



## RICOH Interactive Whiteboard D5510/D6500

**Operating Instructions** 

For safe and correct use, be sure to read the Safety Information in Read This First before using the machine.

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# Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

# How to Read This Manual

## Symbols

This manual uses the following symbols:

## Coloritant 🔀

Indicates points to pay attention to when using the machine.

## • Note

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

## []

Indicates the names of keys on the machine's display or control panels.

Indicates instructions in book form.

## 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 machine, losses of the registered 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 the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

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

## Notes

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

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

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.

# Names of Major Options

This section shows the names of major options and how they are referred to as in the manual.

Option names	Names used in this manual
RICOH Interactive Whiteboard Controller Type 1 *1	Controller
RICOH Interactive Whiteboard Pen Type 1 RICOH Interactive Whiteboard Pen Type 2	Interactive Pen
RICOH Interactive Whiteboard Pen Sensor Kit Type 2	Pen Sensor Kit
RICOH Interactive Whiteboard Remote License Type 1	Remote License
RICOH Interactive Whiteboard Stand Type 2 RICOH Interactive Whiteboard Stand Type 3	Stand
Interactive Whiteboard Remote Viewer Type 1	Remote Viewer
RICOH Interactive Whiteboard Client for iPad	RICOH IWB App

\* 1 This manual explains about RICOH Interactive Whiteboard D6500 installed with RICOH Interactive Whiteboard Controller Type 1.

# Terminology

This section explains the terms used in this manual.

### Captured page

A page captured to the machine.

### **Interactive Pen**

Interactive Pen requires a battery to use and is used to draw and erase characters and figures.

### Stroke

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

### Touch pen

A pen that is provided with RICOH Interactive Whiteboard D6500. This pen does not require a battery.

# 1. Machine Overview

This chapter provides an overview of RICOH Interactive Whiteboard D5510 and RICOH Interactive Whiteboard D6500. It also explains how to view the screen.

This manual explains about RICOH Interactive Whiteboard D6500 installed with the optional controller.

# Things You Can Do with This Machine

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

### Use a Whiteboard

You can write text or draw figures on a Whiteboard using the Interactive Pen dedicated for this machine.

(You can also use Touch Pen or your fingers to write on RICOH Interactive Whiteboard D6500).

In addition to drawing freehand lines, you also can convert freehand-written characters to text data, correct or align freehand-drawn circles and lines, and enter stamps and figures by selecting them from the list.

See page 27 "Writing on the Screen".

### **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 46 "Operating a Page".

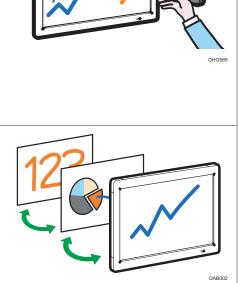


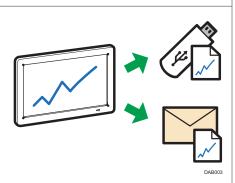
You can combine all the pages within a single PDF file. This file can be saved to a USB flash memory device or sent by e-mail. You also can temporarily save the page you are currently using on the solidstate drive of the machine.

See page 49 "Saving Pages".

See page 59 "Sending Pages by E-mail".

See page 52 "Saving Pages Temporarily".

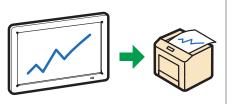




### Print pages

You can print the currently displayed page or all pages.

See page 65 "Printing".



DAB034

DAB004

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

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

See page 53 "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 74 "Connecting a Computer or Tablet to the Machine".



### Use a video conferencing device or projector

You can display an image from a video conferencing device or share the screen image of the machine with other devices at remote locations (RICOH UCS screen sharing). You also can use a projector to project the screen of the machine.

See page 76 "Connecting a Video Conferencing Device to the Machine".

See page 78 "Sharing the Whiteboard Screen in a Video Conference".

See page 80 "Using a Projector to Project a Screen".



# 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 99 "Using a Remote Whiteboard to Share the Screen".

See RICOH Interactive Whiteboard Client Start Guide.

## View the screen of a remote whiteboard session

You can view the screen of a remote whiteboard session.

See page 109 "Participating from the Web Browser".

See page 110 "Participating from Remote Viewer".

# Display the screen of a computer connected via a network

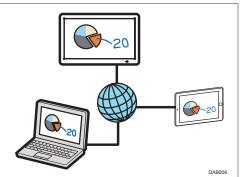
You can use IWB Remote Desktop Software to display the screen of a computer connected via a network. You can also operate the computer from the machine.

See page 96 "Using IWB Remote Desktop Software to Perform Operations on a Computer Screen".

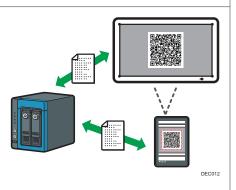
# Link with RICOH e-Sharing Box to display or save files

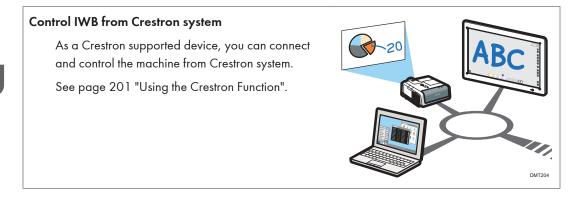
You can import files saved to RICOH e-Sharing Box and display them on this machine. To display and view files, display the connecting code on the machine, and then use a smart device to scan the code. You can also save pages displayed on this machine to RICOH e-Sharing Box.

See page 67 "Linking with RICOH e-Sharing Box".





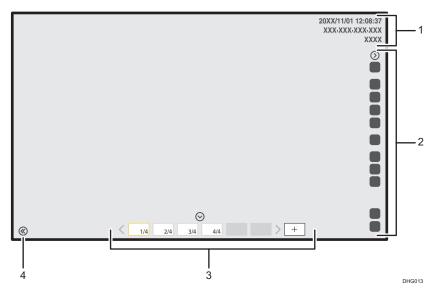




## Vote

• Before using this machine, configure the time, date, network, and other settings. For details about these settings, see Opening Administrator Settings.

# Use a Whiteboard Viewing the Screen



### 1. Information display area

This area displays the following information:

• Date and time

This area displays the current date and time.

The date and time can be changed in Administrator Settings. For details about how to change the date and time, see page 131 "Setting the Date and Time".

Host name

Indicates the host name of this machine. If no host name is specified, this area is blank. The host name is displayed only when information about this machine is registered in a reverse record on the DNS server.

• IP address

Indicates the IP address of this machine.

• Passcode

Indicates the passcode. The passcode is used to join in a remote whiteboard session. In the administrator 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 158 "Changing the Security Settings".

The host name, IP address, and passcode can be shown or hidden by pressing **1**, 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 Administrator Settings. For details about how to change the settings, see page 158 "Changing the Security Settings".

#### 2. Main operation panel

The icons in this area are used to draw a stroke and perform various other operations on the screen. For details about the icons displayed, see page 17 "Icons Displayed on the Machine".

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

### 3. Page operation panel

The icons and thumbnails in this area are used to switch and edit pages. For details about the icons displayed, see page 17 "Icons Displayed on the Machine".

While an externally input image is being displayed, the Page operation panel will disappear automatically if no operations are performed for 10 seconds.

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

#### 4. Move main operation panel icon

Moves the main operation panel to the opposite side. The IP address, passcode, and date and time also move together with the panel.

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.

# Icons Displayed on the Machine

## Main operation panel

lcon	Description	Reference
æ	<ul> <li>Used to host a remote whiteboard session.</li> </ul>	See page 101 "Opening a Remote Whiteboard Session".
Share	<ul> <li>Used to participate in the hosted remote whiteboard session.</li> </ul>	See page 106 "Participating in a Remote Whiteboard Session".
	<ul> <li>The number of antenna bars that are displayed when connecting from a</li> </ul>	See page 114 "Checking the Remote Whiteboard Status".
	remote whiteboard may change depending on the communication status of the network.	See page 78 "Sharing the Whiteboard Screen in a Video Conference".
	<ul> <li>Used to share the whiteboard screen in a video conference. (RICOH UCS screen sharing)</li> </ul>	
$\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $	<ul> <li>Used to draw strokes, text, or figures, or enter a stamp.</li> </ul>	See page 27 "Writing on the Screen".
Pen Handwritten Entry	<ul> <li>This icon appears when handwritten entry mode is selected from the pen submenu.</li> </ul>	See page 30 "Writing in handwritten entry mode"
Mode	<ul> <li>Used to change the colors and thickness of the drawing.</li> </ul>	
	• Used to display a grid on the screen.	
	<ul> <li>The color of the icon changes according to the selected color. Also, the line width of the icon changes according to the selected line width.</li> </ul>	

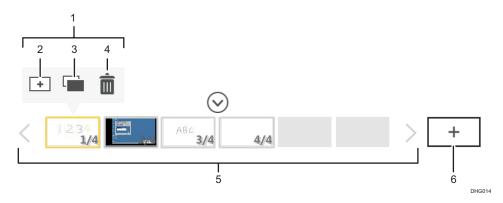
lcon	Description	Reference
Fair Copy Entry Mode	<ul> <li>This icon appears when fair copy entry mode is selected from the pen submenu.</li> <li>Used to write handwritten text and have the text recognized and converted to text data.</li> <li>The color of the icon changes according to the selected color.</li> </ul>	See page 27 "Writing on the Screen". See page 30 "Writing in fair copy entry mode"
Line Entry Mode	<ul> <li>This icon appears when line entry mode is selected from the pen submenu.</li> <li>Used to draw lines, dotted lines, and arrows.</li> <li>The color of the icon changes according to the selected color. Also, the shape of the icon changes according to the selected line type.</li> </ul>	See page 27 "Writing on the Screen". See page 31 "Writing in line entry mode".
Stamp Entry Mode	<ul> <li>This icon appears when stamp entry mode is selected from the pen submenu.</li> <li>Used to select and enter a stamp.</li> <li>The color of the icon changes according to the selected color. Also, the shape of the selected stamp is displayed. If the entered text is too long, an icon similar to the following appears:</li> </ul>	See page 27 "Writing on the Screen". See page 31 "Writing in stamp entry mode".

lcon	Description	Reference
Select and Delete	<ul> <li>Used to select a stroke, text, figure, or stamp to edit.</li> <li>Used to delete a stroke, text, figure, or stamp.</li> <li>Used to draw strokes, text, figures, or cut/copy/paste stamps.</li> <li>Depending on the function that is selected on the select or delete submenu, one of the following icons appears: <ul> <li>Delete:</li> <li>Partially Delete:</li> <li>Select:</li> <li>Select:</li> <li>Paste:</li> </ul> </li> </ul>	See page 36 "Enlarging, Reducing, or Moving the Strokes". See page 32 "Deleting Strokes". See page 38 "Cutting, Copying, or Pasting Strokes".
Undo	Used to undo a drawn, edited, or deleted stroke, text, figure, or stamp.	See page 43 "Undoing Operations".
Redo	Used to redo the operation that was undone.	See page 43 "Undoing Operations".
Loupe	<ul> <li>Used to change the display magnification.</li> <li>Used to move a displayed area.</li> </ul>	See page 42 "Changing the display magnification with the pen".

lcon	Description	Reference
Icon ICON Switch External Input	<ul> <li>Description</li> <li>Displays a screen from a connected device in real time. You can switch the displayed screen by touching the icon.</li> <li>This icon appears when an image from any of the external input terminals is being displayed.</li> <li>The available icons are as follows: When the image from the VGA Input is selected:</li> </ul>	Reference See page 74 "Connecting a Computer or Tablet to the Machine". See page 91 "Using the Machine to Perform Operations on a Computer Screen". See page 99 "Using a Remote Whiteboard to Share the Screen".
	When the image from the DisplayPort Input is selected:	
	When the image from the HDMI Input is selected:	
	When the image of the computer that is connected via Remote Desktop Software is being displayed:	
	When the image of the whiteboard that is shared by remote whiteboard sharing is being displayed:	
	If the handwritten entry is still displayed when the external input is disconnected:	

lcon	Description	Reference
Import to Page	<ul> <li>Captures a screen or an image of the connected device.</li> <li>This icon appears when an image from any of the external input terminals is being displayed.</li> </ul>	See page 74 "Connecting a Computer or Tablet to the Machine".
Operate Computer	<ul> <li>Used to operate a computer screen displayed on the screen of the machine.</li> <li>This icon appears when an image from any of the external input terminals is being displayed.</li> </ul>	See page 96 "Using IWB Remote Desktop Software to Perform Operations on a Computer Screen".
Import and Save	<ul> <li>Used to load a file.</li> <li>Used to save pages.</li> <li>Used to send pages by e-mail.</li> <li>Used to print pages.</li> <li>Used to enter a connecting code.</li> </ul>	See page 53 "Importing a File". See page 49 "Saving Pages". See page 59 "Sending Pages by E-mail". See page 65 "Printing". See page 67 "Linking with RICOH e-Sharing Box"
Close	Used to put the machine into standby mode. You can temporarily save the page when you put the machine into standby mode.	See page 52 "Saving Pages Temporarily".

## 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 46 "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 47 "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 46 "Adding a new page at the end of the page list".

## **Operating the Screen**

Use Interactive Pen dedicated for this machine, Touch Pen, or your fingers to operate the screen. Operations that can be performed on the different machine models are as follows:

### RICOH Interactive Whiteboard D6500 (with the Pen Sensor Kit)

Available functions change depending on enabling or disabling [Handwritten Entry with Touch Pen] in the system settings. For details about the system settings, see page 154 "Changing the System Settings".

### When [Handwritten Entry with Touch Pen] is disabled

Handwritten entry and fair copy text entry modes and [Delete] can be used with Interactive Pen. Line entry and stamp entry modes, selecting items and [Partially Delete] can be used with the Touch Pen and your fingers.

Functions such as selecting menu items and using the marker function can be used with the Touch Pen and your fingers while those such as writing on the whiteboard and selecting/deleting strokes/figures cannot.

### When [Handwritten Entry with Touch Pen] is enabled

Operations that are the same as "without Pen Sensor Kit" described below are possible.

### RICOH Interactive Whiteboard D6500 (without Pen Sensor Kit)

All operations other than the marker function and the functions to be operated by the Interactive Pen bottom (erase and right-click) can be operated with the Interactive Pen, Touch Pen, or your fingers. However, lines may become connected when handwritten strokes are drawn too fast.

### **RICOH Interactive Whiteboard D5510**

You can use the marker function with your fingers, and all other operations using Interactive Pen. You can also use some of the functions with your fingers.

To select an icon or button, touch the item you want using the pen nib or your finger. To execute the function of an icon on the desktop, quickly touch the same spot twice.

When operating a computer from the machine, you can perform a single-click by touching the screen once, and a double-click by touching the same location twice.

### Notes before operating

- You can only use one Interactive Pen, Touch Pen, or finger at a time. An unintended operation
  may be performed when more than one Interactive Pen, Touch Pen, finger, or any
  combination of these are used at the same time. (However, this limitation does not apply to the
  operations that require two fingers such as magnifying, reducing, and moving.)
- If a shirt sleeve touches the display while you are operating the screen, text or figures may not be written or drawn on the machine correctly.
- You cannot perform operations such as scaling, moving, or using the marker with your fingers drawing on the screen with Interactive Pen, 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

You can save the pages, log files and various settings that are created or specified on the machine to a USB flash memory device. To use this feature, attach a USB flash memory device to the machine using the following procedure.

## 

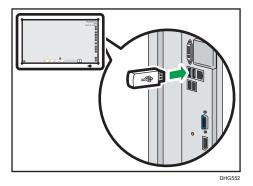
• Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

### 🔁 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.
- 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. Align the USB flash memory device in the correct direction, and then push it straight into the USB port.

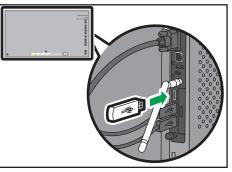
### **RICOH Interactive Whiteboard D5510**

Insert the USB flash memory device into a USB port.



### **RICOH Interactive Whiteboard D6500**

Insert the USB flash memory device into a vacant USB port of the Controller Unit.



DMT103

# 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 and print pages displayed on the screen.

# **Basic Operations**

### Coloritant 🔁

- To shut down the machine, press and immediately release the power button of the display. Pressing the power button of the remote controller also allows you to turn RICOH Interactive Whiteboard D6500 off. If one of the following actions is performed to turn off the machine instead of using the power button, the machine might become damaged:
  - Turning off the main power
  - Disconnecting the power cable
- For details about how to shut down the machine, see one of the following instructions. The procedure differs depending on the machine being used.
  - RICOH Interactive Whiteboard D5510: Read This First
  - RICOH Interactive Whiteboard D6500: Quick Guide

## Writing on the Screen

Write text or draw figures using the dedicated pen.

You can also use Touch Pen or your fingers to write on RICOH Interactive Whiteboard D6500

Lines, automatically-recognized figures, and fair copy entry text can be automatically aligned to the grid lines when entering, moving, reducing or enlarging the item. The Snap-to-grid function can be enabled or disabled under the Whiteboard Detailed Settings. For details, see page 117 "Changing the Detailed Settings".

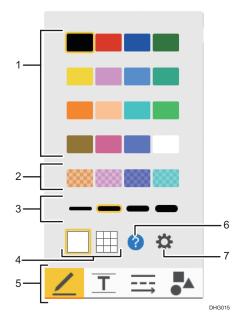
### 🔁 Important

 The following table lists the types of pens that can be used and the supported functions for different machine models equipped with or without the optional Pen Sensor Kit. (O: Supported / ×: Not supported)

	RICOH Interactive Whiteboard D6500 (with the Pen Sensor Kit)	RICOH Interactive Whiteboard D6500 (without Pen Sensor Kit)	RICOH Interactive Whiteboard D5510
Handwritten entry/ fair copy entry text using the Interactive Pen	O *1	O *2	0
The functions that can be performed with the pen bottom	O * 1	×	0
Handwritten entry/ fair copy entry text using your fingers or the Touch Pen Set	× *1	0	×
Marker function	O * 1	x	0

- \*1 Enabling [Handwritten Entry with Touch Pen] in System Settings provides the same functionality for this machine and the machine without the optional Pen Sensor Kit. For details about the setting, see page 154 "Changing the System Settings".
- \*2 The operation by the pen bottom (erase, right-click) cannot be performed.
- Hereinafter in this manual, the Interactive Pen, Touch Pen, and your fingers are referred to as the "pen" if the operational procedure is the same for all input methods.
- 1. Touch Z, the Pen icon.

The Pen icon submenu appears.



#### 1. Line colors

Selects the color of drawn lines.

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

Selects the color of drawn lines from the semi-transparent colors.

### 3. Thickness of the line

Selects the thickness of the drawn lines.

### 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.

- Z Writing in handwritten entry mode (page 30 "Writing in handwritten entry mode")
- I Writing in fair copy entry mode (page 30 "Writing in fair copy entry mode")
- ≕ Writing in line entry mode (page 31 "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.

### 7. Whiteboard Detailed Settings icon

Displays the Whiteboard Detailed Settings. (page 117 "Changing the Detailed Settings")

### Note

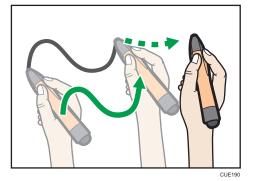
• The selection buttons that correspond to each entry mode are displayed for the following entry modes: copy text entry, line entry, and stamp entry.

- To deepen the color of the grid line, select the [Darken the color of grid/guide line] check box in System Settings. For details, see page 154 "Changing the System Settings".
- 3,000 total strokes, fair copy entry text, 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 characters (Japanese, Chinese), or 1,000 words (alphanumeric characters)
  - 1,000 figures
  - 500 stamps
- 90,000 total strokes, fair copy entry text, figures, and stamps can be drawn on all pages.

### Writing in handwritten entry mode

Write freehand text or draw figures.

- 1. Touch ∠, the Fair Copy 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.



### Writing in fair copy entry mode

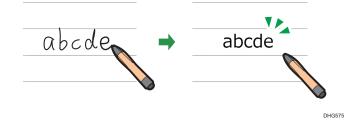
Write freehand characters and have them automatically recognized and converted to text data. Horizontal and vertical lines, circles, and rectangles are also recognized and corrected automatically.

- 1. Touch <sup>I</sup>, the Fair Copy Entry mode icon.
- 2. Select the color, size, and language of the characters to be entered.

A guideline that corresponds to the selected character size is displayed.

3. Write characters with the pen in the squares on the guideline.

Handwritten characters are recognized and converted automatically, and displayed as text data.



### Vote

- Japanese or Chinese characters are recognized and converted into text for each single character. Alphanumeric entries are recognized for each single word.
- If a hand-written Japanese or Chinese character is not recognized correctly, touch and hold the character until the list of candidates appears. Then, select the correct character from the list.
- The size of the character is not affected by changing the line width. An appropriate thickness is automatically applied to the character according to the size of the character.
- A line that protrudes greatly from the guideline is recognized as a separate stroke.
- To deepen the color of the guide line, select the [Darken the color of grid/guide line] check box in System Settings. For details, see page 154 "Changing the System Settings".
- If you change to remote whiteboard in compatible mode, the entered characters are converted to an image and cannot be edited anymore.
- If you want to enter a small figure that may be converted as a character in fair copy entry mode, you can configure the machine to perform figure recognition in the Whiteboard Detailed Settings.
   For details, see page 117 "Changing the Detailed Settings".

### 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, see page 36 "Enlarging, Reducing, or Moving the Strokes".

🕹 Note

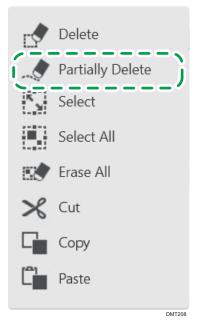
• You cannot select the thickness of the line when a stamp is being selected.

## **Deleting Strokes**

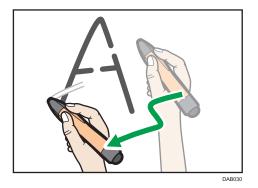
This section explains how to delete written text and drawn figures. You can delete an individual stroke or delete only the specified portions of a stroke.

### Deleting a portion of a stroke

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



2. Move the pen over the stroke.



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 *(C)*, the Pen icon.



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

### **Deleting individual strokes**

### Deleting using the pen bottom

1. Move the pen bottom across a stroke to erase it.

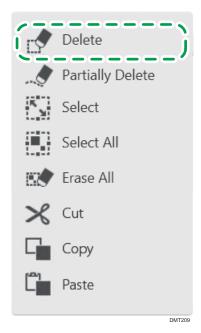


Note

• This function can only be used with the Interactive Pen.

### Deleting using the pen nib

1. Touch 🖏, the Select and Delete icon, and then touch 🛃, the Eraser icon.

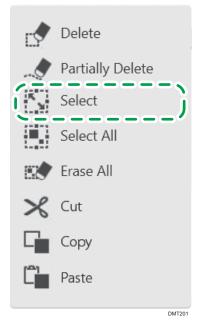


2. Move the pen nib across a stroke to erase it.



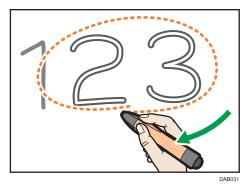
# Selecting and deleting multiple strokes

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

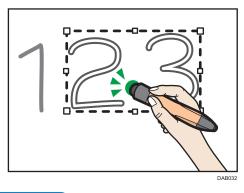


2. Circle a stroke with the pen nib to select the stroke.

You can select a single stroke by touching it.



3. Touch anywhere in the selected area with the pen bottom.



Note

• This function can only be used with the Interactive Pen.

# **Deleting all strokes**

You can erase all strokes on the screen.

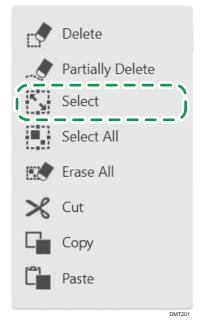
- 1. Touch 💽, the Select and Delete icon.
- 2. Touch 📑 [Erase All].
- 3. Touch [Delete].

# Enlarging, Reducing, or Moving the Strokes

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

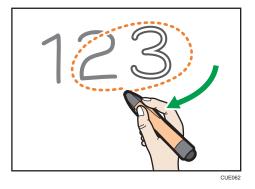
#### Selecting a stroke

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.

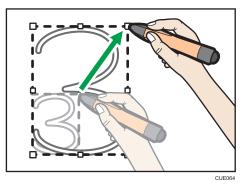
You can select a single stroke by touching it.



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

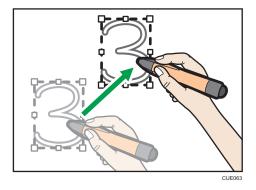
## Enlarging or reducing strokes

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.



# **Moving strokes**

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

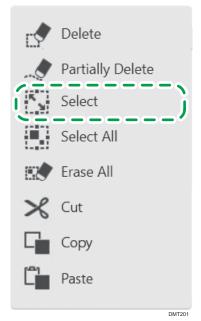


# Cutting, Copying, or Pasting Strokes

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

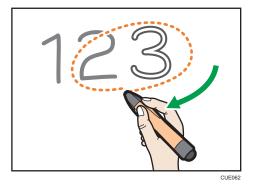
#### **Cutting or Copying Strokes**

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



2. Circle 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.



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

3. 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.

- 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 36 "Enlarging, Reducing, or Moving the Strokes".

#### Vote

- The cut or copied strokes are saved temporarily until one of the following operations is performed:
  - Another stroke is cut or copied.
  - The machine is shut down.
  - The machine enters standby mode.
  - The whiteboard is closed.
  - A remote whiteboard in compatible mode is opened.

# Changing the Display Magnification / Moving the Display Area

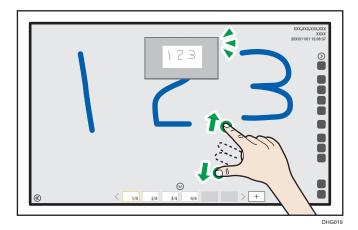
There are two methods for changing the display magnification of a displayed page or moving the display area of an enlarged page. The first is to use your fingers, and the second is to use the pen.

