

# Hub Core, Hub Pro

ClickShare



Installation manual

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# Getting started

# 1

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## About this document

This installation manual is a guideline to help with setting up and installing the ClickShare Hub Core, Hub Pro. For use of the ClickShare system, see the [Hub Core, Hub Pro](#) user guide.

## About getting started

Important safety and security reminders and tips will be explored in this chapter. This information prevents damage or a loss of functionality. Read this chapter in its entirety before starting the installation.

## Clarification of the term “Base Unit” used in this document

When referring in this document to the term “Base Unit” means that the content is applicable for following Barco products:

- Hub Core
- Hub Pro

## Clarification of the term “Button” used in this document

When referring in this document to the term “Button” means that the content is applicable for following Barco products:

- 5th gen Button

## Clarification of the term “Control Panel” used in this document

When referring in this document to the term “Control Panel” means that the content is applicable for following Barco products:

- ClickShare Control Panel

## Model certification names

- **Base Unit:** C-100RS, C-300RS
- **Button:** CSBTN005
- **Control Panel:** CSTUC001



# 1.1 General guidelines for ClickShare

## Overview

- Keep all ClickShare devices up to date. Free updates will frequently be available for an optimal experience and to ensure the security of the overall system.
- Connect the Base Unit to the network.
- Place the Base Unit in an open emplacement and avoid installing it in a metallic shell.
- The Control Panel has sensors that detect presence. For an optimal user experience, it is strongly advised to install the ClickShare Control Panel where the motion sensor has a clear unobstructed line of sight in the meeting room. For more information, see [“Methods of installing”, page 34](#).

## 1.2 Installation requirements

### Ambient temperature conditions

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

Min. ambient temperature: +0°C or 32°F

Storage temperature: -10°C to +60°C (14°F to 140°F)

### Humidity conditions

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

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

### Environment condition check

For installations in environments where the ClickShare is subject to excessive dust, it is required to have this dust removed prior to it reaching the air intake of the ClickShare. Devices or structures to extract or shield excessive dust away from the ClickShare are recommended. If this is not a feasible solution, then the ClickShare must be relocated to a clean air environment.

It is the customer's responsibility to ensure that the ClickShare is protected from the harmful effects of hostile airborne particles at all times. Barco reserves the right to refuse warranty or warranty exchange if a ClickShare has been subject to negligence, abandon or improper use.



The ClickShare product is intended to be used in office and indoor environments only.

Maximum allowed altitude to use the product: 3000 m (9843 ft). Due to China regulation the maximum altitude is limited to 2000 m (6561 ft) for China mainland.

## 1.3 Security recommendations

### ClickShare updates

Barco keeps improving its devices. This means extending existing features, adding new ones and providing security patches. Therefore, it is strongly recommended to keep all ClickShare devices up to date with the latest available firmware. It is therefore strongly recommended to turn on automatic updates. For more information, see [“Manage firmware update”, page 102](#).

To ensure an update of all Button devices, Barco strongly recommends to pair all Button devices with the updated Base Unit again. For more information, see [“Pairing the Button”, page 76](#).

### XMS Cloud

Manage ClickShare devices through XMS Cloud management platform. This secure cloud based remote management software allows for real-time status monitoring of all connected ClickShare devices. It enables easy and automated (scheduling of) software updates.

It also allows for the remote management of configurations, creation of templates, remote wallpaper installation, user management, insights to drive the digital workplace and more. For more information, see the [XMS Cloud](#) user guide.

### Keep ClickShare devices secured

Ensure that the ClickShare devices cannot be removed or replaced by securing the device appropriately. Barco recommends the use of the included Kensington lock feature.

### Change the default passwords

Default passwords are public knowledge. Barco strongly recommends to always change the default password to prevent unwanted access to the ClickShare devices.

### Network deployment requirements

Certain ports and communication protocols must be opened on or allowed through the enterprise firewall. These ports are required for ClickShare to communicate and function efficiently. For a more information, see <https://www.barco.com/en/support/docs/TDE13823>.



# Introduction

# 2

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## About introduction

Details about the ClickShare hardware will be explored in this chapter. Common terminology required to follow the rest of the manual is also explained.

## 2.1 The Base Unit

### About the Base Unit

The Hub Core, Hub Pro is the Base Unit of a ClickShare installation. It is responsible for enabling the ClickShare functionalities and managing or controlling the connected devices.



The Hub Core, Hub Pro is only compatible with a 5th gen Button. For more information, see “The ClickShare Button”, page 18.

### Countries and peripherals

The Base Unit and peripherals are regionalized. An up to date list of the certified countries and applicable peripherals can be found on the product support page. For more information, see <https://www.barco.com/en/support>.



The Base Unit is region locked and cannot be used outside its original region.

### Components

Front view:

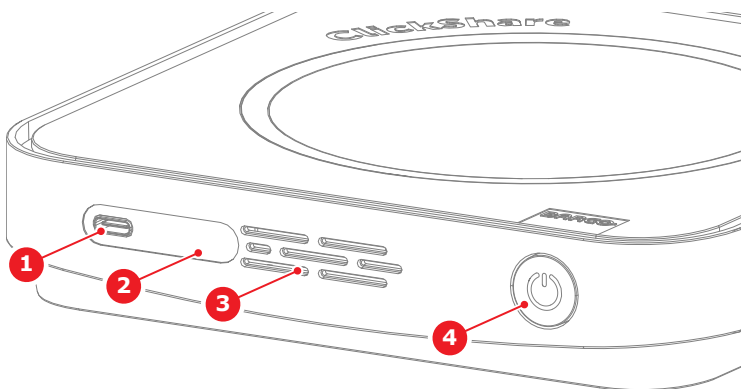


Image 2-1

- 1 Front USB-C™ port
- 2 Device name label
- 3 Ultrasonic speaker
- 4 Standby button

Hub Core back view:

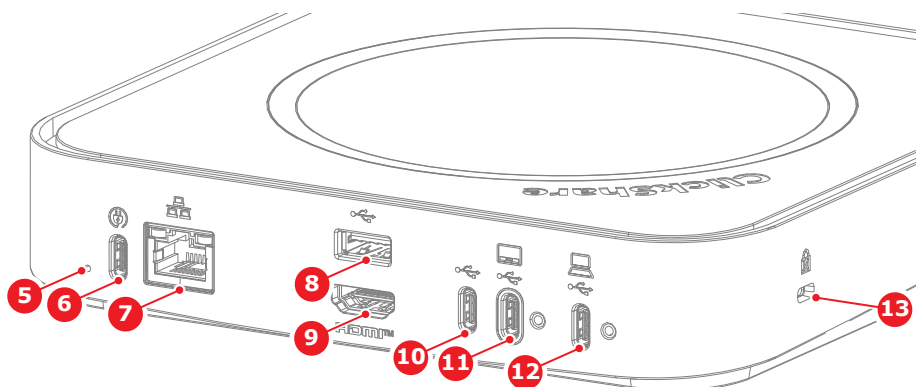


Image 2-2

- 5 Reset button
- 6 Power USB-C™ port
- 7 LAN port
- 8 General purpose USB-A port
- 9 HDMI™ out port
- 10 General purpose USB-C™ port
- 11 Control Panel USB-C™ port
- 12 Wired video input USB-C™ port
- 13 Kensington™ lock

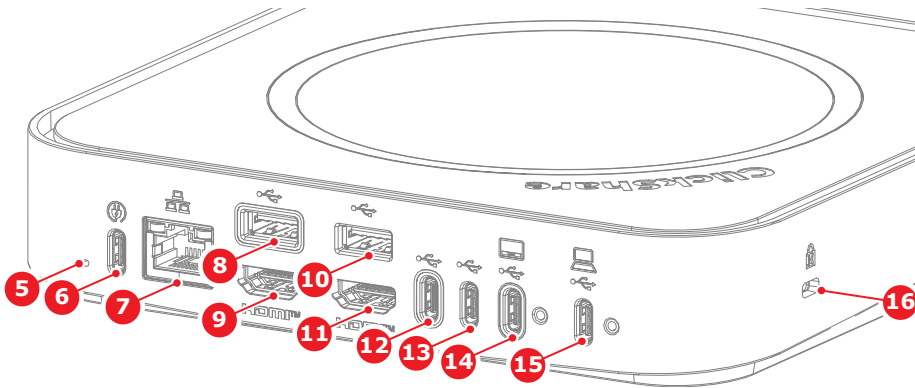
**Hub Pro back view:**

Image 2-3

- |  |   |
|--|---|
| <b>5</b> Reset button                  | <b>11</b> HDMI™ out 1 port              |
| <b>6</b> Power USB-C™ port             | <b>12</b> General purpose USB-C™ 2 port |
| <b>7</b> LAN port                      | <b>13</b> General purpose USB-C™ 1 port |
| <b>8</b> General purpose USB-A 2 port  | <b>14</b> Control Panel USB-C™ port     |
| <b>9</b> HDMI™ out 2 port              | <b>15</b> Wired sharing USB-C™ port     |
| <b>10</b> General purpose USB-A 1 port | <b>16</b> Kensington™ lock              |

**LED ring**

There is an LED ring around the standby button of the Base Unit. The color and animation of the LED ring shows the current state of the Base Unit and its peripherals. For more information on the possible states, see the following table:

<b>LED status</b>	<b>Meaning</b>
Steady white	Device powered on
Blinking white	Device starting Device updating
Breathing white	ECO mode active
Steady red	Sharing
Blinking red	Pairing failed Update failed

## 2.2 The ClickShare Button

### About the ClickShare Button

The ClickShare Button is a 'USB' powered wireless device. The Button consists out of two buttons. One which manages sharing content and the other opens the ClickShare App that is embedded into the Button or installed on the device. The embedded ClickShare App is called the "Button App".

### 5th gen Button overview

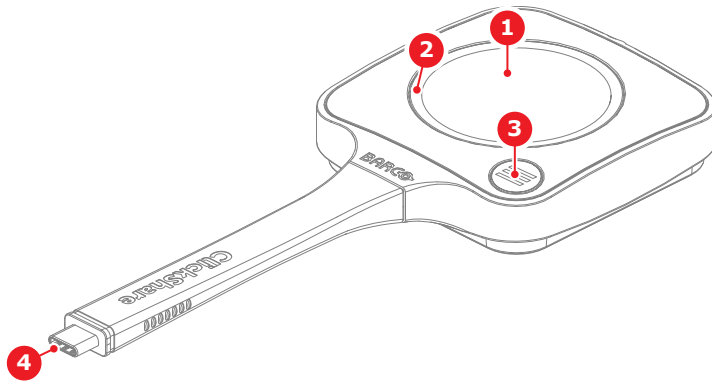


Image 2-4

- 1 Share button
- 2 LED ring
- 3 ClickShare App button with LED
- 4 USB-C™ connector

### Button functionality

There are two physical buttons on the Button. For more information on their functionality, see the following table:

Action	Function
Press on the share button	Start sharing
Press on the ClickShare App button	Pops up or minimizes the ClickShare App

### Button LEDs

There is an LED ring around the share button and an LED in the ClickShare App button. The color and animation of the LEDs show the current state of the Button. For more information on the possible states, see the following tables:

LED share ring state	Meaning
White fill	Setting up the connection
Steady white	Connected and ready to be used
Fast spinning white	Near connection timeout
Steady red	Sharing
Blinking red	Error
Steady green	Button pairing successful

LED ClickShare App state	Meaning
Steady white	ClickShare App ready to use or in use
Off	ClickShare App disabled or not allowed



## 2.3 The Control Panel

### About the Control Panel

The optional Control Panel allows the user to interact with the ClickShare unit from one central touch enabled display. If no Control Panel is available, then the interactions must be done on a touch enabled display connected to the Base Unit or a mouse connected to the Base Unit or the display.

### Control Panel overview

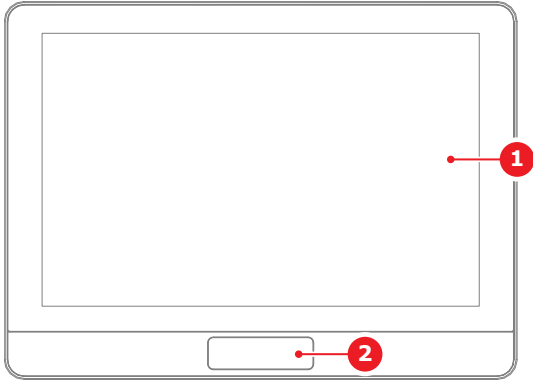


Image 2-5

- 1 Touch panel
- 2 Motion sensor

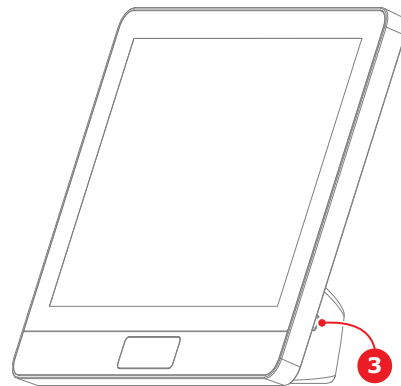


Image 2-6

- 3 Kensington™ lock

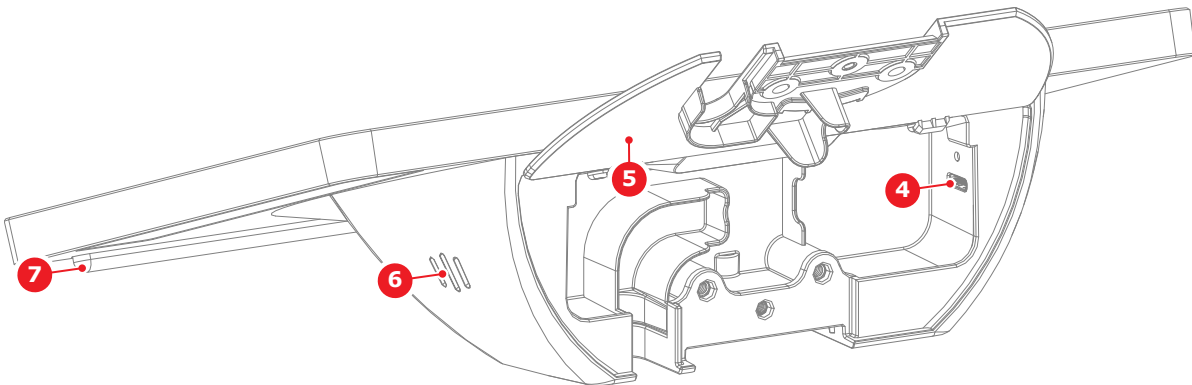


Image 2-7

- 4 USB-C™ port
- 5 Bottom cover
- 6 Ultrasonic speaker
- 7 Rubber strip

# 3


# Installation process

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## About the installation process

A general checklist and high level overview of how a typical installation is completed. For more details about specifics and possibilities, follow the links to the dedicated topics.

## 3.1 Process overview

1. Verify the desired location meets the installation requirements. For more information, see [“Installation requirements”](#), page 12.
2. **Recommended:** link the Base Unit to XMS Cloud. For more information, see [“XMS Cloud linking”](#), page 23.
  -  *Tip:* Linking will be required during the configuration wizard.
3. Install the ClickShare devices and meeting room peripherals. For more information, see:
  - For **ClickShare devices**, see [“Methods of installing”](#), page 34.
  - For **other peripherals**, see the documentation of the manufacturer.
4. Connect the **required** hardware to the Base Unit. For more information, see:
  - [“Powering the Base Unit”](#), page 57.
  - [“Connecting over LAN”](#), page 57.
  - [“Primary display connection”](#), page 58.
5. Provide one of the following methods for interacting with the meeting room:
  - **Control Panel.** For more information, see [“Control Panel connection”](#), page 61.
  - **Touch display.** For more information, see [“Primary display connection”](#), page 58.
  - **Mouse connected to the Base Unit.** For more information, see [“Standalone peripheral connection”](#), page 61.
6. **Optional:** connect additional hardware to the Base Unit. For more information, see:
  - [“Dual display connection”](#), page 60.
  - [“Standalone peripheral connection”](#), page 61.
  - [“Wired video input connection”](#), page 63.
7. Configure the ClickShare system. For more information, see [“Configuration wizard”](#), page 67.
8. Pair the Button to the Base Unit. For more information, see [“Pairing the Button”](#), page 76.
9. Refine the installation using the ClickShare settings app. For more information, see [“ClickShare settings”](#), page 77.

# XMS Cloud linking

# 4

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## About XMS Cloud linking

The following chapters explain how a Base Unit gets linked to XMS Cloud. For more information on how to manage meeting rooms in XMS Cloud or use XMS Cloud, see the [XMS Cloud](#) user guide.

## 4.1 Introduction



### QR code

A Quick Response code (QR code) is a two dimensional barcode made of black and white squares. These squares have information encoded that can be read by most smartphones and QR code scanners.

### Linking link location

Each Base Unit has a unique linking link. This link can be found in one of the following locations:

- The QR code on a sticker on the protective film covering the top of the Base Unit.
- The QR code in the ClickShare configuration wizard. (only for **installed linking**)

### Pre-provisioning vs new meeting room

XMS Cloud has two setup modes for a Base Unit. The pre-provisioned meeting room setup is a meeting room that was created and configured within XMS Cloud before the Base Unit is linked to XMS Cloud. A new meeting room setup is the reverse. A Base Unit is linked to XMS Cloud and a configurable meeting room is created.

### Base Unit linking states

Linking a Base Unit to XMS Cloud happens when the Base Unit is in one of the following states:

- **Not yet installed**, the Base Unit is still in the packaging or not connected to the network, but intended to be installed in a specific location. After the linking procedure, the Base Unit will be marked as *waiting* in XMS Cloud.
- **Installed**, the Base Unit is powered on and connected to the network in the desired location. After the linking procedure, the Base Unit will be marked as *online* in XMS Cloud.

### About not yet installed linking

Not yet installed linking allows for basic preconfigurations of the Base Unit before any installation. These preconfigurations are synced to the Base Unit once a network connection is made.

## 4.2 Mobile linking

### Prerequisites

Open the XMS Cloud linking page of the desired Base Unit from one of the locations mentioned in the “Introduction”, page 24.

### How to link

1. Log in or register the desired myBarco account. (**optional**)  
The XMS Cloud linking landing page is shown.
2. Select the role of the logged in account (reference 1 or 2).



**Note:** This option only appears the first time the account is used. Contact Barco support if the role of the account must be changed.



Kickstart your journey  
with XMS Cloud



Effortlessly manage rooms and Baseunits remotely with our Cloud app. Get real-time health status and usage analytics.

Please select your role

ClickShare Owner/ Admin

1

OR

Reseller/ Integrator

2

Image 4–1

- 1 Owner or admin button
- 2 Reseller or integrator button

The linking page is shown.

3. Select the desired organisation from the drop down (reference 4).

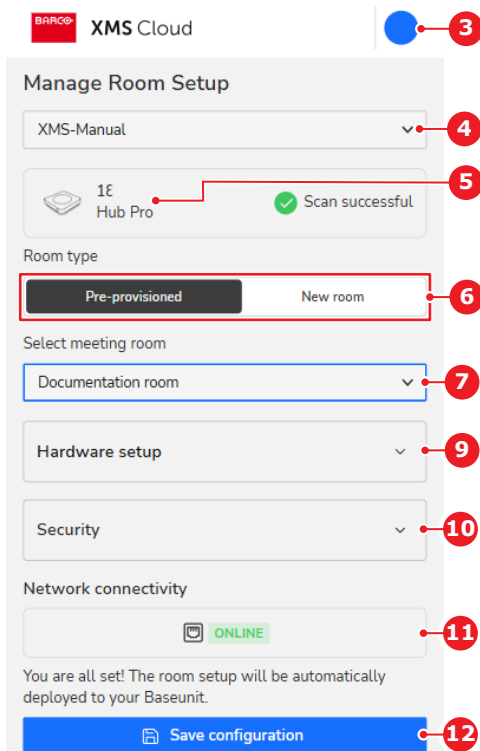


Image 4–2

- |   |   |
|---|---|
| <b>3</b> Logged in account menu         | <b>9</b> Connected hardware information drop down |
| <b>4</b> Organisation drop down         | <b>10</b> Security recommendations drop down      |
| <b>5</b> Base Unit identification label | <b>11</b> Base Unit connection status             |
| <b>6</b> Meeting room setup options     | <b>12</b> Save button                             |
| <b>7</b> Meeting room drop down         |   |

4. Select the desired meeting room setup (reference 6, [Image 4–2](#)).
5. Which meeting room setup was selected?
  - ▶ In case of a **pre-provisioned** meeting room setup, select the desired meeting room from the drop down (reference 7, [Image 4–2](#)).
  - ▶ In case of a **new** meeting room setup, enter the desired name of the meeting room in the input field (reference 8).

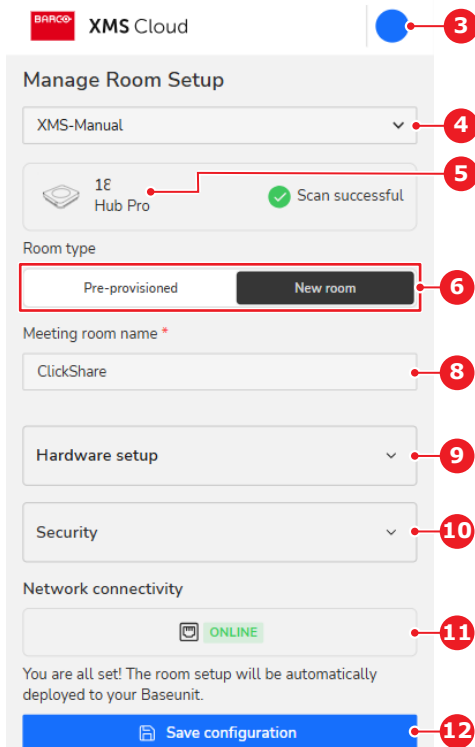


Image 4–3

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>3 Logged in account menu</li> <li>4 Organisation drop down</li> <li>5 Base Unit identification label</li> <li>6 Meeting room setup options</li> <li>8 Meeting room name input field</li> </ul> | <ul style="list-style-type: none"> <li>9 Connected hardware information drop down</li> <li>10 Security recommendations drop down</li> <li>11 Base Unit connection status</li> <li>12 Save button</li> </ul> |
|---|---|

6. Check the connected hardware (reference 9, [Image 4–2](#) or [Image 4–3](#)) and security recommendations (reference 10, [Image 4–2](#) or [Image 4–3](#)). (**optional**)

7. Tap *Save configuration* (reference 12, [Image 4–2](#) or [Image 4–3](#)).

The Base Unit is successfully linked to XMS Cloud. For more information on how to use XMS Cloud, see the [XMS Cloud](#) user guide.

8. Must additional Base Unit devices be linked with XMS Cloud?
  - ▶ If **yes**, tap *Create New Room Setup* (reference 14) and repeat the procedure.
  - ▶ If **no**, no further actions required.

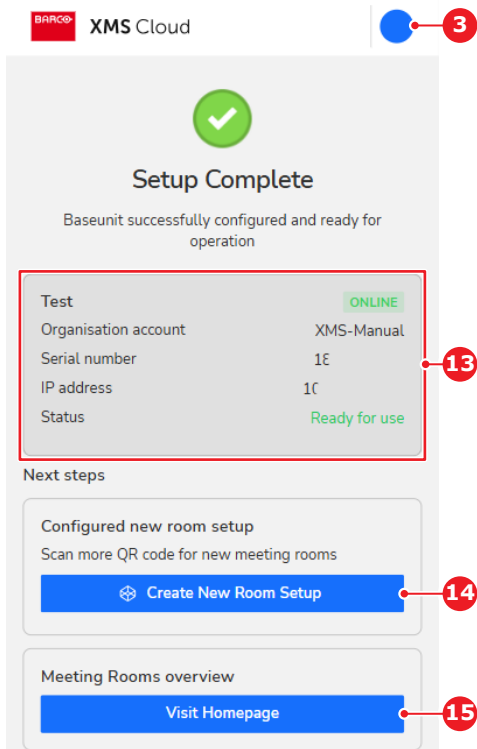


Image 4-4

- 3 Logged in account menu
- 13 Linking information overview
- 14 Additional Base Unit linking button
- 15 XMS Cloud mobile home page button

The Base Unit devices are successfully linked to XMS Cloud. For more information on how to use XMS Cloud, see the [XMS Cloud](#) user guide.

## 4.3 Desktop linking

### Prerequisites

Open the XMS Cloud linking page of the desired Base Unit from one of the locations mentioned in the “Introduction”, page 24.

### How to link

1. Log in or register the desired myBarco account. (**optional**)

The XMS Cloud linking landing page is shown.

2. Select the role of the logged in account (reference 3).



**Note:** This option only appears the first time the account is used. Contact Barco support if the role of the account must be changed.

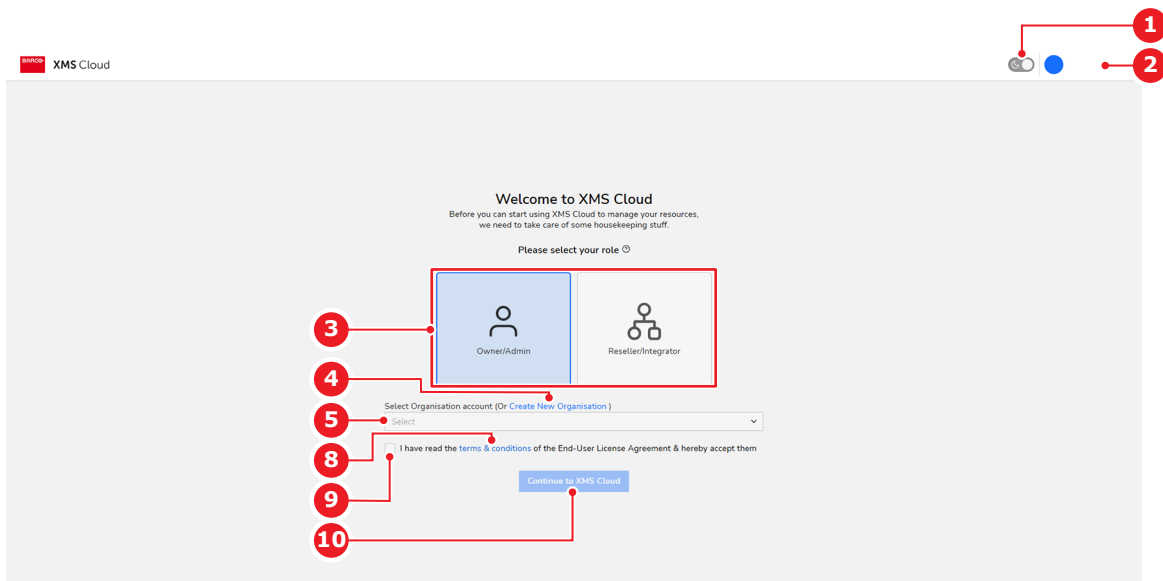


Image 4–5

- |   |                        |    |                                 |
|---|------------------------|----|---------------------------------|
| 1 | Light/dark mode toggle | 5  | Existing organisation drop down |
| 2 | Logged in account menu | 8  | Terms and conditions link       |
| 3 | Role options           | 9  | Terms and conditions agreement  |
| 4 | New organisation link  | 10 | Continue button                 |

3. Which organisation must the Base Unit be linked with?

▶ In case of a **new** organisation, click on the *Create New Organisation* link (reference 4, Image 4–5). Go to next step.

▶ In case of an **existing** organisation, select the desired organisation from the drop down (reference 5, Image 4–5). Go to step 5.

4. Create a new organisation.

a) Enter a name for the organisation in the input field (reference 6).

b) Select the country where the organisation is located from the drop down (reference 7).

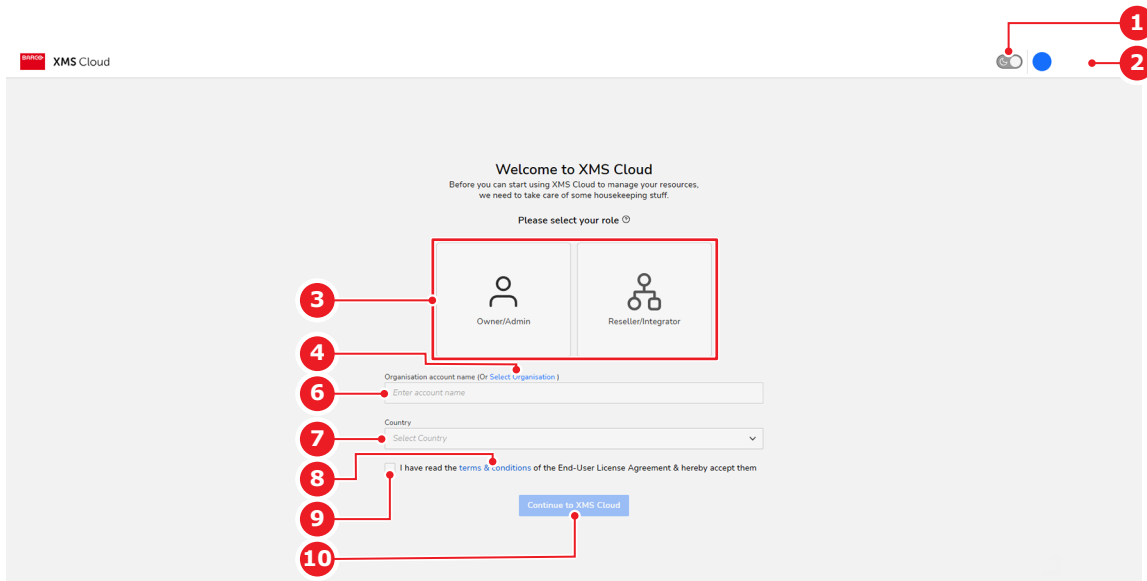


Image 4–6

- |   |                            |    |                                |
|---|----------------------------|----|--------------------------------|
| 1 | Light/dark mode toggle     | 7  | Country drop down              |
| 2 | Logged in account menu     | 8  | Terms and conditions link      |
| 3 | Role options               | 9  | Terms and conditions agreement |
| 4 | Existing organisation link | 10 | Continue button                |
| 6 | Account name input field   |    |                                |

5. Check the check box (reference 9, [Image 4–5](#) or [Image 4–6](#)) to agree with the XMS Cloud terms and conditions and end user license.


