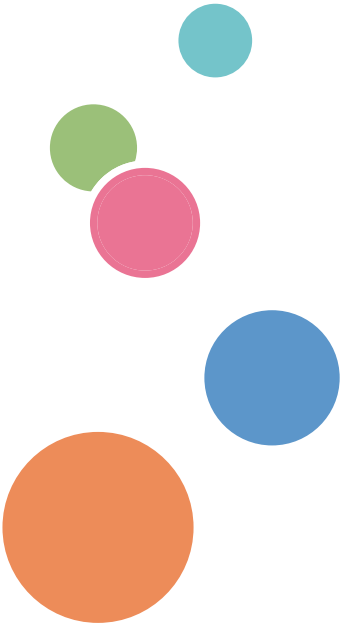
RICOH

RICOH Interactive Whiteboard Lt for Open Controller

Operating Instructions



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How to Read This Manual

Symbols

This manual uses the following symbols:

Important

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

Note

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

[ ]

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

Disclaimer

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.

Notes

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 Open Controller.

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.

1. Overview

This chapter provides an overview of the whiteboard function of RICOH Interactive Whiteboard products. It also explains how to view the screen and devices that can be connected to the capture board and controller unit.

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.

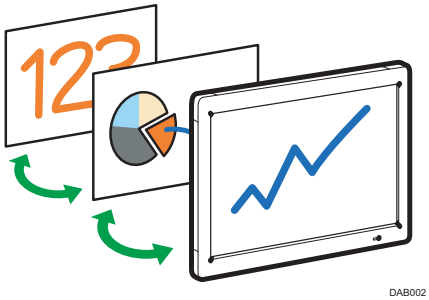
See page 27 "Writing on the Screen".

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 45 "Operating a Page".



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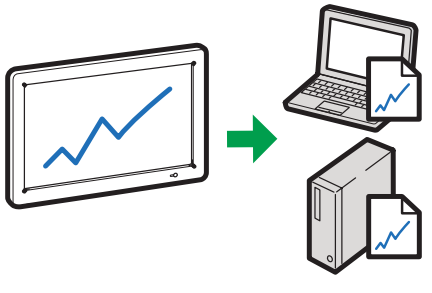
Save pages

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

See page 50 "Saving Pages".



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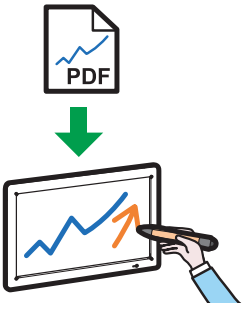
1

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 51 "Importing a File".



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

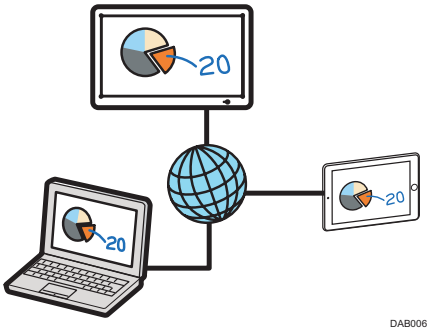
You can display an image from a computer, tablet, or document camera. You can also write text or draw figures on the image that is displayed.

See page 13 "Screen Display Modes".

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 53 "Using a Remote Whiteboard to Share the Screen".



Starting/Ending RICOH Interactive Whiteboard Lt for Open Controller

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

Starting RICOH Interactive Whiteboard Lt for Open Controller

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

Important

- **You cannot start the RICOH Interactive Whiteboard Lt for Open Controller when whiteboard power is turned off.**
- **To start RICOH Interactive Whiteboard Lt for Open Controller, 300 MB or more of free disk or memory space is required.**

When RICOH Interactive Whiteboard Launcher is installed

1. **Touch the icon of the whiteboard application on the launcher screen.**

   If the icon is not displayed, start RICOH Interactive Whiteboard Lt for Open Controller from the [Start] menu of your computer.

When RICOH Interactive Whiteboard Launcher is not installed

1. **From the [Start] menu of your computer, click [RICOH IWB Lt OP] under [Ricoh].**

   RICOH Interactive Whiteboard Lt for Open Controller starts.

Note

- Depending on your environment, two arrows may be displayed on the upper-right corner of the short cut icon. This is a specification of Windows, and does not affect operations of the application.

Ending RICOH Interactive Whiteboard Lt for Open Controller

RICOH Interactive Whiteboard Lt for Open Controller ends.

When RICOH Interactive Whiteboard Launcher is installed

1. **Touch , the Menu icon.**
2. **Touch , the Finish Meeting icon.**
3. **On the screen that appears, touch [Exit].**

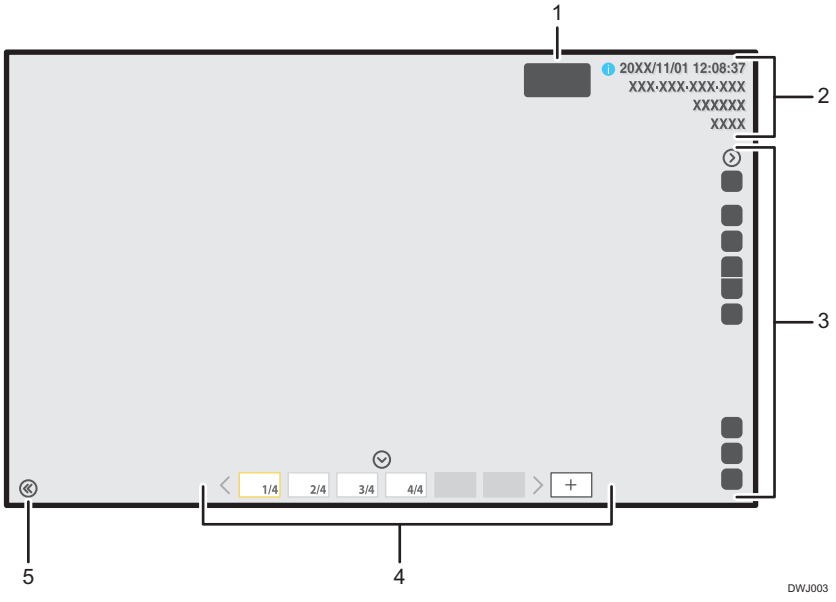
When RICOH Interactive Whiteboard Launcher is not installed

1. Touch , the Close 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 50 "Saving Pages".

Screen Configuration



1. **Floating toolbar**

   The floating toolbar can be dragged anywhere on the screen, and it can be folded by touching .

   The following icons are displayed:

Icon	Description
Import to Page	• Captures the desktop screen of the Interactive Whiteboard or the screen of the device that is connected to the whiteboard, and displays the captured screen image on the whiteboard. **Reference** • See page 13 "Screen Display Modes".
• Desktop Mode • Displaying External Input Mode	• Switches the screen to desktop mode or to the screen of the device that is connected to the whiteboard. **Reference** • See page 13 "Screen Display Modes".

Icon	Description
Whiteboard Mode	• Switches the screen to whiteboard mode. **Reference** • See page 13 "Screen Display Modes".

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 Interactive Whiteboard.

- Host name

  Indicates the host name of the Interactive Whiteboard. 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 71 "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 for Open Controller Settings. For details about how to change the settings, see page 71 "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 15 "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 15 "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 Open Controller 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

You can switch between different display modes of the screen.

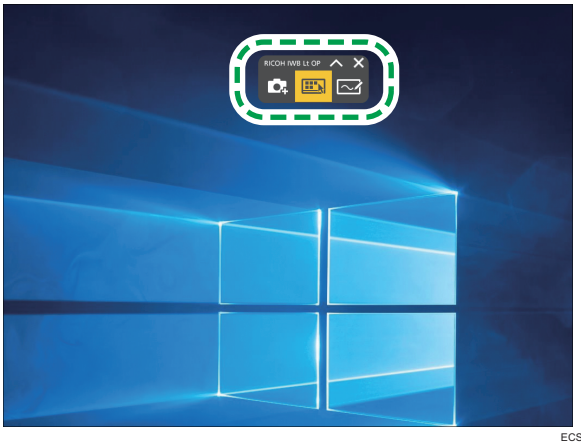
Available display modes are as follows:

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 or Displaying External Input Mode is selected.
• Desktop Mode • Displaying External Input Mode	Displays the desktop screen of the Interactive Whiteboard or the screen of the device that is connected to the whiteboard.	For details, see page 13 "Capturing the Desktop Screen of the Interactive Whiteboard" and page 14 "Capturing the Screen of the Device Connected to the Whiteboard".

Capturing the Desktop Screen of the Interactive Whiteboard

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

1. **Touch , the Desktop Mode icon.**
2. **Display the application screen that you want to capture.**
3. **Touch , the Import to Page icon, on the floating toolbar.**



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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.

Capturing the Screen of the Device Connected to the Whiteboard

You can capture the screen of the device connected to the whiteboard as a "Captured page", and display the captured image on the whiteboard.

You can use this function when using RICOH Interactive Whiteboard Controller OP-5/OP-10 and RICOH Interactive Whiteboard Capture Box Type 1 is connected to RICOH Interactive Whiteboard Controller OP-5/OP-10.

1. **Connect the external input device to RICOH Interactive Whiteboard Capture Box Type 1.**

   The screen of the connected device is displayed on the Interactive Whiteboard.

   If you only want to display the screen of the connected device, without using the capture function, you can connect the device to the input terminal of the Interactive Whiteboard.

2. **Touch , the Import to Page icon on the screen that you want to capture.**

   - To continue to capture other screens, touch , the Displaying External Input Mode icon on the whiteboard screen, and then repeat Step 2.
   - If multiple external input devices are connected, select the input source by touching , the Displaying External Input Mode icon on the floating toolbar on the whiteboard screen.

Icons Displayed on the Interactive Whiteboard

Main operation panel

Icon	Description

Share
	• This icon is used to:
	  • host a remote whiteboard session
	  • participate in the hosted remote whiteboard session
	• During a remote whiteboard session, an icon similar to the following appears:
	
	Reference
	• See page 56 "Opening a Remote Whiteboard Session".
	• See page 59 "Participating in a Remote Whiteboard Session".
	• See page 63 "Checking the Remote Whiteboard Information".

