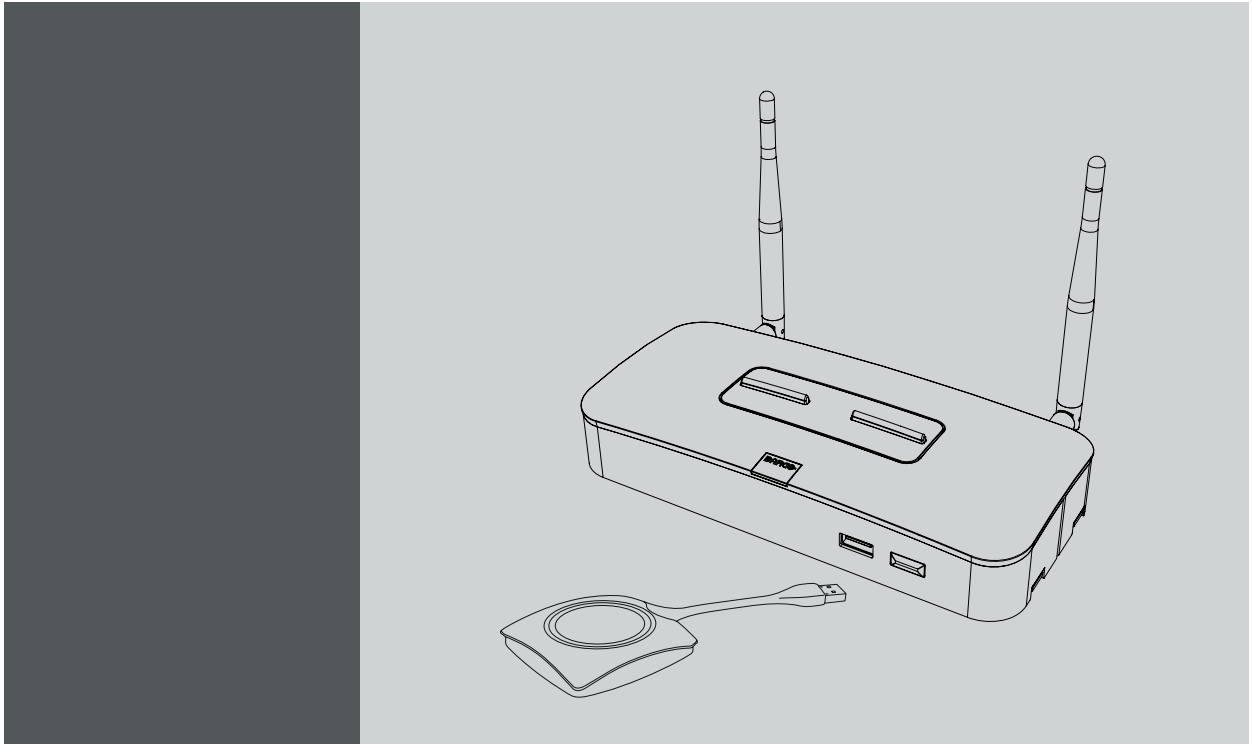


ClickShare



User Guide

Barco NV

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

Warning : This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

Federal Communication Commission Interference Statement

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

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

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

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

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

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

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

Base Unit FCC ID: RYK-WUBR507N or 2AAED-R9861017

Button FCC ID (model R9861006D01): XF6-RS9110N1103

Button FCC ID (model R9861500D01): 2AAED-R9861500D01

ClickShare Button R9861500D01 has been tested and meets the FCC RF exposure guidelines. The maximum SAR value reported is 0.915W/kg.

Canada, Industry Canada (IC) Notices

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

Radio Frequency (RF) Exposure Information

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

Base Unit IC ID: IC: 6158A-WUBR507N or 9393B-R9861017

Button IC ID (model R9861006D01): 8407A-RS9110N1103

Button IC ID (model R9861500D01): 9393B-R9861500D01

IC Antenna statement

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

This radio transmitter 6158A-WUBR507N or 9393B-R9861017 has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Type: Dipole

Maximum Peak Gain: 2 dBi

Impedance: 50 Ohm

Canada, avis d'Industry Canada (IC)

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

Informations concernant l'exposition aux fréquences radio (RF)

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

IC ID Unité de Base: 6158A-WUBR507N or 9393B-R9861017

IC ID Button (modèle R9861006D01): 8407A-RS9110N1103

IC ID Button (modèle R9861500D01): 9393B-R9861500D01

Déclaration d'antenne d'Industrie Canada (IC)

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

Le présent émetteur radio 6158A-WUBR507N or 9393B-R9861017 a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types

d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Type: Dipole

Gain maximum: 2 dBi

Impédance: 50 Ohm

TABLE OF CONTENTS

1. Introduction	3
1.1 Versions	3
1.2 About ClickShare and Barco's Corporate AV projectors	3
1.3 About this guide	3
1.4 Symbols and fonts	4
2. Introduction to ClickShare.....	5
2.1 About the ClickShare product.....	5
2.2 About the Base Unit	6
2.3 About the Button.....	7
2.4 Mobile Device Support	8
3. Getting Started.....	9
3.1 Activating the base unit.....	9
3.2 Basic Use	9
3.3 Side by side display	11
3.4 User Interface.....	11
3.5 Capture more	12
3.6 Shared desktop: primary - extended.....	13
3.7 Audio configuration	15
3.8 Pairing	18
3.9 Screen mirroring with ClickShare and iOS device.....	19
4. Troubleshooting	21
4.1 Basic Troubleshooting.....	21
5. Environmental information	23
5.1 Disposal information	23
5.2 Rohs compliance	23
5.3 Production address	24
5.4 Importers contact information	25

1. INTRODUCTION

Overview

- Versions
- About ClickShare and Barco's Corporate AV projectors
- About this guide
- Symbols and fonts

1.1 Versions

Regional versions

Depending on the location where you buy the ClickShare product, the Base Unit and accessories are regionalized. By the time of release of this manual, 3 regional versions of ClickShare and one world wide version are available:

- Europe & Japan
- North America
- China
- World wide



The regional version of your ClickShare cannot be changed. That means that you cannot use it in another region.

