HM Courts &
Tribunals Service

Clickshare User Guide for Magistrates and Crown Courts.

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An Introduction to Clickshare

The Clickshare system is a solution for In-Court Presentation in Magistrates and Crown Courts. It is a simple 'plug and play' method of connecting their own IT devices to digital display units which will be visible to the wider courtroom. During a video presentation, Witnesses or Defendants will be able to see photographs or video evidence in the courtroom on their screens. The courtroom will have the option to view the evidence, with the audience in a picture-in-picture, or vice versa.

The Clickshare system is not designed to present text-based evidence in courtrooms. Whilst there is no restriction on this, the viewing distance is too far for this to be a reasonable solution for presenting written evidence.

This system reduces the time lost by waiting to view evidence and improves the flow of cases through the courtroom. The Clickshare equipment provides an evidence viewing solution for the Judge, Witness and Jury.

Within the MoJ estate there are two standard setups for Clickshare:

No Video Conferencing Equipment. These courtrooms only have one wall-mounted screen opposite the Jury and do NOT have the functionality of video conferencing added to the courtroom. The screen is controlled using a touch panel on the Clerk's desk.

Video Link Courtroom: These courtrooms integrate the video conferencing system with Clickshare and maintain two wall-mounted screens within the courtroom. The Clickshare system can share evidence across the video conferencing system.

Across the MoJ estate there are number of exceptions to these standard setups. These are Section 28 Courts and Electronic Presentation courtrooms where the video conference system is not integrated. Where these setups exist, both systems will operate independently until the current support contract expires.

Preparing the Screen for displaying evidence without a Video Link

After starting the Clerk's touch panel, you will be presented with a number of options. Pressing the 'On' button will power the screens.

Pressing 'Clickshare' will ready the screens to show Clickshare images.

Presenting Evidence

The Clickshare buttons allow users to share a direct replication of their laptop screen on the Jury screen, witness screen and Judges Screen. It is therefore essential that any device wallpapers are appropriate for display within the courtroom. The user can then use their laptop to display any evidence. Clickshare is compatible with devices running Windows (any version XP or later, except Windows 8 CE) and Mac OSX. Four Clickshare buttons have been provided for each courtroom. During a multi-handed case it is expected that these buttons will be rotated between advocates. As only one advocate will be presenting at any one time, there will be 3 other buttons that could be set up in preparation to present evidence.

How to use the Clickshare button:

1. Insert the USB Clickshare button into the USB port on your device. Please note all DOM1 users must request access to use Clickshare on their devices via the IT portal - https://mojprod.service--now.com/moj_sp?id=sc_cat_item&sys_id=eb4863381b843700473286abee4bcb87. All external users (such the CPS) must ensure that the USB ports on their devices are unlocked.

2. A light surrounding the button will flash white and a new (Clickshare) drive will appear on your laptop. Browse to and double click the Clickshare drive on your laptop.

3. Double click the Clickshare application and the Clickshare software will start. The software will attempt to connect the button to the Clickshare base unit.

The time this takes can vary dependent on signal interference. However, in most cases this is complete in under 30 seconds. When the system is ready for use, a 'ready to share' message appears and the light on the button becomes static white.

4. To share your screen on the courtroom screens press the button which will turn static red. To remove your content from the screen, press your button again this will turn a solid white.

5. When you have finished simply unplug the button.

Hints & Tips:

If you display something accidently that you do not wish to be displayed

then pressing the button will end the feed faster than removing the button.

If there is no sound being played over Clickshare via a laptop or desktop device, then check that the default sound source is changed to 'Clickshare'

When presenting video or DVDs we recommend the use of VLC player which

supports a wide range of video formats and is available as a free download.

Using Clickshare with Video Technology (Remote control) in Magistrates Court

1. Whilst connected via a video link, using the video link (Polycom) remote control, press 'Camera'.

2. Press number three to select the option from the screen menu - 'laptop connection'.

3. The person at the end of the link will now be able to see what the CPS Prosecutor or Advocate shares from their device.

4. The wider court will see both the witness and the case material shared by the prosecutor via a 'picture in picture' function (i.e. a small screen within the main screen).

5. To disconnect the video link from the In-Court Presentation solution, press 'Camera' on the video remote, and then number 1.

