



Unified Communication System

Features Reference

For V2.3.X

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Manuals for This Machine

Read this manual carefully before you use this machine.

Refer to the manuals that are relevant to what you want to do with the machine.

Read This First

Before using the machine, be sure to read this manual entitled Safety Information. It also describes each regulation.

Quick Guide

Explains how to start a meeting.

Device Reference

Explains how to set up and operate the machine.

This manual also describes the specifications of the machine and provides information about how to troubleshoot problems that occur. It also describes how to set up this product when using it for the first time.

Features Reference (This Manual)

Explains how to start a meeting and describes the features of the machine.

This manual also provides information about how to troubleshoot feature and network problems that occur.

Introduction

Disclaimer

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

In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

Notes

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.

Some illustrations in this manual might be slightly different from the machine.

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates points to pay attention to when using the machine, and explanations of likely causes of damage to machine or loss of data. Be sure to read these explanations.

Note

Indicates supplementary explanations of the machine's features, and instructions on resolving user errors.

[]

Indicates the names of keys on the display or control panel.

Note

- Some of the key names that appear in the on-screen instructions or messages might differ from those shown on the machine, depending on the region in which you live. The screen displays a key name, followed by the corresponding key mark. If the name of the key is different, use the corresponding mark to identify the key.

Precautions for Use

Copyright Notice

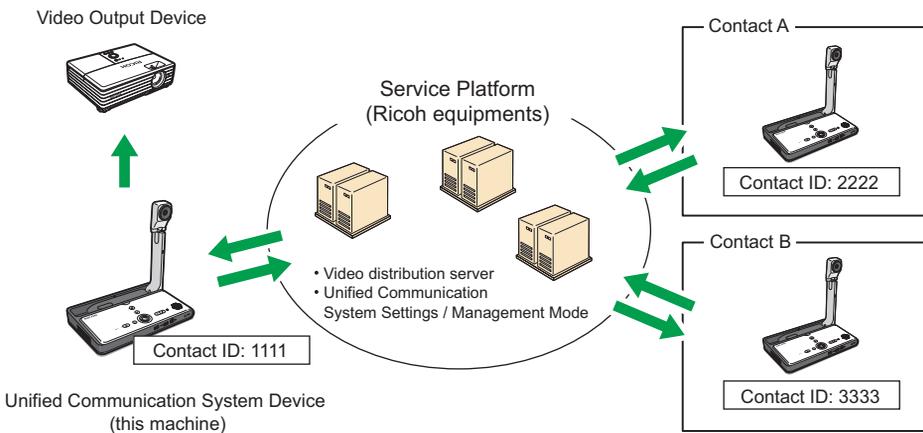
Using this machine to perform any of the following acts, without permission from the copyright holder, for purposes other than personal use may constitute an infringement on the copyright and/or neighboring rights of the commercial video software or cable broadcasting program. These acts include broadcasting 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. About Unified Communication System

Overview of the Unified Communication System

The Unified Communication System is a meeting system that connects this machine and other machines, both local and remote, to a service platform via the Internet.



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The machine at each location is identified by a Contact ID, which serves as the destination for meeting and the account information for Unified Communication System Settings. The Contact ID is used to connect to the contacts whom you want to have a meeting with, so there is no need to set a specific network environment or location in which to use this machine. The Unified Communication System is made up of the following components:

- This machine
Used to transmit video, capture video on the user side, and configure various settings for connecting to the network. For details about the available features on this machine, see page 10 "Features Available on This Machine".
- Video output device
Used to display video output by this machine.
- Contact ID
A unique character string set on this machine and other parties' machines. The machine information is required to use the Unified Communication System. This information also used is to log in to Unified Communication System Settings.

The Contact ID of the contact whom you want to have meeting with is required when registering the contact in Address Book.

- Video distribution server

The server that streams videos from each contact and distributes them to the other parties.

- Unified Communication System Settings / Management Mode

A Web service that allows you to manage Address Book which is used to register and manage the contacts whom you want to have a meeting. You can also view and manage "Meeting History".

You can access Unified Communication System Settings from a computer connected to the Internet.

For details about the features available in the Unified Communication System Settings, see page 11 "Features Available in Unified Communication System Settings".

You can manage multiple contacts by creating an administrator account and logging into Unified Communication System Management Mode.

For details about Unified Communication System Management Mode, see page 101 "Managing Contacts As an Administrator".

- Contacts

Indicates the other party that is using a machine which has a Contact ID and supports the Unified Communication System. Before connecting to a contact to have a meeting, you must first register the contact in Address Book.

Features Available on This Machine

This section describes the features available on this machine.

Meeting

This machine allows you to start meeting by connect to or answer call from contact. It is equipped with an internal camera for video input, and a microphone and speaker for audio input and output. By connecting to the Internet and a video output device such as a monitor or projector, you can use this machine to have a meeting practically anywhere*¹.

*1 It is necessary to meet the network requirements such as the line speed and ports. For details about the requirements of network environment for this machine, see "Operating Environment for This Machine", Device Reference.

Sharing Your Computer Screen

Connecting this machine to your computer lets other parties see what is displayed on your screen.

For details about how to share your computer screen, see page 43 "Sharing the Computer Screen".

Using the Camera To Share Information

You can use the internal camera to take videos of handouts or handwritten notes directly.

These videos appear on screen and can be seen by the other parties.

For details about how to use the camera to share information, see page 49 "Using the Camera To Share Information".

Changing the Network Settings

Change the network settings of the machine.

Change the network settings according to the environment in which the machine is used.

For details about how to change the network settings, see page 59 "Changing Network Configuration".

Accepting a Registration Request for Address Book

Accept a registration request for Address Book from other parties.

For details about the Address Book and registration requests, see page 53 "About Address Book".

For details about how to accept a registration request, see page 56 "Accepting the Registration Request".

Updating the Firmware

Update the machine's firmware.

The firmware can only be updated when the machine is connected to a network.

For details about how to update the firmware, see page 83 "Updating the Firmware".

Features Available in Unified Communication System Settings

This section describes the features available in Unified Communication System Settings.

Managing Address Book

You can send or accept registration requests and edit or delete registered contacts.

For details about how to manage Address Book, see page 53 "Managing Address Book".

Checking the Meeting History

You can check Meeting History.

The Meeting History lists the date, time, and joined contacts of each meeting. You can output Meeting History in CSV format.

For details about how to check Meeting History, see Unified Communication System Settings Help.

Changing the machine's name

You can change the machine's name.

For details about how to change the machine's name, see Unified Communication System Settings Help.

Changing Your Login Password

You can change the login password used to log in to Unified Communication System Settings.

For details about how to change the login password, see [Unified Communication System Settings Help](#).

2. Before Using This Machine

About Screen

This section describes the main screens and how to operate them.

Note

- The screens displayed might vary, depending on the machine you are using.
- The sample screens provided in this manual are displayed in XGA mode.
- For details about keys on the machine, see "Component Guides", Device Reference.

Screen Contents

The screen displays the feature menus, settings, and messages.

Use the Cursor keys ([▼] [▲] key) on the control panel to select a feature menu or setting.

The selected menu or setting is highlighted in orange. To activate the selection, press the [Enter] key/↵.

Menus or settings are grayed out if it cannot be selected or cannot be confirmed.

Features screen

This screen allows you to select different feature.



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1. Features

Displays the features menu.

2. Settings

You can change the initial screen that is displayed. To change the initial screen, select the check box in "Set as a start-up feature.", and then press the [Enter] key.

3. Message

Displays messages such as a notification that a registration request has been received or a firmware update is available.

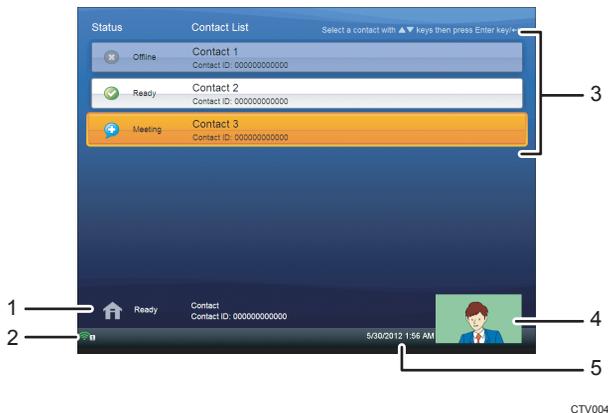
Contact List screen

This screen is used to connect to or receive call from the contact.

The machine's status switches to "Ready" only when the Contact List screen is displayed. This status allows you to start a meeting by connecting to or receive connection from contacts.

Note

- For details about the machine's status, see page 30 "Connecting to a Meeting".



1. Machine status

Displays the status, name, and Contact ID of the machine.

2. Network status icon

- : When using a wired network
Displays an icon that indicates the number of the profile being used.
- : When using a wireless network
Displays an icon that indicates the strength of the signal reception and the number of profile being used.
The icon changes according to the strength of the signal:
 - :Very strong
 - :Strong
 - :Weak
 - :Very weak

-  No reception

3. Contact List

Displays a list of contacts registered in Address Book.

This list displays the status, name, and Contact ID of each contact.

For details about how to change the contact list sort order, see page 79 "Changing the Contact List Sort Order".

4. Video on the machine

Displays a video taken by this machine.

This video can be used as a reference to adjust the position of the camera.

5. Current date and time

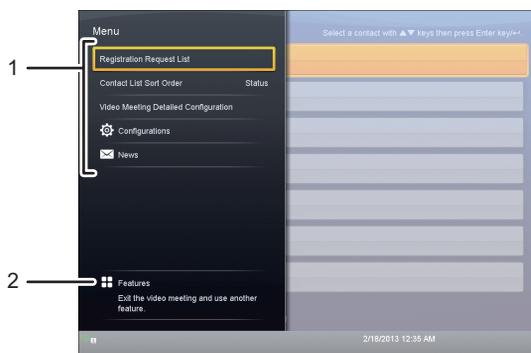
Displays the current date and time.

Menu screen

The Menu screen is displayed on the left side of the screen when you press the [Menu] key on one of the feature screens.

You can switch between screens for the Features screen or other features.

The items displayed in the Menu screen might vary slightly depending on the feature you are using.



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1. Items

Displays features.

2. Features

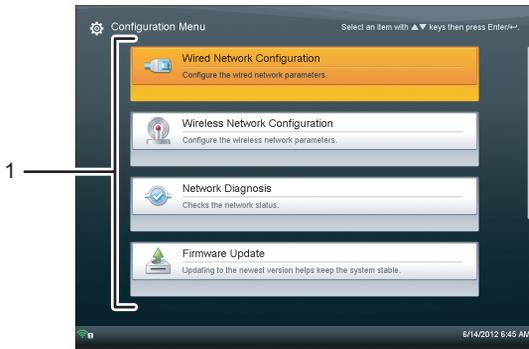
Exits the current feature and switches to the Features screen.

Configuration Menu

This screen is used to accept registration requests, configure network settings, update firmware, and check the system information.

If the Configuration Menu screen is displayed, the machine's status switches to "Offline". You cannot connect to or receive connection from contacts when the machine's status is "Offline".

2



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1. Configuration items

Displays configurations.

Configuration Menu screen (When the machine cannot connect to the network during startup)

If the machine cannot connect to the network during startup due to a problem with the network settings or the network environment, press the [Menu] key while the message "Connecting to the network..." is displayed. After doing this, the Features screen will appear. Select Configuration Menu, and then change Wired/Wireless Network Configuration or perform Network Diagnosis to connect to the network.

The machine repeatedly attempts to connect to the network. If the machine successfully connects to the network, the message "Connection established." appears in the lower left of the Features screen. After this message appears, you can start a meeting.

↓ Note

- If the machine cannot connect to the network, see page 87 "When the Machine Cannot Connect to the Network".

Checking the News

When the machine receives notices about Ricoh Unified Communication System services, a message is displayed on the screen. These notices often contain important information about services, such as the latest information about firmware updates and maintenance.

Make sure to check the details of each notice when this message appears.

1. In the Features screen, press the [◀] or [▶] key to select [News], and then press the [Enter] key/↵.
2. Press the [▼] [▲] key to select the news you want to check, and then press the [Enter] key/↵.
3. Check the details of the news.
Press the [◀] key to select the news, and then press the [▼] [▲] key to scroll through the screen.
4. After checking the news, press the [Enter] key/↵.
If the news is selected to scroll, press the [▶] key to select [Close], and then press the [Enter] key/↵.
5. Press the [Menu] key/☰.
6. Press the [▼] [▲] key to select [Features], and then press the [Enter] key/↵.

Logging in to Unified Communication System Settings

To manage Address Book or check Meeting History in Unified Communication System Settings, you must first log in to Unified Communication System Settings.

