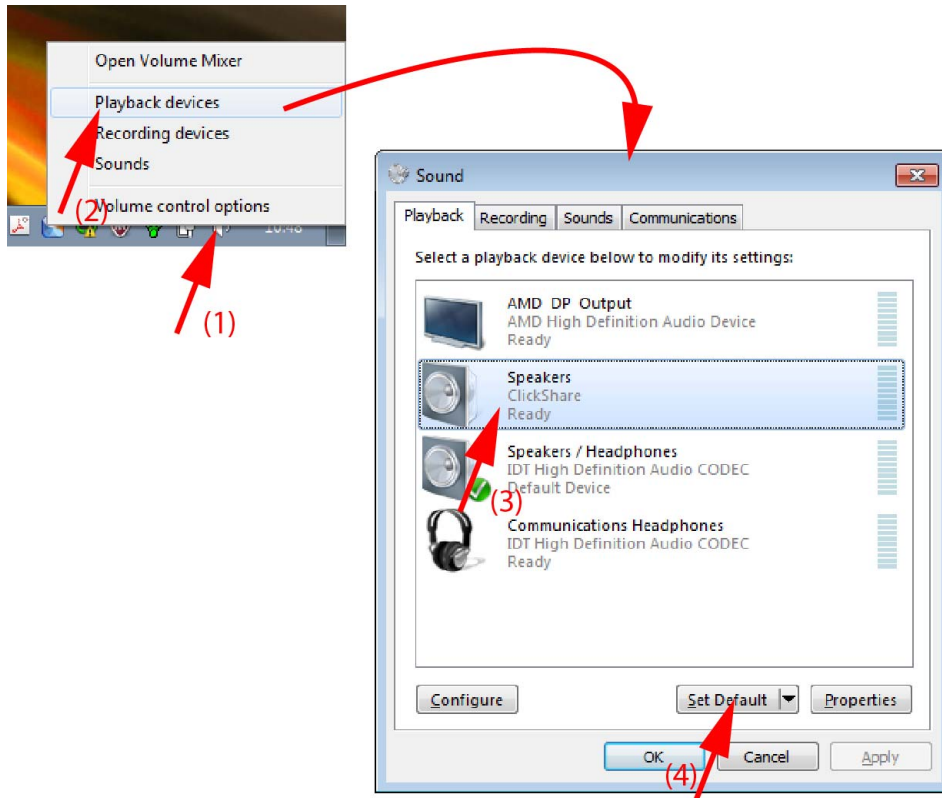


Image 6-43  
Speakers ClickShare, default

2. Click *Playback devices* (2).  
The *Sound* window opens on the *Playback* tab.
3. Select *Speakers ClickShare* (3) and click *Set default* (4).
4. Click **Apply** or **OK** to activate the new setting.

**Set ClickShare as default in Windows XP**

1. Right click on the speaker icon in the system tray.

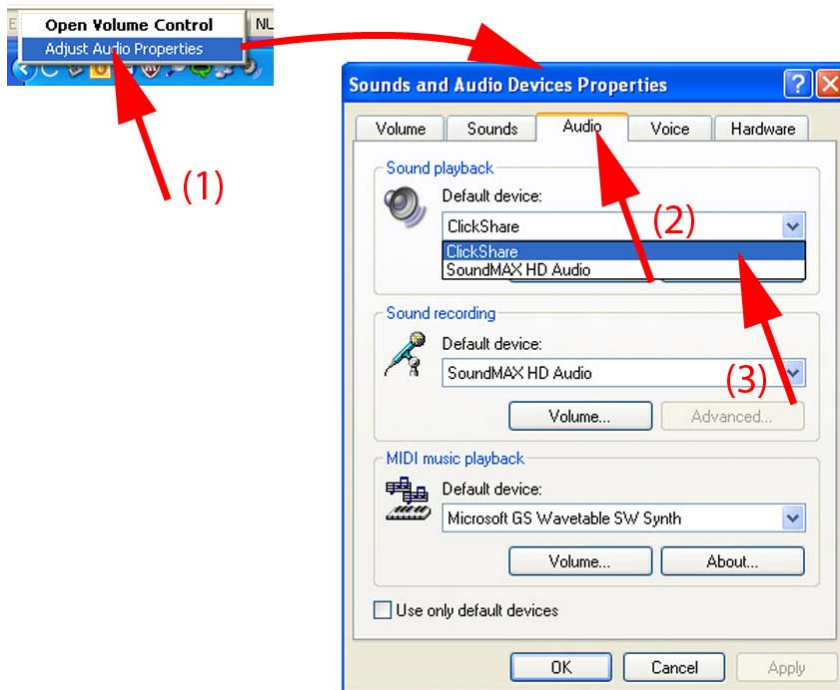


Image 6-44  
Speakers ClickShare, default

2. Click *Adjust Audio Properties* (1).  
The *Sound and Audio Devices Properties* window opens.
3. Select **Audio** tab (2).
4. Click on the drop down box in the *Sound playback* pane and select ClickShare (3)..
5. Click **Apply** or **OK** to activate the new setting.

### Set ClickShare as default on MAC

1. Click on the Apple logo on the menu bar (1) and select *System Preferences..* (2).

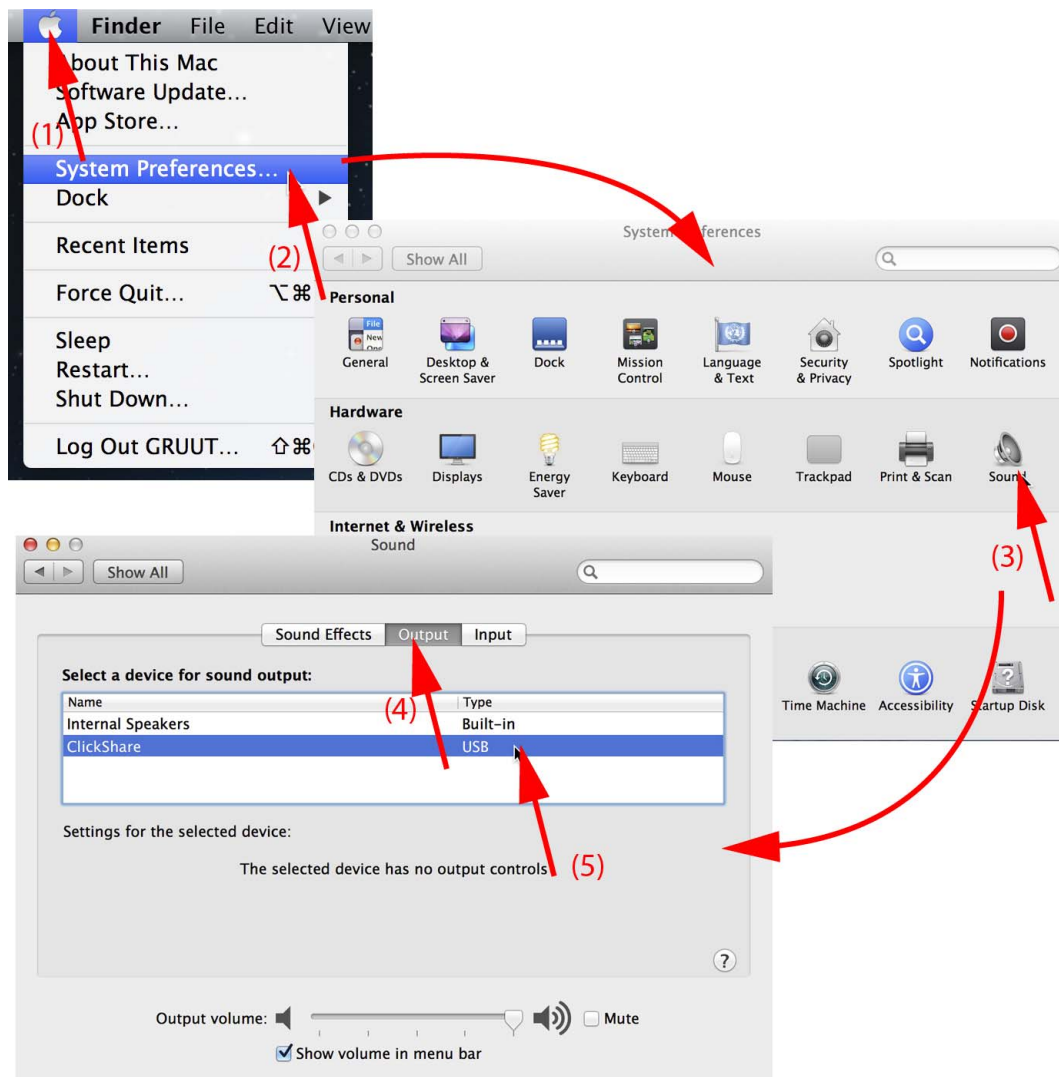


Image 6-45  
Speakers ClickShare, default

2. Click on the *Speaker* icon (3).  
The *Sound* window opens.
3. Select the *Output* tab (4) and activate ClickShare (5).





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## 7. PREPARING THE BUTTONS

### Overview

- Pairing
- Pre-install of the Launcher service

### 7.1 Pairing

---

#### Pairing of the Buttons with the Base Unit

To be able to use a Button it should be assigned to the Base Unit you are using. This process is called pairing. By default, the four Buttons delivered with the ClickShare set are already paired to the specific Base Unit.

In case you buy additional Buttons or when a Button should be assigned to another Base Unit, the Button needs to be paired (again). When updating the Base Unit software, it is advised to also pair your Buttons with the Base Unit to update their software.



**A Button can only be paired to one Base Unit at a time.**

**The Button will always make connection to the Base Unit it was last paired to.**

---

#### To pair a Button to the Base Unit

1. Insert the Button in the USB port at the front of the Base Unit you are using.

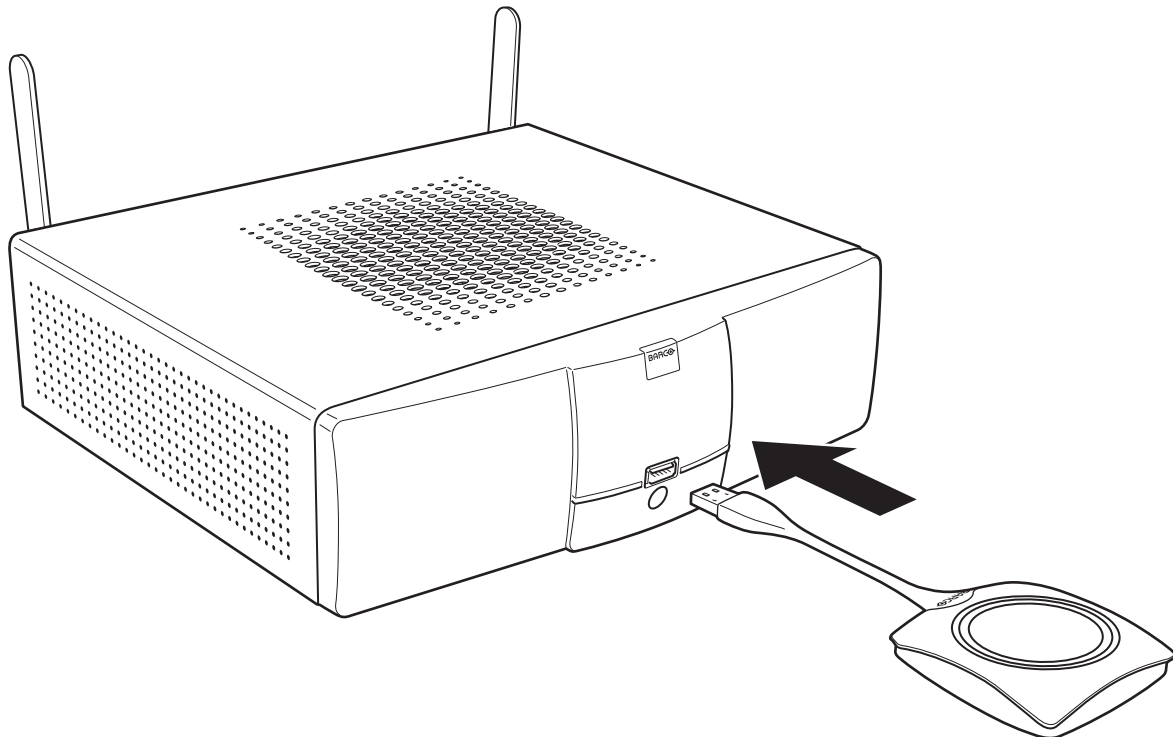


Image 7-1  
Inserting Button into the Base Unit

## 7. Preparing the buttons

---

Both the LEDs of the Button and the LEDs of the Base Unit are blinking white. This means pairing is in progress.

The Base Unit automatically checks whether the software of the Button is up to date. If not, the Base Unit updates the Button software. This may take more time.

During the pairing and update process, a message is displayed on the screen: *"Pairing and updating Button. Busy pairing and updating"*

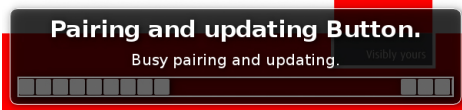


Image 7-2  
Pairing message

The result of the pairing process can be as follows:

- When the LEDs become static white, the Button is paired to the Base Unit, but no software update was needed. You can unplug the Button from the Base Unit.
- When the LEDs become static red, the Button is paired to the Base Unit and the software update has finished. You can unplug the Button from the Base Unit.



Image 7-3  
Pairing finished

2. Unplug the Button from the Base Unit.

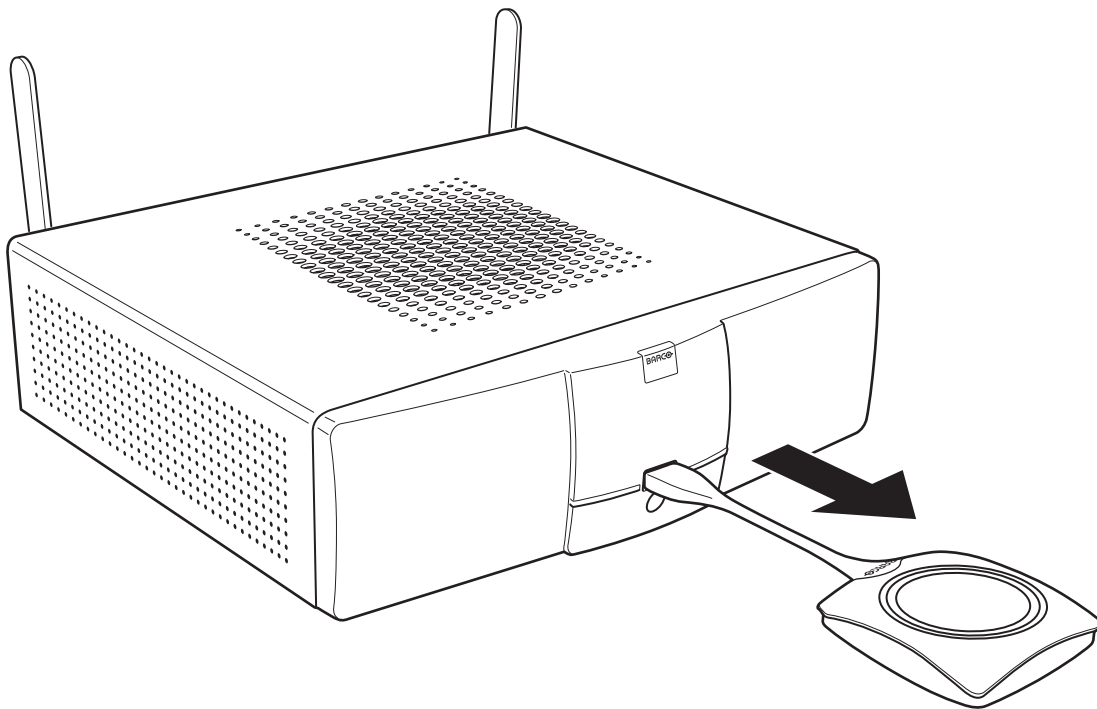


Image 7-4  
Unplug Button from Base Unit

The Button is now ready for use.

## 7.2 Pre-install of the Launcher service

---

### Launcher service pre-install

The ClickShare Launcher service can be pre-installed on your laptop or on company level. How this is done depends on your IT infrastructure.

When the Launcher service is pre-installed, a launcher application runs in the background. When you plug the Button in your laptop, the ClickShare application will be run from the Button automatically. There is no need to run the file from the Button.

The pre-installer can be downloaded from the Base Unit's web interface and the Barco website.

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## 8. WEB INTERFACE

### Overview

- Accessing the ClickShare Web Interface
- Language setup Web interface
- About ClickShare tabs
- Basic settings
- Wallpaper (background) selection
- Personalized wallpapers
- Display settings
- Output ports
- On-screen text format
- Audio settings
- Advanced settings: Hostname
- Advanced settings: LAN network settings
- Advanced settings: WiFi settings
- Advanced settings: Access web interface
- Advanced settings: access SSH
- Maintenance, status check ClickShare
- Maintenance, Buttons information
- Configured Links
- Calibrating a ClickShare Link
- Base Unit software update
- Downloads from Base Unit
- Manage System Configuration
- Load Default Settings
- Administrator password
- Log settings
- ClickShare Help, Barco contact data
- Barco ClickShare EULA

### 8.1 Accessing the ClickShare Web Interface

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#### Getting access to the Web Interface

There are three ways to access the ClickShare Web Interface:

- Via the LAN
- Direct Ethernet connection between PC and Base Unit.
- Via the Base Unit's wireless network

#### To access the Web Interface via the LAN

1. Open a browser.  
**Note:** *Supported browsers are Internet Explorer, Firefox, Google Chrome and Safari.*
2. Browse to the IP address you can find in the top left corner of the ClickShare welcome screen.  
**Note:** *The Wired IP address is only visible when the Base Unit is connected to the LAN.*  
A login screen appears.
3. Enter the user name 'admin' and the password and click **OK**.

By default, the password is set to 'admin'.

The web interface opens.



Image 8-1  
Web interface, startup screen

The language of the web interface can be changed. It contains also three tabs: **Setup**, **Maintenance** and **Help**.



**If you cannot find the IP address (e.g. there is no screen available) you should connect to the Base Unit directly with your laptop via an Ethernet crossover cable and access the web interface using the fixed IP address 192.168.1.23. Make sure your own LAN adapter is set in the 192.168.1. range.**

### To access the Web Interface via a direct connection.

1. Connect the Base Unit to your laptop using an Ethernet cable. On some older hardware a crossover cable might be needed.
2. On your laptop, open a browser.  
**Note:** *Supported browsers are Internet Explorer, Firefox and Safari.*
3. Browse to <http://192.168.1.23>.  
A login screen appears.
4. Enter the user name 'admin' and the password and click **OK**.  
By default the password is set to 'admin'.  
The web interface opens.

### To access the Web Interface via the Base Unit wireless network

1. On your laptop, connect to the Base Unit wireless network.  
The default SSID and password to connect to the Base Unit are respectively 'ClickShare-<serial base number>' and 'clickshare'.
2. On your laptop, open a browser.  
**Note:** *Supported browsers are Internet Explorer, Firefox and Safari.*
3. Browse to <http://192.168.2.1>.  
A login screen appears.
4. Enter the user name 'admin' and the password and click **OK**.  
By default the password is set to 'admin'.  
The web interface opens.