 *Note:* Read the terms and conditions by clicking the link (reference 8, [Image 4–5](#) or [Image 4–6](#))

6. Click *Continue to XMS Cloud* (reference 10, [Image 4–5](#) or [Image 4–6](#)) to continue the linking.

The review Base Unit devices pop-up in XMS Cloud is shown.

7. Which meeting room setup is used?

- ▶ In case of a **pre-provisioned** meeting room setup, select the desired meeting room from the drop down (reference 12).
- ▶ In case of a **new** meeting room setup, click the '+' icon (reference 13) and enter the desired name of the meeting room in the input field (reference 12).

 *Tip:* When the '+' icon (reference 13) is pressed, the meeting room drop down (reference 12) is turned into an input field and the switch meeting room setup icon is changed to an 'x'. Clicking the 'x' will return the interface back to the pre-provisioned setup.

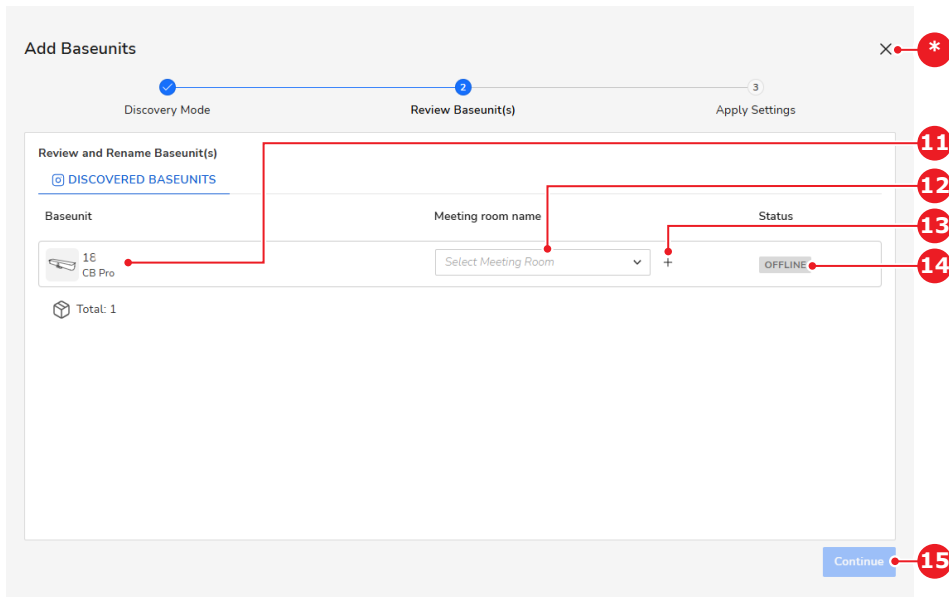


Image 4–7

- 11 Base Unit identification label
- 12 Meeting room drop down or meeting room name input field
- 13 Switch meeting room setup icon
- 14 Base Unit connection status
- 15 Continue button
- \* Cancel linking button

8. Click *Continue* (reference 15, [Image 4–7](#)).

The location and template pop-up in XMS Cloud is shown

9. Select the desired location of the Base Unit from the drop down (reference 16)

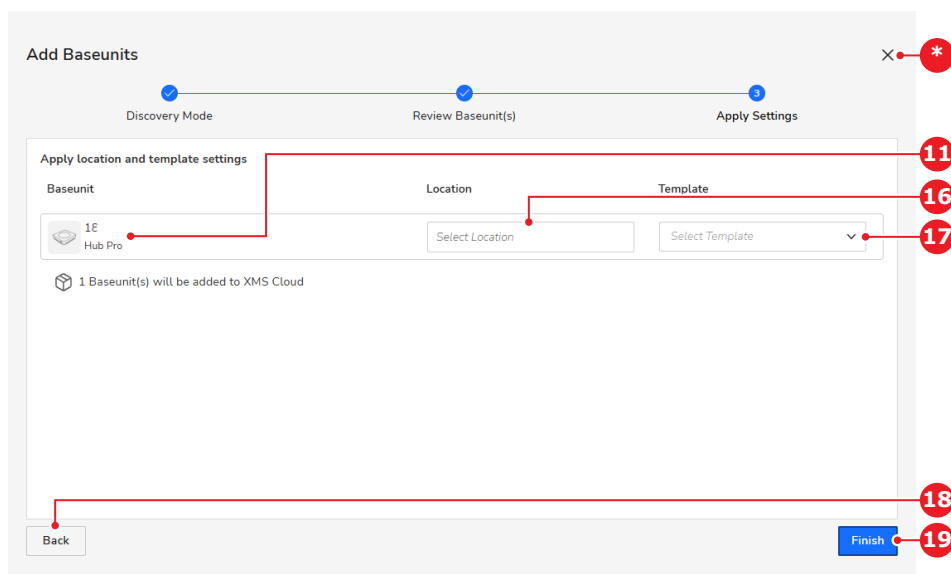


Image 4–8

- 11 Base Unit identification label
- 16 Location drop down
- 17 Template drop down
- 18 Return button
- 19 Finish button
- \* Cancel linking button

10. Select the desired template of settings to apply to the Base Unit from the drop down (reference 17, [Image 4–8](#)). (**optional**)
11. Click *Finish* (reference 19, [Image 4–8](#))

The Base Unit is successfully linked to XMS Cloud. For more information on how to use XMS Cloud, see the [XMS Cloud](#) user guide.



# ClickShare installation

# 5

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## About installation

All the possible ways of installing and connecting the Base Unit, the optional Control Panel and the optional Button are explored in this chapter.

## 5.1 Methods of installing

### Installation location

For an optimal experience during use, keep the following in mind when choosing a location:

- Install the Base Unit near to the display.
- Install the Control Panel in a central location without blocking the motion sensor.
- The optimal height for installing the Control Panel on a wall is 135 cm.
- **Do not** install the Base Unit in a metal enclosure!
- **Do not** obstruct the motion sensor of the Control Panel!

### Possible hardware installations

The ClickShare devices can be installed in the following ways:

Location	Control Panel	Button tray	Base Unit
On a flat surface	<ul style="list-style-type: none"> <li>• “Installing the Control Panel on a flat surface”, page 37</li> <li>• “Installing the Control Panel on a flat surface (round base)”, page 38.</li> </ul>	“Installing the Button tray on a flat surface”, page 44.	“Installing the Base Unit on a flat surface”, page 47.
To the table	<ul style="list-style-type: none"> <li>• “Securing the Control Panel to the table (high-angle view)”, page 39.</li> <li>• “Securing the Control Panel to the table (low-angle view)”, page 40.</li> </ul>	N/A	<ul style="list-style-type: none"> <li>• “Mounting the Base Unit using the mounting base”, page 47.</li> <li>• “Securing the Base Unit using the mounting base”, page 49.</li> <li>• “Securing the Base Unit using the mounting plate”, page 50.</li> </ul>
To the wall	“Securing the Control Panel to the wall”, page 41.	“Securing the Button tray to a wall”, page 45.	
To the ceiling	N/A	N/A	

## 5.2 Control Panel installation

### About Control Panel installation

Every possible method of installing the Control Panel unit will be explored in the following chapters.

#### 5.2.1 Connecting the USB cable



##### DisplayPort Alt Mode

DisplayPort alternate mode allows compatible USB-C ports to function as DisplayPort ports. These ports can send DisplayPort signals alongside any other data or power that is normally supported by standard USB ports.

### About Control Panel connection

The Control Panel has one 'USB-C' port. This port will both power and transfer data between the Base Unit and the Control Panel using the DisplayPort Alt Mode protocol. By default, the Control Panel has a 'USB-C' cable included which supports DisplayPort Alt Mode.

### About the Barco cable

The Barco 10m directional 'USB-C' cable has a 'Display' side and a 'Source' side. The 'Display' side must always be connected to the Control Panel. If the 'Source' side is connected to the Control Panel, then no connection will be possible.

This cable uses optical fibres to ensure sufficient data bandwidth and power transfer capabilities. Avoid routing the cable through sharp bends to protect the fibre internals.

### Required tools

Phillips screwdriver PH1

### How to connect

1. Place the Control Panel on its back.



**Caution:** Do not place the Control Panel on its screen.

2. Loosen the bottom screw (reference 1). Use a PH1 Phillips screwdriver.

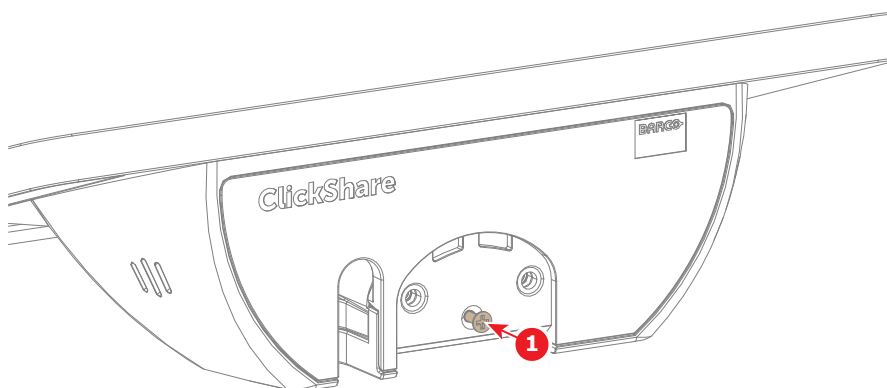


Image 5-1

3. Remove the bottom cover as illustrated.

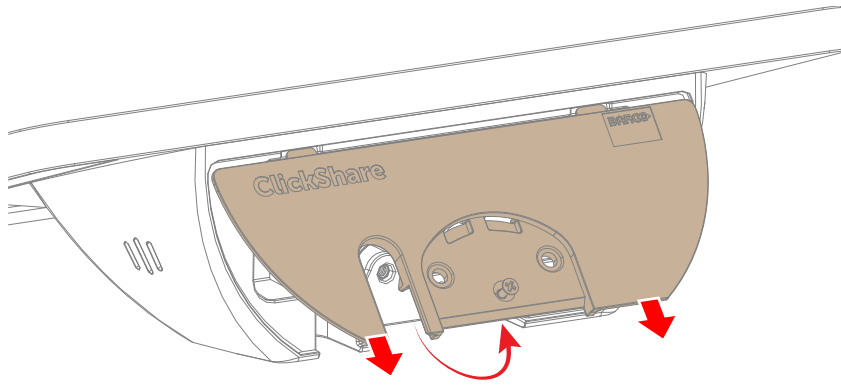


Image 5-2

4. What 'USB-C' cable will be used?
  - ▶ For **Barco** 'USB-C' cable, connect the 'Display' side of the cable to the 'USB-C' port (reference 2). (**preferred**)
  - ▶ For **other** 'USB-C' cable, connect the 'USB-C' cable to the 'USB-C' port (reference 2).

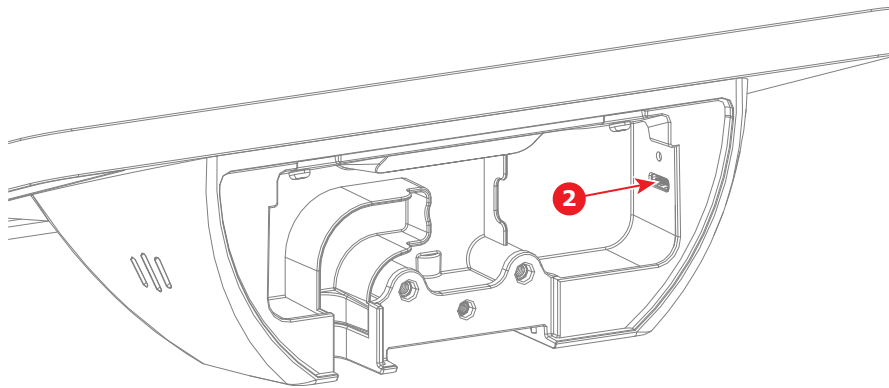


Image 5-3

5. Route the cable as illustrated.

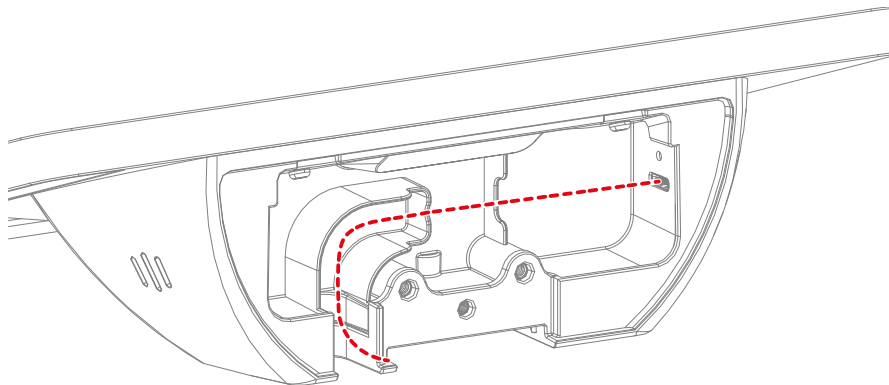


Image 5-4

6. Install the bottom cover as illustrated.

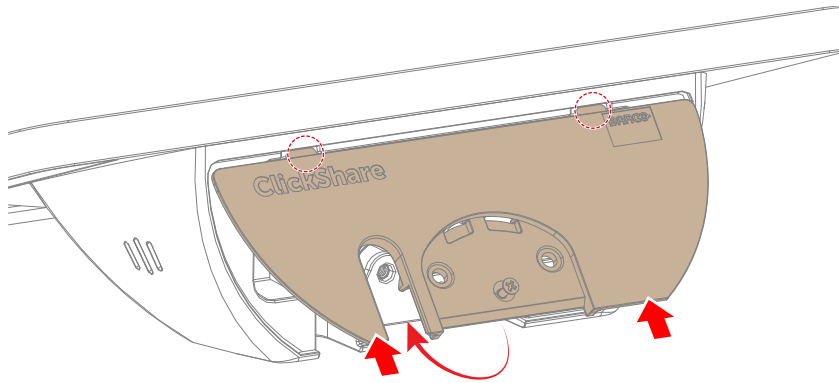


Image 5-5

7. Tighten the bottom screw (reference 1) to secure the bottom cover. Use a PH1 Phillips screwdriver.

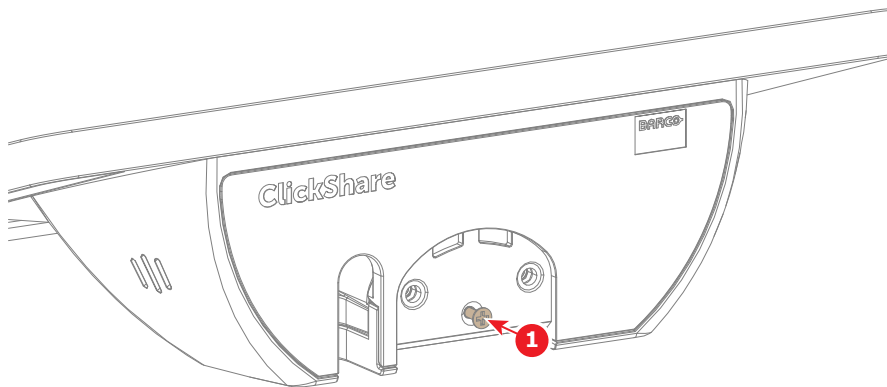


Image 5-6

8. Install the Control Panel in the desired orientation:

Orientation	Installed	Secured
Low angle view	<ul style="list-style-type: none"> <li>“Installing the Control Panel on a flat surface”, page 37</li> </ul>	<ul style="list-style-type: none"> <li>“Securing the Control Panel to the table (low-angle view)”, page 40</li> </ul>
High angle view	<ul style="list-style-type: none"> <li>“Installing the Control Panel on a flat surface”, page 37</li> <li>“Installing the Control Panel on a flat surface (round base)”, page 38</li> </ul>	<ul style="list-style-type: none"> <li>“Securing the Control Panel to the table (high-angle view)”, page 39</li> <li>“Securing the Control Panel to the wall”, page 41</li> </ul>

## 5.2.2 Installing the Control Panel on a flat surface

### Prerequisites

A ‘USB-C’ cable must be connected to the Control Panel. For more information, see [“Connecting the USB cable”, page 35](#).

### Required tools

Phillips screwdriver PH2

### Required parts

- 2x M3x12 screws
- L-shape plate

### How to install

1. Secure the L-shape plate (reference A) to the Control Panel with two M3 screws (reference 1). Use a PH2 Phillips screwdriver.

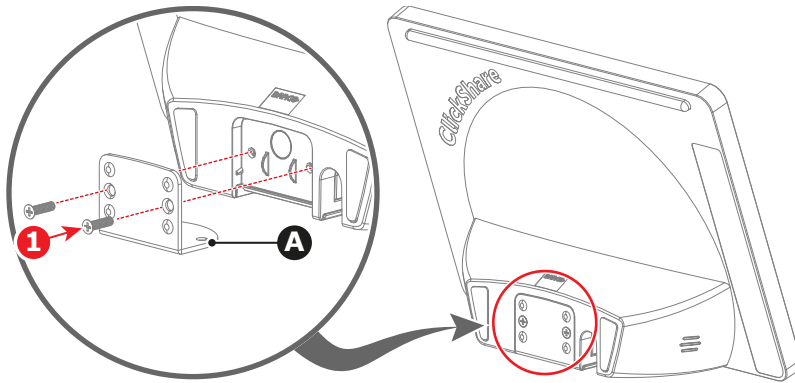


Image 5-7

2. Which orientation must the Control Panel be used?
  - ▶ In case of **high angle view**, set the Control Panel with the display facing forward.
  - ▶ In case of **low angle view**, set the Control Panel with the display facing up.
3. Position the Control Panel in the desired location.
4. Connect the Control Panel to the Base Unit. For more information, see [“Control Panel connection”](#), page 61.

### 5.2.3 Installing the Control Panel on a flat surface (round base)

#### About the round base

A round base is included in the box of each Control Panel. This round base provides additional support to the Control Panel while it is positioned upright. A rubber ring has been added at the bottom to minimize damage to the surface.

#### Prerequisites

A ‘USB-C’ cable must be connected to the Control Panel. For more information, see [“Connecting the USB cable”](#), page 35.

#### Required tools

Phillips screwdriver PH2

#### Required parts

- 2x M3x12 screws
- Round base

#### How to install

1. Route the ‘USB-C’ cable through the cutout of the round base (reference A) as illustrated.

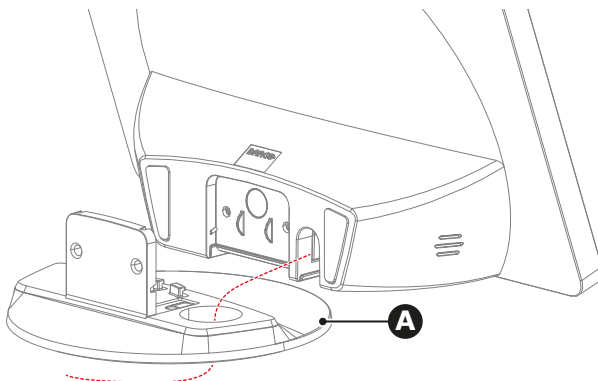


Image 5-8

- Secure the round base (reference A) to the Control Panel with two M3 screws (reference 1). Use a PH2 Phillips screwdriver.

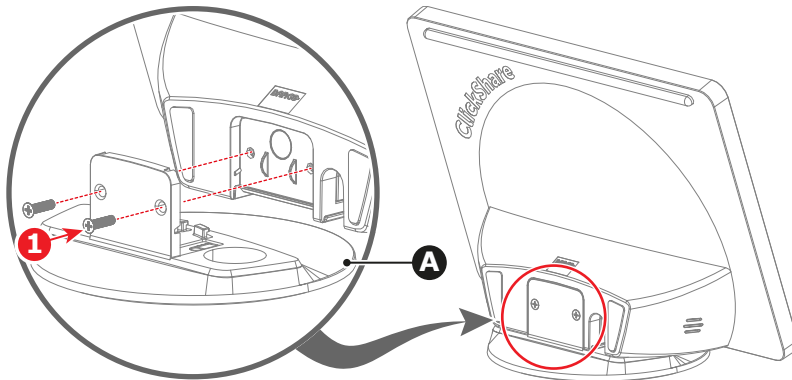


Image 5-9

- Position the Control Panel in the desired location.
- Connect the Control Panel to the Base Unit. For more information, see [“Control Panel connection”](#), page 61.

## 5.2.4 Securing the Control Panel to the table (high-angle view)

### Prerequisites

A ‘USB-C’ cable must be connected to the Control Panel. For more information, see [“Connecting the USB cable”](#), page 35.

### Required tools

Phillips screwdriver PH2

### Required parts

- 2x M4x55 screws
- 2x washer
- 2x nut
- 2x M3x12 screws
- L-shape plate

### How to secure

- Foresee two holes spaced **34 mm** apart at the desired location.

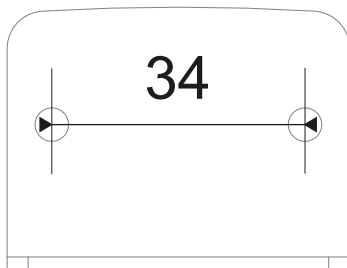


Image 5-10

- Install the L-shape plate (reference A) using two M4 screws (reference 1), two washers (reference 2) and two nuts (reference 3) in the prepared holes. Use a PH2 Phillips screwdriver.

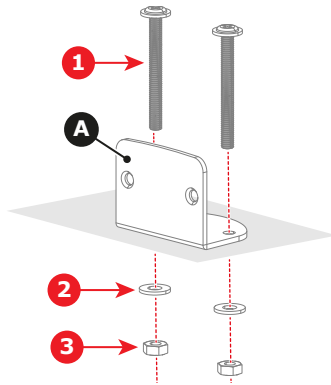


Image 5-11

3. Install the Control Panel as illustrated using two M3 screws (reference 4). Use a PH2 Phillips screwdriver.

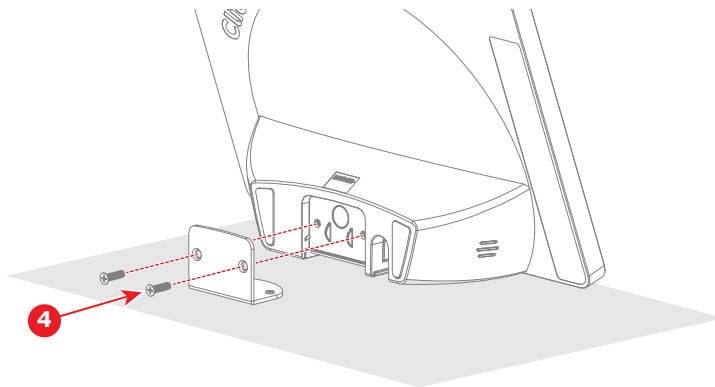


Image 5-12

4. Connect the Control Panel to the Base Unit. For more information, see [“Control Panel connection”, page 61](#).

## 5.2.5 Securing the Control Panel to the table (low-angle view)

### Prerequisites

A ‘USB-C’ cable must be connected to the Control Panel. For more information, see [“Connecting the USB cable”, page 35](#).

### Required tools

Phillips screwdriver PH2

### Required parts

- 2x M4x55 screws
- 2x washer
- 2x nut
- 2x M3x12 screws
- L-shape plate

### How to secure

1. Foresee two holes spaced **34 mm** apart at the desired location.

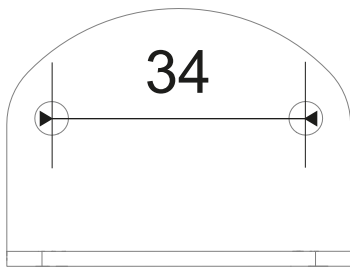


Image 5–13

2. Install the L-shape plate (reference A) using two M4 screws (reference 1), two washers (reference 2) and two nuts (reference 3) in the prepared holes. Use a PH2 Phillips screwdriver.

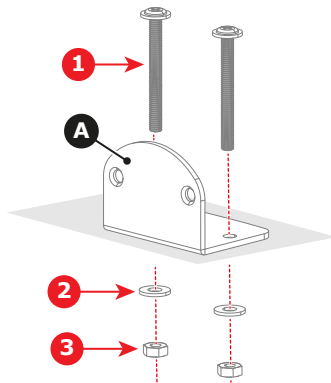



Image 5–14

3. Install the Control Panel as illustrated using two M3 screws (reference 4). Use a PH2 Phillips screwdriver.

 **Note:** Ensure the rubber strip (Z) makes contact with the surface.

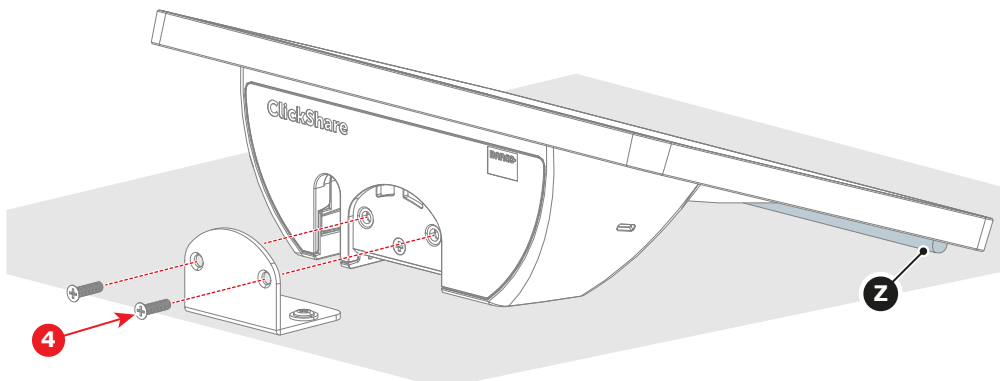


Image 5–15

4. Connect the Control Panel to the Base Unit. For more information, see [“Control Panel connection”](#), page 61.

## 5.2.6 Securing the Control Panel to the wall

### About wall location

The Control Panel uses a proximity sensor to detect when people enter or leave the meeting room. This sensor is designed to work with direct line of sight. Barco recommends installing the Control Panel at a height of 135 cm near the entrance of the meeting room.

### Prerequisites

A ‘USB-C’ cable must be connected to the Control Panel. For more information, see [“Connecting the USB cable”](#), page 35.

## Required tools

Phillips screwdriver PH2

## Required parts

- 2x M4x25.4 screws
- 2x M3x12 screws
- L-shape plate

## How to secure

1. Foresee two holes spaced **34 mm** apart at the desired location.

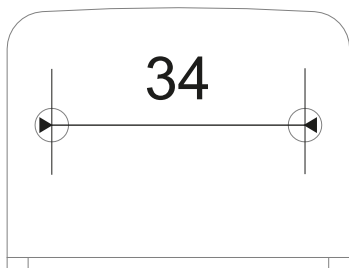


Image 5-16

2. Install the L-shape plate (reference A) using two screws (reference 1) in the prepared holes. Provide two **M4** screws, each at least **25.4 mm** long.

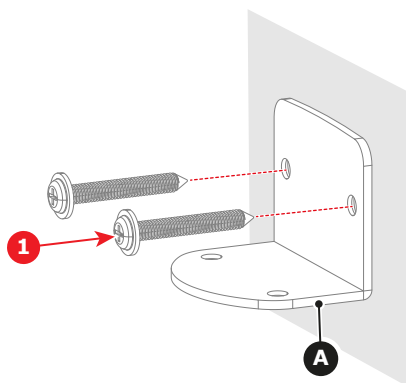



Image 5-17

3. Install the Control Panel with two M3 screws (reference 2). Use a PH2 Phillips screwdriver.

 **Note:** Ensure the rubber strip (Z) makes contact with the surface.

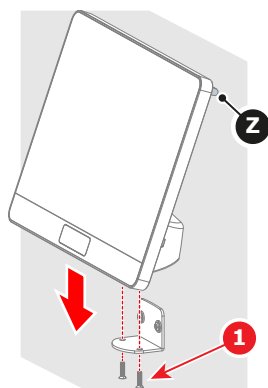


Image 5-18

4. Connect the Control Panel to the Base Unit. For more information, see [“Control Panel connection”](#), page 61.



## 5.3 Button tray installation

### About Button tray

Every possible method of installing the Button tray will be explored in the following chapters.

