

Quick setup guide

Logitech Room Solutions for Barco ClickShare Conference for Medium Rooms



Dear customer, thank you for choosing the Logitech Room Solutions for Barco ClickShare Conference. In this guide you will find all necessary information to unpack, install & connect all devices in this kit.

Step 1 – Unpack

Open the box and retrieve the 5 following boxes:

- Barco ClickShare Conference CX-30
- Barco ClickShare Tray
- Logitech Rally
- Logitech Rally Mounting Kit

Step 2 – Unpack and install the ClickShare Conference CX-30

More info in this how-to video: [Barco CX-30 Setup Video](#)



Step 3 – Unpack the ClickShare Tray

This accessory is designed to conveniently store your ClickShare Conferencing Buttons on the meeting room table (you'll find two Buttons in the CX-30 box).

Step 4 – Unpack and install the Logitech Rally Plus Conference cam

More in this how-to video: [Logitech Rally Setup Video](#)

Important note: in this configuration, the ClickShare unit is replacing the computer (steps 03 and 04).



Step 5 – Unpack the Logitech accessories

Logitech Rally Mounting Kit



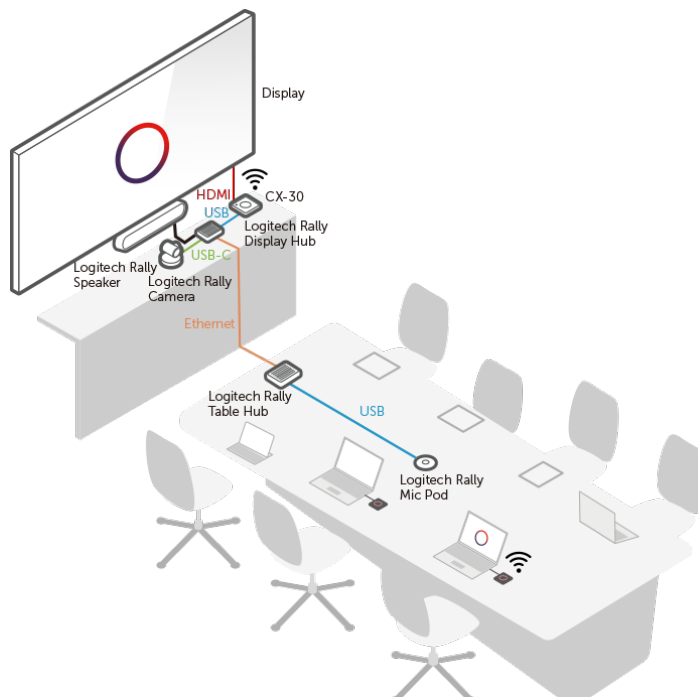
With this kit, you will be able to mount the Logitech Rally speakers in a professional way.

Step 6 – Connect the devices together

Now you go to the most important part of the setup: connecting all the devices. A step-by-step guide helps you to make all connections in the right way. Please make sure that:

- A USB cable is connected from the Logitech Rally Display Hub to the ClickShare unit
- The HDMI cable is connected from the ClickShare unit to the display

In any doubts, please refer to the diagram below:

