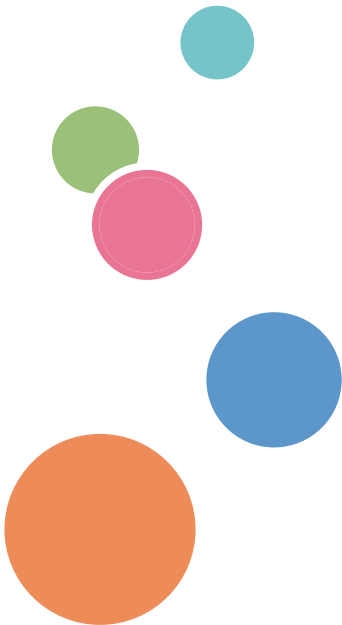




**Operating Instructions**





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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:



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



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



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

---

## Disclaimer

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

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

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

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## Notes

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

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

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

Two kinds of size notation are employed in this manual.

---

# Terminology

This section explains the terms used in this manual.

## **Captured page**

A page captured to the RICOH Interactive Whiteboard Lt for Windows.

## **Touch pen**

A pen that is used to draw strokes on the whiteboard and operate the machine.

## **Stroke**

A line can be drawn with the touch pen, your fingers, or the mouse. A stroke starts when you start drawing and ends when the tip of the touch pen, your fingers, or the mouse is moved away from the surface of the screen.

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# 1. Overview

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

## Things You Can Do with Interactive Whiteboard

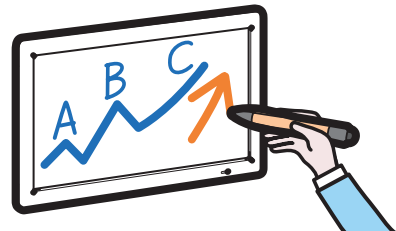
You can use the Interactive Whiteboard in a variety of ways to fit your needs.

### Use a Whiteboard

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

In addition to drawing freehand lines, you also can enter stamps and figures by selecting them from the list.

See page 21 "Writing on the Screen".



DHG565

### Operate pages

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

See page 38 "Operating a Page".

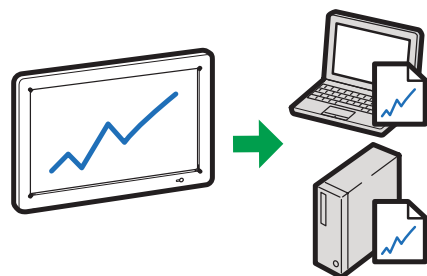


DAB002

### Save pages

You can combine all the pages within a single PDF file. This file can be saved.

See page 43 "Saving Pages".

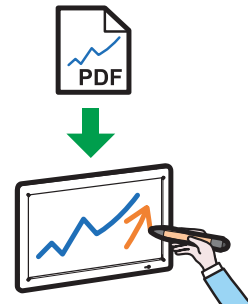


DQN023

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

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

See page 44 "Importing a File".

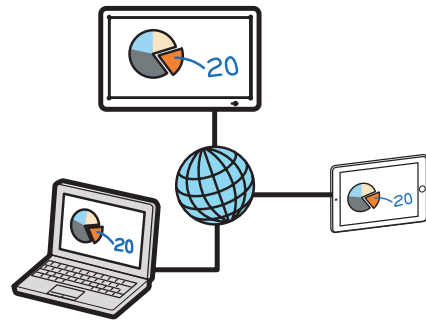


DQNO24

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

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

See page 47 "Using a Remote Whiteboard to Share the Screen".



DAB006

# Starting/Ending RICOH Interactive Whiteboard Lt for Windows

To configure settings to use RICOH Interactive Whiteboard Lt for Windows, see the manual that is provided with the installer.

## Starting RICOH Interactive Whiteboard Lt for Windows

Start RICOH Interactive Whiteboard Lt for Windows, and display the whiteboard screen.

### ★ Important

- You cannot start the RICOH Interactive Whiteboard Lt for Windows when whiteboard power is turned off or it's not connected to a computer.

#### 1. From the [Start] menu of your computer, click [All Programs].

In Windows 8.1 or Windows 10, click [All apps] on the [Start] menu.

#### 2. Select [Interactive Whiteboard] under [Ricoh].

In Windows 8.1 or Windows 10, select [RICOH IWB Lt] under [Ricoh], and RICOH Interactive Whiteboard Lt for Windows starts. In this case, you do not have to proceed to the next step.

#### 3. Click [RICOH IWB Lt].

RICOH Interactive Whiteboard Lt for Windows starts.

## Ending RICOH Interactive Whiteboard Lt for Windows

RICOH Interactive Whiteboard Lt for Windows ends.

#### 1. Touch , the Quit icon.

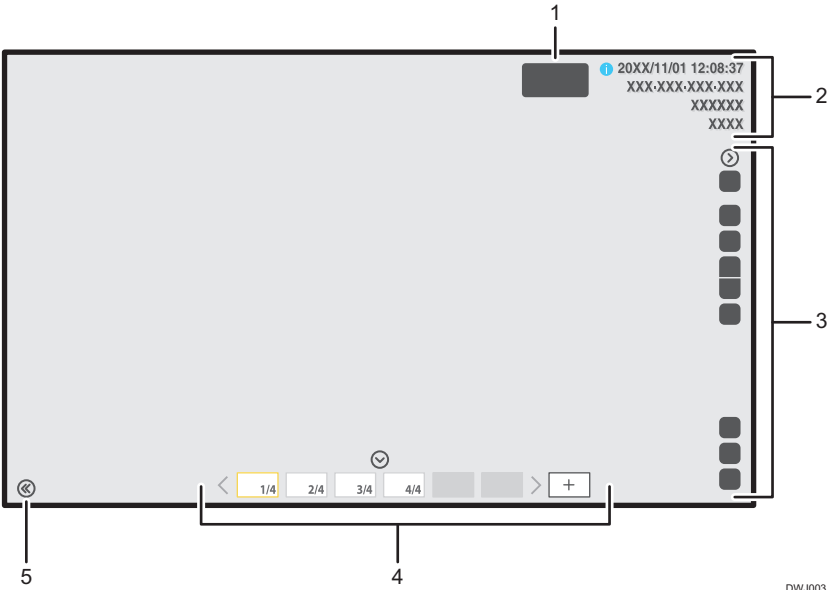
#### 2. On the screen that appears, touch [Close].

### 📖 Reference

- To save the whiteboard contents that have been drawn or the screen that has been captured before exiting the whiteboard, touch [Save File] on the screen that appears, and then specify where to save the file. For details about saving files, see page 43 "Saving Pages".







# Screen Configuration

1



## 1. Floating toolbar


The floating toolbar can be dragged anywhere on the screen.  
The following icons are displayed:

Icon	Description
 Import to Page	<ul style="list-style-type: none"><li>Captures the desktop screen and displays the desktop screen image on the whiteboard.</li></ul> <div> <b>Reference</b></div> <ul style="list-style-type: none"><li>See page 12 "Screen Display Modes".</li></ul>
 Desktop Mode	<ul style="list-style-type: none"><li>Switches the screen to desktop mode.</li></ul> <div> <b>Reference</b></div> <ul style="list-style-type: none"><li>See page 12 "Screen Display Modes".</li></ul>
 Whiteboard Mode	<ul style="list-style-type: none"><li>Switches the screen to whiteboard mode.</li></ul> <div> <b>Reference</b></div> <ul style="list-style-type: none"><li>See page 12 "Screen Display Modes".</li></ul>

## 2. Information display area

This area displays the following information:

- **Date and time**  
This area displays the current date and time.
- **IP address**  
Indicates the IP address of the computer which is connected to the machine.
- **Host name**  
Indicates the host name of the computer which is connected to the machine. If no host name is specified, this area is blank.
- **Passcode**  
Indicates the passcode. The passcode is used to join in a remote whiteboard session. In the General Settings, you can choose whether to manually enter or automatically set the passcode when the machine starts up. For details about changing the settings, see page 65 "Changing the Security Settings".

The host name, IP address, and passcode can be shown or hidden by pressing , the Information display icon. The information is automatically hidden one minute after it is displayed by selecting this icon. To continue displaying the information, change the security settings in RICOH Interactive Whiteboard Lt Settings. For details about how to change the settings, see page 65 "Changing the Security Settings".

### 3. Main operation panel

Captures and displays the desktop screen image on the whiteboard. For details about the icons displayed, see page 14 "Icons Displayed on the Interactive Whiteboard".

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

### 4. Page operation panel

Icons and thumbnails in this area are used to switch and edit pages. For details about the icons displayed, see page 14 "Icons Displayed on the Interactive Whiteboard".

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

### 5. Move main operation panel icon

Moves the main operation panel to the opposite side.

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

#### Note



- If you reinstall RICOH Interactive Whiteboard Lt for Windows with the floating tool bar moved from the default position, the tool bar appears in the same position as to which you moved it.

# Screen Display Modes

1

You can switch between different display modes of the screen.

Available display modes are as follows:

Display Mode	Description	Selection Method
Whiteboard Mode	Displays the whiteboard screen on the whiteboard.	Touch  , the Whiteboard icon, on the floating toolbar while the desktop screen mode is selected.
Desktop Mode	Displays the desktop screen of the computer on the whiteboard.	Touch  , the Desktop icon, on the floating toolbar while the whiteboard screen mode is selected.

## Notes on Displaying the Computer Screen

The displayed image of the computer in each mode may vary depending on the display mode that is specified on the computer.

- When the displays setting of the computer is "Duplicate":  
Displays the whiteboard screen when whiteboard mode is selected, and displays the desktop screen when desktop mode is selected.
- When the displays setting of the computer is "Extended":  
The desktop screen of the computer is displayed when either whiteboard mode or desktop mode is selected.

## Capturing the Desktop Screen of the Computer

You can capture the desktop screen image of the computer as a "Captured page", and display the captured image on the whiteboard. You can capture the desktop screens of the computer and the whiteboard.

1. Touch , the Import to Page icon, on the floating toolbar on the desktop screen that you want to capture.



DTW491

The desktop screen is captured and displayed on the whiteboard.

Screen mode changes to whiteboard mode if desktop mode has been used.








**Note**






- If "Extended" is selected in the display setting on the computer and if the floating toolbar is not displayed on the desktop screen that you want to capture, use the mouse to drag the toolbar to the screen you want to use.






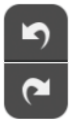


# Icons Displayed on the Interactive Whiteboard




1

## Main operation panel

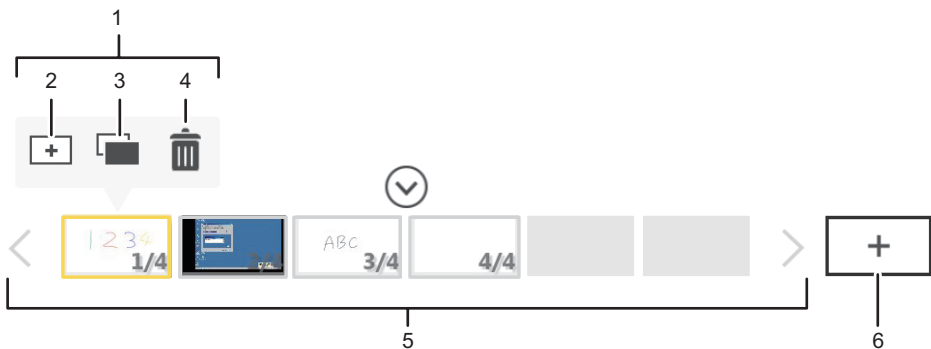
Icon	Description
 Share	<ul style="list-style-type: none"><li>• This icon is used to:<ul style="list-style-type: none"><li>• host a remote whiteboard session</li><li>• participate in the hosted remote whiteboard session</li></ul></li><li>• During a remote whiteboard session, an icon similar to the following appears: </li></ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"><li>• See page 50 "Opening a Remote Whiteboard Session".</li><li>• See page 53 "Participating in a Remote Whiteboard Session".</li><li>• See page 57 "Checking the Remote Whiteboard Information".</li></ul>
 Marker Entry Mode	<ul style="list-style-type: none"><li>• Used to draw markers with your finger or touch pen.</li><li>• This icon appears when marker entry mode is selected from the pen submenu.</li></ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"><li>• See page 21 "Writing on the Screen".</li><li>• See page 23 "Writing in marker entry mode".</li></ul>
 Pen Handwritten Entry Mode	<ul style="list-style-type: none"><li>• Used to draw strokes, or figures, or enter a stamp.</li><li>• This icon appears when handwritten entry mode is selected from the pen submenu.</li><li>• Used to change the colors and thickness of the drawing.</li><li>• Used to display a grid on the screen.</li><li>• The color of the icon changes according to the selected color. Also, the line width of the icon changes according to the selected line width.</li></ul> <p> <b>Reference</b></p> <ul style="list-style-type: none"><li>• See page 21 "Writing on the Screen".</li><li>• See page 24 "Writing in handwritten entry mode".</li></ul>

