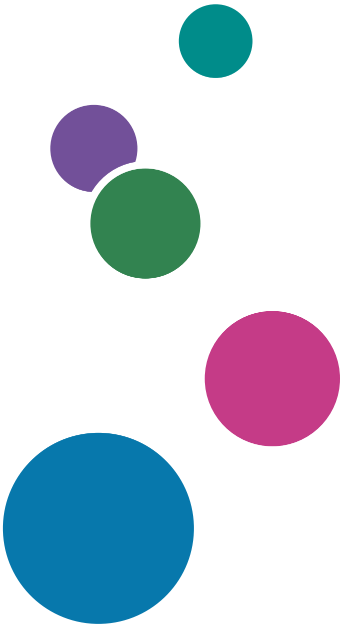
RICOH

RICOH Interactive Whiteboard Controller Type 2

Operating Instructions

Controller Features



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.

Administrator Password

The configuration screen for the administrator password appears when the machine's power is turned on for the first time or the machine's settings are restored to the factory defaults. Make sure that the administrator password is configured. If the administrator password is not set, you cannot use the whiteboard function.

- The administrator password is not set in the factory defaults.
- The administrator password must fulfill the following conditions:
    - Specify an administrator password that is 4 to 20 characters long.
    - You cannot specify a blank space as the administrator password.
    - You cannot specify "admin" as the administrator password.
- If a machine system that is using version 3.5.X.X or earlier is updated to version 3.6.0.0, the configuration screen for the administrator password does not appear. You can continue to use the current administrator password. However, if a machine system that is using version 3.5.X.X or earlier is updated to version 3.6.0.0 while its administrator password is still "admin", you cannot change any settings in [Administrator Settings] unless you first change the administrator password.

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

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

Note

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

[ ]

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

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this 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 or explanations in this guide may differ from your product due to improvement or change in the product.

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

Two kinds of size notation are employed in this manual.

Unless specifically mentioned in this manual, there are no differences between following models:

- RICOH Interactive Whiteboard D3210 and RICOH Interactive Whiteboard D3210BK
- RICOH Interactive Whiteboard D5520 and RICOH Interactive Whiteboard D5520BK

- RICOH Interactive Whiteboard D6510 and RICOH Interactive Whiteboard D6510BK
- RICOH Interactive Whiteboard D7500 and RICOH Interactive Whiteboard D7500BK
- RICOH Interactive Whiteboard D8600 and RICOH Interactive Whiteboard D8600BK

This manual uses screen samples that are not rotated by 90 or 180 degrees, unless specifically mentioned. Therefore, if you are using your machine with the screen rotated by 90 or 180 degrees, some screen samples in this manual may differ from your machine.

Terminology

This section explains the terms used in this manual.

Captured page

A page captured to the machine.

Touch pen

A pen that is used to draw strokes on the whiteboard and operate the machine. Some features of the whiteboard cannot be used when the touch pen is used.

Interactive Pen

An electronic pen that requires a battery to operate, and is used to draw strokes on the whiteboard and operate the machine. All features of the whiteboard can be used when interactive pen is used.

You cannot enter strokes with multiple interactive pens simultaneously.

Note that an interactive pen works the same as a touch pen if you are using RICOH Interactive Whiteboard D3210/D8600.

Stroke

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

1. Overview

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

Things You Can Do with Interactive Whiteboard

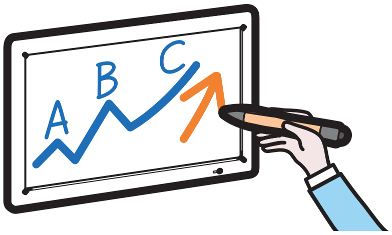
You can use the Interactive Whiteboard in a variety of ways to fit your needs.

Use a Whiteboard

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

In addition to drawing freehand lines, you can also convert freehand-written characters to text data, correct or align freehand-drawn shapes and lines, and enter stamps and figures.

See page 34 "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 56 "Operating a Page".

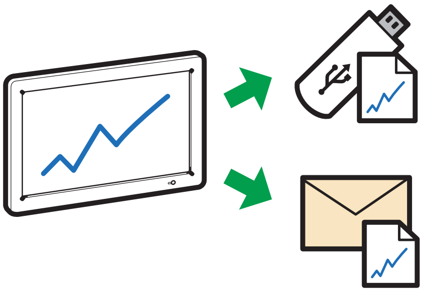
Save pages

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 solid-state drive of the machine.

See page 63 "Saving Pages".

See page 75 "Sending Pages by E-mail".

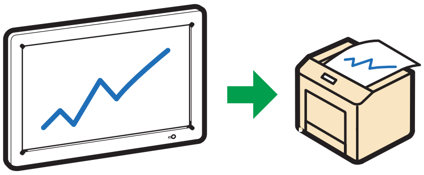
See page 66 "Saving Pages Temporarily".



Print pages

You can print the currently displayed page or all pages.

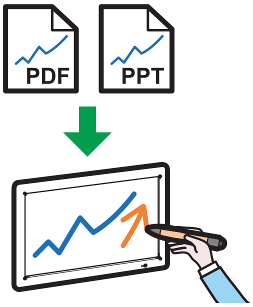
See page 81 "Printing".



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.

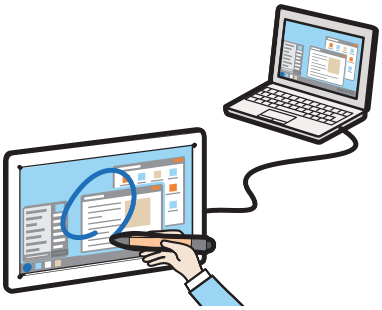
See page 68 "Importing a File".



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 99 "Connecting a Computer or Tablet to the Machine".



Use Video/Audio devices

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 102 "Connecting a Video Conferencing Device to the Machine".

See page 104 "Sharing the Whiteboard Screen in a Video Conference".

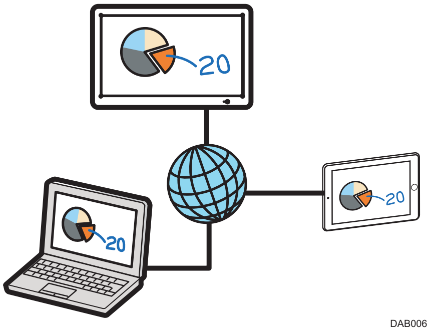
See page 106 "Using a Projector to Project a Screen".

Connect to a video conference

You can use RICOH UCS-based video conferencing to hold a meeting by connecting an external USB camera, microphone, and speaker to the machine.

See page 109 "Connecting to a Video Conference".

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 139 "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 150 "Participating from the Web Browser".

See page 151 "Participating from Remote Viewer".

Upload image files and PDF files to the machine

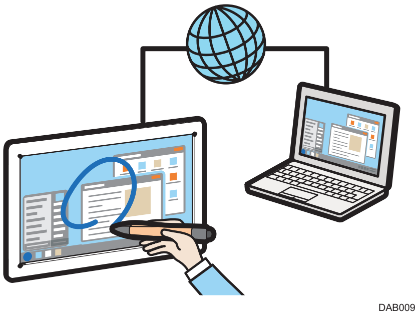
Photos taken with a smart device, stored image files, or PDF files can be uploaded to the machine.

See RICOH Interactive Whiteboard Client Start Guide.

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.

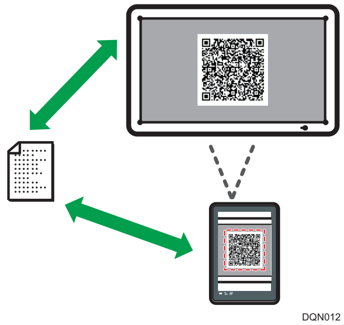
See page 134 "Using IWB Remote Desktop Software".



Link with a smart device to display or save files

By scanning the QR code that is displayed on the machine by a smart device, you can display the files shown on a smart device on the machine or save the pages displayed on the machine in the smart device.

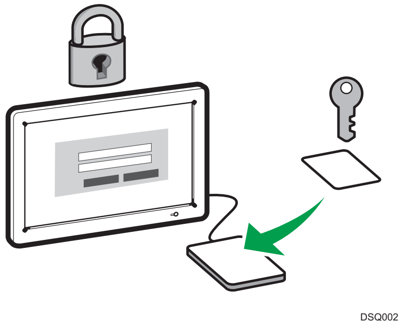
See page 84 "Linking with a Smart Device".



Manage the machine by using the user authentication function

You can use the user authentication function to manage the machine by using an IC card or keyboard-input-based authentication function.

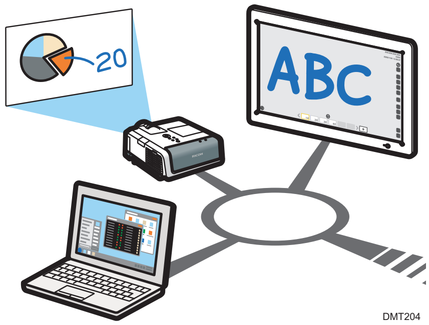
See page 301 "Managing the Machine by Using the User Authentication Function".



Control IWB from Crestron system

As a Crestron supported device, you can connect and control the machine from Crestron system.

See page 305 "Using the Crestron Function".

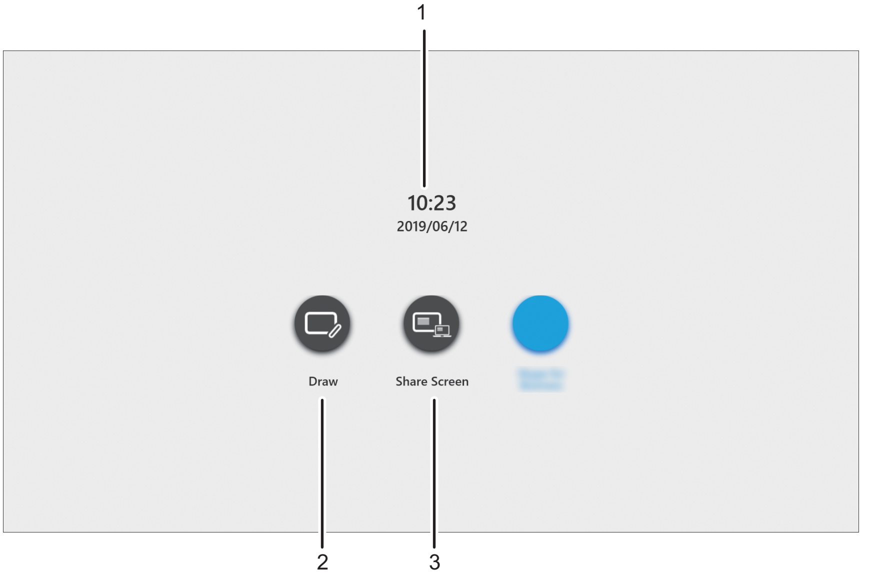


Note

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

How to Use the Welcome Screen

Depending on the settings, the Welcome Screen may appear when the machine power is turned on or the machine exits the standby mode. The icons of the machine's representative functions are displayed on the Welcome Screen.



Y420OA5000

1. **Date/Time**

    Displays the current date and time.

2. **Draw**

    Touch the icon to close the Welcome Screen and display the whiteboard screen. You can perform basic operations, such as writing, on the whiteboard screen.

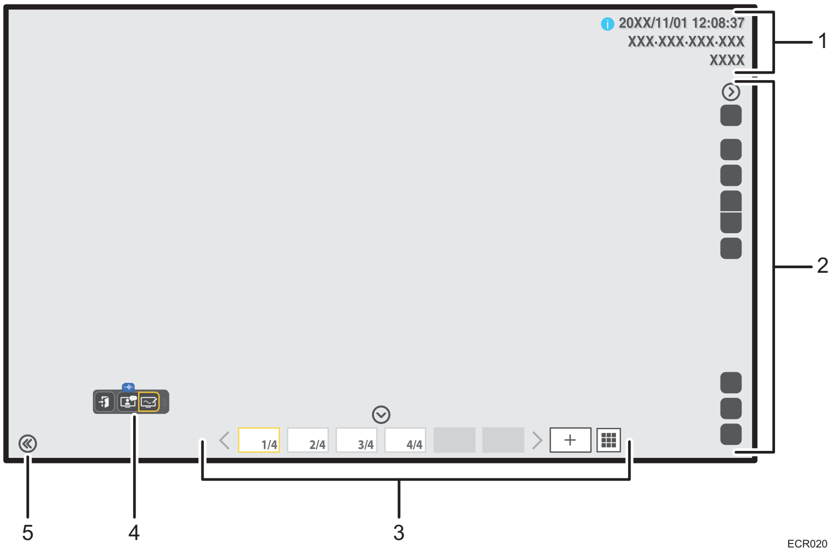
3. **Share Screen**

    Touch the icon to close the Welcome Screen and display the Display Guide for External Input on the whiteboard screen. The guide lets you know how to display externally input images on the whiteboard screen.

Note

- You can specify whether to display the Welcome Screen in the System Settings. For details, see page 206 "Changing the System Settings".
- You can set any image as the Display Guide for External Input. For details, see page 206 "Changing the System Settings".

Screen Configuration



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 172 "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 214 "Changing the Security Settings".

   The host name, IP address, and passcode can be shown or hidden by pressing ⓘ, the Information display icon. The information is automatically hidden one minute after it is displayed by selecting this icon. To continue displaying the information, change the security settings in Administrator Settings. For details about how to change the settings, see page 214 "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 22 "Icons Displayed on the Interactive Whiteboard".

   The main operation panel can be shown or hidden by pressing ‹ / ›, 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 22 "Icons Displayed on the Interactive Whiteboard".

   While an externally input image is 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 ⌃ / ⌄, the Show and Hide icons.

4. **Floating toolbar**

   The floating toolbar is displayed only when the RICOH UCS function is enabled. For details about the RICOH UCS function, see page 109 "Using the RICOH UCS Function".

   You can change the position of the floating toolbar.

   The floating toolbar contains the following icons:

Icon	Description
Standby	Changes the machine to the standby mode. **Reference** • page 21 "Screen Display Modes"
RICOH UCS	Switches to RICOH UCS mode. **Reference** • page 109 "Using the RICOH UCS Function"
Whiteboard	Switches the screen to whiteboard mode. **Reference** • page 21 "Screen Display Modes"

5. **Move the 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.

Screen Display Modes

You can switch the screen display mode only when the RICOH UCS function is enabled. For details about the RICOH UCS function, see page 109 "Using the RICOH UCS Function".

The following two different screen display modes are available:

Display Mode	Description	Selection Method
Whiteboard Mode	Displays the whiteboard screen.	Touch , the Whiteboard icon, on the floating toolbar when you are in RICOH UCS mode.
RICOH UCS Mode	Displays the RICOH UCS screen	Touch , the RICOH UCS icon, on the floating toolbar when you are in whiteboard mode.

Toggling between display modes during a meeting

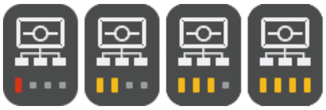
You can switch to whiteboard mode anytime while you are connected to a meeting in RICOH UCS mode. The connection to the meeting is maintained even after you switch to whiteboard mode.

Note

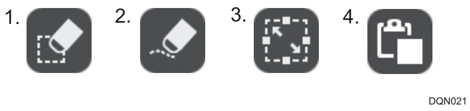
- When the RICOH UCS function is used for a meeting, a mark indicating a meeting is in progress appears on the icon for the mode that is displayed.

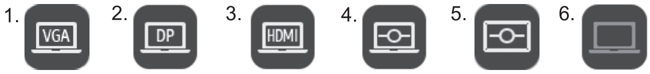
Icons Displayed on the Interactive Whiteboard

Main operation panel

Icon	Description
Share	- This icon is used to: - host a remote whiteboard session - participate in the hosted remote whiteboard session - The number of antenna bars that are displayed when connecting from a remote whiteboard may change depending on the communication status of the network.  **Reference** - See page 142 "Opening a Remote Whiteboard Session". - See page 147 "Participating in a Remote Whiteboard Session". - See page 155 "Checking the Remote Whiteboard Information". - See page 104 "Sharing the Whiteboard Screen in a Video Conference".
Marker Entry Mode	- Used to draw markers with your finger or touch pen. - This icon appears when marker entry mode is selected from the pen submenu. - This icon is not displayed when the interactive pen is used. **Reference** - See page 34 "Writing on the Screen". - See page 36 "Writing in marker entry mode".