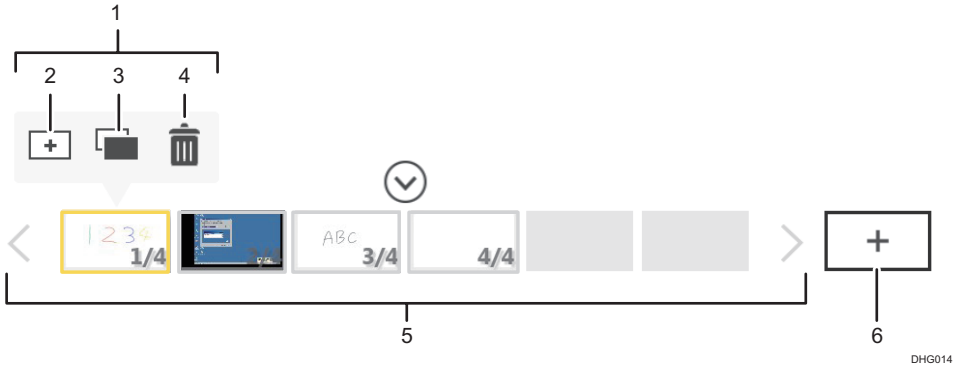
 Marker Entry Mode	• Used to draw markers with your finger or touch pen. • This icon appears when marker entry mode is selected from the pen submenu. **Reference** • See page 27 "Writing on the Screen". • See page 29 "Writing in marker entry mode".
 Pen Handwritten Entry Mode	• Used to draw strokes, or figures, or enter a stamp. • This icon appears when handwritten entry mode is selected from the pen submenu. • Used to change the colors and thickness of the drawing. • Used to display a grid on the screen. • 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. **Reference** • See page 27 "Writing on the Screen". • See page 30 "Writing in handwritten entry mode".

Icon	Description
 Line Entry Mode	• This icon appears when line entry mode is selected from the pen submenu. • Used to draw lines, dotted lines, and arrows. • The color of the icon changes according to the selected color. Also, the shape of the icon changes according to the selected line type. **Reference** • See page 27 "Writing on the Screen". • See page 30 "Writing in line entry mode".
 Stamp Entry Mode	• This icon appears when stamp entry mode is selected from the pen submenu. • Used to select and enter a stamp. • 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: **Reference** • See page 27 "Writing on the Screen". • See page 31 "Writing in stamp entry mode".

Icon	Description
 Select and Delete	• Used to select a stroke, figure, or stamp to edit. • Used to delete a stroke, figure, or stamp. • Used to draw strokes, figures, or cut/copy/paste stamps. • Depending on the function that is selected on the select or delete submenu, one of the following icons appears: DQN021 1. Delete 2. Partially Delete 3. Select 4. Paste **Reference** • See page 37 "Enlarging, Reducing, or Moving the Strokes". • See page 31 "Deleting Strokes". • See page 39 "Cutting, Copying, or Pasting Strokes".
 Undo/Redo	• Used to undo a drawn, edited, or deleted stroke, figure, or stamp. • Used to redo the operation that was undone. **Reference** • See page 43 "Undoing Operations".
 Loupe	• Used to change the display magnification. • Used to move a displayed area. **Reference** • See page 42 "Changing the display magnification with the pen".
 Remote Whiteboard	• This icon appears when an externally input image of the whiteboard that is connected via remote whiteboard is displayed. **Reference** • See page 53 "Using a Remote Whiteboard to Share the Screen".

Icon	Description
Whiteboard Detailed Settings	• Used to check or change the whiteboard detailed settings. **Reference** • See page 65 "Changing the Detailed Settings".
Import and Save	• Used to load a file. • Used to save pages. • Used to add a template as a new page. **Reference** • See page 51 "Importing a File". • See page 50 "Saving Pages". • See page 45 "Adding a Page".
Close	Used to exit RICOH Interactive Whiteboard Lt for Open Controller. **Reference** • See page 9 "Ending RICOH Interactive Whiteboard Lt for Open Controller".

Page operation panel



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 45 "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 46 "Copying a page".

4. **Page Delete icon**

   Deletes the page selected in the page list. For details, see page 47 "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 45 "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 27 "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.

Inserting a USB Flash Memory Device

⚠CAUTION

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

Important

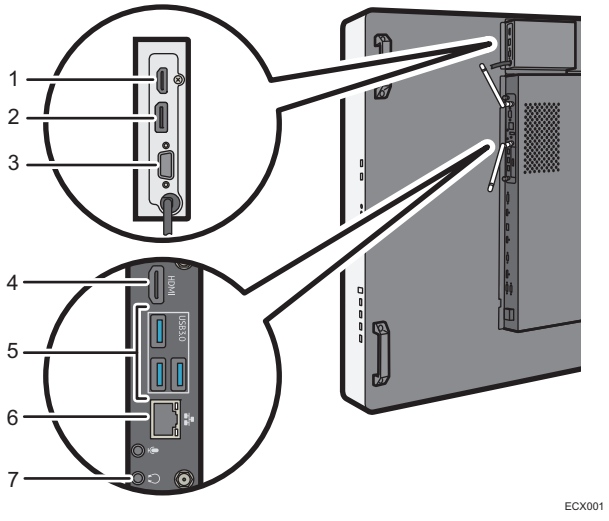
- If a USB flash memory device is being accessed, do not disconnect it. Doing so can damage the USB flash memory device and corrupt its data.
- The video files stored on a USB flash memory device cannot be played back on the machine.
- Use a USB device that supports USB 2.0 or USB 3.0. For details about the type of the USB port and its usage, see Read This First or Operating Instructions for the main unit.
- Use a USB device that is formatted in FAT16, FAT32, or NTFS file system.
- A USB flash memory device protected by a password cannot be used.

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

Devices That Can Be Connected to the Capture Board and Controller Unit

The following are the input/output terminals on the Capture Board and Controller Unit and their descriptions. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of the main unit.

The illustrations shown below may differ from the appearance of the interactive whiteboard you are using.



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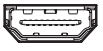
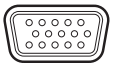
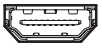
1. **HDMI Input**
2. **DisplayPort Input**

   DisplayPort 1.1a compliant
3. **VGA Input**
4. **HDMI Output**
5. **USB Port**
6. **LAN Port**
7. **Audio Output**

No.	Terminal	Description
1	 HDMI Input	Devices that can be connected to the capture board are as follows: • Computer • Tablet • Document camera • Digital still camera • Digital video camera You cannot display copyright-protected content such as DVD and Blu-ray discs. **Note** • To display a copyright-protected material, connect to the HDMI Input of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of the main unit.
2	 DisplayPort Input	Devices that can be connected to the capture board are as follows: • Computer • Tablet • Document camera You cannot display copyright-protected content such as DVD and Blu-ray discs. **Note** • To display a copyright-protected material, connect to the HDMI Input of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of the main unit.
3	 VGA Input	Devices that can be connected to the capture board are as follows: • Computer • Tablet • Document camera

No.	Terminal	Description
4	 HDMI Output	Devices that can be connected to the controller unit are as follows: •]Audio Visual device • External monitor • Projector Use this terminal to output the image and sounds being played on the whiteboard to an audio-visual device, external monitor or projector.
5	 USB Port	Devices that can be connected to the controller unit are as follows: • USB flash memory device • Video conferencing device
6	 LAN Port	Devices that can be connected to the controller unit are as follows: • Router or other communication devices Use this terminal port to connect the LAN cable.
7	 Audio Output	Devices that can be connected to the controller unit are as follows: • Self-powered speaker or other audio device Use this terminal to connect to the line input terminal of an amplifier.

Note

- For details about the input signals that are supported, see page 97 "List of Video Input Signals Supported by the Machine".
- The audio signals of the HDMI Input and DisplayPort Input are output to the audio output terminals.
- When more than one device is connected to the input terminals, priority is given to the terminals in the order of HDMI Input, DisplayPort Input, and VGA Input.
- To display an externally input still or video image on the machine in cases other than for citation, the material must be created by yourself and you must own the copyright, or you must be granted permission to use the material from the rightful owner of the copyright.
- A delay may occur when an image is displayed that is input from the HDMI, DisplayPort, or VGA input terminal due to various composite processing methods such as overlaying entries.

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

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

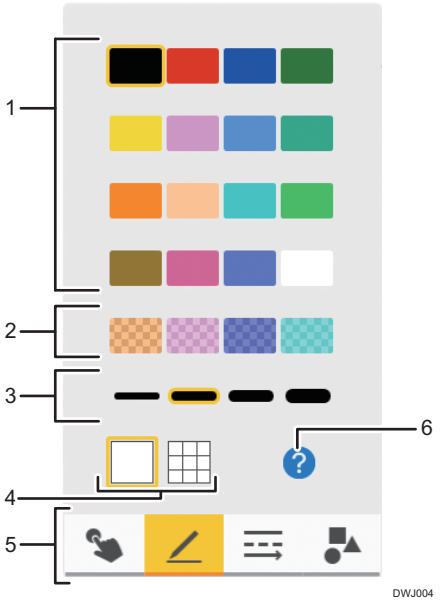
- Erase

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 29 "Writing in marker entry mode")
   - Writing in handwritten entry mode (page 30 "Writing in handwritten entry mode")
   - Writing in line entry mode (page 30 "Writing in line entry mode")
   - Writing in stamp entry mode (page 31 "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)

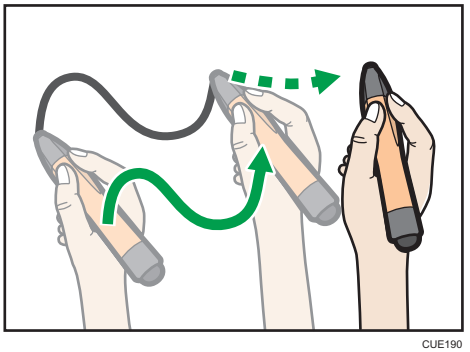
Note

- You cannot save markers.

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.**



CUE190

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 65 "Changing the Detailed Settings" and page 68 "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 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.