6. To switch off the video link and return to using In-Court Presentation without video, press 'VGA'.

Using Clickshare with Video Technology (Touch Panel) – in Crown Court

Whilst connected via a video link, using the Clerk's Touch panel, press 'Source Select'

1. Then press 'Clickshare'

2. You will then see a Picture-in-Picture (PiP) choice screen. Press "Yes" if you want a PiP displayed.

3. The wider court will see both the witness and the case material shared by the prosecutor via a 'picture-in-picture' function (i.e. a small screen within the main screen).

4. To switch the smaller screen with the main screen, press the 'PiP Swap' option.

5. To disconnect the video link from the In-Court Presentation solution, press the 'Back' button to return to the video conference controls and disconnect as normal.

Controlling the Jury Screen and Video Links

The Clickshare system is designed to work in tandem
with the video conference systems used within the courtroom.
A picture-in-picture mode will be used to show both the
conference caller and the evidence being shared. The evidence will
also be displayed on the call recipient's screen. The conferencing
facility can be controlled via the Clerk's touch panel or via
the remote control.
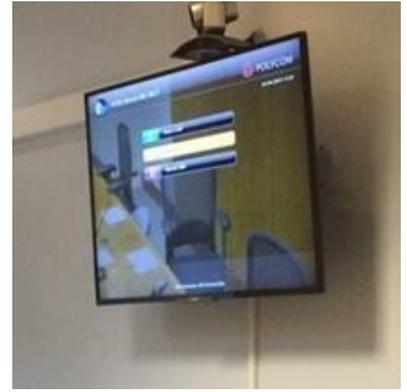
Viewing Clickshare Evidence and Screen Suppression

Viewing Clickshare

The Judges Clickshare screen and the
Witness Screen automatically connect to the
Clickshare system. To view the evidence the
screen must be turned on – no other
interaction is required.

These Clickshare screens are mounted on
adjustable arms. The image *(right)* illustrates
the range of movement.

Suppressing the Screens.

The Clerk and Judge have controls to suppress the display on the Jury and Witness
screens.

Touch Panel

If there is a touch panel available on the Judge's bench and Clerk's Bench there will now be
an additional button labelled 'Mute All'. Pressing this button will suppress the screens.
Pressing the button, a second time will reconnect the screens.

Clerk's Control Panel

In courtrooms where there is no video conferencing system the Clerk will have a control
panel. The 'Mute' button will suppress and reconnect the feed to the Clickshare screens.

Suppression Button
If there is not a touch panel available to the Judge, a suppression button will be fitted to

their bench. Pressing this button will suppress the feed to the screens.

The Clerk's control panel can reconnect the feed via their 'Mute All' button.

__Extended Desktops Screens__

The laptop can be connected to the extended desktop monitor through one of the two cable connectors attached to the screen. The extended desktop screens will have VGA and HDMI connections. If you are using an Apple device you may require an HDMI to Mini-HDMI connector to make use of the extended desktop facilities. Any adaptors required to utilise the supplied connections will be the responsibility of the user. This includes all extended desktop monitor connections and any additional USB requirements.

Note: The extended desktop screens have HDMI and VGA connectors available. In the case of Apple devices or the Lenovo Yoga series of laptops an additional adaptor will be required.

eJudiciary Laptops (Windows 8)

The eJudiciary laptops will need to be connected via the VGA cable and supplied adaptor or via the HDMI cable with an HDMI to mini-HDMI adaptor.

The laptop will then need to be set to extend mode. To do this hold the 'Windows' key and press 'P'. This will the present a menu where you can select the 'Extend' option.

All Windows Operating Systems

Right click anywhere on the desktop. Select 'Screen Resolution'. There is a dropdown menu next to 'Display'. Click on this and select dual monitor.

The extended desktop is now ready to use. The mouse pointer will now move between screens when it reaches the edge of the screen. You can now drag and drop windows onto this screen in order to be able to view two items simultaneously.

Hints and Tips: If the wrong screen edge is being used to move between the two screens, an adjustment in settings will need to be made. Right click anywhere on the desktop. Select 'Screen Resolution'. You should now see two number screens. Pressing the detect button will display a number on each of the screens. Now drag one of the screens to the correct position, reflecting the relative physical positions of the two screens. Then click 'Apply' and then 'Ok'. The extended desktop should now be working correctly.

