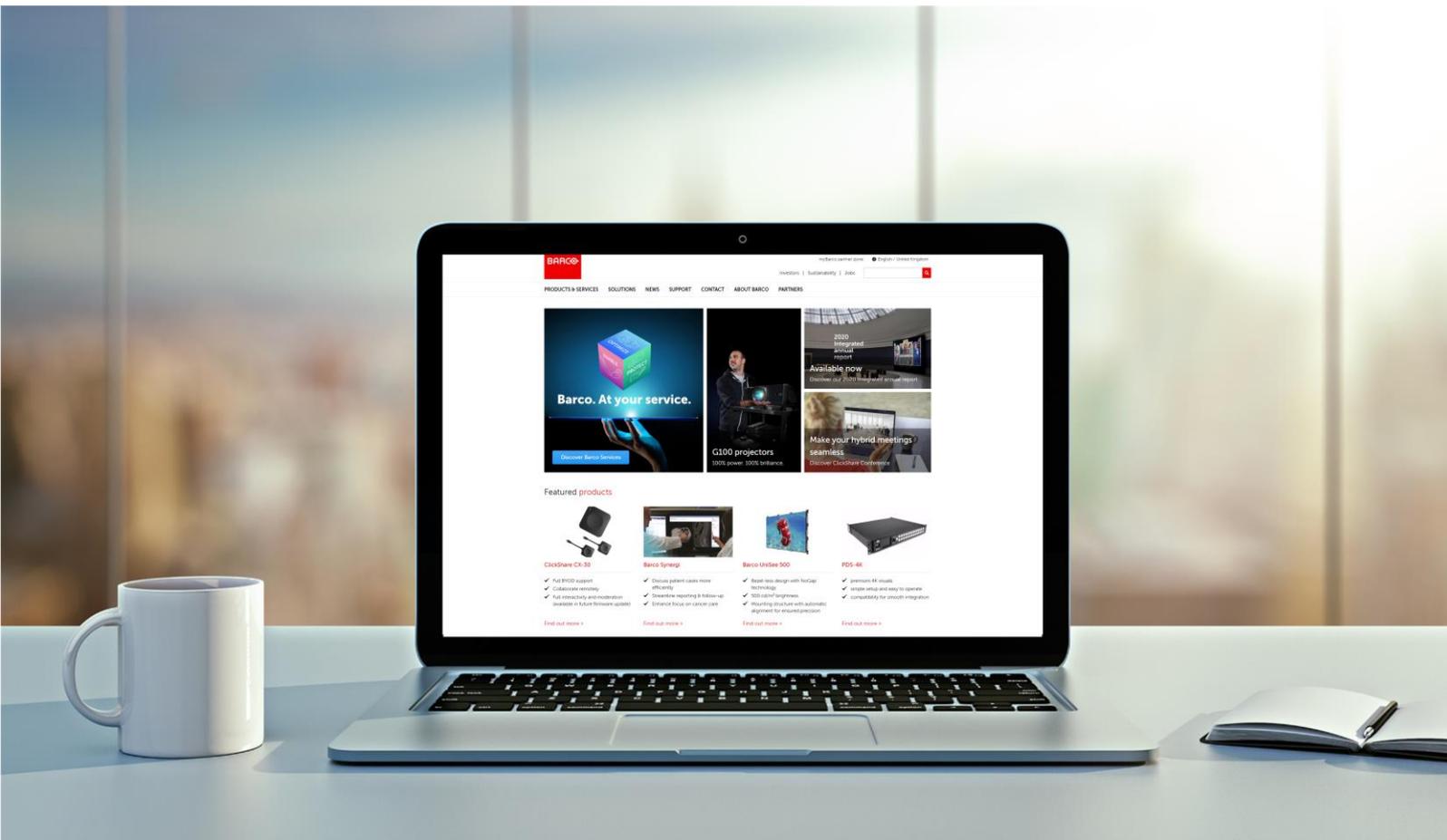


# myBarco Partner Portal

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## Introduction

The purpose of this guide is to guide High-End Residential partners (Distributors, Reps & Integrators) on the account creation process for the myBarco Partner Portal. Additionally, how to create a Service Request (Ticket) and where to locate key documentation.

## Register at myBarco Partner Zone

1. Navigate to [www.barco.com](http://www.barco.com)
2. Click on 'myBarco Partner Zone', located in the upper right corner of the webpage.
3. Enter your email address and click 'Continue'.
4. If you enter a private email address, you may get the following question. Click 'Continue Anyway' to proceed;

*"The email you have entered does not look like a company email address. If you don't have a company email you can choose to continue creating a personal account."*

5. Enter the verification code sent to your email address and click 'Continue'.
6. Fill in the registration form and click 'Continue'.
7. Fill in the complete your account form and click 'Complete Registration'.