Icon	Description
Pen Handwritten Entry Mode	- Used to draw strokes, text, or figures, or enter a stamp. - This icon appears when handwritten entry mode is selected from the pen submenu. - Used to change the colors and thickness of the drawing. - Used to display a grid on the screen. - The color of the icon changes according to the selected color. Also, the line width of the icon changes according to the selected line width. **Reference** - See page 34 "Writing on the Screen". - See page 37 "Writing in handwritten entry mode".
Fair Copy Entry Mode	- This icon appears when fair copy entry mode is selected from the pen submenu. - Used to write handwritten text and have the text recognized and converted to text data. - The color of the icon changes according to the selected color. **Reference** - See page 34 "Writing on the Screen". - See page 37 "Writing in fair copy entry mode".
Line Entry Mode	- This icon appears when line entry mode is selected from the pen submenu. - Used to draw lines, dotted lines, and arrows. - The color of the icon changes according to the selected color. Also, the shape of the icon changes according to the selected line type. **Reference** - See page 34 "Writing on the Screen". - See page 38 "Writing in line entry mode".

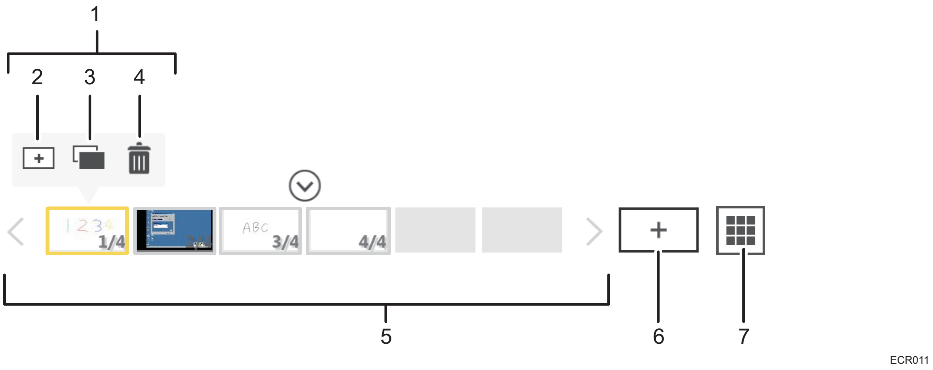
Icon	Description
Stamp Entry Mode	- This icon appears when stamp entry mode is selected from the pen submenu. - Used to select and enter a stamp. - The color of the icon changes according to the selected color. Also, the shape of the selected stamp is displayed. If the entered text is too long, an icon similar to the following appears: abc **Reference** - See page 34 "Writing on the Screen". - See page 39 "Writing in stamp entry mode".
Select and Delete	- Used to select a stroke, text, figure, or stamp to edit. - Used to delete a stroke, text, figure, or stamp. - Used to draw strokes, text, figures, or cut/copy/paste stamps. - Depending on the function that is selected on the select or delete submenu, one of the following icons appears:  1. Delete 2. Partially Delete 3. Select 4. Paste **Reference** - See page 46 "Enlarging, Reducing, or Moving the Strokes". - See page 39 "Deleting Strokes". - See page 48 "Cutting, Copying, or Pasting Strokes".
Undo/Redo	- Used to undo a drawn, edited, or deleted stroke, text, figure, or stamp. - Used to redo the operation that was undone. **Reference** - See page 54 "Undoing Operations".

Icon	Description
Loupe	- Used to change the display magnification. - Used to move a displayed area. **Reference** - See page 53 "Changing the display magnification with the pen".
180° Screen Rotate	- Rotates the screen by 180 degrees. - This icon appears when using RICOH Interactive Whiteboard D3210 and [Use Placed Flat] is specified for [Main Unit Setup Method] in the System Settings.
VGA Switch External Input	- Displays a screen from a connected device in real time. You can switch the displayed screen by touching the icon. - This icon appears when an image from any of the external input terminals is being displayed. - The available icons are as follows:  DQN022 1. When the image from the VGA Input is selected 2. When the image from the DisplayPort Input is selected 3. When the image from the HDMI Input is selected 4. When using the IWB Remote Desktop Software 5. When an externally input image of the whiteboard that is shared by remote whiteboard is being displayed 6. If the handwritten entry is still displayed when the external input is disconnected **Reference** - See page 99 "Connecting a Computer or Tablet to the Machine". - See page 129 "Using the Machine to Perform Operations on a Computer Screen". - See page 139 "Using a Remote Whiteboard to Share the Screen".

Icon	Description
Capture Full Screen	- Captures an entire screen or an entire image from the connected device. - This icon appears when an image from any of the external input terminals is being displayed. **Reference** - See page 99 "Connecting a Computer or Tablet to the Machine".
Capture Part of the Screen	- Captures a part of the screen or a part of the image from the connected device. - This icon appears when an image from any of the external input terminals is being displayed.
Operate Computer	- Used to operate a computer screen displayed on the screen of the machine. - This icon appears when you use the IWB Remote Desktop Software. **Reference** - See page 134 "Using IWB Remote Desktop Software".
Whiteboard Detailed Settings	- Used to check or change the whiteboard detailed settings. - Used to view the Basic Guide. **Reference** - See page 157 "Changing the Detailed Settings".
Application Button	Used to start and operate applications added using the application linking function.

Icon	Description
Import and Save	• Used to load a file. • Used to save pages. • Used to add a template as a new page. • Used to send pages by e-mail. • Used to print pages. • Used when using a QR code. **Reference** • See page 68 "Importing a File". • See page 63 "Saving Pages". • See page 56 "Adding a Page". • See page 75 "Sending Pages by E-mail". • See page 81 "Printing". • See page 84 "Linking with a Smart Device".
Close	• Used to put the machine into standby mode. You can temporarily save the page when you put the machine into standby mode. • Used to display the desktop. **Reference** • See page 66 "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 56 "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 57 "Copying a page".

4. **Page Delete icon**

   Deletes the page selected in the page list. For details, see page 59 "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 56 "Adding a new page at the end of the page list".

7. **Page List icon**

   Displays pages as a list. You can add, copy, save, and delete pages on the page list screen. For details, see page 60 "Operating a Page from the Page List Screen".

Note

- If you install another application to the machine, a new icon is added on the main operation panel. Launch the installed application by touching the icon on the main operation panel.
- For details about linking the machine with an application, see page 311 "Using the Application Linking Function".

Operating the Screen

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

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

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

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

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

Major Screen Operations

Input

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

Delete

Deletes a whiteboard entry.

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

Select

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

Reduce/Enlarge

The selected item can be enlarged or reduced.

Move

The selected item can be moved to a different position.

Cut/Copy/Paste

The selected item can be cut, copied or pasted.

Marker

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

Note

- Palm deletion mode cannot be used when the interactive pen is enabled.
- For details about the screen operation, see page 33 "Basic Operations".

Notes before operating

- If a shirt sleeve touches the display while you are operating the screen, text or figures may not be written or drawn on the display of the whiteboard correctly.
- When the machine is in palm deletion mode, you cannot perform any operation other than deletion.

- You cannot perform operations such as scaling, moving, or using the marker with your fingers drawing on the screen with 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.

⚠CAUTION

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

Important

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

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

2. Using a Whiteboard

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

Basic Operations

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

Operation by the Interactive Pen, Touch Pen, or Your Fingers

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

Operation by the Electronic Pen, Touch Pen, or Your Fingers or Palm

- Erase

Operation by the Interactive Pen

- The operations by the pen bottom (erasing the drawn strokes or performing the action similar to right-clicking the mouse of a computer) can be performed.

In this manual, the interactive pen, touch pen, or your fingers are referred to as the "pen" if the operational procedure is the same for all those methods.

Important

- To shut down the machine, press and immediately release the power button of the display. 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 (If the machine which you use has the main power button)
  - Disconnecting the power cord
- For details about how to shut down the machine, see the provided manual. The procedure differs depending on the machine being used.
- Before turning off the main power or disconnecting the power cord, shut down the machine by pressing the power button and make sure the machine's power is completely turned off.

Note

- You cannot enter strokes with multiple interactive pens simultaneously.
- When using the machine without the interactive pen, use the touch pen or your fingers to operate the marker, select the menu, manage dialog boxes, and operate the applications on the desktop.
- You can use the touch pen instead of the interactive pen if the electronic pen is lost or its battery runs out. If this is the case, enable [Handwritten Entry with Touch Pen] on the system settings. However, the operation by the pen bottom will not be possible. Also, switch to marker operation mode by touching , the marker entry mode icon.

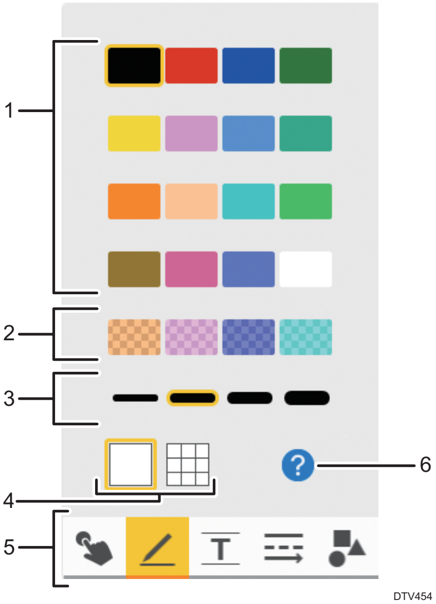
Writing on the Screen

Write text or draw figures using your fingers, the interactive pen, or touch pen.

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 157 "Changing the Detailed Settings".

1. **Touch , the Pen icon.**

   The Pen icon submenu appears.



1. **Line colors**

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

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

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

3. **Thickness of the line**

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

4. **Grid line**

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

5. **Entry mode**

   Selects the type of the item to draw.

   - Writing in marker entry mode (page 36 "Writing in marker entry mode")

     This icon is not displayed when the interactive pen is enabled.
   - Writing in handwritten entry mode (page 37 "Writing in handwritten entry mode")
   - Writing in fair copy entry mode (page 37 "Writing in fair copy entry mode")
   - Writing in line entry mode (page 38 "Writing in line entry mode")
   - Writing in stamp entry mode (page 39 "Writing in stamp entry mode")

6. **Explanation of the various writing operations**

   Displays the explanation screen for various operations.

Note

- The selection buttons that correspond to each entry mode are displayed for the 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 206 "Changing the System Settings".
- 3,000 total strokes, fair copy entry text, figures, stamps, custom stamps, and partly captured images 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, stamps, custom stamps, and partly captured images can be drawn on all pages.
- The maximum number of partly captured images that can be entered on a single page is 100.
- The maximum total number of partly captured images that can be entered on all pages is 500.
- The maximum number of custom stamps that can be entered on a single page is 100.
- The maximum total number of custom stamps that can be entered on all pages is 500.

- The maximum size of partly captured images is 30 MB.
- The maximum size of custom stamps is 30 MB.

Writing in marker entry mode

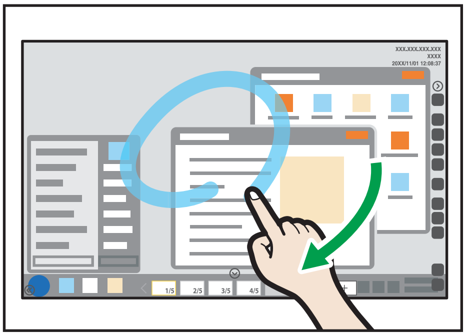
A marker is a semi-transparent, thick line drawn with your finger or touch pen. The drawn marker disappears in a few seconds after it is drawn.

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

Important

- This icon is not displayed when the interactive pen can be used. When you use the interactive pen, touch the screen with your finger and slide it across the surface to draw markers.
- One marker can be drawn whether or not [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] on the Detailed Settings screen of the whiteboard is selected.
- Depending on the machine model you are using, the marker function may become unavailable while lines, or stamps, or manipulating strokes are drawn.

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



DHG022

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

Drawing markers during a remote whiteboard session

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

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

- Host whiteboard: Light blue (Cyan)
- First participating whiteboard: Pink (Magenta)
- Second participating whiteboard: Green
- Third participating whiteboard: Orange (Yellow)

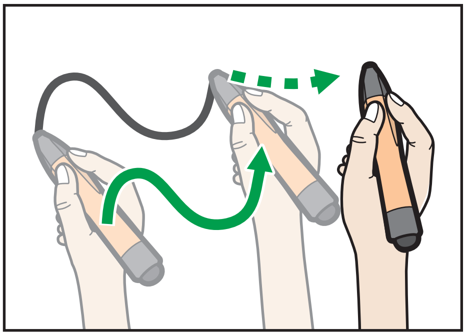
Note

- You cannot draw markers while a compatible mode is enabled for a remote whiteboard session.
- You cannot save, send by e-mail, or print markers.
- When you are using an application that is linked to the whiteboard and you switch the mode to the marker entry mode with the mouse, the marker starts writing from where you press with the mouse button until you release it. Regarding links to applications, see page 311 "Using the Application Linking Function".

Writing in handwritten entry mode

Write freehand text or draw figures.

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



Note

- In handwritten entry mode with the touch pen, you can write up to 4 strokes at one time. To enter multiple strokes simultaneously, enable [Handwritten Entry with Touch Pen] in the System Settings, and then enable [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] on the Detailed Settings screen of the whiteboard. For details, see page 206 "Changing the System Settings" and page 157 "Changing the Detailed Settings".
    - Operations using your fingers (displaying the enlarged image, switching pages) cannot be performed while this function is used.
    - The input mode cannot be switched to fair copy entry, line entry or stamp entry while an entry is being made.

Writing in fair copy entry mode

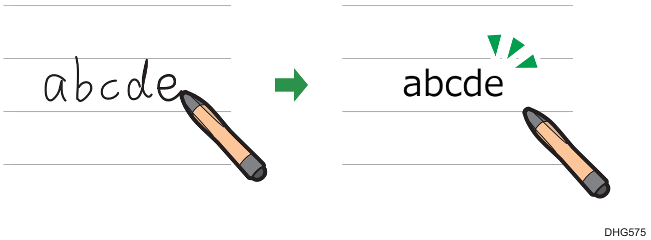
Write freehand characters and have them automatically recognized and converted to text data.

Horizontal and vertical lines, circles, and rectangles are also recognized and corrected automatically.

1. **Touch , 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.



Note

- Japanese, Chinese, or Korean characters are recognized and converted into text for each single character. Alphanumeric entries are recognized for each single word.
- If a hand-written Japanese, Chinese, or Korean 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 206 "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 157 "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 46 "Enlarging, Reducing, or Moving the Strokes".

Note

- You cannot select the thickness of the line when a stamp is being selected.
- You can upload an image as a custom stamp and use it. For details, see page 197 "Managing a Custom Stamp".
- You cannot change the color of a custom stamp while a custom stamp is selected.

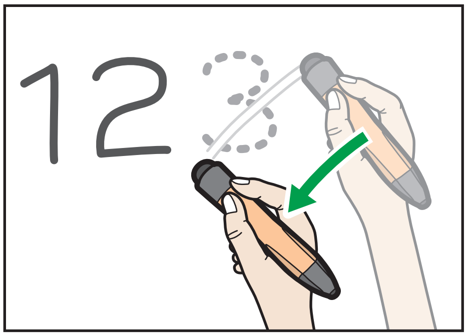
Deleting Strokes

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 individual strokes

Deleting using the pen bottom

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



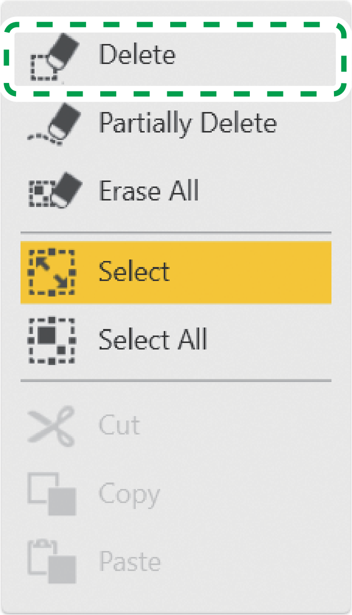
Note

- This operation can be performed only when the interactive pen is used.

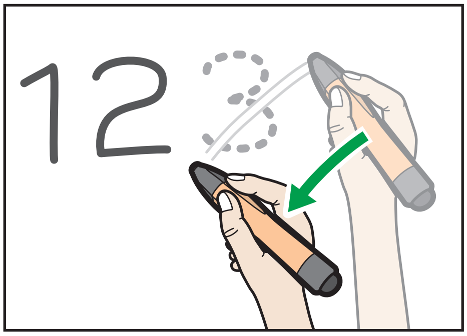
Deleting using the pen nib

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

   You can also touch ✎, the Delete icon, on the menu that appears when you touch and hold down the whiteboard screen.