Unified Communication System Settings can be accessed from a computer that is connected to Internet. For details about the operating environment needed to access Unified Communication System Settings, see page 18 "Operating Environment".

↓ Note

- If you are not sure about password, contact your machine administrator.

Operating Environment

The following environment is required to access Unified Communication System Settings:

↓ Note

- Unified Communication System Settings can be accessed without needing to turn on the machine.

Specification	Operating environment
Computer	PC/AT-compatible machine
CPU	Pentium M 1.2 GHz or higher
Memory	512 MB or higher
HDD	100 MB or more of free space

Specification	Operating environment
OS	<ul style="list-style-type: none"> • Windows XP (Service Pack 3 or later) <ul style="list-style-type: none"> Windows XP Home Edition Windows XP Professional • Windows Vista (Service Pack 2 or later) <ul style="list-style-type: none"> Windows Vista Home Basic Windows Vista Home Premium Windows Vista Business Windows Vista Enterprise Windows Vista Ultimate • Windows 7 <ul style="list-style-type: none"> Windows 7 Home Premium Windows 7 Professional Windows 7 Enterprise Windows 7 Ultimate • Windows 8 <ul style="list-style-type: none"> Windows 8 Windows 8 Pro Windows 8 Enterprise
Resolution	XGA (1,024 × 768 pixels) or higher 64,000 colors or more (recommended)
Web browser	Internet Explorer 7, 8, or 9 Firefox 3.6 or later

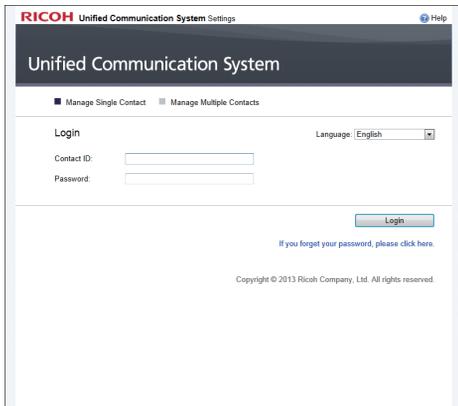
Specification	Operating environment
Security settings	<p>The following security settings must be enabled on your Web browser:</p> <ul style="list-style-type: none">• Scripting Active scripting• ActiveX controls and plug-ins Run ActiveX controls and plug-ins Script ActiveX controls marked Safe for scripting Binary and Script behaviors• Downloads File downloads

Note

- For details about security settings for web browser, see Web browser Help.

Login

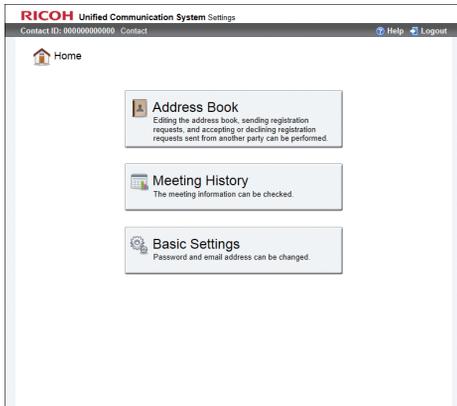
1. Start your Web browser.
2. Enter the following URL in the address bar of your Web browser to access Unified Communication System Settings.
`https://ucs.ricoh.com/util/login`
3. Select the language.



4. Enter the Contact ID and the password.
5. Click [Login].

Logout

1. Click [Logout].



Note

- You can logout from any page.

Specifying the Name of the Machine and Your Password

This section describes how to log in to Unified Communication System Settings to change the default password and specify the name of the machine. The specified name is displayed as the location name on the machine's screen and in Address Book.

The default password is the preset login password used to access Unified Communication System Settings. Before using this product, use the Web browser on your computer to access Unified Communication System Settings and change the login password.

In addition to changing the password, you can also specify or change the name of the machine.

The specified name is displayed as the machine's contact name on the screen and in Address Book.

★ Important

- **Be sure to specify a login password that is different from the default password.**
- **If the name of the machine was already specified at the time of purchase and you want to change it, you must first change the default password before you can change the name.**

Unified Communication System Settings can be accessed from a computer that is connected to Internet. For details about the operating environment needed to access Unified Communication System Settings, see page 18 "Operating Environment".

The following information is needed to log in to Unified Communication System Settings:

Contact ID

A unique character string set in this machine and other machines. The machine information is required to use the Unified Communication System.

Default password

The default password is used the first time you log in to Unified Communication System Settings.

This password is the character string found on the bottom of the machine. It consists of eleven alphanumeric and symbol characters.

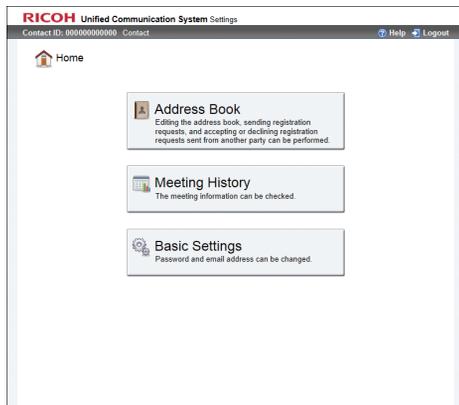
↓ Note

- If you are not sure about the Contact ID of this machine, you can check the Contact ID from the Contact List screen. For details about the Contact List screen, see page 13 "About Screen".

1. Log in to Unified Communication System Settings.

For details about how to login to Unified Communication System Settings, see page 20 "Login".

2. Click [Basic Settings].



To change the default password without specifying the name, go to Step 4.

3. Click the "Name:" field, and then enter the name of the machine.

The machine name can be up to 100 characters in length.

4. Click the "Current Password" field, and then enter the default password.

5. Click the "New Password" field, and then enter a new login password.

The login password must consist of at least eight characters.

The login password can be up to 255 characters in length.

You can use alphanumeric characters and symbols in the login password.

6. Click the "Confirmation Password" field, and then re-enter the login password you entered in Step 5.

7. Click [Save].

The message "The basic settings have been updated." appears to indicate the password has been successfully changed.

8. Click [Logout].

Preparing for Screen Share

CAUTION

- For users in the United States of America: properly shielded and grounded cables and connectors must be used for connections to a host computer (and/or peripheral) in order to meet FCC emission limits.

2

For Windows

Operating Environment

The following environment is required to use PC Screen Share:

Specification	Operating environment
Computer	PC/AT-compatible machine
CPU	Pentium M 1.2 GHz or higher
Memory	512 MB or higher
HDD	100 MB or more of free space
Interface	USB port

Specification	Operating environment
OS	<ul style="list-style-type: none"> • Windows XP (Service Pack 3 or later) <ul style="list-style-type: none"> Windows XP Home Edition Windows XP Professional • Windows Vista (Service Pack 2 or later) <ul style="list-style-type: none"> Windows Vista Home Basic Windows Vista Home Premium Windows Vista Business Windows Vista Enterprise Windows Vista Ultimate • Windows 7 <ul style="list-style-type: none"> Windows 7 Home Premium Windows 7 Professional Windows 7 Enterprise Windows 7 Ultimate • Windows 8 <ul style="list-style-type: none"> Windows 8 Windows 8 Pro Windows 8 Enterprise
Resolution	XGA (1,024 × 768 pixels) or higher 64,000 colors or more (recommended)

Installing

To use the PC Screen Share, you must first install the driver for PC Screen Share on your computer.

This example assumes that the driver for PC Screen Share is installed on a computer running Windows 7. If you are using another operating system, the screen displayed and names of key might vary slightly. For details, see the Windows Help.

★ Important

- To install the driver for PC Screen Share, this machine must be connected to a network. Before installing the driver, make sure the machine is connected to a network via a wired or wireless LAN.
- Administrator privileges are required to install the driver for PC Screen Share. Log on to the computer as a member of the Administrators group.

1. Turn the machine on.

For details about how to turn the machine on, see "Turning On the Power", Device Reference.

2. Connect the B connector end of the USB cable to the USB port (type B) on this machine.

- USB port (type B)



CTU001

3. Connect the A connector end of the USB cable to the USB port (type A) on the computer.

The driver may begin installing automatically. If this happens, a dialog box indicating that the driver has not been installed correctly may appear.

In such a case, click [Close] to close the dialog box and proceed to Step 4.

If the Add New Hardware Wizard appears, click [Cancel].

If the auto-play screen appears, close the screen.

If the message "The driver for PC Screen Share has not been installed. Install the driver and then start the software." appears, click [OK].

4. Open "Computer" on your computer and right-click [PC Screen Share].

5. Click [Install the 32-bit driver for PC Screen Share] or [Install the 64-bit driver for PC Screen Share]. Make sure to select the correct driver for your computer's OS.

If neither choice appears, run dpinst32.exe (for 32-bit OS) or dpinst64.exe (for 64-bit OS). These files are located in the folder "driver" on the drive "PC Screen Share".

6. Follow the instructions given in the installation wizard to complete the installation.

After the installation is complete, a dialog box indicating that the computer needs to be restarted may appear. If this is the case, restart your computer.

Note

- If you want to uninstall the driver for PC Screen Share, uninstall the driver from "Add or Remove Programs". For details about "Add or Remove Programs", see Windows Help.
- Remove the USB cable from your computer before uninstalling the driver for PC Screen Share.
- If re-installing the driver for PC Screen Share, you must uninstall the driver once, and then install the driver again.

For Mac OS X

To use this feature, you must download the software from the RICOH Web site, and then install it on your Macintosh notebook.

- <http://www.ricoh.com/downloads/>

Operating Environment

The following environment is required to use the Screen Share software:

Specification	Operating environment
OS	10.7, 10.8
Interface	USB port

Installing

This example assumes that the Screen Share software is installed on Macintosh notebook running Mac OS X 10.7.

If you are using a different operating system, the screen and key names may vary slightly. For details, see the OS Help.

↓ Note

- The network administrator's name and password are required to install this software. For details, consult your network administrator.
- For details about using a Macintosh notebook and its functions, see the Macintosh notebook manual.
- If the message ["Install" is from an unidentified developer and cannot be opened.] appears while trying to install the Screen Share software on a Mac OS X 10.8, perform one of the following actions:
 - To temporarily disable this warning, hold down the [Control] key and click on the install file. Next, select [Open] from the pop-up menu that appears. When the warning message appears, click [Open].
 - To change the security settings, first select [Security and Privacy], and then change the [Allow applications downloaded from] setting to [Anywhere]. After you change the setting, attempt to install the software again.

1. Double-click the installation file.

2. Click [Continue].

3. The software license agreement appears. After reading the agreement, click [Continue].

4. Click [Agree].
5. Select the folder where you want to install the software, and then click [Install].
6. If the Authentication dialog box appeared, enter the name and password, and then click [OK].
7. Follow the instructions on the screen.

3. Starting a Meeting

To Start a Meeting

Before you turn on the machine, make sure the necessary equipment is properly connected.

Note

- You can check the video of this machine to make sure there are no problems with holding meetings. For details about checking the video of this machine, see page 81 "Checking the Sending and Receiving Picture".
- For details about how to set up the machine, see "Preparing to Use the Machine", Device Reference.
- For details about how to turn on the machine, see "Turning on the Power", Device Reference.
- For details about how to troubleshoot network problems, see page 87 "When the Machine Cannot Connect to the Network".
- The contacts with whom you want to have a meeting must be registered in Address Book. For details about how to register contacts to Address Book, see page 55 "Registering a Contact".

Connecting to a Meeting

Select the contact that you want to have a meeting and connect to the other party.

There are two ways you can connect to the other party: by using the machine to connect or to receiving a call from the other party. The connection is established and the meeting starts when the receiving end answers the call.

3

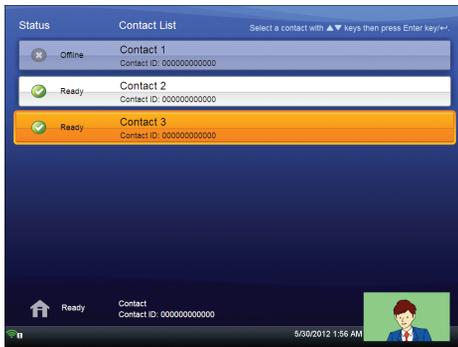
Connecting

To connect, select the contact you want to connect to from the Contact List screen.