For more information on the regional variants, refer to the ClickShare Installation Guide (R5900014).

1.2 About ClickShare and Barco's Corporate AV projectors

Special features

When using ClickShare in combination with Barco's Corporate AV projectors such as **Present-P**, **Present-C** or **Present-M** and with the extra cable kit specially designed for these types of projectors, the following extra features are present:

- Auto power up: when a Button is plugged in, the projector will automatically switch from standby to operational mode. No remote control actions are necessary.
- Auto source select: when a connected Button is pressed while another source is selected, the projector switches automatically to ClickShare. When the ClickShare source is removed, the projector does not switch to another source.
- Auto power down: when all Buttons are unplugged the projector goes to standby after 15 minutes.

1.3 About this guide

This manual

Partnumber	Description	Level
R5900013	User Guide	User

Available System documentation

This guide is part of the documentation set describing the ClickShare product.

Guide	Article number
User Guide	R5900013
Installation Guide	R5900014
Safety Guide	R5900015 or R5900019
Service Guide	R5900016
Button Guide	R5900007

1. Introduction

Guide	Article number
Recycling Manual	R5900009
API Guide	R5900018

A printed copy of the Safety Guide and an electronic version on USB stick of the user and installation guide is included in the ClickShare box at purchase.



Always check for the latest version of the manual on www.barco.com/clickshare Click on Visit the ClickShare product page and go to tab Downloads..



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

The User Guide describes how to use your ClickShare. It also contains a basic troubleshooting part where you can search for a solution when a problem occurs.

1.4 Symbols and fonts

Symbol overview

The following icons are used in the manual :

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

Font overview

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

2. INTRODUCTION TO CLICKSHARE

Overview

- About the ClickShare product
- About the Base Unit
- About the Button
- Mobile Device Support

2.1 About the ClickShare product

ClickShare sets

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

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

Components ClickShare set

A standard ClickShare set consists of a Base Unit and 2 Buttons. Depending on the location where you buy the product, the software of the Base Unit is different. If needed, you can buy additional Buttons.

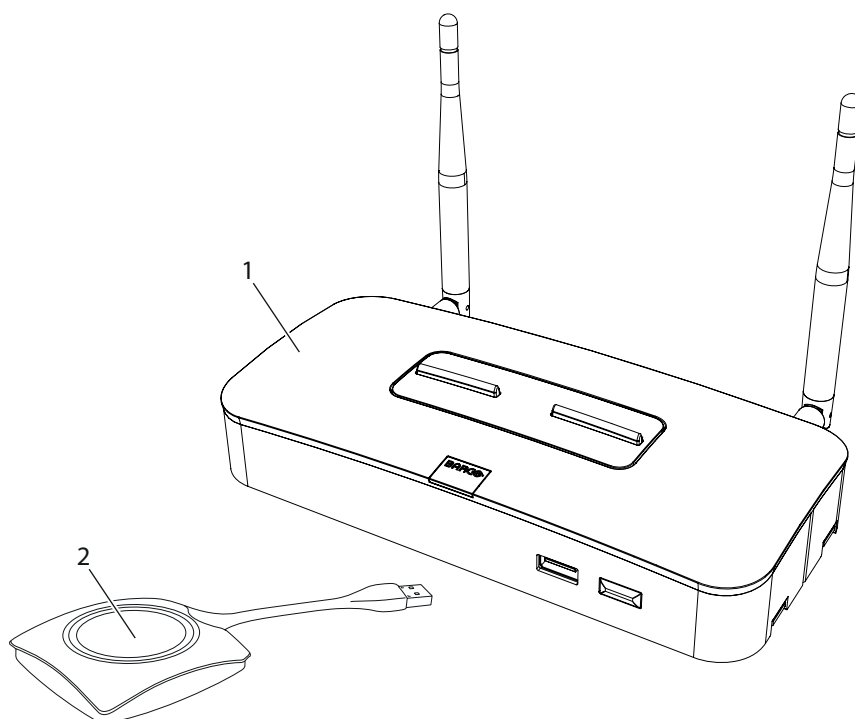


Image 2-1
ClickShare main components

- | | |
|---|-----------|
| 1 | Base unit |
| 2 | Button |

Accessories included

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

Regional version	Contains	Accessories included
R9861008xx ¹	<ul style="list-style-type: none">• R9861008• 2x R9861006D01	<ul style="list-style-type: none">• DC adapter with AC clips type A, C, G, I• USB stick with user documentation• Printed safety manual• Wall mount bracket• 2 antennas
R9861017xx ¹	<ul style="list-style-type: none">• R9861017• 2x R9861006D01	<ul style="list-style-type: none">• DC adapter with AC clips type A, C, G, I• USB stick with user documentation• Printed safety manual• Wall mount bracket• 2 antennas

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

2.2 About the Base Unit

Base Unit functionality

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

The Base Unit can be inside a cabinet in the meeting room, or put on the meeting room table or mounted on a wall. Check the Installation Guide for instructions on how to install the Base Unit.

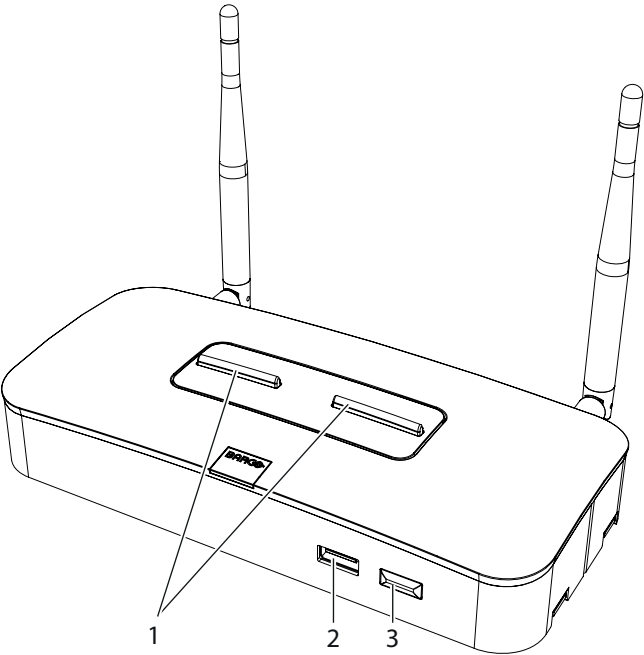


Image 2-2

1	Status LED strips
2	USB port
3	Power Button

Table 2-3

1. xx=EU, CN, NA, WW

USB Port

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

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

Status LED strips

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

LEDs behavior	Explanation
static red	<ul style="list-style-type: none"> receiving content from the Buttons and streaming towards the display. pairing and software update of the Button is done. You can now unplug the Button from the Base Unit. during the first phase of the Base Unit boot process.
blinking white	<ul style="list-style-type: none"> system is starting up (during the second phase) Button pairing is in progress software update of the Base Unit
static white	<ul style="list-style-type: none"> awake and ready (i.e. showing the welcome message on the display) pairing is done
red blinking	<ul style="list-style-type: none"> an error occurred

