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STEP 1 Connecting to Remote Whiteboard

This section explains how to participate in a remote whiteboard (remote conference) that is being held on a whiteboard using the iPad that is installed with RICOH Interactive Whiteboard Client. RICOH Interactive Whiteboard Client can be obtained from App Store. For details about remote whiteboard, see Operating Instructions, "Overview of Remote Whiteboard".

★ Important

- You can connect to RICOH Interactive Whiteboard D6500 or RICOH Interactive Whiteboard D5510 that is hosting or participating in a remote whiteboard.
- You cannot connect to a whiteboard when its power is turned off or it is in standby mode.
- You cannot connect to a remote whiteboard in compatible mode.

1. Tap [RICOH IWB] on the home screen to start RICOH Interactive Whiteboard Client.

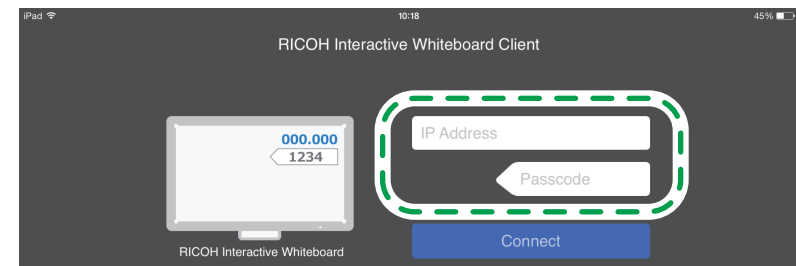
The screen for entering the IP address appears.

2. Enter the IP address and password that are displayed on the upper part of the screen of the whiteboard.

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

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

Tap the ✕ icon to clear the field if the IP address, host name, or fully qualified domain name (FQDN) that has been entered in the previous session is displayed.



3. Tap [Connect].

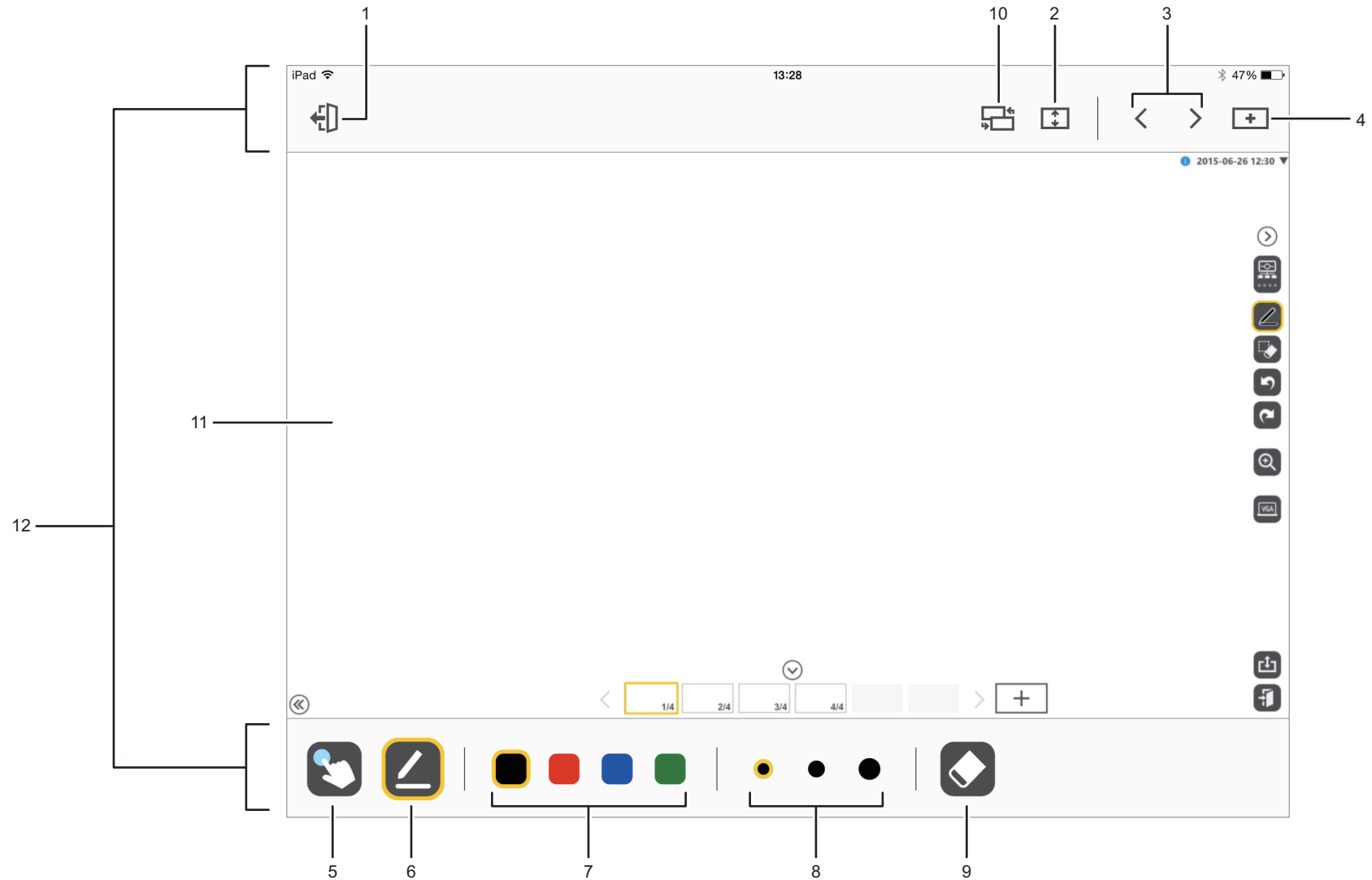
The screen of the remote whiteboard appears.