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, seepage 37 "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.

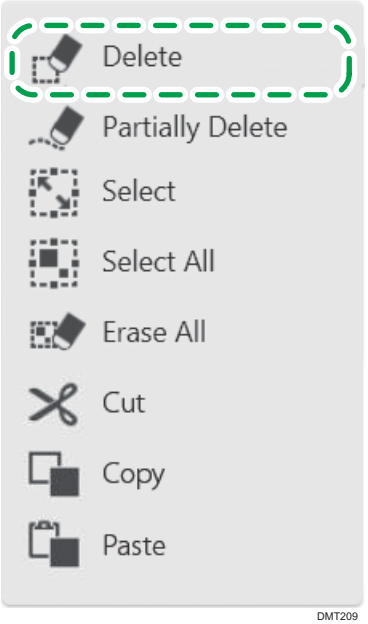
Note

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

Deleting individual strokes

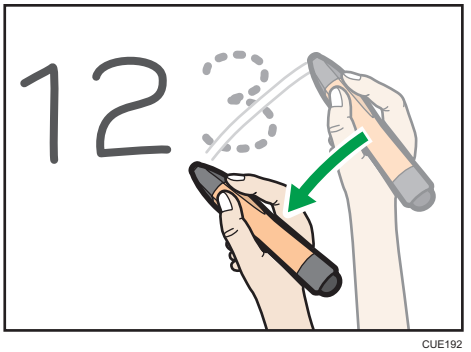
Deleting using the pen nib

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



DMT209

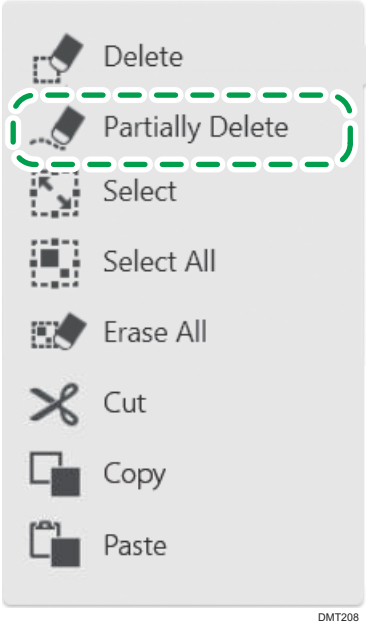
2. Move the pen nib across a stroke to erase it.



CUE192

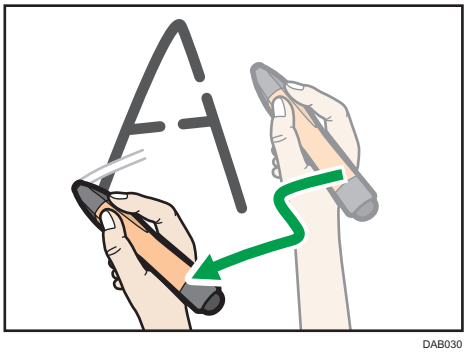
Deleting a portion of a stroke

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



DMT208

2. **Move the pen over the stroke.**



DAB030

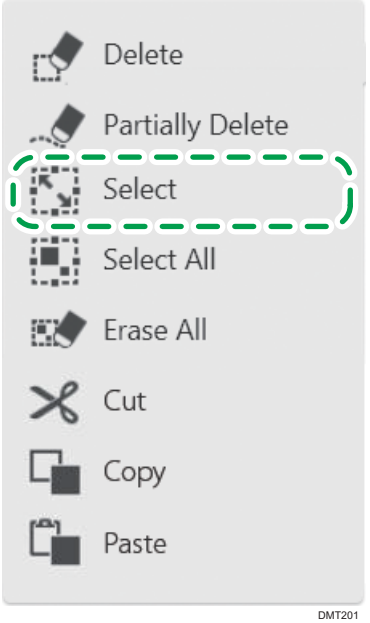
Only the portions of the stroke touched by the pen nib are deleted. The thickness of the deleted portions is equal to the one selected by , the Pen icon.

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

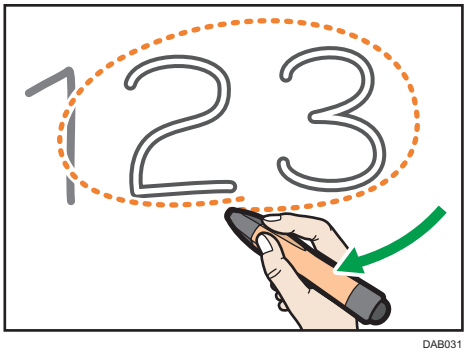
1. Touch , the Select and Delete icon, and then touch , the Select icon.



DMT201

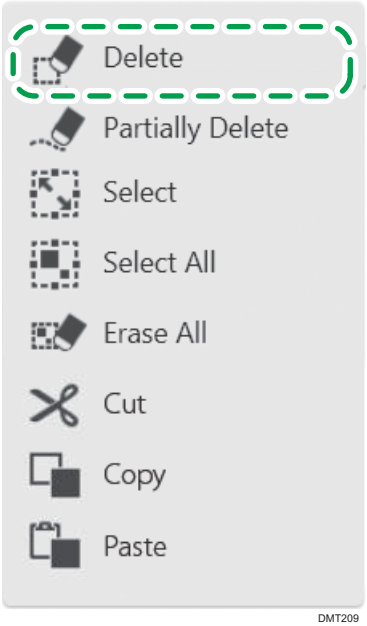
2. Enclose a stroke with the pen nib to select the stroke.

   You can select a single stroke by touching it.



DAB031

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



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 graphics or stamps.

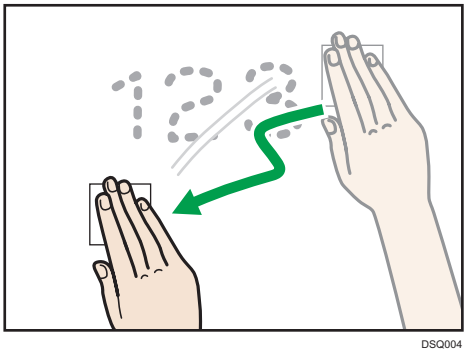
Use the palm of your hand or the tips of your fingers as appropriate, depending on what area of a whiteboard entry you want to delete.

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.**



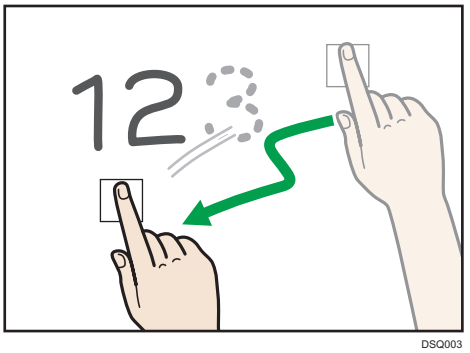
DSQ004

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.
- Graphics or stamps cannot be partially deleted.

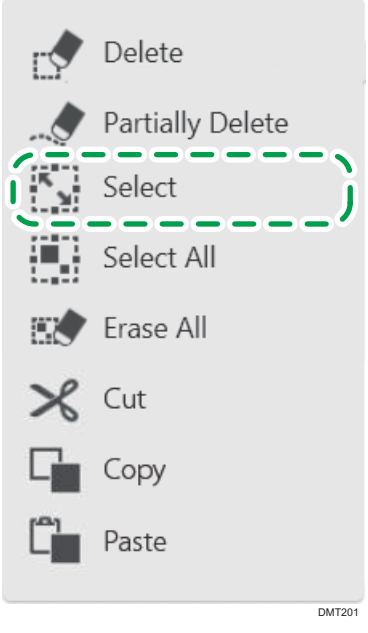
- When the machine is in palm deletion mode, you cannot perform any operation other than deletion.
- Up to 4 deletion icons can be displayed and operated at a time.
- In addition to your finger, you can use a commercially available whiteboard eraser or the like. To avoid damaging the screen, use a whiteboard eraser made from soft materials such as cloth.
- On the RICOH Interactive Whiteboard 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.

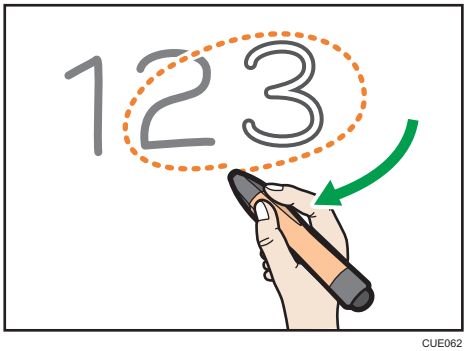
Selecting a stroke

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



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

   You can select a single stroke by touching it.

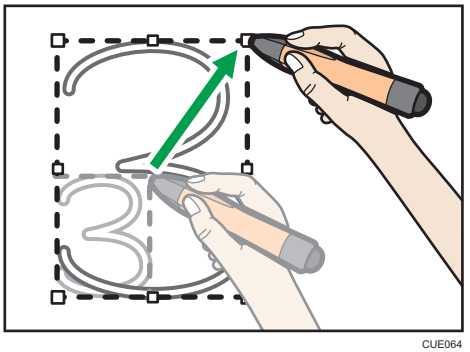


CUE062

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

Enlarging or reducing strokes

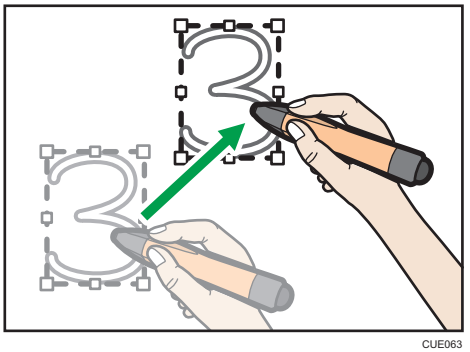
Place the pen nib on the corner or the center of a side, and then drag the pen nib so that the stroke can be enlarged or reduced to the size you want.