Power button

The button at the front of the Base Unit has a power on/off function once the Base unit is powered.

- When the system is powered on, a push makes the system to shut down and power off.
- When the system is shut down, a push triggers the system to start up.

2.3 About the Button

Button functionality

By default, the ClickShare Set comes with two Buttons. A Button contains three main functional components.

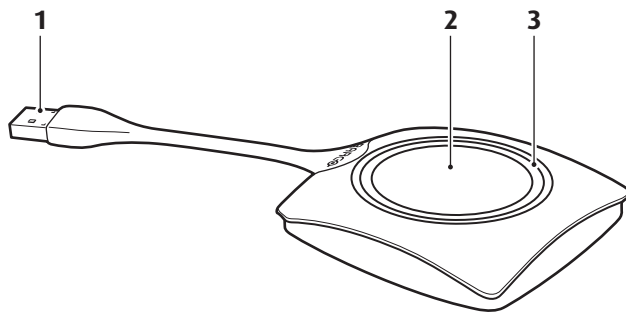


Image 2-3
The Button

1	USB connector
2	Button
3	LED ring

Table 2-5



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

USB connector

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

Button

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

LED ring

The LED ring indicates the current status of your ClickShare.

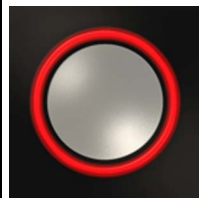

LEDs behavior	Explanation
white blinking	<ul style="list-style-type: none">the Button is plugged in the laptop and initializing or waiting for the user to start the ClickShare application.pairing/software update of the Button in the Base Unit is in progress.
static white	<ul style="list-style-type: none">ClickShare is ready to start sharing your screen.pairing is done. You can now unplug the Button from the Base Unit.
static red	<ul style="list-style-type: none">sharing your screen with the display.pairing and software update is done. You can now unplug the Button from the Base Unit.
red blinking	<ul style="list-style-type: none">an error occurred.
off (no light)	<ul style="list-style-type: none">the Button is not or not properly inserted into the USB port.the Button might be defective.the USB port or computer might be defective.

2.4 Mobile Device Support

Overview

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

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

App	Used on	Logo
ClickShare App	iOS Android	
MirrorOp Sender for Galaxy	Galaxy mobile devices	

3. GETTING STARTED

Overview

- Activating the base unit
- Basic Use
- Side by side display
- User Interface
- Capture more
- Shared desktop: primary - extended
- Audio configuration
- Pairing
- Screen mirroring with ClickShare and iOS device

3.1 Activating the base unit

About power mode

The Base Unit is powered via an external power adapter. Once connected, the Base Unit is automatically switched in standby mode. For more information about power connection, see ClickShare's installation manual.

Standby button

1. Push the button shortly.

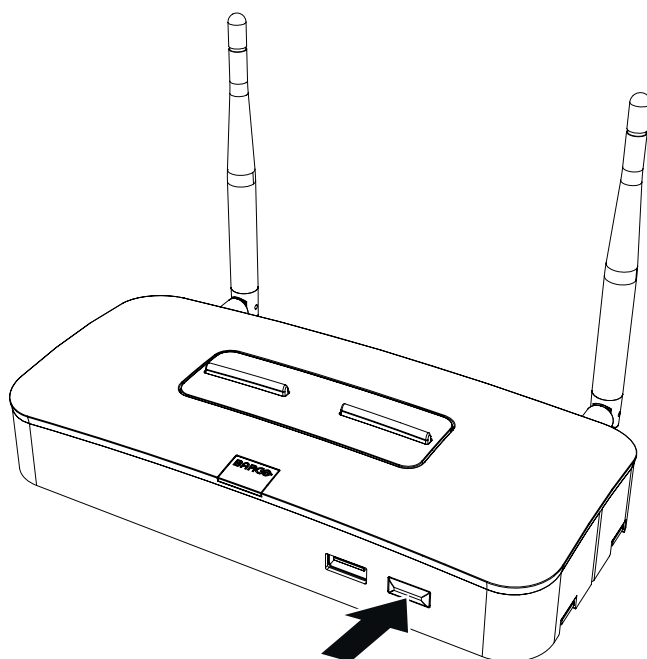


Image 3-1
Standby button

When the Base Unit was on, it goes to standby

When the Base Unit was in standby, it starts up.

3.2 Basic Use

Basic functionality

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

Starting to use ClickShare is now very simple.