### IMPORTANT:

- Set 'Your Barco contact' to High-End Residential or your Regional Sales Representative (if known).
  - Set 'Your sector or industry' to Home Entertainment.
  - Check () 'I would like to receive access to the Barco Service Portal', this ensures you can create Service Request (Tickets) in the future.
8. Once complete, the following message will pop up;

*"Thank you for your registration. You can now use myBarco **as a guest** until more extensive access based on your registration info has been approved.*

*A guest account will give you access to your newsletter subscriptions and media library. After approval has been done, you will have access to essential information on Barco's products, technical updates, marketing material and customer services.*

*Go to the myBarco dashboard to start using your myBarco account."*

**NOTE:** You will be able to raise a Service Request (Ticket) once you have guest access.

9. You should then receive an email from a member of the High-End Residential team (typically within one working day of your application). Reply to the email, explain your circumstances and that you wish to obtain documentation from the Partner Portal or need to raise a Service Request / Ticket.

## Creating a Service Request (Ticket)

1. Click on 'myBarco Partner Zone', located in the upper right corner of the webpage and login.
2. From the navigation header of the website click 'Support' then 'Support'.
3. On the support page, scroll down and click the blue 'Create a ticket' button, this will load the eSupport Portal.
4. Click 'Create Service Request'
5. Fill out the 'Create Service Request' form;

The screenshot shows the 'Create Service Request' form in the Barco eSupport Portal. The form is titled 'Create Service Request' and has a red header with the Barco logo and navigation links for 'eSupport Home' and 'Contact'. The form is divided into several sections:

- Details:**
  - Subtype: (text input)
  - \*Description: (text input)
  - \*Problem Description: (large text area)
  - Account: (text input)
  - Customer Reference: (text input with placeholder 'Please add your own reference here')
- Unit Information:**
  - \*Market: (dropdown menu with 'Digital Cinema' selected)
  - \*Product Classificati...: (dropdown menu with 'Projectors DC' selected)
  - \* Residential market: (dropdown menu)
  - \* Bragi: (dropdown menu)
  - Unit Serial Number: (text input)
  - Unit Part Number: (text input)
  - System/Project ID: (text input with placeholder 'Please specify your system or proje...')
  - Version: (text input with placeholder 'In case of software, please specify ...')

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit To Barco'. A footer at the bottom of the page reads 'Privacy policy | © 2017, Barco. All rights reserved.'

- All fields marked (\*) are mandatory.
- The more complete your product description is the easier it will be for support to assist you. You should ideally include the following;
  - Fault Description
  - Firmware Version
  - Control System (if appropriate)
  - Control Driver Version (if appropriate)

- Complete Video Signal Path (if appropriate)
- Barco Residential Technical Contact (if known)
  
- Fill out the 'Unit Serial Number' and the 'Unit Part Number' (R Number), if available. This will help our service department assist you much faster typically.
  
- How to fill out the 'Market' and 'Product Classification' fields correctly for Barco Residential products;

\*Market:

\*Product Classification:

- Market: Digital Cinema
- Product Classification, Level 1: Projectors DC
- Product Classification, Level 2: Residential Market
- Product Classification, Level 3: Select correct projector model from the dropdown list

6. Click the 'Submit To Barco' button.
  
7. Your service ticket will be created.
  
8. Once created you can add additional service ticket information, including images and videos, which will assist the support team in resolving your ticket as efficiently as possible. Where possible, it is recommended to:
  - Extract logs from the projector and attached them to the support ticket.
  - Include supporting videos or images of the fault.
  - Include any screen captures of menus you feel may relate to the service ticket and assist the support team.

## Locating Support Documentation

1. Click on 'myBarco Partner Zone', located in the upper right corner of the webpage and login.
  
2. In the 'Search Box' enter the model you require support on.
  
3. Select the 'support' field in the resulting search, this will load the support 'Overview' page;

Medea - Barco product



Medea's optical engine architecture is nothing but world-class. ... Medea utilises the very latest 0.66" diagonal Micromirror Array from TI, it displays 4K Ultra ... Loading. Medea About Medea

<https://www.barco.com/en/product/medea>

[product information](#) support

4. Select 'Drivers & software' to access;
  - Firmware Updates and Firmware Release Notes
  - Control Drivers
  
5. Select 'Manuals, drawings & documentation' to access;
  - Installation & User Manuals
  - Integration Guides
  - Calibration Guides
  - Technical Drawings
  - Lens & Airflow Data
  - How To Videos (Also available offline: [YouTube](#))