CUE064

Moving strokes

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



CUE063

Note

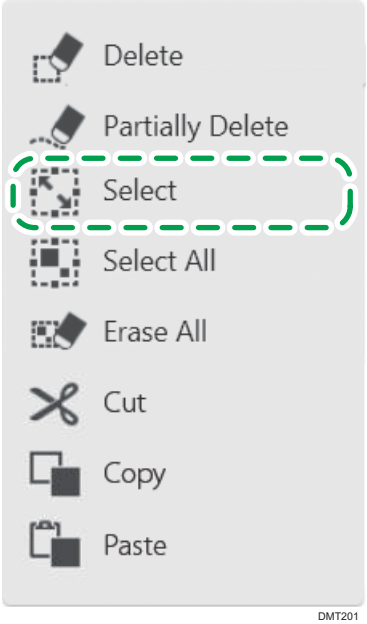
- You can enlarge, reduce, or move the written text or drawn figure after selecting it with the mouse.

Cutting, Copying, or Pasting Strokes

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

Cutting or Copying Strokes

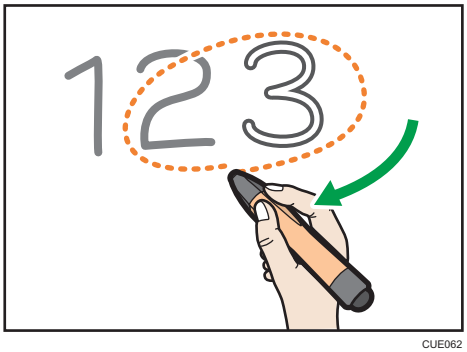
1. **Touch , the Select and Delete icon, and then touch , the Select icon.**



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 37 "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 Open Controller.
- 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

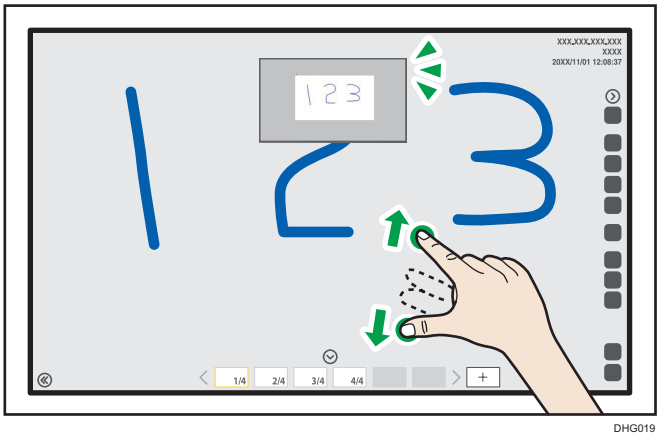
There are two methods for changing the display magnification of a displayed page or moving the display area of an enlarged page. The first is to use your fingers, and the second is to use the pen.

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

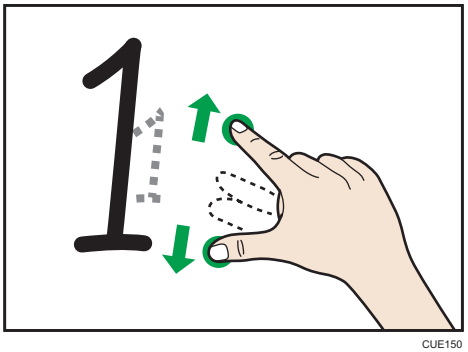
When you change the display magnification or move the display area with your fingers, a zoom navigator appears in the top center of the screen. The zoom navigator shows the area displayed on the screen.



DHG019

Changing the display magnification

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



CUE150

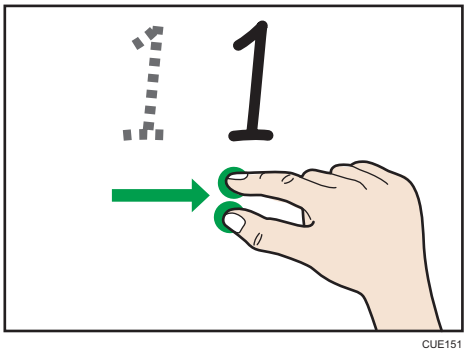
- When you spread your fingers apart, the screen is enlarged, centering on where you originally touched.
- When you pinch your fingers together, the screen is reduced, centering on where you originally touched.

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.



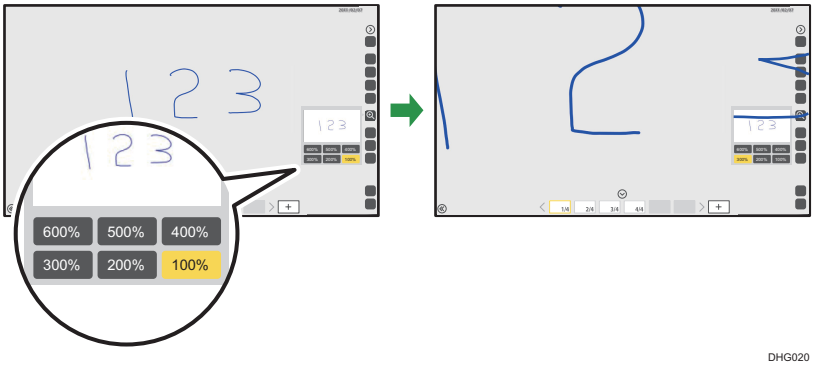
CUE151

The display area moves with the movement of your fingers.

Changing the display magnification with the pen

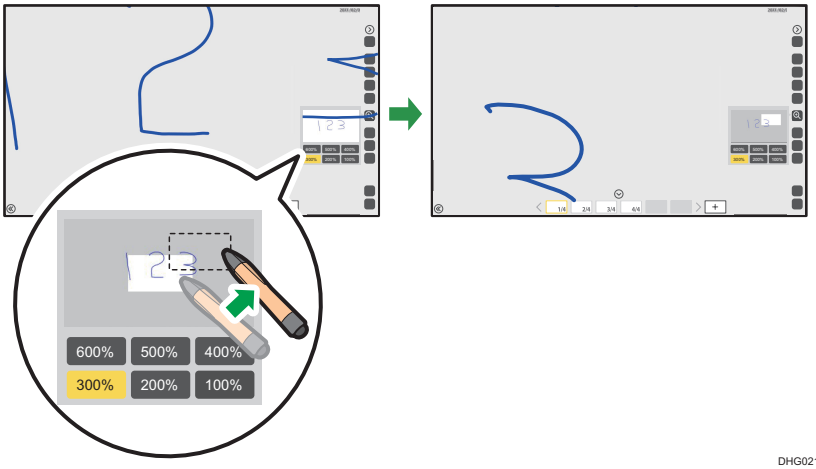
Select , the Loupe icon, to change the display magnification, or to move a displayed area. The enlarged display area can be moved.

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.**



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 capturing an externally input image, you cannot undo or redo any of the operations performed on the captured page.
- After copying a captured page, you cannot undo or redo any of the operations performed on the copied page.
- When 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.

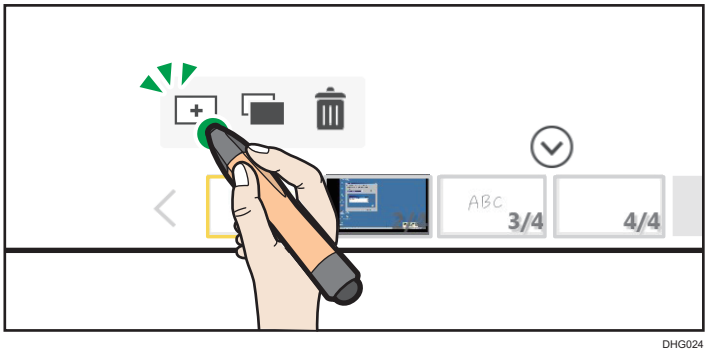
Adding a Page

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.**

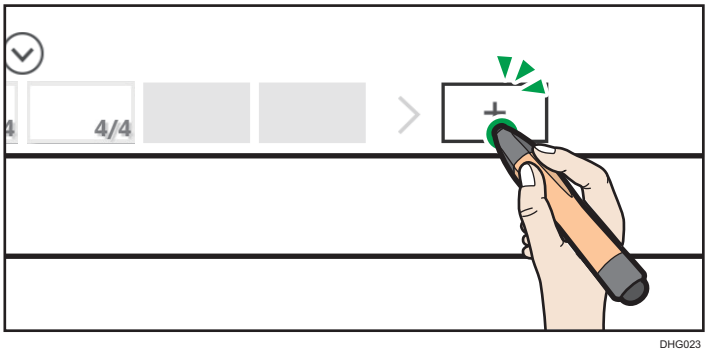


DHG024

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

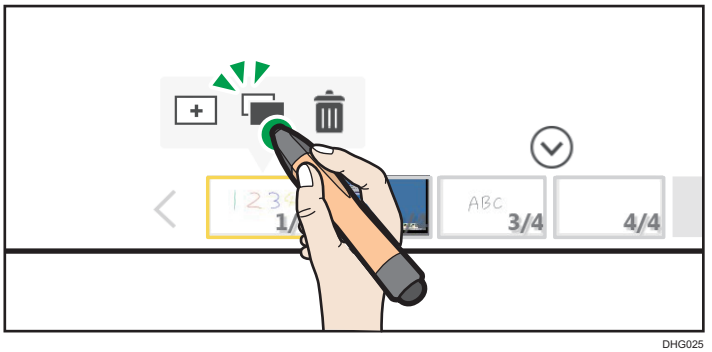
A new blank page is created at the end of the captured pages list. The added page appears on the screen.

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 78 "Managing a Template".

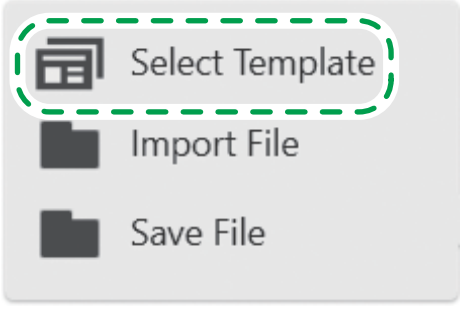
Adding a Template

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 78 "Managing a Template".

