ClickShare Problem on MacBooks and How to Fix It

Some MacBook users have found that ClickShare is not working properly in court. The main two problems are:

- Lagging videos (there appears to be a delay between the sound and the video);
- The connection keeps dropping (usually after 2 or 3 minutes).

The problem seems to occur predominantly with MacBooks are running MacOS Catalina and Big Sur. There is now a fix. See below.

There was also an issue with the ClickShare base stations (the box in court). For some reason these base stations had not been updated to the latest firmware. The MOJ has now overseen the rollout of the firmware update, so the only issue seems to be the MacBook problem.

Fixing ClickShare with MacBooks running MacOS Catalina and Big Sur:

1. Check your MacBook is updated to the latest version of the operating system by running Software Update in the System Preferences.

2. If you have previously downloaded any ClickShare Launcher software, delete it from your MacBook.

Most people won't have actually downloaded the software. But you can easily check by opening the Applications folder on your MacBook and dragging any ClickShare app into the recycle bin.

3. Install the new ClickShare App software located on the Barco site (see image below): https://www.barco.com/en/ClickShare/app

4. A folder should automatically download. Open it and install the new ClickShare software named "ClickShare_Setup.dmg" by clicking on the file. Drag the white ClickShare logo into the applications folder as directed.

5. Plug in the ClickShare button dongle.
   - *DO NOT run the software that appears when you plug in the dongle.*
   - *The note that comes with the software you have downloaded appears to say that the software might work directly (without a dongle) – this is wrong.*
   - *The MacBook **will not** connect to ClickShare without the dongle being plugged in.*

6. Open your applications folder and double-click on the white ClickShare logo. A ClickShare logo should appear in the top right menu of the screen, and the ClickShare software should open as a small black rectangle on the right side of the screen.

7. On the first occasion you run the software you need to enable screen recording on the MacBook for ClickShare. See the Barco knowledge base guide:

https://www.barco.com/en/support/knowledge-base/kb9812

After following the knowledge base guide, the ClickShare App should have a tick next to it just like the image below:
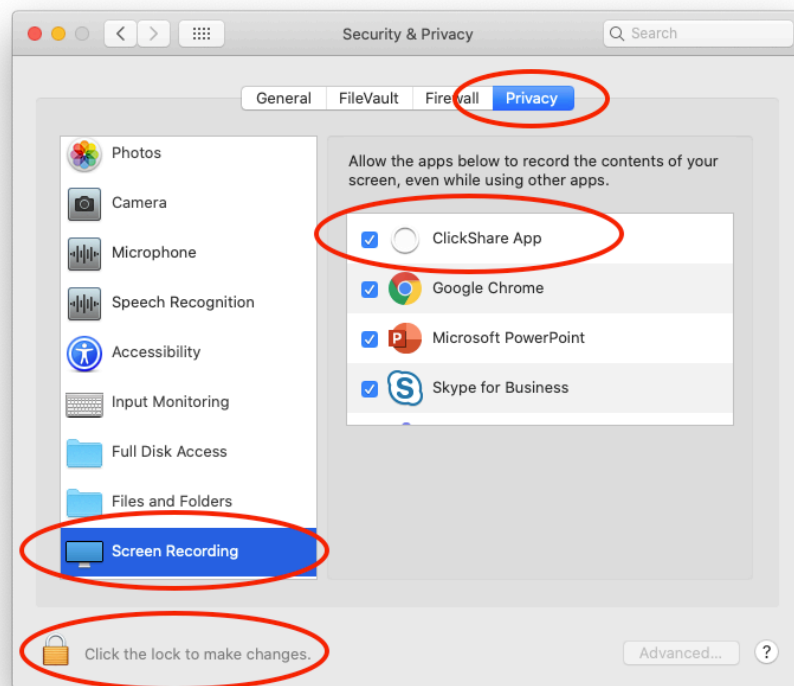
N.B. The first time the software is run, the ClickShare software may need to be restarted:

o *Quit the ClickShare software and unplug the dongle.*

Do this by clicking on the circle logo in the menu bar at the top of the screen and clicking quit:
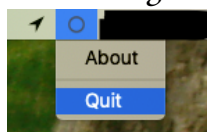
- *Start the ClickShare software again by opening the application folder and double-clicking the white ClickShare logo, then plug in the dongle.*
- *If the software won't start, you may have to restart the MacBook, as the ClickShare app may repeatedly crash if there has been a previous version of the software running on the computer.*
- *Don't worry, once this has been done once, you won't need to restart the computer in future.*

8. The connection notification box for ClickShare should be located in the bottom right of the screen.

9. Once the software recognises the dongle and the court room it is in, either physically click the dongle button which should be solid white, or click the small white ring on the desktop software. Both should turn red once connected.

10. The screen should now be shared and there should be no issues with video or audio quality.

11. Check that the sound is output through ClickShare as opposed to through the MacBook. This can be done by changing the "Output" in the Sound menu of System Preferences to "ClickShare".

Troubleshooting:

1. MacOS Big Sur needs to be updated to the latest version – 11.2. This is being released in either late January or early February 2021. Update your MacBook to that version as the earliest version of MacOS Big Sur have caused other problems with ClickShare which have been resolved with the newest update.

2. The ClickShare software will crash if old versions of the ClickShare software are running at the same time or have been run on the computer without it being restarted.

3. Users must not click on the old ClickShare Launcher or Client software.

4. If you happen to click on the old software and the ClickShare app keeps crashing, restart the computer.

5. The old software has this logo:

6. The new logo looks like this:

Daniel Oscroft
Technology Officer
Midland Circuit
29th January 2021