**Older laptops do not support the 5 GHz Frequency Band. If your Base Unit is set to that frequency range, those devices will not be able to connect to the Base Unit via the wireless network.**

---

## 8.2 Language setup Web interface

### About languages

The ClickShare web interface can be displayed in different languages.

The following languages are possible:

- Arabic
- Simplified Chinese
- Traditional Chinese
- Danish
- Dutch
- English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Portuguese
- Russian
- Spanish
- Swedish

### How to change

1. Click on the drop down box next to *Choose language* and select the desired language.

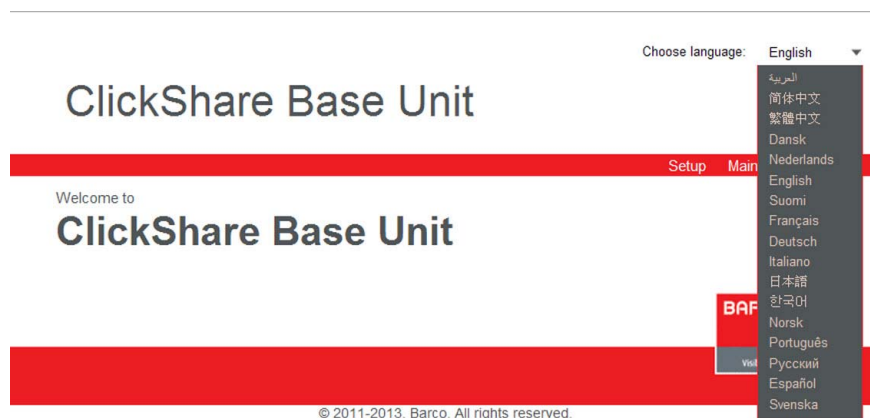


Image 8-2  
Language selection

The language of the web interface changes to the selected language.

The language of the web interface can be changed on nearly any page.

## 8.3 About ClickShare tabs

### Overview

ClickShare has a main tab bar (red bar with white text) containing 3 tabs, Setup, Maintenance and Help. Each main tab contains sub tabs. The sub tabs are only displayed when a main tab is selected. These sub tabs are displayed in a gray bar. The functionality of these sub tabs is explained in the next topics.

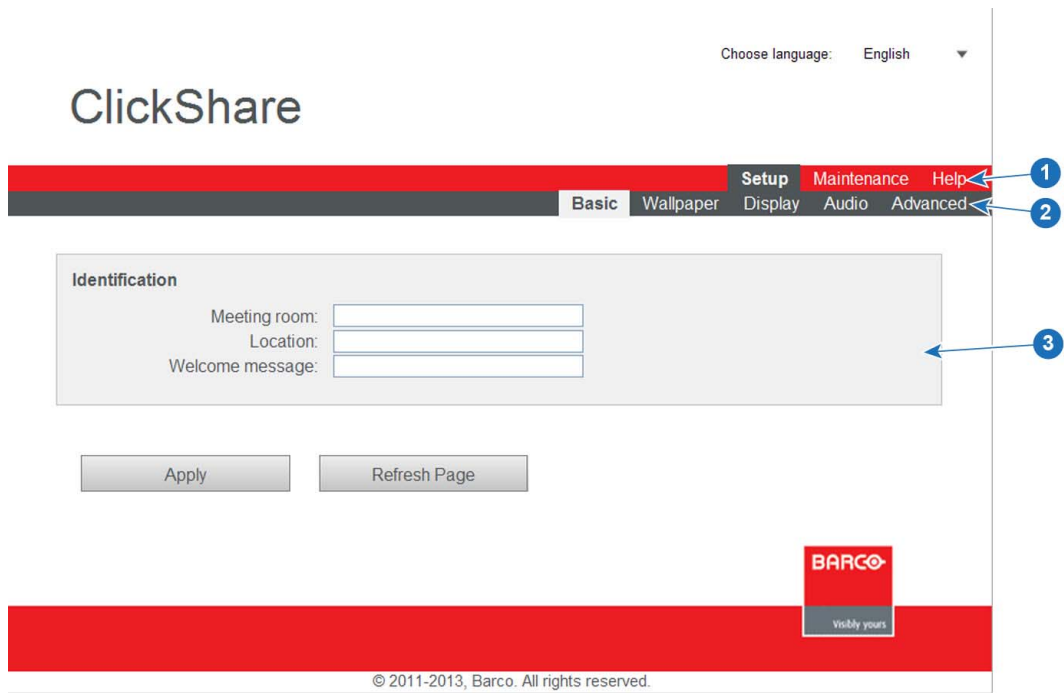


Image 8-3  
Tab pages

- |   |                               |
|---|-------------------------------|
| 1 | Main tab bar                  |
| 2 | Sub tab bar                   |
| 3 | Information and fill out pane |

## 8.4 Basic settings

### About Basic settings

The basic settings contain the following information:

- Meeting room name
- Meeting room location
- Welcome message

### To change the basic settings

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab.

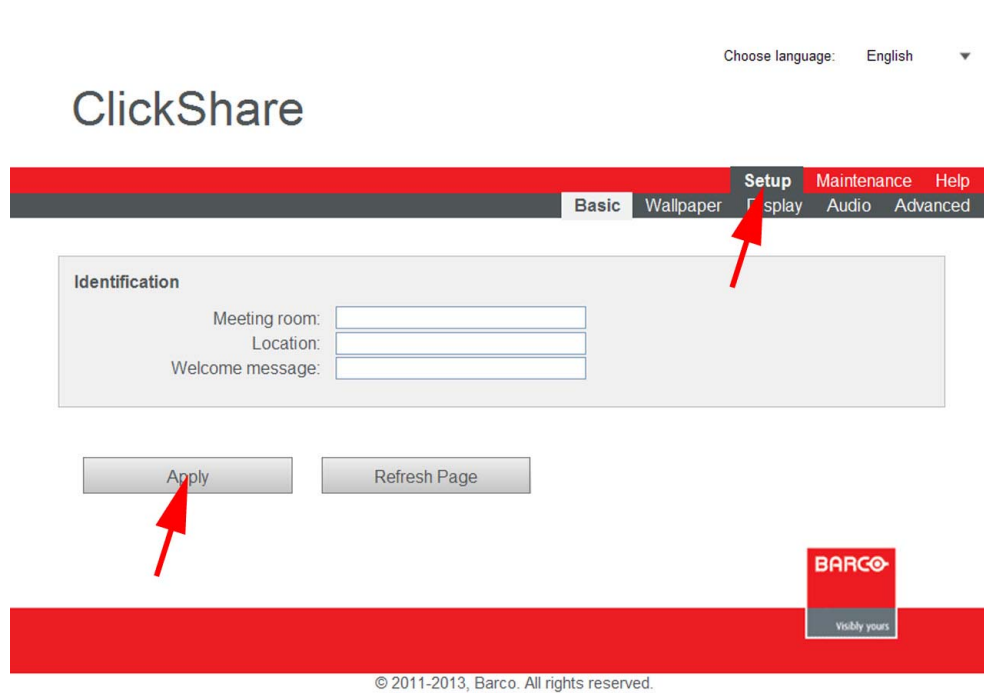


Image 8-4  
Setup, basic settings

The **Basic** tab is displayed by default.

3. In the **Identification** section click in an input field and enter
  - the name of the meeting room
  - the location of the meeting room
  - a welcome message which will be displayed below the meeting room name and location.

**Note:** *The name of the meeting room is used by the Client software to identify the Base Unit it is connected to.*

4. Click **Apply** to confirm your changes.

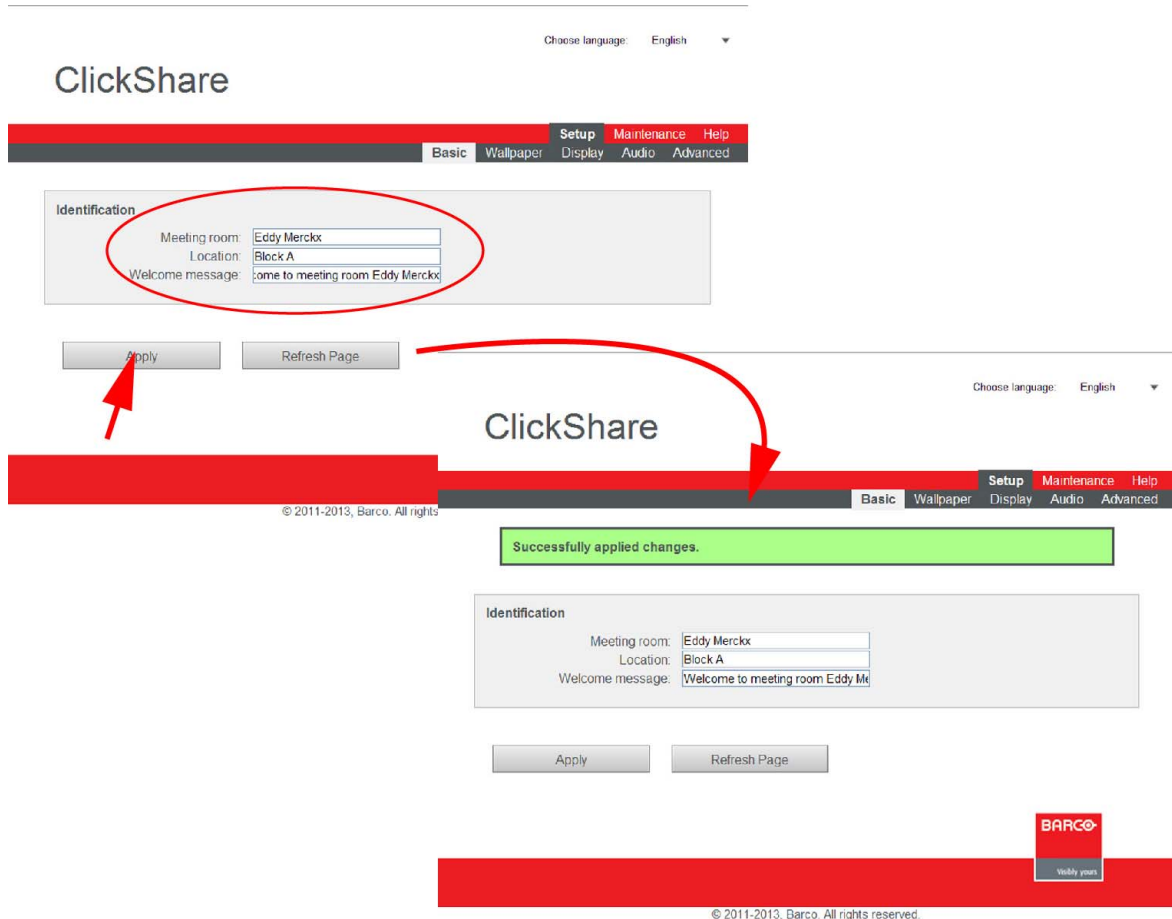


Image 8-5

A message is displayed to indicate that the changes are successful.

The new name, location and welcome message are displayed in the left top corner of the screen.

## 8.5 Wallpaper (background) selection

### About wallpaper

When ClickShare starts up, a background (wallpaper) is displayed. By default a general ClickShare and a quick start wallpaper are available. The possibility exists to upload personal backgrounds (wallpapers).

### Wallpaper selection

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and then the **Wallpaper** tab (2).

The content of the **Wallpaper** tab is displayed.



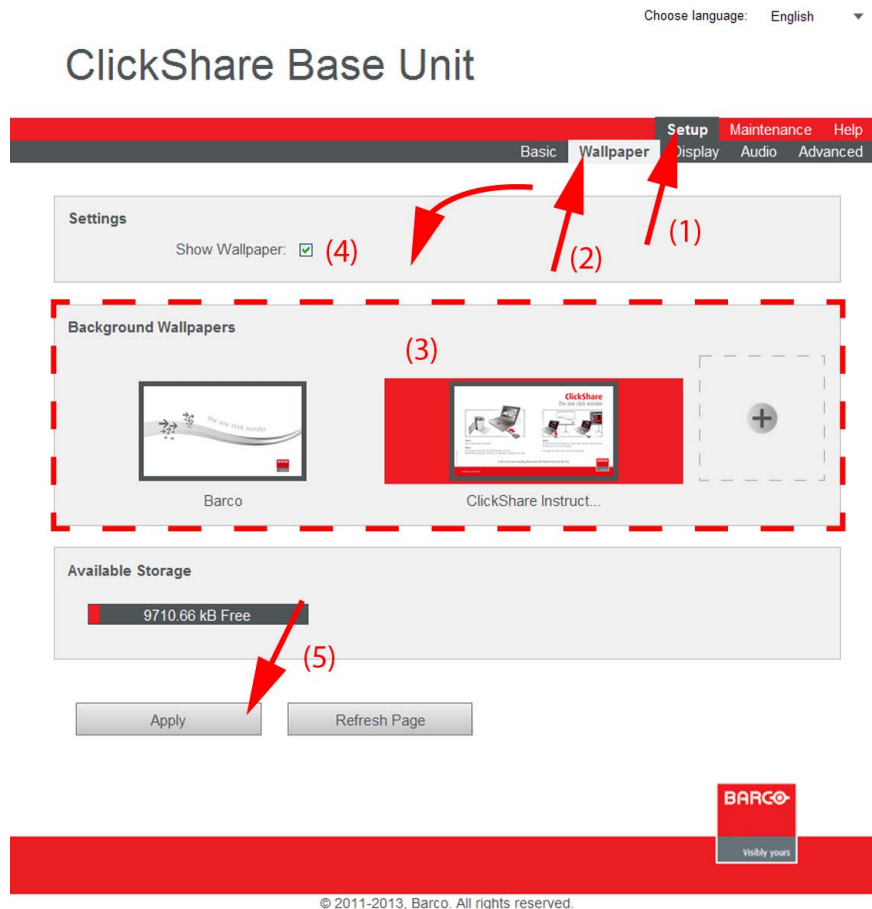


Image 8-6  
Wallpaper selection

3. Select one of the available wallpapers (3) and click **Apply** (5)..

**Note:** By default a general Barco ClickShare wallpaper and a ClickShare Quick Start Guide wallpapers are available.

*They are automatically resized to fit the aspect ratio of the screen.*

The selected wallpaper is indicated with a red square around the preview. The preview pane shows the selected wallpaper before it is applied.

The following message appears on top of the wallpaper selection window.



Image 8-7

The selected wallpaper is now in use.

4. The wallpaper can be switched on or off by checking or unchecking the check box next to *Show wallpaper* (4).  
When the wallpaper is switched off, the display outputs are shut off.



**You can also add a personal wallpaper, e.g. your company logo. For more information on adding a new wallpaper to the list, see [Managing background wallpapers](#).**



When 2 screens are connected, an extra item *Show Display Identifiers* appears in the Display pane. When checked, a sequence number is displayed on each display.

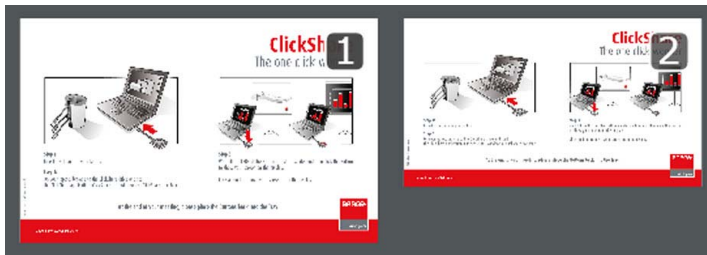


Image 8-8  
Display identifiers

---

## 8.6 Personalized wallpapers

### About a personalized wallpaper

Via the web interface it is possible to upload personalized backgrounds or wallpapers. The free space to upload wallpapers is indicated in the *Available storage* pane.

The upload file should be a JPEG, PNG, BMP, GIF or TIFF format with a maximum size of 2MB.

### How to upload

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and then the **Wallpaper** tab (2).

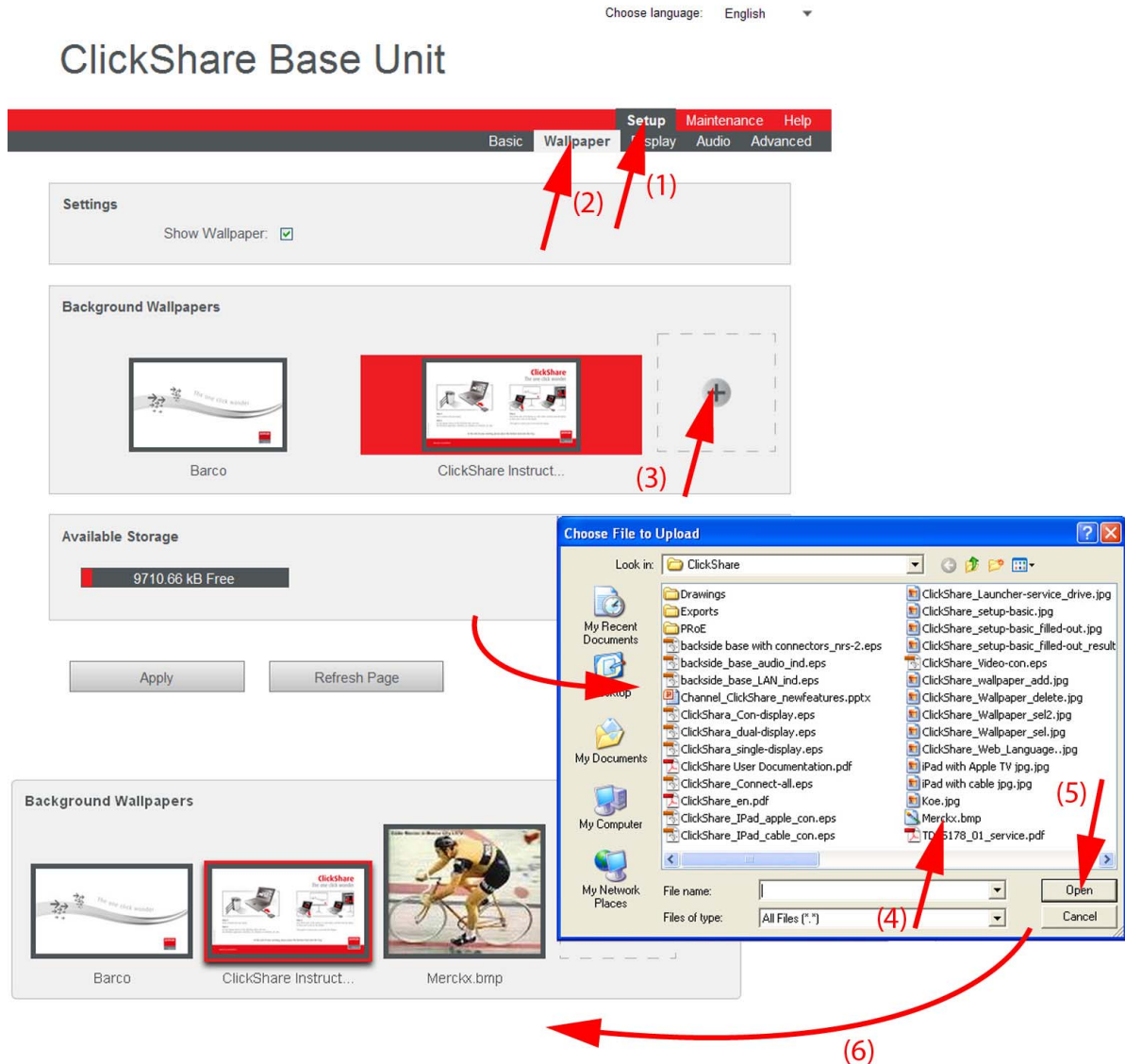


Image 8-9  
Add wallpaper

- The **Wallpaper** tab page is displayed.
3. In the *Background wallpapers* pane, click on the “+” sign (3).  
A browser window opens.
4. Select the desired file (4) and click **Open** (5).  
The content of the file is checked and when valid (format and size), the file is uploaded (6).  
The message *Successfully applied changes* is displayed on top of the page.
5. Now follow the wall paper selection procedure to activate the personalized wallpaper.

