

Start Guide

Read this guide carefully before you use this product and keep it handy for future reference.

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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 Windows device that is installed with RICOH Interactive Whiteboard Client. RICOH Interactive Whiteboard Client can be obtained from the manufacturer's website or the whiteboard. For details about remote whiteboard, see "Overview of Remote Whiteboard" in the operating instructions.

★ Important

- You can connect to a remote whiteboard while it is hosted on RICOH Interactive Whiteboard (version 1.6.0.0 or later) or RICOH Interactive Whiteboard Lt for Windows (version 2.1.0.0 or later). However, You cannot connect Interactive Whiteboard D5500.
- You cannot connect to a whiteboard when its power is turned off or it is in standby mode.
- You cannot connect to a whiteboard hosting a remote whiteboard session in compatible mode.
- Operating systems used to connect to a remote whiteboard using RICOH Interactive Whiteboard Client are as follows:
 - Windows 7 Home Premium/Professional/Ultimate/Enterprise SP1 or later (32 bit/64 bit)
 - Windows 8.1/Pro/Enterprise (32 bit/64 bit)
 - Windows10 Home/Pro/Enterprise (32bit/64bit)
- Enable [Use RICOH Interactive Whiteboard Client Function] on the General Settings in RICOH Interactive Whiteboard Lt Settings to connect from RICOH Interactive Whiteboard Client.

1. On the desktop or the start screen, click [RICOH IWB Client] twice quickly to start RICOH Interactive Whiteboard Client.

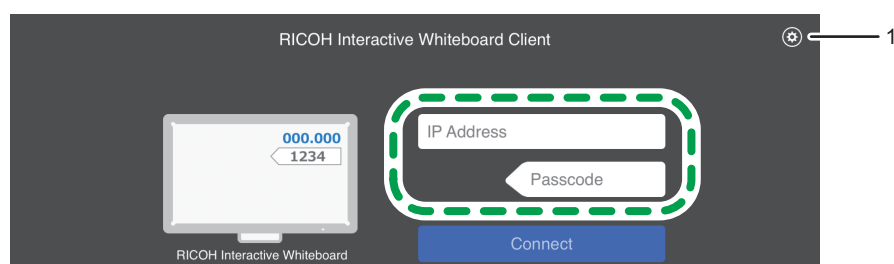
The screen for entering the IP address appears.

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, tap the ⓘ Information display icon on the upper part of the whiteboard screen to display the IP address or passcode.

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

Click 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.



1. Settings Icon Click the icon to specify whether or not to reduce the file size of the uploaded image by lowering the image quality. In addition, the version and copyright information is displayed.

3. Click [Connect].

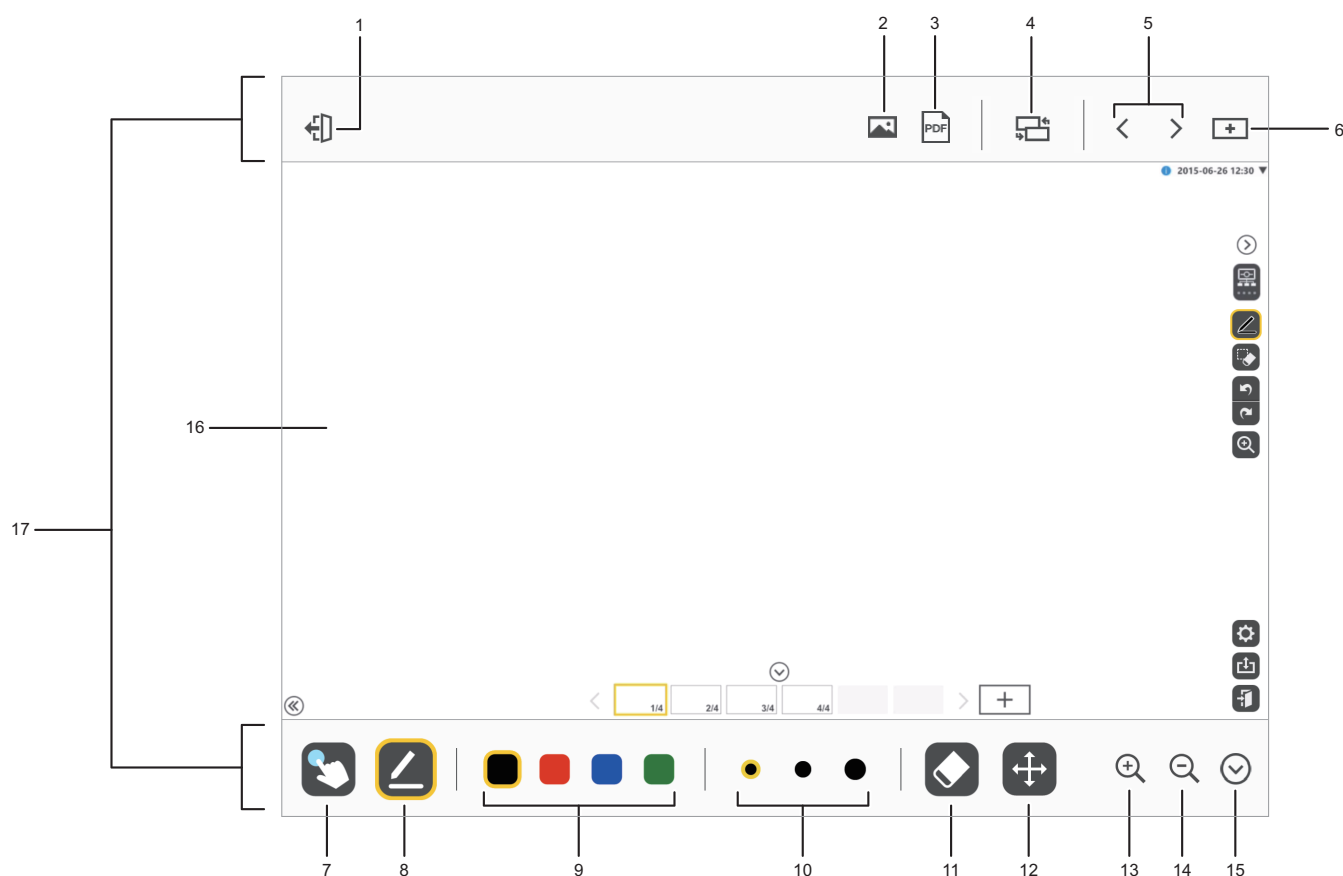
The screen of the remote whiteboard appears.

