FAQ

- We are here to help -

Reactiv SUITE

Rev 1.7.0

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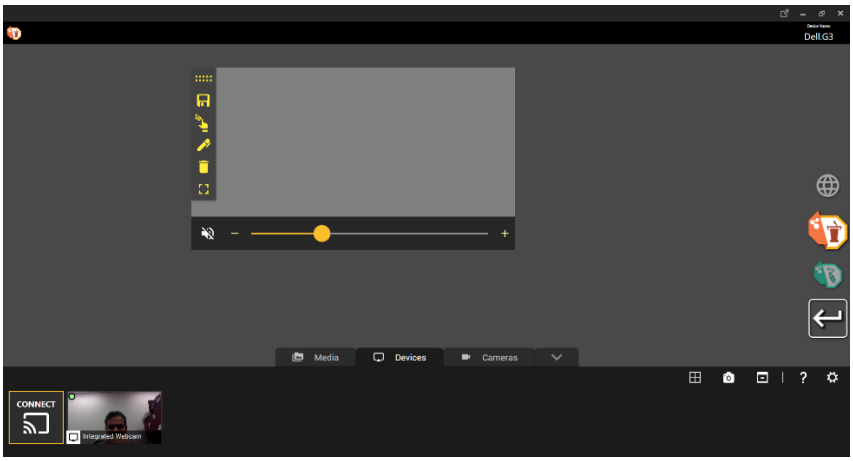

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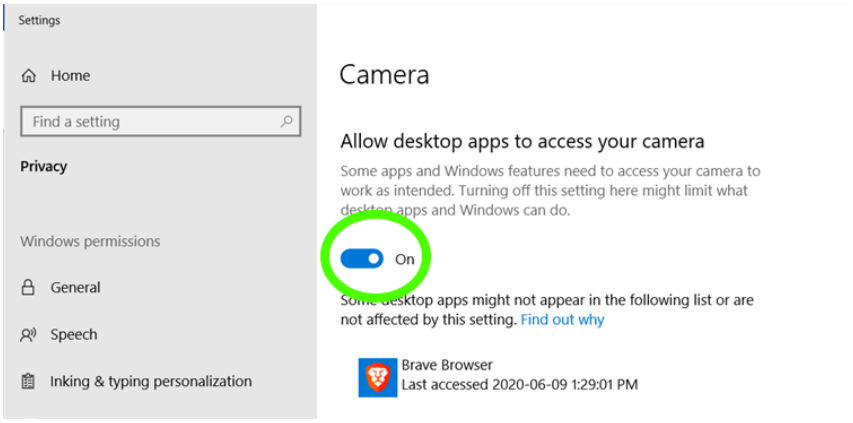
This can happen when Windows, or the installed anti-virus software on the computer, blocks access to the camera for certain desktop programs. To fix this, open Camera Privacy Settings and verify that the desktop apps have access to your camera. 34



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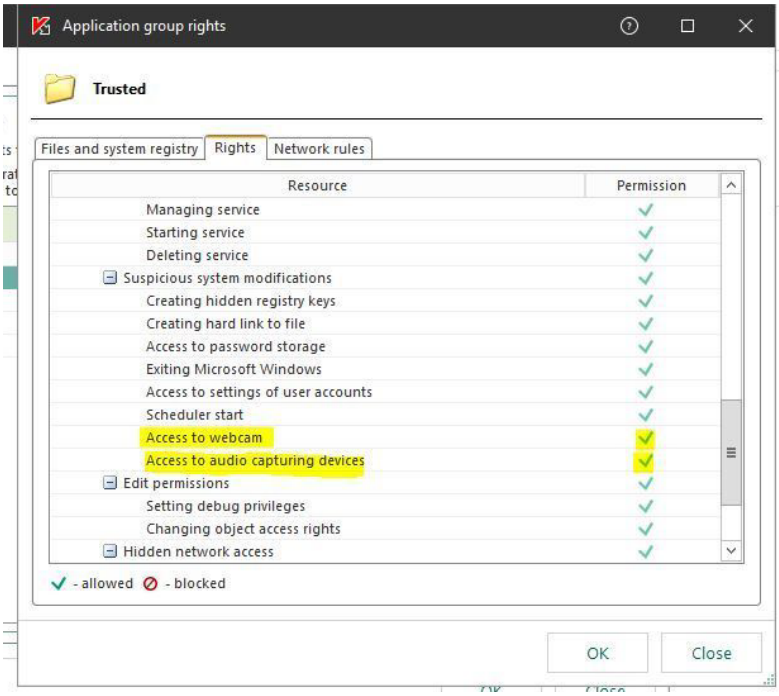
Next if Anti-Virus programs (like Kaspersky) are installed, ensure that the Camera input to Reactiv SUITE application is enabled from the Kaspersky Application Control. 34



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– Getting started –

How do I get a FREE TRIAL of Reactiv SUITE?

You can download Reactiv SUITE Free Trial here and start using the complete product for 30 days.

After installation, click the FREE TRIAL button and a valid license key will be emailed to you. Activate the software by entering the license key and change the way that you present information to your team!

How much does Reactiv SUITE cost?

Reactiv SUITE is free to trial for 30 days. To receive pricing, please fill this form and one of our partners will contact you. A number of our channel partners sell the product already bundled with their hardware solutions.

What are the recommended hardware requirements for the best Reactiv SUITE experience?

Our core belief is that hardware should never hold back the user experience. Our users expect seamless performance and fluid user interface, regardless of the complexity of the workflow. Take a look at the rBoard certified partners that will give you the best value in hardware.

For the best experience we require:

- Windows 10
- Intel i7
- 16GB RAM
- Strong GPU
- High-Performance touch screen with stylus and writing capability

What file format does Reactiv SUITE support?

Reactiv SUITE allows you to open, work and present with many file natively- Word, PowerPoint, Excel, PDF, JPEG, GIF, MPEG4, and so on.

All pictures* (JPG, BMP, PNG, JIFF, etc.)
All movies (MP4, AVI, MPEG, etc.)
Microsoft Office files** (DOCX, PPTX, XLSX)
PDF
Weblinks

*Required codecs must be installed.
**Microsoft Office must be installed.

Which Reactiv SUITE tool should I use?

Reactiv SUITE is revolutionizing the way professionals express their ideas, while allowing passive audiences to become active participants and interact as a team. This transforms everyday meetings resulting in greater engagement and productivity.

Reactiv STAGE | Re-Imagining Presentations

Elevate your presentations and become a storyteller. Imagine a 'Digital Table' on which you can present any combination of content - like pictures, decks, documents, videos, websites - in order to weave your story.

Content can be displayed, organized, manipulated and annotated easily and independently of its file format.

Dramatically improves the speed and the accuracy of capturing audience feedback and meeting results

Whether you are giving a lecture, training a team, pitching a product to your clients, Reactiv STAGE will get your message through.

- Focus Attention
- Present
- Markup & Archive
- Discuss
- Easily Compare

Reactiv SCRIBBLE | Re-imagining Ideation

Convert your passive audiences into active participants and contributors who can ideate on an infinite canvas. Imagine a 'Digital Wall' on which all participants can have their voice, ideas and opinions captured.

Content can be 'pinned' where pages can be ripped out, arranged and inked upon. At the end of the meeting, organize and paginate your work and share effortlessly with everyone.

Simplifies complex ideas, visually communicates concepts and intent, and allows teams to capture decisions and reduce mistakes.

Whether you are teaching a class, creating a marketing campaign or involved in a detailed engineering design session, Reactiv SCRIBBLE will allow your ideas to be presented.

- Brainstorm, Sketch and Draw
- Create Layout
- Manage Projects
- Infinity Canvas
- Export & Share Layouts

Reactiv HUDDLE | Re-imagining Collaboration

Allow your employees, partners and customers to simultaneously collaborate and participate as if they were sitting across the table in a 'Digital Room' - regardless of their location.

Not only share video and audio, but every participant can seamlessly interact - share files, ink and manipulate content.

Dramatically increases engagement as everyone can be a presenter - leveraging the capabilities and the benefits of Reactiv STAGE and Reactiv SCRIBBLE.

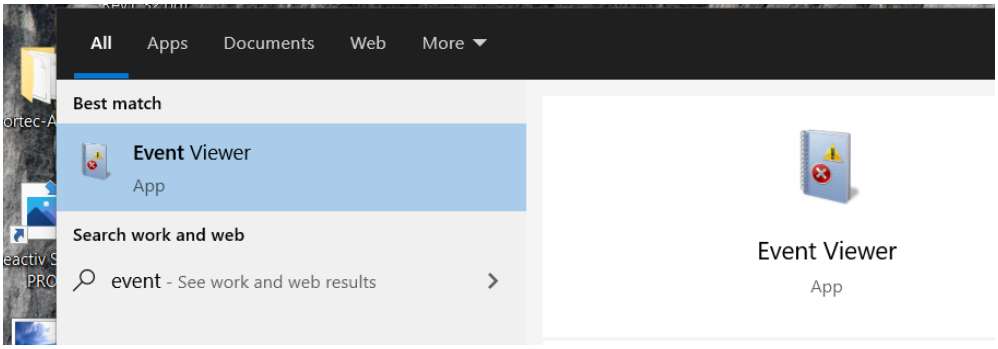
- Integrated video conferencing
- Full bi-directional user interaction
- Transfer files and data seamlessly – no need for attachments
- Anyone can present

– Installation issues –

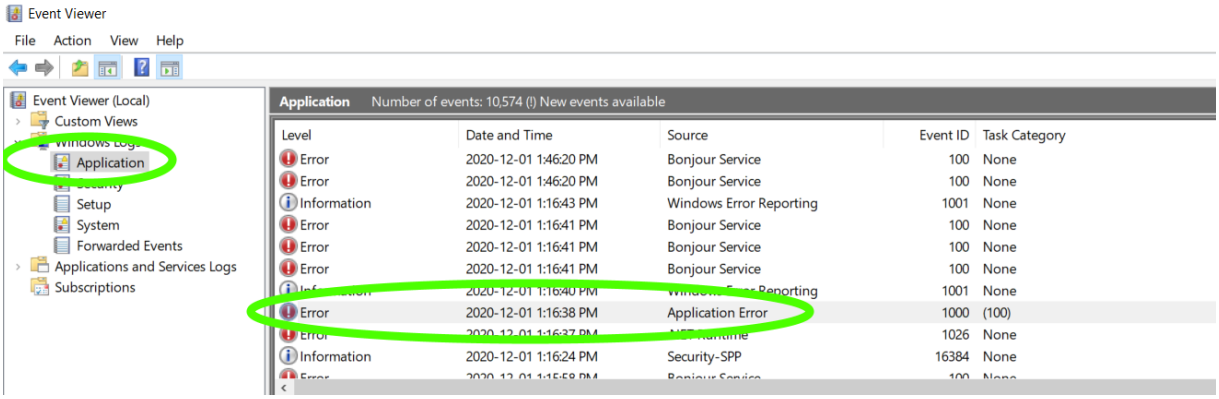
Reactiv SUITE crashes on Startup

If Reactiv SUITE crashes on Startup and fails to show a crash report, perform the following steps

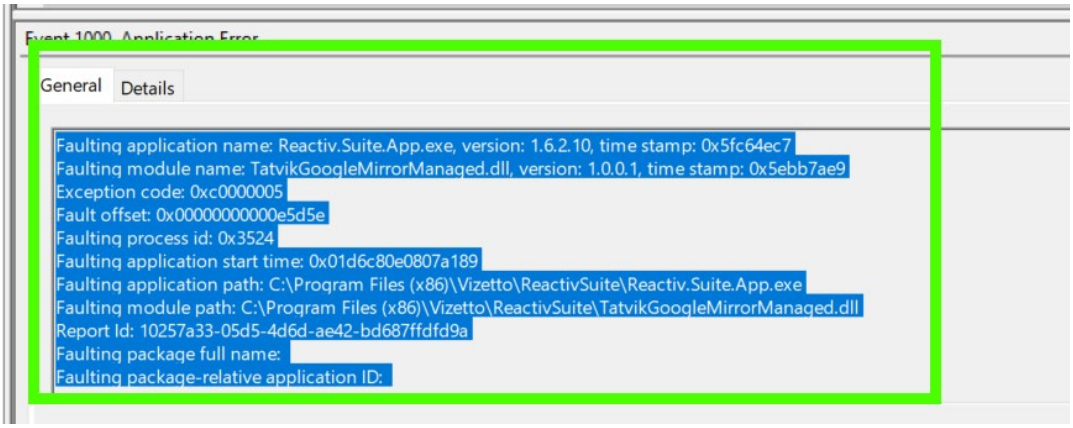
1) Open Event Viewer in Windows.



2) Go to Windows Logs > Application. Look for the Error where the source is Application Error. The latest crash entry will be on the top



3) Copy the contents of the General Tab and send it to techsupport@vizetto.com

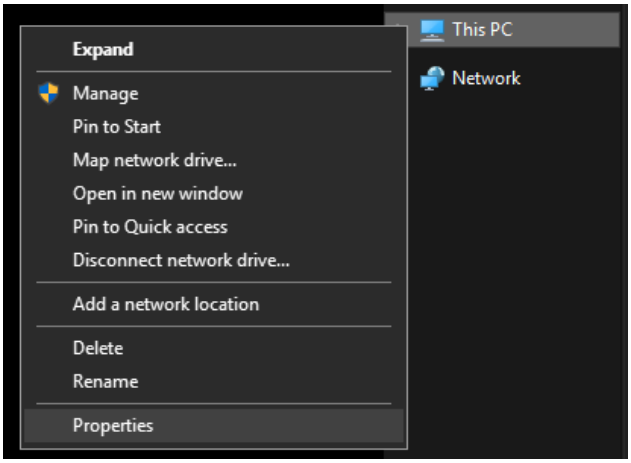


Based on the content of these details we can determine the next course of action.