Icon	Description
 Line Entry Mode	<ul style="list-style-type: none"><li>• This icon appears when line entry mode is selected from the pen submenu.</li><li>• Used to draw lines, dotted lines, and arrows.</li><li>• The color of the icon changes according to the selected color. Also, the shape of the icon changes according to the selected line type.</li></ul> <div> <b>Reference</b></div> <ul style="list-style-type: none"><li>• See page 21 "Writing on the Screen".</li><li>• See page 24 "Writing in line entry mode".</li></ul>
 Stamp Entry Mode	<ul style="list-style-type: none"><li>• This icon appears when stamp entry mode is selected from the pen submenu.</li><li>• Used to select and enter a stamp.</li><li>• The color of the icon changes according to the selected color. Also, the shape of the selected stamp is displayed. If the entered text is too long, an icon similar to the following appears:</li></ul> <div></div> <div> <b>Reference</b></div> <ul style="list-style-type: none"><li>• See page 21 "Writing on the Screen".</li><li>• See page 25 "Writing in stamp entry mode".</li></ul>

Icon	Description
 <p>Select and Delete</p>	<ul style="list-style-type: none"> <li>Used to select a stroke, figure, or stamp to edit.</li> <li>Used to delete a stroke, figure, or stamp.</li> <li>Used to draw strokes, figures, or cut/copy/paste stamps.</li> <li>Depending on the function that is selected on the select or delete submenu, one of the following icons appears:</li> </ul> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">1. </div> <div style="text-align: center;">2. </div> <div style="text-align: center;">3. </div> <div style="text-align: center;">4. </div> </div> <p style="text-align: right; font-size: small;">DQN021</p> <ol style="list-style-type: none"> <li>Delete</li> <li>Partially Delete</li> <li>Select</li> <li>Paste</li> </ol> <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 31 "Enlarging, Reducing, or Moving the Strokes".</li> <li>See page 25 "Deleting Strokes".</li> <li>See page 33 "Cutting, Copying, or Pasting Strokes".</li> </ul>
 <p>Undo/Redo</p>	<ul style="list-style-type: none"> <li>Used to undo a drawn, edited, or deleted stroke, figure, or stamp.</li> <li>Used to redo the operation that was undone.</li> </ul> <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 37 "Undoing Operations".</li> </ul>
 <p>Loupe</p>	<ul style="list-style-type: none"> <li>Used to change the display magnification.</li> <li>Used to move a displayed area.</li> </ul> <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 36 "Changing the display magnification with the pen".</li> </ul>
 <p>Remote Whiteboard</p>	<ul style="list-style-type: none"> <li>This icon appears when an externally input image of the whiteboard that is connected via remote whiteboard is displayed.</li> </ul> <p><b>Reference</b></p> <ul style="list-style-type: none"> <li>See page 47 "Using a Remote Whiteboard to Share the Screen".</li> </ul>

Icon	Description
 Whiteboard Detailed Settings	Used to check or change the whiteboard detailed settings. <b>Reference</b> <ul style="list-style-type: none"> <li>See page 59 "Changing the Detailed Settings".</li> </ul>
 Import and Save	<ul style="list-style-type: none"> <li>Used to load a file.</li> <li>Used to save pages.</li> <li>Used to add a template as a new page.</li> </ul> <b>Reference</b> <ul style="list-style-type: none"> <li>See page 44 "Importing a File".</li> <li>See page 43 "Saving Pages".</li> <li>See page 38 "Adding a Page".</li> </ul>
 Close	Used to exit RICOH Interactive Whiteboard Lt for Windows. <b>Reference</b> <ul style="list-style-type: none"> <li>See page 9 "Ending RICOH Interactive Whiteboard Lt for Windows".</li> </ul>

### Page operation panel



DHG014

#### 1. Captured the page operations icon

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

#### 2. Insert Page icon

Adds a new page before the currently selected page. For details, see page 38 "Adding a new page".

#### 3. Page Copy icon



Adds a page by making a copy of the page selected in the page list. For details, see page 39 "Copying a page".

#### **4. Page Delete icon**

Deletes the page selected in the page list. For details, see page 40 "Deleting a Page".

#### **5. Page List**

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

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

#### **6. New Page icon**

Adds a new blank page at the end of the page list. For details, see page 38 "Adding a new page at the end of the page list".

# Operating the Screen

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

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

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

You can use the mouse, as well as the pen or your fingers, to operate the screen.

Also, you can enter up to 4 strokes at one time when using the touch pen to perform handwritten entry.

## Major Screen Operations

### Input

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

### Delete

Deletes a whiteboard entry.

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

### Select

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

### Reduce/Enlarge

The selected item can be enlarged or reduced.

### Move

The selected item can be moved to a different position.

### Cut/Copy/Paste

The selected item can be cut, copied or pasted.

### Marker

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

### Note

- For details about the screen operation, see page 21 "Basic Operations".

## Notes before operating

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

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

## 2. Using a Whiteboard

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

### Basic Operations

2

You can use the touch pen, your fingers, or palm to perform the following operations:

#### Operation by the Touch Pen, Your Fingers, or the Mouse

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

#### Operation by the Touch Pen, Mouse, or Your Fingers or Palm

- Erase

---

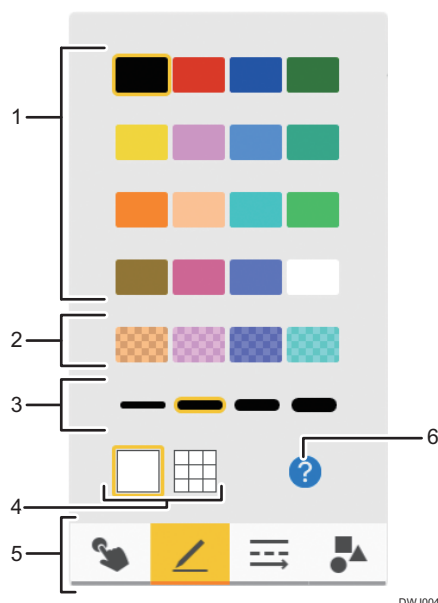
### Writing on the Screen

---

Write text or draw figures using your fingers or touch pen.

#### 1. Touch , the Pen icon.

The Pen icon submenu appears.



### 1. Line colors

Selects the color of drawn lines. You cannot select line colors in marker entry mode.

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

Selects the color of drawn lines from the semi-transparent colors. You cannot select line colors in marker entry mode.

### 3. Thickness of the line

Selects the thickness of the drawn lines. You cannot select line thicknesses in marker entry mode or stamp entry mode.

### 4. Grid line

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

### 5. Entry mode

Selects the type of the item to draw.

- Writing in marker entry mode (page 23 "Writing in marker entry mode")
- Writing in handwritten entry mode (page 24 "Writing in handwritten entry mode")
- Writing in line entry mode (page 24 "Writing in line entry mode")
- Writing in stamp entry mode (page 25 "Writing in stamp entry mode")

### 6. Explanation of the various writing operations

Displays the explanation screen for various operations.

#### Note

- The selection buttons that correspond to each entry mode are displayed for the line entry and stamp entry modes.

- 3,000 total strokes, figures, and stamps can be drawn on a single page. The maximum number of each item that can be entered on a single page is as follows:
  - 3,000 strokes
  - 1,000 figures
  - 500 stamps
- 90,000 total strokes, figures, and stamps can be drawn on all pages.
- You can use the mouse to draw strokes if the computer is connected to the machine.


## Writing in marker entry mode

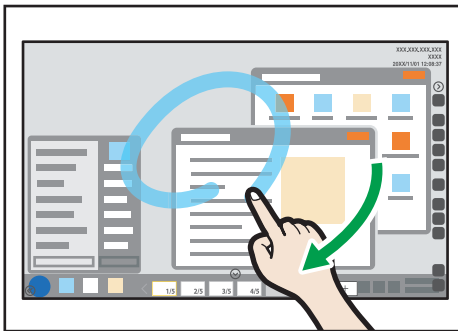
A marker is a semi-transparent, thick line drawn with your finger or touch pen. The drawn marker disappears in a few seconds after it is drawn.

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

### ★ Important

- One marker can be drawn whether or not [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] on the Detailed Settings screen of the whiteboard is selected.
- Depending on the machine model you are using, the marker function may become unavailable while lines, or stamps, or manipulating strokes are drawn.

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



DHG022

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

## Drawing markers during a remote whiteboard session

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

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

- Host whiteboard: Light blue (Cyan)

- First participating whiteboard: Pink (Magenta)
- Second participating whiteboard: Green
- Third participating whiteboard: Orange (Yellow)


**Note**

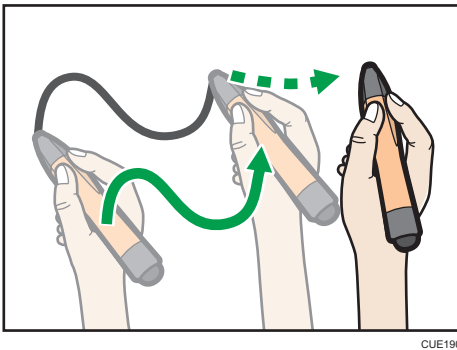
- You cannot save markers.

2

## Writing in handwritten entry mode

Write freehand text or draw figures.

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



**Note**

- In handwritten entry mode with the touch pen, you can write up to 4 strokes at one time. To enter multiple strokes simultaneously, enable [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] on the Detailed Settings screen of the whiteboard. You can specify the default value for this setting. For details, see page 59 "Changing the Detailed Settings" and page 62 "Changing General Settings".
  - Operations using your fingers (displaying the enlarged image, switching pages) cannot be performed while this function is used.
  - The input mode cannot be switched to fair copy entry, line entry or stamp entry while an entry is being made.

## Writing in line entry mode

Write freehand lines and arrows.

1. Touch , the Line Entry mode icon.

2. **Select the color, thickness, and type of the line you are drawing.**
3. **Touch the screen surface with the pen nib, and move the pen while keeping the pen on the screen surface.**

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




#### ↓ Note

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

2

## Writing in stamp entry mode

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

1. **Touch , the Stamp Entry mode icon.**
2. **Select the color and type of the figure or stamp you want to use.**  
Touch  /  to switch to a different figure or stamp list pages.
3. **Touch the screen in the position you want. The selected figure or stamp is drawn in the position you touched with the pen nib.**

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

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

For details, see page 31 "Enlarging, Reducing, or Moving the Strokes".

#### ↓ Note

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

## Deleting Strokes

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

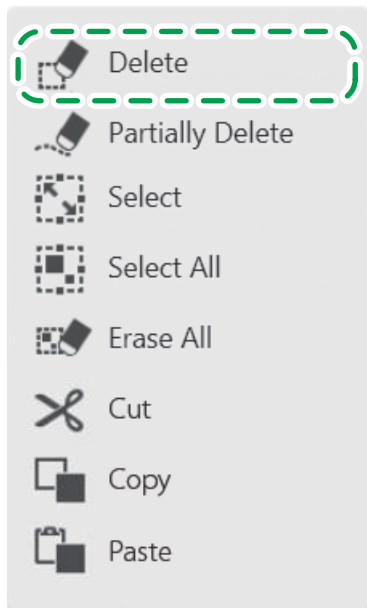
#### ↓ Note

- You can use the mouse to delete strokes if the computer is connected to the machine.