Clerk's Bench Extended Desktop (DOM1)

Setting up Multiple Monitors

**Method 2**: Display Settings Menu
Close all open programs.

1) Close all Programs
2) Right-click an empty area on your desktop, and click **Display Settings** (**Figure 1**)
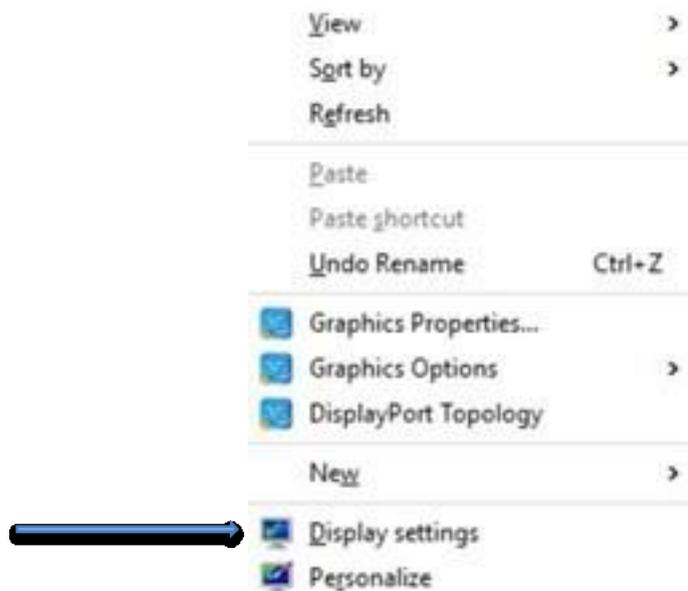
3) Click the **Multiple Displays** drop-down list, and select **Duplicate these displays** or **Extend these displays** or **Show only on 1** or **Show only on 2**.
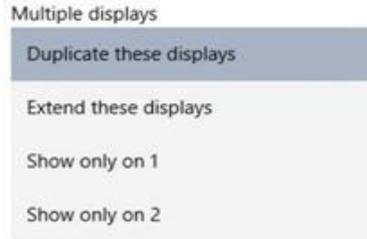
*HINT - If you cannot see the second monitor(s) listed, click **Detect (as identified below)**. If this does not work, try to reconnect the cables on your monitor, restart the Laptop and repeat*
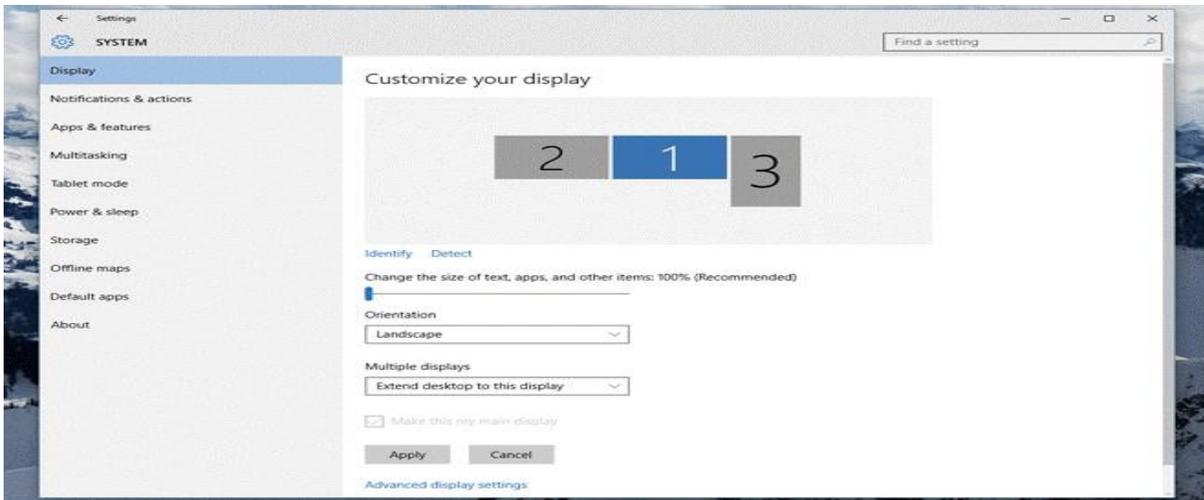
4) Click **Identify (please see below)** to see which monitor is number 1 (Primary Monitor) and number 2 (Secondary Monitor) number 3 (Third Monitor).
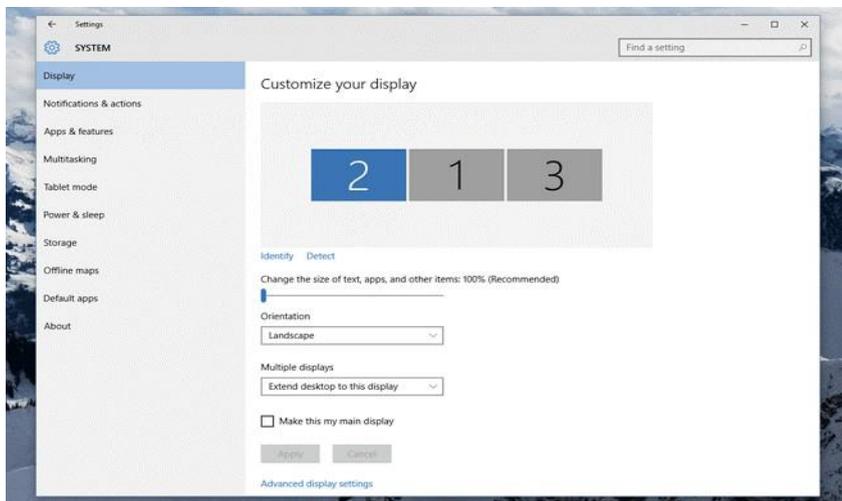
5) Click on each monitor and make sure it's set to the recommended resolution (usually the highest one available). If you've set any of your monitors in a portrait (vertical) orientation, you can adjust the rotation in the Orientation drop-down menu. You can also drag and drop the monitors in the top of the window to match their physical location of your desk, both vertically and horizontally – if one of your monitors is a little lower than the other, slide it down a notch or two on the screen. Click