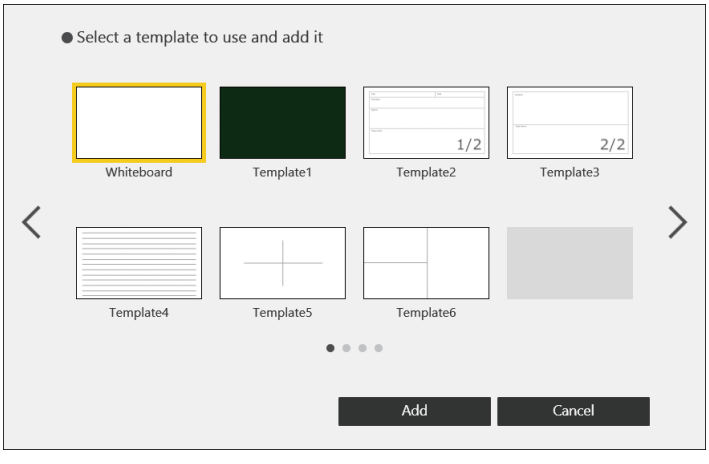
1. **Touch , the Import and Save icon.**

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

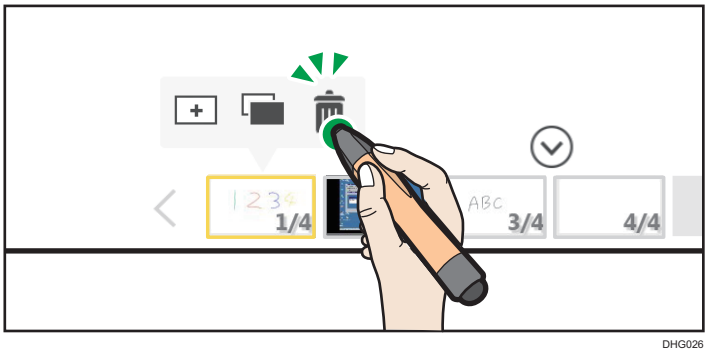
- You can add a white page by selecting the one in the template selection window.

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.

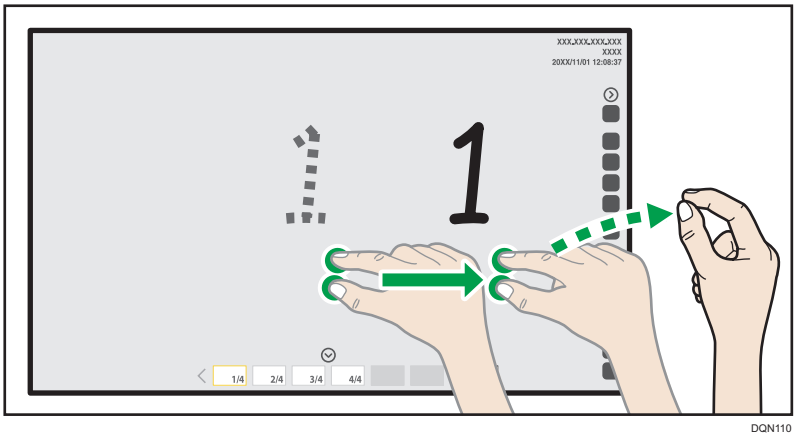
Note

- 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.

⚠CAUTION

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

Saving Pages

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

- a folder on the network or the Interactive Whiteboard on which RICOH Interactive Whiteboard Lt for Open Controller is installed.
- USB flash memory device

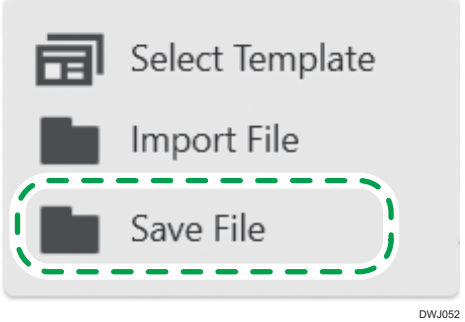
All the existing pages are saved as a single PDF file.

You can load saved pages, edit or add strokes or figures on the pages. For details about how to import saved files, see page 51 "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 • The name of a file saved on January 23, 2014, at 4:56:07 is "iwb-20140123-045607.pdf".
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.

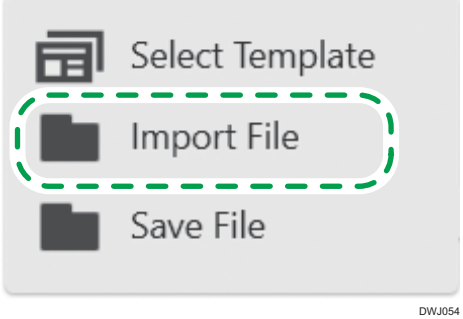
The supported conditions of a file are as shown below.

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 *1

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

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.

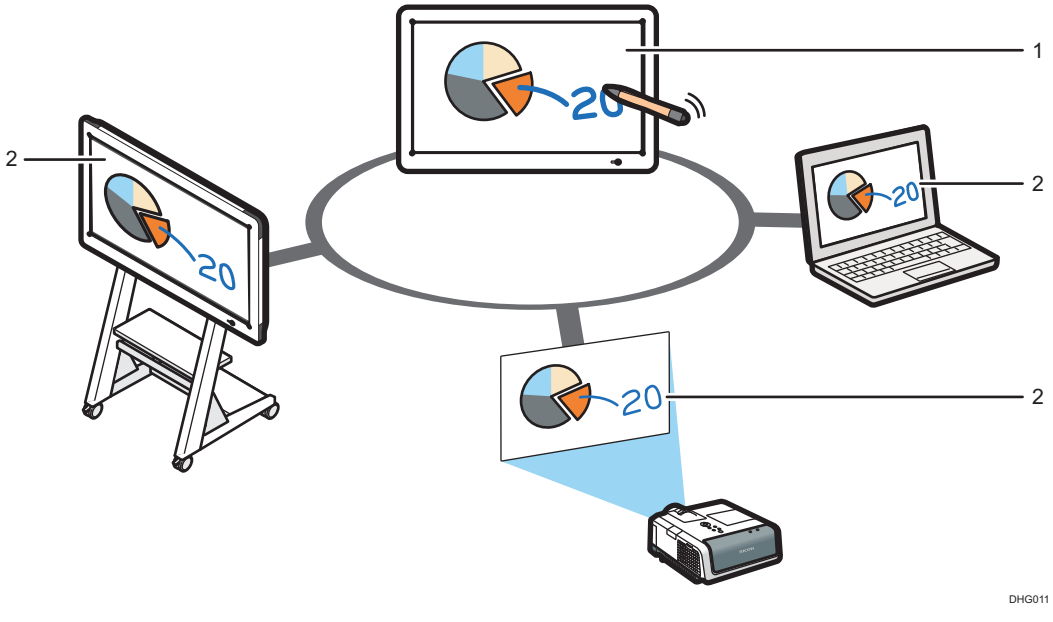
Overview of Remote Whiteboard

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

Important

- **To host remote whiteboard sessions form RICOH Interactive Whiteboard Lt for Open Controller, you need to add your Remote License. For details about how to add your Remote License, see page 72 "Adding or Deleting Your Remote License".**

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



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	RICOH Interactive Whiteboard Lt for Open Controller	Projector with interactive functionality
Participant (Writing)	RICOH Interactive Whiteboard	○	○	○	○
	RICOH Interactive Whiteboard Lt for Windows	○	○	○	×
	RICOH Interactive Whiteboard Lt for Open Controller	○	○	○	×
	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 56 "Opening a Remote Whiteboard Session".

- For details about how to participate in a remote whiteboard session, see page 59 "Participating in a Remote Whiteboard Session".
- Smart devices that can connect to a remote whiteboard using RICOH Interactive Whiteboard Client are as follows:
  - iPad (4th generation or later) (iOS10/11)
  - Android tablet (Android 5.x/6.x/7.x)
  - Windows devices (Windows 7/10)
- 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.

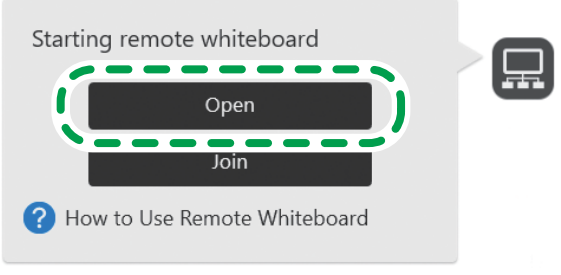
Opening a Remote Whiteboard Session

This section explains how to open a remote whiteboard session.

Important

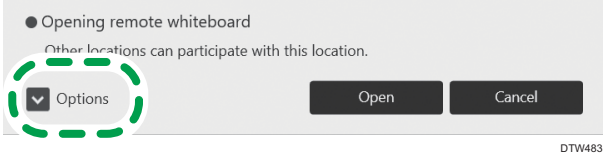
- To host remote whiteboard sessions from RICOH Interactive Whiteboard Lt for Open Controller, you need to add your Remote License. For details about how to add your Remote License, see page 72 "Adding or Deleting Your Remote License".
- Enable [Use RICOH Interactive Whiteboard Client Function] on the General Settings in RICOH Interactive Whiteboard Lt for Open Controller Settings to connect from RICOH Interactive Whiteboard Client. For details, see page 68 "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 Open Controller.

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



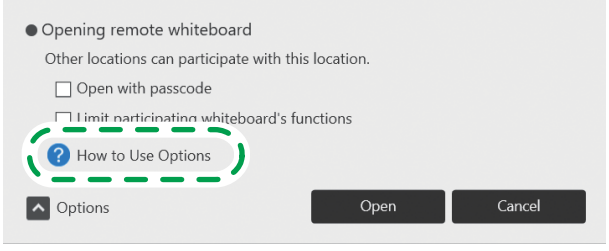
DTW482

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".



DTW484

- 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 63 "Checking the Remote Whiteboard Information".