### Remove personalized wallpaper

1. While the wallpaper tab is open, hover the mouse over the selection.

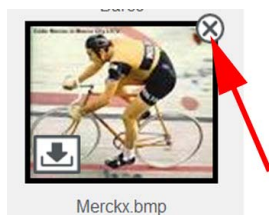


Image 8-10

The image shows an extra delete button.

2. Click on the delete button to delete the wallpaper.

The message *Successfully applied changes* is displayed on top of the page.

## 8.7 Display settings

### About display settings

The following settings can be configured for the display(s):

- Standby timeout. Time between the last action and moment the system goes into standby.
- Meeting room and network information on the startup screen can be displayed or can be hidden.
- Hot Plug Display detection can be activated so that a display can be connected or unconnected without switching off.
- Display identifiers can be displayed on top of the displayed images (only when 2 displays are connected)
- Resolution of the display can be set.

### To change

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and then the **Display** tab (2).

The content of the **Display** tab is shown. The first pane shows the *Display Settings*.

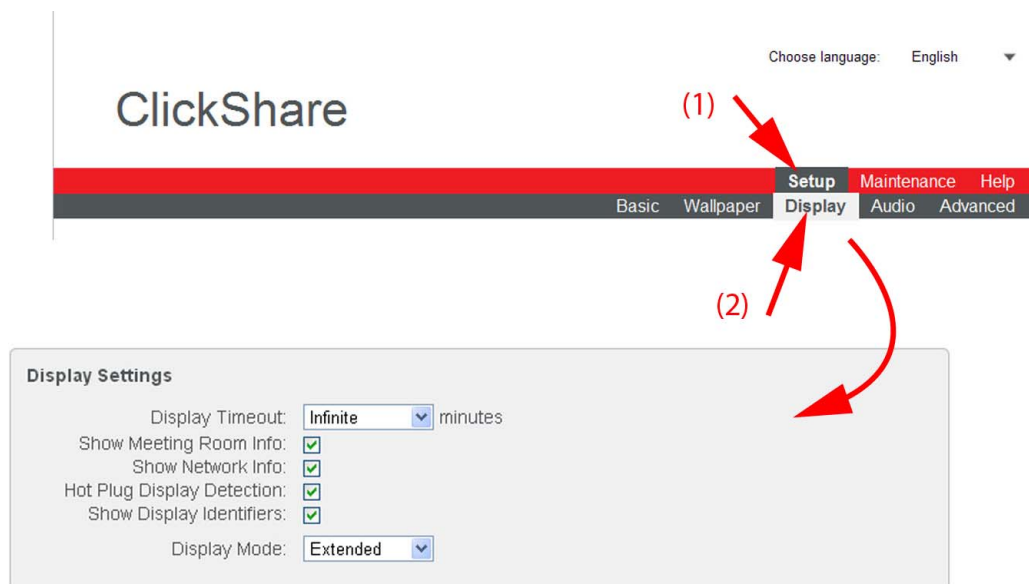


Image 8-11  
Display settings

3. **Display Timeout** setup. Click on the drop-down list and select the time interval of inactivity after which the display output is disabled (standby mode).  
By default, the display time-out is set to 'Infinite'.
4. To show the meeting room and network info on the meeting room display, check the check box behind the corresponding item.
5. To activate the Hot Plug Display Detection, check the check box behind that item.
6. To show the display identifiers, check the check box behind that item.
7. **Resolution** setup. Click on the drop-down list and select the desired resolution or select **Custom** and enter a resolution manually.  
**Note:** *By default, the correct resolution is automatically set through the EDID (Extended Display Identification Data).*  
**Note:** *The maximum output resolution supported by ClickShare is 1920 x 1200. This includes Full HD 1920 x 1080.*
8. Click **Apply** to confirm your changes.

### Note about EDID

The timings of the ClickShare Base Unit display output are based on the information contained in the EDID of the meeting room display or projector. Such an EDID contains at least the following information:

- Information on supported “Established Timings” (most legacy timings, e.g. 720x400@70Hz, 88Hz; 800x600@56Hz, 60Hz, 72Hz, 75Hz; ... ; ...)
- Supported Standard Timing Identifications (e.g. 1280x1024@60Hz, 1600x1200@60Hz,...)
- Detailed Timing Information. The first detailed timing description is the “Preferred Timing” of the display and usually the most important information in the EDID. It describes in full detail the preferred timing: pixel clock, active pixels, active lines, blanking, sync width, sync offset (horizontal and vertical),...

### About auto resolution

When the ClickShare Base Unit display output is put in auto mode, the display output timings will be based on the Preferred Timing as described in the meeting room display or projector EDID.

### About manual resolution setup

When resolution is selected manually, the timings of this resolution are taken from the information described in the meeting room display or projector EDID. If a custom resolution is entered that is not described in the EDID, the timing is generated by the Base Unit following the VESA CVT standard with reduced blanking. The calculation is based on the official VESA calculation.

## 8.8 Output ports

### Connected ports

When a port is connected with a display, a green LED before the port name lights up.

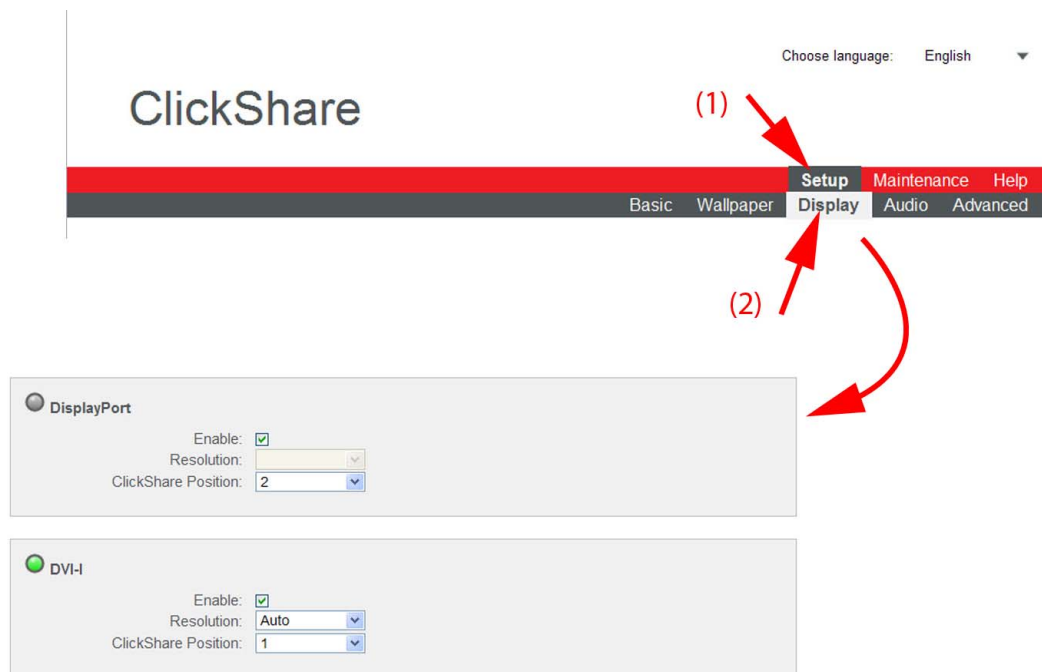


Image 8-12  
Output ports

### Output port enable-disabled

An output can be enabled, what means that a video signal can be sent to the display. Or, a port can be disabled what means that no video signal is sent to the display.

To enable an output port, check the checkbox next to *Enable*.

### Resolution

The resolution of the output video signal can be set to the desired value. Select a value which is supported by the connected display.

To select a resolution, click on the drop down box next to *Resolution* and select the desired value.

When *Auto* is selected, the video output signal resolution will be the one that fits best with the connected display and will be based on the Preferred Timing as described in the meeting room display or projector EDID.

When *Custom* is selected, two extra input fields for horizontal and vertical resolution are displayed. The current displayed values are taken from the information described in the meeting room display or projector EDID. Edit the current values with the desired horizontal and vertical resolution. If a custom resolution is entered that is not described in the EDID, the timing is generated by the Base Unit following the VESA CVT standard with reduced blanking. The calculation is based on the official VESA calculation.

### ClickShare position

As the base unit supports dual display, an output can be associated with the primary display or with the secondary display. Automatically the second input is associated with the free display.

To change the position, click on the drop down box next to *ClickShare Position* and select the position. The corresponding display is associated with the output port.

## 8.9 On-screen text format

### About on-screen text

The language of the on-screen messages and ClickShare Instructions wallpaper can be changed. Also the color, size and style of the messages can be updated. The background color and the transparency can be adapted so that they match with the text layout.

### How to start

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and then the **Display** tab (2).

The content of the **Display** tab is shown. The last pane shows the *On-screen Text Format*

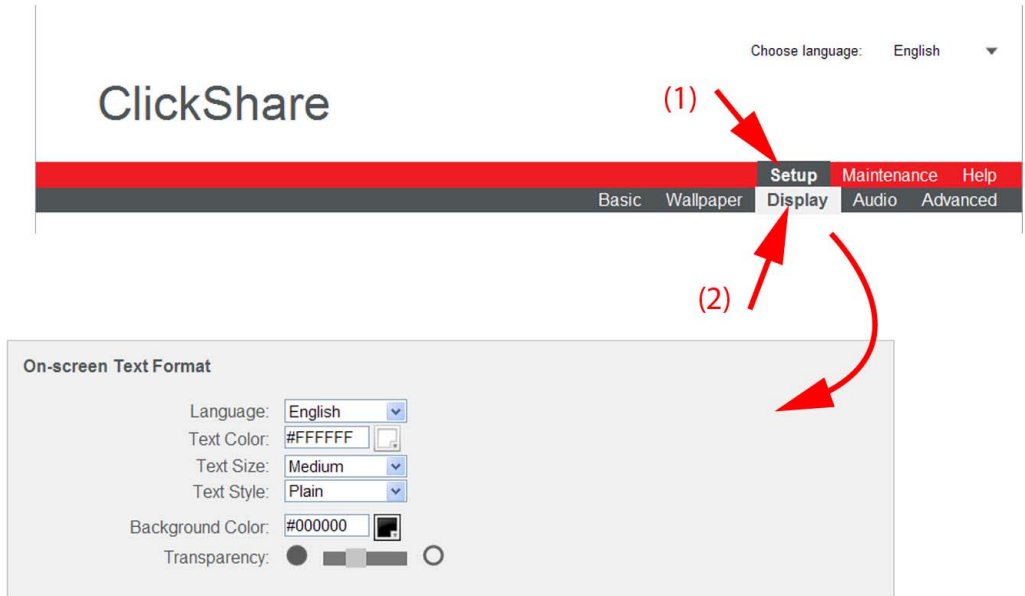


Image 8-13  
On-screen text

3. When changes are made, click **Apply** to activate the new settings.  
To cancel the changes, click **Refresh Page**.

### Language selection

1. Select the language of the on-screen text and ClickShare Instructions wallpaper. Click on the drop down box next to *Language* and select the desired language.

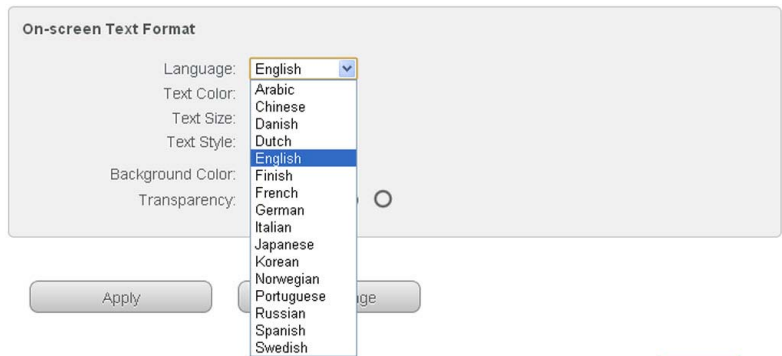


Image 8-14  
Language selection

The following languages are possible:

- Arabic
- Simplified Chinese
- Traditional Chinese
- Danish
- Dutch
- English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Portuguese
- Russian
- Spanish
- Swedish

### Text color

1. Click in the input field next to *Text color* or click on the color icon (1).

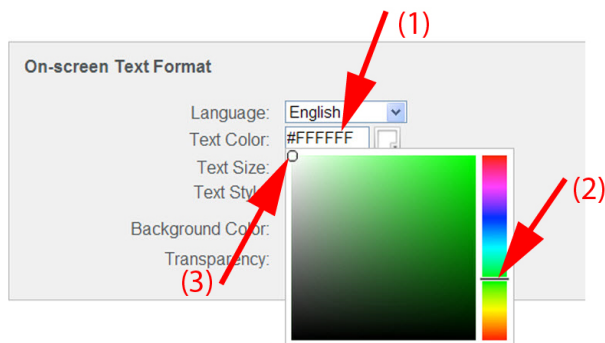


Image 8-15  
Text color selection

A color selection window opens.

2. Drag the marker in the color bar up or down until the desired color is obtained (2).
3. To change the tint of the selected color, drag the circular marker in the square until the desired tint is obtained (3).

### Text size and style

1. To change the text size, click on the drop down menu and select the desired size.  
The following sizes are possible:
  - Small
  - Medium
  - Large
2. To change the text style, click on the drop down menu and select the desired style.

### Background color

1. Click in the input field next to *Background Color* or click on the color icon.

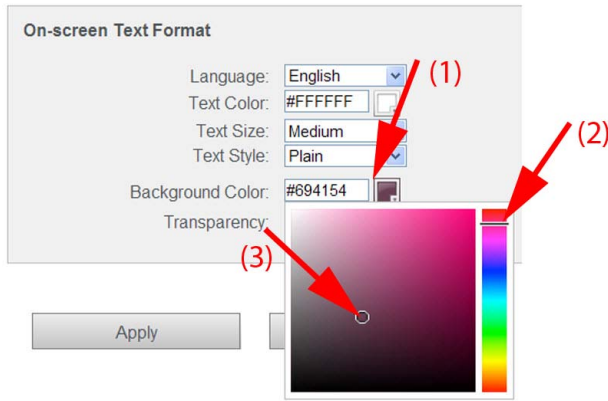


Image 8-16  
Background color

2. Drag the marker in the color bar up or down until the desired color is obtained (2).
3. To change the tint of the selected color, drag the circular marker in the square until the desired tint is obtained (3).

### Transparency

1. Move the slider to the left or the right to obtain the desired transparency.

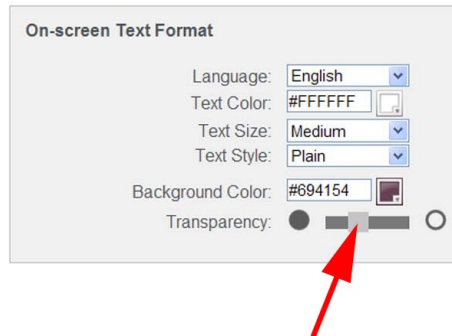


Image 8-17  
Transparency

- Slider to the right: more transparency
- Slider to the left: less transparency

## 8.10 Audio settings

---

### About the audio settings

The audio functionality can be disabled or enabled. When the enable and/or disable setting is changed, the Buttons must be re-paired before the setting becomes active.



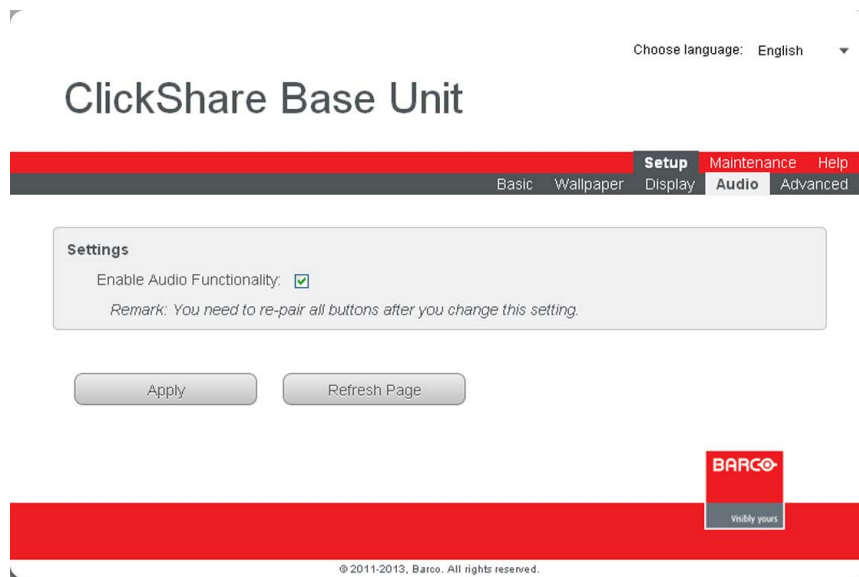


Image 8-18  
Audio settings

### How to change

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab and then the **Audio** tab.
3. To enable audio on the Base Unit, check the check box next to *Enable Audio Functionality*.



**Changing the audio setting, requires a re-pairing of the Buttons.**

## 8.11 Advanced settings: Hostname



### Hostname

Hostnames are human-readable nicknames that correspond to the address of a device connected to a network.

### How to change

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and click **Advanced** (2).



Image 8-19  
Hostname

3. Click in the input field next to *Hostname* (3)

4. Select the current name and enter a new name.  
**Note:** The default hostname is "ClickShare-<serial number>".

## 8.12 Advanced settings: LAN network settings

### About LAN network settings

A network connection can be configured through DHCP or by manually entering a fixed IP address.



#### DHCP

Dynamic host configuration protocol. DHCP is a communications protocol that lets network administrators manage centrally and automate the assignment of IP addresses in an organization's network. Using the Internet Protocol, each machine that can connect to the Internet needs a unique IP address. When an organization sets up its computer users with a connection to the Internet, an IP address must be assigned to each machine. Without DHCP, the IP address must be entered manually at each computer and, if computers move to another location in another part of the network, a new IP address must be entered. DHCP lets a network administrator supervise and distribute IP addresses from a central point and automatically sends a new IP address when a computer is plugged into a different place in the network.

### DHCP setup of the LAN network

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and click **Advanced** (2).