## Deleting individual strokes

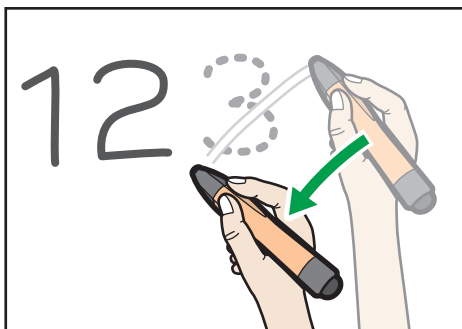
### Deleting using the pen nib

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



DMT209

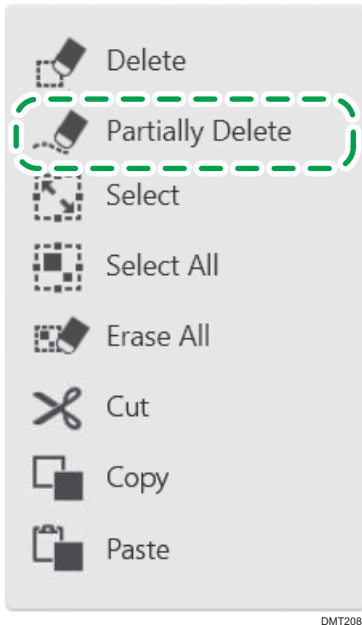
2. Move the pen nib across a stroke to erase it.



CUE192

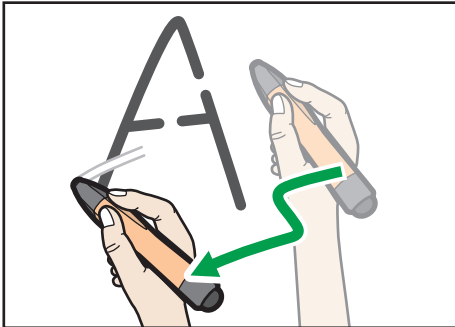
## Deleting a portion of a stroke

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




DMT208

2. Move the pen over the stroke.



DAB030

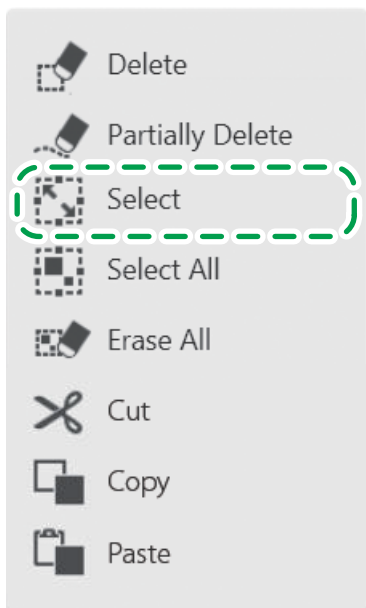
Only the portions of the stroke touched by the pen nib are deleted. The thickness of the deleted portions is equal to the one selected by , the Pen icon.

### Note

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

## Selecting and deleting multiple strokes

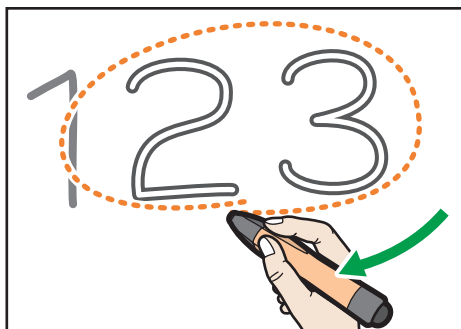
1. Touch , the Select and Delete icon, and then touch , the Select icon.



DMT201

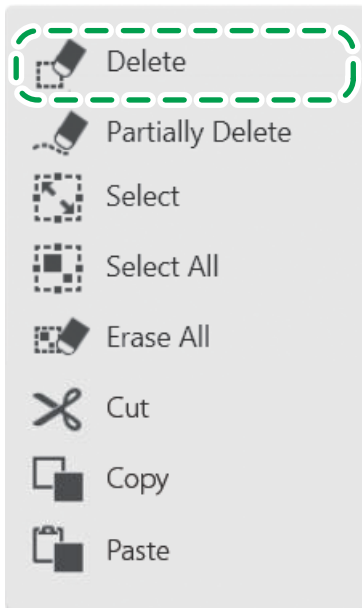
2. Enclose a stroke with the pen nib to select the stroke.

You can select a single stroke by touching it.



DAB031



3. Touch , the Select/Delete icon with the pen nib, and then touch  [Delete].



DMT209

## Deleting all strokes

You can erase all strokes on the screen.

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

## Deleting in palm deletion mode

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

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

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

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

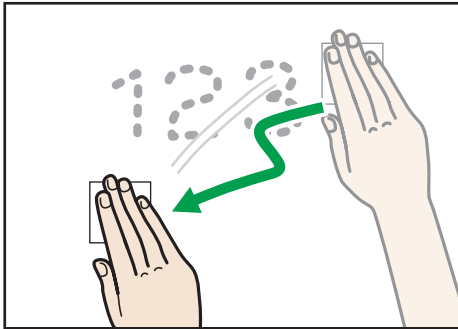
Use the palm of your hand or the tips of your fingers as appropriate, depending on what area of a whiteboard entry you want to delete.

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

### Deleting with the palm of your hand

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

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



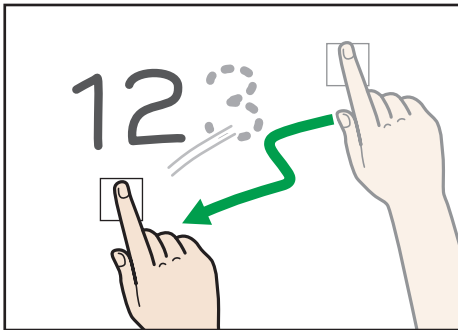
DSQ004

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

### Deleting with the tips of your fingers

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

1. Touch the screen with the tip of your finger.
2. Drag the displayed delete icon across the entry that you want to delete.



DSQ003

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

#### Note

- If the area that your finger touches on the screen is too narrow, the touch may not be recognized correctly, resulting in a deletion failure.
- Fair copy entered text, graphics, or stamps cannot be partially deleted.

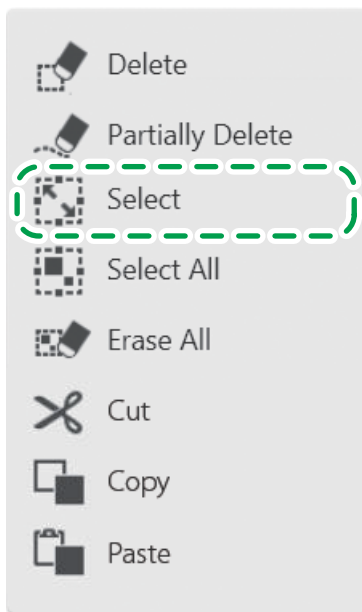
- When the machine is in palm deletion mode, you cannot perform any operation other than deletion.
- Up to 4 deletion icons can be displayed and operated at a time.
- In addition to your finger, you can use a commercially available whiteboard eraser or the like. To avoid damaging the screen, use a whiteboard eraser made from soft materials such as cloth.
- On the RICOH Interactive Whiteboard D6500/D8400, a message prompting you to update the firmware of the touch sensor may appear. If the message appears, follow the message to update the firmware. If you cancel the update, you cannot use palm deletion mode.

## Enlarging, Reducing, or Moving the Strokes

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

### Selecting a stroke

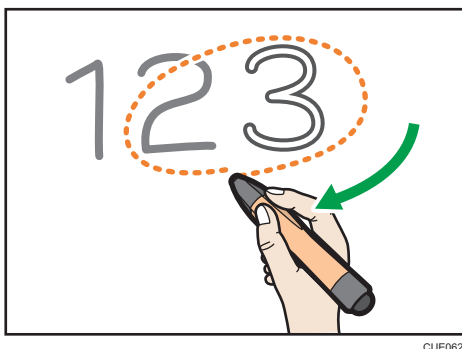
1. Touch , the Select and Delete icon, and then touch , the Select icon.



DMT201

2. Enclose a stroke with the pen nib to select the stroke.

You can select a single stroke by touching it.

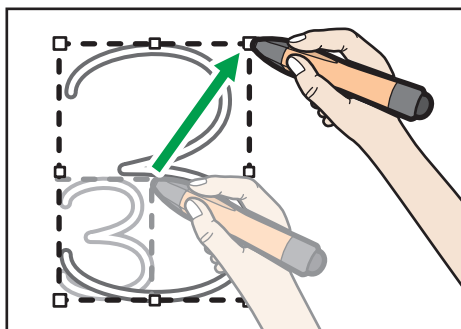


CUE062

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

### Enlarging or reducing strokes

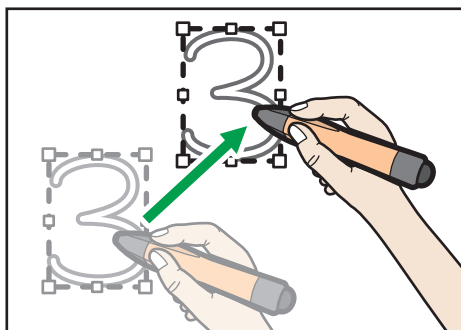
Place the pen nib on the corner or the center of a side, and then drag the pen nib so that the stroke can be enlarged or reduced to the size you want.



CUE064

### Moving strokes

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



CUE063

#### Note

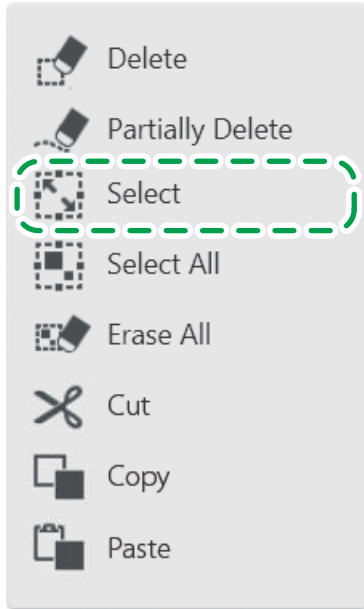
- You can enlarge, reduce, or move the written text or drawn figure after selecting it with the mouse.

## Cutting, Copying, or Pasting Strokes

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

### Cutting or Copying Strokes

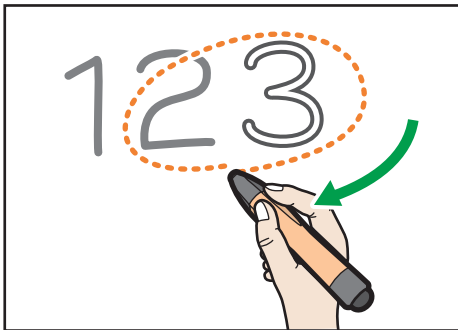
1. Touch , the Select and Delete icon, and then touch , the Select icon.



DMT201

2. Enclose a stroke with the pen nib to select the stroke you want to cut or copy.

You can select a single stroke by touching it.



CUE062

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

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

Touching [Cut], you can erase the stroke.

## Pasting Strokes

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

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

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

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

For details, see page 31 "Enlarging, Reducing, or Moving the Strokes".

#### Note

- The cut or copied strokes are saved temporarily until one of the following operations is performed:
  - Another stroke is cut or copied.
  - Exiting RICOH Interactive Whiteboard Lt for Windows.
- Using the mouse, you can select, cut, copy, or paste a stroke already drawn on the screen.

---

## Changing the Display Magnification/Moving the Display Area

---

There are two methods for changing the display magnification of a displayed page or moving the display area of an enlarged page. The first is to use your fingers, and the second is to use the pen.