Reactiv SUITE CRASHES on i10/i11 Intel Processors

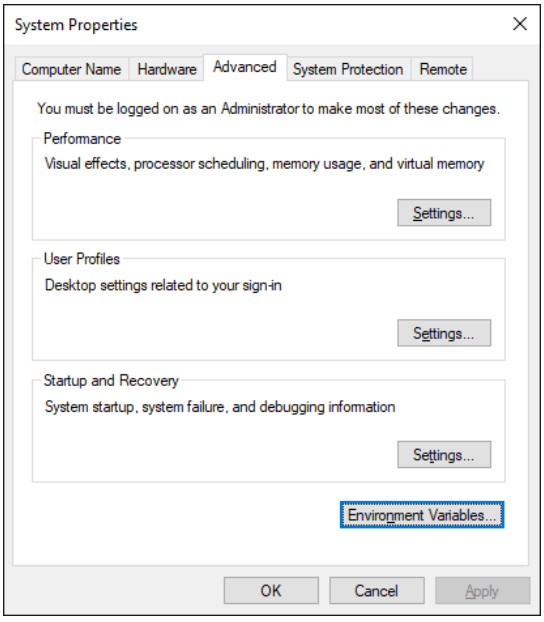
Check to see if you are using the new Intel i10 Ice Lake or i11 Tiger Lake CPU. The new Intel CPU chips have an issue and will cause Reactiv SUITE to crash. A temporary workaround is listed below so you can continue to use Reactiv SUITE

1) Open **“File Explorer”** (Win+E), right-click on **“This PC”**, and select **“Properties”**

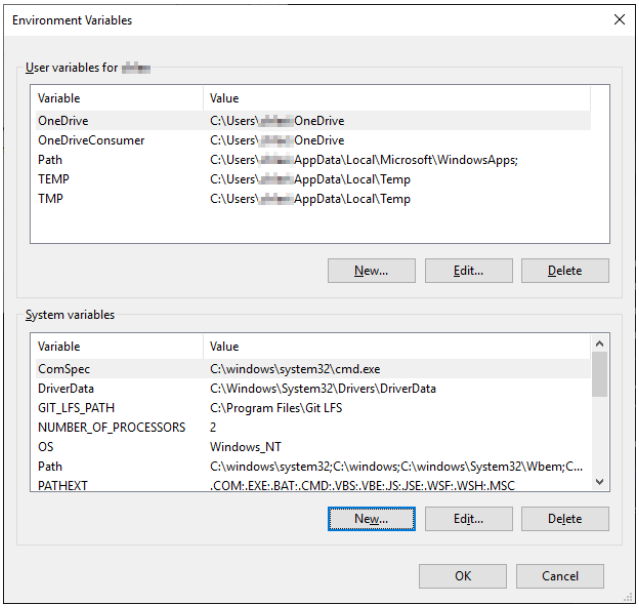


2) Select **“Advanced System Settings”**

3) Select **“Environment Variables”** in the **“Advanced”** tab



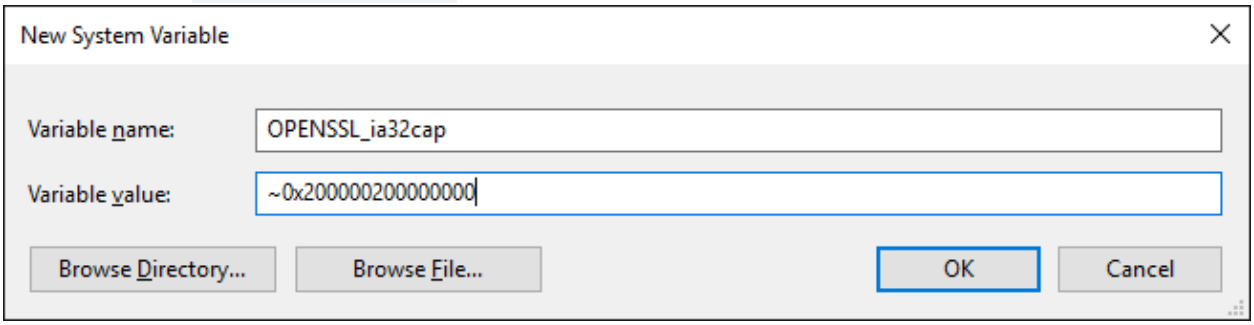
4) Select **“New…”** under **“System variables”**



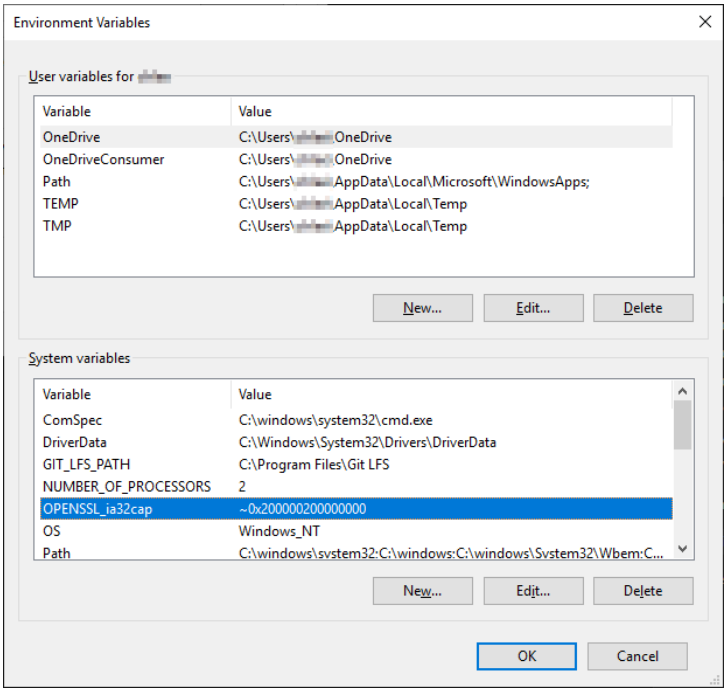
5) Input the text below and select “OK”

Variable name: OPENSSL_ia32cap

Variable value: ~0x200000200000000



6) Confirm that the variable has been added successfully, then select **“OK”**



7) Start Reactiv SUITE

– License management –

How do I get a license key?

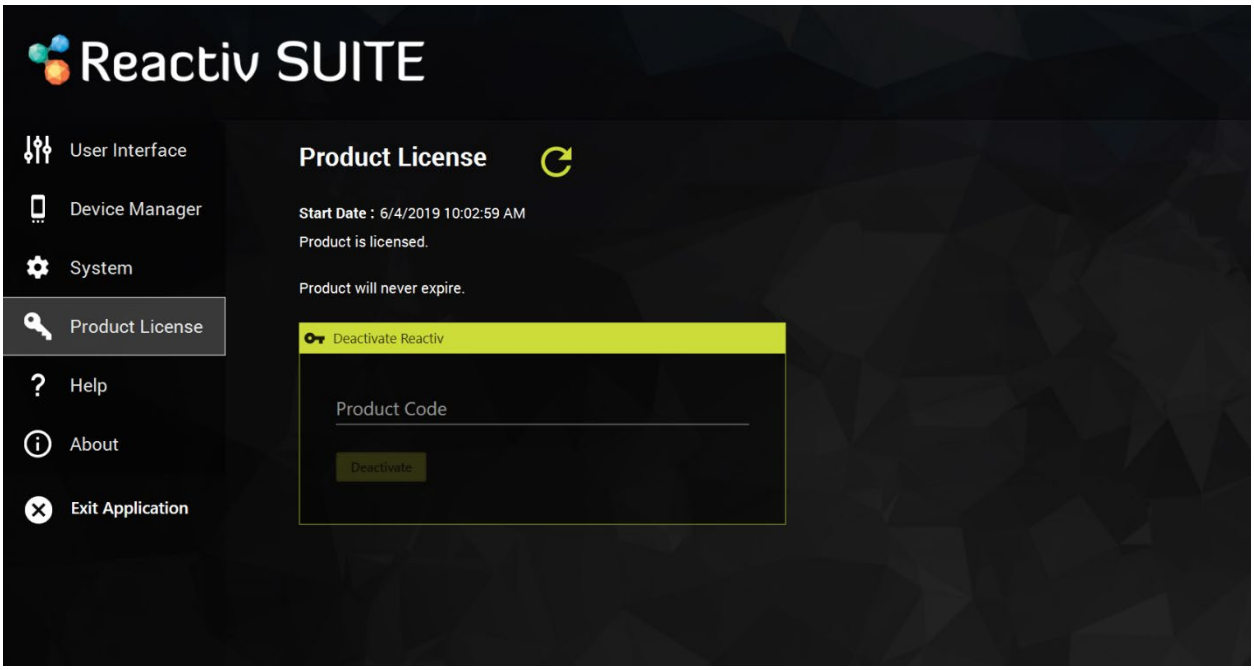
If you didn't already purchase a key from one of our partners, simply fill the Free trial form when you launch Reactiv SUITE, and you will receive your Trial License Key by email.

I filled the free trial form in Reactiv SUITE, but I didn't receive a key by email

- Check your Junk Email folder
- Wait a few minutes and refresh your email
- If you still don't receive it, you can contact us

How do I activate Reactiv SUITE?

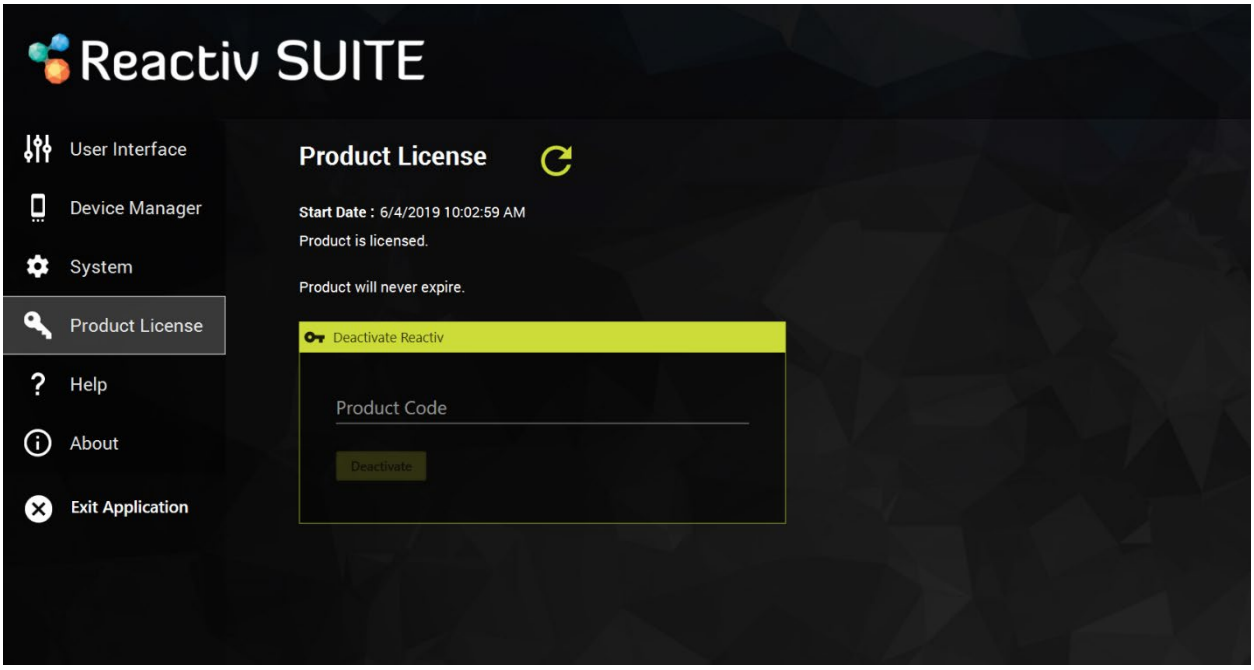
- Go to Settings.
- In **Product License**, activate by entering your activation code.



How do I deactivate my Reactiv SUITE license?

- Go to settings
- In **Product License**, enter your license

- Click on Deactivate



I lost my license key; how can I retrieve it?

- If you bought your license from one of our partners, contact their customer support.
- If not possible, contact our customer support

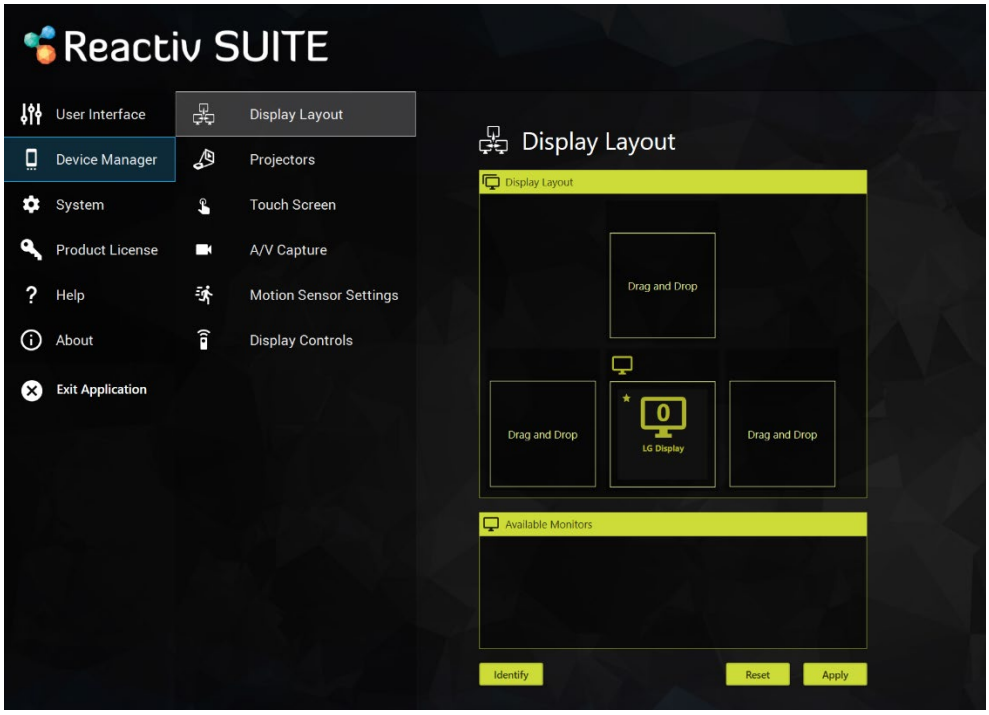
Can I move my license from one PC to another?

Once a license is deactivated, you can use the same key and activate it again on another PC.

– Configuring Reactiv SUITE –

How do I configure more than one monitor/projector in Reactiv SUITE?

- Connect up to 3 additional displays to the Reactiv SUITE PC.
- In Reactiv SUITE settings ➔ device Manager ➔ Display Layout, configure the position of your secondary displays. Just select the available display and drop it into the position on the layout for Reactiv SUITE to take control. The location of the display represents the 'throw' direction of the content. Just throw content right, left or up, and the content will appear on the appropriate display as per the layout map.



I don't see my secondary displays in Reactiv SUITE settings

- Verify Windows recognizes the secondary display. In Windows, right click on your desktop, select "displays settings", and confirm that the secondary displays is detected.
- If the secondary displays is not detected by Windows, try to disconnect and reconnect the display, or change the cables.

My wireless keyboard is not working - not being able to connect

If your keyboard relies on a "Bluetooth USB dongle", the IWB might block the Bluetooth signal, if possible, try to put the USB dongle on an available USB port on the side of the IWB instead of a behind the IWB.

My pen & eraser are not working

If your IWB has a ShadowSense touch screen

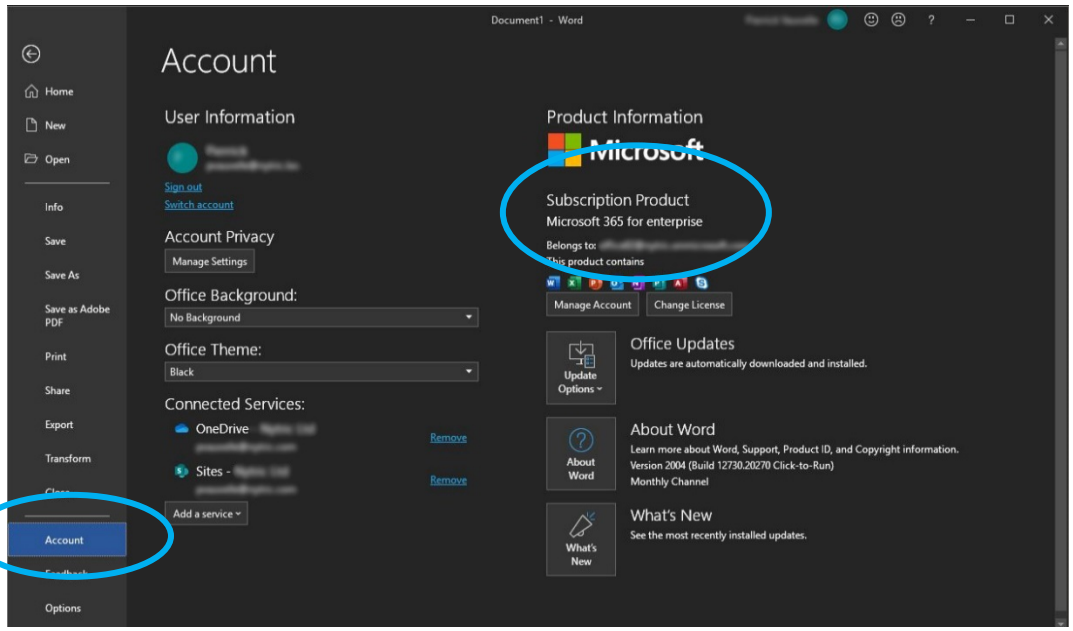
- make sure that you are using the pen and eraser that was originally delivered.
- Go in settings ➔ devices manager ➔ Touch Screen:
  - Make sure your touch profile is set to “IWB”
  - Make sure that the ShadowSense Firmware is R11.0 or higher, otherwise update the firmware by clicking on “firmware update” and following the instructions.
  - In the Touch screen settings, if you see multiple choice for the Stylus (that option is only available for some specific IWB), select the one you are using.

