IdeaShare Key (Type-A)
2.1.3

User Guide

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Contents

1 About the IdeaShare Key

The USB Type-A IdeaShare Key is used with a supported endpoint for projection. Computer-based projection is supported.

USB Type-A IdeaShare Key

Figure 1-1 shows the main components.

Figure 1-1 USB Type-A IdeaShare Key
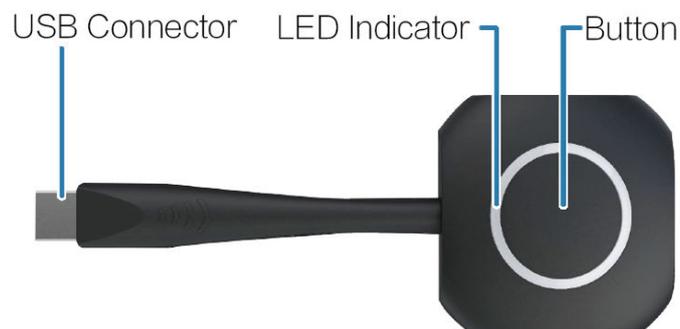
- USB Connector

  Connects the IdeaShare Key to an endpoint or computer through the USB Type-A port.
- Button

  Starts or stops sharing the computer video and audio with the endpoint.
- LED Indicator

  Table 1-1 lists the indicator statuses of the USB Type-A IdeaShare Key.

Table 1-1 Indicator statuses of the USB Type-A IdeaShare Key

Indicator	IdeaShare Key Status
Off	Not in the working state.

Indicator	IdeaShare Key Status
Blinking blue at low brightness (once per second)	• Inserted in an endpoint and is pairing or upgrading. • Inserted in a computer and is connecting to the endpoint.
Steady blue at low brightness	• Inserted in an endpoint and paired or upgraded successfully. • Inserted in a computer and connected to an endpoint successfully. • Screen sharing is stopped.
Steady blue at high brightness	The screen is being shared.
Blinking blue at low brightness (four times per second)	Faulty.

☐ NOTE

- The USB Type-A IdeaShare Key is applicable to the following endpoint versions:
  - IdeaHub S, IdeaHub Pro, IdeaHub Enterprise, Collaboration Device, Collaboration Device Pro, and Collaboration Device Lite of 21.0.0.SPC2 or later.
  - IdeaHub Board Pro 21.0.RC1 or later.
  - IdeaHub B2 and IdeaHub Board 2 of 2.1.0.15 or later.
  - IdeaHub S2, IdeaHub S2 Pro, IdeaHub ES2, and IdeaHub ES2 Pro of 2.1.0 or later.
  - CloudLink Box 310 and CloudLink Box 610 of 22.1.0 or later.
  - CloudLink Bar 310 22.2.1 or later.
- The USB Type-A IdeaShare Key is applicable to the following computer systems:
  - 32-bit or 64-bit Windows 7, 8, 8.1, 10, or 11
  - macOS 10.13.6 or later
- Video capabilities of the USB Type-A IdeaShare Key are as follows:
  - Windows: up to 4K 30 fps
  - macOS: up to 2K 30 fps

2 How Do I Use the IdeaShare Key?

The following describes how to use the projection and log functions of the IdeaShare Key.

2.1 Pairing with an Endpoint

When you use the IdeaShare Key for the first time, pair it with an endpoint.

If the connection or projection fails, pair the IdeaShare Key with the endpoint again.

Step 1 Insert the IdeaShare Key into the corresponding port on the endpoint.

Step 2 After the IdeaShare Key indicator is steady on (blue) at low brightness, the pairing is complete. Then remove the IdeaShare Key.

----End

☷ NOTE

- The IdeaShare Key must be used with endpoints that support the Wi-Fi function. After the IdeaShare Key is inserted into the endpoint, the wireless hotspot of the endpoint is automatically enabled.
- If the version of the IdeaShare Key is inconsistent with that of the endpoint, insert the IdeaShare Key into the endpoint to complete the upgrade.
- Only one IdeaShare Key can be inserted into the endpoint for pairing at a time.

2.2 Projection

The IdeaShare Key can only be connected to the latest paired endpoint for projection.

Projection from a Computer

The IdeaShare Key allows you to share the screen and audio of a computer with an endpoint.

Step 1 Insert the IdeaShare Key into the corresponding port on the computer, as shown in **Figure 2-1**.

Figure 2-1 Connecting to a computer

Step 2 The computer will automatically identify the software driver.

If you use the IdeaShare Key for the first time, you need to install the IdeaShare Key software to connect to the large screen.