3. Getting Started

To start using ClickShare

1. Take a Button and Insert the Button into a USB port of your laptop.

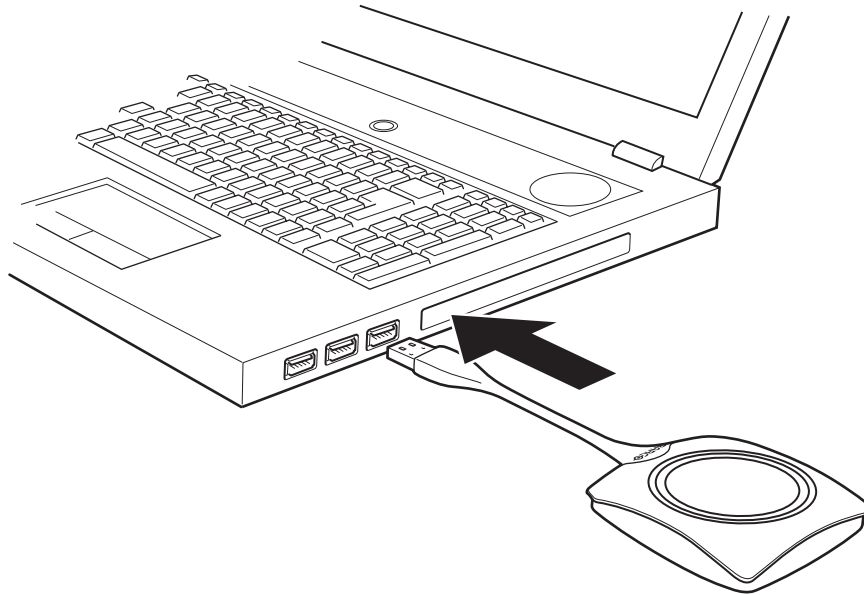


Image 3-2

The LEDs of the Button start flashing white.

On your laptop a new drive appears.

Two situations are possible now:

- A launcher is preinstalled on your laptop (downloaded from the Base Unit or Barco website, or deployed company-wide by your IT department). ClickShare is immediately available. You can continue with step 4.
- nothing is pre-installed. Continue with step 2.

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

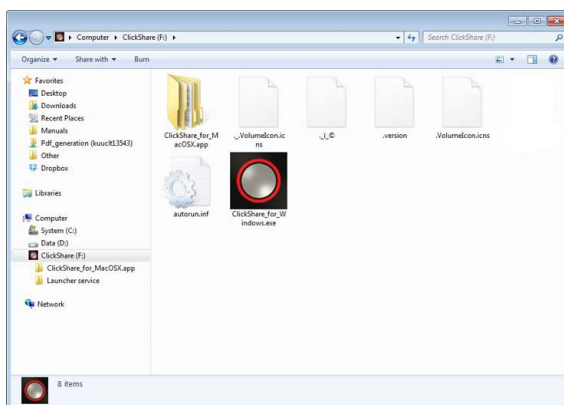


Image 3-3
Windows environment

3. Double-click the ClickShare application.

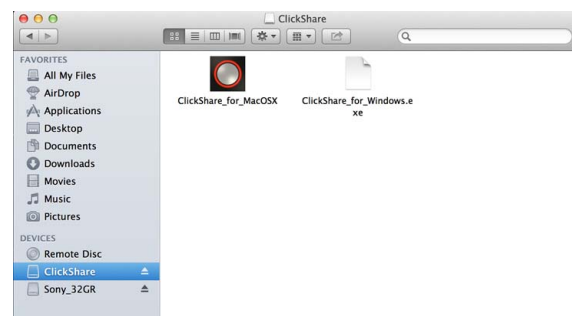


Image 3-4
MAC environment

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

On a Windows computer:



On a Macintosh:



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

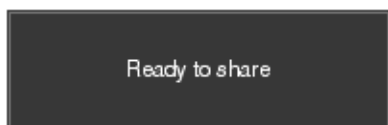



Image 3-5

The LEDs of the Button are static white.

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

The LEDs of the Button become static red and your screen appears on the display. When audio is enabled on the ClickShare Base Unit, the audio of your laptop is also available on the audio output of the Base Unit and on the HDMI output, and it will be played via the meeting room audio system. The icon returns to the same state as in step 3.

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

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

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

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

The LEDs of the Button become static white.

6. When leaving the meeting room, unplug the Button from your laptop.

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

3.3 Side by side display

About functionality

ClickShare can show the content of two wireless sources on the meeting room display(s) at the same time. A wireless source is a ClickShare Button, or either an iPad or android device sharing via the ClickShare app. This means by clicking their Button, clicking the virtual button in the ClickShare app, two persons in the meeting room can display their screens simultaneously. They appear next to each other on the display. Only audio from the left source is set on the output.



1 user

2 users

Image 3-6

If you are the 3th user who wants to share his screen, you are blocked.

3.4 User Interface

User Interface functionality

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

ClickShare context menu

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

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

3. Getting Started

The context menu appears.

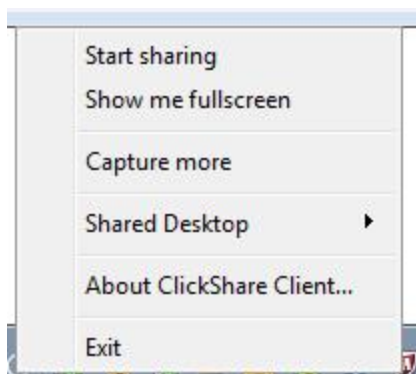


Image 3-7
Context menu

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

Click	To	Result
Start sharing	to show your screen on the display.	The LEDs of your Button become red.
Show me fullscreen	to bring the content of your screen on the display full screen.	The screens of other users that were shown on the display disappear.
Capture mode	to choose to capture video with more (slower performance) or less detail (faster performance).	Tune video performance and quality
Shared desktop (only for Windows7 and Windows8)	to select primary or extended desktop	Depending on the selection the primary or the extended display is displayed.
About ClickShare Client	to find out the ClickShare software version.	Here you can find more information on the ClickShare software version.
Exit	to close ClickShare.	The ClickShare icon disappears from the system tray and the LEDs of the Button start blinking white.

3.5 Capture more



Only for Windows XP, Windows Vista and Windows 7 & 8.

About capture more

ClickShare is optimized for optimum video performance. Upon starting the client software it will disable Win7 Aero Glass to maximize video performance. Upon quitting the ClickShare applications your Aero Glass settings will be restored.

Transparent alpha layers are by default not captured. Therefore some windows may not be shown or may appear different on screen. For example content of video players using overlays will not be shown.

With "Capture More" selected, Win7 Aero Glass settings will be restored and capturing of alpha layers is enabled. In this mode, video throughput may decrease a bit and more details will be captured.

Default setting: Not checked.

