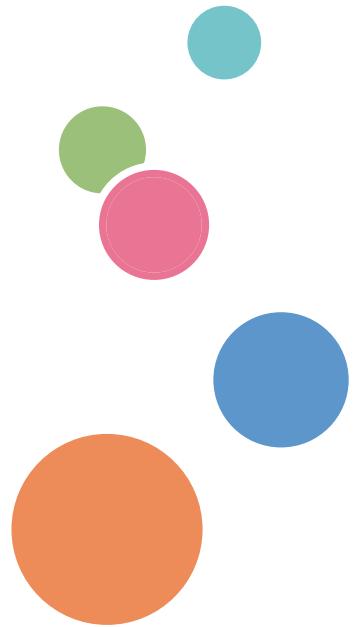




## Operating Instructions



For safe and correct use, be sure to read the Safety Information in Read This First before using the machine.



# TABLE OF CONTENTS

---

Introduction.....	7
How to Read This Manual.....	8
Symbols.....	8
Disclaimer.....	8
Notes.....	8
Terminology.....	9
Precautions for Use.....	10
Handling This Product.....	10
Wireless Networking.....	10
Cleaning.....	11
Copyright Notice.....	11

## **1. Overview**

---

Things You Can Do with Interactive Whiteboard.....	13
Screen Configuration.....	18
Screen Display Modes.....	20
Icons Displayed on the Interactive Whiteboard.....	21
Operating the Screen.....	27
Inserting a USB Flash Memory Device.....	29

## **2. Using a Whiteboard**

---

Basic Operations.....	31
Writing on the Screen.....	31
Deleting Strokes.....	36
Enlarging, Reducing, or Moving the Strokes.....	41
Cutting, Copying, or Pasting Strokes.....	43
Changing the Display Magnification/Moving the Display Area.....	45
Undoing Operations.....	48
Operating a Page.....	49
Adding a Page.....	49
Adding a Template.....	50
Deleting a page.....	52
Turning Pages.....	52
Operating a File.....	54
Saving Pages.....	54

---

Saving Pages Temporarily.....	57
Importing a File.....	59
Importing a Temporarily Saved File.....	62
Sending Pages by E-mail.....	65
Specifying Destinations.....	68
Printing.....	71
Linking with a Smart Device.....	73
<b>3. Connecting Devices</b>	
Devices That Can Be Connected to the Machine.....	75
Connecting a Computer or Tablet to the Machine.....	77
Connecting a Video Conferencing Device to the Machine.....	79
Sharing the Whiteboard Screen in a Video Conference.....	80
Using a Projector to Project a Screen.....	82
<b>4. Connecting to a Video Conference</b>	
Using the RICOH UCS Function.....	85
Installation Requirements.....	86
Preparing for Use.....	88
Holding a Meeting.....	89
What you can do during a meeting.....	90
Specifying the Settings.....	92
<b>5. Using the Web Page of the Machine</b>	
Things You Can Do on the Web Page.....	95
Displaying the Top Page.....	95
Downloading Temporarily Saved Files.....	97
Managing Temporarily Saved Files.....	99
Opening Administrator Settings.....	101
<b>6. Using the Machine to Perform Operations on a Computer Screen</b>	
IWB Remote Desktop Software Overview.....	103
Downloading IWB Remote Desktop Software.....	104
Installing IWB Remote Desktop Software.....	105
Installing the Software to Windows Operating Systems.....	105
Using IWB Remote Desktop Software.....	107
Starting IWB Remote Desktop Software.....	107

---

Using the Machine to Perform Operations on a Computer Screen.....	107
Uninstalling IWB Remote Desktop Software.....	110
Uninstalling the Software from Windows Operating Systems.....	110

## **7. Using a Remote Whiteboard to Share the Screen**

Overview of Remote Whiteboard.....	111
Opening a Remote Whiteboard Session.....	114
Opening a Remote Whiteboard Session in Compatible Mode.....	116
Closing a Remote Whiteboard Session.....	118
Participating in a Remote Whiteboard Session.....	119
Participating from the Interactive Whiteboard.....	119
Participating from the Web Browser.....	122
Participating from Remote Viewer.....	123
Leaving a Remote Whiteboard Session.....	126
Checking the Remote Whiteboard Information.....	127

## **8. Changing the Interactive Whiteboard Settings**

Changing the Detailed Settings.....	129
Displaying the Desktop.....	130
Icons on the Desktop.....	130
Opening General Settings.....	132
General Settings Icons.....	132
Opening Administrator Settings.....	133
Administrator Settings.....	134
Configuring Network Settings.....	138
Configuring Wireless Network Settings.....	140
Setting the Date and Time.....	142
Configuring Region and Language Settings.....	143
Adding or Deleting Your Remote License.....	144
Adding Your Remote License.....	144
Deleting a Remote License.....	144
Configuring SMTP Server Settings.....	146
Settings for Using the Mail to Print Function.....	147
Managing a Remote Contact List.....	148
Creating a Remote Contact List.....	148

---

Adding a Remote Contact List.....	150
Exporting a Remote Contact List.....	151
Managing an Email Address Book.....	152
Creating an Email Address Book.....	152
Adding an Email Address Book.....	154
Exporting an Email Address Book.....	155
Managing a Shared Folder List.....	156
Creating a Shared Folder List.....	156
Importing a Shared Folder List.....	159
Performing a Connection Test on a Shared Folder.....	160
Exporting a Shared Folder List.....	160
Managing a Template.....	161
Creating a Template File.....	161
Importing a Template.....	163
Exporting a Template.....	164
Displaying the Template when the Interactive Whiteboard Starts.....	164
Collecting Logs.....	165
Saving the Log to a USB Flash Memory Device.....	166
Attaching the Log to E-mail.....	166
Updating Your System.....	168
Updating the System Using a USB Flash Memory Device.....	168
Changing the System Settings.....	170
Changing the Security Settings.....	177
Changing User Authentication Settings.....	179
Changing the Print Settings.....	181
Changing the Video Conference Settings.....	183
Managing Devices Connected via Bluetooth.....	184
Adding a device.....	184
Deleting a device.....	184
Managing the Device Settings.....	185
Performing a Configuration Settings Backup.....	186
Restoring Configuration Settings.....	187
Synchronizing Settings on Multiple Whiteboards.....	188

---

Restoring the Factory Default Settings.....	191
---	-----

## **9. Troubleshooting**

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If a Message is Displayed during Operation.....	193
If an Error Message is Displayed during Startup.....	193
Error Messages Related to Drawing/Editing/Erasing Strokes.....	194
Error Messages Related to Remote Whiteboard.....	194
Error Messages Related to PDF File Importing/Saving.....	197
Error Messages Related to Temporarily Saved Files.....	205
Error Messages Related to the RICOH UCS Function.....	205
Error Messages Related to the Authentication Function Using RICOH Streamline NX.....	208
Error Messages Related to the System.....	210
Error Messages Related to Configuration Settings.....	211
Error Messages Related to Web Page.....	217
Other Error Messages.....	218
Error Messages Related to IWB Remote Desktop Software.....	219
When You Cannot Use the Interactive Whiteboard As You Want.....	221
When Turning the System On/Off.....	221
When Displaying an Image.....	222
When Using the System as a Whiteboard.....	222
When Using the System as a Monitor.....	223
While Using Remote Whiteboard.....	224
When Using a USB Flash Memory Device.....	224
When Accessing the Web Page.....	225
When Printing.....	226
When Exporting or Importing Registration Data.....	226
When Synchronizing Device Settings.....	228

## **10. Appendix**

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Managing the Machine with RICOH Streamline NX.....	231
Preparing for Use.....	231
Logging in.....	232
Logging out.....	233
Using the Crestron Function.....	234
Using Remote Viewer.....	235

---

Installing Remote Viewer on a Computer.....	236
Uninstalling Remote Viewer from the Computer.....	236
Changing the Display Magnification of Remote Viewer.....	237
Configuring the Remote Viewer Settings.....	237
Creating a Remote Contact List.....	238
Using the Application Linking Function.....	240
Maintenance.....	241
Cleaning the Display.....	241
List of Video Input Signals Supported by the Machine.....	242
Specifications.....	247
Trademarks.....	251

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# Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:

 **Important**

Indicates points to pay attention to when using the software. Be sure to read these explanations.

 **Note**

Indicates supplementary information that you may find helpful, but not essential to completing a task.

[ ]

Indicates the names of screens, menus, settings, and buttons.

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## Disclaimer

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To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

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## Notes

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Contents of this manual are subject to change without prior notice.

Some illustrations or explanations in this guide may differ from your product due to improvement or change in the product.

The manufacturer shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the manufacturer with your office products.

Two kinds of size notation are employed in this manual.

---

# Terminology

This section explains the terms used in this manual.

## **Captured page**

A page captured to the machine.

## **Stroke**

A line can be drawn with your fingers. A stroke starts when you start drawing and ends when your finger is moved away from the surface of the screen.

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# Precautions for Use

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## Handling This Product

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Observe the following points when moving the machine:

- Turn off the machine and remove the AC adapter from the AC outlet.
- Remove all the connector cables connected to the machine.

### When carrying the machine by hand

When traveling by plane, take this machine onboard as carry-on luggage.

### When Transporting the Machine

This machine contains a large number of glass and precision parts. Observe the following points to prevent the machine from being damaged by excessive shock:

- Wrap the machine in cushioning material to prevent it from being directly exposed to shock.
- Put the machine and its parts in a sturdy cardboard box or the original package that contained this machine when you purchased it. When using the original package, replace the cushioning material with material of the appropriate size.
- Inform the carrier that the machine is a piece of precision equipment.
- For more information about transporting the machine, consult your carrier.

Avoid contact with rubber and plastic materials for an extended period of time. Doing so may lead to discoloration or cause the exterior coating to peel off.

Do not use this machine for an extended period of time. Doing so may lead to failure or shorten the product life.

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## Wireless Networking

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- This product features a certified construction. Disassembling or modifying this product without permission may be punishable by law.
- Before using a wireless LAN/Bluetooth, make sure there is nobody with a pacemaker nearby. This product may cause pacemakers to malfunction due to electromagnetic interference.
- Before using a wireless LAN/Bluetooth, make sure there is no medical equipment nearby. This product may cause medical equipment to malfunction due to electromagnetic interference.
- Before using a wireless LAN/Bluetooth, make sure there are no limitations or restrictions in the place you will be using it. There may be restricted use in places such as medical facilities due to electromagnetic interference.

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- Do not use a wireless LAN/Bluetooth if there is electromagnetic interference from other equipment. Doing so may cause an accident due to the other equipment malfunctioning from the electromagnetic interference.

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## **Cleaning**

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- Never use benzene or thinner to clean the machine. Doing so may lead to deformation, discoloring, or cause the exterior coating to peel off.
- Do not use a chemically treated cloth.
- Periodically remove the dust that accumulates in the air outlet. If the air outlet becomes clogged, the flow of air inside the machine decreases. Poor air flow can result in failure.

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## **Copyright Notice**

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Using this machine to perform any of the following acts, without permission from the copyright holder, for purposes other than personal use may constitute an infringement on the copyright and/or neighboring rights of the commercial video software or cable broadcasting program. These acts include broadcasting or transmitting commercial video software or cable broadcasting programs, modifying videos, such as by freezing, or resizing videos to be displayed in an aspect ratio different from the original. To avoid the risk of possible infringement, we advise you to obtain permission from the copyright holder and take all other measures necessary before performing any of the above-mentioned acts.



# 1. Overview

This chapter provides an overview of the whiteboard function of RICOH Interactive Whiteboard products. It also explains how to view the screen.

1

## Things You Can Do with Interactive Whiteboard

You can use the Interactive Whiteboard in a variety of ways to fit your needs.

### Use a Whiteboard

This chapter provides an overview of the whiteboard function of Interactive Whiteboard products. It also explains how to view the screen.

In addition to drawing freehand lines, you also can convert freehand-written characters to text data, correct or align freehand-drawn circles and lines, and enter stamps and figures by selecting them from the list.

See page 31 "Writing on the Screen".



### Operate pages

You can add or delete pages. You can switch between pages to write, draw, or edit text and figures. You also can change the display magnification of the displayed page.

See page 49 "Operating a Page".



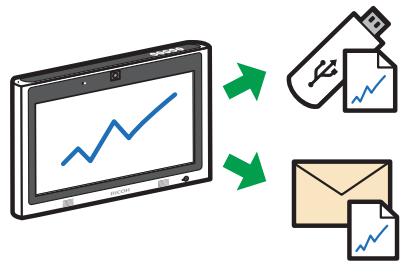
### Save pages

You can combine all the pages within a single PDF file. This file can be saved to a USB flash memory device or sent by e-mail. You also can temporarily save the page you are currently using on the solid-state drive of the machine.

See page 54 "Saving Pages".

See page 65 "Sending Pages by E-mail".

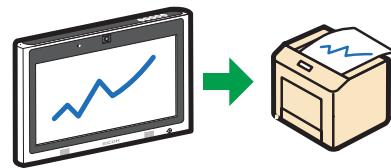
See page 57 "Saving Pages Temporarily".



**Print pages**

You can print the currently displayed page or all pages.

See page 71 "Printing".



DQS033

**Import a file and write text or draw figures**

You can import and display a PDF or PowerPoint file on the screen, and write text or draw figures on the displayed file.

See page 59 "Importing a File".



DQS026

**Display the screen of a computer and write text or draw figures**

You can display an image from a computer, tablet, or document camera. You can also write text or draw figures on the image that is displayed.

See page 77 "Connecting a Computer or Tablet to the Machine".



DQS027

### Use Video/Audio devices

You can display an image from a video conferencing device or share the screen image of the machine with other devices at remote locations (RICOH UCS screen sharing). You also can use a projector to project the screen of the machine.

See page 79 "Connecting a Video Conferencing Device to the Machine".

See page 80 "Sharing the Whiteboard Screen in a Video Conference".

See page 82 "Using a Projector to Project a Screen".

See page 184 "Managing Devices Connected via Bluetooth".



DQS034

### Connect to a video conference

You can use RICOH UCS-based video conferencing to hold a meeting via a built-in camera, microphone, and speaker.

See page 85 "Connecting to a Video Conference".



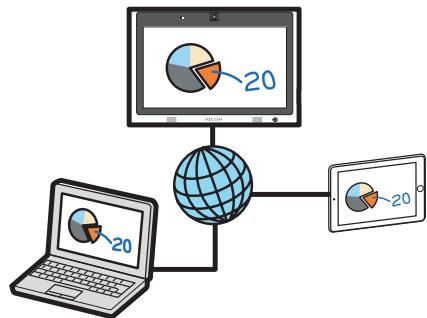
DSR001

### Share a screen with other devices via remote whiteboard

You can share a screen with multiple devices connected via a network. You can also perform operations on the shared screen.

See page 111 "Using a Remote Whiteboard to Share the Screen".

See RICOH Interactive Whiteboard Client Start Guide.



### View the screen of a remote whiteboard session

You can view the screen of a remote whiteboard session.

See page 122 "Participating from the Web Browser".

See page 123 "Participating from Remote Viewer".

### Upload image files and PDF files to the machine

Photos taken with a smart device, stored image files, or PDF files can be uploaded to the machine.

See RICOH Interactive Whiteboard Client Start Guide.

### Display the screen of a computer connected via a network

You can use IWB Remote Desktop Software to display the screen of a computer connected via a network. You can also operate the computer from the machine.

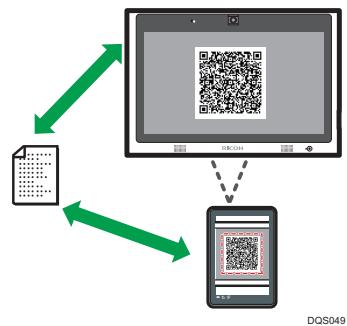
See page 107 "Using IWB Remote Desktop Software".



### Link with a smart device to display or save files

By scanning the QR code that is displayed on the machine by a smart device, you can display the files shown on a smart device on the machine or save the pages displayed on the machine in the smart device.

See page 73 "Linking with a Smart Device".



### Manage the machine with RICOH Streamline NX

You can use the RICOH Streamline NX-based integrated management system to manage the machine by using an IC card- or keyboard input-based authentication function.

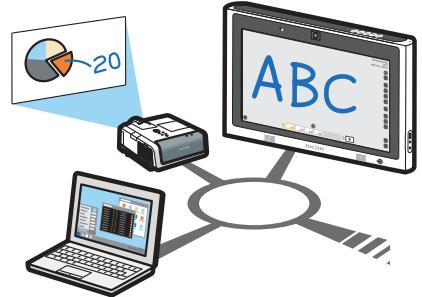
See page 231 "Managing the Machine with RICOH Streamline NX".



### Control IWB from Crestron system

As a Crestron supported device, you can connect and control the machine from Crestron system.

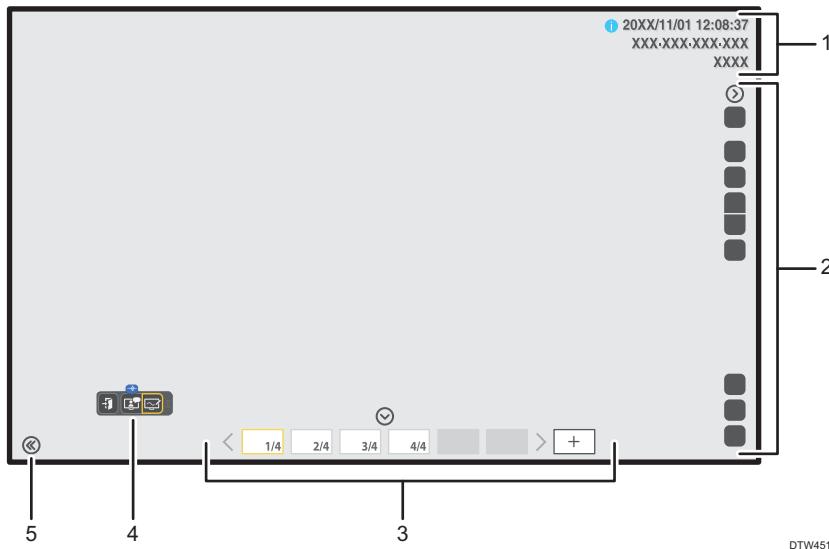
See page 234 "Using the Crestron Function".



#### Note

- Before using this machine, configure the time, date, network, and other settings. For details about these settings, see Opening Administrator Settings.

# Screen Configuration



## 1. Information display area

This area displays the following information:

- Date and time

This area displays the current date and time.

The date and time can be changed in Administrator Settings. For details about how to change the date and time, see page 142 "Setting the Date and Time".

- Host name

Indicates the host name of this machine. If no host name is specified, this area is blank. The host name is displayed only when information about this machine is registered in a reverse record on the DNS server.

- IP address

Indicates the IP address of this machine.

- Passcode

Indicates the passcode. The passcode is used to join in a remote whiteboard session. In the administrator settings, you can choose whether to manually enter or automatically set the passcode when the machine starts up. For details about changing the settings, see page 177 "Changing the Security Settings".

The host name, IP address, and passcode can be shown or hidden by pressing , the Information display icon. The information is automatically hidden one minute after it is displayed by selecting this icon. To continue displaying the information, change the security settings in Administrator Settings. For details about how to change the settings, see page 177 "Changing the Security Settings".

## 2. Main operation panel

The icons in this area are used to draw a stroke and perform various other operations on the screen. For details about the icons displayed, see page 21 "Icons Displayed on the Interactive Whiteboard".

The main operation panel can be shown or hidden by pressing  / , the Show and Hide icons.

### 3. Page operation panel

The icons and thumbnails in this area are used to switch and edit pages. For details about the icons displayed, see page 21 "Icons Displayed on the Interactive Whiteboard".

While an externally input image is displayed, the Page operation panel will disappear automatically if no operations are performed for 10 seconds.

The page operation panel can be shown or hidden by pressing  / , the Show and Hide icons.

### 4. Floating toolbar

The floating toolbar is displayed only when the RICOH UCS function is enabled. For details about the RICOH UCS function, see page 85 "Using the RICOH UCS Function".

You can change the position of the floating toolbar.

The floating toolbar contains the following icons:

Icon	Description
	<p>Changes the machine to the standby mode.</p> <p> <a href="#">Reference</a></p> <ul style="list-style-type: none"> <li>• page 20 "Screen Display Modes"</li> </ul>
	<p>Switches to RICOH UCS mode.</p> <p> <a href="#">Reference</a></p> <ul style="list-style-type: none"> <li>• page 85 "Using the RICOH UCS Function"</li> </ul>
	<p>Switches the screen to whiteboard mode.</p> <p> <a href="#">Reference</a></p> <ul style="list-style-type: none"> <li>• page 20 "Screen Display Modes"</li> </ul>

### 5. Move the main operation panel icon

Moves the main operation panel to the opposite side. The IP address, passcode, and date and time also move together with the panel.

By default, this icon is located on the bottom-left corner of the screen. When the main operation panel is moved to the left, the icon moves to the bottom-right corner of the screen.

# Screen Display Modes

1

You can switch the screen display mode only when the RICOH UCS function is enabled. For details about the RICOH UCS function, see page 85 "Using the RICOH UCS Function".

The following two different screen display modes are available:

Display Mode	Description	Selection Method
Whiteboard Mode	Displays the whiteboard screen.	Touch  the Whiteboard icon, on the floating toolbar when you are in RICOH UCS mode.
RICOH UCS Mode	Displays the RICOH UCS screen	Touch  the RICOH UCS icon, on the floating toolbar when you are in whiteboard mode.

## Toggling between display modes during a meeting

You can switch to whiteboard mode anytime while you are connected to a meeting in RICOH UCS mode. The connection to the meeting is maintained even after you switch to whiteboard mode.

### Note

- When the RICOH UCS function is used for a meeting, a mark indicating a meeting is in progress appears on the icon for the mode that is displayed.

# Icons Displayed on the Interactive Whiteboard

## Main operation panel

Icon	Description
 Share	<ul style="list-style-type: none"> <li>This icon is used to:           <ul style="list-style-type: none"> <li>host a remote whiteboard session</li> <li>participate in the hosted remote whiteboard session</li> </ul> </li> <li>The number of antenna bars that are displayed when connecting from a remote whiteboard may change depending on the communication status of the network.</li> </ul>  <ul style="list-style-type: none"> <li>Used to share the whiteboard screen in a video conference. (RICOH UCS screen sharing)</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 114 "Opening a Remote Whiteboard Session".</li> <li>See page 119 "Participating in a Remote Whiteboard Session".</li> <li>See page 127 "Checking the Remote Whiteboard Information".</li> <li>See page 80 "Sharing the Whiteboard Screen in a Video Conference".</li> </ul>
 Marker Entry Mode	<ul style="list-style-type: none"> <li>Used to draw markers with your finger.</li> <li>This icon appears when marker entry mode is selected from the pen submenu.</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 31 "Writing on the Screen".</li> <li>See page 33 "Writing in marker entry mode".</li> </ul>

Icon	Description
 Pen Handwritten Entry Mode	<ul style="list-style-type: none"> <li>Used to draw strokes, text, or figures, or enter a stamp.</li> <li>This icon appears when handwritten entry mode is selected from the pen submenu.</li> <li>Used to change the colors and thickness of the drawing.</li> <li>Used to display a grid on the screen.</li> <li>The color of the icon changes according to the selected color. Also, the line width of the icon changes according to the selected line width.</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 31 "Writing on the Screen".</li> <li>See page 34 "Writing in handwritten entry mode".</li> </ul>
 Fair Copy Entry Mode	<ul style="list-style-type: none"> <li>This icon appears when fair copy entry mode is selected from the pen submenu.</li> <li>Used to write handwritten text and have the text recognized and converted to text data.</li> <li>The color of the icon changes according to the selected color.</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 31 "Writing on the Screen".</li> <li>See page 34 "Writing in fair copy entry mode".</li> </ul>
 Line Entry Mode	<ul style="list-style-type: none"> <li>This icon appears when line entry mode is selected from the pen submenu.</li> <li>Used to draw lines, dotted lines, and arrows.</li> <li>The color of the icon changes according to the selected color. Also, the shape of the icon changes according to the selected line type.</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 31 "Writing on the Screen".</li> <li>See page 35 "Writing in line entry mode".</li> </ul>

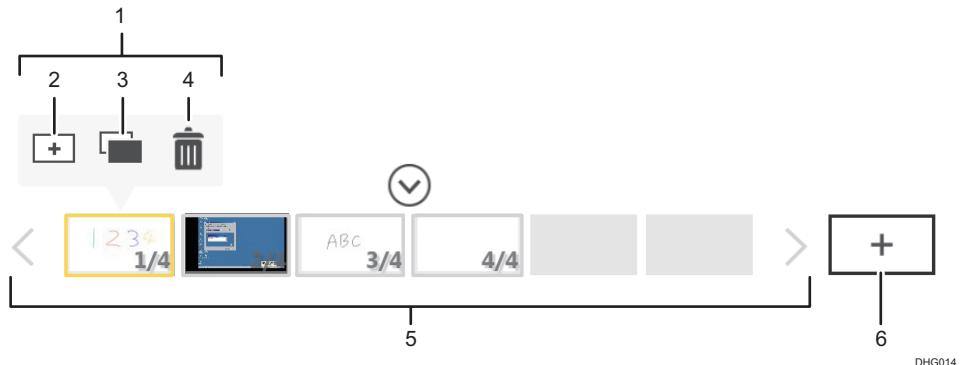
Icon	Description
 Stamp Entry Mode	<ul style="list-style-type: none"> <li>This icon appears when stamp entry mode is selected from the pen submenu.</li> <li>Used to select and enter a stamp.</li> <li>The color of the icon changes according to the selected color. Also, the shape of the selected stamp is displayed. If the entered text is too long, an icon similar to the following appears:</li> </ul>  <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 31 "Writing on the Screen".</li> <li>See page 35 "Writing in stamp entry mode".</li> </ul>
 Select and Delete	<ul style="list-style-type: none"> <li>Used to select a stroke, text, figure, or stamp to edit.</li> <li>Used to delete a stroke, text, figure, or stamp.</li> <li>Used to draw strokes, text, figures, or cut/copy/paste stamps.</li> <li>Depending on the function that is selected on the select or delete submenu, one of the following icons appears:</li> </ul> <p>1.  2.  3.  4. </p> <p style="text-align: right;">DQN021</p> <ol style="list-style-type: none"> <li>Delete</li> <li>Partially Delete</li> <li>Select</li> <li>Paste</li> </ol> <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 41 "Enlarging, Reducing, or Moving the Strokes".</li> <li>See page 36 "Deleting Strokes".</li> <li>See page 43 "Cutting, Copying, or Pasting Strokes".</li> </ul>
 Undo/Redo	<ul style="list-style-type: none"> <li>Used to undo a drawn, edited, or deleted stroke, text, figure, or stamp.</li> <li>Used to redo the operation that was undone.</li> </ul> <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 48 "Undoing Operations".</li> </ul>

Icon	Description
 Loupe	<ul style="list-style-type: none"> <li>Used to change the display magnification.</li> <li>Used to move a displayed area.</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 47 "Using the submenu accessed from the Loupe icon".</li> </ul>
 Switch External Input	<ul style="list-style-type: none"> <li>Displays a screen from a connected device in real time. You can switch the displayed screen by touching the icon.</li> <li>This icon appears when an image from any of the external input terminals is being displayed.</li> <li>The available icons are as follows:</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;"> <span>1. </span> <span>2. </span> <span>3. </span> <span>4. </span> <span>5. </span> <span>6. </span> </div> <p style="text-align: right;">DQN022</p> <ol style="list-style-type: none"> <li>When the image from the VGA Input is selected</li> <li>When the image from the DisplayPort Input is selected</li> <li>When the image from the HDMI Input is selected</li> <li>When the image of the computer that is connected via Remote Desktop Software is being displayed</li> <li>When an externally input image of the whiteboard that is shared by remote whiteboard is being displayed</li> <li>If the handwritten entry is still displayed when the external input is disconnected</li> </ol> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 77 "Connecting a Computer or Tablet to the Machine".</li> <li>See page 103 "Using the Machine to Perform Operations on a Computer Screen".</li> <li>See page 111 "Using a Remote Whiteboard to Share the Screen".</li> </ul>
 Import to Page	<ul style="list-style-type: none"> <li>Captures a screen or an image of the connected device.</li> <li>This icon appears when an image from any of the external input terminals is being displayed.</li> </ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 77 "Connecting a Computer or Tablet to the Machine".</li> </ul>

Icon	Description
	<ul style="list-style-type: none"> <li>Used to operate a computer screen displayed on the screen of the machine.</li> <li>This icon appears when you use the IWB Remote Desktop Software.</li> </ul> <span data-bbox="360 407 536 439"> <b>Reference</b></span> <ul style="list-style-type: none"> <li>See page 107 "Using IWB Remote Desktop Software".</li> </ul>
	<ul style="list-style-type: none"> <li>Used to check or change the whiteboard detailed settings.</li> </ul> <span data-bbox="360 564 536 595"> <b>Reference</b></span> <ul style="list-style-type: none"> <li>See page 129 "Changing the Detailed Settings".</li> </ul>
	<ul style="list-style-type: none"> <li>Used to add a template as a new page.</li> <li>Used to load a file.</li> <li>Used to save pages.</li> <li>Used to send pages by e-mail.</li> <li>Used to print pages.</li> <li>Used when using a QR code.</li> </ul> <span data-bbox="360 1021 536 1052"> <b>Reference</b></span> <ul style="list-style-type: none"> <li>See page 50 "Adding a Template".</li> <li>See page 59 "Importing a File".</li> <li>See page 54 "Saving Pages".</li> <li>See page 65 "Sending Pages by E-mail".</li> <li>See page 71 "Printing".</li> <li>See page 73 "Linking with a Smart Device".</li> </ul>
	<ul style="list-style-type: none"> <li>Used to put the machine into standby mode. You can temporarily save the page when you put the machine into standby mode.</li> <li>Used to display the desktop.</li> </ul> <span data-bbox="360 1491 536 1522"> <b>Reference</b></span> <ul style="list-style-type: none"> <li>See page 57 "Saving Pages Temporarily".</li> </ul>

## Page operation panel

1



### 1. Captured the page operations icon

Appears when a page in the page list is selected. If no operations are performed for three seconds, the icon will disappear automatically. The following icons are included:

### 2. Insert Page icon

Adds a new page before the currently selected page. For details, see page 49 "Adding a new page".

### 3. Page Copy icon

Adds a page by making a copy of the page selected in the page list. For details, see page 50 "Copying a page".

### 4. Page Delete icon

Deletes the page selected in the page list. For details, see page 52 "Deleting a page".

### 5. Page List

Displays the thumbnails of pages. To operate a page, touch a thumbnail. Page information is displayed as "page number/total number of pages" at the lower right of the thumbnails.

Up to four pages are displayed. If five or more pages are to be displayed, use </>, the Scroll icons, to move between pages.

### 6. New Page icon

Adds a new blank page at the end of the page list. For details, see page 49 "Adding a new page at the end of the page list".

#### Note

- If you install another application to the machine, a new icon is added on the main operation panel. Launch the installed application by touching the icon on the main operation panel.
- For details about linking the machine with an application, see page 240 "Using the Application Linking Function".

# Operating the Screen

You can use your fingers or palm to operate the screen.

To select an icon or button, touch the item you want to use with your finger.

To execute the function of an icon on the desktop, touch the same spot twice quickly with your finger.

When operating a computer from the machine, you can perform a single-click by touching the screen once or a double-click by touching the same location twice.

Also, you can enter up to 4 strokes at one time to perform handwritten entry.

## Major Screen Operations

### Input

Several methods of entering text and drawing strokes on the whiteboard such as the handwritten entry, fair copy entry, drawing figures, or stamps are available.

### Delete

Deletes a whiteboard entry.

You can select and delete a specific stroke or portion of handwriting, or use the palm of your hand or the balls of your fingers to delete an entry (palm deletion mode).

### Select

To select an item, enclose the item with a stroke.

### Reduce/Enlarge

The selected item can be enlarged or reduced.

### Move

The selected item can be moved to a different position.

### Cut/Copy/Paste

The selected item can be cut, copied or pasted.

### Marker

To draw a marker, touch the screen with your finger and slide it across the surface.

## Note

- For details about the screen operation, see page 31 "Basic Operations".

## Notes before operating

- If a shirt sleeve touches the display while you are operating the screen, text or figures may not be written or drawn on the display of the whiteboard correctly.
- When the machine is in palm deletion mode, you cannot perform any operation other than deletion.
- You cannot perform scaling, moving strokes, or other operations while drawing on the screen with your fingers.

- While you are operating the screen with your fingers to scale or move an object, the touch may not be recognized accurately when the distance between your fingers touching the screen is too narrow.
- A touch on the top of the screen may not be recognized accurately.

# Inserting a USB Flash Memory Device

You can save the pages, log files and various settings that are created or specified on the machine to a USB flash memory device. To use this feature, attach a USB flash memory device to the machine using the following procedure.

## **CAUTION**

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## **Important**

- If a USB flash memory device is being accessed, do not disconnect it. Doing so can damage the USB flash memory device and corrupt its data.
- The video files stored on a USB flash memory device cannot be played back on the machine.
- Use a USB device that supports USB 2.0 or USB 3.0.
- Use a USB device that is formatted in FAT16, FAT32, or NTFS file system.
- A USB flash memory device protected by a password cannot be used.

1. **Move the USB flash memory device in the correct direction, and then push it straight into a vacant USB port.**



# 2. Using a Whiteboard

This chapter explains the basic operations such as writing text or drawing figures on the display, operations of pages, and how to save displayed on the screen.

## Basic Operations

2

You can perform the following operations with your fingers or palm:

### Operation by Your Fingers

- Marker entry
- Handwritten entry
- Fair copy entry
- Line entry
- Stamp entry
- Reduce/Enlarge/Move
- Cut/Copy/Paste
- Changing the display magnification/moving the display area

### Operation by your fingers or palm

- Erase

#### ★ Important

- To turn on or off the machine, press the power button on the front panel of the machine. To disconnect the power cord, you must first turn off the machine. Press the power button to turn off the machine, and then disconnect the power cord from the power outlet.
- For details about how to shut down the machine, see [Read This First](#).

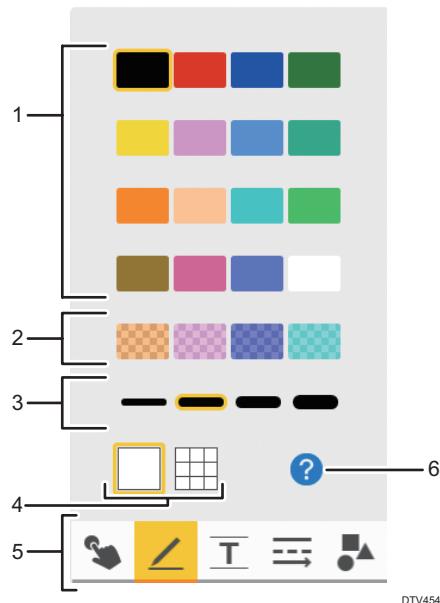
## Writing on the Screen

Write text or draw figures using your fingers.

Lines, automatically-recognized figures, and fair copy entry text can be automatically aligned to the grid lines when entering, moving, reducing or enlarging the item. The Snap-to-grid function can be enabled or disabled under the Whiteboard Detailed Settings. For details, see page 129 "Changing the Detailed Settings".

### 1. Touch , the Pen icon.

The Pen icon submenu appears.



### 1. Line colors

Selects the color of drawn lines.

### 2. Line colors (semi-transparent)

Selects the color of drawn lines from the semi-transparent colors.

### 3. Thickness of the line

Selects the thickness of the drawn lines.

### 4. Grid line

Switches between showing and hiding the grid line on the screen.

### 5. Entry mode

Selects the type of the item to draw.

- Writing in marker entry mode (page 33 "Writing in marker entry mode")
- Writing in handwritten entry mode (page 34 "Writing in handwritten entry mode")
- Writing in fair copy entry mode (page 34 "Writing in fair copy entry mode")
- Writing in line entry mode (page 35)
- Writing in stamp entry mode (page 35 "Writing in stamp entry mode")

### 6. Explanation of the various writing operations

Displays the explanation screen for various operations.

#### Note

- The selection buttons that correspond to each entry mode are displayed for the following entry modes: copy text entry, line entry, and stamp entry.

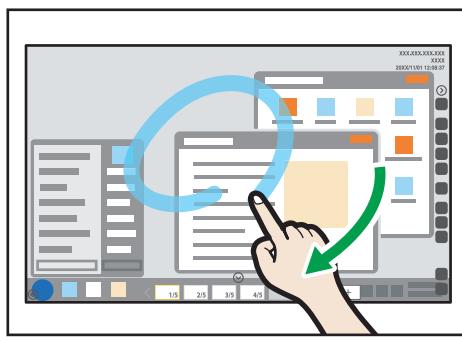
- To deepen the color of the grid line, select the [Darken the color of grid/guide line] check box in System Settings. For details, see page 170 "Changing the System Settings".
- 3,000 total strokes, fair copy entry text, figures, and stamps can be drawn on a single page. The maximum number of each item that can be entered on a single page is as follows:
  - 3,000 strokes
  - 1,000 characters (Japanese, Chinese), or 1,000 words (alphanumeric characters)
  - 1,000 figures
  - 500 stamps
- 90,000 total strokes, fair copy entry text, figures, and stamps can be drawn on all pages.

## Writing in marker entry mode

A marker is a semi-transparent, thick line drawn with your finger. The drawn marker disappears in a few seconds after it is drawn.

A marker is useful to indicate an important portion of written text, drawn figures, or a displayed image to which you want to draw attention. This function can also be used while a remote whiteboard is used.

1. Touch , the marker entry mode icon.
2. Touch the screen with your finger and slide it across the surface.



DHG022

The light blue (cyan) marker runs to the point where you lift your finger off the screen.

### Drawing markers during a remote whiteboard session

A marker can be drawn in by all machines hosting or participating in remote whiteboard, and it is displayed on all the machines.

The colors of the markers used during a remote whiteboard session are as follows:

- Host whiteboard: Light blue (Cyan)
- First participating whiteboard: Pink (Magenta)
- Second participating whiteboard: Green
- Third participating whiteboard: Orange (Yellow)

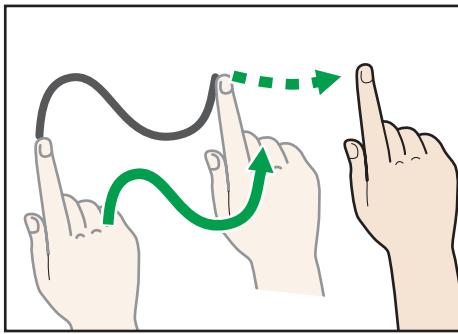
**Note**

- You cannot select the thickness and line color while marker entry mode is enabled.
- You cannot draw markers while a compatible mode is enabled for a remote whiteboard session.
- You cannot save, send by e-mail, or print markers.
- When you are using an application that is linked to the whiteboard and you switch the mode to the marker entry mode with the mouse, the marker starts writing from where you press with the mouse button until you release it. Regarding links to applications, see page 240 "Using the Application Linking Function".

**Writing in handwritten entry mode**

Write freehand text or draw figures.

1. Touch , the Handwritten Entry mode icon.
2. Select the color and thickness of the line you are drawing from the submenu.
3. Move your finger on the screen.



DQS022

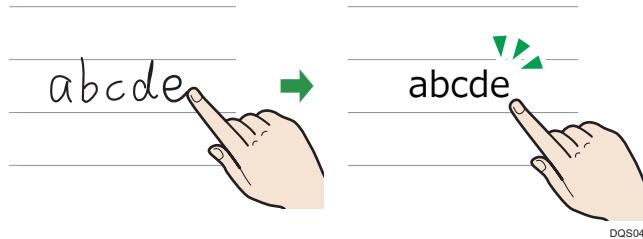
**Writing in fair copy entry mode**

Write freehand characters and have them automatically recognized and converted to text data.