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

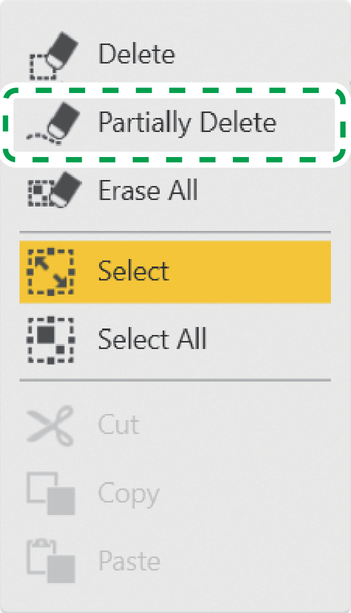


CUE192

Deleting a portion of a stroke

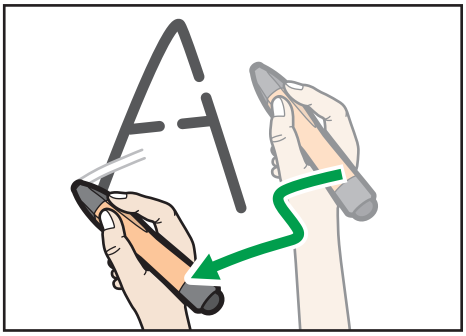
1. **Touch , the Select and Delete icon, and then touch , the Partially Delete icon.**

   You can also touch , the Partially Delete icon, on the menu that appears when you touch and hold down the whiteboard screen.



ECR013

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



DAB030

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

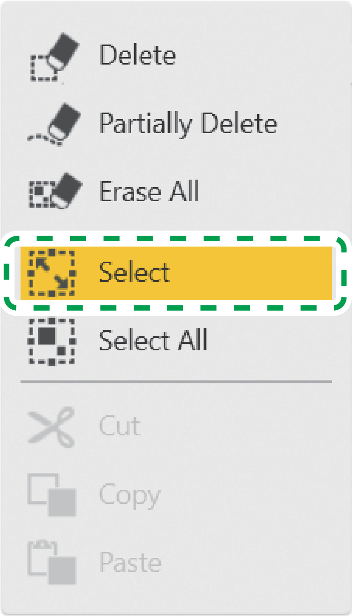
Note

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

Selecting and deleting multiple strokes

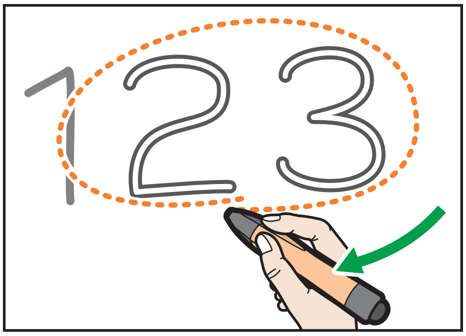
1. **Touch ⬚, the Select and Delete icon, and check that ⬚, the Select icon, is selected. If it is not selected, touch ⬚, the Select icon.**

   You can also touch ⬚, the Select icon, on the menu that appears when you touch and hold down the whiteboard screen.



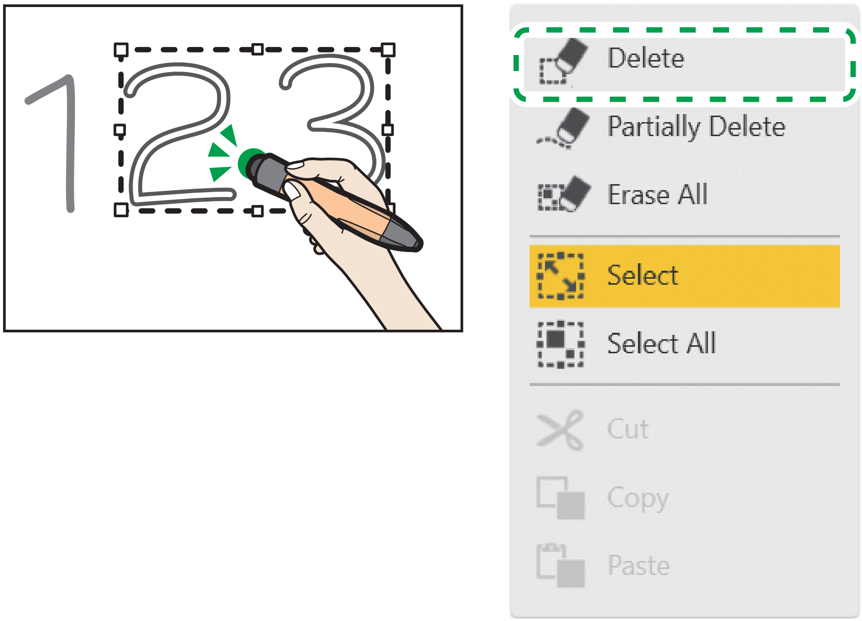
2. **Enclose a stroke with the pen nib to select the stroke.**

   You can select a single stroke by touching it.



3. **Touch anywhere in the selected area with the pen bottom or touch , the Select/Delete icon with the pen nib, and then touch [Delete].**

   You can also touch , the Delete icon, on the menu that appears when you touch , the Pull-Down icon, in the selected area.



ECR015

Note

- Operations by the pen bottom is possible only when the interactive pen is used.

Deleting all strokes

You can erase all strokes on the screen.

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

   You can also touch [Erase All] on the menu that appears when you touch and hold down the whiteboard screen.
3. **Touch [Delete].**

Deleting in palm deletion mode

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

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

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

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

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

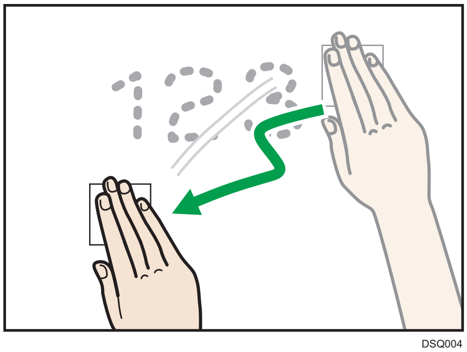
Note

- This operation cannot be performed when the interactive pen is used.

Deleting with the palm of your hand

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

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

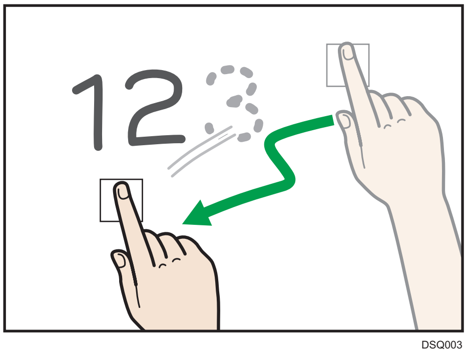


The portion of the entry that you dragged the delete icons across is deleted.

Deleting with the tips of your fingers

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

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



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

Note

- If the area that your finger touches on the screen is too narrow, the touch may not be recognized correctly, resulting in a deletion failure.
- Fair copy entered text, graphics, or stamps cannot be partially deleted.
- When the machine is in palm deletion mode, you cannot perform any operation other than deletion.
- Up to 4 deletion icons can be displayed and operated at a time.
- In addition to your finger, you can use a commercially available whiteboard eraser or the like. To avoid damaging the screen, use a whiteboard eraser made from soft materials such as cloth.
- On the RICOH Interactive Whiteboard D6500/D8400, a message prompting you to update the firmware of the touch sensor may appear. If the message appears, follow the message to update the firmware. If you cancel the update, you cannot use palm deletion mode.

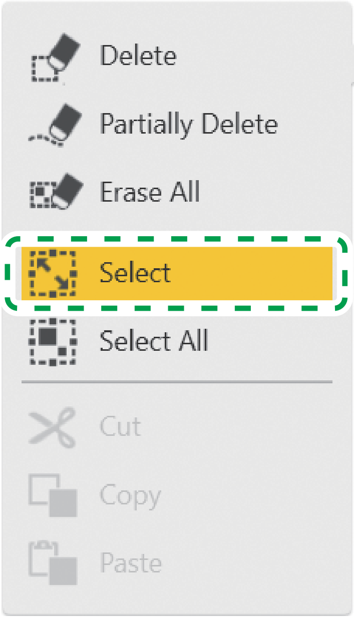
Enlarging, Reducing, or Moving the Strokes

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

Selecting a stroke

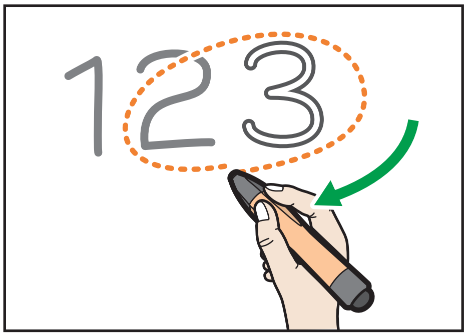
1. **Touch , the Select and Delete icon, and check that , the Select icon, is selected. If it is not selected, touch , the Select icon.**

   You can also touch , the Select icon, on the menu that appears when you touch and hold down the whiteboard screen.



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

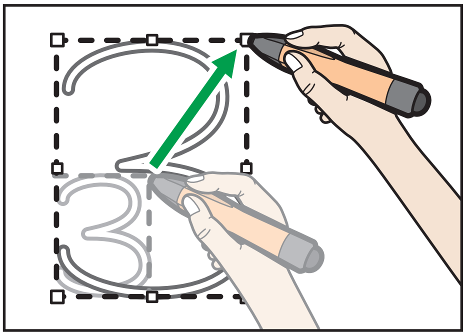
   You can select a single stroke by touching it.



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

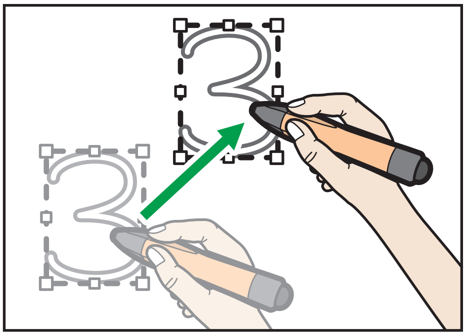
Enlarging or reducing strokes

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.



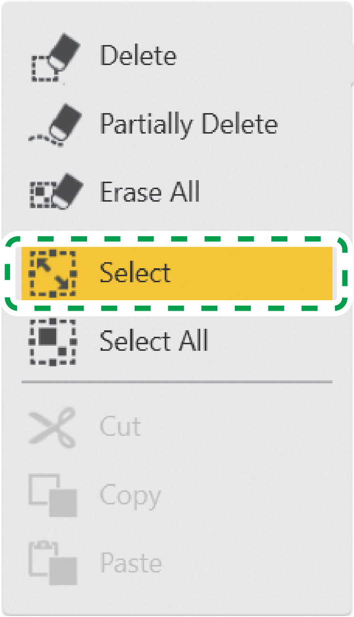
Cutting, Copying, or Pasting Strokes

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 check that , the Select icon, is selected. If it is not selected, touch , the Select icon.**

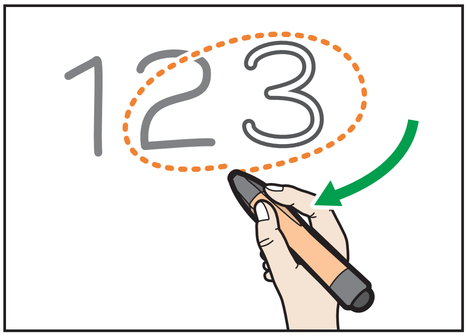
   You can also touch , the Select icon, on the menu that appears when you touch and hold down the whiteboard screen.



ECR014

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

   You can select a single stroke by touching it.



CUE062

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

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

   You can also touch [Cut] or [Copy] on the menu that appears when you touch , the Pull-Down icon, in the selected area.

   Touching [Cut], you can erase the stroke.

Pasting Strokes

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

1. **Touch [Paste].**

   The cut or copied content is pasted.

   Also, dragging the pasted stroke continuously, you can move it.

   You can also touch [Paste] on the menu that appears when you touch and hold down the whiteboard screen. When you do this, the cut or copied contents are pasted in the same position where the menu is displayed.

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

   For details, see page 46 "Enlarging, Reducing, or Moving the Strokes".

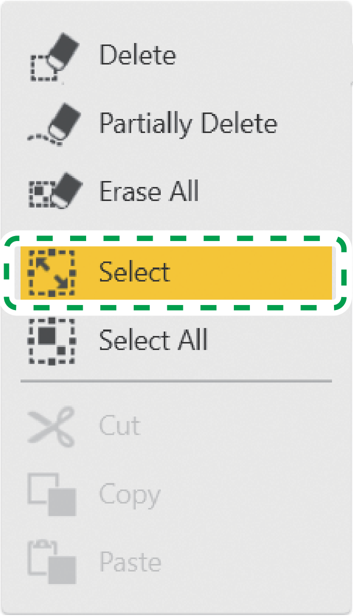
Note

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

Changing Colors of Strokes

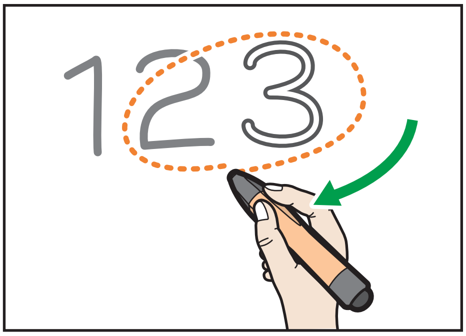
1. **Touch , the Select and Delete icon, and check that , the Select icon, is selected. If it is not selected, touch , the Select icon.**

   You can also touch , the Select icon, on the menu that appears when you touch and hold down the whiteboard screen.



2. **Enclose a stroke with the pen nib to select the stroke you want to change colors.**

   You can select a single stroke by touching it.



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

3. **Touch , the Pull-Down icon, in the selected area, and then touch , the Change Color icon.**

4. **Select the color you want to use.**

Changing the Display Magnification/Moving the Display Area

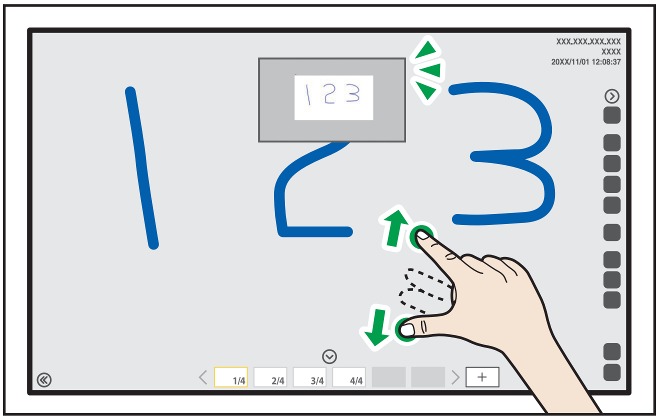
There are two methods for changing the display magnification of a displayed page or moving the display area of an enlarged page. The first is to use your fingers, and the second is to use the pen.

Note

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

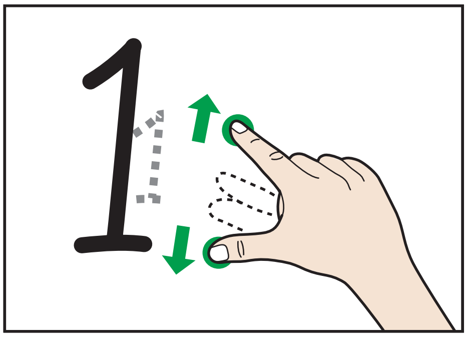
Changing the display magnification using your fingers

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



Changing the display magnification

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



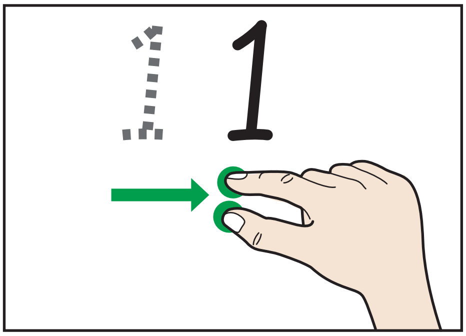
- When you spread your fingers apart, the screen is enlarged, centering on where you originally touched.
- When you pinch your fingers together, the screen is reduced, centering on where you originally touched.

Note

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

Moving a displayed area

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



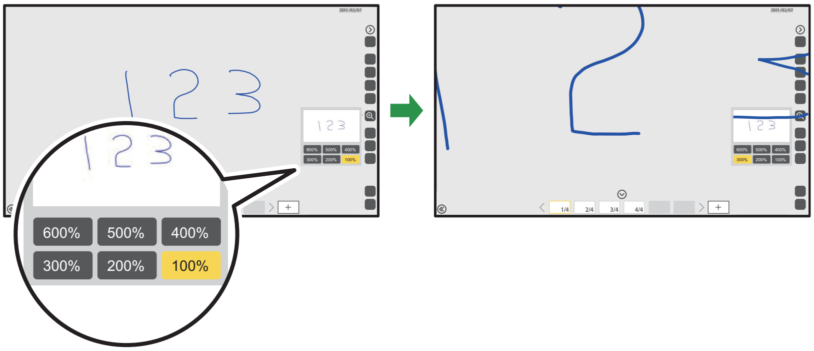
CUE151

The display area moves with the movement of your fingers.