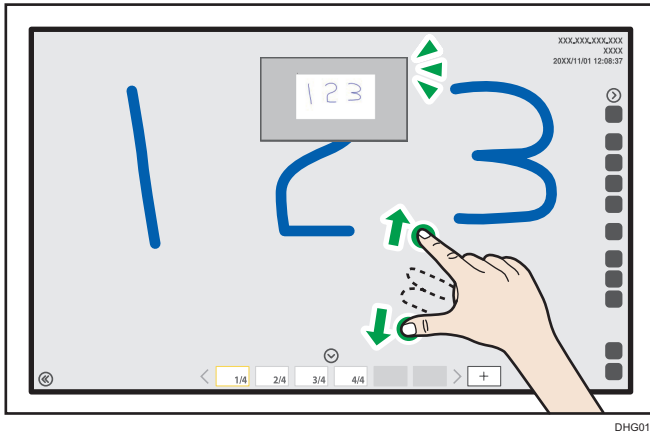
#### Note

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

## Changing the display magnification using your fingers

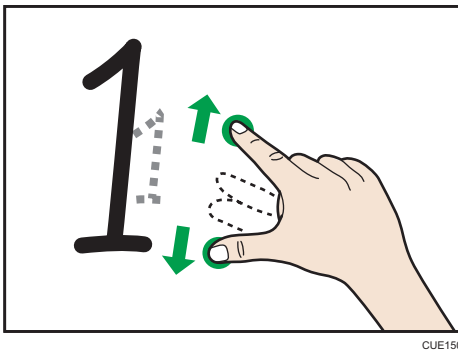
---

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



### Changing the display magnification

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



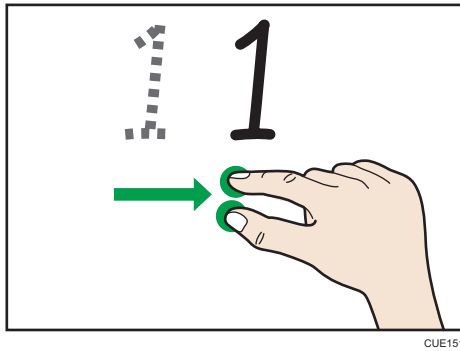
- When you spread your fingers apart, the screen is enlarged, centering on where you originally touched.
- When you pinch your fingers together, the screen is reduced, centering on where you originally touched.

#### ↓ Note

- This operation cannot be performed when [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] on the Detailed Settings screen of the whiteboard is selected.

### Moving a displayed area

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



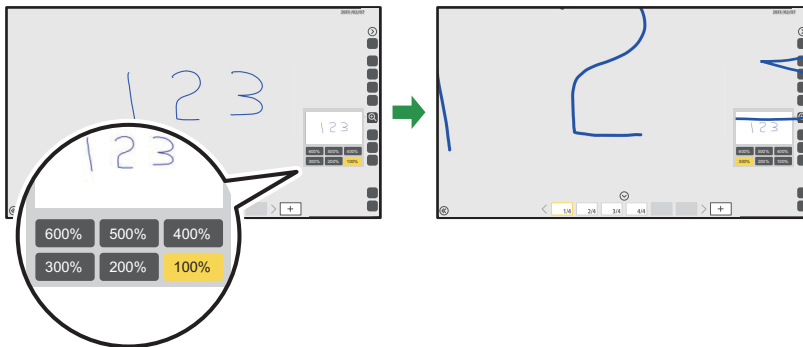
CUE151

The display area moves with the movement of your fingers.

## Changing the display magnification with the pen

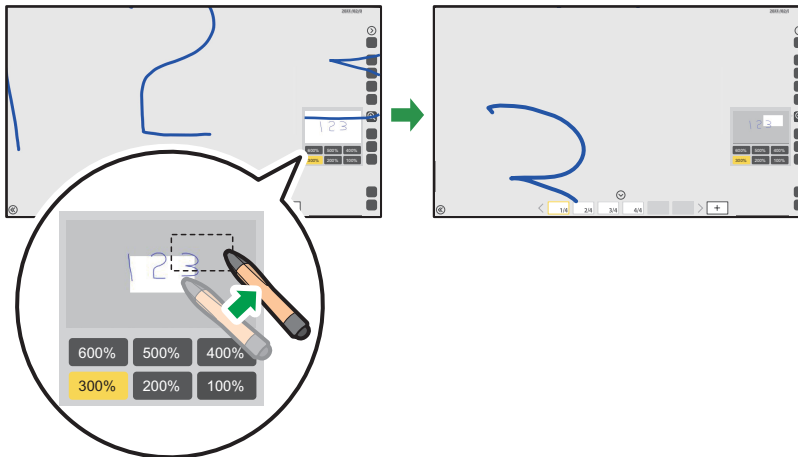
Select , the Loupe icon, to change the display magnification, or to move a displayed area. The enlarged display area can be moved.

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





DHG020

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



DHG021

#### ↓ Note

- If no operations are performed in the submenu of , the Loupe icon, for ten seconds, the submenu will disappear automatically. To hide the submenu manually, touch , the Loupe icon, again.
- You can change the display magnification with the mouse.

## Undoing Operations

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

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

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

#### ↓ Note

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

## Operating a Page

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

### Adding a Page

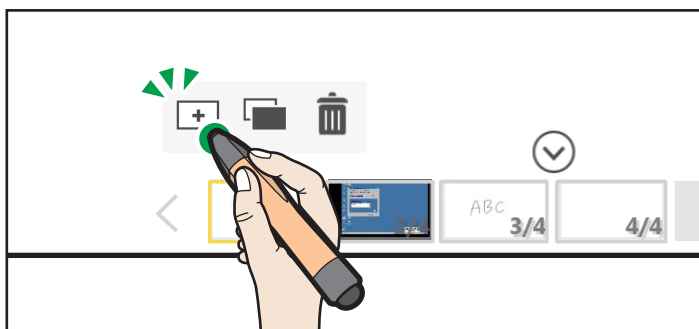
2

#### Adding a new page

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

The captured page operation panel appears.

2. Touch , the New Page icon.

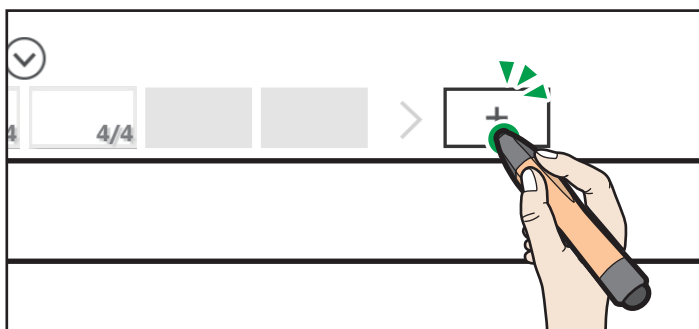


DHG024

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

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

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



DHG023

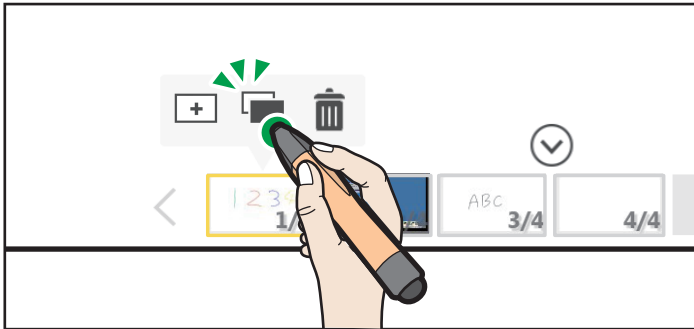
A new blank page is created at the end of the captured pages list. The added page appears on the screen.

## Copying a page

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

The captured page operation panel appears.






2. Touch , the Page Copy icon.



DHG025

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

### Note

- If there is a total of 90,000 strokes, figures, and stamps on all pages, you cannot use  the Insert New Page icon,  the Create New Page icon and  the Page Copy icon.
- During a remote whiteboard session,  the Insert New Page icon and  the Page Copy icon do not work.
- After a template is set as the default screen of the whiteboard, the template is displayed when the whiteboard starts. For details about how to configure the default screen, see page 72 "Managing a Template".

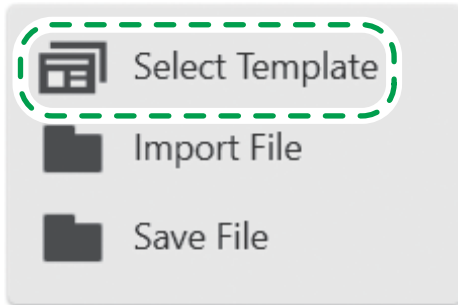
## Adding a Template

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

For details about how to import a template to the machine, see page 72 "Managing a Template".

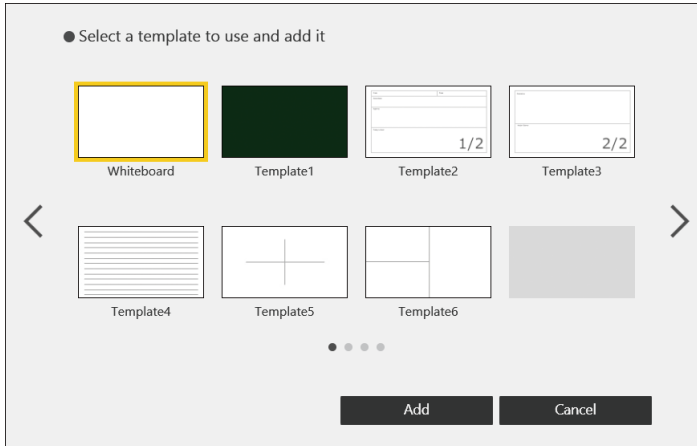
1. Touch , the Import and Save icon.

2. Touch [Select Template].



DWJ051

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



6 template screens have been imported in advance.

4. Touch [Add].

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

**Note**

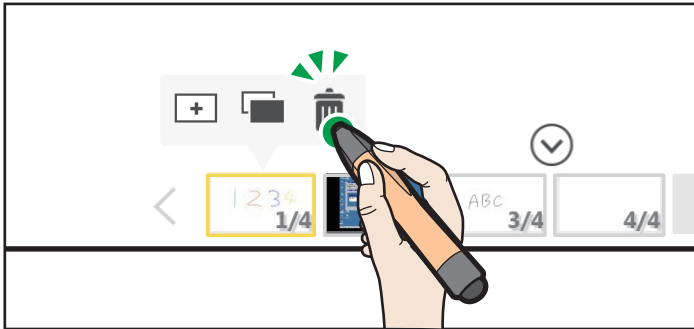
- You can add a white page by selecting the one in the template selection window.

## Deleting a Page

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

The captured page operation panel appears.

## 2. Touch , the Page Delete icon.



DHG026

## 3. Touch [Delete].

The displayed page is deleted.

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

### ↓ Note

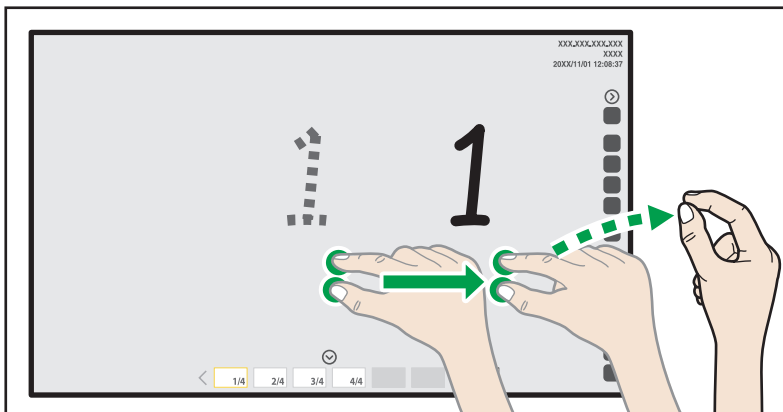
- When hosting or participating in a remote whiteboard session, you cannot delete the first page of the page list.

## Turning Pages

You can turn the pages using your fingers.

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

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



DQN110

### **Note**

- This operation cannot be performed when [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] on the Detailed Settings screen of the whiteboard is selected.

# Operating a File

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

## Saving Pages

2

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

- a folder on the network or the computer on which RICOH Interactive Whiteboard Lt for Windows is installed
- USB flash memory device


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

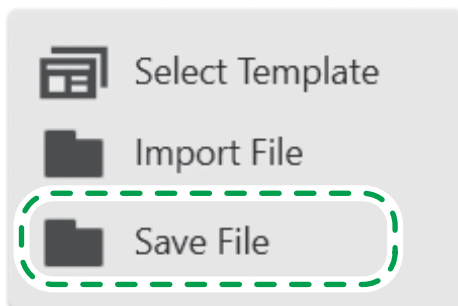
You can load saved pages, edit or add strokes or figures on the pages. For details about how to import saved files, see page 44 "Importing a File".

Blank pages are not saved.

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

Insert only one USB flash memory device.

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



DWJ052

4. **Specify the folder in which you want to save a file on the displayed screen.**
5. **Touch [Save].**

PDF files are saved as shown below.

To change the file name, use the keyboard of the computer or the software keyboard in Windows.