"Identify" if you're not sure which screen goes where.

6) Click Keep Changes if you are prompted to save the changes made to the display settings

Keep these display settings?

Reverting to previous display settings in 11 seconds.

Keep changes   Revert

Advanced Hints and Tips

Split Screen Presenting

Clickshare has the ability to have two screens presenting at once. For example, if two advocates had images of the same thing from different angles they could both present these images simultaneously. This is achieved simply by another advocate clicking to share whilst one advocate is already connected. In order to return to one image either one advocate can click to disconnect, or an advocate can hold the Clickshare button to take screen priority. The Clickshare system can support 4 devices sharing simultaneously.

Switching the Picture-in-Picture and Main images. (Polycom Remote)

Pressing the source button (normally option 3) will alternate the main image and PiP views.

Presenting from the Extended Desktop Screen

The Clickshare system will present from whichever screen is allocated as the primary screen when connected to an extended desktop. To find out and assign your primary screen you will need to follow these steps:

1. Right click on the desktop
2. Select Screen Resolution
3. You will see two numbered boxes. These indicate your two screens. If you press the 'Identify' button this will display a number on your screens. The screen indicated as number 1 is your current primary screen.
4. To reassign your primary screen, click on the box indicating your current number 2 screen and tick the box labelled 'Make this my main display' and click apply.
5. If you now press the 'Identify' button what was the number 2 screen will now

indicate it is screen 1.

When sharing via Clickshare what is displayed on the number 1 screen is what will be replicated on the presentation screens.

<u>Additional Support</u>

The Clickshare system is manufactured by Barco. Their website is www.barco.com Barco also have a YouTube channel with some useful video guides which demonstrate the general concepts. A search on YouTube for 'BarcoTV' will display their channel.   If you have any issues with using Clickshare, which are of a technical nature, you should contact the DSO in the first instance, and if they are unable to resolve the issue, they will call the Vodafone Support Desk on 0800 046 9640. **Under no circumstances** should you, or the DSO, call Barco for technical support.

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ANNEX A

Clickshare Roles & Responsibilities

The following document sets out the roles and responsibilities of the Court and The Crown Prosecution Service in relation to the use of Clickshare equipment within the courtroom.