Horizontal and vertical lines, circles, and rectangles are also recognized and corrected automatically.

1. Touch , the Fair Copy Entry mode icon.
2. Select the color, size, and language of the characters to be entered.
3. Write characters with your finger in the squares on the guideline.

Handwritten characters are recognized and converted automatically, and displayed as text data.



### Note

- Japanese or Chinese characters are recognized and converted into text for each single character. Alphanumeric entries are recognized for each single word.
- If a hand-written Japanese or Chinese character is not recognized correctly, touch and hold the character until the list of candidates appears. Then, select the correct character from the list.
- The size of the character is not affected by changing the line width. An appropriate thickness is automatically applied to the character according to the size of the character.
- A line that protrudes greatly from the guideline is recognized as a separate stroke.
- To deepen the color of the guide line, select the [Darken the color of grid/guide line] check box in System Settings. For details, see page 170 "Changing the System Settings".
- If you change to remote whiteboard in compatible mode, the entered characters are converted to an image and cannot be edited anymore.
- If you want to enter a small figure that may be converted as a character in fair copy entry mode, you can configure the machine to perform figure recognition in the Whiteboard Detailed Settings. For details, see page 129 "Changing the Detailed Settings".

## Writing in line entry mode

Write freehand lines and arrows.

1. Touch , the Line Entry mode icon.
2. Select the color, thickness, and type of the line you are drawing.
3. Touch the screen surface with your finger, and move your finger while keeping your finger on the screen surface.

A line or arrow that connects the start and end points is drawn.

### Note

- You cannot draw a line that is less than 10 mm in length.

## Writing in stamp entry mode

Select and write a figure or stamp you want to use from the list.

1. Touch , the Stamp Entry mode icon.
2. Select the color and type of the figure or stamp you want to use.

Touch  /  to switch to a different figure or stamp list pages.

3. Touch the screen in the position you want. The selected figure or stamp is drawn in the position you touched with your finger.

To move the position of the figure or stamp, keep your finger in contact with the screen surface after touching the screen and drag your finger to the position you want.

4. Enlarge, reduce, or move the figure or stroke as desired.

For details, see page 41 "Enlarging, Reducing, or Moving the Strokes".

#### Note

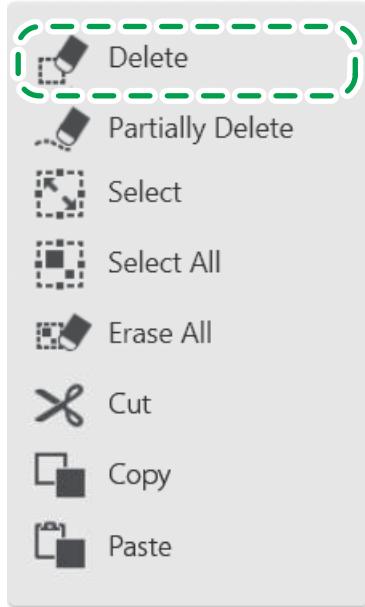
- You cannot select the thickness of the line when a stamp is being selected.

## Deleting Strokes

This section explains how to delete written text and drawn figures. You can delete an individual stroke or delete only the specified portions of a stroke.

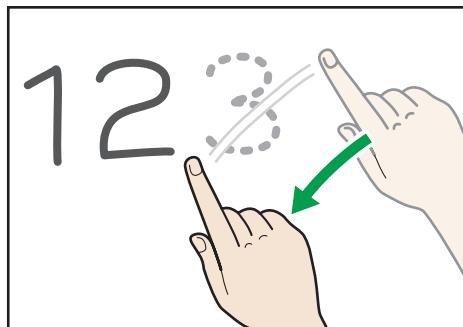
### Deleting individual strokes

1. Touch , the Select and Delete icon, and then touch , the Delete icon.



DMT209

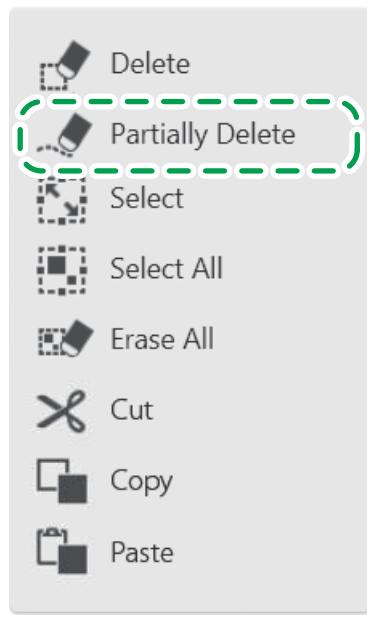
2. Move your finger across a stroke to erase it.



2

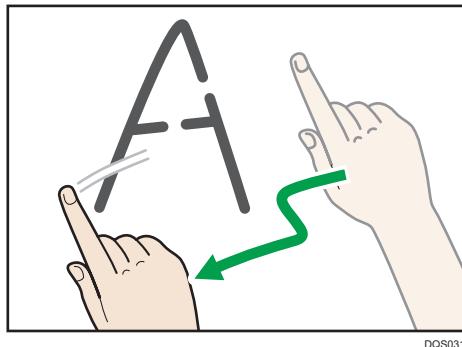
### Deleting a portion of a stroke

1. Touch , the Select and Delete icon, and then touch , the Partially Delete icon.



**2. Move your finger over the stroke.**

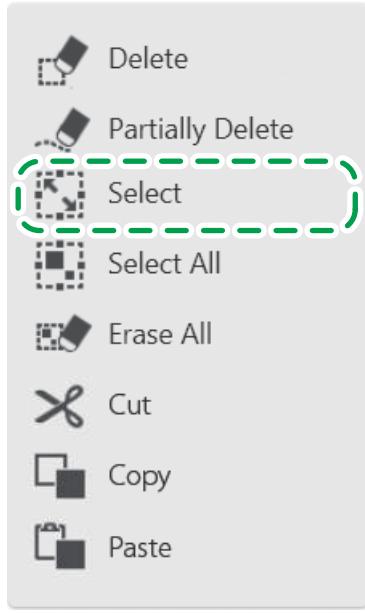
2



Only the portions of the stroke touched by your finger are deleted. The thickness of the deleted portions is equal to the one selected by , the Pen icon.

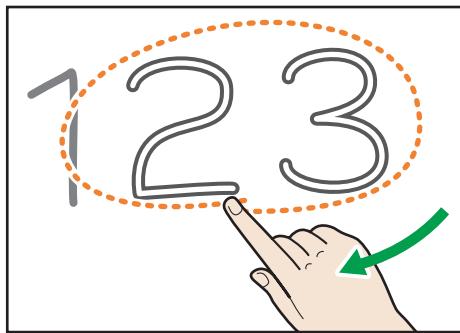
**Note**

- You cannot partially delete fair copy entry text, figures, or stamps.
- You cannot use this function when using remote whiteboard in compatible mode.

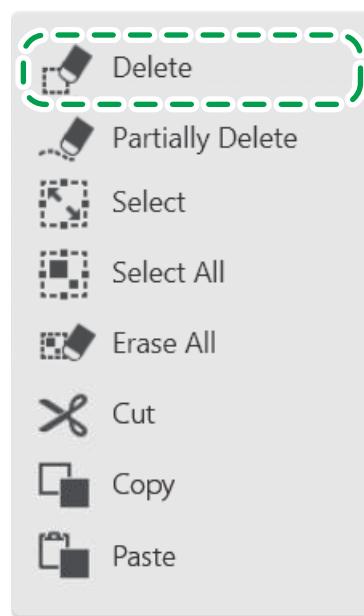
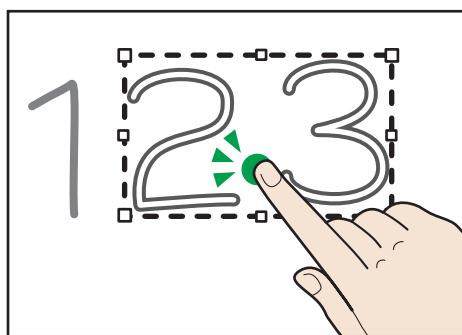
**Selecting and deleting multiple strokes****1. Touch , the Select and Delete icon, and then touch , the Select icon.**

## 2. Enclose a stroke with your finger to select the stroke.

You can select a single stroke by touching it.



## 3. Touch , the Select/Delete icon with your finger, and then touch [Delete].



## Deleting all strokes

You can erase all strokes on the screen.

1. Touch , the Select and Delete icon.
2. Touch [Erase All].
3. Touch [Delete].

## Deleting in palm deletion mode

You can use the palm of your hand or the balls of one or more fingers to delete a whiteboard entry.

When the area of your contact on with the screen with using the palm of your hand or the balls of one or more fingers exceeds a predetermined size, the system automatically switches to palm deletion mode.

When you release remove the palm of your hand or the balls of one or more fingers from the screen, the system exits from palm deletion mode.

2

In palm deletion mode, you can delete part or all of an entry written in handwritten entry mode. You can also delete characters written in fair copy entry mode, or graphics, or stamps.

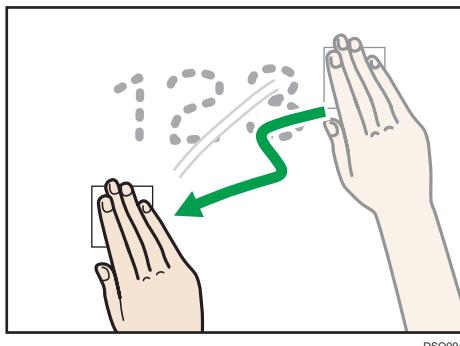
Use the palm of your hand or the balls of your fingers as appropriate, depending on what area of a whiteboard entry you want to delete.

In palm deletion mode, either a large or small icon is displayed, depending on the area of your contact on the screen with your hand or fingers. To delete an entry, move drag the displayed delete icon across the entry.

### Deleting with the palm of your hand

To delete a larger area of an entry, use the palm of your hand.

1. Touch the screen with the palm of your hand.
2. Drag the displayed delete icons across the entry that you want to delete.



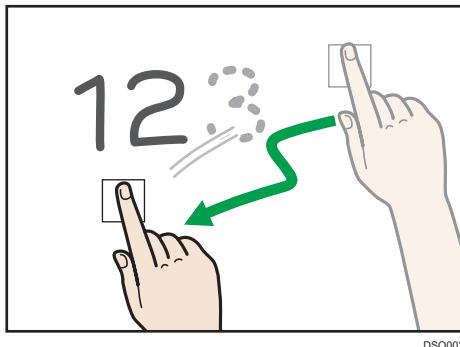
The portion of the entry that you dragged the delete icons across is deleted.

### Deleting with the balls of your fingers

To delete a narrower area of an entry, use the ball of your finger.

1. Touch the screen with the ball of your finger.

2. Drag the displayed delete icon across the entry that you want to delete.



2

The portion of the entry that you dragged the delete icon across is deleted.

 **Note**

- If the area that your finger touches on the screen is too narrow, the touch may not be recognized correctly, resulting in a deletion failure.
- Fair copy entered, text, graphics, or stamps cannot be partially deleted.
- When the machine is in palm deletion mode, you cannot perform any operation other than deletion.
- Up to 4 deletion icons can be displayed and operated at a time.

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### Enlarging, Reducing, or Moving the Strokes

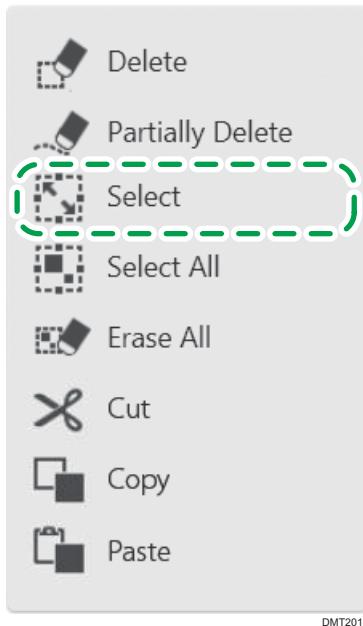
---

You can enlarge, reduce, or move the written text or drawn figures after selecting it.

### Selecting a stroke

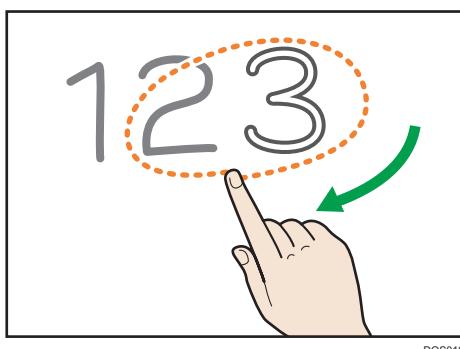
1. Touch , the Select and Delete icon, and then touch , the Select icon.

2



2. Enclose a stroke with your finger to select the stroke.

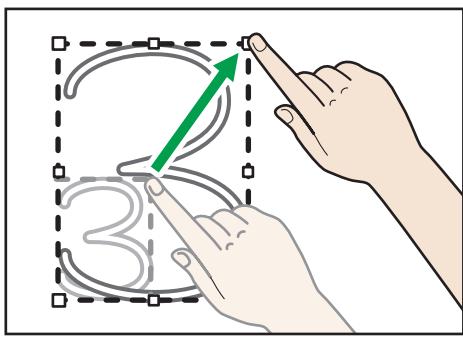
You can select a single stroke by touching it.



Touch  [Select All] to select all strokes on the page.

### Enlarging or reducing strokes

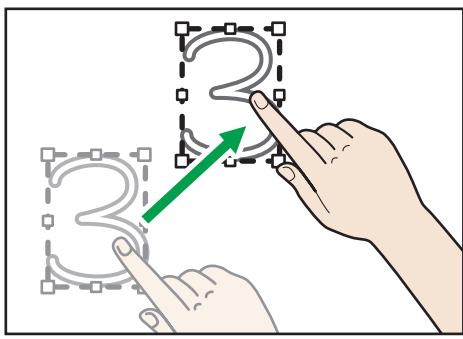
Place your finger on the corner or the center of a side, and then drag your finger so that the stroke can be enlarged or reduced to the size you want.



DQS021

### Moving strokes

Drag the selected stroke to the area where you want to place the stroke.



DQS020

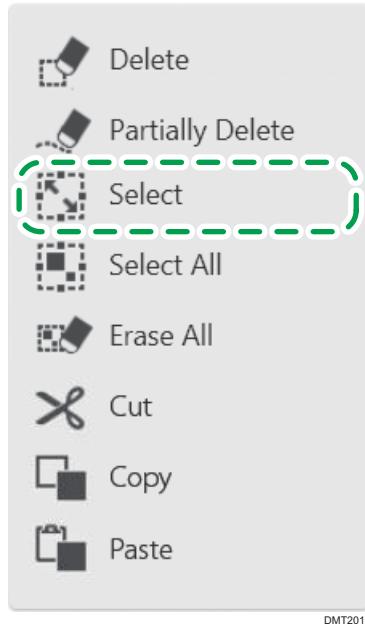
## Cutting, Copying, or Pasting Strokes

You can select, cut, copy, or paste a stroke already drawn on the screen.

2

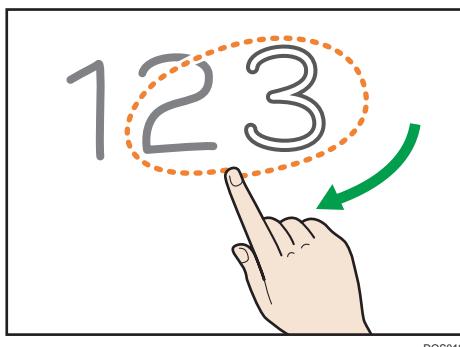
### Cutting or Copying Strokes

1. Touch , the Select and Delete icon, and then touch , the Select icon.



2. Enclose a stroke with your finger to select the stroke you want to cut or copy.

You can select a single stroke by touching it.



DQS019

Touch  [Select All] to select all strokes on the page.

3. Touch , the Select and Delete icon, and then touch  [Cut] or  [Copy].

Touching [Cut], you can erase the stroke.

### Pasting Strokes

Pastes the content of the clipboard when it contains strokes that have been cut or copied.

---

**1. Touch  [Paste] and touch the place on the screen to paste the cut or copied stroke.**

You can perform this operation successively. Also, dragging the pasted stroke continuously, you can move it.

**2. Enlarge, reduce, or move the figure or stroke as you want.**

For details, see page 41 "Enlarging, Reducing, or Moving the Strokes".

** Note**

2

- The cut or copied strokes are saved temporarily until one of the following operations is performed:
  - Another stroke is cut or copied.
  - The machine is shut down.
  - The machine enters standby mode.
  - The whiteboard is closed.
  - A remote whiteboard in compatible mode is opened.

---

**Changing the Display Magnification/Moving the Display Area**

---

You can change the display magnification of a displayed page or move the display area of an enlarged page, either by directly touching the screen or by using a submenu accessed from the Loupe icon.

** Note**

- When hosting or participating in a remote whiteboard session, the result of the operation you perform is applied to all the devices.

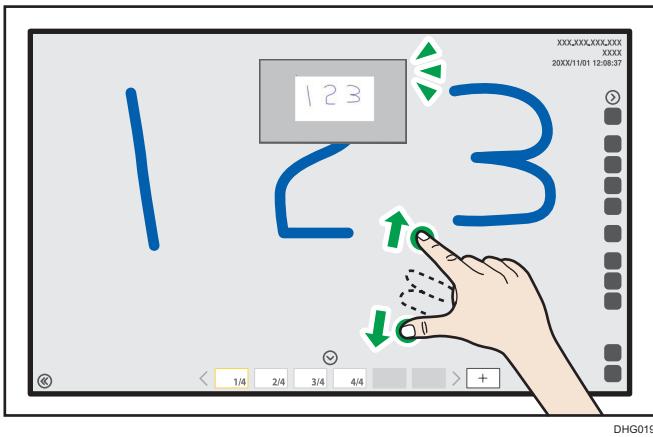
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**Changing the display magnification using your fingers**

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When you change the display magnification or move the display area with your fingers, a zoom navigator appears in the top center of the screen. The zoom navigator shows the area displayed on the screen.

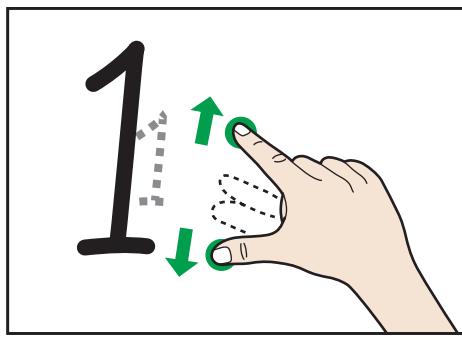
2



DHG019

### Changing the display magnification

Touch the screen with two fingers and spread or pinch them together.

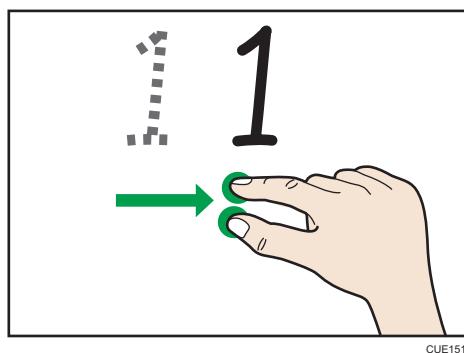


CUE150

- When you spread your fingers apart, the screen is enlarged, centering on where you originally touched.
- When you pinch your fingers together, the screen is reduced, centering on where you originally touched.

### Moving the Display Area

Touch the screen with two fingers, and while maintaining the same distance between them, move them up or down, or left or right.



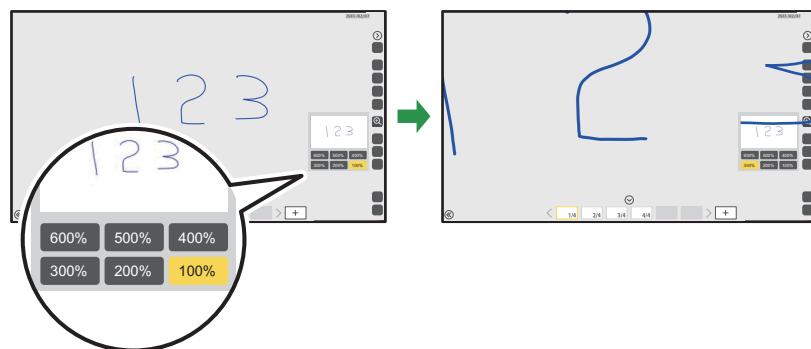
2

The display area moves with the movement of your fingers.

### Using the submenu accessed from the Loupe icon

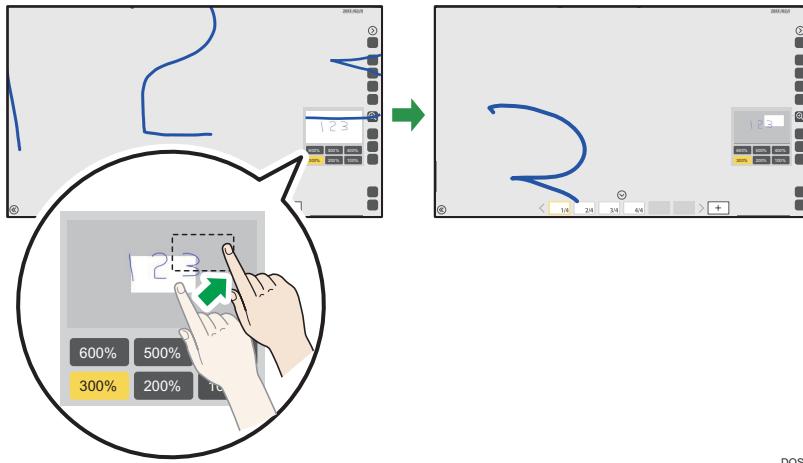
Select , the Loupe icon, to change the display magnification, or to move a displayed area. The enlarged display area can be moved.

1. Touch , the Loupe icon.
2. Touch the display magnification, and then select the magnification.



3. To move the display area, touch and press down on the display area with your finger. While pressing down with your finger, drag it across the area.

2



DOS036

#### Note

- If no operations are performed in the submenu of , the Loupe icon, for ten seconds, the submenu will disappear automatically. To hide the submenu manually, touch , the Loupe icon, again.

## Undoing Operations

You can undo an operation in which a stroke is drawn, edited, or deleted. You can also redo operations that were undone.

1. Touch , the upper part of the Undo/Redo icon.

To redo the undone operation, touch , the lower part of the Undo/Redo icon.

#### Note

- When participating in a remote whiteboard session, you can only undo or redo the strokes drawn, edited, or deleted on your machine.
- After capturing an externally input image, you cannot undo or redo any of the operations performed on the captured page.
- After copying a captured page, you cannot undo or redo any of the operations performed on the copied page.
- When participating in a remote whiteboard session in compatible mode, you cannot undo or redo any operations.
- When switching pages after writing text or drawing figures on a page and perform "Undo", the previous page on which you have written text or drawn figures will be undone. Displayed pages will not be switched although "Undo" is applied to a hidden page.
- You can undo up to 100 operations.

# Operating a Page

This section explains the operation of a page such as adding or deleting a page.

## Adding a Page

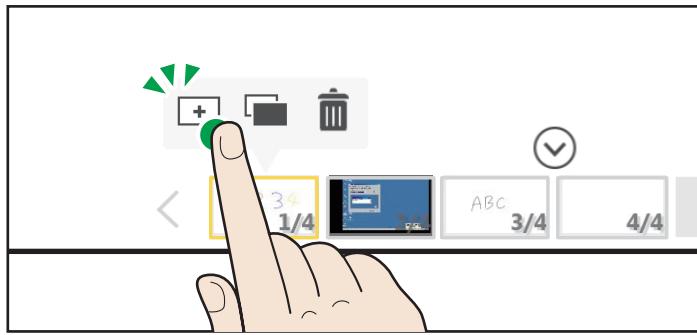
2

### Adding a new page

1. On the page list, touch the thumbnail of the page that is right before the location where you want to add a page.

The captured page operation panel appears.

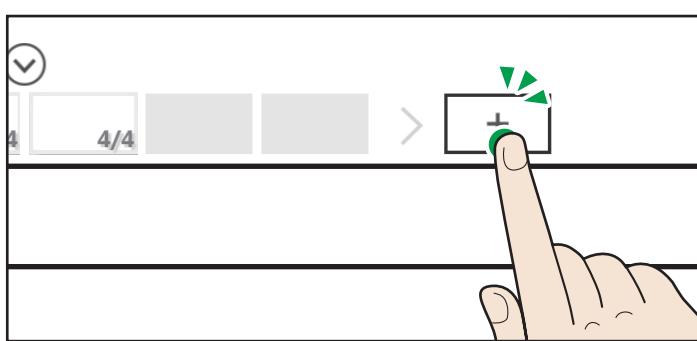
2. Touch , the New Page icon.



A new blank page is created behind the selected page, and the newly created page is displayed.

### Adding a new page at the end of the page list

1. To add a new page, touch , the Create New Page icon.



A new blank page is created at the end of the captured pages list. The added page appears on the screen.

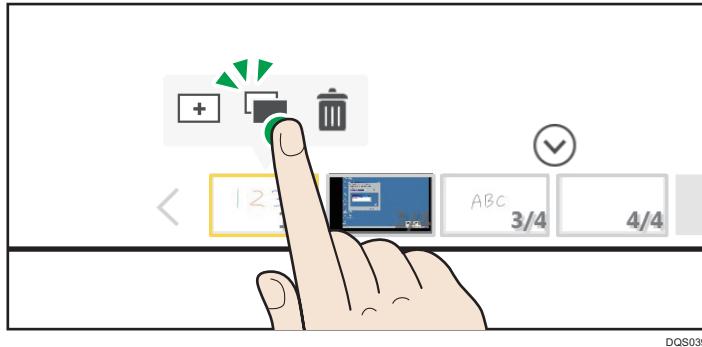
## Copying a page

2

1. On the page list, touch the thumbnail of the page that you want to copy.

The captured page operation panel appears.

2. Touch , the Page Copy icon.



A copy of the selected page is added immediately after the displayed page. The added page appears on the screen.

### Note

- If there is a total of 90,000 strokes, fair copy entry text, figures, and stamps on all pages, you cannot use  the Insert New Page icon,  the Create New Page icon and  the Page Copy icon.
- During a remote whiteboard session,  the Insert New Page icon and  the Page Copy icon do not work.
- If you add a new page during a remote whiteboard session, the default screen is added.
- After a template is set as the default screen of the whiteboard, the template is displayed when the whiteboard starts. For details about how to configure the default screen, see page 161 "Managing a Template".

## Adding a Template

After importing a template to the machine in advance, you can add it as a new blank page.

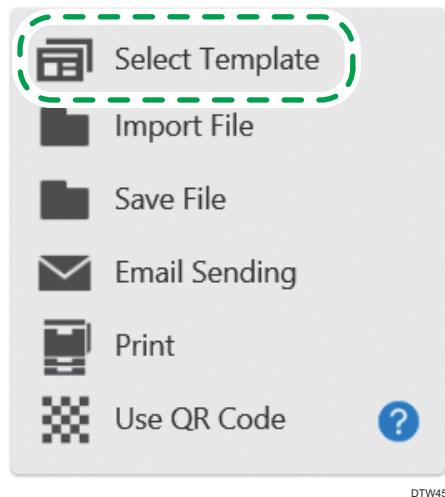
For details about how to import a template to the machine, see page 161 "Managing a Template".

### Important

- You cannot add templates for a remote whiteboard session while in compatible mode.

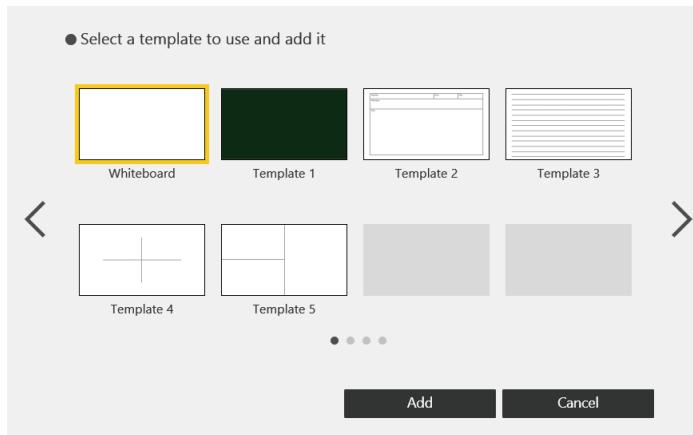
1. Touch , the Import and Save icon.

2. Touch [Select Template].



2

3. From the list of template images, select the template that you want to add.



5 template screens have been imported in advance.

4. Touch [Add].

A template is added as a new blank page at the end of the page list.

 **Note**

- You can add a white page by selecting the one in the template selection window.

## Deleting a page

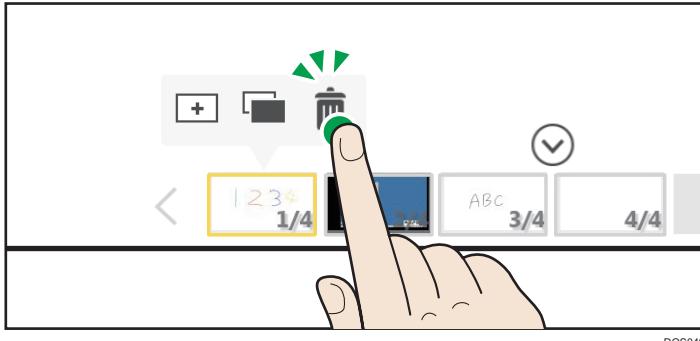
---

1. On the page list, touch the thumbnail of the page that you want to delete.

The captured page operation panel appears.

2. Touch , the Page Delete icon.

2



DQS040

3. Touch [Delete].

The displayed page is deleted.

The preceding page appears. If the deleted page is the top page, the next page appears.

## Turning Pages

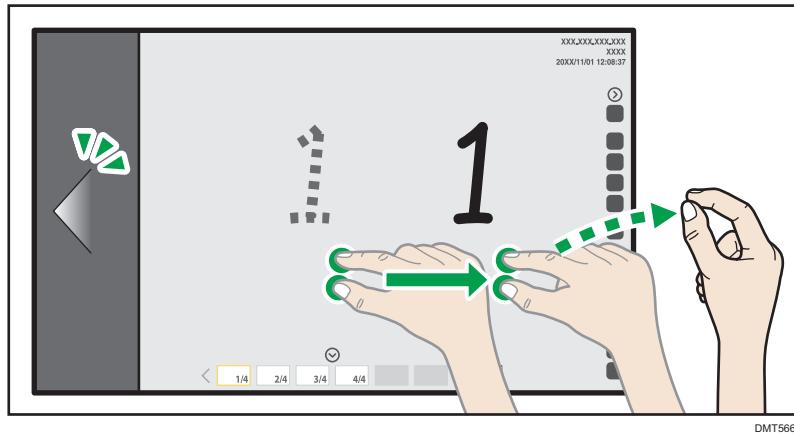
---

You can turn the pages using your fingers.

1. Touch the screen with two fingers, and while maintaining the same distance between them, move them to the left or right side of the page.

- Move your fingers all the way to the left to display the next page.
- Move your fingers all the way to the right to display the previous page.

2. When the page side comes into view, release your fingers from the screen.



# Operating a File

This section explains how to save or print written text and drawn figures on the display or captured screens.

## CAUTION

2

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## Saving Pages

You can save written text and drawn figures or captured screens to the locations shown below.

- A folder on the network
- USB flash memory device
- Temporary save folder on the machine

This section explains the procedure for saving data to a shared folder or USB memory. To save data to a temporary save folder, see page 57 "Saving Pages Temporarily".

All the existing pages are saved as a single PDF file.

You can load saved pages, edit or add strokes, figures, and text, or add strokes on the pages. For details about how to import saved files, see page 59 "Importing a File".

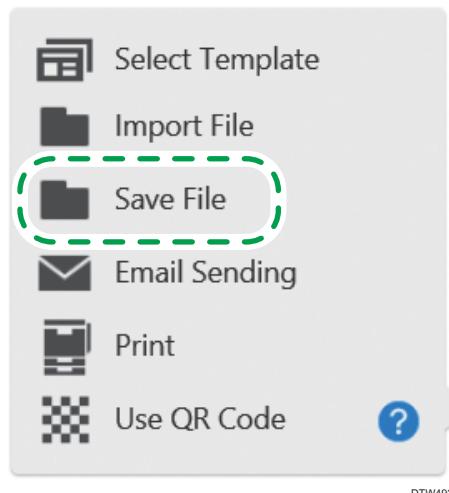
Blank pages are not saved.

### Important

- Before saving pages in a shared folder, register the folder. For details about how to register a shared folder, see 156 "Managing a Shared Folder List".

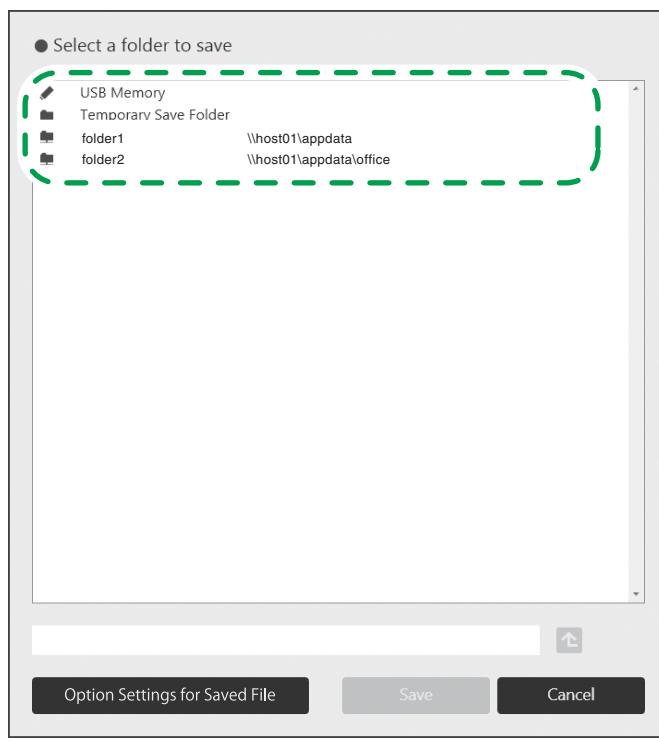
1. **To save pages in a USB flash memory device, insert the flash memory device into the USB port on the machine.**  
Insert only one USB flash memory device.  
For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".
2. **Touch 54**

3. Touch  [Save File].



2

4. Specify the folder in which you want to save a file on the displayed screen.



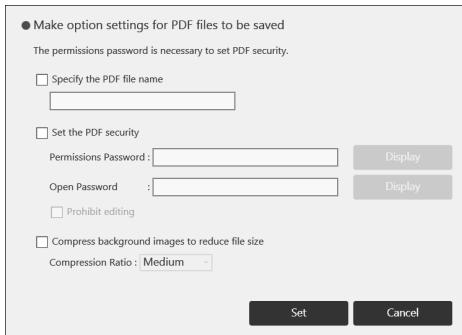
- Select "USB Memory" to save the pages in the USB flash memory device attached to the machine.

- When you save a file in a USB flash memory device or shared folder, a sub directory up to 10 layers deep can be specified.
- When you touch the , the Move Up One Folder icon, you can move to the folder one level above.

## 5. To change the file name, specify a password to a PDF file or prohibit editing of a PDF file, touch [Option Settings for Saved File].

2

If you do not change the settings, proceed to the next step.



- To change the file name, select [Specify the PDF file name], enter a new file name (up to 100 alphanumeric Unicode characters (UTF-8), excluding \, /, ?, :, \*, >, <) using the touch keyboard.
- To specify a password for a PDF file, select the [Set the PDF security] checkbox, and then enter the [Permissions Password] and [Open Password] (up to 32 alphanumeric characters each) using the touch keyboard. When entering the password, you can choose whether to show or hide the password in the password box by touching [Display] or [Hide].

You must specify the [Permissions Password] to specify the [Open Password].

- A password-protected PDF file cannot be read again by the machine.
- To prohibit editing of the PDF file, select the [Prohibit editing] checkbox.

You must specify the [Permissions Password] to select the [Prohibit editing] checkbox.

- To reduce the file size when saving pages, select the [Compress background images to reduce file size] check box, and then select [High], [Medium] or [Low] in [Compression Ratio].

## 6. Touch [Set].

## 7. Touch [Save].

PDF files are saved as shown below.

Item	Specifications
File name (when not changing the file name)	<p>iwb-date-time.pdf</p> <ul style="list-style-type: none"> <li>The name of a file saved on January 23, 2014, at 4:56:07 is "iwb-20140123-045607.pdf".</li> <li>If a file of the same name already exists, a suffix number between "-001" to "-100" is added at the end of the file name to distinguish the newly created file from the existing file.</li> </ul>
Page size	243.84 × 137.16 mm (9.6 × 5.4 inches)

### Note

- The stacking order of the fair copy entered texts in a PDF file may appear different from the order you specified on a Whiteboard when the file is opened in a PDF viewer application other than the machine's built-in function. They will appear in the correct order when the file is opened on the machine.

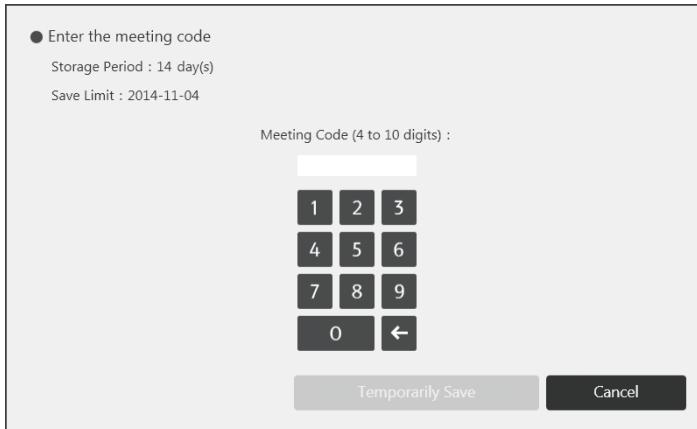
## Saving Pages Temporarily

To prevent information leakage that may occur if you forget to delete written text and drawn figures, delete all information when the machine power is turned off or the machine enters standby mode. If you want to stop using the machine before you finish operations, or if there is no external storage available to save information, you can store the information in the machine for a limited period of time.

### Save temporarily and keep writing

1. Touch , the Import and Save icon.
2. Touch  [Save File].
3. Specify [Temporary Save Folder].

#### 4. Enter the meeting code.



Any number can be specified for the meeting code.

The meeting code is used to do the following:

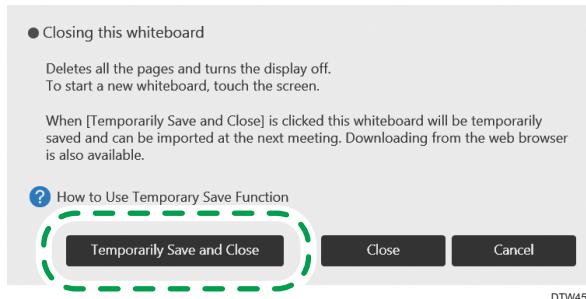
- Import a temporarily saved file and resume from the last item of information you wrote
- Download a temporarily saved file from the Web page

#### 5. Touch [Temporarily Save].

Temporary saved files can be stored for up to 30 days. You can change the storage period. For details about how to change the storage period, see page 170 "Changing the System Settings".