- Installing the software on a Windows computer: On the homepage after you click **My PC** or **This PC**, double-click **IdeaShare Key.exe** in the IdeaShare Key driver path to manually complete installation.

- Installing the software on a macOS computer: Double-click **IdeaShareKeySetup** in the IdeaShareKey driver path on the desktop to manually complete the installation and authorization.

📖 **NOTE**

The installation file path varies depending on the operating system version. For example, if the operating system is Windows 10 Professional, the installation file path is **This PC** > **IdeaShare Key** > **IdeaShare Key.exe**.

Step 3 After the indicator of the IdeaShare Key is steady on (blue) at low brightness, press its button to start projection. Press it again to stop projection.

----End

2.3 Log Function

If you encounter a problem during use, you can collect software and hardware logs of the IdeaShare Key and the endpoint logs to help the technical team quickly locate and rectify the fault.

Collecting Logs Using the IdeaShare Key Software

You can use the IdeaShare Key software to collect software and hardware logs.

Step 1 Insert the IdeaShare Key into a computer, and install the IdeaShare Key software.

Step 2 After the installation is complete, right-click the IdeaShare Key icon 🔷 in the lower right corner of the Windows computer (or the upper right corner of the macOS computer), choose **Upload Logs** from the shortcut menu, and contact technical support.

📖 **NOTE**

- Currently, only the software logs of the IdeaShare Key can be collected on a macOS computer. You are advised to use a Windows computer to collect hardware logs.
- When collecting logs, ensure that the IdeaShare Key is connected to the computer that is powered on.

----End

Collecting Logs by Pressing and Holding the IdeaShare Key

Users can touch and hold the IdeaShare Key button to collect hardware logs. This function applies only to Windows computers. IdeaShare Key software logs still need to be collected using IdeaShare Key software.

Step 1 Insert the IdeaShare Key into a Windows computer.

Step 2 Press and hold the IdeaShare Key for 5 to 10 seconds to collect logs.

Step 3 After the collection is complete, double-click the IdeaShare Key driver on the **My PC** or **This PC** page, save the **log.tar** file to the local PC, and contact technical support.

----End

2.4 More Functions

Image Enhancement

You need to install the IdeaShare Key software to use the image enhancement function, as shown in **Figure 2-2**.

- After this function is enabled, the projection resolution and frame rate will be improved for a better projection experience.
- If this function is disabled, the projection resolution and frame rate will decrease.

To enable the image enhancement function, right-click the IdeaShare Key software icon 🔷 in the lower right corner of the computer, click **Settings**, and choose **Image Enhancement** > **Enable**.

📖 **NOTE**

- The image enhancement function applies only to 32-bit and 64-bit Windows 7, 8, 8.1, 10, and 11.
- If the computer does not support hardcoding, the **Image Enhancement** configuration item will not be displayed.

Figure 2-2 Image enhancement
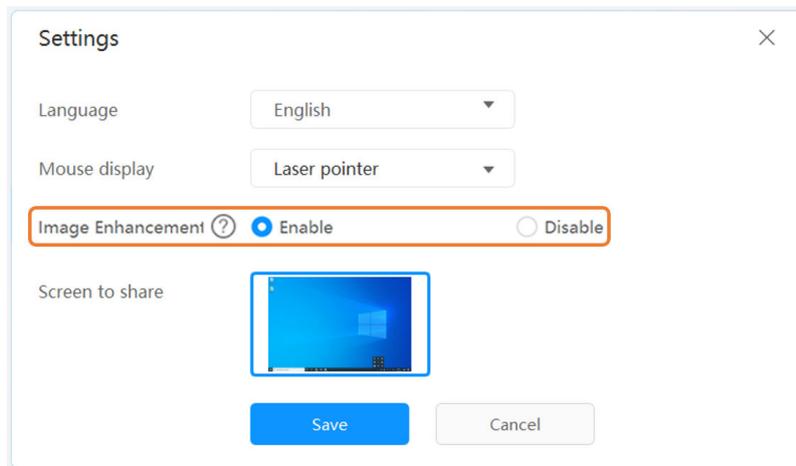
Casting Audio

The IdeaShare Key can deliver sound to the endpoint through the audio output settings of the computer or the software driver.

- In the sound settings of the computer, set **Choose your output device** to the corresponding output device of the endpoint.

- If the IdeaShare Key software is installed on the computer, check whether the IdeaShare Key software ![icon] has audio output in the lower right corner of the Windows computer (or the upper right corner of the macOS computer).