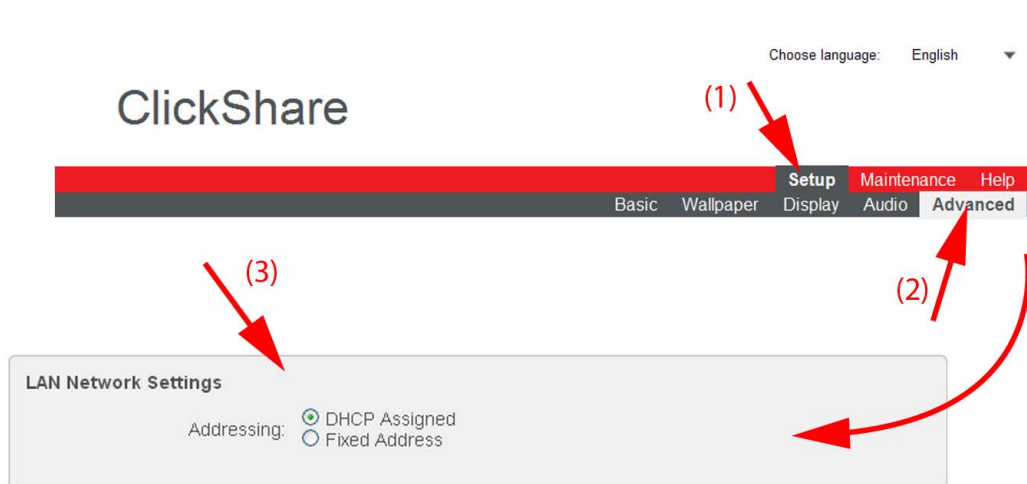


Image 8-20  
DHCP setup

- The **Advanced** tab is displayed.
3. Check the radio button next to *DHCP Assigned* (3).
4. Click **Apply** to confirm the changes.

### Fixed IP address setup

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and click **Advanced** (2).

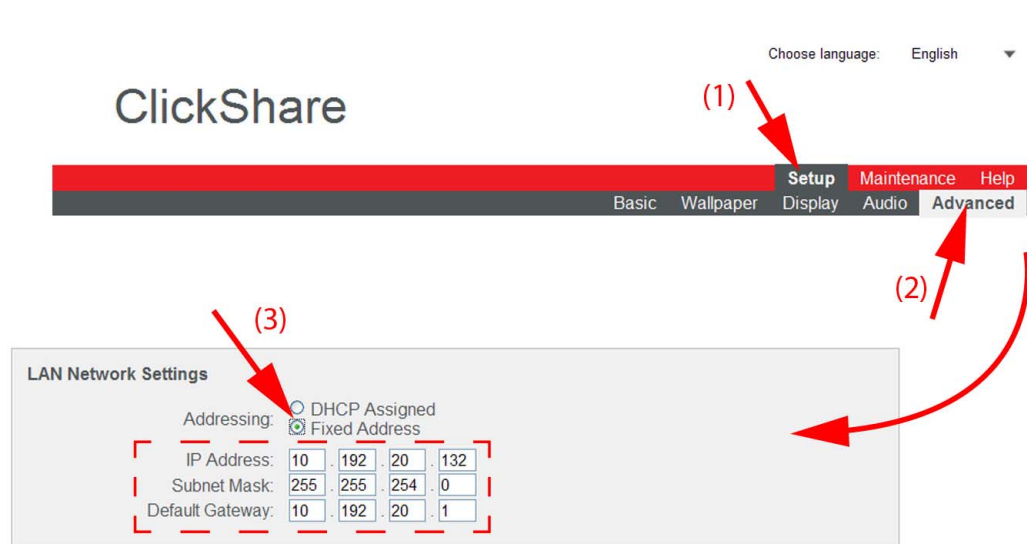


Image 8-21  
Fixed IP address

The **Advanced** tab is displayed.

3. Check the radio button next to *Fixed address* (3).

The IP address, subnet and gateway input opens.

4. Click in the input field of the *IP address* and fill out the 4 fields.

**Note:** *An address contains 4 octets with a maximum value of 255.*

*This must NOT be 0.0.0.0 for static IP-Address assignment*

5. Click in the *Subnet mask* input fields and fill out the 4 fields as appropriate for the local subnet.

6. Click in the *Default Gateway* input fields and fill out the 4 fields. Set the Default-Gateway to the IP-Address of the router (MUST be on the local subnet!).

**Note:** *This must NOT be 0.0.0.0.*

*If there is no router on the local subnet then just set this field to any IP-Address on the subnet.*

7. Click **Apply** to confirm the changes.

## 8.13 Advanced settings: WiFi settings



**WARNING:** It is not allowed to operate the Base Unit outside its intended geographical region.

### About WiFi

A connection with the Base Unit can be made via a wireless connection. A fixed wireless IP address is used to establish the connection.

### How to set up

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and click **Advanced** (2).

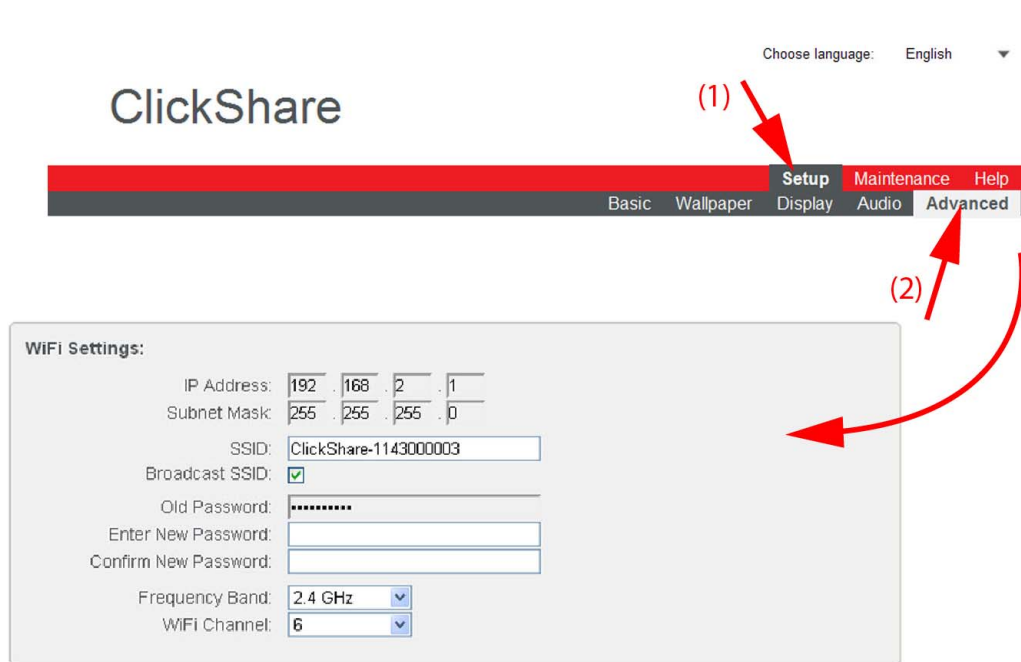


Image 8-22  
WiFi settings

3. Enter a public name (SSID) for the wireless network.  
The default SSID is *ClickShare-<serial base number>*.
4. If you want to broadcast this SSID, check the checkbox behind *Broadcast SSID*.
5. Enter a new password and confirm that password.
6. Select the wireless connection frequency band: 2.4 GHz or 5 GHz by clicking on the drop down box and selecting the correct setting  
**Note:** *Make sure your PC's wireless interface supports the 5 GHz band before selecting it on the Base Unit.*
7. Select the wireless connection channel by clicking on the drop down box and selecting the desired channel.  
The channels available in the list vary according to the regional version of your Base Unit. Re-pairing the Buttons is not required when changing the frequency band or wireless connection channel.
8. Click **Apply** to confirm the changes.

## 8.14 Advanced settings: Access web interface

### About access

The web interface is always accessible via the Ethernet port. Access via the wireless interface can be enabled or disabled.

### How to enable-disable

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and click **Advanced** (2).
3. To enable access via wireless interface, check the check box next to *Enable access via wireless interface* (3).



Image 8-23  
Access web interface

## 8.15 Advanced settings: access SSH

### About SSH access

SSH (Secured Shell) is a network protocol for secure data communication, remote command-line login, remote command execution between networked devices that connects via a secured channel over an insecure network.

A Secured Shell access can be enabled or disabled for the wireless interface and/or for the Ethernet port.

### How to enable-disable

1. Log in to the ClickShare web interface.
2. Click the **Setup** tab (1) and click **Advanced** (2).
3. To enable access via wireless interface, check the check box next to *Enable SSH via wireless interface* (3).  
To enable access via Ethernet port, check the check box next to *Enable SSH via Ethernet port* (3).

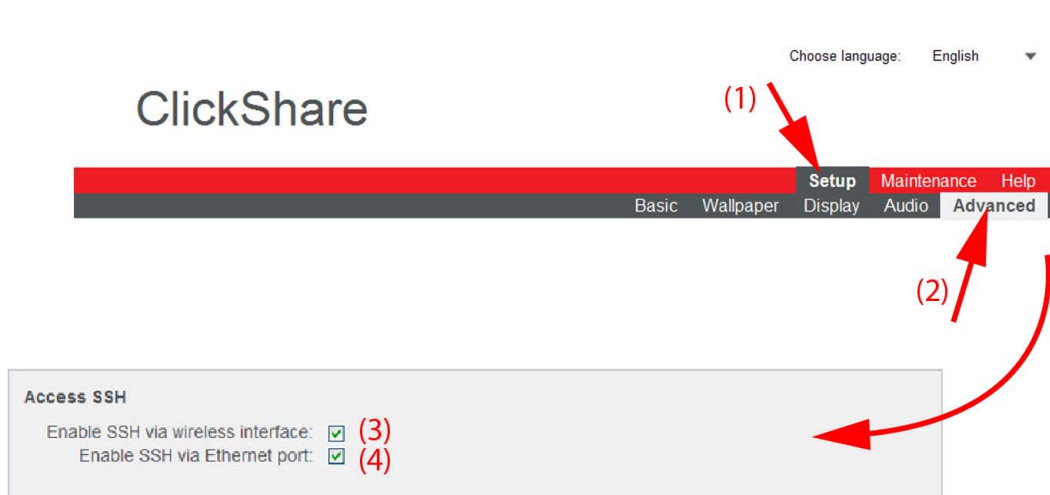


Image 8-24  
Access SSH

## 8.16 Maintenance, status check ClickShare

### About status check

The status tab within **Maintenance** gives an overview of

## 8. Web Interface

- the LAN interface settings,
- the WiFi settings,
- System identification
- Historical updates
- Subsystem status
- Sensors
- System management

### To check the system status

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab and click **Status**.

The **Status** tab page is displayed.

ClickShare Base Unit

Close language: English

Setup Maintenance Help

Status Buttons Link Software Configuration Password Logging

LAN Interface

DHCP: Enabled  
IP Address: 10.192.14.89  
Subnet Mask: 255.255.254.0  
Default Gateway: 10.192.14.1  
MAC Address: 00:13:99:CF:0F:2A

WiFi Network

IP Address: 192.168.2.1  
Subnet Mask: 255.255.255.0  
MAC Address: 00:0E:8D:2B:12:BA  
SSID: ClickShare-LAP  
Associated Devices: 0 ([detail](#))

System

Identification

Article Number: R98610068EU  
Serial Number: 9417000083  
Firmware Version: 01.03.00.0491  
First Used: 2012-08-28T13:28:52  
Last Used: 2013-07-25T09:04:53  
Current Uptime: 01:36  
Total Uptime: 22d 17:55

Update History

Firmware Version	Update Date (UTC)
01.03.00.0491	2013-07-22T17:41:17

Subsystem Status

Status	Process
✓	ClickShare Server (baseunit)
✓	Config Manager (CentralStore)
✓	DBus Daemon (dbus-daemon)
✓	DHCP Server (dhcpd)
✓	Device Daemon (udevd)
✓	Graphics Server (G)
✓	Job Scheduler (cron)
✓	Process Monitor (monit)
✓	System Logging (rsyslogd)
✓	Web-UI Server (lighttpd)
✓	WiFi Access Point Daemon (hostapd)

Sensors

Case Fan Speed: 1110 rpm  
CPU Temperature: +63.5 °C  
SIO Temperature: +34.0 °C  
PCIe Temperature: +29.0 °C

Image 8-25  
Status overview

### Detailed info for the WiFi network

To see the MAC address of the associated devices, click on the corresponding **detail** button to get an overview.

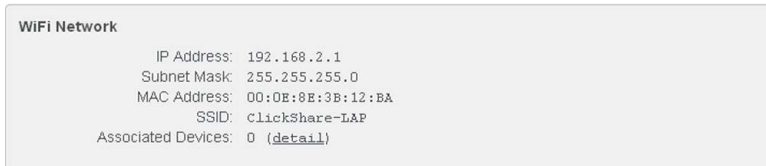


Image 8-26  
Detail associated devices

## System Management

Use the **Restart System** button to restart ClickShare.

Use the **Shutdown System** button to shutdown ClickShare.

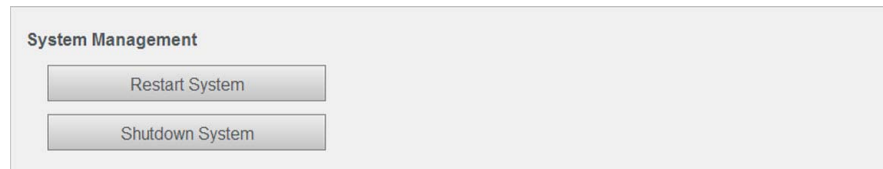


Image 8-27  
System management

## 8.17 Maintenance, Buttons information

### About buttons

The **Buttons** tab gives information on the Buttons that have been paired to the Base Unit.

The following information is given:

- Connected or not
- Serial number
- Last connected
- Status

### How to get the information

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Buttons** (2).

The content of the **Buttons** tab is displayed.

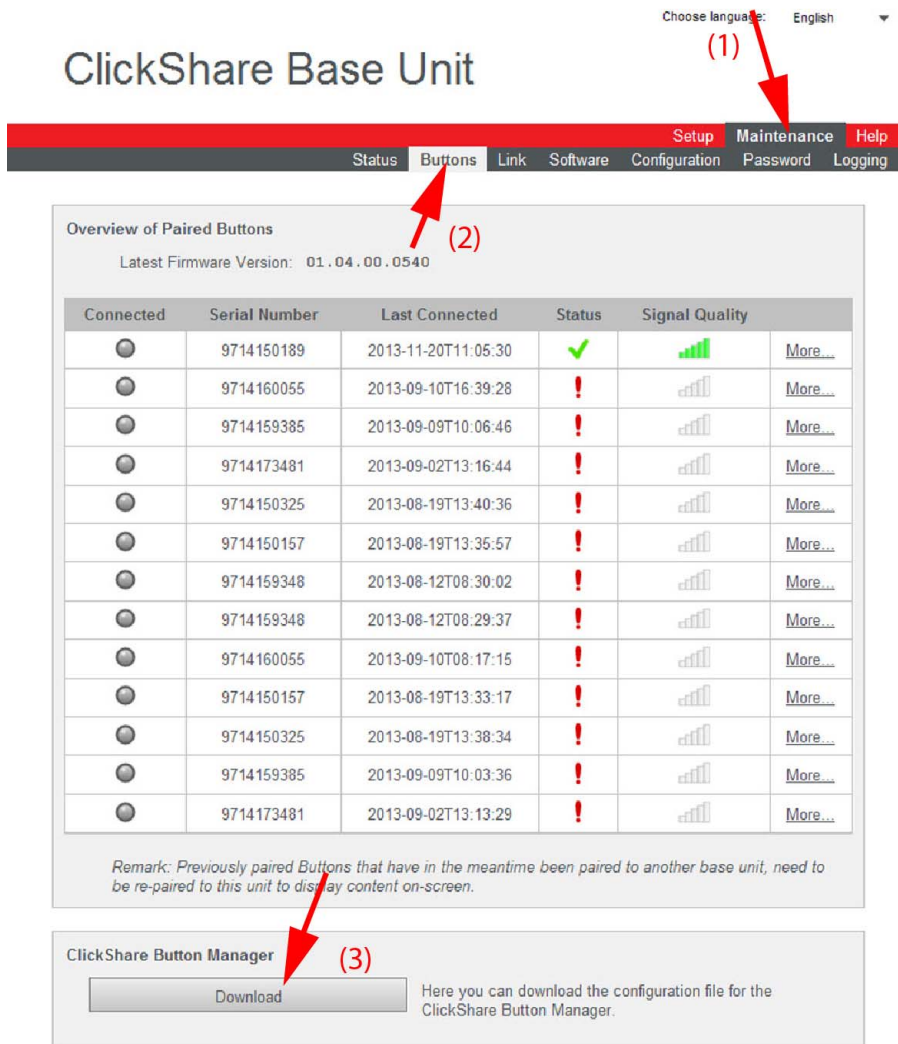


Image 8-28  
Paired buttons, overview

The list gives an overview of the Buttons that have in the past been paired to this Base Unit. If a Button has in the meantime been paired to another Base Unit, it will still appear in this list. To remove it from the list, at the right of the tab page, click **More** and select **Remove from list**.

In the overview of paired Buttons, for each Button that has been paired to this Base Unit, you will find:  
The following items can be seen in the list:

- Connected: indicates whether the button is connected or not at the moment.
- Serial number: the unique serial number of the button.
- Last connected: the date the Button was last connected to the Base Unit
- Status the firm- and software status of the button.

Status indication	Icon	Explanation
OK		Button firmware and software are up to date. The Button has been paired to the Base Unit.
ERROR		The Button needs to be paired to the Base Unit again before using it. The Button firmware version is incompatible with the Base Unit firmware version.

3. To get more information on the Button firmware, the number of connections and the MAC address, click **More...**



Connected	Serial Number	Last Connected	Status	
	9714164232	2013-02-19T18:19:33		<a href="#">Less...</a>
Connections: 8 MAC Address: 00:23:a7:3a:e2:be Firmware: 01.02.00.0392 Button firmware is the latest version.				<input type="button" value="Remove From List"/>

Image 8-29

The Button can be removed from the list by clicking on **Remove From List**.

### ClickShare button manager

By clicking on **Download** (3), an XML file is downloaded on the PC. This file contains all information about the base unit to pair buttons on your PC instead of on the base unit itself. To pair buttons on a PC you need to install the ClickShare Button Manager program.

## 8.18 Configured Links

### About Configured Links

The ClickShare Link connected to the Base Unit is indicated on the Links tab. From this location the Link can be calibrated or it can be removed from the list.

### How to display the Links

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Links** (2).

The screenshot shows 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: Status, Buttons, Link, Software, Configuration, Password, and Logging. The 'Maintenance' tab is highlighted in red, with a red arrow labeled '(1)' pointing to it. Below the navigation bar, the 'Link' tab is selected, with a red arrow labeled '(2)' pointing to it. The main content area is titled 'Overview of Configured Links' and displays a single entry for 'ClickShare Link'. The entry shows the following details: Source Name: ClickShare Link, Serial Number: D3U54078, Software Version: 3.27.6.35, Last Connected: 2013-02-20T12:32:42, Auto Show/Hide: , and Status: Not Calibrated. There are two buttons at the bottom of the entry: 'Start Calibration' and 'Remove From List'. At the bottom of the page, there are two buttons: 'Apply' and 'Refresh Page'.