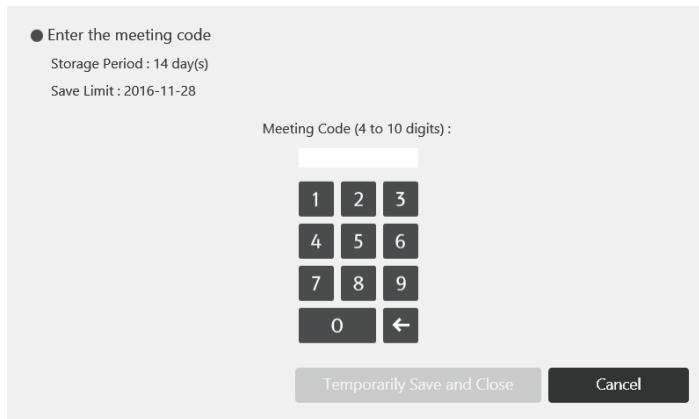
### Save temporarily and close

1. Touch , the Close icon.
2. Touch [Temporarily Save and Close].



DTW453

### 3. Enter the meeting code.



Any number can be specified for the meeting code.

The meeting code is used to do the following:

- Import a temporarily saved file and resume from the last item of information you wrote
- Download a temporarily saved file from the Web page

### 4. Touch [Temporarily Save and Close].

Temporary saved files can be stored for up to 30 days. You can change the storage period. For details about how to change the storage period, see page 170 "Changing the System Settings".

#### Note

- You can enable or disable the temporary save function in System Settings. For details, see page 170 "Changing the System Settings".
- For details about how to load a temporarily saved file, see page 62 "Importing a Temporarily Saved File".
- You can download a temporarily saved file by accessing the Web page of the machine. For details, see page 97 "Downloading Temporarily Saved Files".

## Importing a File

You can import and display a PDF or PowerPoint file on the screen of the machine and write text or draw figures on the displayed file.

You can also open a file saved in the machine and write text, draw figures, or edit the fair copy entered text.

The supported conditions of a file are as shown below.

**PDF file**

Item	Condition
File size	100 MB or less
PDF version	PDF 1.3–1.7 (including PDF/A)
Page size	Postcards–A0□□
Document security	No security setting <sup>*1</sup>

\*1 A password-protected PDF file cannot be read. Also, a print-prohibited PDF file cannot be read so as to prevent the file from being printed.

**PowerPoint files**

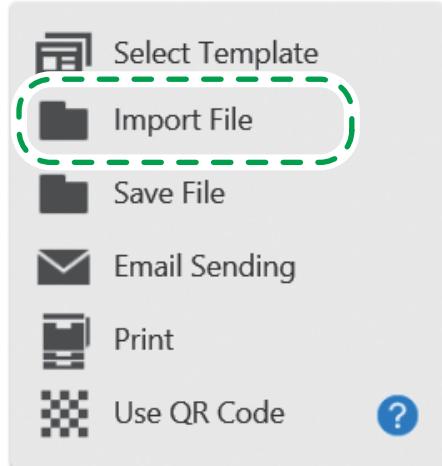
Microsoft PowerPoint 97 or later

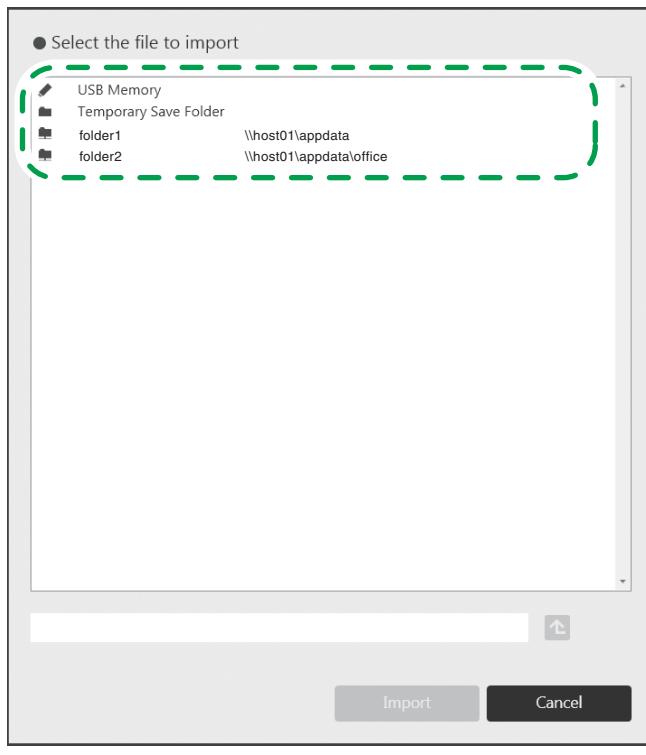
1. To save pages in a USB flash memory device, insert the flash memory device into the USB port on the machine.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

2. Touch , the Import and Save icon.
3. Touch  [Import File].



**4. Select the file that you want to import to the Interactive Whiteboard.**

- Select "USB Memory" to display the files stored in the USB flash memory device that is attached to the machine.
- When you select "Temporary Save Folder", the temporarily saved files to the machine are displayed. For details about how to import a temporarily saved file, see page 62 "Importing a Temporarily Saved File".
- When you import a file that is stored in a USB flash memory device or a shared folder, a sub directory up to 10 layers deep can be specified.
- When you touch , the Move Up One Folder icon, you can move to the folder one level above.

**5. Touch [Import].**

The machine imports the PDF file from the first page. The imported pages are added in sequence to the end of the page list. When the PDF file has finished importing, the first page of the file is displayed.

 **Note**

- The drawn strokes in a file saved by the Interactive Whiteboard when it was running version 1.3.140.0 or earlier cannot be edited.

- If the contents or properties of a PDF file that was stored by the Interactive Whiteboard have been modified, the contained strokes, figures, and fair copy entry text may not be edited.
- PowerPoint files cannot be imported approximately 2 minutes after the whiteboard screen starts.
- Each page of a PowerPoint file is imported as an image. As a result, any videos or links on the pages of the PowerPoint file are also converted and incorporated into the images.
- If the imported PowerPoint file contains information associated with a font which is not supported by this machine, the information may not be displayed correctly.
- The selected PDF file can only be imported if its first page meets the page size condition. If the second or subsequent page of a PDF file does not meet the page size condition, only the preceding pages will be imported.
- The maximum number of pages that can be imported to the Interactive Whiteboard is 100. If the total number of existing captured pages and pages of temporarily saved files that are to be imported exceeds 100 pages, only the first 100 pages will be imported.

## Importing a Temporarily Saved File

This section explains how to import a file that is temporarily saved to the Interactive Whiteboard.

The machine imports the PDF file from the first page.

### ★ Important

- To import a temporarily saved file, the meeting code that was entered when the file was saved is required.

### ↓ Note

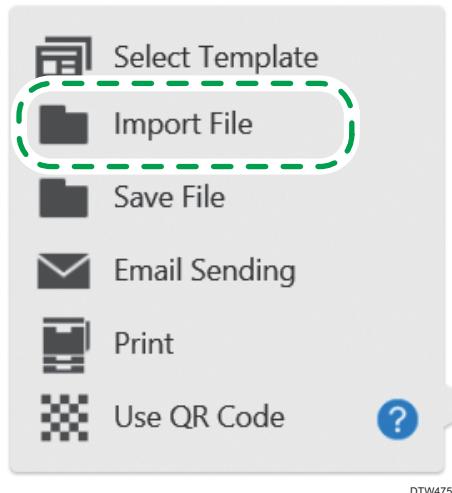
- You can enable or disable the temporary save function in System Settings. For details, see page 170 "Changing the System Settings".
- The maximum number of pages that can be imported to the machine is 100. If the total number of PDF file pages and all the existing pages exceeds 100 pages, only the first 100 pages will be imported.
- If you do not know the meeting code that was entered when the file was saved, you can find it on the Web page screen for managing temporarily saved files. For details about how to manage temporarily saved files, see page 99 "Managing Temporarily Saved Files".

## Importing a temporarily saved file after the machine starts up

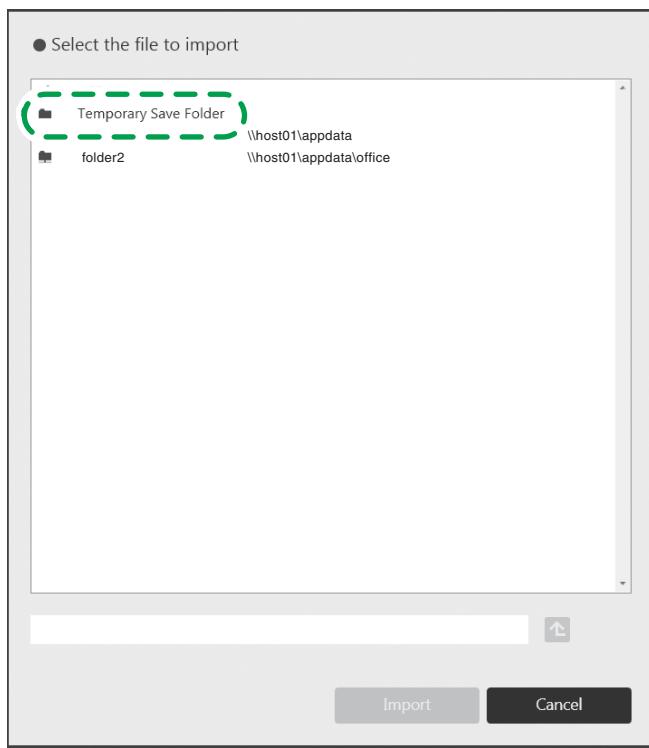
You can import a temporarily saved file and add it to the page list after the machine starts up.

1. Touch , the Import and Save icon.

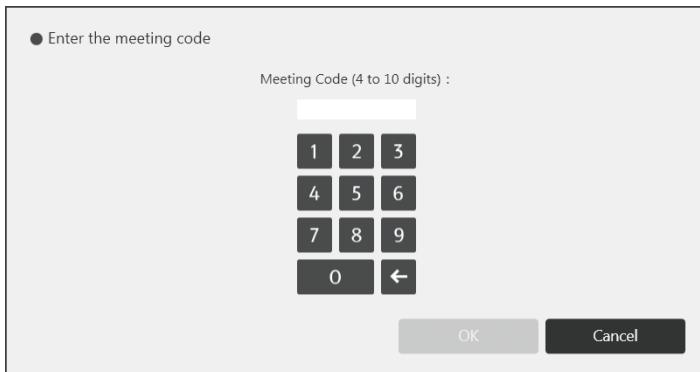
2. Touch  [Import File].



3. Touch "Temporary Save Folder".



2

**4. Enter the meeting code.****5. Touch [OK].**

The saved files which correspond to the entered meeting code are listed.

**6. Select the file you want to import.****7. Touch [Import].**

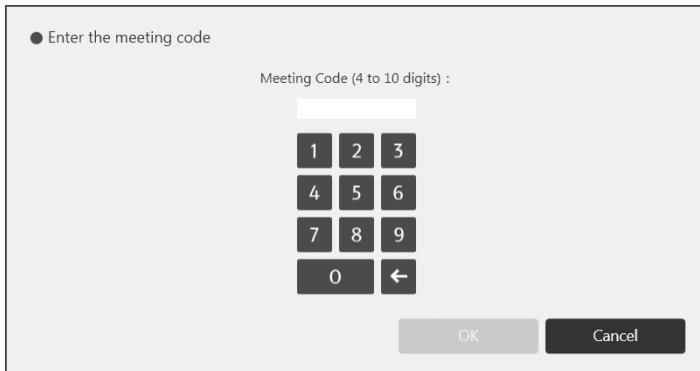
The imported pages are added in sequence to the end of the page list. When the PDF file has finished importing, the first page of the file is displayed.

**Importing a temporarily saved file when the machine starts up**

You can import a temporarily saved file when the machine starts up or exits standby mode.

**★ Important**

- Before using this function, you must specify the corresponding setting in **System Settings**. For details, see page 170 "Changing the System Settings".

**1. Press the power button of the machine. The machine starts up or exits standby mode.****2. Touch [Import] in the message that appears.****3. Enter the meeting code.**

#### 4. Touch [OK].

The saved files which correspond to the entered meeting code are listed.

#### 5. Select the file you want to import.

#### 6. Touch [Import].

The imported pages are added in sequence to the end of the page list. When the PDF file has finished importing, the first page of the file is displayed.

## Sending Pages by E-mail

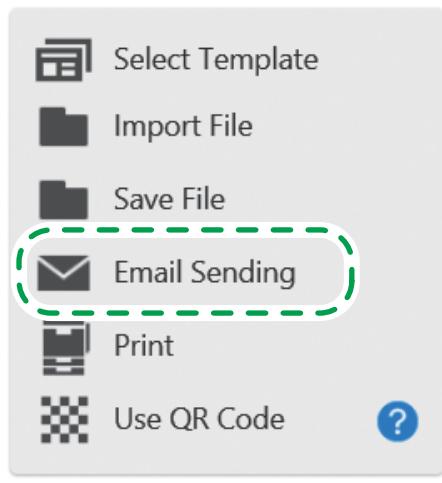
You can save pages and send them by e-mail. All the existing pages can be combined within a single PDF file.

### Important

- To send e-mail, it is necessary to configure the network and SMTP Server settings. For details about how to configure the Network Settings, see page 138 "Configuring Network Settings". For details about how to configure the SMTP Server Settings, see page 146 "Configuring SMTP Server Settings".

#### 1. Touch , the Import and Save icon.

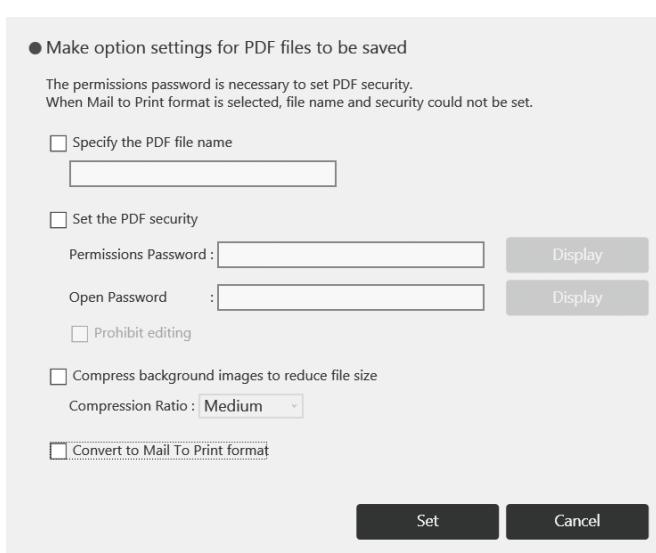
#### 2. Touch , [Email Sending].



DTW476

- To change the file name of a PDF file attached to an email, specify a password to the PDF file, prevent editing of the PDF file from being changed, or reduce the size of the file to be saved, touch [Option Settings for Saved File].

If you do not change the settings, proceed to the next step.



- To change the file name, select [Specify the PDF file name], enter a new file name (up to 100 alpha-numeric Unicode characters (UTF-8), excluding \, /, ?, :, \*, ", >, <) using the touch keyboard.
- To specify a password for a PDF file, select the [Set the PDF security] checkbox, and then enter the [Permissions Password] and [Open Password] (up to 32 alphanumeric characters each) using the touch keyboard. When entering the password, you can choose whether to show or hide the password in the password box by touching [Display] or [Hide].

You must specify the [Permissions Password] to specify the [Open Password].

- A password-protected PDF file cannot be read again by the machine.
- To prohibit editing of the PDF file, select the [Prohibit editing] checkbox.

You must specify the [Permissions Password] to select the [Prohibit editing] checkbox.

- To reduce the file size when saving pages, select the [Compress background images to reduce file size] check box, and then select [High], [Medium] or [Low] in [Compression Ratio].
- To use the Mail to Print function, select the [Convert to Mail To Print format] checkbox.

When the Mail to Print function is used, a password cannot be specified to a PDF, and editing of a PDF file cannot be prohibited.

For details about the Mail to Print function, see page 67 "Printing pages by specifying the multifunction printer (Mail to Print function)".

#### 4. Touch [Set].

#### 5. Specify the destination.

For details about how to specify destinations, see page 68 "Specifying Destinations".

#### 6. Touch [Send].

**Note**

- The name of the file attached to an e-mail is "iwb-date-time.pdf" (when not changing the file name). For example, if there is a file that is sent by e-mail on 2014/1/23 4:56:07, "iwb-20140123-045607.pdf" will be the name of the attachment file.
- The page that is sent by e-mail is saved temporarily without applying the meeting code. You can download the temporarily stored file with no meeting code applied from the Web page by entering the administrator password. For details, see page 99 "Managing Temporarily Saved Files".
- Automatic temporary saving is a supplemental feature, and a temporarily stored file may be lost when a forced termination of the machine occurs. To save pages, enter a meeting code for the pages and temporarily save them to the machine, or save them in a shared folder or to a USB flash memory device. For details, see page 54 "Saving Pages".

**Printing pages by specifying the multifunction printer (Mail to Print function)**

You can print a PDF file with a specified multifunction printer by specifying its e-mail address as the destination. You can register the e-mail address of the multifunction printer in Email Address Book in advance, or enter it manually when you are sending an e-mail.

The pages are printed under the following conditions:

- Printing color: Color (when a multifunction color printer is used)
- Paper size: A4

**Note**

- To use this function, the multifunction printer must satisfy the following conditions:
  - Support the Mail to Print function.
  - Have a configured SMTP server and destination e-mail address.
- To use this function, configure the necessary Email Settings in Administrator Settings to allow a file to be sent in parts. For details about how to configure the settings, see page 146 "Configuring SMTP Server Settings".
- A PDF file cannot be printed if it is password-protected.
- You cannot print pages if user authentication is enabled on the multifunction printer.
- When you print on letter size ( $8\frac{1}{2} \times 11$  inches) paper, a few mm (inches) on the left and right of an image will not be printed. When printing on letter size paper, configure the following settings on the multifunction printer. For details about how to configure the multifunction printer settings, see the manual provided with the multifunction printer you are using.
  - If there is a paper tray with the paper size set to A4, change the paper size or remove the A4 paper.
  - Change the paper size setting of the paper tray to letter-size.

- Change the settings to automatically select paper size.

## Specifying Destinations

There are following methods to specify e-mail destinations:

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- Select a destination registered to the email address book of the machine
- Select a destination registered in a public address book (Active Directory / LDAP server address) that has been downloaded to the machine.
- Enter an e-mail address manually
- Select a destination from Email Address Entry History

### Note

- You can specify up to 30 e-mail addresses.
- You can add new entries to the email address book by selecting [Added Data Management] in Administrator Settings. See page 152 "Managing an Email Address Book".
- To use a public address book, select the [Use Public Address Book Function] check box in the "Network Settings" window, and configure the settings to access the public address book. See page 138 "Configuring Network Settings".
- To use the Mail to Print function, touch [Option Settings for Saved File:] to display the option settings, and then select the [Convert to Mail To Print format] checkbox.
- If RICOH Streamline NX is used for authentication, the e-mail address of the logged-in user is automatically set as the destination address.

### Select from e-mail address book

#### 1. Select the e-mail address of the destination to which you want to send the pages from [Imported Address Book] tab.

- Touch keyboard appears when you touch , the Search icon or the input box.  
An incremental search of a destination is performed as you enter characters in the input box.  
Also, you can perform AND search by entering multiple words separated by a space.
- When you select a group name in [Specify Group Name], you can display only the destinations of the selected group names.



DQP007

The selected e-mail address is added to the "Destination Email Address" list.

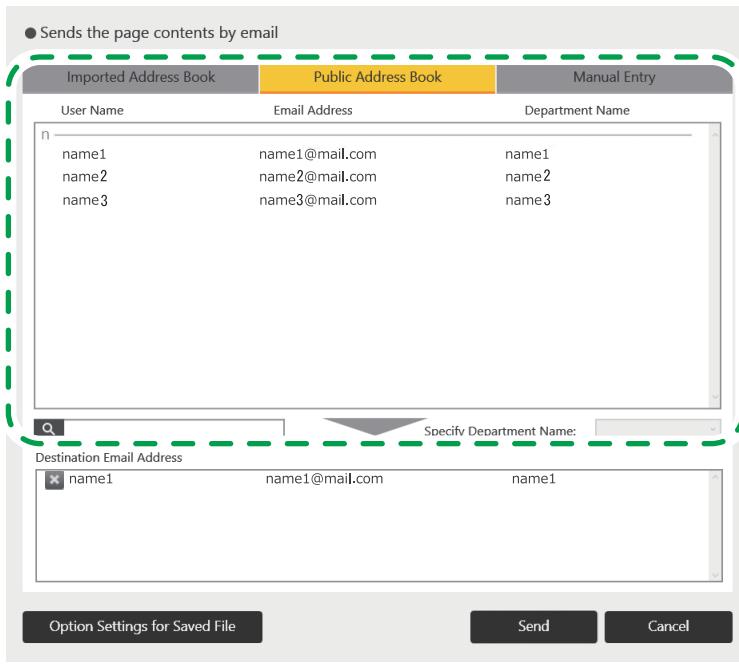
When you delete the selected e-mail address, touch the e-mail address you want to delete on the list.

## Select from public address book

### 1. Select the e-mail address of the destination to which you want to send the pages from [Public Address Book] tab.

- Touch keyboard appears when you touch , the Search icon or the input box.  
An incremental search of a destination is performed as you enter characters in the input box.  
Also, you can perform AND search by entering multiple words separated by a space.
- When you select a group name in [Specify Group Name], you can display only the destinations of the selected group names.

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DQP008

The selected e-mail address is added to the "Destination Email Address" list.

When you delete the selected e-mail address, touch the e-mail address you want to delete on the list.

#### Note

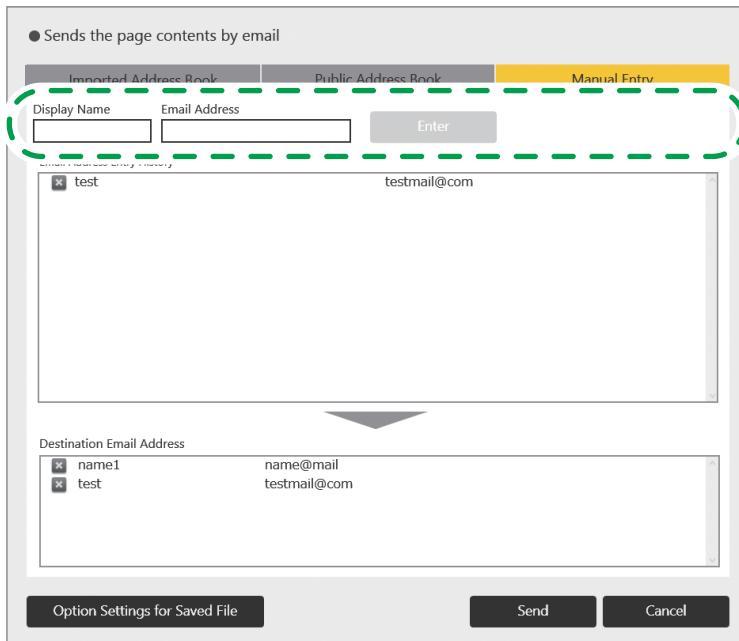
- The [Public Address Book] tab appears only when the settings to use a public address book are configured.
- Even when the necessary settings are specified, the [Public Address Book] tab does not appear if no public address book exists.
- Even when the setting to use the public address book is selected, the destination address is not displayed if [Download Public Address Book and Search] in the Network Settings is not selected. Enter a keyword in the input box next to , the Search icon, to search for the destination.

### Entering e-mail addresses manually

1. Enter the name of the destination in "Display Name" in [Manual Entry] tab.
2. Enter the e-mail address of the destination in "Email Address".

The touch keyboard appears when you touch the input field.

It may take approximately 2 seconds until the touch keyboard is displayed.



DQP101

### 3. Touch [Enter].

The name and e-mail address of the destination is added to the "Destination Email Address" list.

When you delete the entered e-mail address, touch the e-mail address you want to delete on the list.

## Selecting e-mail addresses from e-mail address entry history

### 1. Touch the e-mail address of the destination in the "Email Address Entry History" list.

The selected e-mail address is added to the "Destination Email Address" list.

## Printing

This section explains how to print pages.

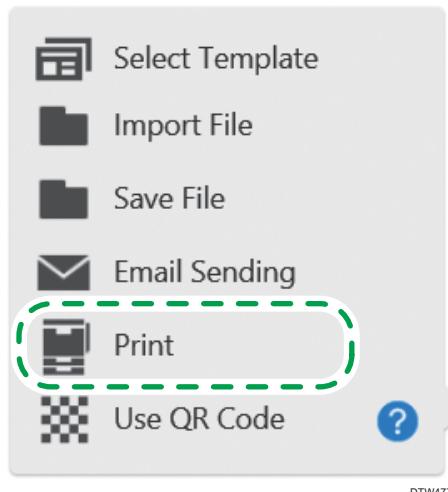
### Important

- Before printing, configure the network and print settings. For details about how to configure the network settings, see page 138 "Configuring Network Settings". For details about how to configure the print settings, see page 181 "Changing the Print Settings".
- Printer types supported for printing are listed below.
  - Printer or multifunction printer supporting Universal Printer Driver

- Inkjet printer
- Wide format multifunction printer
- For details about models that support Universal Print Driver, see the driver download page on the RICOH website.
- For details about supported inkjet printers and wide format multifunction printers, see the RICOH website or consult your sales representative.
- To use an inkjet printer or wide format multifunction printer, download an appropriate printer driver for Whiteboard from the Ricoh website, and install it in the machine. To do so, use a USB memory device. For details about how to install a printer driver, see page 168 "Updating the System Using a USB Flash Memory Device".
- To configure inkjet printer or wide format multifunction printer settings, use [Others] on the [Print Settings] screen that can be displayed from Administrator Settings. For details about the Administrator Settings, see page 133 "Opening Administrator Settings", and for details about the Print Settings, see page 181 "Changing the Print Settings".
- If you are using RICOH Streamline NX, you will need to pre-configure the environment appropriately. For details, see page 231 "Managing the Machine with RICOH Streamline NX".

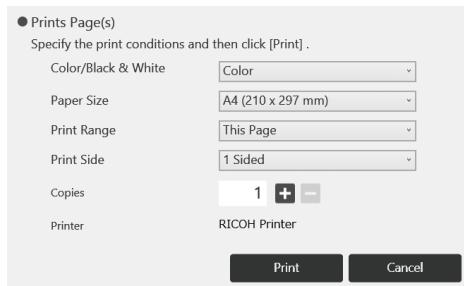
1. Touch , the Import and Save icon.

2. Touch  [Print].



A window for specifying the printing conditions appears.

### 3. Specify the print conditions.



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- When you select "This Page" in "Print Range", you can print only the displayed page.
- When multiple copies are selected, the pages are collated and the specified number of copies is printed.
- An available printer or multifunction printer is displayed in "Printer".

### 4. Touch [Print].

Each page is printed with the images and information centered horizontally.

#### Note

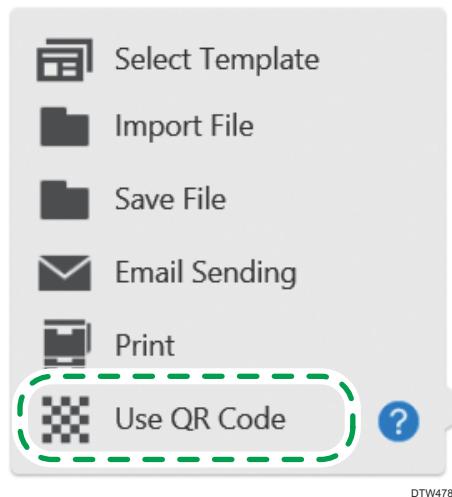
- Printing cannot be performed for approximately 2 minutes after the whiteboard screen starts.
- If the window for specifying printing conditions is open while the remote whiteboard is being used, no operations can be performed on the screens of the machines that are sharing the remote whiteboard.
- You can print pages by sending them to a multifunction printer via e-mail. For details, see page 67 "Printing pages by specifying the multifunction printer (Mail to Print function)".

## Linking with a Smart Device

By using RICOH Smart Device Connector, you can connect to the machine from smart devices.

To display the files shown on a smart device on the machine or to save the pages displayed on the machine to a smart device, scan the QR code from the machine that is displayed on the smart device.

1. Touch , the Import and Save icon.

**2. Touch  [Use QR Code].****3. Scan the QR code on a smart device.**

When the page is finished saving, a message appears on the screen.

**4. Touch [Close] on QR Code screen.**

If you touch [Close] before the file is imported, a message is displayed to indicate that a file is being received. Touch [Close] again to cancel the importation of the file.

** Note**

- The effective period of QR Code is 10 minutes from the time the code is displayed. The code cannot be used after the effective period expires. If this happens, scan the connecting code again.
- For details about how to scan QR Code, see the operating instructions of the external application.
- When multiple files are sent from the external application, the files are displayed in the order in which they are imported.
- The maximum number of pages that can be imported to the machine is 100. If the total number of captured pages and pages in the files to be imported from the smart device exceeds 100, only the first 100 pages are imported.

# 3. Connecting Devices

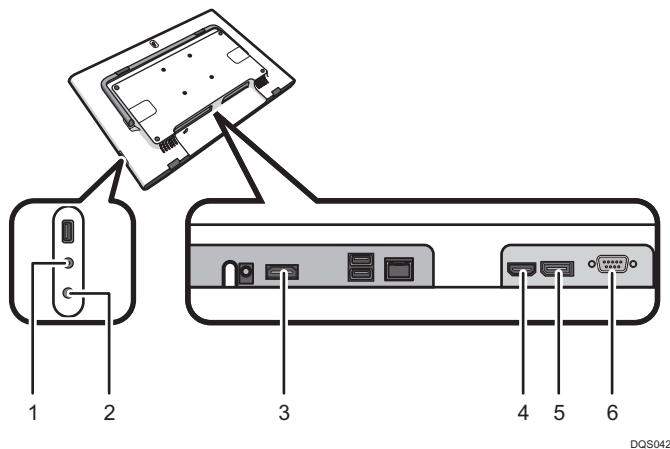
This chapter explains how to display an image from an image output device, and write text or draw figures on the displayed screen.

## Devices That Can Be Connected to the Machine

To connect a device via Bluetooth, see page 184 "Managing Devices Connected via Bluetooth".

The input terminals, output terminals, and devices that can be connected to the machine are as follows:

3



DQS042

1. **Audio Output**

2. **Audio Input**

3. **HDMI Output**

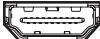
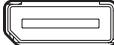
4. **HDMI Input**

5. **DisplayPort Input**

DisplayPort 1.1a compliant

6. **VGA Input**

Terminal	Devices	Connection method
○ Audio Output	<ul style="list-style-type: none"><li>• Headphones</li><li>• Headset</li></ul>	Used to connect the machine to the analog audio output device.
○ Audio Input	<ul style="list-style-type: none"><li>• Microphone</li><li>• Headset.</li></ul>	Used to connect the machine to the analog audio input device.

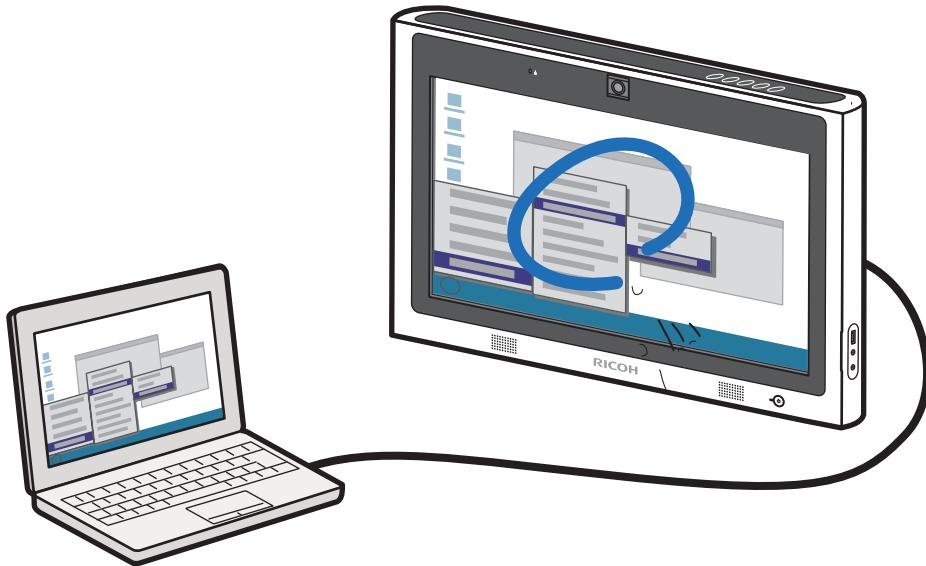
Terminal	Devices	Connection method
 HDMI Output	<ul style="list-style-type: none"> <li>• Projector</li> <li>• Monitor</li> </ul>	<p>Used to connect a video output device.</p> <p>See page 82 "Using a Projector to Project a Screen".</p>
 HDMI Input	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Tablet</li> <li>• Document camera</li> <li>• Digital still camera</li> <li>• Digital video camera</li> </ul>	<p>This terminal is used to connect an image output device to display an image, and to write information on the image that is displayed. You cannot display copyright protected content, such as data on DVDs and Blu-ray discs.</p> <p>See page 77 "Connecting a Computer or Tablet to the Machine".</p>
 DisplayPort Input	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Tablet</li> <li>• Document camera</li> </ul>	<p>This terminal is used to connect an image output device to display an image, and to write information on the image that is displayed.</p> <p>You cannot display copyright-protected content such as DVD and Blu-ray discs.</p> <p>See page 77 "Connecting a Computer or Tablet to the Machine".</p>
 VGA Input	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Tablet</li> <li>• Document camera</li> <li>• Video conferencing device</li> </ul>	<p>This terminal is used to connect an image output device to display an image, and to write information on the image that is displayed.</p> <p>See page 77 "Connecting a Computer or Tablet to the Machine".</p>

#### Note

- For details about the input signals that are supported, see page 242 "List of Video Input Signals Supported by the Machine".
- When more than one device is connected to the input terminals, priority is given to the terminals in the order of HDMI Input, DisplayPort Input, and VGA Input.
- To display an externally input still or video image on the machine in cases other than for citation, the material must be created by yourself and you must own the copyright, or you must be granted permission to use the material from the rightful owner of the copyright.
- A delay may occur when an image is displayed that is input from the HDMI, DisplayPort, or VGA input terminal due to various composite processing methods such as overlaying entries.

# Connecting a Computer or Tablet to the Machine

You can connect a computer, tablet, or document camera to the machine, and see its screen on the machine. You can also write text or draw figures on the displayed screen using your fingers.



DQS018

You can capture written text and drawn figures on an externally input image as a "Captured page".

A captured page is added to the page list. You can continue the operation such as writing.

When you touch the  "Switch External Input" icon while operating a captured page, the screen of an image output device is displayed in real time.

When multiple devices are connected to the machine, you can switch the image of the device displayed on the screen to other images by touching the  "Switch External Input" icon. You can check which image of the device is displayed from the letters displayed on the Switch External Input icon. For details about icons, see page 21 "Icons Displayed on the Interactive Whiteboard".

This section explains how to display the computer screen and write text or draw figures on it.

## Note

- Under the Whiteboard Detailed Settings, you can configure the machine to automatically display the computer screen when there is any change in the screen content. For details, see page 129 "Changing the Detailed Settings".

### 1. Connect the computer to any of the input terminals at the back of the machine.

For the input terminals to connect external devices, see page 75 "Devices That Can Be Connected to the Machine".

## 2. Switch the video output on the computer to display the computer screen on the screen of the machine.

To switch between image outputs on the computer, press the appropriate function key while holding down the [Fn] key.

The key combinations on computers from major computer manufacturers are as follows:

Examples of key combinations on computers from major computer manufacturers are as follows:

For details, see the manual of the computer that is being used.

3

Computer brand	Key combination
MSI	[Fn] + [F2]
Everex, Mitsubishi, NEC, Panasonic, Sotec	[Fn] + [F3]
Gateway, HP	[Fn] + [F4]
acer, SHARP, Sotec, Toshiba	[Fn] + [F5]
Hitachi, IBM, lenovo, Sony	[Fn] + [F7]
Asus, Dell, EPSON, Hitachi	[Fn] + [F8]
Fujitsu	[Fn] + [F10]

## 3. Write text or draw figures on the screen of the machine using your finger.

### 4. To capture the Whiteboard screen to a page, touch the Import to Page icon.

The captured page is added at the end of the page list and displayed on the screen.

#### Note

- When you start writing on the screen, a message prompting you to capture the screen appears. You can capture the screen by touching  [Import to Page]. To continue operation without capturing the screen, close the message by touching [x]. You can choose whether to enable or disable the message. For details, see page 129 "Changing the Detailed Settings".
- You can also write text or draw figures after importing a screen by touching  the Import to Page icon.
- If there are already 100 captured pages,  the Import to Page icon, cannot be used.
- If there is a total of 90,000 strokes, fair copy entry text, figures, and stamps on all pages, you cannot use  the Import to Page icon.
- The "NO SIGNAL" message may be displayed while switching to an externally input image.

# Connecting a Video Conferencing Device to the Machine

This machine can be used as a monitor for a video conference.

- You can connect a video conferencing device to the machine and share the screen of the machine in a video conference using the computer screen sharing the application software (RICOH UCS) of this machine.

## Reference

3

- To hold a video conference by using the RICOH UCS function instead of connecting a video conferencing device to the machine, see page 85 "Using the RICOH UCS Function".
- By using the remote whiteboard function, you can share the memo or document that is displayed on the screen with other devices connected via the network. For details about sharing screen on a remote whiteboard, see page 111 "Overview of Remote Whiteboard".



DQS053

## Connecting a Video Conferencing Device (RICOH UCS Screen Sharing)

The video conferencing device is connected as follows:

1. Turn off the video conferencing device.
2. Connect the video conferencing device to VGA Input or HDMI Input.

For the input terminals to connect external devices, see page 75 "Devices That Can Be Connected to the Machine".

3. Turn on the video conferencing device.

The image from the video conferencing device appears on the screen.

3



DQS041

 **Note**

- When the machine is in the process of recognizing a video conferencing device, a message indicating that is displayed. If the machine successfully recognizes the device, a confirmation screen for starting screen sharing is displayed.
- You cannot write to an image input from a video conferencing device.
- You cannot use an image input from a video conferencing device in the whiteboard application or recorded as a captured page.
- For details about how to use a video conferencing device, see the manual of the device you are using.

---

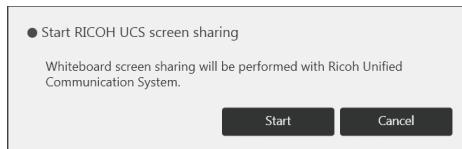
## Sharing the Whiteboard Screen in a Video Conference

---

The screen of the machine can be shared in a video conference using the computer screen sharing application software of the machine. (RICOH UCS screen sharing)

1. **Connect the video conferencing device to the machine via USB.**
2. **Start a video conference.**

A confirmation message for sharing the computer screen appears.



3. **Touch [Start].**

Sharing of the machine screen starts.

To cancel sharing of the machine screen, touch [Cancel].

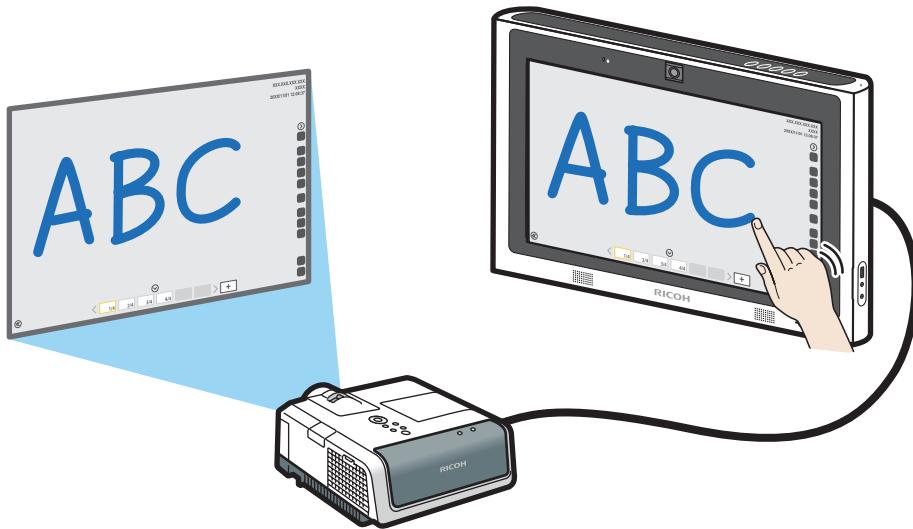
You can start sharing the screen even after the video conference has started by touching , the Sharing icon.