Item	Specifications
File name (when not changing the file name)	iwb-date-time.pdf <ul style="list-style-type: none"> <li>The name of a file saved on January 23, 2014, at 4:56:07 is "iwb-20140123-045607.pdf".</li> </ul>
Page size	243.84 × 137.16 mm (9.6 × 5.4 inches)



## Importing a File

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



You can also open a file saved in the Interactive Whiteboard and write text, draw figures.

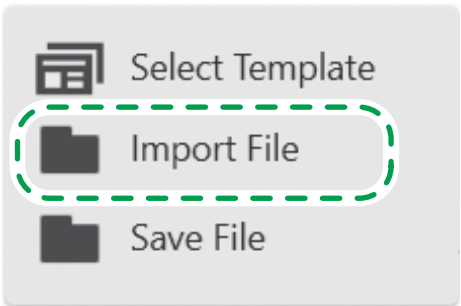
The supported conditions of a file are as shown below.

### PDF file

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

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

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



DWJ054

3. Select the file that you want to import to the Interactive Whiteboard.

#### 4. Touch [Open].

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

##### Note

- The drawn strokes in a file saved by the Interactive Whiteboard when it was running version 1.3.140.0 or earlier cannot be edited.
- If the contents or properties of a PDF file that was stored by the Interactive Whiteboard have been modified, the contained strokes and figures may not be edited.
- The selected PDF file can only be imported if its first page meets the page size condition. If the second or subsequent page of a PDF file does not meet the page size condition, only the preceding pages will be imported.
- The maximum number of pages that can be imported to the Interactive Whiteboard is 100. If the total number of existing captured pages exceeds 100 pages, only the first 100 pages will be imported.



# 3. Using a Remote Whiteboard to Share the Screen

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

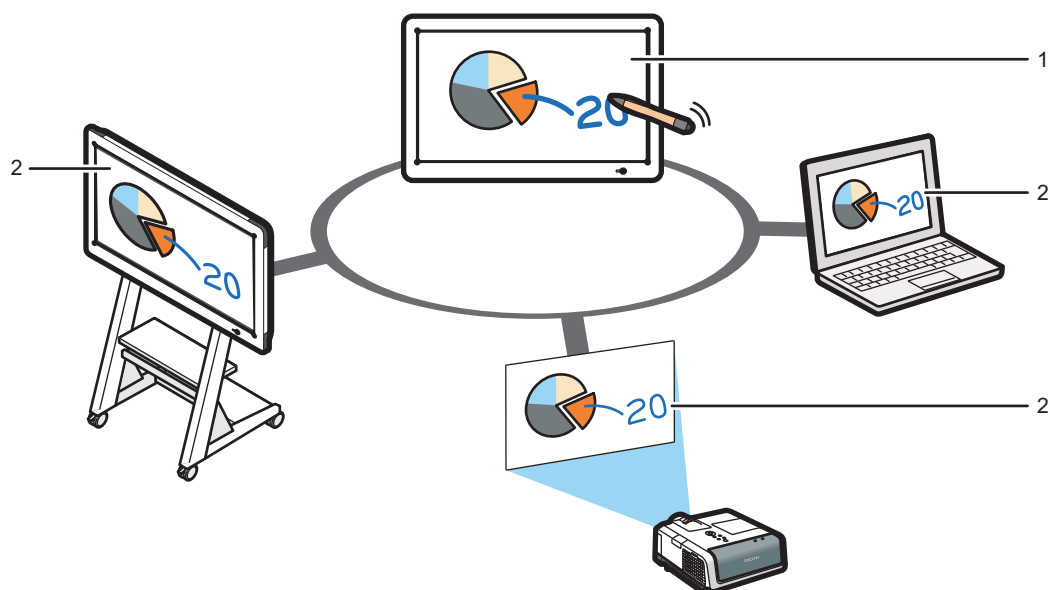
## Overview of Remote Whiteboard

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

### ★ Important

- To host remote whiteboard sessions from RICOH Interactive Whiteboard Lt for Windows, you need to add your Remote License. For details about how to add your Remote License, see page 66 "Adding or Deleting Your Remote License".

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



DHG011

### 1. Hosting remote whiteboard

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

### 2. Participating remote whiteboards

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

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

Connection patterns for remote whiteboards are shown below:

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

- : Connection possible
- ×: Connection impossible

**Note**

- For details about how to open a remote whiteboard session, see page 50 "Opening a Remote Whiteboard Session".
- For details about how to participate in a remote whiteboard session, see page 53 "Participating in a Remote Whiteboard Session".
- Smart devices that can connect to a remote whiteboard using RICOH Interactive Whiteboard Client are as follows:
  - iPad (3rd generation or later) (iOS10/11)
  - Android tablet (Android 5.x/6.x/7.x)
  - Windows devices (Windows 7/8.1/10)
- We recommend installing RICOH Interactive Whiteboard Lt for Windows on Windows 8.1 or Windows 10 if you host remote whiteboard sessions in which RICOH Interactive Whiteboard Clients are participating.

- Up to 20 whiteboards including the host whiteboard can participate in a remote whiteboard session at the same time. Up to 50 devices in which RICOH Interactive Whiteboard Client is installed can participate in a remote whiteboard session at the same time.
- Before hosting a remote white board session, check how many devices can connect simultaneously to your operating system. Read the software license terms for your operating system to check how many devices are permitted.


# Opening a Remote Whiteboard Session

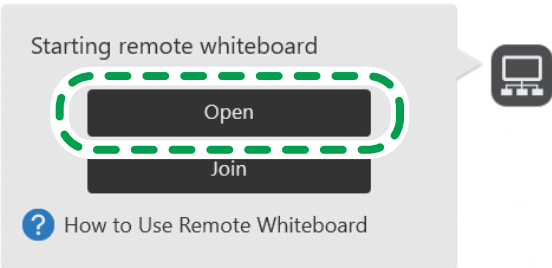
This section explains how to open a remote whiteboard session.

## ★ Important

- To host remote whiteboard sessions from RICOH Interactive Whiteboard Lt for Windows, you need to add your Remote License. For details about how to add your Remote License, see page 66 "Adding or Deleting Your Remote License".
- Enable [Use RICOH Interactive Whiteboard Client Function] on the General Settings in RICOH Interactive Whiteboard Lt Settings to connect from RICOH Interactive Whiteboard Client. For details, see page 62 "Changing General Settings".
- You may need to select Compatible Mode according to the type of device you are using to participate in a session or its version. Remote whiteboard sessions in compatible mode cannot be opened from RICOH Interactive Whiteboard Lt for Windows.

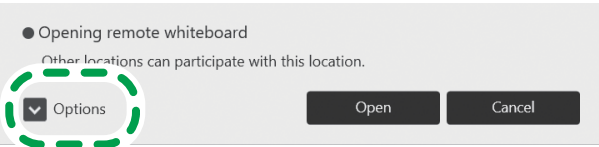
If the version of your whiteboard differs from that of the host whiteboard, a message appears to participate in a remote whiteboard session. Check the message, and then download the latest version of RICOH Interactive Whiteboard Lt for Windows to update the system to run the version, if necessary.

1. Touch , the Share icon.
2. Touch [Open].



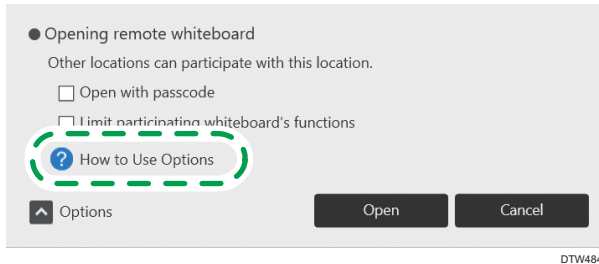
DTW482

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



DTW483

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




- When the "Open with passcode" check box is selected, members assigned with the passcode can participate in the remote whiteboard session.
- When the "Limit participating whiteboard's functions" check box is selected, the participating whiteboards cannot save files, print pages, send e-mail, or save files temporarily during the session. Also, all the pages are deleted when the remote whiteboard session ends.

#### 4. Touch [Open].

A remote whiteboard session is opened.

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

#### Note

- During the remote whiteboard session, the participating whiteboards are displayed in the submenu of , the Share icon. For details about how to view the submenu, see page 57 "Checking the Remote Whiteboard Information".


## Closing a Remote Whiteboard Session

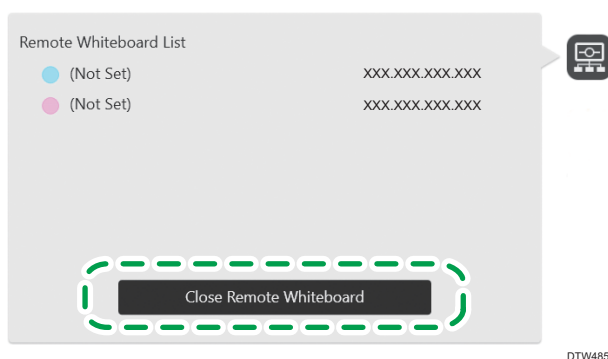
This section explains how to close a remote whiteboard session.

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

### ★ Important

- When you finish using RICOH Interactive Whiteboard Lt for Windows, quit the remote whiteboard session, and then turn off the power.

1. Touch , the Share icon.
2. Touch [Close Remote Whiteboard].



3. Touch [Close].

### ↓ Note

- Remote whiteboard hosting/participating status ends when your computer goes into one of the following states while performing remote whiteboard hosting/participating:
  - Sleep
  - Standby
  - Hibernation
  - The user logged in to Windows logs off

# Participating in a Remote Whiteboard Session

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

## ★ Important

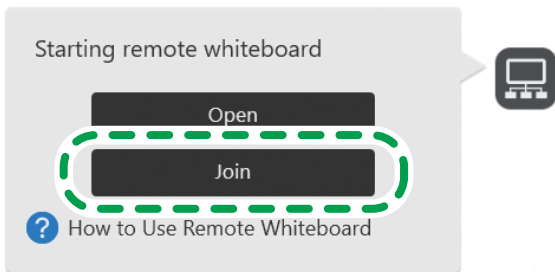
- When you join a remote whiteboard session, all the pages that existed prior to joining the session are deleted and the contents of the host whiteboard are imported.
- You cannot connect to a remote whiteboard opened in compatible mode.

You cannot participate in a remote whiteboard if the version of the host differs from that of the participating whiteboard.

3

## Participating from the Interactive Whiteboard

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



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

For details about how to specify a remote whiteboard session, see page 54 "Specifying the remote whiteboard session to join".


4. Touch [Join].

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

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

## ↓ Note

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

- During a remote whiteboard session, the screen sharing status is displayed in the submenu of , the Share icon. For details about how to view the submenu, see page 57 "Checking the Remote Whiteboard Information".
- If the page size of a file imported to the host whiteboard is larger than the maximum file size that can be imported by a participating whiteboard, the imported file may not be displayed.

