



## ClickView Start Up Support

Your guide to getting started.

The ClickView technical support team has detailed the steps involved in setting up ClickView at your school. These step-by-step instructions can be found at:

[www.clickview.com.au/gettingstarted](http://www.clickview.com.au/gettingstarted)

We provide a number of means of support to schools to ensure that you have ClickView up-and-running as quickly as possible.

These include:

- Telephone and email support
- Remote desktop assistance (HTTP remote administration software)

If at any point you require assistance during this setup process, ClickView Start Up Support ensures that you will receive comprehensive support covering the:

### ClickView Library Server

- Installation of the ClickView Library Server
- Importation of the ClickView Digital Video Library onto the server
- Authorise remote administration for selected administrators
- Staff access configuration
- Proxy settings set up and testing
- Set up and test of back up schedule

### ClickView Library Manager

- Installation of the ClickView Library Manager
- Configuration of the Hauppauge HVR-1300, PVR-150 or PVR-USB2 and Nova-T 500 capture cards with the ClickView Digital Video Recorder
- Set up of ClickView Exchange, Podcast Download manager, Learning Object manager and other features

Please contact the ClickView technical support team via telephone or email if you require assistance.

Telephone Support: +61 2 9518 5165

Email Support : [support@clickview.com.au](mailto:support@clickview.com.au)

[www.clickview.com.au/gettingstarted](http://www.clickview.com.au/gettingstarted)