### 5.3.1 Installing the Button tray on a flat surface

#### Required tools

Phillips screwdriver PH0

#### Required parts

support bracket

#### How to install

1. Rotate the kickstand as illustrated.

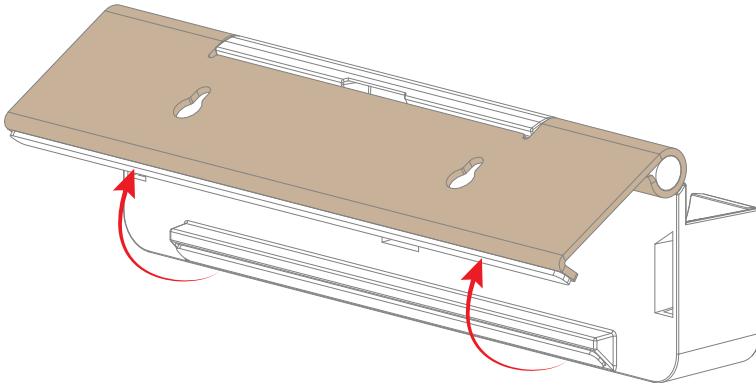


Image 5-19

2. Slide the support bracket in between the kickstand and the tray as illustrated.

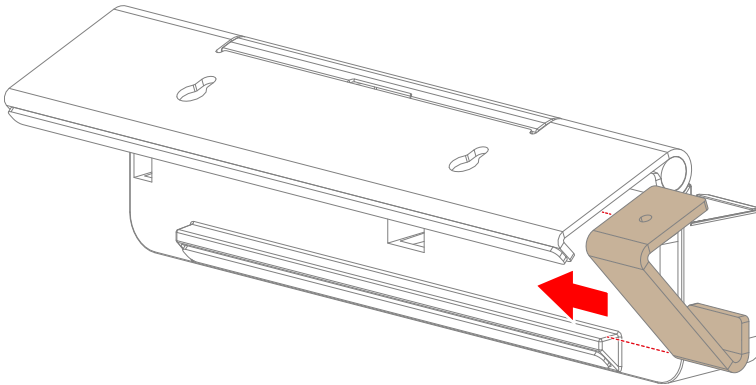


Image 5-20

3. Line up the desired key hole of the kickstand with one of the two screw holes of the support bracket.

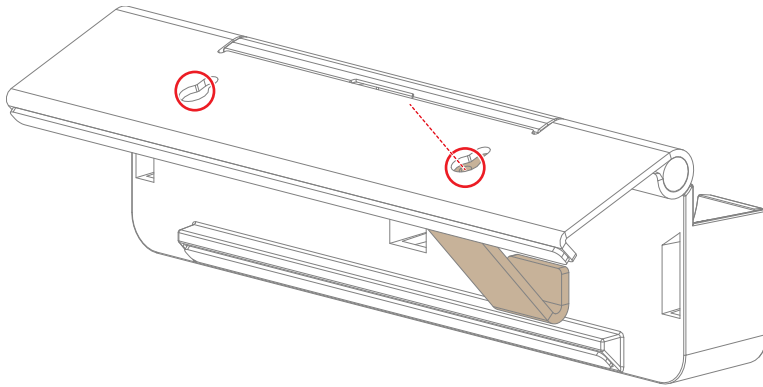


Image 5-21

- Secure the support bracket to the kickstand with a screw (reference 1). Use a PH0 Phillips screwdriver.

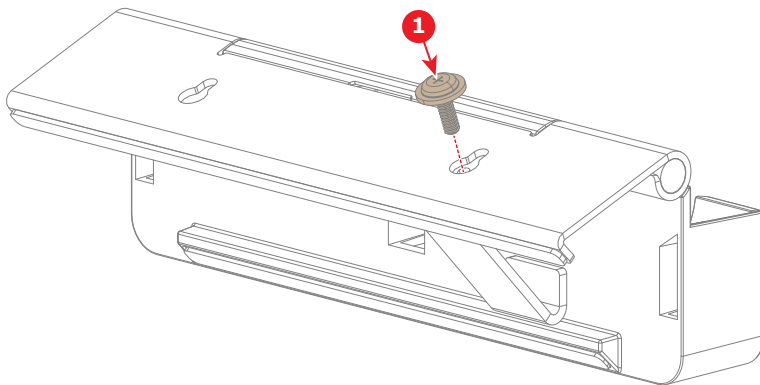


Image 5-22

- Tilt the Button tray until it rests on both rubber strips.

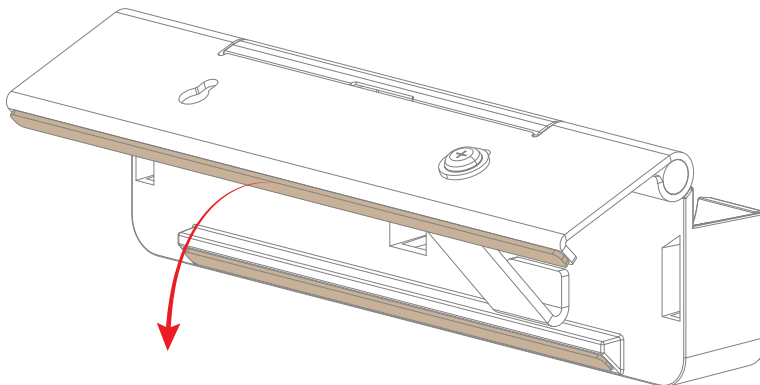


Image 5-23

### 5.3.2 Securing the Button tray to a wall

#### Required parts

2x M3x15 screws

#### How to secure

- Foresee two holes spaced **75 mm** apart at the desired location.

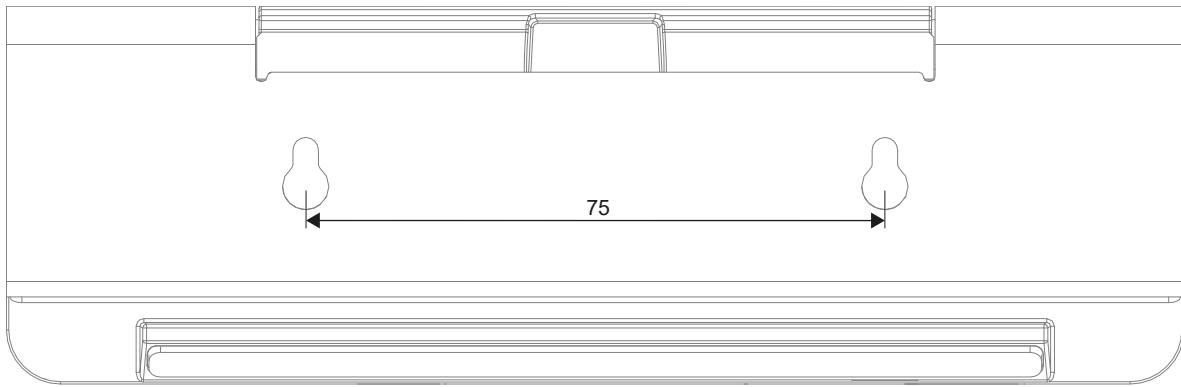


Image 5-24

2. Insert two M3 screws, each at least **15 mm** long, into the prepared holes.
3. Slide the keys of the Button tray over the two prepared screws (reference 1) to lock the keys.

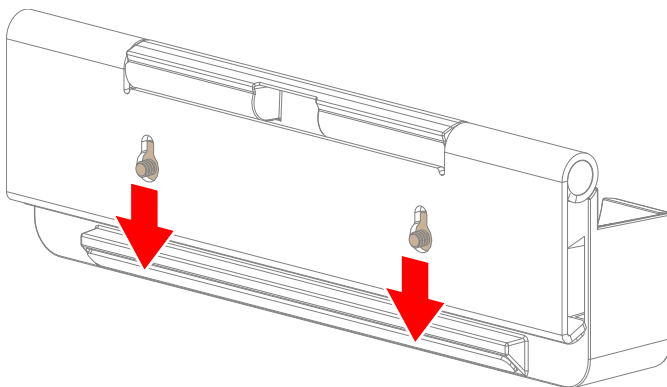


Image 5-25

## 5.4 Hub Core, Hub Pro installation

### About Hub Core, Hub Pro installation

Every possible method of installing the Hub Core or Hub Pro unit will be explored in the following chapters.

#### 5.4.1 Installing the Base Unit on a flat surface

##### How to install

1. Position the Base Unit in its upright position at the desired location.



*Tip:* The Base Unit has a rubber ring at the bottom to hold it in place and to prevent damage to the surface.

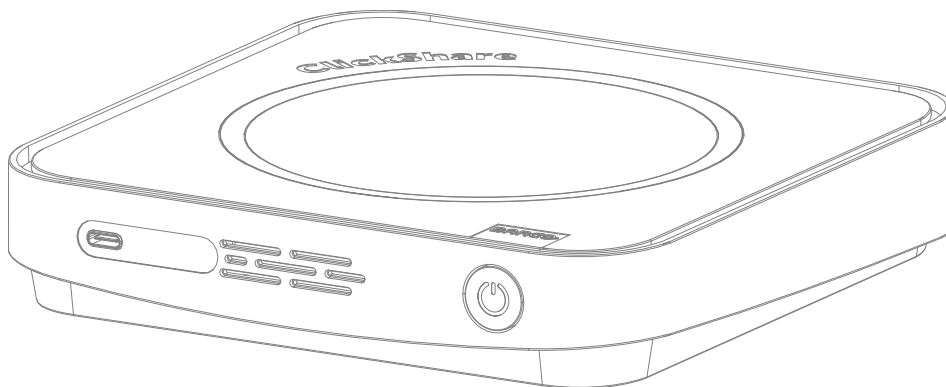


Image 5-26

2. Connect the desired cables to the Base Unit. For more information, see [“Connecting the hardware”](#), page 57.

#### 5.4.2 Mounting the Base Unit using the mounting base

##### About the mounting base

A mounting base is included with the Base Unit. This mounting base can be installed in one of the following methods:

- Using the adhesive on the mounting base. For more information, see the following procedure.
- Using screws. For more information, see [“Securing the Base Unit using the mounting base”](#), page 49.

##### About install locations

The Base Unit can be installed using the mounting base to the following options:



The Base Unit weighs: **720 g.**

- The table
- The wall
- The ceiling

##### Required tools

Cleaning cloth

##### Required parts

Mounting base

## How to stick

1. Position the mounting base in the cutouts on the bottom of the Base Unit as illustrated.

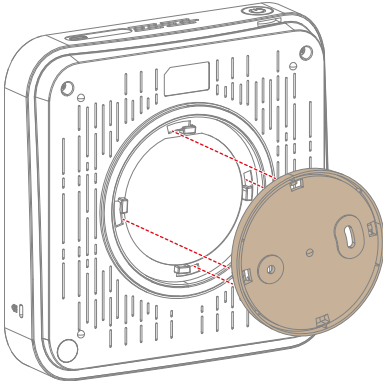


Image 5-27

2. Rotate the mounting base clockwise.

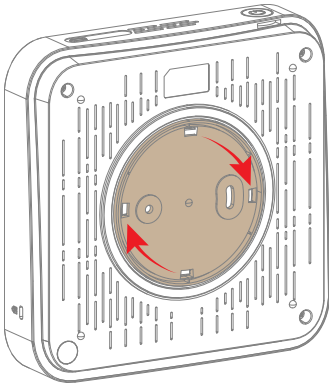


Image 5-28

3. Clean and dry the intend install area. Use cleaning cloth.
4. Remove the protective foil to reveal the sticky layer.

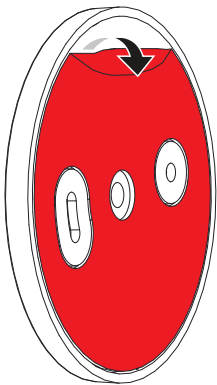


Image 5-29

5. Press the assembled Base Unit firmly against the desired location with the adhesive side facing the wall or ceiling.
6. Connect the desired cables to the Base Unit. For more information, see [“Connecting the hardware”](#), page 57.

### 5.4.3 Securing the Base Unit using the mounting base

#### About the mounting base

A mounting base is included with the Base Unit. This mounting base can be installed in one of the following methods:

- Using the adhesive on the mounting base. For more information, see [“Mounting the Base Unit using the mounting base”, page 47](#)
- Using screws. For more information, see the following procedure.

#### About install locations

The Base Unit can be installed using the mounting base to the following options:



The Base Unit weighs: **720 g**.

- The table
- The wall
- The ceiling

#### Required parts

- 2x M4x10 screws
- Mounting base

#### How to secure

1. Foresee two holes spaced **50 mm** apart at the desired location.

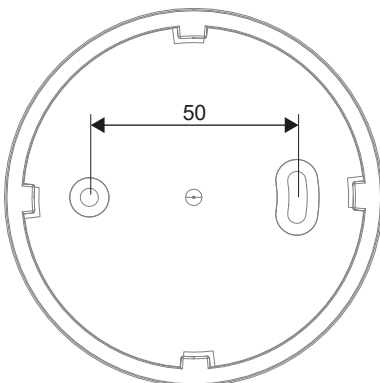


Image 5–30

2. Position the mounting base over the prepared holes.
3. Tighten two screws (reference 1) through the mounting base. Provide two M4 screws, each at least **10 mm** long.

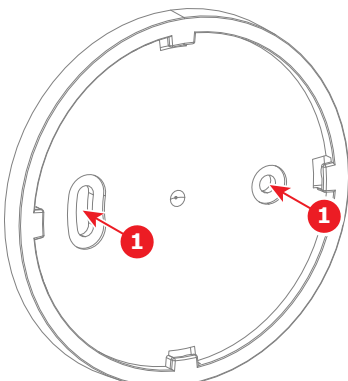


Image 5–31

4. Position the cutouts on the bottom of the Base Unit on the mounting base as illustrated.

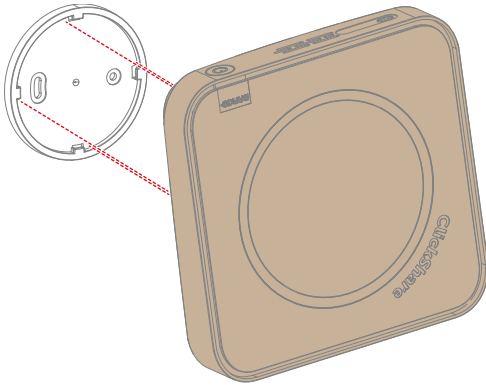


Image 5–32

5. Rotate the Base Unit clockwise.

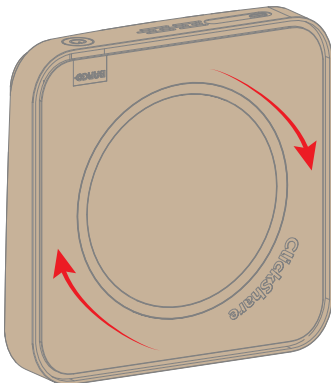


Image 5–33

6. Connect the desired cables to the Base Unit. For more information, see [“Connecting the hardware”](#), page 57.

## 5.4.4 Securing the Base Unit using the mounting plate

### About the mounting plate

The mounting plate is an optional accessory. It holds both the Base Unit and its connected wiring in place. The mounting plate can be oriented in the four cardinal directions depending on which pair of key holes is chosen. Each orientation follows the same general procedure.

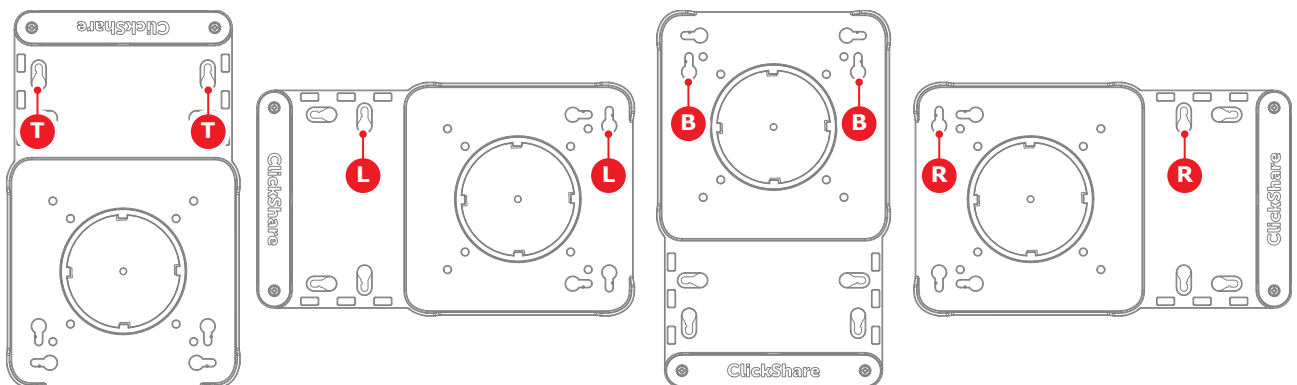


Image 5–34

- T** Top orientation screw holes
- L** Left orientation screw holes
- B** Bottom orientation screw holes
- R** Right orientation screw holes

## About install locations

The Base Unit can be installed using the mounting base to the following options:



The Base Unit weighs: **720 g**.

- The table
- The wall
- The ceiling

## Required parts

- 2x M4x25.4 screws
- Mounting plate

## How to install

1. Will the mounting plate be installed horizontally or vertically?
  - ▶ If **horizontally**, foresee two holes spaced **174 mm** apart.
  - ▶ If **vertically**, foresee two holes spaced **120 mm** apart.

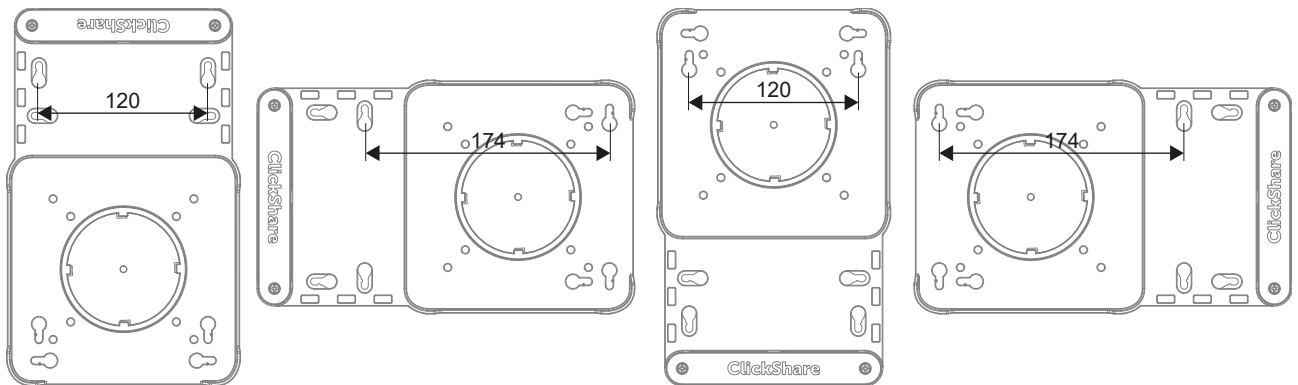


Image 5-35

2. Insert two M4 screws, each at least **25.4 mm** long, into the prepared holes.
3. Slide the chosen keys of the mounting plate over the two prepared screws (reference 1) to lock the keys.



*Tip:* Tighten the prepared screws if easy access to the mounting plate is not needed.

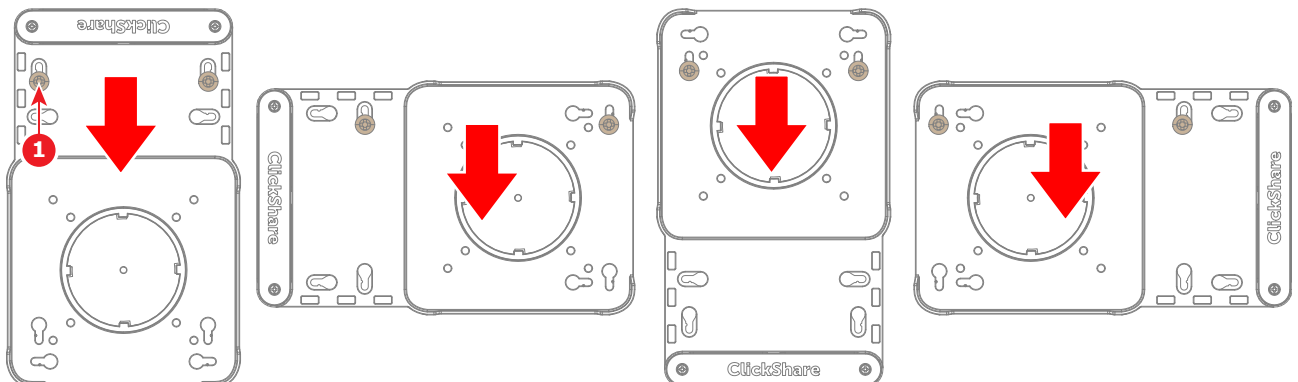


Image 5-36

4. Secure the mounting plate with additional screws if needed. **(optional)**
5. Position the grooves on the bottom of the Base Unit on the mounting plate as illustrated.



*Note:* Ensure the ports on the back of the Base Unit are facing the extension of the mounting plate.

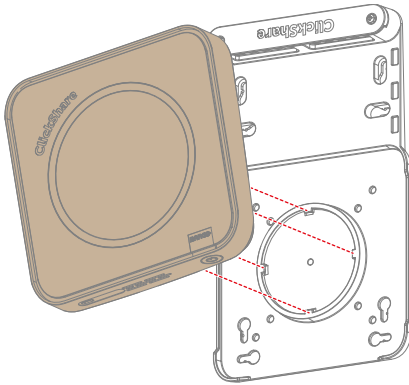


Image 5-37

6. Rotate the Base Unit clockwise.

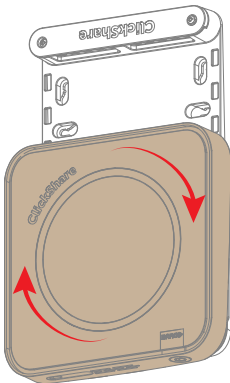


Image 5-38

7. Secure the cables to the mounting plate. For more information, see [“Securing the cables in the mounting plate”](#), page 52.

## 5.4.5 Securing the cables in the mounting plate

### About securing the cables

The mounting plate has 10 cutouts for cable management. These cutouts help ensure the cables stay in place regardless of orientation. Additional rubber rings can be used to help keep smaller cables securely in these cutouts.

### Prerequisites

The Base Unit must be installed in the mounting plate before the cables can be secured. For more information, see [“Securing the Base Unit using the mounting plate”](#), page 50.

### Required tools

Phillips screwdriver PH2

### Required parts

Rubber rings

### How to secure

1. Loosen the two screws (reference 2) holding the wire cover in place. Use a PH2 Phillips screwdriver.

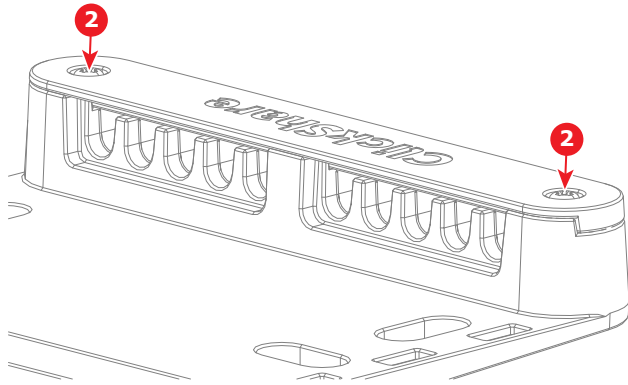


Image 5-39

2. Slide the wire cover over the slots as illustrated.

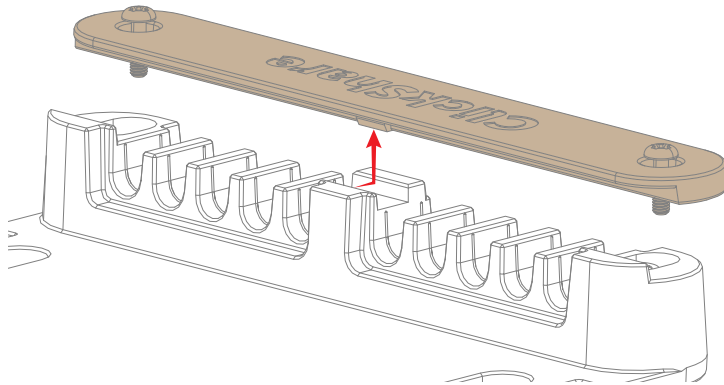


Image 5-40

3. Connect the desired cables to the Base Unit. For more information, see [“Connecting the hardware”](#), page 57.
4. Install a rubber ring over each cable according to the diameter. **(optional)**
  - ▶ The cable is between **1.8 mm - 2.9 mm** in diameter. Use the **white** ones
  - ▶ The cable is between **3.0 mm - 4.2 mm** in diameter. Use the **gray** ones
  - ▶ The cable is between **4.3 mm - 5.2 mm** in diameter. Use the **black** ones
  - ▶ The cable is between **5.3 mm - 6.0 mm** in diameter. Use the **red** ones
5. Insert each cable and cable with a rubber ring into a slot as illustrated.

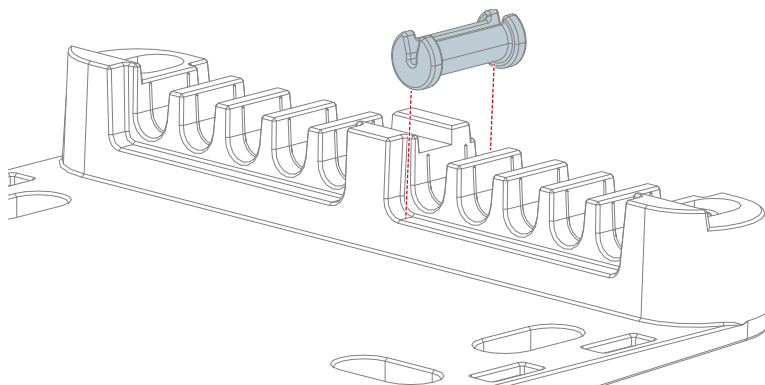


Image 5-41

6. Slide the wire cover over the slots as illustrated.

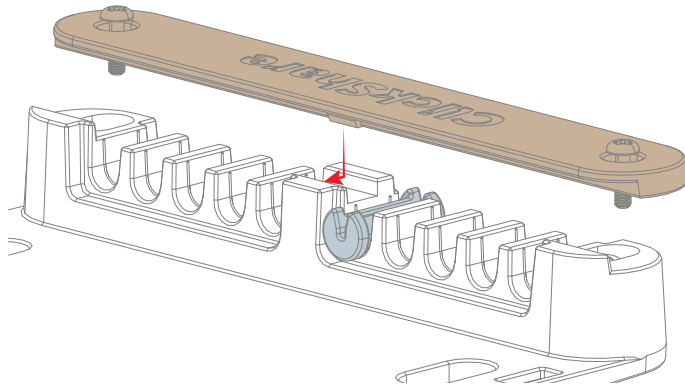


Image 5-42

7. Tighten the two screws (reference 2) to secure the wire cover. Use a PH2 Phillips screwdriver.

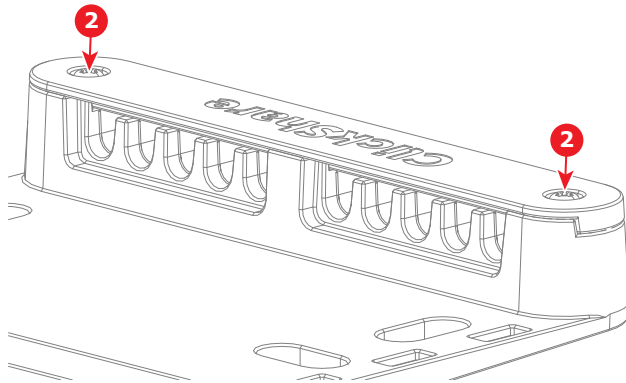


Image 5-43

## 5.4.6 Securing the USB-C cables to the Base Unit

### About the USB-C cable lock

To reduce the possibility of 'USB-C' cables losing contact or becoming loose overtime, a metal locking mechanism was designed. This locking mechanism will keep the 'USB-C' cable in place. A rigid lock will increase the contact between the cable and the port, ensuring increased stability during data transfer.

### About supported ports

The following two ports (reference A) on both the Hub Core and the Hub Pro can support the USB-C cable lock. All other ports do not support the locking mechanism.

All supported ports follow the same general procedure.



Each supported 'USB-C' port has a screw hole next to it.