My Microsoft Office Document will not open/I see a MS Office icon

Reactiv SUITE requires Microsoft Office to be installed and activated on the computer running the software in order to open documents such as Word, PowerPoint or Excel.

Ensure that you are not running a 30 day free trial and your license is valid and not expired..

- In Windows, open any Office app (Excel, PowerPoint, Word…)
- Go “Files” ➔ “account” ➔ and verify that the product is activated



- If the account is not activated, you will need to contact your IT department to activate it or to purchase a new license.

How do I exit back to Windows desktop?

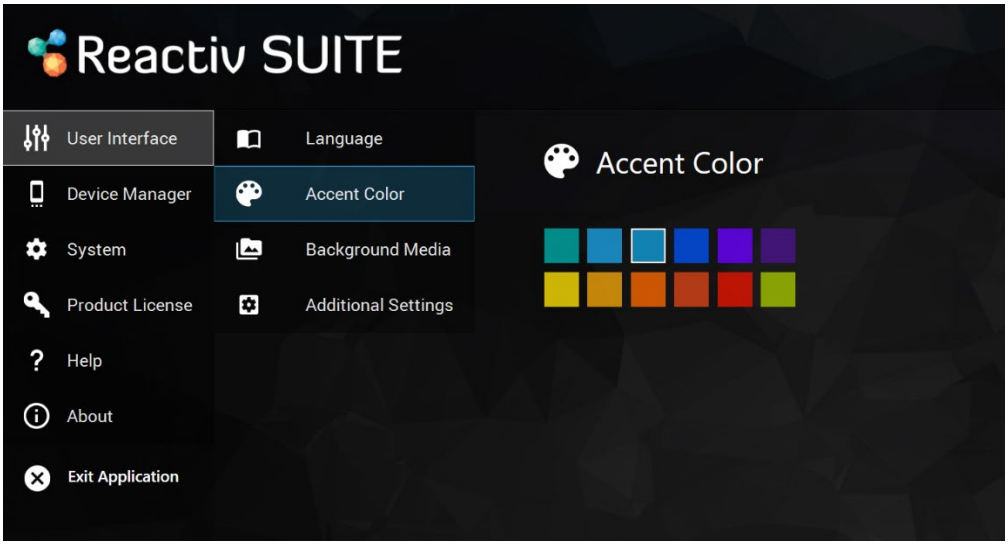
Reactiv SUITE IWB is by default configured to be in full screen “kiosk mode” by your IT department.

Otherwise, go in Settings ➔ user Interface ➔ Additional Settings and click on “toggle fullscreen mode”

UI Customization

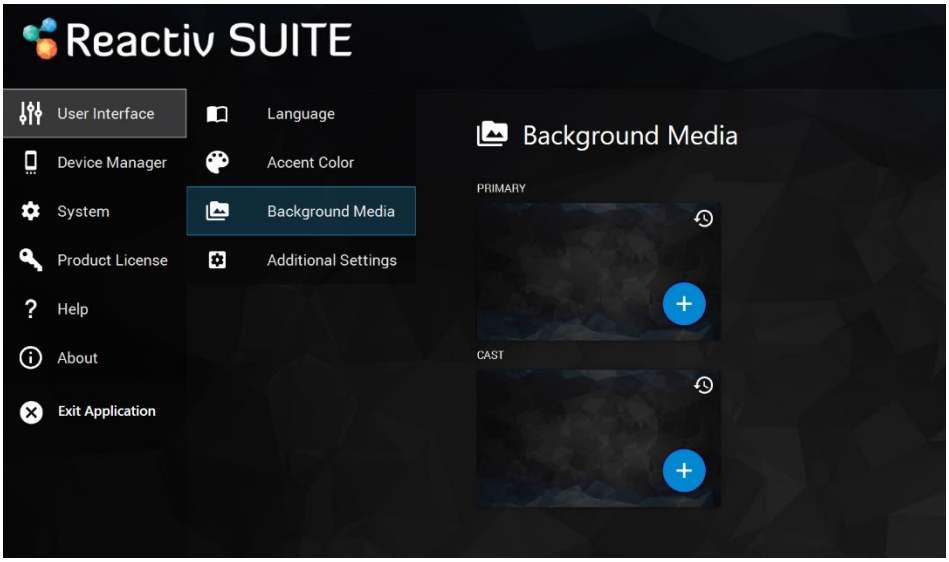
How do I change the Theme color?

In Reactiv SUITE settings ➔ User Interface ➔ accent color



Can I change the Lobby background?

Yes, in the settings ➔ User Interface ➔ Background Media



Can I change the home screen animated background?

No, but we are working on additional options to choose from which will be available soon.

How do I change presentations and folders thumbnail images?

Move any image into the presentation folder, and rename it “folder.jpg”, that picture will become the presentation thumbnail.

Any sub-folder, inside the presentation, can also be customized by placing a “folder.jpg” file within it.

How do I change a presentation Background in STAGE?

Move any picture into the presentation folder and rename it “background.jpg”, that picture will become the presentation background in STAGE.

Any sub-folder, inside the presentation, can also be customized by placing a “background.jpg” file within it.

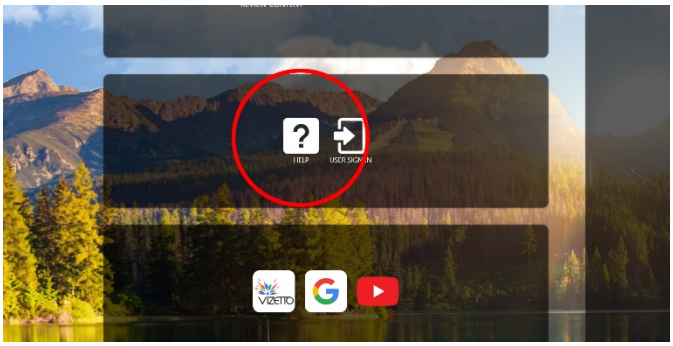
How do I change the web shortcuts on Reactiv SUITE home screen?

Go in Settings ➔ System ➔ Browser Settings to add or remove Quick Launch shortcuts. To change the shortcut Icon, click on the icon and locate on your PC the new icon you would like to replace it with.

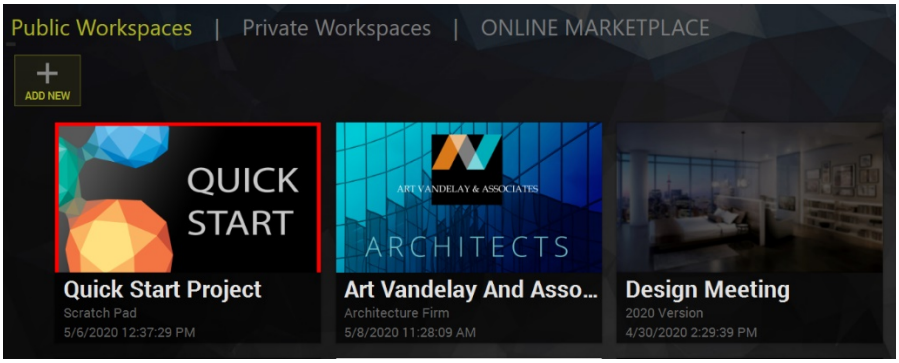
- General Navigation –

How do I start a presentation?

- On the Home screen, select Reactiv STAGE or Reactiv SCRIBBLE.



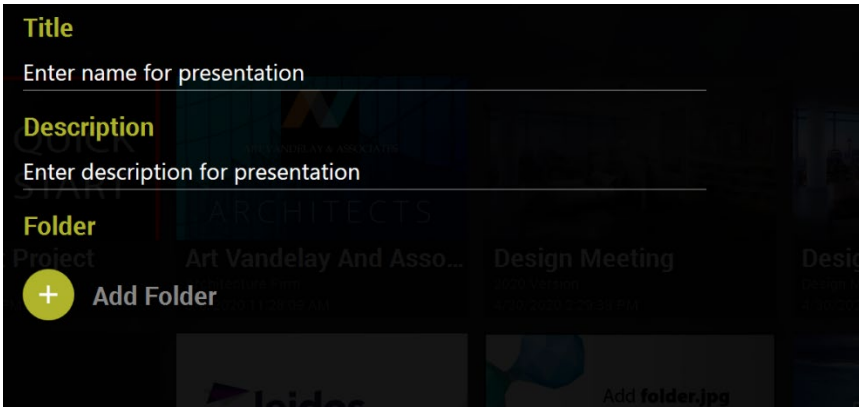
- From the Lobby (Public or Private Workspaces), you can start a presentation just by clicking on any of the icons.



How do I add a new workspace?

- On the Home screen, select Reactiv STAGE or Reactiv SCRIBBLE.
- From the Lobby (Public or Private Workspaces), you can add new workspaces by clicking on the '+' icon.

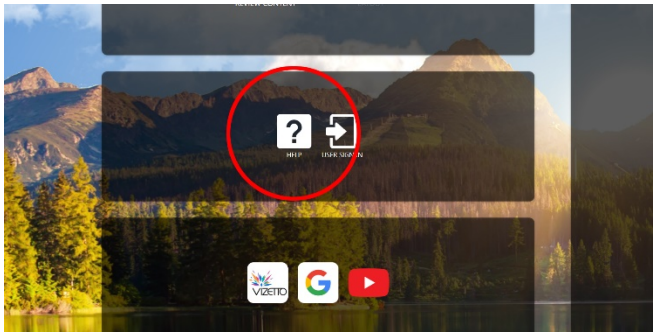
- In Details:
  - Enter a title and a description.
  - Add a folder with the desired files to use in the Workspace by clicking on the + button.
- In Media:
  - Add images as the preview and background media by clicking on +



- Click on Save. Select your Workspace on the Lobby screen and start presenting.

Any video tutorials?

- On the home screen, click on the help button, '?' to see mini video-tutorials explaining the basic gestures and features.



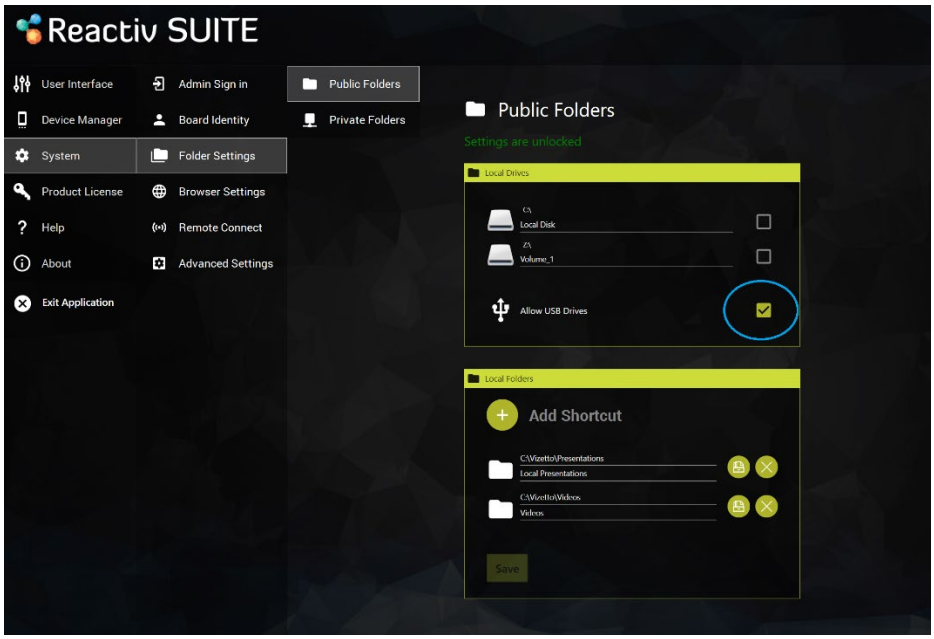
- In a presentation, click on the interrogation mark in the bottom right corner to see mini video-tutorials.

For more information on basic tools, refer to the Getting Started Guide

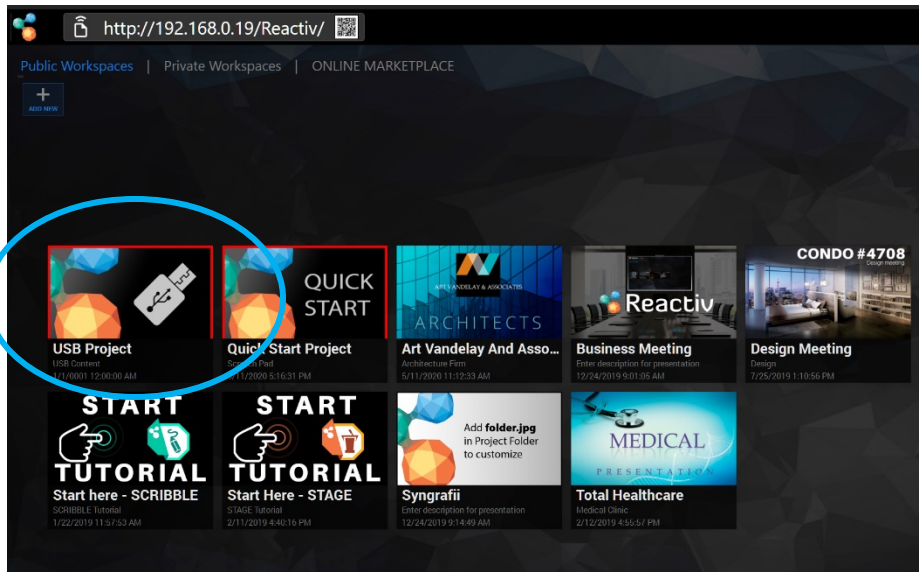
How can I use files from a USB key?

- Use your USB key to automatically start a project.
- Prepare your files in a USB flash drive.
- Plug your USB flash drive into the Interactive Whiteboard.

- Ensure that USB drive is enabled in SETTINGS



- Start Reactiv STAGE or SCRIBBLE and go to the lobby.
- Click on the USB Project icon to start presenting.



- Now, all changes will be saved back into the same USB folder.

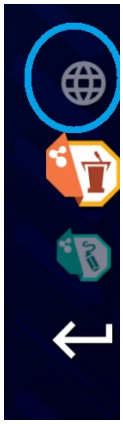
How can I open a web page in STAGE/SCRIBBLE?