 **Note**

- If you want to stop sharing the machine screen, touch , the sharing icon, and then touch [RICOH UCS screen sharing will be stopped].
- When compatible mode is active, the machine screen cannot be shared.
- The machine screen is shared at a resolution of 720p.
- The following video conferencing devices can be used to share the screen of the machine that is connected via USB during a video conference:
  - Ricoh Unified Communication System S7000/P3500/P3000/P1000
- When multiple video conferencing devices are connected to the machine, the machine screen can only be displayed on the screen of the device that is connected first.
- If the machine does not support the language setting specified on the video conferencing device, the machine's screen cannot be shared.

## Using a Projector to Project a Screen

You can connect a projector that supports full-HD to the machine to project its screens.



DQS043

### Important

- The machine cannot be connected to an analog input terminal such the VGA input of a projector.

A Ricoh projector which supports full-HD is recommended for use with the machine. Supported models are as follows:

- PJ WX3231N/X3241N
- PJ WX3340N/WX3340/X3340N/X3340
- PJ WX4130N/WX4130
- PJ WX4240N/X4240N
- PJ WX4141/WX4141N/WX4141NI
- PJ WX5350N/X5360N
- PJ WX5361N/X5371N
- RICOH PJ X3351N/WX3351N
- RICOH PJ X4241N/WX4241N

#### 1. Connect a projector to the output terminal at the back of the machine.

For the input terminals to connect external devices, see page 75 "Devices That Can Be Connected to the Machine".

## 2. Project the screen.

For details about how to use a projector to project screens, see the manual of the projector.



# 4. Connecting to a Video Conference

This section explains how to use this machine as a video conferencing device in order to connect to a video conference.

## Using the RICOH UCS Function

You can use this machine for RICOH Unified Communication System (RICOH UCS)-based video conferencing.

### Important

- The RICOH UCS function is only available to RICOH UCS service users. For details about RICOH UCS, consult the distributor where you purchased the machine or your sales representative.
- To use the RICOH UCS function, you will need to configure the Video Conference Settings. For details, see page 183 "Changing the Video Conference Settings".
- Video Conference Settings cannot be configured from Administrator Settings on the machine. To do so, use the Administrator Settings Web page.

4



DSR005

### What you can do with this machine

- Hold a meeting

You can use the machine to connect or reply to a remote contact to start a meeting.

- Share a screen

You can share the whiteboard screen or the screen of a computer connected to the machine with the other parties connected to the meeting.

- Approve a registration request

You can approve a registration request from a contact to add them to your available contacts list.

- Update firmware

You can update the RICOH UCS function firmware.

 **Note**

- The following items cannot be specified from the whiteboard while UCS mode is enabled. Configure these settings in RICOH Unified Communication System for Windows when needed.
  - Changing account information
  - Re-registering a password
  - Registering a new contact or editing or deleting a contact

4

## Installation Requirements

### Preventing the deterioration of sound quality

- Keep objects that may cause the sound quality to deteriorate away from the microphone or speaker.
- Blocking both the microphone and speaker may cause the sound quality to deteriorate.
- Do not place devices that generate noise, such as projectors or computers, near the machine.
- When using the machine in a room where sound echoes, try keeping your voice as low as possible during meetings to avoid distracting echoes.
- Make sure there is sufficient space between this machine and the wall.
- Keep this machine away enough from the other party's device, for example, when the other party's voice can be heard directly instead of through a speaker.
- Do not move the machine during a meeting.
- If you plan to use an external microphone and speaker, see the manual for details about how to use the device.
- When using an external microphone speaker, keep it away from the air outlet of the machine.
- Placing an external microphone speaker too close to the air outlet can cause the audio quality to deteriorate.

### About network environment

- A poor network environment can cause delays in video streaming during meetings.
- When using a wireless network, communication quality may deteriorate or communication may be lost, depending on the environment in which the machine is used. If these problems occur, use a wired network instead. To switch to a wired network, you must first turn the machine off and then turn it back on.

- When using a wireless network, radio or electromagnetic interference or weak reception may cause the following problems to occur during meetings:
  - Delays in video streaming.
  - Video is stopped.
  - Audio of other party cuts out.
  - Synchronization between video and audio is lost.
  - Audio quality deteriorates.
  - Meetings are automatically ended or left.
  - Delays in video streaming occur when sharing computer screen.
  - Your video and the other party's video disappear and only audio is heard.
  - Screen image does not display properly when the screen layout is changed.
  - The Contact List or contact status do not appear, or it takes longer than expected for each to be displayed.
  - The attempt to update the firmware fails, or it takes an excessively long time for the update to finish.
  - The machine does not start.
  - You cannot connect to other party.

4

If you experience one of the problems above, take one of the following actions. The action to be taken depends on the wireless network environment you are using:

- If IEEE802.11b and IEEE802.11g/n are in the same wireless network environment, the IEEE802.11b connection may be used first. The recommended line speed for the machine is 1 Mbps. To use the machine at a stable line speed, we recommend using it in a wireless network environment in which only IEEE802.11g/n is available.
- Avoid environments that have multiple wireless LAN standards.
- Turn off any wireless networking or radio devices that are not being used.
- If there are multiple devices in the environment that support IEEE802.11n, use IEEE802.11n with a single channel.
- Use the machine in an environment with stable reception, making sure to confirm the distance from the access point and check for any obstructions.
- If the environment has multiple wireless LAN standards, change the access point channel. There should be a difference of at least five between the channel settings for each LAN standard. For example, set one standard to channel 1 and the other to channel 6.
- Keep the machine as far away as possible from highly conductive objects such as metal.
- This wireless product uses the 2.4 GHz band. Make sure there is no industrial, scientific, or medical equipment that uses the same frequency band currently in operation, such as a microwave. Interference can cause communication to become unstable. Before using

the machine, make sure that there is no equipment around that may potentially cause interference.

- If you experience radio interference or other wireless networking problems, please call the support desk.

## Preparing for Use

This section explains the preparations necessary to use the RICOH UCS function.

### Important

- When using the RICOH UCS function for the first time, be sure to change the password and register your e-mail address in RICOH Unified Communication System Settings.
- If the RICOH UCS function needs to be updated, a relevant message is displayed. Update the RICOH UCS function according to the message.
- Do not turn off the machine while the RICOH UCS function is being updated.

4

### Configuring Video Conference Settings

Select the [Use RICOH UCS Function] check box in Video Conference Settings on the Administrator Settings Web page and enter your contact ID and password.

For details about Video Conference Settings, see page 183 "Changing the Video Conference Settings".

### Changing the password and registering your e-mail address

When using RICOH UCS from your account for the first time, change the initial password and register your e-mail address in RICOH Unified Communication System Settings.

You can access RICOH Unified Communication System Settings from [Open Account Settings], within Video Conference Settings.

### Registering a contact with whom you want to have a meeting

You can register contacts with whom you want to have a meeting in RICOH Unified Communication System Settings.

Send a registration request to the contact. When the request is approved, the contact is registered. For details, see help in RICOH Unified Communication System Settings.

This machine can also be used to approve registration requests from contacts. If a registration request is received, a message is displayed. Check the contact according to the message, and approve the registration request as appropriate.

### Adjusting the Camera

You can use camera direction adjustment lever to adjust the camera direction.

For details about camera direction adjustment lever, see Read This First.

## Connecting a device (If using an external device)

You can connect an external camera, microphone, or speaker to the machine.

For details about how to connect these types of external devices, see page 75 "Devices That Can Be Connected to the Machine".

For details about how to connect an external device via Bluetooth, see page 184 "Managing Devices Connected via Bluetooth".

## Switching to RICOH UCS mode

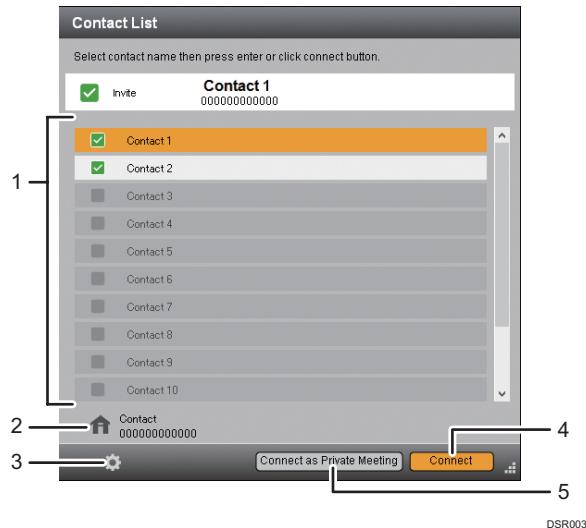
You can use the floating toolbar to switch the screen display mode to RICOH UCS mode. For details, see page 20 "Screen Display Modes".

## Specifying the settings

Before connecting to a contact to have a meeting, you must first specify the audio and camera settings. For details, see page 92 "Specifying the Settings".

## Holding a Meeting

### Calling a contact



#### 1. Contact List

From this list, select a contact with whom you want to have a meeting.

You can select any contact that has a  or  icon.

#### 2. Your own contact information

Check your contact name and Contact ID.

**3. Settings button**

For details, see page 92 "Specifying the Settings".

**4. Connect button**

Call the selected contact to start a meeting.

**5. Connect as Private Meeting button**

You can limit participants in meetings.

Pre-determine a four-digit meeting code and share it with the other contacts with whom you want to have the meeting.

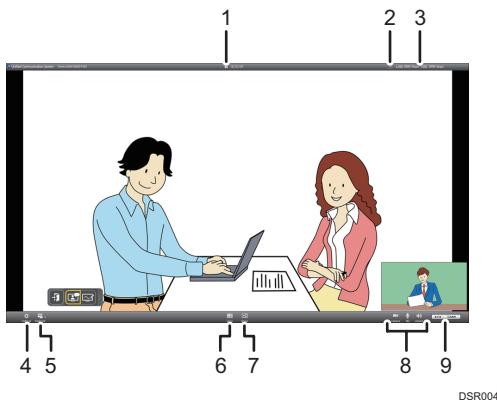
It is not possible to limit participants in a meeting once the meeting has started.

To join a limited participants meeting that has already started, you will need to obtain the meeting code before joining the meeting.

4

**Replies to an incoming call**

When there is an incoming call, an incoming call dialog box is displayed. Check the caller and reply to the call.

**What you can do during a meeting****1. Private Meeting icon**

This icon is displayed during meetings in which participants are limited.

**2. Limited Network Bandwidth icon**

This icon is displayed when the bandwidth of the network that you are using is limited.

**3. 2000 kbps 50 kbps Bandwidth Status**

Show the network bandwidth available for reception () and transmission () . You can check whether the network environment you are using meets the operating environment requirements for this machine, and whether it is possible to hold a meeting normally.

#### 4. **Settings button**

Use this button to configure the settings.

For details, see page 92 "Specifying the Settings".

#### 5. **Participants**

Shows the number of participants in the meeting.

#### 6. **View button**

Used this button to change the screen to one of the following layouts:



The videos of the other contacts are displayed in large windows. Your video appears in a small window in the lower right of the screen.



The video of the other party is displayed in a larger window, while the videos of you and the other contacts appear in smaller windows.



Your video is displayed full screen.



The videos from all the contacts, including you, are displayed in windows of the same size.



The video of the other party is displayed full screen.



Only the whiteboard screen being shared is displayed. This button is only available during screen sharing.

#### 7. **Share button**

Use this button to share the whiteboard screen with the other meeting participants.

During screen sharing, the displayed contents of the selected screen are displayed on the other participants' screens.

#### 8. **Camera button / Mic button / Volume button**

Adjust the audio volume and temporarily mute the microphone.

You can also temporarily disable the camera.

#### 9. **Leave button**

Used this button to leave the meeting.

#### **Note**

- Video from up to 9 contacts, including you, can be displayed.
- Displayed contents vary depend on the number of contacts connected.

## Specifying the Settings

You can configure the following settings in Settings screen.

### Audio/Video tab

Item	Description
Select Devices	Specify the device used for meetings.
A/V Control	<ul style="list-style-type: none"> <li>Volume adjustment</li> <li>Camera Off</li> <li>Adjusting the camera           <p>While looking at your displayed image, adjust the camera's orientation and position.</p> </li> <li>Echo Cancellation           <p>Eliminates the echoes in the sound that may occur during a meeting.</p> <p>If echoes negatively affect the sound quality of a meeting, enable Echo Cancellation.</p> </li> <li>Auto Set Mic. Gain           <p>Automatically corrects to an appropriate range the level of the sound sent to the other party.</p> <p>If you use this function, you do not need to adjust [Mic. Adjustment] in Advanced.</p> </li> <li>Impulse Noise Reduction</li> <li>Auto Set Video Quality           <p>Automatically adjusts the resolution of the image from this machine.</p> <p>If this function is not selected, the image will be sent with a fixed resolution.</p> <p>Even if this function is not selected, the resolution might be adjusted depending on the status of the network environment.</p> </li> </ul>

Item	Description
Advanced	<ul style="list-style-type: none"> <li>• <b>Mic. Adjustment</b> Adjusts the input volume of the microphone. To enable Microphone Boost, slide the Microphone Gain bar all the way to the left, and then click the [Microphone Boost] checkbox. After you enable Microphone Boost, slide the Microphone Gain bar to the desired level. To achieve the optimal input volume, slide the Microphone Gain bar to the recommended input volume area. If the input volume is low, enable Microphone Boost, and then increase the volume.</li> <li>• <b>Output Volume Adjustment</b> Adjusts the output volume.</li> </ul>

### Network Settings tab

Item	Description
TCP Port (443)	If the UDP port cannot be used for communication during a video meeting due to problems with the network environment, you can use the TCP port (443) instead.
Limited Bandwidth Usage	The network bandwidth used during a meeting can be suppressed to the minimum required level to prevent the network connection from becoming overloaded, or to limit the amount of data sent. This setting cannot be specified during a meeting. When this mode is used, the image quality of the meeting screen might deteriorate.

### General tab

Item	Description
Select Language	Select your preferred language.
Version	You can check the software version of the RICOH UCS function that you are using.

**Others tab**

Item	Description
Send a Report	If there is a problem with the machine, send the operation log, system information, and other details about the machine to Ricoh for problem diagnosis. Only send a report when requested to do so by the support desk. You can also send a report from the error message dialog.
Display Settings in Meeting	You can specify whether to display the contact names during a meeting.

# 5. Using the Web Page of the Machine

This chapter explains what you can do on the Web page of the machine, and how to access the Web page.

## Things You Can Do on the Web Page

### **View a remote whiteboard**

You can view the contents of an open remote whiteboard session.

For details, see page 122 "Participating from the Web Browser".

### **Download temporarily saved files**

You can download a temporarily saved file. For details, see page 97 "Downloading Temporarily Saved Files".

### **Manage the temporarily saved files**

You can manage all the files temporarily saved on the machine. For details, see page 99 "Managing Temporarily Saved Files".

### **Download IWB Remote Desktop Software**

After you install IWB Remote Desktop Software on your computer, you can display the screen of the computer on the machine via a network. You can also operate the computer from the screen of the machine.

For details about how to download the software, see page 104 "Downloading IWB Remote Desktop Software".

### **Downloading RICOH Interactive Whiteboard Client**

After installing RICOH Interactive Whiteboard Client on your Windows PC or Android or iOS smart device, you can participate in a remote whiteboard (remote conference) that is hosted on the whiteboard. RICOH Interactive Whiteboard Client for Windows or Android OS can be downloaded from the menu on the Web page.

The procedure to download RICOH Interactive Whiteboard Client varies depending on the operating system you are using. For details, see "RICOH Interactive Whiteboard Client Startup Guide".

### **Open the Administrator Settings**

You can configure the machine settings, such as the network settings, and adjust the system clock. For details, see page 101 "Opening Administrator Settings".

## **Displaying the Top Page**

To access the Web page for the machine, one of the following web browsers is required:

- Internet Explorer 11
- Firefox
- Safari for OS X
- Safari for iOS <sup>\*1</sup>
- Chrome for Android <sup>\*2</sup>
- Chrome for Windows
- Microsoft Edge

<sup>\*1</sup> For iPad only. iPhone is not supported.

<sup>\*2</sup> For tablet PC only. Smartphones are not supported.

### 1. Check the IP address displayed at the top of the machine screen.

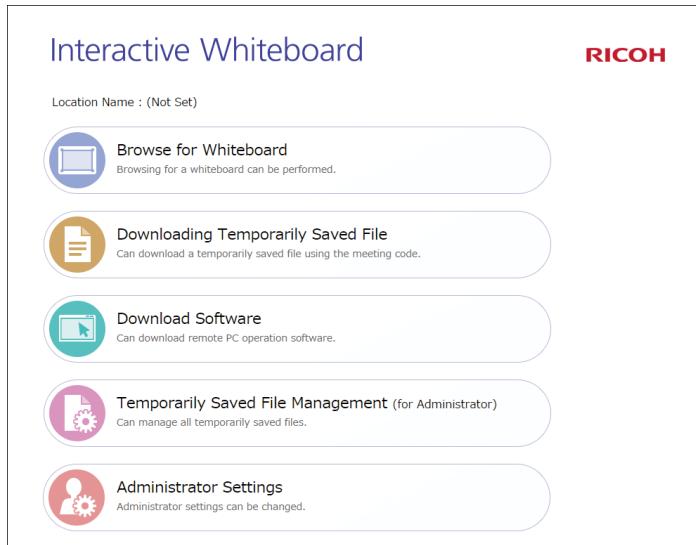
If no IP address is displayed, use , the Information display icon, to display the IP address.

5

### 2. Start your web browser.

### 3. Enter "http://(machine's IP address, host name, or fully qualified domain name) /" in your web browser's URL bar.

The Web page for the machine is displayed.



#### Note

- Up to 20 web browsers can access the machine at the same time.
- You cannot access the Web page when the power of the machine is off.
- If the administrator password is not changed from its initial setting, [Administrator Settings] is displayed, but cannot be accessed. Change the administrator password. For details about changing the administrator password, see page 134 "Administrator Settings".

# Downloading Temporarily Saved Files

## Important

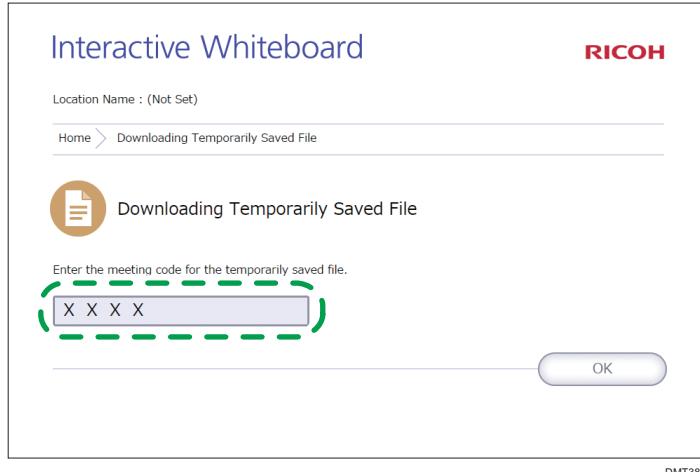
- To download a temporarily saved file, the meeting code entered when saving the file is required. For more details about the meeting code, see page 57 "Saving Pages Temporarily".

### 1. Use your computer to access the Web page for the machine.

For details about how to access the Web page, see page 95 "Displaying the Top Page".

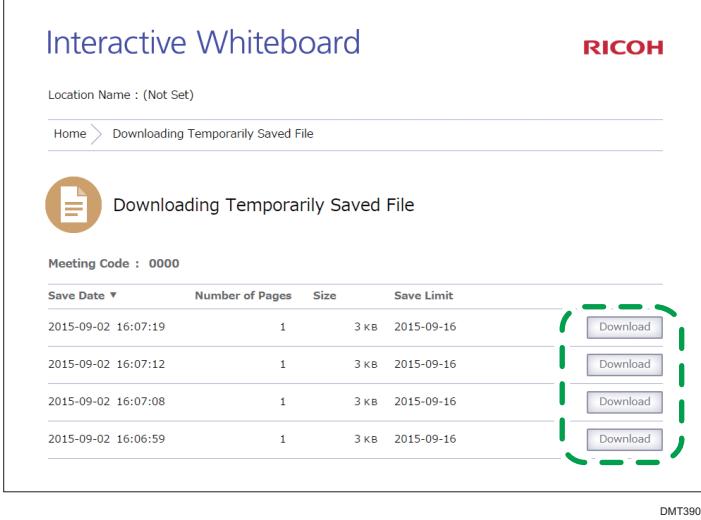
### 2. Click [Downloading Temporarily Saved File].

### 3. Enter the meeting code.



### 4. Click [OK].

5. Click [Download] for the file you want to download, and then save the file.



Interactive Whiteboard **RICOH**

Location Name : (Not Set)

Home > Downloading Temporarily Saved File

Downloading Temporarily Saved File

Meeting Code : 0000

Save Date	Number of Pages	Size	Save Limit
2015-09-02 16:07:19	1	3 kB	2015-09-16
2015-09-02 16:07:12	1	3 kB	2015-09-16
2015-09-02 16:07:08	1	3 kB	2015-09-16
2015-09-02 16:06:59	1	3 kB	2015-09-16

DMT390

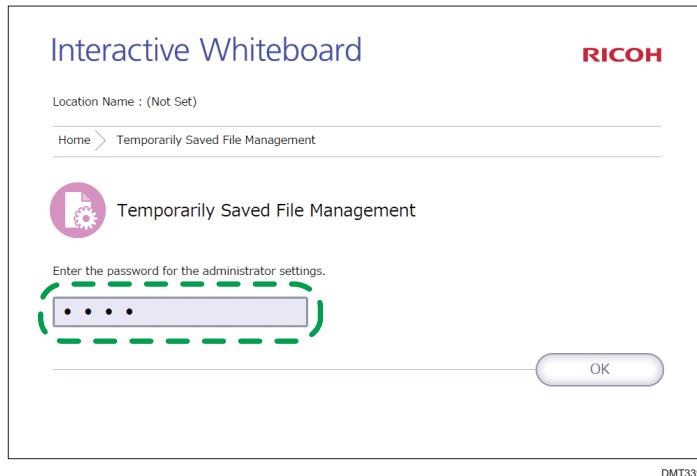
5

**Note**

- If you do not know the meeting code that was entered when the file was saved, you can find the meeting code on the Web page screen for managing temporarily saved files. For details about how to manage temporarily saved files, see page 99 "Managing Temporarily Saved Files".

# Managing Temporarily Saved Files

1. Click [Temporarily Saved File Management (for Administrator)] on the top page of the Web page.
2. In the password input field, enter the administrator password.



3. Click [OK].

The Temporarily Saved File Management screen appears. Delete or download the necessary files.

 **Note**

- Temporarily saved files with no meeting code specified can be managed only on the Temporary Saved File Management screen.
- Automatic temporary saving is a supplemental feature, and a temporarily stored file may be lost when a forced termination of the machine occurs. To save pages, enter a meeting code for the pages and temporarily save them to the machine, or save them in a shared folder or to a USB flash memory device. For details, see page 54 "Saving Pages".

## Viewing the Temporarily Saved File Management screen

Interactive Whiteboard RICOH

Location Name : (Not Set)

Home > Temporarily Saved File Management

 Temporarily Saved File Management

1 Free Space : 9.99 GB / 10.00 GB

2 Number of Temporarily Saved Files : 5 / 1000

Save Date	Number of Pages	Size	Save Limit	Meeting Code	Download	Delete
2015-09-02 16:07:19	1	3 kB	2015-09-16	0000	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
2015-09-02 16:07:12	1	3 kB	2015-09-16	0000	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
2015-09-02 16:07:08	1	3 kB	2015-09-16	0000	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
2015-09-02 16:06:59	1	3 kB	2015-09-16	0000	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
2015-08-26 17:32:14	0	0 kB	2015-09-09		<input type="button" value="Download"/>	<input type="button" value="Delete"/>

3

DMT338

5

### 1. Free Space

Indicates the amount of free space and the maximum storage capacity of the space for temporarily saved files.

### 2. Number of Temporarily Saved Files

Indicates the number of temporarily saved files and the maximum number of files that can be temporarily saved.

### 3. File List

Displays a list of the temporarily saved files.

# Opening Administrator Settings

## Important

- For security reasons, be sure to change the initial administrator password. If you do not change the password, [Administrator Settings] is displayed on the Web page, but cannot be accessed. For details about changing the administrator password, see page 134 "Administrator Settings".

1. On the top page of the machine's Web page, click [Administrator Settings].
2. Enter the administrator password in the password entry field.
3. Click [OK].

The configuration screen for the administrator appears. Confirm and modify the device settings as required.

## Note

- If the administrator setting is configured on the machine's Web page, the setting becomes valid when the machine restarts.
- If no operations are performed for a specified time, you are logged out automatically. When this happens, click [Administrator Settings] again on the top page.
- The administrator settings screen cannot be opened from the Web page while the administrator settings are being configured on the control panel of the machine.
- You cannot login to [Administrator Settings] for 10 minutes after the Web page has been closed.
- For details about the administrator settings, see page 134 "Administrator Settings".
- Some settings cannot be configured from the Web page. Also some settings such as the user authentication settings cannot be configured from the machine.



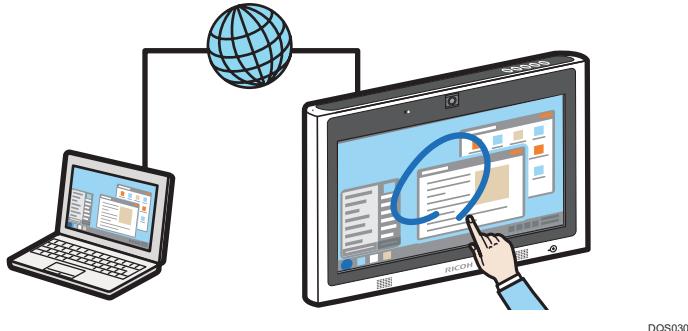
# 6. Using the Machine to Perform Operations on a Computer Screen

This chapter explains how to perform operations on a computer screen displayed on the machine using IWB Remote Desktop Software.

This section explains operations for Windows 7.

## IWB Remote Desktop Software Overview

After you install IWB Remote Desktop Software on your computer, you can display a computer screen via a wireless LAN. You can also perform operations on the computer screen from the display of the machine.



## Downloading IWB Remote Desktop Software

1. Start your web browser.
2. Enter "http://(machine's IP address or host name)://" in your web browser's URL bar and display the Web page for the machine.
3. Click [Download Software].
4. Click [Download].
5. Click [Download] under IWB Remote Desktop Software, and then save the file.

The IWB Remote Desktop Software is downloaded.

# Installing IWB Remote Desktop Software

## Installing the Software to Windows Operating Systems

### Important

- To install IWB Remote Desktop Software on a computer, log on as a user with administrator privileges.

### Operating environment

Item	Specifications
Operating system	<ul style="list-style-type: none"> <li>• Windows 7 Home Premium/Professional/Ultimate/Enterprise SP 1 or later (32 bit/64 bit)</li> <li>• Windows 8.1/Pro/Enterprise (32 bit/64 bit)</li> <li>• Windows 10 Home/Pro/Enterprise (32bit/64bit)</li> </ul>
CPU	<ul style="list-style-type: none"> <li>• Recommended: Intel® Core™ 2 Duo 2 GHz or more</li> <li>• Minimum: Intel Core Solo U1300</li> </ul>
Memory	<ul style="list-style-type: none"> <li>• Windows 7 (32 bit): 1 GB or more</li> <li>• Windows 7 (64 bit): 2 GB or more</li> <li>• Windows 8.1 (32 bit): 1 GB or more</li> <li>• Windows 8.1 (64 bit): 2 GB or more</li> <li>• Windows 10 (32 bit): 1 GB or more</li> <li>• Windows 10 (64 bit): 2 GB or more</li> </ul>
HDD	100 MB or more free space
Network	<p>Line speed</p> <ul style="list-style-type: none"> <li>• Minimum: 200 Kbps</li> </ul> <p>* When not using network services other than IWB Remote Desktop Software</p>
Wireless LAN	IEEE802.11a/b/g/n

6

### 1. Double-click the downloaded file from the Web page of the machine to execute it.

For details about how to download IWB Remote Desktop Software, see page 104 "Downloading IWB Remote Desktop Software".

### 2. Specify the language you want to use during the installation process, and then click [OK].

**3. If .NET Framework 4 is not installed on your computer, click [Install].**

If .NET Framework 4 has already been installed, the message [Install] does not appear. Proceed to the next step.

**4. Click [Next].**

**5. The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the terms in the license agreement], and then click [Next].**

**6. Specify the installation folder if you want to change the one that is displayed in the window, and then click [Next].**

**7. Click [Install].**

**8. Click [Finish].**

# Using IWB Remote Desktop Software

Open IWB Remote Desktop Software, and then connect the machine to a computer. When the machine is connected, the screen displayed on the computer appears on the screen of the machine.

## Important

- You cannot connect if the machine is in standby mode or the power is off.
- While the machine is connected to the computer, a message is displayed every 15 minutes which asks whether you want to maintain the connection. If one minute elapses without clicking [Continue] in the message, the connection is lost automatically. This message setting can be changed when the IWB Remote Desktop Software starts.

## Starting IWB Remote Desktop Software

### Starting with Windows Operating System

1. On the [Start] menu of the computer, select [All Programs].
2. Select [Ricoh], and then click [IWB Remote Desktop Software].
3. Click [IWB Remote Desktop Software].

6

## Using the Machine to Perform Operations on a Computer Screen

The screen varies depending on the operating system you are using.

1. Enter the IP address and passcode displayed at the top of the machine screen.

If no IP address or passcode is displayed, use , the Information display icon, to display the IP address.

You can also enter the host name or fully qualified domain name of the machine.

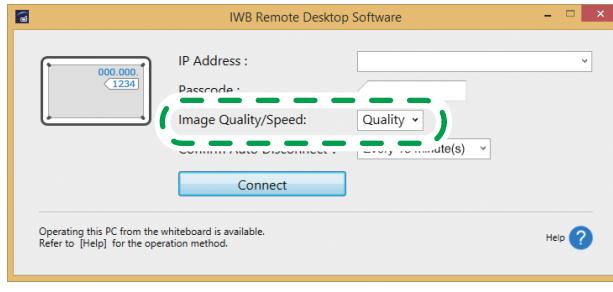
If you have already entered the IP address, host name, or fully qualified domain name, you can select it from the pull-down menu.



DHG102

## 2. Change the [Image Quality/Speed] setting as required.

Select [Quality], [Standard Image Quality], or [Speed], according to the specified quality under the image transfer settings. The default is [Quality]. To give priority to speed over quality, select [Speed]. The print quality, however, may be degraded.



DHG571

## 3. Change auto disconnection settings as needed.

To enable auto disconnection while the machine is connected to a computer, open the pull-down menu, and then select the length of time the auto disconnect message is displayed. When the setting is enabled, the auto disconnect message is displayed at specified intervals. If one minute elapses without clicking [Continue] in the message, the connection is lost automatically.



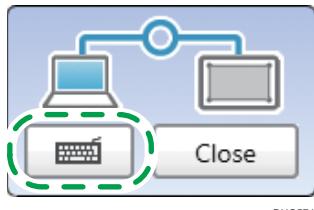
DHG572

## 4. Click [Connect].

The screen of the computer appears on the machine screen.

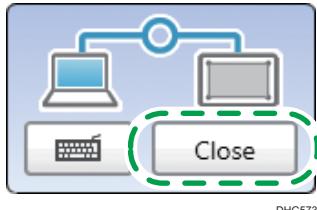
**5. When you operate the computer from the machine, touch 

When you click the touch keyboard icon, you can enter text using the touch keyboard displayed on the computer. It may take approximately two seconds until the touch keyboard is displayed.**



DHG574

**6. When you close IWB Remote Desktop Software, click [Close] in the "Connected" window.**



DHG573

**7. Click [Close].**

IWB Remote Desktop Software closes.



- You can also close IWB Remote Desktop Software by operating the computer from the machine screen.
- In the Whiteboard Detailed settings, you can choose whether or not to automatically recognize a click and double-click during a handwritten entry. For details, see page 129 "Changing the Detailed Settings".
- You can connect to Whiteboard Version 1.3.X.X from IWB Remote Desktop Software Version 1.5.X.X or later. In such case, the machine operates in "Standard Image Quality" even if the [Image Quality/Speed] setting is specified.
- When a touch keyboard is used, the keyboard of the computer may become unresponsive. If this occurs, or if the touch keyboard does not respond, perform the following procedure on the computer:
  1. Set "User Account Control Settings" to [Never Notify].
  2. Configure the following settings to run IWB Remote Desktop Software as an administrator:
    1. Right-click the shortcut icon of IWB Remote Desktop Software, and select [Properties].
    2. Select the [Run this program as an administrator] checkbox under [Privilege Level] on the [Compatibility] tab.

# Uninstalling IWB Remote Desktop Software

## Uninstalling the Software from Windows Operating Systems

 **Important**

- Log on to the computer as a user with administrator privileges to uninstall the software.

1. On the [Start] menu of the computer, select [Control Panel].
2. When [View by:] is set to [Category], click [Uninstall a program]. When [View by:] is set to [Large icons] or [Small icons], click [Programs and Features].
3. Select "IWB Remote Desktop Software" and click [Uninstall].
4. Confirm the messages and click [OK].

# 7. Using a Remote Whiteboard to Share the Screen

This chapter explains how to share a screen or written text and drawn figures of the Interactive Whiteboard with other devices at remote locations.

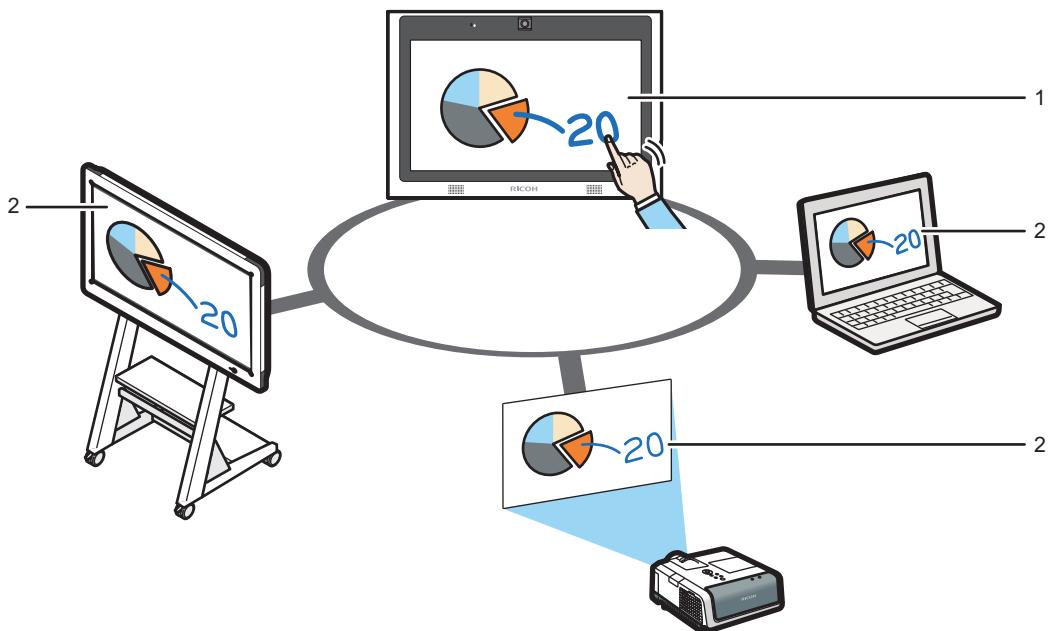
## Overview of Remote Whiteboard

You can share a screen with multiple devices connected via a network.

### Important

- To share a screen, you need to configure the network settings and add your Remote License. For details about how to configure the network settings, see page 138 "Configuring Network Settings". For details about how to add your Remote License, see page 144 "Adding or Deleting Your Remote License".

An example of the connection patterns for remote whiteboards are as follows:



DQS035

### 1. Hosting remote whiteboard

The host whiteboard hosts a remote whiteboard session that allows other devices to view and perform operations on the shared screen.

### 2. Participating remote whiteboards

The participating whiteboards connect to the host device and perform operations on the shared screen. The results of the operations performed are displayed simultaneously on the other devices.

For details about connection patterns for remote whiteboards, see the table below.

In addition, photos taken with a terminal (smart device only) on which RICOH Interactive Whiteboard Client is installed or image files and PDF files stored on such a terminal can be uploaded to the machine. For details, see "RICOH Interactive Whiteboard Client Start Guide".

Connection patterns for remote whiteboards are shown below:

		Host	
		RICOH Interactive Whiteboard	Projector with interactive functionality
Participant (Writing)	RICOH Interactive Whiteboard	○	○
	Projector with interactive functionality	○	○
	RICOH Interactive Whiteboard Client	○	×
Participant (Viewing only)	Web browser	○	×
	Remote Viewer	○	○

- ○: Connection possible
- ×: Connection impossible

#### Note

- When the network settings are configured accordingly and the remote whiteboard license is added, you can view the screen of the machine from a remote location using a Web browser application without hosting the whiteboard by changing the settings. For details about changing the settings, see page 138 "Configuring Network Settings".
- For details about how to open a remote whiteboard session, see page 114 "Opening a Remote Whiteboard Session".
- For details about how to participate in a remote whiteboard session, see page 119 "Participating in a Remote Whiteboard Session".
- For details about how to install Remote Viewer, see page 236 "Installing Remote Viewer on a Computer".
- For details about how to participate in a remote whiteboard session from a projector, see the manual of the projector or Interactive Kit.
- Smart devices that can connect to a remote whiteboard using RICOH Interactive Whiteboard Client are as follows:

- iPad (3rd generation or later) (iOS8/9)
- Android tablet (Android 4.1–6.0)
- Windows PC (Windows 7/8.1/10)
- For the number of various terminals that can participate in a session, see "RICOH Interactive Whiteboard Client Start Guide".
- To use RICOH Interactive Whiteboard Client, a network speed of 200 kbps or faster is required.
- For details about RICOH Interactive Whiteboard Client, see "RICOH Interactive Whiteboard Client Start Guide".

# Opening a Remote Whiteboard Session

This section explains how to open a remote whiteboard session.

You may need to select Compatible mode according to the type of a participating device or its version. When you select Compatible mode, the functions available will be limited.

For details about how to check the system version, see page 132 "Opening General Settings".

Participating remote whiteboards	Normal hosting (system running version 2.0.0.0 or later)	Compatible mode
System running version 2.0.0.0 or later	<input type="radio"/>	<input checked="" type="radio"/> *1
System running version between 1.6.0.0 and 1.9.X.X	<input checked="" type="radio"/> *3	<input type="radio"/>
System running version 1.5.X.X or earlier	<input checked="" type="radio"/> x	<input type="radio"/>
Projector with interactive functionality	<input checked="" type="radio"/> x	<input type="radio"/>
Remote Viewer	<input checked="" type="radio"/> x <sup>*2</sup>	<input type="radio"/>
Web browser	<input type="radio"/>	<input type="radio"/>
RICOH Interactive Whiteboard Client	<input type="radio"/>	<input checked="" type="radio"/> x

- : Can participate.
- x: Cannot participate.