  – If there is no sound, click **Cast Audio**, as shown in **Figure 2-3**.

    Figure 2-3 Cast Audio
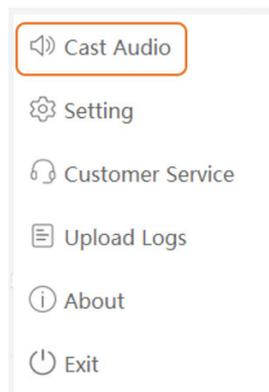
  – To mute audio, click **Stop Audio**, as shown in **Figure 2-4**.

Figure 2-4 Stop Audio
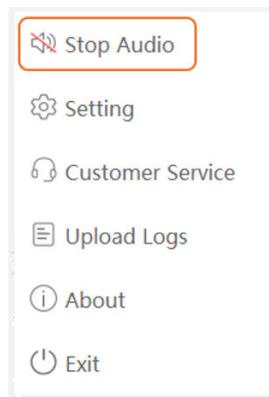
📖 **NOTE**

After the first installation, **Cast Audio** is enabled by default.

Reverse Control

The IdeaShare Key allows the endpoint to reversely control the computer.

Reverse control method: After the projection is successful, click the reverse control icon 🖐️ in the lower right corner of the endpoint to reversely control the computer.

Switching the Mouse Style

After the IdeaShare Key software is installed on the computer, you can switch the mouse style to a laser pointer or cursor during projection.

To switch the mouse style, right-click the IdeaShare Key software icon 🔷 in the lower right corner of the Windows computer (or in the upper right corner of the macOS computer) and choose **Settings** > **Mouse display**.

Uninstalling the IdeaShare Key Software

For computers running different operating systems, uninstall the IdeaShare Key software as follows:

● Windows computer:

After the command prompt is displayed, run the **C:\Users***Username***\AppData\Local\IdeaShareKey\uninst.exe** command to uninstall the IdeaShare Key.

● macOS computer:

Open the CLI of the endpoint and run the **sudo/Library/IdeaShareKey/ IdeaShareKey.app/Contents/Resources/uninstallkey** command to uninstall the IdeaShare Key.

3 What Can I Do When a Projection Problem Occurs?

This chapter describes the FAQs for using the IdeaShare Key.

1. **Why is there no response after I insert the IdeaShare Key into the endpoint?**

   The possible cause is that after the OPS is inserted into the endpoint, the USB mode is **Windows mode**. In this case, you need to switch it to the **Android mode** or **HarmonyOS mode** as follows:

   In the lower right corner of the endpoint's home screen, choose **Settings** > **Advanced** > **Input/Output** > **USB** and set the mode to **Android mode** or **HarmonyOS mode**.

2. **Why is there no response after I insert the IdeaShare Key into a Windows computer?**

   The possible cause is that antivirus software or PC Manager of a certain type is installed on your computer, and the service startup items of the IdeaShare Key are optimized.

   You are advised to add the IdeaShare Key software to the trustlist of the antivirus software or PC Manager and install the IdeaShare Key software again.

3. **What can I do if an error message is displayed indicating no script file specified after the IdeaShare Key is installed on the computer?**

   The version of the IdeaShare Key does not match that of the endpoint.

   Reinsert the IdeaShare Key into the endpoint again and the IdeaShare Key will upgrade automatically. After the update is completed, the two devices will automatically pair with each other. When the pairing succeeds, insert the IdeaShare Key into the computer and restart the installation process.

4. **How do I upgrade the IdeaShare Key?**

   After inserted into the endpoint, the IdeaShare Key will automatically detect its version and upgrade to match the endpoint's version if the versions are inconsistent.

5. **How do I upgrade the IdeaShare Key software driver?**

   After the IdeaShare Key is inserted into the computer, the IdeaShare Key software will be automatically upgraded.

However, if the user is switched, the IdeaShare Key software cannot be automatically upgraded after the IdeaShare Key is inserted into a macOS computer.

6. **How many projection connections are support at most?**

An endpoint can be paired and connected to a maximum of six IdeaShare Keys.

7. **Which computer OSs are supported for projection?**

The IdeaShare Key is applicable to the following computer operating systems:

– 32-bit or 64-bit Windows 7, 8, 8.1, 10, or 11

– macOS 10.13.6 or later

8. **Is AirPresence Key supported for projection on an endpoint?**

No. Only the compatible IdeaShare Key is supported.

9. **What should I do if I encounter other problems?**

Collect logs by referring to **2.3 Log Function** and contact the technical support team to quickly locate and rectify the fault.