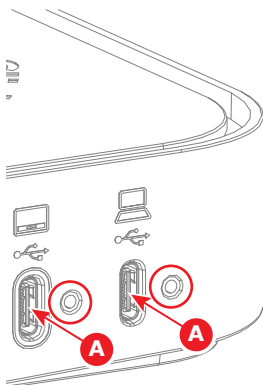


Image 5-44

**A** Supported 'USB-C' port

## Required tools

Phillips screwdriver PH0

## Required parts

USB-C lock

## How to secure

1. Position the USB-C cable lock over the desired 'USB-C' port as illustrated.

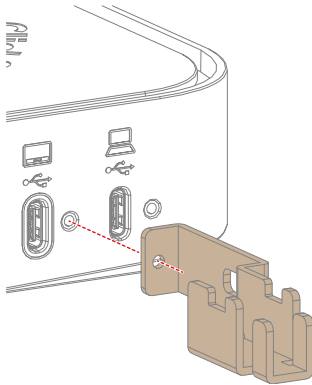


Image 5-45

2. Secure the USB-C cable lock to the Base Unit with a screw (reference 1). Use a PH0 Phillips screwdriver.



*Tip:* Guide the screw driver through the cutout and along the red dotted line to tighten the screw.

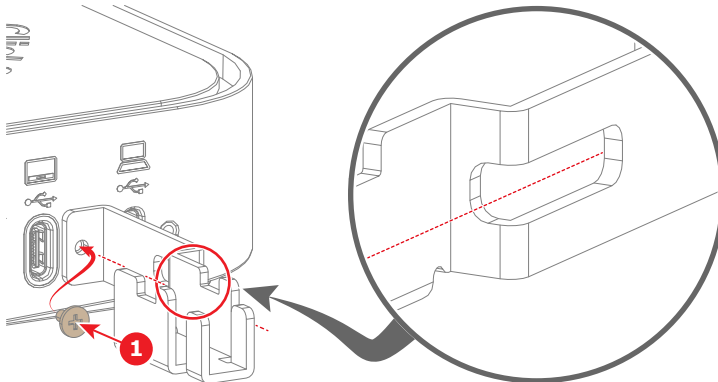


Image 5-46

3. Install the 'USB-C' cable in the 'USB-C' port (reference 2) through the USB-C cable lock.

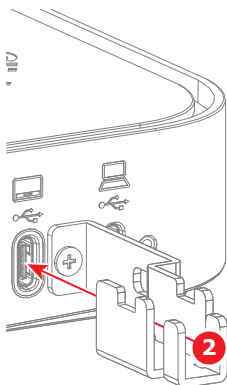


Image 5-47

4. Secure the cable to the USB-C cable lock with a cable tie. (**optional**).

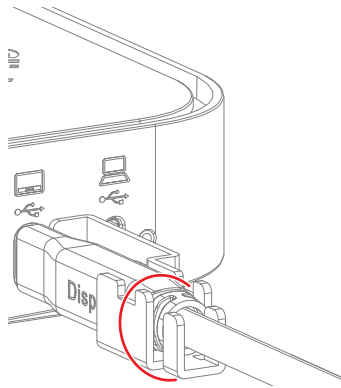


Image 5-48

## 5.5 Connecting the hardware

### 5.5.1 Powering the Base Unit

#### About powering the Base Unit

The Base Unit is powered through a standard 'USB-C' connection. There are two options for providing power to the Base Unit:

- The standard 100W Barco adapter.
- The 180W Barco adapter allowing the charging of a laptop while using wired video input. For more information on wired video input, see "[Wired video input connection](#)", page 63.

#### How to power

1. Connect the desired power adapter to the 'USB-C' port (reference 1) of the Base Unit.

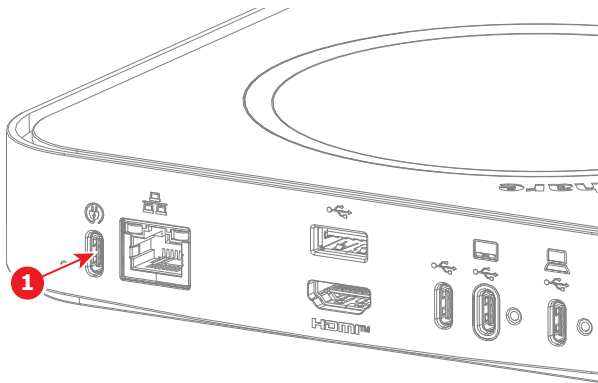


Image 5–49 For Hub Core

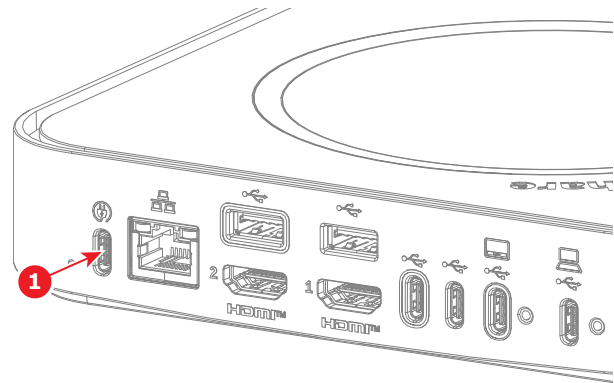


Image 5–50 For Hub Pro

2. Plug the power adapter to the wall socket.  
The standby button at the front lights up.

### 5.5.2 Connecting over LAN



#### LAN

A Local Area Network (LAN) is a collection of network enabled devices in the same physical site or building. Typically all network devices in the same LAN have the same IP address range.

#### About LAN connection

A LAN connection will connect the Base Unit to the local network. This connection is required for the ClickShare to work as a room system.

#### How to connect

1. Connect an 'ethernet' cable from the LAN port (reference 1) on the Base Unit to the local network.

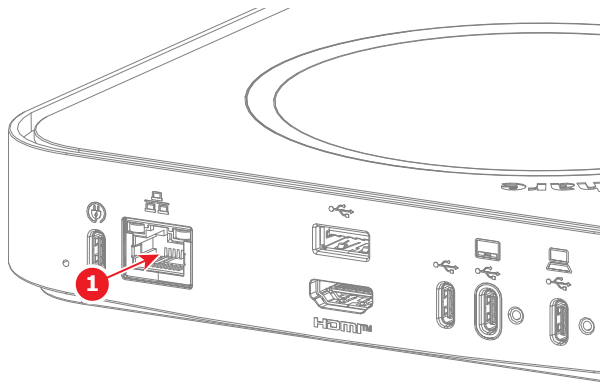


Image 5-51 For Hub Core

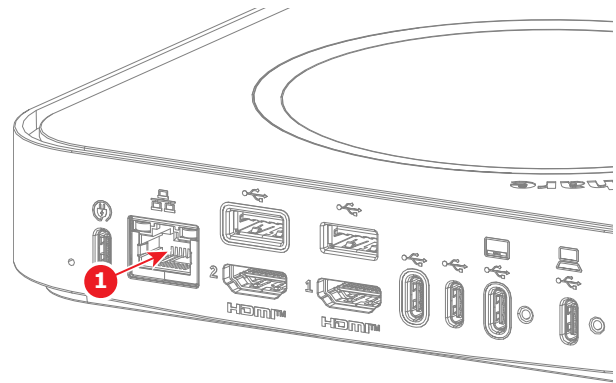


Image 5-52 For Hub Pro

The LEDs on the LAN port light up or flicker while data is being transmitted.

2. Adjust the network settings of the Base Unit using one of the following methods:
  - ▶ During the first startup, “ClickShare system setup”, page 67.
  - ▶ Using the ClickShare settings app, “Ethernet status”, page 87.

### 5.5.3 Primary display connection

#### About primary display connection

The ClickShare Hub Core and ClickShare Hub Pro only support displays over an ‘HDMI’ connection. These displays are not the same as the Control Panel. Depending on the installation, the following functions can be expected of the display:

Installation situation	With Control Panel	Without Control Panel
Regular display	Display functions: <ul style="list-style-type: none"> <li>• Shows meeting participants</li> <li>• Shows shared content</li> </ul> Control Panel functions: <ul style="list-style-type: none"> <li>• Controls the meeting peripherals</li> <li>• Manages the meeting room account</li> <li>• Manages the meeting</li> </ul>	Display functions <sup>1</sup> : <ul style="list-style-type: none"> <li>• Shows meeting participants</li> <li>• Shows shared content</li> <li>• Controls the meeting peripherals</li> <li>• Manages the meeting room account</li> <li>• Manages the meeting</li> </ul>
Touch display	Display functions: <ul style="list-style-type: none"> <li>• Shows meeting participants</li> <li>• Shows shared content</li> <li>• Whiteboard</li> <li>• Annotations</li> </ul> Control Panel functions: <ul style="list-style-type: none"> <li>• Controls the meeting peripherals</li> <li>• Manages the meeting room account</li> <li>• Manages the meeting</li> </ul>	Display functions: <ul style="list-style-type: none"> <li>• Shows meeting participants</li> <li>• Shows shared content</li> <li>• Whiteboard</li> <li>• Annotations</li> <li>• Controls the meeting peripherals</li> <li>• Manages the meeting room account</li> <li>• Manages the meeting</li> </ul>

#### About mouse and keyboard

Meeting rooms require a method of controlling the meeting room account in the meeting room. The mouse and keyboard can be used in two situations:

- For installations **with** a Control Panel, the mouse and keyboard will interact with the connected display.

1. Only possible with a mouse connected to the Base Unit.

- For installation **without** a Control Panel, the mouse and keyboard will take over the functionality of the Control Panel and are used to control the meeting room account.

A keyboard and mouse can be connected to the ClickShare system using any of the following methods:

- Using **Bluetooth**. For more information, see [“Pairing a device”](#), page 95.
- Using a **peripheral USB port of the Base Unit**. For more information, see [“Standalone peripheral connection”](#), page 61.

## Hub Pro ‘HDMI’ ports overview

The two ‘HDMI’ ports on the Hub Pro are not treated the same by the software. For this reason, it matters where the video cable of the display is connected. More information on the designation of each port can be found in the following table:

Port	Internal logic	Additional comments
‘HDMI 1’	Full display	Transmits the complete video signal to the connected device.
‘HDMI 2’	Extended display	Transmits a composite of windows or video streams. Meaning, only video signals internally marked as “available for a second screen” will be transmitted to this port.

## How to connect

- Connect an ‘HDMI’ cable from the ‘HDMI in’ port of the display to the ‘HDMI 1’ port (reference 1) of the Base Unit.



*Tip:* The display with the highest resolution must be connected to ‘HDMI 1’. ‘HDMI 2’ supports less resolutions compared to ‘HDMI 1’.

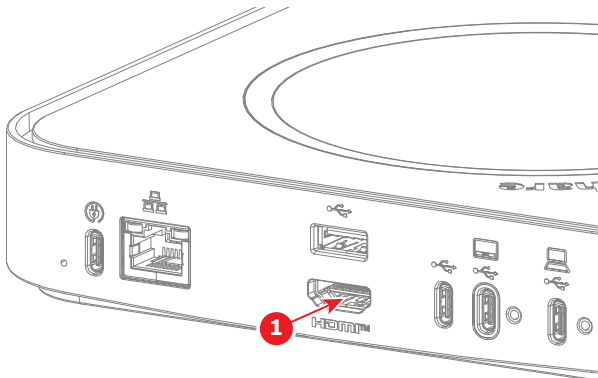


Image 5–53 For Hub Core

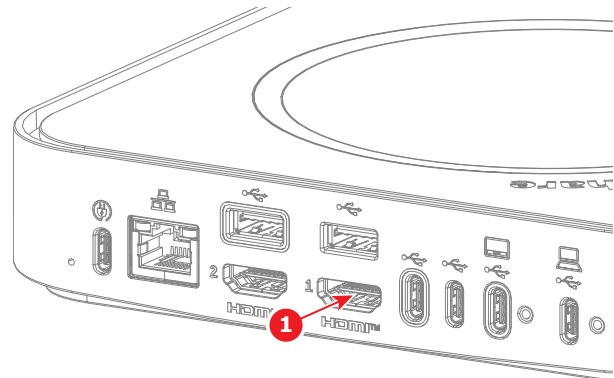


Image 5–54 For Hub Pro

- Is the connected display a touch display?
  - ▶ If **no**, no further actions required.
  - ▶ If **yes**, connect a ‘USB’ cable from the display to one of the supported ‘USB’ ports (reference 2) of the Base Unit.

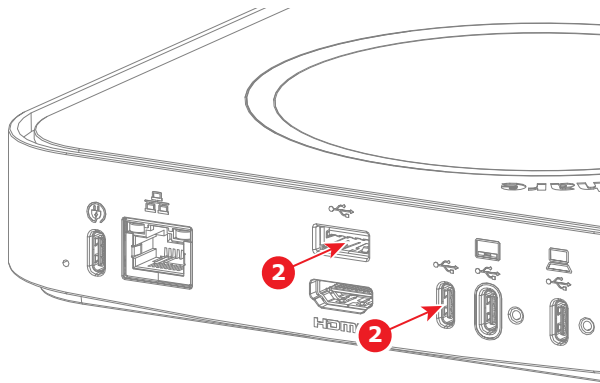


Image 5-55 For Hub Core

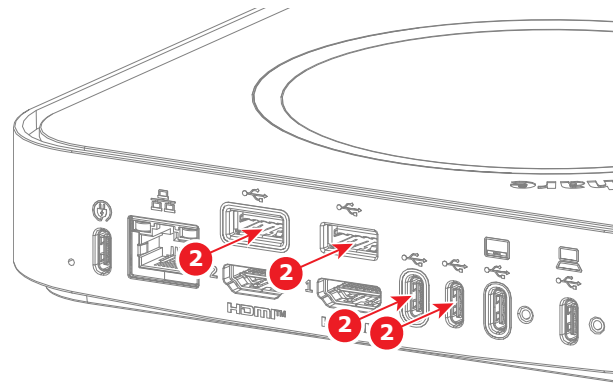


Image 5-56 For Hub Pro

## 5.5.4 Dual display connection



Only supported by the Hub Pro.

### About dual display

Two displays can be connected to the Base Unit at the same time. Only the display connected to 'HDMI 1' can transmit touch data to the Base Unit. Meaning if the second display is also a touch display, any interactions on that second display will not be registered by ClickShare.

The display that is connected to 'HDMI 1' will be seen as the *main* display or display '1' in the software. The display that is connected to 'HDMI 2' will be seen as display '2' in the software.

### Prerequisites

The main display must be connected before a second display can be connected. For more information, see "[Primary display connection](#)", page 58.



Microsoft Teams requires a pro room license to allow a second display. For more information, see the Microsoft Teams policy.

### How to connect

1. Connect an 'HDMI' cable from the 'HDMI in' port of the display to the 'HDMI 2' port (reference 1) of the Base Unit.



*Tip:* The display with the highest resolution must be connected to 'HDMI 1'. 'HDMI 2' supports less resolutions compared to 'HDMI 1'.

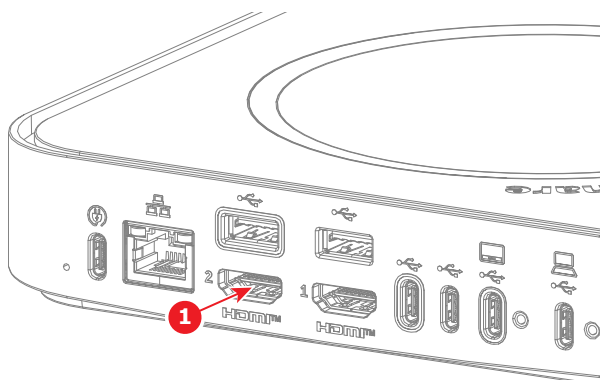


Image 5-57

## 5.5.5 Control Panel connection

### Prerequisites

The Control Panel 'USB-C' cable must be installed before the connection to the Base Unit can be made. For more information, see "Control Panel installation", page 35.

### How to connect

1. Is the Control Panel being used with the Barco 'USB-C' cable?
  - ▶ If **yes**, connect the 'Source' side of the 'USB-C' to the 'USB-C' port (reference 1).
  - ▶ If **no**, connect the 'USB-C' to the 'USB-C' port (reference 1).

 **Tip:** Secure the 'USB-C' cable to the 'USB-C' port with the USB-C cable lock. For more information, see "Securing the USB-C cables to the Base Unit", page 54.

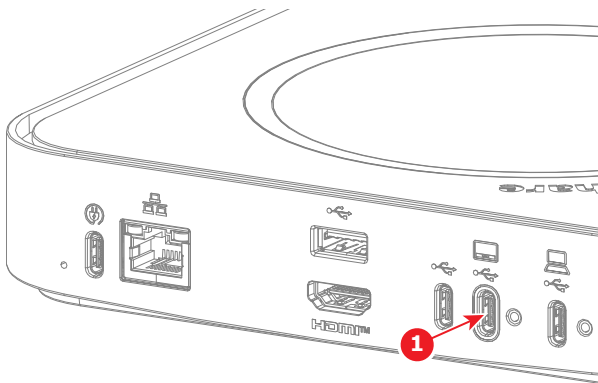


Image 5-58 For Hub Core

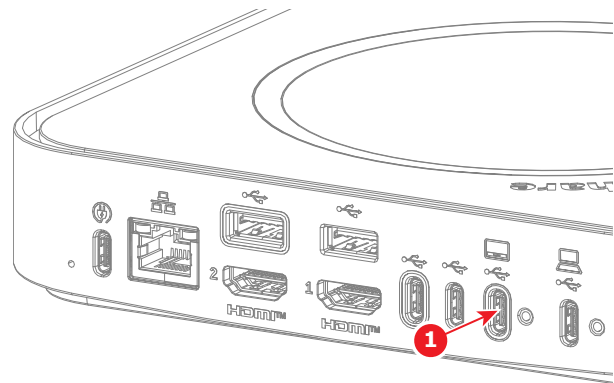


Image 5-59 For Hub Pro

2. Configure the orientation of the Control Panel in the ClickShare settings app. For more information, "Control Panel settings", page 109.

## 5.5.6 Standalone peripheral connection

### About audio video peripherals

ClickShare supports a variety of audio video peripherals. Only one of each peripheral category can be connected at a time. For example, It is not possible to connect two microphones directly to the Base Unit. Connecting a speaker and a microphone, is possible as long as enough USB ports are available. For more information on the connection capabilities of the peripheral, see the manual of the manufacturer.



Be mindful of peripherals that cover more than one category. These peripherals block dedicated hardware. For example: a camera with a built-in microphone will, even if the built-in microphone is not intended to be used, block a dedicated microphone peripheral from working.

An up to date list of officially supported peripherals can be found on the Barco website: <https://www.barco.com/products/clickshare-conferencing-collaboration/room-systems-video-conferencing/compatibility-and-certification>.

### About control peripherals

ClickShare supports all USB and Bluetooth keyboards and mice. For more information on how to connect the Bluetooth peripherals, see "Pairing a device", page 95.

### Reserved 'USB-C' ports

Most 'USB-C' ports of the Base Unit are multipurpose. Some of those 'USB-C' ports are intended or required for specific features. When those features are not used, then those ports can be used for other features. See the following table for more information:

Port	Feature	Priority	Link
Front 'USB-C' port	Pairing the Button	Recommended	<a href="#">"Pairing the Button", page 76</a>
Control Panel 'USB-C' port	Control Panel support	Required	<a href="#">"Control Panel connection", page 61</a>

## How to connect

- Is the Base Unit powered on?
  - ▶ If **yes**, press the standby button (reference A) at the front of the Base Unit.
  - ▶ If **no**, go to next step.

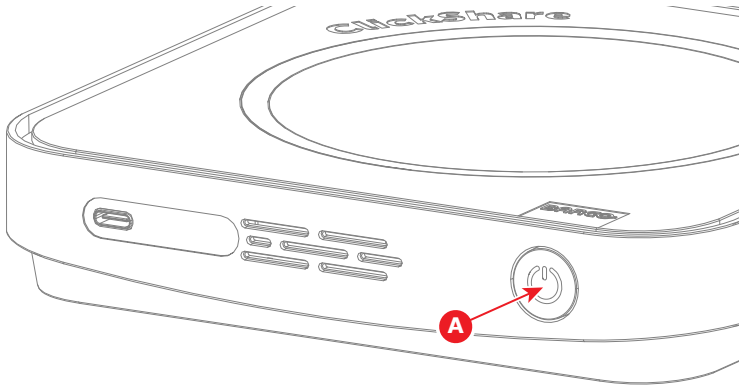


Image 5-60

- Connect the peripheral to any of the free 'USB-A' or 'USB-C' ports (reference 1 to 6) of the Base Unit.



*Tip:* Barco recommends using the peripheral 'USB-C' port (reference 3 for Hub Core and reference 3 or 4 for Hub Pro) or the peripheral 'USB-A' port (reference 4 for Hub Core and reference 5 or 6 for Hub Pro).

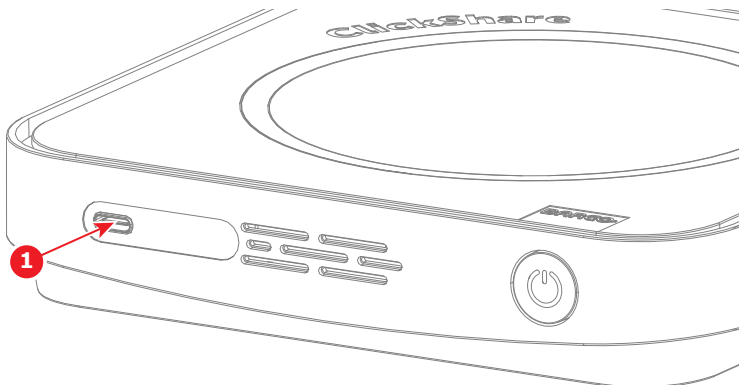


Image 5-61

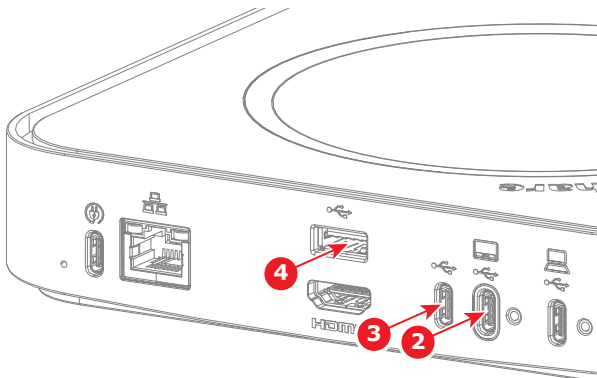


Image 5-62 For Hub Core

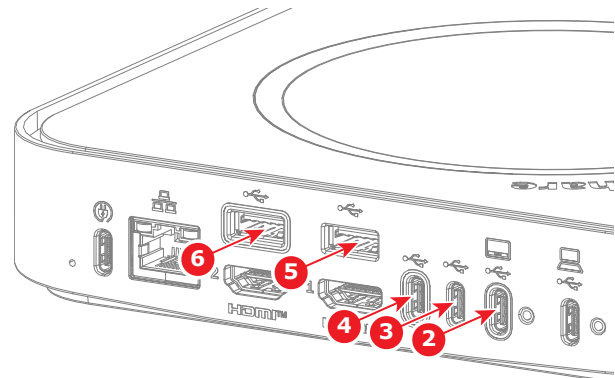


Image 5-63 For Hub Pro

3. Must additional peripherals be connected?
  - ▶ If **yes**, repeat step 2.
  - ▶ If **no**, no further actions required.
4. Wake the Base Unit. For more information, see [“Waking the Base Unit”, page 66.](#)

## 5.5.7 Wired video input connection



### DisplayPort Alt Mode

DisplayPort alternate mode allows compatible USB-C ports to function as DisplayPort ports. These ports can send DisplayPort signals alongside any other data or power that is normally supported by standard USB ports.

### About wired video input

Wired video input allows a device to connect to the display with a wired connection through ClickShare. This connection does not support peripherals. Meaning, only the local sharing to the connected displays as an extended screen is supported.

### About wired charging

Any Base Unit that is powered by the 180W power supply can provide power to the connected device over the wired video connection. This charging is only possible over a ‘USB-C’ connection with DisplayPort Alt Mode. ‘HDMI’ does not support charging over ‘HDMI’ cables.

### How to connect

1. Does the desired ‘USB-C’ port on the device support DisplayPort Alt Mode?
  - ▶ If **no**, connect an ‘HDMI’ cable from the ‘HDMI out’ port of the device to the ‘USB-C input convertor’ connected to the ‘USB-C’ port (reference 1) of the Base Unit.
  - ▶ If **yes**, connect a ‘USB-C’ cable from the ‘USB-C’ port of the device to the ‘USB-C’ port (reference 1) of the Base Unit.



*Tip:* Secure the ‘USB-C’ cable to the ‘USB-C’ port with the USB-C cable lock. For more information, see [“Securing the USB-C cables to the Base Unit”, page 54.](#)

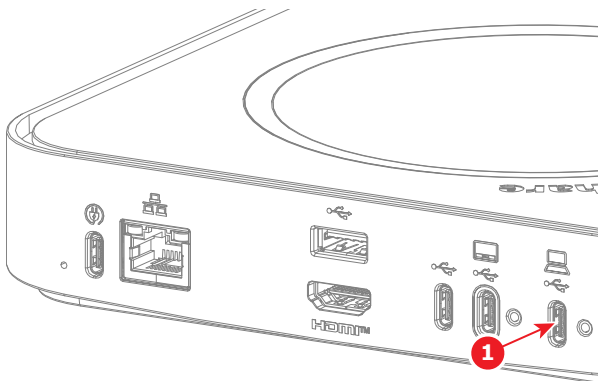


Image 5–64 For Hub Core

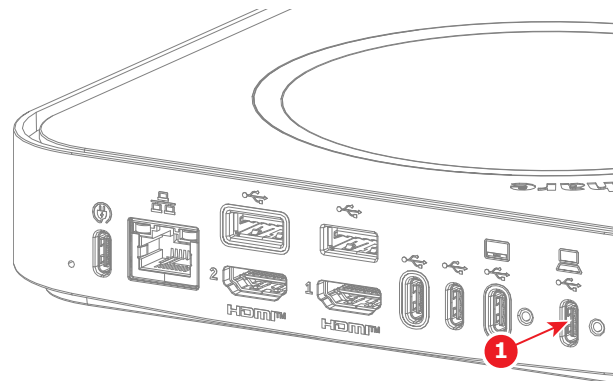


Image 5–65 For Hub Pro



# 6

## First time use

6.1	Waking the Base Unit.....	66
6.2	Configuration wizard.....	67
6.3	Pairing the Button.....	76

### About first time use

After the installation of the hardware, default configurations are needed to make ClickShare system operational. The following chapters will go over the initial configurations.

## 6.1 Waking the Base Unit

### About waking

Functionalities of the Base Unit are shut down when the device is in sleep mode. The Base Unit has multiple possible ways of waking up automatically. These depend on the configuration of the Base Unit and/or any connected peripherals. The following procedure explains how to manually wake the Base Unit.

### How to wake

1. Press the standby button (reference 1) at the front of the Base Unit.

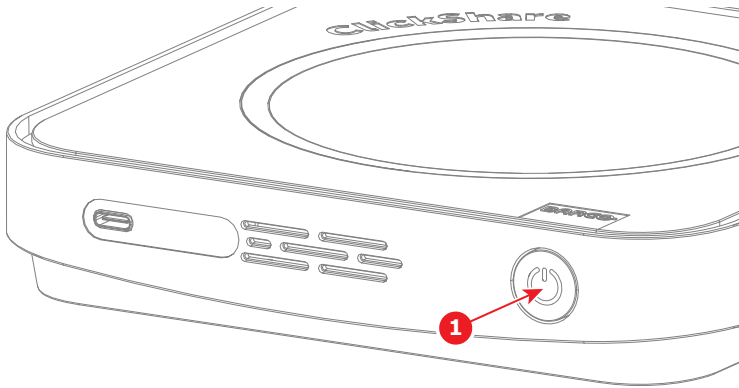


Image 6-1

2. Wait until the standby button LED turns solid white.  
The Base Unit and the connected Control Panel wake up.

## 6.2 Configuration wizard

### About the configuration wizard

The configuration wizard is shown when a ClickShare system is started for the first time or after a factory reset of the Base Unit. This wizard allows the user to configure the essential settings required to make the ClickShare function. The following chapters will explain each part of the setup.

### 6.2.1 ClickShare system setup

#### About the ClickShare system setup

The first part of the configuration wizard will configure the ClickShare Base Unit. All settings can be changed at a later time.

#### Prerequisites

The Base Unit must be connected to the LAN network. For more information, see [“Connecting over LAN”, page 57](#).

A method of interacting with the wizard will also be needed. At least one of the following options must be available:

- Using a **Control Panel**. For more information, see [“Control Panel connection”, page 61](#).
- Using a **touch display**. For more information, see [“Primary display connection”, page 58](#).
- Using a **mouse connected to the Base Unit**. For more information, see [“Standalone peripheral connection”, page 61](#).