Closing a Remote Whiteboard Session

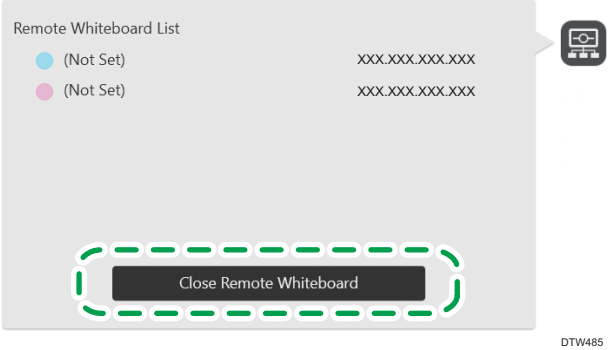
This section explains how to close a remote whiteboard session.

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 Open Controller, quit the remote whiteboard session, and then turn off the power.**

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



DTW485

3. **Touch [Close].**

Note

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

Participating in a Remote Whiteboard Session

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

Important

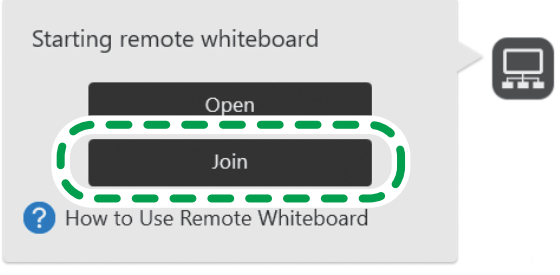
- **When you join a remote whiteboard session, all the pages that existed prior to joining the session are deleted and the contents of the host whiteboard are imported.**
- **You cannot connect to a remote whiteboard opened in compatible mode.**

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 ask the hosting user to update the system of the host whiteboards.

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

Participating from the Interactive Whiteboard

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



DTW486

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 60 "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 63 "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.

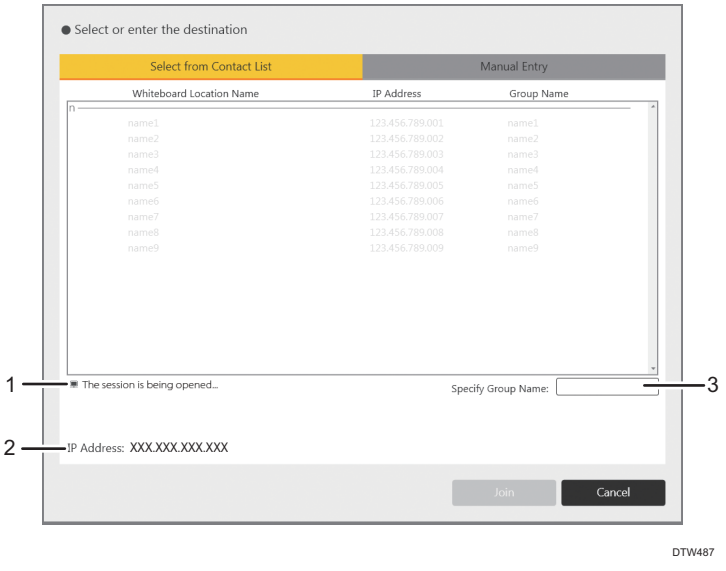
Specifying the remote whiteboard session to join

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.



DTW487

1. **Status of the host whiteboard**

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

2. **IP address display field**

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

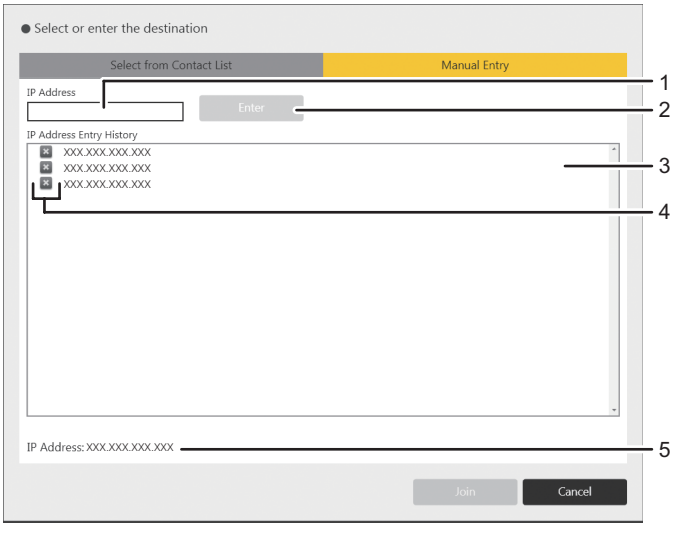
3. **Specify Group Name**

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

Specifying by entering manually

Specify the host whiteboard by entering its IP address.

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



DHG352

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

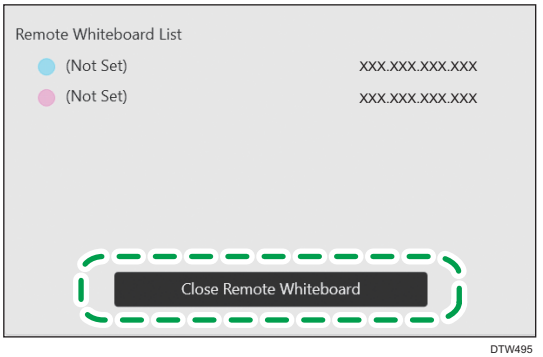
- For details about how to add a contact list, see page 74 "Managing a Remote Contact List".

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].**



DTW495

3. **Touch [Leave].**

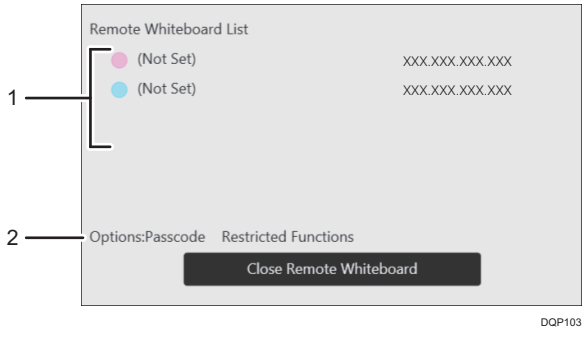
Note

- 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.



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 Open Controller.

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.**

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

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

   - [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 68 "Changing General Settings".

Starting RICOH Interactive Whiteboard Lt for Open Controller Settings

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

When RICOH Interactive Whiteboard Launcher is installed

1. **Touch the [RICOH IWB Lt OP Settings] icon on the launcher screen.**

   If the icon is not displayed, start RICOH Interactive Whiteboard Lt for Open Controller Settings from the [Start] menu of your computer.

When RICOH Interactive Whiteboard Launcher is not installed

1. **From the [Start] menu of your computer, click [RICOH IWB Lt OP Settings] under [Ricoh].**

   RICOH Interactive Whiteboard Lt for Open Controller Settings starts.

Note

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

Icons Displayed in RICOH Interactive Whiteboard Lt for Open Controller Settings

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

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

Icon	Description
General Settings	Configures the settings of RICOH Interactive Whiteboard Lt for Open Controller. For the configuration procedure, see page 68 "Changing General Settings".
Security Settings	Configures the security settings. For details about configuring the settings, see page 71 "Changing the Security Settings".

Icon	Description
Added Data Management	Imports or exports the Contact List and Template. • For details about how to add or export the Contact List, see page 74 "Managing a Remote Contact List". • For details about how to import or export the Template, see page 78 "Managing a Template".
Collect Debug Logs	Writes log information such as when the whiteboard starts or errors registered to a file. For the information included in the log file or how to save the log, see page 82 "Collecting Logs".
Add/Delete Remote License	Adds or deletes a remote license. This setting is necessary to use the remote whiteboard. For details about how to add or delete a remote license, see page 72 "Adding or Deleting Your Remote License".
Version Information	Displays the version information.
Copyright Information	Displays the copyright information.
Display Touch Keyboard	Displays the touch keyboard. This keyboard is used to enter text.

Changing General Settings

You can configure the following settings on the General Settings screen under RICOH Interactive Whiteboard Lt for Open Controller 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	Specifies whether or not to manually configure the proxy server when [Use Proxy Settings] is selected. Specify the following items when this check box is selected. • Address • Port Number • User Name • Password User name and password can be entered only when proxy user authentication is specified. To configure the settings, use the keyboard of the computer or the software keyboard in Windows.	Not selected
Default Whiteboard Detailed Settings	Specifies the default whiteboard detailed settings. For details about each item, see page 65 "Changing the Detailed Settings".	*1
Use RICOH Interactive Whiteboard Client Function	Specifies whether or not to allow RICOH Interactive Whiteboard Client to participate in the remote whiteboard session opened from RICOH Interactive Whiteboard Lt for Open Controller.	Selected
Display help message for functions	Specifies whether or not to show the help and guidance when RICOH Interactive Whiteboard Lt for Open Controller starts.	Selected
Enable HDMI Converter Support Mode	Select this to connect an HDMI converter to the machine. If this setting is disabled and a device is connected to the converter, a black screen is displayed on the machine. If this setting is enabled and a device is connected to the converter, the whiteboard screen is displayed.	Not selected

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

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

Changing the Security Settings

You can configure the following settings on the Security Settings screen under RICOH Interactive Whiteboard Lt for Open Controller 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	Specifies whether or not to automatically mask the following information in the upper part of the mail control screen: • Host Name • IP Address • Passcode When [Auto Hide] is selected, the entered passcode is automatically masked one minute after it has been displayed.	Auto Hide
Fix to [Open with Passcode]	Specifies whether or not to require a passcode when starting a remote whiteboard.	Not selected
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

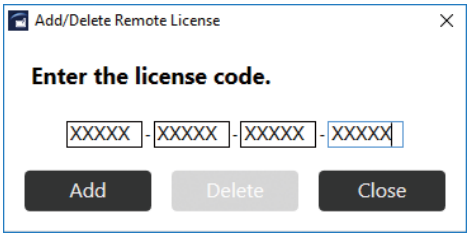
This section explains how to enable the remote whiteboard session by adding a license code of Remote License, which is an external option.

Important

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

Adding Your Remote License

1. **Click , the Add/Delete Remote License icon, in RICOH Interactive Whiteboard Lt for Open Controller 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 for Open Controller 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 for Open Controller 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.