↓ Note

- The connected iPad is not listed on the list of the devices that are participating in the remote whiteboard.
- Video images cannot be displayed.

STEP 2 What You Can Do

The names and functions of the icons that are displayed on the screen of RICOH Interactive Whiteboard Client are as follows:



Icon		Description
1	Exit Remote Whiteboard icon	Tap to exit from the remote whiteboard and display the screen for entering the IP address.
2	Crop and Enlarge icon	Tap to display the enlarged image using the center of the screen as the reference. Tap the icon again to restore the full screen display. Also, tap the display screen of a remote whiteboard once to show or hide the toolbar when the enlarged image is displayed.
3	Switch Page icon	Tap to switch the pages of the remote whiteboard. Tap < to show the previous page, or tap > to show the next page.
4	Add Page icon	Tap to create a new page on the remote whiteboard.
5	Marker icon	Tap to draw a marker (a thick semi-transparent line in cyan) on the display screen of the remote whiteboard. The marker is automatically erased in a few seconds.
6	Pen icon	Tap to draw freehand lines on the display screen of the remote whiteboard. The icon changes to the Pen Color, Pen Width, or Erase icon when tapped.
7	Pen Color icon	Appears when the Pen icon is selected. You can select from four pen colors.
8	Pen Width icon	Appears when the Pen icon is selected. You can select from 2 px, 5 px or 10 px for the pen width.
9	Eraser icon	Appears when the Pen icon is selected. You can erase text or a figure that has been drawn using the pen.
10	Switch External Input icon	This icon appears only when a source is connected to the external input terminal of the remote whiteboard that is being connected. Tap to switch the display screen of the remote whiteboard being connected to the external input.

Icon		Description
11	Remote Whiteboard Display Screen	Tap twice quickly on the remote whiteboard display screen to enlarge the image using the center of the screen as a reference point. Tap the same spot twice quickly to restore the full screen display. Also, tap the display screen of a remote whiteboard once to show or hide the toolbar when the enlarged image is displayed.
12	Tool bar	The icons of the functions that can be operated on an iPad are displayed. <div style="border: 1px solid blue; border-radius: 10px; padding: 2px; display: inline-block;"> ↓ Note </div> <ul style="list-style-type: none"> The control panel displayed on the remote whiteboard display screen cannot be operated from an iPad.

Collecting Log for Analysis

Use iTunes to collect logs for analysis on RICOH Interactive Whiteboard Client. The procedure for collecting logs for analysis is as follows:

★ Important

- The log for analysis is for troubleshooting purpose only and is not needed under normal conditions.
- To collect logs for analysis, a Windows or Mac computer installed with iTunes software is required.

- Start iTunes on a computer.
- Connect the iPad to the computer via USB.
- On iTunes, select the connected iPad.
- Select [App], and then scroll down to show "App".
- Select [RICOH IWB], and then select "log.txt (log.txt.1, log.txt.2)" that is displayed above the RICOH IWB document.
- Specify where to save "log.txt", and then save it.

STEP 3 Troubleshooting

The following table lists the main messages and their recommended actions.

Message	Causes	Solutions
Cannot connect	<ul style="list-style-type: none"> The entered IP address is incorrect. The DNS server is not configured. The IP address of the specified host name cannot be resolved. The remote whiteboard license for the main unit of the whiteboard is not registered, and a remote whiteboard cannot be communicated with. 	<ul style="list-style-type: none"> Enter the correct IP address or host name. Contact the administrator to check that the following settings are correctly configured: <ul style="list-style-type: none"> The network connection The DNS server Whether the IP address of the specified host name is registered to the DNS server The gateway Enter the correct host name. Register the remote whiteboard license for the main unit of the whiteboard.
The passcode is incorrect.	The entered passcode is incorrect.	Enter the correct password.
Cannot connect to the network	<ul style="list-style-type: none"> The iPad is not connected to the network. 	<ul style="list-style-type: none"> Check the network status of the iPad, and move to a location where a connection with an access point can be confirmed. Check the settings of the connected access point.
The number of connections has reached the limit	The number of RICOH Interactive Whiteboard Clients that are connected to a remote whiteboard is greater than 10.	Disconnect the iPad that is connected to a remote whiteboard.

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