



## Frequently Asked Questions & Troubleshooting

### What is DisplayNote?

DisplayNote is versatile, multi-platform, collaboration and annotation software, combining both the presentation aspects of interactive whiteboards and the diverse functionality of current tablet and handheld devices.

DisplayNote allows you to:

- Stream the screen of a Windows, Mac OS X or Linux (to be released) based computer to iOS and Android devices for personal annotation and note taking.
- Annotate over any existing content on the host computer.
- Allow connected participants to take notes on their own devices on top of host content.
- Create collaboration groups of multiple devices for shared annotation.
- Control the host computer as a remote desktop from a connected device in presenter mode.
- Privately message participants from host or presenter device.
- Presenter can view anyone's screen.
- Pose various question types to participants and view responses.

### What devices do DisplayNote work on?

DisplayNote is comprised of two components, the DisplayNote desktop software running on a computer and the DisplayNote app running on tablet/phone devices. The DisplayNote desktop software currently is available on Windows (XP and newer) and Mac OS X (10.7 and newer) and a Linux version will be available next year.

Currently iPad (Gen 1 and newer) is fully supported and Android development is continuing to bring DisplayNote compatibility to as wide a range of devices as possible.

### Are there any network requirements?

Yes. To host a DisplayNote Session, both the desktop computer and any connected devices must be on the same network. The desktop computer can be connected to the wireless network but depending on the speed of the network, a wired connection to the host may be preferable. However, for connecting participants, a wireless network will be required.

DisplayNote streams by sending UDP packets so the network hardware must be able to handle the increased traffic to multiple devices. Problems may be encountered (pixelation, disconnections etc.) if there are large amounts of TCP traffic on the network as these take priority and will affect the quality of the stream to devices.

DisplayNote currently unicasts to the network as this will be compatible with a larger range of hardware. Be sure to check with your network administrator to see if your current hardware will support these streaming methods.

### Do I need an Internet connection?

Yes, but only during the initial online activation of the DisplayNote desktop software. No further internet connection will be required for the software to function

### I connect to the Internet through a proxy server, will this cause problems?

No, the only time this may affect DisplayNote is during activation of the desktop software. An alternative web browser based activation method that should overcome this issue.

### How do I start a Session?

Firstly, ensure both desktop computer and mobile device are on the same network. Open up DisplayNote on your desktop computer and click the 'Session' button (leftmost button on main menu), taking note of the Session ID. On your device, open the app, select the same icon, enter your Username and Session ID and press 'Join'.

### I am trying to connect to a session, why I am getting a warning symbol?

This is probably because you are trying to join as a participant but there is no active session running on the desktop. Open DisplayNote on the computer, start a Session and try connecting again.

**Can I keep the same Session ID for every session?**

To ensure security, a unique Session ID is generated each and every time.

**On the session screen, the participant avatars sometimes fade, turn orange or red, why is this?**

When a participant leaves the DisplayNote app, either by opening another app or returning to the device home screen, the participant's avatar will show this change in status by turning orange. A further 30 seconds without reconnecting will turn the avatar red to indicate a participant hasn't returned to the session. Lastly, a faded avatar is someone who has disconnected from the session altogether.

**When I draw on screen my host stream freezes and I can no longer see the presenter's slide. What's going on?**

This should happen. When you add any shapes or annotation it takes a screen capture of the Presenter's computer at that moment. This becomes the background of the slide with any created objects appearing on top. Pressing the orange live screen button in the top right of your screen will return you to the live stream coming from the host computer.

**What is the presenter pin?**

The presenter pin is your personal passcode to guard against unauthorised users attempting to remote control your desktop.

**Can I use my tablet instead of a computer and allow other devices to connect to it instead (Peer-to-Peer)?**

No, at present DisplayNote requires a computer based host but we hope to include this functionality in a future release.

**Is the iOS version IP subnet independent or will all devices need to be on the same subnet?**

No, all devices do not have to be on the same subnet. The improved Session ID added to version 1.4 means that the host should be found regardless of the subnet. Should the connection fail we provide a fall-back method that allows the host to be selected or local IP address (in the form xxx.xxx.xxx.xxx) to be entered.

**If my device runs out battery, will I lose all my slides?**

No, all your work is auto-saved and can be loaded through the 'Open Saved Content' icon.

**How do I disconnect my device from a connected session?**

Tap the session icon on the menu and then the disconnect button or if presenter, tap the session icon followed by 'Leave Session' on the from the presenter tools.