Image 8-30  
Link, overview

The content of the **Links** tab is displayed.

An overview of the configured links is given with the following extra info of the Link:

- The green LED indicates that the Link is connected.
- Source name: can be changed to any name, just by clicking inside the input field and entering a new name.
- Serial number
- Software version
- Last connected time
- Auto show/hide
- Status, calibrated or not calibrated

3. To remove the connected Link from the configuration, click **Remove From List**.

### About Auto show/hide

Enable (check) this option when you want to hide the Apple TV menu automatically. This requires calibration of the Link. If this option is disabled (unchecked), the Apple TV menu will appear as one of the sources in the ClickShare composition.

## 8.19 Calibrating a ClickShare Link

---

### About calibration

In the context of Apple TV combined with the Link frame grabber, calibration is the procedure of detecting and determining a reference image. This is used by the Auto Show/Hide function : When the output image of the ClickShare Link matches the reference image the output of the ClickShare Link is hidden.

The ClickShare Link will typically be calibrated on the Apple TV home screen.

The calibration will analyze the image during a 20 second time span. Only parts of the image that do not change during this period will be used. This allows the algorithm to cope with the different appearances of the home screen (e.g. Computers or Settings selected) and the transients between them.

If for some reason calibration fails the previous reference image will be restored.

### How to calibrate

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Links** (2).

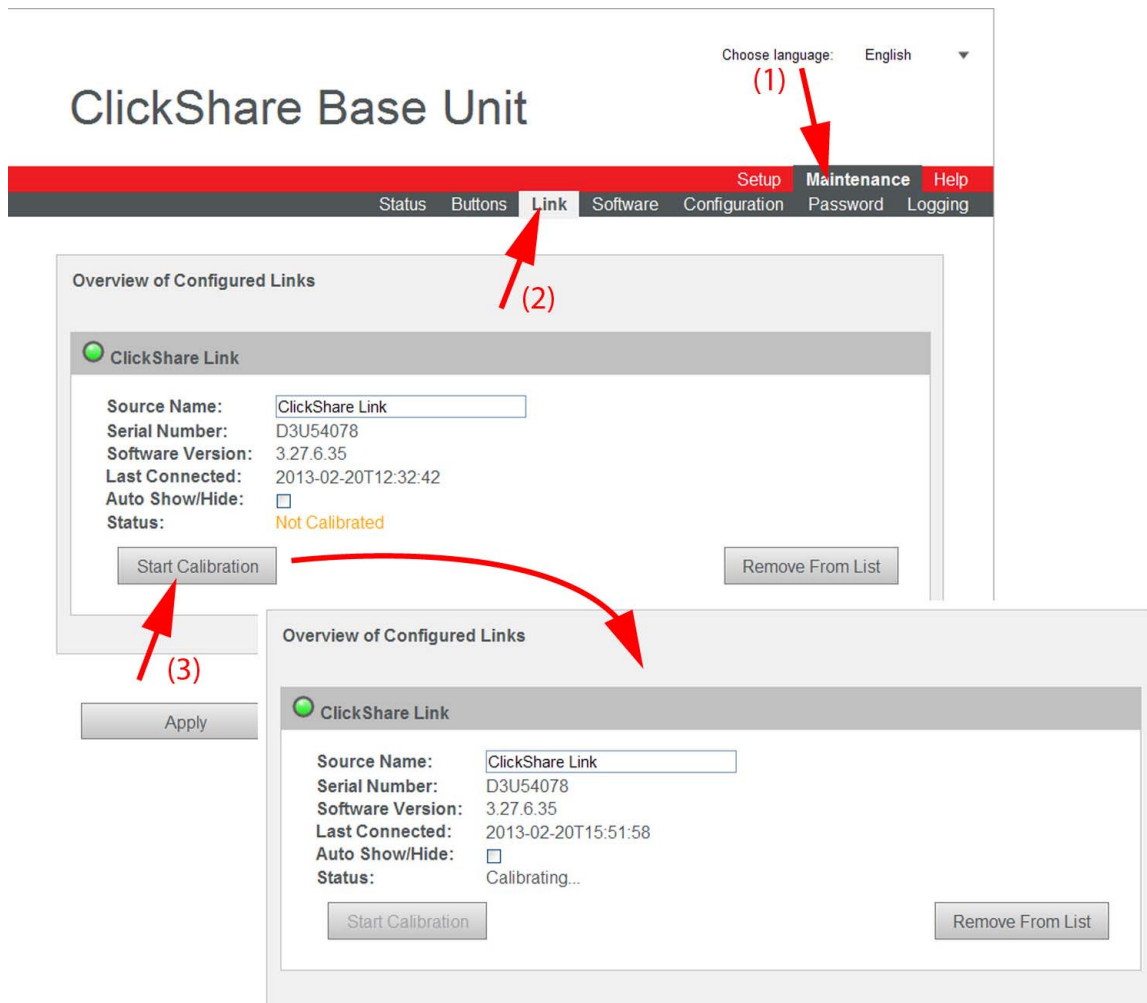


Image 8-31  
Start calibration

3. Click **Start Calibration**.

The calibration process starts.

A calibration message with progress bar is displayed on the meeting room display.

Use the Apple TV remote to cycle through the top row of icons (the row with Computers and Settings) on the home screen.

When the calibration is successful, the Status will change to *Calibrated*.

**Note** : If the visible application icons (just below the top row) are changed it will be necessary to repeat the calibration.

## 8.20 Base Unit software update

### About Software update

The software of the Base Unit can be updated via the web interface. The latest version of the software is available on Barco's website, [www.barco.com/clickshare](http://www.barco.com/clickshare). Click on Download Software.

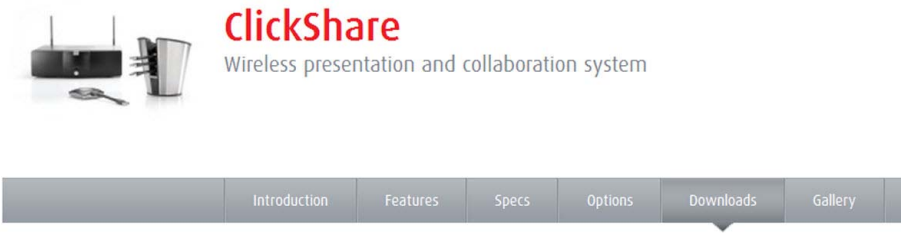


Image 8-32  
Download page

### How to update

1. Download the latest version of the software from Barco's website.
2. Log in to the ClickShare web interface.
3. Click the **Maintenance** tab (1) and then click **Software** (2).



Image 8-33  
Update software

- The content of the **Software** tab is displayed.
- The current version of the Base Unit software is shown in the Base Unit Software pane.
4. To upload a new version of the Base Unit software, click **Upload New Software...** (3).  
A browser window opens.
  5. Browse to the file with the new software and click **Open** to start the upload.  
**Note:** This should be an ipk file. You might have to unzip the file downloaded from Barco's website.  
**Note:** Updating the software to the Base Unit and installing it can take several minutes. Progress can be followed on the meeting room display.
- The Base Unit software is updated.



**It is advised to pair all Buttons in the meeting room to the Base Unit after a software update has been done.**  
**The Base Unit checks if the Button software needs to be updated and if needed, the update is executed.**

## 8.21 Downloads from Base Unit

### About downloads

The launcher service and the ClickShare client software for PC or MAC are stored on the Base Unit and can be downloaded for installation on the user's PC.

For more information, see "Pre-install of the Launcher service", page 50.

### How to download

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Software** (2).

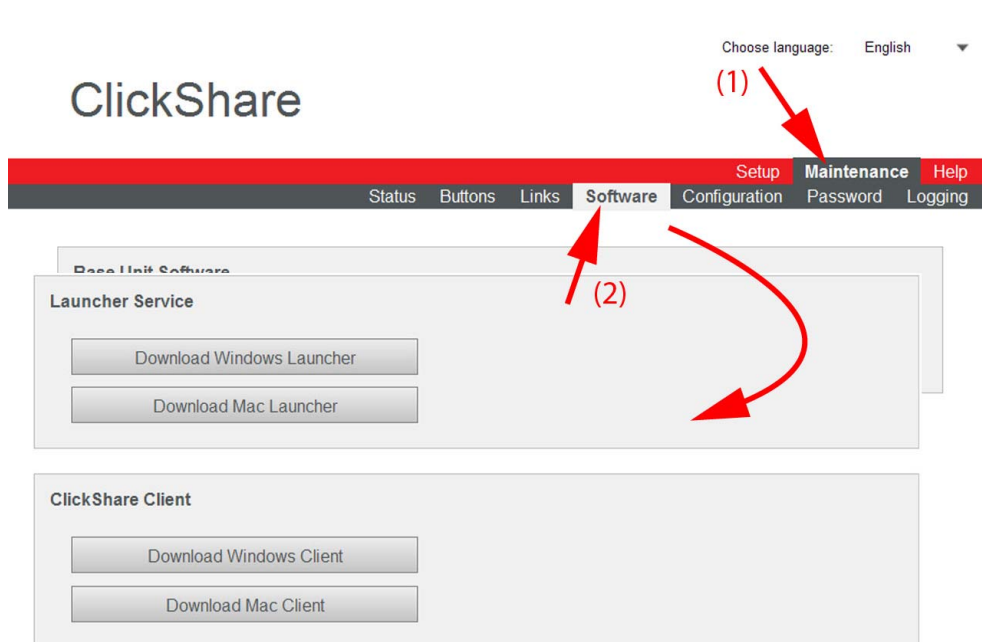


Image 8-34  
Downloads software

The content of the **Software** tab is displayed.

3. To download the Launcher Service, for Windows, click on **Download Windows Launcher** or for Mac, click on **Download Mac Launcher**.
4. To download the ClickShare Client, for Windows, click on **Download Windows Client** or for Mac, click on **Download Mac Client**.

## 8.22 Manage System Configuration

### About Manage system configuration

A full backup can be downloaded but cannot be used to duplicate configuration settings to other Base units. Therefore, it is possible to download a Portable version. This portable version can be uploaded via the upload configuration button on other Base units. Via the same button, the full backup can be uploaded on the original Base Unit.

A portable backup contains:

- Wallpapers
- Wallpapers settings
- Logging settings
- Link name
- Link setting auto show/hide
- All display settings
- OSD language
- Location
- Welcome message
- Audio functionality enabled/disabled
- WiFi channel
- WiFi frequency

### To manage the system configuration

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Configuration** (2)..

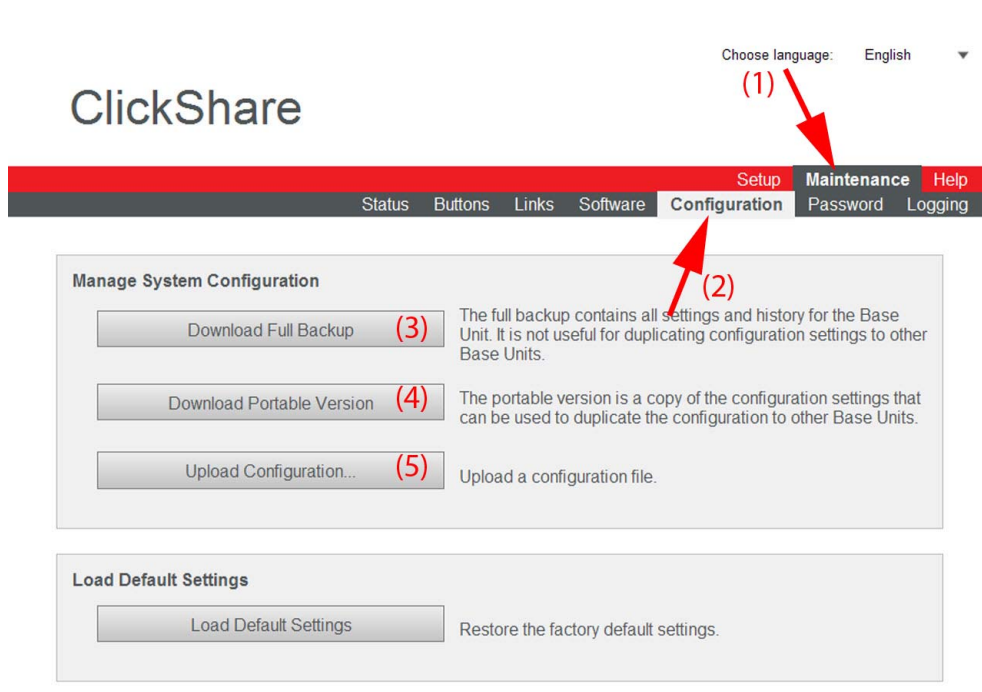


Image 8-35  
Manage system configuration

The content of the **Configuration** tab is displayed.

3. To download a full backup, click on **Download Full Backup** (3).  
An xml file, containing all information and history will be downloaded. This file can be reused on the same Base Unit only.
4. To download a portable version, click on **Download Portable Version** (4).  
An xml file, containing portable information to duplicate settings on another Base Unit.
5. To upload a configuration, click on **Upload Configuration** (5).  
A browser window opens. Navigate to the upload file (xml file) and click **Open** to upload.



**When uploading a config file, the history of software updates and paired dongles is lost. Paired dongles will however remain functional if the Base Unit has not changed from SSID or wireless password.**

## 8.23 Load Default Settings

### About default settings

The ClickShare Base Unit can return to the factory default settings.

The following settings are the defaults:

- Meeting room identification info is cleared.
- Language is set to English.
- Custom wallpapers are removed and the default wallpaper is restored.
- Display resolution is set to auto and standby timer is reset to infinity
- Display Identifiers are turned off.
- Hostname and SSID is set to *clickshare-serialnumber*.
- The SSID is broadcasted
- WiFi password is reset to *clickshare*.
- The default WiFi channel is set back to frequency 2.4 GHz, channel 6.
- The update history is cleared.
- The table with the associated Buttons is cleared.
- The admin password is reset to *admin*.
- Debug logging and remote logging are disabled.

### How to restore factory defaults

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Configuration** (2)..

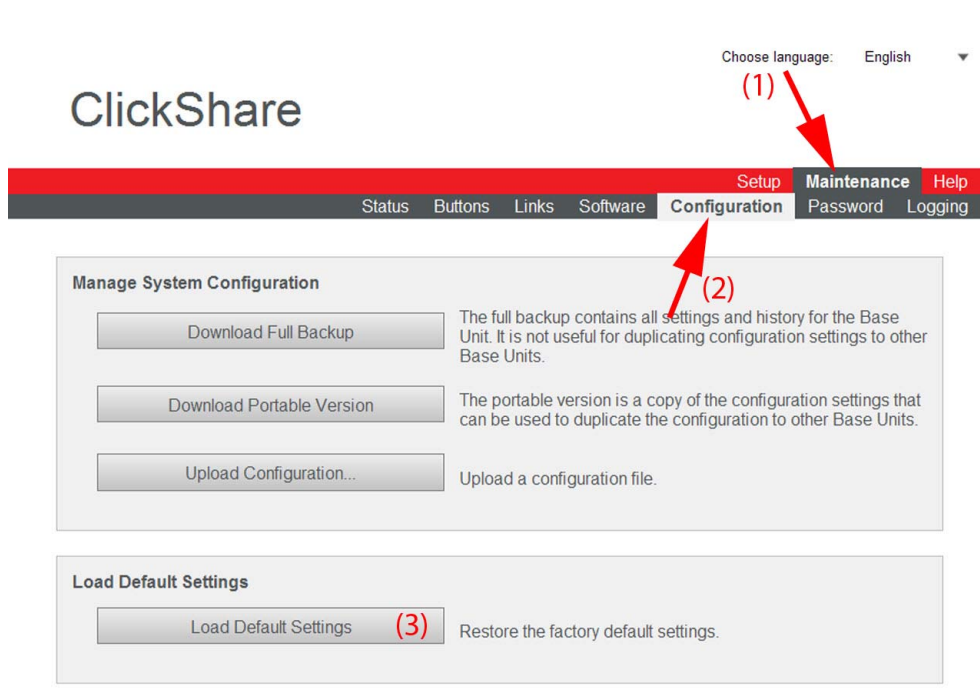


Image 8-36  
Factory defaults

3. Click on **Load Default Settings** to return to the factory defaults (3).

### Alternative way to load default settings

1. With the Base unit switched off, connect a USB keyboard to a USB port at the back side the Base unit.
2. Power up the Base Unit.



Image 8-37  
Alternative way

3. Use the Up and Down arrow keys to select *Load Default Settings* in the boot menu (Grub) and press **ENTER**.

## 8.24 Administrator password

### About the administrator password

The administrator password to log in in the web interface can be changed at any time.

### To change the administrator password

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Password** (2)..

The content of the **Password** tab is displayed.

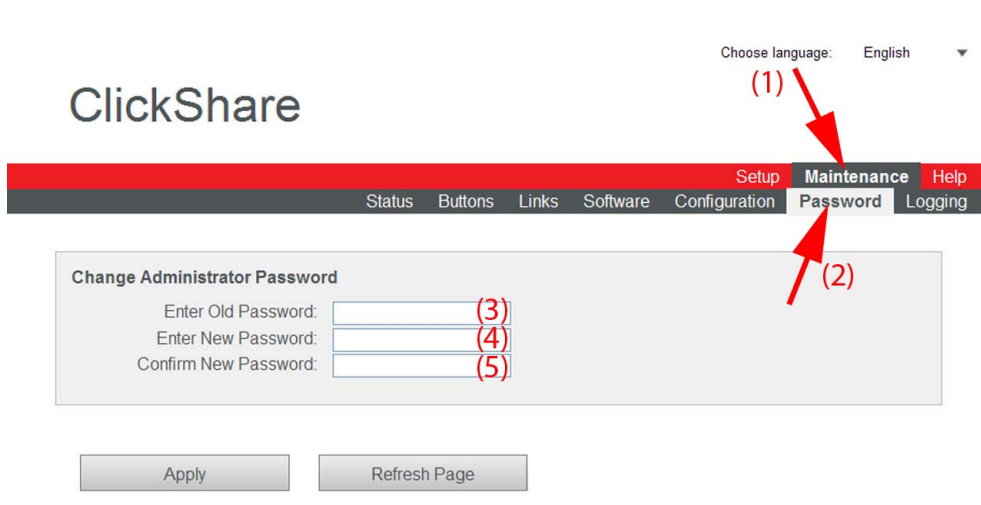


Image 8-38  
Password

3. Enter the old password (3).
4. Enter the new password (4).
5. To confirm, enter the new password a second time (5).
6. Click **Apply**.

The administrator password is changed.

## 8.25 Log settings

### About logging

Both Button and Base Unit log data is saved in log files on the Base Unit. These log files can contain debugging information. They can be downloaded on a local computer and cleared on the Base Unit

### How to use

1. Log in to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Logging** (2)..



The content of the **Logging** tab is displayed.