Before your presentation/at your desk

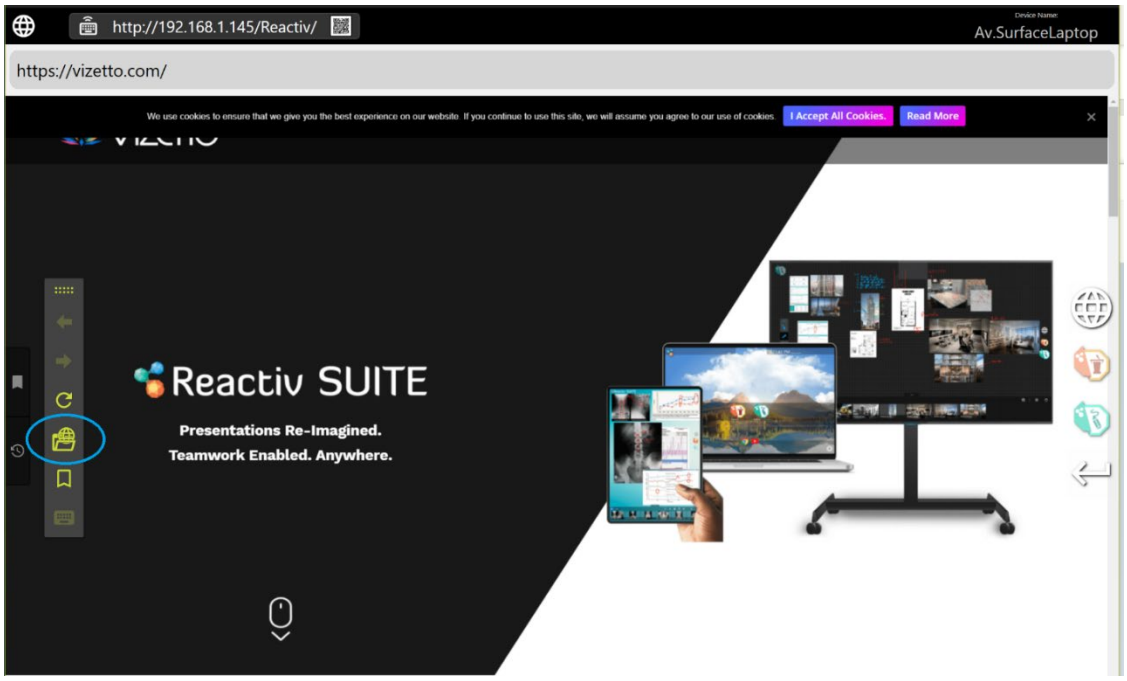
- Open your presentation folder
- If you are using Chrome, navigate to the webpage you would like to use in Reactiv SUITE, select the address in the address bar, click and drag it into your presentation folder, and create a URL file (shortcut to a webpage).
- If you are using another browser, in your presentation folder: Right click ➔ New ➔ Shortcut ➔ past your webpage address ➔ next ➔ name your shortcut and click finish.

In Reactiv SUITE/during your presentation

- Click on the browser icon



- Navigate to the webpage you would like to work on
- Click on the “add to presentation” button located on the browser floating toolbar.



- The webpage will now be in your presentation folder so you can open it in STAGE and SCRIBBLE

Where are my files stored?

Everything you present and save, during a session, will be saved back to the exact same folder as the originating file. On-premises or off-premises storage, Local drive, USB flash drive, network drive, or Cloud, data will only be saved to the location of your choice.

– Reactiv STAGE FAQ –

What is Reactiv STAGE

Reactiv STAGE is a powerful non-linear storytelling tool that enables teams to shift focus from managing content to the narrative of a presentation. STAGE allows you to open, render, markup, and present content in any format that you routinely use. Dramatically improves the speed and the accuracy of capturing audience feedback and meeting results.

Native inking

What is native inking?

STAGE allows teams to embed "native ink" into many different types of documents like Word or PowerPoint.

What is the difference between using traditional annotation tools and Native Inking?

Native Inking saves your annotation "inside" the document, as a layer that can be edited and erased from inside Microsoft Office tools. Traditional tools save annotations as a non-editable PDF or "picture", which can be reviewed but not easily edited.

Will I lose my original document if I save it with Native Inking annotations?

No, saving a file will automatically create a copy, with your embedded annotations, and a time/date stamp will be appended to the filename so you can easily distinguish it later.

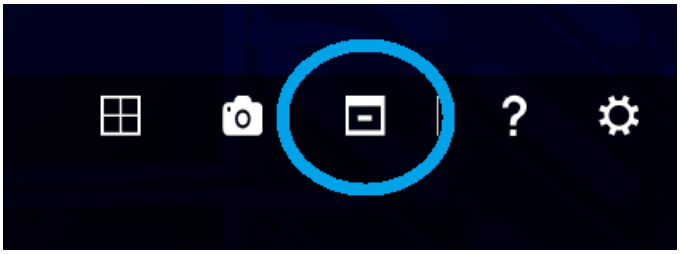
- Ink on videos will be saved as a screenshot with the frame number\timestamp.
- Ink on documents/images will be saved in their original file format.
- Ink on a web page will be saved as a screenshot.
- Inked files are saved back into the same folder as the original file.

How can I organize the content side by side?

At any time, click the "arrange" button at the bottom right corner of your screen to automatically arrange every object on the screen.

How can I remove everything from the screen at once?

To clean your presentation screen, click the “remove all” button at the bottom right corner of your screen.



Managing secondary displays in STAGE

How do I mirror a single document in STAGE?

Reactiv STAGE allow users to mirror a document or the entire workspace into up to 3 secondary displays:

- To mirror a document or a device, throw it in the direction of the secondary display you want it to be mirrored in.

Can I mirror the entire workspace, not just a single document?

- To mirror the entire workspace, click and hold the background, then throw it in the direction of the secondary screen

I mirrored a document, how do I un-mirror it?

- Throw the same document again, in the same direction, to remove it from the secondary display.
- Or throw a new document in the same direction to replace the first one.

I am throwing a document, why is it not mirroring?

- Make sure that you are throwing in the right direction. You need to throw the document in a specific direction as each direction (left/right/up) are different displays.
- Check Reactiv SUITE settings and make sure that the secondary displays are correctly configured.
- Make sure that the object you are throwing is properly hitting the border of the screen and bounces back into position. If the object doesn’t properly hit the border of the screen it will not mirror.

Saving content in STAGE

How do I save my documents?

- You can save documents, with your annotations, by clicking on the save button, located on the STAGE toolbar. Just click on any content and the toolbar will appear.

What extension does STAGE use to save my files?

Reactiv STAGE will save files back into their original file format. Video screenshots, web screenshots will be saved as an image format. Microsoft office and PDF documents will be saved by in their original format with ink embedded inside them in an editable format.

Reactive SCRIBBLE saves the canvas using a proprietary file format. But, content can be paginated and exported to a PDF.

– Reactiv SCRIBBLE FAQ–

What is Reactiv SCRIBBLE?

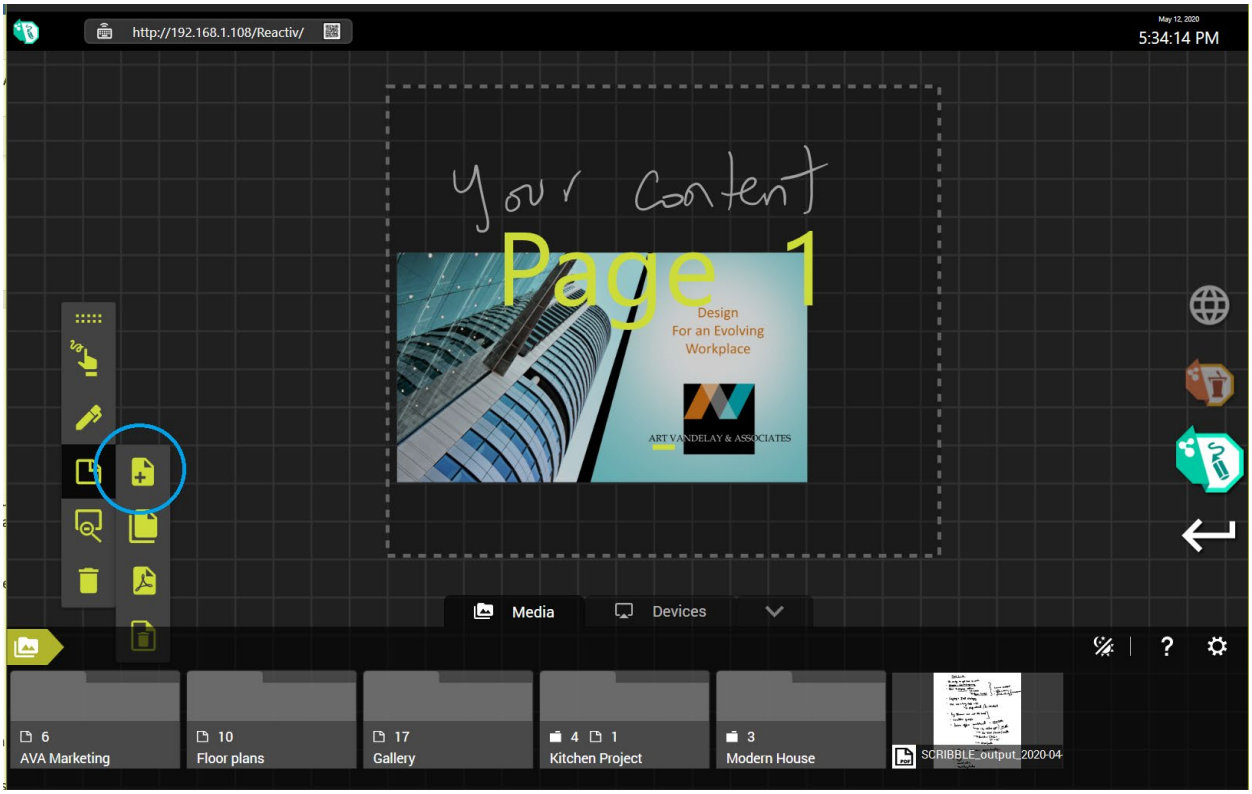
Reactiv SCRIBBLE is a breakthrough brainstorming and layout tool, that uses an infinite canvas, allowing you to sketch, write ideas, mark up pages and create dynamic layouts that accurately represent your vision.

SCRIBBLE simplifies complex ideas, visually communicates vision and intent, and allows your team to capture decisions and reduce mistakes.

How do I paginate and share content?

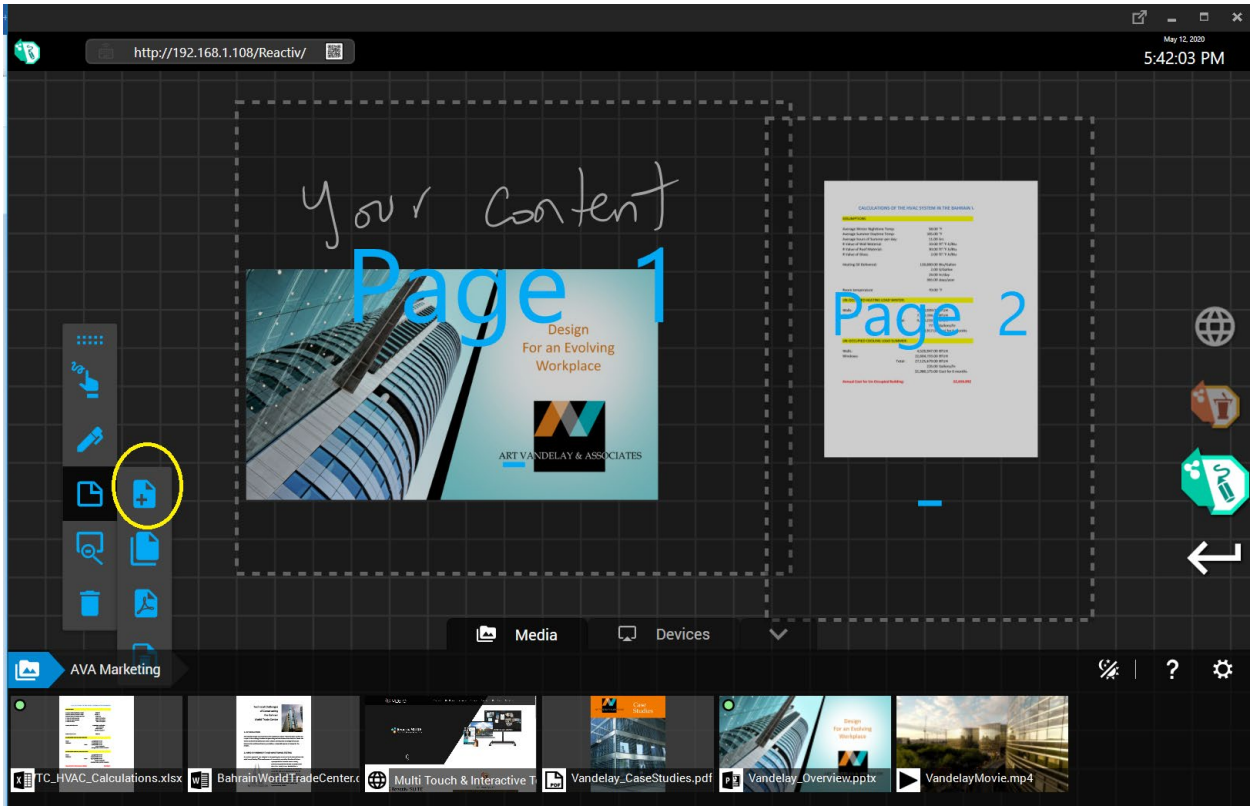
How can I share my work with someone?

- Use the pagination tool to create page breaks from any part of the canvas that you would like to share. Then simply export these pages breaks into a PDF.
- Once the PDF created, it will be in your presentation folder so you can share it easily.



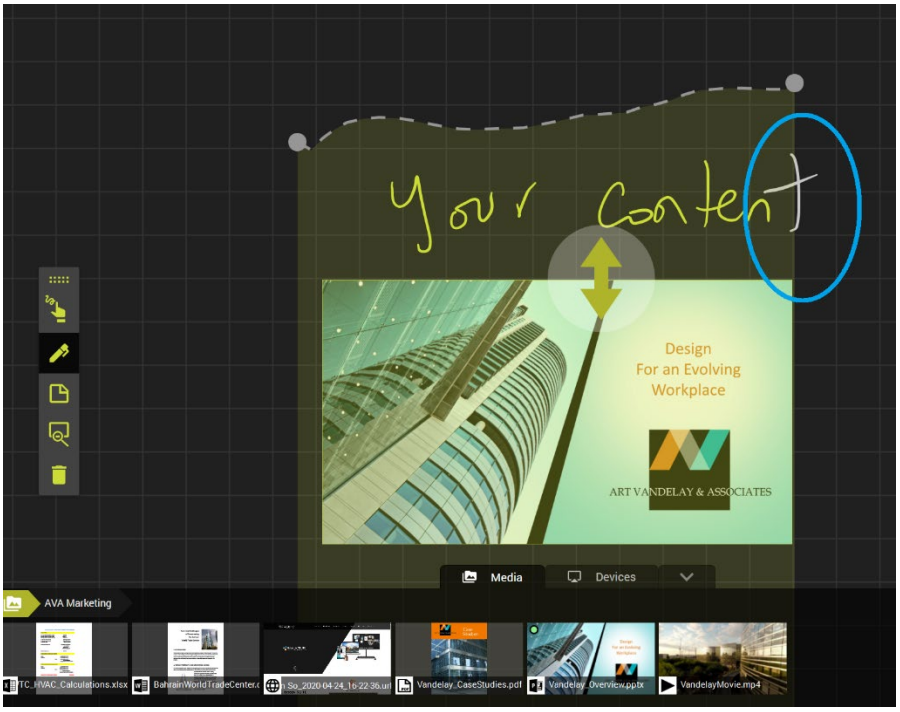
How do I create multiple page breaks?

Once a page break is defined, you must click “create page” button again. Every time you want to add a new page, this button must be clicked again.



Why did smart insert miss my content?