How to change

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

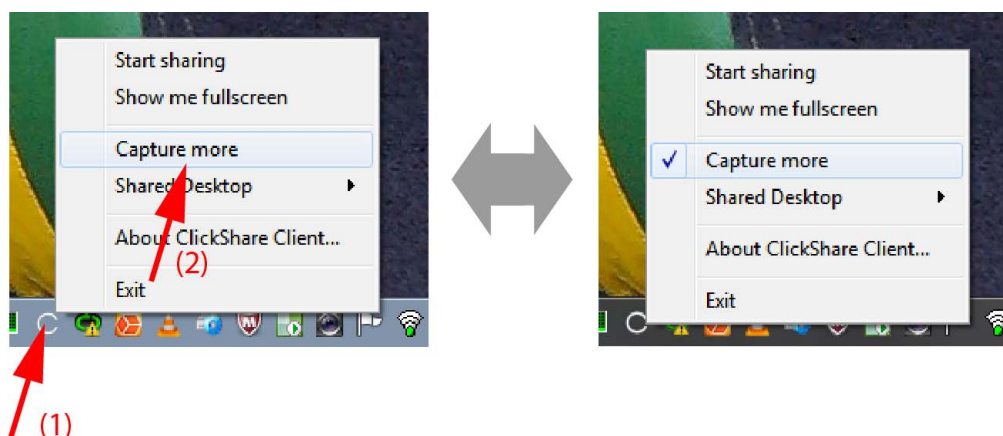


Image 3-8
Change capture mode

A context menu opens.

- Click *Capture More* to toggle.

Checked: capture with more details but may have a lower performance.

Not checked: capture will be faster but may lose some of the details

Starting the client automatically in Capture More

The Capture more mode can be started by default so that the Aero Glass settings are not disabled. To do so, an environment variable should be introduced in your windows. Ask you administrator or consult your windows documentation to find out how to create.

The following variable should be introduced :

Variable	Value
CLICKSHARE_CAPTUREMOREBYDEFAULT	1

3.6 Shared desktop: primary - extended



Only for Window7 and Windows8

About shared desktop

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

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

PC with virtual extended screen:



Image 3-9

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

3. Getting Started



Image 3-10

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



Image 3-11

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



For software version 1.04 or higher, the extended desktop menu allows to select which extended desktop to share via ClickShare if multiple monitors are connected.



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



Image 3-12

How to select

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

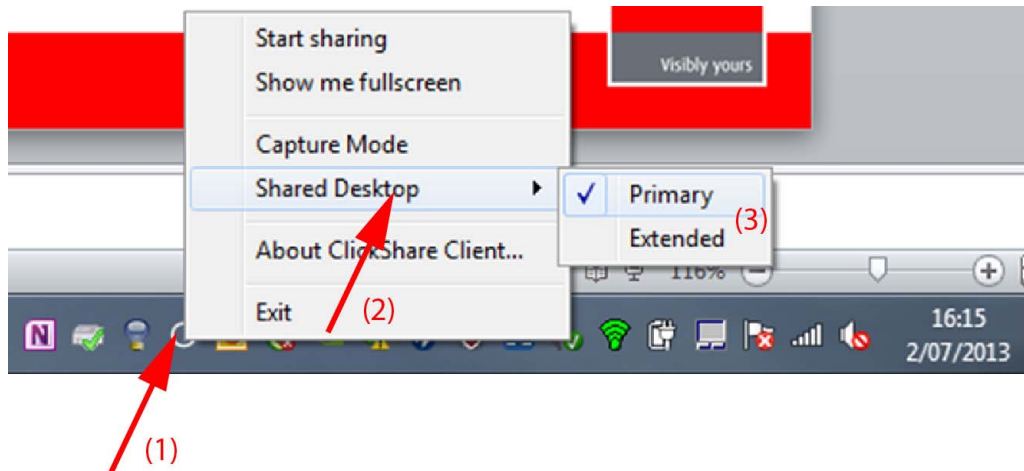


Image 3-13
Shared desktop selection

A context menu opens.

2. Select *Shared Desktop* (2).

3. Select the desired setting (3).

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

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

Known issue

- Virtual Extended Desktop not supported on some Windows7 and Windows8 systems due to a problem in recent versions of the AMD graphical driver. Downgrade to an older version of the driver might resolve the issue but make sure the AMD driver updated above version 13.8 .

3.7 Audio configuration

Audio configuration

The connected user must control his own audio signal using the audio configuration of his computer. If he does not want to broadcast his audio signal, he has to mute audio on his computer.

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

Set ClickShare as default in Windows 7

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

3. Getting Started

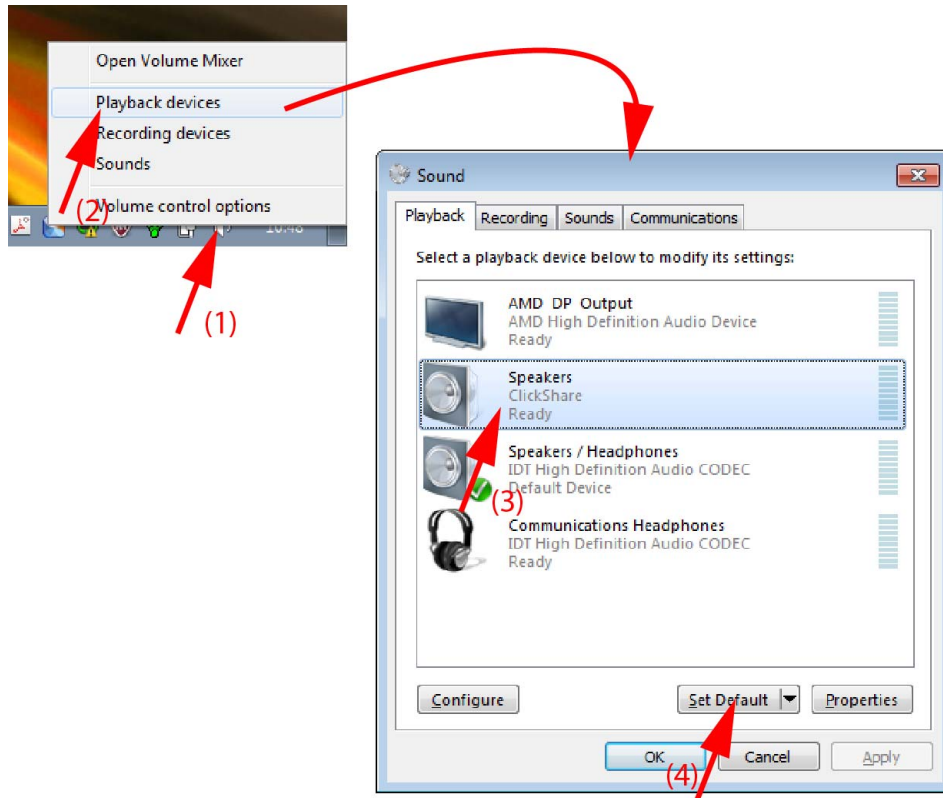


Image 3-14
Speakers ClickShare, default

2. Click **Playback devices** (2).

The *Sound* window opens on the *Playback* tab.