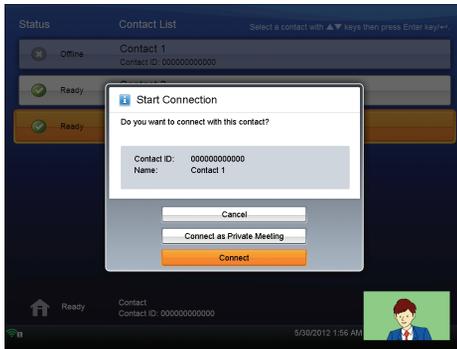
The Contact List screen lists the registered contacts and their status. There are three status types:

- **Ready**
Indicates the contact is online and waiting.
- **Meeting**
Indicates the contact is having a meeting with another contact.
- **Offline**
Indicates the machine at that contact is turned off, the Configuration Menu screen is displayed, or that the contact is not connected to the network.
You can connect to contact whose status is "Ready" or "Meeting".

1. In the Features screen, press the [◀] [▶] key to select [Video Meeting], and then press the [Enter] key/↵.
2. Press the [▼] or [▲] key to select the contact you want to have a meeting, and then press the [Enter] key/↵.



3. Press the [▼] or [▲] key to select [Connect], and then press the [Enter] key/↵.



The meeting begins when the other party answers the call.

To cancel the call, press the [▼] or [▲] key to select [Cancel], and then press the [Enter] key/↵.

If the other party refuses the call, the Contact ID and contact name of the party that refused the call appear with the message "Could not connect with the following contact".

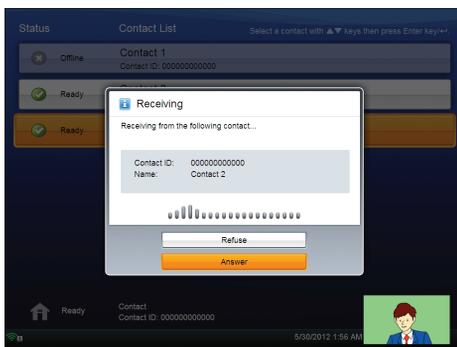
↓ Note

- You can use the speaker volume keys to adjust the volume of the tone when initiating a call. For details about how to adjust the volume, see page 42 "Adjusting the Volume".

Answering a Call

★ Important

- The machine cannot receive calls when error messages are displayed. For details about what to do when error messages are displayed, see page 88 "When the Message Displayed".
- The incoming call sound rings and the message "Receiving" appears. Check that the message shows the party making the call.



2. Press the [▼] or [▲] key to select [Answer], and then press the [Enter] key/↵.

The meeting starts.

To refuse the call, press the [▼] or [▲] key to select [Refuse], and then press the [Enter] key/↵.

Note

- If the call is not answered or refused within 15 seconds, the incoming call automatically times out.
- You can use the speaker volume keys to adjust the volume of the ring tone that rings when receiving a call. For details about how to adjust the volume, see page 42 "Adjusting the Volume".

Joining a Meeting in Progress

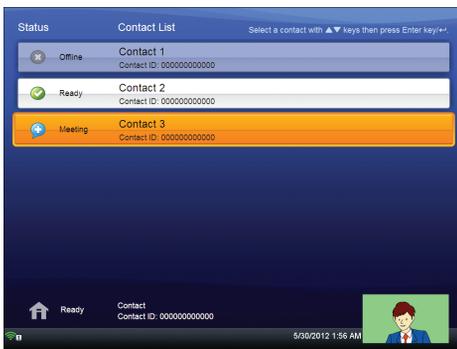
3

You can initiate a call to a participant currently having a meeting and join the meeting in progress.

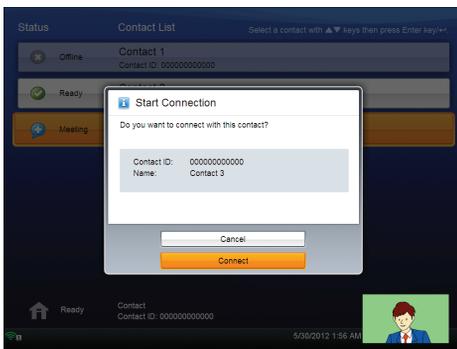
When you join a meeting in progress, you are directly connected to the meeting. No confirmation message is displayed at the contact having the meeting.

The status of a contact that is in a meeting is displayed as "Meeting".

1. In the Features screen, press the [◀] [▶] key to select [Video Meeting], and then press the [Enter] key/↵.
2. Press the [▼] or [▲] key to select the contact already has a meeting, and then press the [Enter] key/↵.



3. Press the [▼] or [▲] key to select [Connect], and then press the [Enter] key/↵.



The meeting starts.

To cancel the call, press the [▼] or [▲] key to select [Cancel], and then press the [Enter] key/↵.

Connecting to a Private Meeting

By specifying and sharing the meeting code in advance, multiple contacts can participate in the private meeting.

Connecting to Private Meeting

3

1. Specify the meeting code.

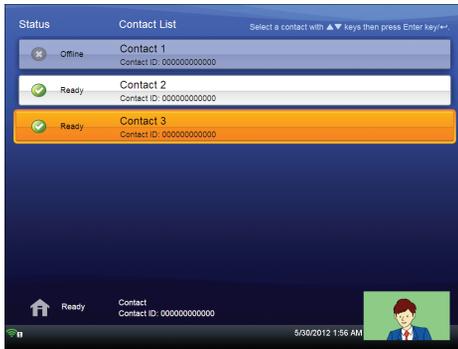
The meeting code must be a four-digit number.

If you want to have a private meeting with multiple contacts, share the meeting code with the other parties in advance.

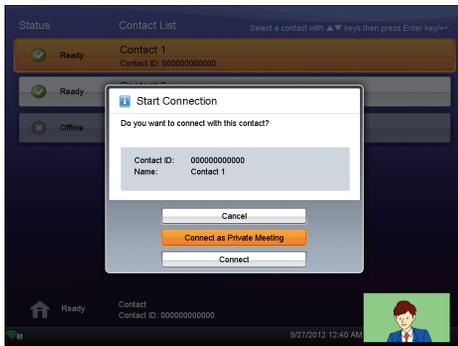
If you want to have a private meeting with a contact only, you do not need to share the meeting code with the other party.

2. In the Features screen, press the [◀] [▶] key to select [Video Meeting], and then press the [Enter] key/↵.

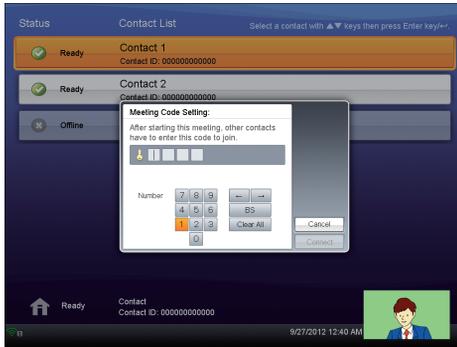
3. Press the [▼] or [▲] key to select the contact you want to have a meeting with, and then press the [Enter] key/↵.



4. Press the [▼] or [▲] key to select [Connect as Private Meeting], and then press the [Enter] key/↵.



5. Press the cursor keys ([▼] [▲] [◀] [▶] keys) to select the meeting code specified in Step 1, and then press the [Enter] key/↵.



6. Press the cursor keys ([▼] [▲] [◀] [▶] keys) to select [Connect], and then press the [Enter] key/↵.

The meeting begins when the other party answers the call.

The status of the contacts that are having a private meeting is "Meeting".

↓ Note

- You can use the speaker volume keys to adjust the volume of the tone when initiating a call. For details about how to adjust the volume, see page 42 "Adjusting the Volume".

Answering a Call

The method for answering a private meeting call is the same as that for a normal meeting.

For details about how to answer a call, see page 30 "Connecting to a Meeting".

Joining a Private Meeting in Progress

This section explains how to join a private meeting that is already in progress.

★ Important

- You cannot join a private meeting if the meeting code you specify is incorrect. Enter the correct meeting code.
 - Check the meeting code of the meeting you want to join.
Ask for the meeting code before the meeting starts.
 - In the Features screen, press the [◀] [▶] key to select [Video Meeting], and then press the [Enter] key/↵.
 - Press the [▼] or [▲] key to select the contact you want to connect to, and then press the [Enter] key/↵.

4. Press the [▼] or [▲] key to select [Connect], and then press the [Enter] key/↵.
5. Press the cursor keys ([▼] [▲] [◀] [▶] keys) to select the meeting code specified in Step 1, and then press the [Enter] key/↵.
6. Press the cursor keys ([▼] [▲] [◀] [▶] keys) to select [Connect], and then press the [Enter] key/↵.

4. What You Can Do During the Meeting

Changing the Screen Layout

You can change the screen layouts as needed.

Up to nine contacts including you can be displayed simultaneously.

The screen display changes according to the number of contacts that are joining the meeting.

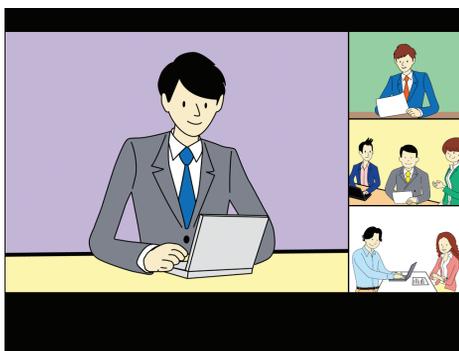
If three or more contacts are joining the meeting, the video of the contact that is talking is indicated to be the other party.

The screen layouts are as follows:

One larger window and multiple smaller windows

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.

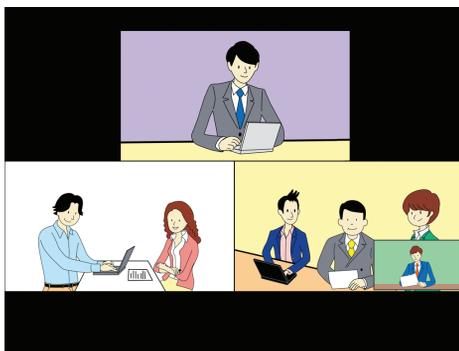
If only you and one other party are joining the meeting, the window size of each video is the same.



Large window for all contacts

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.

If three or more contacts including you are joining the meeting, the videos of all the other contacts are displayed in windows of the same size.



Other party only

The video of the other party is displayed full screen.

4



Your video only

Your video is displayed full screen.



Same size window for all contacts

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

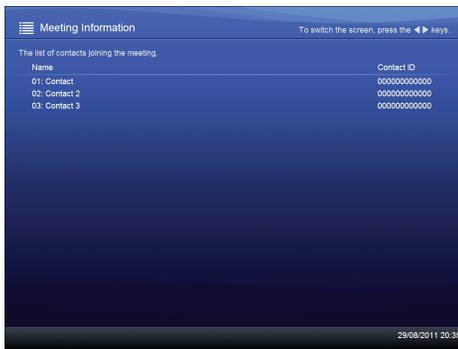


Meeting Information screen

A list of the names and Contact IDs of contacts joining the meeting is displayed.

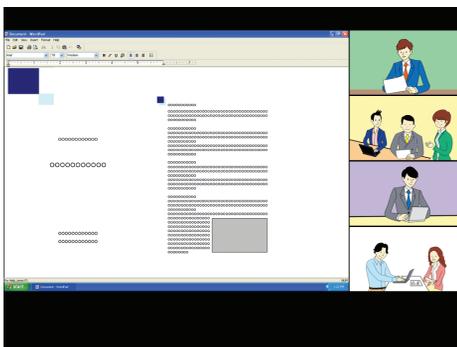
Note that the list only includes the names of one of the following:

- Contacts that are registered in Address Book
- Contacts to which you have sent a registration request
- Contacts from which you have received a registration request



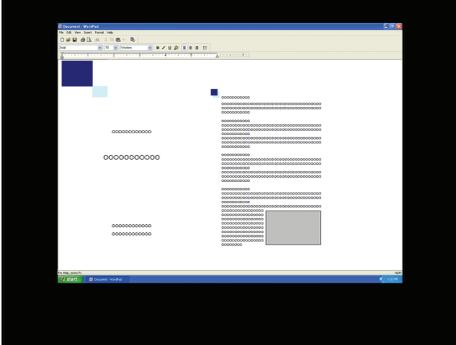
One larger window of shared computer screen and multiple smaller windows (when a computer screen is being shared)

The computer screen being shared is displayed in larger window, while the videos of you and the other contacts appear in smaller windows.



Shared computer screen only (when a computer screen is being shared)

The computer screen being shared is displayed full screen.



4

1. Press the [◀] or [▶] key to change the screen layout.

↓ Note

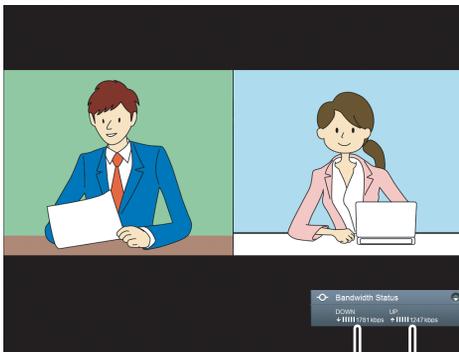
- For details about sharing the computer screen, see page 43 "Sharing the Computer Screen"

Checking the Network Bandwidth

If network conditions prevent the necessary network bandwidth from being secured during a meeting, the audio and video might become distorted or the connection with the other party lost. You can use Bandwidth Status during a meeting to view the network status of the machine and check that the network environment meets the operating requirements for the machine. You can also check that the machine is able to hold meetings normally.