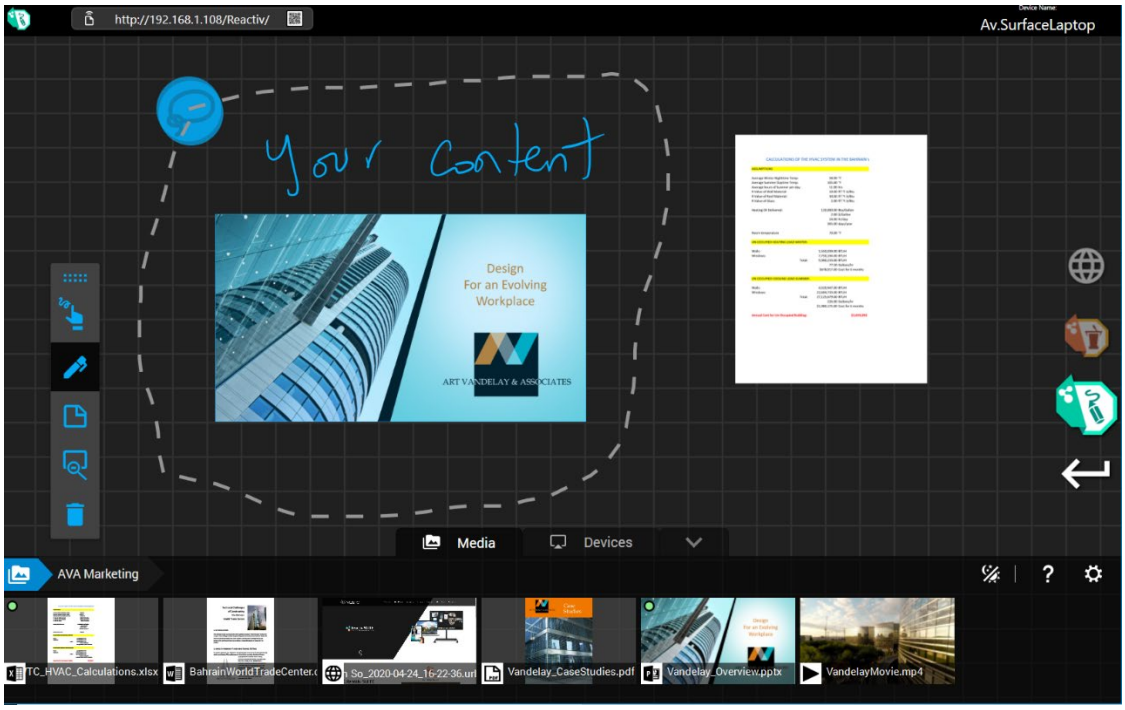
When using smart feature, the insert path must cover the entire height/width of the objects/inking that you want to move, in order to select them. When selected properly, the content will be highlighted.



How can I rearrange my canvas' layout in SCRIBBLE?

Using the Lasso tool, you can move and resize content on your canvas.

Double click on the canvas to activate the smart insert tool, and create a closed path to select everything inside the loop. Once the loop is closed, you can move the content around the canvas and resize it to re-organize the layout as you wish.



Managing secondary displays in SCRIBBLE

Does SCRIBBLE support secondary displays?

Reactiv SCRIBBLE allow users to mirror a paginated area, or the entire workspace into up to 3 secondary displays:

- To mirror a page, click & hold and throw it in the direction of the secondary display you want it to be mirrored in.
- To mirror the entire workspace, click and hold the canvas, then throw it in the direction of the secondary screen

How do I mirror a single document in SCRIBBLE?

Reactiv SCRIBBLE is all about layout. It will allow you to mirror a specific layout defined by a page break. You cannot mirror just a single document – if you want to mirror a document, do that in STAGE.

Can I mirror the entire workspace?

- To mirror the entire workspace, click and hold the background, then throw it in the direction of the secondary screen

I mirrored a paginated section, how do I un-mirror it?

- Throw the same page again, in the same direction, to remove it from the secondary display.
- Or throw a new document in the same direction to replace the first one.

I am throwing a paginated section, why is it not mirroring?

- Make sure that you are throwing in the right direction. You need to throw the content in a specific direction as each direction (left/right/up) are different displays.
- Check Reactiv SUITE settings and make sure that the secondary displays are correctly configured.
- Make sure that the object you are throwing is properly hitting the border of the screen and bounces back into position. If the object doesn't properly hit the border of the screen it will not mirror.

How do I save my workspace?

- Reactiv SCRIBBLE
  - Will auto-save your progress after every modification. You don't have to worry about saving during your session, just focus on your work.
  - You can also paginate your canvas into individual pages, and export to PDF.

– Reactiv LAUNCHER FAQ –

What is Reactiv LAUNCHER?

Reactiv LAUNCHER creates a seamless user experience for all Reactiv ecosystem applications. It curates the user experience, allows IT to configure the software and controls access to desktop and operating system.
Designed specifically for public space users such as boardrooms and workshare spaces where multiple users can login and access their individual workspaces.

Does Reactiv Suite work with Zoom or Skype?

- Today you can use any video conferencing tool on top of Reactiv and share your screen.
- We are working on integrating the main video conferencing tool directly into Reactiv SUITE to facilitate your workflow.
- Reactiv HUDDLE, once launched, will outperform these Video Conferencing tool in collaboration features and capabilities.

Can I add any other third party applications to the Home Screen?

No, Reactiv SUITE is a curated environment that is designed from the ground up to make your meetings more productive. All the applications that are required for your meetings are already integrated into the framework.

– Reactiv AUTHENTICATE FAQ –

What is Reactiv AUTHENTICATE?

Reactiv SUITE can leverage existing domain authentication such that any individual in the organization can log in, navigate the network, and access their private data using their login privileges.

How does authentication work?

- The IT department needs to set the IWB on the domain (with the help of the Guide for IT) and specify which folders users will be able to access once logged in.
- Once authentication set, any users can open their own session and access their private workspace using the "user sign-in" button on the home screen, or directly in the "private workspace" tab.

If a user forgets to sign out, does Reactiv SUITE timeout?

Yes, if your Interactive White Board has a Motion Sensor. Enable/disable Motion Sensors to track activity in the boardroom, change the Timer to anywhere between 5mins-1hour, and control power actions such as Locking the Session or Managing the Projector. To active this feature:

- Go to Setting.
- Device Manager.
- Motion Sensor Settings.

Is there a way to restrict access to local/network drives on my computer in Reactiv SUITE?

Yes. First, set an Admin Password to lock the system settings by clicking on Admin Sign In.

- Type in the password once and confirm it a second time.
- To change the password, type and confirm a new password and click on "Apply".

Once a password set, you can curate and filter the drives/folders public or private users can access, following the Guide for IT section 3.3.

– Reactiv CONNECT FAQ –

What is Reactiv CONNECT?

Integrated services that seamlessly connect in-room devices into the Reactiv SUITE eco-system

Can I connect my laptop, tablet or mobile phone to an Interactive White Board using Reactiv SUITE?

Remote CONNECT allows colleagues and attendees to interact with the Interactive White Board using their personal devices. They can share files with Reactiv SUITE, cast their device's screen into it, or use their devices as keyboards for the IWB.

How can I cast my in-room personal device's screen to a Reactiv SUITE workspace wirelessly?

In-room compatible devices such as laptops, mobiles and tablets can be cast to Reactiv SUITE using build-in Airplay and Miracast capabilities.

- Which devices can I cast from?

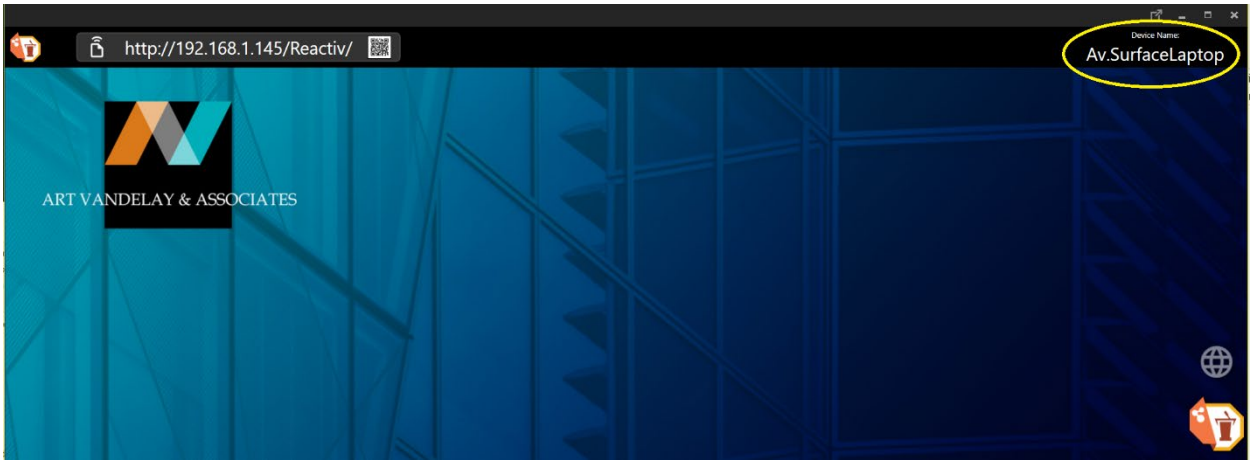
  Airplay: You can cast from iPhone, iPad, iPod Touch, MacBook, iMac, Mac mini, etc.
  Miracast: You can cast from certain Android devices (Samsung and other phone/tablet which support Miracast) or Windows 10 PCs (using in-built Miracast capabilities).
  Chromecast: You can cast from various Google Chromebooks and other Android devices that support Chromecast.

- In Reactiv SUITE

  Ensure that Airplay, Miracast and\or Chromecast are enabled in Reactiv SUITE settings. Once a device is paired, it will appear in STAGE and SCRIBBLE in the library, under the "Devices" tab.

- On your device

  Open the appropriate casting application on your device. Search for the Device Name in the list and connect to it. The Device Name is displayed in the top right-hand corner of Reactiv SUITE status bar.



Can I share my in-room personal device screen using HDMI and other video inputs?

Yes, Reactiv SUITE supports off-the-shelf video capture cards and USB video capture devices which convert HDMI\DP video inputs into a USB stream. These devices can be configured for use using the SETTINGS -> Device Manager -> AV Settings menu inside Reactiv SUITE. Using this menu, you can create an A/V source by combining video and audio inputs together into one stream.

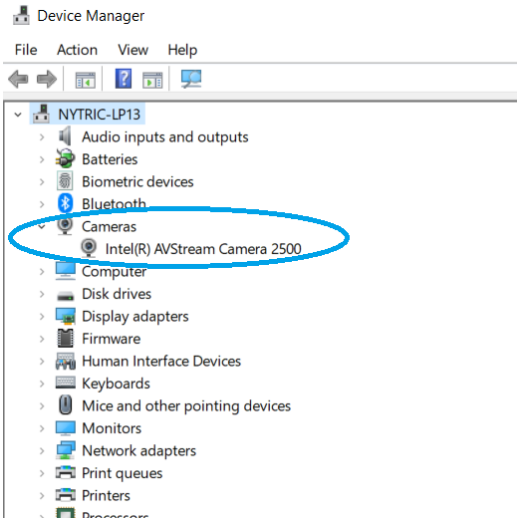
How many cameras and sources can Reactiv SUITE support?

There is no limit to the number of web cameras and A/V sources that can be managed by Reactiv SUITE.

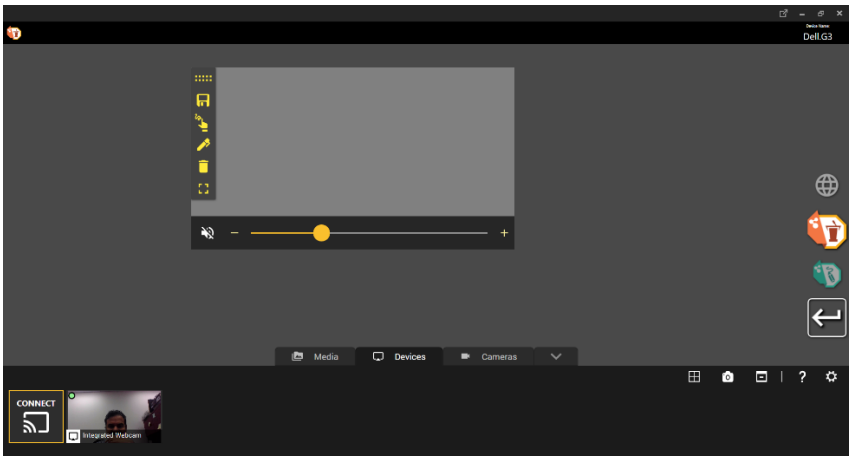
Reactiv SUITE will process as many video capture devices as detected by the Operating System. It should be noted that the performance of the system is dependant on the system capabilities of the Reactiv SUITE PC. USB bus bandwidth, memory bandwidth and the ability for the CPU to process these streams will be the limiting factor.

Why can't I see my webcam\video capture device in A/V Settings?

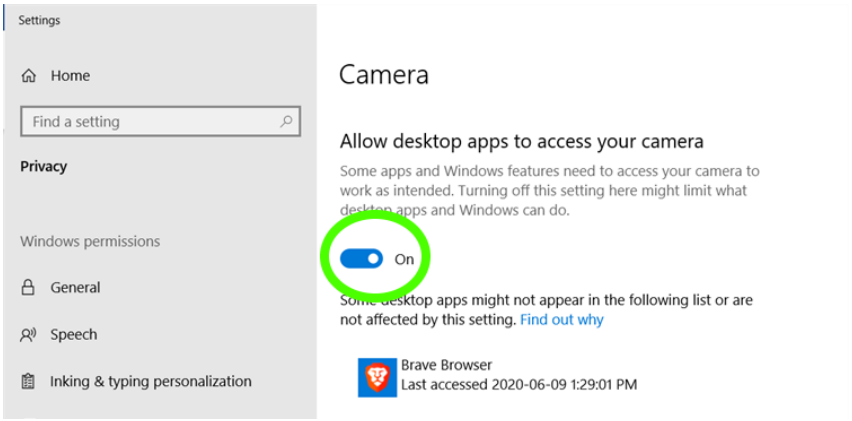
Reactiv SUITE will detect all video input sources that are detected by the Windows OS. Check Device Manager to confirm that the device you are looking for is present. If not, re-install the device and confirm that Windows is able to detect it.



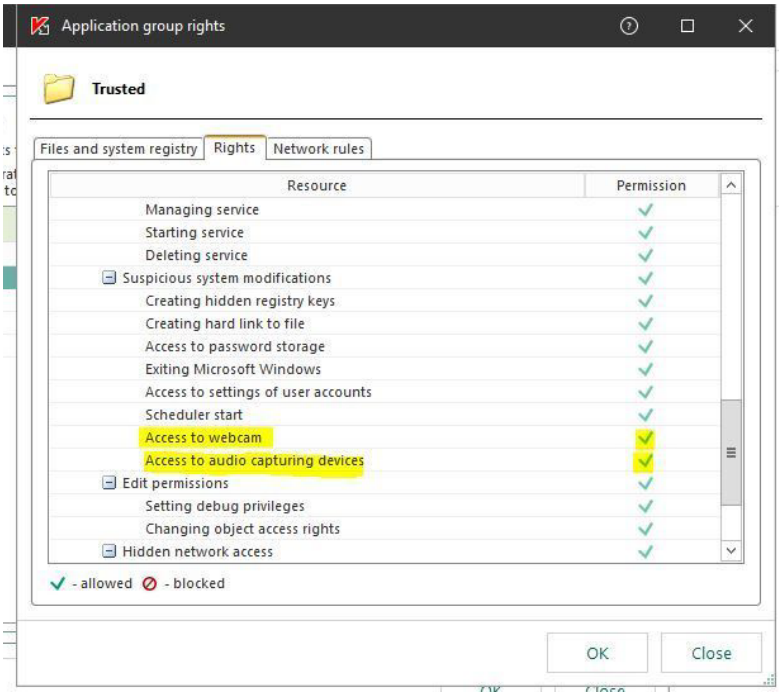
Webcam shows no image when dragged onto the canvas



This can happen when Windows, or the installed anti-virus software on the computer, blocks access to the camera for certain desktop programs. To fix this, open Camera Privacy Settings and verify that the desktop apps have access to your camera.