⚠CAUTION

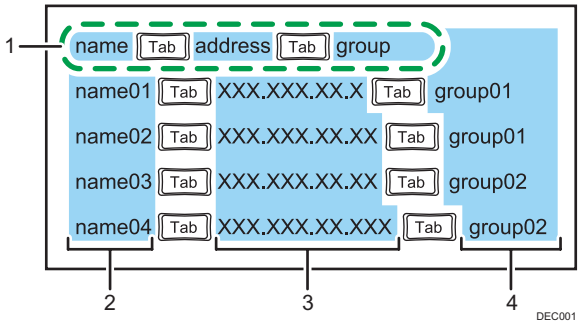
- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

Creating a Remote Contact List

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

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.



   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.

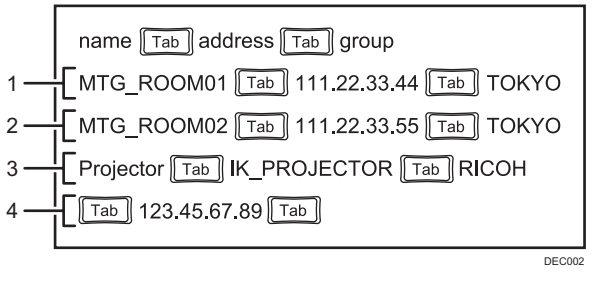
2. **Save the file.**

- 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
• Unicode • Unicode text • Unicode little endian • UTF-16LE	• Unicode big endian • UTF-16BE • UTF-8

Sample contact list

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



Using spreadsheet software such as Excel to create a contact list

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

DEC008

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

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

   - Name column: The entry is named "MTG_ROOM01".
   - Address column: "111.22.33.44" is entered.
   - Group column: The entry is included in the group "TOKYO".

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

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

   - Name column: The entry is named "MTG_ROOM02".
   - Address column: "111.22.33.55" is entered.
   - Group column: The entry is included in the group "TOKYO".

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

   The host whiteboard with the host name "IK_PROJECTOR" is registered.

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

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.**
2. **Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt for Open Controller 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 for Open Controller 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.

⚠CAUTION

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

Creating a Template File

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

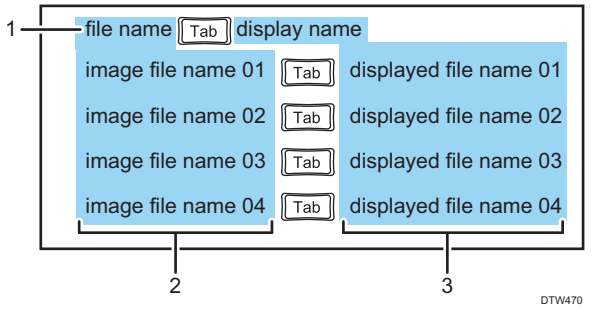
1. **Create an image file as a template and save it.**

   You can add up to 20 image files 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:**



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
• Unicode • Unicode text • Unicode little endian • UTF-16LE	• Unicode big endian • UTF-16BE • UTF-8

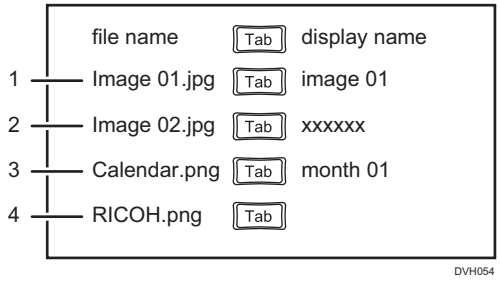
5. **Save the template file list and the image files in the same folder.**

   You can specify any name for a folder.

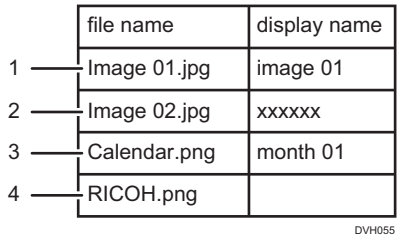
6. **Zip the folder.**

Sample template file list

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



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



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 for Open Controller 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].**

Expoting a Template

1. **Click , the Added Data Management icon, in RICOH Interactive Whiteboard Lt for Open Controller 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 for Open Controller 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

⚠CAUTION

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

Important

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

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

Saving the Log

1. **Click , the Collect Debug Logs icon, in RICOH Interactive Whiteboard Lt for Open Controller 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 82 "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.	• Delete unnecessary pages containing strokes. • Delete unnecessary strokes.
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. Ask the hosting user to update the system of the host whiteboards.
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.	The system needs updating. Ask the hosting user to update the system of the host whiteboards.
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
A communication failure has occurred. Save the created page and restart the application.	• A timeout occurred while you were opening a whiteboard session. • An internal error occurred while you were using remote whiteboard.	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. When you are using the RICOH Interactive Whiteboard D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.
A communication timeout has occurred. Possible causes may be as follows. - Not connected to the network - A failure has occurred on the host terminal	• The network cable is not connected or is broken. • The network bandwidth is too low. • The host device is having a problem.	• Check that the network cable is connected or is not broken. • Check the network band width. • Check the network settings of the whiteboard, and then configure the IP address of it.
Cannot participate in remote whiteboard because the host name has not been found	The specified host name is incorrect.	Check the specified host name and enter the host name again.
Cannot continue remote whiteboard because of a communication error The following are possible causes. - The network settings are incorrect - The network cable is not connected Check the network status and then try again.	• The network cable is not connected. • The IP address is not set. • No IP address can be obtained over DHCP. • The IP address of the host whiteboard is incorrect.	Check the network status and open the session again.

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

Error Messages Related to PDF File Importing/Saving

Message	Causes	Solutions
Cannot import the file The following are the possible causes. - The format is incorrect - The file has been deleted - No access rights - Disk failure Try again after checking the following causes.	The file could not be read due to one of the following: • The format is incorrect • The file was deleted • No access privileges are given • Disk failure	Resolve the cause of the error, and then try again.

Message	Causes	Solutions
Cannot import the file The following are the possible causes. - No free space on disk - The same file name already exists in the save folder - No access rights - Disk failure Try again after checking the following causes.	The file could not be saved due to one of the following: • No free space on disk • The same file name already exists in the save folder • No access privileges are given • Disk failure	Resolve the cause of the error, and then try saving the file again.
Cannot add the page(s) The number of pages has reached the limit (100 pages). Delete some pages and try again.	The number of pages has reached the upper limit.	Delete unnecessary pages, and then import the file again.
Cannot access the folder Access control is set on the folder. Cancel access control on the folder and try again.	Access control is set on the folder.	Cancel access control on the folder and try again.
Cannot import the file Security is set on this file. Select another PDF file.	• Security setting is specified for the PDF file. • Printing the PDF file is prohibited.	Select another PDF file.
Cannot import the file The file may be corrupted. Select another PDF file.	• The PDF file is corrupted. • The file is not a PDF file. For instance, the file extension of a text file was changed to .pdf.	Select another PDF file, or check that the PDF file opens on a computer, and then try again.

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 to100 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.	• Memory is running short. • The system is having a problem.	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: • Add a captured page. • Display the screen of a computer.

Error Messages Related to the System

Message	Causes	Solutions
Cannot start RICOH Interactive Whiteboard Lt for Open Controller. The IWB software is already running, it cannot be started again.	It was attempted to run RICOH Interactive Whiteboard Lt for Open Controller and RICOH Interactive Whiteboard Lt for Open Controller Settings at the same time.	Exit the software that is running, and then start the software that you want to use.
Cannot start RICOH Interactive Whiteboard Lt for Open Controller Settings. The IWB software is already running, it cannot be started again.	It was attempted to run RICOH Interactive Whiteboard Lt for Open Controller and RICOH Interactive Whiteboard Lt for Open Controller Settings at the same time.	Exit the software that is running, and then start the software that you want to use.
Cannot start RICOH Interactive Whiteboard Lt for Open Controller. Insufficient free space on the disk.	Insufficient free space on the disk.	Delete unnecessary files to free up the disk, and then restart RICOH Interactive Whiteboard Lt for Open Controller again.
Cannot start RICOH Interactive Whiteboard Lt for Open Controller. Insufficient free space in the memory.	Insufficient free space in the memory.	Quit other applications to increase the amount of available memory, and then restart RICOH Interactive Whiteboard Lt for Open Controller again.

Error Messages Related to Configuration Settings

Message	Causes	Solutions
Cannot import the template Check the contents of the file.	• The character code format of text file is not Unicode little endian. • The settings of the template are not tab-separated. • The file name has character(s) that cannot be used or exceeds 255 characters. • The folder has no text file. • The folder has no image files. • The extension of the image files are not JPG or PNG. • The text file does not follow the correct format.	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.	• The number of items in the host whiteboard is incorrect. • Each item in the host whiteboard does not meet the required condition.	Correct the content of the contact list file.

Message	Causes	Solutions
Cannot connect to the server to update the software. The following are the possible causes. - The network settings are incorrect - The proxy address or the port setting is incorrect - Cannot connect to the Internet	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: • The network settings in Windows are incorrect. • The proxy settings in RICOH Interactive Whiteboard Lt for Open Controller Settings are incorrect. • The proxy cannot connect to the Internet.	Try the following procedures to check the connection: • Configure the network settings in Windows, or check the settings and make necessary corrections. • To check the proxy settings, start RICOH Interactive Whiteboard Lt for Open Controller Settings and make necessary corrections. For details about the proxy settings, see page 68 "Changing General Settings". • If it is likely that your Internet connection provider or the proxy caused the problem, contact the help desk or network administrator.
Cannot Perform Proxy Authentication Check the proxy user name and password.	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 for Open Controller Settings.	To check the proxy settings, start RICOH Interactive Whiteboard Lt for Open Controller Settings, make necessary corrections, and then try again. For details about the proxy settings, see page 68 "Changing General Settings".
The license code is incorrect. Check the license code and re-enter.	The license code you entered is incorrect.	Enter the correct license code.

Other Error Messages

Message	Causes	Solutions
Cannot confirm the latest version Check the network status.	The machine is not connected to the network.	• Check the network settings. • Make sure the network cable is properly connected.