#### How to setup

1. Is a Control Panel connected to the Base Unit?
  - ▶ If **yes**, go to next step.
  - ▶ If **no**, go to step 4.
2. Select the installed orientation of the Control Panel.
  - ▶ Tap *Flat* (reference 1) for [“Installing the Control Panel on a flat surface”, page 37](#) and [“Securing the Control Panel to the table \(low-angle view\)”, page 40](#).
  - ▶ Tap *Upright* (reference 2) for [“Installing the Control Panel on a flat surface”, page 37](#), [“Installing the Control Panel on a flat surface \(round base\)”, page 38](#), [“Securing the Control Panel to the table \(high-angle view\)”, page 39](#) and [“Securing the Control Panel to the wall”, page 41](#).

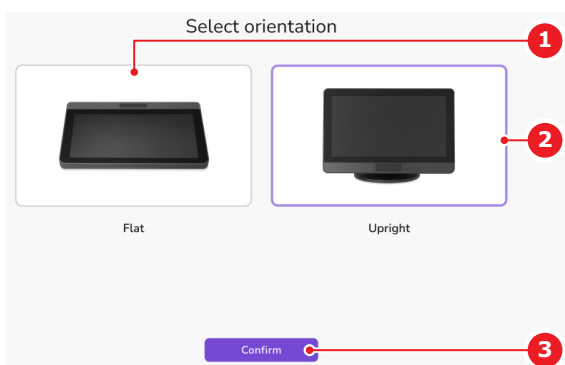



Image 6–2

- 1 Low angle view orientation
- 2 High angle view orientation
- 3 Confirm button

The user interface rotates based on the selected orientation.

3. Tap *Confirm* (reference 3, [Image 6–2](#)).  
The language page is shown.
4. Select the desired language from the language list (reference 4).

 **Note:** English will be selected by default.

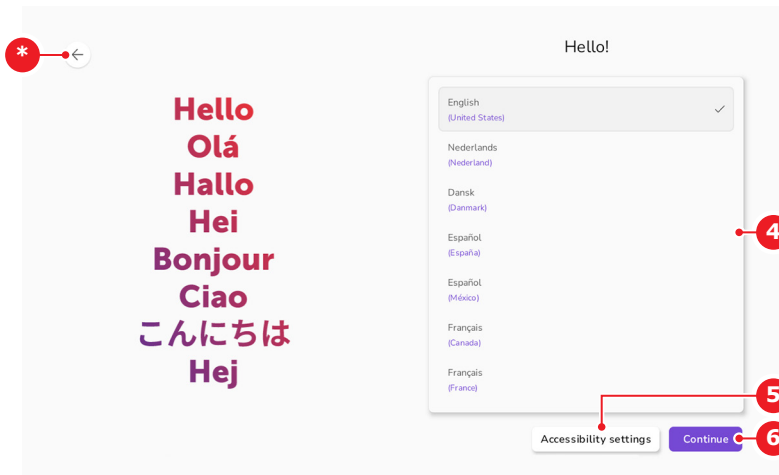



Image 6–3

- 4 Language list
- 5 Accessibility settings button
- 6 Confirm button
- \* Return button

5. Tap *Accessibility settings* (reference 5, [Image 6–3](#)) to adjust the user interface. (**optional**)
  - a) Select the desired text and button look after *High contrast mode* (reference 7).
    - *Off* (**default**)
    - *On*
  - b) Select the desired size of the text after *Text size* (reference 8).
    - *Small*
    - *Default* (**default**)
    - *Large*
    - *Largest*
  - c) Tap *Narrator* (reference 9) to configure the narrator. For more information, see [“Narrator”, page 83](#).
    -  *Tip:* The images in the linked chapter have a different appearance than in the configuration wizard. Functionality and location of the elements are the same.

- d) Tap the return button (reference \*) to return to the language page.

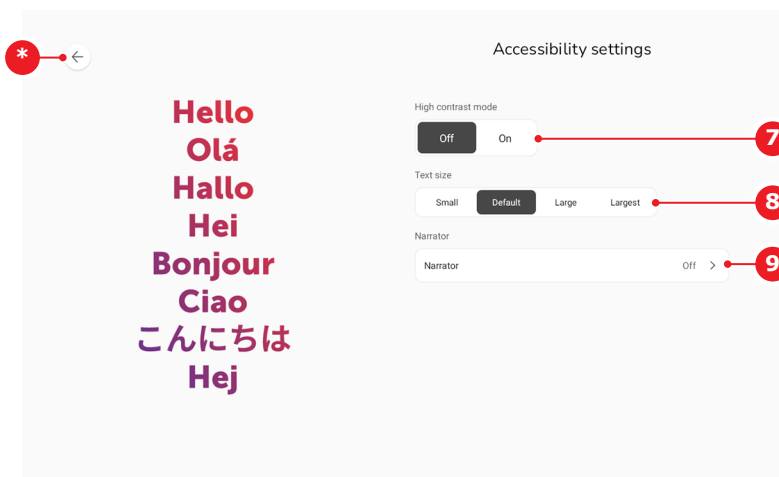



Image 6–4


- 7 High contrast status
- 8 Text size options
- 9 Narrator menu
- \* Return button

6. Tap *Continue* (reference 6, [Image 6–3](#)).

The network configuration page is shown.

7. Tap *Settings* (reference 10) to adjust the network settings. For more information, see “Ethernet status”, page 87.

 *Note:* A valid network connection is required to continue the setup.

 *Tip:* The images in the linked chapter have a different appearance than in the configuration wizard. Functionality and location of the elements are the same.

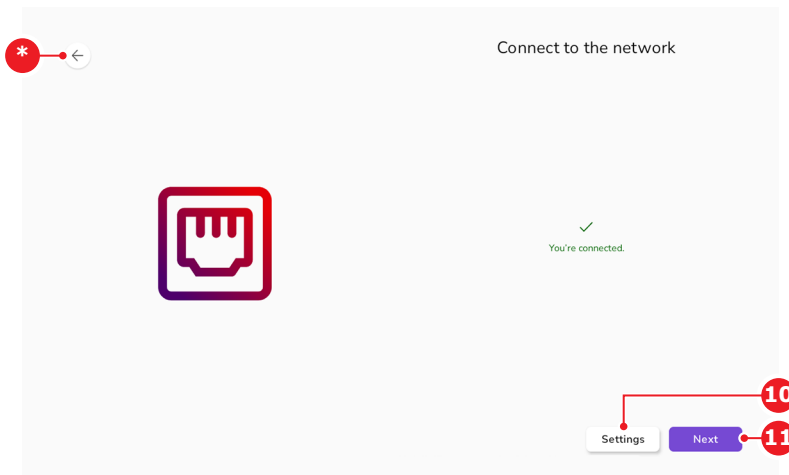


Image 6–5

- 10 Settings menu
- 11 Next button
- \* Return button

A label *You're connected.* (✓) is shown.

8. Tap *Next* (reference 11, Image 6–5).

The date and time page is shown.

9. Select the desired time zone from the drop down after *Select time zone* (reference 13).

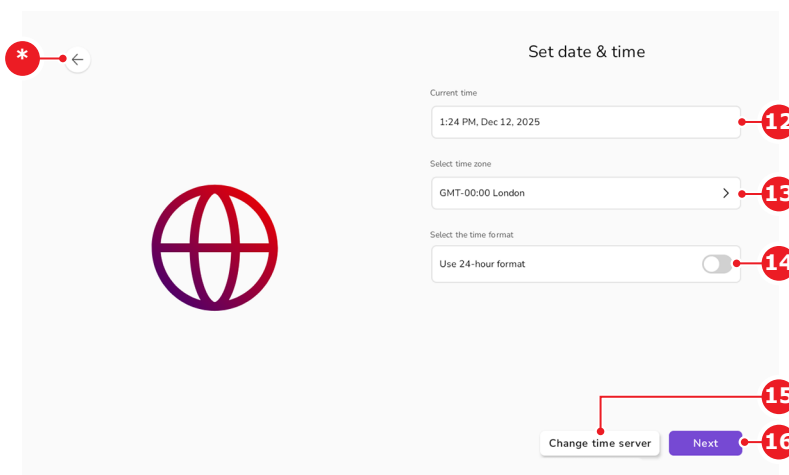


Image 6–6

- 12 Current system time
- 13 Time zone drop-down
- 14 Time format toggle
- 15 Time server menu
- 16 Next button
- \* Return button

10. How must the time be displayed?


- ▶ In case of **12-hour format**, disable the *Use 24-hour format* button (reference 14, Image 6–6).
- ▶ In case of **24-hour format**, enable the *Use 24-hour format* button (reference 14, Image 6–6).

11. Configure the time server that the ClickShare system must follow. (**optional**)


- a) Tap *Change time server* (reference 15, [Image 6–6](#)).

A pop-up screen is shown.

- b) Enter the desired time server IP address or hostname in the input field (reference 17).

 **Note:** The default time server is `time.android.com`.

- c) Tap *Save* (reference 19).

 **Tip:** The pop-up can be closed by tapping *Cancel* (reference 18) or by tapping outside the pop-up window.

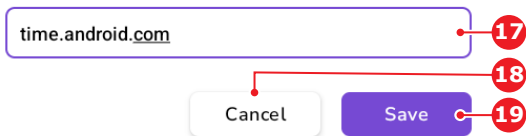



Image 6–7

- 17 Time server input field
- 18 Cancel button
- 19 Save button

The time settings are synced to the entered time server.

12. Must any settings from previous steps be changed?

- ▶ If **yes**, use the return button (↩) to change the desired setting.
- ▶ If **no**, tap *Next* (reference 16, [Image 6–6](#)) to continue the configuration. For more information, see [“Software and terms”, page 70](#).

 **Note:** It is not possible to return after this step.

## 6.2.2 Software and terms



### MDEP

Microsoft Device Ecosystem Platform (MDEP) is a security enhanced Android platform. MDEP is the operating system required for the ClickShare system to function.

### About software and terms

The second part of the configuration wizard focuses on the software side of the configuration. Prompting an update, when possible, and showing the terms and agreements required to use the ClickShare system, the underlying MDEP system and the room system.

### Prerequisites

The ClickShare system must be configured before the software and terms can be setup. For more information, see [“ClickShare system setup”, page 67](#).

### How to setup

1. Has the Base Unit found a newer software version?
  - ▶ If **yes**, tap *Update* (reference 3, [Image 6–8](#)) and wait until the Base Unit has been updated.
  - ▶ If **no and the system is up to date**, tap *Continue* (reference 4, [Image 6–9](#)).
  - ▶ If **no and the system is not up to date**, manually update the software. For more information, see [“USB software update”, page 120](#).

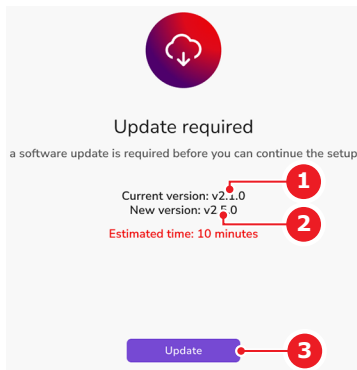


Image 6–8 Newer software version found

- 1 Installed version
- 2 Newer version found
- 3 Update button

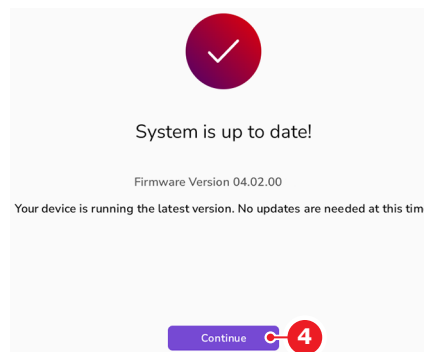


Image 6–9 Latest version installed

- 4 Continue button

The meeting room privacy page is shown.

2. Adjust the privacy options as desired.



*Tip:* Read more about the privacy options by tapping *Learn more* (reference 5).

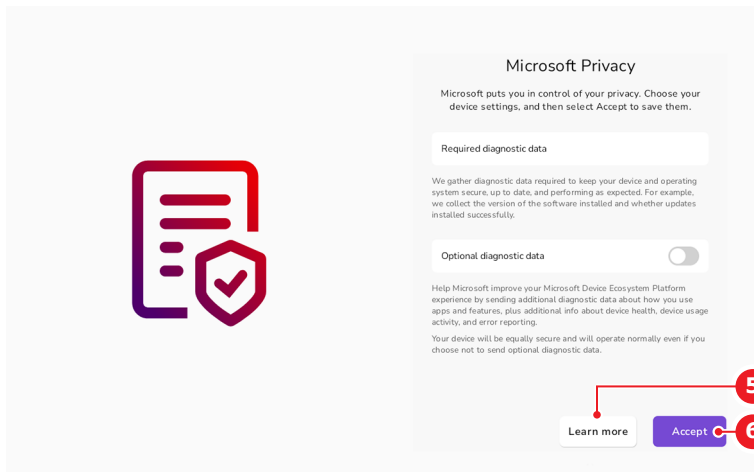


Image 6–10 Example of the Microsoft Teams privacy options

- 5 Learn more button
- 6 Accept button

3. Tap *Accept* (reference 6, [Image 6–10](#)).

The ClickShare terms and conditions page is shown.

4. Read the ClickShare *Terms & Conditions* (reference 7) displayed on the device.



*Note:* The image [Image 6–11](#) is for illustrative purposes only and does not contain the actual terms and conditions.

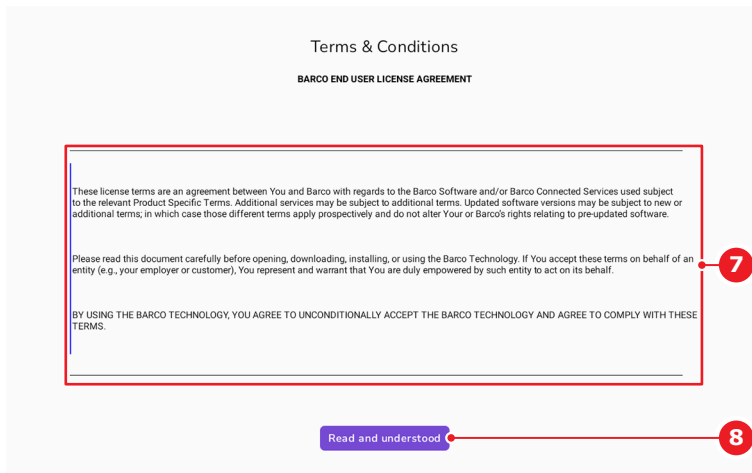


Image 6–11

- 7 Terms and conditions text
- 8 Agreement button

5. Tap *Read and understood* (reference 8, [Image 6–11](#)) to accept the terms and conditions. The XMS Cloud linking page is shown.
6. Is the Base Unit linked to XMS Cloud?
  - ▶ If **yes**, continue the configuration. For more information, see [“Accounts”, page 73](#).
  - ▶ If **no**, link the Base Unit to XMS Cloud. For more information, see [“XMS Cloud linking”, page 23](#).

### 6.2.3 XMS Cloud linking



#### QR code

A Quick Response code (QR code) is a two dimensional barcode made of black and white squares. These squares have information encoded that can be read by most smartphones and QR code scanners.

#### About XMS Cloud linking

XMS Cloud linking is required for the Base Unit to function. The linking step can be completed before the configuration wizard procedure has been started. For more information, see [“XMS Cloud linking”, page 23](#).

#### Prerequisites

The ClickShare system must be up to date and the terms must be accepted before the XMS Cloud QR code is shown. For more information, see [“Software and terms”, page 70](#).

#### Required tools

Mobile phone with a built-in camera and internet access

#### How to link

1. Scan the QR code (reference 1) using the mobile phone.

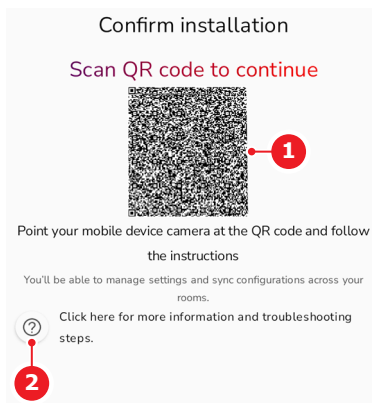


Image 6–12

- 1 QR code
- 2 Service support button

The XMS Cloud linking page is shown.

2. Follow the mobile linking procedure. For more information, see [“Mobile linking”, page 25](#).
3. Continue the configuration. For more information, see [“Accounts”, page 73](#).

## 6.2.4 Accounts

### About accounts

The final part of the configuration wizard allows for the configuration and creation of the accounts required to use ClickShare as a room system. Completion of the account steps allows the ClickShare system to be used for meetings.



### Prerequisites

The Base Unit must be linked to XMS Cloud before the accounts can be configured. For more information, see [“XMS Cloud linking”, page 72](#).

### How to configure

1. Enter a desired password in the input fields *Enter password* (reference 1) and *Confirm password* (reference 2).

 **Note:** The password must have a strength (reference 3) of *moderate* or *strong*.

 **Tip:** Tap the eye icon () in the input field to see the entered password.

#### Create Admin Password

Image 6–13

- 1 Password input field
- 2 Password confirmation input field
- 3 Password strength indicator
- 4 Confirmation button

## First time use

2. Tap *Create and continue* (reference 4, [Image 6–13](#)) to create an admin account with the user name 'admin' and the entered password as password.

The installation review page is shown.

3. Must the information be changed?
  - ▶ If **yes** for the meeting room name (reference 5), see the [XMS Cloud](#) user guide.
  - ▶ If **yes** for the admin password, tap *Change admin password* (reference 6) and go to next step.
  - ▶ If **no**, go to step 7.

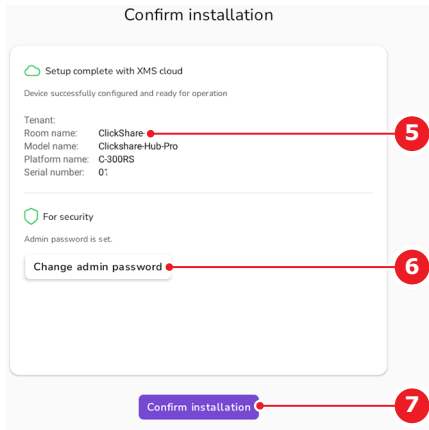





Image 6–14

- 5 XMS Cloud installation information
- 6 Change password button
- 7 Confirmation button

4. Enter the current password in the *Current password* input field (reference 8).

 **Note:** If the current password is unknown, then a hardware factory reset is required. For more information, see [“Hardware factory reset”](#), page 122.


 **Tip:** Tap the eye icon () in the input field to see the entered password.



### Change password

Image 6–15

- 8 Current password input field
- 9 New password input field
- 10 New password confirmation input field
- 11 New password strength indicator
- 12 Return button
- 13 Confirmation button

5. Enter a new password in the input fields *New password* (reference 9, [Image 6–15](#)) and *Confirm new password* (reference 10, [Image 6–15](#)).

 **Note:** The password must have a strength (reference 11, [Image 6–15](#)) of *moderate* or *strong*.

 **Tip:** Tap the eye icon () in the input field to see the entered password.

6. Tap *Change password* (reference 13) to update the password.  
The installation review page is shown.
7. Tap *Confirm installation* (reference 7, [Image 6–14](#)).  
The installation complete page is shown.
8. Tap *Continue to Microsoft Teams* (reference 14) to sign in to the meeting room provider.

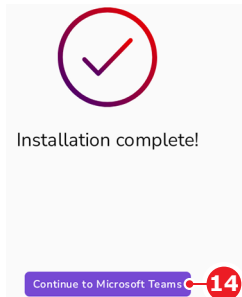


Image 6–16

**14** Confirmation button

The Microsoft Teams login page is shown.

9. Follow the instructions of the room system provider. For more information, see the documentation of the room system provider.

The meeting room home page is shown. The installation is complete. The Button can now be paired to Base Unit. For more information, see [“Pairing the Button”, page 76](#).

## 6.3 Pairing the Button

### About the pairing

A Button must be paired with a Base Unit to work. An unpaired Button is not be able to share content nor connect to ClickShare.



It is not possible to pair a Button with multiple Base Unit devices. Pairing a Button to a different Base Unit will overwrite the link to the previous Base Unit.

### Prerequisites

The Base Unit must be awake before a Button can be paired. For more information, see [“Waking the Base Unit”, page 66.](#)

### How to pair

1. Connect the Button to any free ‘USB-C’ port (reference 1 to 4) of the Base Unit.



*Note:* The Hub Core, Hub Pro is only compatible with a 5th gen Button. For more information, see [“The ClickShare Button”, page 18.](#)



*Tip:* The front ‘USB-C’ port (reference 1) is recommended.

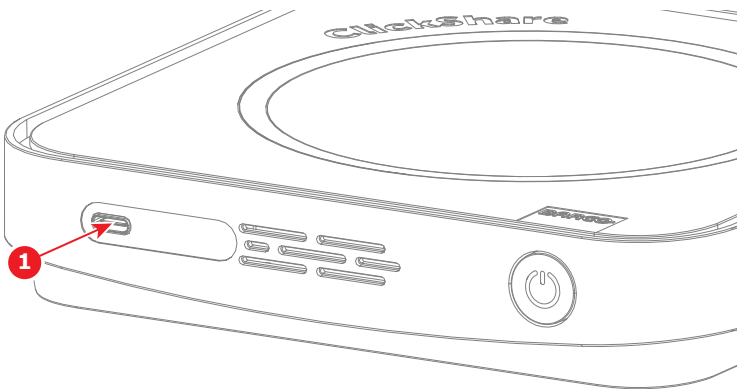


Image 6–17

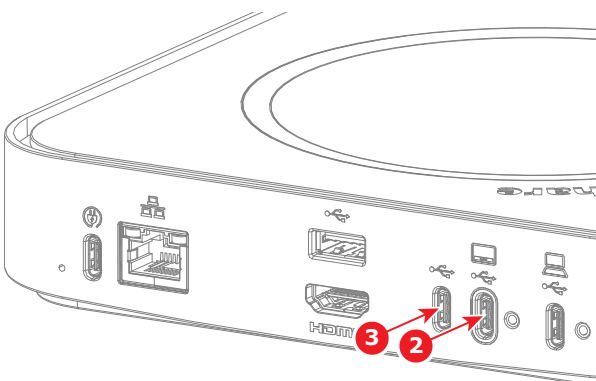


Image 6–18 For Hub Core

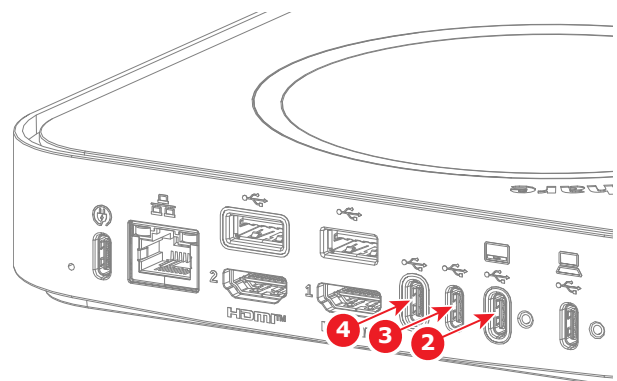


Image 6–19 For Hub Pro

2. Wait until the LED ring of the Button turns solid green.

3. Remove the Button from the Base Unit.

The Button is ready to be used.

# ClickShare settings

# 7

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## About ClickShare settings

ClickShare settings affect the meeting room control user interface, the meeting room provider and the ClickShare system. Each menu will be explained in the following chapters.

## 7.1 Introduction

### Introduction of the user interface

The user interface is built up out of two distinct sections:

- The meeting room provider user interface
- The ClickShare settings app

### Microsoft Teams user interface overview

The Microsoft Teams user interface is the home screen for the ClickShare system. How the interface looks depends on the configuration of the meeting hardware. This interface is intended to be used by the meeting attendees or host to control the meeting. For more information about the functionality of the user interface, see the documentation of Microsoft Teams.

The following screenshots show some examples of how the Microsoft Teams user interface looks:

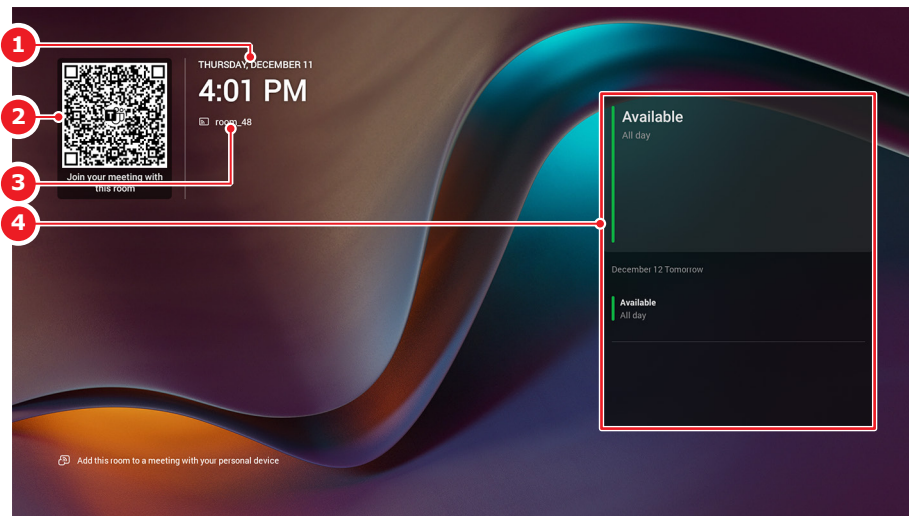


Image 7-1 Main display home screen for Microsoft Teams room

- 1 ClickShare system time
- 2 Meeting room QR code
- 3 Meeting room name
- 4 Room availability calendar

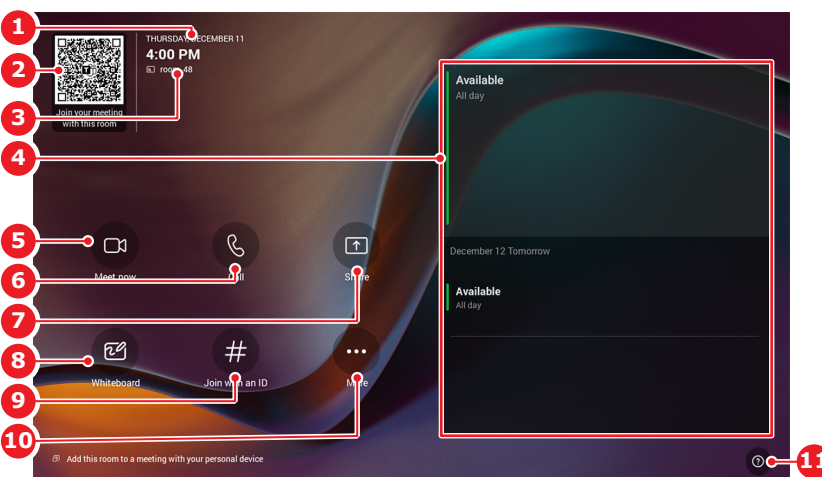


Image 7-2 Control Panel home screen for Microsoft Teams room

- |                              |   |
|------------------------------|---|
| 1 ClickShare system time     | 7 Share button                            |
| 2 Meeting room QR code       | 8 Start whiteboard                        |
| 3 Meeting room name          | 9 Add meeting room to existing meeting ID |
| 4 Room availability calendar | 10 More options                           |
| 5 Start video call           | 11 Microsoft Teams feedback button        |
| 6 Start audio call           |   |

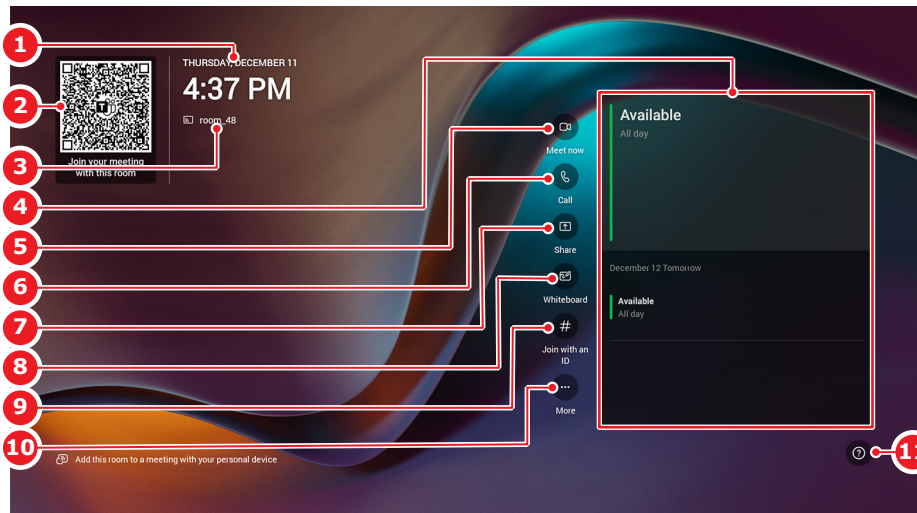


Image 7–3 Main display home screen without Control Panel for Microsoft Teams room

- |                              |   |
|------------------------------|---|
| 1 ClickShare system time     | 7 Share button                            |
| 2 Meeting room QR code       | 8 Start whiteboard                        |
| 3 Meeting room name          | 9 Add meeting room to existing meeting ID |
| 4 Room availability calendar | 10 More options                           |
| 5 Start video call           | 11 Microsoft Teams feedback button        |
| 6 Start audio call           |   |

## ClickShare settings app overview

The ClickShare settings app controls the settings of the entire ClickShare system, any connected peripherals and the meeting room provider. The main purpose of the ClickShare settings app is to allow installers or IT professionals to configure and manage the meeting room. Some user settings are also available.