Changing the display magnification with the pen

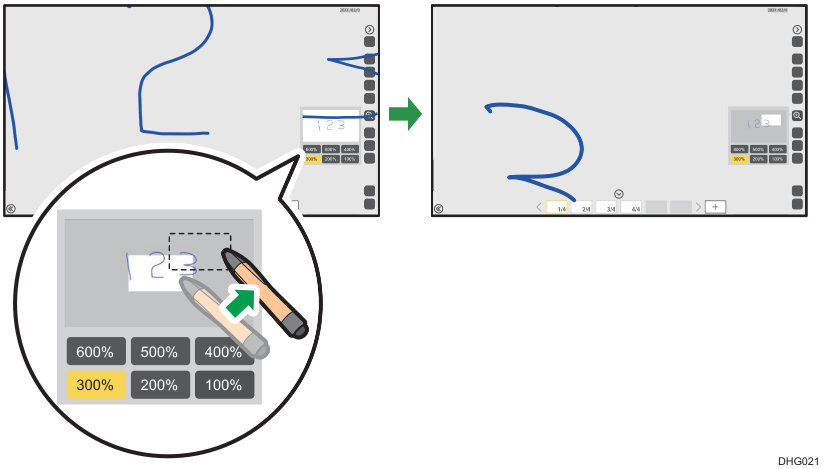
Select 🔍, the Loupe icon, to change the display magnification, or to move a displayed area. The enlarged display area can be moved.

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



DHG020

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



DHG021

Note

- If no operations are performed in the submenu of 🔍, the Loupe icon, for ten seconds, the submenu will disappear automatically. To hide the submenu manually, touch 🔍, the Loupe icon, again.

Undoing Operations

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

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

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

Note

- When participating in a remote whiteboard session, you can only undo or redo the strokes drawn, edited, or deleted on your machine.
- After capturing an externally input image, you cannot undo or redo any of the operations performed on the captured page.
- After copying a captured page, you cannot undo or redo any of the operations performed on the copied page.
- When 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.

Rotating the Screen

You can use this function if you are using RICOH Interactive Whiteboard D3210.

Rotating the Screen by 180 degrees

1. **Select [Use Placed Flat] for [Main Unit Setup Method] under [System Settings] in Administrator Settings.**

   180°, the Screen Rotate icon appears.

2. **Touch 180°, the Screen Rotate icon.**

   The screen rotates by 180 degrees.

Rotating the Screen by 90 degrees

1. **Select [Use Vertically] for [Main Unit Setup Method] under [System Settings] in Administrator Settings.**
2. **Touch [OK].**

   The screen rotates by 90 degrees.

While the screen is rotated by 90 degrees, you cannot use the following functions:

- Remote Whiteboard
- RICOH Interactive Whiteboard Client
- Browsing the whiteboard from a web browser
- RICOH UCS Function
- RICOH UCS Screen Sharing
- Enlarging or reducing the display magnification.
- Editing strokes in PDF files created using the whiteboard in which [Use Horizontally] or [Use Placed Flat] is selected for [Main Unit Setup Method]

The whiteboard maintains this rotated state even if you restart the whiteboard.

Operating a Page

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

Adding a Page

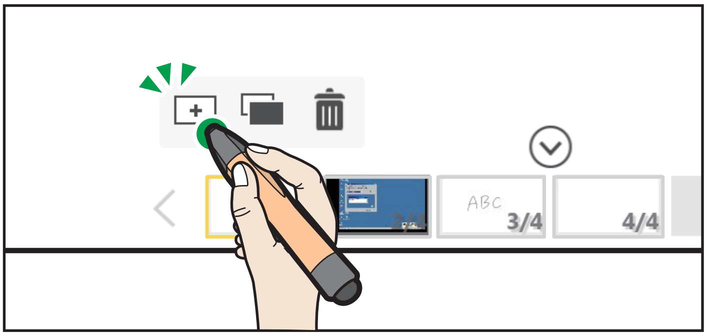
You can also add or copy a page from the page list screen.

Adding a new page

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

   The captured page operation panel appears.

2. **Touch ⊞, the New Page icon.**

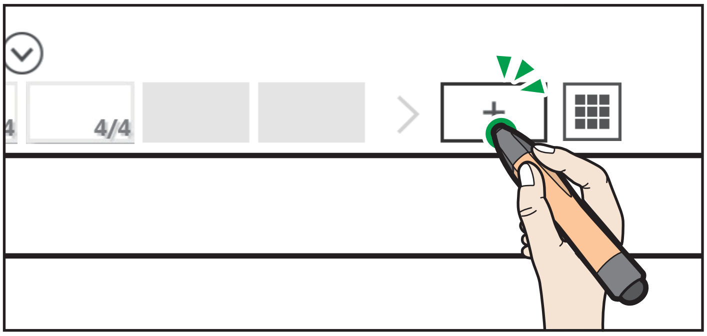


DHG024

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

Adding a new page at the end of the page list

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



ECR001

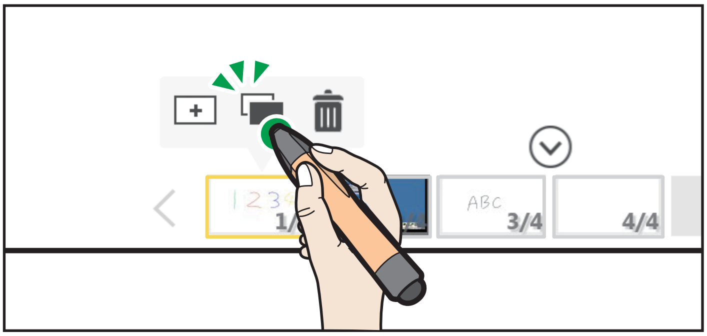
A new blank page is created at the end of the captured pages list. The added page appears on the screen.

Copying a page

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

   The captured page operation panel appears.

2. **Touch ⧉, the Page Copy icon.**



DHG025

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

Note

- If there is a total of 90,000 strokes, fair copy entry text, figures, and stamps on all pages, you cannot use ⊞ the Insert New Page icon, ⊞ the Create New Page icon and ⧉ the Page Copy icon.
- During a remote whiteboard session, ⊞ the Insert New Page icon and ⧉ the Page Copy icon do not work.
- If you add a new page during a remote whiteboard session, the default screen is added.
- After a template is set as the default screen of the whiteboard, the template is displayed when the whiteboard starts. For details about how to configure the default screen, see page 192 "Managing a Template".

Adding a Template

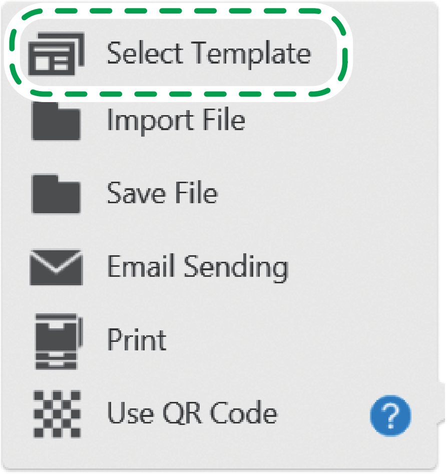
After importing a template to the machine in advance, you can add it as a new blank page.

For details about how to import a template to the machine, see page 192 "Managing a Template".

Important

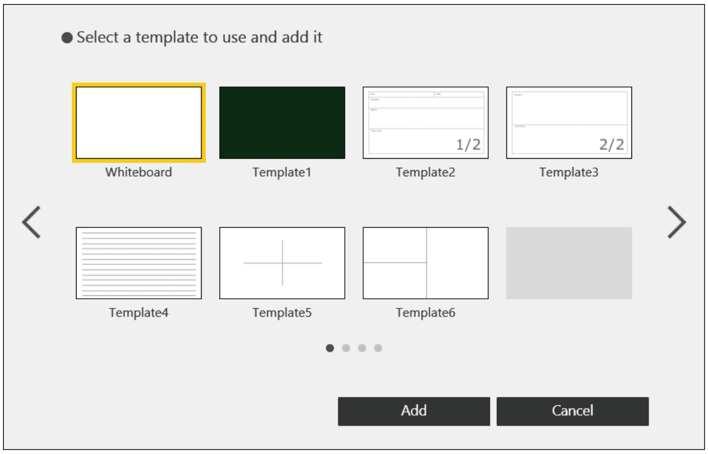
- **You cannot add templates for a remote whiteboard session while in compatible mode.**

1. **Touch , the Import and Save icon.**
2. **Touch [Select Template].**



DTW452

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



6 template screens have been imported in advance.

When using RICOH Interactive Whiteboard D3210, 6 horizontal template screens and 7 vertical template screens have been imported in advance.

4. **Touch [Add].**

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

Note

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

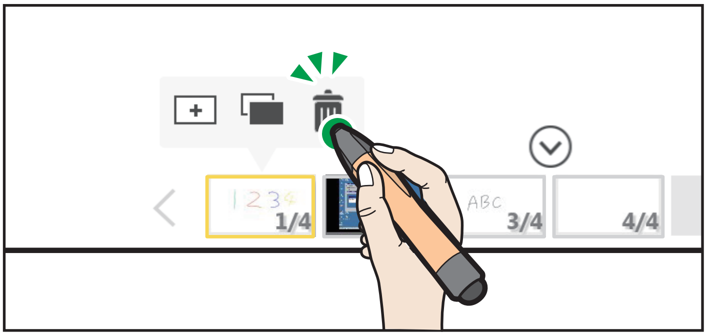
Deleting a Page

You can also delete a page from the page list screen.

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.

Note

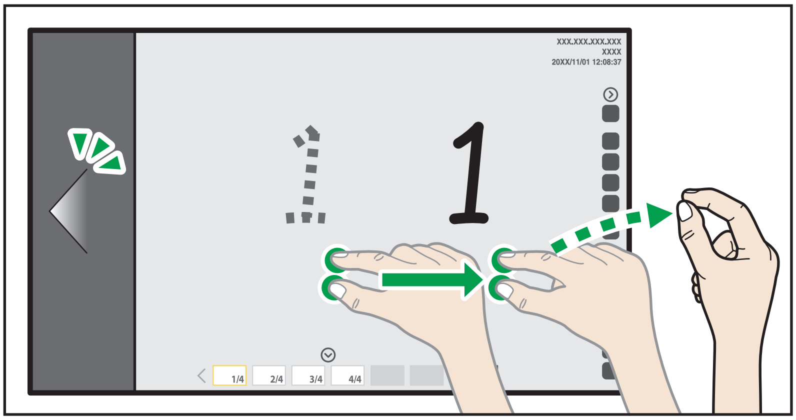
- When hosting or participating in a remote whiteboard session, you cannot delete the first page of the page list.

Turning Pages

You can turn the pages using your fingers.

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



Note

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

Operating a Page from the Page List Screen

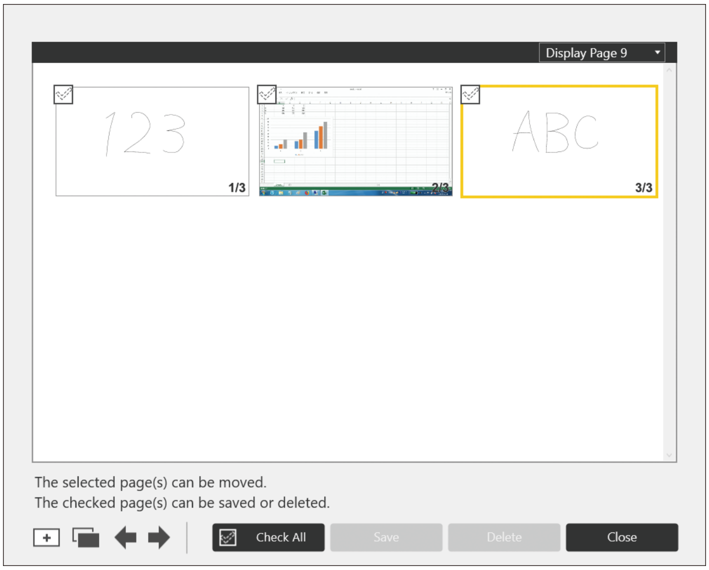
You can perform the following operations using the page list screen that is displayed by touching ▦, the Page List icon.

You can select the number of pages to display on the page list screen from the pull-down menu on the upper-right corner of the screen.

Adding, copying, or moving a page

1. **When you want to add a page, touch the thumbnail of the page that is right before the location where you want to add a page on the page list screen. When you want to copy or move a page, touch the thumbnail of the page that you want to copy or move on the page list screen.**

   The selected page is emphasized with a frame.



The selected page(s) can be moved.
The checked page(s) can be saved or deleted.

2. **Touch the icon of the function you want to use.**
    - ⊞, the Add Page icon

      A new blank page is created behind the emphasized page, and the newly created page is displayed.
    - ❐, the Page Copy icon

      A copy of the selected page is added immediately after the emphasized page. The added page appears on the screen.
    - ⬅/➡, the Move Page icon

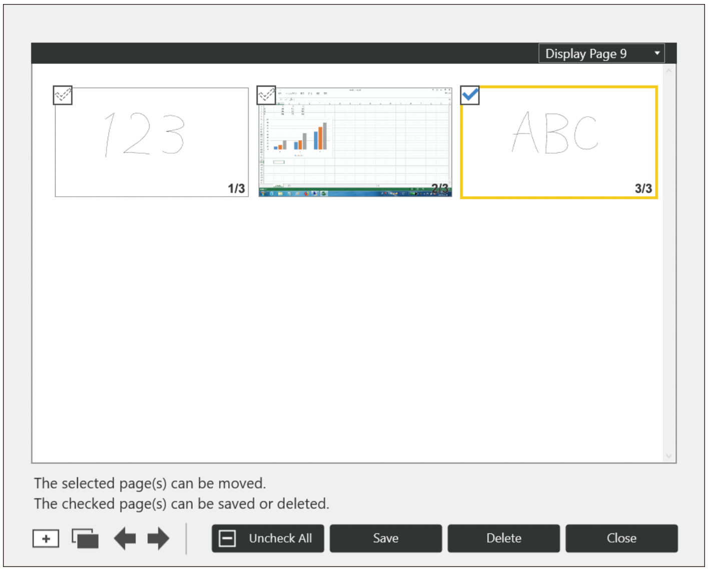
      The emphasized page switches its location to the next page when you touch [←] or [→].

Deleting a page

1. **On the page list screen, touch the checkbox on the thumbnail of the page that you want to delete. If you want to delete all pages, touch [Check All].**

   The checkbox of the selected page is selected.

   To clear all the check boxes, touch [Uncheck All].



The selected page(s) can be moved.
The checked page(s) can be saved or deleted.

2. **Touch [Delete].**
3. **Touch [Delete] in the message that appears.**

   The selected page is deleted.

Saving a page

1. **On the page list screen, touch the checkbox on the thumbnail of the page that you want to save.**

   The checkbox of the selected page is selected.

   If you want to save all the pages, touch [Check All].

   If you touch [Uncheck All], all the checkboxes are cleared.
2. **Touch [Save].**
3. **Specify the location to which you want to save a page, and then click [Save].**

   For details about saving pages, see page 63 "Saving Pages".

Operating a File

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

⚠CAUTION

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

Saving Pages

You can also save a page from the page list screen.

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

- a folder on the network
- USB flash memory device
- Temporary save folder on the machine
- Cloud storage

This section explains the procedure for saving data to a shared folder or USB memory. To save data to a temporary save folder, see page 66 "Saving Pages Temporarily".

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 68 "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 186 "Managing a Shared Folder List".**
- **Supported cloud storages are OneDrive and Dropbox. However, OneDrive for Business and OneDrive on premises are not supported.**

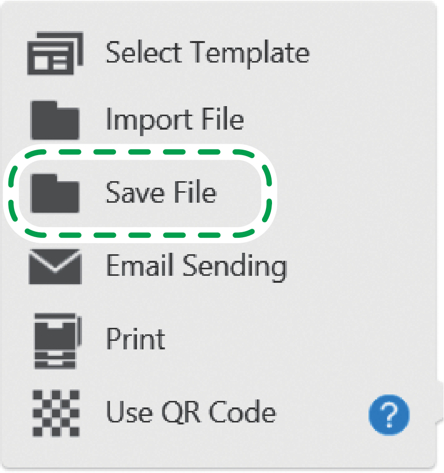
1. **To save pages in a USB flash memory device, insert the flash memory device into the USB port.**

   Insert only one USB flash memory device.