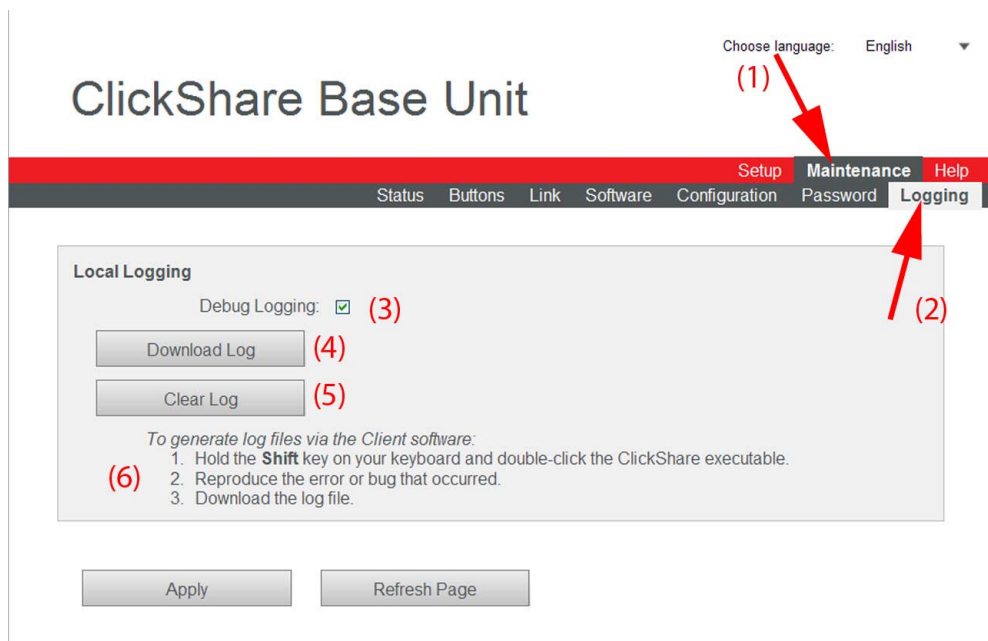


Image 8-39  
Logging

3. To create a debug log, check the check box next to *Debug Logging* (3).
4. Reproduce the issue you want to report.
5. To download the current log file, click on **Download Log** (4).
6. To clear the current log file, click **Clear Log** (5).
7. • To enable logging by the ClickShare client (6):
  - If the launcher service is running hold down the shift key while connecting the dongle to the PC, until logging is started.
  - If the launcher service is not running : hold down the shift key while double clicking the ClickShare application.

The following message appears on the sys tray:

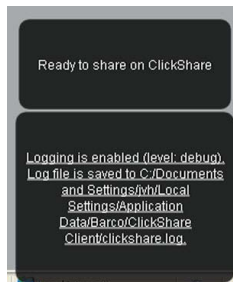


Image 8-40  
Client logging

8. Click **Apply**.

## 8.26 ClickShare Help, Barco contact data

### About ClickShare Help

All kind of manuals, firmware and software updates can be found on Barco's website. For technical assistance contact your reseller.

### How to consult

1. Log in to the ClickShare web interface.
2. Click the **Help** tab (1) and then click **Contact** (2).



Image 8-41

The content of the **Contact** tab is displayed.

The **Contact** page contains a link to the ClickShare home page on Barco's website (3).

3. Click on the link **Visit the ClickShare product page**.
4. Click **Downloads**

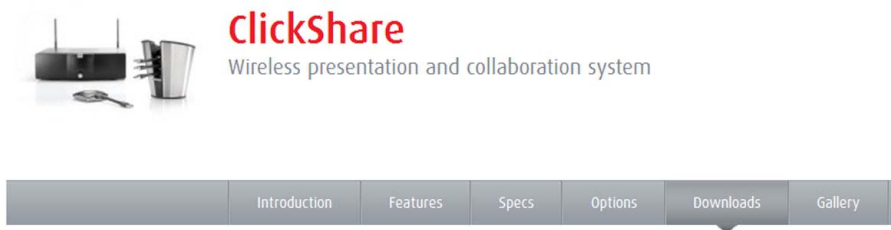


Image 8-42

All kind of manuals, brochures and software updates can be found on that page.

## 8.27 Barco ClickShare EULA

### About the Barco ClickShare EULA

The Barco ClickShare End-User License Agreement (EULA) can be consulted on the **Legal** tab page.

### How to consult

1. Log in to the ClickShare web interface.
2. Click the **Help** tab (1) and then click **Legal** (2).

The End-User license agreement is displayed.

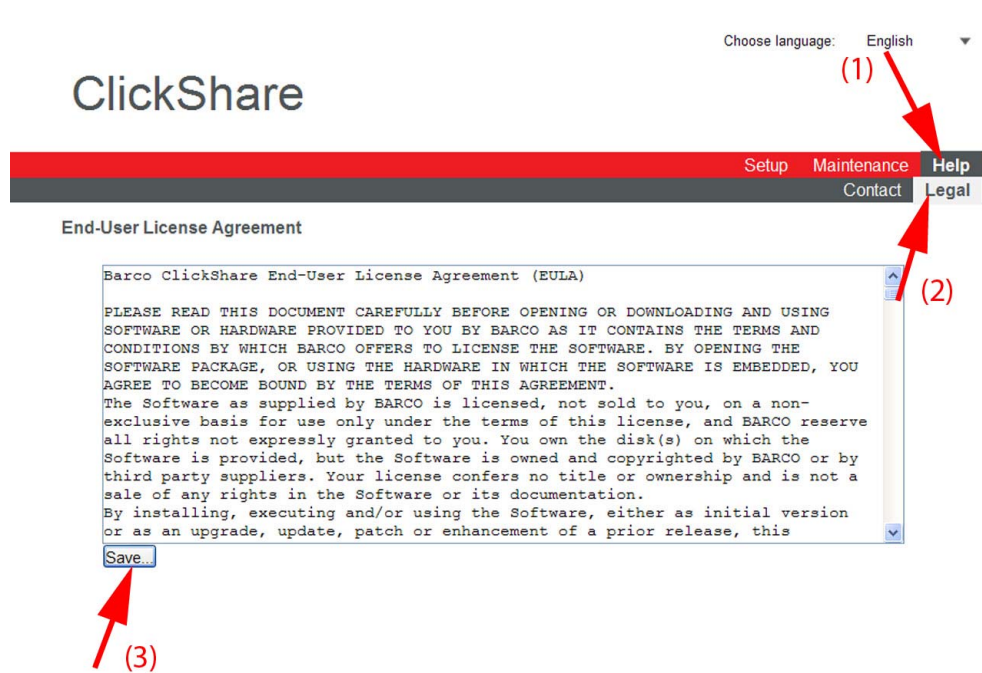


Image 8-43  
EULA

3. If desired, click **Save ...** (3) to save a copy of the agreement on your laptop.
4. In the **File Download** window, click **Save**.  
The **Save as** window opens.
5. Browse to the location where to store the EULA file and click **Save**.  
A copy of the Barco ClickShare EULA has been saved to your laptop.



## 9. SOFTWARE UPDATING

### Overview

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

### 9.1 Retrieving software versions

#### Before updating the software

Check the current software version of the Base Unit and the Button..

#### Retrieving the Base Unit software version

1. Login to the ClickShare web interface.

User name : admin

Default password : admin

The web interface opens.

2. Click the **Maintenance** tab (1) and then click **Software** (2).

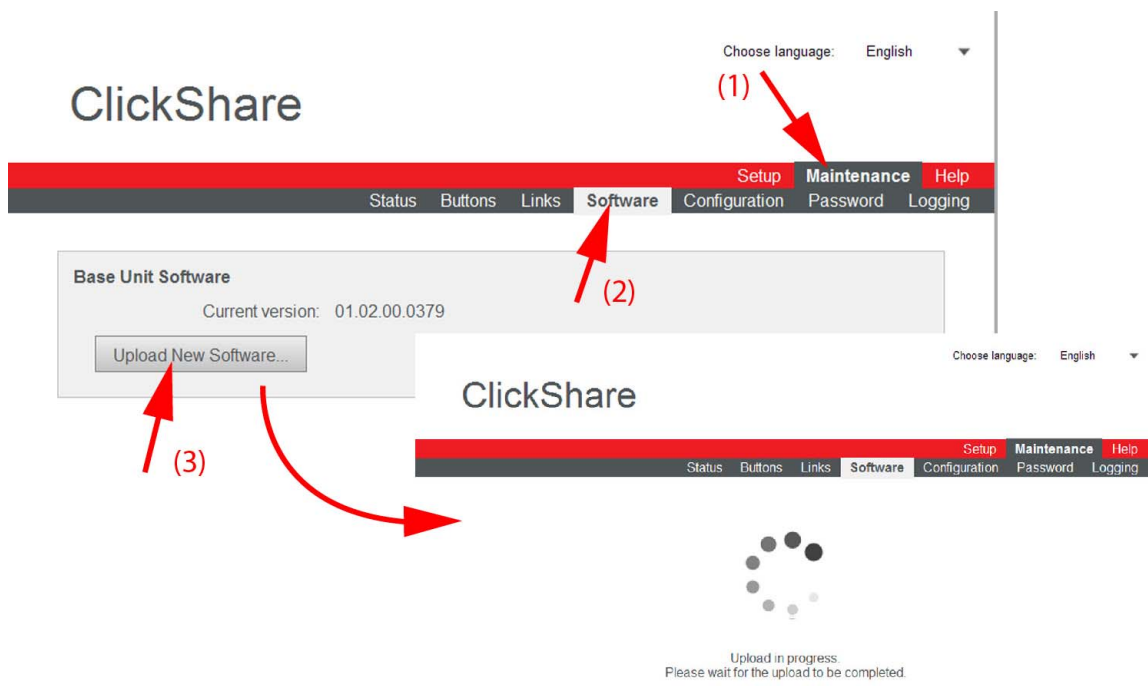


Image 9-1  
Update software

The content of the **Software** tab is displayed.

The current version of the Base Unit software is shown in the Base Unit Software pane.

#### Retrieving the Button software version

1. Login to the ClickShare web interface.

User name : admin

Default password : admin

The web interface opens.

2. Click the **Maintenance** tab (1) and then click **Buttons** (2).

## 9. Software updating

The content of the **Buttons** tab is displayed.

The screenshot shows the ClickShare Base Unit web interface. At the top right, there is a language selection dropdown set to 'English', with a red arrow labeled (1) pointing to it. Below the title 'ClickShare Base Unit' is a navigation menu with tabs: Status, Buttons, Link, Software, Configuration, Setup, Maintenance, and Help. A red arrow labeled (2) points to the 'Buttons' tab. The main content area is titled 'Overview of Paired Buttons' and shows the latest firmware version as 01.04.00.0540. Below this is a table with columns: Connected, Serial Number, Last Connected, Status, Signal Quality, and More... The table lists 13 buttons, with the first one connected and the others showing error status. A red arrow labeled (3) points to the 'More...' link for the first button. Below the table is a remark: '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.' At the bottom, there is a 'ClickShare Button Manager' section with a 'Download' button and a description: 'Here you can download the configuration file for the ClickShare Button Manager.'

Image 9-2  
Paired buttons, overview

3. To get more information on the Button firmware click **More...**

The screenshot shows the ClickShare Button Manager interface. It displays a table with columns: Connected, Serial Number, Last Connected, Status, and Less... The first row shows a button with serial number 9714164232, last connected on 2013-02-19T18:19:33, and a green checkmark status. Below the table, there is a dashed box containing the following information: 'Connections: 8', 'MAC Address: 00:23:a7:3a:e2:be', 'Firmware: 01.02.00.0392', and a green message: 'Button firmware is the latest version.' A 'Remove From List' button is located to the right of this information.

Image 9-3

## 9.2 Base Unit software update

### Two possible 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

For the first method you need to have access to the web interface..

As an emergency recovery procedure you can use the software update stick. However, in that case the software will be fully erased and the Base Unit will be reformatted.

### To update the Base Unit software via the web interface

1. Download the latest version of the software from Barco's website, [www.barco.com/clickshare](http://www.barco.com/clickshare). Click on **Visit the ClickShare product page** and go to tab **Downloads**.

Winner of Best of InfoComm 2012 Award



At InfoComm 2012, rAVE Publications has lauded ClickShare with the Best New Wireless Technology award. Another proof of the excitement professionals experience when discovering the one click wonder...

[Visit the ClickShare product page](#)

Image 9-4  
ClickShare product page



Image 9-5  
Download page

2. Login to the ClickShare web interface.
3. Click the **Maintenance** tab (1) and then click **Software** (2).

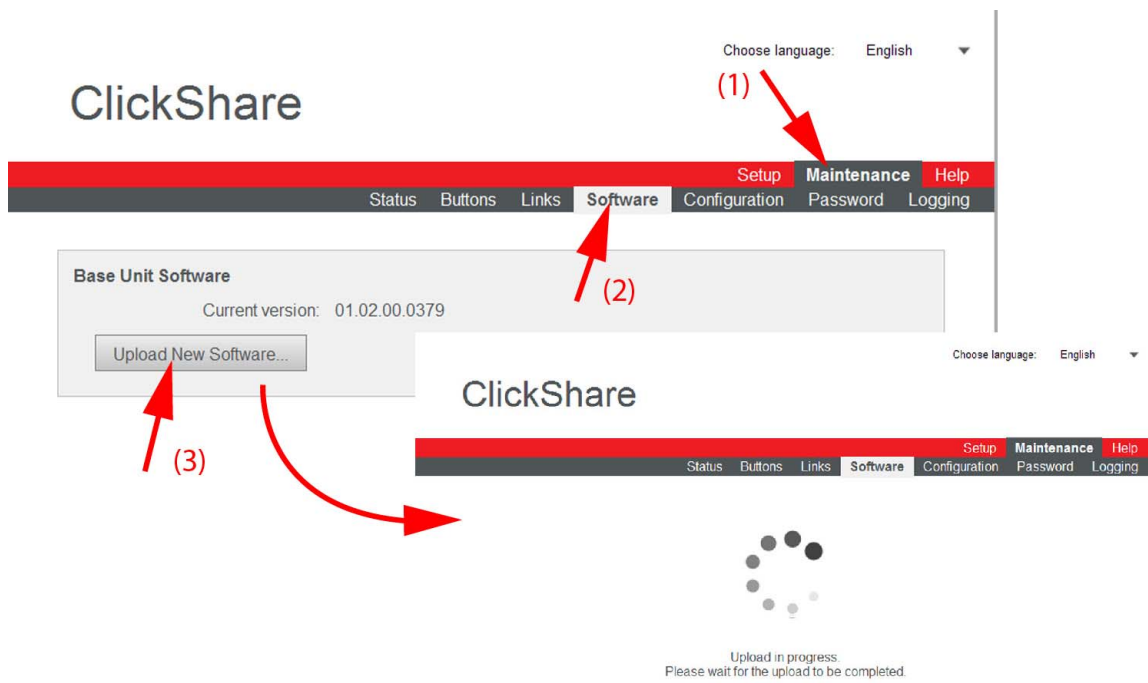


Image 9-6  
Update software

The content of the **Software** tab is displayed.

The current version of the Base Unit software is shown.

4. Click **Upload New Software...** (3).

A browser window opens.

## 9. Software updating

---

5. Browse to the new software version and click **Open** to start the upload.

**Note:** This should be an ipk file. You might have to unzip the file downloaded from Barco's website.

**Note:** Updating the software to the Base Unit and installing it can take several minutes. Progress can be followed on the meeting room display.

The Base Unit software is updated.



**It is advised to pair all Buttons in the meeting room to the Base Unit after a software update has been done. For more information on pairing the Buttons, refer to "Buttons software update", page 92.**

---

### To update the Base Unit software by copying the software on a USB stick

1. Download the latest version of the software from Barco's website, , [www.barco.com/clickshare](http://www.barco.com/clickshare). Click on **Visit the ClickShare product page** and go to tab **Downloads**
2. Unzip the file and copy the ipk file to a USB stick.
3. Rename the file to `clickshare_firmware.ipk`.  
Renaming is necessary as the software will look for that specific filename on the device.
4. Insert the USB stick into the USB port at the front of the Base Unit.
5. Follow the instructions on the meeting room screen.
6. When the on-screen message indicates that the process is finished, remove the USB stick.

The Base Unit shuts down.

## 9.3 Emergency recovery procedure via software recovery stick

---



**CAUTION:** This procedure may only be executed by an authorized customer service center (Barco and distributor)

---



**For this procedure, a ClickShare software recovery stick is required. You can obtain the stick via the Barco Service kit number R768101K.**

---

### To update the Base Unit software via the software recovery stick

Follow this procedure in case the current software of the Base Unit is corrupted. The software will be fully erased and the Base Unit will be re-installed.

1. Connect a keyboard to one of the USB ports at the back of the Base Unit.
2. Connect a monitor to one of the video outputs of the Base Unit.
3. Insert the software recovery stick in the front USB port of the Base Unit.
4. Set the rocker switch to "I".



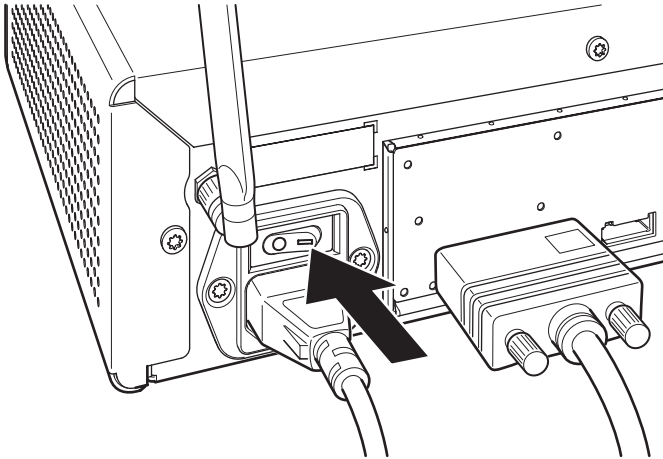


Image 9-7

Press the Standby button at the front if the unit does not start up automatically.

5. On the keyboard, press **F12**.

Press F12 immediately after starting up the Base Unit and keep it pressed until a message appears on screen asking to enter a password.

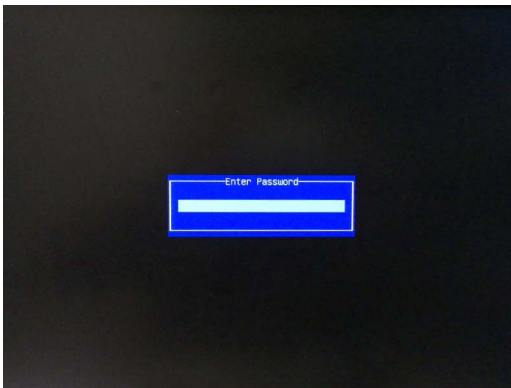


Image 9-8

6. Enter 'clickshare' as password.

Beware when entering the password as the Base Unit will assume a QWERTY keyboard.

The following screen appears.