Note

- The connected Windows device 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:
The screen may differ from the illustration below depending on the status of the whiteboard.



Icon		Description
1	Exit Remote Whiteboard icon	Click to exit from the remote whiteboard and display the screen for entering the IP address.
2	Image icon	Click to select the image files that are stored in the Windows device. The selected files can be uploaded to the whiteboard. This icon is not displayed on the screen if you participate in a remote whiteboard session which is opened from RICOH Interactive Whiteboard Lt for Windows. Note • The maximum number of image files that can be uploaded at a time is 10.
3	Upload PDF icon	Click to select the PDF file that are stored in the Windows device. The selected file can be uploaded to the whiteboard one by one.
4	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. Click to switch the display screen of the remote whiteboard being connected to the external input. This icon is not displayed on the screen if you participate in a remote whiteboard session which is opened from RICOH Interactive Whiteboard Lt for Windows.
5	Switch Page icon	Click to switch the pages of the remote whiteboard. Click < to show the previous page, or click > to show the next page.
6	Add Page icon	Click to create a new page on the remote whiteboard.
7	Marker icon	Click 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.

Icon		Description
8	Pen icon	Click 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 clicked.
9	Pen Color icon	Appears when the Pen icon is selected. You can select from four pen colors.
10	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.
11	Eraser icon	Appears when the Pen icon is selected. You can erase text or a figure that has been drawn using the pen.
12	Move icon	On the remote whiteboard screen, click the icon and drag the mouse to change the position of the screen.
13	Enlarge icon	Click the icon to enlarge the remote whiteboard screen.
14	Reduce icon	Click the icon to reduce the remote whiteboard screen.
15	Show/Hide Toolbar icon	Click to show or hide the toolbar.
16	Remote Whiteboard Display Screen	The details of your operations using each icon are reflected. To enlarge or reduce the screen, use the Enlarge icon or Reduce icon respectively. To move an area of the screen that is enlarged, use the Move icon.
17	Tool bar	The icons of the functions that can be operated on an Windows device are displayed.  Note The control panel displayed on the remote whiteboard display screen cannot be operated from an Windows device.

Reference

- The icons of the functions that are disabled in RICOH Interactive Whiteboard Client on the system settings of the whiteboard or on the general settings of RICOH Interactive Whiteboard Lt Settings will not be shown. For details, see "Changing the System Settings" or "Changing General Settings" in the operating instructions.

Collecting Log for Analysis

On RICOH Interactive Whiteboard Client, you can collect logs for analysis. 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.

- In Windows Explorer, open C:\User\ (User name) \AppData\Roaming\Ricoh\IWBClient.
- From the files in the folder, select log.txt (log.txt.1, log.txt.2).
- Specify the save location, and then save log.txt.

STEP 3 Troubleshooting

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

Message	Causes	Solutions
Cannot connect	- The entered IP address is incorrect. - The DNS server is not configured. - The IP address of the specified host name cannot be resolved. - No remote whiteboard session is being hosted by the whiteboard or RICOH Interactive Whiteboard Lt for Windows. - The version of RICOH Interactive Whiteboard Client that you are using is out of date.	- Enter the correct IP address or host name. - Contact the administrator to check that the following settings are correctly configured: - 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. - Host a remote whiteboard session on the whiteboard. - Download the latest version of the application and perform an overwrite installation.
The passcode is incorrect.	The entered passcode is incorrect.	Enter the correct password.
Cannot connect to the network	The Windows device is not connected to the network.	- Check the network status of the Windows device, 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 has reached the limit.	Disconnect the RICOH Interactive Whiteboard Client that is connected to a remote whiteboard.
Failed to load the files.	- An uploaded image was deleted while it was being loaded. - The file you attempted to send is corrupted.	- Make the image accessible and then upload the image again. - Use an uncorrupted, normal file
The number of selected files exceeds the limit.	The selected image files are more than 10.	Reduce the number of selected files to 10 or less.
The selected files include those with unsupported formats.	An image file other than a JPG or PNG format is selected.	Select only the image files of JPG or PNG format.
Failed to send the files.	- The device is disconnected from the network. - The number of pages in the whiteboard has reached the maximum. - The "Enable External Application Connection" check box is not selected.	- Check the network status of the Windows device, and then upload the image again. - Delete unnecessary pages from the whiteboard. - On the machine's Web page, click "Administrator Settings", and then click "System Settings". After this, select the "Enable External Application Connection" check box. For details about the machine's Web page, see "Using the Web Page of the Machine" in the operating instructions.
Update Application	Cannot connect to the whiteboard. The version of RICOH Interactive Whiteboard Client that you are using is out of date.	Download the latest version of the application and perform an overwrite installation.
Update IWB Main Unit System	Cannot connect to the whiteboard. The version of whiteboard main unit that you are using is out of date.	Update the system on the whiteboard main unit. For details of the procedure to update the system, see "Updating Your System" in the operating instructions.

Trademarks

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