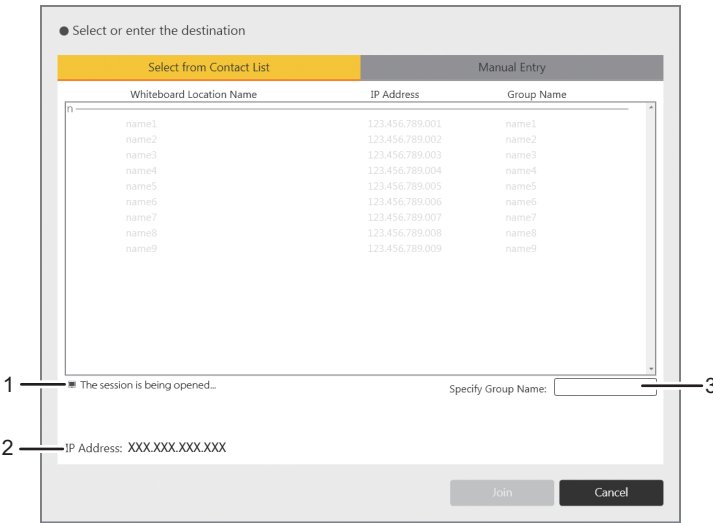
### Specifying the remote whiteboard session to join

The host whiteboard can be specified as follows:

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

#### Selecting from the contact list

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



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#### 1. Status of the host whiteboard

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

#### 2. IP address display field

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

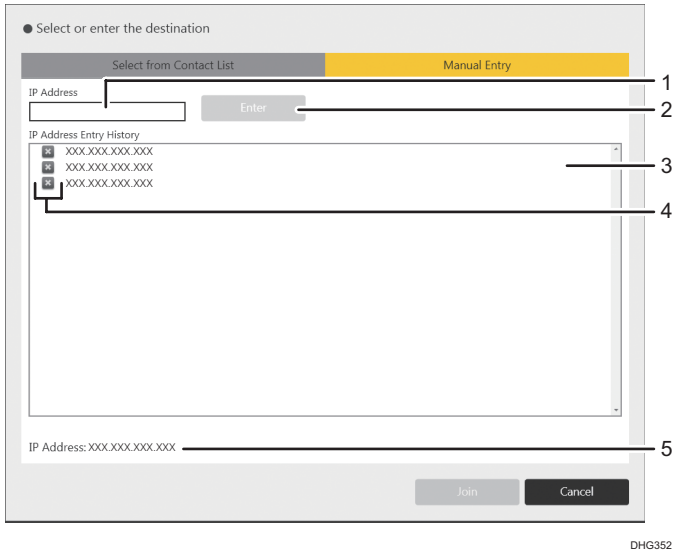
#### 3. Specify Group Name

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

#### Specifying by entering manually

Specify the host whiteboard by entering its IP address.

To enter the IP address, use the keyboard of the computer or the software keyboard in Windows.



**1. IP address input box**

Enter the IP address, host name, or fully qualified domain name of the host whiteboard.

**2. [Enter]**

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

**3. IP Address Entry History**

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

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

**4. Delete History**

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

**5. IP address display field**

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


**Note**

- For details about how to add a contact list, see page 68 "Managing a Remote Contact List".

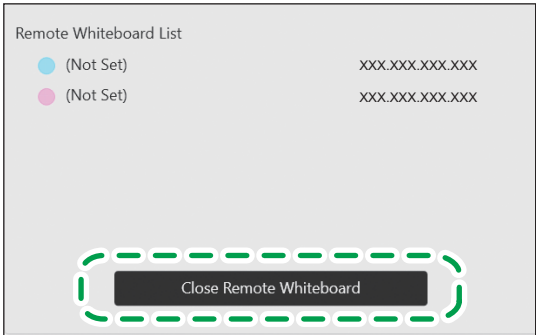
# Leaving a Remote Whiteboard Session

## ★ Important

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

1. Touch , the Share icon.
2. Touch [Close Remote Whiteboard].

3




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3. Touch [Leave].

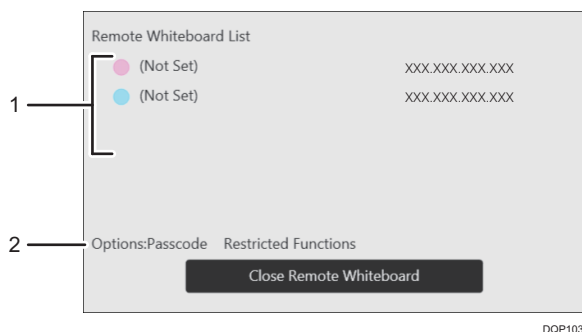
## ↓ Note

- If the host whiteboard side closes the remote whiteboard session, viewing automatically ends.

# Checking the Remote Whiteboard Information

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

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



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## 1. Remote Whiteboard List

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

## 2. Options

Indicates the options that have been set.

### Note

- As communications improve, screen updates and response time for user operations become faster.



## 4. Changing the Interactive Whiteboard Settings

This chapter explains how to change the settings of RICOH Interactive Whiteboard Lt for Windows.

### Changing the Detailed Settings

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

1. Touch  (Whiteboard Detailed Settings) on the main operation panel with the pen nib.

The whiteboard detailed settings screen is displayed.

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

- [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)]  
You can draw up to 4 strokes at a time when using handwritten entry mode.
- [Use Switch Page/Add Page Function]  
Specifies whether or not to use RICOH Interactive Whiteboard Client to switch pages or add a page.
- [Handwritten Entry/Deletion/Marker]  
Specifies whether or not to use the handwritten entry/deletion/marker functions in RICOH Interactive Whiteboard Client.

3. Touch [Close].

#### Note

- To save the changes made to the settings after the machine is turned off, specify [Default Whiteboard Detailed Settings] in General Settings. For details, see page 62 "Changing General Settings".

# Starting RICOH Interactive Whiteboard Lt Settings

To change the settings of RICOH Interactive Whiteboard Lt for Windows, start RICOH Interactive Whiteboard Lt Settings.

## 1. From the [Start] menu of your computer, click [All Programs].

In Windows 8.1 or Windows 10, click [All apps] on the [Start] menu.

## 2. Select [RICOH IWB Lt] under [Ricoh].

In Windows 8.1 or Windows 10, select [RICOH IWB Lt Settings] under [Ricoh], and RICOH Interactive Whiteboard Lt Settings starts. In this case, you do not have to proceed to the next step.

## 3. Click [RICOH IWB Lt Settings].

RICOH Interactive Whiteboard Lt Settings starts.




### Note





- To exit RICOH Interactive Whiteboard Lt Settings, touch [Close] on the startup screen.

## Icons Displayed in RICOH Interactive Whiteboard Lt Settings

To execute the function allocated to an icon in RICOH Interactive Whiteboard Lt Settings, touch the icon you want to use with the pen nib.

For icons selected, RICOH Interactive Whiteboard Lt Settings performs as follows:

Icon	Description
 General Settings	Configures the settings of RICOH Interactive Whiteboard Lt for Windows. For the configuration procedure, see page 62 "Changing General Settings".
 Security Settings	Configures the security settings. For details about configuring the settings, see page 65 "Changing the Security Settings".
 Added Data Management	Imports or exports the Contact List and Template. <ul style="list-style-type: none"> <li>For details about how to add or export the Contact List, see page 68 "Managing a Remote Contact List".</li> <li>For details about how to import or export the Template, see page 72 "Managing a Template".</li> </ul>

Icon	Description
 Log Collection	<p>Writes log information such as when the whiteboard starts or errors registered to a file.</p> <p>For the information included in the log file or how to save the log, see page 76 "Collecting Logs".</p>
 Add/Delete Remote License	<p>Adds or deletes a remote license. This setting is necessary to use the remote whiteboard.</p> <p>For details about how to add or delete a remote license, see page 66 "Adding or Deleting Your Remote License".</p>
 Version Information	<p>Displays the version information.</p>
 Copyright Information	<p>Displays the copyright information.</p>

## Changing General Settings

You can configure the following settings on the General Settings screen under RICOH Interactive Whiteboard Lt Settings:

Item	Description	Initial value
Whiteboard Location Name	Specifies the name of the location where the whiteboard is installed. Up to 255 characters can be used for a location name.  To configure the settings, use the keyboard of the computer or the software keyboard in Windows.	Not selected
Image Quality on Remote Whiteboard	Specifies the image quality (five levels) of the pages sent from participating devices when hosting a remote whiteboard session.  Scanned pages or images input on the machine are always displayed in the highest quality.  Scanned pages or images input on other devices are displayed as specified on the host whiteboard.	Standard Image Quality
Update Software on Startup	Specifies whether or not to automatically update the system over the network when the whiteboard starts. When this check box is selected, a confirmation message to update the system appears every time the whiteboard starts.  Touching [Connection Test] allows you to check whether it is possible to connect to the update server.	Selected
Use Proxy Settings	Specifies whether or not to use the proxy to update the system over the network when the whiteboard starts.	Not selected
Use Windows Internet Options Settings	Specifies whether or not to use the Internet options of Windows to configure the proxy server when [Use Proxy Settings] is selected.	Selected

Item	Description	Initial value
Manual Settings	<p>Specifies whether or not to manually configure the proxy server when [Use Proxy Settings] is selected.</p> <p>Specify the following items when this check box is selected.</p> <ul style="list-style-type: none"> <li>• Address</li> <li>• Port Number</li> <li>• User Name</li> <li>• Password</li> </ul> <p>User name and password can be entered only when proxy user authentication is specified.</p> <p>To configure the settings, use the keyboard of the computer or the software keyboard in Windows.</p>	Not selected
Default Whiteboard Detailed Settings	<p>Specifies the default whiteboard detailed settings.</p> <p>For details about each item, see page 59 "Changing the Detailed Settings".</p>	*1
Use RICOH Interactive Whiteboard Client Function *2	Specifies whether or not to allow RICOH Interactive Whiteboard Client to participate in the remote whiteboard session opened from RICOH Interactive Whiteboard Lt for Windows.	Selected
Display help message for functions	Specifies whether or not to show the help and guidance when RICOH Interactive Whiteboard Lt for Windows starts.	Selected

\*1 The default setting for each item is as follows:

- [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)]: Not selected
- [Use Switch Page/Add Page Function]: Selected
- [Handwritten Entry/Deletion/Marker]: Use Handwritten Entry/Deletion/Marker

\*2 You can select this setting if a computer installed with RICOH Interactive Whiteboard Lt for Windows meets the following specifications. Visit Intel's website to check whether your processor supports Intel® Quick Sync Video.

- Equipped with Intel® Processor
- Processor supports Intel Quick Sync Video
- Intel® Graphics Driver version 8.15.10.2729 or later dated 2012/4/11 or later is installed

- Not using graphics technologies other than those above

# Changing the Security Settings

You can configure the following settings on the Security Settings screen under RICOH Interactive Whiteboard Lt Settings:

Item	Description	Initial value
Minimum passcode digits	Specifies the number of digits (from 4 to 10) to be used as a passcode.	4
Specify passcode on starting whiteboard	Specifies whether or not to display the passcode entry screen when starting the whiteboard.	Not selected
Display IP Address, Host Name and Passcode	<p>Specifies whether or not to automatically mask the following information in the upper part of the mail control screen:</p> <ul style="list-style-type: none"> <li>• Host Name</li> <li>• IP Address</li> <li>• Passcode</li> </ul> <p>When [Auto Hide] is selected, the entered passcode is automatically masked one minute after it has been displayed.</p>	Auto Hide
Fix to [Open with Passcode]	Specifies whether or not to require a passcode when starting a remote whiteboard.	Not selected
Prohibit direct entry of host whiteboard	Specifies whether or not to prohibit direct address entry when selecting a host whiteboard.	Not selected
Invalidate host whiteboard history	Specifies whether or not to disable the record of direct address entry when selecting a host whiteboard.	Not selected

## Adding or Deleting Your Remote License


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

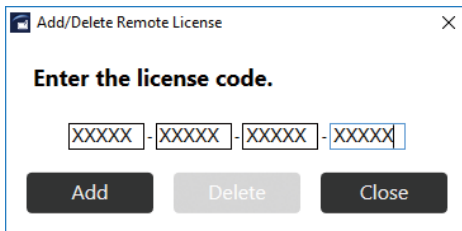
### ★ Important

- To add or delete the remote license, log on as a user with administrator privileges.

### Adding Your Remote License

4

1. Click , the Add/Delete Remote License icon, in RICOH Interactive Whiteboard Lt Settings.
2. Display the click keyboard and enter your license code.




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

3. Click [Add].

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


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

4. Click [OK].


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

5. Click [Close].

### Deleting a Remote License

1. Click , the Add/Delete Remote License icon, in RICOH Interactive Whiteboard Lt Settings.
2. Click [Delete].

**3. Click [Delete] in the message that appears.**

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

**4. Click [OK].**

**5. Click [Close].**

## Managing a Remote Contact List

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

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

### Creating a Remote Contact List

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

4

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

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

name	address	group
name01	XXX.XXX.XX.X	group01
name02	XXX.XXX.XX.XX	group01
name03	XXX.XXX.XX.XX	group02
name04	XXX.XXX.XX.XXX	group02

The diagram shows a table with three columns: name, address, and group. The first row is the header row, and the subsequent rows contain example data. A dashed green box highlights the header row. The columns are numbered 2, 3, and 4 at the bottom. The text 'DEC001' is visible at the bottom right of the table area.