The Court is responsible for:

- Updating the software of the Clickshare buttons
- The safekeeping of Clickshare buttons and the portable USB DVD drive
- Ensuring Clickshare Buttons are readily available in all Clickshare courtrooms and arranging collection of buttons at the end of a session.
- The distribution of Clickshare buttons to Prosecution and Defence Advocates
- Logging calls with the Vodafone Service Desk on 0800 046 9640, in relation to issues arising from Clickshare equipment failure. It is advisable to contact the Court DSO first, if they are available, in case the issue is something that they can easily resolve (please note they will not get involved with issues requiring physical contact with the equipment)
- Ensuring all Legal Advisers have had appropriate training to facilitate the use of Clickshare with video equipment
- Ensuring Front-Line court staff are made aware of the Clickshare functionality and user guides, with the ability to act as point of contacts for first-line enquiries

The CPS advocate is responsible for:

- Ensuring evidence is available at the hearing.
- Ensuring evidence is playable i.e. appropriate/compatible format. If it will play on the advocate's laptop screen, it will play via Clickshare, although quality may be degraded for certain types of moving content
- Actively seeking to use the Clickshare equipment at all available opportunities.
- Ensuring that devices are compatible and can be used with Clickshare equipment.
- Ensuring prosecutors identify where there is digital evidence of an exceptionally sensitive nature which may not be appropriate to share with the court via Clickshare and that they agree a way forward with Court to display the evidence.
- Ensuring prosecutors have had appropriate support to use the equipment and are aware of the User Guides.
- Returning the Clickshare button and USB DVD drive to Court staff at the end of the session.

The Defence Advocate is responsible for:

- Ensuring they are aware of the user guides available from the Court staff.

- Ensuring that devices are compatible and can be used with Clickshare equipment.
- Ensuring evidence is available at the hearing.
- Ensuring evidence is playable i.e. appropriate/compatible format. If it will play on the advocate's laptop screen, it will play via Clickshare, although quality may be degraded for certain types of moving content (see the Introduction to this document).
- Actively seeking to use the Clickshare equipment at all available opportunities.
- Ensuring they identify where there is digital evidence of an exceptionally sensitive nature which may not be appropriate to share with the court via Clickshare and that they agree a way forward with court to display evidence
- Returning the Clickshare button and USB DVD drive to court staff at the end of the session.

ANNEX B - Clickshare Guidance

Compatibility Overview (Dec. 2015)

Clickshare Updates

The supplier of Clickshare follows a process of continuous improvement for the Clickshare product. This is delivered via firmware/software updates made available on a regular basis. The Clickshare system is a permanent solution and updates will be made periodically. A full breakdown of compatibility can be found below. This is now old information, but shows the minimum specifications of equipment required to use the Clickshare system. All upgrades of devices since this was first published should still be compatible with the Clickshare system, although in some cases Barco needs to issue an upgrade to their own software in order to remain compatible with new devices which come onto the market, or OS upgrades from the various manufacturers. If an incompatibility is found, then please call the Vodafone Service Desk on 0800 046 9640.

Existing Compatibility
The Clickshare solution is currently compatible with the following operating systems:

Desktop and laptop operating systems
- Windows XP (Service Pack 3) Note: Windows XP is no longer supported by Microsoft
  Windows Vista (Service terminates April 2017)
- Windows 7 (Service Pack 1)
  Note: Windows 7 compatibility is subject to device display hardware and
  driver compatibility.
- Windows 8/8.1 (**NOT** Windows 8/8.1 RT or CE)
  Note: Windows 8 compatibility is subject to device display hardware and
  driver compatibility.
- Windows 10
- Note: Windows 10 compatibility is subject to device display hardware and driver
  compatibility.
- Mac OSX 10.6, 10.7, 10.8, 10.9
- Mac OSX 10.10

Mobile device operating systems
- Currently, mobile device applications such as Apple and Android are not
  permitted for use on security grounds. These could potentially pose a risk
  once content is shared on the Clickshare system from external use.

App Based Compatibility:
- MirrorOp Sender presentation software

  Note: MirrorOp Sender fully supports Windows, Apple Mac, and Samsung
  Galaxy (phone & tablet) devices.
- MirrorOp Presenter application
  Note: iOS and non-Samsung Android devices can use the MirrorOp
  Presenter application available through Apple Store and Google Play.

Minimum Device Specifications:

Windows based devices
<u>Minimum requirements for Clickshare to work:</u>
Operating system – Windows XP or newer (not Windows 8.1 RT or Windows 8 CE) CPU: Intel Pentium Processor (or equivalent)
Memory: 1024 MB RAM

Apple Mac
<u>Requirements:</u>
Operating system - Mac OS X 10.9, 10.8, 10.7, 10.6 10.9 CPU: Intel Core 2 Duo
Memory: 2048 MB RAM