Before using the machine, check the network environment to make sure a sufficient amount of network bandwidth is available.

Bandwidth Status



OCR002

1. DOWN (Reception)

Displays the network bandwidth available for reception, along with a numerical value and an icon that indicates one of five levels.

2. UP (Transmission)

Displays the network bandwidth available for transmission, along with a numerical value and an icon that indicates one of five levels.

The indicated level of currently used bandwidth varies according to the bandwidth status.



Sufficient network bandwidth is currently available.



The required network bandwidth is currently available.



The currently available network bandwidth might not be sufficient for holding a stable meeting.



The required network bandwidth is currently unavailable. The video or audio might become distorted.



The required network bandwidth is currently unavailable. The machine might become unable to continue the meeting.

To display Bandwidth Status during a meeting, perform the following steps:

1. Press the [▲] key.**2. Check the current network bandwidth.**

Bandwidth Status automatically switches to the simplified display mode after 10 seconds has passed.

3. Press the [▼] key to close Bandwidth Status.**↓ Note**

- To view Bandwidth Status after starting a meeting, wait at least one minute to allow the bandwidth to become stable.
- The maximum network bandwidth required for a meeting is 2 Mbps for both reception and transmission.
- Bandwidth Status cannot be displayed while the Meeting Information screen is displayed.

Adjusting the Volume

You can adjust the audio volume and temporarily mute the microphone.

For details about how to adjust the volume, see "Adjusting the Volume", Device Reference.

↓ Note

- If an external microphone speaker is connected, the microphone volume and mute control must be adjusted from the microphone from the actual speaker. For details about how to mute or adjust the volume of the microphone, see the corresponding manual for the device.

Sharing the Computer Screen

For Windows

Connecting the machine to your computer via a USB cable and using PC Screen Share allows you to share the screen displayed on your computer to the other party.

When a screen is transmitted, the contents that are displayed on your computer can be shared in real time with the other party.

This example assumes that PC Screen Share is used on a computer running Windows 7. If you are using another operating system, the screen displayed and names of key might vary slightly. For details, see the Windows Help.

Note

- For details about the system requirements for sharing computer screens, see page 24 "Preparing for Screen Share".
- To use PC Screen Share, the driver for PC Screen Share must be installed. For details about how to install the driver for PC Screen Share, see page 24 "Preparing for Screen Share".

Start Sharing Your Computer Screen

1. Connect the B connector end of the USB cable to the USB port (type B) on this machine.

- USB port (type B)



CTU001

2. Connect the A connector end of the USB cable to the USB port (type A) on the computer.

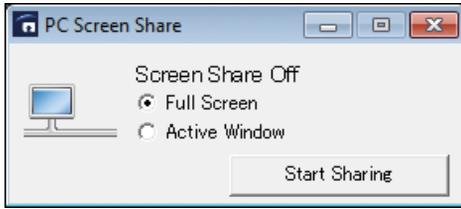
PC Screen Share starts automatically.

If it does not start automatically, open "Computer" on your computer, right-click [PC Screen Share], and then click [Start PC Screen Share].

If [Start PC Screen Share] does not appear when you right-click [PC Screen Share], start "ScreenSender.exe". This file is located in the folder "app" on the drive "PC Screen Share".

3. Click [Start Sharing].

The screen layout of the machine is changed automatically to display your computer screen when PC Screen Share is started.



Note

- A shared computer does not automatically enter standby even if the timer is set. To put a shared computer into standby, press the corresponding shortcut key or close the laptop computer.

4

Changing the Screen Mode

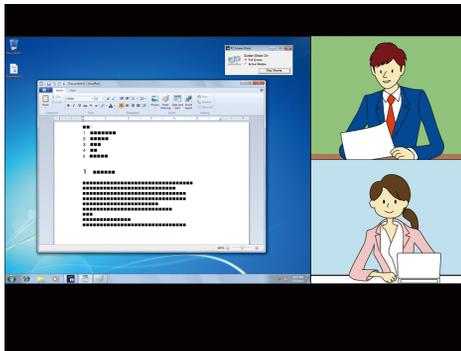
The following modes can be used for screen sharing:

Note

- These modes can be switched while the screen is being shared.

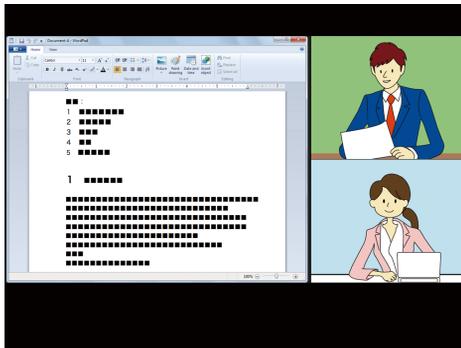
Full Screen

Displays the entire screen.



Active Window

Displays only the window selected.

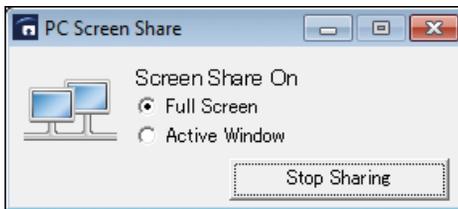


The following screen layouts can be specified while a screen is being shared.

- One larger window of shared screen and multiple smaller windows
- Shared screen only

Stop Sharing Your Computer Screen

1. Display PC Screen Share dialog.
2. Click [Stop Sharing].



To start PC Screen Share again, click [Start Sharing].

Disconnect the computer

1. Display PC Screen Share dialog.
2. Click [Close] on the upper right of PC Screen Share dialog.
3. Click [OK].
4. Remove the USB cable from the machine and the computer.

For details about how to remove the USB cable from your computer, see your operating system's Help.

Store the removed USB cable in the supplied bag.

For Mac OS X

Connecting the machine to your Macintosh notebook using a USB cable and the Screen Share software allows you to share the Macintosh notebook screen with the other party.

When the screen is projected, the images that are displayed on your Macintosh notebook can also be displayed on the screen.

↓ Note

- For details about the system requirements for sharing computer screens, see page 24 "Preparing for Screen Share".

- To use Screen Share, the Screen Share software must be installed. For details about how to install the Screen Share software, see page 24 "Preparing for Screen Share".

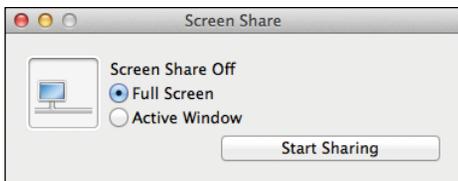
Start Sharing Your Screen

1. **Connect the B connector end of the USB cable to the USB port (type B) on this machine.**
 - USB port (type B)



CTU001

2. **Connect the A connector end of the USB cable to the USB port (type A) on the Macintosh notebook.**
3. **Click [Screen Share] in the folder you have installed.**
4. **Click [Start Sharing].**



The screen layout of the machine is changed automatically to display your screen when Screen Share software is started.

Changing the Screen Mode

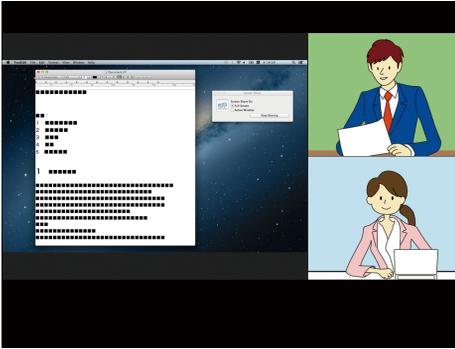
The following modes can be used for screen sharing:

↓ Note

- These modes can be switched while the screen is being shared.

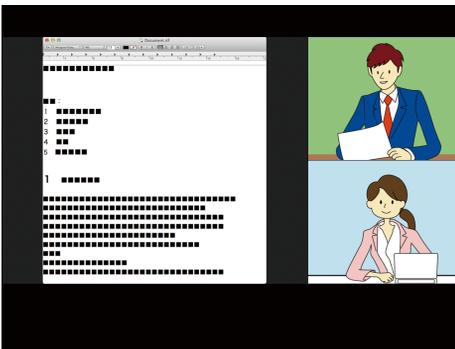
Full Screen

Displays the entire screen.



Active Window

Displays only the window selected.



The following screen layouts can be specified while a screen is being shared.

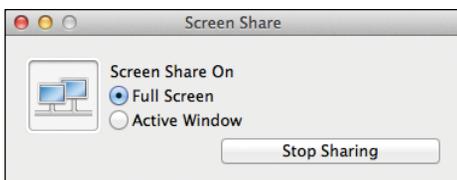
- One larger window of shared screen and multiple smaller windows
- Shared screen only

↓ Note

- A shared Macintosh notebook does not automatically enter standby mode even if the timer is set. To put a shared Macintosh notebook into standby mode, press the corresponding shortcut key or close the Macintosh notebook.

Stop Sharing Your Screen

1. Display Screen Share dialog box.



2. Click [Stop Sharing].

To start Screen Share again, click [Start Sharing].

Disconnect

1. Display the Screen Share dialog box.

2. Click [Close] on the upper left of Screen Share dialog.

You can also exit by selecting [Quit Screen Share] in the Screen Share menu.

3. Click [OK].

4. Remove the USB cable from the machine and the Macintosh notebook.

For details about how to remove the USB cable from your Macintosh notebook, see your Macintosh notebook Help.

Using the Camera To Share Information

You can use the camera to take a picture of a form or document directly.

This feature is useful at meetings when sharing printed forms or other documents for which no electronic data exists, such as hand-written memos.

For details about how to use the camera to share information, see "Using the Camera To Share Information", Device Reference.

5. Leaving a Meeting

To Leave the Meeting

Leaving the Meeting

1. Press the [Disconnect] key/🔌.
2. Press the [▼] or [▲] key to select [Leave], and then press the [Enter] key/↵.



Note

- You can also leave a meeting by pressing the [Disconnect] key/🔌 twice in Step 1.

Immediately Turn Off the Machine After You Leave the Meeting

Press the [Power] key/🔌 during a meeting to leave the meeting and immediately turn off the machine.

1. Press the [Power] key/🔌.
2. Press the [▼] or [▲] key to select [Turn Off], and then press the [Enter] key/↵.



 **Note**

- You can also leave a meeting and immediately turn off the machine by pressing the [Power] key/ twice in Step 1.

6. Managing Address Book

About Address Book

Address Book in Unified Communication System Settings is used to manage the contacts whom you want to have meetings.

The contacts registered in Address Book are synchronized with the contacts in the Contact List on the machine. When starting a meeting from the machine, you can only connect to a contact registered in Address Book.

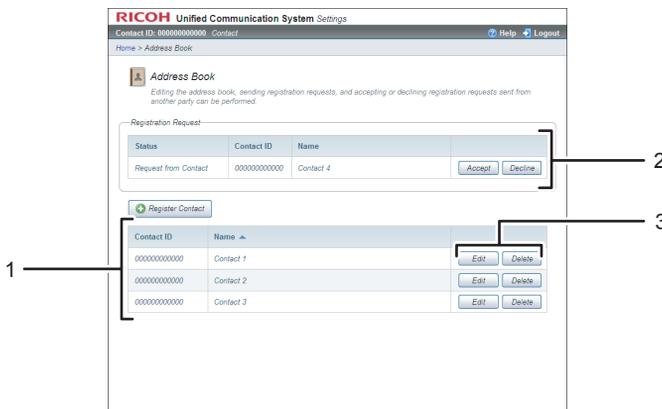
Address Book allows you to send a request to register a contact, accept registration requests from other contacts, change the names of registered contacts, and delete contacts that are no longer necessary.

The Contact ID and name of a contact is registered in Address Book as the contact information.

Contact names are used for Address Book and the machine only.

The maximum number of contact entries in Address Book is 200. This number includes the number of registration requests waiting to be accepted.

Address Book screen



CTV010

1. List of registered contacts

Displays a list of registered contacts.

To sort rows by ID number, click the table column header [Contact ID]. To sort rows by reading order, click [Name]. Rows are sorted in alphabetical order by default.

2. Registration requests

Displays both the contacts that have sent registration requests and the registration requests that have been received.

Any registration request that has not been received or sent will not displayed.

3. Edit/Delete

Used to edit or delete registered contacts.