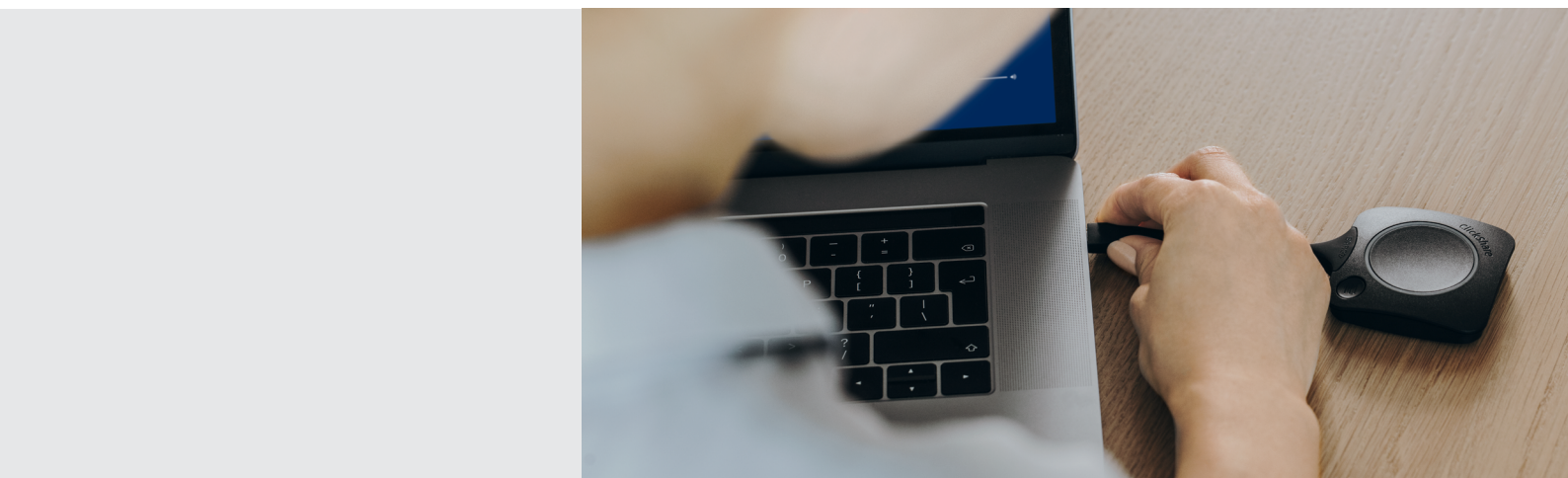


Step 7 – Make your first ClickShare Conference Call

In this last step, you connect the ClickShare Conferencing Button to your laptop and make your first ClickShare Conference Call.

Check out how-to video for help: [How to Use the ClickShare Button Video \(will be available soon\)](#)

Should you encounter a problem, please read on, we'll help you solve your problem!



Troubleshooting

Introduction

When you connect the ClickShare Conferencing Button to your PC and click to start the enhanced conference meeting, the ClickShare unit makes the room display, camera and speakers wirelessly available from your PC. You can use any UC software to start your video conference and share content with your colleagues during the meeting.

Connections

First, make sure everything is connected properly. The Logitech devices should be connected directly via USB, as shown below:



You can connect several devices to the Logitech Rally Display Hub, but there should be only one USB connection to the ClickShare Conference unit, as shown on the picture in step 6.

It is important that no other USB devices are connected to the ClickShare Conference Base Unit, like KVM switches (which are currently not supported) or other peripherals. For troubleshooting purpose, we advise to disconnect any other USB connection (e.g. from a touch screen) until you have verified that ClickShare Conference is working properly. After that, you can reconnect the other USB devices.

Note: you'll find a list of supported touch screen panels [here](#).

In case of issues, please try to swap cables to check if the problem comes from a faulty cable.

If you have a ClickShare Conference CX-50 unit, make sure you are using the HDMI OUT port to connect your display. HDMI IN port is to connect a source.

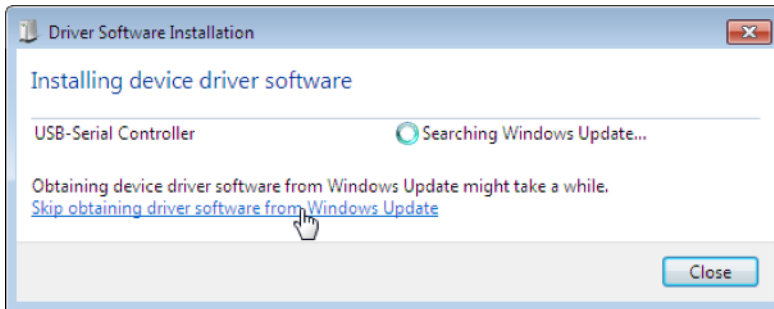
If the problem persists after checking the connections, please reboot the ClickShare Conference unit.

Make sure the ClickShare Conferencing Buttons are paired with the ClickShare Conference unit. To pair a Button, connect it to the Base Unit until the message 'paired and updated' appears on the connected display.

Software

When you plug in a ClickShare Conferencing Button on a PC running Windows for the first time, you may need to start the software manually by opening the ClickShare USB drive. Please check this how-to video: [How to Use the ClickShare Button Video \(will be available soon\)](#)

Note: On Windows 7, depending on your settings, the operating system may try to find drivers for the connected peripherals online, which can take a couple of minutes. You can skip this by clicking the icon in the notification area of your taskbar and confirm with 'Skip obtaining driver software from Windows Update':



Now, check the settings in your operating system and software:

- Test the functionality of your peripherals in Windows as explained [here](#).
- Configure your conferencing software as explained [here](#).

Hardware failure

The connections and the software are now correctly configured. If your issue is unsolved, the problem is probably coming from the hardware.

The problem can come from many areas (cable, power supply, connected peripheral, ClickShare Conference unit, display, etc.), so it's important you try to identify where the problem is coming from:

- Disconnect unnecessary devices, especially KVM switches and HDMI splitters (keep only one USB connection from the Logitech camera to the ClickShare Conference unit, and one HDMI cable from the Base Unit to the display)
- Try to swap cables
- Reboot devices
- Factory reset configurable devices
- Connect the Logitech camera directly to your PC via USB (bypassing the ClickShare Conference unit)
 - If the camera does not function as intended, this indicates a failure of the camera;
 - If the camera works fine when plugged in directly to your PC, then it is either a connection issue, a configuration issue, a ClickShare hardware issue or a ClickShare software issue;
 - If you have done the above tests and have concluded a hardware failure, please contact your ClickShare certified reseller to get a replacement unit

Note: KVM switches are not supported, they will erroneously be recognized by the ClickShare Conference unit as Acoustic Echo-Cancellation devices.

Who to contact in case your problem is unsolved?

Please contact your ClickShare certified reseller.