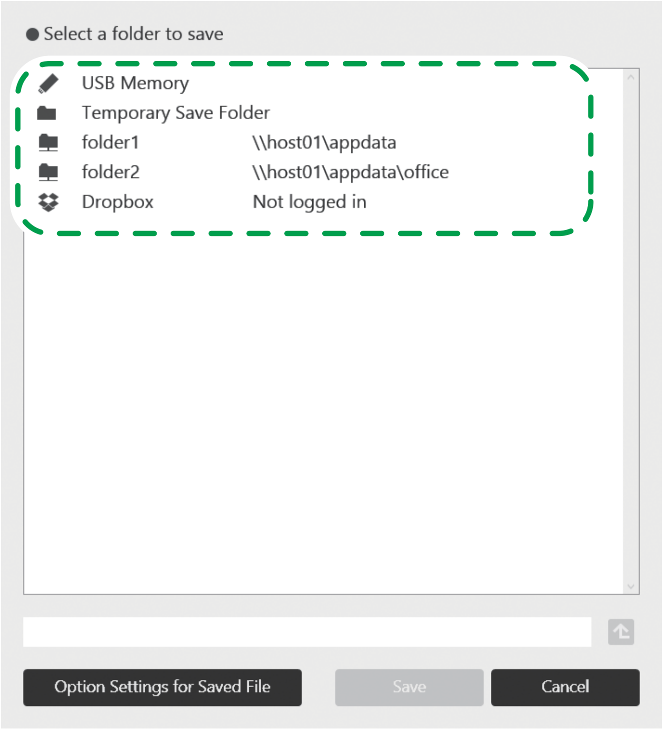
   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

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

3. Touch [Save File].



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


● Select a folder to save

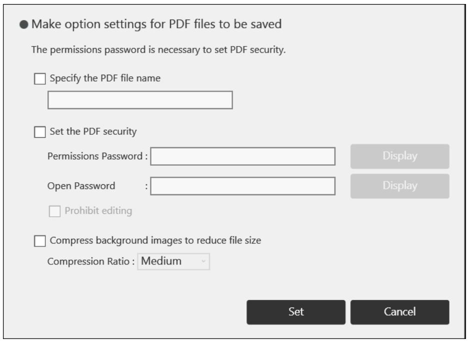
USB Memory	
Temporary Save Folder	
folder1	\\host01\appdata
folder2	\\host01\appdata\office
Dropbox	Not logged in

- 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 area indicating the name of the cloud storage service, a sign-in screen appears. If you have already signed in to the service, the home directory of the cloud storage is displayed.
- When you touch the ↰, the Move Up One Folder icon, you can move to the folder one level above.

5. **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].**

   If you do not change the settings, proceed to the next step.



● Make option settings for PDF files to be saved

The permissions password is necessary to set PDF security.

☐ Specify the PDF file name

☐ Set the PDF security

Permissions Password :

Open Password :

☐ Prohibit editing

☐ Compress background images to reduce file size

Compression Ratio : Medium

- 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.
- 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 reduce the file size when saving pages, select the [Compress background images to reduce file size] check box, and then select [High], [Medium] or [Low] in [Compression Ratio].

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

   PDF files are saved as shown below.

Item	Specifications
File name (when not changing the file name)	iwb-date-time.pdf • The name of a file saved on January 23, 2014, at 4:56:07 is "iwb-20140123-045607.pdf". • 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.
Page size	243.84 × 137.16 mm (9.6 × 5.4 inches) When using RICOH Interactive Whiteboard D3210: • When using the whiteboard without its screen rotated: 243.84 × 137.16 mm (9.6 × 5.4 inches) • When using the whiteboard with its screen rotated by 90 degrees: 137.16 × 243.84 mm (5.4 × 9.6 inches)

Note

- 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.

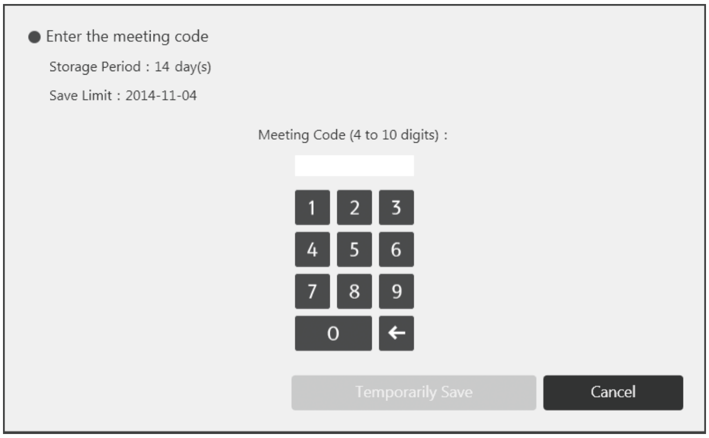
Saving Pages Temporarily

To prevent information leakage that may occur if you forget to delete written text and drawn figures, delete all information when the machine power is turned off or the machine enters standby mode. 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.

Save temporarily and keep writing

1. **Touch 📤, the Import and Save icon.**
2. **Touch 📁 [Save File].**
3. **Specify [Temporary Save Folder].**

4. **Enter the meeting code.**



● Enter the meeting code

Storage Period : 14 day(s)

Save Limit : 2014-11-04

Meeting Code (4 to 10 digits) :

Any number can be specified for the meeting code.

The meeting code is used to do the following:

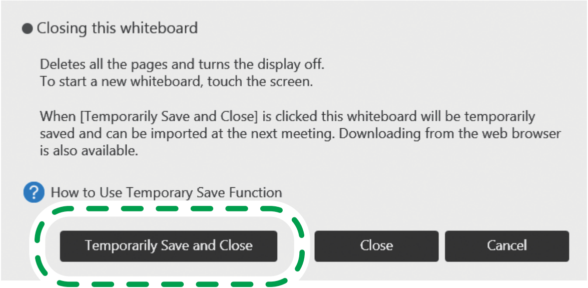
- Import a temporarily saved file and resume from the last item of information you wrote
- Download a temporarily saved file from the Web page

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 206 "Changing the System Settings".

Save temporarily and close

1. **Touch , the Close icon.**
2. **Touch [Temporarily Save and Close].**



● Closing this whiteboard

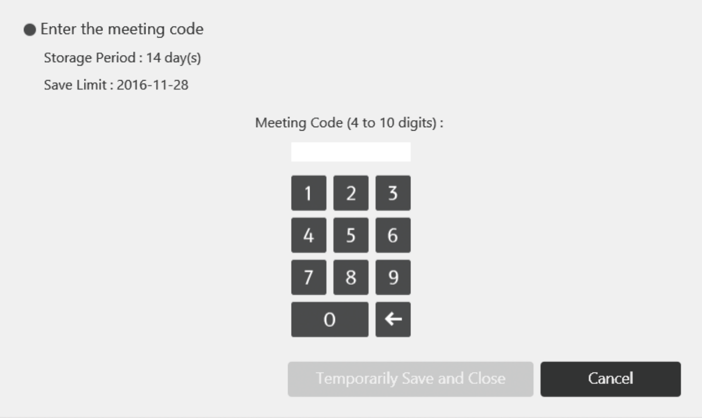
Deletes all the pages and turns the display off.
To start a new whiteboard, touch the screen.

When [Temporarily Save and Close] is clicked this whiteboard will be temporarily saved and can be imported at the next meeting. Downloading from the web browser is also available.

? How to Use Temporary Save Function
Temporarily Save and Close
Close
Cancel

DTW453

3. **Enter the meeting code.**



● Enter the meeting code

Storage Period : 14 day(s)

Save Limit : 2016-11-28

Meeting Code (4 to 10 digits) :

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

4. **Touch [Temporarily Save and Close].**

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 206 "Changing the System Settings".

Note

- Temporary files are saved in an encrypted state. You can also encrypt the SSD. For details see page 214 "Changing the Security Settings".
- You can enable or disable the temporary save function in System Settings. For details, see page 206 "Changing the System Settings".
- For details about how to load a temporarily saved file, see page 72 "Importing a Temporarily Saved File".
- You can download a temporarily saved file by accessing the Web page of the machine. For details, see page 124 "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

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

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

PowerPoint files

Item	Condition
File size	100 MB or less
Version of the program used to create the file	Microsoft PowerPoint 97 or later[*1]
Document security	• Read permission is granted. • No password settings.

[*1] To import PowerPoint files, the files must be viewable on Microsoft PowerPoint Viewer 2007.

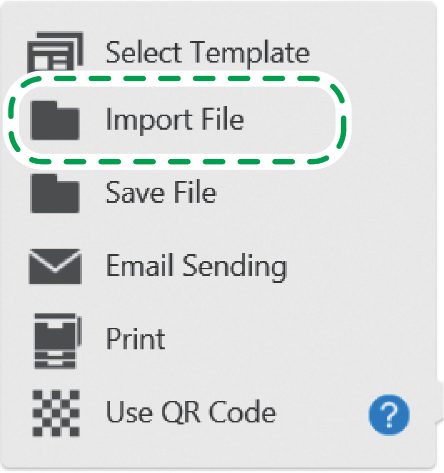
1. **To save pages in a USB flash memory device, insert the flash memory device into the USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

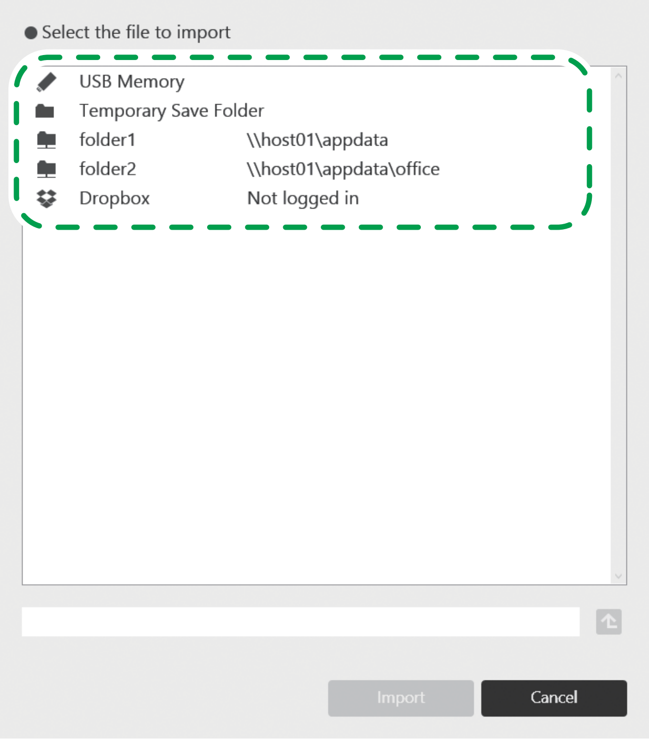
2. **Touch , the Import and Save icon.**

3. **Touch [Import File].**



DTW475

4. **Select the file that you want to import to the Interactive Whiteboard.**



● Select the file to import

USB Memory	
Temporary Save Folder	
folder1	\\host01\appdata
folder2	\\host01\appdata\office
Dropbox	Not logged in

DWJ055

- 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 72 "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 area indicating the name of the cloud storage service, a sign-in screen appears. If you have already signed in to the service, the home directory of the cloud storage is displayed.
- When you touch ↰, the Move Up One Folder icon, you can move to the folder one level above.

5. **Touch [Import].**

   You can sort the files by pressing the item by which you want to sort or pressing the [▼] or [▲] buttons displayed on an item.

   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.

Note

- The drawn strokes in a file saved by the Interactive Whiteboard when it was running version 1.3.140.0 or earlier cannot be edited.
- If the contents or properties of a PDF file that was stored by the Interactive Whiteboard have been modified, the contained strokes, figures, and fair copy entry text may not be edited.
- On some machine models, PowerPoint files cannot be imported approximately 2 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 Interactive Whiteboard 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.
- When using RICOH Interactive Whiteboard D3210 with [Main Unit Setup Method] set to [Use Vertically], you can import, but not edit, the following files:
  - Files saved on a whiteboard whose [Main Unit Setup Method] is set to [Use Horizontally]
  - Files saved on a whiteboard whose [Main Unit Setup Method] is set to [Use Placed Flat]

- When using RICOH Interactive Whiteboard D3210 with [Main Unit Setup Method] set to [Use Horizontally] or [Use Placed Flat], you can import, but not edit, the following files:
  - Files saved on a whiteboard whose [Main Unit Setup Method] is set to [Use Vertically]

Importing a Temporarily Saved File

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

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

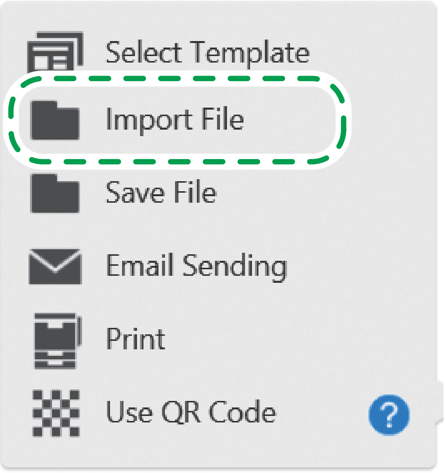
- You can enable or disable the temporary save function in System Settings. For details, see page 206 "Changing the System Settings".
- The maximum number of pages that can be imported to the machine is 100. If the total number of PDF file pages and all the existing pages exceeds 100 pages, only the 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 125 "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.

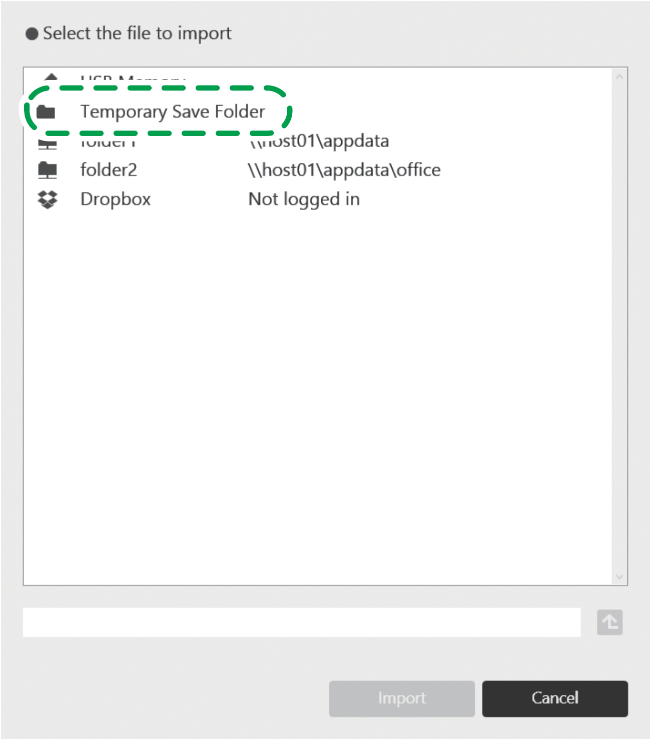
1. **Touch ⎘, the Import and Save icon.**

2. **Touch [Import File].**



DTW475

3. **Touch "Temporary Save Folder".**

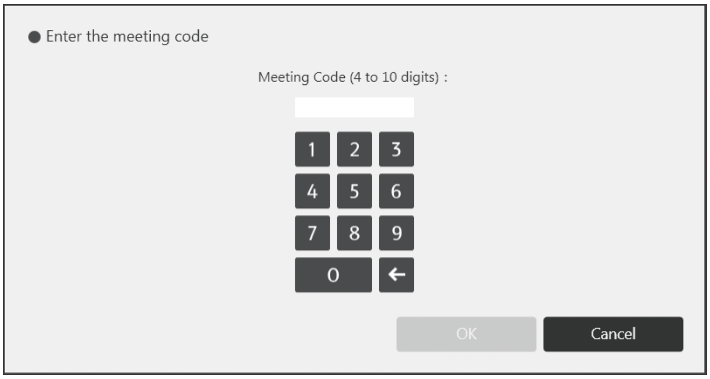


● Select the file to import

Temporary Save Folder	
folder1	\\host01\appdata
folder2	\\host01\appdata\office
Dropbox	Not logged in

DWJ056

4. **Enter the meeting code.**



● Enter the meeting code

Meeting Code (4 to 10 digits) :

5. **Touch [OK].**

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

6. **Select the file you want to import.**

   You can sort the files by [Save Date], [Number of Pages], [Size], or [Save Limit]. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item once more to reverse the sorting order.