#### 1. Label row

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

#### 2. Name column

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

#### 3. Address column

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

- An IP address must consist of four sets of numbers, each set separated by a period (.). The numbers must be decimal numbers between 0 and 255.
- The host name must contain 1 to 255 characters. The available characters are as follows:
  - Uppercase letters: A-Z
  - Lowercase letters: a-z
  - Numbers: 0-9
  - Symbols: - .

4. Group column

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

2. Save the file.

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

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

Sample contact list

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

1

2

3

4

name

Tab

address

Tab

group

MTG\_ROOM01

Tab

111.22.33.44

Tab

TOKYO

MTG\_ROOM02

Tab

111.22.33.55

Tab

TOKYO

Projector

Tab

IK\_PROJECTOR

Tab

RICOH

Tab

123.45.67.89

Tab

DEC002

Using spreadsheet software such as Excel to create a contact list

1

2

3

4

name	address	group
MTG_ROOM01	111.22.33.44	TOKYO
MTG_ROOM02	111.22.33.55	TOKYO
Projector	IK_PROJECTOR	RICOH
	123.45.67.89	

DEC008

1. First entry (2nd row)

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

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

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

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

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

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

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

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

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

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


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

---

## Adding a Remote Contact List

---

### Important


- When the import is complete, the contact list is overwritten.
1. Create a contact list on your computer.
  2. Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt Settings.
  3. Click [Import] of "Contact List".
  4. Select the saved contact list.
  5. Click [Open].

Import of the contact list begins. When the import is complete, a message is displayed.
  6. Click [OK].

---

## Exporting a Remote Contact List

---

1. Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt Settings.
2. Click [Export] of "Contact List".
3. On the screen that appears, specify the folder to save the file.

4. Click [Save].
5. Exporting the contact list starts. A message appears when the file has been exported.
6. Click [OK].

# Managing a Template

You can import or export an image file that you want to use as a template. Also, you can configure the default screen of the whiteboard from the list of the template after importing it.

## Creating a Template File

Create image files and a list of template files and compress them.

### 1. Create an image file as a template and save it.

You can add up to 20 image files can be added to the machine as templates.

Save the image file with the following settings:

- File name: any name
- File extension: JPG or PNG
- File size: 40 MB
- Recommended resolution: 1920 × 1080 px (FHD)

### 2. Open a text editor, spreadsheet software or other similar application.

### 3. Enter the corresponding information for each template file in the following format:

file name	Tab	display name
image file name 01	Tab	displayed file name 01
image file name 02	Tab	displayed file name 02
image file name 03	Tab	displayed file name 03
image file name 04	Tab	displayed file name 04

1                      2                      3

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#### 1. Label row

Enter "file name" and "display name" by separating them with a tab.

#### 2. Image file name column

Enter the name of the image file you want to register to the machine as a template. Enter the file name with its extension.

#### 3. Displayed file name column

Enter the name that is displayed on the setting screen. The number of characters must be 255 or less. If you do not enter a name, the current name of the image file is displayed.

### 4. Save the list.

- You can specify any name for a file.

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

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

5. Save the template file list and the image files in the same folder.

You can specify any name for a folder.

6. Zip the folder.

Sample template file list

Using a text editor such as Notepad to create a template file list

1

file name

Tab

display name

2

Image 01.jpg

Tab

image 01

3

Image 02.jpg

Tab

xxxxxx

4

Calendar.png

Tab

month 01

5

RICOH.png

Tab

DVH054

Using spreadsheet software such as Excel to create a template file list

1

file name

display name

2

Image 01.jpg

image 01

3

Image 02.jpg

xxxxxx

4

Calendar.png

month 01

5

RICOH.png

DVH055

1. First entry (2nd row)

The image file name "Image 01" is registered to the machine and displayed on the screen as "image 01".

- Image file name column: "Image 01" is entered.

- Displayed file name column: "image 01" is entered.

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

The image file name "Image 02" is registered to the machine and displayed on the screen as "xxxxxx".

- Image file name column: "Image 02" is entered.
- Displayed file name column: "xxxxxx" is entered.

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

The image file name "Calendar" is registered to the machine and displayed on the screen as "month 01".

- Image file name column: "Calendar" is entered.
- Displayed file name column: "month 01" is entered.

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

The image file name " RICOH" is registered to the machine and displayed on the screen as " RICOH".

- Image file name column: "RICOH" is entered.
- Displayed file name column: No character is entered.


---

## Importing a Template

---

### ★ Important

- The existing template file is overwritten when you import a new template file.

1. Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt Settings.
2. Click [Import] in "Template".
3. Select the compressed file you want to import.
4. Click [Open].


The selected template is imported to the machine.

5. Click [OK].

---

## Exporting a Template

---

1. Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt Settings.
2. Click [Export] in "Template".
3. Select the folder you want to export the template.
4. Click [Save].

The compressed file uploaded to the machine is downloaded.

The 6 templates that are built into the machine are not exported.


5. Click [OK].

---

## Displaying the Template when the Interactive Whiteboard Starts

---

If you import a template as a default screen for the whiteboard, the template is displayed when the whiteboard starts. Also, the default screen is displayed if you add a new blank page.

1. Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt Settings.
2. From the list of templates, select the template you want to configure as the default screen.
  - 8 template images per 1 page are displayed on the list. The maximum number of template images is 26.
  - Priority is given to the template images in the following order:
    - Whiteboard screen
    - 6 templates that are built into the machine
    - Template images that you import
  - You can configure the default screen even if no images have been imported as a template. In this case, the initial value of the default screen is the whiteboard screen.

### Note

- If image files with resolutions smaller than the recommended value are imported, an enlarged image is displayed on the screen at the fixed aspect ratio. Also, if image files with resolutions larger than the recommended value are imported, a reduced image is displayed on the screen at the fixed aspect ratio.
- If you do not configure a default screen, the whiteboard screen is used as the default screen.

## Collecting Logs

### ★ Important

- The log that is collected by this function is for troubleshooting purposes only and is not needed under normal conditions.

The information that is saved in the collection of logs is as follows:


- Start time
- End time
- Screen operations
- Information of error occurrences
- Page saved times
- Page saving destination information
- Remote whiteboard start time
- Remote whiteboard end time
- Remote whiteboard participation information

4

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### Saving the Log

---

1. Click , the Log Collection icon, in RICOH Interactive Whiteboard Lt Settings.
2. On the screen that appears, specify the folder to save the file.
3. Click [Save].
4. Click [OK].

# 5. Troubleshooting

This chapter explains what to do when a message is displayed or when the Interactive Whiteboard cannot be operated as wanted.

## If a Message is Displayed during Operation

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

**Note**

- Your service representative may ask you to collect logs for problem diagnosis if the system has a problem. For details about log collection, see page 76 "Collecting Logs".

### Error Messages Related to Drawing/Editing/Erasing Strokes

Message	Causes	Solutions
The number of handwritten entries exceeds the limit Page XX and after will be imported as images.	The number of stroke entries exceeds the limit.	<ul style="list-style-type: none"><li>• Delete unnecessary pages containing strokes.</li><li>• Delete unnecessary strokes.</li></ul>
Nothing more can be entered because the total number of entries on the whiteboard has reached the limit. Reduce the total number of entries by deleting handwritten entries/texts/lines/graphics/pages.	You have reached the maximum number of strokes, figures, and stamps that can be drawn in total on a single page.  The total number of strokes, figures, and stamps on all pages has reached 90,000.	Delete unnecessary strokes, figures, and stamps, and then try again.

## Error Messages Related to Remote Whiteboard

Message	Causes	Solutions
The version of the host whiteboard and that of the software differ. Update the host/participating whiteboard's software to the latest version.	The version of the system of the host whiteboard does not match the version of the system of the participating whiteboard.	The system needs updating. Download the latest version of RICOH Interactive Whiteboard Lt for Windows from the manufacturer's Web site and update the system.
Update the host/participating whiteboard's software to the latest version. You can participate with the current version but it is possible there may be unexpected problems. Are you sure you want to continue?	The software version of the host whiteboard differs from that of the participating whiteboard.	<ul style="list-style-type: none"> <li>The system needs updating. Download the latest version of RICOH Interactive Whiteboard Lt for Windows from the manufacturer's Web site and update the system.</li> <li>Ask the hosting user to update the system of the host whiteboards.</li> </ul>
Cannot participate with the remote whiteboard in compatible mode. To use the host/participating whiteboards update the software to the latest version.	The host whiteboard is in compatible mode when you participate in a session by specifying its IP address.	Ask the host of the session to open the session in normal mode.
Cannot start remote whiteboard A communication error has occurred. Restart the remote whiteboard.	The destination device is not responding for 30 seconds.	Start the remote whiteboard again.

Message	Causes	Solutions
<p>A communication failure has occurred.</p> <p>Save the created page and restart the application.</p>	<ul style="list-style-type: none"> <li>• A timeout occurred while you were opening a whiteboard session.</li> <li>• An internal error occurred while you were using remote whiteboard.</li> </ul>	<p>Save the page as needed. Next, quickly press and release the power button of the machine. When the Interactive Whiteboard is turned off, press the power button again to restart the Interactive Whiteboard.</p>
<p>A communication timeout has occurred.</p> <p>Possible causes may be as follows.</p> <ul style="list-style-type: none"> <li>- Not connected to the network</li> <li>- A failure has occurred on the host terminal</li> </ul>	<ul style="list-style-type: none"> <li>• The network cable is not connected or is broken.</li> <li>• The network bandwidth is too low.</li> <li>• The host device is having a problem.</li> </ul>	<ul style="list-style-type: none"> <li>• Check that the network cable is connected or is not broken.</li> <li>• Check the network band width.</li> <li>• Check the network settings of the computer, and then configure the IP address of it.</li> </ul>
<p>Cannot participate in remote whiteboard because the host name has not been found</p>	<p>The specified host name is incorrect.</p>	<p>Check the specified host name and enter the host name again.</p>
<p>Cannot continue remote whiteboard because of a communication error</p> <p>The following are possible causes.</p> <ul style="list-style-type: none"> <li>- The network settings are incorrect</li> <li>- The network cable is not connected</li> </ul> <p>Check the network status and then try again.</p>	<ul style="list-style-type: none"> <li>• The network cable is not connected.</li> <li>• The IP address is not set.</li> <li>• No IP address can be obtained over DHCP.</li> <li>• The IP address of the host whiteboard is incorrect.</li> </ul>	<p>Check the network status and open the session again.</p>

Message	Causes	Solutions
<p>Cannot start remote whiteboard</p> <p>A communication error has occurred.</p> <p>Try again later or contact your administrator.</p>	<p>The computer that is being used has been disconnected from the network.</p>	<p>Connect to the network and start the remote whiteboard again.</p>
<p>Cannot delete the page</p> <p>Try again later.</p>	<p>The file that you are trying to delete is still being downloaded.</p>	<p>Wait for a while and then try to delete the page again.</p>
<p>Cannot add the page(s)</p>	<p>A network failure may occur on a device using remote whiteboard.</p>	<p>Wait for a while and then try to add the page again.</p>

### Error Messages Related to PDF File Importing/Saving

Message	Causes	Solutions
<p>Cannot import the file</p> <p>The following are the possible causes.</p> <ul style="list-style-type: none"> <li>- The format is incorrect</li> <li>- The file has been deleted</li> <li>- No access rights</li> <li>- Disk failure</li> </ul> <p>Try again after checking the following causes.</p>	<p>The file could not be read due to one of the following:</p> <ul style="list-style-type: none"> <li>• The format is incorrect</li> <li>• The file was deleted</li> <li>• No access privileges are given</li> <li>• Disk failure</li> </ul>	<p>Resolve the cause of the error, and then try again.</p>