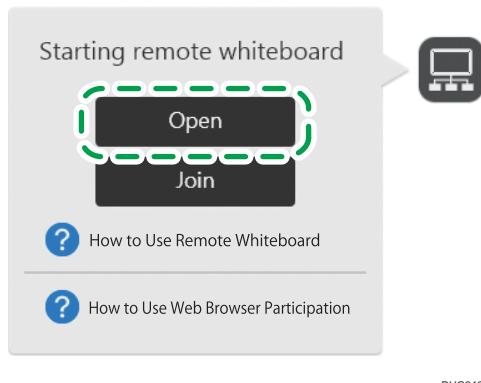
\*1 If a participating whiteboard running system version 1.6.0.0 or later participates in a remote whiteboard session opened in compatible mode or by a machine running system version 1.1 or earlier, a message is displayed and the remote whiteboard enters compatible mode.

\*2 If a web browser is used instead of Remote Viewer, there are no restrictions on the functions that can be used while viewing the remote whiteboard.

\*3 If the version of your whiteboard differs from the host whiteboard, the message appears when participating in a remote whiteboard session. Check the message, and then update the system running version if necessary. For details about how to update the system, see page 168 "Updating Your System".

1. Touch , the Share icon.

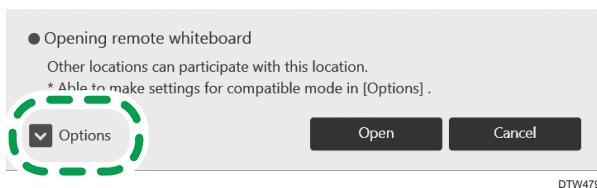
## 2. Touch [Open].



DHG346

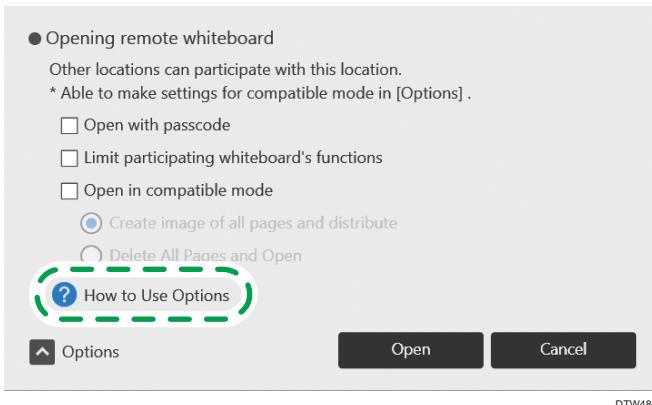
- When a video conferencing device is connected to the machine via USB, a confirmation screen to start screen sharing is displayed upon starting a video conference using the device. Touch the [Start] button to share the image displayed on the machine screen. For details, see page 80 "Sharing the Whiteboard Screen in a Video Conference".
- When you activate compatible mode, the [Start] button is not displayed.

## 3. Touch "Options", and then specify the conditions for opening a remote whiteboard session.



DTW479

For details about the options, see "How to Use Options".



DTW480

- When the "Open with passcode" check box is selected, members assigned with the passcode can participate in the remote whiteboard session.

- When the "Limit participating whiteboard's functions" check box is selected, the participating whiteboards cannot save files, print pages, or send e-mail during the session.
- When the "Open in compatible mode" check box is selected, the remote whiteboard session is opened in compatible mode. For details about how to open a session in compatible mode, see page 116 "Opening a Remote Whiteboard Session in Compatible Mode".

#### 4. Touch [Open].

A remote whiteboard session is opened.

When you select "Open with passcode", a message will appear. Confirm the details of the message, and then touch [Open].

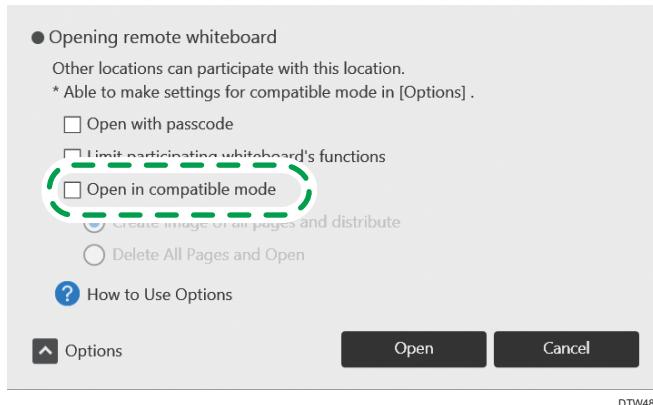
##### Note

- You can use , the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 127 "Checking the Remote Whiteboard Information".
- During the remote whiteboard session, the participating whiteboards are displayed in the submenu of , the Share icon. For details about how to view the submenu, see page 127 "Checking the Remote Whiteboard Information".

## Opening a Remote Whiteboard Session in Compatible Mode

7

#### 1. Select "Open in compatible mode" in the option settings of opening remote whiteboard session screen.



#### 2. Specify other conditions as needed.

- If you select "Create image of all pages and distribute", the pages being used will be converted to images and displayed on the participating whiteboards. You cannot edit the strokes on the pages converted to images.
- If you select "Delete All Pages and Open", all the pages being used will be deleted.

### 3. Touch [Open].

A remote whiteboard session is opened in compatible mode.

#### Note

- You can use , the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 127 "Checking the Remote Whiteboard Information".
- During the remote whiteboard session, the participating whiteboards are displayed in the submenu of , the Share icon. For details about how to view the submenu, see page 127 "Checking the Remote Whiteboard Information".

# Closing a Remote Whiteboard Session

This section explains how to close a remote whiteboard session.

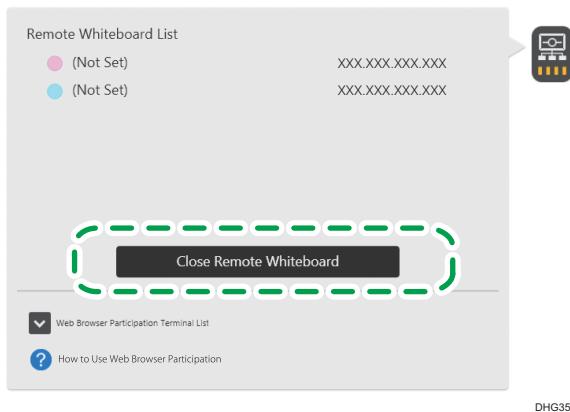
When the host whiteboard closes the remote whiteboard session, the session will be closed on the participating whiteboards as well.

## ★ Important

- When you finish using the machine, quit the remote whiteboard session, and then turn off the power.

1. Touch , the Share icon.

2. Touch [Close Remote Whiteboard].



- When compatible mode is active, touch [Close].
- When a video conferencing device is connected to the machine via USB, touch , the sharing icon, and then touch [RICOH UCS screen sharing will be stopped] to stop sharing the machine's screen. When compatible mode is active, the machine's screen cannot be shared. For details, see page 80 "Sharing the Whiteboard Screen in a Video Conference".

3. Touch [Close].

## ↓ Note

- When you exit compatible mode, the page displayed immediately before joining the remote whiteboard session is loaded as an image.

# Participating in a Remote Whiteboard Session

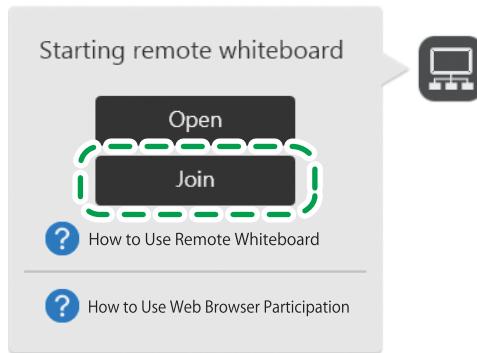
This section explains how to participate in a remote whiteboard session.

## ★ Important

- When you join a remote whiteboard session, all the pages that existed prior to joining the session are deleted and the contents of the host whiteboard are imported.
- You cannot participate in a remote whiteboard if the version of the host differs from that of the participating whiteboard.

## Participating from the Interactive Whiteboard

1. Touch [Join] of , the Share icon.



DHG347

2. When a message appears, touch [Proceed].
3. Specify the remote whiteboard session you want to join.

For details about how to specify a remote whiteboard session, see page 120 "Specifying the remote whiteboard session to join".

4. Touch [Join].

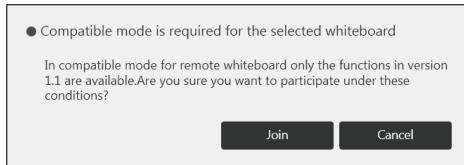
To join a remote whiteboard session for which options have been set, check the message that is displayed, and then touch [Join].

To participate in a remote whiteboard session with a passcode, you need to enter the passcode.

## ↓ Note

- The indicated shared page import time is an estimate, depending on the actual environment.
- When the remote whiteboard you want to join is open with available functions limited, the participating whiteboards cannot save files, print pages, or send e-mail. When the remote whiteboard session is closed, all the pages are deleted.

- When you attempt to participate in a remote whiteboard session opened in compatible mode or by a machine running system version 1.1 or earlier, a message which asks whether or not you want to participate in the session. Touch [Join] inside the message to participate is displayed.



- During a remote whiteboard session, the screen sharing status is displayed in the submenu of the Share icon. For details about how to view the submenu, see page 127 "Checking the Remote Whiteboard Information".
- If the page size of a file imported to the host whiteboard is larger than the maximum file size that can be imported by a participating whiteboard, the imported file may not be displayed.

## Specifying the remote whiteboard session to join

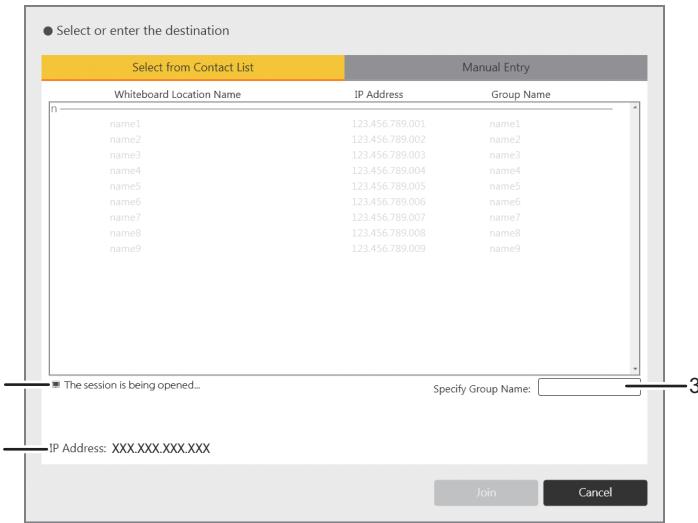
The host whiteboard can be specified as follows:

- Select a host whiteboard session from the contact list you have added in advance
- Specify the IP address of the host whiteboard

7

### Selecting from the contact list

Select the host whiteboard from the list of the whiteboard location names you have added in advance.



DTW487

#### 1. Status of the host whiteboard

Displays an icon which indicates the session status of the host whiteboard.

## 2. IP address display field

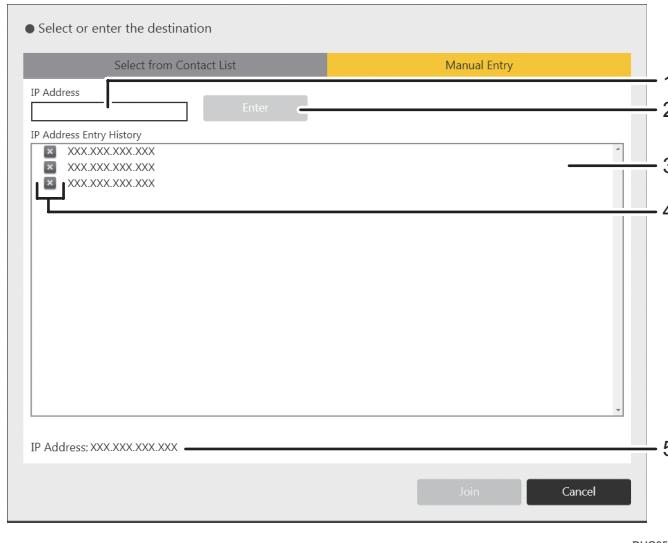
Displays the IP address of a whiteboard location that is selected from the contact list.

## 3. Specify Group Name

Select the group you want to display in the "Contact List".

### Specifying by entering manually

Specify the host whiteboard by entering its IP address.



7

#### 1. IP address input box

Enter the IP address, host name, or fully qualified domain name of the host whiteboard. The touch keyboard appears when you touch the input field.

#### 2. [Enter]

Adds the entered IP address of the host whiteboard to the IP address display field.

#### 3. IP Address Entry History

Displays a list of host whiteboards that were manually entered. Select one of the host whiteboards in the list.

"IP Address Entry History" can hold up to 100 entries. When "IP Address Entry History" reaches capacity, the oldest entry is deleted from the history.

#### 4. Delete History

Deletes a manually entered remote whiteboard from the history. When you touch [Delete] in the message, the selected remote whiteboard is deleted from the history.

#### 5. IP address display field

Displays the IP address of a whiteboard location that was entered.

#### Note

- It may take approximately two seconds until the touch keyboard is displayed.

- For details about how to add a contact list, see page 148 "Managing a Remote Contact List".

## Participating from the Web Browser

This section explains how to view the contents of a remote whiteboard session by accessing the Web page of the machine.

### Important

- To view a remote whiteboard session, you need to configure the network settings and add your Remote License. For details about how to configure the network settings, see page 138 "Configuring Network Settings". For details about how to add your Remote License, see page 144 "Adding or Deleting Your Remote License".
- A remote whiteboard session opened by a machine running system version 1.3.140.0 or earlier or a projector that has interactive functionality cannot be viewed from a web browser.

#### 1. Access the Web page for the machine.

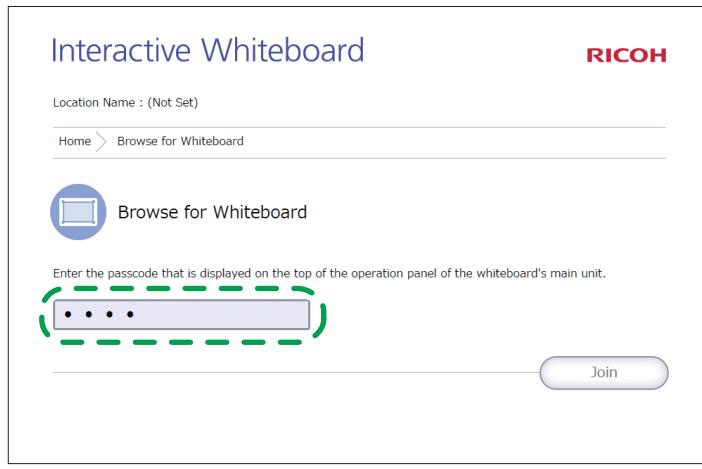
For details about how to access the Web page, see page 95 "Displaying the Top Page".

#### 2. Click [Browse for Whiteboard] on the Web page.

#### 3. Enter the passcode in the passcode box.

The passcode entered is the code displayed at the top of the screen of the host whiteboard.

You may not need to input a passcode, depending on the whiteboard's settings.



#### 4. Click [Join].

The remote whiteboard screen is displayed.

The page you are viewing is refreshed once every two seconds.

**Note**

- You can change the display magnification by using the zoom-in and zoom-out function of your web browser.

## Participating from Remote Viewer

When you install Remote Viewer to the computer, you can view the contents of a remote whiteboard session opened with Compatible mode or version earlier than 1.3.140.0. For details about Remote Viewer, see page 235 "Using Remote Viewer".

When you view the contents of a remote whiteboard session opened with a system of version 1.3.0.0. or later, access the remote whiteboard from the web browser. For details, see page 122 "Participating from the Web Browser".

1. Click the [Start] menu on the computer.
2. From [All Programs], select [Ricoh], [Interactive Whiteboard Remote Viewer].
3. Click [Interactive Whiteboard Remote Viewer].

The Remote Viewer screen appears.

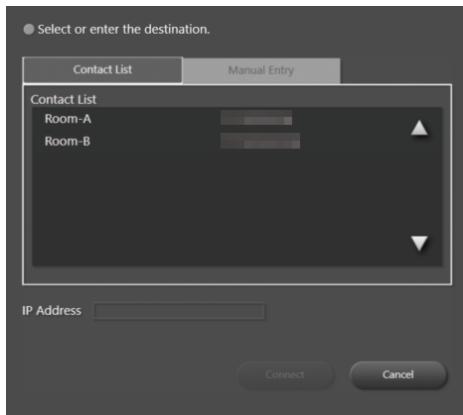
4. Click [Join] from , the Share icon.
5. Specify the IP address of the host whiteboard on the displayed screen.
6. Click [Connect].

The host whiteboard is imported.

7. If a passcode is set by the host whiteboard, enter the passcode.
8. If a connection is established, the time to import pages of the host whiteboard is displayed. Click [OK].

There are two methods for specifying a host whiteboard. The first is to select from the contact list, and the second is to enter the IP address manually.

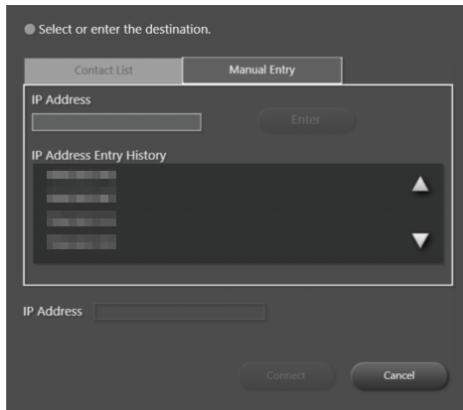
### [Contact List] tab



Specify the IP address of the host whiteboard by selecting it from the "Contact List".

A contact list can be added with "Add Remote Contact List" in General Settings of Remote Viewer. See page 238 "Creating a Remote Contact List".

### [Manual Entry] tab



- Specify the IP address of the host whiteboard by entering it manually. After entering the address, click [Enter]. A confirmation message about the history appears. If you do not want to keep the entered IP address in the history, click [Cancel].
- You can also specify a previously entered IP address by selecting it from "IP Address Entry History".

#### Note

- "IP Address Entry History" can hold up to 100 entries. If there are already 100 entries, the oldest entry is deleted from the history.
- The indicated shared page import time may differ depending on the actual environment.

- You can use  the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 127 "Checking the Remote Whiteboard Information".

# Leaving a Remote Whiteboard Session

## Important

- When you finish using the Interactive Whiteboard, leave the remote whiteboard session, and then turn off the power.

1. Touch , the Share icon.

2. Touch [Close Remote Whiteboard].



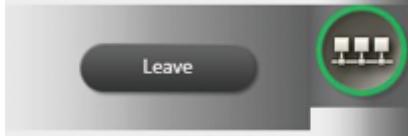
7

If you are participating in a remote whiteboard session while compatible mode is active, touch [Leave].

3. Touch [Leave].

## Note

- When you have participated in a remote whiteboard session from Remote Viewer, click , the Share icon, and then select [Leave].

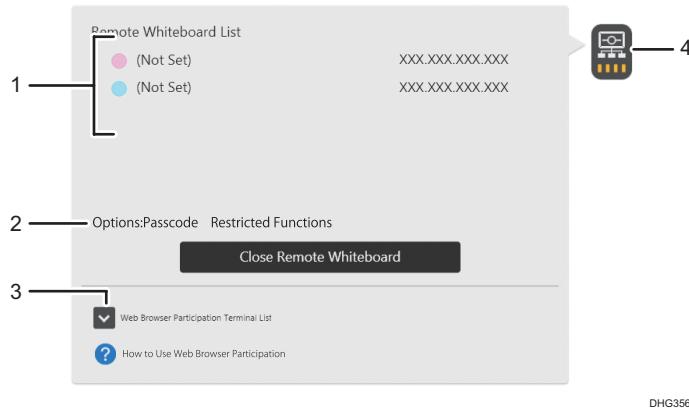


- When you have participated in a remote whiteboard session from the web browser, quit viewing by closing the browser window.
- If the host whiteboard side closes the remote whiteboard session, viewing automatically ends.
- When you exit compatible mode, the page displayed immediately before joining the remote whiteboard session is loaded as an image.

# Checking the Remote Whiteboard Information

When you touch  the Share icon, during a remote whiteboard session, you can check the information of the devices joining the remote whiteboard session.

When you touch  the Share icon, the following submenu appears. The submenu indicates the status of the remote whiteboard.



## 1. Remote Whiteboard List

- Indicates the name and IP address of the device hosting the remote whiteboard session.
- Indicates the names and IP addresses of the devices participating in the remote whiteboard session.

## 2. Options

Indicates the options that have been set.

## 3. Web Browser Participation Terminal List

Indicates the IP addresses of the devices participating in the remote whiteboard session via a web browser.

## 4. Share icon

Indicates the network status in the bottom part of the icon.

7

## Checking the communication status during a remote whiteboard session

You can check the communication status during a remote whiteboard session. The communication status is indicated by  the Share icon. When you are using compatible mode, you can check the communication status by the color of the icon.

Normal mode icon/Compatible mode icon	Communication status	Communication speed
 Antenna 4/ 	Excellent	1.5 Mbps or more

Normal mode icon/Compatible mode icon	Communication status	Communication speed
 Antenna 3/ 	Good	512 kbps–1.5 Mbps
 Antenna 2/ 	Low	200 kbps–512 kbps
 Antenna 1/ 	Very Low	200 kbps or less

### Note

7

- On the host whiteboard, the icon indicates the participating whiteboard with the worst communication status.
- As the number of whiteboard locations or the amount of data to be transferred increases, screen updates may take longer and the response time for user operations may increase.
- As communications improve, screen updates and response time for user operations become faster.
- If there are no participating whiteboards, , the Antenna 1 icon, is displayed on the host whiteboard.
- If you are using Remote Viewer to view shared screens, an icon which indicates the machine is in compatible mode is displayed.

# 8. Changing the Interactive Whiteboard Settings

This chapter explains how to change the machine settings in General Settings and Administrator Settings.

## Changing the Detailed Settings

To configure the whiteboard display and writing settings, open the whiteboard detailed settings.

**1. Touch  (Whiteboard Detailed Settings) on the main operation panel with your finger.**

The whiteboard detailed settings screen is displayed.

**2. Select the check box of the functions you want to use.**

- [Automatically switches to the external input when the external input display screen has changed]

The machine automatically switches to the computer screen when the screen content changes.

- [Do not display pen entry operation guidance while displaying external input]

When you start writing on the external input screen, a message prompting you to capture the screen will not appear.

- [Automatically recognize a click during a handwritten entry on remote PC image]

When you are using the computer screen in IWB Remote Desktop Software, the machine automatically recognizes a click or double-click during a handwritten entry.

You cannot use this function when mouse operations are linked with another application.

- [On fair copy entry, only graphics will be fair copied (texts will not be fair copied)]

If a small figure is converted to a character in fair copy entry mode, select this setting to make fair copies of figures only.

- [Automatically aligns the position of the texts and graphics]

Fair copy entered text, figures, and lines are flush against the grid line when they are moved or reduced/enlarged.

**3. Touch [Close].**

 **Note**

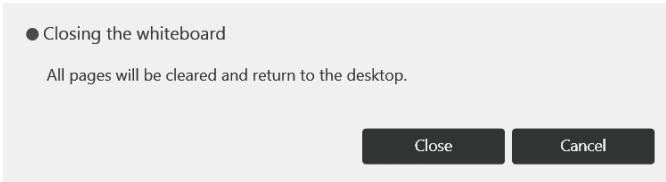
- When any of the  (Stamp Entry mode) icons other than  (Select and Delete) or  (Operate Computer) is selected, clicks cannot be automatically recognized while making a handwritten entry on a remote computer screen.
- To save the changes made to the settings after the machine is turned off, specify [Default Whiteboard Detailed Settings] in System Settings. For details, see page 170 "Changing the System Settings".

# Displaying the Desktop

You can open General Settings or Administrator Settings from the desktop.

The procedure for displaying the desktop is as follows:

1. Press and hold on 1, the close icon, with your finger until a message appears.



2. Touch [Close].

The displayed page closes and the desktop is displayed.

## Icons on the Desktop

Touch an icon twice in quick succession with your finger to activate an icon on the desktop.

The operations performed with the activated icons are as follows:

Icon	Behavior	Reference
	Opens Administrator Settings.	See page 133 "Opening Administrator Settings".
	Displays the main screen of the machine.	See page 18 "Screen Configuration".
	Turns the power off.	-
	Opens General Settings.	See page 132 "Opening General Settings".

Icon	Behavior	Reference
 Software Keyboard	Displays the touch keyboard. It may take approximately two seconds until the touch keyboard is displayed.	-

# Opening General Settings

To perform operations such as checking the system information, open General Settings.

1. **Display the desktop.**
2. **Touch [Settings] two times in quick succession.**

## Note

- When you finish configuring General Settings, touch [Close].

## General Settings Icons

Touch the icon with your finger to activate an icon on General Settings.

The operations performed with the activated icons are as follows:

Icon	Behavior
 Version Information	Displays the version information and Windows license agreement.
 Copyright Information	Displays the copyright information.

# Opening Administrator Settings

Open Administrator Settings to configure machine settings such as network or date and time settings.

## ★ Important

- For security reasons, make sure to change the initial administrator password. If you do not change the password, a message is displayed each time you open Administrator Settings.



- Display the desktop.
- Touch [AdminSettings] two times in quick succession.
- Display the touch keyboard and enter the administrator password.

The method to display the touch keyboard varies depending on the machine. It may take approximately 2 seconds until the touch keyboard is displayed.

- If the [Software Keyboard] icon is displayed on the desktop, touch this icon twice quickly.
- If the [Software Keyboard] icon is not displayed on the desktop, use your finger to move the point to the upper left corner of the display and touch the frame that appears.

The initial administrator password is "admin". Touch , the Change Administrator Password icon, to change the password.

- Touch [OK].

If the entered password is incorrect, an error message appears. Check the password and enter the correct one.

## ↓ Note

- When you finish configuring Administrator Settings, touch [Close].
- If no operations are performed for 10 minutes, the configuration screen for the administrator will disappear automatically.
- You can also configure the administrator settings from the Web page of the machine.
  - For details about opening the administrator settings screen, see page 101 "Opening Administrator Settings".
  - For settings that can be configured on the Web page, see page 134 "Administrator Settings".
- The administrator settings screen cannot be opened on the machine while the administrator settings are being configured from the machine's Web page.

## Administrator Settings

Touch the icon with your finger to activate an icon in Administrator Settings.

### Important

- Certain settings for using a network, settings for authentication cannot be configured from Administrator Settings on the machine. To configure such settings, use the Administrator Settings Web page. For details about how to access the Administrator Settings Web page, see page 101 "Opening Administrator Settings".

The operations performed with the activated icons are as follows:

Icons displayed on this machine	Items on the Web page	Behavior
 System Settings	System Settings	Changes the System Settings. For details about how to configure the settings, see page 170 "Changing the System Settings".
 Security Settings	Security Settings	Configures the security settings. For details about configuring the settings, see page 177 "Changing the Security Settings".
 Network Settings	Network Settings	Configures the IP Address and Default Gateway settings. These settings are necessary to use the following functions: <ul style="list-style-type: none"> <li>• Remote whiteboard</li> <li>• Send by e-mail</li> <li>• Print pages</li> <li>• Web page</li> <li>• IWB Remote Desktop Software</li> </ul> For details about how to configure the settings, see page 138 "Configuring Network Settings".
 Print Settings	Print Settings	Configures the Printer Address and Print Authentication settings. These settings are necessary to print pages. For details about how to configure the settings, see page 181 "Changing the Print Settings".

Icons displayed on this machine	Items on the Web page	Behavior
 Email Settings	Email Settings	<p>Configures the SMTP Server Settings. These settings are necessary to send saved pages or logs by e-mail.</p> <p>For details about how to configure the settings, see page 146 "Configuring SMTP Server Settings".</p>
-	Video Conference Settings	<p>For details about how to configure the settings, see page 183 "Changing the Video Conference Settings".</p>
-	User Authentication Settings	<p>Configures the user authentication settings.</p> <p>For details about how to configure the settings, see page 179 "Changing User Authentication Settings".</p>
 Set Date/Time	Set Date/Time	<p>Sets the date and time displayed at the top of the main operation panel.</p> <p>For details about how to configure the settings, see page 142 "Setting the Date and Time".</p>
 Region and Language	Region and Language Settings	<p>Specifies the display language and the region where the machine is used.</p> <p>For details about how to configure the settings, see page 143 "Configuring Region and Language Settings".</p>
 Add/Delete Remote License	Remote Whiteboard License Management	<p>Adds or deletes a remote license. This setting is necessary to use the remote whiteboard.</p> <p>For details about how to add or delete a remote license, see page 144 "Adding or Deleting Your Remote License".</p>
 System Update	- *1	<p>Updates the system to the latest version. Alternatively it is used to update or install the driver.</p> <p>For details about how to update the system, see page 168 "Updating Your System".</p>

Icons displayed on this machine	Items on the Web page	Behavior
	Added Data Management	<p>Imports or exports the Email Address Book, Contact List, Shared Folder List, or Template.</p> <ul style="list-style-type: none"> <li>For details about how to add or export the Email Address Book, see page 152 "Managing an Email Address Book".</li> <li>For details about how to add or export the Contact List, see page 148 "Managing a Remote Contact List".</li> <li>For details about how to add or export the Shared Folder List, see page 156 "Managing a Shared Folder List".</li> <li>For details about how to import or export the Template, see page 161 "Managing a Template".</li> </ul>
	Device Configuration Management	<p>Exports and then backs up the information set in Administrator Settings to a USB flash memory device.</p> <p>For details about how to back up the machine configuration, see page 187 "Restoring Configuration Settings".</p>
	Device Configuration Management	<p>Imports and then restores the exported Administrator Settings information from a USB flash memory device.</p> <p>For details about how to restore the machine configuration, see page 186 "Performing a Configuration Settings Backup".</p>
	Log Download	<p>Records the start times and errors in a file. The log file can be saved as follows:</p> <ul style="list-style-type: none"> <li>Save to a USB flash memory device</li> <li>Send by e-mail</li> </ul> <p>For details about the information saved in a log file or how to save the file, see page 165 "Collecting Logs".</p>
	- *1	<p>Resets the information configured in Administrator Settings to the factory default values.</p> <p>For details about how to reset the information, see page 191 "Restoring the Factory Default Settings".</p>

Icons displayed on this machine	Items on the Web page	Behavior
 Change Administrator Password	Change Administrator Password <sup>*2</sup>	You can change the administrator password. Enter the current password together with the new password to change the password.
 Display Touch Keyboard	- <sup>*1</sup>	Displays the touch keyboard. This keyboard is used to enter text, such as an e-mail address or password.
 Wireless Network Settings	- <sup>*1</sup>	Configures the wireless network. It also displays the MAC address of the device. For details about how to configure the settings, see page 140 "Configuring Wireless Network Settings".
 Device Management	*1	Adds or deletes a device connected via Bluetooth. This icon is displayed only when [Enable Bluetooth Device Connection] on the System Settings screen is selected. For details about how to add a device, see page 184 "Managing Devices Connected via Bluetooth".

\*1 This item cannot be displayed from the machine's Web page.

\*2 The initial password ("admin") cannot be specified from the Web page of the machine. The new password becomes valid after the machine is restarted.

## Configuring Network Settings

You can configure the following settings on the "Network Settings" window in Administrator Settings.

When the configuration is complete, the machine automatically restarts.

Item	Description	Initial value
Network Auto Settings <sup>*3</sup>	<p>Specify whether or not to configure the Network Settings automatically.</p> <p>If you clear this check box, specify the following settings:</p> <ul style="list-style-type: none"> <li>• IP Address</li> <li>• Subnet Mask</li> <li>• Default Gateway</li> </ul>	Selected
DNS Auto Settings <sup>*3</sup>	<p>Specify whether or not to configure the DNS server settings automatically.</p> <p>If you clear this check box, specify the following settings:</p> <ul style="list-style-type: none"> <li>• Preferred DNS Server</li> <li>• Alternate DNS Server</li> </ul>	Selected
Proxy Server Settings <sup>*1</sup>	<p>Specify whether or not to configure the proxy server manually.</p> <p>Enter the following:</p> <ul style="list-style-type: none"> <li>• Address</li> <li>• Port Number</li> <li>• User Name</li> <li>• Password</li> </ul> <p>A user name and password can be entered only when proxy user authentication is specified.</p>	Not selected
Ethernet Rate <sup>*3</sup>	Selects an Ethernet speed.	<b>Auto Settings</b>
MAC Address <sup>*3</sup>	Indicates the MAC address of the wired LAN adapter.	-

Item	Description	Initial value
Use Public Address Book Function <sup>*2</sup>	<p>Specifies whether or not to use a public address book (Active Director / LDAP server address). When this check box is selected, enter the following items to access a public address book:</p> <ul style="list-style-type: none"> <li>• Active Directory/LDAP Server</li> <li>• User Name</li> <li>• Password</li> <li>• Distinguished Name (DN)</li> </ul> <p>Also enter associated attribute names as follows:</p> <ul style="list-style-type: none"> <li>• User Name</li> <li>• Email Address</li> <li>• Department Name</li> <li>• Phonetic Names</li> </ul>	Not selected
Download Public Address Book and Search <sup>*2</sup>	Specifies whether or not to download a public address book when the whiteboard starts. When this check box is selected, items in the public address book will be updated every time the whiteboard starts. When this check box is cleared, the whiteboard accesses the public address book on the server and perform a search.	Selected

\*1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Use the proxy server].

\*2 Displayed only when configured from the Web page of the machine.

\*3 Only applied on the wired LAN.

#### Note

- Dynamic DNS is not supported. If "Network Auto Settings" is selected, the IP address is obtained automatically, but the host name is not set.
- The public address book of this machine is updated when the machine starts up.
- The public address book of this machine is erased when the function is disabled.

# Configuring Wireless Network Settings

You can configure the following settings on the "Wireless Network Settings" window in Administrator Settings.

When the configuration is complete, touch [Save settings by restarting]. The machine restarts automatically.

## Note

- For details about how to configure a wireless network, see Help on your computer and the manual of the device to be connected.

Item	Description	Initial value
Connect to access point etc.	<p>Configures the settings to connect to a network node such as the access point.</p> <p>Touch [Connect to access point etc.] to display the list of access points that can be connected. From the list, select the network name (SSID) to which to connect, and then enter the network security key to connect to the access point.</p> <p>If the network name (SSID) of the access point you want to connect to is not found on the list, touch [Manually connect wireless network] to open the configuration screen, and manually configure the wireless network.</p>	-
Manually connect wireless network	<p>Manually adds a wireless network configuration.</p> <p>To add a setting, touch [Manually connect wireless network] to open the configuration screen, and enter the following information of the access point to connect:</p> <ul style="list-style-type: none"> <li>• Network name</li> <li>• Security type</li> <li>• Encryption type</li> <li>• Security Key</li> </ul> <p>Also, select the following settings if necessary:</p> <ul style="list-style-type: none"> <li>• [Start this connection automatically]</li> <li>• [Connect even if the network is not broadcasting]</li> </ul>	-

Item	Description	Initial value
MAC Address	The MAC address of the wireless LAN adapter is displayed.	-

## Setting the Date and Time

You can change the settings of the date and time or the time zone on the "Set Date/Time" window in Administrator Settings.

### Note

- If you select the link for time setting, Internet Explorer may open. If Internet Explorer opens, close it.

# Configuring Region and Language Settings

You can configure the following settings on each tab of "Region and Language" window in Administrator Settings.

You may need to touch [Region] or [Language] in the [Region and Languages] dialog box to display the following tab or screen.

## [Formats] tab

Specify the language you want to use to display the information such as date or time.

## [Location] tab

Specify the current region.

## [Keyboards and Languages] tab

Specify the keyboard language and the text display language you want to use.

## [Change your language preference] configuration screen <sup>\*1</sup>

Specify the keyboard language and text display language you want to use.

Use the following procedure to select the language to use:

1. From the list, select the language you want to use.
2. Touch [Move up] to move the language you want to use to the top of the list.
3. Close the window.

## [Administrative] tab

Specify the language you want to use to display a text from a program that does not support Unicode.

### Note

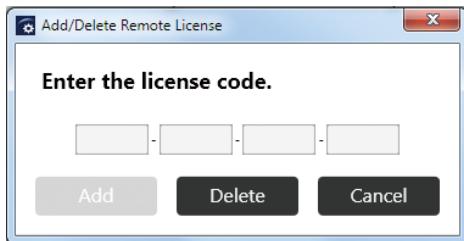
- If you select the link for language setting, Internet Explorer may open. If Internet Explorer opens, close it.
- After you finish changing the settings, the login screen may appear. In such case, quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine.
- If you use [Change system locale] in the [Administrative] tab to change the locale, a message is displayed which asks whether to shut down the system. When you close the message, the system restarts. If you want to change the region or language, we recommend using [Change system locale] after completing the other changes.
- From the Web page of the machine, you can specify [Current Location] and [Display Language].

# Adding or Deleting Your Remote License

This section explains how to enable the remote whiteboard session by adding a license code of Remote License, which is an external option.

## Adding Your Remote License

1. Touch , the Add/Delete Remote License icon, in Administrator Settings.
2. Display the touch keyboard and enter your license code.



The method to display the touch keyboard varies depending on the machine. It may take approximately 2 seconds until the touch keyboard is displayed.

- If the [Software Keyboard] icon is displayed on the desktop, touch this icon twice quickly.
- If the [Software Keyboard] icon is not displayed on the desktop, use your finger to move the point to the upper left corner of the display and touch the frame that appears.

The license code is not case-sensitive. You can enter the license code in either uppercase or lowercase.

3. Touch [Add].

When your license code is authenticated, a completion message appears.

If the entered license code is incorrect, an error message appears. Check the license code and enter the correct one.

4. Touch [OK].

After the registration is complete, close the administrator settings screen, start the main screen of the machine, and then check that [Open] and [Join] in the remote Whiteboard submenu that appears when you touch the  Sharing icon are enabled.

## Deleting a Remote License

1. Touch , the Add/Delete Remote License icon, in Administrator Settings.
2. Touch [Delete].

**3. Touch [OK] in the message that appears.**

[Open] and [Join] in the remote Whiteboard submenu that appears by touching the  Sharing icon are disabled.

**4. Touch [OK].**

 **Note**

- To register or delete a remote license from the Web page of the whiteboard, click [Remote Whiteboard License Management] in Administrator Settings. For details about how to access the Administrator Settings Web page, see page 101 "Opening Administrator Settings".

# Configuring SMTP Server Settings

You can configure the following settings of the SMTP Server on the "Email Settings" window in Administrator Settings.

Item	Description	Initial value
Address <sup>*1</sup>	Enter the address of the SMTP server. You can also enter the host name. When you enter the host name, you must configure the DNS server settings.	-
Port Number <sup>*2</sup>	Enter the port number for SMTP.	25
Sender Email Address	Specify the e-mail address of the sender. If you are using RICOH Streamline NX-based authentication, the e-mail address of the logged-in user will be used as the sender e-mail address.	-
Require Authentication	Specify whether or not SMTP server authentication is required. If you select this check box, enter the account and password for the SMTP server.	Not selected
Security	Specify whether or not to encrypt e-mails destined for the SMTP server with STARTTLS.	Not selected
Set the max size for attached files	Specify whether or not to split an attached file to be sent. If you select this check box, specify the upper limit for the size of an attached file.	Selected (5MB)

<sup>\*1</sup> When the machine settings are being configured from the Web page of the machine, this item is displayed as [SMTP Server Address].

<sup>\*2</sup> When the machine settings are being configured from the Web page of the machine, this item is displayed as [SMTP Server Port Number].

## Note

- Windows CAL might be required to use the Windows server functionality on the SMTP server. For details about the Windows CAL license, see the Microsoft home page.

## Settings for Using the Mail to Print Function

When using the Mail to Print function, select "Set the max size for attached files", and then specify the maximum file size.

The maximum file size set on the machine should be at least 1.4 times smaller than the maximum size of incoming mail sent to the destination device.

- If the maximum incoming mail size on the destination device is 2 MB, then the maximum file size set on the machine should be 1 MB.
- If the maximum file size set on the machine is 5 MB, then the maximum size of incoming mail sent to the destination device should be set to 7 MB or larger.