Vote

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

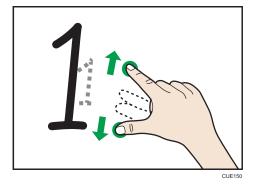
#### Changing the display magnification using your fingers

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



#### Changing the display magnification

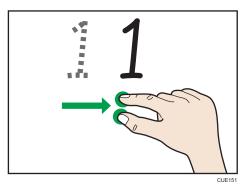
Touch the screen with two fingers and spread or pinch them together.



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

#### 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.

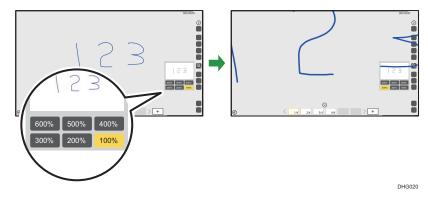


The display area moves with the movement of your fingers.

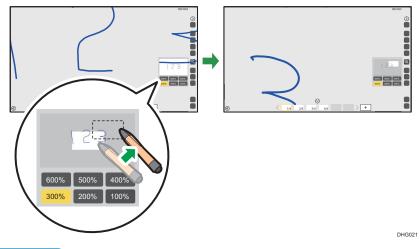
# Changing the display magnification with the pen

Select (2), 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.



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 (a), the Loupe icon, for ten seconds, the submenu will disappear automatically. To hide the submenu manually, touch (a), the Loupe icon, again.

# **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 Undo icon.

To redo the undone operation, touch 🖭, the 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 participating in a remote whiteboard session in compatible mode, you cannot undo or redo any operations.
- 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.

# **Using Markers**

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

A marker is useful when indicating 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 remote whiteboard is used.

#### Comportant 🗋

- When [Handwritten Entry with Touch Pen] in System Settings is enabled, the marker function cannot be used on RICOH Interactive Whiteboard D6500 with the pen sensor kit.
- When [Handwritten Entry with Touch Pen] in System Settings is disabled, the marker function cannot be used while the following operations are performed with the pen sensor kit installed on RICOH Interactive Whiteboard D6500.
  - Line entry mode
  - Stamp entry mode
  - Partially deleting and dividing strokes
  - Selecting
- The marker function cannot be used on RICOH Interactive Whiteboard D6500 without the Pen Sensor Kit.
- 1. Touch the screen with your finger and slide it across the surface.



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 draw markers while you are using the pen.
- You cannot draw markers during a compatible mode for a remote whiteboard session.
- You cannot save, send by e-mail, or print markers.

# **Operating a Page**

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

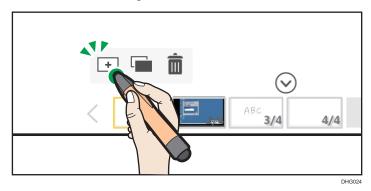
# Adding a Page

#### 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.

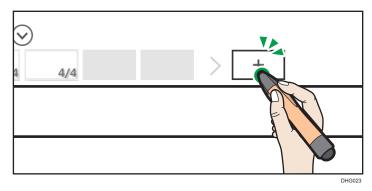
2. Touch 🖃, the New Page icon.



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

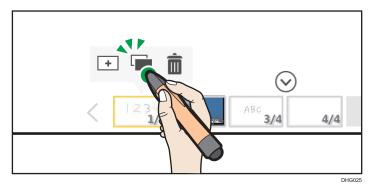
1. To add a new page, touch +, the Create New Page icon.



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

#### Copying a page

- On the page list, touch the thumbnail of the page that you want to copy. The captured page operation panel appears.
- 2. Touch<sup>®</sup>, the Page Copy icon.



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

#### Note

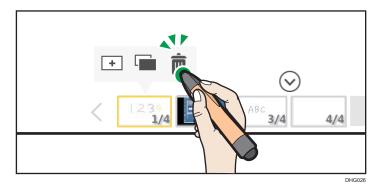
- If there is a total of 90,000 strokes, fair copy entry text, figures, and stamps on all pages, you cannot use the <sup>+</sup> New Page, <sup>+</sup> the Create New Page icon and <sup>■</sup> Page Copy icons.
- During a remote whiteboard session, the 💷 Insert New Page, 🛨 Create New Page and 🖷 Copy icons do not work.

# **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.



3. Touch [Delete].

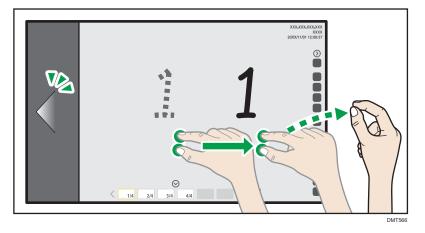
The displayed page is deleted.

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

# **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.
  - 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.
- 2. When the page side comes into view, release your fingers from the screen.



# **Operating a File**

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

 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.

- Shared folder on the network
- USB flash memory device
- Temporary save folder on the machine

When using RICOH e-Sharing Box, you can also save the pages to RICOH e-Sharing Box.

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

You can load saved pages, edit or add strokes, figures, and text, or add strokes on the pages. For details about how to import saved files, see page 53 "Importing a File".

Blank pages are not saved.

#### 🚼 Important

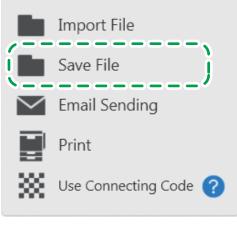
- Before saving pages in a shared folder, register the folder. For details about how to register a shared folder, see page 145 "Managing a Shared Folder List".
- 1. To save pages in a USB flash memory device, insert the flash memory device into the USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

2. Touch 🖾, the Import and Save icon.

3. Touch 🖿 [Save File].



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4. Specify the folder in which you want to save a file on the displayed screen.

	Memory porary Save Fe	older		1
folde folde	er1	\\host01\ap	pdata pdata\office	 /
				1
o	n Settings for	Coursed Etta	Sav	Cancel

• Select "USB Memory" to save the pages in the USB flash memory device attached to the machine.

- When you save a file in a USB flash memory device or shared folder, a sub directory up to 10 layers deep can be specified.
- When you touch the a, the Move Up One Folder icon, you can move to the folder one level above.
- To change the file name, specify a password to a PDF file or prohibit editing of a PDF file, touch [Option Settings for Saved File].

<ul> <li>Make option settings for PDF files to be saved</li> <li>The permissions password is necessary to set PDF security.</li> <li>Specify the PDF file name</li> </ul>	
Set the PDF security	Direlau
Permissions Password : Open Password : Prohibit editing	Display Display
Set	Cancel

- To change the file name, select [Specify the PDF file name], enter a new file name (up to 100 alphanumeric Unicode characters (UTF-8), excluding \, /, ?, :, \*, ", >, <) using the touch keyboard, and then touch [Set].</li>
- To specify a password for a PDF file, select the [Set the PDF security] checkbox, and then
  enter the [Permissions Password] and [Open Password] (up to 32 alphanumeric characters
  each) using the touch keyboard. When entering the password, you can choose whether to
  show or hide the password in the password box by touching [Display] or [Hide].

You must specify the [Permissions Password] to specify the [Open Password].

- A password-protected PDF file cannot be read again by the machine.
- To prohibit editing of the PDF file, select the [Prohibit editing] checkbox.

You must specify the [Permissions Password] to select the [Prohibit editing] checkbox.

- 6. Touch [Set].
- 7. Touch [Save].

PDF files are saved as shown below.

ltem	Specifications
File name (when not changing the file name)	<ul> <li>iwb-date-time.pdf</li> <li>The name of a file saved on January 23, 2014, at 4:56:07 is "iwb-20140123-045607.pdf".</li> <li>If a file of the same name already exists, a suffix number between "-001" to "-100" is added at the end of the file name to distinguish the newly created file from the existing file.</li> </ul>
Page size	243.84 × 137.16 mm (9.6 × 5.4 inches)

• The stacking order of the fair copy entered texts in a PDF file may appear different from the order you specified on a Whiteboard when the file is opened in a PDF viewer application other than the machine's built-in function. They will appear in the correct order when the file is opened on the machine.

# **Saving Pages Temporarily**

To prevent the leakage of information that may occur when you forget to delete written text and drawn figures, all information is cleared when the machine power is turned off. If you want to stop using the machine before you finish operations, or if there is no external storage available to save information, you can store the information in the machine for a limited period of time.

- 1. Touch 🖾, the Import and Save icon.
- 2. Touch 🖿 [Save File].
- 3. Specify [Temporary Save Folder].
- 4. Enter the meeting code.

<ul> <li>Enter the meeting code</li> <li>Storage Period : 14 day(s)</li> <li>Save Limit : 2014-11-04</li> </ul>
Meeting Code (4 to 10 digits) :
1       2       3         4       5       6         7       8       9         0       ←
Temporarily Save Cancel

Any number can be specified for the "meeting code".

The meeting code is used to do the following:

- Import a temporarily saved file and resume from the last item of information you wrote
- Download a temporarily saved file from the Web page
- 5. Touch [Temporarily Save].

Temporary saved files can be stored for up to 30 days. You can change the storage period. For details about how to change the storage period, see page 154 "Changing the System Settings".

Vote

- You can enable or disable the temporary save function in System Settings. For details, see page 154 "Changing the System Settings".
- For details about how to load a temporarily saved file, see page 56 "Importing a Temporarily Saved File".
- You can download a temporarily saved file by accessing the Web page of the machine. For details, see page 85 "Downloading Temporarily Saved Files".

# Importing a File

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

You can also open a file saved in the machine and write text, draw figures, or edit the fair copy entered text.

The supported conditions of a file are as shown below.

#### **PDF** file

ltem	Condition
File size	100 MB or less
PDF version	PDF 1.3–1.7 (including PDF/A)
Page size	Postcards-A0DD
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.

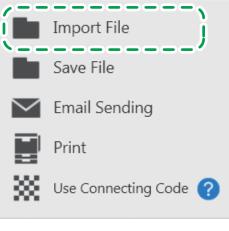
#### **PowerPoint files**

- Microsoft Office PowerPoint 2007
- Microsoft Office PowerPoint 2003
- Microsoft PowerPoint 2002

- Microsoft PowerPoint 2000
- Microsoft PowerPoint 97
- 1. To save pages in a USB flash memory device, insert the flash memory device into the USB port on the side of the display.

Insert only one USB flash memory device.

- For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device"
- 2. Touch 🔄, the Import and Save icon.
- 3. Touch 🖿 [Import File].



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4. Select the file that you want to import to the machine.

• S	elect the file to impor	t	
12	USB Memory Temporary Save Folder		-
	folder1 folder2	\\host01\appdata \\host01\appdata\office	
		<b>1</b>	
		Import Cancel	
			1G333

- Select "USB Memory" to display the files stored in the USB flash memory device that is attached to the machine.
- When you select "Temporary Save Folder", the temporarily saved files to the machine are displayed. For details about how to import a temporarily saved file, see page 56 "Importing a Temporarily Saved File".
- When you import a file that is stored in a USB flash memory device or a shared folder, a sub directory up to 10 layers deep can be specified.
- When you touch , the Move Up One Folder icon, you can move to the folder one level above.
- 5. Touch [Import].

The machine 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.

#### \rm Note

• The drawn strokes in a file saved by the machine 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 machine have been modified, the contained strokes, figures, and fair copy entry text may not be edited.
- On RICOH Interactive Whiteboard D6500, PowerPoint files cannot be imported for approximately two minutes after the whiteboard screen starts.
- Each page of a PowerPoint file is imported as an image. As a result, any videos or links on the pages of the PowerPoint file are also converted and incorporated into the images.
- If the imported PowerPoint file contains information associated with a font which is not supported by this machine, the information may not be displayed correctly.
- 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 machine is 100. If the total number of
  existing captured pages and pages of temporarily saved files that are to be imported exceeds 100
  pages, only the first 100 pages will be imported.

# Importing a Temporarily Saved File

This section explains how to import a file that is temporarily saved to the machine.

The machine imports the PDF file from the first page.

#### 🔁 Important

• To import a temporarily saved file, the meeting code that was entered when the file was saved is required.

#### 🕹 Note

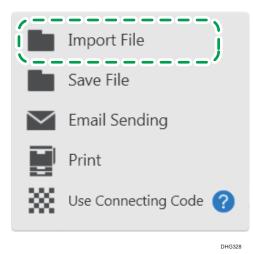
- You can enable or disable the temporary save function in System Settings. For details, see page 154 "Changing the System Settings".
- The maximum number of pages that can be imported to the machine is 100. If the total number of PDF file pages and all the existing pages exceeds 100 pages, only the first 100 pages will be imported.
- If you do not know the meeting code that was entered when the file was saved, you can find it on the Web page screen for managing temporarily saved files. For details about how to manage temporarily saved files, see page 87 "Managing Temporarily Saved Files".

#### Importing a temporarily saved file after the machine starts up

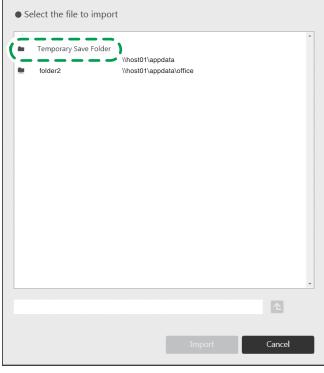
You can import a temporarily saved file and add it to the page list after the machine starts up.

1. Touch 🖾, the Import and Save icon.

2. Touch 🖿 [Import File].



3. Touch "Temporary Save Folder".



DHG334

4. Enter the meeting code.

Enter the meeting code	
	Meeting Code (4 to 10 digits) :
	1 2 3
	4 5 6
	7 8 9
	→ 0
	OK Cancel

5. Touch [OK].

The saved files which correspond to the entered meeting code are listed.

- 6. Select the file you want to import.
- 7. Touch [Import].

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.

#### Importing a temporarily saved file when the machine starts up

You can import a temporarily saved file when the machine starts up or exits standby mode.

#### 🔁 Important

- Before using this function, you must specify the corresponding setting in System Settings. For details, see page 154 "Changing the System Settings".
- 1. Press the power button of the machine. The machine starts up or exits standby mode.

You can start or recover RICOH Interactive Whiteboard D6500 from standby mode using the power button of the remote controller.

2. Touch [Import] in the message that appears.

#### 3. Enter the meeting code.

Enter the meeting code	
	Meeting Code (4 to 10 digits) :
	1 2 3
	4 5 6
	7 8 9
	•
	OK Cancel
	Caller

#### 4. Touch [OK].

The saved files which correspond to the entered meeting code are listed.

- 5. Select the file you want to import.
- 6. Touch [Import].

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.

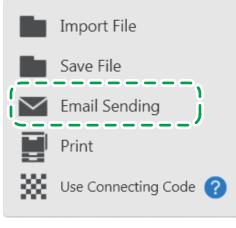
# Sending Pages by E-mail

You can save pages and send them by e-mail. All the existing pages can be combined within a single PDF file.

#### 🔁 Important

- To send e-mail, it is necessary to configure the network and SMTP Server settings. For details about how to configure the Network Settings, see page 127 "Configuring Network Settings". For details about how to configure the SMTP Server Settings, see page 135 "Configuring SMTP Server Settings".
- 1. Touch 🖾, the Import and Save icon.

2. Touch ➡, [Email Sending].



DHG33

**3.** To change the file name of the PDF file to be attached to an email, specify a password to the PDF file, or prohibit editing of the PDF file, touch [Option Settings for Saved File].

<ul> <li>Make option settings for PDF files to be saved</li> </ul>				
The permissions password is necessary to set PDF security. When Mail to Print format is selected, file name and security could not be	e set.			
Specify the PDF file name				
Set the PDF security				
Permissions Password :	Display			
Open Password :	Display			
Prohibit editing				
Convert to Mail To Print format				
Set	Cancel			

- To change the file name, select [Specify the PDF file name], enter a new file name (up to 100 alpha-numeric Unicode characters (UTF-8), excluding \, /, ?, :, \*, ", >, <) using the touch keyboard, and then touch [Set].</li>
- To specify a password for a PDF file, select the [Set the PDF security] checkbox, and then
  enter the [Permissions Password] and [Open Password] (up to 32 alphanumeric characters
  each) using the touch keyboard. When entering the password, you can choose whether to
  show or hide the password in the password box by touching [Display] or [Hide].

You must specify the [Permissions Password] to specify the [Open Password].

- A password-protected PDF file cannot be read again by the machine.
- To prohibit editing of the PDF file, select the [Prohibit editing] checkbox.

You must specify the [Permissions Password] to select the [Prohibit editing] checkbox.

• To use the Mail to Print function, select the [Convert to Mail To Print format] checkbox.

When the Mail to Print function is used, a password cannot be specified to a PDF, and editing of a PDF file cannot be prohibited.

For details about the Mail to Print function, see page 61 "Printing pages by specifying the multifunction printer (Mail to Print function)".

- 4. Touch [Set].
- 5. Specify the destination.

For details about how to specify destinations, see page 62 "Specifying Destinations".

6. Touch [Send].

#### Vote

- The name of the file attached to an e-mail is "iwb-date-time.pdf" (when not changing the file name).
   For example, if there is a file that is sent by e-mail on 2014/1/23 4:56:07,
   iwb-20140123-045607.pdf" will be the name of the attachment file.
- The page that is sent by e-mail is saved temporarily without applying the meeting code. You can
  download the temporarily stored file with no meeting code applied from the Web page by
  entering the administrator password. For details, see page 87 "Managing Temporarily Saved
  Files".
- Automatic temporary saving is a supplemental feature, and a temporarily stored file may be lost when a forced termination of the machine occurs. To save pages, enter a meeting code for the pages and temporarily save them to the machine, or save them in a shared folder or to a USB flash memory device. For details, see page 49 "Saving Pages".

# Printing pages by specifying the multifunction printer (Mail to Print function)

You can print a PDF file with a specified multifunction printer by specifying its e-mail address as the destination. You can register the e-mail address of the multifunction printer in Email Address Book in advance, or enter it manually when you are sending an e-mail.

The pages are printed under the following conditions:

- Printing color: Color (when a multifunction color printer is used)
- Paper size: A4

#### Vote

- To use this function, the multifunction printer must satisfy the following conditions:
  - Support the Mail to Print function.
  - Have a configured SMTP server and destination e-mail address.

- To use this function, configure the necessary SMTP Server Settings in Administrator Settings to allow a file to be sent in parts. For details about how to configure the settings, see page 135 "Configuring SMTP Server Settings".
- A PDF file cannot be printed if it is password-protected.
- You cannot print pages if user authentication is enabled on the multifunction printer.
- When you print on letter size  $(8^1/2 \times 11)$  inches) paper, a few mm (inches) on the left and right of an image will not be printed. When printing on letter size paper, configure the following settings on the multifunction printer. For details about how to configure the multifunction printer settings, see the manual provided with the multifunction printer you are using.
  - If there is a paper tray with the paper size set to A4, change the paper size or remove the A4 paper.
  - Change the paper size setting of the paper tray to letter-size.
  - Change the settings to automatically select paper size.

# **Specifying Destinations**

There are following methods to specify e-mail destinations:

- Select a destination registered to the email address book of the machine
- Select a destination registered in a public address book (Active Directory / LDAP server address) that has been downloaded to the machine.
- Enter an e-mail address manually
- Select a destination from Email Address Entry History

#### Note

- You can specify up to 30 e-mail addresses.
- You can add new entries to the email address book by selecting [Added Data Management] in Administrator Settings. See page 141 "Managing an Email Address Book".
- To use a public address book, select the [Use Public Address Book Function] check box in the "Network Settings" window, and configure the settings to access the public address book. See page 127 "Configuring Network Settings".
- To use the Mail to Print function, touch [Option Settings for Saved File:] to display the option settings, and then select the [Convert to Mail To Print format] checkbox.

## Select from Email Address Book

 Select the e-mail address of the destination to which you want to send the pages from [Select from Email Address Book] tab.

When you select a group name in [Specify Group Name], you can display only the destinations of the selected group names.

	Public Address Book	Manual Entry
Display Name	Email Address	Group Name
n ————	100,000 90	
name1	name1@mail.com	name1
name4	name4@mail.com	name4
name5	name5@mail.com	name5
	Spe	ccify Group Name:
🗷 name1	name1@mail.com	name1
🗷 namei	name1@mail.com	name1

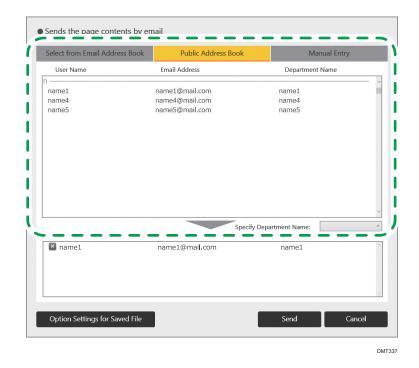
The selected e-mail address is added to the "Destination Email Address" list.

When you delete the selected e-mail address, touch the e-mail address you want to delete on the list.

#### Select from Public Address Book

 Select the e-mail address of the destination to which you want to send the pages from [Public Address Book] tab.

When you select a department name in [Specify Department Name], you can display only the destinations of the selected department names.



The selected e-mail address is added to the "Destination Email Address" list.

When you delete the selected e-mail address, touch the e-mail address you want to delete on the list.

# • Note

- The [Public Address Book] tab appears only when the settings to use a public address book are configured.
- Even when the necessary settings are specified, the [Public Address Book] tab does not appear if no public address book exists.

#### Entering e-mail addresses manually

- 1. Enter the name of the destination in "Display Name" in [Manual Entry] tab.
- 2. Enter the e-mail address of the destination in "Email Address".

The touch keyboard appears when you touch the input field.

splay Name Email	Address	Enter	Manual Entry
▼ test	te	estmail@com	
		_	
estination Email Address			
estination Email Address aname1 at test	name@mail testmail@com		
× name1			

3. Touch [Enter].

A confirmation message about adding the e-mail address to the history appears.

4. Touch [OK].

The name and e-mail address of the destination is added to the "Destination Email Address" list. When you delete the entered e-mail address, touch the e-mail address you want to delete on the list.

#### Selecting e-mail addresses from Email Address Entry History

 Touch the e-mail address of the destination in the "Email Address Entry History" list. The selected e-mail address is added to the "Destination Email Address" list.

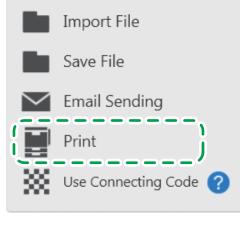
#### Printing

This section explains how to print pages.

Coloritant 🔂

 Before printing, configure the network and print settings. For details about how to configure the network settings, seepage 127 "Configuring Network Settings". For details about how to configure the print settings, seepage 160 "Changing the Print Settings".

- 1. Touch 🖾, the Import and Save icon.
- 2. Touch 📱 [Print].



DHG330

A window for specifying the printing conditions appears.

#### 3. Specify the print conditions.

<ul> <li>Prints Page(s)</li> <li>Specify the print conditions and</li> </ul>	then click [Print].	
Color/Black & White	Color •	
Paper Size	A4 •	
Print Range	This Page 🔹	
Copies	1 🛨 🗖	
	Print	Cancel

- When you select "This Page" in "Print Range", you can print only the displayed page.
- When multiple copies are selected, the pages are collated and the specified number of copies is printed.
- 4. Touch [Print].

Each page is printed with the images and information centered horizontally.

#### 🕗 Note

- On RICOH Interactive Whiteboard D6500, the print function cannot be used for approximately two minutes after the whiteboard screen starts.
- If the window for specifying printing conditions is open while the remote whiteboard is being used, no operations can be performed on the screens of the machines that are sharing the remote whiteboard.
- Use a printing device that supports Universal Print Driver. For details about models that support Universal Print Driver, see the driver download page on the Ricoh home page.

• You can print pages by sending them to a multifunction printer via e-mail. For details, see page 61 "Printing pages by specifying the multifunction printer (Mail to Print function)".

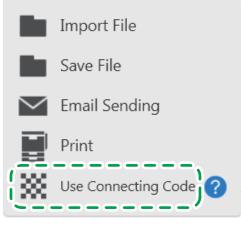
# Linking with RICOH e-Sharing Box

When you link with RICOH e-Sharing Box, you can display the files shown on the smart device on the machine. You can also save the pages of the machine to RICOH e-Sharing Box.

Operate RICOH e-Sharing Box by displaying "Connecting Code (QR code)" on the screen of the machine.

🔁 Important

- This function is not supported by certain languages and regions.
- 1. Touch 🖾, the Import and Save icon.
- 2. Touch <sup>™</sup> [Use Connecting Code].



DHG329

3. Scan the connecting code.

When the page is finished saving, a message appears on the screen.

4. Touch [Close] on the connecting code screen.

If you touch [Close] before the file is imported, a message is displayed to indicate that a file is being received. Touch [Close] again to cancel the importation of the file.



• The effective period of the connecting code is 10 minutes from the time the code is displayed. The code cannot be used after the effective period expires. If this happens, scan the connecting code again.

- For details about how to scan the connecting code, see the operating instructions of RICOH e-Sharing Box.
- When multiple files are sent from RICOH e-Sharing Box, the files are displayed in the order in which they are imported.
- The maximum number of pages that can be imported to the machine is 100. If the total number of captured pages and pages in the files to be imported from the smart device exceeds 100, only the first 100 pages are imported.

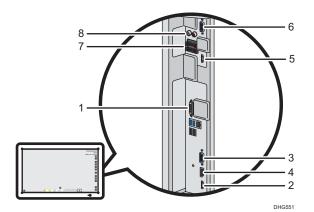
# 3. Connecting Devices

This chapter explains how to display an image from an image output device, and write text or draw figures on the displayed screen.