Registering a Contact

Before having a meeting, you need to register the contact of the other party in Address Book in Unified Communication System Settings.

Before registering a new contact in Address Book, you need to obtain permission from the party whose contact you want to register. Send a registration request to that individual and obtain permission to register the contact in Address Book.

★ Important

- **Before registering a contact, confirm the Contact ID of that party.**

1. Log in to Unified Communication System Settings.

For details about how to login to Unified Communication System Settings, see page 20 "Login".

2. Click [Address Book].

3. Click [Register Contact].

4. Click the "Contact ID" field, and then enter the Contact ID of the contact you want to register.

5. Click the "Name" field, and then enter the name of the contact you want to register.

The machine name can be up to 100 characters in length.

6. Click [Send Request].

"Registration Request" appears at the top of Address Book if the request is successfully sent.

If a request is accepted by the other party, their contact is added to Address Book.

To cancel a registration request, click [Cancel].

↓ Note

- The maximum number of contact entries in Address Book is 200. This includes the number of registration requests waiting to be accepted.

Accepting the Registration Request

This section describes how to accept a registration request from a new party.

You can also accept these registration requests from the machine.

Accepting the Registration Request from Unified Communication System Settings

1. Log in to Unified Communication System Settings.

For details about how to log in to Unified Communication System Settings, see page 20 "Login".

2. Click [Address Book].

"Registration Request" appears at the top of Address Book if a request is received.

3. Click [Accept] for the contact you want to accept.

4. Confirm the information of the contact, and then click [Accept].

The accepted contact is added to Address Book.

Note

- To decline the registration request, click [Decline] in step 3.

Accepting the Registration Request from the machine

1. In the Features screen, press the [◀] or [▶] key to select [Video Meeting], and then press the [Enter] key/↵.

2. Press the [Menu] key/☰.

3. Press the [▼] or [▲] key to select [Registration Request List], and then press the [Enter] key/↵.

4. Press the [▼] or [▲] key to select the contact you want to accept, and then press the [Enter] key/↵.

5. Press the [▼] or [▲] key to select [Accept], and then press the [Enter] key/↵.

To decline the registration request, press the [▼] or [▲] key to select [Decline], and then press the [Enter] key/↵.

To cancel the operation, press the [▼] or [▲] key to select [Cancel], and then press the [Enter] key/↵.

6. Press the [Enter] key/↵.

The accepted contact is added to Address Book.

Editing a Registered Contact

You can edit the name of any contact displayed in Address Book.

↓ Note

- Edited name of contact is only reflected in Address Book and the machine.

1. Log in to Unified Communication System Settings.

For details about how to login to Unified Communication System Settings, see page 20 "Login".

2. Click [Address Book].

3. Click [Edit] for the contact you want to edit.

4. Change the name, and then click [Save].

Deleting a Registered Contact

1. Log in to Unified Communication System Settings.

For details about how to login to Unified Communication System Settings, see page 20 "Login".

2. Click [Address Book].

3. Click [Delete] for the contact you want to delete.

4. Confirm the contact, and then click [Delete].

7. Changing Network Configuration

To Change Network Configuration

Change the network settings according to the environment in which the machine is used.

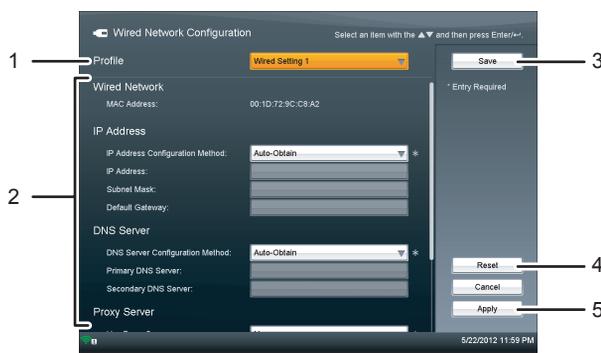
Use the machine to configure the network settings.

About Profiles

You can save the individual setting values for Wired Network Configuration or Wireless Network Configuration as part of a profile. A maximum of five profiles can be saved for each network configuration type.

When you turn on the machine, it automatically selects a valid profile and connects to the network. By creating profiles that contain different network settings, you can use the machine in multiple network environments without changing the network settings.

Wired / Wireless Network Configuration screen



CTV006

1. Profile

Displays the selected profile name.

To change the profile, select the profile you want to change to.

2. Setting List

Displays setting values for the selected profile.

3. Save

Saves the selected profile.

4. Reset

Returns all the settings of the selected profile to their default values.

5. Apply

Saves and applies the selected profile.

★ Important

- Ask the network administrator about which settings need to be specified in Wired/Wireless Network Configuration, and then enter the correct values.
1. In the Features screen, press the [◀] or [▶] key to select [Configuration Menu], and then press the [Enter] key/↵.
 2. Press the [▼] or [▲] key to select the [Wired Network Configuration] or [Wireless Network Configuration], and then press the [Enter] key/↵.
 3. Press the [▼] or [▲] key to select [Profile], and then press the [Enter] key/↵.
 4. Press the [▼] or [▲] key to select profile you want to save, and then press the [Enter] key/↵.
 5. Press the [▼] or [▲] key to select setting you want to change, and then press the [Enter] key/↵.
 6. Press the [▼] or [▲] key to change the setting, and then press the [Enter] key/↵.
For details about settings, see page 61 "Wired/Wireless Network Configuration".
 7. Press the [▼], [▲], or [▶] key to select [Apply], and then press the [Enter] key/↵ if you finish specifying the settings.

If you want to save the profile without applying the settings, select the [Save], and then press the [Enter] key/↵.

Wired/Wireless Network Configuration

Wired Network Configuration or Wireless Network Configuration contains the following settings that can be configured.

★ Important

- Ask the network administrator about which settings need to be specified in Wired/Wireless Network Configuration, and then enter the correct values.

Profile

Select profile you want to change or apply.

- Wired Setting 1 - 5 (Wired Network Configuration)
- Wireless Setting 1 - 5 (Wireless Network Configuration)

If a profile was applied the last time the machine was used, that profile is displayed as the currently selected profile.

SSID (Wireless Network Configuration only)

Specify the SSID that identifies the wireless LAN network.

- Select from the list

Select the SSID from the list of available wireless LANs.

Press the [◀] [▼] [▲] key to select the wireless LAN you want to use, and then press the [Enter] key /↵.

The list is displayed in the order of the strong radio waves.

- Enter SSID

Enter the SSID directly.

Press the [▼] [▲] key to select [Enter], and then press the [Enter] key /↵.

The SSID can be up to 32 alphanumeric characters and symbols in length.

The SSID is case-sensitive.

Authentication Method (Wireless Network Configuration only)

Specify the authentication method for the wireless LAN.

- Network Authentication
- Encryption Method
- Encryption Key Character Set
- Encryption Key
- Key Index

If "Encryption Method" is set to [WEP], specify the key index.

IP Address

Specify the IP address, subnet mask, and default gateway settings for the machine on the network.

- IP Address Configuration Method
- IP Address
- Subnet Mask
- Default Gateway

If "IP Address Configuration Method" is set to [Manual Configuration], enter the IP address, subnet mask, and default gateway.

DNS Server

Specify the DNS server.

- DNS Server Configuration Method
- Primary DNS Server
- Secondary DNS Server

If "DNS Server Configuration Method" is set to [Manual Configuration], enter the IP address of the DNS server.

If "IP Address Configuration Method" for "IP Address" is set to [Manual Configuration], you cannot set "DNS Server Configuration Method" for "DNS Server" to [Auto-Obtain].

7

Proxy Server

Configure the proxy server.

- Use Proxy Server
- Address / IP Address
- Port
- Use Proxy Authentication
- User Name
- Password

If "Use Proxy Server" is set to [Yes], enter the IP address or the host name and port number of the proxy server.

If "Use Proxy Authentication" is set to [Yes], enter the user name and password.

This machine only supports Basic authentication as proxy authentication.

Entering Characters

Certain settings require you to enter characters.

A character input screen appears when characters need to be entered.

Available Characters

You can enter the following characters:

- Alphabetic characters
- Symbols
- Numerals

Character Input Screens

There are two types of character input screens: the alphanumeric input screen, and the numeric input screen.

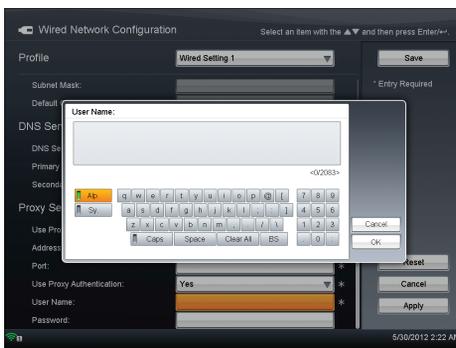
The screen that appears depends on the setting.

Alphanumeric input screen

This screen allows you to enter alphanumeric characters and symbols.

You can switch between [Alp.] and [Sy.] for the keyboard layout.

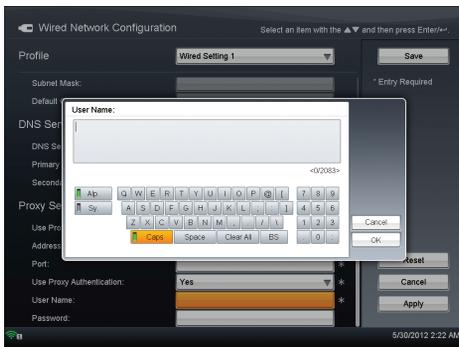
- [Alp.]
Switches to the alphanumeric key and symbol key layout.



- [Sy.]
Switches to the symbol key and numeric key layout.



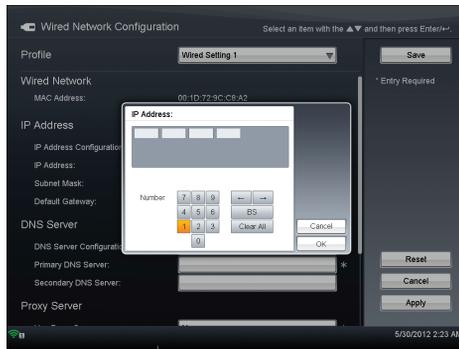
- [Caps]
Switches between upper-case and lower case alphabetic characters.



- [Space]
Enters a space.
- [Clear All]
Clears all the entered characters.
- [BS]
Deletes one character to the left of the cursor.

Numeric input screen

This screen allows you to enter numeric characters.



- ← →

Moves the cursor to the left or right. If the cursor is moved and then a character is entered, the character is inserted to the left of the cursor.

- [BS]

Deletes one character to the left of the cursor.

- [Clear All]

Clears all the entered characters.

How to Enter Characters

1. Press the cursor keys ([**▼**] [**▲**] [**◀**] [**▶**] keys) to select the character you want to enter, and then press the [**Enter**] key/↵.
2. When you are finished entering characters, press the [**▶**] key to select [OK], and then press the [**Enter**] key/↵.

Testing the Network Connection

Network Diagnosis performs a connection test that allows you to check whether or not the machine can connect to a network and is ready to use services. The test is performed according to the Wired/Wireless Network Configuration settings.

Use Network Diagnosis in the following cases to determine the cause of the problem with the network configuration of the machine, the network environment, or the network itself.

- The machine is unable to connect to the network
- The network configuration has changed
- The network environment has changed

1. In the Features screen, press the [◀] or [▶] key to select [Configuration Menu], and then press the [Enter] key/↵.
2. Press the [▼] or [▲] key to select the [Network Diagnosis], and then press the [Enter] key/↵.
3. Press the [▼] or [▲] key to select the [Start], and then press the [Enter] key/↵.

To abort the connection test, select [Cancel] and press the [Enter] key/↵.

4. The Result of Network Diagnosis screen appears. Check the test results.

If the large number of test results prevents them all from being displayed at the same time, press the [◀] key to select the test result, and then press the [▼] or [▲] keys to scroll through the results.

5. After checking the test result, make sure that [OK] is selected, and then press the [Enter] key/↵.

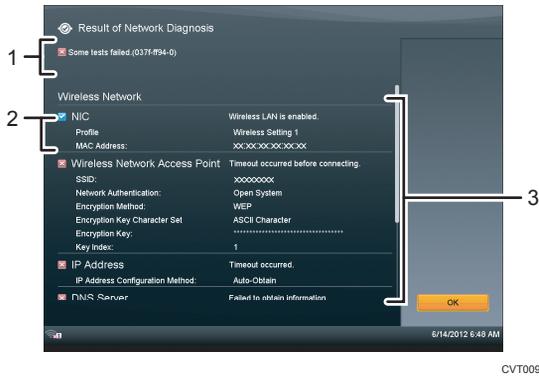
If the test result is selected, press the [▶] key to select [OK], and then press the [Enter] key/↵.

