

Quick Start Guide for the ClickShare App

Get started with the ClickShare App and learn how to set up your environment for the best ClickShare experience

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Introduction

In order to enjoy the best possible experience with the ClickShare App, we've crafted this quick start guide for you. It will guide you through the process of preparing the ClickShare Base Units in your organization for optimal use with the ClickShare Apps, and how to get started using the App.

The Beauty of the App

Whether you're plugging in the ClickShare Button to use the meeting room camera and audio devices in your conference call or prefer sharing content to the meeting room screen directly from the App, the ClickShare App ensures a single ClickShare experience from the huddle room to the boardroom.

Compatibility

The ClickShare App works with all the Base Units from the current ClickShare portfolio.



If your installation base contains older devices, such as the CSC-1 or the CSM-1, you'll be able to share with the App as well, both in combination with the ClickShare Button and on its own. However, following remarks need to be considered:

- Presence detection (see below) is not supported on these devices. You will need to enter the IP address of the room to connect directly to these Base Units.
- The 'Pause' function will not work with these models.
- Issues that are specific to these older Base Units are not covered by our support.

Hassle-free installation

We want everyone to be able to share in whichever way works best for them. Therefore, we've enabled an installation that does not require administrator rights. Anyone can download and install the app from www.clickshare.app.

For large-scale deployments or for organizations where users are not permitted to install any software on their computer, an [MSI package](#) of the App installer is available which can be deployed through Software Deployment Solutions like Microsoft System Center Configuration Manager, etc...

Automatic updates

We are continuously working on improving and expanding the ClickShare experience, which we deliver through regular updates. By default, the ClickShare App updates itself, to ensure you can benefit from all these improvements as soon as they are released.

Presence detection

Instantly connecting to the meeting room has been key to the ClickShare experience ever since the launch of the iconic Button. We've applied the same thinking to the development of our Desktop App.



The App must connect to the meeting room screen (via the ClickShare Base Unit) in order to share your content. Wi-Fi Beacon presence detection technology offers the most straightforward way to do so.

When in standalone mode or in network connected mode (you can read more about the different network integration possibilities in our Network Deployment Whitepapers), the App uses Wi-Fi beacons to detect the most nearby meeting rooms.

Important remark: presence detection works best when your unit is connected to your network. When your Base Unit's Wi-Fi is disabled or configured in client mode (in case of the CSE-200+), no Wi-Fi beacons will be broadcasted. The app then relies on SSDP or mDNS discovery.

How to configure your Base Units

Firmware

Upgrade the Base Unit's firmware to the latest version. This can be found on [the firmware update page](#). At least version 1.7 is required for the ClickShare App to work.

Key benefits

- Presence detection is more accurate
- Only meeting room names appear in the list of nearby meeting rooms
- No automatic connection to the Base Unit's Wi-Fi when the Base Unit is connected to the network, so you don't lose your internet connection while sharing through the App

Ethernet link

The best way to experience the App is by connecting your Base Unit to the network by plugging an ethernet cable into the unit. If the unit supports it, you can also connect the Base Unit to a wireless network, or both, when you want both guests and employees to be able to use the ClickShare Apps.

Read more about the different network integration possibilities and how to enable the use of the Apps for employees and guests in our Network Deployment Whitepapers:

For CS(E) products: [Network Deployment Whitepaper](#).

For CX products: [ClickShare Conference Network Deployment Whitepaper](#)

Key benefit

- Keep internet connection while sharing with the App
- Provide the same ease of use to employees, visitors and guests

Meeting room naming

To allow users to easily identify the meeting room in the list of meeting rooms in the ClickShare App and to enjoy the ease of use of the One Click Join functionality (see below) to the fullest, the meeting room name configured in the ClickShare Base Unit should match the name for the room resource configured in Microsoft Outlook.

Key benefit

- Users can easily recognize the room to connect to
- One Click Join to connect to the meeting room

More details can be found on our support page.

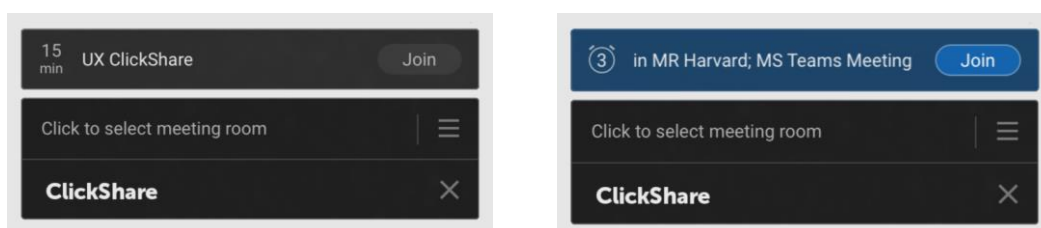
How to use the ClickShare App

Starting a planned meeting

Based on your Outlook¹ calendar, the ClickShare App shows you the meetings about to start (less than 15 minutes) and those that are under way. The App takes care to only show the meetings you can join:

- Calendar items with a conference call link²
- Calendar items with a location specified

By hovering over the meeting in the App, the location of the meeting is shown.