# **Devices That Can Be Connected to the Machine**

The input terminals, output terminals, and devices that can be connected to the machine are as follows:

#### **RICOH Interactive Whiteboard D5510**



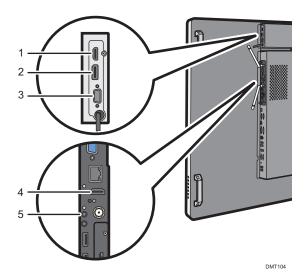
- 1. DVI Output (DVI-D)
- 2. HDMI Input 1
- 3. VGA Input 1
- 4. DisplayPort Input DisplayPort 1.1a compliant
- 5. HDMI Input 2
- 6. VGA Input 2
- 7. Audio Output 1
- 8. Audio Output 2

Terminal	Devices	Connection method
DVI Output (DVI-D)	Projector	See page 80 "Using a Projector to Project a Screen".

Terminal	Devices	Connection method
HDMI Input 1	<ul> <li>Computer</li> <li>Tablet</li> <li>Document camera</li> <li>Digital still camera</li> <li>Digital video camera</li> </ul>	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 74 "Connecting a Computer or Tablet to the Machine".
VGA Input 1	<ul> <li>Computer</li> <li>Tablet</li> <li>Document camera</li> </ul>	See page 74 "Connecting a Computer or Tablet to the Machine".
DisplayPort Input	<ul> <li>Computer</li> <li>Tablet</li> <li>Document camera</li> </ul>	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 74 "Connecting a Computer or Tablet to the Machine".
HDMI Input 2	Audio Visual device	Connects an audio-visual device to the machine. You can display copyright- protected content.
VGA Input 2	Video conferencing device	See page 76 "Connecting a Video Conferencing Device to the Machine".
Audio Output 1	Stereo speaker	Use this terminal to connect external speakers (10W+10W, 8 ohm).
Audio Output 2	Self-powered speaker or other audio device	Use this terminal to connect to the line input terminal of an amplifier.

#### **RICOH Interactive Whiteboard D6500**

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 RICOH Interactive Whiteboard D6500.



- 1. HDMI Input
- 2. DisplayPort Input DisplayPort 1.1a compliant
- 3. VGA Input
- 4. HDMI Output
- 5. Audio Output

Terminal	Devices	Connection method
HDMI Input	<ul> <li>Computer</li> <li>Tablet</li> <li>Document camera</li> <li>Digital still camera</li> <li>Digital video camera</li> </ul>	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 74 "Connecting a Computer or Tablet to the Machine". ◆ Note • To display a copyright-protected material, connect to the HDMI Input 1/2 of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D6500.

Terminal	Devices	Connection method
DisplayPort Input	<ul> <li>Computer</li> <li>Tablet</li> <li>Document camera</li> </ul>	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 74 "Connecting a Computer or Tablet to the Machine". ◆ Note • To display a copyright-protected material, connect to the HDMI Input 1/2 of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D6500.
VGA Input	<ul> <li>Computer</li> <li>Tablet</li> <li>Document camera</li> </ul>	See page 74 "Connecting a Computer or Tablet to the Machine".
HDMI Output	<ul> <li>Audio Visual device</li> <li>External monitor</li> <li>Projector</li> </ul>	Use this terminal to output the image and sounds being played on the whiteboard to an audio-visual device, external monitor or projector. See page 80 "Using a Projector to Project a Screen".
Audio Output	Self-powered speaker or other audio device	Use this terminal to connect to the line input terminal of an amplifier.

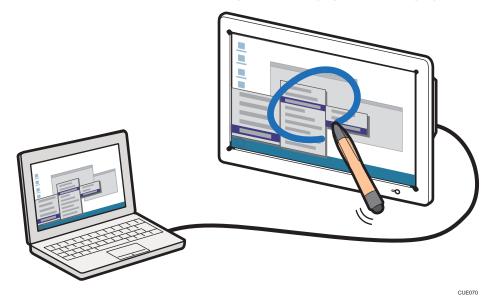
#### Vote

- A device that supports full-HD can be connected to DVI Output.
- For details about the input signals that are supported, see page 217 "List of Video Input Signals Supported by the Machine".
- The audio signals of the HDMI Input and DisplayPort Input are output to the following audio output terminals:
  - RICOH Interactive Whiteboard D5510: Audio Output 1, Audio Output 2
  - RICOH Interactive Whiteboard D6500: Audio Output
- 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 in the displayed image that is input from the following input terminals due to various composite processing methods such as overlaying entries:
  - RICOH Interactive Whiteboard D5510: HDMI Input 1, DisplayPort Input, VGA Input 1
  - RICOH Interactive Whiteboard D6500: HDMI Input, DisplayPort Input, VGA Input

# Connecting a Computer or Tablet to the Machine

You can connect a computer, tablet, or document camera to the machine, and see its screen on the machine. You can also write text or draw figures on the displayed screen using a pen.



You can capture written text and drawn figures on an externally input image as a "Captured page".

A captured page is added to the page list. You can continue the operation such as writing.

When you touch the 🖾 "Switch External Input" icon while operating a captured page, the screen of an image output device is displayed in real time.

When multiple devices are connected to the machine, you can switch the image of the device displayed on the screen to other images by touching the 🖾 "Switch External Input" icon. You can check which image of the device is displayed from the letters displayed on the Switch External Input icon. For details about icons, see page 17 "Icons Displayed on the Machine".

This section explains how to display the computer screen and write text or draw figures on it.

#### Vote

- Under the Whiteboard Detailed Settings, you can configure the machine to automatically display the computer screen when there is any change in the screen content. For details, see page 117 "Changing the Detailed Settings".
- Connect the computer to any of the following input terminals on the side of the display: RICOH Interactive Whiteboard D5510
  - HDMI Input 1, VGA Input 1 or DisplayPort Input

#### **RICOH Interactive Whiteboard D6500**

- HDMI Input, VGA Input or DisplayPort Input
- 2. Switch the video output on the computer to display the computer screen on the screen of the machine.

To switch between image outputs on the computer, press the appropriate function key while holding down the [Fn] key.

The key combinations on computers from major computer manufacturers are as follows:

Examples of key combinations on computers from major computer manufacturers are as follows:

For details, see the manual of the computer that is being used.

Computer brand	Key combination
MSI	[Fn] + [F2]
Everex, Mitsubishi, NEC, Panasonic, Sotec	[Fn] + [F3]
Gateway, HP	[Fn] + [F4]
acer, SHARP, Sotec, Toshiba	[Fn] + [F5]
Hitachi, IBM, lenovo, Sony	[Fn] + [F7]
Asus, Dell, EPSON, Hitachi	[Fn] + [F8]
Fujitsu	[Fn] + [F10]

3. Write text or draw figures on the screen of the machine using a pen.

#### 4. To capture the Whiteboard screen to a page, touch 💁, the Import to Page icon.

The captured page is added at the end of the page list and displayed on the screen.

#### • Note

- When you start writing on the screen, a message prompting you to capture the screen appears. You can capture the screen by touching [Import to Page]. To continue operation without capturing the screen, close the message by touching [×]. You can choose whether to enable or disable the message. For details, see page 117 "Changing the Detailed Settings".
- You can also write text or draw figures after importing a screen by touching <sup>(D)</sup>, the Import to Page icon.
- If there are already 100 captured pages, 🖸, the Import to Page icon, cannot be used.
- If there is a total of 90,000 strokes, fair copy entry text, figures, and stamps on all pages, you cannot use the Import to Page icon.
- The "NO SIGNAL" message may be displayed while switching to an externally input image.

# Connecting a Video Conferencing Device to the Machine

You can use the machine as a monitor of a video conferencing device. The screen of the machine can be shared in a video conference using the computer screen sharing application software of the machine. (RICOH UCS screen sharing: page 78 "Sharing the Whiteboard Screen in a Video Conference") Also, you can share notes written or material displayed on the screen with other devices connected via a network by using the remote white board function. For details about sharing a screen using a remote whiteboard, see page 99 "Overview of Remote Whiteboard".

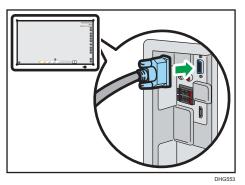


The video conferencing device is connected as follows:

- 1. Turn off the video conferencing device.
- 2. Connect the video conferencing device to VGA Input on the side of the display.

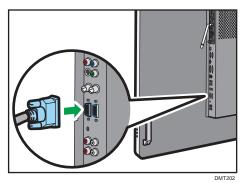
#### **RICOH Interactive Whiteboard D5510**

VGA Input 2



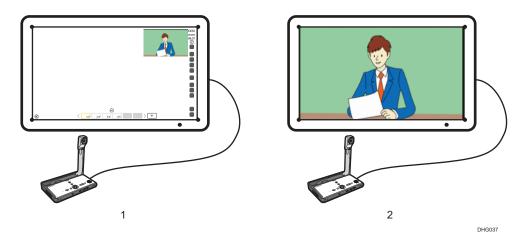
#### **RICOH Interactive Whiteboard D6500**

VGA Input



3. Turn on the video conferencing device.

The images from the video conferencing device can be displayed as follows:



#### 1. Subwindow display

You can operate the machine displaying the images from the video conferencing device on the subwindow located at the upper right of the screen.

You can display the image in a subwindow or hide the image by pressing the [PIP] button on the side of the display.

#### 2. Full screen display

You can expand the image to full screen or hide the image by pressing the [Input/Enter] button on the side of the display.

#### 🕗 Note

- You cannot write to an image input from a video conferencing device.
- You cannot use an image input from a video conferencing device in the whiteboard application or recorded as a captured page.

- For details about how to use a video conferencing device, see the manual of the device you are using.
- If the main operation panel is hidden by the subwindow, touch (4), the Move Main Operation Panel icon, and move the main operation panel.
- You can move the displayed subwindow. For details about how to move the subwindow, see page 211 "Adjusting the Display".
- The machine will automatically adjust the display area of a video conferencing device image when
  it is expanded to full screen. For details about how to adjust the display position, see page 211
  "Adjusting the Display".

#### Sharing the Whiteboard Screen in a Video Conference

The screen of the machine can be shared in a video conference using the computer screen sharing application software of the machine. (RICOH UCS screen sharing)

- 1. Connect the video conferencing device to the machine via USB.
- 2. Start a video conference.

A confirmation message for sharing the computer screen appears.

• Start RICOH UCS screen shari	ng	
Whiteboard screen sharing will b Communication System.	be performed with R	icoh Unified
[	Start	Cancel

3. Touch [Start].

Sharing of the machine screen starts.

To cancel sharing of the machine screen, touch [Cancel].

You can start sharing the screen even after the video conference has started by touching , the Sharing icon.

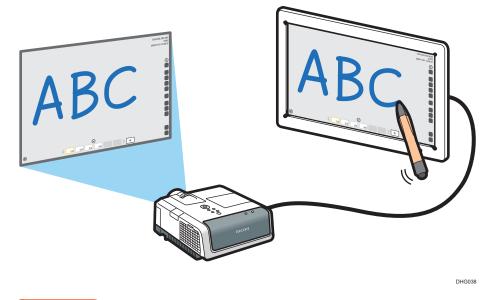
#### Vote

- If you want to stop sharing the machine screen, touch , the sharing icon, and then touch [RICOH UCS screen sharing will be stopped].
- When compatible mode is active, the machine screen cannot be shared.
- The machine screen is shared at a resolution of 720p.
- The following video conferencing devices can be used to share the screen of the machine that is connected via USB during a video conference:
  - Ricoh Unified Communication System S7000/P3500/P3000/P1000
- When multiple video conferencing devices are connected to the machine, the machine screen can only be displayed on the screen of the device that is connected first.

- When a Whiteboard screen in a Video Conference is shared, the sub-window display cannot be shared.
- If the machine does not support the language setting specified on the video conferencing device, the machine's screen cannot be shared.

### Using a Projector to Project a Screen

You can connect a projector that supports full-HD to the machine to project its screens.



#### 🔁 Important

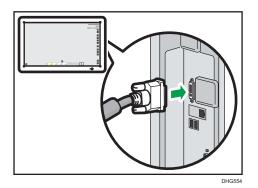
#### • The machine cannot be connected to an analog input terminal such the VGA input of a projector.

A Ricoh projector which supports full-HD is recommended for use with the machine. Supported models are as follows:

- PJ WX3231N/X3241N
- PJ WX3340N/WX3340/X3340N/X3340
- PJ WX4130N/WX4130
- PJ WX4240N/X4240N
- PJ WX4141/WX4141N/WX4141NI
- PJ WX5350N/X5360N
- PJ WX5361N/X5371N
- RICOH PJ X3351N/WX3351N
- RICOH PJ X4241N/WX4241N
- 1. Connect a projector to one of the following output terminals.

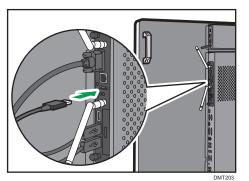
#### **RICOH Interactive Whiteboard D5510**

DVI Output



#### **RICOH Interactive Whiteboard D6500**

#### HDMI Output



#### 2. Project the screen.

For details about how to use a projector to project screens, see the manual of the projector.

#### Note

• If there is a cover on DVI Output, contact your service representative.

3. Connecting Devices

# 4. Using the Web Page of the Machine

This chapter explains what you can do on the Web page of the machine, and how to access the Web page.

# Things You Can Do on the Web Page

#### View a remote whiteboard

You can view the contents of an open remote whiteboard session.

For details, see page 109 "Participating from the Web Browser".

#### Download temporarily saved files

You can download a temporarily saved file. For details, see page 85 "Downloading Temporarily Saved Files".

#### Manage the temporarily saved files

You can manage all the files temporarily saved on the machine. For details, see page 87 "Managing Temporarily Saved Files".

#### Download IWB Remote Desktop Software

After you install IWB Remote Desktop Software on your computer, you can display the screen of the computer on the machine via a network. You can also operate the computer from the screen of the machine.

For details about how to download the software, see page 92 "Downloading IWB Remote Desktop Software".

#### **Open the Administrator Settings**

You can configure the machine settings, such as the network settings, and adjust the system clock. For details, see page 120 "Opening Administrator Settings".

#### **Displaying the Top Page**

To access the Web page for the machine, one of the following web browsers is required:

- Internet Explorer 8 or higher (Windows 7) / 10 or higher (for Desktop / Modern UI under Windows 8) / 11 (Desktop/Modern UI under Windows 8.1)
- Firefox 35.0.1 or higher (Windows 7) / 35.0 or higher (Windows 8/8.1)
- Safari for OS X 6 or higher (OS X 10.6) / 8 or higher (OS X 10.8)
- Safari for iOS 6 or higher (iOS 6) / 8 or higher (iOS 8)  $^{*1}$
- Chrome for Android 40.0.2214.89 or higher (Android 4.0/5.0.1) \*2

- Chrome for Windows 40.0.2214.111 or higher (Windows 7) / 40.0.2214 or higher (Windows 8/8.1)
- \*1 For iPad only. iPhone is not supported.
- \*2 For tablet PC only. Smartphones are not supported.
- 1. Check the IP address displayed at the top of the machine screen.

If no IP address is displayed, use 🛈, the Information display icon, to display the IP address.

- 2. Start your web browser.
- Enter "http://(machine's IP address, host name, or fully qualified domain name)/" in your web browser's URL bar.

The Web page for the machine is displayed.

_ocation	Name : (Not Set)	
	Browse for Whiteboard Browsing for a whiteboard can be performed.	
	Downloading Temporarily Saved File Can download a temporarily saved file using the meeting code.	
	Download Software Can download remote PC operation software.	
	Temporarily Saved File Management (for Administrator) Can manage all temporarily saved files.	
0	Administrator Settings Administrator settings can be changed.	

#### Note

- Up to 20 web browsers can access the machine at the same time.
- You cannot access the Web page when the power of the machine is off.
- If the administrator password is not changed from its initial setting, [Administrator Settings] is not displayed. Change the administrator password. For details about changing the administrator password, see page 121 "Administrator Settings".

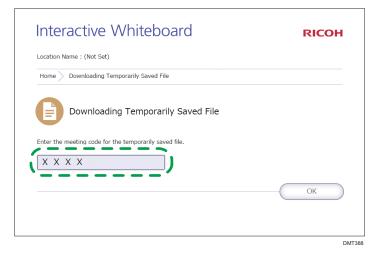
# **Downloading Temporarily Saved Files**

#### 🔁 Important

- To download a temporarily saved file, the meeting code entered when saving the file is required. For more details about the meeting code, see page 52 "Saving Pages Temporarily".
- 1. Use your computer to access the Web page for the machine.

For details about how to access the Web page, see page 83 "Displaying the Top Page".

- 2. Click [Downloading Temporarily Saved File].
- 3. Enter the meeting code.



4. Click [OK].

5. Click [Download] for the file you want to download.

Location Name : (Not S	Set)			
Home > Downloadin	g Temporarily Saved F	ïle		
Downloa	ading Tempora	rily Saved	File	
Meeting Code : 0000				
Meeting Code : 0000	) Number of Pages	Size	Save Limit	
Meeting Code : 0000				Download
Meeting Code : 0000	) Number of Pages	Size	Save Limit	Download Download
Meeting Code : 0000 Save Date ▼ 2015-09-02 16:07:19	Number of Pages	Size 3 KB	Save Limit 2015-09-16	

6. Rename the file, if necessary, and then click [Save].

#### • Note

• If you do not know the meeting code that was entered when the file was saved, you can find the meeting code on the Web page screen for managing temporarily saved files. For details about how to manage temporarily saved files, see page 87 "Managing Temporarily Saved Files".

## **Managing Temporarily Saved Files**

- 1. Click [Temporarily Saved File Management] on the top page of the Web page.
- 2. In the password input field, enter the administrator password.

Interactive Whiteboard	RICOH
Location Name : (Not Set)	
Home $>$ Temporarily Saved File Management	
Temporarily Saved File Management	
Enter the password for the administrator settings.	
)	
	ОК
	DMT339

3. Click [OK].

The Temporarily Saved File Management screen appears. Delete or download the necessary files.

#### Note

- Temporarily saved files with no meeting code specified can be managed only on the Temporary Saved File Management screen.
- Automatic temporary saving is a supplemental feature, and a temporarily stored file may be lost when a forced termination of the machine occurs. To save pages, enter a meeting code for the pages and temporarily save them to the machine, or save them in a shared folder or to a USB flash memory device. For details, see page 49 "Saving Pages".

#### Viewing the Temporarily Saved File Management screen

	Location Name : (Not S	et)								
	Home > Temporarily	Saved File Mana	gemer	nt						
(	Tempora	arily Saved	File	Manage	ment					
	Free Space : 9.99 GB Number of Temporari		5 / 1	000						
				000 Size	Save L	.imit	Meeting Code			
_ _	Number of Temporari	ly Saved Files :					Meeting Code	_	Download	Delete
	Number of Temporari Save Date 🔻	ly Saved Files :	ges	Size	в 2015-0	09-16		•	Download	Delete
	Number of Temporari Save Date  2015-09-02 16:07:19	ly Saved Files :	ges 1	Size 3 I	в 2015-0 в 2015-0	)9-16 )9-16	000			
	Number of Temporari Save Date V 2015-09-02 16:07:19 2015-09-02 16:07:12	ly Saved Files :	ges 1 1	Size 3 ( 3 (	в 2015-0 в 2015-0 в 2015-0	09-16 09-16 09-16	000		Download	Delete

#### 1. Free Space

Indicates the amount of free space and the maximum storage capacity of the space for temporarily saved files.

#### 2. Number of Temporarily Saved Files

Indicates the number of temporarily saved files and the maximum number of files that can be temporarily saved.

#### 3. File List

Displays a list of the temporarily saved files.

# **Opening Administrator Settings**

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- For security reasons, make sure to change the initial administrator password. If you do not change the password, the administrator settings cannot be browsed on the Web page.
- For details about changing the administrator password, see page 121 "Administrator Settings".
- 1. On the top page of the machine's Web page, click [Administrator Settings].
- 2. Enter the administrator password in the password entry field.
- 3. Click [OK].

The configuration screen for the administrator appears. Confirm and modify the device settings as required.

#### Note

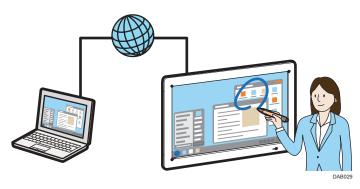
- If the administrator setting is configured on the machine's Web page, the setting becomes valid when the machine restarts.
- If no operations are performed for 10 minutes, the configuration screen for the administrator will disappear automatically.
- The administrator settings screen cannot be opened from the Web page while the administrator settings are being configured on the control panel of the machine.
- You cannot login to [Administrator Settings] for 10 minutes after the Web page has been closed.
- For details about the administrator settings, see page 121 "Administrator Settings".
- Some settings cannot be configured from the Web page.

# 5. Using the Machine to Perform Operations on a Computer Screen

This chapter explains how to perform operations on a computer screen displayed on the machine using IWB Remote Desktop Software.

# IWB Remote Desktop Software Overview

After you install IWB Remote Desktop Software on your computer, you can display a computer screen via a wireless LAN. You can also perform operations on the computer screen from the display of the machine.



## **Downloading IWB Remote Desktop Software**

- 1. Start your web browser.
- Enter "http://(machine's IP address or host name)/" in your web browser's URL bar and display the Web page for the machine.
- 3. Click [Download Software].
- 4. Click [Download].

Interactive Wh	niteboard	RICOH
Location Name : (Not Set)		
Home $>$ Download Software		
Download Softv	vare	
This is the remote PC operation sof	ftware. PC screens on the network can be displayed a	nd operated on the whiteboard.
This is the remote PC operation sof Supported OS : Windows 7 / Windo		nd operated on the whiteboard.
Supported OS : Windows 7 / Windo		nd operated on the whiteboard.
	ows 8 / Windows 8.1	
Supported OS : Windows 7 / Windo	ows 8 / Windows 8.1	

5. Click [Save].

IWB Remote Desktop Software is downloaded.

# Installing IWB Remote Desktop Software

#### 🔁 Important

• To install IWB Remote Desktop Software on a computer, log on as a user with administrator privileges.

#### **Operating environment**

ltem	Specifications
Operating system	• Windows 8/Pro/Enterprise (32 bit/64 bit)
	<ul> <li>Windows 8.1/Pro/Enterprise (32 bit/64 bit)</li> </ul>
	<ul> <li>Windows 7 Home Premium/Professional/Ultimate/Enterprise SP 1 or later (32 bit/64 bit)</li> </ul>
CPU	<ul> <li>Recommended: Intel<sup>®</sup> Core<sup>TM</sup> 2 Duo 2 GHz or more</li> </ul>
	Minimum: Intel Core Solo U1300
Memory	• Windows 7 (32 bit): 1 GB or more
	• Windows 7 (64 bit): 2 GB or more
	• Windows 8 (32 bit): 1 GB or more
	• Windows 8 (64 bit): 2 GB or more
	• Windows 8.1 (32 bit): 1 GB or more
	• Windows 8.1 (64 bit): 2 GB or more
HDD	100 MB or more free space
Network	Line speed
	• Minimum: 200 Kbps
	* When not using network services other than IWB Remote Desktop Software
Wireless LAN	• IEEE802.11a/IEEE802.11b/IEEE802.11g/IEEE802.11n

1. Double-click the downloaded file from the Web page of the machine to execute it.

For details about how to download IWB Remote Desktop Software, see page 92 "Downloading IWB Remote Desktop Software".

- 2. Specify the language you want to use during the installation process, and then click [OK].
- 3. If .NET Framework 4 is not installed on your computer, click [Install].

If .NET Framework 4 has already been installed, the message [Install] does not appear. Proceed to the next step.

- 4. Click [Next].
- The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the terms in the license agreement], and then click [Next].
- 6. Specify the installation folder, and then click [Next].
- 7. Click [Install].
- 8. Click [Finish].

# Uninstalling IWB Remote Desktop Software

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- Log on to the computer as a user with administrator privileges to uninstall the software.
- 1. On the [Start] menu of the computer, select [Control Panel].

If you are using a computer that is running Windows 8/8.1, click [Search] on the Charm Bar, and then click [Control Panel].

- 2. Select [Programs and Features].
- 3. Click [Uninstall a program].
- 4. Select "IWB Remote Desktop Software" and click [Uninstall].
- 5. Confirm the messages and click [OK].

# Using IWB Remote Desktop Software to Perform Operations on a Computer Screen

Open IWB Remote Desktop Software, and then connect the machine to a computer. When the machine is connected, the screen displayed on the computer appears on the screen of the machine.

#### 🔂 Important

- You cannot connect if the machine is in standby mode or the power is off.
- While the machine is connected to the computer, a message is displayed every 15 minutes which asks whether you want to maintain the connection. If one minute elapses without clicking [Continue] in the message, the connection is lost automatically. This message setting can be changed when the machine starts.
- 1. On the [Start] menu of the computer, select [All Programs].

If you are using a computer that is running Windows 8/8.1, right-click where tiles are not displayed on the Start screen, and then click [All apps].

2. Select [Ricoh], and then click [IWB Remote Desktop Software].

If you are using a computer that is running Windows 8/8.1, proceed to the next step.

- 3. Click [IWB Remote Desktop Software].
- 4. Enter the IP address and passcode displayed at the top of the machine screen.

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

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

If you have already entered the IP address, host name, or fully qualified domain name, you can select it from the pull-down menu.

IP Address :       Passcode :       Confirm Auto Disconnect :       Every 15 minute(s) v		IWB Remote Desktop	Software	- • ×
	000.000	Passcode : Confirm Auto Disconnect :	Every 15 minute(s) v	
Operating this PC from the whiteboard is available. Help ? Refer to [Help] for the operation method.	perating this PC from the v efer to [Help] for the oper	hiteboard is available. ation method.		Help ?

5. Change the [Image Quality/Speed] setting as required.

Select [Quality], [Standard Image Quality], or [Speed], according to the specified quality under the image transfer settings. The default is [Speed]. To give priority to speed over quality, select [Speed]. The print quality, however, may be degraded.