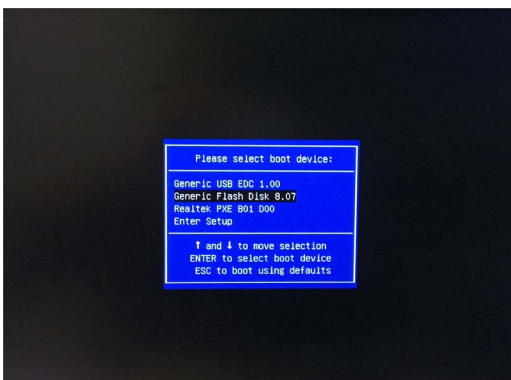


Image 9-9

**Note:** The brand of the software recovery stick may vary.

7. Select the software recovery stick and press Enter.

The following screen appears.

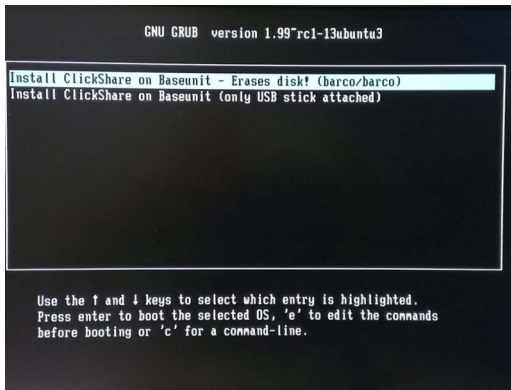


Image 9-10

8. Select the first option and press **Enter**.

A user name is requested.



Image 9-11

9. Enter the user name ('barco').

A password is requested.

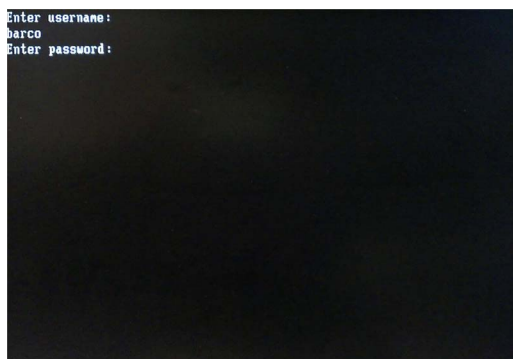


Image 9-12

10. Enter the password ('barco').

The following screen appears.

```

*****
* 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] _

```

Image 9-13

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

The following window appears.

```

*****
* 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] y

Enter the article code: R9861006BEU_

```

Image 9-14

12. Enter the article number of the Base Unit and press Enter.



Image 9-15

You can find this number on the label at the bottom of the Base Unit. The format of the article number is R9861006Bxx (xx depends on the regional variant of your unit).

The following window appears.

```

* 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] y

Enter the article code: R9861006BEU

Enter the serial number: 9741000000

```

Image 9-16

13. Enter the serial number of the Base Unit and press **Enter**.



Image 9-17

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

Ref flashing starts.

```
*****
* ClickShare Disk Creator *
*****

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

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

Args are OK
Partitioning /dev/sda ...sd 6:0:0:0: [sda] Assuming drive cache: write through
OK
ata_id[5677]: HDIO_GET_IDENTITY failed for '/dev/sda'

FAT: bogus number of reserved sectors
EXT3-fs (sda2): error: unable to read superblock
EXT2-fs (sda2): error: unable to read superblock
ata_id[6881]: HDIO_GET_IDENTITY failed for '/dev/sda'

Unmounting /dev/sda3 ...OK
Unmounting /dev/sda1 ...OK
Unmounting /dev/sda6 ...OK
Unmounting /dev/sda5 ...OK
Formatting partition /dev/sda1 ...
```

Image 9-18

When finished successfully, a message appears and the unit will shut down. The complete process can take several minutes.

14. Unplug the software flash stick from the Base Unit and start up the unit by pressing the **Standby** button at the front of the unit.



After reflashing the Base Unit, verify online whether the latest version of the Base Unit software is installed. If not, update the Base Unit software via the web interface or via a USB stick. Refer to "Accessing the ClickShare Web Interface", page 51 and "Retrieving software versions", page 85.

## 9.4 Buttons software update

### To update the software of a Button

1. Insert the Button into the USB port of the Base Unit you are using.

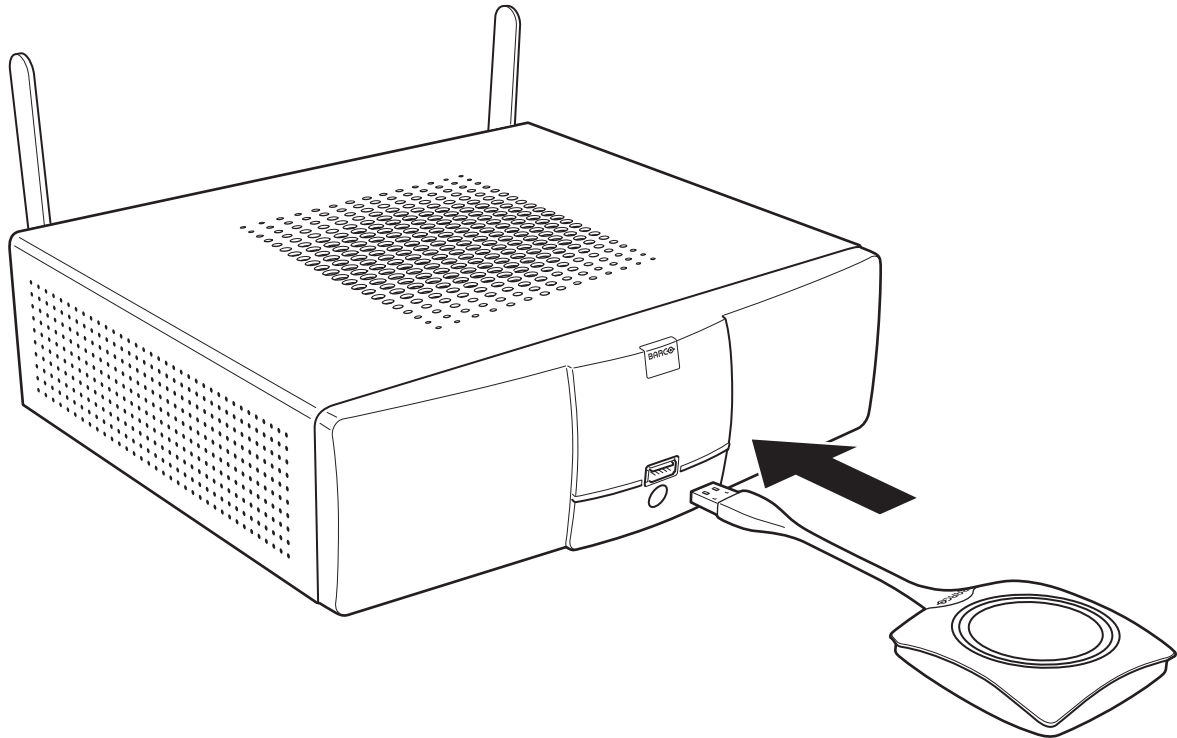


Image 9-19

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

When the LEDs become static red, the updating (and pairing) process is finished.

Note: in case no software update of the Button was required only pairing will be performed and the LEDs will become static white.

2. Unplug the Button from the Base Unit.

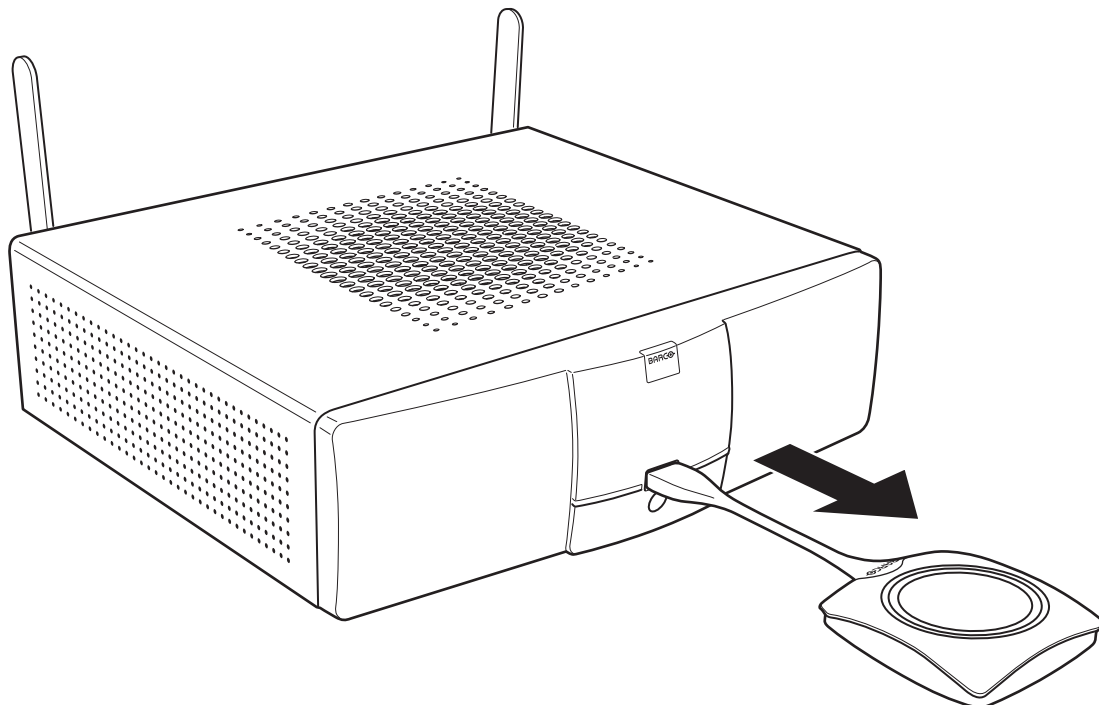


Image 9-20

The Button software is updated.



## 10. MAINTENANCE OF THE PRODUCT

### 10.1 Maintenance of your ClickShare

---

#### Maintenance

No specific periodic maintenance is needed.



**WARNING:** Do not clean the Tray with products containing alcohol.

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# 11. TROUBLESHOOTING

## 11.1 Step by step support procedure

### Handle as follow for the Base Unit:

1. Set up the unit in a **stand-alone** environment. Connect a keyboard and a monitor, known as working with ClickShare.
2. Check if the base unit starts up normally.  
If the wallpaper does not appear or the LEDs are blinking red. Load defaults in boot menu and retry (press **arrow down** key during start up and selects *Load Defaults*)
3. Is it successful?  
If yes, update the Base Unit to the latest software version and continue with the button test.  
If no, apply the software emergency recovery procedure (only for 2nd line support). Update to the latest software version if recovery stick contains old version). If not successful, Base Unit can be considered as broken.

### Handle as follow for the Buttons:

1. Pair each button with the Base unit.
2. Try sharing with each button from a PC or laptop, known as working properly with ClickShare.  
If it fails, button can be considered as broken.

### When a problem is discovered:

1. Write down the serial numbers of the Base unit and Buttons. Indicate which were not working before and after completing the service procedure.
2. Escalate to the next service level and add log files and a description of the problem together with the list in step 1. If necessary, add also information about the installation environment and other equipment involved.

## 11.2 Troubleshooting list

### Problem solving

Locate the problem you are experiencing in the table below and apply the solution.

Problem	Cause	Solution
Quality of the image on the meeting room display is not satisfactory	The quality or length of the cable between the Base Unit and the display or the connection between these two.	<ul style="list-style-type: none"> <li>• Replace the cable.</li> <li>• Use another cable.</li> </ul>
	Bad resolution of the display The system can handle the average laptop resolution of 3 Megapixel. However, up or down scaling on the meeting room display can cause visible artefacts.	Change the resolution on the web interface and match it to the native resolution of the meeting room display.
Users have a bad wireless connection. The connection from the Button to the Base Unit keeps falling away.	Wireless congestion	<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 Xirrus for this. Refer to "Changing advanced ClickShare settings".</li> </ul>
	Low signal strength	<ul style="list-style-type: none"> <li>• Put the Base Unit closer to the meeting room table.</li> <li>• Change the orientation of the antennas at the back of the Base Unit.</li> <li>• Remove or limit as much as possible all obstructions between the Buttons and the Base Unit.</li> </ul>

## 11. Troubleshooting

Problem	Cause	Solution
Web interface is not accessible	Browser	<ul style="list-style-type: none"> <li>Use another browser (version).</li> <li>Check the browser settings.</li> </ul>
	No connection	<ul style="list-style-type: none"> <li>There are three methods to access the web interface. Refer to the corresponding chapter of the documentation.</li> <li>Check the proxy settings</li> </ul>
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> <li>Windows tries to assign the ClickShare drive to an already reserved drive letter</li> </ul>	<ul style="list-style-type: none"> <li>Refresh your view on the laptop.</li> <li>Use Microsoft Windows Disk Management to assign it to a free drive letter.</li> </ul>
	Bad connection at USB port on the laptop	<ul style="list-style-type: none"> <li>Reconnect to the USB port.</li> <li>Try 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> <li>USB port settings on the laptop might limit the usage of high power USB devices when on battery power.</li> </ul>	If possible, change the USB port policy on the laptop.
Low video performance	Laptop performance	<ul style="list-style-type: none"> <li>Lower the screen resolution of the laptop.</li> <li>Disable the hardware acceleration for video.</li> <li>Use only a part of the display to show the video.</li> <li>Set the capture mode to Fast (right click ClickShare icon in system tray)</li> </ul>
	Wireless connectivity	See "Users have bad connectivity"
Video is not shown on screen	Player uses overlays	Disable the usage of overlays in the preferences of the video player.
	The content uses HDCP	ClickShare does not support showing HDCP content (it will be displayed as black)
Some programs of Windows are not shown on the display	Use of overlays, 3D or hardware acceleration in the GPU	<ul style="list-style-type: none"> <li>Disable overlays or hardware acceleration in the GPU.</li> <li>Disable AeroGlass in Windows 7</li> <li>Upgrade the Base Unit to the latest software version.</li> </ul>
When using Windows 7 the following message about the Windows Aero color scheme appears: "Windows has detected your computer's performance is slow. This could be because there are not enough resources to run the Windows Aero color scheme. To improve...".	ClickShare uses resources from the GPU. In combination with other programs which do so, Windows 7 sometimes shows this message suggesting to disable Aero to improve the performance of your laptop.	It is safe to ignore this message and choose 'Keep the current color scheme'.
Your screen is not shown on the display when pressing the Button	You are the fifth person that wants to share content. Only four screens can appear simultaneously	Click and hold the button for 2 seconds to use the Show me full screen function.
	The ClickShare software is not running.	Go to the ClickShare drive and run the software.
Your content is removed from the display and the LEDs on the button are blinking white	Connection to the Base Unit is lost.	<p>ClickShare tries to restore the connection automatically. If it fails, the LEDs on the Button start blinking red.</p> <p>Unplug the button from your laptop and try a new button.</p>
Nothing is shown on the displays at all.	The displays are switched off.	Switch on the displays.

Problem	Cause	Solution
	The display cables are not correctly connected	Insert the display cables to the displays 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 insert a button and run the ClickShare software.
	The Base Unit is switched off	Set the rocker switch at the back of the unit to "1".
Bad WiFi connectivity	Congestion of the wireless channel	Use wireless network scan tools to look for free or the least congested channels.
	Metal cabinets, walls, construction elements, ... can cause reflections deteriorating the wireless signal. Obstructions between Buttons and Base Unit cause lowering of the wireless strength and quality.	Move the Base Unit to another place in the room.
		Avoid placing it inside cabinets, false ceiling, below the table, behind a wall, in another room, ....
		Re-orient the Base Unit antennas
		Check out the ClickShare White paper on WiFi See <a href="http://www.barco.com/clickshare">www.barco.com/clickshare</a> .
Base Unit does not start up correctly.	A USB stick, ClickShare Button or another USB device is connected to one of its USB slots at start-up.	Remove the connected USB device and restart the unit.
Base Unit software does not start up correctly after software update	It seems to be in an endless loop during startup	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 and update the software again to the latest version.
During start-up the Base Unit freezes a few minutes displaying the message "ata_id[...]: HDIO_GET_IDENTIFY failed for ...".	This is a known issue.	<ul style="list-style-type: none"> <li>The freeze lasts maximum 2 or 3 minutes. The Base Unit starts up normally.</li> <li>Upgrade the Base Unit to the latest software version to fix the problem.</li> </ul>
Base Unit does not function properly.	The LAN IP address the Base Unit received from the DHCP server is in the 192.168.1.xxx range.	Disconnect the LAN cable.
In Windows XP, I cannot see the ClickShare drive in the window "My Computer".	This problem might be caused by a known issue of Windows XP	You can find more details and the appropriate solution via link : <a href="http://support.microsoft.com/kb/297694">http://support.microsoft.com/kb/297694</a>
ClickShare does not work on my Mac	ClickShare with software version 01.01.00.0092 is not compatible with MacBook with Retina display	This is a known issue. Upgrade the Base Unit with the latest software version to fix the problem.
	ClickShare with software version 01.01.00.0092 does not work on Mac's of which the resolution width is not dividable by 4.	This is a known issue. Upgrade the Base Unit with the latest software version to fix the problem.

## 11. Troubleshooting

Problem	Cause	Solution
	Virtualisation software like Parallels	When using a virtualisation software on Mac OS/X like Parallels, there are two possibilities: <ol style="list-style-type: none"> <li>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 user's main display is screen scraped and shown by ClickShare.</li> <li>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.</li> </ol>
ClickShare does not recover after my Mac goes into standby	Known issue on OS X Mountain Lion (version 10.8.x). The ClickShare client cannot reconnect to the Button after standby.	<ul style="list-style-type: none"> <li>• No fix yet. Unplug and reconnect the ClickShare Button to recover.</li> <li>• Upgrade the Base Unit to the latest software version.</li> </ul>
Boot time takes a very long time. Unit seems not to react for several minutes.	There is a known issue that causes the boot process to freeze for 2-3 min.	<ul style="list-style-type: none"> <li>• Just wait 2 or 3 minutes, the unit will continue booting normally.</li> <li>• Upgrade the Base Unit to the latest software version.</li> </ul>
Web Interface shows error in the processes "WiFi Access Point Daemon" and/or "DHCP Server"	Configuration file is corrupted	Browse to the Configuration tab on the Web Interface 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.
	An illegal WiFi channel is selected	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.
ClickShare Base Unit does not start up correctly	Configuration file is corrupted	Browse to the Configuration tab of the Web Interface 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 and update the software again to the latest version.
		Contact the distributor customer support to apply the Emergency Recovery procedure.
No LAN connection with the Base Unit	Wrong IP address	IP address is not within your LAN range.
		DHCP is not enabled.
No WiFi connection with Base Unit	SSID not correct	Enter the correct SSID

## 11.3 Generating log files

### Log files can be generated from the

- Base Unit
- Client software
- Button (included in Base unit logging)

### To generate log files from the Base Unit

1. Login to the ClickShare web interface.
2. Click the **Maintenance** tab (1) and then click **Logging** (2)..  
The content of the **Logging** tab is displayed.