Note

If the 'Join' button is not visible, this means that no ClickShare meeting room was detected with the same name as the location in the calendar item in Outlook. This might have 2 reasons:

- You are too far from the meeting room and therefore the meeting room hasn't been detected by the ClickShare App
- The meeting room name configured in the ClickShare Base Unit and the location name in the Outlook calendar don't exactly match

By clicking on the 'Join' button, the App will now start connecting to the meeting room and/or the conference call, based on the calendar information.

¹ Microsoft Outlook (32-bit) on Windows is supported as of the 4.9 version of the ClickShare App. The 64-bit version of Microsoft Outlook will be supported soon

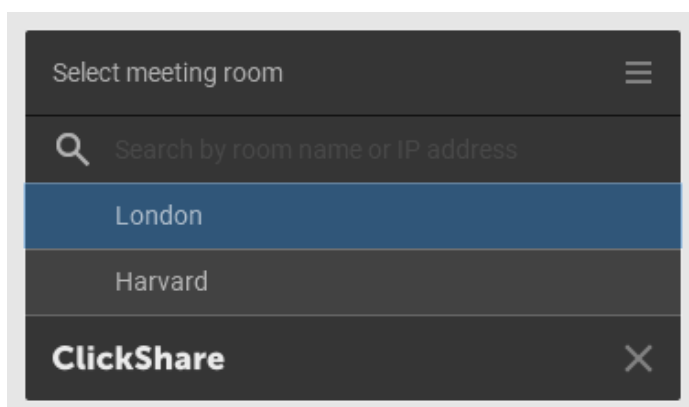
² Microsoft Teams links are supported as of the 4.9 version of the ClickShare App, Zoom and Cisco WebEx links will be added soon

Starting an ad-hoc meeting

When entering a meeting room, the App will list the 5 most nearby meeting rooms and sort them based on signal strength.

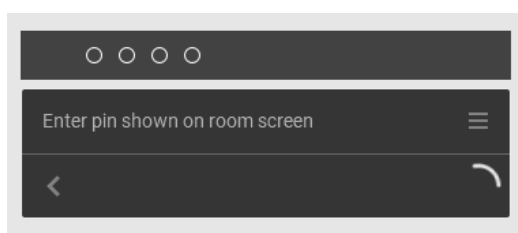
Select the meeting room you want to share content to by clicking on the name of the room.

If the name of the meeting room you are looking for does not appear in the list, you can search for this room by typing in the name or IP address in the search bar on top.



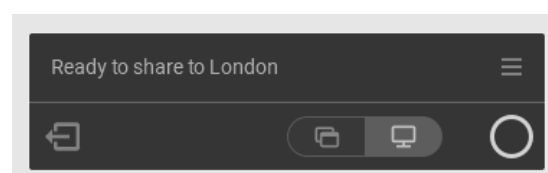
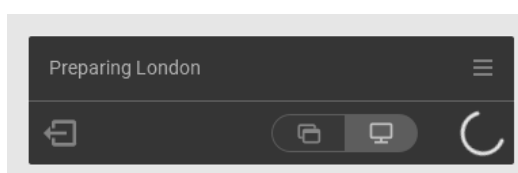
Connecting to the room

If the use of a passcode is enabled on the Base Unit, the App will prompt you to enter the passcode that is shown on the meeting room screen. Enabling the passcode on the Base Unit (this can be done in the ClickShare Configurator) provides an additional layer of security. This way you'll never share your content to the wrong meeting room screen.



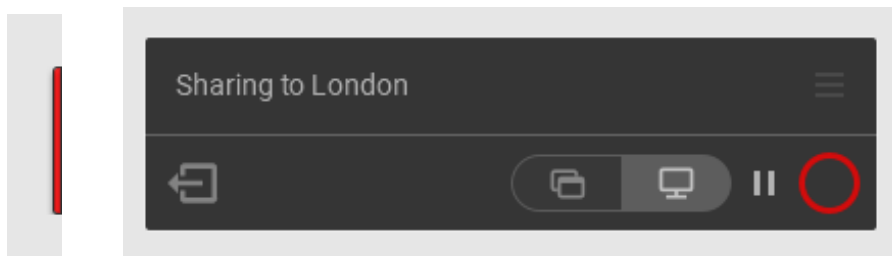
After having entered the passcode, the App will connect to the meeting room.