	IWB Remote Deskt	op Software	
000.000.	IP Address : Pacerode · Image Quality/Speed: Connect	Quality v	~
Operating this PC from Refer to [Help] for the	the whiteboard is available. operation method.		Help 🥐

#### 6. Change auto disconnection settings as needed.

To enable auto disconnection while the machine is connected to a computer, open the pull-down menu, and then select the length of time the auto disconnect message is displayed. When the setting is enabled, the auto disconnect message is displayed at specified intervals. If one minute elapses without clicking [Continue] in the message, the connection is lost automatically.

	IWB Remote Desktop	Software	- • ×
Operating this PC from the	IP Address : Passcode : Confirm Auto Disconnect : Connect	Every 15 minute(s)	, ,
Refer to [Help] for the ope	ration method.		Help ?

#### 7. Click [Connect].

The screen of the computer appears on the machine screen.

#### 8. When you operate the computer from the machine, touch 🖉, the Operate Computer icon.

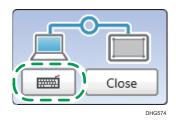
A pen nib and pen bottom can be used to perform the following:

Pen nib

A left-click or drag operation

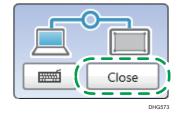
- Pen bottom
  - A right-click operation

When you click the touch keyboard icon, you can enter text using the touch keyboard displayed on the computer. It may take approximately two seconds until the touch keyboard is displayed.



#### Vote

- When Touch Pen is used, the operation by pen bottom cannot be performed.
- 9. When you close IWB Remote Desktop Software, click [Close] in the "Connected" window.



10. Click [Close].

IWB Remote Desktop Software closes.

#### Vote

- You can also close IWB Remote Desktop Software by operating the computer from the machine screen.
- In the Whiteboard Detailed settings, you can choose whether or not to automatically recognize a click and double-click during a handwritten entry. For details, see page 117 "Changing the Detailed Settings".
- You can connect to Whiteboard Version 1.3.X.X from IWB Remote Desktop Software Version 1.5.X.X or later. In such case, the machine operates in "Standard Image Quality" even if the [Image Quality/Speed] setting is specified.
- When a touch keyboard is used, the keyboard of the computer may become unresponsive. If this occurs, or if the touch keyboard does not respond, perform the following procedure on the computer:
  - 1. Set "User Account Control Settings" to [Never Notify].
  - 2. Configure the following settings to run IWB Remote Desktop Software as an administrator:
    - 1. Right-click the shortcut icon of IWB Remote Desktop Software, and select [Properties].
    - Select the [Run this program as an administrator] checkbox under [Privilege Level] on the [Compatibility] tab.

# 6. Using a Remote Whiteboard to Share the Screen

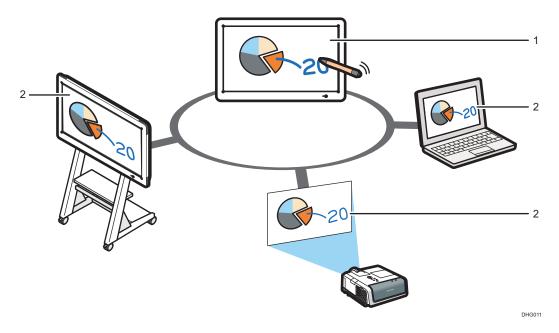
This chapter explains how to share a screen or written text and drawn figures of the machine with other devices at remote locations.

# **Overview of Remote Whiteboard**

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

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 To share a screen, you need to configure the network settings and add your Remote License. For details about how to configure the network settings, see page 127 "Configuring Network Settings". For details about how to add your Remote License, see page 133 "Adding or Deleting Your Remote License".



#### 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.

You can use the following other than the whiteboard to participate in a remote whiteboard session:

• Web browser (Viewing only)

6

- Computer installed Remote Viewer (Viewing only)
- · Projector with interactive functionality
- iPad installed with RICOH IWB App

#### Vote

- When the network settings are configured accordingly and the remote whiteboard license is added, you can view the screen of the machine from a remote location using a Web browser application without hosting the whiteboard by changing the settings. For details about changing the settings, see page 158 "Changing the Security Settings".
- For details about how to open a remote whiteboard session, see page 101 "Opening a Remote Whiteboard Session".
- For details about how to participate in a remote whiteboard session, see page 106 "Participating in a Remote Whiteboard Session".
- For details about how to install Remote Viewer, see page 202 "Installing Remote Viewer on a Computer".
- For details about how to participate in a remote whiteboard session from a projector, see the manual of the projector or Interactive Kit.
- The following smart devices can connect to a remote whiteboard via RICOH IWB App:
  - Third and fourth generation iPad, iPad mini 2, iPad mini 3, iPad Air, iPad Air2 (iOS 7 or 8)
- To use RICOH IWB App, a network speed of 200 kbps or faster is required.
- For details about RICOH IWB App, see "RICOH Interactive Whiteboard Client Start Guide".

## **Opening a Remote Whiteboard Session**

This section explains how to open a remote whiteboard session.

You may need to select Compatible mode according to the type of a participating device or its version. When you select Compatible mode, the functions available will be limited.

For details about how to check the system version, see page 119 "Opening General Settings".

Participating remote whiteboards	Normal hosting (system running version 1.6.0.0 or later)	Compatible mode
System running version 1.6.0.0 or later	0	O*1
System running version 1.5.X.X or earlier	×	0
Projector with interactive functionality	×	0
Computer installed with Remote Viewer	x*2	0
Web browser	0	0
iPad installed with IWB App	0	×

- O: Can participate.
- ×: Cannot participate.
- \*1 If a participating whiteboard running system version 1.6.0.0 or later participates in a remote whiteboard session opened in compatible mode or by a machine running system version 1.1 or earlier, a message is displayed and the remote whiteboard enters compatible mode.
- \*2 If a web browser is used instead of Remote Viewer, there are no restrictions on the functions that can be used while viewing the remote whiteboard.
- 1. Touch 🗒, the Share icon.

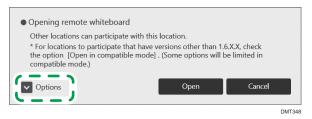
6

#### 2. Touch [Open].



DHG346

- When a video conferencing device is connected to the machine via USB, a confirmation screen to start screen sharing is displayed upon starting a video conference using the device. Touch the [Start] button to share the image displayed on the machine screen. For details, see page 78 "Sharing the Whiteboard Screen in a Video Conference".
- When you activate compatible mode, the [Start] button is not displayed.
- 3. Touch "Options", and then specify the conditions for opening a remote whiteboard session.



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

• Opening remote whiteboard	
Other locations can participate with this location. * For locations to participate that have versions other than 1.6.X.X, check the option [Open in compatible mode]. (Some options will be limited in compatible mode.)	
Open with passcode	
Limit participating whiteboard's functions	
Open in compatible mode	
Create image of all pages and distribute	
O Delete All Pages and Open	
How to Use Options	
Options     Open     Cancel	
DMT	1349

- When the "Open with passcode" check box is selected, you can limit the number of participating devices.
- When the "Limit participating whiteboard's functions" check box is selected, the participating whiteboards cannot save files, print pages, or send e-mail during the session.
- When the "Open in compatible mode" check box is selected, the remote whiteboard session is opened in compatible mode. For details about how to open a session in compatible mode, see page 103 "Opening a Remote Whiteboard Session in Compatible Mode".
- 4. Touch [Open].

A remote whiteboard session is opened.

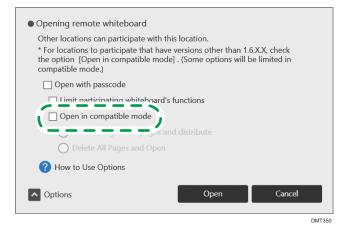
When you select "Open with passcode", a message will appear. Confirm the details of the message, and then touch [Open].



- You can use I, the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 114 "Checking the Remote Whiteboard Status".
- 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 114 "Checking the Remote Whiteboard Status".

#### Opening a Remote Whiteboard Session in Compatible Mode

 Select "Open in compatible mode" in the option settings of opening remote whiteboard session screen.



- 2. Specify other conditions as needed.
  - If you select "Create image of all pages and distribute", the pages being used will be converted to images and displayed on the participating whiteboards. You cannot edit the strokes on the pages converted to images.
  - If you select "Delete All Pages and Open", all the pages being used will be deleted.
- 3. Touch [Open].

A remote whiteboard session is opened in compatible mode.



- You can use , the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 114 "Checking the Remote Whiteboard Status".
- 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 114 "Checking the Remote Whiteboard Status".

# **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.

#### Coloritant 🔁

- When you finish using the machine, quit the remote whiteboard session, and then turn off the power.
- 1. Touch 🕮, the Share icon.
- 2. Touch [Close Remote Whiteboard].



- When compatible mode is active, touch [Close].
- When a video conferencing device is connected to the machine via USB, a confirmation screen to start screen sharing is displayed upon starting a video conference using the device. Touch the [Start] button to share the image displayed on the machine screen. For details, see page 78 "Sharing the Whiteboard Screen in a Video Conference".
- When you activate compatible mode, the [Start] button is not displayed.
- 3. Touch [Close].

#### • Note

• When you exit compatible mode, the page displayed immediately before joining the remote whiteboard session is loaded as an image.

## 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.

#### Participating from the Machine

1. Touch [Join] of 🔜, the Share icon.



DHG347

- 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 107 "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].

5. Check how long it will take to finish reading the page, and then touch [Join].

The host whiteboard page begins reading.



- 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, print pages, or send e-mail. When the remote whiteboard session is closed, all the pages are deleted.

• When you attempt to participate in a remote whiteboard session opened in compatible mode or by a machine running system version 1.1 or earlier, a message which asks whether or not you want to participate in the session. Touch [Join] inside the message to participate is displayed.



- During a remote whiteboard session, the screen sharing status is displayed in the submenu of I, the Share icon. For details about how to view the submenu, see page 114 "Checking the Remote Whiteboard Status".
- If the page size of a file imported to the host whiteboard is larger than the maximum file size that can be imported by a participating whiteboard, the imported file may not be displayed.

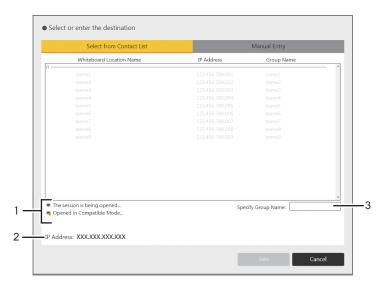
### Specifying the remote whiteboard session to join

The host whiteboard can be specified as follows:

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

### Selecting from the contact list

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



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#### 1. Status of the host whiteboard

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

#### 2. [IP Address]

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.

y xxx xxx	Enter			
XXX				
				*
XXX				
XXX.XXX				
	20002007	000.000	000.000	XXX XXX

#### 1. Manual Entry

Enter the IP address, host name, or fully qualified domain name of the host whiteboard. The touch keyboard appears when you touch the input field.

#### 2. [Enter]

Adds the entered IP address of the host whiteboard to the IP Address 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]

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

Note

- It may take approximately two seconds until the touch keyboard is displayed.
- For details about how to add a contact list, see page 137 "Managing a Remote Contact List".

# Participating from the Web Browser

This section explains how to view the contents of a remote whiteboard session by accessing the Web page of the machine.

🔁 Important 🗋

- To view a remote whiteboard session, you need to configure the network settings and add your Remote License. For details about how to configure the network settings, see page 127
   "Configuring Network Settings". For details about how to add your Remote License, see page 133
   "Adding or Deleting Your Remote License".
- A remote whiteboard session opened by a machine running system version 1.3.140.0 or earlier or a projector that has interactive functionality cannot be viewed from a web browser.
- 1. Access the Web page for the machine.

For details about how to access the Web page, see page 83 "Displaying the Top Page".

- 2. Click [Browse for Whiteboard] on the Web page.
- 3. Enter the password in the passcode box.

The passcode entered is the code displayed at the top of the screen of the host whiteboard.

Interactive Whiteboard	RICOH
Location Name : (Not Set)	
Home $>$ Browse for Whiteboard	
Browse for Whiteboard	
Enter the passcode that is displayed on the top of the operation panel of the wh	iteboard's main unit.
/	
	Join

DMT353

### 4. Click [Join].

The remote whiteboard screen is displayed.

The page you are viewing is refreshed once every two seconds.

Note

 You can change the display magnification by using the zoom-in and zoom-out function of your web browser.

# **Participating from Remote Viewer**

When you install Remote Viewer to the computer, you can view the contents of a remote whiteboard session opened with Compatible mode or version earlier than 1.3.140.0. For details about Remote Viewer, see page 202 "Using Remote Viewer".

When you view the contents of a remote whiteboard session opened with a system of version 1.3.0.0. or later, access the remote whiteboard from the web browser. For details, see page 109 "Participating from the Web Browser".

- 1. Click the [Start] menu on the computer.
- 2. From [All Programs], select [Ricoh], [Interactive Whiteboard Remote Viewer].
- 3. Click [Interactive Whiteboard Remote Viewer].

The Remote Viewer screen appears.

- 4. Click [Join] from  $\blacksquare$ , the Share icon.
- 5. Specify the IP address of the host whiteboard on the displayed screen.
- 6. Click [Connect].

The host whiteboard is imported.

- 7. If a passcode is set by the host whiteboard, enter the passcode.
- 8. If a connection is established, the time to import pages of the host whiteboard is displayed. Click [OK].

There are two methods for specifying a host whiteboard. The first is to select from the contact list, and the second is to enter the IP address manually.

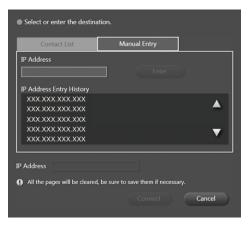
# [Contact List] tab

Contact List	Manual Entry	
Contact List		
B31	XXX.XXX.XXX.XXX	
B32	XXX.XXX.XXX.XXX	-
B33	XXX.XXX.XXX.XXX	
Test1	XXX.XXX.XXX.XXX	
Test2	XXX.XXX.XXX.XXX	
Test3	XXX.XXX.XXX.XXX	
Test4	XXX.XXX.XXX.XXX	•
Test5	XXX.XXX.XXX.XXX	
Address	red, be sure to save them if necessary.	

Specify the IP address of the host whiteboard by selecting it from the "Contact List".

A contact list can be added with "Add Remote Contact List" in General Settings of Remote Viewer. See page 205 "Creating a Remote Contact List".

# [Manual Entry] tab



- Specify the IP address of the host whiteboard by entering it manually. After entering the address, click [Enter]. A confirmation message about the history appears. If you do not want to keep the entered IP address in the history, click [Cancel].
- You can also specify a previously entered IP address by selecting it from "IP Address Entry History".

# Vote

- "IP Address Entry History" can hold up to 100 entries. If there are already 100 entries, the oldest entry is deleted from the history.
- The indicated shared page import time may differ depending on the actual environment.

• You can use  $\blacksquare$ , the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 114 "Checking the Remote Whiteboard Status".

# Leaving a Remote Whiteboard Session

### 🔁 Important

- When you finish using the machine, leave the remote whiteboard session, and then turn off the power.
- 1. Touch 🔜, the Share icon.
- 2. Touch [Close Remote Whiteboard].



If you are participating in a remote whiteboard session while compatible mode is active, touch [Leave].

- 3. Touch [Leave].
  - When you have participated in a remote whiteboard session from Remote Viewer, click a, the Share icon, and then select [Leave].



• When you have participated in a remote whiteboard session from the web browser, quit viewing by closing the browser window.

### Note

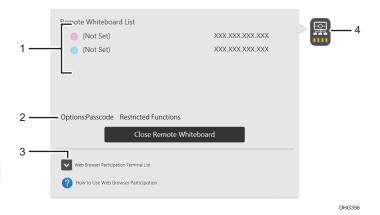
- If the host whiteboard side closes the remote whiteboard session, viewing automatically ends.
- When you exit compatible mode, the page displayed immediately before joining the remote whiteboard session is loaded as an image.

# **Checking the Remote Whiteboard Status**

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

You can check the communication status by the number of antennas or the color of the icon.

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.

#### 3. Web Browser Participation Terminal List

Indicates the IP addresses of the devices participating in the remote whiteboard session via a web browser.

#### 4. Share icon

Indicates the network status in the bottom part of the icon.

### Checking the communication status during a remote whiteboard session

You can check the communication status during a remote whiteboard session. The communication status is indicated by 🕮, the Share icon. When you are using compatible mode, you can check the communication status by the color of the icon.

Normal mode icon/Compatible mode icon	Communication status	Communication speed
Antenna 4/==	Excellent	1.5 Mbps or more
	Good	512 kbps–1.5 Mbps
Antenna 3/📟		
	Low	200 kbps–512 kbps
Antenna 2/📟		
	Very Low	200 kbps or less
Antenna 1/🕮		

### Note

- On the host whiteboard, the icon indicates the participating whiteboard with the worst communication status.
- As the number of whiteboard locations or the amount of data to be transferred increases, screen updates may take longer and the response time for user operations may increase.
- As communications improve, screen updates and response time for user operations become faster.
- If there are no participating whiteboards, 🗒, the Antenna 1 icon, is displayed on the host whiteboard.
- If you are using Remote Viewer to view shared screens, an icon which indicates the machine is in compatible mode is displayed.

6. Using a Remote Whiteboard to Share the Screen

# 7. Changing the Machine Settings

This chapter explains how to change the machine settings in General Settings and Administrator Settings.

# **Changing the Detailed Settings**

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

1. Touch 🖉 (Pen) or 🖾 (Switch External Input) on the main operation panel with the pen nib, and then touch 🛱 (Detailed Settings) from the menu that appears.

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.

• [Do not display pen entry operation guidance while displaying external input]

When you start writing on the external input screen, a message prompting you to capture the screen will not appear.

• [Automatically recognize a click during a handwritten entry on remote PC image]

When you are using the computer screen in IWB Remote Desktop Software, the machine automatically recognizes a click or double-click during a handwritten entry.

• [On fair copy entry, only graphics will be fair copied (texts will not be fair copied)]

If a small figure is converted to a character in fair copy entry mode, select this setting to make fair copies of figures only.

• [Automatically aligns the position of the texts and graphics]

Fair copy entered text, figures, and lines are flush against the grid line when they are moved or reduced/enlarged.

3. Touch [Close].

# Note

- When any of the A (Stamp Entry mode) icons other than (Select and Delete) or (Operate Computer) is selected, clicks cannot be automatically recognized while making a handwritten entry on a remote computer screen.
- To save the changes made to the settings after the machine is turned off, specify [Default Whiteboard Detailed Settings] in System Settings. For details, see page 154 "Changing the System Settings".

# **Displaying the Desktop**

You can open General Settings or Administrator Settings from the desktop.

The procedure for displaying the desktop is as follows:

- 1. Press and hold on 1, the close icon, with the pen nib until a message appears.
- 2. Touch [Close].

The displayed page closes and the desktop is displayed.

# Icons on the Desktop

Touch an icon twice in quick succession with the pen nib to activate an icon on the desktop.

The operations performed with the activated icons are as follows:

lcon	Behavior	Reference
*	Opens Administrator Settings.	See page 120 "Opening Administrator Settings".
AdminSettings		
	Displays the main screen of the machine.	See page 15 "Use a Whiteboard Viewing the Screen".
Interactive Whiteboard		
CU	Turns the power off.	-
PowerOFF		
*	Opens General Settings.	See page 119 "Opening General Settings".
Settings		
Keyboard *1	Displays the touch keyboard. It may take approximately two seconds until the touch keyboard is displayed.	-

\*1 This item is only displayed on RICOH Interactive Whiteboard D6500.

# **Opening General Settings**

To check the system information or adjust the touch sensor, open General Settings.

- 1. Display the desktop.
- 2. Touch [Settings] two times in quick succession.

# • Note

• When you finish configuring General Settings, touch [Close].

# **General Settings Icons**

Touch the icon with the pen nib to activate an icon on General Settings.

The operations performed with the activated icons are as follows:

lcon	Behavior
Adjust Touch Sensor Position	Adjusts the position detected when the screen is touched by the pen. For details about how to adjust positions, see page 125 "Adjusting Touch Sensor Positions".
Touch Sensor Sensitivity Adjustment <sup>* 1</sup>	Adjusts the sensitivity detected when the screen is touched by the pen or your fingers. For details about how to adjust sensitivities, see page 126 "Adjusting the Touch Sensor Sensitivity".
<b>D</b> Version Information	Displays the version information. When you touch [Display License Agreement], the software license agreement is displayed.
Copyright Information	Displays the copyright information.

\*1 This item is only displayed on RICOH Interactive Whiteboard D5510.

# **Opening Administrator Settings**

Open Administrator Settings to configure machine settings such as network or date and time settings.

🔁 Important

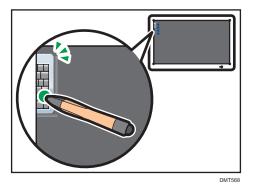
• For security reasons, make sure to change the initial administrator password. If you do not change the password, a message is displayed each time you open Administrator Settings.



- 1. Display the desktop.
- 2. Touch [AdminSettings] two times in quick succession.
- 3. Display the touch keyboard and enter the administrator password.

# **RICOH Interactive Whiteboard D5510**

For this, point to the upper left of the display with the pen nib, and then touch the frame of the touch keyboard that appears. It may take approximately two seconds until the touch keyboard is displayed.



# **RICOH Interactive Whiteboard D6500**

To display the touch keyboard, touch [Keyboard] on the desktop twice quickly.

It may take approximately two seconds until the touch keyboard is displayed.

The initial administrator password is "admin". Touch 🔺, the Change Administrator Password icon, to change the password.

4. Touch [OK].

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

Vote

- When you finish configuring Administrator Settings, touch [Close].
- If no operations are performed for 10 minutes, the configuration screen for the administrator will disappear automatically.
- You can also configure the administrator settings from the Web page of the machine.
  - For details about opening the administrator settings screen, see page 89 "Opening Administrator Settings".
  - For settings that can be configured on the Web page, see page 121 "Administrator Settings".
- The administrator settings screen cannot be opened on the control panel of the machine while the administrator settings are being configured from the machine's Web page.

# **Administrator Settings**

Touch the icon with the pen nib to activate an icon in Administrator Settings.

The operations performed with the activated icons are as follows:

Icons displayed on this machine	Items on the Web page	Behavior
System Settings	System Settings	Changes the System Settings. For details about how to configure the settings, see page 154 "Changing the System Settings".
Security Settings	Security Settings	Configures the security settings. For details about configuring the settings, see page 158 "Changing the Security Settings".

Icons displayed on this machine	Items on the Web page	Behavior
Network Settings	Network Settings	Configures the IP Address and Default Gateway settings. These settings are necessary to use the following functions:
Therwork Senings		• Remote whiteboard
		<ul> <li>Send by e-mail</li> </ul>
		Print pages
		• Web page
		IWB Remote Desktop Software
		For details about how to configure the settings, see page 127 "Configuring Network Settings".
	Print Settings	Configures the Printer Address and Print Authentication settings. These settings are necessary to print pages.
Print Settings		For details about how to configure the settings, see page 160 "Changing the Print Settings".
	Email Settings	Configures the SMTP Server Settings. These settings are necessary to send saved pages or logs by e-mail.
Email Settings		For details about how to configure the settings, see page 135 "Configuring SMTP Server Settings".
	Set Date/Time	Sets the date and time displayed at the top of the main operation panel.
Set Date/Time		For details about how to configure the settings, see page 131 "Setting the Date and Time".
-	Region and Language Settings	Specifies the display language and the region where the machine is used.
Region and Language		For details about how to configure the settings, see page 132 "Configuring Region and Language Settings".
≣₽	Remote Whiteboard License Management	Adds or deletes a remote license. This setting is necessary to use remote whiteboard.
Add/Delete Remote License		For details about how to add or delete a remote license, see page 133 "Adding or Deleting Your Remote License".

Icons displayed on this machine	Items on the Web page	Behavior
	_ *1	Updates the system to the latest version.
System Update		For details about how to update the system, see page 152 "Updating Your System".
	Added Data Management	Imports or exports the Email Address Book, Contact List, or Shared Folder List.
Added Data Management		<ul> <li>For details about how to add or export the Email Address Book, see page 141 "Managing an Email Address Book".</li> </ul>
		<ul> <li>For details about how to add or export the Contact List, see page 137 "Managing a Remote Contact List".</li> </ul>
		<ul> <li>For details about how to add or export the Shared Folder List, see page 145 "Managing a Shared Folder List".</li> </ul>
	Device Configuration Management	Exports and then backs up the information set in Administrator Settings to a USB flash memory device.
Export Device Configuration		For details about how to back up the machine configuration, see page 162 "Performing a Configuration Settings Backup".
		Imports and then restores the exported Administrator Settings information from a USB flash memory device.
Import Device Configuration		For details about how to restore the machine configuration, see page 163 "Restoring Configuration Settings".
E	Log Download	Records the start times and errors in a file. The log file can be saved as follows:
Log Collection		• Save to a USB flash memory device
		• Send by e-mail
		For details about the information saved in a log file or how to save the file, see page 150 "Collecting Logs".

Icons displayed on this machine	Items on the Web page	Behavior
Initialize to Factory Defaults	_ *1	Resets the information configured in Administrator Settings to the factory default values. For details about how to reset the information, see page 165 "Restoring the Factory Default Settings".
Change Administrator Password	Change Administrator Password <sup>*2</sup>	You can change the administrator password. Enter the current password together with the new password to change the password.
Display Touch Keyboard	_ *3	Displays the touch keyboard. This keyboard is used to enter text, such as an e-mail address or password.
Wireless Network Settings	_ *1 *4	Configures the wireless network. It also displays the MAC address of the device. For details about how to configure the settings, see page 129 "Configuring Wireless Network Settings".