The user interface is built up out of the following sections:



All ClickShare settings are under the *More* section in the Microsoft Teams user interface.

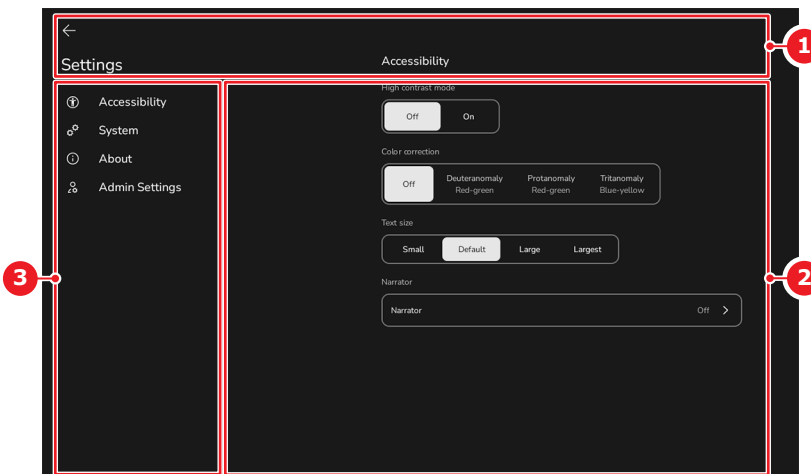


Image 7–4

- |                  |
|------------------|
| 1 Header         |
| 2 Work area      |
| 3 Navigation bar |

## ClickShare settings accounts

The ClickShare settings app has two built in accounts:

- User account (default logged in)<sup>2</sup>

2. Described in the user guide.

- Admin account<sup>3</sup>

Different settings and options will be available depending on the account that is logged in.

### Admin menu vs user menu

Settings appear in different categories depending on the account that is currently logged in. These settings have the same functionality regardless of category. See the following table for an overview of settings that are in different locations.

<b>Setting</b>	<b>User account category<sup>2</sup></b>	<b>Admin account category<sup>3</sup></b>
Control Panel settings	<i>System</i>	<i>Peripherals</i>
Restart	<i>System</i>	<i>Troubleshooting and diagnosis</i>

---

3. Described in the installation manual.

## 7.2 Accessibility

### About accessibility

Accessibility manages the look of the ClickShare settings app. Ensuring everyone can clearly see or hear the information needed to hold the meeting. How to adjust the accessibility is explained in the following chapters.

#### 7.2.1 High contrast mode

##### Location & availability

- **Menu:** *More > Settings > Device settings > Accessibility*
- **Access level:** all

##### About high contrast mode

Menu items across the ClickShare settings app are white letters on black backgrounds or black letters on white backgrounds. This can be difficult to read depending on the room situation and the user. High contrast mode will increase the clarity between what is the background and what is the actual text. Making it easier to find and read the text.

##### How to toggle

1. Tap the desired mode after *High contrast mode* (reference 1).
  - ▶ *On*
  - ▶ *Off (default)*

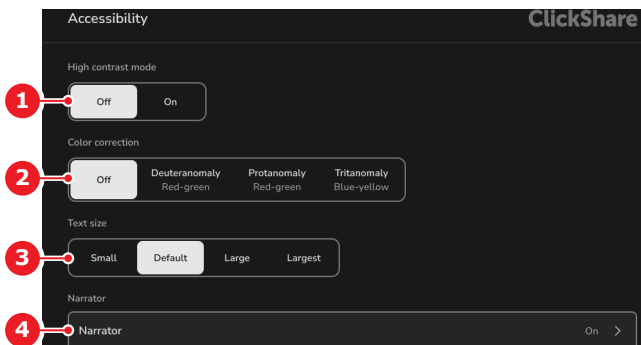


Image 7-5

- 1 High contrast status
- 2 Color correction options
- 3 Text size options
- 4 Narrator menu

The selected option has a white background and the text across the entire interface is changed.

#### 7.2.2 Color correction

##### Location & availability

- **Menu:** *More > Settings > Device settings > Accessibility*
- **Access level:** all

##### About color correction

Color correction will adjust how colors are displayed on the connected screens. This color correction will make certain images more visible to colorblind users or displays that have a bad color representation.

##### How to adjust

1. Tap the desired color correction after *Color correction* (reference 2).
  - ▶ For **no color** correction, tap *Off. (default)*
  - ▶ For a **green-shift** correction, tap *Deuteranomaly*.

- ▶ For a **red-dim** correction, tap *Protanomaly*.
- ▶ For a **blue-shift** correction, tap *Tritanomaly*.

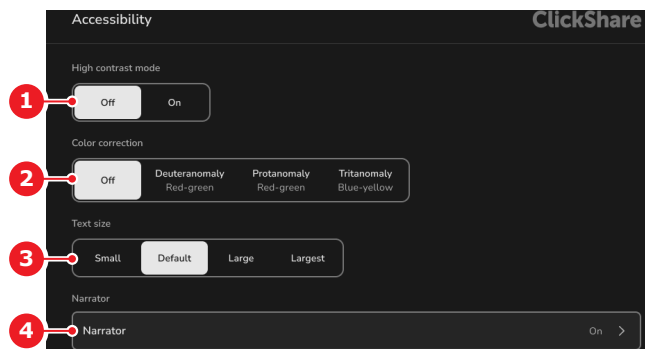


Image 7-6

- 1 High contrast status
- 2 Color correction options
- 3 Text size options
- 4 Narrator menu

The selected option has a white background and the colors across the entire ClickShare system are adjusted.

## 7.2.3 Text size

### Location & availability

- **Menu:** *More > Settings > Device settings > Accessibility*
- **Access level:** all

### About text size

Text size adjusts the size of the text, the user interface elements, menus and the size of the icons.

### How to adjust

1. Tap the desired size after *Text size* (reference 3).
  - ▶ *Small*
  - ▶ ***Default (default)***
  - ▶ *Large*
  - ▶ *Largest*

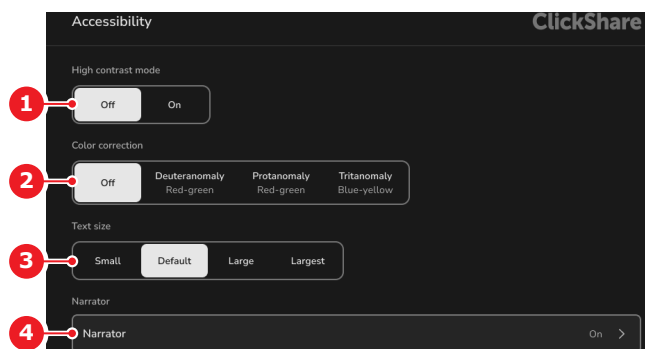


Image 7-7

- 1 High contrast status
- 2 Color correction options
- 3 Text size options
- 4 Narrator menu

The selected option has a white background and the user interface across the entire interface is resized.

## 7.2.4 Narrator

### Location & availability


- **Menu:** *More > Settings > Device settings > Accessibility > Narrator*
- **Access level:** all


### About narrator

A narrator will read any text or context clues in the user interface. This helps navigate and explain where the user is without the need to clearly see the screen.

### How to configure

1. Tap the *On* mode after *Narrator* (reference 1).

 **Note:** The narrator will start narrating every part of the user interface the moment the *On* is tapped.

 **Tip:** The first tap makes the narrator read what was pressed. The second tap confirms the action.

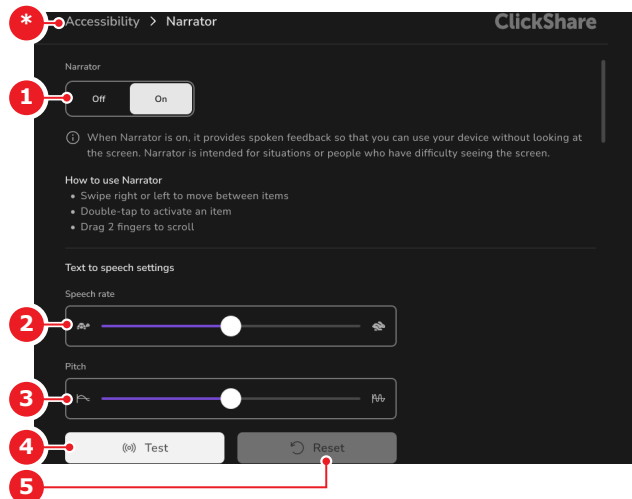


Image 7–8

- |   |                         |   |               |
|---|-------------------------|---|---------------|
| 1 | Narrator status         | 4 | Audio test    |
| 2 | Narrator speaking speed | 5 | Reset button  |
| 3 | Narrator voice pitch    | * | Return button |

The narrator tutorial is shown.

2. Follow or skip the narrator tutorial.

The *On* option has a white background and the narrator is enabled.

3. Drag the dot across the slider after *Speech rate* (reference 2, [Image 7–8](#)) to change the speed of the narration. **(optional)**
4. Drag the dot across the slider after *Pitch* (reference 3, [Image 7–8](#)) to change the pitch of the narration. **(optional)**
5. Tap *Test* (reference 4, [Image 7–8](#)) to hear the new settings of the voice. **(optional)**
6. Are the modifications an improvement over the default voice? **(optional)**
  - ▶ If **yes**, go to next step.
  - ▶ If **no**, tap *Reset* (reference 5, [Image 7–8](#)) and go to step 3.
7. Tap on any aspect of the user interface.
 

The pressed section receives a green outline and the narrator reads the text.
8. Use gestures to decide what must happen to the selected aspect.
  - ▶ **Double tap on the element** to select or activate the selected option.

ClickShare settings

- ▶ **Swipe right** to move to the next section.
- ▶ **Swipe left** to move to the previous section.

## 7.3 Display

### About display

The *Display* menu changes settings related to the displays connected to the Base Unit. How to adjust the settings is explained in the following chapters.

#### 7.3.1 CEC



##### CEC

Consumer Electronics Control (CEC) is a protocol that allows commands to be sent over an 'HDMI' connection. These commands are commonly used to transfer peripheral information or actions from the main device to the device that is connected using 'HDMI'.

### Location & availability

- **Menu:** *More > Settings > Device settings > Display*
- **Access level:** admin

### About CEC

By default, CEC is turned on. This allows ClickShare transfer audio controls from the remote to the connected audio peripherals. Installations making use of the regular display without a Control Panel use CEC to transfer the mouse data from the display to the Base Unit.

### How to toggle

1. Is the toggle button after *Enable CEC* (reference 1) blue?
  - ▶ If **yes**, tap the toggle button to disable CEC.
  - ▶ If **no**, tap the toggle button to enable CEC.

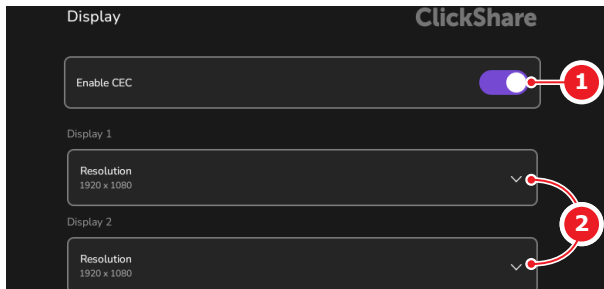


Image 7-9

- 1 CEC toggle
- 2 Connected displays resolution drop down

#### 7.3.2 Resolution

### Location & availability

- **Menu:** *More > Settings > Device settings > Display*
- **Access level:** admin

### About resolution

Most displays can display content in different resolutions. Which resolutions are available depends on the display. In dual display setups, both displays can have a different resolution. To change which resolution each display uses while showing content from ClickShare, see the following procedure.

### How to adjust

1. Select the desired resolution from the drop down menu of the desired display (reference 2).

## ClickShare settings

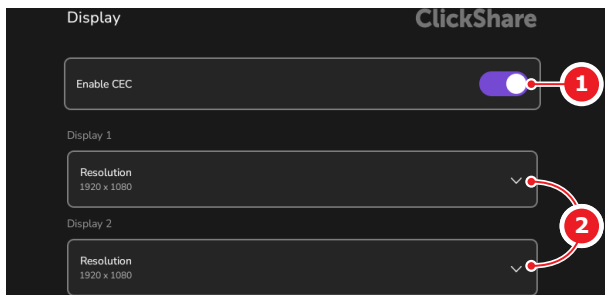


Image 7–10

- 1 CEC toggle
- 2 Connected displays resolution drop down

The display switches to the selected resolution.

## 7.4 Network and internet

### About network and internet

Network and internet changes how the ClickShare system is connected to the internal network and the Button. How to adjust the network and internet settings will be explained in the following chapters.

#### 7.4.1 Ethernet status



##### IP address

An IP address is a numeric address given to a device on a network. A generation four address (IPv4) is built up using four digits between '0' - '255', for example '192.168.0.50'. This allows different network devices to find each other on the network.



##### DHCP

Dynamic Host Configuration Protocol (DHCP) is a protocol that manages IP addresses. When a device is connected to a DHCP network, the DHCP server will assign an unused IP address to the connected device automatically. This ensures all connected devices have unique IP addresses, within the same range.



##### Subnet

Subnetting is a network principle that subdivides local networks into multiple smaller networks. Each subnet gets given a certain range of IP addresses based on the subnet mask. The subnet mask highlights how many bits, and therefore possible devices, are part of the smaller network.



##### Default gateway

The default gateway is the IP address of the nearest networking device, often a router, in charge of sending network information and traffic to the unit. The default gateway typically hosts the DHCP server for the network or the subnet.



##### DNS

Domain Name System (DNS) is a server that matches IP addresses to human readable links. A typical use case is allowing browsers to send URLs to the DNS server and get an IP address back to contact the desired website over the network.



##### MAC address

A Media Access Control (MAC) address is a unique number for the network capabilities of a device. This number cannot be changed and is used as an identifier by the network.

### Location & availability

- **Menu:** *More > Settings > Device settings > Network and Internet > Ethernet Network Status*
- **Access level:** admin

### About network

The network status page shows the current network configuration of the Base Unit. Information like the IP address can be found here. These network settings can be adjusted if needed. For more information, see the following procedure.



An active network connection is required for the room system to function.

### How to configure

1. Select the desired method for setting network configuration after *IP settings* (reference 1).
  - ▶ **DHCP**, to automatically set the network configuration. Go to step 7. (**default**)
  - ▶ **Static**, to manually adjust the network configuration. Go to next step.

**Note:** Changing from DHCP to static will not clear the data. Making it possible to get a configuration from DHCP, then switch the Base Unit to static to lock the configuration or get a head start on common fields.

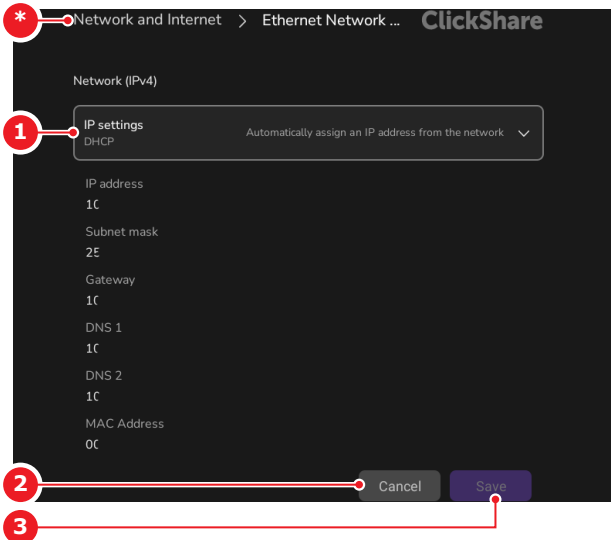


Image 7–11 DHCP IP method menu

- 1 Method drop down menu
- 2 Cancel button
- 3 Save button
- \* Return button

2. Enter or update the desired IP address after *IP address* (reference 4).

**Tip:** Tap the x icon (✕) in the input field to clear the entered data.

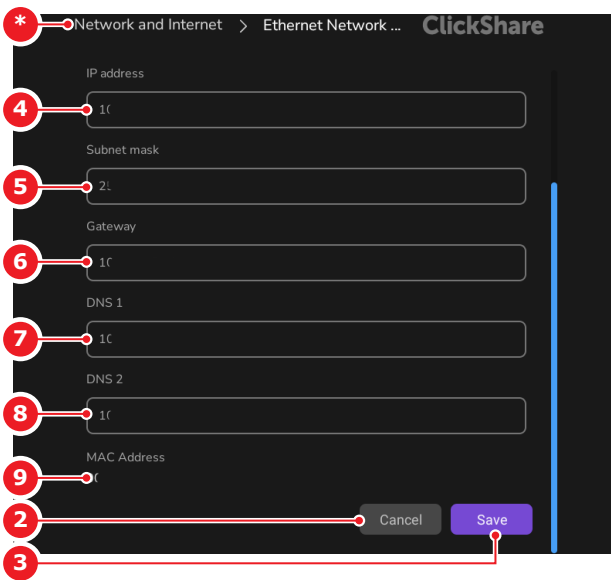




Image 7–12 Static IP method menu

- 2 Cancel button
- 3 Save button
- 4 Static IP address input field
- 5 IP address subnet mask input field
- 6 Default gateway IP address input field
- 7 Main DNS server IP address input field
- 8 Backup DNS server IP address input field
- 9 Device MAC address
- \* Return button



3. Enter or update the desired subnet mask after *Subnet mask* (reference 5, [Image 7–12](#)).

**Tip:** Tap the x icon (✕) in the input field to clear the entered data.



4. Enter or update the desired default gateway after *Gateway* (reference 6, [Image 7–12](#)).

 *Tip:* Tap the x icon () in the input field to clear the entered data.

5. Enter or update the desired DNS server after *DNS 1* (reference 7, [Image 7–12](#)).

 *Tip:* Tap the x icon () in the input field to clear the entered data.

6. Enter or update a backup DNS server after *DNS 2* (reference 8, [Image 7–12](#)). (**optional**)

 *Tip:* Tap the x icon () in the input field to clear the entered data.

7. Tap **Save** (reference 3, [Image 7–11](#) or [Image 7–12](#)).

The Base Unit uses the configuration to connect to the network. On success, the label *Connected* (reference 10) is shown after the *Ethernet Network Status* menu.



Image 7–13

**10** Connection status label

## 7.4.2 Proxy server



### Proxy

A proxy is a server that secures network traffic. Any network device that makes use of the proxy must be configured to communicate with that proxy server. The proxy server will then handle the network traffic to and from the network device in a secure manner.



### IP address

An IP address is a numeric address given to a device on a network. A generation four address (IPv4) is built up using four digits between '0' - '255', for example '192.168.0.50'. This allows different network devices to find each other on the network.



### LAN

A Local Area Network (LAN) is a collection of network enabled devices in the same physical site or building. Typically all network devices in the same LAN have the same IP address range.

## Location & availability

- **Menu:** *More > Settings > Device settings > Network and Internet > LAN proxy server*
- **Access level:** admin

## About proxy

There are two main types of proxy networks:

- **Transparent** proxy servers, which are **automatically used** without configuration.
- **Explicit** proxy servers, which **must be configured** on the Base Unit. For more information, see the following procedure.

For more information on which proxy server is being used at the installation location, contact the local IT department.

## How to configure

1. Must an explicit proxy server be configured?
  - ▶ If **no**, disable the toggle button after *Enable proxy server* (reference 1). No further actions required.
  - ▶ If **yes**, enable the toggle button after *Enable proxy server* (reference 1).

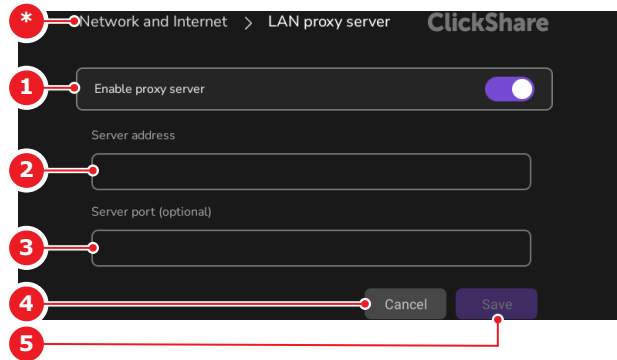




Image 7–14

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>1 Proxy toggle</li> <li>2 Server address input field</li> <li>3 Server port input field</li> </ul> | <ul style="list-style-type: none"> <li>4 Cancel button</li> <li>5 Save button</li> <li>* Return button</li> </ul> |
|---|---|

2. Enter the address of the desired proxy server after *Server address* (reference 2, [Image 7–14](#)).


 *Tip:* The proxy server address can be an IP address or the domain name.


3. Enter the port of the server after *Server port* (reference 3, [Image 7–14](#)). **(optional)**


 *Note:* The default port is 80.


4. Tap **Save** (reference 5, [Image 7–14](#)).

### 7.4.3 Access point

 **Access point**  
Access points are network devices that setup a wireless network. This wireless network will function as a standard network and create an IP address range, DHCP server and network traffic routing.

 **IP address**  
An IP address is a numeric address given to a device on a network. A generation four address (IPv4) is built up using four digits between '0' - '255', for example '192.168.0.50'. This allows different network devices to find each other on the network.

 **DHCP**  
Dynamic Host Configuration Protocol (DHCP) is a protocol that manages IP addresses. When a device is connected to a DHCP network, the DHCP server will assign an unused IP address to the connected device automatically. This ensures all connected devices have unique IP addresses, within the same range.

 **SSID**  
Service Set Identifier (SSID) is the name of a wireless network. By default this name is visible to all network devices with Wi-Fi that are in the area. The SSID can be seen as the name of the Wi-Fi network.

### Location & availability

- **Menu:** *More > Settings > Device settings > Network and Internet > Access Point Settings*
- **Access level:** admin

### About Wi-Fi bands and channels

ClickShare supports the different frequencies for Wi-Fi signals. These frequencies are grouped into three main Wi-Fi bands:

- 2.4 GHz

- 5 GHz
- 6 GHz

Each band supports different channels with slightly different frequencies. These small differences allow different Wi-Fi channels to have an overlap without interfering with each other. Setting different channels for Wi-Fi signals that might have an overlap is called staggering. It is recommended to stagger Wi-Fi channels as much as possible across all wireless network devices.

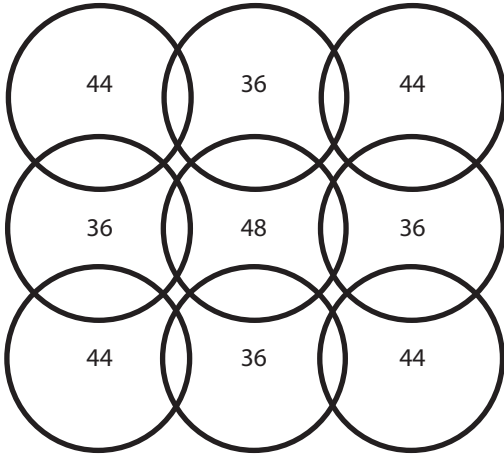


Image 7–15 Example of staggered 5 Ghz bands

## How to configure

### 1. Must the Base Unit send out a Wi-Fi network?

- ▶ If **no**, disable the toggle button after *Access Point Settings* (reference 1). No further actions required.
- ▶ If **yes**, enable the toggle button after *Access Point Settings* (reference 1).

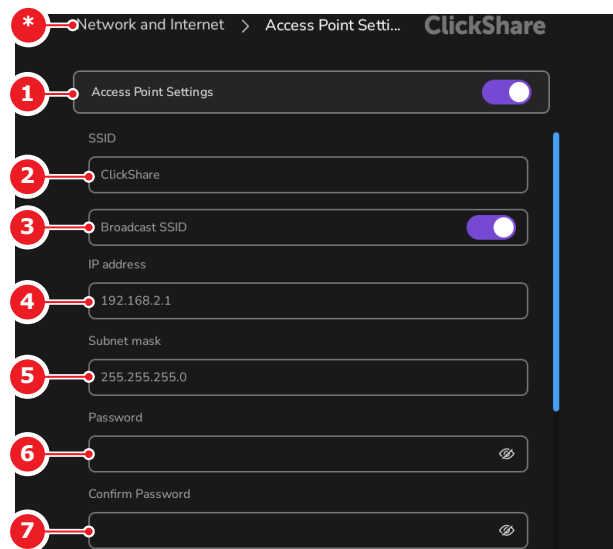




Image 7–16 Access point settings page part 1

- |   |                                     |   |  |
|---|-------------------------------------|---|--|
| 1 | Access point toggle                 | 5 | Subnet mask input field                            |
| 2 | SSID input field                    | 6 | Wireless network password input field              |
| 3 | SSID broadcast toggle               | 7 | Wireless network password confirmation input field |
| 4 | Access point IP address input field | * | Return button                                      |


### 2. Enter or update the desired name of the Wi-Fi network after *SSID* (reference 2, [Image 7–16](#)).


 *Tip:* Tap the x icon () in the input field to clear the entered data.



### 3. Must the Wi-Fi network be visible to any Wi-Fi device?

- ▶ If **no**, disable the toggle button after *Broadcast SSID* (reference 3, [Image 7–16](#)).
- ▶ If **yes**, enable the toggle button after *Broadcast SSID* (reference 3, [Image 7–16](#)).


- Enter or update the IP address of the access point after *IP address* (reference 4, [Image 7–16](#)). (**optional**)



 *Note:* The IP address of the access point will become the default gateway of all wireless devices connected to the Wi-Fi.

 *Tip:* The default IP address of the access point is '192.168.2.1'.


 *Tip:* Tap the x icon () in the input field to clear the entered data.



- Enter or update the desired subnet mask of the access point after *Subnet mask* (reference 5, [Image 7–16](#)). (**optional**)

 *Note:* This subnet mask will decide the range of IP addresses available to the wireless devices that connect to the Wi-Fi.



 *Tip:* Tap the x icon () in the input field to clear the entered data.

- Enter a password for the Wi-Fi network after *Password* (reference 6, [Image 7–16](#)).

 *Note:* The password must be at least 8 characters long.

 *Tip:* Tap the eye icon () in the input field to see the entered password.

- Enter the same password a second time after *Confirm Password* (reference 7, [Image 7–16](#)).

 *Tip:* Tap the eye icon () in the input field to see the entered password.

- Select the desired frequency after *Wi-Fi Band* (reference 8).

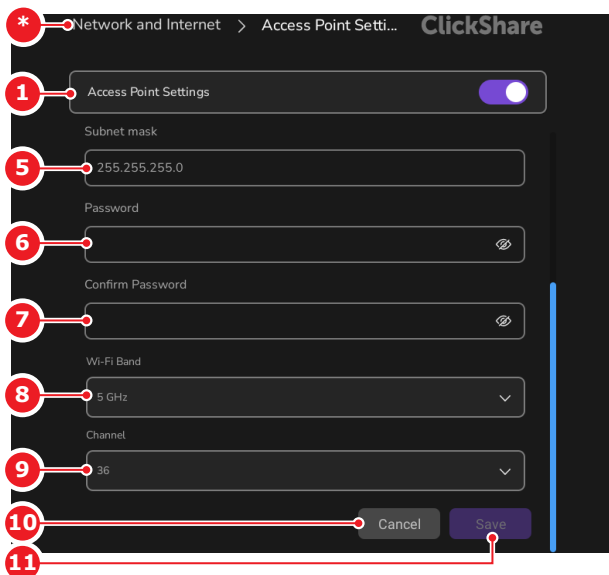



Image 7–17 Access point settings page part 2

- |   |  |    |                         |
|---|--|----|-------------------------|
| 1 | Access point toggle                                | 9  | Wi-Fi channel drop down |
| 5 | Subnet mask input field                            | 10 | Cancel button           |
| 6 | Wireless network password input field              | 11 | Save button             |
| 7 | Wireless network password confirmation input field | *  | Return button           |
| 8 | Wi-Fi frequency band drop down                     |    |                         |

- Select the desired channel after *Channel* (reference 9, [Image 7–17](#)).

 *Tip:* The available channels depend on the chosen Wi-Fi band. Not all channels are available on every frequency band.

- Tap Save (reference 11, [Image 7–17](#)).



## 7.5 Bluetooth

### About Bluetooth

ClickShare can connect and interact with Bluetooth devices. How ClickShare can connect to Bluetooth devices is explained in the following chapters.

### About device pairing

Any device can be paired to the Bluetooth of the Base Unit. Most devices will not work correctly even when they are paired. The Base Unit supports the following devices:

- Bluetooth mouse
- Bluetooth keyboard

### 7.5.1 Bluetooth functionality

#### Location & availability

- **Menu:** *More > Settings > Device settings > Bluetooth*
- **Access level:** admin

#### About Bluetooth functionality

The Base Unit sends out and detects Bluetooth signals when Bluetooth functionality is turned on. Any nearby Bluetooth device that picks up the Base Unit signals will list the name of the Base Unit Bluetooth in the list of available devices.



