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 fifth person that wants to share his content to the display. Only four screens can appear simultaneously. A message appears on your computer.	Click and hold the Button to use the Show me full screen function of ClickShare. Refer to "Advanced Use", page 15.
	The ClickShare 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 audio icon and switch off the mute.
	Audio on the Base Unit is disabled.	You or an administrator should change the corresponding setting via the web interface.
	Audio system of the meeting room is not switched on	Switch on the audio system of the meeting room.
	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 UI	Re-pair the buttons.
Your content is removed from the display and the LEDs of your Button are blinking white.	Connection to the display 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 software.
	The Base Unit is powered off.	Set the rocker switch at the back of the Base Unit to "I".
		Refer to "Powering the Base Unit on and off", page 11.
Two laptops connected with the Base Unit in a dual display meeting room but only one shows an image	One of the displays is switched off	Switch on the display.
	One display cable is not connected	(Re)insert the display cable to the display and the Base Unit.
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.	• Reconnect to the USB port.
		• Try another USB port.
		• Reboot your laptop.