- \*1 This setting cannot be configured from the machine's Web page.
- \*2 The initial password ("admin") cannot be specified from the Web page of the machine. The new password becomes valid after the machine is restarted.
- \*3 This item cannot be displayed from the machine's Web page.
- \*4 This item is only displayed on RICOH Interactive Whiteboard D6500.

# **Adjusting Touch Sensor Positions**

If the position detected when the screen is touched by the pen is out of place, you can adjust the touch sensor position.

🔁 Important

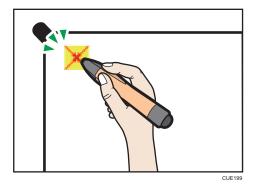
- This function is only available on RICOH Interactive Whiteboard D5510.
- 1. Touch 💻, the Adjust Touch Sensor Position icon, in General Settings.

A screen for sensor adjustment is displayed on the entire display screen.



2. Touch each highlighted area in turn to configure the position of the touch sensor.

The highlighted area to be touched moves from the upper left to the lower left, lower right, and then upper right.



When the last area is completed, a message appears.

When ten seconds have elapsed after the message appears, [OK] is automatically selected and the adjustment is finished.

3. Touch [OK].

Adjustment is carried out.

# Adjusting the Touch Sensor Sensitivity

If you experience problems drawing strokes or markers, you can adjust the sensitivity of the touch sensor.

🔁 Important

- This function is only available on RICOH Interactive Whiteboard D5510.
- Do not touch the screen with the pen while adjusting the sensitivity of the touch sensor.
- 1. Touch 🖭, the Touch Sensor Sensitivity Adjustment icon, in General Settings.
- 2. Check the message that appears, and then touch [OK].
- 3. When adjustment is finished, touch [Close].

# **Configuring Network Settings**

You can configure the following settings on the "Network Settings" window in Administrator Settings. When the configuration is complete, the machine automatically restarts.

ltem	Description	Initial value
Network Auto Settings	Specify whether or not to configure the Network Settings automatically.	Selected
	If you clear this check box, specify the following settings:	
	• IP Address	
	• Subnet Mask	
	Default Gateway	
DNS Auto Settings	Specify whether or not to configure the DNS server settings automatically if you do not want to configure the Network Settings automatically.	Selected
	If you clear this check box, specify the following settings:	
	Preferred DNS Server	
	Alternate DNS Server	
Proxy Server Settings *1	Specify whether or not to configure the proxy server manually.	Not selected
	Enter the following:	
	• Address	
	• Port Number	
	• User name	
	• Password	
	A user name and password can be entered only when proxy user authentication is specified.	
Ethernet Rate	Selects an Ethernet speed.	Auto Settings
MAC Address	Indicates the MAC address of the wired LAN adapter.	-

ltem	Description	Initial value
Use Public Address Book Function <sup>*2</sup>	Specifies whether or not to use a public address book (Active Director / LDAP server address). When this check box is selected, enter the following items to access a public address book: • Active Directory/LDAP Server	Not selected
	<ul> <li>User name</li> <li>Password</li> <li>Identifier</li> </ul>	
	Also enter associated attribute names as follows: • User name	
	<ul><li>Email Address</li><li>Department Name</li></ul>	
	Phonetic Names	

- \*1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Use the proxy server].
- \*2 Displayed only when configured from the Web page of the machine.

# Vote

- Dynamic DNS is not supported. If "Network Auto Settings" is selected, the IP address is obtained automatically, but the host name is not set.
- The public address book of this machine is updated when the machine starts up.
- The public address book of this machine is erased when the function is disabled.

# **Configuring Wireless Network Settings**

You can configure the following settings on the "Wireless Network Settings" window in Administrator Settings.

When the configuration is complete, touch [Save settings by restarting]. The machine restarts automatically.

# 🚼 Important

• This function is only available on RICOH Interactive Whiteboard D6500.

# Note

• For details about how to configure a wireless network, see Windows 8 Help and the manual of the device to be connected.

ltem	Description	Initial value
Connect to access point etc.	Configures the settings to connect to a network node such as the access point.	-
	Touch [Connect to access point etc.] to display the list of access points that can be connected. From the list, select the network name (SSID) to which to connect, and then enter the network security key to connect to the access point.	
	If the network name (SSID) of the access point you want to connect to is not found on the list, touch [Manually connect wireless network] to open the configuration screen, and manually configure the wireless network.	

ltem	Description	Initial value
Manually connect wireless network	Manually adds a wireless network configuration.	-
	To add a setting, touch [Manually connect wireless network] to open the configuration screen, and enter the following information of the access point to connect:	
	Network name	
	Security type	
	Encryption type	
	• Security Key	
	Also, select the following settings if necessary:	
	• [Start this connection automatically]	
	<ul> <li>[Connect even if the network is not broadcasting]</li> </ul>	
MAC Address	The MAC address of the wireless LAN adapter is displayed.	-

# Setting the Date and Time

You can change the settings of the date and time or the time zone on the "Set Date/Time" window in Administrator Settings.



• If you select the link for time setting, Internet Explorer may open. If Internet Explorer opens, close it.

# **Configuring Region and Language Settings**

You can configure the following settings on each tab of "Region and Language" window in Administrator Settings.

# [Formats] tab \*1

Specify the language you want to use for displaying information, and specify the date and time format.

# [Location] tab \*1

Specify the current region.

# [Keyboards and Languages] tab <sup>\*2</sup>, or [Change your language preferences] configuration screen <sup>\*3</sup>

Specify the keyboard language and text display language you want to use.

On RICOH Interactive Whiteboard D6500, use the following procedure to select the language to use:

- 1. Select the language to use from the list.
- 2. Touch [Move up] to move the language to use to the top of the list.
- 3. Close the window.

# [Administrative] tab \*1

Specify the language you want to use to display text from a program that does not support Unicode.

- \*1 On RICOH Interactive Whiteboard D6500, touch the [Region] button to show this screen.
- \*2 These are the setting items for RICOH Interactive Whiteboard D5510.
- \*3 On RICOH Interactive Whiteboard D6500, the [Language] configuration screen appears when the [Change your language preferences] button is touched.

# • Note

- If you select the link for language setting, Internet Explorer may open. If Internet Explorer opens, close it.
- After you finish changing the settings, the login screen may appear. In such case, quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine.
- If you use [Change system locale] in the [Administrative] tab to change the locale, a message is displayed which asks whether to shut down the system. When you close the message, the system restarts. If you want to change the region or language, we recommend using [Change system locale] after completing the other changes.
- From the Web page of the machine, you can specify [Current Location] and [Display Language].

# Adding or Deleting Your Remote License

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

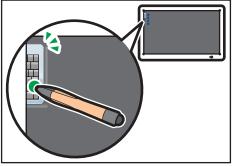
# **Adding Your Remote License**

- 1. Touch 💷, the Add/Delete Remote License icon, in Administrator Settings.
- 2. Display the touch keyboard and enter your license code.



### **RICOH Interactive Whiteboard D5510**

To display the touch keyboard, touch the frame at the upper left of the screen. It may take approximately two seconds until the touch keyboard is displayed.



DMT568

# **RICOH Interactive Whiteboard D6500**

To display the touch keyboard, touch [Keyboard] on the desktop twice quickly.

It may take approximately two seconds until the touch keyboard is displayed.

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

3. Touch [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. Touch [OK].

After the registration is complete, close the administrator 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 touch the 🗔 Sharing icon are enabled.

# **Deleting a Remote License**

- 1. Touch 💷, the Add/Delete Remote License icon, in Administrator Settings.
- 2. Touch [Delete].
- 3. Touch [OK] in the message that appears.

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

# **Configuring SMTP Server Settings**

You can configure the following settings of the SMTP Server on the "SMTP Server Settings" window in Administrator Settings.

ltem	Description	Initial value
Address	Enter the address of the SMTP server. You can also enter the host name. When you enter the host name, you must configure the DNS server settings.	-
Port Number	Enter the port number for SMTP.	25
Sender Email Address	Specify the e-mail address of the sender.	-
Require Authentication	Specify whether or not SMTP server authentication is required. If you select this check box, enter the account and password for the SMTP server.	Not selected
Security	Specify whether or not to encrypt e-mails destined for the SMTP server with STARTTLS.	Not selected
Set the max size for attached files	Specify whether or not to split an attached file to be sent. If you select this check box, specify the upper limit for the size of an attached file.	Selected (5MB)

# Note

• Windows CAL might be required to use the Windows server functionality on the SMTP server. For details about the Windows CAL license, see the Microsoft home page.

# Settings for Using the Mail to Print Function

When using the Mail to Print function, select "Set the max size for attached files", and then specify the maximum file size.

The maximum file size set on the machine should be at least 1.4 times smaller than the maximum size of incoming mail sent to the destination device.

• If the maximum incoming mail size on the destination device is 2 MB, then the maximum file size set on the machine should be 1 MB.

• If the maximum file size set on the machine is 5 MB, then the maximum size of incoming mail sent to the destination device should be set to 7 MB.

### Note

• For details about Mail to Print, see page 61 "Printing pages by specifying the multifunction printer (Mail to Print function)".

# 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.

# 

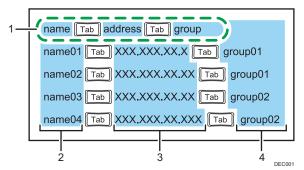
 Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

# **Creating a Remote Contact List**

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

 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 100 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.

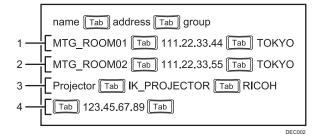
### 2. Save the file.

- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with comma-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 big endian
Unicode text	• UTF-16BE
Unicode little endian	• UTF-8
• UTF-16LE	

### Sample contact list

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



	name	address	group
1[	MTG_ROOM01	111.22.33.44	ΤΟΚΥΟ
2[	MTG_ROOM02	111.22.33.55	ТОКҮО
3[	Projector	IK_PROJECTOR	RICOH
4[		123.45.67.89	
			DEC008

### Using spreadsheet software such as Excel to create a contact list

# 1. First entry (2nd row)

The host whiteboard with an IP address of "1111.22.33.44" 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.
- Create a contact list in the root directory (the topmost directory) of a USB flash memory device.

 Insert the USB flash memory device containing the contact list into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 3. Touch 🗟, the Added Data Management icon, in Administrator Settings.
- 4. Touch [Import] of "Contact List".

When registering the contact list from the Web page of the machine, click [Upload].

- 5. Select the saved contact list.
- 6. Touch [OK].

Import of the contact list begins. When the import is complete, a message is displayed.

7. Touch [OK].

# **Exporting a Remote Contact List**

1. Insert a USB flash memory device into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 2. Touch 🖳, the Added Data Management icon, in Administrator Settings.
- 3. Touch [Export] of "Contact List".

Export of the contact list begins. When the export is complete, a message is displayed.

When registering the contact list from the Web page of the machine, click [Download].

4. Touch [OK].

# **Managing an Email Address Book**

If an email address book is added, you can select a destination e-mail address from the added email address book when saving and sending pages.

# 

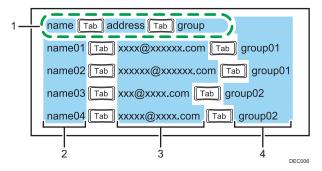
 Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

# **Creating an Email Address Book**

Use a text editor, spreadsheet software, or other similar application to create an email address book.

 In the first row, enter the label for each column. In the second and subsequent rows, enter the corresponding information for each e-mail address you want to register to the email address book.

Up to 1000 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 e-mail address. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

#### 3. Address column

Enter the e-mail address. If you omit even one of the e-mail addresses, the email address book is not added.

The e-mail address 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 e-mail address. 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.

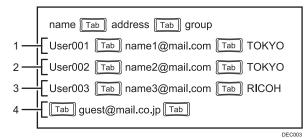
# 2. Save the file.

- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with comma-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 big endian
Unicode text	• UTF-16BE
Unicode little endian	• UTF-8
• UTF-16LE	

# Sample email address book

#### Using a text editor such as Notepad to create an email address book



# Using spreadsheet software such as Excel to create an email address book

	name	address	group
1[	User001	name1@mail.com	ТОКҮО
2[	User002	name2@mail.com	ТОКҮО
з — [	User003	name3@mail.com	RICOH
4 <b>—</b>		guest@mail.co.jp	

DEC009

# 1. First entry (2nd row)

The e-mail address "name1@mail.com" is registered.

- Name column: The entry is named "User001".
- Address column: "name1@mail.com" is entered.
- Group column: The entry is included in the group "TOKYO".

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

The e-mail address "name2@mail.com" is registered.

- Name column: The entry is named "User002".
- Address column: "name2@mail.com" is entered.
- Group column: The entry is included in the group "TOKYO".

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

The e-mail address "name3@mail.com" is registered.

- Name column: The entry is named "User003".
- Address column: "name3@mail.com" is entered.
- Group column: The entry is included in the group "RICOH".

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

The e-mail address "guest@mail.co.jp" is registered.

- Name column: The entry is not named.
- Address column: "guest@mail.co.jp" is entered.
- Group column: The entry is not included in a group.

#### Adding an Email Address Book

- Create an email address book in the root directory (the topmost directory) of a USB flash memory device.
- 2. Insert the USB flash memory device containing the email address book into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 3. Touch 🖳, the Added Data Management icon, in Administrator Settings.
- 4. Touch [Import] of "Email Address Book".

When registering the contact list from the Web page of the machine, click [Upload].

- 5. Select the saved email address book.
- 6. Touch [OK].

Import of the email address book begins. When the import is complete, a message is displayed.

7. Touch [OK].

7

### **Exporting an Email Address Book**

1. Insert a USB flash memory device into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 2. Touch 🖳, the Added Data Management icon, in Administrator Settings.
- 3. Touch [Export] of "Email Address Book".

When registering the contact list from the Web page of the machine, click [Download].

Export of the email address book begins. When the export is complete, a message is displayed.

4. Touch [OK].

## Managing a Shared Folder List

If a shared folder list is added, you can select a shared folder from the added shared folder list when saving pages and importing a file.

## 

 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

- Shared folders only support CIFS format. They do not support SMB or NTFS format.
- Note
  - Windows CAL might be required to use the Windows server functionality on the shared folder. For details about the Windows CAL license, see the Microsoft home page.
  - The machine cannot join a domain. To access a folder that is under control of a domain, specify a
    user name that is allowed to participate in the domain (User Principal Name in the format of "User
    Name" @ "FQDN domain name", for example, or configure other settings to allow access to the
    folder from outside the domain.) This machine conforms to the specifications for accessing shared
    folders set by Microsoft. For details, see the Microsoft web site.

#### **Creating a Shared Folder List**

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

 In the first row, enter the label for each column. In the second row, enter the corresponding information for each shared folder you want to register to the shared folder list.

1 name Tab path Tab user Tab password Tab readable Tab writable folder name01 Tab path1 Tab user01 Tab password Tab true Tab true folder name02 Tab path2 Tab user02 Tab password Tab true Tab false folder name03 Tab path3 Tab user03 Tab password Tab false Tab true folder name04 Tab path4 Tab user04 Tab password Tab false Tab false 2 3 4 5 6 7

Up to 20 entries can be added from the second line.

#### 1. Label row

Enter "name", "path", "user", "password", "readable", and "writable" by separating them with a tab.

#### 2. Name column

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

#### 3. Path column

Enter the path of the shared folder. If you omit even one of the paths of the shared folder, the shared folder list is not added.

The path of the shared folder must contain 1 to 1024 characters. Enter the path as follows:

\\computer's IP address or host name\shared folder name

To specify the host name, enter its fully qualified domain name (FQDN, e.g. host name.ricoh.co.jp).

#### 4. User column

Enter the user name of the user allowed to access the shared folder. If you omit the name, a blank entry is added.

The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: (space) ! " # \$ % & ' ( ) \* + , . / : ; < => ? @ [ \ ] ^\_` { | } ~

To specify a shared folder under domain management, enter its UPN (e.g. user name@ricoh.co.jp).

#### 5. Password column

Enter the password of the user allowed to access the shared folder. If you omit the password, a blank entry is added.

The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9
- Symbols: (space) ! " # \$ % & ' () \* + , . / :; < => ? @ [ \ ] ^\_` { | } ~

#### 6. Readable column

Touch **I**, the Import and Save icon, and then specify whether or not to list the entry in the file list displayed by touching **I** [Import File]. To include the entry, enter "true". To exclude the entry, enter "false".

#### 7. Writable column

Touch Touch the Import and Save icon, and then specify whether or not to list the entry in the file list displayed by touching (Save File). To include the entry, enter "true". To exclude the entry, enter "false".

#### 2. Save the file.

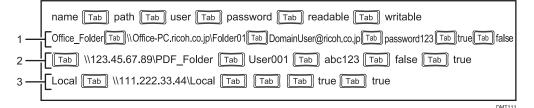
- You can specify any name for a file.
- Save the file as a Unicode little endian text file (.txt) with comma-separated values.

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

#### Sample shared folder list

#### Using a text editor such as Notepad to create a shared folder list



#### Using spreadsheet software such as Excel to create a shared folder list

	name	path	user	password	readable	writable
1-	Office_Folder	\\Office-PC.ricoh.co.jp\Folder01	DomainUser @ricoh.co.jp	password123	true	false
2-		\\123.45.67.89\PDF_Folder	User001	abc123	false	true
з —[	Local	\\111.222.33.44\Local			true	true

DMT112

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

The shared folder "Folder01" on the computer whose host name is "Office\_PC" is registered.

- Name column: The entry is named "Office\_Folder".
- Path column: "\\Office-PC.ricoh.co.jp\Folder01" is entered.
- User column: "DomainUser@ricoh.co.jp" is entered.
- Password column: "password123" is entered.
- Readable column: The entry is listed in the file list.
- Writable column: The entry is not listed in the file list.

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

The shared folder "PDF\_Folder" on the computer whose IP address is "123.45.67.89" is registered.

- Name column: The shared folder is not named.
- Path column: "\\123.45.67.89\PDF\_Folder" is entered.
- User column: The user name "User001" is allowed to access the shared folder.
- Password column: The password of the user "User001" is "abc123".
- Readable column: The entry is not listed in the file list.
- Writable column: The entry is listed in the file list.

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

The shared folder "Local" on the computer whose IP address is "111.222.33.44" is registered.

- Name column: The entry is named "Local".
- Path column: "\\111.222.33.44\Local" is entered.
- User column: No user name
- Password column: No password
- Readable column: The entry is listed in the file list.
- Writable column: The entry is listed in the file list.

### Importing a Shared Folder List

#### 🔁 Important

- When the import is complete, the shared folder list is overwritten.
- 1. Create a shared folder list in the root directory (the topmost directory) of a USB flash memory device.
- 2. Insert the USB flash memory device containing the shared folder list into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 3. Touch 🗟, the Added Data Management icon, in Administrator Settings.
- 4. Touch [Import] of "Shared Folder List".

When registering the contact list from the Web page of the machine, click [Upload].

- 5. Select the saved shared folder list.
- 6. Touch [OK].

Import of the shared folder list begins. When the import is complete, a message is displayed.

7. Touch [OK].

### Exporting a Shared Folder List

1. Insert a USB flash memory device into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 2. Touch 🖳, the Added Data Management icon, in Administrator Settings.
- 3. Touch [Export] of "Shared Folder List".

When registering the contact list from the Web page of the machine, click [Download].

Export of the shared folder list begins. When the export is complete, a message is displayed.

4. Touch [OK].

## **Collecting Logs**

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

- Start time
- End time
- Screen operations
- Error occurrence information
- Page saved times
- Page saving destination information
- Remote whiteboard start time
- Remote whiteboard end time
- Remote whiteboard participating information

### 

 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.

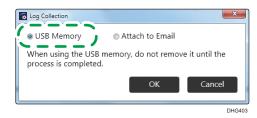
### Saving the Log to a USB Flash Memory Device

1. Insert a USB flash memory device into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 2. Display Administrator Settings, and then touch 🖳, the Log Collection icon.
- 3. Select "USB Memory".



4. Touch [OK].

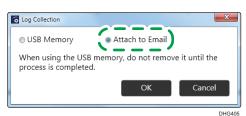
The log is saved to the root directory (the topmost directory) of the USB flash memory device.

5. Touch [OK].

#### Attaching the Log to E-mail

You must first configure the network and SMTP server settings to send a log by e-mail. For details about how to configure the Network Settings, see page 127 "Configuring Network Settings". For details about how to configure the SMTP Server Settings, see page 135 "Configuring SMTP Server Settings".

- 1. Display Administrator Settings, and then touch 🖳, the Log Collection icon.
- 2. Select "Attach to Email".



- 3. Touch [OK].
- 4. Enter the destination e-mail address.
- 5. Touch [Send].
- 6. Touch [OK].



• If the amount of log information exceeds 10 MB, it is automatically split into multiple files. The maximum file size is 10 MB.

## **Updating Your System**

You can update the system version by touching 🚇 , the System Update icon, in Administrator Settings.

### 

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

#### Comportant 🗋

- Do not turn off the main unit power while the system update is in progress.
- If the system is updated after the version is downgraded, the settings may be changed.

The system can be updated as follows:

#### [Update from Network]

Checks and updates the latest version of the system via a network.

About 5 minutes after Ricoh Interactive Whiteboard starts, the latest firmware is checked and downloaded.

The system is not updated immediately but at the next startup.

For the settings required for updating the system via a network, see page 154 "Changing the System Settings".

#### [Update from USB Memory]

Uses a system file saved in a USB flash memory device to update the system.

For the settings required for updating the system using a USB flash memory device, see page 152 "Updating the System Using a USB Flash Memory Device".

#### Updating the System Using a USB Flash Memory Device

Insert a USB flash memory device which contains the firmware, and then update the system manually. The firmware can be downloaded from the Ricoh home page.

- 1. Save the downloaded firmware to your computer, and then decompress the file.
- 2. Select the system file that is created, and then copy and save the file to the root directory (the topmost directory) of a USB flash memory device.

The file name is "RIWB\_Version.zip". For example, if the system version is 1.2.3.1, the file name will be "RIWB\_1.2.3.1.zip".

3. Insert the USB flash memory device containing the saved system file into the USB ports on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

- 4. Touch 🚇, the System Update icon, in Administrator Settings.
- 5. Select the system file, and then touch [OK].
- 6. Touch [OK].

Interactive Whiteboard starts updating the system. When the update is finished, Interactive Whiteboard will restart automatically.

# Changing the System Settings

You can configure the following settings on the "System Settings" window in Administrator Settings.

ltem	Description	Initial value
Whiteboard Location Name	To change the name, touch [Change]. Specifies <b>Blank</b> the name of the location where the machine is installed. The location name can consist of a string of 0 to 255 characters.	
Update system from network on startup	Specify whether or not to automatically update the system when the whiteboard starts.	Selected
Check the Latest Version	Touch [Check the Latest Version] to check if a - newer version of the system is available for update on the network.	
Display confirmation dialog box before system update	Specify whether or not to show a confirmation message before updating when [Update system from network on startup] is selected.Selected	
Auto Shutdown Time	Specifies the time interval before the machine automatically shuts down. If no operations are performed on the screen, the machine will shut down automatically when the set time interval elapses.	5 hours
Auto Restart Time	Specifies the time at which the machine automatically restarts. If the setting is configured on the machine's Web page, the setting becomes valid when the machine restarts.	
Auto Standby Time	Specifies the time interval before the machine automatically enters standby mode. If no screens or images from the connected device are displayed on the machine, and if no operations are performed on the screen that is displayed, the machine will enter standby mode automatically when the set time interval elapses.	30 minutes

ltem	Description	Initial value
Image Quality on Remote Whiteboard <sup>* 1</sup>	Specifies the image quality (five levels) of the pages sent to participating whiteboards when hosting a remote whiteboard session. If you select "Highest Image Quality", high quality images will be sent, but network load	Standard Image Quality
	will be increased greatly.	
Use the temporary save function	Specifies whether or not to use the temporary save function for pages. If you do not want to use the function, clear this check box.	Selected
Check the import of temporarily saved files on starting the whiteboard	Can be set when the "Use the temporary save function" check box is selected. Using this function allows you to specify whether to check if the temporarily saved files are imported when the machine starts up.	Not selected
	If this check box is selected, a message is displayed when the machine starts up. This message asks whether to import temporarily saved files.	
Save Period	Specifies the save period when the "Use the temporary save function" check box is selected.	14 days
Darken the color of grid/ guide line	Specifies the color density of grid and guide lines. When this setting is specified, the color of the grid and guide lines becomes darker.	Selected

ltem	Description	Initial value
Default Whiteboard Detailed Settings	Specifies the default whiteboard detailed settings. The default setting for each item is as follows:	-
	<ul> <li>[Automatically switches to the external input when the external input display screen has changed]: Selected</li> </ul>	
	<ul> <li>[Do not display pen entry operation guidance while displaying external input]: Not selected</li> </ul>	
	<ul> <li>[Automatically recognize a click during a handwritten entry on remote PC image]:</li> <li>Selected</li> </ul>	
	<ul> <li>[On fair copy entry, only graphics will be fair copied (texts will not be fair copied)]: Not selected</li> </ul>	
	<ul> <li>[Automatically aligns the position of the texts and graphics]: Selected</li> </ul>	
	For details about each item, see page 117 "Changing the Detailed Settings".	
Use Function RICOH Interactive Whiteboard Client *2	Specifies whether or not to use the "RICOH Interactive Whiteboard Client" function to access a remote whiteboard from an iPad.	Selected
Use external input/page switch <sup>*2</sup>	Specifies whether or not to use the external inputs and page switching function from RICOH IWB App.	Selected
Use Crestron Control System *2	Specifies whether or not to use the Crestron function. When this check box is selected, the Crestron function becomes enabled, and you can then enter the IP address, port number, and IP ID of Crestron Control System.	Not selected
Address *2	Specify the IP address or host name (up to 255 characters) of Crestron Control System.	Blank
Port Number <sup>*2</sup>	Specify the port number (an integer from 0 to 65536) of Crestron Control System.	41794

ltem	Description	Initial value
IP ID *2	Specify the IP ID (an integer between 3 and 254) of Crestron Control System.	3
Handwritten Entry with Touch Pen <sup>*3</sup>	This item appears only on RICOH Interactive Whiteboard D6500 with the Pen Sensor Kit. Select this setting to use the handwritten entry mode with Touch Pen or your fingers. However, you cannot use the marker function and the bottom of the Interactive Pen (erase, right-click) if this setting is specified. Also, the recognition accuracy may decrease, or the strokes may become connected when the lines are drawn too fast.	Not selected

- \* 1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Remote Whiteboard Settings Background Image Quality].
- \*2 Displayed only when configured from the Web page of the machine.
- \*3 Displayed only when configured on the machine.