Checking the test results

★ Important

- When a connection test is complete, a message appears indicating the test result and the corresponding test result code. When contacting the support desk, make sure to mention the test result code.

When the connection test finishes, the following screen appears:



1. Test result

Displays messages that indicate the test results and test result codes.

2. Test result icons

- : Indicates the item is operating normally.
- : Indicates there is a problem with the settings and that the test failed.

Depending on the network settings of the machine or the network environment used, there might not be a problem with the connection even if is displayed, or there might be a problem even if is displayed. For details, contact your network administrator or the support desk.

3. Items tested / Item-specific test result

Displays the items for which a connection test was performed and the results of each test.

The message "Some tests failed." indicates the machine is not properly connected to the network due to a problem with one of the settings.

For items marked with , check the following network environment or settings and the item-specific test results.

The items that are tested depend on the network configuration settings.

Item tested	Item-specific test result	Network environment or setting to be checked
NIC	Link Down	<p>Displayed when the machine cannot connect to a wired network.</p> <p>Check the other items for which  is displayed.</p> <p>Network environment</p> <p>Check whether the LAN cable is correctly connected to the machine.</p>
	Wireless LAN is disabled.	<p>Displayed when the machine cannot connect to a wireless network.</p> <p>Check the other items for which  is displayed.</p>
Wireless Network Access Point	Timeout occurred before connecting.	<p>Wireless Network Configuration</p> <ul style="list-style-type: none"> SSID Authentication Method (Network Authentication) Authentication Method (Encryption Method) Authentication Method (Encryption Key Character Set) Authentication Method (Encryption Key) Authentication Method (Key Index) <p>Network environment</p> <ul style="list-style-type: none"> Wireless LAN access point Network security key

Item tested	Item-specific test result	Network environment or setting to be checked
IP Address	Failed to obtain information.	Wired/Wireless Network Configuration IP Address (IP Address Configuration Method) IP Address (IP Address) IP Address (Subnet Mask)
	Timeout occurred.	Wired/Wireless Network Configuration IP Address (IP Address Configuration Method) Network environment DHCP server
DNS Server	Failed to obtain information.	Wired/Wireless Network Configuration DNS Server (DNS Server Configuration Method) DNS Server (Primary DNS Server) DNS Server (Secondary DNS Server) Network environment DHCP server Dynamic DNS server

Item tested	Item-specific test result	Network environment or setting to be checked
Default Gateway	Ping failed.	<p>Even if  is displayed for one of these patterns, there might not be a problem with the network connection.</p> <p>Wired/Wireless Network Configuration</p> <ul style="list-style-type: none"> IP Address (IP Address) IP Address (Subnet Mask) IP Address (Default Gateway) <p>Network environment</p> <p>General network environment (including hubs, routers, and network cables)</p>

Item tested	Item-specific test result	Network environment or setting to be checked
TCP Port	Some of the required ports are not open.	Check the port numbers for which  is displayed.
	Failed to resolve the name of the service.	<p>Wired/Wireless Network Configuration</p> <p>DNS Server (DNS Server Configuration Method)</p> <p>DNS Server (Primary DNS Server)</p> <p>DNS Server (Secondary DNS Server)</p> <p>Network environment</p> <p>Contact the network administrator.</p> <p>Use a proxy when using this machine.</p>
	Closed ^{*1}	<p>Network environment</p> <p>Contact the network administrator.</p> <p>Use a proxy when using this machine.</p>
	Failed to confirm status ^{*1}	<p>Network environment</p> <p>Contact the network administrator.</p> <p>Use a proxy when using this machine.</p>

Item tested	Item-specific test result	Network environment or setting to be checked
UDP Port	Some of the required ports are not open.	Check the port numbers for which  is displayed.
	Failed to resolve the name of the service.	<p>Wired/Wireless Network Configuration</p> <p>DNS Server (DNS Server Configuration Method)</p> <p>DNS Server (Primary DNS Server)</p> <p>DNS Server (Secondary DNS Server)</p> <p>Network environment</p> <p>Contact the network administrator.</p> <p>Use a proxy when using this machine.</p>
	Closed	<p>Network environment</p> <p>Contact the network administrator.</p> <p>Use a proxy when using this machine.</p>

Item tested	Item-specific test result	Network environment or setting to be checked
Proxy Server	Failed to resolve the name of the server.	Wired/Wireless Network Configuration DNS Server (DNS Server Configuration Method) DNS Server (Primary DNS Server) DNS Server (Secondary DNS Server) Proxy Server (Address / IP Address)
	Failed to connect.	Wired/Wireless Network Configuration Proxy Server (Address / IP Address) Proxy Server (Port)
	Timeout occurred before connecting.	Wired/Wireless Network Configuration Proxy Server (Address / IP Address) Proxy Server (Port)
	Failed to authenticate.	Wired/Wireless Network Configuration Proxy Server (Use Proxy Authentication) Proxy Server (User Name) Proxy Server (Password)
Connection to the Service	Failed to establish HTTPS connection.	Network environment Contact the network administrator. Use a proxy when using this machine.

* 1 The action to be taken depends on the port number for which  is displayed. Read the following explanation and take the appropriate action.

If  is displayed for port number 443

If the port is closed, the machine cannot connect to the service. Contact your network administrator.

If  is displayed for port number 17990 or 17992

If either of these ports is closed, the machine cannot start normally in the environment being used. Use a proxy when using this machine or contact your network administrator.

 **Note**

- For details about Wired/Wireless Network Configuration, see page 59 "To Change Network Configuration" and page 61 "Wired/Wireless Network Configuration".
- If you are unsure what action to take after checking the test results, contact the support desk.

Limiting the Network Bandwidth

To accommodate the needs of your network environment, you can reduce the network bandwidth used during a meeting.

This is useful when you want to prevent an increase in the load on the network line or reduce the amount of data transmitted.

The network bandwidth can be limited when using Connection Check and when holding a video meeting.

When limiting the network bandwidth, the maximum level of bandwidth for UP (send) and DOWN (receive) is less than 300 kbps.

Before starting a meeting, use Connection Check to check whether video is available when limiting the network bandwidth.

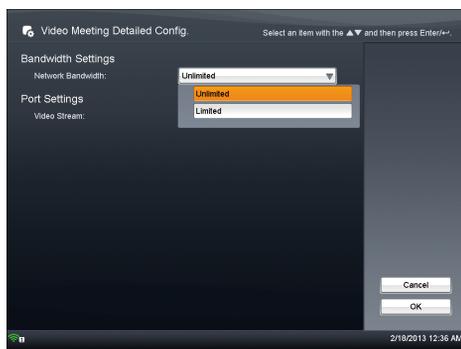
↓ Note

- When this mode is used, the image quality of the meeting screen deteriorates.
- The image quality during screen sharing does not deteriorate when this mode is used. However, the screen does not update as quickly.
- Depending on the condition of the device or the network environment, the network bandwidth may exceed 300 kbps when this mode is used.
- You can hold a video meeting even if some of the contacts are not using this mode.
- Connection Check cannot be used to check the sound.

This section describes the video meeting screen.

1. In the Features screen, press the [◀] [▶] key to select [Connection Check] or [Private Meeting], and then press the [Enter] key/↵.
2. Press the [Menu] key/☰.
3. Press the [▼] or [▲] key to select [Video Meeting Detailed Configuration], and then press the [Enter] key/↵.
4. Press the [Enter] key/↵.

5. Press the [▼] or [▲] key to select [Limited] or [Unlimited], and then press the [Enter] key/↵.



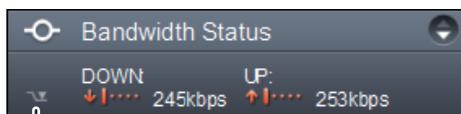
6. Press the [▶] key to select [OK], and then press the [Enter] key/↵.

The settings for this mode are saved and loaded the next time you start the machine. If you use the machine in a different environment change the settings for this mode.

7. Start Connection Check or the meeting.

An icon is displayed on the Bandwidth Status during a meeting to indicate that the network bandwidth is being limited.

7



1

CZS041

1. Icon which indicates that the network bandwidth is being limited .

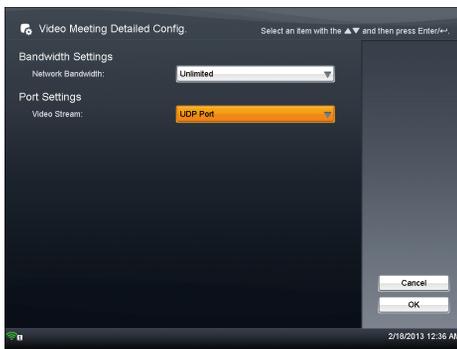
Changing the Port Settings

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.

The port settings can be enabled when you use Connection Check and hold a video meeting.

This section describes the video meeting screen.

1. In the Features screen, press the [◀] [▶] key to select [Connection Check] or [Private Meeting], and then press the [Enter] key/↵.
2. Press the [Menu] key/☰.
3. Press the [▼] or [▲] key to select [Video Meeting Detailed Configuration], and then press the [Enter] key/↵.
4. Press the [▼] or [▲] key to select a setting item from "Video Stream:", and then press the [Enter] key/↵.



5. Press the [▼] or [▲] key to select [UDP Port] or [TCP Port (443)], and then press the [Enter] key/↵.
6. Press the [▶] key to select [OK], and then press the [Enter] key/↵.

The settings for this mode are saved and loaded the next time you start the machine. If you use the machine in a different environment change the settings for this mode.

7. Start Connection Check or the meeting.

8. Configuring the Machine Settings

Changing the Contact List Sort Order

You can sort your Contact List by "Status" or "Name".

- Status

The contacts whose status is "Meeting" or "Ready" are displayed at the top of the list.

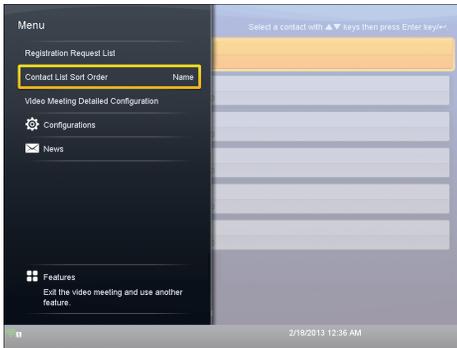
The contacts sharing the same status are displayed in alphabetical order.

If the status of a contact changes, the display position of that contact will also change.

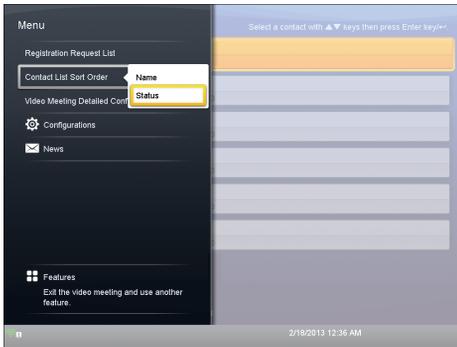
- Name

The contacts are displayed in alphabetical order.

1. In the Features screen, press the [◀] [▶] key to select [Private Meeting], and then press the [Enter] key/↵.
2. Press the [Menu] key/☰.
3. Press the [▼] or [▲] key to select [Contact List Sort Order], and then press the [Enter] key/↵.



4. Press the [▼] or [▲] key to select [Name] or [Status], and then press the [Enter] key/↵.



5. Press the [Menu] key/☐.

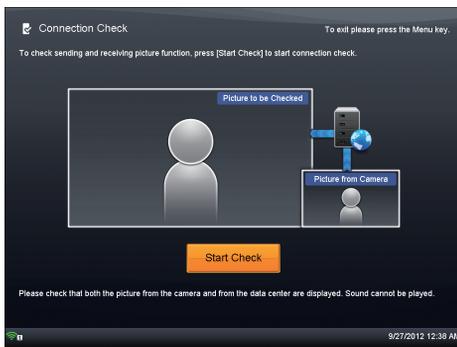
Checking the Sending and Receiving Picture

This feature allows you to check the image quality of a meeting by displaying a picture from the camera via a Ricoh data center .

↓ Note

- Sound cannot be played.
- No charge is required for this feature.
- The following features cannot be used:
 - Changing the screen layout
 - Checking the network bandwidth
 - Sharing the computer screen

1. In the Features screen, press the [◀] [▶] key to select [Connection Check], and then press the [Enter] key/↵.
2. Press the [Enter] key/↵.



3. Check the image displayed on the screen.

Check whether image from the camera is displayed correctly.

Sound cannot be played.
4. Press the [Disconnect] key/⏏ when you have finished checking the image.

The Connection Check screen will automatically close in one minute.