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

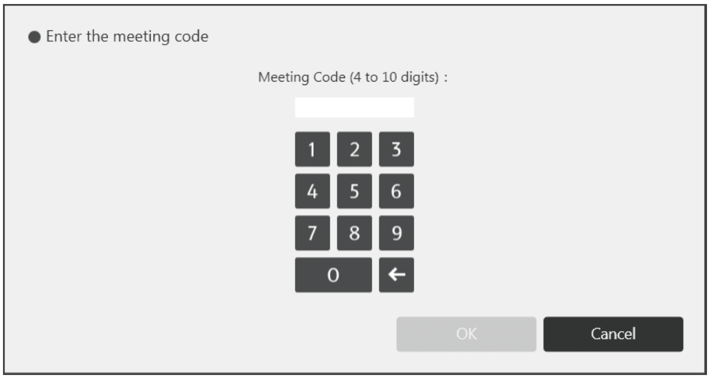
You can import a temporarily saved file when the machine starts up or exits standby mode.

Important

- Before using this function, you must specify the corresponding setting in System Settings. For details, see page 206 "Changing the System Settings".

1. **Press the power button of the machine. The machine starts up or exits standby mode.**
2. **Touch [Import] in the message that appears.**

3. **Enter the meeting code.**



● Enter the meeting code

Meeting Code (4 to 10 digits) :

4. **Touch [OK].**

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

5. **Select the file you want to import.**

   You can sort the files by [Save Date], [Number of Pages], [Size], or [Save Limit]. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item once more to reverse the sorting order.

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

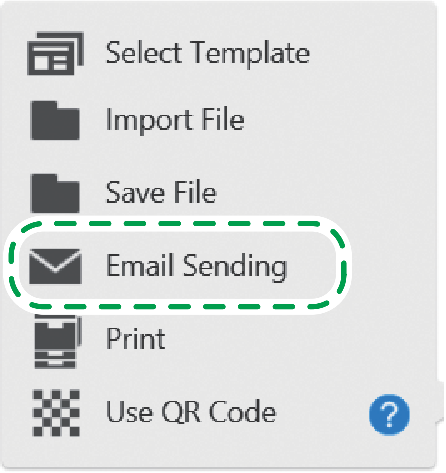
You can save pages and send them by e-mail. All the existing pages can be combined within a single PDF file.

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 167 "Configuring Network Settings". For details about how to configure the SMTP Server Settings, see page 176 "Configuring SMTP Server Settings".

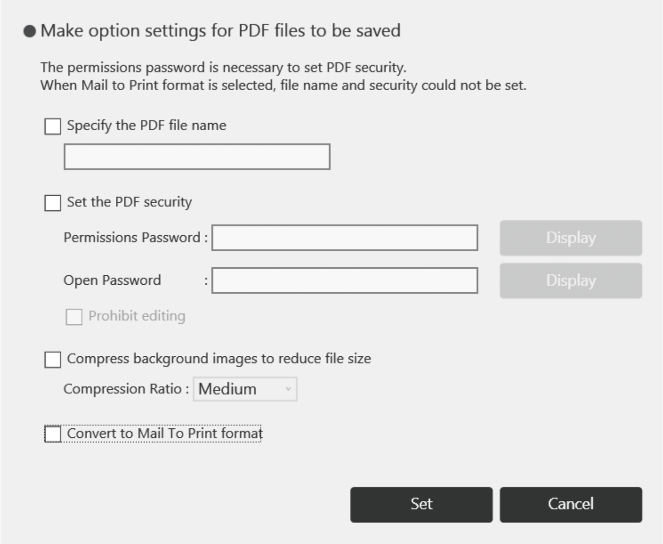
1. **Touch , the Import and Save icon.**

2. **Touch ✉, [Email Sending].**



3. **To change the file name of a PDF file attached to an email, specify a password to the PDF file, prevent editing of the PDF file from being changed, or reduce the size of the file to be saved, touch [Option Settings for Saved File].**

   If you do not change the settings, proceed to the next step.



● Make option settings for PDF files to be saved

The permissions password is necessary to set PDF security.
When Mail to Print format is selected, file name and security could not be set.

☐ Specify the PDF file name

☐ Set the PDF security

Permissions Password :

Open Password :

☐ Prohibit editing

☐ Compress background images to reduce file size

Compression Ratio : Medium

☐ Convert to Mail To Print format

- 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.
- 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 reduce the file size when saving pages, select the [Compress background images to reduce file size] check box, and then select [High], [Medium] or [Low] in [Compression Ratio].
- 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 77 "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 78 "Specifying Destinations".
6. **Touch [Send].**

Note

- 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 125 "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 63 "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▭

Note

- 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 Email Settings in Administrator Settings to allow a file to be sent in parts. For details about how to configure the settings, see page 176 "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

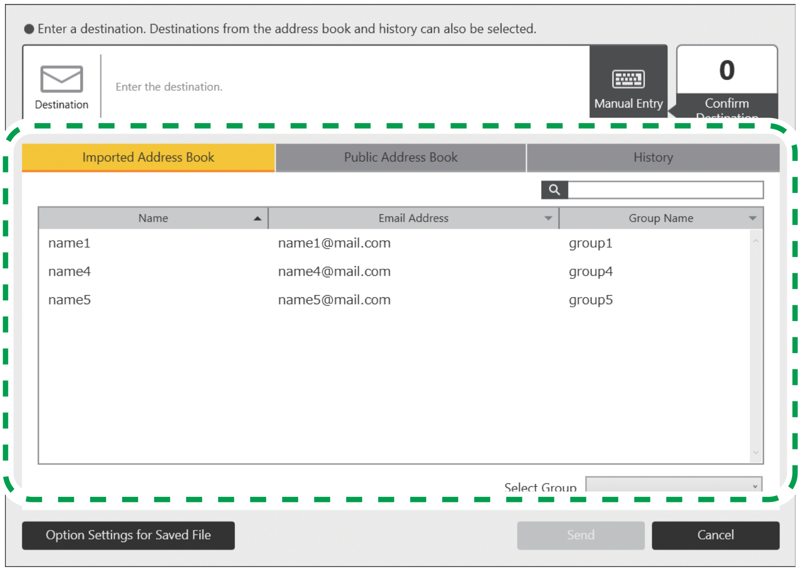
- You can specify up to 30 e-mail addresses.
- You can add new entries to the email address book by selecting [Added Data Management] in Administrator Settings. See page 182 "Managing an Email Address Book".
- To use a public address book, select the [Use Public Address Book Function] check box in the "Network Settings" window, and configure the settings to access the public address book. See page 167 "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.

- If the user authentication function is used, the e-mail address of the logged-in user is automatically set as the destination address. If you touch a different user's IC card to the IC card reader, that user's e-mail address is added to the "Destination" list.

Select from email address book

1. **Select the e-mail address of the destination to which you want to send the pages from [Imported Address Book] tab.**
    - Touch keyboard appears when you touch🔍, the Search icon or the input box.

      An incremental search of a destination is performed as you enter characters in the input box. Also, you can perform AND search by entering multiple words separated by a space.
    - You can sort the destinations by [Name], [Email Address], or [Group Name]. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item to sort the destinations. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item once more to reverse the sorting order.
    - When you select a group name in [Select Group], you can display only the destinations of the selected group names.



● Enter a destination. Destinations from the address book and history can also be selected.

Name ▲	Email Address ▼	Group Name ▼
name1	name1@mail.com	group1
name4	name4@mail.com	group4
name5	name5@mail.com	group5

ECR017

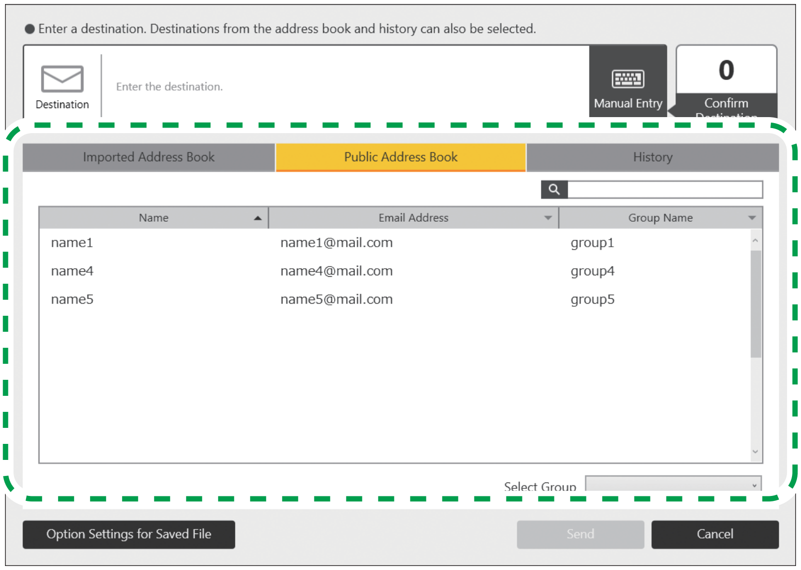
The selected e-mail address is added to the "Destination" list.

When you delete the selected e-mail address, touch [×] next to the e-mail address you want to delete on the list. You can also delete an e-mail address by touching it.

Select from public address book

1. **Select the e-mail address of the destination to which you want to send the pages from [Public Address Book] tab.**
    - Touch keyboard appears when you touch🔍, the Search icon or the input box.

      An incremental search of a destination is performed as you enter characters in the input box. Also, you can perform AND search by entering multiple words separated by a space.
    - You can sort the destinations by [Name], [Email Address], or [Group Name]. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item to sort the destinations. Press the item by which you want to sort or press the [▼] or [▲] buttons displayed on an item once more to reverse the sorting order.
    - When you select a group name in [Select Group], you can display only the destinations of the selected group names.



● Enter a destination. Destinations from the address book and history can also be selected.

Name ▲	Email Address ▼	Group Name ▼
name1	name1@mail.com	group1
name4	name4@mail.com	group4
name5	name5@mail.com	group5

ECR022

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

When you delete the selected e-mail address, touch [×] next to the e-mail address you want to delete on the list. You can also delete an e-mail address by touching it.

Note

- The [Public Address Book] tab appears only when the settings to use a public address book are configured.

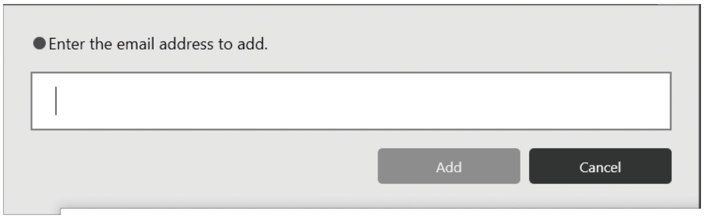
- Even when the necessary settings are specified, the [Public Address Book] tab does not appear if no public address book exists.
- Even when the setting to use the public address book is selected, the destination address is not displayed if [Download Public Address Book and Search] in the Network Settings is not selected. Enter a keyword in the input box next to🔍, the Search icon, to search for the destination.

Entering e-mail addresses manually

1. **Touch [Manual Entry].**
2. **Enter the e-mail address of the destination.**

   The touch keyboard appears when you touch the input field.

   It may take approximately 2 seconds until the touch keyboard is displayed.



●Enter the email address to add.

3. **Touch [Add].**

   The name and e-mail address of the destination is added to the "Destination" list.

   When you delete the selected e-mail address, touch [×] next to the e-mail address you want to delete on the list. You can also delete an e-mail address by touching it.

Selecting e-mail addresses from history

1. **Touch the e-mail address of the destination in the [History] tab.**

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

Note

- E-mail addresses appear in the [History] tab only when you select the e-mail address from the address book as a destination. If you enter an e-mail address manually, the e-mail address is not displayed in the [History] tab.

Printing

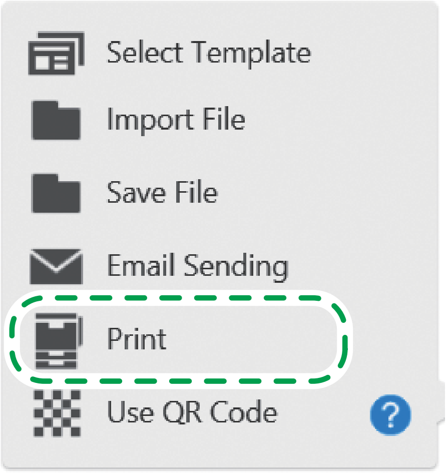
This section explains how to print pages.

Important

- Before printing, configure the network and print settings. For details about how to configure the network settings, see page 167 "Configuring Network Settings". For details about how to configure the print settings, see page 230 "Changing the Print Settings".
- Printer types supported for printing are listed below.
    - Printer or multifunction printer supporting Universal Printer Driver
    - Inkjet printer
    - Wide format multifunction printer
- For details about models that support Universal Print Driver, see the driver download page on the RICOH website.
- For details about supported inkjet printers and wide format multifunction printers, see the RICOH website or consult your sales representative.
- If the printer you want to use does not appear in the printer selection screen, download an appropriate printer driver for Whiteboard from the Ricoh website and install it in the machine. To do so, use a USB memory device. For details about how to install a printer driver, see page 204 "Updating the System Using a USB Flash Memory Device".
- To configure inkjet printer or wide format multifunction printer settings, use [Others] on the [Print Settings] screen that can be displayed from Administrator Settings. For details about the Administrator Settings, see page 162 "Opening Administrator Settings", and for details about the Print Settings, see page 230 "Changing the Print Settings".
- When you are using a printer connected using a USB connector and you overwrite the printer driver with a newer version of the installed printer driver, the machine may not recognize the printer. If this is the case, delete the corresponding printer icon in [Others] on the [Print Settings] screen that can be displayed from Administrator Settings.
- If you are using RICOH Streamline NX, you will need to pre-configure the environment appropriately. For details, see page 301 "Managing the Machine by Using the User Authentication Function".

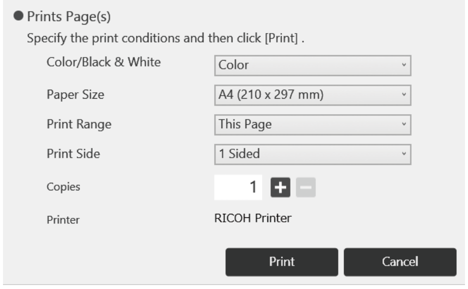
1. **Touch , the Import and Save icon.**

2. Touch [Print].



A window for specifying the printing conditions appears.

3. Specify the print conditions.



● Prints Page(s)

Specify the print conditions and then click [Print] .

Color/Black & White	Color
Paper Size	A4 (210 x 297 mm)
Print Range	This Page
Print Side	1 Sided
Copies	1
Printer	RICOH Printer

- 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.
- An available printer or multifunction printer is displayed in "Printer".
- If the user authentication function is enabled, "Print User" is displayed. The name of the user logged in is displayed in "Print User". If you touch a different user's IC card, the print user changes to the user of that IC card.

4. Touch [Print].

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

Note

- Printing cannot be performed for approximately 2 minutes after the whiteboard screen starts.

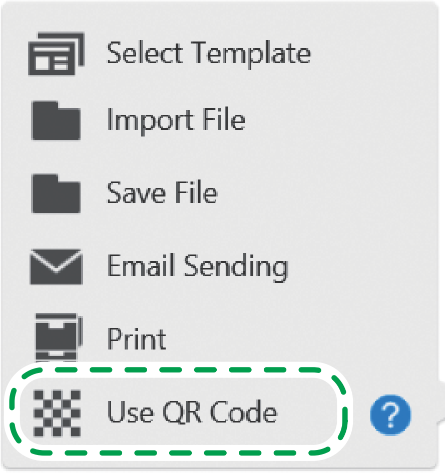
- If the window for specifying printing conditions is open while the remote whiteboard is being used, no operations can be performed on the screens of the machines that are sharing the remote whiteboard.
- You can print pages by sending them to a multifunction printer via e-mail. For details, see page 77 "Printing pages by specifying the multifunction printer (Mail to Print function)".

Linking with a Smart Device

By using RICOH Smart Device Connector, you can connect to the machine from smart devices.

To display the files shown on a smart device on the machine or to save the pages displayed on the machine to a smart device, scan the QR code from the machine that is displayed on the smart device.

1. **Touch , the Import and Save icon.**
2. **Touch [Use QR Code].**



DTW478

3. **Scan the QR code on a smart device.**

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

4. **Touch [Close] on QR 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.

Note

- The effective period of QR 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 QR Code, see the operating instructions of the external application.