#### Note

- Pages are temporarily stored without applying meeting codes when the machine enters standby mode. Temporarily stored files with no meeting code applied can be downloaded from the Web page by entering the administrator password. For details, see page 87 "Managing Temporarily Saved Files".
- Automatic temporary saving is a supplemental feature, and a temporarily stored file may be lost when a forced termination of the machine occurs. To save pages, enter a meeting code for the pages and temporarily save them to the machine, or save them in a shared folder or to a USB flash memory device. For details, see page 49 "Saving Pages".

## Changing the Security Settings

You can configure the following settings on the Security Settings screen under the administrator settings:

ltem	Description	Initial value
Limit domain of email address	Select this item so that only domains that are specified under [Specify Domain] can be selected as the destination of an outgoing e-mail.	Not selected
Specify Domain <sup>* 1</sup>	Up to 100 domain names can be specified when [Limit domain of email address] is enabled. Create a text file (.txt) in the root directory of a USB flash memory device. Enter the label name "Domain" in the first line, and in each following line, enter a domain name using up to 255 characters. Save the file, and then touch [Specify Domain] to import the file.	-
Prohibit direct entry of email address	Specifies whether or not to prohibit direct entry of an e-mail address when sending e-mail.	Not selected
Invalidate email address history	Specifies whether or not to disable the record of e-mail addresses that are directly entered.	Not selected
Minimum passcode digits	Specifies the number of digits to be used as a passcode.	4
Specify passcode on starting whiteboard	Specifies whether or not to display the password 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

ltem	Description	Initial value
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
Enter passcode on connecting	Specifies whether or not to enter a passcode when joining a remote whiteboard session using a Web browser.	Selected
Allow connection only while remote whiteboard is being performed	Specifies whether or not to allow connection from a Web browser while a remote whiteboard is being performed.	Selected
Prohibit usage of USB memory	Prohibits access to a USB flash memory device.	Not selected
Display confirmation dialog box before starting RICOH UCS screen sharing	Specifies whether or not to display a confirmation screen to start RICOH UCS screen sharing upon starting a video conference when a video conferencing device is connected to the machine via USB.	Selected

\*1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Upload Domain Name List].

## **Changing the Print Settings**

You can configure the following settings on the "Print Settings" window in Administrator Settings.

ltem	Description	Initial value
Printer Address	Sets the IP address of the printer. You also can enter the host name.	Blank
Print Authentication	<ul> <li>Specifies the type of Print Authentication.</li> <li>"No" <ul> <li>Do not authenticate printing.</li> <li>"User Code Authentication"</li> <li>Use a user code for Print Authentication.</li> <li>"User Authentication"</li> <li>Use a user name and password for Print Authentication.</li> </ul> </li> </ul>	No
User Code	If "User Code Authentication" is selected in "Print Authentication", enter a user code of 0 to 8 digits.	Blank
User Name	If "User Authentication" is selected in "Print Authentication", enter a user name that consists of a character string of 0 to 128 characters.	Blank
Password	If "User Authentication" is selected in "Print Authentication", enter a password that consists of a character string of 0 to 128 characters.	Blank
Encrypt	If "User Authentication" is selected in "Print Authentication", specify whether or not to encrypt the entered information. To encrypt the entered information, select this check box.	Not selected
Driver Encryption Key * 1	If "Encrypt" is selected, enter encryption text that consists of a character string of 0 to 32 characters.	Blank

\*1 When the machine settings are configured from the Web page of the machine, this item is displayed as [Driver Encryption Key].

## **Managing the Device Settings**

You can export and back up the information set in Administrator Settings. If a problem occurs, you can import the backup file again to return the settings to their previous states.

You can also synchronize the settings of multiple whiteboards at remote locations using the setting information of a single whiteboard.

### 

• 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

- Do not edit an exported configuration file. If an edited configuration file is imported, the system will not work correctly.
- Do not change the file name of an exported configuration file. A configuration file whose name has been changed cannot be restored.
- Do not remove a USB flash memory device while backing up or restoring a configuration file.

The following settings information can be backed up:

- Display color profile \*2
- Network Settings
- Time settings
- Region and language settings
- SMTP Server Settings
- Email Address Book settings \*1
- Contact List settings <sup>\*1</sup>
- Shared Folder List settings
- System Settings
- Security Settings
- Print Settings
- Version Information
- \*1 No history can be backed up.
- \*2 For RICOH Interactive Whiteboard D5510 only.

The following setting information that is specific to each device cannot be synchronized:

- System Settings
  - Whiteboard Location Name
- Network Settings

- Network Auto Settings
- IP Address
- Subnet Mask
- Default Gateway
- Wireless Network Settings
- Remote License
- Administrator Password
- Display color profile
- Device Configuration Management
  - Use Synchronous Function on Device Configuration
    - Whiteboard Address of Synchronization Source
    - Administrator Password of Synchronization Source Whiteboard
- Version Information

#### Performing a Configuration Settings Backup

1. Touch 🖳, the Export Device Configuration icon, in Administrator Settings.

A confirmation message appears.

When backing up the settings from the Web page of the machine, click [Device Configuration Management] > [Download], and then specify how to save the file on a computer and the destination. A USB flash memory device is not used in this operation.

#### 2. Insert a USB flash memory device into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

3. In response to the message that appears, touch [OK].

The backup begins. The configuration information is exported to the USB flash memory device.

When the backup is complete, the name of the exported file is displayed. The exported file name is in the format "iwb-settings-system version-date-time.zip". For example, if your system version is 1.0.0.0 and the file is exported at 04:56:07 on January 23, 2013, the file name is "iwb-settings-1.0.0.0-20130123-045607.zip".

4. Touch [OK].

#### Vote

• The exported configuration file is protected by a password. It cannot be extended.

#### **Restoring Configuration Settings**

#### Comportant 🗋

- If your system version does not match the version of the file being restored, the restoration will fail.
- Save a file containing configuration settings to the root directory (the topmost directory) of a USB flash memory device.
- 2. Touch 🖳, the Import Device Configuration icon.

A confirmation message appears.

When restoring the settings from the Web page of the machine, click [Device Configuration Management] > [Upload], and then select the setting information file that is stored on a computer. A USB flash memory device is not used in this operation.

 Insert the USB flash memory device containing the file into a USB port on the side of the display.

Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".

4. In response to the message that appears, touch [OK].

If you do not want to import unique device settings, select [The following device unique setting value(s) will not be imported], and press [OK].

Select the file that you want to restore from the displayed list and touch [OK].

The restoration will then begin. When the restoration is complete, a message for confirming restart is displayed.

6. Touch [OK].

#### Vote

 If an error occurs during the restoration process, the settings that were restored before the error occurred will be applied.

### Synchronizing Settings on Multiple Whiteboards

Perform the following procedure on the whiteboard that you want to synchronize:

🔁 Important

- The synchronization setting can only be configured on the Web page of the machine.
- To configure the synchronization setting, the IP address or host name of the source whiteboard to which to synchronize and its administrator password are required. Change the factory-set administrator password.

- Manage the password and other information carefully to prevent the setting information from being unintentionally leaked.
- To synchronize the information, turn the source whiteboard on.
- Information is synchronized and setting information is updated every 10 minutes.
- 1. Open Administrator Settings of the Web page of the machine.

#### Vote

- See page 89 "Opening Administrator Settings".
- 2. Click [Device Configuration Management].
- 3. Select the [Use Synchronous Function on Device Configuration] check box.
- 4. Enter [Whiteboard Address of Synchronization Source] and [Administrator Password of Synchronization Source Whiteboard].

To check if the source whiteboard is properly connected, click [Connection Test].

5. Click [Set].

#### 🕹 Note

• When synchronized, the device setting is displayed if synchronization is enabled for the device setting and if Administrator Settings of the Web page of the machine is opened.

## **Restoring the Factory Default Settings**

You can reset the settings changed in Administrator Settings to the factory default values.

In addition, all the entered data and logs are deleted.

However, the following settings are retained:

- Date/Time settings
- Regional and Language options
- Touch sensor settings \*1
- Display color profile \*1
- \*1 Only available on RICOH Interactive Whiteboard D5510
- 1. Touch , the Initialize to Factory Defaults icon, in Administrator Settings. A confirmation message appears.
- 2. Touch [Initialize].

#### Vote

• The machine cannot be reset to its factory default from the machine's Web page.

# 8. Troubleshooting

This chapter explains what to do when a message is displayed or when the machine 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 150 "Collecting Logs".

#### If an Error Message is Displayed during Startup

Message	Causes	Solutions
A fatal error has occurred	Instead of pressing the power button normally, one of the following actions was performed to force the machine to shut down the last time it was running: • Turning off the main power • Disconnecting the power cable	Quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine. If the message appears again, contact your service representative.

#### When Using RICOH Interactive Whiteboard D5510

If the machine power is turned on and one of the following messages is displayed after the startup screen appears, there is a problem with the system. Contact your service representative.

- A bootable device has not been detected.
- Reboot and Select proper Boot device or Insert Boot Media in selected Boot device and press a key\_
- CMOS Battery Low
- CMOS Checksum Bad
- Memory Size Decreased
- No Boot Device Available

### Message Related to Sensor Adjustment

Problem	Causes	Solutions
During startup, the "Processing" or "Adjusting" message is displayed at the top of the screen.	The sensor adjustment function may have started automatically.	Wait a while until the message disappears. If a message prompting for user action appears, take the appropriate actions according to the message.

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

Message	Causes	Solutions
The number of handwritten entries exceeds the limit Page XX and after will be imported as images.	The number of stroke entries exceeds the limit.	<ul> <li>Delete unnecessary pages containing strokes.</li> <li>Delete unnecessary strokes.</li> </ul>
Nothing more can be entered because the total number of entries on the whiteboard has reached the limit. Reduce the total number of entries by deleting handwritten entries/texts/ lines/graphics/pages.	You have reached the maximum number of strokes, fair copy entry text, figures, and stamps that can be drawn in total on a single page. The total number of strokes, fair copy entry text, figures, and stamps on all pages has reached 90,000.	Delete unnecessary strokes, fair copy entry text, figures, and stamps, and then try again.

Message	Causes	Solutions
Cannot connect because the software version is different. Update the host terminal and the participating terminals to the latest version.	The version of the system of the host whiteboard does not match the version of the system of participating whiteboard.	<ul> <li>Update the system. For details about how to update the system, see page 152 "Updating Your System".</li> <li>Use compatible mode.</li> </ul>
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.
A communication failure has occurred. Save the created page and restart the application.	<ul> <li>A timeout occurred while you were opening a whiteboard session.</li> <li>An internal error occurred while you were using remote whiteboard.</li> </ul>	Save the page as needed. Next, quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine.
A communication timeout has occurred. Possible causes may be as follows. - Not connected to the network - A failure has occurred on the host terminal	<ul> <li>The network cable is not connected or is broken.</li> <li>The network bandwidth is too low, or the reception is poor (for Remote Viewer only).</li> <li>The host device is having a problem.</li> </ul>	<ul> <li>Check that the network cable is connected or is not broken.</li> <li>Check the network band width or the radio reception (for Remote Viewer only).</li> <li>Access Administrator Settings and check the Network Settings. Be sure to set the IP address. For details about how to configure the Network Settings, see page 127 "Configuring Network Settings".</li> </ul>
Cannot use the host name because the DNS server is not set	No DNS server is configured.	Configure the DNS server in the Network Settings of Administrator Settings.

Message	Causes	Solutions
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 Try again later or contact your administrator.	<ul> <li>The network cable is not connected.</li> <li>The IP address is not set.</li> <li>No IP address can be obtained over DHCP.</li> </ul>	Check the network status and open the session again. For details about how to configure the Network Settings, see page 127 "Configuring Network Settings".
Cannot start remote whiteboard A communication error has occurred. Try again later or contact your administrator.	The computer 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 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.

Message	Causes	Solutions
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.	<ul> <li>Security setting is specified for the PDF file.</li> <li>Printing the PDF file is prohibited.</li> </ul>	Select another PDF file.
Cannot import the file The file may be corrupted. Select another PDF file.	<ul> <li>The PDF file is corrupted.</li> <li>The file is not a PDF file. For instance, the file extension of a text file was changed to .pdf.</li> </ul>	Select another PDF file, or check that the PDF file opens on a computer, and then try again.
Cannot add all of the pages Only XX page(s) could be imported because the limit (100 pages) has been reached while importing. Are you sure you want to continue with this process?	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.	To continue importing the file, select "Yes". To import another PDF file, select "No", and then select the PDF file to be imported.
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.

Message	Causes	Solutions
Cannot add all of the pages Only XX page(s) could be imported because the limit (100 pages) has been reached while importing. Are you sure you want to continue with this process?	The number of pages that can be added reached the maximum while the file was imported.	Delete unnecessary pages before converting pages to images.
Cannot import the file The following are possible causes. • The file format is not PowerPoint. • The file is corrupted. • A password is set on it. Check the PowerPoint file and then try again.	<ul> <li>The file is not in PPT format. For instance, the file extension of a text file was changed to .ppt.</li> <li>A password is specified for the PPT file.</li> <li>The PPT file is corrupted.</li> </ul>	Open the PPT file on a computer to make sure that no password is set to the file, and then try to import the file again.
Cannot import. Try again after checking the file format.	<ul> <li>The domain name contains an unusable character.</li> <li>The domain name is empty or contains more than 256 characters.</li> </ul>	Correct the content of the domain list file.
Cannot save Try again after checking the USB memory mount, the free space and if it has write authorization.	<ul> <li>No USB flash memory device is connected.</li> <li>The USB flash memory device has insufficient free space.</li> <li>You do not have permission to write to the USB flash memory device.</li> </ul>	<ul> <li>Delete unnecessary data from the USB flash memory device or connect a USB memory device that has sufficient free space.</li> <li>Configure the USB flash memory device properties to allow information to be written.</li> </ul>

Message	Causes	Solutions
Cannot save the page Try again after checking the USB memory mount, the free disk space and if it is write protected or not.	<ul> <li>The USB flash memory device was disconnected when the file was saved.</li> <li>The USB flash memory device has insufficient free space to save the file.</li> <li>The USB flash memory device is write- protected.</li> </ul>	<ul> <li>Delete unnecessary data from the USB flash memory device or connect a USB memory device that has sufficient free space.</li> <li>Configure the USB flash memory device properties to write information.</li> </ul>
You do not have the authority to write to the mounted USB memory	You do not have the authority to write to the USB flash memory device.	Configure the USB flash memory device properties to allow information to be written.
Cannot access the USB memory The following are possible causes. • The USB memory has been removed. • The USB memory is corrupted. Check the USB memory and then try again.	<ul> <li>Access to the USB flash memory device is restricted.</li> <li>The USB flash memory device is corrupted.</li> <li>The USB flash memory device has been disconnected while being accessed.</li> <li>The USB flash memory device was corrupted while being accessed.</li> </ul>	Check the status of the USB flash memory device, and then try to save the data again.

Message	Causes	Solutions
Cannot access the shared folder The following are possible causes. • The settings for the shared folder are wrong. • Cannot access the network. Try again later. If there is no improvement contact your administrator.	<ul> <li>The shared folder does not work correctly.</li> <li>The server with the shared folder is not correctly connected to the network.</li> <li>The shared folder is not configured to use CIFS protocol.</li> <li>The path to the shared folder is incorrect.</li> <li>The user name or password is incorrect.</li> <li>The network cable is not properly connected.</li> <li>The IP address is not configured.</li> <li>The DNS server is not configured.</li> <li>The IP packet cannot reach the shared folder because a different subnet mask is specified.</li> <li>SMB communication is prohibited in the network.</li> </ul>	<ul> <li>Check the shared folder settings.</li> <li>Make sure that the shared folder can be accessed from a computer, and then try to save the data again.</li> </ul>

Message	Causes	Solutions
Cannot access the shared folder Cannot access to the network. Try again later. If there is no improvement contact your administrator.	<ul> <li>The shared folder does not work correctly.</li> <li>The server with the shared folder is not correctly connected to the network.</li> <li>The shared folder is not configured to use CIFS protocol.</li> <li>The network cable is not properly connected.</li> <li>The IP address is not configured.</li> <li>The DNS server is not configured.</li> <li>The IP packet cannot reach the shared folder because a different subnet mask is specified.</li> <li>SMB communication is prohibited in the network.</li> </ul>	Make sure that the shared folder can be accessed from a computer, and then try to save the data again.
Cannot access the shared folder 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 settings are incorrect.	Check the network settings, and then try again.

Message	Causes	Solutions
Change the file name Try again after changing the file name or deleting the file with the same name.	All suffixes from 1 to 100 are already used. The file cannot be saved under the specified name.	<ul> <li>Delete files of the specified file name with unnecessary suffixes.</li> <li>Specify a different file name.</li> <li>Change the save location.</li> </ul>
Cannot save because all the pages are blank.	There is no content to be saved such as a handwritten stroke or external input display.	Add any content to be saved such as a handwritten stroke or external input display on the pages, and then save the file.
Failed to save the file. Try again after checking the USB memory connection, free disk space, the presence of write protect etc.	The USB flash memory device was disconnected when the file was imported.	Connect the USB flash memory device, and then try again. Do not disconnect the USB flash memory device while importing a file.
Failed to send the email because the size of the attached file is too large. Use the [Save in USB Memory] function.	The attempt to send the e- mail failed because the size of the attached file exceeds the set limit.	Save the file to a USB flash memory device or in a shared folder.
There is an incorrect entry. Try again after checking the nickname and the email address.	<ul> <li>The number of characters in the nickname is greater than 20.</li> <li>No e-mail address has been specified, or the number of characters in the e-mail address is greater than 256.</li> </ul>	<ul> <li>Enter a nickname of 20 characters or less.</li> <li>Enter an e-mail address of 256 characters or less.</li> </ul>
There is an incorrect entry. Try again after checking the nickname.	The number of characters in the nickname is greater than 20.	Enter a nickname of 20 characters or less.
There is an incorrect entry. Try again after checking the email address.	No e-mail address has been specified, or the number of characters in the e-mail address is greater than 256.	Enter an e-mail address of 256 characters or less.

Message	Causes	Solutions
The sender's email address is incorrect. Check the sender's email address and try again.	<ul> <li>The sender's e-mail address is not specified.</li> <li>The format of the sender's e-mail address is incorrect.</li> </ul>	Specify the correct e-mail address of the sender.
Failed to send the email. The following are possible causes. Failed to connect to the SMTP server. Failed to authenticate with the SMTP server. The operation to connect to the SMTP server has timed out.	<ul> <li>The network cable is not connected, or the cable is broken.</li> <li>There is an error in the Network Settings (such as the DNS).</li> <li>There is an error in the SMTP Server Settings (IP address, host name, or port number).</li> <li>There is an error in the authentication settings for the SMTP server (authentication, account, or password).</li> </ul>	<ul> <li>Check whether the network cable is connected, or the cable is broken.</li> <li>Access Administrator Settings and check the Network Settings. For details about how to configure the Network Settings, see page 127 "Configuring Network Settings".</li> <li>Access Administrator Settings and check the SMTP Server Settings. For details about how to configure the SMTP Server Settings, see page 135 "Configuring SMTP Server Settings".</li> </ul>
Cannot continue sending the email because of a communication error The following are possible causes. • The network settings are incorrect • The network cable is not connected	<ul> <li>The network cable is not properly connected.</li> <li>The IP address is not configured.</li> <li>The IP address cannot be obtained via DHCP.</li> </ul>	<ul> <li>Make sure the network cable is properly connected.</li> <li>Configure the IP address.</li> </ul>

Message	Causes	Solutions
There is no data to send Either add a page or make a handwritten entry and then try again.	Corresponds to one of the following: • There is no captured page. • There is no handwritten entry on the externally inputted image. • There is no screen image of a computer on the externally inputted image.	<ul> <li>Perform one of the following, and then send the e-mail again:</li> <li>Add a captured page.</li> <li>Add a handwritten entry on the externally inputted image.</li> <li>Display the computer screen.</li> </ul>
Failed to create the PDF file. Please call service.	<ul> <li>Memory is running short.</li> <li>The system is having a problem.</li> </ul>	Contact your service representative.
There is no data to save Either add a page or make a handwritten entry and then try again.	<ul> <li>Corresponds to one of the following:</li> <li>There is no captured page.</li> <li>There is no handwritten entry on the externally inputted image.</li> <li>There is no screen image of a computer on the externally inputted image.</li> </ul>	<ul> <li>Perform one of the following actions and then try again:</li> <li>Add a captured page.</li> <li>Add a handwritten entry on the externally inputted image.</li> <li>Display the screen of a computer.</li> </ul>

Message	Causes	Solutions
Cannot save temporarily saved files Insufficient free space in the temporary save folder. Contact your administrator.	The temporary save folder does not have sufficient free space.	Ask your administrator to delete unnecessary files that are temporarily saved from the administrator settings.
Cannot save temporarily saved files The number of temporarily saved files has reached the limit. Contact your administrator.	The number of temporarily saved files has reached the upper limit (1,000 files).	Ask your administrator to delete unnecessary files that are temporarily saved from the administrator settings.
The meeting code is incorrect	• The specified meeting code is incorrect.	<ul> <li>Enter the meeting code set when temporarily saving the file.</li> </ul>
Enter the correct meeting code.	<ul> <li>There is no temporarily saved file associated with the specified meeting code.</li> </ul>	<ul> <li>Check that the save period of the file has not expired.</li> </ul>

## Error Messages Related to Temporarily Saved Files

## Error Messages Related to the System

Message	Causes	Solutions
Remote whiteboard sharing has been cancelled because the computer was in sleep mode.	The computer using Remote Viewer changed to sleep mode when participating in a remote whiteboard session.	Try to join the remote whiteboard session again.
Remote whiteboard sharing has been closed because the computer was in sleep mode.	The computer using Remote Viewer changed to sleep mode during whiteboard sharing.	Try to join the remote whiteboard session again.

Message	Causes	Solutions
An error has occurred on the	Machine initialization may	Quickly press and release the power
whiteboard closing.	have failed because the	button of the display. When the
Turn the power off and then	system did not enter	machine shuts down, press the power
on again.	standby mode.	button again to restart the machine.

## Error Messages Related to Configuration Settings

Message	Causes	Solutions
Cannot import.	The import has failed due to an unknown reason.	Contact your service representative.
Cannot import because the email address format is incorrect. Use the correct email address format.	The format of the e-mail address is invalid.	<ul> <li>Check whether any of the following apply:</li> <li>The e-mail address is left blank.</li> <li>More than 64 characters are used for the local block of the e-mail address.</li> <li>More than 255 characters are used for the domain of the e-mail address.</li> <li>More than 256 characters are used for the e-mail address.</li> </ul>

Message	Causes	Solutions
Cannot import because the IP address format is incorrect. Use the correct IP address format.	The file to be imported contains an IP address with an invalid format.	<ul> <li>Check whether any of the following apply:</li> <li>The IP address is left blank.</li> <li>The IP address is not composed of four parts, each separated by a period, which contain three or fewer single-byte digits.</li> <li>The four parts of the IP address, each separated by a period, contain three or fewer single-byte digits with an invalid value.</li> <li>More than 256 digits are used.</li> <li>Uses a 2-digit or 3-digit number that starts with 0.</li> </ul>
Cannot import because the IP address format is incompatible. Check the IP address and reset it.	The file to be imported contains an IP address with an invalid value.	Check whether the file contains an IP address (such as 0.0.0.0 or 127.0.0.1) configured for a specific purpose.
Cannot import the email address book Check the contents of the file. The last allowed character of a column and the first of the next column must be separated with a tab character.	<ul> <li>The number of items in the address book entry is incorrect.</li> <li>Each item in the e-mail address book entry does not meet the required condition.</li> </ul>	Correct the file content.
Cannot import the contact list Check the contents of the file. The last allowed character of a column and the first of the next column must be separated with a tab character.	<ul> <li>The number of items in the host whiteboard is incorrect.</li> <li>Each item in the host whiteboard does not meet the required condition.</li> </ul>	Correct the content of the contact list file.

Message	Causes	Solutions
Cannot import the shared folder list Check the contents of the file. The last allowed character of a column and the first of the next column must be separated with a tab character.	<ul> <li>The number of items in the shared folder settings is incorrect.</li> <li>Each item in the main shared folder settings does not meet the required condition.</li> </ul>	Correct the content of the shared folder list file.
Check the proxy settings.	The proxy server setting is incorrect.	Specify the correct proxy server setting.
Returned to factory defaults. Make the settings again on administrator settings. The configuration file may be corrupted if the main power was forcibly switched off.	Instead of pressing the power button normally, one of the following actions was performed to force the machine to shut down the last time it was running: • Turning off the main power. • Disconnecting the power cable.	Open Administrator Settings and reconfigure the machine settings. For details about Administrator Settings, see page 120 "Opening Administrator Settings".
Another user is using administrator settings Please re-enter later.	<ul> <li>The administrator settings are being configured remotely from another computer.</li> <li>The administrator settings are being configured on the machine.</li> </ul>	Wait a while and try again later.