If the passcode is not enabled on the Base Unit, the App skip this and connect directly.





Share and collaborate

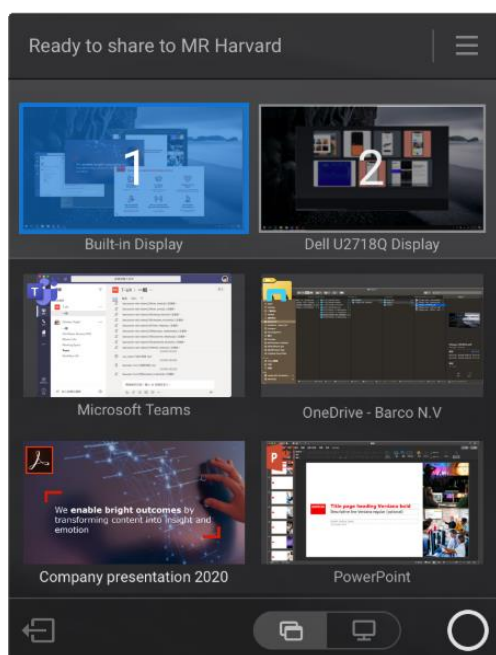
Click the white circle to start sharing your content. When you start sharing the App will minimize to the side through an animation. A subtle red bar remains visible at the side of your screen.



Hover over the red bar on the side to open the full interface of the ClickShare App to either pause your sharing session and freeze the content on the screen while you (invisibly for people in the meeting room) work on your laptop, to change what you are sharing (a single application or your full screen) or to stop sharing (by clicking on the red circle).

Advanced sharing

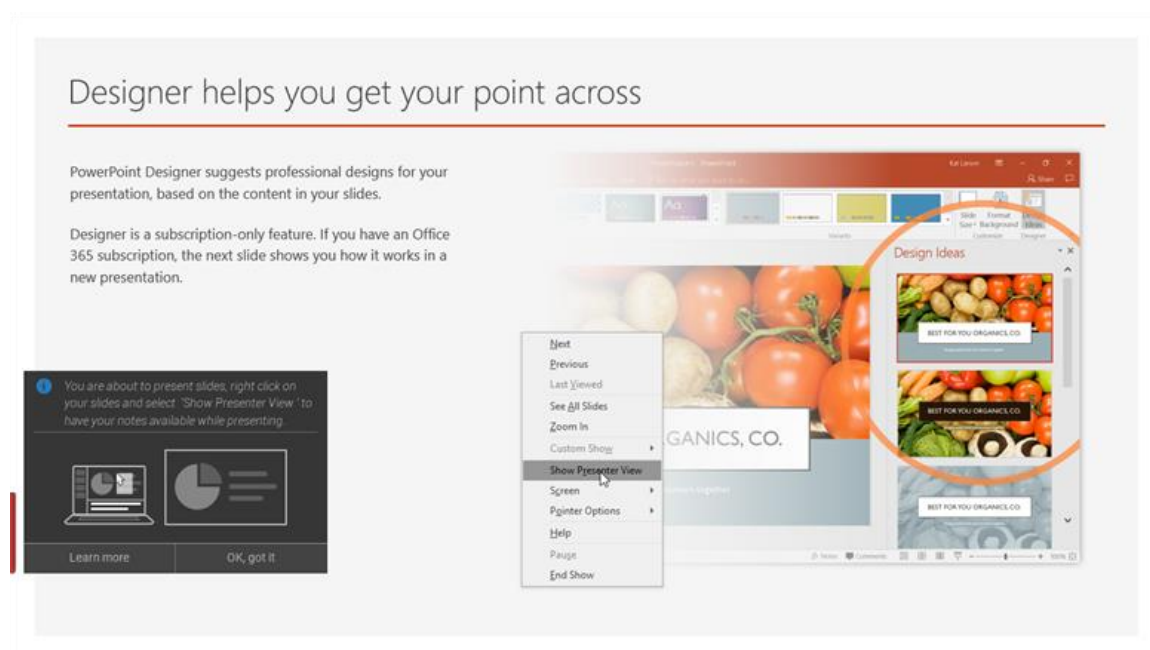
Next to the sharing circle, you will find a toggle which allows you to select what exactly to share: you can choose to either share your entire screen () or select the application or connected display you want to share (). When you select the advanced sharing, the App will expand to show you a list of connected displays and open windows. Selecting one will trigger the App to start sharing immediately.