Next if Anti-Virus programs (like Kaspersky) are installed, ensure that the Camera input to Reactiv SUITE application is enabled from the Kaspersky Application Control.

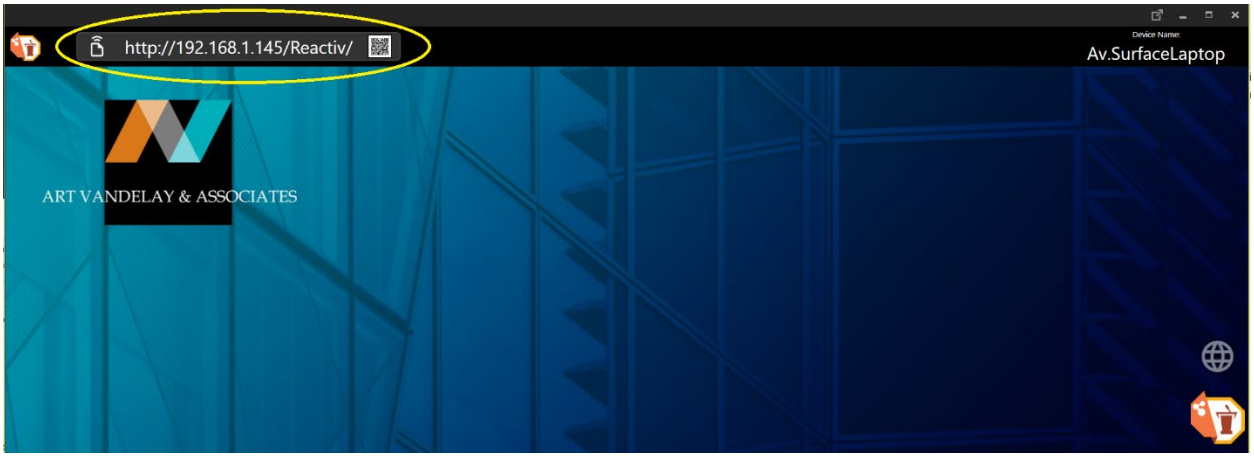


Kaspersky blocks both settings **Access to webcam** and **Access to audio capturing devices** for Reactiv SUITE.

How do I share a file or folder from my in-room personal device to the Interactive White Board using Reactiv SUITE?

Team members present in the room can wirelessly send any file to Reactiv SUITE by opening the URL displayed in the top left-hand corner of the Reactiv status bar, using any browser on their personal device. Follow the instructions on the browser to upload files directly into the active digital workspace.

For more information, refer to the Getting Started Guide – Remote Services.



How do I use my in-room personal device to type text into Reactiv SUITE?

Reactiv enables you to discreetly share text or complex weblinks from your remote device into the Reactiv Workspace. Just open the URL displayed in the top left corner of the Reactiv status

bar on any in-room personal device. Follow the instruction to send text or URL links directly into Reactiv SUITE apps or the browser.

For more information, refer to the Advanced User Manual – Remote Keyboard (Link to file for download).

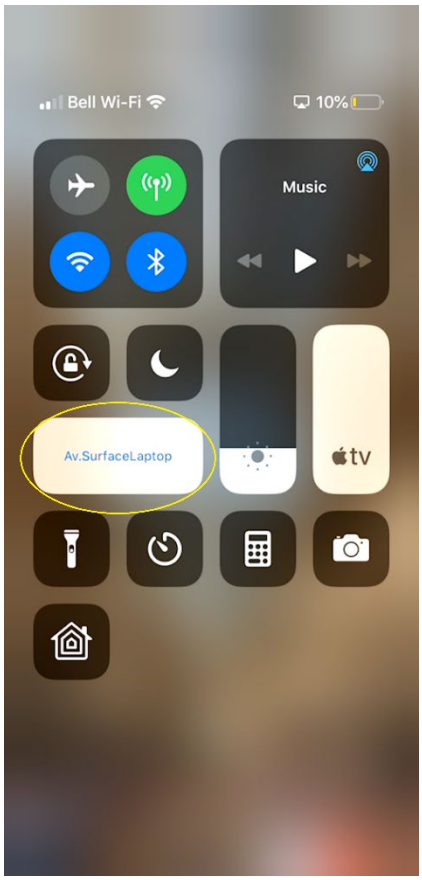
Airplay Detailed FAQ (Apple Devices)

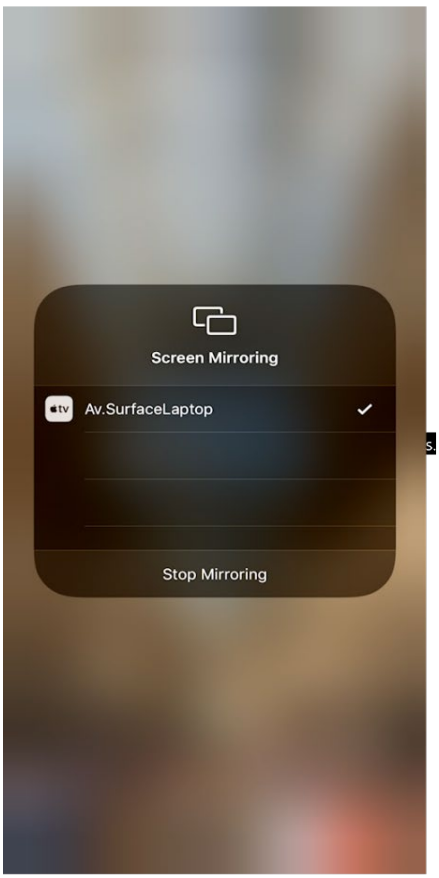
Does my personal, in-room Airplay device have to be on the same network as the Reactiv SUITE host PC?

Yes, Airplay requires both the personal, in-room device and the Reactiv SUITE host PC to be on the same network for screen sharing to work.

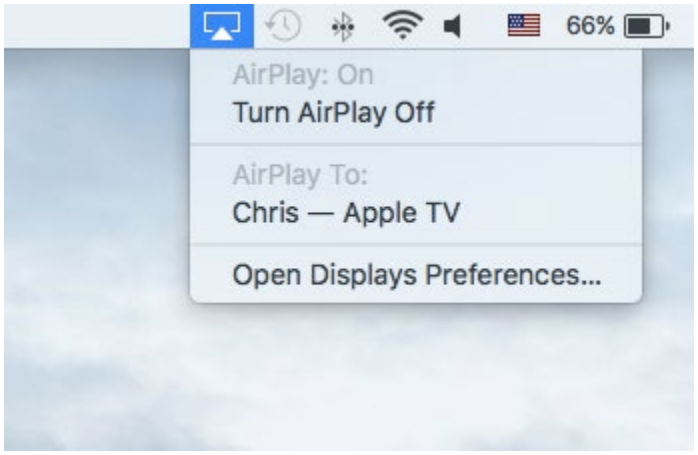
Where is the Airplay button on my device?

- On iOS, open the control center and click on “Screen Mirroring”





- On macOS, click on the Airplay icon in the menu bar



Why is there no Airplay icon on my device?

- On macOS, verify that Airplay is enabled in System preferences➔ Displays ➔ "Show mirroring option in the menu bar"

- On iOS, verify that the OS is up to date

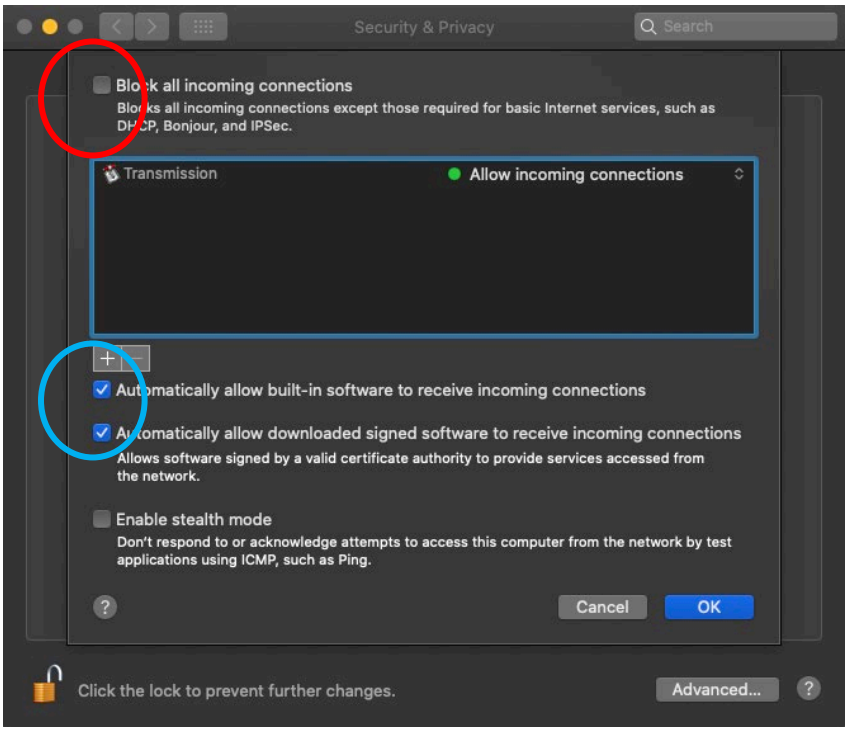
Why can't I see the Reactiv SUITE Device Name in my iPhone/iPad/Mac?

- Verify that your iPhone/iPad and the Reactiv SUITE device are on the same network.
- Verify in Reactiv SUITE settings that Airplay is enabled.

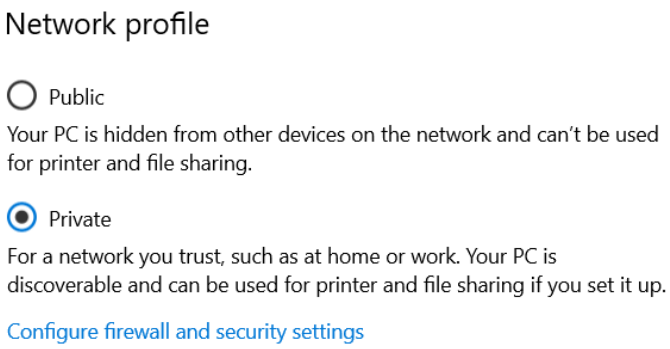
I can see the Reactiv SUITE Device Name in the Airplay list but cannot connect to it.

- On macOS, verify that incoming connections are not blocked.

go to “System Preferences”->”Security and Privacy”->Firewall->”Firewall Options”, deselect “Block All incoming Connections”, and select “Automatically allow downloaded signed software to receive incoming connections” if it’s not already selected.



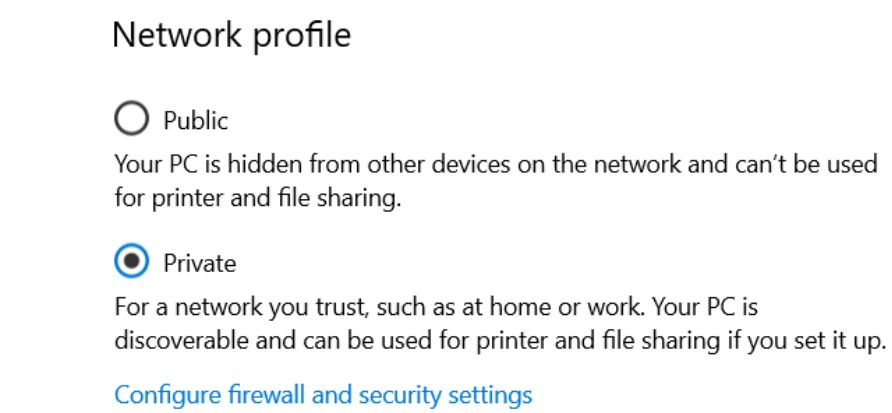
- On the Reactiv SUITE PC, confirm that the Wi-Fi\Network connection is configured as a PRIVATE network. The PC must be discoverable for Airplay to work.

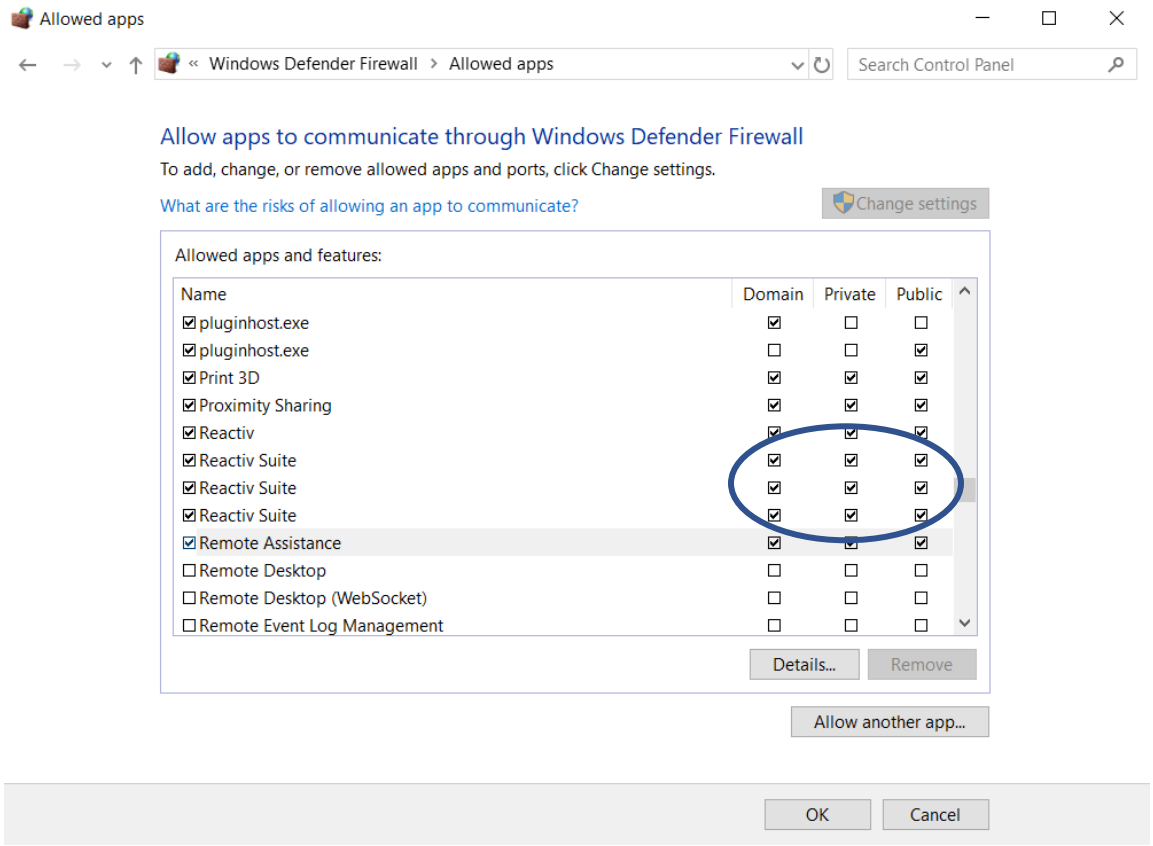


- On the Reactiv SUITE PC, confirm that the firewall is configured to accept incoming connections.