Message	Causes	Solutions
<p>Cannot import the file</p> <p>The following are the possible causes.</p> <ul style="list-style-type: none"> <li>- No free space on disk</li> <li>- The same file name already exists in the save folder</li> <li>- No access rights</li> <li>- Disk failure</li> </ul> <p>Try again after checking the following causes.</p>	<p>The file could not be saved due to one of the following:</p> <ul style="list-style-type: none"> <li>• No free space on disk</li> <li>• The same file name already exists in the save folder</li> <li>• No access privileges are given</li> <li>• Disk failure</li> </ul>	<p>Resolve the cause of the error, and then try saving the file again.</p>
<p>Cannot add the page(s)</p> <p>The number of pages has reached the limit (100 pages).</p> <p>Delete some pages and try again.</p>	<p>The number of pages has reached the upper limit.</p>	<p>Delete unnecessary pages, and then import the file again.</p>
<p>Cannot access the folder</p> <p>Access control is set on the folder.</p> <p>Cancel access control on the folder and try again.</p>	<p>Access control is set on the folder.</p>	<p>Cancel access control on the folder and try again.</p>
<p>Cannot import the file</p> <p>Security is set on this file.</p> <p>Select another PDF file.</p>	<ul style="list-style-type: none"> <li>• Security setting is specified for the PDF file.</li> <li>• Printing the PDF file is prohibited.</li> </ul>	<p>Select another PDF file.</p>
<p>Cannot import the file</p> <p>The file may be corrupted.</p> <p>Select another PDF file.</p>	<ul style="list-style-type: none"> <li>• The PDF file is corrupted.</li> <li>• The file is not a PDF file. For instance, the file extension of a text file was changed to .pdf.</li> </ul>	<p>Select another PDF file, or check that the PDF file opens on a computer, and then try again.</p>

Message	Causes	Solutions
Cannot add all of the pages Cannot add all of the pages because the limit (100 pages) has been reached while importing. The first XX pages has been added.	All of the pages cannot be added. The total number of pages in the PDF file exceeds the maximum number of pages that can be added.	Check the number of pages in the PDF file, and then delete unnecessary pages on the whiteboard to reduce the number of pages to 100 or less after adding pages.
Cannot add all of the pages Set a page size from 100 x 148 mm to A0.	A file import failure occurred because the page size is inappropriate.	Delete unnecessary pages before converting pages to images.
Cannot add all of the pages An unexpected problem occurred while importing. The file may be corrupted. Check the file and try again.	The file is corrupted and a file import failure occurred.	Delete unnecessary pages before converting pages to images.
Cannot import all the pages because an unexpected error has occurred while importing the file.		
Failed to create the PDF file. Please call service.	<ul style="list-style-type: none"> <li>Memory is running short.</li> <li>The system is having a problem.</li> </ul>	Exit all other applications to increase the amount of free memory on the hard disk, and then try again.
Either add a page or make a handwritten entry and then try again.	There is no captured page.	Perform one of the following actions and then try again: <ul style="list-style-type: none"> <li>Add a captured page.</li> <li>Display the screen of a computer.</li> </ul>

## Error Messages Related to the System

Message	Causes	Solutions
<p>Cannot start RICOH Interactive Whiteboard Lt for Windows.</p> <p>The RICOH Interactive Whiteboard Lt for Windows software is already running, it cannot be started again.</p>	<p>It was attempted to run RICOH Interactive Whiteboard Lt for Windows and RICOH Interactive Whiteboard Lt Settings at the same time.</p>	<p>Exit the software that is running, and then start the software that you want to use.</p>
<p>Cannot start RICOH Interactive Whiteboard Lt for Windows Settings.</p> <p>The RICOH Interactive Whiteboard Lt for Windows Settings software is already running, it cannot be started again.</p>	<p>It was attempted to run RICOH Interactive Whiteboard Lt for Windows and RICOH Interactive Whiteboard Lt Settings at the same time.</p>	<p>Exit the software that is running, and then start the software that you want to use.</p>

Error Messages Related to Configuration Settings

Message	Causes	Solutions
Cannot import the template Check the contents of the file.	<ul style="list-style-type: none"><li>• The character code format of text file is not Unicode little endian.</li><li>• The settings of the template are not tab-separated.</li><li>• The file name has character(s) that cannot be used or exceeds 255 characters.</li><li>• The folder has no text file.</li><li>• The folder has no image files.</li><li>• The extension of the image files are not JPG or PNG.</li><li>• The text file does not follow the correct format.</li></ul>	Create the file in the correct format, and then try again.
Cannot import the contact list Check the contents of the file. The last allowed character of a column and the first of the next column must be separated with a tab character.	<ul style="list-style-type: none"><li>• The number of items in the host whiteboard is incorrect.</li><li>• Each item in the host whiteboard does not meet the required condition.</li></ul>	Correct the content of the contact list file.

Message	Causes	Solutions
<p>Cannot connect to the server to update the software.</p> <p>The following are the possible causes.</p> <ul style="list-style-type: none"> <li>- The network settings are incorrect</li> <li>- The proxy address or the port setting is incorrect</li> <li>- Cannot connect to the Internet</li> </ul>	<p>While it was attempted to access the update server in the background to download the software update file, the connection failed due to one or more of the following:</p> <ul style="list-style-type: none"> <li>• The network settings in Windows are incorrect.</li> <li>• The proxy settings in RICOH Interactive Whiteboard Lt Settings are incorrect.</li> <li>• The proxy cannot connect to the Internet.</li> </ul>	<p>Try the following procedures to check the connection:</p> <ul style="list-style-type: none"> <li>• Configure the network settings in Windows, or check the settings and make necessary corrections.</li> <li>• To check the proxy settings, start RICOH Interactive Whiteboard Lt Settings and make necessary corrections. For details about the proxy settings, see page 62 "Changing General Settings".</li> <li>• If it is likely that your Internet connection provider or the proxy caused the problem, contact the help desk or network administrator.</li> </ul>
<p>Cannot Perform Proxy Authentication</p> <p>Check the proxy user name and password.</p>	<p>While it was attempted to access the update server, the connection failed due to the incorrect settings of the proxy authentication in RICOH Interactive Whiteboard Lt Settings.</p>	<p>To check the proxy settings, start RICOH Interactive Whiteboard Lt Settings, make necessary corrections, and then try again. For details about the proxy settings, see page 62 "Changing General Settings".</p>
<p>The license code is incorrect.</p> <p>Check the license code and re-enter.</p>	<p>The license code you entered is incorrect.</p>	<p>Enter the correct license code.</p>

## Other Error Messages

Message	Causes	Solutions
<p>Cannot confirm the latest version</p> <p>Check the network status.</p>	<p>The machine is not connected to the network.</p>	<ul style="list-style-type: none"> <li>• Check the network settings.</li> <li>• Make sure the network cable is properly connected.</li> </ul>

Message	Causes	Solutions
Cannot start RICOH Interactive Whiteboard Lt for Windows.  The resolution on Interactive Whiteboard does not match. Change the resolution of Interactive Whiteboard to 1920×1080 from the resolution settings screen on Windows.	A resolution less than 1920 × 1080 is selected for the screen to be displayed on the Interactive Whiteboard.	<ul style="list-style-type: none"><li>When the display setting of the computer is "Duplicate", select a resolution to 1920 × 1080 pixels.</li><li>When the display setting of the computer is "Extend", select a resolution to 1920 × 1080 pixels on the whiteboard.</li></ul>
Failed to import the desktop image.	<ul style="list-style-type: none"><li>Memory is running short.</li><li>The system is having a problem.</li></ul>	Quit other applications to increase the amount of free memory on the computer, and then try again.

# When You Cannot Use the Interactive Whiteboard As You Want

This section explains what to do when the Interactive Whiteboard cannot be operated as you want.

## When Using the System as a Whiteboard

Problem	Causes	Solutions
A stroke is not displayed at the correct position.	<ul style="list-style-type: none"> <li>There is something on the display frame.</li> <li>The display is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the display. For details about how to clean the display, see page 91 "Cleaning the Display".</li> </ul> <p>If any of these actions do not fix the problem, contact your service representative.</p>
A stroke is broken halfway.	<ul style="list-style-type: none"> <li>The pen nib may not be touching the display correctly.</li> <li>The inside of the display frame is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>When writing, raise the pen so that the pen nib is kept pressed, and apply appropriate stroke pressure.</li> <li>Clean the inside of the display frame. For details about how to clean the display, see page 91 "Cleaning the Display".</li> <li>If an infrared device is used near the system, turn the device off.</li> </ul> <p>If any of these actions do not fix the problem, contact your service representative.</p>

Problem	Causes	Solutions
A stroke is suddenly displayed in an unintended direction halfway.	<ul style="list-style-type: none"> <li>• Something other than the pen is touching the display.</li> <li>• There is something on the display frame.</li> <li>• If too much stroke pressure is applied, a line stroke may be displayed in an unintended direction.</li> <li>• The display frame is being pressed strongly.</li> <li>• If the pen is used near a window, under direct sunlight or bright lighting, a stroke may be displayed in an unintended direction.</li> <li>• The display was pressed strongly.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep anything other than the pen from touching the display.</li> <li>• Do not leave anything that can serve as an obstacle on the display frame.</li> <li>• Be careful not to apply too much stroke pressure.</li> <li>• Keep your hands away from the display frame.</li> <li>• Change the location of the system.</li> <li>• Do not apply too much force to the display.</li> </ul> <p>If any of these actions do not fix the problem, contact your service representative.</p>
An unknown error that is not related to the whiteboard function occurs.	There may be a problem with the system.	Contact your service representative.
The display does not respond even when you touch the screen of the whiteboard.	You may need to configure the touch panel in the tablet PC settings on your computer.	To configure settings for the touch panel of the computer, see the operation manual that is included in the installer of RICOH Interactive Whiteboard Lt for Windows.

Problem	Causes	Solutions
Touching the whiteboard is mistakenly recognized as touching the display of the computer.	If you select [Extend these displays] in the display settings, touching the whiteboard may be mistakenly recognized as touching the display of the computer.	<p>Run the setup program for the [Tablet PC Settings] following the procedures below:</p> <ol style="list-style-type: none"> <li>1. Open the [Control Panel] window.</li> <li>2. Enter "Tablet" in the search box of the [Control Panel] window.</li> <li>3. Click [Tablet PC Settings].</li> <li>4. Click [Setup] on the [Display] tab of the [Tablet PC Settings] window.</li> </ol> <p>When connecting the computer to the same Interactive Whiteboard, you do not need to configure the settings after the first time.</p> <p>If [Tablet PC settings] does not appear when you enter "Tablet" in search box of the [Control Panel] window, check that the Windows service, either "Tablet PC Input Service" or "Touch Keyboard and Handwriting Panel Service", has started. <sup>*1</sup></p>

\*1 Do the following procedures to check that the Windows service, either "Tablet PC Input Service" or "Touch Keyboard and Handwriting Panel Service", has started.

1. Enter "Administrative Tools" in the search box of the [Control Panel] window.
2. Click [Administrative Tools].
3. Click [Service] in [Administrative Tools].
4. If the status of [Tablet PC Input Service] or [Touch Keyboard and Handwriting Panel Service] is not "Started", right-click on the service and select [Start] from the menu.
5. After "Started" appears as the status, close the Control Panel window and open it again, and then enter "Tablet" in the search box of the [Control Panel] window.

While Using Remote Whiteboard

Problem	Causes	Solutions
A connection is not established although the previously used passcode has been entered.	The entered passcode is incorrect.	A different passcode is generated each time the Interactive Whiteboard starts up. To participate in a remote whiteboard session, check and use the correct passcode.

# 6. Appendix

This chapter shows the trademarks and contact information.

## Maintenance

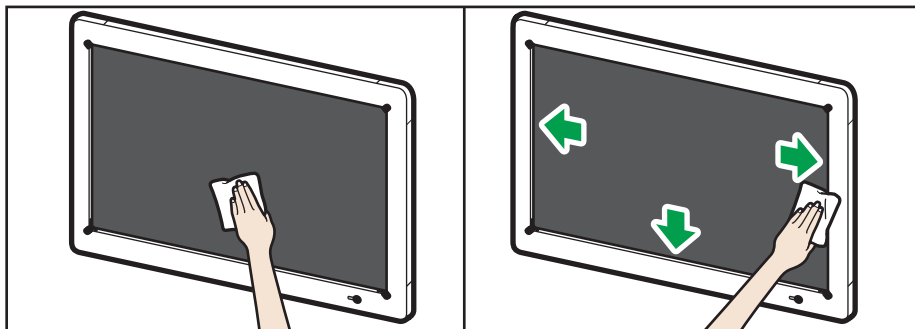
### Cleaning the Display

#### ⚠ CAUTION

- When performing maintenance on the machine, always disconnect the power cord from the wall outlet.

If the display surface or the inside of the display frame of the whiteboard becomes dirty, clean it with a soft dry cloth.

If the display is used without cleaning, a position touched on the display may not be recognized correctly.



DHG569

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