Message	Causes	Solutions
The number of simultaneous connections exceeds the limit. Try again later.	The number of devices accessing the Web page and viewing remote whiteboard has already exceeded the limit.	Wait until one of the devices finishes viewing remote whiteboard, and then try to connect to the remote whiteboard.
The passcode is not correct.	The entered passcode does not match the passcode displayed on the upper right or left corner of the device.	Enter the passcode displayed on the upper right or left corner of the device you are accessing.
The meeting code is incorrect Enter the correct meeting code.	<ul> <li>The specified meeting code is incorrect.</li> <li>There is no temporarily saved file associated with the specified meeting code.</li> </ul>	<ul> <li>Enter the meeting code set when temporarily saving the file.</li> <li>Check that the save period of the file has not expired.</li> </ul>

## Error Messages Related to Web Page

## Other Error Messages

Message	Causes	Solutions
Applications on the desktop cannot be double started	You are attempting to open two of the following at the same time: the main screen, General Settings, or Administrator Settings.	The main screen, General Settings, or Administrator Settings are already running. Stop the currently running application, and then start the other application.
Cannot start RICOH UCS screen sharing	There is a USB connection problem between the video conferencing device and the machine.	<ul> <li>Restart the video conferencing device.</li> <li>Reconnect the USB cable connecting the machine to the video conferencing device.</li> <li>If these problems persist, contact your service representative.</li> </ul>

Message	Causes	Solutions
Cannot confirm the latest version Check the network status.	The machine is not connected to the network.	<ul><li>Check the network settings.</li><li>Make sure the network cable is properly connected.</li></ul>
The file is corrupted. Check the file and try again.	Downloading of the system firmware file is not completed.	Download and apply the system file again.
The number of pages has reached the limit of 100 pages. XX (XX pages) has been imported from RICOH e-Sharing Box	The number of pages (100 pages) has reached the maximum while the PDF file was sent.	Delete unnecessary pages.
Cannot import any more files from RICOH e-Sharing Box because the number of pages has reached the limit of 100 pages	The number of pages (100 pages) has reached the maximum sending the PDF file was sent.	Delete unnecessary pages.
Cannot display the externally inputted image An error has occurred on the captured device. Either reconnect the cable or connect with another resolution.	The computer screen cannot be displayed because an unsupported resolution or improper connection of the VGA display cable was used.	<ul> <li>Change the resolution of the computer to a resolution the machine supports.</li> <li>Disconnect the display cable, and then connect the cable again.</li> </ul>
Cannot display the externally inputted image Change the resolution or the refresh rate.	The resolution of the computer screen is not supported.	Change the resolution of the computer to a resolution the machine supports.

Message	Causes	Solutions
Cannot start remote PC operation The passcode is wrong. Check the passcode that is displayed on the top of the whiteboard's main unit and then try again.	The entered passcode is incorrect.	Enter the passcode that is displayed on the upper part of the screen of the device to be connected.
The latest version has been found. Connect with the web browser to the IP address of the whiteboard's main unit, then click [Download] from [Download Software]. Download Setup.exe and run it, then perform installation following the screen instructions. A shortcut for the remote PC operation software will be created on the desktop. Download URL http:// xxx.xxx.xxx.xxx/ download_software.xhtml	The version of the software is not the latest one.	Download the latest version from the machine and install it. For details about installing IWB Remote Desktop Software, see page 93 "Installing IWB Remote Desktop Software".
Cannot start remote PC operation Cannot access the network. Check the network settings of this PC and then try again.	<ul> <li>The computer cannot access the network.</li> <li>The destination device cannot access the network, or its IP address is incorrect.</li> </ul>	<ul> <li>Check that the computer can access the network. Specify the correct settings, and then try again.</li> <li>Check that the LAN cable of the destination device is properly connected and the device can connect to the network, and then try again.</li> <li>Enter the correct IP address of the destination device and try again.</li> </ul>

Message	Causes	Solutions
Cannot start remote PC operation The following are possible causes. • The IP address is	The destination device did not respond for a certain period of time. Connection failed.	<ul> <li>Check that the destination device can access the network.</li> <li>Check that the computer can access the network.</li> <li>Wait a while and try again later.</li> </ul>
<ul> <li>wrong.</li> <li>This PC is not connected to the network.</li> <li>The whiteboard has not been started or is on standby.</li> <li>Check the IP address, this PC's network settings, and that the whiteboard is started, then try again.</li> </ul>	<ul> <li>The IP address of the destination device is incorrect.</li> <li>The IP address of the destination device is not specified.</li> <li>The LAN cable of the destination device is not connected properly.</li> <li>The destination device is in standby mode or turned off.</li> </ul>	<ul> <li>Enter the correct IP address of the destination device and try again.</li> <li>Check that the IP address of the destination device is correctly configured.</li> <li>Check that the LAN cable of the destination device is properly connected.</li> <li>Restart the destination device and try again.</li> </ul>

## When You Cannot Use the Machine As You Want

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

#### • Note

- The laser pointer light may be hard to see when it is pointed at the display. For details about the laser pointer, see the user manual for the laser pointer.
- When the main unit does not start or the screen is not displayed, check the following:
  - Is the power cord properly connected?
  - Is the main power switch turned on?
- For information about the power cord and main power switch, see "Read This First".
- If you cannot resolve problems by yourself, contact your service representative.

#### When Turning the System On/Off

#### 🔁 Important

- To shut down the machine, press and immediately release the power button of the display. Pressing the power button of the remote controller also allows you to turn RICOH Interactive Whiteboard D6500 off. If one of the following actions is performed to turn off the machine instead of using the power button, the machine might become damaged:
  - Turning off the main power
  - Disconnecting the power cable
- For details about how to shut down the machine, see one of the following instructions. The procedure differs depending on the machine being used.
  - RICOH Interactive Whiteboard D5510: Read This First
  - RICOH Interactive Whiteboard D6500: Quick Guide

Problem	Causes	Solutions
<ul> <li>The power button is pressed, but the system does not start up.</li> <li>The power button is pressed, but the power lamp does not turn on.</li> </ul>	<ul> <li>The power cable is not connected correctly.</li> <li>The main power is turned off.</li> </ul>	<ul><li>Reconnect the power cable.</li><li>Turn on the main power switch.</li></ul>

Problem	Causes	Solutions
The power lamp turns on, but nothing appears on the screen.	The system is in sleep mode.	Touch the screen. If nothing appears when the screen is touched, contact your service representative.
An abnormal sound is heard from the area surrounding the output/input terminals on the back of the display.	There may be a problem inside the controller.	Quickly press and release the power button of the display. When the machine shuts down, switch off the main power and contact your service representative.

## When Using the Interactive Pen

Problem	Causes	Solutions
<ul> <li>The Interactive Pen does not respond.</li> <li>The battery indicator does not turn on.</li> </ul>	The Interactive Pen's battery is fully used up.	Replace the battery. For details about how to replace the battery, see page 207 "Replacing the Pen Nib".
The Interactive Pen does not respond.	<ul> <li>Stickers or pieces of tape are stuck on the black cover of the Interactive Pen.</li> <li>When the Interactive Pen is held by the nib or the bottom, the position of the pen will not be recognized correctly by the machine.</li> </ul>	<ul> <li>If you have placed stickers or pieces of tape on the Interactive Pen, peel them off.</li> <li>Hold the middle of the Interactive Pen.</li> </ul>
The battery indicator turns on, but no stroke appears.	There may be a software problem.	Quickly press and release the power button of the display. When the machine shuts down, switch off the main power. Next, switch on the main power, and then press the power button to restart the machine.

Problem	Causes	Solutions
The pen nib is broken and lost.	If too much stroke pressure is applied or if the display is hit with the pen nib, the pen nib may break due to the impact.	Contact your service representative and order replacement nibs. For details about how to replace the pen nib, see page 207 "Replacing the Pen Nib".

## When Displaying an Image

Problem	Causes	Solutions
Only a monochrome image is displayed.	<ul> <li>The cable is not connected correctly.</li> <li>An incorrect cable is used.</li> </ul>	<ul> <li>Reconnect the cable.</li> <li>Check that the correct cable is used.</li> <li>If any of these actions do not fix the problem, contact your service representative.</li> </ul>
<ul> <li>The display is too dark.</li> <li>The display is too bright.</li> </ul>	The brightness of the display is not set appropriately.	Press the [Menu] button on the side of the display and adjust the brightness. For details about how to adjust the brightness, see page 211 "Adjusting the Display".
The display does not respond when the [Menu] button is pressed.	When no image appears on the display, the display does not respond even if the [Menu] button is pressed.	Display an image on the display and press the [Menu] button.
The screen is corrupted.	The cable is not connected correctly.	<ul> <li>Check that the cable is connected correctly.</li> <li>Quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine.</li> <li>If any of these actions do not fix the problem, contact your service representative.</li> </ul>

Problem	Causes	Solutions
The system time is incorrect.	The internal battery of the system may be used up.	Reset the time in Administrator Settings. For details about setting the time, see page 131 "Setting the Date and Time". If the system time is still incorrect, contact your service representative.

## When Using the System as a Whiteboard

Problem	Causes	Solutions
<ul> <li>It is impossible to draw any strokes or markers.</li> <li>A stroke is not displayed at the correct position.</li> <li>A stroke or a marker is broken halfway.</li> </ul>	The touch sensor sensitivity may have become offset as the result of transporting the system, an impact to the system, or an extreme temperature change.	Adjust the touch sensor sensitivity. For details about Touch sensor sensitivity adjustment, see page 126 "Adjusting the Touch Sensor Sensitivity". If this fails to fix the problem, contact your service representative.
A stroke is not displayed at the correct position.	<ul> <li>There is something on the display frame.</li> <li>The display is dirty.</li> <li>The adjusted position of a touch sensor may move out of position due to the impact caused to the system during transportation or from extreme temperature change.</li> </ul>	<ul> <li>Do not leave the Interactive Pen or any material on the display frame.</li> <li>Clean the display. For details about how to clean the display, see page 209 "Cleaning the Display".</li> <li>Adjust the touch sensor. For details about touch sensor adjustment, see page 131 "Setting the Date and Time".</li> <li>If any of these actions do not fix the problem, contact your service representative.</li> </ul>

Problem	Causes	Solutions
A stroke is broken halfway.	<ul> <li>The pen nib may not be touching the display correctly.</li> <li>The inside of the display frame is dirty.</li> <li>Two or more Interactive Pens are being used within 15 m (49.2 feet) of each other.</li> </ul>	<ul> <li>When writing, raise the pen so that the pen nib is kept pressed, and apply appropriate stroke pressure.</li> <li>Clean the inside of the display frame. For details about how to clean the display, see page 209 "Cleaning the Display".</li> <li>Do not use the Interactive Pens within 15 m (49.2 feet) of each other. If you use two or more machines side-by-side, contact your service representative.</li> <li>If an infrared device is used near the system, turn the device off.</li> <li>If any of these actions do not fix the problem, contact your service representative.</li> </ul>

Problem	Causes	Solutions
A stroke is suddenly displayed in an unintended direction halfway.	<ul> <li>Something other than the pen is touching the display.</li> <li>There is something on the display frame.</li> <li>If too much stroke pressure is applied, a line stroke may be displayed in an unintended direction.</li> <li>The display frame is being pressed strongly.</li> <li>If the pen is used near a window, under direct sunlight or bright lighting, a stroke may be displayed in an unintended direction.</li> <li>The display was pressed strongly.</li> </ul>	<ul> <li>Keep anything other than the pen from touching the display.</li> <li>Do not leave anything that can serve as an obstacle on the display frame.</li> <li>Be careful not to apply too much stroke pressure.</li> <li>Keep your hands away from the display frame.</li> <li>Change the location of the system.</li> <li>Do not apply too much force to the display.</li> <li>If any of these actions do not fix the problem, contact your service representative.</li> </ul>
If two or more machines are used side-by-side and if strokes are drawn on them at the same time, the strokes are not displayed correctly.	Two or more Interactive Pens are being used within 15 m (49.2 feet) of each other.	If you use two or more machines within 15 m (49.2 feet) of each other, contact your service representative.
An unknown error that is not related to the machine occurs.	There may be a problem with the system.	Contact your service representative.

Problem	Causes	Solutions
An image from the computer is not displayed.	<ul> <li>The cable is not connected correctly.</li> <li>The external output of the computer is not configured correctly.</li> </ul>	<ul> <li>Reconnect the cable. Secure the VGA cable to the receptacle with screws.</li> <li>Fully insert the DisplayPort cable until it clicks.</li> <li>Check the external output settings of the computer.</li> </ul>
An image from the video conferencing system is not displayed.	<ul> <li>The cable is not connected correctly.</li> <li>The video conferencing device is not turned on.</li> </ul>	<ul> <li>Reconnect the cable.</li> <li>Secure the VGA cable to the receptacle with screws.</li> <li>Turn on the video conferencing device.</li> </ul>
<ul> <li>An image disappears before completion.</li> <li>An image stops halfway when loading.</li> <li>An image is corrupted.</li> </ul>	The cable is not connected correctly.	<ul> <li>Reconnect the cable.</li> <li>Secure the VGA cable to the receptacle with screws.</li> <li>Fully insert the DisplayPort cable until it clicks.</li> </ul>
An image has noise.	If the output resolution of the connected device is high, the image may have noise.	Lower the output resolution of the connected device.
The computer connected to the DisplayPort input is malfunctioning.	There may be a problem with the graphic driver running on the computer.	Contact your computer manufacturer.

### When Using the System as a Monitor



• For details about the supported input image signals, see page 217 "List of Video Input Signals Supported by the Machine".

## 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 machine starts up. To participate in a remote whiteboard session, check and use the correct passcode.

## When Using a USB Flash Memory Device

Problem	Causes	Solutions
A USB flash memory device is not recognized.	The "Use USB Memory" check box in Administrator Settings is not selected.	Select the "Use USB Memory" check box in Administrator Settings. For details about how to change the system settings, see page 154 "Changing the System Settings".
A message prompting for restart appears when a USB flash memory device is inserted.	A configuration change requiring system restart has been made.	Quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine.

## When Accessing the Web Page

Problem	Causes	Solutions
The web browser refreshes slowly.	<ul> <li>The memory in the computer you are using is insufficient.</li> <li>The CPU in the computer you are using is overloaded.</li> </ul>	Quit all applications other than the Web browser that you are using for viewing.

Problem	Causes	Solutions
The Web page of the machine is not displayed when you specify the machine's IP address or its host name.	<ul> <li>The device to be connected is turned off.</li> <li>The entered IP address or host name is incorrect.</li> <li>The Network Settings of the device to be connected are incorrect.</li> <li>The device to be connected or the computer that is being used is not connected to the network.</li> </ul>	<ul> <li>Turn on the power of the device to be connected.</li> <li>Enter the IP address or host name that is displayed in the upper part of the screen of the device to be connected.</li> <li>Check that the Network Settings of the device to be connected are correctly configured.</li> <li>Check that the device to be connected or the computer that is being used is connected to the network.</li> </ul>
No PDF file can be downloaded even when you click [Download].	<ul> <li>The power to the connected device is turned off.</li> <li>The Network Settings have been changed on the connected device or your computer.</li> <li>The connected device or your computer is disconnected from the network.</li> </ul>	<ul> <li>Turn the connected device on.</li> <li>Properly configure the Network Settings on the connected device or your computer.</li> <li>Connect the connected device or your computer to the network.</li> </ul>

## When Printing

Problem	Causes	Solutions
The printing-in-progress dialog box does not disappear.	<ul> <li>The machine is disconnected from the network.</li> <li>The printer address is incorrect.</li> <li>The power to the printer is turned off.</li> </ul>	<ul> <li>Press the [Cancel] button.</li> <li>Check that the machine is connected to the network.</li> <li>Check that the printer address specified on the machine matches the IP address configured on the printer.</li> <li>Turn on the power of the printer.</li> </ul>
The printing-in-progress dialog box disappears, but printing does not start.	<ul> <li>The printer is out of ink or paper.</li> <li>The printer is in sleep mode.</li> <li>An error has occurred on the printer.</li> </ul>	<ul> <li>Check the setting menu of the printer.</li> <li>To print on a device that requires authentication, authenticate the device.</li> <li>Add paper or replace the ink.</li> <li>If an error occurs on the printer, contact the service representative.</li> </ul>

## When Exporting or Importing Registration Data

Problem	Causes	Solutions
The email address book cannot be imported.	The email address book is not created correctly.	Check that the email address book is created correctly. For details about how to create an email address book, see page 141 "Managing an Email Address Book".
The contact list cannot be imported.	The contact list is not created correctly.	Check that the contact list is created correctly. For details about how to create a contact list, see page 137 "Managing a Remote Contact List".

Problem	Causes	Solutions
The shared folder list cannot be imported.	The shared folder list is not created correctly.	Check that the shared folder list is created correctly. For details about how to create a shared folder list, see page 145 "Managing a Shared Folder List".
The email address book, contact list, or shared folder list cannot be exported.	<ul> <li>No USB flash memory device is connected.</li> <li>The USB flash memory device has insufficient free space.</li> <li>You do not have the authority to write to the USB flash memory device.</li> </ul>	<ul> <li>Insert a USB flash memory device to a USB port on the side of the display. For details about how to connect a USB flash memory device, see page 25 "Inserting a USB Flash Memory Device".</li> <li>Delete unnecessary data from the USB flash memory device or connect a USB flash memory device that has sufficient free space.</li> <li>Configure the USB flash memory device properties to allow information to be written.</li> </ul>

When Synchronizing Device Settings	When	Sync	hroniz	zing	Device	Settings
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Problem	Causes	Solutions
Settings cannot be defined in Device Configuration Management.	<ul> <li>The [Use Synchronous Function on Device Configuration] check box is selected, and the factory default password is specified in [Administrator Password of Synchronization Source Whiteboard].</li> <li>The [Use Synchronous Function on Device Configuration] check box is selected, and either [Whiteboard Address of Synchronization Source] or [Administrator Password of Synchronization Source Whiteboard] or both of them are not specified.</li> </ul>	<ul> <li>Change the administrator password of the source whiteboard, and then also change [Administrator Password of Synchronization Source Whiteboard] on the whiteboard to be synchronized.</li> <li>Enter [Whiteboard Address of Synchronization Source] and [Administrator Password of Synchronization Source Whiteboard].</li> </ul>

Problem	Causes	Solutions
The settings of the source device cannot be synchronized. The message, "The status of device configuration synchronization: Error" message is displayed on the top page of Administrator Settings of the machine's browser, along with the one of the following: • The synchronization source device does not respond • The synchronization source does not correspond to the device configuration synchronization • The system version is different from that of the synchronization source whiteboard are incorrect. • Cannot obtain/reflect the device configuration of the synchronization source	<ul> <li>The source device is turned off, or it is not a whiteboard.</li> <li>RICOH Whiteboard is specified as the source device, but is does not support the sync function.</li> <li>The source whiteboard supports the sync function, but the version of the whiteboard software does not match that of the source whiteboard.</li> <li>The password does not match the one specified in [Administrator Settings] &gt; [Change Administrator Password] on the source whiteboard.</li> <li>The source file is corrupted.</li> </ul>	<ul> <li>Turn on the power of the source whiteboard, or change the IP address.</li> <li>Update the system of the source device to the version that supports the sync function.</li> <li>Update the system to the same version as the source device.</li> <li>Enter the password specified in [Administrator Settings] &gt; [Change Administrator Password] on the source whiteboard.</li> <li>The network may have been disconnected temporarily. Check the network environment.</li> </ul>

8. Troubleshooting

# 9. Appendix

This chapter explains how to use the Crestron function and Remove Viewer, perform maintenance, and adjust the display. This chapter also shows the trademarks and contact information.

## **Using the Crestron Function**

You can connect and control the machine on a network from Crestron system as a Crestron supported device.

The following operations can be performed from Crestron system:

- Turning the power on and off (Whiteboard enters standby mode when its power is turned off)
- Switching input (including a computer that is connected via IWB Remote Desktop Software)
- Adjusting the volume (turning up or down the volume, mute on or off)

#### Note

• To use the Crestron function, enable it in System Settings. For details, see page 154 "Changing the System Settings".

## **Using Remote Viewer**

When you install Remote Viewer to the computer, you can view the contents of a remote whiteboard session opened with Compatible mode or version earlier than 1.3.140.0.

To use Remote Viewer, a computer must meet the following environmental requirements:

ltem	Specifications	
Operating system	<ul> <li>Windows 7 Home Premium/Professional/Ultimate/Enterprise SP 1 or later (32 bit/64 bit)</li> </ul>	
	English, Japanese, Simplified Chinese	
CPU	<ul> <li>Recommended: Intel<sup>®</sup> Core<sup>TM</sup> 2 Duo 2 GHz or more</li> </ul>	
	Minimum: Intel Core Solo U1300	
Memory	• Windows 7 (32 bit): 1 GB or more	
	• Windows 7 (64 bit): 2 GB or more	
HDD	2 GB or more free space	
Display resolution	Height: 768–1080 pixels	
	• Width: 1024-1920 pixels	
	For a horizontal display type only	
Network	Line speed	
	<ul> <li>Recommended: 512 kbps or higher</li> </ul>	
	• Minimum: 200 kbps	
	Communication port	
	<ul> <li>TCP: 80, 50000, 50001, 50002, or 61616 must be available for communication.</li> </ul>	

### 

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

#### Installing Remote Viewer on a Computer

Download Remote Viewer from the Ricoh home page.

#### 🔁 Important

- To install Remote Viewer on a computer, log on as a user with administrator privileges.
- Remote Viewer is available to any user who has installed it.
- 1. Double-click the downloaded file to execute it.
- 2. Specify the language you want to use during the installation process, and then click [OK].
- 3. If .NET Framework 4 is not installed on your computer, click [Install].

If .NET Framework 4 has already been installed, the message [Install] does not appear. Proceed to the next step.

- 4. Click [Next].
- The software license agreement appears in the [License Agreement] dialog box. After reading the agreement, click [I accept the terms in the license agreement], and then click [Next].
- 6. Specify the installation folder, and then click [Next].
- 7. Click [Install].
- 8. Click [Finish].

#### Uninstalling Remote Viewer from the Computer

#### 🔁 Important

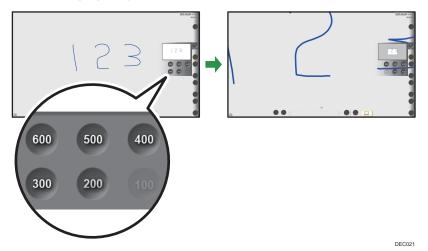
- Log on to the computer as a user with administrator privileges to uninstall the software.
- 1. On the [Start] menu, select [Control Panel].
- 2. Select [Programs and Features].
- 3. Click [Uninstall a program].
- 4. Select "RICOH Interactive Whiteboard Remote Viewer Type 1" and click [Uninstall].
- 5. Confirm the messages and click [OK].

#### Changing the Display Magnification of Remote Viewer

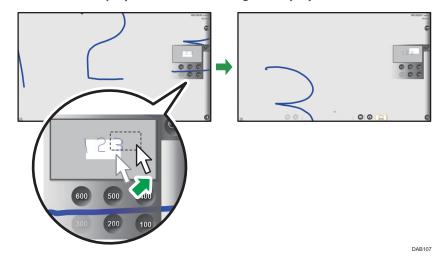
Click 🔍, the Loupe icon, to change the display magnification, or to move a displayed area. The enlarged display area can be moved.

1. Click , the Loupe icon.

2. Click the display magnification.



3. To move the display area, click and drag the display area.



#### Configuring the Remote Viewer Settings

This section explains General Settings of Remote Viewer.

The icons displayed in the General Settings screen are as follows:

- Image: Image: the Version Information icon
   Displays the Remote Viewer version information.
   When you touch [Display License Agreement], the software license agreement is displayed.
- • the Copyright Information icon Displays the Remote Viewer copyright information.

• 💁, the Add Remote Contact List icon

You can register a host whiteboard to specify in advance when you use a remote whiteboard.

- 1. Click the [Start] menu on the computer to display the screen.
- 2. From [All Programs], select [Ricoh], [Interactive Whiteboard Remote Viewer].
- 3. Click [Settings].

The General Settings screen for Remote Viewer appears.

#### 🖖 Note

- If Remote Viewer is running, General Settings cannot be displayed.
- When adding a remote contact list, do not insert any memory storage devices other than a USB flash memory device, such as a CD-ROM.

#### **Creating a Remote Contact List**

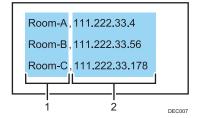
This section explains how to create a contact list using a text editor or spreadsheet software, and to add it.

When the import is complete, the contact list is overwritten.

🔁 Important

- When adding a remote contact list, do not insert any memory storage devices other than a USB flash memory device, such as a CD-ROM.
- 1. In the first column of each row, enter the name (nickname) of a host whiteboard. In the second column, enter the corresponding IP address of the host whiteboard.

The maximum number of IP addresses that can be registered is 100. Although you can enter a 101st address, it cannot be registered.



#### 1. Nicknames

Enter the name of the device that uses a remote whiteboard. The number of characters must be 20 or less. If you omit the nickname, a blank entry is added. The available characters are as follows:

- Uppercase letters: A-Z
- Lowercase letters: a-z
- Numbers: 0-9

Symbols: (space) ! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ ` { | } ~

#### 2. IP addresses

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.

If an invalid IP address is specified, such as the ones below, the contact list is not registered:

- IP address containing a set starting with 0 or 00 (Example: 111.222.033.004)
- 0.0.0.0
- 255.255.255.255
- 127.0.0.1
- 2. Save the contact list to the root directory (the topmost directory) of a USB flash memory device under the file name "iwb\_contact\_address.csv".

The file is saved in CSV (comma-separated value) format.

- 3. Insert the USB flash memory device into the computer.
- 4. Select 💁, the Remote Contact List Management icon.
- 5. Select [Import].
- 6. Select [OK].

## Maintenance

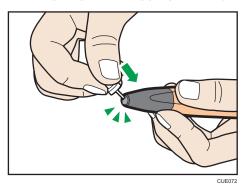
#### **Replacing the Pen Nib**

## 

• Use a pushpin or similar solid pointed tool to replace the pen nib. Be careful not to injure yourself.