3. Select **Speakers ClickShare** (3) and click **Set default** (4).
4. Click **Apply** or **OK** to activate the new setting.

Set ClickShare as default in Windows XP

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

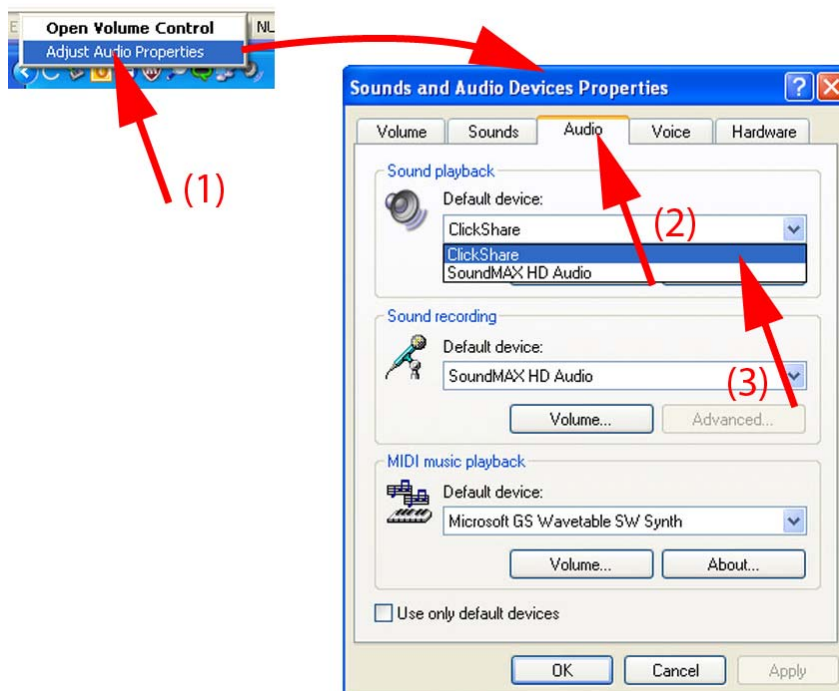


Image 3-15
Speakers ClickShare, default

2. Click *Adjust Audio Properties* (1).

The *Sound and Audio Devices Properties* window opens.

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

Set ClickShare as default on MAC

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

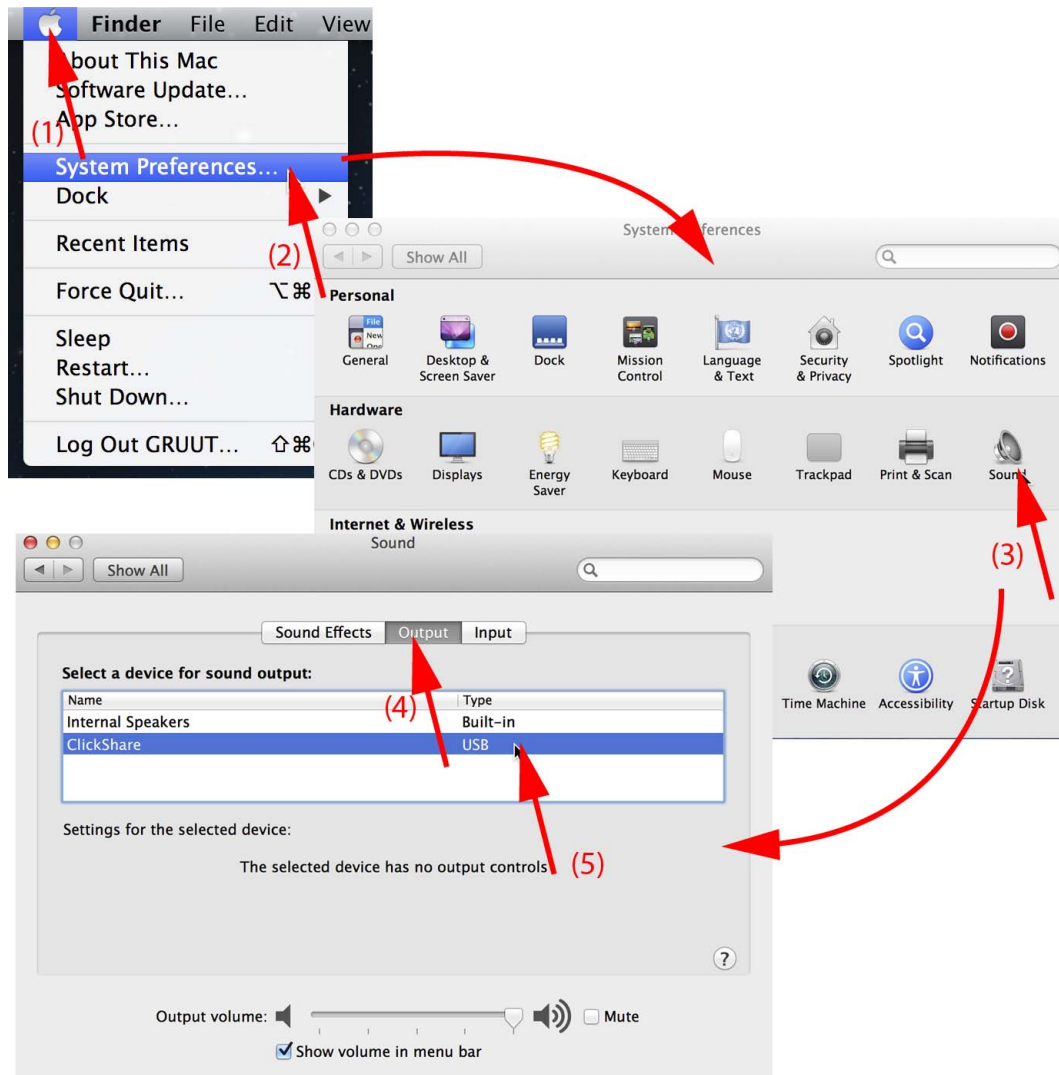


Image 3-16
Speakers ClickShare, default

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



Short way to select ClickShare as audio device: Click with the mouse on the Speaker symbol in the menu bar while holding ALT. ClickShare will be visible as an option.