**Can I create or edit existing content when not connected to a host?**

Yes. Open DisplayNote and choose the blank lesson icon to create content or the open saved content icon to access previously saved presentations.

**Can I get my work off my device for backup purposes?**

Currently you can email individual slides of lessons from your devices, this functionality will be expanded in further releases to allow full lesson emailing and more advanced file management.

**Where do I find the Session ID?**

On the toolbar, press the collaborate icon. The Session ID will be displayed in the top left hand corner.

**In what format are lessons saved?**

Lessons are currently saved as DN files, further file types and saving functionality will be seen in upcoming versions.

**Can I change the background?**

Yes, on the toolbar, press the background icon.

**When advancing slides, I get a message to say the 'The slide appears to be blank' Why is this?**

This is to prevent users adding unnecessary slides when creating a presentation and not connected to a DisplayNote desktop. It means you have reached the end of your created slides and you have just created a new blank slide.

## Troubleshooting

Should you experience difficulty getting DisplayNote up and running, try the actions listed below to overcome any issues encountered.

**Prior to trying these fixes it is recommended you start with a fresh launch of DisplayNote on both your host computer and your participant devices. Close any running DisplayNote software or apps and make sure that any background processes of DisplayNote are ended also.**

To check for background processes on iOS, leave DisplayNote, then double tap the home button. This will show any apps that are still open in the background (Note - if you are in DisplayNote its icon will not appear). Tap and hold any of the icons in this row followed by the red minus icon that appears on the DisplayNote icon to close it completely.

For Android devices, typically the button immediately to the right of the home button will show any background processes although this may vary depending on device and version of Android. Swiping DisplayNote from the list will close the process.

### Issue Encountered - “My Computer is not listed in the available hosts”

#### 1. Is the host software installed and running on your machine?

No -> Get the host software from the website at <http://www.displaynote.com/>. Install this on the computer you want to stream from in order to host participants' connections.

Yes -> Continue to 2.

#### 2. Are both the computer and the devices you are trying to connect on the same wireless network?

No -> Correcting this should solve the issue. Auto-discovery relies on the computer and devices being connected to the same network to function correctly. Even if there is no Internet connection on the network the devices should be able to see the host without issue.

Yes -> Continue to 3.

#### 3. Is there a firewall currently installed on the computer you are attempting to host DisplayNote on?

Yes -> Try disabling the firewall software installed on the computer that could be blocking connection attempts to DisplayNote. The majority of Internet software packages will include a firewall, so software like Norton/Symantec, McAfee, Kaspersky, ZoneAlarm or others installed on your computer may block DisplayNote. Most Internet security applications will have a means of temporarily disabling within the settings or taskbar menu. If you are unsure try searching for “disabling my firewall” on your favourite search engine for advice.

If you are attempting to use DisplayNote through a company network it is likely that a more strict security policy will be in place. DisplayNote requires the following firewall ports open to function: **UDP 20101, UDP 20100, TCP 8554 and TCP 49042 (TCP 9000 also required for beta version app)** which may be blocked initially. If you feel this could be the issue, contact your company's network administrator.

**If you find your issues are not resolved use the contact section of the DisplayNote website for further assistance.**

## Issue Encountered - “My stream from the desktop is slow/jumpy/low quality”

### 1. Are both your network strength and speed sufficient?

Problems can arise where the network signal is poor or the router is not sufficiently powerful. To check the connection strength and speed by selecting status of the connected network in the Windows taskbar or using “Network Utility” on Mac. The wireless strength should be ‘Good’ or better and the wireless speed should be approximately ‘54 Mbps’ or higher but normally there will be a correlation between the two.

### 2. Is there software running on your computer using a lot of network bandwidth?

Yes -> A lot of downloading or uploading on the host computer could potentially cause issues on DisplayNote. This could include Operating System or software updates, multimedia downloads or other remote desktop applications. If you notice you have one or more of these running try pausing them, if it improves the performance then you will know this is the cause.

No -> Continue to 3.

### 3. Is there software running on your computer using a lot of system resources?

DisplayNote is designed to use minimal system resources when open but on computers with a limited specification you could notice poor performance. Installing software, playing high-definition video or running a virus scan are all activities that could slow the system. To check if this is an issue on your machine open ‘Task Manager’ on a Windows machine or ‘Activity Monitor’ on a Mac and see if there are processes running with higher percentage CPU usages than DisplayNote and stop any that are unnecessary.