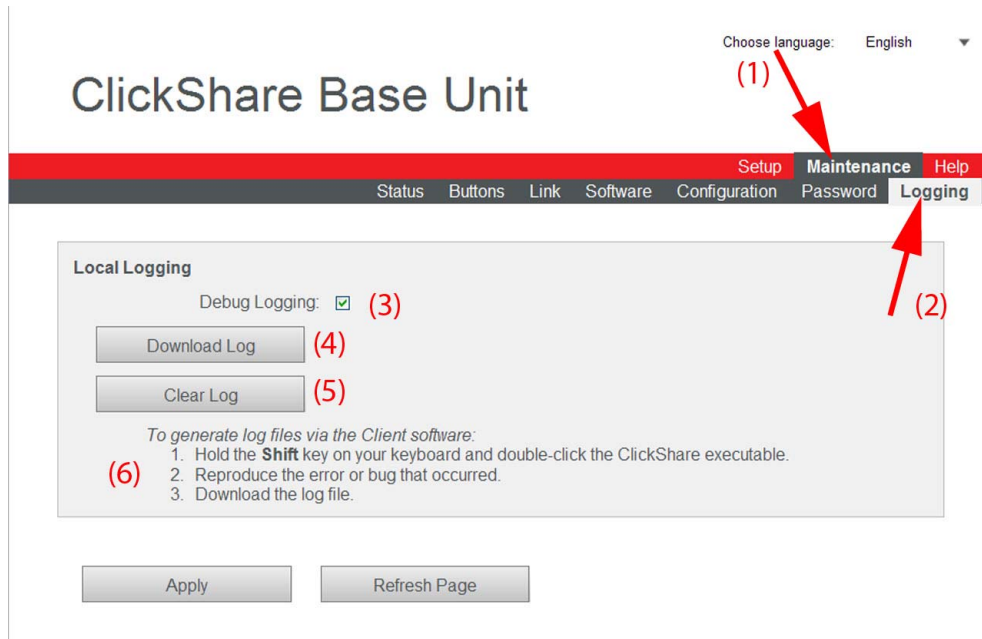


Image 11-1  
Logging

3. Make sure the *Debug logging* is checked.
4. Click **Clear Log**.

The following message appears.



Image 11-2

5. To confirm that the log file should be cleared, click **OK**.  
The existing log file is now empty.
6. Reproduce the bug or error that occurred.
7. Go back to the **Logging** tab page and click **Download Log**.
8. Save the log file on your laptop.

### To generate log files via the Client software

1. Hold the **Shift** key on your keyboard and double-click the ClickShare executable.

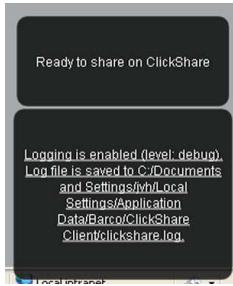


Image 11-3  
Client logging

2. Reproduce the error of bug that occurred.
3. Download the log file.

## 12. FREQUENTLY ASKED QUESTIONS

### 12.1 List of FAQs

#### Features

For the latest version of this list, please visit [my.barco.com](http://my.barco.com).

1. Do you support iPad?  
Supported at the end of first quarter of 2013 and it will be backwards compatible with the first release.
2. Do you support other tablets (Android, Windows, ...)?  
No, not in the first release of ClickShare. Support for Windows tablets is on our roadmap (however, no timing is available yet). Support for Android tablets is not on our roadmap. If you identify a demand to support Android tablets, please inform Product Management so we can reassess.
3. Does ClickShare have a client software for Mac?  
Yes, the client is available on the Button.
4. Does ClickShare have a client software for Linux?  
No. If you identify a demand for client software for Linux, please inform Product Management so we can reassess the need to support Linux.
5. Do you have a master/CEO ClickShare Button?  
We have the "show me full screen" function: when you hold the ClickShare Button for longer than 1.5 seconds, all content is removed from the display and replaced with your content, full screen.
6. What video outputs do you support?  
The base unit has two video outputs: DisplayPort and single link DVI-I. The box includes a DVI to VGA converter. Cables (VGA, DVI, DisplayPort) are not included in the box. Conversion to HDMI is possible with cables that are available off-the-shelf. It is not possible to include the audio signal in the DisplayPort or DVI-I signal.
7. Can you trigger display wake-up/stand-by?  
After a predefined period (to be configured by the integrator) of inactivity, i.e. no ClickShare Button is connected to the Base Unit, the base unit mutes the output signal towards 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 connecting to the Base Unit, the Base Unit restores the signal to the display or projector, showing a welcome message or introduction screen. Another way to restore the signal to the display or projector is a short press on the standby button of the Base Unit.
8. Do you support audio?  
Is available at the end of the third quarter of 2013. Audio is available from a separate audio output from the Base Unit. It is not possible to include the audio signal in the DisplayPort or DVI-I signal.
9. How does it work when a fifth person wants to connect when there are four sources on the screen?  
When a fifth person pushes the ClickShare button, a message will appear on the laptop/Mac Book 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.
10. Does ClickShare support dual screen presentation mode?  
Yes.
11. Do I need admin rights on my laptop to use ClickShare?  
No, you do not need admin rights on your laptop to use ClickShare.
12. 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. You will need administrator rights on the laptop to install this service.
13. 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.
14. How does ClickShare maintain color depth for images?  
ClickShare transfers and displays the image data using a 24 bit color depth in an RGB color space.
15. What prevents the shared content from being seen or accessed if the application on the Base Unit is hacked over the network? Is it 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.

### Performance

1. What frame rate can you guarantee?  
Our target for the first release is 20 frames per second.
2. What is the minimum and maximum supported output resolution for the central screen?
  - XGA (1024x768@60Hz)
  - WXGA (1280x800@60Hz)
  - SXGA (1280x1024@60Hz)
  - SXGA+ (1400x1050@60Hz)
  - WXGA+ (1440x900@60Hz)
  - WSXGA+ (1680x1050@60Hz)
  - UXGA (1600x1200@60Hz)
  - HD (1920x1080@60Hz)
  - WUXGA (1920x1200@60Hz)
3. What is the maximum input/source resolution?  
The average laptop resolution of 3 Megapixel can be handled by the system. The theoretical limitation on the input resolution is higher. However, video performance and image quality will deteriorate for such high resolutions.
4. What is the noise level of the Base Unit?  
In normal operating conditions (up to 25°C), the noise level of the alpha Base Unit is 28dBA. Please note that this is not yet the final specification. Final specifications are measured on the zero units.
5. 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.
6. Does ClickShare support dual screen presentation mode in MS PowerPoint?  
As extended desktop is not supported, this functionality is also not supported.

### WiFi & Security

1. What WiFi security do you have?
  - Authentication protocol: WPA2-PSK
  - Encryption algorithms: CCMP

This is currently the best security protocol widely available.
2. Can I detect the ClickShare Base Unit when I scan for wireless networks/access points?  
That depends on your operating system and the software you use to scan for wireless networks or devices. At most, a network called "SSID not broadcasted" or "Hidden WLAN" (or something similar) will show up in the list of wireless networks. Because the SSID (Service Set Identifier) is not visible, it is not possible to connect to it.
3. Can I connect to the Base Unit via my PC Wifi card?  
No. You need to know the SSID of the network and security password to be able to connect to it. The SSID (Service Set Identifier) is not visible for users. To make the SSID visible for users, the configuration pages of the Base Unit can be accessed (password protected) and the settings can be changed to "Broadcast SSID".
4. What is the maximum distance between Base Unit and ClickShare Button?  
4) The typical maximum distance recommended for WiFi connections depends on the used band and environmental parameters. Typical values are 50m in free air for the 2.4 GHz band and 30m in free air for the 5 GHz band. When installed in e.g. a false ceiling or inside a cabinet, this distance will be shorter. The maximum distance depends heavily on the physical material between ClickShare Button and Base Unit. However, the signal is not "cut off" beyond that distance. Instead, the signal gradually decreases.
5. What WiFi do you use? Is it 802.11n or 802.11g?  
ClickShare is compatible with 802.11n.
6. What about interference with other WiFi devices?  
It is very unlikely that WiFi interference will limit the performance of ClickShare or other devices within its immediate proximity. This is because ClickShare works in both the 2.4 GHz band as well as the 5 GHz band, which leaves you with many options to choose the channel that is used the least in your environment. Moreover, the system only uses limited bandwidth (typically 1Mbit/s, rarely maximum 30Mbit/s), which makes collision with other clients in the same band unlikely. The person who installs the system can manually select the most appropriate band to be used by the system.
7. How many WiFi channels are available?  
The available channels depends on the geographical region.
8. Do you install anything on my PC?  
No. ClickShare is a zero footprint solution. After plugging out the Button no trace is left on your PC.
9. Do you support Bluetooth?  
No, Bluetooth cannot support the bandwidth necessary for video.

### Compatibility

1. Can ClickShare work with video conferencing?  
Yes, if your video conferencing system supports a data channel. In that case you can use the output of the Base Unit as input for the data port of the Codec.
2. Can you control it via Crestron?  
No, Crestron control (RS-232 or API) is currently not foreseen.



### Practical

1. What about risk of theft?  
ClickShare Buttons are designed to avoid a sincere confusion with a USB mass storage device. The ClickShare Button is designed in such a way that people will notice it when walking away from the meeting room (weight, size, cable,...). In the rare case that one takes the Button away from a meeting room by mistake, the AV Manager can pair the Button, when returned, with any meeting room. The ClickShare Button has no practical value by itself.
2. Can you fixate the ClickShare Buttons to a table?  
There are no provisions to fixate the ClickShare Button on the table.
3. What is the maximum amount of ClickShare Buttons that can be connected to a Base Unit?  
There is no limit to the number of ClickShare Buttons that can be paired to the Base Unit. We have done tests with 20 ClickShare Buttons connected to the Base Unit simultaneously (i.e. "Ready to share"). The maximum number of ClickShare Buttons that can share content on the central display is limited to four.
4. How may 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 8-10 Mbps. The maximum physical rate of the WiFi module of the ClickShare Button is 65 Mbps.



## 13. ORDER INFO

### 13.1 List of articles and their order numbers

#### List

Order Number (E-Item)	E-Item Description	Description
R9861005CN	CLICKSHARE SET CN	Chinese version of the ClickShare set
R9861005EU	CLICKSHARE SET EU	European version of the ClickShare set
R9861005JP	CLICKSHARE SET JP	Japanese version of the ClickShare set
R9861005NA	CLICKSHARE SET NA	North American version of the ClickShare set
R9861006BCN	CLICKSHARE BASE CN	Chinese version of the Base Unit
R9861006BEU	CLICKSHARE BASE EU	European version of the Base Unit
R9861006BJP	CLICKSHARE BASE JP	Japanese version of the Base Unit
R9861006BNA	CLICKSHARE BASE NA	North American version of the Base Unit
R9861006D01	CLICKSHARE BUTTON	Single Button
R9861006D10	CLICKSHARE BUTTON SET 10	Set of 10 Buttons
R9861006T01	CLICKSHARE TRAY	Single Tray
R9861006T06	CLICKSHARE TRAY SET 6	Set of 6 Trays
R9861006R01	CLICKSHARE RACK MOUNT	Single Rack Mount



# 14. ENVIRONMENTAL INFORMATION

## 14.1 Disposal information

### Disposal Information

Waste Electrical and Electronic Equipment



This symbol on the product indicates that, under the European Directive 2012/19/EU governing waste from electrical and electronic equipment, this product must not be disposed of with other municipal waste. Please dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

For more information about recycling of this product, please contact your local city office or your municipal waste disposal service.

For details, please visit the Barco website at: <http://www.barco.com/en/AboutBarco/weee>

### Disposal of batteries in the product



This product contains batteries covered by the Directive 2006/66/EC which must be collected and disposed of separately from municipal waste.

If the battery contains more than the specified values of lead (Pb), mercury (Hg) or cadmium (Cd), these chemical symbols will appear below the crossed-out wheeled bin symbol.

By participating in separate collection of batteries, you will help to ensure proper disposal and to prevent potential negative effects on the environment and human health.

## 14.2 Rohs compliance

### Turkey RoHS compliance



Türkiye Cumhuriyeti: AEEE Yönetmeliğine Uygundur.

[Republic of Turkey: In conformity with the WEEE Regulation]

### 中国大陆 RoHS – Chinese Mainland RoHS

根据中国大陆《电子信息产品污染控制管理办法》(也称为中国大陆RoHS), 以下部分列出了Barco产品中可能包含的有毒和/或有害物质的名称和含量。中国大陆RoHS指令包含在中国信息产业部MCV标准:“电子信息产品中有毒物质的限量要求”中。

According to the “China Administration on Control of Pollution Caused by Electronic Information Products” (Also called RoHS of Chinese Mainland), the table below lists the names and contents of toxic and/or hazardous substances that Barco’s product may contain. The RoHS of Chinese Mainland is included in the MCV standard of the Ministry of Information Industry of China, in the section “Limit Requirements of toxic substances in Electronic Information Products”.

零件项目(名称)	有毒有害物质或元素					
Component Name	Hazardous Substances or Elements					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印制电路配件 Printed Circuit Assemblies	x	0	x	0	0	0
电(线)缆 Cables	x	0	x	0	0	0

## 14. Environmental information

底架 Chassis	x	0	x	0	0	0
电源供应器 Power Supply Unit	x	0	x	0	0	0
文件说明书 Paper Manuals	0	0	0	0	0	0

O: 表示该有毒有害物质在该部件所有均质材料中的含量均在 SJ/T 11363-2006 标准规定的限量要求以下。

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T11363-2006.

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T 11363-2006 标准规定的限量要求。

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in SJ/T11363 2006.

在中国大陆销售的相应电子信息产品 (EIP) 都必须遵照中国大陆《电子信息产品污染控制标识要求》标准贴上环保使用期限 (EFUP) 标签。Barco 产品所采用的 EFUP 标签 (请参阅实例, 徽标内部的编号用于制定产品) 基于中国大陆的《电子信息产品环保使用期限通则》标准。

All Electronic Information Products (EIP) that are sold within Chinese Mainland must comply with the "Electronic Information Products Pollution Control Labeling Standard" of Chinese Mainland, marked with the Environmental Friendly Use Period (EFUP) logo. The number inside the EFUP logo that Barco uses (please refer to the photo) is based on the "Standard of Electronic Information Products Environmental Friendly Use Period" of Chinese Mainland.



Image 14-1

### 14.3 Production address

#### Factory

捷普科技(上海)有限公司

上海市田林路600号

邮编: 200233

# INDEX

## A

- About 3, 13, 16, 19–20
  - Base Unit 16
  - Button 19
  - ClickShare product 13
  - Documentation 3
  - Service Guide 3
  - Tray 20
- Access SSH 69
- Access web interface 68
- Adapter types 7
  - ClickShare Link 7
- Address 110
- Advanced use 40
- Audio control 45

## B

- Barco contact data 81
- Base unit 23–25, 27
  - Installation 23–25, 27
    - Ceiling mounting 25
    - Methods 23
    - Rack mounting 27
    - Table mounting 23
    - Wall mounting 24
- Base Unit 16, 29, 31–33
  - About 16
  - Audio 31
    - Connection 31
  - Connecting 29
  - Display 29
    - Connection 29
  - iOS device 33
    - Connection 33
  - LAN 31
    - Connection 31
  - Power 32
    - Connection 32
- Basic use 37
- Button 19, 49, 92
  - About 19
  - Pairing 49
  - Software update 92
- Button menu 43
  - Capture mode 43
    - Detailed 43
    - Fast 43
  - Shared desktop 43
    - Extended 43
    - Primary 43
- Buttons 49
  - Prepare 49

## C

- Capture mode 43
  - Detailed 43
  - Fast 43
- Ceiling mounting 25
  - Base unit 25
- ClickShare 13
  - Components 13
- ClickShare Link 74
  - Calibration 74
- ClickShare product 13
- Client software 42
- Configuration 77–78
  - Default settings 78
  - Manage system 77
- Configured Links 73
- Connecting 29, 31–33

- Base Unit 29, 31–33
  - Audio 31
  - Display 29
  - iOS device 33
  - LAN 31
  - Power 32
- Connector instructions 8

## D

- Display settings 60

## E

- Emergency recovery 88
- Environment condition check 5
- Environmental information 109
  - Disposal information 109
  - Rohs compliance 109
- EULA 82

## F

- FAQ 103
- Full screen 40

## G

- Generating log files 101
- Getting started 37

## H

- Help 81–82
  - Barco contact data 81
  - EULA 82
- Hostname 65

## I

- Installation 23–25, 27
  - Base unit 23–25, 27
    - Ceiling mounting 25
    - Methods 23
    - Rack mounting 27
    - Table mounting 23
    - Wall mounting 24
- Introduction 3–4
  - Fonts 4
  - Service Guide 3
  - symbols 4

## L

- LAN network 66
  - Settings 66
- Launcher service 50
  - Pre-install 50
- List of 107
  - order numbers 107
- Logging 80, 101

## M

- Maintenance 69, 71, 73–75, 77, 95
  - Buttons 71
  - ClickShare Link 74
    - Calibration 74
  - Configured Links 73
  - Software 75, 77

Status 69  
Mobile Device 21  
Support 21

## O

On-screen text format 62  
Order info 107  
Output ports 61

## P

Pairing 92  
Pairing Buttons 49  
Password 80  
Change 80  
Plug types 6  
ClickShare 6  
Pre-install 50  
Launcher service 50  
Product 95  
Maintenance 95  
Production 110

## R

Rack mounting 27  
Base unit 27  
repacking 7  
Retrieving 21  
Version number of Base Unit 21  
Version number of Button 21

## S

safety 7  
repacking 7  
Safety 5-7  
Adapter types 7  
ClickShare Link 7  
Environment condition check 5  
General 5  
Plug types 6  
ClickShare 6  
Safety instructions 5  
Serial numbers 21  
Service 9, 11  
Activities 9  
Local helpdesk 11  
Model 9  
Report issue 9  
SalesForce 9  
Shared desktop 43  
Extended 43  
Primary 43  
Software update 85-86, 92  
Base Unit 86  
Buttons 92  
Software versions 85  
Base unit 85  
Button 85  
Specifications 14, 16

ClickShare 14  
ClickShare Link 16  
Symbols 4

## T

Table mounting 23  
Base unit 23  
Tray 20  
About 20  
Troubleshooting 97  
Step by step 97  
Troubleshooting list 97

## U

Updating software 85  
User Interface 42

## W

Wall mounting 24  
Base unit 24  
Web interface 52-54, 56, 58, 60-62, 64-69, 71, 73-75, 77-78, 80-82  
Access SSH 69  
Access web interface 68  
Audio settings 64  
Background 56, 58  
Personalized 58  
Selection 56  
Basic settings 54  
Configuration 77-78  
Default settings 78  
Manage system 77  
Display settings 60  
Help 81-82  
Barco contact data 81  
EULA 82  
Hostname 65  
LAN network 66  
Settings 66  
Language setup 52  
Logging 80  
Maintenance 69, 71, 73-75, 77  
Buttons 71  
Configured Links 73-74  
Software 75, 77  
Status 69  
On-screen text format 62  
Output ports 61  
Password 80  
Change 80  
Tabs 53  
Wallpaper 56, 58  
Personalized 58  
Selection 56  
WiFi settings 67  
Web Interface 51  
Access 51  
WiFi settings 67



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