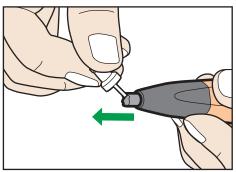
If the pen nib becomes damaged, replace it with a replacement pen nib.

1. Insert a pushpin at an appropriate angle into the edge of the pen nib.



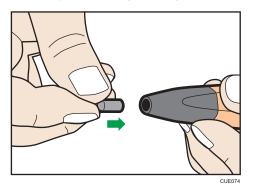
Fully insert the pushpin into the other end of the pen nib.

2. Slowly remove the pen nib from the Interactive Pen body so that the inserted pushpin does not detach from the pen nib.



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3. When the pen nib is removed from the Interactive Pen body, insert and press the new pen nib straight onto the pen body.



Do not twist when pressing the pen nib. This might cause the pen nib to break.

#### **Replacing the Pen Bottom**

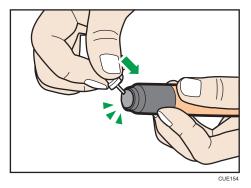
## 

 Use a pushpin or similar solid pointed tool to replace the pen bottom. Be careful not to injure yourself.

If the pen bottom becomes damaged, replace it with a replacement pen bottom. Contact your service representative to obtain a replacement pen bottom.

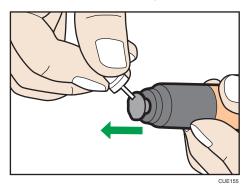
This example describes how to replace the pen bottom using a pushpin.

1. Insert a pushpin at an appropriate angle into the edge of the pen bottom.

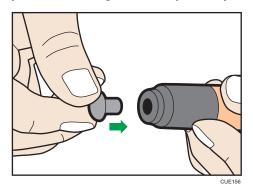


Fully insert the pushpin into the other end of the pen bottom.

2. Slowly remove the pen bottom from the Interactive Pen body so that the inserted pushpin does not detach from the pen bottom.



3. When the pen bottom is removed from the Interactive Pen body, insert and press the new pen bottom straight onto the pen body.



Do not twist when pressing the pen bottom. This might cause the pen bottom to break.

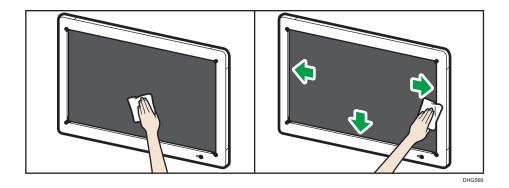
### **Cleaning the Display**

## 

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

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

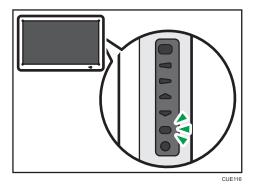
If the display is used without cleaning, a position touched on the display may not be recognized correctly.



## Adjusting the Display

To adjust the display, use the [Menu] button on the side to display the menu.

This section explains how to adjust the display setting of RICOH Interactive Whiteboard D5510.



#### Note

- For the procedure to adjust the display setting of RICOH Interactive Whiteboard D6500, see Operating Instructions of RICOH Interactive Whiteboard D6500. ("If the controller designed to comply with OPS (Open Pluggable Specification) standard is connected to this display" in the Operating Instructions corresponds to the regarding description.)
- If no button is pressed for 15 seconds, the menu automatically disappears. To hide the menu manually, press the [Menu] button again.
- Only those items that can be set are displayed on the menu.

#### Adjusting the Image Quality of the Display

Press the [Menu] button to display the menu, press the [] or [] button on the side of the display to select "Picture", and then press the [Input/Enter] button.

Picture		
	Picture Mode Contrast Black Lovel Color Tint Sharpness Brightness DCR Color Temp Input Resolution	50 2 3
¢:Move	📾 :Enter	🚳 : Exit

The "Picture" menu has the following items that can be adjusted:

ltem	Setting	Initial value	Value range
Contrast	Adjusts the contrast.	50	0–100
Sharpness	Adjusts the sharpness.	2	0–10
Brightness	Adjusts the brightness. The brightness can also be adjusted by pressing the [ <b>1</b> ] or [ <b>1</b> ] button, regardless of whether the menu is displayed.	3	0–5

- 1. Press the [ ] or [ ] button, and then select the item you want to adjust.
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button to adjust the item.
- 4. Press the [Menu] button.
- 5. To close the "Picture" menu, press the [Menu] button.

#### Adjusting the sound settings

This function is available for RICOH Interactive Whiteboard D5510 only.

Press the [Menu] button to display the menu, press the [ $\frown$ ] or [ $\frown$ ] button on the side of the display to select "Sound", and then press the [Input/Enter] button.



The "Sound" menu has the following items that can be adjusted:

ltem	Setting	Initial value	Value range
Volume	Adjusts the volume level.	50	0–100

ltem	Setting	Initial value	Value range	
Mute	Turns on or off the audio mute function.	OFF	• OFF • ON	
Speaker	Selects the speaker output for playing the sound.	Line-out	<ul><li>External(Audio Output 1)</li><li>Line-out(Audio Output 2)</li></ul>	

#### Adjusting the volume level

- 1. Press the [ ] or [ ] button, and then select "Volume".
- 2. Press the [ ], [ ] button to adjust the volume level.
- 3. To close the "Sound" menu, press the [Menu] button.

#### Specifying the mute settings

- 1. Press the [ ] or [ ] button, and then select "Mute".
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button to select "ON" or "OFF".
- 4. Press the [Input/Enter] button.
- 5. To close the "Sound" menu, press the [Menu] button.

#### Selecting the speaker output

- 1. Press the [ ] or [ ] button, and then select "Speaker".
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button, and then select the item you want to set.
- 4. Press the [Input/Enter] button.
- 5. To close the "Sound" menu, press the [Menu] button.

#### Adjusting the Position or Size of a Subwindow

Press the [Menu] button to display the menu, press the [ ] or [ ] button on the side of the display to select "Option", and then press the [Input/Enter] button.

Option		
	Aspect Ratio PIP Video Seurce Auto Adjustment Clock Frequency Phase H Position V Position Ambient Light Senser Auto Detection	Original
¢:Move	📖 : Enter	💼 : Exit

The "Option" menu has the following items that can be adjusted:

ltem	Setting	Initial value	Value range
Aspect Ratio	When it is set to "Full", the image is expanded to full screen.	Original	<ul><li>Full</li><li>Original</li></ul>
PIP-PIP Size	Selects the sub-window size displayed when the [PIP] button is pressed.	Middle	<ul> <li>Small         <ul> <li>(384 × 288)</li> </ul> </li> <li>Middle         <ul> <li>(480 × 360)</li> </ul> </li> <li>Large         <ul> <li>(576 × 432)</li> </ul> </li> </ul>
PIP-PIP Position	Adjusts the position of sub- windows displayed when the [PIP] button is pressed. This item only works when the sub-windows are displayed.	Upper right corner	-
Auto Adjustment	Automatically adjusts the position of the screen switched to with the [Input/Enter] button. This item only works when screens are switched.	-	-

#### Adjusting the aspect ratio

- 1. Press the [ ] or [ ] button, and then select "Aspect Ratio".
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button, and then select the item you want to set.
- 4. Press the [Input/Enter] button.

5. To close the "Option" menu, press the [Menu] button.

#### Setting the PIP size

- 1. Press the [ ] or [ ] button, and then select "PIP".
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button, and then select "PIP Size".
- 4. Press the [Input/Enter] button.
- 5. Press the [ ] or [ ] button, and then select a sub-window size.
- 6. Press the [Input/Enter] button.
- 7. Press the [Menu] button to close the "PIP" menu.
- 8. To close the "Option" menu, press the [Menu] button.

#### Adjusting the PIP position

- 1. Press the [ ] or [ ] button, and then select "PIP".
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button, and then select "PIP Position".
- 4. Press the [Input/Enter] button.
- Press the [], [], [], [], or [] button, and then move the sub-window to a different position.
- 6. To close the "Option" menu, press the [Menu] button.

#### Using Auto Adjustment

- 1. Press the [ ] or [ ] button, and then select "Auto Adjustment".
- 2. Press the [Input/Enter] button.

The menu is closed, and the screen position is automatically adjusted.

#### Changing the Menu Settings

Press the [Menu] button to display the menu, press the [ ] or [ ] button on the side of the display to select "Setting", and then press the [Input/Enter] button.

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Setting		
	Language Overscan Schedule Display-Wall Power Save Set Monitor ID Image Retention Auto Adjustment OSD Rotation Advanced	0 Degree
≑:Move	(mer): Enter	📾 : Exit

The "Setting" menu has the following items that can be adjusted:

ltem	Setting	Initial value	Value range
OSD Rotation	Rotates the menu display 90 degrees.	0 Degree	<ul><li>0 Degree</li><li>90 Degree</li></ul>
Advanced -Restore User Default	Initializes all settings to their defaults.	-	<ul><li>Confirm</li><li>Return</li></ul>

#### Using OSD rotation

- 1. Press the [ ] or [ ] button, and then select "OSD Rotation".
- 2. Press the [Input/Enter] button.
- 3. Press the [ ] or [ ] button, and then select an angle of rotation.
- 4. Press the [Input/Enter] button.
- 5. To close the "Setting" menu, press the [Menu] button.

#### Using restore user default

- 1. Press the [ ] or [ ] button, and then select "Advanced".
- 2. Press the [Input/Enter] button.
- Check that "Restore User Default" is selected, and then press the [Input/Enter] button.
- 4. Press the [ ] or [ ] button, and then select "Confirm".
- 5. Press the [Input/Enter] button.

The menu is closed, and all settings are reset to their default values.

# List of Video Input Signals Supported by the Machine

This section describes input signals supported for each of the following input terminals:

#### RICOH Interactive Whiteboard D5510

HDMI Input 1, DisplayPort Input, VGA Input 1

#### **RICOH Interactive Whiteboard D6500**

HDMI Input, DisplayPort Input, VGA Input of the Capture Board

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 O 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	0	0	-
VESA GTF	1024 × 768	60	0	0	-
VESA DMT	1024 × 768	60	0	0	-
VESA GTF	1024 × 768	70	0	0	-
VESA DMT	1024 × 768	70	0	0	-
VESA CVT	1024 × 768	75	0	0	-
VESA DMT	1024 × 768	75	0	0	-
VESA CVT	1024 × 768	85	0	0	-
VESA DMT	1024 × 768	85	0	0	-
VESA CVT	1152 × 864	60	0	0	-
VESA GTF	1152 × 864	60	0	0	-

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA CVT	1152 × 864	75	0	0	-
VESA GTF	1152 × 864	75	0	0	-
VESA DMT	1152 × 864	75	0	0	-
VESA GTF	1280 × 600	60	0	0	-
VESA CVT	1280 × 720	60	0	0	0
VESA GTF	1280 × 720	60	0	0	0
VESA DMT	1280 × 720	60	0	0	0
VESA CVT	1280 × 720	75	0	0	-
VESA GTF	1280 × 720	75	0	0	-
VESA CVT	1280 × 720	85	0	0	-
VESA GTF	1280 × 720	85	0	0	-
VESA GTF	1280 × 768	60	0	0	0
VESA DMT/CVT (RB)	1280 × 768	60	0	0	-
VESA DMT/CVT	1280 × 768	60	0	0	0
VESA GTF	1280 × 768	75	0	0	0
VESA DMT/CVT	1280 × 768	75	0	0	0
VESA GTF	1280 × 768	85	0	0	0
VESA DMT/CVT	1280 × 768	85	0	0	0
VESA GTF	1280 × 800	60	0	0	0
VESA DMT/CVT (RB)	1280 × 800	60	0	0	0
VESA DMT/CVT	1280 × 800	60	0	0	0
VESA GTF	1280 × 800	75	0	0	0

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT/CVT	1280 × 800	75	0	0	0
VESA DMT/CVT	1280 × 800	85	0	0	0
VESA GTF	1280 × 800	85	0	0	0
VESA CVT	1280 × 960	60	0	0	-
VESA GTF	1280 × 960	60	0	0	-
VESA DMT	1280 × 960	60	0	0	-
VESA CVT	1280 × 960	85	0	0	-
VESA GTF	1280 × 960	85	0	0	-
VESA DMT	1280 × 960	85	0	0	-
VESA CVT	1280 × 1024	60	0	0	-
VESA GTF	1280 × 1024	60	0	0	-
VESA DMT	1280 × 1024	60	0	0	-
VESA CVT	1280 × 1024	75	0	0	-
VESA GTF	1280 × 1024	75	0	0	-
VESA DMT	1280 × 1024	75	0	0	-
VESA CVT	1280 × 1024	85	0	0	-
VESA GTF	1280 × 1024	85	0	0	-
VESA DMT	1280 × 1024	85	0	0	-
VESA CVT	1360 × 768	60	0	0	0
VESA GTF	1360 × 768	60	0	0	0
VESA DMT	1360 × 768	60	0	0	0
VESA GTF	1366 × 768	60	0	0	0
VESA DMT (RB)	1366 × 768	60	0	0	-

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT	1366 × 768	60	0	0	0
VESA GTF	1400 × 1050	60	0	0	0
VESA DMT/CVT (RB)	1400 × 1050	60	0	0	0
VESA DMT/CVT	1400 × 1050	60	0	0	0
VESA DMT/CVT	1400 × 1050	75	0	0	0
VESA GTF	1440 × 900	60	0	0	0
VESA DMT/CVT (RB)	1440 × 900	60	0	0	-
VESA DMT/CVT	1440 × 900	60	0	0	-
VESA GTF	1440 × 900	75	0	0	0
VESA DMT/CVT	1440 × 900	75	0	0	0
VESA GTF	1440 × 900	85	0	0	0
VESA DMT/CVT	1440 × 900	85	0	0	0
VESA GTF	1400 × 1050	75	0	0	0
VESA CVT	1600 × 900	60	0	0	0
VESA CVT (RB)	1600 × 900	60	0	0	-
VESA GTF	1600 × 900	60	0	0	0
VESA DMT (RB)	1600 × 900	60	0	0	-
VESA CVT	1600 × 1200	60	0	0	-
VESA GTF	1600 × 1200	60	0	0	-
VESA DMT	1600 × 1200	60	0	0	0
VESA GTF	1680 × 1050	60	0	0	0
VESA DMT/CVT (RB)	1680 × 1050	60	0	0	0

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT/CVT	1680 × 1050	60	0	0	0
VESA DMT	1920 × 1080	60	0	0	0
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

#### **RICOH Interactive Whiteboard D5510**

#### VGA Input 2 supports the following input signal:

Signal format	Resolution	Frequency
VESA DMT	1024 × 768	60 Hz

#### HDMI Input 2 supports the following input signal:

Resolution	Frequency (Hz)	Pixel Rate (MHz)
640x480	60	25.175
640x480	72	31.5
640x480	75	31.5
720x400	70	28.32
800x600	60	40
800x600	75	49.5
1024x768	60	65
1024x768	75	78.75
1280x768	60	79.5
1280x800	60	83.5

Resolution	Frequency (Hz)	Pixel Rate (MHz)
1280x960	60	108
1280x1024	60	108
1360x768	60	85.5
1360x768	60	85.5
1920x1080	60	148.5

#### Vote

- For details about the locations of the input terminals, see page 69 "Devices That Can Be Connected to the Machine".
- For the input signal supported by the Capture Board of RICOH Interactive Whiteboard D6500, see Operating Instructions of RICOH Interactive Whiteboard D6500.
- 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.

## Specifications

#### LCD panel

	Specifications			
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500		
Size	55 inch wide (diagonal 1387 mm)	65 inch wide (diagonal 1651 mm)		
Effective display area (H × V)	1209.6 × 680.4 mm (47.6 × 26.8 inches)	1428.5 × 803.5 mm (56.3 × 31.7 inches)		
Display type	VA liquid crystal method			
Backlight	LED system			
Maximum resolution	1920 × 1080 pixels			
Aspect ratio	16:9			
Display color	Approximately 16.77 million colors	Approximately 1.06 billion colors (10 bit each for R, G, and B)		
Pixel pitch (H × V)	0.63 × 0.63 mm (0.03 × 0.03 inches)	0.744 × 0.744 mm (0.03 × 0.03 inches)		
Maximum brightness	300cd/m <sup>2</sup>	360cd/m <sup>2</sup>		
	<ul> <li>Note</li> <li>Brightness changes in accordance with the image settings. In addition, the brightness fades as the product ages. It does not maintain a consistent level of brightness.</li> </ul>			
Contrast ratio	2670 : 1	4000 : 1		
View angles	160° in the horizontal field; 160° in the vertical field	178° in the horizontal field; 178° in the vertical field		
Response speed	(Contrast ratio = 10 or more) 6.5 ms (Gray to Gray, Average)	(Contrast ratio = 10 or more) 8 ms		

Touch panel

	Specifications		
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500	
Detection method	IR Camera Type	IR Matrix Type	
Guard glass (With AR coating)	Thickness : Approximately 2.0 mm (0.08 inches)	Thickness: Approximately 4.0 mm (AG Anti-Glare Glass)	

#### External Interface

	Specifications	
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500 (Controller)
Input connector	<ul> <li>Digital Input (Correspond to HDMI) ×2</li> <li>Digital Input 1 (Copyright- protected content not supported)</li> <li>Digital Input 2 (Copyright- protected content supported / 2-screen display not supported: for audio-visual devices)</li> <li>DisplayPort terminal×1</li> <li>DisplayPort Input (Copyright- protected content not supported)</li> <li>Mini D-SUB15Pin×2</li> <li>VGA Input 1</li> <li>VGA Input 2 (for PIP)</li> </ul>	Capture Board Digital Input (Correspond to HDMI)×1 • Digital Input (Copyright- protected content not supported) DisplayPort terminal×1 • DisplayPort Input (Copyright-protected content not supported) Mini D-SUB15Pin×2 • VGA Input Controller Unit Microphone Input×1 • Audio Input
	<ul> <li>Note</li> <li>For details about the video input page 217 "List of Video Input Si</li> </ul>	t signals that are supported, see ignals Supported by the Machine".

	Specifications	
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500 (Controller)
Output connector	DVI-D terminal×1	Controller Unit
	<ul> <li>DVI Output (DVI-D: For projectors)</li> </ul>	Digital Output (Correspond to HDMI)×1
	Speaker terminal (L/R) • Audio Output 1 (Speaker/	<ul> <li>Digital Output (For audio-visual devices)</li> </ul>
	Stereo: 10W×10W/8 ohm)	Speaker terminal
	RCA_1pin×2	Audio Output
	<ul> <li>Audio Output 2 (Line Out/Stereo)</li> </ul>	(Line Out/Stereo)
USB Port	USB2.0 TypeA × 4	Controller Unit
	USB3.0 TypeA × 2	USB2.0 TypeA (1): For connecting USB device such as a USB flash memory device.
		USB2.0 TypeA (2): For connecting the Pen Sensor Kit. This terminal can also be used for connecting a device such as a USB flash memory device when the Pen Sensor Kit is not connected.
		USB3.0 TypeA: For connecting the Capture Board only. This terminal cannot be used for other purposes.
Communication connector	10BASE-T/100BASE-TX/ 1000BASE-T	Controller Unit 10BASE-T/100BASE-TX/ 1000BASE-T

#### Note

• For the external interfaces other than Capture Board and Controller Unit of RICOH Interactive Whiteboard D6500, see "Read This First".

#### Network

	Specifications		
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500	
Line speed	Minimum: 200 kbps		
Communication port	<ul> <li>Remote whiteboard sharing</li> <li>TCP: 80, 50000, 50001, 50002, and 61616 are available for communication</li> <li>E-mail transmission</li> <li>Communication with the port number specified in the SMTP server</li> </ul>		
	settings is available for communication. (page 135 "Configuring SMTP Server Settings") Folder sharing on external storages • TCP 445, UDP 53, and TCP/UDP 137 are available for communication		

#### Power source

	Specifications	
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500
Power source used	100–240 V, 50 Hz/60 Hz	
Maximum power consumption	180 W	Less than 300 W
Power consumption in standby mode	58 W	Less than 12 W

#### Weight / Dimensions

	Specifications	
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500
Weight (Main unit)	Approximately 45 kg (99.3 lbs.)	Main body and controller: Less than approximately 76 kg (167.6 lbs.)

	Specifications	
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500
Physical dimensions (W	1360 × 830 × 125 mm	All options attached:
×H×D)	(53.5 × 32.7 × 5.0 inches)	1531 × 901 × 126 mm
		(60.3 × 35.5 × 5.0 inches)
		Including the tray:
		1531 × 937 × 196 mm
		(60.3 × 36.9 × 7.8 inches)

#### Operating range

	Specifications	
ltem	RICOH Interactive Whiteboard D5510	RICOH Interactive Whiteboard D6500
Temperature	<ul> <li>10-32 °C (50-89.6 °F)</li> <li>◆Note</li> <li>• The temperature range varies according to the conditions of the installation location.</li> </ul>	
Humidity	<ul> <li>15-80%</li> <li>10-80%</li> <li>◆Note</li> <li>• The humidity range varies according to the conditions of the installation location.</li> </ul>	
	• A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.	
Altitude	0–2000 m (0–6600 feet) Maximum: 2500 m (8200 feet)	

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

- The product names of Windows 7 are as follows:
- Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Home Premium

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Professional

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Ultimate

Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Enterprise

• The product names of Windows 8 are as follows:

Microsoft<sup>®</sup> Windows<sup>®</sup> 8

Microsoft<sup>®</sup> Windows<sup>®</sup> 8 Pro

Microsoft<sup>®</sup> Windows<sup>®</sup> 8 Enterprise

• The product names of Windows 8.1 are as follows:

Microsoft<sup>®</sup> Windows<sup>®</sup> 8.1

Microsoft<sup>®</sup> Windows<sup>®</sup> 8.1 Pro

Microsoft<sup>®</sup> Windows<sup>®</sup> 8.1 Enterprise

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## **About Added or Changed Features**

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

#### Version 1.6.0.0

Feature	Description	Reference
Writing on the screen with Touch Pen or your fingers (Only on RICOH Interactive Whiteboard D6500)	On RICOH Interactive Whiteboard D6500, you can use the Touch Pen or your fingers to write on the screen.	See page 23 "Operating the Screen"
Wireless Network settings (only on RICOH Interactive Whiteboard D6500)	You can connect to a wireless network. Also, the MAC address of the wireless LAN adapter can be displayed.	See page 129 "Configuring Wireless Network Settings"
Copy and Paste function	You can select the stroke that is already drawn on the screen to cut, copy, or paste it.	See page 38 "Cutting, Copying, or Pasting Strokes"
Use of a public address book	You can select the destination address of an e-mail from a public address book (Active Director / LDAP server address).	See page 62 "Specifying Destinations"
Density setting of the grid and guide line colors	You can adjust the color density of the grip and guide lines that are displayed.	See page 154 "Changing the System Settings"
Whiteboard Detailed settings	You can retain the changes made to the settings after the machine is turned off by specifying [Default Whiteboard Detailed Settings] in System Settings.	See page 154 "Changing the System Settings"
Synchronizing the device settings	You can synchronize the configuration of multiple whiteboards at remote locations with the configuration information of a single whiteboard.	See page 161 "Managing the Device Settings"
Crestron Cooperation function	As a Crestron-supported device, you can connect and control the machine on a network from the Crestron system.	See page 201 "Using the Crestron Function"

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Feature	Description	Reference
RICOH Interactive Whiteboard Client function	You can participate in a remote whiteboard from the iPad that is installed with RICOH Interactive Whiteboard Client.	See RICOH Interactive Whiteboard Client Start Guide

#### Version 1.5.0.0

Feature	Description	Reference
Fair Copy Entry mode	You can write and convert freehand written characters to text data as you write them. You can also draw freehand horizontal or vertical lines, circles, or rectangles and have them automatically corrected or aligned.	See page 30 "Writing in fair copy entry mode".
Line entry mode	You can write freehand lines and arrows.	See page 31 "Writing in line entry mode".
Stamp entry mode	You can draw figures or enter stamps by selecting them from the list.	See page 31 "Writing in stamp entry mode".
Insert New Page	You can insert a new blank page at any selected location.	See page 46 "Adding a Page".
Editing the saved figures and text data	You can open and display saved figures and text data, and edit fair copy entry text figures and stamps on the pages.	See page 53 "Importing a File".
Changing a file name of a saved file	You can change the file name when saving a file to a USB flash memory device or in a shared folder or sending a file via e-mail.	See page 49 "Operating a File".
Setting a password when saving a file	You can set a password for a PDF file when saving the file to a USB flash memory device or in a shared folder or sending the file via e-mail.	See page 49 "Operating a File".
RICOH UCS screen sharing	During a video conference, you can share the screen of the machine that is connected to a video conferencing device via USB.	See page 78 "Sharing the Whiteboard Screen in a Video Conference".

Feature	Description	Reference
Changing the Administrator settings from the Web page	You can make various changes to the settings including network settings or the system clock from the Web page of the machine.	See page 120 "Opening Administrator Settings".
[Quality/Speed] setting in IWB Remote Desktop Software	You can choose whether to give priority to image quality or transfer speed when displaying the computer screen on the machine in IWB Remote Desktop Software.	See page 96 "Using IWB Remote Desktop Software to Perform Operations on a Computer Screen".
Viewing the whiteboard in a Web browser	You can view the screen of the machine from a remote location using a Web browser without hosting the whiteboard if the network settings are configured accordingly and a remote whiteboard license has been added.	See page 99 "Overview of Remote Whiteboard".
Whiteboard Detailed Settings	You can view and change the settings of a whiteboard on the whiteboard.	See page 117 "Changing the Detailed Settings".
Security Settings	The security settings screen has been added so that viewing and configuring all security related settings is possible.	See page 158 "Changing the Security Settings".
Manually specifying a passcode	You can choose whether or not to specify a passcode manually in the security settings when starting a whiteboard.	-

MEMO

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