### Note

- For details about Mail to Print, see page 67 "Printing pages by specifying the multifunction printer (Mail to Print function)".

# Managing a Remote Contact List

A contact list contains the names and addresses of the devices using remote whiteboard. After a contact list has been added, you can select a host whiteboard from the list.

To add or change a contact list, export the list first, and then make changes and save the list. Finally, register the list again.

## ⚠ CAUTION

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## Creating a Remote Contact List

Use a text editor, spreadsheet software, or other similar application to create a contact list.

- In the first row, enter the label for each column. In the second and subsequent rows, enter the corresponding information for each host whiteboard you want to register to the contact list.

Up to 1,000 entries can be added from the second line.

1	name [Tab] address [Tab] group	2	3	4
	name01 [Tab] XXX.XXX.XX.X [Tab] group01			
	name02 [Tab] XXX.XXX.XX.XX [Tab] group01			
	name03 [Tab] XXX.XXX.XX.XX [Tab] group02			
	name04 [Tab] XXX.XXX.XX.XXX [Tab] group02			

DEC001

### 1. Label row

Enter "name", "address", and "group" by separating them with a tab.

### 2. Name column

Enter the name of the host whiteboard. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

### 3. Address column

Enter the IP address or host name of the host whiteboard. If you omit even one of the IP addresses or host names, the contact list is not added.

- An IP address must consist of four sets of numbers, each set separated by a period (.). The numbers must be decimal numbers between 0 and 255.
- The host name must contain 1 to 255 characters. The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: - .

#### 4. Group column

Enter the group name of the host whiteboard. When you enter a group name, you can sort or filter the rows by group. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

#### 2. Save the file.

- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with tab-separated values.
  - There are different character encodings for Unicode. If the file is saved as a non-Unicode little endian file, the file cannot be used. The screen which allows you to choose the format used to save files differs according to the text editor or spreadsheet software you are using.

Display examples for Unicode little endian format	Display examples for unavailable format
<ul style="list-style-type: none"> <li>• Unicode</li> <li>• Unicode text</li> <li>• Unicode little endian</li> <li>• UTF-16LE</li> </ul>	<ul style="list-style-type: none"> <li>• Unicode big endian</li> <li>• UTF-16BE</li> <li>• UTF-8</li> </ul>

8

### Sample contact list

#### Using a text editor such as Notepad to create a contact list

	name	[Tab]	address	[Tab]	group
1	MTG_ROOM01	[Tab]	111.22.33.44	[Tab]	TOKYO
2	MTG_ROOM02	[Tab]	111.22.33.55	[Tab]	TOKYO
3	Projector	[Tab]	IK_PROJECTOR	[Tab]	RICOH
4		[Tab]	123.45.67.89	[Tab]	

DEC002

### Using spreadsheet software such as Excel to create a contact list

	name	address	group
1	MTG_ROOM01	111.22.33.44	TOKYO
2	MTG_ROOM02	111.22.33.55	TOKYO
3	Projector	IK_PROJECTOR	RICOH
4		123.45.67.89	

DEC008

#### 1. First entry (2nd row)

The host whiteboard with an IP address of "111.22.33.44" is registered.

- Name column: The entry is named "MTG\_ROOM01".
- Address column: "111.22.33.44" is entered.
- Group column: The entry is included in the group "TOKYO".

#### 2. Second entry (3rd row)

The host whiteboard with an IP address of "111.22.33.55" is registered.

- Name column: The entry is named "MTG\_ROOM02".
- Address column: "111.22.33.55" is entered.
- Group column: The entry is included in the group "TOKYO".

#### 3. Third entry (4th row)

The host whiteboard with the host name "IK\_PROJECTOR" is registered.

- Name column: The entry is named "Projector".
- Address column: "IK\_PROJECTOR" is entered.
- Group column: The entry is included in the group "RICOH".

8

#### 4. Fourth entry (5th row)

The host whiteboard with an IP address of "123.45.67.89" is registered.

- Name column: The entry is not named.
- Address column: "123.45.67.89" is entered.
- Group column: The entry is not included in a group.

### Adding a Remote Contact List

#### Important

- When the import is complete, the contact list is overwritten.

1. Create a contact list in the root directory (the topmost directory) of a USB flash memory.
2. Insert the USB flash memory device containing the contact list into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

**3. Touch , the Added Data Management icon, in Administrator Settings.**

When adding the contact list from the Web page of the machine, click [Added Data Management] in Administrator Settings.

**4. Touch [Import] of "Contact List".**

When registering the contact list from the Web page of the machine, click [Upload].

**5. Select the saved contact list.**

**6. Touch [OK].**

Import of the contact list begins. When the import is complete, a message is displayed.

**7. Touch [OK].**

---

## Exporting a Remote Contact List

---

**1. Insert a USB flash memory device into a USB port.**

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

**2. Touch , the Added Data Management icon, in Administrator Settings.**

When exporting the contact list from the Web page of the machine, click [Added Data Management] in Administrator Settings.

**3. Touch [Export] of "Contact List".**

Export of the contact list begins. When the export is complete, a message is displayed.

When registering the contact list from the Web page of the machine, click [Download].

**4. Touch [OK].**

# Managing an Email Address Book

If an email address book is added, you can select a destination e-mail address from the added email address book when saving and sending pages.

## ⚠ CAUTION

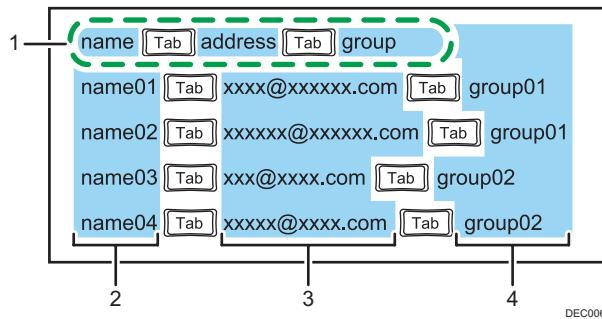
- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## Creating an Email Address Book

Use a text editor, spreadsheet software, or other similar application to create an email address book.

- In the first row, enter the label for each column. In the second and subsequent rows, enter the corresponding information for each e-mail address you want to register to the email address book.

Up to 1,000 entries can be added from the second line.



1	name	[Tab]	address	[Tab]	group
2	name01	[Tab]	xxxx@xxxxxx.com	[Tab]	group01
3	name02	[Tab]	xxxxxx@xxxxxx.com	[Tab]	group01
4	name03	[Tab]	xxx@xxxx.com	[Tab]	group02
	name04	[Tab]	xxxxx@xxxx.com	[Tab]	group02

DEC006

### 1. Label row

Enter "name", "address", and "group" by separating them with a tab.

### 2. Name column

Enter the name of the e-mail address. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

### 3. Address column

Enter the e-mail address. If you omit even one of the e-mail addresses, the email address book is not added.

The e-mail address must contain 1 to 255 characters. The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: ! # \$ % & ' \* + - . / = ? @ ^ \_ ` { | } ~

#### 4. Group column

Enter the group name of the e-mail address. When you enter a group name, you can sort or filter the rows by group. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

#### 2. Save the file.

- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with tab-separated values.
- There are different character encodings for Unicode. If the file is saved as a non-Unicode little endian file, the file cannot be used. The screen which allows you to choose the format used to save files differs according to the text editor or spreadsheet software you are using.

Display examples for Unicode little endian format	Display examples for unavailable format
<ul style="list-style-type: none"> <li>• Unicode</li> <li>• Unicode text</li> <li>• Unicode little endian</li> <li>• UTF-16LE</li> </ul>	<ul style="list-style-type: none"> <li>• Unicode big endian</li> <li>• UTF-16BE</li> <li>• UTF-8</li> </ul>

### Sample email address book

#### Using a text editor such as Notepad to create an email address book

name [Tab] address [Tab] group			
1	User001	[Tab] name1@mail.com	[Tab] TOKYO
2	User002	[Tab] name2@mail.com	[Tab] TOKYO
3	User003	[Tab] name3@mail.com	[Tab] RICOH
4		[Tab] guest@mail.co.jp	[Tab]

DEC003

8

#### Using spreadsheet software such as Excel to create an email address book

	name	address	group
1	User001	name1@mail.com	TOKYO
2	User002	name2@mail.com	TOKYO
3	User003	name3@mail.com	RICOH
4		guest@mail.co.jp	

DEC009

#### 1. First entry (2nd row)

The e-mail address "name1@mail.com" is registered.

- Name column: The entry is named "User001".
- Address column: "name1@mail.com" is entered.
- Group column: The entry is included in the group "TOKYO".

## 2. Second entry (3rd row)

The e-mail address "name2@mail.com" is registered.

- Name column: The entry is named "User002".
- Address column: "name2@mail.com" is entered.
- Group column: The entry is included in the group "TOKYO".

## 3. Third entry (4th row)

The e-mail address "name3@mail.com" is registered.

- Name column: The entry is named "User003".
- Address column: "name3@mail.com" is entered.
- Group column: The entry is included in the group "RICOH".

## 4. Fourth entry (5th row)

The e-mail address "guest@mail.co.jp" is registered.

- Name column: The entry is not named.
- Address column: "guest@mail.co.jp" is entered.
- Group column: The entry is not included in a group.

---

## Adding an Email Address Book

---

8

1. Create an email address book in the root directory (the topmost directory) of a USB flash memory device.
2. Insert the USB flash memory device containing the email address book into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

3. Touch , the Added Data Management icon, in Administrator Settings.

4. Touch [Import] of "Email Address Book".

When registering the contact list from the Web page of the machine, click [Upload].

5. Select the saved email address book.

6. Touch [OK].

Import of the email address book begins. When the import is complete, a message is displayed.

7. Touch [OK].

## Exporting an Email Address Book

### 1. Insert a USB flash memory device into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

### 2. Touch , the Added Data Management icon, in Administrator Settings.

### 3. Touch [Export] of "Email Address Book".

When registering the contact list from the Web page of the machine, click [Download].

Export of the email address book begins. When the export is complete, a message is displayed.

### 4. Touch [OK].

# Managing a Shared Folder List

If a shared folder list is added, you can select a shared folder from the added shared folder list when saving pages and importing a file.

## ⚠ CAUTION

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## ★ Important

- Shared folders only support CIFS format. They do not support SMB or NTFS format.

## ⬇ Note

- Windows CAL might be required to use the Windows server functionality on the shared folder. For details about the Windows CAL license, see the Microsoft home page.
- The machine cannot join a domain. To access a folder that is under control of a domain, specify a user name that is allowed to participate in the domain (User Principal Name in the format of "User Name" @ "FQDN domain name", for example, or configure other settings to allow access to the folder from outside the domain.) This machine conforms to the specifications for accessing shared folders set by Microsoft. For details, see the Microsoft web site.

## Creating a Shared Folder List

8

Use a text editor, spreadsheet software, or other similar application to create a shared folder list.

- In the first row, enter the label for each column. In the second row, enter the corresponding information for each shared folder you want to register to the shared folder list.

Up to 20 entries can be added from the second line.

1	name	[Tab]	path	[Tab]	user	[Tab]	password	[Tab]	readable	[Tab]	writable
	folder name01	[Tab]	path1	[Tab]	user01	[Tab]	password	[Tab]	true	[Tab]	true
	folder name02	[Tab]	path2	[Tab]	user02	[Tab]	password	[Tab]	true	[Tab]	false
	folder name03	[Tab]	path3	[Tab]	user03	[Tab]	password	[Tab]	false	[Tab]	true
	folder name04	[Tab]	path4	[Tab]	user04	[Tab]	password	[Tab]	false	[Tab]	false

2      3      4      5      6      7

DEC004

### 1. Label row

Enter "name", "path", "user", "password", "readable", and "writable" by separating them with a tab.

## 2. Name column

Enter the name of the shared folder. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

## 3. Path column

Enter the path of the shared folder. If you omit even one of the paths of the shared folder, the shared folder list is not added.

The path of the shared folder must contain 1 to 1024 characters. Enter the path as follows:

\computer's IP address or host name\shared folder name

To specify the host name, enter its fully qualified domain name (FQDN, e.g. host.name.ricoh.co.jp).

## 4. User column

Enter the user name of the user allowed to access the shared folder. If you omit the name, a blank entry is added.

The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: (space) ! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ \_ ` { | } ~

To specify a shared folder under domain management, enter its UPN (e.g. user.name@ricoh.co.jp).

## 5. Password column

Enter the password of the user allowed to access the shared folder. If you omit the password, a blank entry is added.

The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: (space) ! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ \_ ` { | } ~

8

## 6. Readable column

Touch , the Import and Save icon, and then specify whether or not to list the entry in the file list displayed by touching  [Import File]. To include the entry, enter "true". To exclude the entry, enter "false".

## 7. Writable column

Touch , the Import and Save icon, and then specify whether or not to list the entry in the file list displayed by touching  [Save File]. To include the entry, enter "true". To exclude the entry, enter "false".

## 2. Save the file.

- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with tab-separated values.

- There are different character encodings for Unicode. If the file is saved as a non-Unicode little endian file, the file cannot be used. The screen which allows you to choose the format used to save files differs according to the text editor or spreadsheet software you are using.

Display examples for Unicode little endian format	Display examples for unavailable format
<ul style="list-style-type: none"> <li>Unicode</li> <li>Unicode text</li> <li>Unicode little endian</li> <li>UTF-16LE</li> </ul>	<ul style="list-style-type: none"> <li>Unicode big endian</li> <li>UTF-16BE</li> <li>UTF-8</li> </ul>

## Sample shared folder list

### Using a text editor such as Notepad to create a shared folder list

name	path	user	password	readable	writable
1 Office_Folder	\Office-PC.ricoh.co.jp\Folder01	DomainUser@ricoh.co.jp	password123	true	false
2	\123.45.67.89\PDF_Folder	User001	abc123	false	true
3 Local	\111.222.33.44\Local			true	true

DMT111

8

### Using spreadsheet software such as Excel to create a shared folder list

name	path	user	password	readable	writable
1 Office_Folder	\Office-PC.ricoh.co.jp\Folder01	DomainUser@ricoh.co.jp	password123	true	false
2	\123.45.67.89\PDF_Folder	User001	abc123	false	true
3 Local	\111.222.33.44\Local			true	true

DMT112

#### 1. First entry (2nd row)

The shared folder "Folder01" on the computer whose host name is "Office\_PC" is registered.

- Name column: The entry is named "Office\_Folder".
- Path column: "\Office-PC.ricoh.co.jp\Folder01" is entered.
- User column: "DomainUser@ricoh.co.jp" is entered.
- Password column: "password123" is entered.
- Readable column: The entry is listed in the file list.
- Writable column: The entry is not listed in the file list.

#### 2. Second entry (3rd row)

The shared folder "PDF\_Folder" on the computer whose IP address is "123.45.67.89" is registered.

- Name column: The shared folder is not named.
- Path column: "\\123.45.67.89\PDF\_Folder" is entered.
- User column: The user name "User001" is allowed to access the shared folder.
- Password column: The password of the user "User001" is "abc123".
- Readable column: The entry is not listed in the file list.
- Writable column: The entry is listed in the file list.

### 3. Third entry (4th row)

The shared folder "Local" on the computer whose IP address is "111.222.33.44" is registered.

- Name column: The entry is named "Local".
- Path column: "\\111.222.33.44\Local" is entered.
- User column: No user name
- Password column: No password
- Readable column: The entry is listed in the file list.
- Writable column: The entry is listed in the file list.

---

## Importing a Shared Folder List

---

### Important

- When the import is complete, the shared folder list is overwritten.

1. Create a shared folder list in the root directory (the topmost directory) of a USB flash memory device.

2. Insert the USB flash memory device containing the shared folder list into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

3. Touch , the Added Data Management icon, in Administrator Settings.

4. Touch [Import] in "Shared Folder".

When registering the contact list from the Web page of the machine, click [Upload] in "Shared Folder List".

5. Select the saved shared folder list.

6. Touch [OK].

Import of the shared folder list begins. When the import is complete, a message is displayed.

If an error occurs while the shared folder list is imported, a report will be sent to the USB flash memory device when you touch [Output Report] on the error message window.

7. Touch [OK].

## Performing a Connection Test on a Shared Folder

---

After importing the shared folder list, you can perform a connection test on the shared folder.

1. Touch , the Added Data Management icon, in Administrator Settings.
2. Touch [Connection Test] in "Shared Folder".

The connection test begins. If an error occurs during the connection test, a report will be sent to the USB flash memory device when you touch [Output Report].

3. Touch [OK].

### Note

- You can stop a connection test while it is performed.

## Exporting a Shared Folder List

---

1. Insert a USB flash memory device into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

2. Touch , the Added Data Management icon, in Administrator Settings.
3. Touch [Export] in "Shared Folder".  
When registering the contact list from the Web page of the machine, click [Download] in "Shared Folder List".  
Export of the shared folder list begins. When the export is complete, a message is displayed.
4. Touch [OK].

# Managing a Template

You can import or export an image file that you want to use as a template. Also, you can configure the default screen of the whiteboard from the list of the template after importing it.

## ⚠ CAUTION

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## Creating a Template File

Create image files and a list of template files and compress them.

### 1. Create an image file as a template and save it.

You can add up to 20 image files to the machine as templates.

Save the image file with the following settings:

- File name: any name
- File extension: JPG or PNG
- File size: 40 MB
- Recommended resolution: 1920 × 1080 px (FHD)

### 2. Open a text editor, spreadsheet software or other similar application.

### 3. Enter the corresponding information for each template file in the following format:

file name	[Tab]	display name
image file name 01	[Tab]	displayed file name 01
image file name 02	[Tab]	displayed file name 02
image file name 03	[Tab]	displayed file name 03
image file name 04	[Tab]	displayed file name 04

DTW470

#### 1. Label row

Enter "file name" and "display name" by separating them with a tab.

#### 2. Image file name column

Enter the name of the image file you want to register to the machine as a template.

#### 3. Displayed file name column

Enter the name that is displayed on the setting screen. The number of characters must be 255 or less. If you do not enter a name, the current name of the image file is displayed.

**4. Save the list.**

- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with tab-separated values.
- There are different character encodings for Unicode. If the file is saved as a non-Unicode little endian file, the file cannot be used. The screen which allows you to choose the format used to save files differs according to the text editor or spreadsheet software you are using.

Display examples for Unicode little endian format	Display examples for unavailable format
<ul style="list-style-type: none"> <li>• Unicode</li> <li>• Unicode text</li> <li>• Unicode little endian</li> <li>• UTF-16LE</li> </ul>	<ul style="list-style-type: none"> <li>• Unicode big endian</li> <li>• UTF-16BE</li> <li>• UTF-8</li> </ul>

**5. Save the template file list and the image files in the same folder.**

You can specify any name for a folder.

**6. Zip the folder.****Sample template file list****Using a text editor such as Notepad to create a template file list**

	file name	[Tab]	display name
1	Image 01	[Tab]	image 01
2	Image 02	[Tab]	xxxxxx
3	Calendar	[Tab]	month 01
4	RICOH	[Tab]	

DTW471

**Using spreadsheet software such as Excel to create a template file list**

	file name	display name
1	Image 01	image 01
2	Image 02	xxxxxx
3	Calendar	month 01
4	RICOH	

DTW472

### 1. First entry (2nd row)

The image file name "Image 01" is registered to the machine and displayed on the screen as "image 01".

- Image file name column: "Image 01" is entered.
- Displayed file name column: "image 01" is entered.

### 2. Second entry (3rd row)

The image file name "Image 02" is registered to the machine and displayed on the screen as "xxxxxx".

- Image file name column: "Image 02" is entered.
- Displayed file name column: "xxxxxx" is entered.

### 3. Third entry (4th row)

The image file name "Calendar" is registered to the machine and displayed on the screen as "month 01".

- Image file name column: "Calendar" is entered.
- Displayed file name column: "month 01" is entered.

### 4. Fourth entry (5th row)

The image file name "RICOH" is registered to the machine and displayed on the screen as "RICOH".

- Image file name column: "RICOH" is entered.
- Displayed file name column: No character is entered.

## Importing a Template

### Important

8

- When the import is complete, the template file list is overwritten.

1. Save a template file in the root directory (the topmost directory) of a USB flash memory device.

2. Insert the USB flash memory device containing the template file into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29.

3. Touch , the Added Data Management icon, in Administrator Settings.

4. Touch [Import] in "Template".

Click [Upload] when importing the template from the Web page.

5. Select the zip file you want to import.

6. Touch [OK].

The selected template is imported to the machine.

7. Touch [OK].

## Exporting a Template

### 1. Insert a USB flash memory device into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29.

### 2. Touch , the Added Data Management icon, in Administrator Settings.

### 3. Touch [Export] in "Template".

Click [Download] when importing the template from the Web page.

### 4. Touch [OK].

The zip file uploaded to the machine is downloaded.

The 5 templates that are built into the machine are not exported.

## Displaying the Template when the Interactive Whiteboard Starts

If you import a template as a default screen for the whiteboard, the template is displayed when the whiteboard starts. Also, the default screen is displayed if you add a new blank page.

### 1. Touch , the Added Data Management icon, in Administrator Settings.

### 2. From the list of templates, select the template you want to configure as the default screen.

- 8 template images per 1 page are displayed on the list. The maximum number of template images is 26.
- Priority is given to the template images in the following order:
  - Whiteboard screen
  - 5 templates that are built into the machine
  - Template images that you import
- You can configure the default screen even if no images have been imported as a template. In this case, the initial value of the default screen is the whiteboard screen.

### Note

- If image files with resolutions smaller than the recommended value are imported, an enlarged image is displayed on the screen at the fixed aspect ratio. Also, if image files with resolutions larger than the recommended value are imported, a reduced image is displayed on the screen at the fixed aspect ratio.
- If you do not configure a default screen, the whiteboard screen is used as the default screen.

# Collecting Logs

## ⚠ CAUTION

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## ★ Important

- The log that is collected by this function is for troubleshooting purposes only and is not needed under normal conditions.

There are the following two types of logs:

- Event Log

This is a log for the user administrator. It can only be downloaded from the Web page of the machine.

For details about how to access the Administrator Settings Web page, see page 101 "Opening Administrator Settings".

- Dedicated problem analysis log

This is a log for problem analysis. It is only used when a problem occurs.

The information that is saved in the collection of logs is as follows:

- Event Log

- Machine startup time
- Machine shutdown time
- Remote whiteboard open time
- Remote whiteboard end time
- Remote whiteboard participation information
- Information about sent e-mails
- Print information
- User authentication log (if RICOH Streamline NX is used)

- Dedicated problem analysis log

- Start time
- End time
- Screen operations
- Information of error occurrences
- Page saved times
- Page saving destination information

- Remote whiteboard start time
- Remote whiteboard end time
- Remote whiteboard participation information

## Saving the Log to a USB Flash Memory Device

### Important

- To download the log from the Web page of the machine, click [Log Download] in Administrator Settings.

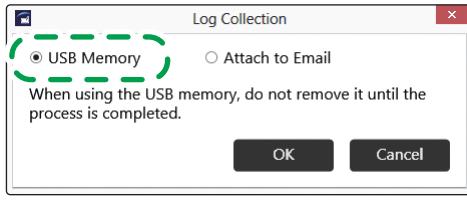
#### 1. Insert a USB flash memory device into a USB port.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

#### 2. Display Administrator Settings, and then touch , the Log Collection icon.

#### 3. Select "USB Memory".



DTW488

#### 4. Touch [OK].

The log is saved to the root directory (the topmost directory) of the USB flash memory device.

#### 5. Touch [OK].

## Attaching the Log to E-mail

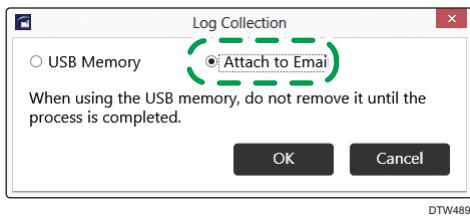
### Important

- Logs can be sent via e-mail only from the whiteboard.

You must first configure the network and SMTP server settings to send a log by e-mail. For details about how to configure the Network Settings, see page 138 "Configuring Network Settings". For details about how to configure the SMTP Server Settings, see page 146 "Configuring SMTP Server Settings".

#### 1. Display Administrator Settings, and then touch , the Log Collection icon.

**2. Select "Attach to Email".**



**3. Touch [OK].**

**4. Enter the destination e-mail address.**

**5. Touch [Send].**

**6. Touch [OK].**

**↓ Note**

- If the amount of log information exceeds 10 MB, it is automatically split into multiple files. The maximum file size is 10 MB.

# Updating Your System

You can update the system version by touching , the System Update icon, in Administrator Settings.

## **CAUTION**

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## **Important**

- Do not turn off the main unit power while the system update is in progress.
- If the system is updated after the version is downgraded, the settings may be changed.
- You can download the driver for a wide format multifunction printer or inkjet printer from the RICOH website and install on the machine as you download the firmware. For the installation procedure, see the installation guide that is included in the compressed file to be downloaded.
- When updating the driver, use the USB memory where the system files for update are stored. For details, see page 168 "Updating the System Using a USB Flash Memory Device".

The system can be updated as follows:

### **[Update from Network]**

Checks and updates the latest version of the system via a network.

About 5 minutes after Ricoh Interactive Whiteboard starts, the latest firmware is checked and downloaded.

The system is not updated immediately but at the next startup.

For the settings required for updating the system via a network, see page 170 "Changing the System Settings".

### **[Update from USB Memory]**

Uses a system file saved in a USB flash memory device to update the system.

For the settings required for updating the system using a USB flash memory device, see page 168 "Updating the System Using a USB Flash Memory Device".

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## **Updating the System Using a USB Flash Memory Device**

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Insert a USB flash memory device which contains the firmware, and then update the system manually. The firmware can be downloaded from the Ricoh website.

1. **Save the downloaded firmware to your computer, and then decompress the file.**

**2. Select the system file that is created, and then copy and save the file to the root directory (the topmost directory) of a USB flash memory device.**

The file name is "RIWB\_Version.zip". For example, if the system version is 1.2.3.1, the file name will be "RIWB\_1.2.3.1.zip".

**3. Insert the USB flash memory device containing the saved system file into the USB ports.**

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

**4. Touch , the System Update icon, in Administrator Settings.**

**5. Select the system file, and then touch [OK].**

**6. Touch [OK].**

Interactive Whiteboard starts updating the system. When the update is finished, Interactive Whiteboard will restart automatically.

# Changing the System Settings

You can configure the following settings on the "System Settings" window in Administrator Settings.

Item	Description	Initial value
Whiteboard Location Name	To change the name, touch [Change]. Specifies the name of the location where the machine is installed. The location name can consist of a string of 0 to 255 characters.	Blank
Update system from network on startup	Specify whether or not to automatically update the system when the whiteboard starts.	Selected
Check the Latest Version	Touch [Check the Latest Version] to check if a newer version of the system is available for update on the network.	-
Display confirmation dialog box before system update	Specify whether or not to show a confirmation message before updating when [Update system from network on startup] is selected.	Selected
Auto Shutdown Time	Specifies the time interval before the machine automatically shuts down.  If no operations are performed on the screen, the machine will shut down automatically when the set time interval elapses.	5 hour(s)
Auto Restart Time	Specifies the time at which the machine automatically restarts.  If the setting is configured on the machine's Web page, the setting becomes valid when the machine restarts.  Auto restart occurs when the machine is in standby mode. If [Auto Standby Time] is set to [No], the machine will not be automatically restarted even if [Auto Restart Time] is set.	4:00

Item	Description	Initial value
Auto Standby Time	<p>Specifies the time interval before the machine automatically enters standby mode.</p> <p>If no screens or images from the connected device are displayed on the machine, and if no operations are performed on the screen that is displayed, the machine will enter standby mode automatically when the set time interval elapses.</p>	<b>5 minute(s)</b>

Item	Description	Initial value
Auto Sleep Time *3	<p>Specifies the time interval before the machine automatically enters sleep mode.</p> <p>If no screens or images from the connected device are displayed on the machine, and if no operations are performed on the screen that is displayed, the machine will enter sleep mode automatically when the set time interval elapses.</p> <p>If [Auto Standby Time] is set to a time longer than 30 minutes, the machine will enter sleep mode, not standby mode.</p> <p>If the desktop or Administrator Settings is displayed, the machine does not enter sleep mode.</p> <p>In sleep mode, the following operations are not available:</p> <ul style="list-style-type: none"> <li>• Device configuration from the Administrator Settings Web page</li> <li>• Temporarily saved file operations from the Administrator Settings Web page</li> <li>• Software download from the Administrator Settings Web page</li> <li>• Synchronizing settings on multiple whiteboards</li> <li>• Using the Crestron function</li> </ul> <p>If the machine is in sleep mode, the machine will not be automatically shut down even if the time set in [Auto Shutdown Time] elapses.</p> <p>When the time set in [Auto Restart Time] elapses, the machine will be automatically restarted even if it is in sleep mode.</p>	30 minute(s)

Item	Description	Initial value
Image Quality on Remote Whiteboard <sup>*1</sup>	<p>Specifies the image quality (five levels) of the pages sent from participating devices when hosting a remote whiteboard session.</p> <p>Scanned pages or images input on the machine are always displayed in the highest quality.</p> <p>Scanned pages or images input on other devices are displayed as specified on the host whiteboard.</p>	<b>Standard Image Quality</b>
Use Temporary Save Function <sup>*4</sup>	Specifies whether or not to use the temporary save function for pages. If you do not want to use the function, clear this check box.	<b>Selected</b>
Save Period	Specifies the save period when the "Use the temporary save function" check box is selected.	<b>14 day(s)</b>
Check the import of temporarily saved files on starting the whiteboard	<p>Can be set when the "Use the temporary save function" check box is selected. Using this function allows you to specify whether to check if the temporarily saved files are imported when the machine starts up.</p> <p>If this check box is selected, a message is displayed when the machine starts up. This message asks whether to import temporarily saved files.</p>	<b>Not selected</b>
Darken the color of grid/guide line	Specifies the color density of grid and guide lines. When this setting is specified, the color of the grid and guide lines becomes darker.	<b>Selected</b>

Item	Description	Initial value
Default Whiteboard Detailed Settings	<p>Specifies the default whiteboard detailed settings. The default setting for each item is as follows:</p> <ul style="list-style-type: none"> <li>[Automatically switches to the external input when the external input display screen has changed]: <b>Selected</b></li> <li>[Do not display pen entry operation guidance while displaying external input]: <b>Not selected</b></li> <li>[Automatically recognize a click during a handwritten entry on remote PC image]: <b>Selected</b></li> <li>[On fair copy entry, only graphics will be fair copied (texts will not be fair copied)]: <b>Not selected</b></li> <li>[Automatically aligns the position of the texts and graphics]: <b>Selected</b></li> </ul> <p>For details about each item, see page 129 "Changing the Detailed Settings".</p>	-
Use RICOH Interactive Whiteboard Client Function <sup>*2</sup>	Specifies whether or not to use the "RICOH Interactive Whiteboard Client" function to access a remote whiteboard from an iPad, Android tablet, or Windows PC.	<b>Selected</b>
Switch External Input/Switch Page/Add Page/Upload File <sup>*2</sup>	Specifies whether or not to use RICOH Interactive Whiteboard Client to switch to an external input, switch pages, add a page, or upload an image.	<b>Enable</b>
Handwritten Entry/Deletion/Marker <sup>*2</sup>	Specifies whether or not to use the handwritten entry/deletion/marker functions in RICOH Interactive Whiteboard Client.	<b>Using Handwritten Entry/Deletion/Marker</b>
Use Crestron Control System <sup>*2</sup>	Specifies whether or not to use the Crestron function. When this check box is selected, the Crestron function becomes enabled, and you can then enter the IP address, port number, and IP ID of Crestron Control System.	<b>Not selected</b>

Item	Description	Initial value
Address <sup>*2</sup>	Specify the IP address or host name (up to 255 characters) of Crestron Control System.	Blank
Port Number <sup>*2</sup>	Specify the port number (an integer from 0 to 65536) of Crestron Control System.	41794
IP ID <sup>*2</sup>	Specify the IP ID (an integer between 3 and 254) of Crestron Control System.	3
Restore the previous whiteboard on startup	<p>Specify whether or not to retain the whiteboard contents for a specific period of time when the machine is shut down without saving the whiteboard contents. If the machine is turned on again before the specific period of time elapses, its contents will be restored.</p> <p>This function cannot be performed when [Use user authentication function] in Administrator Settings Web page is selected. Also, you cannot change this setting. For details about user authentication settings, see page 179 "Changing User Authentication Settings".</p>	Not selected
Restore Timeout	Specify how long the machine retains its contents after it is shut down.	2 minute(s)
Enable External Application Connection <sup>*2</sup>	<p>Specify whether or not to link with applications that are not dedicated to the whiteboard such as RICOH Smart Device Connector.</p> <p>If you select this, you can upload photos, images, and PDFs from the RICOH Interactive Whiteboard Client.</p>	Selected
Authenticate with Password <sup>*2</sup>	Can be set when the connection from external applications is enabled. Specify whether or not to use a password to authenticate the applications.	Not selected
Password <sup>*2</sup>	Choose 4 or more characters to be used as a password to authenticate external applications.	Blank
Enable Bluetooth Device Connection <sup>*3</sup>	Specifies whether or not to use Bluetooth to connect to a device.	Selected

- \*1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Background Image Quality].
- \*2 Displayed only when configured from the Web page of the machine.
- \*3 Displayed only when configured on the machine.
- \*4 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Use the temporary save function].

 **Note**

- Pages are temporarily stored without applying meeting codes when the machine enters standby mode. Temporarily stored files with no meeting code applied can be downloaded from the Web page by entering the administrator password. For details, see page 99 "Managing Temporarily Saved Files".
- Automatic temporary saving is a supplemental feature, and a temporarily stored file may be lost when a forced termination of the machine occurs. To save pages, enter a meeting code for the pages and temporarily save them to the machine, or save them in a shared folder or to a USB flash memory device. For details, see page 54 "Saving Pages".

# Changing the Security Settings

You can configure the following settings on the Security Settings screen under the administrator settings:

Item	Description	Initial value
Limit domain of email address	Select this item so that only domains that are specified under [Specify Domain] can be selected as the destination of an outgoing e-mail.	Not selected
Specify Domain <sup>*1</sup>	Up to 100 domain names can be specified when [Limit domain of email address] is enabled.  Create a text file (.txt) in the root directory of a USB flash memory device. Enter the label name "Domain" in the first line, and in each following line, enter a domain name using up to 255 characters. Save the file, and then touch [Import] to import the file.	-
Prohibit direct entry of email address	Specifies whether or not to prohibit direct entry of an e-mail address when sending e-mail.	Not selected
Invalidate email address history	Specifies whether or not to disable the record of e-mail addresses that are directly entered.	Not selected
Minimum passcode digits	Specifies the number of digits (from 4 to 10) to be used as a passcode.	4
Specify passcode on starting whiteboard	Specifies whether or not to display the passcode entry screen when starting the whiteboard.	Not selected
Display IP Address, Host Name and Passcode	Specifies whether or not to automatically mask the following information in the upper part of the mail control screen: <ul style="list-style-type: none"><li>• Host Name</li><li>• IP Address</li><li>• Passcode</li></ul> When [Auto Hide] is selected, the entered passcode is automatically masked one minute after it has been displayed.	Auto Hide
Fix to [Open with Passcode]	Specifies whether or not to require a passcode when starting a remote whiteboard.	Not selected

Item	Description	Initial value
Prohibit direct entry of host whiteboard	Specifies whether or not to prohibit direct address entry when selecting a host whiteboard.	Not selected
Invalidate host whiteboard history	Specifies whether or not to disable the record of direct address entry when selecting a host whiteboard.	Not selected
Enter passcode on connecting	Specifies whether or not to enter a passcode when joining a remote whiteboard session using a Web browser.	Selected
Allow connection only while remote whiteboard is being performed	Specifies whether or not to allow connection from a Web browser while a remote whiteboard is being performed.	Selected
Prohibit usage of USB memory	Prohibits access to a USB flash memory device.	Not selected
Display confirmation dialog box before starting RICOH UCS screen sharing <sup>*2</sup>	Specifies whether or not to display a confirmation screen to start RICOH UCS screen sharing upon starting a video conference when a video conferencing device is connected to the machine via USB.	Selected

\*1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Upload Domain Name List].

\*2 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Display confirmation dialog box before starting RICOH UCS P3000/P3500 screen sharing].

# Changing User Authentication Settings

You can configure the following settings on the [User Authentication Settings] screen under Administrator Settings:

**Important**

- This setting cannot be configured from the Administrator Settings on the machine. To configure this setting, use the Administrator Settings Web page. For details about how to access the Administrator Settings Web page, see page 101 "Opening Administrator Settings".
- This setting can be displayed only when Japan is not selected on the Location tab in the Configuring Region and Language settings screen. For detail about how to configure the region, see page 143 "Configuring Region and Language Settings".

Item	Description	Initial value
Use user authentication function	Specify whether or not to use the RICOH Streamline NX-based authentication function.	Not selected
Server Address <sup>*1*2</sup>	Specify the address of the AAM (Authentication and Accounting Manager) server. Enter the domain name or the IP address of the server (up to 256 characters).	Blank
Port Number <sup>*1*2</sup>	Enter the port number of the AAM server (an integer from 1 to 65535). The default port number of the AAM server is 8444.	Blank
Connection Test <sup>*1</sup>	Performs the connection test for the authentication server.	-
Upload <sup>*1</sup>	Imports the image used as the background on the login screen, if necessary. If any background image has been imported, the image is overwritten.	-
Delete <sup>*1*3</sup>	Deletes the imported background image on the login screen.	-

\*1 This item can be configured if the RICOH Streamline NX-based authentication function is used.

\*2 The configured value is not changed when [Use user authentication function] is not selected.

\*3 This operation can be executed only when the background image has been imported.

 **Note**

- The image file to be used as the background for the login screen should be a JPEG file of less than 20 MB. If you import an image file from Internet Explorer, there is no file size limit.
- If you click [Upload] or [Delete] without applying the settings, the entered value is not saved when the browser is reloaded.

# Changing the Print Settings

You can configure the following settings on the "Print Settings" window in Administrator Settings.

When using a printer using Universal Print Driver for this machine, be sure to configure the following settings:

Item	Description	Initial value
Printer Address	<p>Sets the IP address of the printer. You also can enter the host name.</p> <p>If you are using RICOH Streamline NX-based authentication, enter the SPM (Secure Print Manager) server address of the printer.</p>	Blank
Print Authentication	<p>Specifies the type of Print Authentication.</p> <ul style="list-style-type: none"> <li>• "No"</li> </ul> <p>Do not authenticate printing. When the settings are being configured from the Web page of the machine, this item is displayed as [Off].</p> <ul style="list-style-type: none"> <li>• "User Code Authentication"</li> </ul> <p>Use a user code for Print Authentication.</p> <ul style="list-style-type: none"> <li>• "User Authentication"</li> </ul> <p>Use a user name and password for Print Authentication.</p>	No
User Code	If "User Code Authentication" is selected in "Print Authentication", enter a user code of 0 to 8 digits.	Blank
User Name	If "User Authentication" is selected in "Print Authentication", enter a user name that consists of a character string of 0 to 128 characters.	Blank
Password	If "User Authentication" is selected in "Print Authentication", enter a password that consists of a character string of 0 to 128 characters.	Blank
Encrypt	<p>If "User Authentication" is selected in "Print Authentication", specify whether or not to encrypt the entered information.</p> <p>To encrypt the entered information, select this check box.</p>	Not selected

Item	Description	Initial value
Driver Encryption Key	If "Encrypt" is selected, enter encryption text that consists of a character string of 0 to 32 characters.	Blank
Others	<p>From the "Others" screen, you can open the printer driver properties screen to reconfigure the driver properties.</p> <p>If you are using RICOH Streamline NX-based authentication, you will need to reconfigure your settings appropriately.</p> <p>If the driver properties are configured, the settings become valid when the machine restarts.</p> <p>This setting is available only when the following conditions are met.</p> <ul style="list-style-type: none"> <li>• A printer driver for a wide format multifunction printer or inkjet printer is installed.</li> <li>• RICOH Streamline NX-based authentication is in use.</li> </ul>	Priority printer not selected

# Changing the Video Conference Settings

You can configure the following settings from the [Video Conference Settings] screen in Administrator Settings:

 **Important**

- **Video Conference Settings cannot be configured from Administrator Settings on the machine. To do so, use the Administrator Settings Web page. For details about how to access the Administrator Settings Web page, see page 101 "Opening Administrator Settings".**

Item	Description	Initial value
Use RICOH UCS Function	Specifies whether or not to use the RICOH UCS function.	Not selected
Contact ID	Enter your contact ID used to log in to the RICOH UCS service if the [Use RICOH UCS Function] check box is selected.	Blank
Password	Enter your password used to log in to the RICOH UCS service if the [Use RICOH UCS Function] check box is selected.	Blank
Open Account Settings	Displays RICOH Unified Communication System Settings.	-
Priority Start Screen	If the [Use RICOH UCS Function] check box is selected, select the display screen mode to be applied when the machine is restarted.	Whiteboard

## Managing Devices Connected via Bluetooth

You can add or delete a device connected via Bluetooth from the Device Management screen in Administrator Settings.