Need to change the sharing mode whilst presenting? You can do this on the fly, so there is no need to unshare to change what you are sharing.

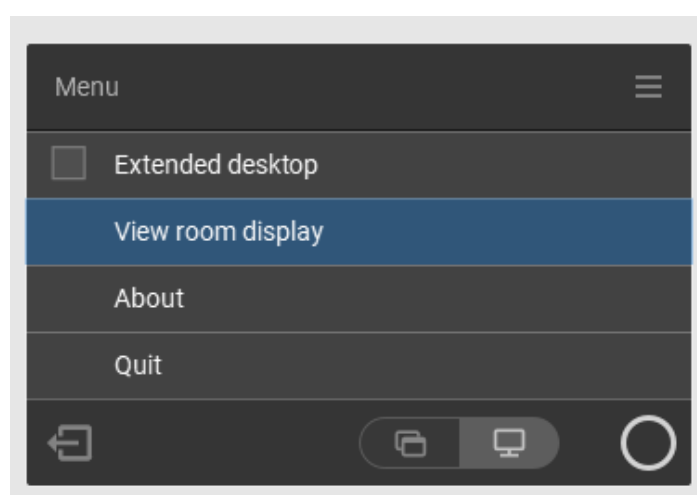
Microsoft Office PowerPoint Presenter view

To view your speaker notes on your pc when sharing a presentation on the room display, you can make use of the Presenter View in Microsoft PowerPoint without the need for a second (virtual) display. How to do this, is described in our [knowledge base](#).



Quick Menu functionality

When not sharing, you can access the Quick Menu functionality through the icon on the top right. Depending on the connection and the type of Base Unit, this menu will have specific entries, which you will find below.



Extended desktop functionality

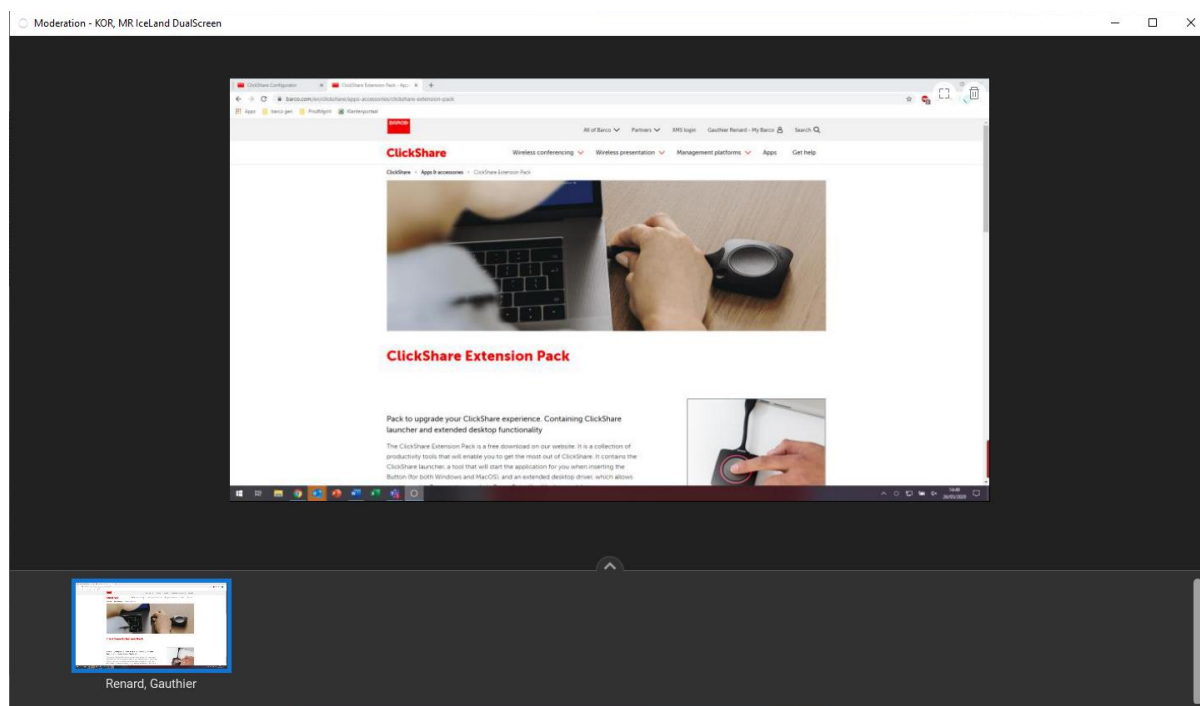
On top of the Quick Menu, you can enable the extended desktop functionality. This function creates a virtual second desktop which will then be shared. As such, the meeting room display becomes a second screen to your personal computer.