↓ Note

- If images are not displayed correctly, use Network Diagnosis to check the network environment. For details about Network Diagnosis, see page 66 "Testing the Network Connection".

Displaying Contact Names during a Meeting

You can choose whether to display the contact names during a meeting.

If you choose to display the contact names, the names are displayed in the other parties' videos. Your contact name is also displayed in your video.

Note

- If the contact of one of the parties in the meeting is not registered in your Address Book, the Contact ID is displayed in place of the contact name.
- If you select shared computer screen as the screen layout, the name will not be displayed.
- The maximum length of names displayed on screen is 30 characters.
- If the length of the name is more than 30 characters, the name after the 30 characters will not be displayed.
- There are times the name might not be displayed, depending on the screen layout selected or the number of contacts displayed.

1. In the Features screen, press the [◀] [▶] key to select [Private Meeting], and then press the [Enter] key/↵.
2. Press the [Menu] key/☰.
3. Press the [▼] or [▲] key to select [Video Meeting Detailed Configuration], and then press the [Enter] key/↵.
4. Press the [▼] or [▲] key to select a setting item from "Show Contact Name:", and then press the [Enter] key/↵.
5. Press the [▼] or [▲] key to select [Yes] or [No], and then press the [Enter] key/↵.
6. Press the [▶] key to select [OK], and then press the [Enter] key/↵.

The settings for this mode are saved and loaded the next time you start the machine.

7. Start the meeting.

Updating the Firmware

If a firmware update is available, the message "Update Available" appears on the screen. Check the update information and update the firmware to the newest version.

Detailed update information is available on the following Web site:

<http://ucs.ricoh.com/>

Perform the firmware update from the machine.

★ Important

- Do not press and hold the [Power] key or remove the power cord during the update.
 - If the network connection is lost during an update, the update will fail. We recommend performing the update in a wired network environment.
 - If a required firmware update is detected when the machine is turned on, the firmware update screen will appear automatically. If this is the case, you cannot start a meeting or accept a registration request until the update is complete. Check the update information, and then start the update immediately.
1. In the Features screen, press the [◀] or [▶] key to select [Configuration Menu], and then press the [Enter] key/↵.
 2. Press the [▼] or [▲] key to select [Firmware Update], and then press the [Enter] key/↵.
 3. Press the [▼] or [▲] key to select [Update], and then press the [Enter] key/↵.
 4. Press the [▼] or [▲] key to select [Update], and then press the [Enter] key/↵.

The machine automatically restarts and begins the update.

When updating the firmware to a version that is two levels higher or more, the update process repeats until all updates are complete.

To cancel an update, select [Cancel], and then press the [Enter] key/↵. Wait until the update has process is canceled, and then turn the machine off.

5. When the update is complete, press the [▼] or [▲] key to select [Turn Off] or [Restart], and then press the [Enter] key/↵.

If you want to use the machine after the firmware update is complete, you must restart the machine.

↓ Note

- The time required to complete an update depends on the update.
- No other features can be used while an update is in progress. To use another feature, you must cancel the update and restart the machine.
- A firmware update doesn't change the machine's network settings and Address Book data.
- If an update fails, a message appears on the screen. If this is the case, follow the instructions in the message to resolve the problem.

Changing the Language and Time Zone

Change the language, date, and time settings.

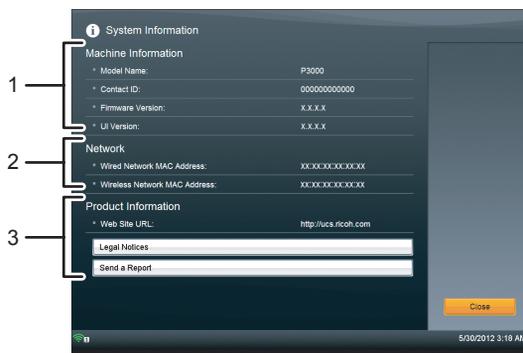
1. In the Features screen, press the [◀] or [▶] key to select [Configuration Menu], and then press the [Enter] key/↵.
2. Press the [▼] or [▲] key to select [Language and Time Zone Configuration], and then press the [Enter] key/↵.
3. Press the [Enter] key/↵ to display the list of language.
4. Press the cursor keys ([▼] [▲] [◀] [▶] keys) to select the language, and then press the [Enter] key/↵.
5. Press the [▼] key to select the key for "Date and Time Format ", and then press the [Enter] key/↵.
6. Press the [▼] or [▲] key to select the language, and then press the [Enter] key/↵.
Select the language to determine the data and time format.
7. Press the [▼] or [▲] key to select the format, and then press the [Enter] key/↵.
8. Press the [▼] key to select the key for "Time Zone", and then press the [Enter] key/↵.
9. Press the cursor keys ([▼] [▲] [◀] [▶] keys) to select the region, and then press the [Enter] key/↵.
10. Press the [▼] or [▲] key to select the time zone, and then press the [Enter] key/↵.
11. Press the [▶] key to select [OK], and then press the [Enter] key/↵ if you finish changing the settings.

Checking System Information

You can view the machine's system information, such as the Contact ID, current firmware version, and MAC address.

★ Important

- The Contact ID and UI version do not appear if the machine is not connected to a network, or if it cannot connect to the service.



CTV008

1. Machine Information

- Model Name
Displays the model name of the machine.
- Contact ID
Displays the Contact ID of the machine.
- Firmware Version
Displays the current firmware version.
- UI Version
Displays the current UI version.

2. Network

- Wired Network MAC Address
Displays the MAC address of the machine when it is connected to a wired network.
- Wireless Network MAC Address
Displays the MAC address of the machine when it is connected to a wireless network.

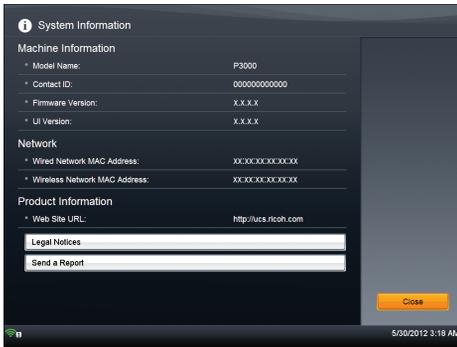
3. Product Information

- Web Site URL
Displays the URL of the Unified Communication System home page.
- Legal Notices
You can view the copyright information for the software applications installed on this machine.
- 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.

1. In the Features screen, press the [◀] or [▶] key to select [Configuration Menu], and then press the [Enter] key/↵.
2. Press the [▼] or [▲] key to select [System Information], and then press the [Enter] key/↵.
3. Check the system information.



If you want to check the legal notices, press the [◀] key to select [Legal Notices], and then press the [Enter] key/↵.

If you want to send a report to Ricoh, press the [◀] and [▼] key to select [Send a Report], and then press the [Enter] key/↵. Next, press the [Enter] key/↵ to send a report.

Before sending a report, carefully read the report service privacy statement that appears on the screen and agree to the stated terms and conditions.

4. After checking the system information, make sure that [Close] is selected, and then press the [Enter] key/↵.

If [Legal Notices] or [Send a Report] is selected, press the [▶] key to select [Close], and then press the [Enter] key/↵.

9. Troubleshooting

This chapter describes network problems and messages.

For details about common problems of the machine, see "Troubleshooting", Device Reference.

When the Machine Cannot Connect to the Network

If the message "Connecting to the network..." appears during startup, or if the message remains displayed in the Features screen when the machine cannot connect to the network, there is a problem preventing the machine from connecting to the network.

If the machine cannot connect to the network, use Network Diagnosis to determine the problem. After you perform a connection test, check the test results and make the necessary changes to the network environment or Wired/Wireless Network Configuration.

If the machine needs to be restarted after making the necessary changes to the network environment or network configurations, a message will appear instructing you to do so. Follow the instructions given in the message to restart the machine.

↓ Note

- Depending on the network environment you are using, it may take the machine one minute or more to connect to the network.
- For details about how to display the Configuration Menu screen when the machine cannot connect to the network, see page 13 "About Screen".
- For details about how to use Network Diagnosis and view test results, see page 66 "Testing the Network Connection".
- For details about Wired/Wireless Network Configuration, see page 59 "To Change Network Configuration" and page 61 "Wired/Wireless Network Configuration".

When the Message Displayed

This section describes common messages.

If a different message is displayed, follow the instructions displayed.

★ Important

- Each message is accompanied by an error number. When contacting Support Desk, make sure to describe the error messages that are displayed and their respective error numbers.

Messages Displayed when Using the Machine

Message	Causes	Solutions
"Before Using The Machine" "The machine must be connected to the network. Currently no connection is available. Please check the network configuration."	The machine failed to connect to the network when starting for one of the following reasons: <ul style="list-style-type: none"> • Wired/Wireless Network Configuration has not been specified. • Wired/Wireless Network Configuration is incorrect. • The network environment is not working normally. 	Check the network environment that is being used. Perform one of the following actions. <ul style="list-style-type: none"> • Check that the settings in Wired/Wireless Network Configuration are correct. • Contact the network administrator to check that the network environment is working normally.
"The firmware must be updated before the meeting service can be used."	A required firmware update is detected.	Check the update information, and then start the update immediately.
"Connection Failed" "Could not connect with the following contact."	The contact has refused the call.	Check with the contact.
"Discontinue Connection" "The other contact did not respond."	The contact does not answer the call.	Check with the contact.

Message	Causes	Solutions
"Call Failed" "The number of participating contacts has reached the maximum."	The maximum number of contacts in the meeting is reached.	Check with the contacts. The maximum number of contacts that can join a meeting is 20.
"Call Failed" "Call again."	<ul style="list-style-type: none"> When initiating a call, the other party initiated a call or received from another contact. When initiating a call, the status of the contact changed. 	Make sure the other party's status is "Ready" or "Meeting".
"Machine Locked" "Please call the support desk."	The Contact ID set for the machine is invalid.	Contact the support desk.

Message	Causes	Solutions
<p>"Failed to Connect to Network"</p> <p>"Failed to connect to the network. It may have been caused by the following. The network configuration is not correct. The wireless signal may be too weak. The network cable may be disconnected. Please check the network and then restart the machine."</p>	<p>The machine failed to connect to the network when starting for one of the following reasons:</p> <ul style="list-style-type: none"> • Wired/Wireless Network Configuration is incorrect. • The Ethernet cable is not connected to the machine correctly. • The wireless signal may be too weak. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions, and then restart the machine:</p> <ul style="list-style-type: none"> • Check that the settings in Wired/Wireless Network Configuration are correct. • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
<p>"Disconnected from the Network"</p> <p>"The machine has been disconnected from the network. It may have been caused by the following. The network bandwidth may be insufficient. The wireless signal may be too weak. The network cable may be disconnected. Please check the network."</p>	<p>The machine disconnected from the network when starting for one of the following reasons:</p> <ul style="list-style-type: none"> • The Ethernet cable is not connected to the machine correctly. • The wireless signal may be too weak. • The network bandwidth may be insufficient. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions, and then restart the machine:</p> <ul style="list-style-type: none"> • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
<p>"Not Connected to the Network"</p> <p>"Failed to update the firmware. It may have been caused by the following. The wireless signal may be too weak. The network cable may be disconnected. Please check the network and then restart the machine and update the firmware again."</p>	<p>The machine failed to connect to the network when restarting to update the firmware for one of the following reasons:</p> <ul style="list-style-type: none"> • Wired/Wireless Network Configuration is incorrect. • The Ethernet cable is not connected to the machine correctly. • The wireless signal may be too weak. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions, and then restart the machine. After restart the machine, update the firmware again.</p> <ul style="list-style-type: none"> • Check that the settings in Wired/Wireless Network Configuration are correct. • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
<p>"Network Connection Disconnected"</p> <p>"The machine has been disconnected from the network due to a network error. It may have been caused by the following. The wireless signal may be too weak. The network cable may be disconnected. Please check the network and then restart the machine."</p>	<p>The machine disconnected from the network when starting for one of the following reasons:</p> <ul style="list-style-type: none"> • The Ethernet cable is disconnected. • The wireless signal may be too weak. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions, and then restart the machine:</p> <ul style="list-style-type: none"> • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
<p>"Network Connection Disconnected"</p> <p>"The machine has been disconnected from the network due to a network error. It may have been caused by the following. The wireless signal may be too weak. The network cable may be disconnected. Please check the network and then select [OK]. The machine will then try to connect to the network again."</p>	<p>The machine disconnected from the network for one of the following reasons:</p> <ul style="list-style-type: none"> • The Ethernet cable is disconnected. • The wireless signal may be too weak. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions:</p> <ul style="list-style-type: none"> • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
<p>"Failed to Obtain IP Address Automatically"</p> <p>"The configuration has been saved, but the machine failed to obtain the IP address. It may have been caused by the following. The configuration of the authentication method or SSID may be incorrect. There may be a problem with the DHCP environment. The wireless signal may be too weak. The network cable may be disconnected. If you are using a wireless network please first check the network configuration. If the configuration is correct or the network is wired then next please check the network."</p>	<p>The machine failed to connect to the network for one of the following reasons:</p> <ul style="list-style-type: none"> • Wired/Wireless Network Configuration is incorrect. • The setting for SSID or Authentication Method in Wireless Network Configuration is incorrect. • The DHCP environment is not working normally. • The wireless signal may be too weak. • The Ethernet cable is disconnected. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions:</p> <ul style="list-style-type: none"> • Check the settings for SSID or Authentication Method in Wireless Network Configuration. • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact your network administrator.
<p>"Failed to Start Meeting"</p> <p>"There may be a problem either with the network or you and another party have performed an operation simultaneously. Please try again."</p>	<p>The machine failed to start meeting for one of the following reasons:</p> <ul style="list-style-type: none"> • The network environment is not working normally. • You and the contact start connecting at the same time 	<p>Check the network environment that is being used, and then connect to the meeting again.</p> <p>If the same message displayed again, restart the machine.</p>