- When multiple files are sent from the external application, 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

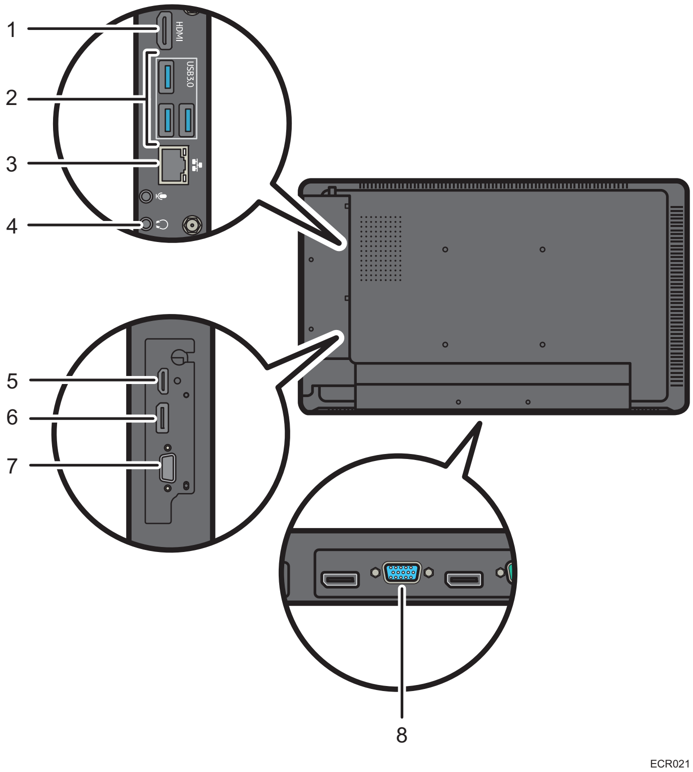
This chapter explains how to display an image from an image output device, and write text or draw figures on the displayed screen.

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 D3210

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 D3210.

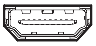


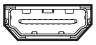
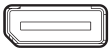
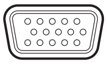
1. **HDMI Output**
2. **USB Port**
3. **LAN Port**
4. **Audio Output**
5. **HDMI Input**

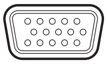
6. **DisplayPort Input**

   DisplayPort 1.1a compliant

7. **VGA Input**
8. **VGA Input**

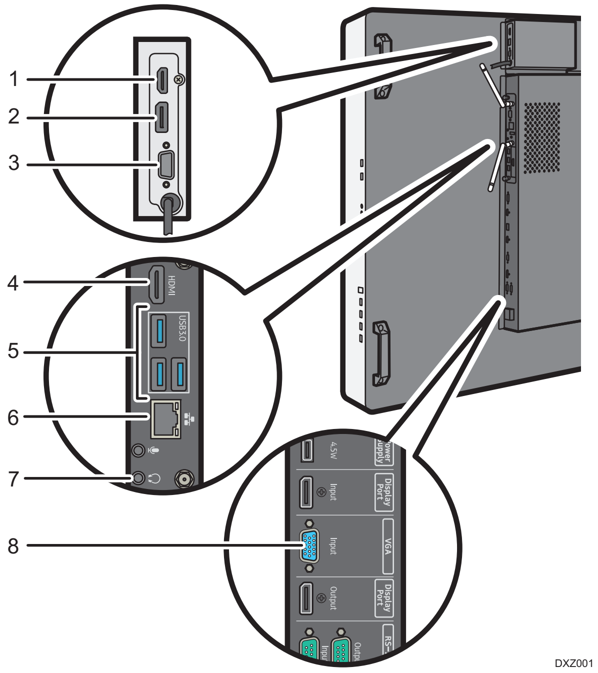
No.	Terminal	Devices	Connection method
1	 HDMI Output	• Audio Visual device • External monitor • Projector	Use this terminal to output the image and sounds being played on the whiteboard to an audio-visual device, external monitor or projector. See page 106 "Using a Projector to Project a Screen".
2	 USB Port	• USB flash memory device • Video conferencing device	See page 31 "Inserting a USB Flash Memory Device". See page 102 "Connecting a Video Conferencing Device to the Machine".
3	 LAN Port	Router or other communication devices	Use this terminal port to connect the LAN cable.
4	○ Audio Output	Self-powered speaker or other audio device	Use this terminal to connect to the line input terminal of an amplifier.

No.	Terminal	Devices	Connection method
5	 HDMI Input	• Computer • Tablet • Document camera • Digital still camera • Digital video camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "Connecting a Computer or Tablet to the Machine". **Note** • To display a copyright-protected material, connect to the HDMI Input of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D3210.
6	 DisplayPort Input	• Computer • Tablet • Document camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "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 D3210.
7	 VGA Input	• Computer • Tablet • Document camera	See page 99 "Connecting a Computer or Tablet to the Machine".

No.	Terminal	Devices	Connection method
8	 VGA Input	• Video conferencing device.	See page 102 "Connecting a Video Conferencing Device to the Machine".

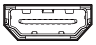
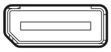
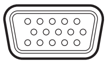
RICOH Interactive Whiteboard D5520/D6510/D7500

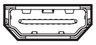
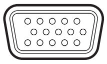
The following are the input/output terminals on the Capture Board and Controller Unit and their descriptions. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D5520/D6510/D7500.



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

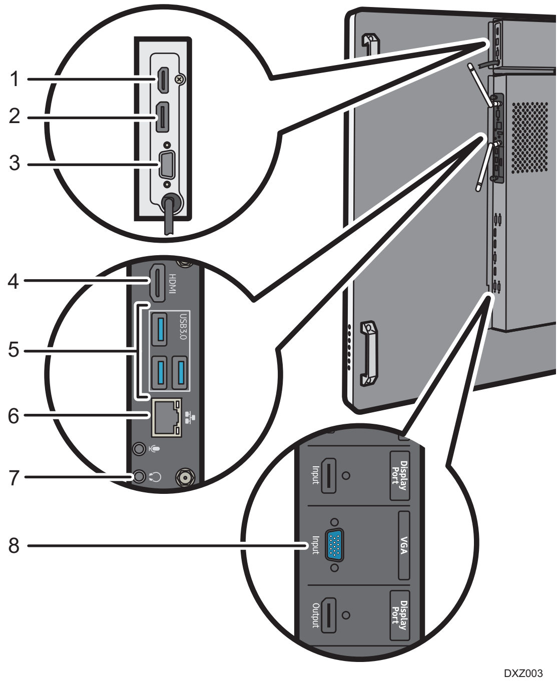
   DisplayPort 1.1a compliant
3. **VGA Input**
4. **HDMI Output**
5. **USB Port**
6. **LAN Port**
7. **Audio Output**
8. **VGA Input**

No.	Terminal	Devices	Connection method
1	 HDMI Input	- Computer - Tablet - Document camera - Digital still camera - Digital video camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "Connecting a Computer or Tablet to the Machine". **Note** - To display a copyright-protected material, connect to the HDMI Input of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D5520/D6510/D7500.
2	 DisplayPort Input	- Computer - Tablet - Document camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "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 D5520/D6510/D7500.
3	 VGA Input	- Computer - Tablet - Document camera	See page 99 "Connecting a Computer or Tablet to the Machine".

No.	Terminal	Devices	Connection method
4	 HDMI Output	- Audio Visual device - External monitor - Projector	Use this terminal to output the image and sounds being played on the whiteboard to an audio-visual device, external monitor or projector. See page 106 "Using a Projector to Project a Screen".
5	 USB Port	- USB flash memory device - Video conferencing device	See page 31 "Inserting a USB Flash Memory Device". See page 102 "Connecting a Video Conferencing Device to the Machine".
6	 LAN Port	Router or other communication devices	Use this terminal port to connect the LAN cable.
7	 Audio Output	Self-powered speaker or other audio device	Use this terminal to connect to the line input terminal of an amplifier.
8	 VGA Input	- Video conferencing device.	See page 102 "Connecting a Video Conferencing Device to the Machine".

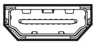
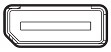
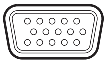
RICOH Interactive Whiteboard D6500/D8400

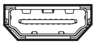
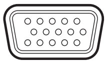
The following are the input/output terminals on the Capture Board and Controller Unit and their descriptions. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D6500/D8400.



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

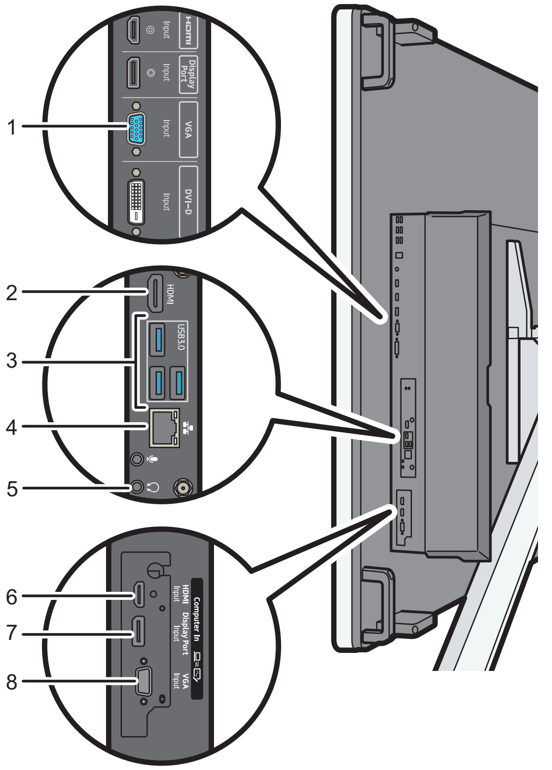
   DisplayPort 1.1a compliant
3. **VGA Input**
4. **HDMI Output**
5. **USB Port**
6. **LAN Port**
7. **Audio Output**
8. **VGA Input**

No.	Terminal	Devices	Connection method
1	 HDMI Input	- Computer - Tablet - Document camera - Digital still camera - Digital video camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "Connecting a Computer or Tablet to the Machine". **Note** - To display a copyright-protected material, connect to the HDMI Input of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D6500/D8400.
2	 DisplayPort Input	- Computer - Tablet - Document camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "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/D8400.
3	 VGA Input	- Computer - Tablet - Document camera	See page 99 "Connecting a Computer or Tablet to the Machine".

No.	Terminal	Devices	Connection method
4	 HDMI Output	• Audio Visual device • External monitor • Projector	Use this terminal to output the image and sounds being played on the whiteboard to an audio-visual device, external monitor or projector. See page 106 "Using a Projector to Project a Screen".
5	 USB Port	• USB flash memory device • Video conferencing device	See page 31 "Inserting a USB Flash Memory Device". See page 102 "Connecting a Video Conferencing Device to the Machine".
6	 LAN Port	Router or other communication devices	Use this terminal port to connect the LAN cable.
7	○ Audio Output	Self-powered speaker or other audio device	Use this terminal to connect to the line input terminal of an amplifier.
8	 VGA Input	• Video conferencing device.	See page 102 "Connecting a Video Conferencing Device to the Machine".

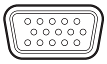
RICOH Interactive Whiteboard D8600

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 D8600.

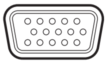


1. **VGA Input**
2. **HDMI Output**
3. **USB Port**
4. **LAN Port**
5. **Audio Output**
6. **HDMI Input**
7. **DisplayPort Input**

   DisplayPort 1.1a compliant
8. **VGA Input**

No.	Terminal	Devices	Connection method
1	 VGA Input	• Video conferencing device.	See page 102 "Connecting a Video Conferencing Device to the Machine".

No.	Terminal	Devices	Connection method
2	HDMI Output	- Audio Visual device - External monitor - Projector	Use this terminal to output the image and sounds being played on the whiteboard to an audio-visual device, external monitor or projector. See page 106 "Using a Projector to Project a Screen".
3	USB Port	- USB flash memory device - Video conferencing device	See page 31 "Inserting a USB Flash Memory Device". See page 102 "Connecting a Video Conferencing Device to the Machine".
4	LAN Port	Router or other communication devices	Use this terminal port to connect the LAN cable.
5	Audio Output	Self-powered speaker or other audio device	Use this terminal to connect to the line input terminal of an amplifier.
6	HDMI Input	- Computer - Tablet - Document camera - Digital still camera - Digital video camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "Connecting a Computer or Tablet to the Machine". **Note** - To display a copyright-protected material, connect to the HDMI Input of the main unit. For the input/output terminals of the main unit and other parts of the machine, see "Read This First" of RICOH Interactive Whiteboard D8600.

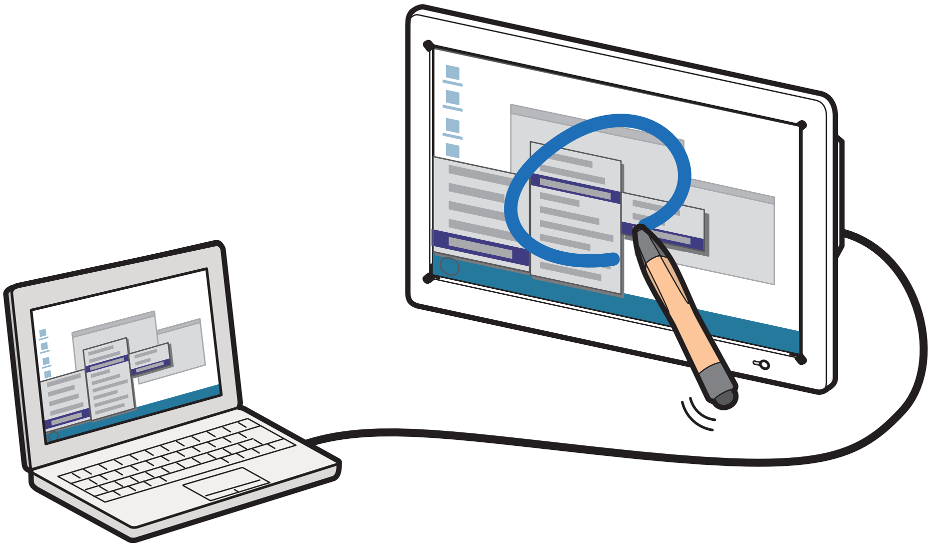
No.	Terminal	Devices	Connection method
7	 DisplayPort Input	• Computer • Tablet • Document camera	You cannot display copyright-protected content such as DVD and Blu-ray discs. See page 99 "Connecting a Computer or Tablet to the Machine". **Note** • To display a copyright-protected material, connect to 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 D8600.
8	 VGA Input	• Computer • Tablet • Document camera	See page 99 "Connecting a Computer or Tablet to the Machine".

Note

- For details about the input signals that are supported, see page 316 "List of Video Input Signals Supported by the Machine".
- The audio signals of the HDMI Input and DisplayPort Input are output to the audio output terminals.
- When more than one device is connected to the input terminals, priority is given to the terminals in the order of HDMI Input, DisplayPort Input, and VGA Input.
- To display an externally input still or video image on the machine in cases other than for citation, the material must be created by yourself and you must own the copyright, or you must be granted permission to use the material from the rightful owner of the copyright.
- A delay may occur when an image is displayed that is input from the HDMI, DisplayPort, or VGA input terminal due to various composite processing methods such as overlaying entries.

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 VGA "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 VGA "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 22 "Icons Displayed on the Interactive Whiteboard".

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

Note

- 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 157 "Changing the Detailed Settings".

1. **Connect the computer to any of the following input terminals on the side of the display:**

   For the input terminals to connect external devices, see page 87 "Devices That Can Be Connected to the Machine".

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.

   For information about the key combination, see the manual of the computer you are using.

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

4. **To capture the entire whiteboard screen to a page, touch 📷, the Capture Full Screen icon. To capture a part of the whiteboard screen to a page, touch 📷, the Capture Part of the Screen icon, and then specify the area to capture.**

   When you capture a page by touching 📷, the Capture Full Screen icon, the captured page is added at the end of the page list and displayed on the screen. When you capture a page by touching 📷, the Capture Part of the Screen icon, the captured image is pasted in the currently displayed whiteboard 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 157 "Changing the Detailed Settings".
- You can also write text or draw figures after importing a screen by touching 📷, the Capture Full Screen icon.
- If there are already 100 captured pages, 📷, the Capture Full Screen 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 Capture Full Screen icon.
- The "NO SIGNAL" message may be displayed while switching to an externally input image.
- When an HDMI converter is connected to the whiteboard and any device is connected to the converter, a black screen is displayed on the whiteboard. To make the whiteboard display a whiteboard screen while any device is connected to the converter, select the [Enable HDMI Converter Support Mode] check box. For details, see page 206 "Changing the System Settings".
- The maximum number of partly captured images that can be entered on a single page is 100.
- The maximum total number of partly captured images that can be entered on all pages is 500.
- The maximum size of partly captured images is 30 MB.
- The maximum size of custom stamps is 30 MB.
- Depending on the version of your whiteboard, the partly captured images may not be displayed properly when using the remote whiteboard function to share the screen.
- Even when using RICOH Interactive Whiteboard D3210 with its screen rotated by 90 degrees, the following images maintain their horizontal length, and are displayed in the center of the whiteboard screen:

- Externally input images
- Input images displayed using IWB Remote Desktop Software

Connecting a Video Conferencing Device to the Machine

This machine can be used as a monitor for a video conference.