The use of the extended desktop functionality does require the extension pack to be installed on your device. More information on the extension pack can be found on the [ClickShare Extension pack product page](#).

Moderation

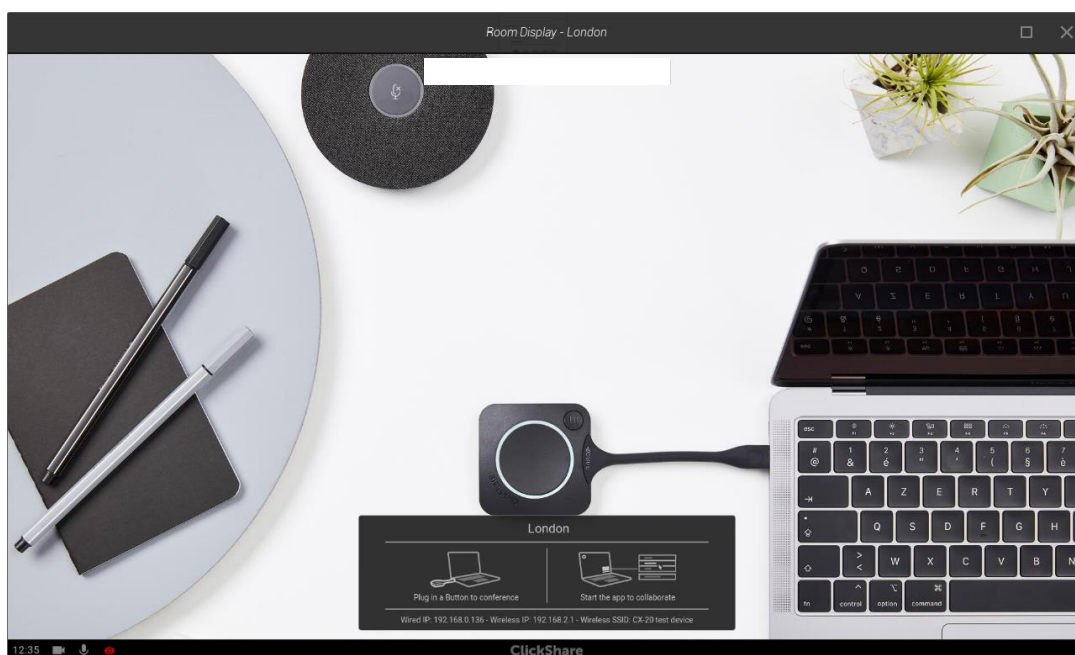
When the Base Unit allows it, you can open the moderation window through the Quick Menu and start moderating the session. Anyone connected to the room with either a Button or the ClickShare App can moderate the session. When opening the moderation window, you will be able to control the if and where the participants who are currently sharing are shown on screen.

In the interface, the people sharing their screen are shown as available sources in the bottom banner of the window. In the main part of the interface, you will find the meeting room display(s) and the current layout. You can drag and drop sources on and off the display(s) and put them full screen or remove them from display via the buttons on the top right of each source in the composition. Each source can only be displayed once on each display.



View room display

When Connected to a CX-20, CX-30 or CX-50 Base Unit, you can access the content which is shown on the meeting room display by selecting 'View room display'. When doing so, a new window will open in which you will find an exact copy of what is on the meeting room display. This is useful when e.g. sitting in the back of the room, when you are taking meeting notes or when you wish to share what is shown in the room (by yourself or others) to remote participants in a UC&C call.

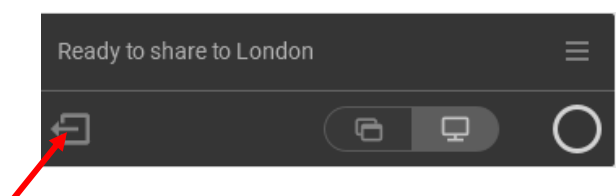


When someone opens this window on his device, a red eye will be shown at the bottom left on the meeting room display splash screen.

Stop sharing and leave

When your meeting has come to an end, stop sharing by hovering over the red bar to expand the interface and clicking the full red circle.

Disconnect from the meeting room by either clicking the "leave room" icon (see below) or by simply closing your laptop.



Fully shutting down the app can be done by selecting "Quit" in the Quick Menu or when right-clicking on the tray icon.