### Adding a device

#### Important

- Before adding a device, turn the device on to prepare it for Bluetooth connection.

1. Touch , the Device Management icon, in Administrator Settings.

2. Touch [Device Management].

3. Touch [Add a device] on the "Devices and Printers" window.

A list of devices that can be added is displayed.

4. Select the device to be connected, and then touch [Next].

The added device is displayed in [Devices and Printers].

### Deleting a device

8

1. Touch , the Device Management icon, in Administrator Settings.

2. Touch [Device Management].

3. Select the device to be deleted on the "Devices and Printers" window.

4. Touch [Remove device].

5. Touch [OK].

# Managing the Device Settings

You can export and back up the information set in Administrator Settings. If a problem occurs, you can import the backup file again to return the settings to their previous states.

You can also synchronize the settings of multiple whiteboards at remote locations using the setting information of a single whiteboard.

## CAUTION

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## Important

- Do not edit an exported configuration file. If an edited configuration file is imported, the system will not work correctly.
- Do not change the file name of an exported configuration file. A configuration file whose name has been changed cannot be restored.
- Do not remove a USB flash memory device while backing up or restoring a configuration file.

The following settings information can be backed up:

- Network Settings
- Set Date/Time
- Region and Language
- Email Settings
- Video Conference Settings
- Email Address Book <sup>\*1</sup>
- Contact List <sup>\*1</sup>
- Shared Folder List
- System Settings
- Security Settings
- Print Settings
- Version Information

\*1 No history can be backed up.

8

The following setting information that is specific to each device cannot be synchronized:

- System Settings
  - Whiteboard Location Name
- Network Settings
  - Network Auto Settings

- IP Address
- Subnet Mask
- Default Gateway
- Wireless Network Settings
- Video Conference Settings
- Remote License
- Administrator Password
- Display color profile
- Device Configuration Management
  - Use Synchronous Function on Device Configuration
    - Whiteboard Address of Synchronization Source
    - Administrator Password of Synchronization Source Whiteboard
  - Version Information

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## Performing a Configuration Settings Backup

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The configuration settings can be backed up using the Web page of the machine or the Administrator Settings of the main unit.

8

When backing up the settings from the Web page of the machine, click [Device Configuration Management] > [Download], and then specify how to save the file on the computer and the destination.

When backing up the settings in the Administrator Settings, use the following procedure:

**1. Touch , the Export Device Configuration icon, in Administrator Settings.**

A confirmation message appears.

**2. Insert a USB flash memory device into a USB port.**

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

**3. In response to the message that appears, touch [OK].**

The backup begins. The configuration information is exported to the USB flash memory device.

When the backup is complete, the name of the exported file is displayed. The exported file name is in the format "iwb-settings-system version-date-time.zip". For example, if your system version is 1.0.0.0 and the file is exported at 04:56:07 on January 23, 2013, the file name is "iwb-settings-1.0.0.0-20130123-045607.zip".

**4. Touch [OK].**

**Note**

- The exported configuration file is protected by a password. It cannot be extended.

## Restoring Configuration Settings

The configuration settings can be restored using the Web page of the machine or the Administrator Settings of the main unit.

When loading the settings from the Web page of the machine, click [Device Configuration Management] > [Upload], and then select the setting information file that is stored on a computer.

When restoring the settings in the Administrator Settings, use the following procedure:

**Important**

- If your system version does not match the version of the file being restored, the restoration will fail.
- If you do not want to load the device specific settings, select the [Device Configuration Synchronization] check box in [Do not import the following device unique setting value(s) while uploading is being performed] on the Web page. For the synchronization settings, see page 188 "Synchronizing Settings on Multiple Whiteboards".

**Note**

- To restore the Web page, select the [Whiteboard Location Name, Network Auto Settings, IP address, Subnet Mask, and Default Gateway] check boxes in [Do not import the following device unique setting value(s) while uploading is being performed] if you do not want to load the device specific settings.

1. **Save a file containing configuration settings to the root directory (the topmost directory) of a USB flash memory device.**

2. **Touch , the Import Device Configuration icon.**

A confirmation message appears.

3. **Insert the USB flash memory device containing the file into a USB port.**

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".

4. **In response to the message that appears, touch [OK].**

If you do not want to import unique device settings, select [The following device unique setting value(s) will not be imported], and press [OK].

5. **Select the file that you want to restore from the displayed list and touch [OK].**

The restoration will then begin. When the restoration is complete, a message for confirming restart is displayed.

6. **Touch [OK].**

**Note**

- If an error occurs during the restoration process, the settings that were restored before the error occurred will be applied.

**Synchronizing Settings on Multiple Whiteboards**

Perform the following procedure on the whiteboard that you want to synchronize:

**Important**

- The synchronization setting can only be configured on the Web page of the machine.
- To configure the synchronization setting, the IP address or host name of the source whiteboard to which to synchronize and its administrator password are required. Change the factory-set administrator password.
- Manage the password and other information carefully to prevent the setting information from being unintentionally leaked.
- To synchronize the information, turn the source whiteboard on.
- Information is synchronized and setting information is updated every 10 minutes.

1. Open Administrator Settings of the Web page of the machine.

**Note**

- See page 101 "Opening Administrator Settings".

8

2. Click [Device Configuration Management].
3. Select the [Use Synchronous Function on Device Configuration] check box.
4. Enter [Whiteboard Address of Synchronization Source] and [Administrator Password of Synchronization Source Whiteboard].

To check if the source whiteboard is properly connected, click [Connection Test].

5. Click [Set].

Whether or not the items in Administrator Settings can be synchronized on the multiple Whiteboards is shown in the following:

Items in Administrator Settings	Synchronized or not
System Settings	<input type="radio"/> *1
Security Settings	<input type="radio"/>
Network Settings	<input type="radio"/> *2
Print Settings	<input type="radio"/> *3

Items in Administrator Settings	Synchronized or not
Email Settings	○
Video Conference Settings	×
User Authentication Settings	○
Set Date/Time	○*4
Region and Language	×*5
Add/Delete Remote License	×
System Update	×
Added Data Management	○*6
Export/Import Device Configuration	×
Log Collection	×
Initialize to Factory Defaults	×
Change Administrator Password	×
Wireless Network Settings	×
Device Management	×

- : Can be synchronized.

- × : Cannot be synchronized.

\*1 [Whiteboard Location Name] and each item in [Synchronize Device Configuration] cannot be synchronized.

\*2 Each item in [Network Auto Settings] cannot be synchronized.

\*3 Values in [Others] cannot be synchronized.

\*4 The following items cannot be synchronized:

- the values of [Change date and time...] on the [Date and Time] tab
- all the values on the [Additional Clocks] tab
- the value of the [Update immediately] on [Internet Clocks] tab

\*5 Only the following items can be synchronized:

- the value of [Format:] on the [Formats] tab
- the value of [Current location:] on the [Location] tab
- the value of [Default input language] on the [Keyboards and Languages] tab

- the value of [Change system locale...] on the [Administrative] tab

\*6 Template image files cannot be synchronized.

 **Note**

- When synchronized, the device setting is displayed if synchronization is enabled for the device setting and if Administrator Settings of the Web page of the machine is opened.

# Restoring the Factory Default Settings

You can reset the settings changed in Administrator Settings to the factory default values.

In addition, all the entered data and logs are deleted.

However, the following settings are retained:

- Date/Time settings
- Regional and Language options

## 1. Touch , the Initialize to Factory Defaults icon, in Administrator Settings.

A confirmation message appears.

## 2. Touch [Initialize].

### Note

- The machine cannot be reset to its factory default from the machine's Web page.



# 9. Troubleshooting

This chapter explains what to do when a message is displayed or when the Interactive Whiteboard cannot be operated as wanted.

## If a Message is Displayed during Operation

The following table lists the main messages and their recommended actions.

### Note

- Your service representative may ask you to collect logs for problem diagnosis if the system has a problem. For details about log collection, see page 165 "Collecting Logs".

## If an Error Message is Displayed during Startup

Message	Causes	Solutions
A fatal error has occurred	The last time the machine was running, the power button was not correctly pressed, causing a forced shut down.	Quickly press and release the power button of the machine. When the machine is turned off, press the power button again to restart the machine. If the message appears again, contact your service representative.

9

If the machine power is turned on and one of the following messages is displayed after the startup screen appears, there is a problem with the system. Contact your service representative.

- A bootable device has not been detected.
- Reboot and Select proper Boot device or Insert Boot Media in selected Boot device and press a key\_
- CMOS Battery Low
- CMOS Checksum Bad
- Memory Size Decreased
- No Boot Device Available

## Error Messages Related to Drawing/Editing/Erasing Strokes

Message	Causes	Solutions
The number of handwritten entries exceeds the limit Page XX and after will be imported as images.	The number of stroke entries exceeds the limit.	<ul style="list-style-type: none"> <li>Delete unnecessary pages containing strokes.</li> <li>Delete unnecessary strokes.</li> </ul>
Nothing more can be entered because the total number of entries on the whiteboard has reached the limit. Reduce the total number of entries by deleting handwritten entries/texts/lines/graphics/pages.	<p>You have reached the maximum number of strokes, fair copy entry text, figures, and stamps that can be drawn in total on a single page.</p> <p>The total number of strokes, fair copy entry text, figures, and stamps on all pages has reached 90,000.</p>	Delete unnecessary strokes, fair copy entry text, figures, and stamps, and then try again.

## Error Messages Related to Remote Whiteboard

Message	Causes	Solutions
The version of the host whiteboard and that of the software differ. Open remote whiteboard in compatible mode or update the host/participating whiteboard's software to the latest version.	The version of the protocol used by the host whiteboard differs from that of the protocol used by the participating whiteboard, so that they cannot be connected.	<ul style="list-style-type: none"> <li>Update the system. For details about how to update the system, see page 168 "Updating Your System".</li> <li>Use the compatible mode.</li> </ul>

Message	Causes	Solutions
<p>Open remote whiteboard in compatible mode or update the host/participating whiteboard's software to the latest version. You can participate with the current version but it is possible there may be unexpected problems. Are you sure you want to continue?</p>	<p>The versions of the software on the host and participating whiteboards do not match.</p>	<p>Update the system of the host and/or participating whiteboards. For details about how to update the system, see page 168 "Updating Your System".</p>
<p>Cannot start remote whiteboard A communication error has occurred. Restart the remote whiteboard.</p>	<p>The destination device is not responding for 30 seconds.</p>	<p>Start the remote whiteboard again.</p>
<p>A communication failure has occurred. Save the created page and restart the application.</p>	<ul style="list-style-type: none"> <li>A timeout occurred while you were opening a whiteboard session.</li> <li>An internal error occurred while you were using remote whiteboard.</li> </ul>	<p>Save the page as needed. Next, quickly press and release the power button of the machine. When the Interactive Whiteboard is turned off, press the power button again to restart the Interactive Whiteboard.</p>
<p>A communication timeout has occurred. Possible causes may be as follows.</p> <ul style="list-style-type: none"> <li>Not connected to the network</li> <li>A failure has occurred on the host terminal</li> </ul>	<ul style="list-style-type: none"> <li>The network cable is not connected or is broken.</li> <li>The network bandwidth is too low, or the reception is poor (for Remote Viewer only).</li> <li>The host device is having a problem.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the network cable is connected or is not broken.</li> <li>Check the network band width or the radio reception (for Remote Viewer only).</li> <li>Access Administrator Settings and check the Network Settings. Be sure to set the IP address. For details about how to configure the Network Settings, see page 138 "Configuring Network Settings".</li> </ul>

Message	Causes	Solutions
Cannot use the host name because the DNS server is not set	No DNS server is configured.	Configure the DNS server in the Network Settings of Administrator Settings.
Cannot participate in remote whiteboard because the host name has not been found	The specified host name is incorrect.	Check the specified host name and enter the host name again.
Cannot continue remote whiteboard because of a communication error  The following are possible causes. <ul style="list-style-type: none"><li>• The network settings are incorrect</li><li>• The network cable is not connected</li></ul> Check the network status and then try again.	<ul style="list-style-type: none"><li>• The network cable is not connected.</li><li>• The IP address is not set.</li><li>• No IP address can be obtained over DHCP.</li><li>• The IP address of the host whiteboard is incorrect.</li></ul>	Check the network status and open the session again.  For details about how to configure the Network Settings, see page 138 "Configuring Network Settings".
Cannot start remote whiteboard  A communication error has occurred.  Try again later or contact your administrator.	The computer that is being used has been disconnected from the network.	Connect to the network and start the remote whiteboard again.
Cannot delete the page  Try again later.	The file that you are trying to delete is still being downloaded.	Wait for a while and then try to delete the page again.
Cannot add the page(s)	A network failure may occur on a device using remote whiteboard.	Wait for a while and then try to add the page again.

## Error Messages Related to PDF File Importing/Saving

Message	Causes	Solutions
Cannot add the page(s) The number of pages has reached the limit (100 pages). Delete some pages and try again.	The number of pages has reached the upper limit.	Delete unnecessary pages, and then import the file again.
Cannot access the folder Access control is set on the folder. Cancel access control on the folder and try again.	Access control is set on the folder.	Cancel access control on the folder and try again.
Cannot import the file Security is set on this file. Select another PDF file.	<ul style="list-style-type: none"> <li>Security setting is specified for the PDF file.</li> <li>Printing the PDF file is prohibited.</li> </ul>	Select another PDF file.
Cannot import the file The file may be corrupted. Select another PDF file.	<ul style="list-style-type: none"> <li>The PDF file is corrupted.</li> <li>The file is not a PDF file. For instance, the file extension of a text file was changed to .pdf.</li> </ul>	Select another PDF file, or check that the PDF file opens on a computer, and then try again.
Cannot add all of the pages Only XX page(s) could be imported because the limit will be reached while importing. Are you sure you want to continue with this process?	All of the pages cannot be added. The total number of pages in the PDF file exceeds the maximum number of pages that can be added.	<p>To continue importing the file, select "Yes".</p> <p>To import another PDF file, select "No", and then select the PDF file to be imported.</p>
Cannot add all of the pages Set a page size from 100 x 148 mm to A0.	A file import failure occurred because the page size is inappropriate.	Delete unnecessary pages before converting pages to images.

Message	Causes	Solutions
Cannot add all of the pages An unexpected problem occurred while importing. The file may be corrupted. Check the file and try again.	The file is corrupted and a file import failure occurred.	Delete unnecessary pages before converting pages to images.
Cannot import all the pages because an unexpected error has occurred while importing the file.		
Cannot add all of the pages Only XX page(s) could be imported because the limit will be reached while importing. Are you sure you want to continue with this process?	The number of pages that can be added reached the maximum while the file was imported.	Delete unnecessary pages before converting pages to images.
Cannot import the file The following are possible causes. <ul style="list-style-type: none"> <li>The file format is not PowerPoint.</li> <li>The file is corrupted.</li> <li>A password is set on it.</li> </ul> Check the PowerPoint file and then try again.	<ul style="list-style-type: none"> <li>The file is not in PPT format. For instance, the file extension of a text file was changed to .ppt.</li> <li>A password is specified for the PPT file.</li> <li>The PPT file is corrupted.</li> </ul>	Open the PPT file on a computer to make sure that no password is set to the file, and then try to import the file again.
Cannot save Try again after checking the USB memory mount, the free space and if it has write authorization.	<ul style="list-style-type: none"> <li>No USB flash memory device is connected.</li> <li>The USB flash memory device has insufficient free space.</li> <li>You do not have permission to write to the USB flash memory device.</li> </ul>	<ul style="list-style-type: none"> <li>Delete unnecessary data from the USB flash memory device or connect a USB memory device that has sufficient free space.</li> <li>Configure the USB flash memory device properties to allow information to be written.</li> </ul>

Message	Causes	Solutions
Cannot save the page Try again after checking the USB memory mount, the free disk space and if it is write protected or not.	<ul style="list-style-type: none"> <li>The USB flash memory device was disconnected when the file was saved.</li> <li>The USB flash memory device has insufficient free space to save the file.</li> <li>The USB flash memory device is write-protected.</li> </ul>	<ul style="list-style-type: none"> <li>Delete unnecessary data from the USB flash memory device or connect a USB memory device that has sufficient free space.</li> <li>Configure the USB flash memory device properties to write information.</li> </ul>
You do not have the authority to write to the mounted USB memory.	You do not have the authority to write to the USB flash memory device.	Configure the USB flash memory device properties to allow information to be written.
Cannot access the USB memory The following are possible causes. <ul style="list-style-type: none"> <li>The USB memory has been removed.</li> <li>The USB memory is corrupted.</li> </ul> Check the USB memory and then try again.	<ul style="list-style-type: none"> <li>Access to the USB flash memory device is restricted.</li> <li>The USB flash memory device is corrupted.</li> <li>The USB flash memory device has been disconnected while being accessed.</li> <li>The USB flash memory device was corrupted while being accessed.</li> </ul>	Check the status of the USB flash memory device, and then try to save the data again.

Message	Causes	Solutions
<p>Cannot access the shared folder</p> <p>The following are possible causes.</p> <ul style="list-style-type: none"> <li>• The settings for the shared folder are wrong.</li> <li>• Cannot access the network.</li> </ul> <p>Try again later.</p> <p>If there is no improvement contact your administrator.</p>	<ul style="list-style-type: none"> <li>• The shared folder does not work correctly.</li> <li>• The server with the shared folder is not correctly connected to the network.</li> <li>• The shared folder is not configured to use CIFS protocol.</li> <li>• The path to the shared folder is incorrect.</li> <li>• The user name or password is incorrect.</li> <li>• The network cable is not properly connected.</li> <li>• The IP address is not configured.</li> <li>• The DNS server is not configured.</li> <li>• The IP packet cannot reach the shared folder because a different subnet mask is specified.</li> <li>• SMB communication is prohibited in the network.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the shared folder settings.</li> <li>• Make sure that the shared folder can be accessed from a computer, and then try to save the data again.</li> </ul>

Message	Causes	Solutions
Cannot access the shared folder Cannot access to the network. Try again later. If there is no improvement contact your administrator.	<ul style="list-style-type: none"> <li>The shared folder does not work correctly.</li> <li>The server with the shared folder is not correctly connected to the network.</li> <li>The shared folder is not configured to use CIFS protocol.</li> <li>The network cable is not properly connected.</li> <li>The IP address is not configured.</li> <li>The DNS server is not configured.</li> <li>The IP packet cannot reach the shared folder because a different subnet mask is specified.</li> <li>SMB communication is prohibited in the network.</li> </ul>	Make sure that the shared folder can be accessed from a computer, and then try to save the data again.
Cannot access the shared folder The following are possible causes. <ul style="list-style-type: none"><li>The network settings are incorrect</li><li>The network cable is not connected</li></ul> Check the network status and then try again.	The network settings are incorrect.	Check the network settings, and then try again.

Message	Causes	Solutions
Change the file name Try again after changing the file name or deleting the file with the same name.	All suffixes from 1 to 100 are already used. The file cannot be saved under the specified name.	<ul style="list-style-type: none"> <li>Delete files of the specified file name with unnecessary suffixes.</li> <li>Specify a different file name.</li> <li>Change the save location.</li> </ul>
Cannot save because all the pages are blank.	There is no content to be saved such as a handwritten stroke or external input display.	Add any content to be saved such as a handwritten stroke or external input display on the pages, and then save the file.
Failed to save the file. Try again after checking the USB memory connection, free disk space, the presence of write protect etc.	The USB flash memory device was disconnected when the file was imported.	Connect the USB flash memory device, and then try again. Do not disconnect the USB flash memory device while importing a file.
Failed to send the email because the size of the attached file is too large. Use the [Save in USB Memory] function.	The attempt to send the e-mail failed because the size of the attached file exceeds the set limit.	Save the file to a USB flash memory device or in a shared folder.
There is an incorrect entry. Try again after checking the nickname and the email address.	<ul style="list-style-type: none"> <li>The number of characters in the nickname is greater than 20.</li> <li>No e-mail address has been specified, or the number of characters in the e-mail address is greater than 256.</li> </ul>	<ul style="list-style-type: none"> <li>Enter a nickname of 20 characters or less.</li> <li>Enter an e-mail address of 256 characters or less.</li> </ul>
There is an incorrect entry. Try again after checking the nickname.	The number of characters in the nickname is greater than 20.	Enter a nickname of 20 characters or less.
There is an incorrect entry. Try again after checking the email address.	No e-mail address has been specified, or the number of characters in the e-mail address is greater than 256.	Enter an e-mail address of 256 characters or less.

Message	Causes	Solutions
<p>The sender's email address is incorrect.</p> <p>Check the sender's email address and try again.</p>	<ul style="list-style-type: none"> <li>The sender's e-mail address is not specified.</li> <li>The format of the sender's e-mail address is incorrect.</li> </ul>	Specify the correct e-mail address of the sender.
<p>Failed to send the email. The following are possible causes.</p> <p>Failed to connect to the SMTP server.</p> <p>Failed to authenticate with the SMTP server.</p> <p>The operation to connect to the SMTP server has timed out.</p>	<ul style="list-style-type: none"> <li>The network cable is not connected, or the cable is broken.</li> <li>There is an error in the Network Settings (such as the DNS).</li> <li>There is an error in the SMTP Server Settings (IP address, host name, or port number).</li> <li>There is an error in the authentication settings for the SMTP server (authentication, account, or password).</li> </ul>	<ul style="list-style-type: none"> <li>Check whether the network cable is connected, or the cable is broken.</li> <li>Access Administrator Settings and check the Network Settings. For details about how to configure the Network Settings, see page 138 "Configuring Network Settings".</li> <li>Access Administrator Settings and check the SMTP Server Settings. For details about how to configure the SMTP Server Settings, see page 146 "Configuring SMTP Server Settings".</li> </ul>
<p>Cannot continue sending the email because of a communication error</p> <p>The following are possible causes.</p> <ul style="list-style-type: none"> <li>The network settings are incorrect</li> <li>The network cable is not connected</li> </ul> <p>Check the network status and then try again.</p>	<ul style="list-style-type: none"> <li>The network cable is not properly connected.</li> <li>The IP address is not configured.</li> <li>The IP address cannot be obtained via DHCP.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the network cable is properly connected.</li> <li>Configure the IP address.</li> </ul>

Message	Causes	Solutions
There is no data to send Either add a page or make a handwritten entry and then try again.	Corresponds to one of the following: <ul style="list-style-type: none"><li>• There is no captured page.</li><li>• There is no handwritten entry on the externally inputted image.</li><li>• There is no screen image of a computer on the externally inputted image.</li></ul>	Perform one of the following, and then send the e-mail again: <ul style="list-style-type: none"><li>• Add a captured page.</li><li>• Add a handwritten entry on the externally inputted image.</li><li>• Display the computer screen.</li></ul>
Failed to create the PDF file. Please call service.	<ul style="list-style-type: none"><li>• Memory is running short.</li><li>• The system is having a problem.</li></ul>	Contact your service representative.
There is no data to save Either add a page or make a handwritten entry and then try again.	Corresponds to one of the following: <ul style="list-style-type: none"><li>• There is no captured page.</li><li>• There is no handwritten entry on the externally inputted image.</li><li>• There is no screen image of a computer on the externally inputted image.</li></ul>	Perform one of the following actions and then try again: <ul style="list-style-type: none"><li>• Add a captured page.</li><li>• Add a handwritten entry on the externally inputted image.</li><li>• Display the screen of a computer.</li></ul>

## Error Messages Related to Temporarily Saved Files

Message	Causes	Solutions
Cannot save temporarily saved files Insufficient free space in the temporary save folder. Contact your administrator.	The temporary save folder does not have sufficient free space.	Ask your administrator to delete unnecessary files that are temporarily saved from the administrator settings.
Cannot save temporarily saved files The number of temporarily saved files has reached the limit. Contact your administrator.	The number of temporarily saved files has reached the upper limit (1,000 files).	Ask your administrator to delete unnecessary files that are temporarily saved from the administrator settings.
The meeting code is incorrect Enter the correct meeting code.	<ul style="list-style-type: none"> <li>The specified meeting code is incorrect.</li> <li>There is no temporarily saved file associated with the specified meeting code.</li> </ul>	<ul style="list-style-type: none"> <li>Enter the meeting code set when temporarily saving the file.</li> <li>Check that the save period of the file has not expired.</li> </ul>

## Error Messages Related to the RICOH UCS Function

### When the machine is in whiteboard mode

Message	Causes	Solutions
Cannot login	The entered contact ID or password is incorrect.	Check that the correct contact ID and password were entered. If they are incorrect, re-enter the correct ones.

Message	Causes	Solutions
Cannot login	There is an error in the proxy authentication settings.	<p>Reconfigure the proxy authentication settings correctly.</p> <p>To configure proxy authentication settings, use [Proxy Server Settings], under [Network Settings] in [Administrator Settings]. For details about Proxy Server Settings, see page 138 "Configuring Network Settings".</p>
Cannot login	<ul style="list-style-type: none"> <li>• There is an error in the network settings.</li> <li>• Cannot access the server.</li> <li>• Cannot access the network.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the network settings and reconfigure them correctly.</li> <li>• Contact your network administrator to check that there is no problem with the network environment.</li> <li>• Wait for a while, switch to RICOH UCS mode, and restart the RICOH UCS function.</li> </ul>
Logged out	The contact ID being used for the machine has been used to log in to another device supporting the RICOH UCS function.	Switch to RICOH UCS mode and restart the RICOH UCS function.
Network connection has been lost	The network connection was disconnected while the machine was starting up.	Check the network environment that you want to use and reconnect to the network.

Message	Causes	Solutions
RICOH UCS function for this device and screen sharing function for RICOH UCS P3000/3500 cannot be used at the same time.  If you want to use the screen sharing function for RICOH UCS P3000/3500, change the RICOH UCS function usage setting to off on Video Conference Settings in the administrator settings.	An external device supporting RICOH UCS has been connected when the RICOH UCS function was enabled.	When using an external device supporting RICOH UCS, deselect the [Use RICOH UCS Function] check box in [Video Conference Settings] of [Administrator Settings].
Error has occurred	A system error occurred.	Switch to RICOH UCS mode and restart the RICOH UCS function.

#### When the machine is in RICOH UCS mode

Message	Causes	Solutions
Failed to Login. Please check User ID and password.	The entered contact ID or password is incorrect.	Check that the correct contact ID and password were entered. If they are incorrect, re-enter the correct ones.
Failed to connect due to proxy authentication error.	There is an error in the proxy authentication settings.	Reconfigure the proxy authentication settings correctly.
Failed to connect.	<ul style="list-style-type: none"> <li>There is an error in the network settings.</li> <li>Cannot access the server.</li> <li>Cannot access the network.</li> </ul>	<ul style="list-style-type: none"> <li>Check the network settings and reconfigure them correctly.</li> <li>Contact your network administrator to check that there is no problem with the network environment.</li> <li>Wait for a while after switching to whiteboard mode, and then switch back to RICOH UCS mode.</li> </ul>

Message	Causes	Solutions
You have been signed out as another user signed in with same Contact ID.	The contact ID being used for the machine has been used to log in to another device supporting the RICOH UCS function.	Switch to whiteboard mode and then switch back to RICOH UCS mode.
The machine has been disconnected from the network.	The network connection was disconnected while the machine was starting up.	Check the network environment that you want to use and reconnect to the network.
An error occurred. This application will be closed.	A system error occurred.	Switch to whiteboard mode and then switch back to RICOH UCS mode.

## Error Messages Related to the Authentication Function Using RICOH Streamline NX

Message	Causes	Solutions
Only file sizes up to 20MB can be uploaded. Select a file under 20MB.	The file that you attempted to upload exceeds 20 MB.	<ul style="list-style-type: none"> <li>Select and upload an image file with a size of 20 MB or less.</li> <li>Edit the selected image file to reduce its size to a maximum of 20 MB.</li> </ul>
Cannot login whiteboard	There is no user (card) information at the authentication destination.	Register the user (card) information at the authentication destination.
Cannot login whiteboard	The user (card) information is set to [Off].	Set the user (card) information [Status] to [On].
Cannot login whiteboard	<ul style="list-style-type: none"> <li>The user (card) information has expired.</li> <li>The current date precedes the start date for the user (card) information.</li> </ul>	Check the expiry date of the user (card) information and reset the date if necessary.
Cannot login whiteboard	The password is incorrect.	Log in with the correct password.

Message	Causes	Solutions
Cannot login whiteboard	The user name includes one or more characters that cannot be used.	Check the user information.
Cannot login whiteboard	The card information is incorrect.	Check the card information.
Cannot login whiteboard	The card information is not registered.	Check if the card information is registered.
Cannot login whiteboard	Failed to communicate with the server.  The following are possible causes: <ul style="list-style-type: none"><li>• Cannot access the network.</li><li>• The network settings are incorrect</li><li>• The server settings are incorrect</li></ul>	Check the network settings and the server settings. Also, check the network status.
Cannot login whiteboard	An error has occurred during the login process.	<ul style="list-style-type: none"><li>• Check the user information.</li><li>• Check the settings for the server.</li></ul>
Cannot login whiteboard	Failed to authenticate because of the connection failure between the server and an external authentication server.	Check the settings for the server.
Cannot login whiteboard	The login user name is duplicated on the server or the external authentication server.	<ul style="list-style-type: none"><li>• Check the user information.</li><li>• Delete the account.</li></ul>
Cannot login whiteboard	An unexpected error has occurred during the login process.	Restart the machine. If you cannot login after restarting, contact your administrator.

Message	Causes	Solutions
Connection has failed	<p>Failed to communicate with the server.</p> <p>The following are possible causes:</p> <ul style="list-style-type: none"> <li>• Cannot access the network</li> <li>• The network settings are incorrect</li> <li>• The server settings are incorrect</li> </ul>	Check the network settings and the server settings. Also, check the network status.
The user name or the password is not correct.	<ul style="list-style-type: none"> <li>• The entered user name or password is incorrect.</li> <li>• Cannot log in to the server.</li> <li>• The server has a problem.</li> </ul>	<ul style="list-style-type: none"> <li>• Enter the correct user name and password again.</li> <li>• Check the network settings and reconfigure them correctly.</li> <li>• Contact your network administrator to check that there is no problem with the network environment.</li> <li>• Contact your server administrator to check that there is no problem with the server.</li> </ul>
Please close whiteboard to login with another IC card	You are using a different IC card from that used when logging in.	Use the same IC card as you used when logging in.

## Error Messages Related to the System

Message	Causes	Solutions
Remote whiteboard sharing has been cancelled because the computer was in sleep mode.	The computer using Remote Viewer changed to sleep mode when participating in a remote whiteboard session.	Try to join the remote whiteboard session again.

Message	Causes	Solutions
Remote whiteboard sharing has been closed because the computer was in sleep mode.	The computer using Remote Viewer changed to sleep mode during remote whiteboard.	Try to join the remote whiteboard session again.
An error has occurred on the whiteboard closing. Turn the power off and then on again.	Machine initialization may have failed because the system did not enter standby mode.	Quickly press and release the power button of the machine. When the machine is turned off, press the power button again to restart the machine.

## Error Messages Related to Configuration Settings

Message	Causes	Solutions
Cannot import.	The import has failed due to an unknown reason.	Contact your service representative.
Cannot import because the email address format is incorrect. Use the correct email address format.	The format of the e-mail address is invalid.	<p>Check whether any of the following apply:</p> <ul style="list-style-type: none"> <li>• The e-mail address is left blank.</li> <li>• More than 64 characters are used for the local block of the e-mail address.</li> <li>• More than 255 characters are used for the domain of the e-mail address.</li> <li>• More than 256 characters are used for the e-mail address.</li> </ul>

Message	Causes	Solutions
Cannot import because the IP address format is incorrect.  Use the correct IP address format.	The file to be imported contains an IP address with an invalid format.	<p>Check whether any of the following apply:</p> <ul style="list-style-type: none"> <li>• The IP address is left blank.</li> <li>• The IP address is not composed of four parts, each separated by a period, which contain three or fewer single-byte digits.</li> <li>• The four parts of the IP address, each separated by a period, contain three or fewer single-byte digits with an invalid value.</li> <li>• More than 256 digits are used.</li> <li>• Uses a 2-digit or 3-digit number that starts with 0.</li> </ul>
Cannot import because the IP address format is incompatible.  Check the IP address and reset it.	The file to be imported contains an IP address with an invalid value.	Check whether the file contains an IP address (such as 0.0.0.0 or 127.0.0.1) configured for a specific purpose.
Cannot import the email address book  Check the contents of the file.  The last allowed character of a column and the first of the next column must be separated with a tab character.	<ul style="list-style-type: none"> <li>• The number of items in the address book entry is incorrect.</li> <li>• Each item in the e-mail address book entry does not meet the required condition.</li> </ul>	Correct the file content.

Message	Causes	Solutions
Cannot import the contact list Check the contents of the file. The last allowed character of a column and the first of the next column must be separated with a tab character.	<ul style="list-style-type: none"> <li>The number of items in the host whiteboard is incorrect.</li> <li>Each item in the host whiteboard does not meet the required condition.</li> </ul>	Correct the content of the contact list file.
Cannot import. Try again after checking the file format.	<ul style="list-style-type: none"> <li>The domain name contains an unusable character.</li> <li>The domain name is empty or contains more than 256 characters.</li> </ul>	Correct the content of the domain list file.
Failed to import the file Importing failed because there is a shared folder(s) with an incorrect format. Check the user guide for information about formats.	The format of the shared folder(s) list is incorrect.	Create the shared folder(s) list in the correct format file, and then try again. For detail about correct file settings, see page 156 "Managing a Shared Folder List".
Set the character code format to Unicode little endian.	The character code format of text file is not Unicode little endian.	Configure the character code to conform to Unicode little endian, and then try again.
Cannot confirm the settings. Check that they are tab delimited.	The settings of the shared folder are not tab-separated.	Configure the settings of the shared folder to be tab-separated, and then try again.
One or more characters that cannot be used are included.	The name column, path column, user column or password column have one or more characters that cannot be used.	Modify the character(s), and then try again. For detail about characters that can be used for each column, see page 156 "Managing a Shared Folder List".
Enter within 255 characters.	The number of characters in name column, user column or password column exceeds 255 characters.	Enter 255 characters or less in each column, and then try again.

Message	Causes	Solutions
Enter from 1 to 1024 characters.	No path column has been specified, or the number of characters in the path column is greater than 1024.	Enter from 1 to 1024 characters in the path column, and then try again.
Set true or false.	The value entered in the readable column or writable column is not true or false.	Set true or false in the readable column and writable, and then try again.
Connection has failed The following are the possible causes. <ul style="list-style-type: none"><li>• The shared folder or the network settings are incorrect.</li><li>• Cannot access the network</li></ul>	<ul style="list-style-type: none"><li>• The shared folder or the network settings are incorrect.</li><li>• The shared folder is not configured to use CIFS protocol.</li><li>• SMB communication is prohibited in the network.</li><li>• The server with the shared folder is not correctly connected to the network.</li><li>• The network cable is not properly connected.</li><li>• The IP packet cannot reach the shared folder because a different subnet mask is specified.</li></ul>	<ul style="list-style-type: none"><li>• Check the shared folder settings and the network settings, change the settings, and then import file again if necessary. For detail about the settings of the shared folder, see page 156.</li><li>• Make sure that the shared folder can be accessed from a computer.</li></ul>
Cannot export. Cannot find the USB memory. Try again after mounting the USB memory.	No USB flash memory device is connected.	Insert or reinsert a USB flash memory device correctly.

Message	Causes	Solutions
Cannot export. Cannot access the USB memory. Check the USB memory.	<ul style="list-style-type: none"> <li>The USB flash memory device is corrupted.</li> <li>Access to the USB flash memory device is restricted.</li> <li>The USB flash memory device has been disconnected while being accessed.</li> <li>The USB flash memory device was corrupted while being accessed.</li> </ul>	<ul style="list-style-type: none"> <li>Format the USB memory device.</li> <li>Cancel access control on the USB memory device.</li> <li>Insert or reinsert a USB flash memory device correctly.</li> </ul>
Cannot export. You do not have the authority to write to the mounted USB memory.	You do not have the authority to write to the mounted USB memory.	Configure the USB flash memory device properties to allow information to be written.
Cannot export. Insufficient free space on the USB memory. Check the free space on the USB memory and try again.	The USB flash memory device has insufficient free space.	Check free space of the USB flash memory device, and delete unnecessary files.
Cannot export. An unexpected error has occurred while processing.	<ul style="list-style-type: none"> <li>The USB flash memory device was disconnected during data processing.</li> <li>Another error has occurred during data processing.</li> </ul>	Reinsert the USB flash memory device and try again. Do not disconnect the USB flash memory during data processing.

Message	Causes	Solutions
Cannot import the template Check the contents of the file.	<ul style="list-style-type: none"> <li>The character code format of text file is not Unicode little endian.</li> <li>The settings of the template are not tab-separated.</li> <li>The file name has the character(s) that cannot be used or the number of it exceeds 255 characters.</li> <li>The folder has no text file.</li> <li>The folder has no image files.</li> <li>The extension of image files are not JPEG or PNG.</li> <li>The text file does not follow the correct format.</li> </ul>	Create the correct format file, and then try again.
Check the proxy settings.	The proxy server setting is incorrect.	Specify the correct proxy server setting.
Returned to factory defaults. Make the settings again on administrator settings. The configuration file may be corrupted if the main power was forcibly switched off.	The last time the machine was running, the power button was not correctly pressed, causing a forced shut down.	Open Administrator Settings and reconfigure the machine settings. For details about Administrator Settings, see page 133 "Opening Administrator Settings".
Another user is using administrator settings Please re-enter later.	<ul style="list-style-type: none"> <li>The administrator settings are being configured remotely from another computer.</li> <li>The administrator settings are being configured on the machine.</li> </ul>	Wait a while and try again later.

Message	Causes	Solutions
Cannot start the application because the software is an earlier version. Go to administrator settings and update the software from system update.	The controller has been installed on the new machine with the old software installed on the controller Type 1.	Update the software from system update in Administrator Settings. For details about how to update the system, see page 168 "Updating Your System".