**If you find your issues are not resolved use the contact section of the DisplayNote website for further assistance.**

## Issue Encountered - “My Android device’s keyboard does not function correctly in DisplayNote”

### 1. Does your device have a non-standard Android keyboard installed?

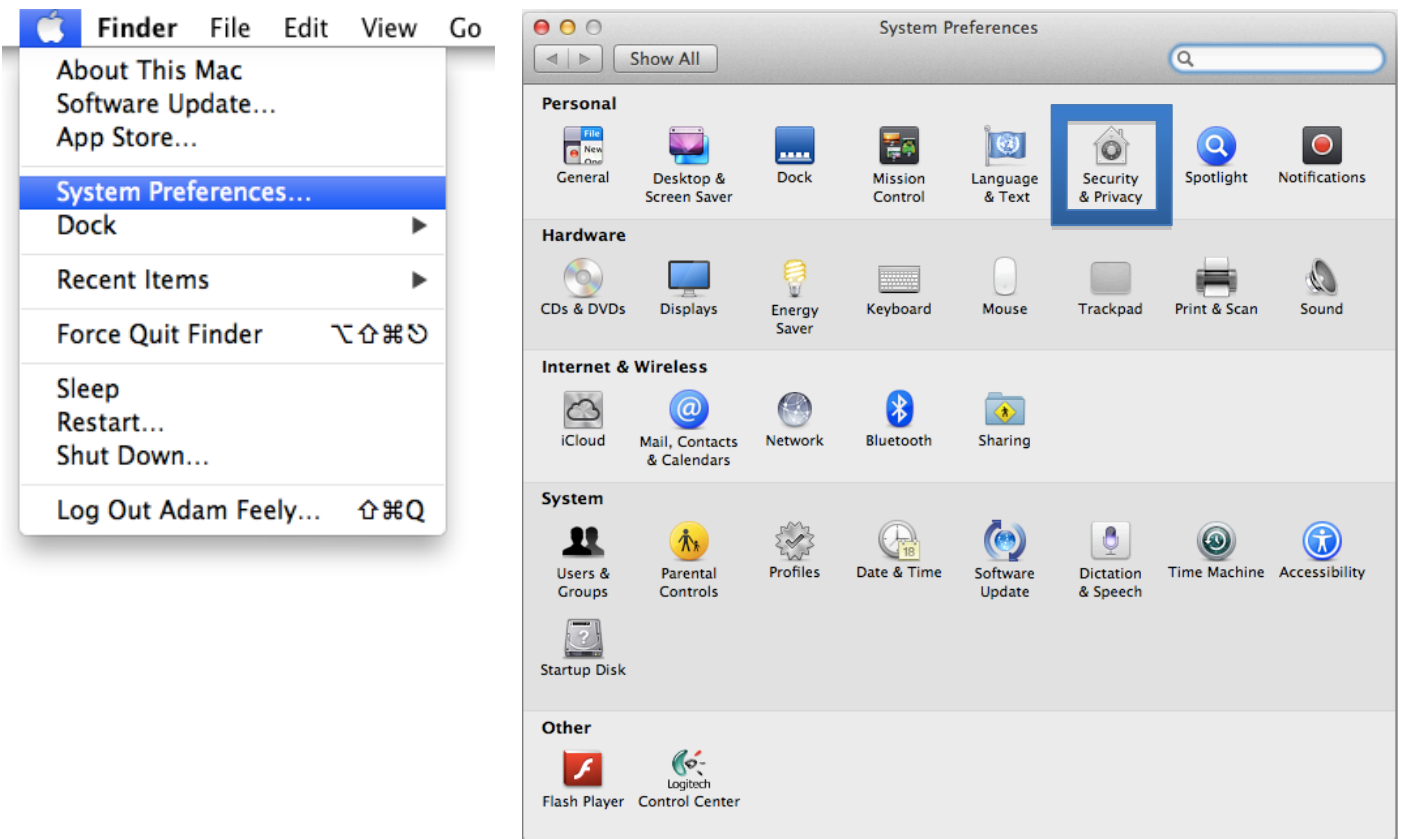
DisplayNote aims to support as wide a range of Android devices as possible, however, due to the variation of devices available it is possible there could be compatibility issues with some keyboards.