Message	Causes	Solutions
Cannot start RICOH Interactive Whiteboard Lt for Open Controller. The resolution on the RICOH Interactive Whiteboard does not match. The resolution for the RICOH Interactive Whiteboard is not more than 1920×1080 The resolution for the RICOH Interactive Whiteboard is not aspect ratio 16:9 Reset the resolution for the Windows screen.	A resolution of less than 1920 × 1080 or an aspect ratio that is not 16:9 is selected for the screen that you want to display on the Interactive Whiteboard.	• Select a resolution higher than 1920 × 1080 pixels in Interactive Whiteboard settings. • Select a resolution aspect ratio of 16:9 in Interactive Whiteboard settings.
Failed to import the image	• The disk has no free space. • Memory is running short. • The system is having a problem.	Quit other applications to increase the amount of free memory on the computer, and then try again.
Cannot display copyright protected contents on the external input terminal named "Computer In". Connect to another external input terminal and select the input source by pressing [Input] on the monitor or remote control. The whiteboard function cannot be used on external input terminals other than "Computer In".	It was attempted to display copyright-protected contents from an external input terminal that does not support such contents.	Connect the source to the external input terminal that supports copyright protected contents, and try again.

Message	Causes	Solutions
Cannot display the externally inputted image Restart the application after reconnecting RICOH Interactive Whiteboard Capture Box.	RICOH Interactive Whiteboard Capture Box Type 1 was removed.	Connect RICOH Interactive Whiteboard Capture Box Type 1 to the whiteboard again, and then restart the application.

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 Starting RICOH Interactive Whiteboard Lt for Open Controller

Problem	Causes	Solutions
RICOH Interactive Whiteboard Lt for Open Controller cannot start.	Windows Defender is preventing RICOH Interactive Whiteboard Lt for Open Controller from starting.	• Check that the exclusion list includes the folder in which RICOH Interactive Whiteboard Lt for Open Controller has been installed. • If the exclusion list does not include the folder in which RICOH Interactive Whiteboard Lt for Open Controller has been installed, add the folder to the list. You can check and add items to the exclusion list from Windows Defender Security Center.

Note

- To open Windows Defender Security Center, do either of the following procedures:
  - From the [Start] menu of your computer, search for "Windows Defender Security Center".
  - Click the [Start] menu ▶ [Settings] ▶ [Update & Security] ▶ [Open Windows Defender Security Center].
- To check or add items to the exclusion list, do the following procedure:
  - In Windows Defender Security Center, click [Virus & threat protection] ▶ [Virus & threat protection settings] ▶ [Add or remove exclusions] ▶ [Add an exclusion], and then check or add items to the exclusion list.

When Using the System as a Whiteboard

Problem	Causes	Solutions
A stroke is not displayed at the correct position.	• There is something on the display frame. • The display is dirty.	• Clean the display. If any of these actions do not fix the problem, contact your service representative.
A stroke is broken halfway.	• The pen nib may not be touching the display correctly. • The inside of the display frame is dirty.	• When writing, raise the pen so that the pen nib is kept pressed, and apply appropriate stroke pressure. • Clean the inside of the display frame. • If an infrared device is used near the system, turn the device off. If any of these actions do not fix the problem, contact your service representative.
A stroke is suddenly displayed in an unintended direction halfway.	• Something other than the pen is touching the display. • There is something on the display frame. • If too much stroke pressure is applied, a line stroke may be displayed in an unintended direction. • The display frame is being pressed strongly. • If the pen is used near a window, under direct sunlight or bright lighting, a stroke may be displayed in an unintended direction. • The display was pressed strongly.	• Keep anything other than the pen from touching the display. • Do not leave anything that can serve as an obstacle on the display frame. • Be careful not to apply too much stroke pressure. • Keep your hands away from the display frame. • Change the location of the system. • Do not apply too much force to the display. If any of these actions do not fix the problem, contact your service representative.

Problem	Causes	Solutions
An unknown error that is not related to the whiteboard function occurs.	There may be a problem with the system.	Contact your service representative.

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.

List of Video Input Signals Supported by the Machine

This section describes input signals supported for each of the HDMI, DisplayPort, and VGA input terminals when using RICOH Interactive Whiteboard Capture Box Type 1.

Each input terminal supports input signals if they satisfy the following conditions:

The signal must comply with one of the following VESA standards:

- Industry Standards and Guidelines for Computer Display Monitor Timing (DMT) Standard-Version 1 Revision 12
- Coordinated Video Timings (CVT) Standard Version 1.1
- Generalized Timing Formula (GTF) Version 1.1

The signal must also be one of those marked with a ○ symbol in the "HDMI Input" column, "DisplayPort Input" column or "VGA Input" column of the following table:

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA CVT	1024 × 768	60	○	○	-
VESA GTF	1024 × 768	60	○	○	-
VESA DMT	1024 × 768	60	○	○	-
VESA GTF	1024 × 768	70	○	○	-
VESA DMT	1024 × 768	70	○	○	-
VESA CVT	1024 × 768	75	○	○	-
VESA DMT	1024 × 768	75	○	○	-
VESA CVT	1024 × 768	85	○	○	-
VESA DMT	1024 × 768	85	○	○	-
VESA CVT	1152 × 864	60	○	○	-
VESA GTF	1152 × 864	60	○	○	-

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA CVT	1152 × 864	75	○	○	-
VESA GTF	1152 × 864	75	○	○	-
VESA DMT	1152 × 864	75	○	○	-
VESA GTF	1280 × 600	60	○	○	-
VESA CVT	1280 × 720	60	○	○	○
VESA GTF	1280 × 720	60	○	○	○
VESA DMT	1280 × 720	60	○	○	○
VESA CVT	1280 × 720	75	○	○	-
VESA GTF	1280 × 720	75	○	○	-
VESA CVT	1280 × 720	85	○	○	-
VESA GTF	1280 × 720	85	○	○	-
VESA GTF	1280 × 768	60	○	○	○
VESA DMT/CVT (RB)	1280 × 768	60	○	○	-
VESA DMT/CVT	1280 × 768	60	○	○	○
VESA GTF	1280 × 768	75	○	○	○
VESA DMT/CVT	1280 × 768	75	○	○	○
VESA GTF	1280 × 768	85	○	○	○
VESA DMT/CVT	1280 × 768	85	○	○	○
VESA GTF	1280 × 800	60	○	○	○
VESA DMT/CVT (RB)	1280 × 800	60	○	○	○
VESA DMT/CVT	1280 × 800	60	○	○	○
VESA GTF	1280 × 800	75	○	○	○

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT/CVT	1280 × 800	75	○	○	○
VESA DMT/CVT	1280 × 800	85	○	○	○
VESA GTF	1280 × 800	85	○	○	○
VESA CVT	1280 × 960	60	○	○	-
VESA GTF	1280 × 960	60	○	○	-
VESA DMT	1280 × 960	60	○	○	-
VESA CVT	1280 × 960	85	○	○	-
VESA GTF	1280 × 960	85	○	○	-
VESA DMT	1280 × 960	85	○	○	-
VESA CVT	1280 × 1024	60	○	○	-
VESA GTF	1280 × 1024	60	○	○	-
VESA DMT	1280 × 1024	60	○	○	-
VESA CVT	1280 × 1024	75	○	○	-
VESA GTF	1280 × 1024	75	○	○	-
VESA DMT	1280 × 1024	75	○	○	-
VESA CVT	1280 × 1024	85	○	○	-
VESA GTF	1280 × 1024	85	○	○	-
VESA DMT	1280 × 1024	85	○	○	-
VESA CVT	1360 × 768	60	○	○	○
VESA GTF	1360 × 768	60	○	○	○
VESA DMT	1360 × 768	60	○	○	○
VESA GTF	1366 × 768	60	○	○	○
VESA DMT (RB)	1366 × 768	60	○	○	-

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT	1366 × 768	60	○	○	○
VESA GTF	1400 × 1050	60	○	○	○
VESA DMT/CVT (RB)	1400 × 1050	60	○	○	○
VESA DMT/CVT	1400 × 1050	60	○	○	○
VESA DMT/CVT	1400 × 1050	75	○	○	○
VESA GTF	1440 × 900	60	○	○	○
VESA DMT/CVT (RB)	1440 × 900	60	○	○	-
VESA DMT/CVT	1440 × 900	60	○	○	-
VESA GTF	1440 × 900	75	○	○	○
VESA DMT/CVT	1440 × 900	75	○	○	○
VESA GTF	1440 × 900	85	○	○	○
VESA DMT/CVT	1440 × 900	85	○	○	○
VESA GTF	1400 × 1050	75	○	○	○
VESA CVT	1600 × 900	60	○	○	○
VESA CVT (RB)	1600 × 900	60	○	○	-
VESA GTF	1600 × 900	60	○	○	○
VESA DMT (RB)	1600 × 900	60	○	○	-
VESA CVT	1600 × 1200	60	○	○	-
VESA GTF	1600 × 1200	60	○	○	-
VESA DMT	1600 × 1200	60	○	○	○
VESA GTF	1680 × 1050	60	○	○	○
VESA DMT/CVT (RB)	1680 × 1050	60	○	○	○

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT/CVT	1680 × 1050	60	○	○	○
VESA DMT	1920 × 1080	60	○	○	○
VESA DMT/CVT (RB)	1920 × 1200	60	-	-	-

- VESA DMT: Industry Standards and Guidelines for Computer Display Monitor Timing (DMT) Standard- Version 1 Revision 12
- VESA CVT: Coordinated Video Timings (CVT) Standard Version 1.1
- VESA GTF: Generalized Timing Formula (GTF) Version 1.1
- RB: Reduced Blanking

Note

- For the input signal supported by the Capture Board of the main unit, see Operating Instructions of the main unit.
- If resolutions or signal frequencies that are not compatible with this machine are entered, the images may flicker, blur, be displayed as stretched images horizontally or vertically, or not be displayed correctly.
- This machine only supports devices that use progressive scanning.

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  Microsoft® Windows® 7 Professional

  Microsoft® Windows® 7 Ultimate

  Microsoft® Windows® 7 Enterprise

- The product names of Windows 10 are as follows:

  Microsoft® Windows® 10 Home

  Microsoft® Windows® 10 Pro

  Microsoft® Windows® 10 Enterprise

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