## Error Messages Related to Web Page

Message	Causes	Solutions
The number of simultaneous connections exceeds the limit. Try again later.	The number of devices accessing the Web page and viewing remote whiteboard has already exceeded the limit.	Wait until one of the devices finishes viewing remote whiteboard, and then try to connect to the remote whiteboard.
The passcode is not correct.	The entered passcode does not match the passcode displayed on the upper right or left corner of the device.	Enter the passcode displayed on the upper right or left corner of the device you are accessing.
The meeting code is incorrect Enter the correct meeting code.	<ul style="list-style-type: none"> <li>The specified meeting code is incorrect.</li> <li>There is no temporarily saved file associated with the specified meeting code.</li> </ul>	<ul style="list-style-type: none"> <li>Enter the meeting code set when temporarily saving the file.</li> <li>Check that the save period of the file has not expired.</li> </ul>

## Other Error Messages

Message	Causes	Solutions
Applications on the desktop cannot be double started	You are attempting to open two of the following at the same time: the main screen, General Settings, or Administrator Settings.	The main screen, General Settings, or Administrator Settings are already running. Stop the currently running application, and then start the other application.
Cannot start RICOH UCS screen sharing	There is a USB connection problem between the video conferencing device and the machine.	<ul style="list-style-type: none"> <li>Restart the video conferencing device.</li> <li>Reconnect the USB cable connecting the machine to the video conferencing device.</li> </ul> <p>If these problems persist, contact your service representative.</p>
Cannot confirm the latest version Check the network status.	The machine is not connected to the network.	<ul style="list-style-type: none"> <li>Check the network settings.</li> <li>Make sure the network cable is properly connected.</li> </ul>
The file is corrupted. Check the file and try again.	Downloading of the system firmware file is not completed.	Download and apply the system file again.
Cannot display the externally inputted image An error has occurred on the captured device. Either reconnect the cable or connect with another resolution.	The computer screen cannot be displayed because an unsupported resolution or improper connection of the VGA display cable was used.	<ul style="list-style-type: none"> <li>Change the resolution of the computer to a resolution the machine supports.</li> <li>Disconnect the display cable, and then connect the cable again.</li> </ul>
Cannot display the externally inputted image Change the resolution or the refresh rate.	The resolution of the computer screen is not supported.	Change the resolution of the computer to a resolution the machine supports.

Message	Causes	Solutions
<p>Cannot display copyright protected contents on the external input terminal named "Computer In". Connect to another external input terminal and select the input source by pressing [Input] on the monitor or remote control.</p> <p>The whiteboard function cannot be used on external input terminals other than "Computer In".</p>	<p>It was attempted to display copyright-protected contents from an external input terminal that does not support such contents.</p>	<p>Connect the source to the external input terminal that supports copyright protected contents, and try again. For details about the external input terminals, see page 75 "Devices That Can Be Connected to the Machine".</p>

## Error Messages Related to IWB Remote Desktop Software

Message	Causes	Solutions
<p>Cannot start remote PC operation</p> <p>The passcode is wrong. Check the passcode that is displayed on the top of the whiteboard's main unit and then try again.</p>	<p>The entered passcode is incorrect.</p>	<p>Enter the passcode that is displayed on the upper part of the screen of the device to be connected.</p>
<p>Connect with the web browser to the IP address of the whiteboard's main unit, then click [Download] from [Download Software]. Download Setup.exe and run it, then perform installation following the screen instructions. A shortcut for the remote PC operation software will be created on the desktop.</p>	<p>The version of the software is not the latest one.</p>	<p>Download the latest version from the machine and install it.</p> <p>For details about downloading and installing IWB Remote Desktop Software, see page 104 "Downloading IWB Remote Desktop Software" and page 105 "Installing IWB Remote Desktop Software".</p>

Message	Causes	Solutions
Cannot start remote PC operation  Cannot access the network.  Check the network settings of this PC and then try again.	<ul style="list-style-type: none"> <li>The computer cannot access the network.</li> <li>The destination device cannot access the network, or its IP address is incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the computer can access the network. Specify the correct settings, and then try again.</li> <li>Check that the LAN cable of the destination device is properly connected and the device can connect to the network, and then try again.</li> <li>Enter the correct IP address of the destination device and try again.</li> </ul>
Cannot start remote PC operation  The following are possible causes.  <ul style="list-style-type: none"> <li>The IP address is wrong.</li> <li>This PC is not connected to the network.</li> <li>The whiteboard has not been started or is on standby.</li> </ul> Check the IP address, this PC's network settings, and that the whiteboard is started, then try again.	<p>The destination device did not respond for a certain period of time. Connection failed.</p> <ul style="list-style-type: none"> <li>The IP address of the destination device is incorrect.</li> <li>The IP address of the destination device is not specified.</li> <li>The LAN cable of the destination device is not connected properly.</li> <li>The destination device is in standby mode or turned off.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the destination device can access the network.</li> <li>Check that the computer can access the network.</li> <li>Wait a while and try again later.</li> </ul> <ul style="list-style-type: none"> <li>Enter the correct IP address of the destination device and try again.</li> <li>Check that the IP address of the destination device is correctly configured.</li> <li>Check that the LAN cable of the destination device is properly connected.</li> <li>Restart the destination device and try again.</li> </ul>

# When You Cannot Use the Interactive Whiteboard As You Want

This section explains what to do when the Interactive Whiteboard cannot be operated as you want.

## Note

- The laser pointer light may be hard to see when it is pointed at the display. For details about the laser pointer, see the user manual for the laser pointer.
- When the main unit does not start or the screen is not displayed, check the following:
  - Is the power cord properly connected?
  - Did you press the power button to turn on the machine?
- For information about the power cord and power button, see "Read This First".
- If you cannot resolve problems by yourself, contact your service representative.

## When Turning the System On/Off

### Important

- For details about how to turn off the machine, see **Read This First**.

Problem	Causes	Solutions
<ul style="list-style-type: none"> <li>• The power button is pressed, but the system does not start up.</li> <li>• The power button is pressed, but the power lamp does not turn on.</li> </ul>	The power cable is not connected correctly.	Reconnect the power cable.
The power indicator remains lit, but nothing appears on the screen.	The system is in stand-by or sleep mode.	<p>Touch the screen.</p> <p>If nothing appears when the screen is touched, contact your service representative.</p>
An abnormal sound is heard from the area surrounding the output/input terminals on the back of the display.	There may be a problem inside the controller.	Quickly press and release the power button. When the machine turns off, contact your service representative.

## When Displaying an Image

Problem	Causes	Solutions
Only a monochrome image is displayed.	<ul style="list-style-type: none"> <li>The cable is not connected correctly.</li> <li>An incorrect cable is used.</li> </ul>	<ul style="list-style-type: none"> <li>Reconnect the cable.</li> <li>Check that the correct cable is used.</li> </ul> <p>If any of these actions do not fix the problem, contact your service representative.</p>
The screen is corrupted.	The cable is not connected correctly.	<ul style="list-style-type: none"> <li>Check that the cable is connected correctly.</li> <li>Quickly press and release the power button of the machine. When the machine turns off, press the power button again to restart the machine.</li> </ul> <p>If any of these actions do not fix the problem, contact your service representative.</p>
The system time is incorrect.	The internal battery of the system may be used up.	<p>Reset the time in Administrator Settings. For details about setting the time, see page 142 "Setting the Date and Time".</p> <p>If the system time is still incorrect, contact your service representative.</p>

## When Using the System as a Whiteboard

Problem	Causes	Solutions
A stroke is not displayed at the correct position.	The display is dirty.	<p>Clean the display. For details about how to clean the display, see page 241 "Cleaning the Display".</p> <p>If any of these actions do not fix the problem, contact your service representative.</p>

Problem	Causes	Solutions
A stroke is suddenly displayed in an unintended direction halfway.	<ul style="list-style-type: none"> <li>Something other than your finger is touching the display.</li> <li>If too much stroke pressure is applied, a line stroke may be displayed in an unintended direction.</li> <li>The display was pressed strongly.</li> </ul>	<ul style="list-style-type: none"> <li>Keep anything other than your finger from touching the display.</li> <li>Be careful not to apply too much stroke pressure.</li> <li>Do not apply too much force to the display.</li> </ul> <p>If any of these actions do not fix the problem, contact your service representative.</p>
An unknown error that is not related to the whiteboard function occurs.	There may be a problem with the system.	Contact your service representative.

## When Using the System as a Monitor

Problem	Causes	Solutions
An image from the computer is not displayed.	<ul style="list-style-type: none"> <li>The cable is not connected correctly.</li> <li>The external output of the computer is not configured correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Reconnect the cable. Secure the VGA cable to the receptacle with screws.</li> <li>Fully insert the DisplayPort cable until it clicks.</li> <li>Check the external output settings of the computer.</li> </ul>
An image from the video conferencing system is not displayed.	<ul style="list-style-type: none"> <li>The cable is not connected correctly.</li> <li>The video conferencing device is not turned on.</li> </ul>	<ul style="list-style-type: none"> <li>Reconnect the cable. Secure the VGA cable to the receptacle with screws.</li> <li>Turn on the video conferencing device.</li> </ul>
<ul style="list-style-type: none"> <li>An image disappears before completion.</li> <li>An image stops halfway when loading.</li> <li>An image is corrupted.</li> </ul>	The cable is not connected correctly.	<ul style="list-style-type: none"> <li>Reconnect the cable.</li> <li>Secure the VGA cable to the receptacle with screws.</li> <li>Fully insert the DisplayPort cable until it clicks.</li> </ul>

Problem	Causes	Solutions
An image has noise.	If the output resolution of the connected device is high, the image may have noise.	Lower the output resolution of the connected device.
The computer connected to the DisplayPort input is malfunctioning.	There may be a problem with the graphic driver running on the computer.	Contact your computer manufacturer.

#### Note

- For details about the supported input image signals, see page 242 "List of Video Input Signals Supported by the Machine".

### While Using Remote Whiteboard

Problem	Causes	Solutions
A connection is not established although the previously used passcode has been entered.	The entered passcode is incorrect.	A different passcode is generated each time the Interactive Whiteboard starts up. To participate in a remote whiteboard session, check and use the correct passcode.

### When Using a USB Flash Memory Device

Problem	Causes	Solutions
A USB flash memory device is not recognized.	The "Use USB Memory" check box in Administrator Settings is not selected.	Select the "Use USB Memory" check box in Administrator Settings. For details about how to change the system settings, see page 170 "Changing the System Settings".
A message prompting for restart appears when a USB flash memory device is inserted.	A configuration change requiring system restart has been made.	Quickly press and release the power button of the machine. When the machine turns off, press the power button again to restart the machine.

## When Accessing the Web Page

Problem	Causes	Solutions
The web browser refreshes slowly.	<ul style="list-style-type: none"> <li>The memory in the computer you are using is insufficient.</li> <li>The CPU in the computer you are using is overloaded.</li> </ul>	Quit all applications other than the Web browser that you are using for viewing.
The Web page of the machine is not displayed when you specify the machine's IP address or its host name.	<ul style="list-style-type: none"> <li>The device to be connected is turned off.</li> <li>The entered IP address or host name is incorrect.</li> <li>The Network Settings of the device to be connected are incorrect.</li> <li>The device to be connected or the computer that is being used is not connected to the network.</li> </ul>	<ul style="list-style-type: none"> <li>Turn on the power of the device to be connected.</li> <li>Enter the IP address or host name that is displayed in the upper part of the screen of the device to be connected.</li> <li>Check that the Network Settings of the device to be connected are correctly configured.</li> <li>Check that the device to be connected or the computer that is being used is connected to the network.</li> </ul>
No PDF file can be downloaded even when you click [Download].	<ul style="list-style-type: none"> <li>The power to the connected device is turned off.</li> <li>The Network Settings have been changed on the connected device or your computer.</li> <li>The connected device or your computer is disconnected from the network.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the connected device on.</li> <li>Properly configure the Network Settings on the connected device or your computer.</li> <li>Connect the connected device or your computer to the network.</li> </ul>

## When Printing

Problem	Causes	Solutions
The printing-in-progress dialog box does not disappear.	<ul style="list-style-type: none"> <li>The machine is disconnected from the network.</li> <li>The printer address is incorrect.</li> <li>The power to the printer is turned off.</li> </ul>	<ul style="list-style-type: none"> <li>Press the [Cancel] button.</li> <li>Check that the machine is connected to the network.</li> <li>Check that the printer address specified on the machine matches the IP address configured on the printer.</li> <li>Turn on the power of the printer.</li> </ul>
The printing-in-progress dialog box disappears, but printing does not start.	<ul style="list-style-type: none"> <li>The printer is out of ink or paper.</li> <li>The printer is in sleep mode.</li> <li>An error has occurred on the printer.</li> </ul>	<ul style="list-style-type: none"> <li>Check the setting menu of the printer.</li> <li>To print on a device that requires authentication, authenticate the device.</li> <li>Add paper or replace the ink.</li> <li>If an error occurs on the printer, contact the service representative.</li> </ul>

## When Exporting or Importing Registration Data

9

Problem	Causes	Solutions
The email address book cannot be imported.	The email address book is not created correctly.	Check that the email address book is created correctly. For details about how to create an email address book, see page 152 "Managing an Email Address Book".
The contact list cannot be imported.	The contact list is not created correctly.	Check that the contact list is created correctly. For details about how to create a contact list, see page 148 "Managing a Remote Contact List".

Problem	Causes	Solutions
The shared folder list cannot be imported.	The shared folder list is not created correctly.	Check that the shared folder list is created correctly. For details about how to create a shared folder list, see page 156 "Managing a Shared Folder List".
The email address book, contact list, or shared folder list cannot be exported.	<ul style="list-style-type: none"> <li>• No USB flash memory device is connected.</li> <li>• The USB flash memory device has insufficient free space.</li> <li>• You do not have the authority to write to the USB flash memory device.</li> </ul>	<ul style="list-style-type: none"> <li>• Insert a USB flash memory device to a USB port. For details about how to connect a USB flash memory device, see page 29 "Inserting a USB Flash Memory Device".</li> <li>• Delete unnecessary data from the USB flash memory device or connect a USB flash memory device that has sufficient free space.</li> <li>• Configure the USB flash memory device properties to allow information to be written.</li> </ul>

## When Synchronizing Device Settings

Problem	Causes	Solutions
Settings cannot be defined in Device Configuration Management.	<ul style="list-style-type: none"> <li>The [Use Synchronous Function on Device Configuration] check box is selected, and the factory default password is specified in [Administrator Password of Synchronization Source Whiteboard].</li> <li>The [Use Synchronous Function on Device Configuration] check box is selected, and either [Whiteboard Address of Synchronization Source] or [Administrator Password of Synchronization Source Whiteboard] or both of them are not specified.</li> </ul>	<ul style="list-style-type: none"> <li>Change the administrator password of the source whiteboard, and then also change [Administrator Password of Synchronization Source Whiteboard] on the whiteboard to be synchronized.</li> <li>Enter [Whiteboard Address of Synchronization Source] and [Administrator Password of Synchronization Source Whiteboard].</li> </ul>

Problem	Causes	Solutions
<p>The settings of the source device cannot be synchronized.</p> <p>The message, "The status of device configuration synchronization: Error" message is displayed on the top page of Administrator Settings of the machine's browser, along with the one of the following:</p> <ul style="list-style-type: none"> <li>• The synchronization source device does not respond</li> <li>• The synchronization source does not correspond to the device configuration synchronization</li> <li>• The system version is different from that of the synchronization source</li> <li>• The administrator password settings for the synchronization source whiteboard are incorrect.</li> <li>• Cannot obtain/reflect the device configuration of the synchronization source</li> </ul>	<ul style="list-style-type: none"> <li>• The source device is turned off, or it is not a whiteboard.</li> <li>• RICOH Whiteboard is specified as the source device, but it does not support the sync function.</li> <li>• The source whiteboard supports the sync function, but the version of the whiteboard software does not match that of the source whiteboard.</li> <li>• The password does not match the one specified in [Administrator Settings] &gt; [Change Administrator Password] on the source whiteboard.</li> <li>• The source file is corrupted.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on the power of the source whiteboard, or change the IP address.</li> <li>• Update the system of the source device to the version that supports the sync function.</li> <li>• Update the system to the same version as the source device.</li> <li>• Enter the password specified in [Administrator Settings] &gt; [Change Administrator Password] on the source whiteboard.</li> <li>• The network may have been disconnected temporarily. Check the network environment.</li> </ul>



# 10. Appendix

This appendix explains how to use the RICOH Streamline NX-based authentication management function, the Crestron linkage function, and Remote Viewer. It also explains how to maintain this machine and provides contact and trademark information.

## Managing the Machine with RICOH Streamline NX

This section explains how to use an authentication function to manage this machine in an environment using RICOH Streamline NX.

### Important

- For details about RICOH Streamline NX, consult the distributor where you purchased the product or your sales representative.

### Preparing for Use

This section explains the preparations necessary in order to use the authentication function.

#### Connect a device used for authentication

Connect your IC card reader or the keyboard used for authentication to the machine.

#### Configure User Authentication Settings

Select the [Use user authentication function] check box in User Authentication Settings on the Administrator Settings Web page, and enter the address, port number and communication protocol of the server. For details about User Authentication Settings, see page 179 "Changing User Authentication Settings".

#### Reconfigure Print Settings

To support the RICOH Streamline NX SPM (Secure Print Manager) server, reconfigure Print Settings, in Administrator Settings on the machine as follows:

1. Select PCL6 Driver for Universal Print, and then open [Print Server Properties].
2. Enter the SPM server address as the printer address.
3. Select "User Authentication" in [Print Authentication].
4. Open [Others].
5. Open [Printer Properties] for the printer or multifunction printer that you are using.
6. On the [Ports] tab, select "IWB\_RICOH\_PRINTER".
7. Open [Configure Port].
8. Open [Configure TCP/IP Port Monitor].

9. Under [Protocol], select "LPR".
10. Under [LPR Settings], in Queue Name, specify the name of the printer installed on the server.
11. Under [LPR Settings], select the [LPR Byte Counting Enabled] checkbox.
12. Close [Printer Properties].
13. Click [Set] on the Print Settings window.

### Specify a background for the login screen

You can specify an image to be used as the background for the login screen from User Authentication Settings on the Administrator Settings Web page.

#### Note

- Before reconfiguring Print Settings as described above, check that a supported printer or multifunction printer is correctly connected to the machine.
- The image file to be used as the background for the login screen should be a JPEG file of less than 20 MB.
- If RICOH Streamline NX-based authentication is enabled, the e-mail address of the logged-in user being logged in will be automatically set as the destination and sender addresses.

## Logging in

If the authentication function of the machine is enabled, the login screen is displayed when the machine starts up or returns from the standby mode.

Once you have successfully logged in, all whiteboard functions will be available.

### When using your IC card

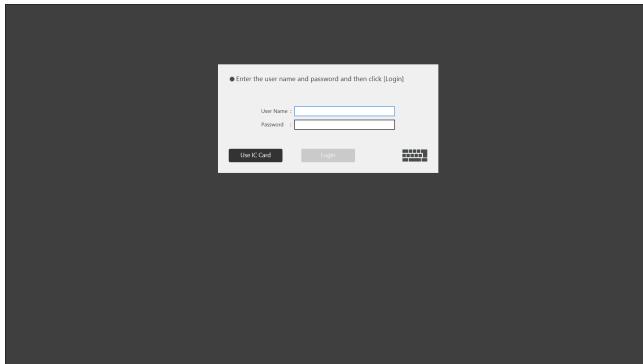
Please touch your IC card over the card reader

 Use Keyboard



1. Hold your IC card over the card reader.

## When using the keyboard



### 1. Press .

Touch keyboard appears

### 2. Enter your user name and password, and then touch [Login].

#### Note

- To print a page, first select [Ricoh Standard Printer] in [Printer]. For details, see page 71 "Printing".
- If you are saving and sending a page by e-mail, the e-mail address of the logged-in user will be automatically set as the destination and sender addresses.

## Logging out

To log out, perform one of the following operations:

- Hold your IC card over the card reader while logging in.
- Touch  on the whiteboard screen or  on the floating toolbar to switch to the standby mode.
- Turn the machine off.

## Using the Crestron Function

You can connect and control the machine on a network from Crestron system as a Crestron supported device.

The following operations can be performed from Crestron system:

- Turning the power on and off (Whiteboard enters standby mode when its power is turned off)
- Switching input (including a computer that is connected via IWB Remote Desktop Software)
- Adjusting the volume (turning up or down the volume, mute on or off)

 **Note**

- To use the Crestron function, enable it in System Settings. For details, see page 170 "Changing the System Settings".

# Using Remote Viewer

When you install Remote Viewer to the computer, you can view the contents of a remote whiteboard session opened with Compatible mode or version earlier than 1.3.140.0.

To use Remote Viewer, a computer must meet the following environmental requirements:

Item	Specifications
Operating system	<ul style="list-style-type: none"> <li>Windows 7 Home Premium/Professional/Ultimate/Enterprise/.NET Framework 4 SP 1 or later (32 bit/64 bit)</li> <li>Windows 8.1 Pro/Enterprise/.NET Framework 4 (32bit/64bit)</li> <li>Windows 10 Home/Pro/Enterprise/.NET Framework 4 (32bit/64bit)</li> </ul> <p>English, Japanese, Simplified Chinese</p>
CPU	<ul style="list-style-type: none"> <li>Recommended: Intel® Core™ 2 Duo 2 GHz or more</li> <li>Minimum: Intel Core Solo U1300</li> </ul>
Memory	<ul style="list-style-type: none"> <li>Windows 7 (32 bit): 1 GB or more</li> <li>Windows 7 (64 bit): 2 GB or more</li> <li>Windows 8.1 (32 bit): 1GB or more</li> <li>Windows 8.1 (64 bit): 2GB or more</li> <li>Windows 10 (32 bit): 1GB or more</li> <li>Windows 10 (64 bit): 2GB or more</li> </ul>
HDD	2 GB or more free space
Display resolution	<ul style="list-style-type: none"> <li>Height: 768–1080 pixels</li> <li>Width: 1024–1920 pixels</li> </ul> <p>For a horizontal display type only</p>
Network	<p>Line speed</p> <ul style="list-style-type: none"> <li>Recommended: 512 kbps or higher</li> <li>Minimum: 200 kbps</li> </ul> <p>Communication port</p> <ul style="list-style-type: none"> <li>TCP: 80, 50000, 50001, 50002, or 61616 must be available for communication.</li> </ul>

## ⚠ CAUTION

- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

## Installing Remote Viewer on a Computer

Download Remote Viewer from the Ricoh website.

### ★ Important

- To install Remote Viewer on a computer, log on as a user with administrator privileges.
- Remote Viewer is available to any user who has installed it.

1. Double-click the downloaded file to execute it.
2. Specify the language you want to use during the installation process, and then click [OK].
3. If .NET Framework 4 is not installed on your computer, click [Install].  
If .NET Framework 4 has already been installed, the message [Install] does not appear. Proceed to the next step.
4. Click [Next].
5. The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the terms in the license agreement], and then click [Next].
6. Specify the installation folder, and then click [Next].
7. Click [Install].
8. Click [Finish].

## Uninstalling Remote Viewer from the Computer

### ★ Important

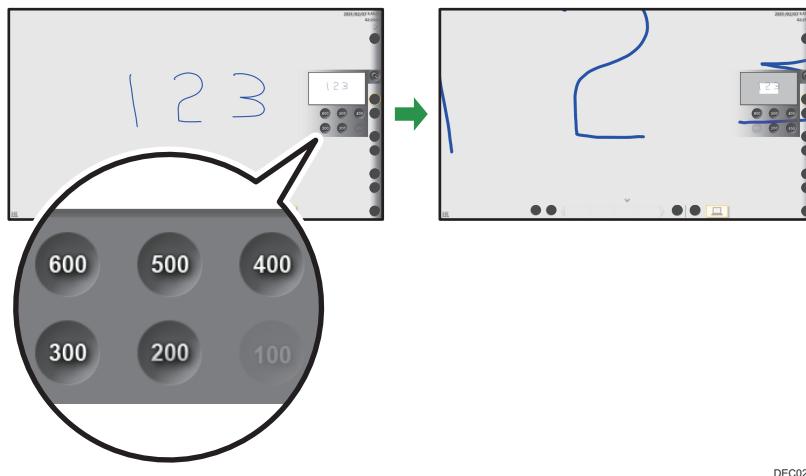
- Log on to the computer as a user with administrator privileges to uninstall the software.

1. On the [Start] menu, select [Control Panel].
2. When [View by:] is set to [Category], click [Uninstall a program]. When [View by:] is set to [Large icons] or [Small icons], click [Programs and Features].
3. Select [Programs and Features].
4. Click [Uninstall a program].
5. Select "RICOH Interactive Whiteboard Remote Viewer Type 1" and click [Uninstall].
6. Confirm the messages and click [OK].

## Changing the Display Magnification of Remote Viewer

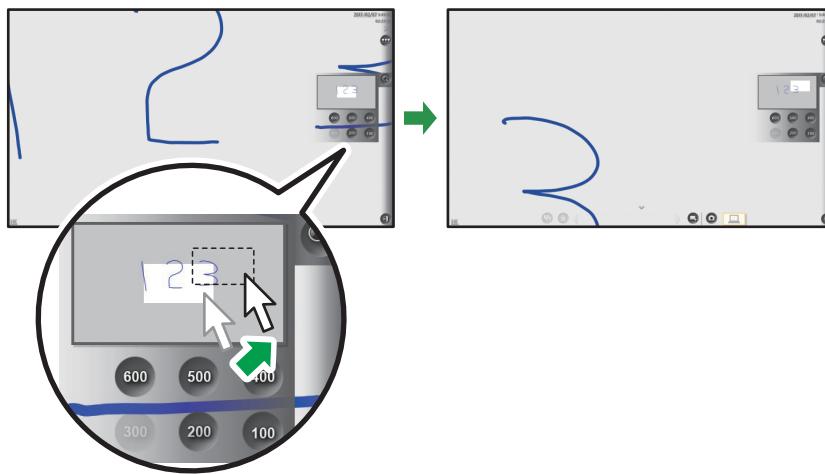
Click  the Loupe icon, to change the display magnification, or to move a displayed area. The enlarged display area can be moved.

1. Click  the Loupe icon.
2. Click the display magnification.



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3. To move the display area, click and drag the display area.



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10

## Configuring the Remote Viewer Settings

This section explains General Settings of Remote Viewer.

The icons displayed in the General Settings screen are as follows:

-  the Version Information icon

Displays the Remote Viewer version information.

When you touch [Display License Agreement], the software license agreement is displayed.

-  the Copyright Information icon

Displays the Remote Viewer copyright information.

-  the Add Remote Contact List icon

You can register a host whiteboard to specify in advance when you use a remote whiteboard.

1. **From the [Start] menu of your computer, click [All Programs].**

In Windows 8.1 or Windows 10, click [All apps] on the [Start] menu.

2. **Select [Interactive Whiteboard Remote Viewer] under [Ricoh].**

In Windows 8.1 or Windows 10, select [Settings] under [Ricoh], and Remote Viewer starts. In this case, you do not have to proceed to the next step.

3. **Click [Settings].**

The General Settings screen for Remote Viewer appears.

 **Note**

- If Remote Viewer is running, General Settings cannot be displayed.
- When adding a remote contact list, do not insert any memory storage devices other than a USB flash memory device, such as a CD-ROM.

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## Creating a Remote Contact List

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This section explains how to create a contact list using a text editor or spreadsheet software, and to add it.

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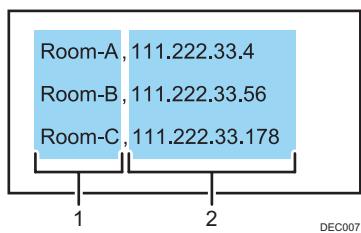
When the import is complete, the contact list is overwritten.

 **Important**

- When adding a remote contact list, do not insert any memory storage devices other than a USB flash memory device, such as a CD-ROM.

1. **In the first column of each row, enter the name (nickname) of a host whiteboard. In the second column, enter the corresponding IP address of the host whiteboard.**

The maximum number of IP addresses that can be registered is 100. Although you can enter a 101st address, it cannot be registered.



## 1. Nicknames

Enter the name of the device that uses a remote whiteboard. The number of characters must be 20 or less. If you omit the nickname, a blank entry is added. The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: (space) ! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ \_ ` { | } ~

## 2. IP addresses

An IP address must consist of four sets of numbers, each set separated by a period (.). The numbers must be decimal numbers between 0 and 255.

If an invalid IP address is specified, such as the ones below, the contact list is not registered:

- IP address containing a set starting with 0 or 00 (Example: 111.222.033.004)
- 0.0.0.0
- 255.255.255.255
- 127.0.0.1

## 2. Save the contact list to the root directory (the topmost directory) of a USB flash memory device under the file name "iwb\_contact\_address.csv".

The file is saved in CSV (comma-separated value) format.

## 3. Insert the USB flash memory device into the computer.

## 4. Select the Remote Contact List Management icon.

## 5. Select [Import].

## 6. Select [OK].

## 7. Select [Cancel].

# Using the Application Linking Function

Applications that were installed separately can be added to the whiteboard. When an application is added, an icon is added to the main operation panel. For the procedure to add applications, see the Ricoh website or consult your service representative.

## ★ Important

- You may not be able to use all the functions and some of the functions you can use may be limited, depending on the application. For applications that we recommend you add, see the Ricoh website or consult your service representative.

### Starting the application

Start the application from the whiteboard by performing either of the following:

- Touch • on the main operation panel
- Select the menu on the sub-panel after touching • on the main operation panel

Depending on the settings, you can change the application icon that is displayed on the main operation panel when adding the applications. For details, ask the operator who added the application to the machine.

### Selecting the menu for the operation you want to perform

Start the application from the menus on its sub-panel. Depending on the application, you can change the menus which are displayed on the sub-panel. For details, ask the operator who added the application to the machine.

## ↓ Note

- The menu to open the software keyboard is displayed at the bottom of the sub-panel.

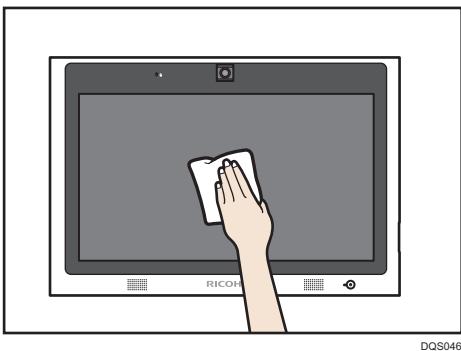
# Maintenance

## Cleaning the Display

### **⚠ CAUTION**

- When performing maintenance on the machine, always disconnect the power cord from the wall outlet.

If the display surface of the whiteboard becomes dirty, clean it with a soft dry cloth.



# List of Video Input Signals Supported by the Machine

This section describes input signals supported for each of the HDMI, DisplayPort, and VGA input terminals.

Each input terminal supports input signals if they satisfy the following conditions:

**The signal must comply with one of the following VESA standards:**

- Industry Standards and Guidelines for Computer Display Monitor Timing (DMT) Standard- Version 1 Revision 12
- Coordinated Video Timings (CVT) Standard Version 1.1
- Generalized Timing Formula (GTF) Version 1.1

**The signal must also be one of those marked with a  symbol in the "HDMI Input" column, "DisplayPort Input" column or "VGA Input" column of the following table:**

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA CVT	1024 × 768	60			-
VESA GTF	1024 × 768	60			-
VESA DMT	1024 × 768	60			-
VESA GTF	1024 × 768	70			-
VESA DMT	1024 × 768	70			-
VESA CVT	1024 × 768	75			-
VESA DMT	1024 × 768	75			-
VESA CVT	1024 × 768	85			-
VESA DMT	1024 × 768	85			-
VESA CVT	1152 × 864	60			-
VESA GTF	1152 × 864	60			-
VESA CVT	1152 × 864	75			-
VESA GTF	1152 × 864	75			-
VESA DMT	1152 × 864	75			-

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA GTF	1280 × 600	60	○	○	-
VESA CVT	1280 × 720	60	○	○	○
VESA GTF	1280 × 720	60	○	○	○
VESA DMT	1280 × 720	60	○	○	○
VESA CVT	1280 × 720	75	○	○	-
VESA GTF	1280 × 720	75	○	○	-
VESA CVT	1280 × 720	85	○	○	-
VESA GTF	1280 × 720	85	○	○	-
VESA GTF	1280 × 768	60	○	○	○
VESA DMT/CTV (RB)	1280 × 768	60	○	○	-
VESA DMT/CTV	1280 × 768	60	○	○	○
VESA GTF	1280 × 768	75	○	○	○
VESA DMT/CTV	1280 × 768	75	○	○	○
VESA GTF	1280 × 768	85	○	○	○
VESA DMT/CTV	1280 × 768	85	○	○	○
VESA GTF	1280 × 800	60	○	○	○
VESA DMT/CTV (RB)	1280 × 800	60	○	○	○
VESA DMT/CTV	1280 × 800	60	○	○	○
VESA GTF	1280 × 800	75	○	○	○
VESA DMT/CTV	1280 × 800	75	○	○	○
VESA DMT/CTV	1280 × 800	85	○	○	○
VESA GTF	1280 × 800	85	○	○	○

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA CVT	1280 × 960	60	○	○	-
VESA GTF	1280 × 960	60	○	○	-
VESA DMT	1280 × 960	60	○	○	-
VESA CVT	1280 × 960	85	○	○	-
VESA GTF	1280 × 960	85	○	○	-
VESA DMT	1280 × 960	85	○	○	-
VESA CVT	1280 × 1024	60	○	○	-
VESA GTF	1280 × 1024	60	○	○	-
VESA DMT	1280 × 1024	60	○	○	-
VESA CVT	1280 × 1024	75	○	○	-
VESA GTF	1280 × 1024	75	○	○	-
VESA DMT	1280 × 1024	75	○	○	-
VESA CVT	1280 × 1024	85	○	○	-
VESA GTF	1280 × 1024	85	○	○	-
VESA DMT	1280 × 1024	85	○	○	-
VESA CVT	1360 × 768	60	○	○	○
VESA GTF	1360 × 768	60	○	○	○
VESA DMT	1360 × 768	60	○	○	○
VESA GTF	1366 × 768	60	○	○	○
VESA DMT (RB)	1366 × 768	60	○	○	-
VESA DMT	1366 × 768	60	○	○	○
VESA GTF	1400 × 1050	60	○	○	○
VESA DMT/VT (RB)	1400 × 1050	60	○	○	○

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT/CTV	1400 × 1050	60	○	○	○
VESA DMT/CTV	1400 × 1050	75	○	○	○
VESA GTF	1440 × 900	60	○	○	○
VESA DMT/CTV (RB)	1440 × 900	60	○	○	-
VESA DMT/CTV	1440 × 900	60	○	○	-
VESA GTF	1440 × 900	75	○	○	○
VESA DMT/CTV	1440 × 900	75	○	○	○
VESA GTF	1440 × 900	85	○	○	○
VESA DMT/CTV	1440 × 900	85	○	○	○
VESA GTF	1400 × 1050	75	○	○	○
VESA CVT	1600 × 900	60	○	○	○
VESA CVT (RB)	1600 × 900	60	○	○	-
VESA GTF	1600 × 900	60	○	○	○
VESA DMT (RB)	1600 × 900	60	○	○	-
VESA CVT	1600 × 1200	60	○	○	-
VESA GTF	1600 × 1200	60	○	○	-
VESA DMT	1600 × 1200	60	○	○	○
VESA GTF	1680 × 1050	60	○	○	○
VESA DMT/CTV (RB)	1680 × 1050	60	○	○	○
VESA DMT/CTV	1680 × 1050	60	○	○	○
VESA DMT	1920 × 1080	60	○	○	○
VESA DMT/CTV (RB)	1920 × 1200	60	-	-	-

- VESA DMT: Industry Standards and Guidelines for Computer Display Monitor Timing (DMT) Standard- Version 1 Revision 12
- VESA CVT: Coordinated Video Timings (CVT) Standard Version 1.1
- VESA GTF: Generalized Timing Formula (GTF) Version 1.1
- RB: Reduced Blanking

 **Note**

- For details about the locations of the input terminals, see page 75 "Devices That Can Be Connected to the Machine".
- If resolutions or signal frequencies that are not compatible with this machine are entered, the images may flicker, blur, be displayed as stretched images horizontally or vertically, or not be displayed correctly.
- This machine only supports devices that use progressive scanning.

# Specifications

## LCD panel

Item	Specifications
Size	21.5 inch wide
Effective display area (H × V)	475.2 × 267.3mm (6.9 × 10.5 inches)
Display type	IPS liquid crystal method
Backlight	LED system
Maximum resolution	1920 × 1080 pixels
Aspect ratio	16 : 9
Display color	Approximately 16.7 million colors
Pixel pitch (H × V)	0.25 × 0.25 mm (0.01 × 0.01 inches)
Maximum brightness	250cd/m <sup>2</sup>
	<p> <b>Note</b></p> <ul style="list-style-type: none"> <li>• Brightness changes in accordance with the image settings. In addition, the brightness fades as the product ages. It does not maintain a consistent level of brightness.</li> </ul>
Contrast ratio	1000 : 1
View angles	178° in the horizontal field; 178° in the vertical field (Contrast ratio = 10 or more)
Response speed	14 ms (Gray to Gray, Average)

10

## Touch panel

Item	Specifications
Detection method	Capacitive type
Guard glass (With AR coating)	Thickness : Approximately 1.1 mm (0.04 inches)

**External Interface**

Item	Specifications
Input connector	<p>HDMI terminal×1</p> <ul style="list-style-type: none"> <li>• Digital Input (Copyright-protected content not supported)</li> </ul> <p>DisplayPort terminal×1</p> <ul style="list-style-type: none"> <li>• DisplayPort Input (Copyright-protected content not supported)</li> </ul> <p>Mini D-SUB15Pin×1</p> <ul style="list-style-type: none"> <li>• VGA Input</li> </ul> <p>Microphone terminal×1</p> <ul style="list-style-type: none"> <li>• Audio Input</li> </ul> <p> <b>Note</b></p> <ul style="list-style-type: none"> <li>• For details about the video input signals that are supported, see page 242 "List of Video Input Signals Supported by the Machine".</li> </ul>
Output connector	<p>HDMI terminal×1</p> <ul style="list-style-type: none"> <li>• HDMI Output (DVI-D: For projectors)</li> </ul> <p>Headphone terminal×1</p> <ul style="list-style-type: none"> <li>• Audio Output</li> </ul>
USB Port	<p>USB2.0 Type A × 3</p> <p>USB3.0 Type A</p>
Communication connector	10BASE-T/100BASE-TX/1000BASE-T

**Network**

Item	Specifications
Line speed	Minimum: 200 kbps

Item	Specifications
Communication port	<p>Remote whiteboard</p> <ul style="list-style-type: none"> <li>• TCP: 80, 50000, 50001, 50002, and 61616 are available for communication</li> </ul> <p>E-mail transmission</p> <ul style="list-style-type: none"> <li>• Communication with the port number specified in the Email settings is available for communication. (page 146 "Configuring SMTP Server Settings")</li> </ul> <p>RICOH UCS function</p> <ul style="list-style-type: none"> <li>• When no proxy is used</li> <li>    TCP: 80, 443, 5222, 17990, 17992</li> <li>    UDP: 50000 – 65535 (Maximum 6 ports)</li> <li>• When a proxy is used</li> <li>    TCP: 80, 443</li> <li>• TCP443 transmission</li> <li>    TCP: 80, 443</li> </ul> <p>Folder sharing on external storages</p> <ul style="list-style-type: none"> <li>• TCP 445, UDP 53, and TCP/UDP 137 are available for communication</li> </ul>

#### Power source

Item	Specifications
Power source used	100–240 V, 50 Hz/60 Hz
Maximum power consumption	65 W or less
Power consumption in standby mode	1 W or less

#### Weight / Dimensions

Item	Specifications
Weight (Main unit)	Approximately 5.3 kg (10.9 lbs.)
Physical dimensions (W × H × D)	570 × 385 × 62 mm (22.4 × 15.1 × 2.4 inches)

**Operating range**

Item	Specifications
Temperature	0–32 °C (32.0–89.6 °F) <b>Note</b> <ul style="list-style-type: none"><li>The temperature range varies according to the conditions of the installation location.</li></ul>
Humidity	10–80% <b>Note</b> <ul style="list-style-type: none"><li>The humidity range varies according to the conditions of the installation location.</li><li>A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.</li></ul>
Altitude	0–2500 m (0–8200 feet)

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