3.8 Pairing

Pairing of the Buttons with the Base Unit

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

In case you buy additional Buttons or when a Button should be assigned to another Base Unit, the Button needs to be paired (again). The Button software update runs in the background and will not impact users while using the system. If desired, this feature can be disabled in the Web Interface. When downgrading or updating to an older version of the Base Unit software the Buttons need to be paired manually to update their software and that only in case the Button update over Wi-Fi is disabled.



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

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

To pair a Button to the Base unit

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

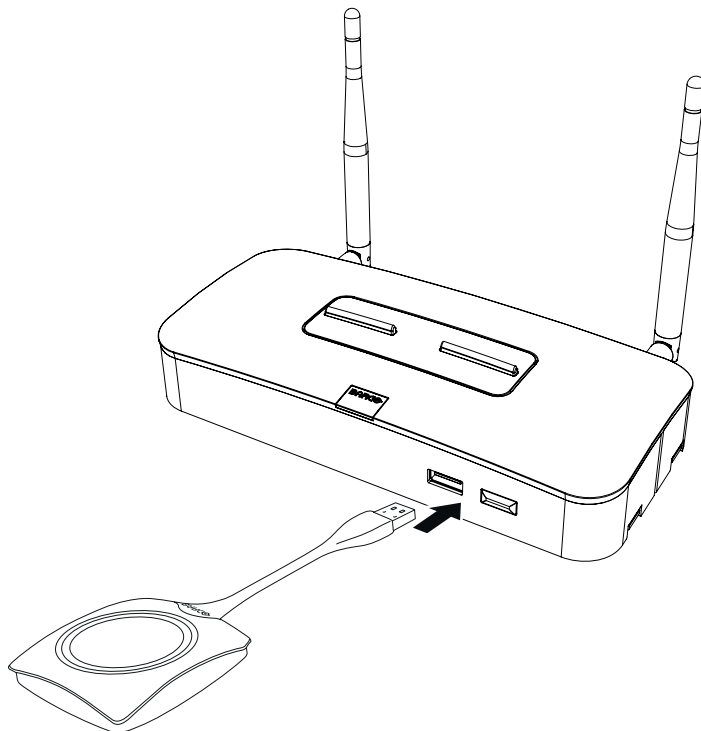


Image 3-17
Pair button

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

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

During the pairing and update process, a small status bar is display.

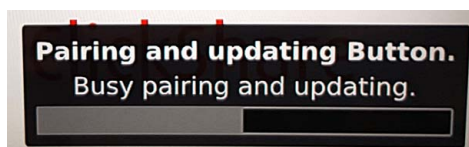


Image 3-18
Pairing message

The result of the pairing process can be as follows:

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

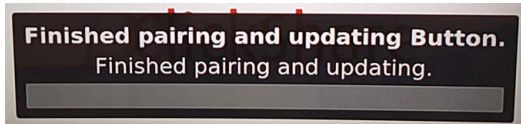


Image 3-19
Pairing finished

2. Unplug the Button from the Base Unit.

The Button is now ready for use.

3.9 Screen mirroring with ClickShare and iOS device

About screen mirroring iOS device

The content of iOS device can be display on the central screen by enabling airplay. Airplay on CSM-1 supports mirroring but not streaming.

How to setup and activate

1. When the base unit is in stand alone mode, connect your wireless device to the base unit wireless network. Enter the password.
When the base unit is on a corporate network, connect your wireless device on that network. Make sure the base unit can communicate with the wireless device.

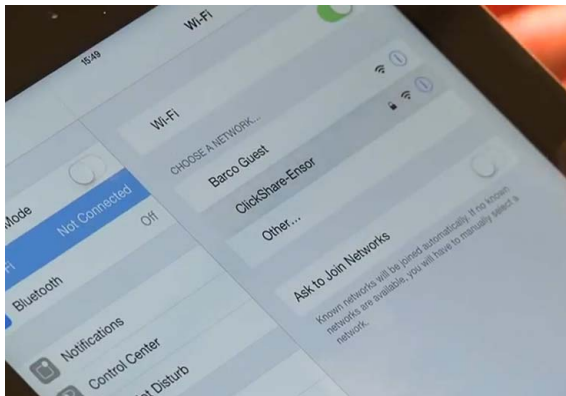


Image 3-20
Connect wireless network

2. Enable Airplay on the wireless device. Slide from bottom to up to open the menu and select Airplay.

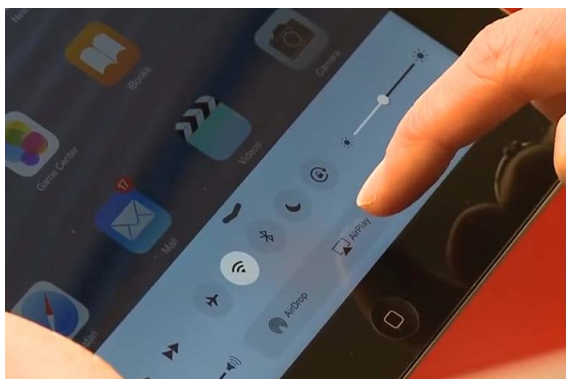


Image 3-21
Enable Airplay

The Base Unit appears on the list of available airplay receivers.

3. Select the Base Unit.

3. Getting Started



Image 3-22
Select the Base Unit

4. Enable *Mirroring*.



Image 3-23
Enabling Mirroring

The wireless device screen content is displayed on the central display or projector.