I can see the Device Name in the AirPlay device list on my personal device, but streaming does not start.

- On the Reactiv SUITE PC, confirm that the WiFi/Network connection is configured as a PRIVATE network. The PC must be discoverable in order for Miracast to work.





- On the Reactiv SUITE PC, confirm that the firewall is configured to accept incoming connections.

When I cast videos from the YouTube App, the video does not play.

Please check the DNS setting (in network settings) of the PC running Reactiv SUITE. You can try using alternative DNS like Google's free DNS 8.8.8.8 and 8.8.4.4.

Some videos do not play in Reactiv SUITE.

Reactiv SUITE Airplay connectivity supports playback of videos using H.264 video codec and AAC audio codec. If the videos use any other format, they might not work.

I can mirror my device to Reactiv SUITE, but the video/audio stutters.

If you are using a wifi connection, the wifi signal might be weak, or your network might be overloaded.

- Ensure a good signal between Reactiv SUITE host PC and the in-room device attempting to cast.
- If possible, use a wired Ethernet cable instead of WiFi to connect the Reactiv SUITE host and macOS device to the network.
- In some cases, switching off Bluetooth on in-room iOS devices can help to get a better connection.

Once the screen is cast, how can I control the volume?

Once the screen is cast, the volume is controlled through Reactiv SUITE and not the in-room device.

Airplay Still doesn't work

- Reboot the PC running Reactiv and reboot the user's personal devices and try again
- Refer to the IT Manual to ensure that the network configuration, ports and settings are configured correctly.
  Download IT Manual
- Confirm that your network supports mDNS protocol as this protocol cannot be blocked for Airplay to work correctly.
- Install an off-the-shelf AppleTV device on your existing network and confirm that it works. If an off-the-shelf device works, Reactiv SUITE will also work.

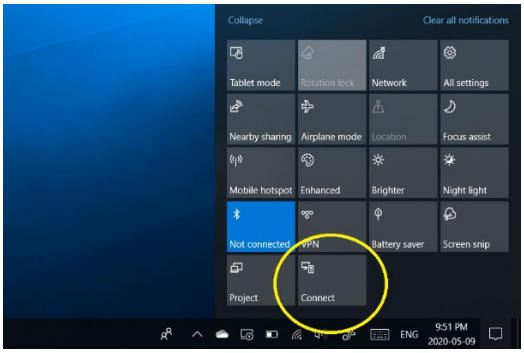
Miracast Detailed FAQ (Windows & Android Devices)

Does my personal, in-room Miracast device have to be on the same network as the Reactiv SUITE host PC?

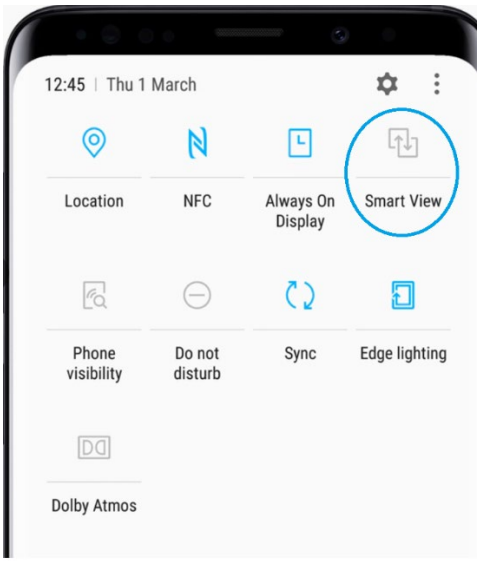
No, Miracast utilizes WiDi which doesn't require the casting and receiving devices to be on the same network. As a result, any device in the room that supports Miracast will see the Reactiv SUITE Miracast server and can connect directly.

Where is the Miracast button on my device?

On a Windows 10 device, click on the CONNECT icon and search for the Reactiv SUITE Device Name. Select this device and pick the projection mode.

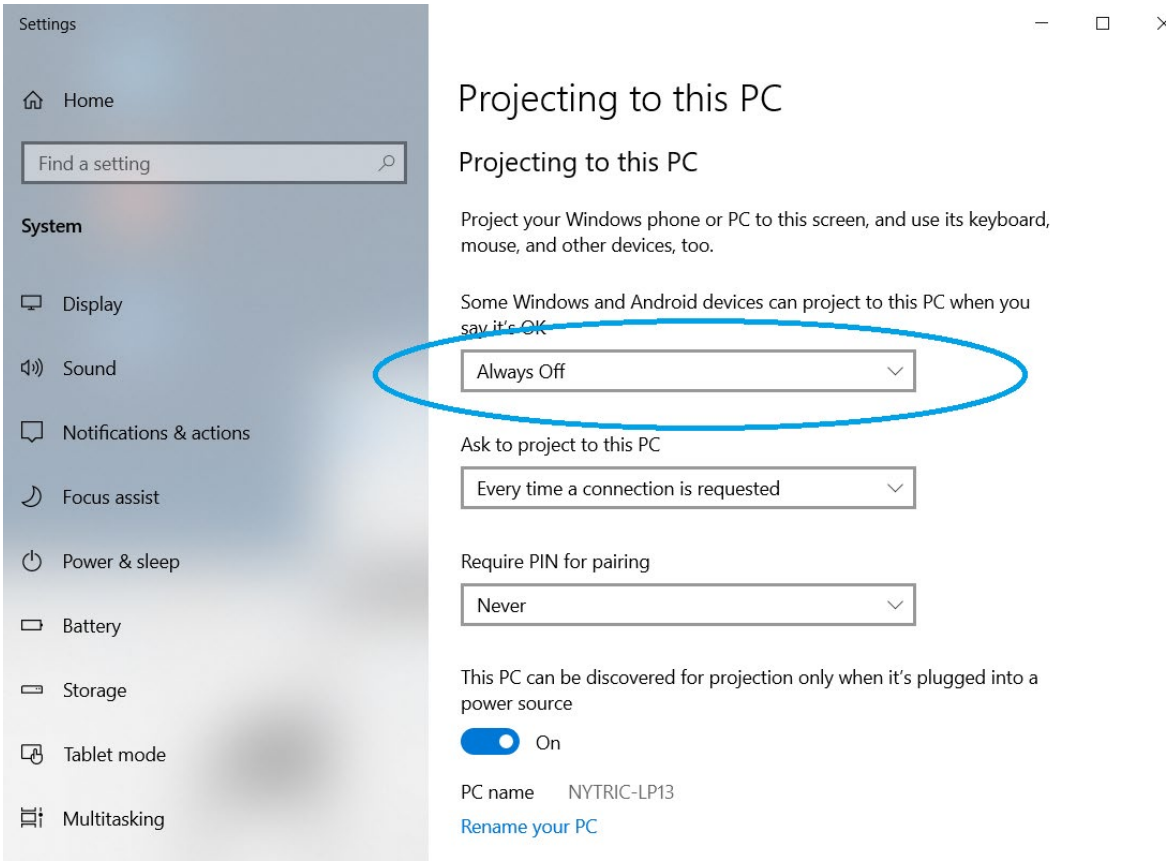


- On many Android and Samsung devices, in the Quick Settings menu open the Smart View app. Search for the Reactiv SUITE device name and follow instructions.

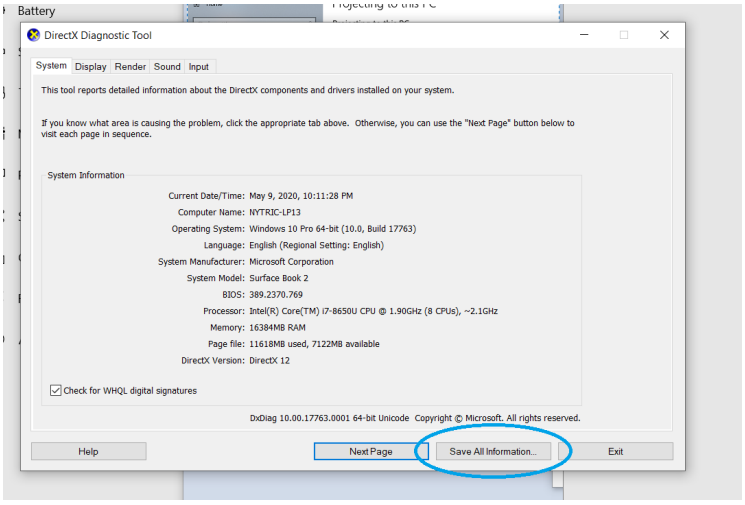


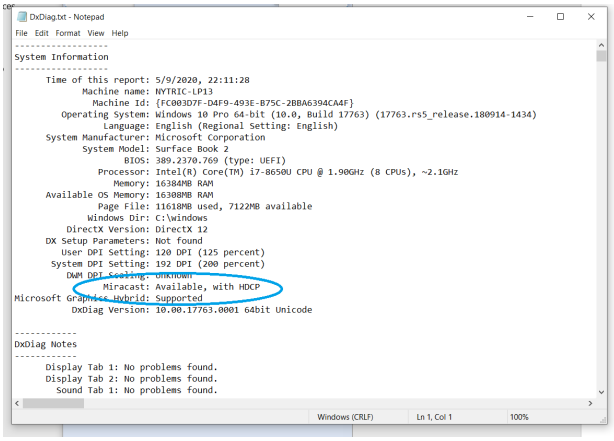
Reactiv SUITE gives an error: Failed to Start Miracast Server

- Make sure that Reactiv SUITE PC has a valid WiFi adapter and it is turned on. Miracast requires WiFi connectivity with WiDi support. Airplane Mode must not be turned on.
- On the Reactiv SUITE PC, go to “Projection Settings” and “Some Windows and Android devices can project to this PC when it is OK”, should be set to “Always Off” from the dropdown menu.



- Confirm that the OS and WiDi adapter support Miracast.
  - On the Reactiv SUITE PC, type 'dxdiag' in the Windows search box
  - Click 'Save All Information' and save the resulting file
  - Open this DxDiag.txt file and confirm that Miracast is available

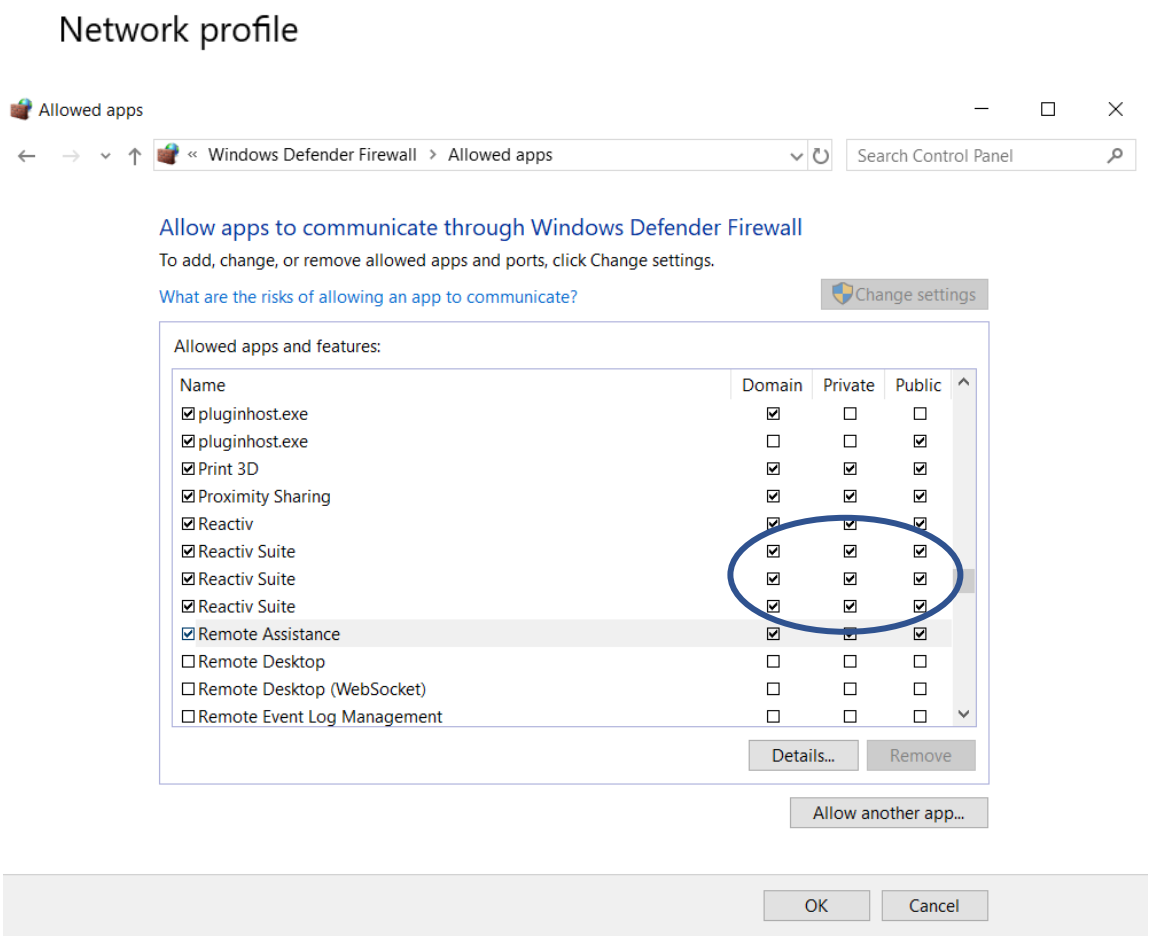




-

I can see the Device Name in the Miracast device list on my personal device, but streaming does not start.

- On the Reactiv SUITE PC, confirm that the WiFi\Network connection is configured as a PRIVATE network. The PC must be discoverable in order for Miracast to work.



- On the Reactiv SUITE PC, confirm that the firewall is configured to accept incoming connections.

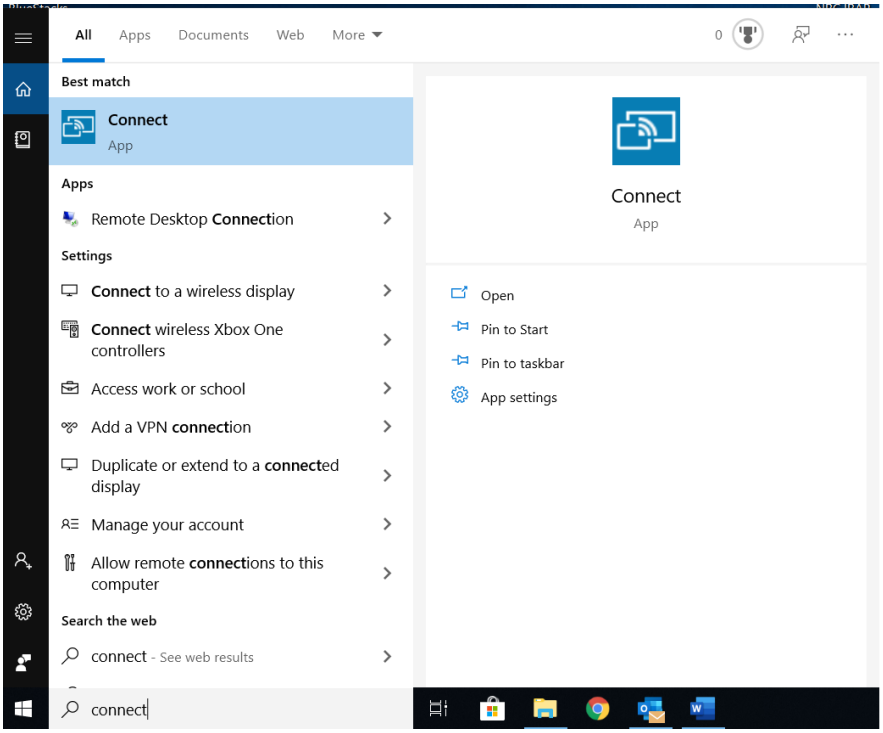
Miracast Still doesn't work

Refer to the IT Manual to ensure that the network configuration, ports and settings are properly configured.