If you come across this problem, try changing to any additional keyboard types that you have on your device. The options for this will be found within “Settings -> Language and Input”. An example of this is the Samsung Galaxy 10.1 tablet; we found that the default keyboard type only entered numbers successfully. After changing to the “Swype” keyboard the text entry started functioning correctly. If you find that your device’s keyboard also has problems, visit the DisplayNote website and let us know and we will endeavour to improve support within each update.

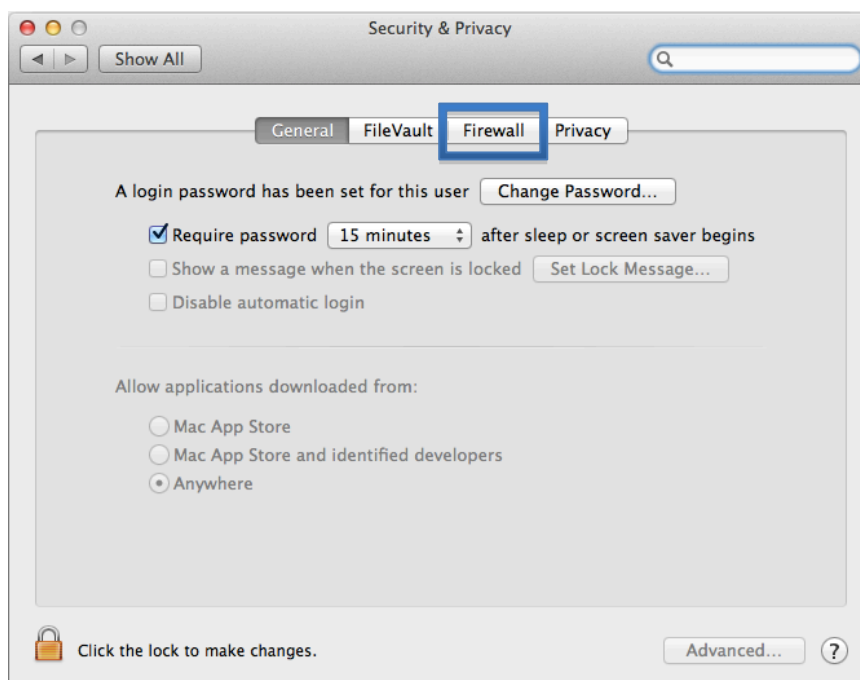
## Issue Encountered - “My Mac Firewall is on and is preventing DisplayNote from working”

Follow these steps to allow DisplayNote through the Firewall.

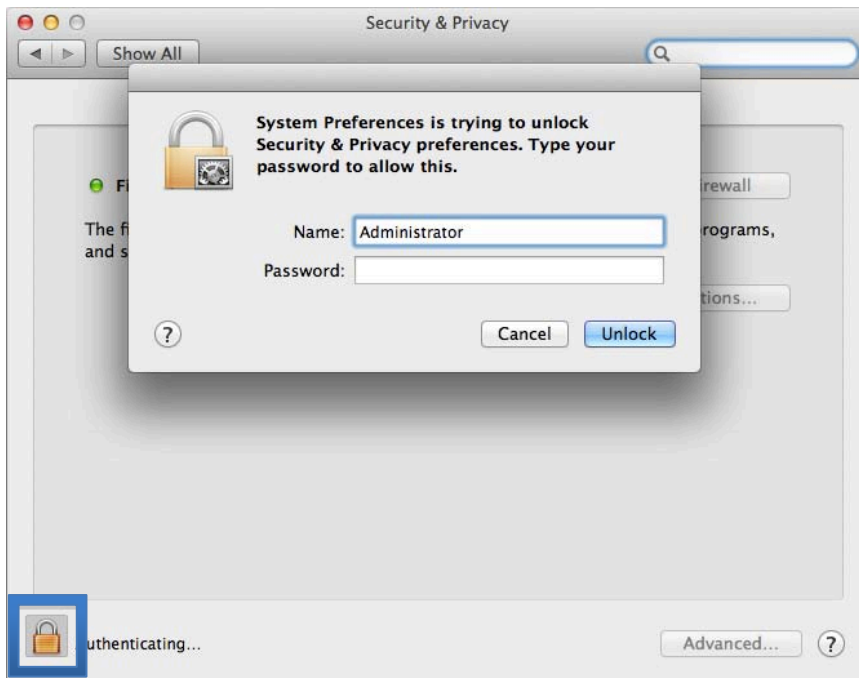
### 1. Open “Security & Privacy” from System Preferences.