It is recommended to turn off Bluetooth when the functionality is not being used. This helps improve Bluetooth signal quality for other Bluetooth devices.

### How to toggle

1. Must Bluetooth be turned on?
  - ▶ If **yes**, enable the toggle button after *Use Bluetooth* (reference 1).
  - ▶ If **no**, disable the toggle button after *Use Bluetooth* (reference 1).

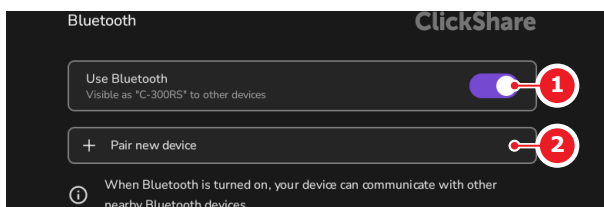


Image 7–18

- 1 Bluetooth toggle
- 2 Pairing menu

### 7.5.2 Renaming the Base Unit Bluetooth name

#### Location & availability

- **Menu:** *More > Settings > Device settings > Bluetooth > Pair new device*
- **Access level:** admin

#### About Bluetooth name

A Bluetooth name or Bluetooth ID is how a device shows up in a list of nearby devices. Clear names help identify which device is which.

## Prerequisites

Bluetooth must be on before the Base Unit Bluetooth name can be changed. For more information, see [“Bluetooth functionality”, page 94](#).

## How to rename

1. Tap on the current name of the Base Unit (reference 1).

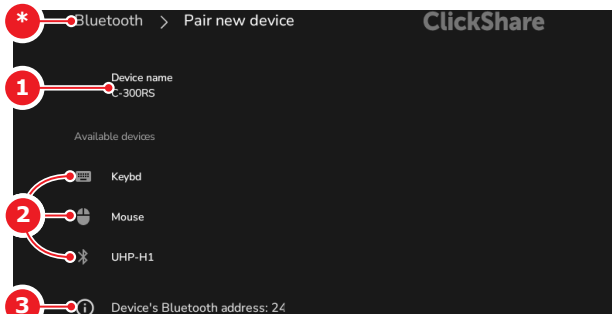


Image 7–19

- 1 Base Unit Bluetooth name
- 2 Detected devices
- 3 Base Unit Bluetooth MAC address
- \* Return button

A pop-up is shown

2. Enter the desired name in the pop-up input field (reference 4).

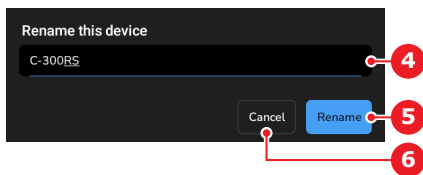


Image 7–20

- 4 Base Unit Bluetooth name input field
- 5 Rename button
- 6 Cancel button

3. Tap Rename (reference 5, [Image 7–20](#))

The Base Unit has the new name in Bluetooth lists.

## 7.5.3 Pairing a device



### MAC address

A Media Access Control (MAC) address is a unique number for the network capabilities of a device. This number cannot be changed and is used as an identifier by the network.

## Location & availability

- **Menu:** *More > Settings > Device settings > Bluetooth > Pair new device*
- **Access level:** admin

## About device pairing

Any device can be paired to the Bluetooth of the Base Unit. Most devices will not work correctly even when they are paired. The Base Unit supports the following devices:

- Bluetooth mouse
- Bluetooth keyboard

## Prerequisites

Bluetooth must be on before a device can be paired. For more information, see [“Bluetooth functionality”, page 94](#).

## How to pair

1. Set the desired device in pairing mode. For more information, see the instructions of the manufacturer.
2. Select the desired device from the *Available devices* (reference 2).



*Tip:* To rename the Bluetooth device name of the Base Unit, see [“Bluetooth functionality”, page 94](#).

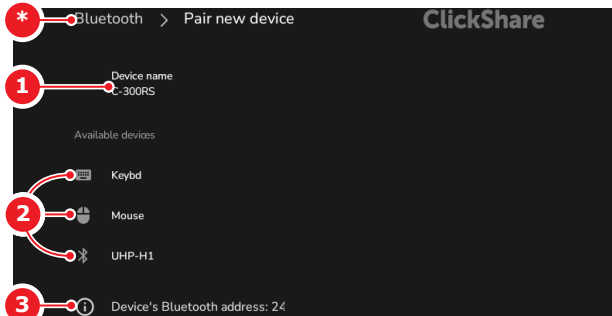


Image 7-21

- 1 Base Unit Bluetooth name
- 2 Detected devices
- 3 Base Unit Bluetooth MAC address
- \* Return button

A pop-up with a pairing verification is shown.

3. Follow the pairing instructions on the pop-up.  
The Bluetooth device and the Base Unit are paired.
4. Connect the Base Unit to the Bluetooth device. For more information, see [“Managing paired devices”, page 96](#).

## 7.5.4 Managing paired devices



### MAC address

A Media Access Control (MAC) address is a unique number for the network capabilities of a device. This number cannot be changed and is used as an identifier by the network.

### Location & availability

- **Menu:** *More > Settings > Device settings > Bluetooth*
- **Access level:** admin

### About managing devices

Paired Bluetooth devices can be:

- Renamed
- Forgotten (unpaired)
- Connected
- Disconnected

## Prerequisites

Bluetooth must be on and the desired device must be paired with the ClickShare system. For more information, see:

- [“Bluetooth functionality”, page 94](#).

- “Pairing a device”, page 95.

## How to manage

1. Tap on the *i* icon (📄) in the same row as the desired Bluetooth device.
2. Must the device be renamed in the Bluetooth list of the ClickShare system?
  - ▶ If **yes**, tap the edit icon (✎) and enter the desired name in the name input field (reference 1). Go to step 4.
  - ▶ If **no**, go to next step.

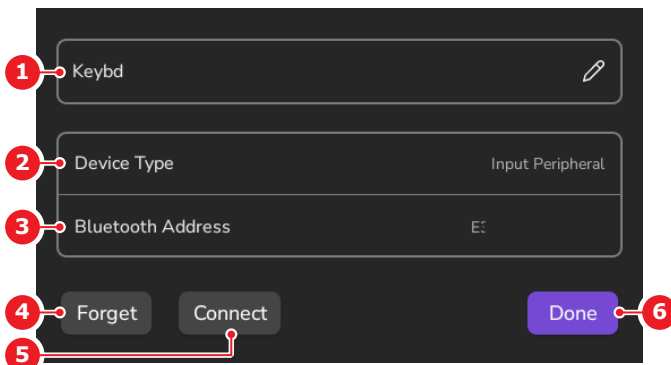


Image 7–22

- |   |   |   |                              |
|---|---|---|------------------------------|
| 1 | Paired Bluetooth device name label or input field | 4 | Forget button                |
| 2 | Paired Bluetooth device type label                | 5 | Connect or disconnect button |
| 3 | Paired Bluetooth device MAC address               | 6 | Confirmation button          |

3. What must be done with the chosen device?
  - ▶ To **connect** to the device, tap *Connect* (reference 5, [Image 7–22](#)). No further actions required.
  - ▶ To **disconnect** from the device, tap *Disconnect* (reference 5, [Image 7–22](#)). No further actions required.
  - ▶ To **remove** the device from the Bluetooth list, tap *Forget* (reference 4, [Image 7–22](#)). No further actions required.

 *Tip:* Devices that are forgotten must be paired again before they can be used again. For more information, see “Pairing a device”, page 95.

The pop-up closes.

4. Tap *Done* (reference 6, [Image 7–22](#)).

## 7.6 System

### About system

System holds settings that affect the entire ClickShare and room system. How to adjust the system settings will be explained in the following chapters.

### 7.6.1 Language

#### Location & availability

- **Menu:** *More > Settings > Device settings > System*
- **Access level:** admin

#### About language

The chosen language dictates the language of the text in the user interface of the Control Panel. It will not change the language of meetings or other connected devices.

#### How to change

1. Select the desired language from the drop down after *Language* (reference 1).

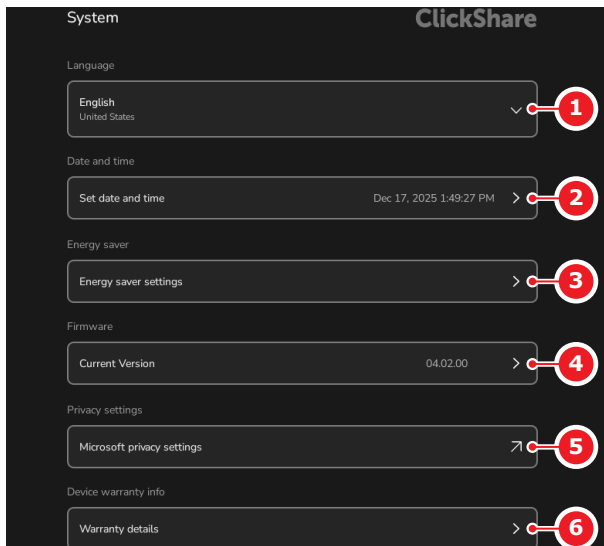


Image 7–23

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1 Language drop down</li> <li>2 Date and time menu</li> <li>3 Energy saver menu</li> </ol> | <ol style="list-style-type: none"> <li>4 Software menu</li> <li>5 Privacy settings link</li> <li>6 Warranty menu</li> </ol> |
|---|---|

The text is changed to the selected language.

### 7.6.2 Time format

#### Location & availability

- **Menu:** *More > Settings > Device settings > System > Date and time*
- **Access level:** admin

#### About time format

The way time is represented in the user interface can be changed to one of the following options:

- **12-hour** format, using the 'AM' or 'PM' suffix.
- **24-hour** format, without a suffix.

## How to change

### 1. How must the time be displayed?

- ▶ For **12-hour format**, disable the toggle button after *24-hour time*.
- ▶ For **24-hour format**, enable the toggle button after *24-hour time*.

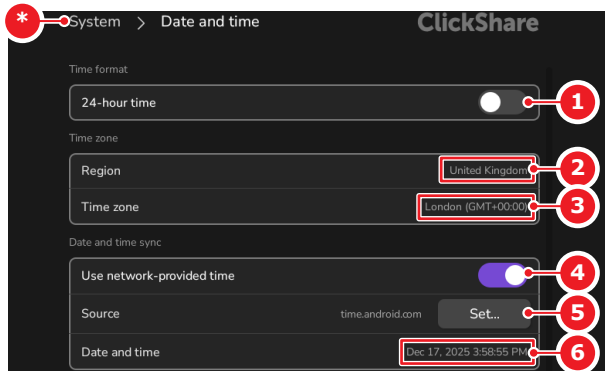


Image 7–24

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>1 Time format toggle</li> <li>2 Region drop down</li> <li>3 Time zone drop down</li> <li>4 Network time toggle</li> </ul> | <ul style="list-style-type: none"> <li>5 Time server menu</li> <li>6 Calendar menu</li> <li>* Return button</li> </ul> |
|--|--|

## 7.6.3 Time zone

### Location & availability

- **Menu:** *More > Settings > Device settings > System > Date and time*
- **Access level:** admin

### About time zone

ClickShare uses the selected region to determine the time zone. Regions with multiple time zones will be able to select which specific time zone is used.

## How to change

### 1. Must the region be changed?

- ▶ If **yes**, select the desired region from the drop down labelled with the current region (reference 2). Go to next step.
- ▶ If **no**, go to next step.

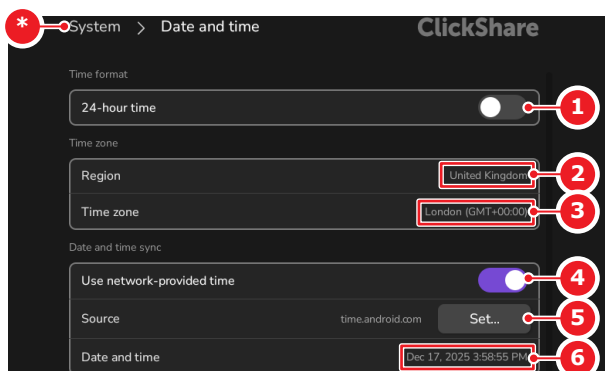


Image 7–25

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>1 Time format toggle</li> <li>2 Region drop down</li> <li>3 Time zone drop down</li> <li>4 Network time toggle</li> </ul> | <ul style="list-style-type: none"> <li>5 Time server menu</li> <li>6 Calendar menu</li> <li>* Return button</li> </ul> |
|--|--|

### 2. Does the selected region have multiple time zones?

- ▶ If **yes**, select the desired time zone from the drop down labelled with the current time zone (reference 3, [Image 7–25](#)).
- ▶ If **no**, no further actions required.

The time zone is changed across the entire ClickShare system.

## 7.6.4 Date and time sync

### Location & availability

- **Menu:** *More > Settings > Device settings > System > Date and time*
- **Access level:** admin

### About date and time

By default, the calendar and the internal clock of the ClickShare system are based on the selected time zone. It is possible to overwrite the time zone clock with a time server of choice or a manual time. For more information, see the following procedure.

### How to configure

1. Must a time server be used?
  - ▶ If **yes**, enable the toggle button after *Use network-provided time* (reference 4). Go to next step.
  - ▶ If **no**, disable the toggle button after *Use network-provided time* (reference 4). Go to step 5.

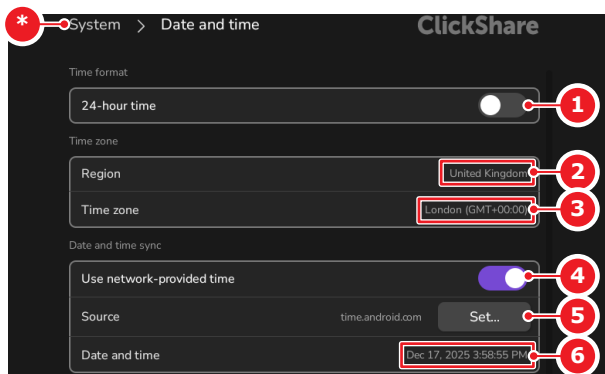


Image 7–26

- |   |                     |   |                  |
|---|---------------------|---|------------------|
| 1 | Time format toggle  | 5 | Time server menu |
| 2 | Region drop down    | 6 | Calendar menu    |
| 3 | Time zone drop down | * | Return button    |
| 4 | Network time toggle |   |                  |

2. Tap *Set...* (reference 5, [Image 7–26](#)) to change the time server.

A pop-up is shown.

3. Enter the desired time server IP address or domain name in the input field (reference 7).



*Tip:* Tap *Default* (reference 8) to enter the default time server *time.android.com*.



Image 7–27

- |    |                            |
|----|----------------------------|
| 7  | Time server input field    |
| 8  | Default time server button |
| 9  | Cancel button              |
| 10 | Confirmation button        |

4. Tap *Done* (reference 10, [Image 7–27](#)). No further actions required.

The date and time is synced to the selected server. This can take a few minutes, depending on the network speed.

5. Tap the date label after *Date and time* (reference 6, [Image 7–26](#)).  
A calendar and a time wheel are displayed.
6. Tap on the desired date from the calendar (reference 12).



*Tip:* The month can be changed by clicking the '<' (◀) and '>' (▶) arrow icons or by swiping left or right on the calendar.

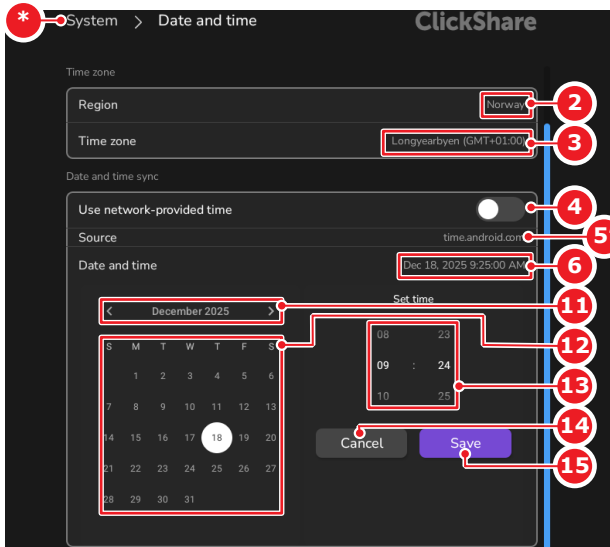


Image 7–28

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>2 Region drop down</li> <li>3 Time zone drop down</li> <li>4 Network time toggle</li> <li>5' Time server label</li> <li>6 Calendar menu</li> <li>11 Month selector</li> </ul> | <ul style="list-style-type: none"> <li>12 Date selector</li> <li>13 Time selector</li> <li>14 Cancel button</li> <li>15 Save button</li> <li>* Return button</li> </ul> |
|--|---|

The selected date has a white circle as background.

7. Swipe up or down on the hour and minutes after *Set time* (reference 13, [Image 7–28](#)) until the desired time is in the middle of the wheel.
8. Tap **Save** (reference 15, [Image 7–28](#)).  
The selected date and time are applied and shown after *Date and time* (reference 6, [Image 7–28](#)).

## 7.6.5 Energy saver

### Location & availability

- **Menu:** *More > Settings > Device settings > System > Energy saver*
- **Access level:** admin

### About energy saver

Energy saver reduces the power usage of the ClickShare system when it is not actively being used. There are two options:

- ECO mode
- Deep sleep mode

When using energy saver, the selected mode will activate after a set time of inactivity.

### About ECO mode

ECO mode allows the Base Unit to wake up whenever activity is detected. The Wi-Fi, sensors and peripherals will remain available and fully operational within a few seconds of activity. This makes the ClickShare system quick to respond while saving as much power as possible.

ECO mode reduces the Base Unit power usage to **7.00 W**.

## About deep sleep mode

Deep sleep reduces the power consumption of the Base Unit to the minimum. The Wi-Fi, sensors and peripherals are turned off or set to minimal power usage. The Base Unit must be woken up before the ClickShare system can be used. For more information, see “[Waking the Base Unit](#)”, page 66.

Deep sleep mode reduces the Base Unit power usage to **0.30 W**.

## How to set

1. Must energy saver be used?
  - ▶ If **yes**, enable the toggle button after *Energy saver* (reference 1). Go to next step.
  - ▶ If **no**, disable the toggle button after *Energy saver* (reference 1). No further actions required.

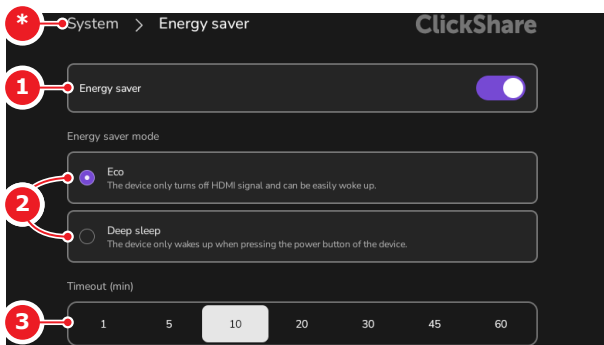


Image 7–29

- 1 Energy saver toggle
- 2 Energy saver modes
- 3 Timeout minutes
- \* Return button

2. Tap on the desired mode after *Energy saver mode* (reference 2, [Image 7–29](#)).
  - ▶ *Eco* (**default**)
  - ▶ *Deep sleep*
3. Tap on the desired minutes that must pass before the desired mode is activated after *Timeout (min)* (reference 3, [Image 7–29](#)).
  - ▶ 1 min
  - ▶ 5 min
  - ▶ 10 min (**default**)
  - ▶ 20 min
  - ▶ 30 min
  - ▶ 45 min
  - ▶ 60 min

The selected option has a white background.

## 7.6.6 Manage firmware update

### Location & availability

- **Menu:** *More > Settings > Device settings > System > Firmware*
- **Access level:** admin

### About managing software update

The software page will check if the current version is the latest available version. When a newer software version is available there are several methods to install:

- **Automatic update:** whenever a new version is available, then ClickShare will automatically install the new update whenever the Base Unit is idle.
- **Manual update:** allows the admin to start an update of the Base Unit when a newer version is available.

- **Plug and update:** updates the Base Unit whenever a USB stick with a newer software file is connected.
- **Manual USB update:** allows the admin to start an update from a connected USB stick with a newer software file.

## How to manage

1. Must the Base Unit be kept up-to-date?
  - ▶ If **yes**, enable the toggle button after *Automatically update* (reference 1). Go to step 3.
  - ▶ If **no**, disable the toggle button after *Automatically update* (reference 1). Go to next step.

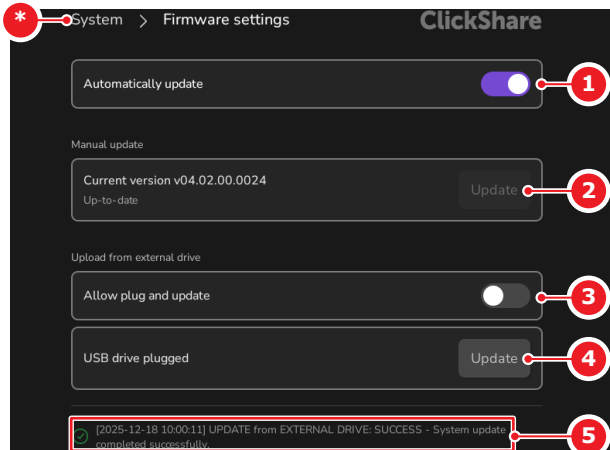


Image 7–30

- |   |                                  |   |                                |
|---|----------------------------------|---|--------------------------------|
| 1 | Auto update toggle               | 4 | USB-stick manual update button |
| 2 | Manual update button             | 5 | Update success text            |
| 3 | USB-stick plug and update toggle | * | Return button                  |

2. Is a newer software detected online?
  - ▶ If **yes**, tap *Update* (reference 2, [Image 7–30](#)) after the current version information. Go to next step.
  - ▶ If **no**, go to next step.
3. Must the Base Unit automatically update whenever a USB stick with software is connected?
  - ▶ If **yes**, enable the toggle button after *Allow plug and update* (reference 3, [Image 7–30](#)). Go to step 5.
  - ▶ If **no**, disable the toggle button after *Allow plug and update* (reference 3, [Image 7–30](#)). Go to next step.
4. Is a USB stick with a newer software connected?
  - ▶ If **yes**, tap *Update* (reference 4, [Image 7–30](#)). Go to next step.
  - ▶ If **no**, no further actions required.

Confirmation text (reference 5, [Image 7–30](#)) is shown.

5. Pair all Button devices again to update them to the same software as the Base Unit. For more information, see [“Pairing the Button”, page 76](#). (**optional**)



*Tip:* The Button updates wirelessly while connected to a computer that is not sharing.

## 7.6.7 Privacy

### Location & availability

- **Menu:** *More > Settings > Device settings > System*
- **Access level:** admin

### About privacy

Privacy holds a link to the privacy portal of the room system provider.

### How to manage

1. Tap on the privacy setting of the desired room system provider after *Privacy settings* (reference 5).

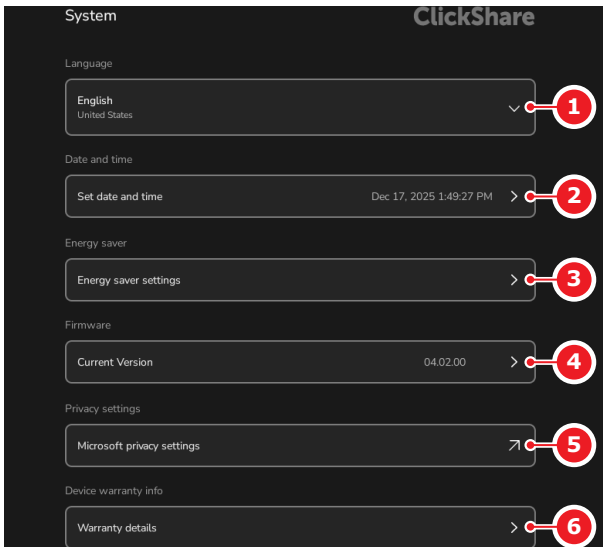


Image 7–31

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>1 Language drop down</li> <li>2 Date and time menu</li> <li>3 Energy saver menu</li> </ul> | <ul style="list-style-type: none"> <li>4 Software menu</li> <li>5 Privacy settings link</li> <li>6 Warranty menu</li> </ul> |
|---|---|

A browser showing the room system provider portal opens.

2. Adjust the privacy settings using the portal. For more information, see the documentation of the room system provider.

## 7.6.8 Warranty info


### Location & availability

- **Menu:** *More > Settings > Device settings > System > Device warranty info*
- **Access level:** admin

### About warranty

Each ClickShare device can have a warranty period that differs from other devices in the system. The warranty page gives an overview of each warranty expire date and status for a given ClickShare product. This information is refreshed daily.

### How to check

1. Check the warranty expiration date of the desired product before the link icon ()

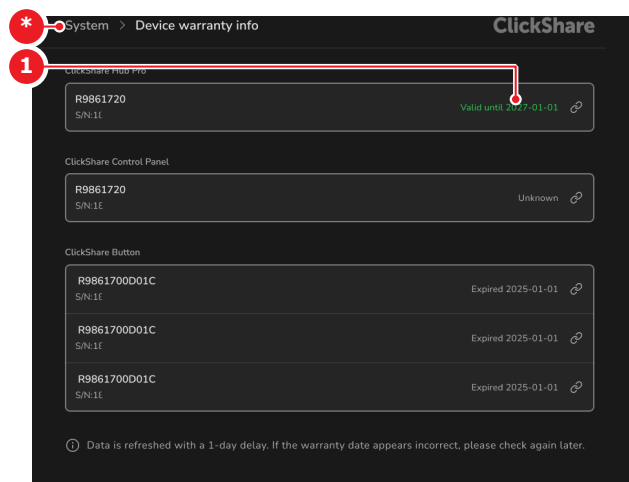


Image 7–32

- 1 Warranty detail  
\* Return button
2. Tap on the desired product.  
A link to the warranty page pops up.
3. Scan the QR code (reference 3) or enter the link (reference 2) in a browser to see the warranty details.



*Tip:* The pop-up can be closed by tapping the *Close* button (reference 4) or by tapping outside the warranty pop-up.

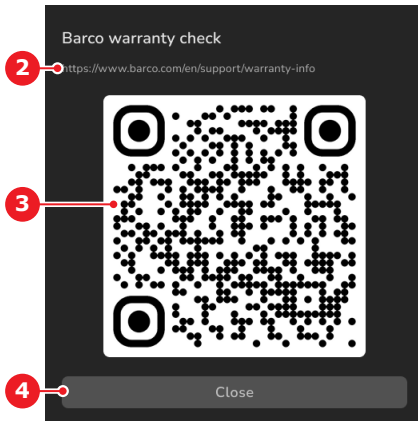


Image 7–33

- 2 Warranty link
- 3 QR code
- 4 Close button

## 7.7 Troubleshooting and diagnosis

### About troubleshooting and diagnosis

Troubleshooting and diagnosis allows the user to solve or aid in solving technical problems with the ClickShare system. How to use troubleshooting and diagnosis will be explained in the following chapters.

#### 7.7.1 Logging



##### MDEP

Microsoft Device Ecosystem Platform (MDEP) is a security enhanced Android platform. MDEP is the operating system required for the ClickShare system to function.

### Location & availability

- **Menu:** *More > Settings > Device settings > Troubleshooting and Diagnosis*
- **Access level:** admin

### About logs

Many different types of logs are collected by the ClickShare system for troubleshooting purposes. These logs are always available locally through the configurator. For more information, see [“Download logs”](#), page 118. These logs can also be sent to the Microsoft Teams admin center for remote download.

### How to set

1. Tap on the desired logging detail after *Logging settings* (reference 1).
  - ▶ *Off*, no ClickShare system nor MDEP logs are sent to the Microsoft Teams admin center. **(default)**
  - ▶ *Debug*, ClickShare system and basic MDEP logs are sent to the Microsoft Teams admin center.
  - ▶ *Verbose*, ClickShare system and detailed MDEP logs are sent to the Microsoft Teams admin center.

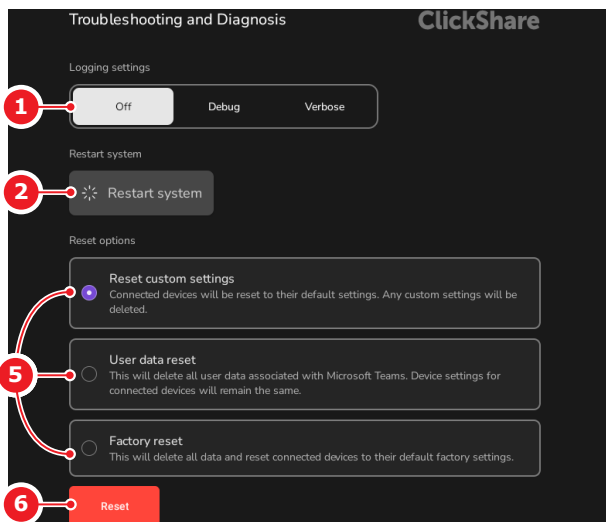


Image 7–34

- 1 Logging detail options
- 2 Restart button
- 5 Reset type options
- 6 Reset button

The selected option has a white background.