Message	Causes	Solutions
<p>"Disconnected from the Meeting"</p> <p>"The machine has been disconnected from the meeting due to a network error. It may have been caused by the following. The wireless signal may be too weak. The network cable may be disconnected. The network bandwidth may be insufficient. Please check the network and then start the meeting again."</p>	<p>The machine disconnected from the meeting and leave the meeting automatically for one of the following reasons:</p> <ul style="list-style-type: none"> • The Ethernet cable is disconnected. • The wireless signal may be too weak. • The network bandwidth may be insufficient. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions:</p> <ul style="list-style-type: none"> • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.
<p>"Disconnected from the Meeting"</p> <p>"The machine has been disconnected from the meeting due to a network error. It may have been caused by the following. The wireless signal may be too weak. The network cable may be disconnected. Please check the network and then select [OK]. The machine will then try to connect to the network again."</p>	<p>The machine disconnected from the meeting and leave the meeting automatically for one of the following reasons:</p> <ul style="list-style-type: none"> • The Ethernet cable is disconnected. • The network bandwidth may be insufficient. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions:</p> <ul style="list-style-type: none"> • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
<p>"Network Disconnected During Update"</p> <p>"The machine could not update the firmware. Please check the network, restart the machine and then update the firmware."</p>	<p>The machine disconnected from the network when updating the firmware for one of the following reasons:</p> <ul style="list-style-type: none"> • The Ethernet cable is disconnected. • The wireless signal may be too weak. • The network environment is not working normally. 	<p>Check the network environment that is being used. Perform one of the following actions, and then restart the machine:</p> <ul style="list-style-type: none"> • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see "Installation Requirements", Device Reference. • Contact the network administrator to check that the network environment is working normally.
<p>"Connected USB Device is Inactive"</p> <p>"To use the external microphone speaker please connect it before starting the meeting."</p>	<p>The external microphone speaker cannot be used when connecting it at one of the followings;</p> <ul style="list-style-type: none"> • Connect the external microphone speaker after the meeting is started. • Another external microphone speaker is being used in the meeting already. 	<p>Connect the external microphone speaker before the meeting.</p>
<p>"The USB Device has been Disconnected"</p> <p>"Please do not disconnect the USB device during the meeting."</p>	<p>Audio input and output is disabled if disconnecting the external microphone speaker after the meeting is started.</p>	<p>Disconnect the external microphone speaker before the meeting or after the meeting.</p>

Messages Displayed when Using Unified Communication System Settings

Message	Causes	Solutions
"The number of contacts registered in the address book has reached the maximum."	The number of contacts in Address Book has reached the permissible limit.	Delete any unnecessary contacts. For details about Address Book, see page 53 "About Address Book".
"Your request could not be sent because the number of contacts registered in the other party's address book has reached the maximum."	The number of contacts in the other party's Address Book has reached the permissible limit.	Ask the other party to delete any unnecessary contacts. For details about Address Book, see page 53 "About Address Book".
"Data being sent to address books was modified simultaneously. Your request may not have been processed correctly, please update the screen and check it."	A registration or approval error has occurred in Address Book.	This message may not indicate an error, and the registration or approval may have actually succeeded. Click [Update] or [Reload] on the browser to refresh the screen, and then check the processing result. If the processing failed, try again.
"The entered Contact ID or password is incorrect."	The Contact ID or password that was entered is incorrect.	Check whether the Contact ID or password that was entered is correct. If you lost the password, contact support desk.
"The specified Contact ID is invalid."	The Contact ID of the contact to be registered to Address Book is incorrect.	Check the Contact ID of the party to be registered.
"A communication error occurred while processing the basic settings."	A communication error has occurred.	Try to access again and check the processing result. If the processing failed, try to reconfigure the settings again.
"Failed to obtain xxx." (xxx indicates an appropriate Unified Communication System Settings screen.)	A system error has occurred.	Retry access.

Message	Causes	Solutions
"A system error occurred while xxx." (xxx indicates an appropriate Unified Communication System Settings screen.)	A system error has occurred.	Retry access.
"A communication error occurred while xxx." (xxx indicates an appropriate Unified Communication System Settings screen.)	A communication error has occurred.	Retry access.

Messages Displayed when Using PC Screen Share

Message	Causes	Solutions
"PC Screen Share was not started in the normal way. Please follow the guidance in the Operating Instruction and restart the software."	The firmware version of this machine does not match that of PC Screen Share. Update the firmware of this machine.	Update the Firmware. For details about how to update the firmware, see page 83 "Updating the Firmware". If PC Screen Share has not been started from the machine, access the PC Screen Share drive and start PC Screen Share. For details about PC Screen Share, see page 24 "Preparing for Screen Share".
"The driver for PC Screen Share has not been installed. Install the driver and then start the software."	The driver for PC Screen Share is not installed.	Install the driver. For about how to install the driver, see page 24 "Preparing for Screen Share".
"An error occurred on the device. PC Screen Share will close."	An error occurred on the machine while using PC Screen Share.	Check that message displayed on this machine.
"A system error occurred while starting PC Screen Share."	PC Screen Share is failed to start due to an error on the machine.	Check that message displayed on this machine.

Message	Causes	Solutions
"A system error occurred while cancelling PC Screen Share."	PC Screen Share is failed to stop due to an error on the machine.	Check that message displayed on this machine.

10. Appendix

Managing Contacts As an Administrator

You can manage multiple contacts by creating an administrator account and logging into Unified Communication System Management Mode.

If the administrator manages multiple contacts, sending and acceptance of registration requests can be performed for contacts at one time. In addition, the meeting history of contacts can be checked.

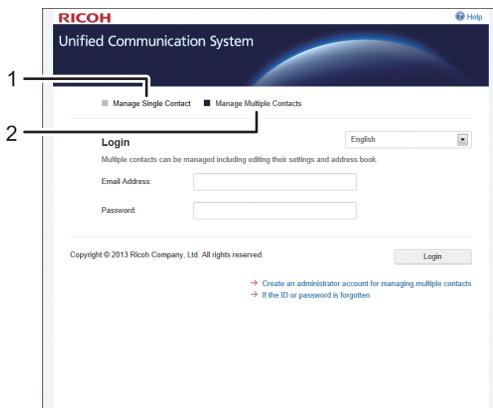
Accessing Unified Communication System Management Mode

The URL for Unified Communication System Management Mode is as follows:

- <https://ucs.ricoh.com/dashboard/>

You can also access to Unified Communication System Management Mode from Unified Communication System Settings.

The two following links are displayed on the top page of Unified Communication System Settings and Unified Communication System Management Mode:



CZQ002

1. Manage Single Contact (Unified Communication System Settings)

The login page used to manage the address book or view the meeting histories of a contact.

2. Manage Multiple Contacts (Unified Communication System Management Mode)

The login page used by the administrator to manage multiple contacts.

Creating an administrator account

Before logging into Unified Communication System Management Mode, an administrator account must be created.

Access to Unified Communication System Management Mode, and then create an administrator account from [Create an administrator account for managing multiple contacts].

Note

- For details about how to create an administrator account, see Unified Communication System Management Mode Help.

What you can do with Unified Communication System Management Mode

- Adding, editing, and deleting contacts

You can add, edit, and delete multiple managed contacts. You can also use an XLS or XLSX file containing contact information to add multiple contacts at one time.

To add contacts to manage, the Contact IDs and the passwords of individual contacts are required.

- Mutual approval of contacts

You can send and accept the registration requests for multiple managed contacts at one time.

In addition, you can add multiple new contacts to the address books of individual contacts at one time.

- Viewing meeting histories

You can view meeting histories for multiple managed contacts. You can also export detailed meeting histories as CSV files.

Note

- For details about features in Unified Communication System Management Mode, see Unified Communication System Management Mode Help.

Precautions for Use

This section describes precautions for using the machine. It also provides additional information about the machine's specifications.

Screen

- Do not remove the connected output cable to change the video output device after you turn on the machine. Doing so can distort the screen image.
- Depending on the monitor used, the screen image may not be centered properly. If the monitor is equipped with screen adjustment features, use these features to adjust the screen image.
- If the machine is used in a poor network environment or the connection speed is slow, video from a meeting or PC Screen Share may lag or even stop.

Meetings

- Depending on the status of the network band, video from you or the other contacts might not be displayed. As a result, you will only be able to hear the voices of the other contacts participating in the meeting.

PC Screen Share

- Sometimes PC Screen Share may not start automatically when you connect the machine to the computer via a USB cable. If this is the case, the auto-play function on the computer might be disabled. Check whether the function has been disabled. If it has been disabled, enable it. The procedure for enabling and disabling the auto-play function differs depending on the operating system version or edition you are using. For details, see the Windows Help.

About Added or Changed Features

The following features were added or changed when the firmware is updated. For details about these features and their operations, see the corresponding reference for each feature.

Added Features

Features	Firmware Ver.	Descriptions	References
Sharing the screen	V2.0.3	Connect this machine to your Macintosh notebook so that other parties can see what is displayed on the screen.	page 24 "Preparing for Screen Share" page 43 "Sharing the Computer Screen"
Connection Check	V2.1.1	You can check the video of this machine to make sure there are no problems with holding meetings.	page 81 "Checking the Sending and Receiving Picture"
Displaying the volume level	V2.1.1	The volume level is displayed when the machine's volume level is adjusted. The mute icon is displayed when the microphone is muted. Note <ul style="list-style-type: none"> This feature is disabled when an external microphone speaker is used. The same method can be used to adjust the volume level. 	-
Bandwidth Settings	V2.2.1	Limits the network bandwidth used during a meeting.	page 75 "Limiting the Network Bandwidth"
Changing the Contact List sort order	V2.3.1	You can sort your Contact List by "Status" or "Name".	page 79 "Changing the Contact List Sort Order"
Port Settings	V2.3.1	You can select "TCP443" or "UDP" as the port used for meetings.	page 77 "Changing the Port Settings"

Features	Firmware Ver.	Descriptions	References
Managing contacts as an administrator	V2.3.1	You can manage multiple contacts by creating an administrator account and logging into Unified Communication System Management Mode.	page 101 "Managing Contacts As an Administrator"
Display Settings in Meeting	V2.3.1	You can choose whether to display the contact names during a meeting.	page 82 "Displaying Contact Names during a Meeting"

Changed Features

Features	Firmware Ver.	Descriptions	References
Connect as Private Meeting	V2.1.1	The method for connecting to a private meeting, a feature added in firmware version V2.0.3, has been changed. Accordingly, multiple contacts can participate in the private meeting.	page 34 "Connecting to a Private Meeting"

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- The proper names of Internet Explorer 7, 8 and 9 are as follows:

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Windows® Internet Explorer® 8

Windows® Internet Explorer® 9

The proper names of the Windows operating systems are as follows:

- The product names of Windows XP are as follows:

Microsoft® Windows® XP Professional Edition

Microsoft® Windows® XP Home Edition

Microsoft® Windows® XP Media Center Edition

Microsoft® Windows® XP Tablet PC Edition

- The product names of Windows Vista are as follows:

Microsoft® Windows Vista® Ultimate

Microsoft® Windows Vista® Business

Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

Microsoft® Windows Vista® Enterprise

- The product names of Windows 7 are as follows:

Microsoft® Windows® 7 Home Premium

Microsoft® Windows® 7 Professional

Microsoft® Windows® 7 Ultimate

Microsoft® Windows® 7 Enterprise

- The product names of Windows 8 are as follows:

Microsoft® Windows® 8

Microsoft® Windows® 8 Pro

Microsoft® Windows® 8 Enterprise

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