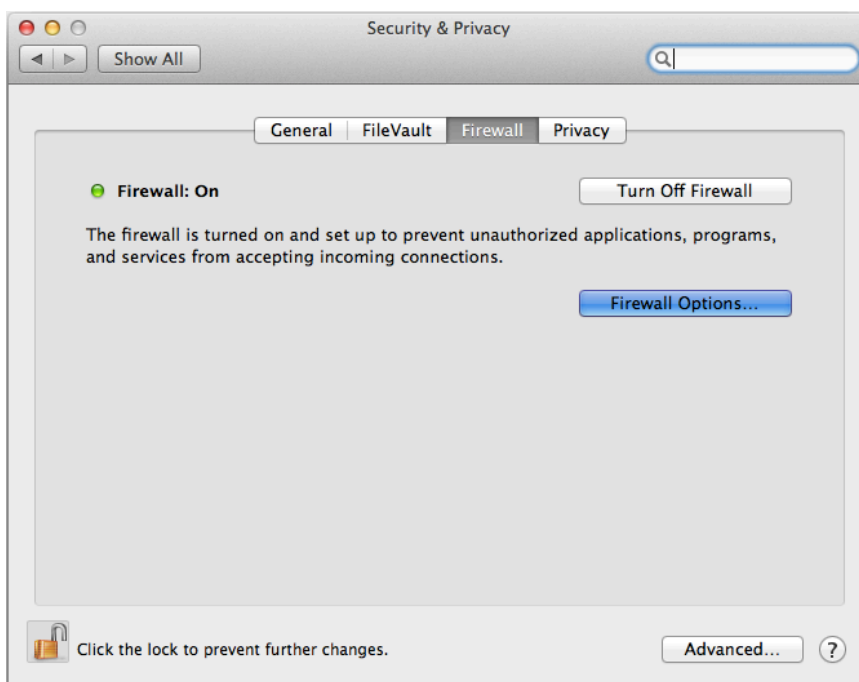
### 2. Choose the Firewall Tab.



3. Click the Padlock and enter your Username and Password to unlock settings editing.



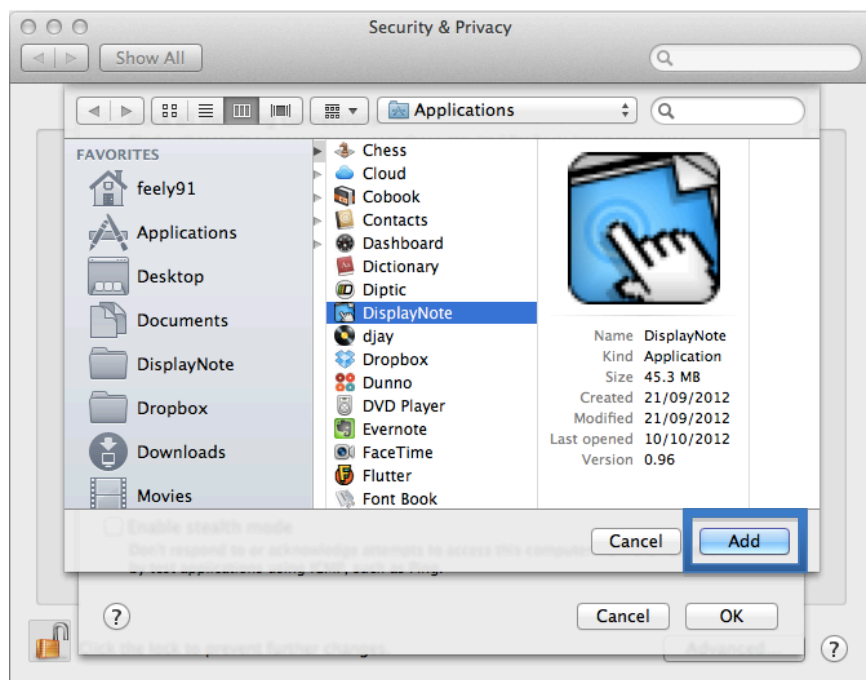
4. Click "Firewall Options".



5. Click the “+” to add an application to the exceptions.



6. Navigate to DisplayNote and click Add.



7. DisplayNote will now be in the exceptions for the Firewall and as such should not be blocked. Click the padlock once more to lock your settings from unauthorised editing.