#### 7.7.2 Restart

### Location & availability

- **Menu:** *More > Settings > Device settings > Troubleshooting and Diagnosis*
- **Access level:** admin

## About restart

Restarting powers down and starts up each device connected to the ClickShare system. This allows the caches of the devices to be cleared and can help improve the performance of the system. Barco recommends to regularly restart the entire ClickShare system.

## How to restart

1. Tap on *Restart system* (reference 2).

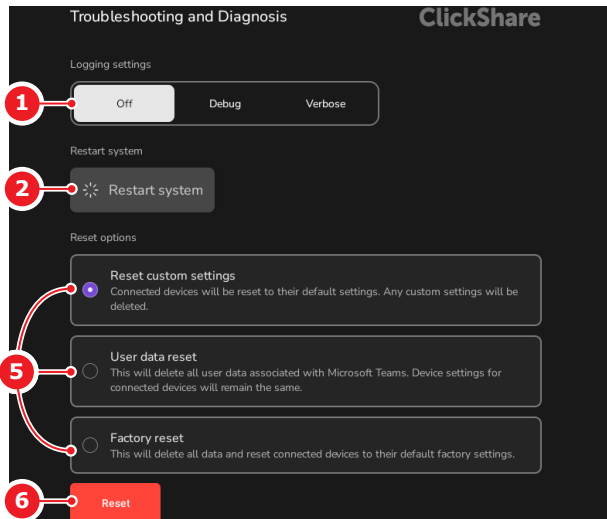


Image 7–35

- 1 Logging detail options
- 2 Restart button
- 5 Reset type options
- 6 Reset button

A confirmation pop-up will be shown.

2. Can the ClickShare system be inaccessible for a couple of minutes?
  - ▶ If **yes**, tap *Restart* (reference 4). The ClickShare system and all connected devices will restart.
  - ▶ If **no**, tap *Cancel* (reference 3). Repeat the procedure at another time.

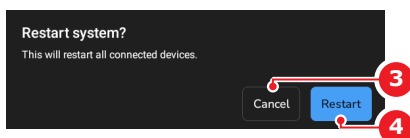


Image 7–36

- 3 Cancel button
- 4 Confirmation button

## 7.7.3 Reset

### Location & availability

- **Menu:** *More > Settings > Device settings > Troubleshooting and Diagnosis*
- **Access level:** admin

### About reset

Resetting restores some or all settings to their factory default. Any configuration or change done by the user that is removed during the reset **can not** be restored. There are three types of reset:

- **Custom settings**, resetting all features of the ClickShare settings app to their default value. All meeting room system provider settings are kept.
- **User data**, logs out of the room system provider and resets all features of the room system provider to their default value. All ClickShare settings app changes are kept.

- **Factory**, removing any configuration and requiring the system to be configured as if it was a new installation.

## How to reset

1. Select the desired information that must be reset after *Reset options* (reference 5).
  - ▶ *Reset custom settings*
  - ▶ *User data reset*
  - ▶ *Factory reset*

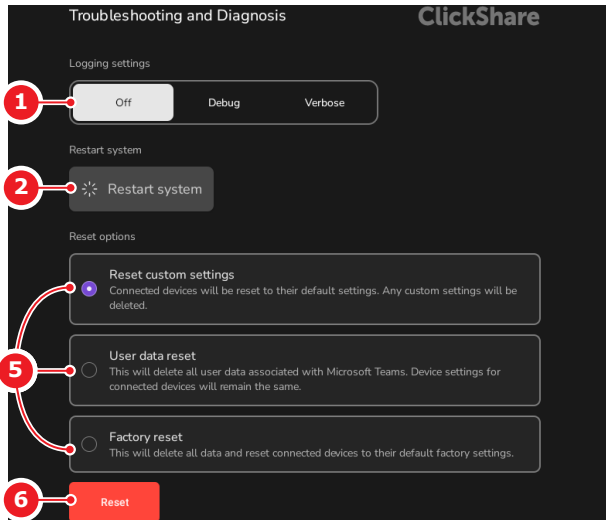


Image 7–37

- 1 Logging detail options
- 2 Restart button
- 5 Reset type options
- 6 Reset button

2. Tap *Reset* (reference 6, [Image 7–37](#)).

A confirmation pop-up will be shown.

3. Can the selected information be **permanently** deleted?
  - ▶ If **yes**, tap *Reset* (reference 8).
  - ▶ If **no**, tap *Cancel* (reference 7). Repeat the procedure once the data can be deleted.

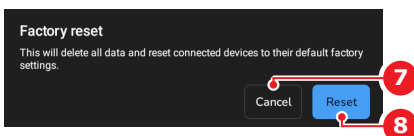


Image 7–38

- 7 Cancel button
- 8 Confirmation button

The selected information is deleted and the ClickShare system restarts.

## 7.8 Peripherals

### About peripherals

Some peripherals connected to ClickShare have additional settings that can be modified. Peripherals which support the ClickShare settings app will be listed in this menu. How to manage these peripherals will be explained in the following chapters.

### 7.8.1 Control Panel settings

#### Location & availability

- **Menu:** *More > Settings > Device settings > Peripherals > ClickShare Control Panel*
- **Access level:** all

#### About Control Panel settings

The ClickShare Control Panel has additional settings that only affect the device.

#### How to adjust

1. Select the installation orientation of the Control Panel after *Orientation* (reference 1).
  - ▶ Select *Upright mode* if the Control Panel is standing.
  - ▶ Select *Flat mode* if the Control Panel is laying down.



**Note:** The text of the return button (reference \*) will change depending on which account is logged in. For the admin account it will be *Peripherals* and for the user account it will be *System*.

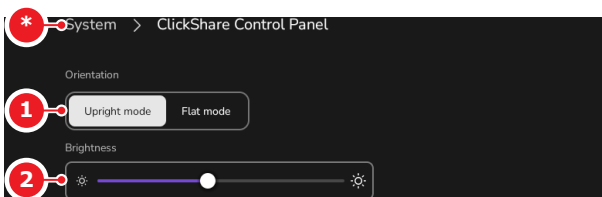


Image 7–39 Example from the user menu

- 1 Orientation options
- 2 Brightness slider
- \* Return button

The user interface rotates based on the selected orientation.

2. Drag the slider after *Brightness* (reference 2, [Image 7–39](#)) to adjust the brightness. The brightness of the screen changes.

## 7.9 About

### About this chapter

An overview of the hardware is given in this menu. How to view more details about the connected hardware will be explained in the following chapters.

### 7.9.1 Viewing info

#### Overview

The overview is separated in sections that can have the following information:

- Base Unit information
- Software information
- Peripheral information

Some of these entries have additional sub menus. For more information, see the following chapter.

### 7.9.2 Additional info

#### Location & availability

- **Menu:** *More > Settings > Device settings > About*
- **Access level:** all

#### About additional info

Some entries have additional info that is not shown in the *About* overview. This info can contain more details about the device or link to a web page with more information.

#### How to check

1. Tap on the desired entry in the overview.

If additional info is available, then a new window is shown.

## 7.10 Admin settings

### About admin settings

Everything related to the local admin account and the admin account of the room system will be found in this menu. How to adjust the admin accounts will be explained in the following chapters.

#### 7.10.1 Log in

##### Location & availability

- **Menu:** *More > Settings > Device settings > Admin Settings*
- **Access level:** user

##### About login

By default, the ClickShare settings app will open as a user account. This user account prompts an admin login screen when tapping on the *Admin Settings* menu. When the admin account is active, *Admin Settings* will show settings and options related to the admin account.



The admin account will automatically log out after 5 minutes of inactivity.

##### About admin account

Most settings and options of the ClickShare system and the room system are locked behind a password protected admin account. This account is configured during the initial startup of the Base Unit.

##### How to login

1. Enter the name of the account in the input field labelled *Admin name* (reference 1).



*Tip:* The default account name is 'admin'.

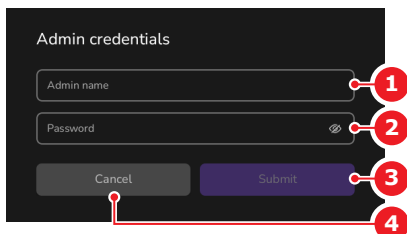


Image 7-40

- 1 Account name
- 2 Account password
- 3 Confirmation button
- 4 Return button

2. Enter the password of the account in the input field labelled *Password* (reference 2, [Image 7-40](#)).



*Tip:* Tap the eye icon () in the input field to see the entered password.

3. Tap *Submit* (reference 3, [Image 7-40](#)).

If the credentials are correct, the admin account is logged in and the user account is logged out.

#### 7.10.2 Credentials

##### Location & availability


- **Menu:** *More > Settings > Device settings > Admin Settings*
- **Access level:** admin

## About credentials

Credentials are the user name and password for the admin account. This information is not needed during regular use of the meeting rooms. It is advised to keep the credentials confidential to avoid unwanted access to critical configuration settings and accounts.

## How to modify

1. Must the admin account name be renamed?

 **Tip:** The default name of the admin account is *'admin'*.

- ▶ If **yes**, enter the desired name in the *Admin name* (reference 1) and go to next step.
- ▶ If **no**, go to step 3.

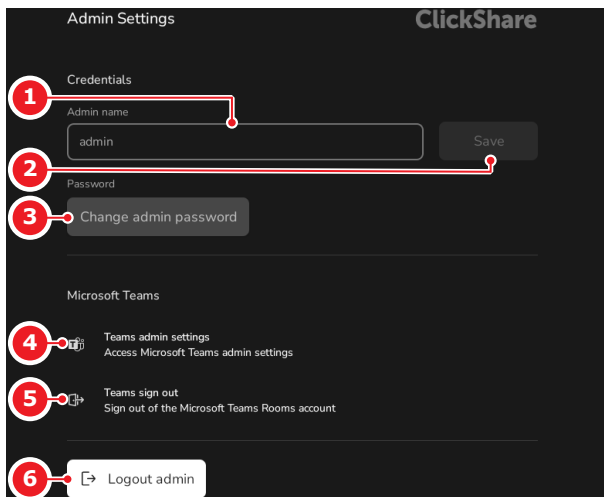


Image 7-41

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1 Admin name input field</li> <li>2 Save button</li> <li>3 Change password menu</li> </ol> | <ol style="list-style-type: none"> <li>4 Microsoft Teams settings link</li> <li>5 Microsoft Teams logout button</li> <li>6 Admin logout button</li> </ol> |
|---|---|



2. Tap Save (reference 2, [Image 7-41](#)).

The admin account name is changed to the entered name.

3. Must the password of the admin account be changed?
  - ▶ If **yes**, Tap on *Change admin password* (reference 3, [Image 7-41](#)).
  - ▶ If **no**, no further actions required.

The change password window is shown.

4. Enter the current password in the input field labelled *Current password* (reference 7).

 **Tip:** Tap the eye icon () in the input field to see the entered password.

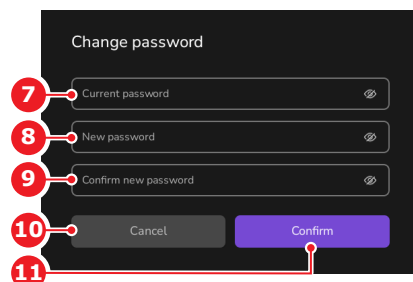




Image 7-42

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>7 Current password input field</li> <li>8 New password input field</li> <li>9 New password confirmation input field</li> </ol> | <ol style="list-style-type: none"> <li>10 Cancel button</li> <li>11 Confirmation button</li> </ol> |
|---|--|

5. Enter the new password in the input field labelled *New password* (reference 8, [Image 7–42](#)) and *Confirm new password* (reference 9, [Image 7–42](#)).

 *Tip:* Tap the eye icon () in the input field to see the entered password.

6. Tap *Confirm* (reference 11, [Image 7–42](#)).

The password is updated to the new password and the old one is permanently deleted.

## 7.10.3 Microsoft Teams settings

### Location & availability

- **Menu:** *More > Settings > Device settings > Admin Settings*
- **Access level:** admin

### About Microsoft Teams settings

A Microsoft Teams account is required to use the ClickShare system in a Microsoft Teams room. Settings and options related to the Microsoft Teams account can be found in this section of the user interface.

### How to view

1. Is the correct Microsoft Teams account used?
  - ▶ If **yes**, tap the settings link (reference 4) to manage the Microsoft Teams account. For more information, see the documentation of Microsoft Teams.
  - ▶ If **no**, tap the logout button (reference 5) to change Microsoft Teams accounts. Go to next step.

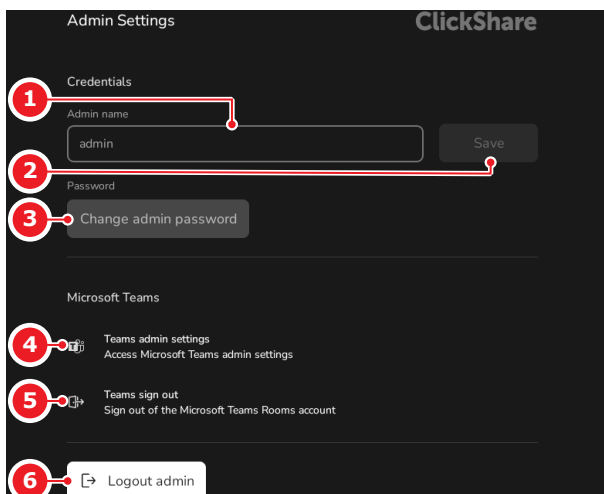


Image 7–43

- |   |                        |   |                               |
|---|------------------------|---|-------------------------------|
| 1 | Admin name input field | 4 | Microsoft Teams settings link |
| 2 | Save button            | 5 | Microsoft Teams logout button |
| 3 | Change password menu   | 6 | Admin logout button           |

2. Follow the instruction to link the ClickShare to another Microsoft Teams account. For more information, see the documentation of Microsoft Teams.

The home screen of the room system is shown.

## 7.10.4 Logout

### Location & availability

- **Menu:** *More > Settings > Device settings > Admin Settings*
- **Access level:** admin

## About logout

By default, the admin account will automatically log out after **5 minutes** of inactivity. However, it is still recommended to log out of the admin account if no further configurations are needed.

## How to logout

1. Tap *Logout admin* (reference 6).

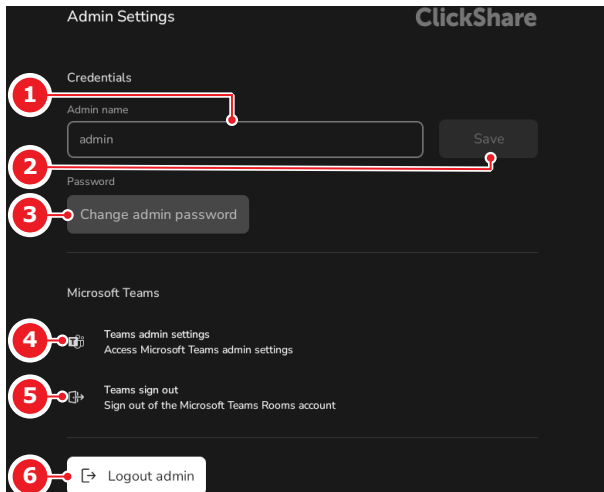


Image 7-44

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1 Admin name input field</li> <li>2 Save button</li> <li>3 Change password menu</li> </ol> | <ol style="list-style-type: none"> <li>4 Microsoft Teams settings link</li> <li>5 Microsoft Teams logout button</li> <li>6 Admin logout button</li> </ol> |
|---|---|

A confirmation pop-up will be shown.

2. Must the admin account be logged out?
  - ▶ If **yes**, tap *Sign out* (reference 8) to view the ClickShare settings app as a user.
  - ▶ If **no**, tap *Cancel* (reference 7) to stay logged in as an admin.

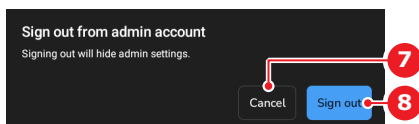


Image 7-45

- 7 Cancel button
- 8 Confirmation button

# ClickShare configurator

# 8

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## About ClickShare configurator

The configurator is a web application that allows the user to download logs. How to download the logs will be explained in the following chapter.

# 8.1 Introduction

## Overview

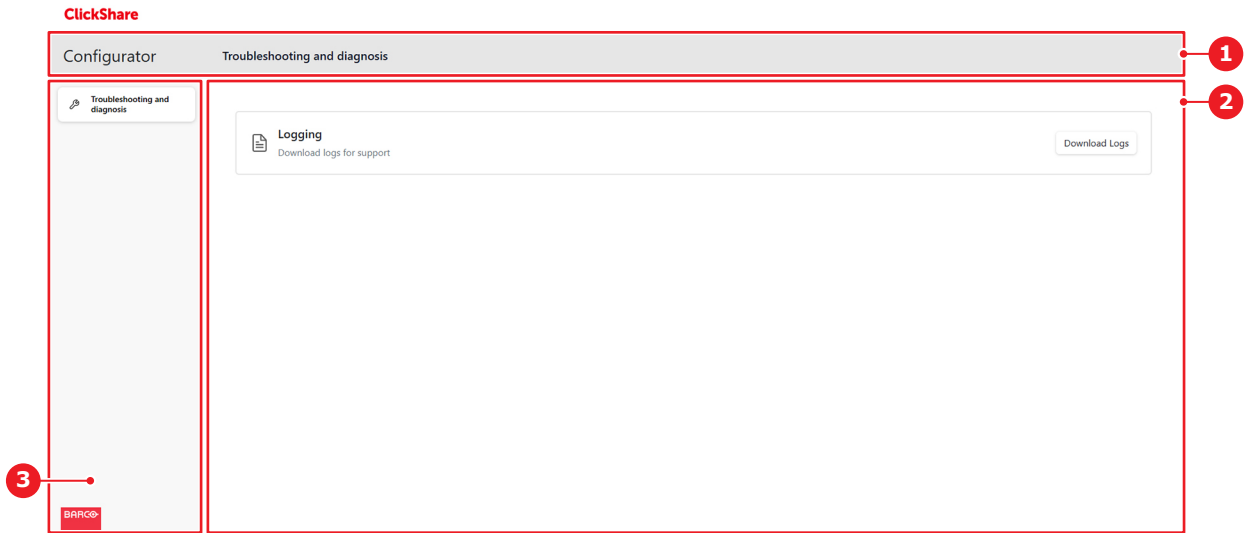


Image 8-1

- 1 Header
- 2 Work area
- 3 Left panel

## 8.2 Accessing the ClickShare configurator

### Prerequisites

The Base Unit must be powered and connected to the network before the configurator can be accessed. For more information, see:

- [“Powering the Base Unit”, page 57.](#)
- [“Connecting over LAN”, page 57.](#)

### How to access

1. Connect the computer to the same network as the Base Unit.
2. Enter `https://` followed by the IP address of the Base Unit in the address bar of a browser of choice.



*Tip:* To find the IP address of the Base Unit, see [“Viewing info”, page 110.](#)

The configurator page is displayed.

## 8.3 Troubleshooting and diagnosis

### About troubleshooting and diagnosis

Troubleshooting and diagnosis allows the user to solve or aid in solving technical problems with the ClickShare system. How to use troubleshooting and diagnosis will be explained in the following chapter.

#### 8.3.1 Download logs

##### Location

1. **Left panel:** *Troubleshooting and diagnosis*

##### About downloading logs

Logs provide additional context and information about the ClickShare system, meeting room and meeting provider. This can be used by the service team to diagnose potential problems with the ClickShare or the configuration. It is recommended to share the logs whenever a service ticket is created.

##### How to download

1. Click on the push button *Download logs*.

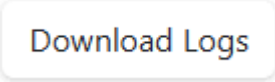


Image 8-2

The push button will change to *Preparing download...* (○).

2. Store the *.zip* file in a location using the pop-up.
3. Attach the log files in a service ticket to the service team. For more information, see myBarco.

# Service

# 9

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## About service

The following chapters explain hardware actions that can be used as a troubleshooting solution or configuration reset.

## 9.1 USB software update

### About software update

The Base Unit software version dictates the software versions of all connected ClickShare peripherals. When the Base Unit is updated to a newer or older version, then the compatible software versions are sent to the connected peripherals immediately. The Button updates wirelessly while connected to a computer that is not sharing or when being paired to the Base Unit.

It is recommended to keep the Base Unit updated with the latest software version.

### Prerequisites

The Base Unit must be active before the software can be updated. For more information, see [“Waking the Base Unit”](#), page 66.

### Required parts


4 GB+ USB stick formatted in FAT32

### How to update

1. Download the newer software from the product support page on the Barco website.

 *Tip:* Store the downloaded .zip file in an easy to access location.

2. Extract the .zip file.
3. Copy the .clsh file to the **root** of the USB stick.

 *Tip:* It is possible to have software update files of other Base Unit models on the USB stick. ClickShare will automatically select the correct file for the connected Base Unit.

4. Insert the USB stick into any free ‘USB’ port (reference 1 to 6) of the Base Unit.

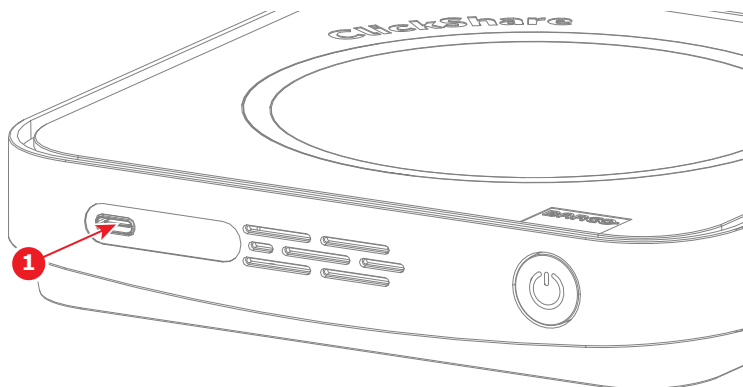


Image 9-1

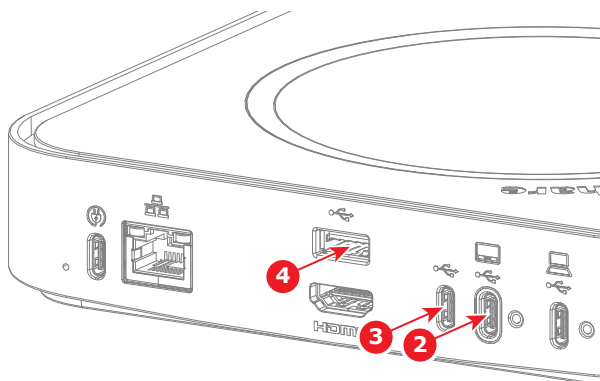


Image 9-2

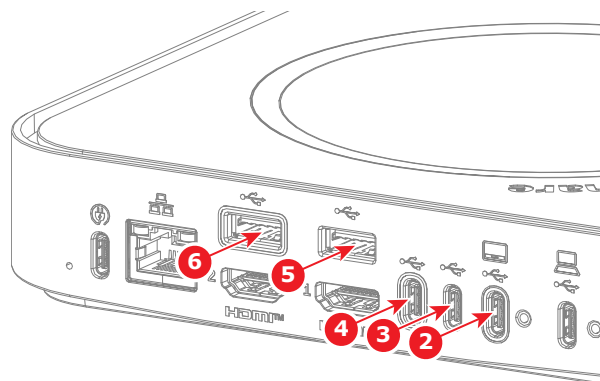


Image 9-3

5. Is plug and update enabled?

 *Note:* By default, plug and update is enabled.

▶ If **yes**, the standby button LED of the Base Unit will begin flashing once the update has started. Go to next step.

▶ If **no**, follow the instructions in [“Manage firmware update”, page 102](#).

6. Wait until the Base Unit restarted.

A confirmation notice is shown on the connected Control Panel and/or display.

7. Pair all Button devices again to update them to the same software as the Base Unit. For more information, see [“Pairing the Button”, page 76](#). (**recommended**)

## 9.2 Hardware factory reset

### About factory reset

Factory reset will return all settings to their default option. Any modifications to the name, IP address or other configurations will be lost indefinitely. The Base Unit will require a full configuration as if it was a new unit.

### Required tools

Small paperclip with a diameter of 1.5 mm or less

### How to reset

1. Disconnect the power from the Base Unit.
2. Press and hold the reset button (reference 1). Use a small paperclip.



*Tip:* The reset button is located 1 cm deep inside the housing. Ensure the paperclip is long enough to reach the button.

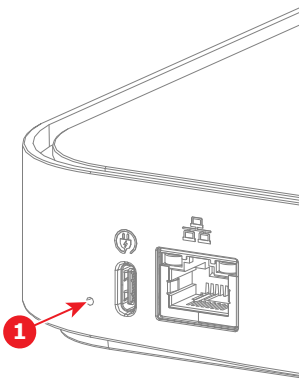


Image 9-4

3. Power the Base Unit while depressing the reset button.
4. Release the reset button after 30 seconds.

The Base Unit will restart.

## 9.3 Hardware restart

### About restart

Restarting powers down and starts up each device connected to the ClickShare system. This allows the caches of the devices to be cleared and can help improve the performance of the system. Barco recommends to regularly restart the entire ClickShare system.

### How to restart

1. Press and hold the standby button (reference 1) of the Base Unit.

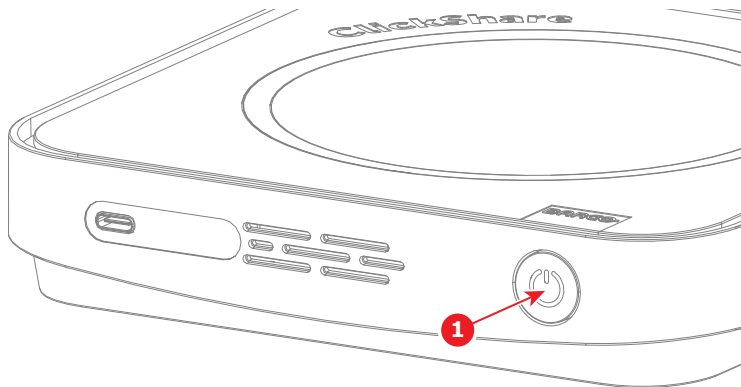


Image 9-5

The Base Unit will restart after roughly 10 seconds.



# Regulatory

# A

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## A.1 Trademark notice

### **HDMI™**

The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

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# Glossary

## Access point

Access points are network devices that setup a wireless network. This wireless network will function as a standard network and create an IP address range, DHCP server and network traffic routing.

## CEC

Consumer Electronics Control (CEC) is a protocol that allows commands to be sent over an *'HDMI'* connection. These commands are commonly used to transfer peripheral information or actions from the main device to the device that is connected using *'HDMI'*.

## Default gateway

The default gateway is the IP address of the nearest networking device, often a router, in charge of sending network information and traffic to the unit. The default gateway typically hosts the DHCP server for the network or the subnet.

## DHCP

Dynamic Host Configuration Protocol (DHCP) is a protocol that manages IP addresses. When a device is connected to a DHCP network, the DHCP server will assign an unused IP address to the connected device automatically. This ensures all connected devices have unique IP addresses, within the same range.

## DisplayPort Alt Mode

DisplayPort alternate mode allows compatible USB-C ports to function as DisplayPort ports. These ports can send DisplayPort signals alongside any other data or power that is normally supported by standard USB ports.

## DNS

Domain Name System (DNS) is a server that matches IP addresses to human readable links. A typical use case is allowing browsers to send URLs to the DNS server and get an IP address back to contact the desired website over the network.

## IP address

An IP address is a numeric address given to a device on a network. A generation four address (IPv4) is built up using four digits between '0' - '255', for example *'192.168.0.50'*. This allows different network devices to find each other on the network.

## **LAN**

A Local Area Network (LAN) is a collection of network enabled devices in the same physical site or building. Typically all network devices in the same LAN have the same IP address range.

## **MAC address**

A Media Access Control (MAC) address is a unique number for the network capabilities of a device. This number cannot be changed and is used as an identifier by the network.

## **MDEP**

Microsoft Device Ecosystem Platform (MDEP) is a security enhanced Android platform. MDEP is the operating system required for the ClickShare system to function.

## **Proxy**

A proxy is a server that secures network traffic. Any network device that makes use of the proxy must be configured to communicate with that proxy server. The proxy server will then handle the network traffic to and from the network device in a secure manner.

## **QR code**

A Quick Response code (QR code) is a two dimensional barcode made of black and white squares. These squares have information encoded that can be read by most smartphones and QR code scanners.

## **SSID**

Service Set Identifier (SSID) is the name of a wireless network. By default this name is visible to all network devices with Wi-Fi that are in the area. The SSID can be seen as the name of the Wi-Fi network.

## **Subnet**

Subnetting is a network principle that subdivides local networks into multiple smaller networks. Each subnet gets given a certain range of IP addresses based on the subnet mask. The subnet mask highlights how many bits, and therefore possible devices, are part of the smaller network.

# List of tools

Cleaning cloth  
Mobile phone with a built-in camera and internet access  
Phillips screwdriver PH0  
Phillips screwdriver PH1  
Phillips screwdriver PH2  
Small paperclip with a diameter of 1.5 mm or less



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