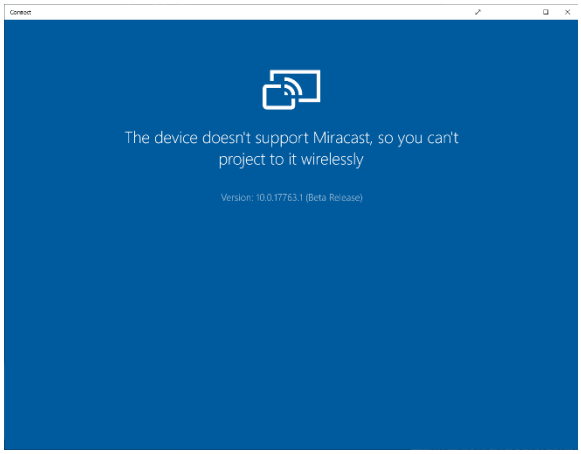
[Download IT Manual]

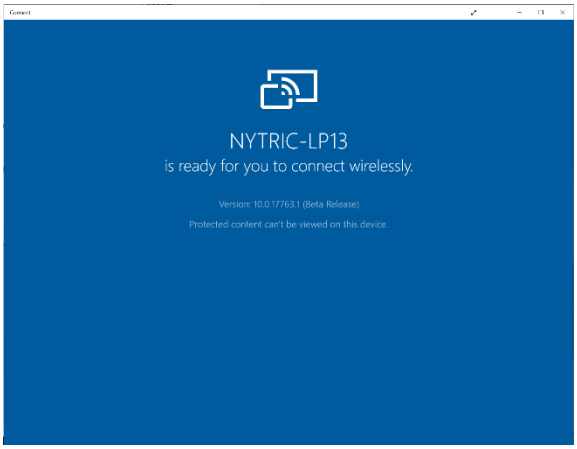
- On the Reactiv SUITE PC, configure ports:
  - “Windows Defender Firewall” -> "Advanced settings" -> “Inbound Rules” -> “New Rules”. Select “Port”,
  - click Next.
  - Now select “TCP” and “Specific Port numbers” set it to 7236.
  - Click Next and select “Allow the Connection”.
  - Click Next and select all 3 boxes “Domain”, Public” and “Private”. Click Next, give a name to the new rule.

If Miracast still doesn’t work, try the Windows native Miracast app provided by Microsoft. Type ‘Connect’ in the search box.



Confirm if this app is able to connect to your mobile device. If this app also does not work, then the PC does not support Miracast.





When my mobile device is cast to a Reactiv SUITE workspace, I see black bars on the sides of my mobile phone mirrored screen

That is to be expected, Miracast defaults to a 16:9 aspect ratio by default.

Chromecast Detailed FAQ (Chromebooks & Android Devices)

Does my personal, in-room Chromecast device have to be on the same network as the Reactiv SUITE host PC?

Yes, Chromecast requires both the personal, in-room device and the Reactiv SUITE host PC to be on the same network for screen sharing to work.

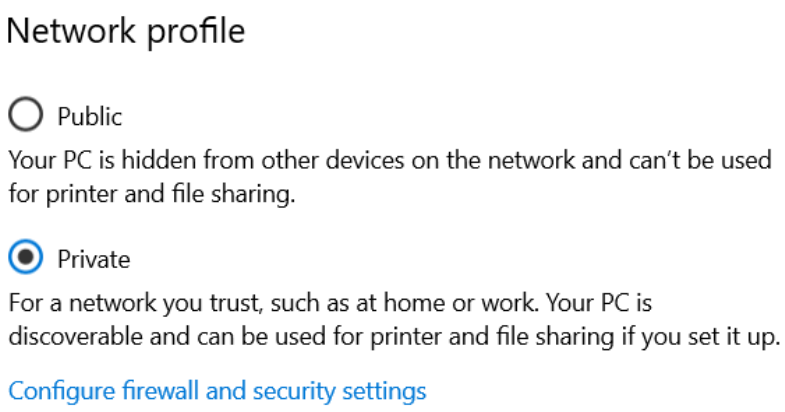
Where is the Chromecast app on my phone or tablet?

1. Make sure your mobile phone or tablet is on the same Wi-Fi network as your Chromecast device.
2. Open the Google Home app .
3. Tap the device you want to cast your screen to.
4. Tap Cast my screen > Cast screen.

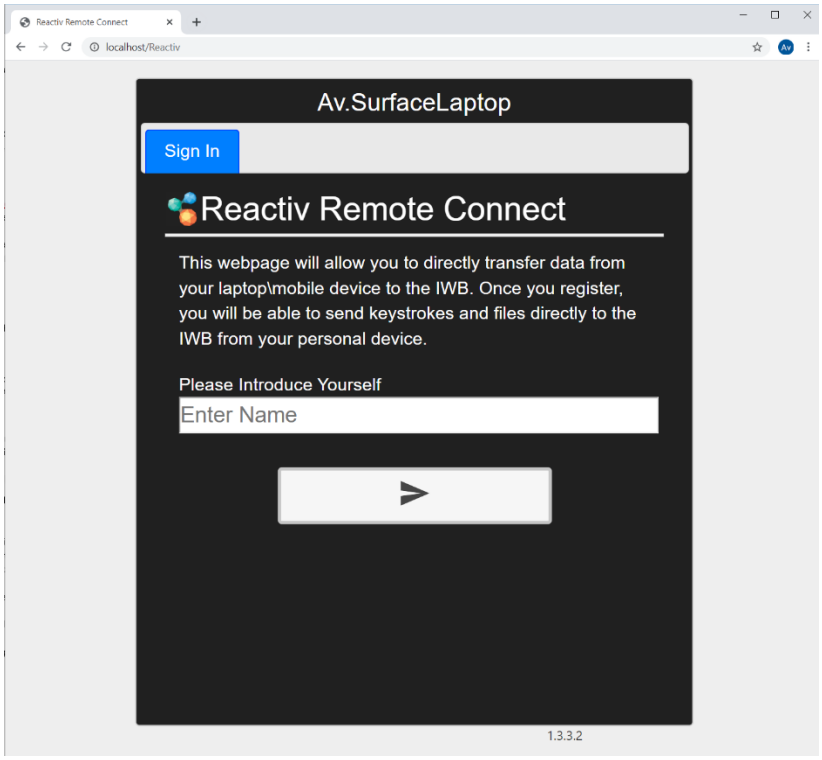
FileDrop Detailed FAQ

Why won't my in-room device connect to the FileDrop webpage?

- Make sure that both your in-room device and your Reactiv SUITE PC are on the same network.
- On the Reactiv SUITE PC, confirm that the WiFi/Network connection is configured as a PRIVATE network. Reactiv SUITE PC IP must be discoverable.

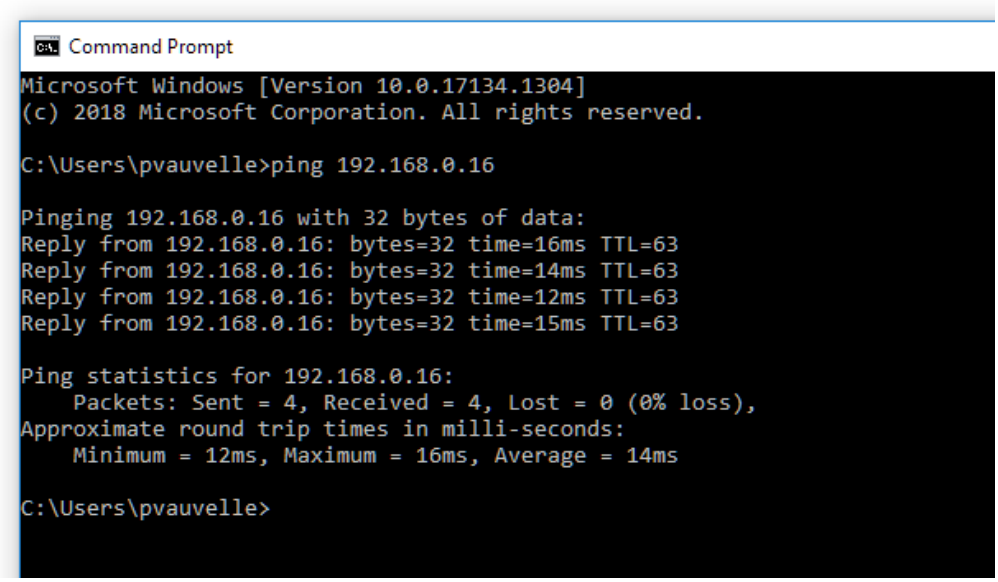


- On the Reactiv PC, open a browser and type: "Localhost\Reactiv" in the search bar to confirm that the Reactiv Webserver is working.



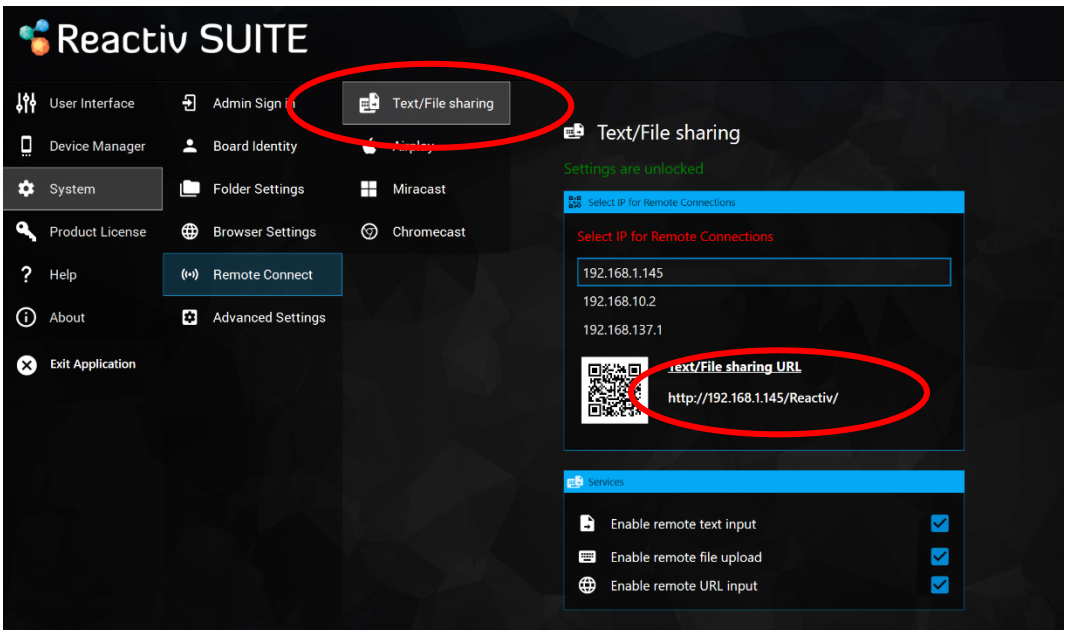
- On the Reactiv PC, Reactiv webserver rely on port 80, and while it is normally open by default, you can create a new firewall rule to open it:
  - "Windows Defender Firewall" -> "Advanced settings" -> "Inbound Rules" -> "New Rules". Select "Port",
  - click Next.
  - Now select "TCP" and "Specific Port numbers" set it to 80.
  - Click Next and select "Allow the Connection".
  - Click Next and select all 3 boxes "Domain", Public" and "Private". Click Next, give a name to the new rule.
- From a Windows device on the same network: Ping the Reactiv Webserver IP address to see if it is reachable:
  - In windows, open Command Prompt by hitting Windows+R and typing "cmd" in the run bar, then hit enter.

- In Command Prompt, type “ping reactiv_ip_address”

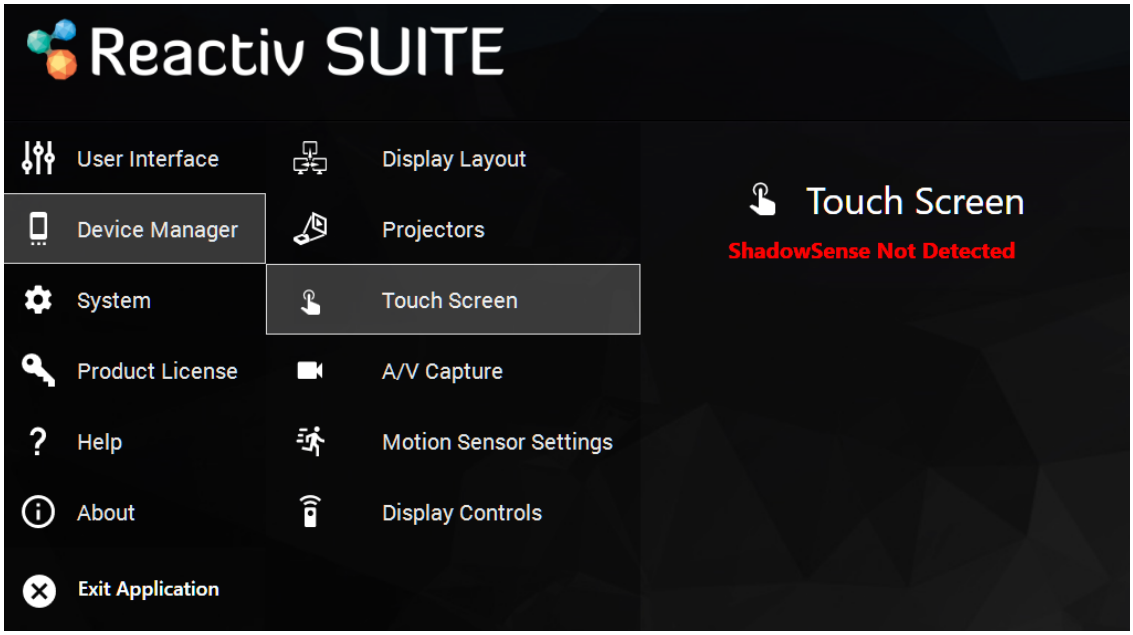


Why is the IP address for FileDrop wrong?
Reactiv SUITE creates a webserver on the PC in order for in-room devices to connect and transfer information. But the Reactiv SUITE PC could have multiple IP addresses due to multiple network adapters. An example is connecting WiFi and LAN cable to the PC, which will create two IP addresses for the same PC.

If the IP address displayed in the status bar is incorrect, you can use the Settings -> System -> Remote Connect -> Text/File Sharing menu to pick the correct IP address.



I don’t see the wireless keyboard option in my browser

Using in-room devices as keyboard for the IWB is a feature only available for IWB using ShadowSense touchscreen technology, as Reactiv SUITE leverage specific internal connections only available with IWB powered by ShadowSense

- Open Reactiv SUITE settings ➔ Device Manager ➔ Touch Screen, if “ShadowSense not detected is displayed, then Remote Keyboard feature won’t work
- If the IWB is powered by ShadowSense, make sure that the ShadowSense Firmware is R11.0 or higher.
- If the Firmware is bellow r11.0, update it to the latest disponible firmware by clicking on “firmware update” and following the instructions.