5. To stop the streaming, go back to the menu, click on Base Unit name and stop Mirroring.

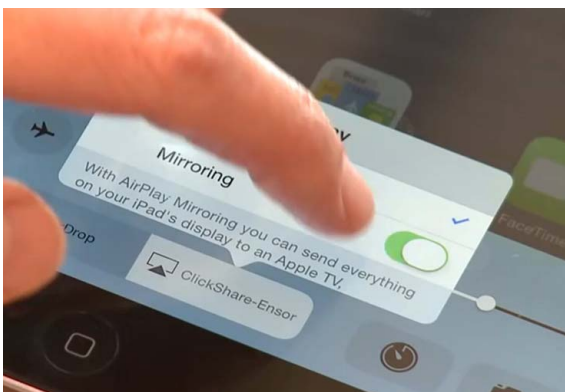


Image 3-24
Disable Mirroring

4. TROUBLESHOOTING

4.1 Basic Troubleshooting

Problem solving

In this chapter some problems that might occur while using ClickShare are listed. For each problem possible causes are given and a solution is proposed. If you cannot solve the problem yourself, please contact your local IT administrator.

Problem	Cause	Solution
Your screen is not shown on the display when pressing the Button.	You are the second person that wants to share the content to the display.	The first user has to push his button to remove his content so that a second user can share his content. or As second user, click the Button to use the Show me function of ClickShare.
	The ClickShare client software is not running.	Go to the ClickShare drive and run the software.
Your screen is shown, but your audio is not playing on the meeting room audio system	Your audio signal on your PC is muted	Right click on the speaker icon and switch off the mute.
	Audio system of the meeting room is not switched on	Switch on the audio system of the meeting room.
	When using separate audio, audio cable is not connected	Check audio connection between the Base Unit (audio out, green connector) and the audio system of the meeting room.
	Default speaker is not correctly set .	With a Button inserted, set ClickShare speaker as your default speaker.
	Buttons are not re-paired after changing the audio setting on the web interface	Re-pair the buttons.
Your content is removed from the display and the LEDs of your Button are blinking white.	Your audio settings may be wrong	You or an administrator should change the corresponding setting via the web interface.
	Connection to the Base Unit has been lost.	ClickShare tries to restore the connection automatically. If this fails, the LEDs of the Button start blinking red. You should unplug the Button from your laptop and start a new.
Nothing is shown on the display at all.	The display is switched off.	Switch on the display.
	Wrong input is selected.	Select the correct input.
	The display cable is not connected (correctly).	(Re)insert the display cable to the display and the Base Unit.
	The display does not recognize or is not able to display the Base Unit output resolution.	You or an administrator should change the corresponding setting via the web interface.
	The Base Unit is in standby mode.	Briefly push the standby button on the Base Unit or plug in a Button and run the ClickShare client software.
	The Base Unit is powered off.	Check if power adapter is connected to the Base unit and to the wall outlet.
	The Button's software is not compatible with that of the Base unit	Re-pair and update the software of the Button by inserting it in the front USB port of Base Unit.
	Wallpaper is disabled	If you connect a Button and start sharing, the content will be shown.

4. Troubleshooting

Problem	Cause	Solution
After inserting the Button into your laptop, you cannot find the ClickShare drive.	No automatic refresh of drives.	Refresh the view on your laptop.
	Bad connection at USB port on laptop.	<ul style="list-style-type: none">• Reconnect to the USB port.• Try another USB port.• Reboot your laptop.
	Windows tries to assign the ClickShare drive to an already reserved drive letter	Use Microsoft Windows Disk Management to assign it to a free drive letter.
	IT policy to not mount USB drives	Contact your IT responsible.
Some programs of Windows are not shown on the display.	Use of overlays, 3D or hardware acceleration in the GPU.	<ul style="list-style-type: none">• Disable overlays or hardware acceleration in the GPU.• Disable AeroGlass in Windows 7• Capture mode

5. ENVIRONMENTAL INFORMATION

5.1 Disposal information

Disposal Information

Waste Electrical and Electronic Equipment



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

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

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

Disposal of batteries in the product



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

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

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

5.2 Rohs compliance

Turkey RoHS compliance



Türkiye Cumhuriyeti: AEEE Yönetmeliğine Uygundur.

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

中国大陆 RoHS – Chinese Mainland RoHS

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

According to the “Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products” (Also called RoHS of Chinese Mainland), the table below lists the names and contents of toxic and/or hazardous substances that Barco's product may contain. The RoHS of Chinese Mainland is included in the MCV standard of the Ministry of Information Industry of China, in the section “Limit Requirements of toxic substances in Electronic Information Products”.

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

5. Environmental information

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

本表格依据SJ/T 11364的规定编制

This table is prepared in accordance with the provisions of SJ/T 11364.

O: 表示该有毒有害物质在该部件所有均质材料中的含量均在 GB/T 26572 标准规定的限量要求以下.

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in GB/T 26572.

X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 标准规定的限量要求.

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in GB/T 26572.

在中国大陆销售的相应电子信息产品 (EIP) 都必须遵照中国大陆《电子电气产品有害物质限制使用标识要求》标准贴上环保使用期限 (EFUP) 标签。Barco 产品所采用的 EFUP 标签 (请参阅实例, 徽标内部的编号使用于指定产品) 基于中国大陆的《电子信息产品环保使用期限通则》标准。

All Electronic Information Products (EIP) that are sold within Chinese Mainland must comply with the "Marking for the restriction of the use of hazardous substances in electrical and electronic product" of Chinese Mainland, marked with the Environmental Friendly Use Period (EFUP) logo. The number inside the EFUP logo that Barco uses (please refer to the photo) is based on the "General guidelines of environment-friendly use period of electronic information products" of Chinese Mainland.



Image 5-1

5.3 Production address

Factory

Barco N.V.

12F, Citychamp Building, No. 12, Tai Yang Gong Zhong Lu, Chaoyang District, Beijing, P.R.C

Made in information

The made in country is indicated on the product ID label on the product itself.

Production date

The month and year of production is indicated on the product ID label on the product itself.

5.4 Importers contact information

Contact

To find your local importer, contact Barco directly or one of Barco's regional offices via the contact information given on Barco's web site, www.barco.com.