- You can connect a video conferencing device to the machine and share the screen of the machine in a video conference using the computer screen sharing the application software (RICOH UCS) of this machine.

Reference

- To hold a video conference by using the RICOH UCS function instead of connecting a video conferencing device to the machine, see page 109 "Using the RICOH UCS Function".
- By using the remote whiteboard function, you can share the memo or document that is displayed on the screen with other devices connected via the network. For details about sharing screen on a remote whiteboard, see page 139 "Overview of Remote Whiteboard".

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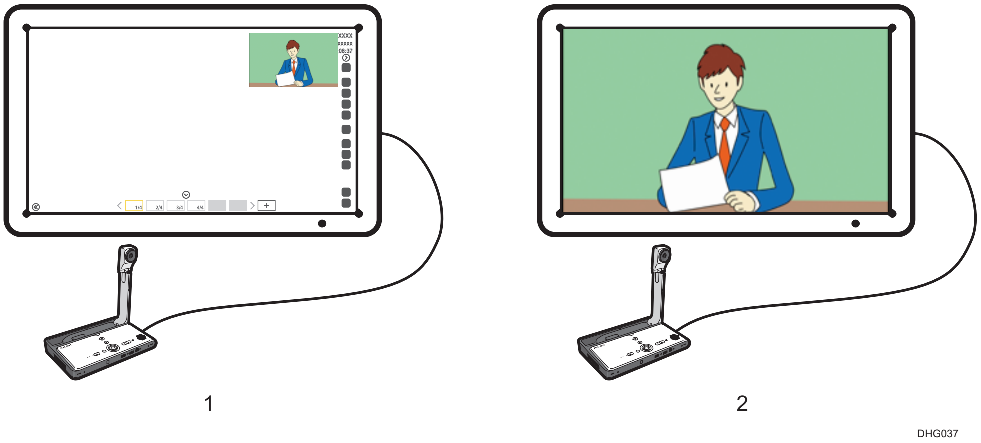
Connecting a Video Conferencing Device (RICOH UCS Screen Sharing)

The video conferencing device is connected as follows:

1. **Turn off the video conferencing device.**
2. **Connect the video conferencing device to VGA Input, or HDMI Input on the side of the display.**

   For the input terminals to connect external devices, see page 87 "Devices That Can Be Connected to the Machine".
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 by pressing the [Enter/Input] button on the side or front of the display and selecting "PIP" from the menu. You can also display the image in a subwindow by pressing the [PIP] button on the remote control.

2. **Full screen display**

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

Note

- When the machine is in the process of recognizing a video conferencing device, a message indicating that is displayed. If the machine successfully recognizes the device, a confirmation screen for starting screen sharing is displayed.
- 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 «, 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 315 "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 315 "Adjusting the Display".

- When you use the RICOH UCS Screen Sharing function, you can receive a screen that is displayed on the following devices or applications. The received screen is displayed on the sub window of the machine.
    - Whiteboards using the RICOH UCS Screen Sharing function
    - Whiteboards using the RICOH UCS function
    - RICOH Unified Communication System for Windows or RICOH Unified Communication System for Mac
    - Video conferencing devices

Sharing the Whiteboard Screen in a Video Conference

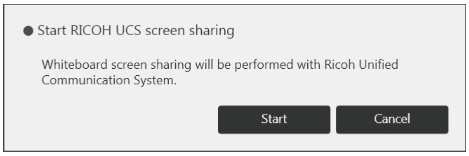
The screen of the machine can be shared in a video conference using the computer screen sharing application software of the machine. (RICOH UCS screen sharing)

1. **Connect the video conferencing device to the machine via USB.**

   For details about the location of the USB port, see page 87 "Devices That Can Be Connected to the Machine".

2. **Start a video conference.**

   A confirmation message for sharing the computer screen appears.



● Start RICOH UCS screen sharing

Whiteboard screen sharing will be performed with Ricoh Unified Communication System.

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.

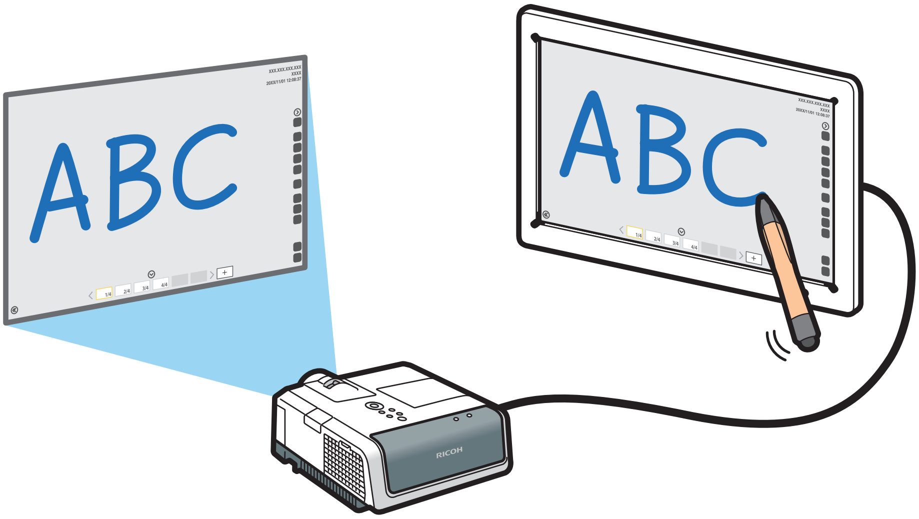
Note

- 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.
- The RICOH UCS Screen Sharing function cannot be used if the video conferencing device does not support the language specified in the administrator settings of the whiteboard.

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 the output terminal on the side of the machine.**

   For the input terminals to connect external devices, see page 87 "Devices That Can Be Connected to the Machine".

2. **Project the screen.**

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

4. Connecting to a Video Conference

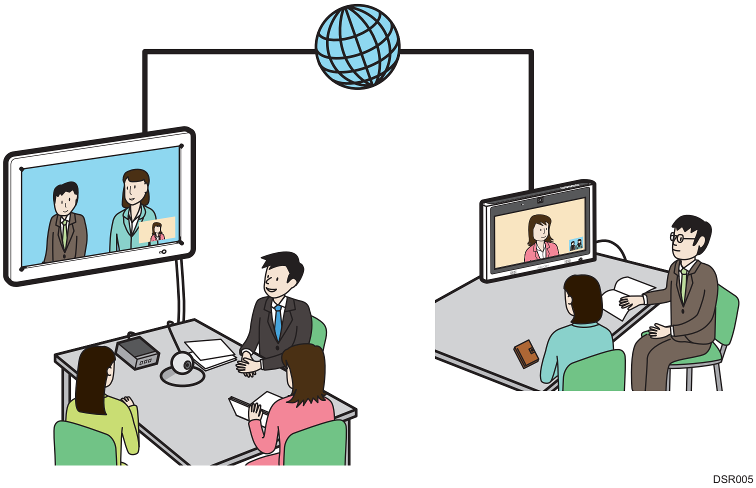
This section explains how to use this machine as a video conferencing device in order to connect to a video conference.

Using the RICOH UCS Function

You can use the interactive whiteboard for RICOH Unified Communication System (RICOH UCS)-based video conferencing. You cannot use this function when using RICOH Interactive Whiteboard D3210 with its screen rotated by 90 degrees.

Important

- **The RICOH UCS function is only available to RICOH UCS service users. For details about RICOH UCS, consult the distributor where you purchased the machine or your sales representative.**
- **To use the RICOH UCS function, you will need to configure the Video Conference Settings. For details, see page 232 "Changing the Video Conference Settings".**
- **Video Conference Settings cannot be configured from Administrator Settings on the machine. To do so, use the Administrator Settings Web page.**



What you can do with this machine

- Hold a meeting

  You can use the machine to connect or reply to a remote contact to start a meeting.
- Share a screen

  You can share the whiteboard screen or the screen of a computer connected to the machine with the other parties connected to the meeting.
- Approve a registration request

You can approve a registration request from a contact to add them to your available contacts list.

- Update firmware

  You can update the RICOH UCS function firmware.

Note

- The following items cannot be specified from the whiteboard while UCS mode is enabled. Configure these settings in RICOH Unified Communication System for Windows when needed.
    - Changing account information
    - Re-registering a password
    - Registering a new contact or editing or deleting a contact
- When you use the RICOH UCS function, you can receive a screen that is displayed on the following devices or applications. The received screen is displayed on the meeting screen of the machine.
    - Whiteboards using the RICOH UCS Screen Sharing function
    - Whiteboards using the RICOH UCS function
    - RICOH Unified Communication System for Windows or RICOH Unified Communication System for Mac
    - Video conferencing devices

Installation Requirements

Preventing the deterioration of sound quality

- Keep objects that may cause the sound quality to deteriorate away from the microphone or speaker.
- Blocking both the microphone and speaker may cause the sound quality to deteriorate.
- Do not place devices that generate noise, such as projectors or computers, near the machine.
- When using the machine in a room where sound echoes, try keeping your voice as low as possible during meetings to avoid distracting echoes.
- Make sure there is sufficient space between this machine and the wall.
- Keep this machine away enough from the other party's device, for example, when the other party's voice can be heard directly instead of through a speaker.
- Do not move the machine during a meeting.
- If you plan to use an external microphone and speaker, see the manual for details about how to use the device.
- When using an external microphone speaker, keep it away from the air outlet of the machine.

- Placing an external microphone speaker too close to the air outlet can cause the audio quality to deteriorate.

About network environment

- A poor network environment can cause delays in video streaming during meetings.
- When using a wireless network, communication quality may deteriorate or communication may be lost, depending on the environment in which the machine is used. If these problems occur, use a wired network instead. To switch to a wired network, you must first turn the machine off and then turn it back on.
- When using a wireless network, radio or electromagnetic interference or weak reception may cause the following problems to occur during meetings:
    - Delays in video streaming.
    - Video is stopped.
    - Audio of other party cuts out.
    - Synchronization between video and audio is lost.
    - Audio quality deteriorates.
    - Meetings are automatically ended or left.
    - Delays in video streaming occur when sharing computer screen.
    - Your video and the other party's video disappear and only audio is heard.
    - Screen image does not display properly when the screen layout is changed.
    - The Contact List or contact status do not appear, or it takes longer than expected for each to be displayed.
    - The attempt to update the firmware fails, or it takes an excessively long time for the update to finish.
    - The machine does not start.
    - You cannot connect to other party.

    If you experience one of the problems above, take one of the following actions. The action to be taken depends on the wireless network environment you are using:

    - If IEEE802.11b and IEEE802.11g/n are in the same wireless network environment, the IEEE802.11b connection may be used first. The recommended line speed for the machine is 1 Mbps. To use the machine at a stable line speed, we recommend using it in a wireless network environment in which only IEEE802.11g/n is available.
    - Avoid environments that have multiple wireless LAN standards.
    - Turn off any wireless networking or radio devices that are not being used.
    - If there are multiple devices in the environment that support IEEE802.11n, use IEEE802.11n with a single channel.

- Use the machine in an environment with stable reception, making sure to confirm the distance from the access point and check for any obstructions.
- If the environment has multiple wireless LAN standards, change the access point channel. There should be a difference of at least five between the channel settings for each LAN standard. For example, set one standard to channel 1 and the other to channel 6.
- Keep the machine as far away as possible from highly conductive objects such as metal.
- This wireless product uses the 2.4 GHz band. Make sure there is no industrial, scientific, or medical equipment that uses the same frequency band currently in operation, such as a microwave. Interference can cause communication to become unstable. Before using the machine, make sure that there is no equipment around that may potentially cause interference.
- If you experience radio interference or other wireless networking problems, please call the support desk.

Preparing for Use

This section explains the preparations necessary to use the RICOH UCS function.

Important

- **When using the RICOH UCS function for the first time, be sure to change the password and register your e-mail address in RICOH Unified Communication System Settings.**
- **If the RICOH UCS function needs to be updated, a relevant message is displayed. Update the RICOH UCS function according to the message.**
- **Do not turn off the machine while the RICOH UCS function is being updated.**

Configuring Video Conference Settings

Select the [Use RICOH UCS Function] check box in Video Conference Settings on the Administrator Settings Web page and enter your contact ID and password.

For details about Video Conference Settings, see page 232 "Changing the Video Conference Settings".

Changing the password and registering your e-mail address

When using RICOH UCS from your account for the first time, change the initial password and register your e-mail address in RICOH Unified Communication System Settings.

You can access RICOH Unified Communication System Settings from [Open Account Settings], within Video Conference Settings.

Registering a contact with whom you want to have a meeting

You can register contacts with whom you want to have a meeting in RICOH Unified Communication System Settings.

Send a registration request to the contact. When the request is approved, the contact is registered. For details, see help in RICOH Unified Communication System Settings.

This machine can also be used to approve registration requests from contacts. If a registration request is received, a message is displayed. Check the contact according to the message, and approve the registration request as appropriate.

Adjusting the Camera

You can use the dial to adjust the camera direction.

For details about the dial, see Installation Guide.

Connecting a device (If using an external device)

You can connect an external camera, microphone, or speaker to the machine.

For details about how to connect these types of external devices, see page 87 "Devices That Can Be Connected to the Machine".

For details about how to connect an external device via Bluetooth, see page 233 "Managing Devices Connected via Bluetooth".

Switching to RICOH UCS mode

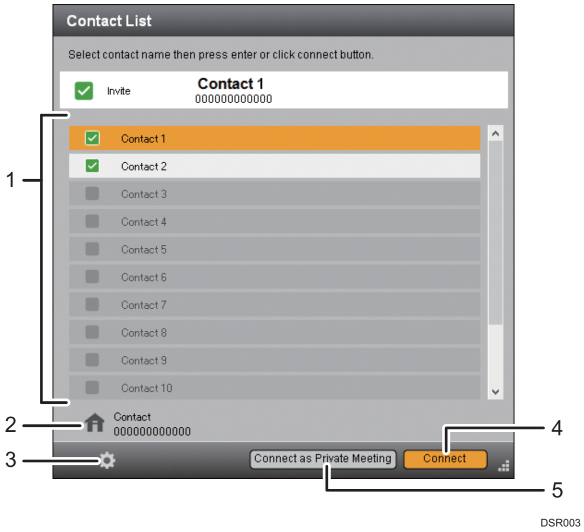
You can use the floating toolbar to switch the screen display mode to RICOH UCS mode. For details, see page 19 "Screen Configuration".

Specifying the settings

Before connecting to a contact to have a meeting, you must first specify the audio and camera settings. For details, see page 116 "Specifying the Settings".

Holding a Meeting

Calling a contact



Select contact name then press enter or click connect button.

1. **Contact List**

   From this list, select a contact with whom you want to have a meeting.

   You can select any contact that has a ✓ or 💬 icon.

2. **Your own contact information**

   Check your contact name and Contact ID.

3. **Settings button**

   For details, see page 116 "Specifying the Settings".

4. **Connect button**

   Call the selected contact to start a meeting.

5. **Connect as Private Meeting button**

   You can limit participants in meetings.

   Pre-determine a four-digit meeting code and share it with the other contacts with whom you want to have the meeting.

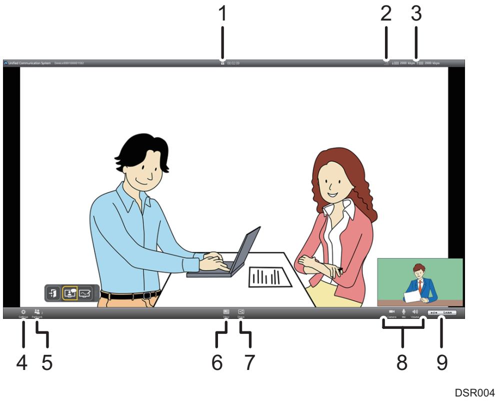
   It is not possible to limit participants in a meeting once the meeting has started.

   To join a limited participants meeting that has already started, you will need to obtain the meeting code before joining the meeting.

Replying to an incoming call

When there is an incoming call, an incoming call dialog box is displayed. Check the caller and reply to the call.

What you can do during a meeting



1. **Private Meeting icon**

   This icon is displayed during meetings in which participants are limited.

2. **Limited Network Bndwidth icon**

   This icon is displayed when the bandwidth of the network that you are using is limited.

3. ↓||||| 2000 kbps ↑|···· 50 kbps **Bandwidth Status**

   Show the network bandwidth available for reception (↓) and transmission (↑). You can check whether the network environment you are using meets the operating environment requirements for this machine, and whether it is possible to hold a meeting normally.

4. **Settings button**

   Use this button to configure the settings.

   For details, see page 116 "Specifying the Settings".

5. **Participants**

   Shows the number of participants in the meeting.

6. **View button**

   Use this button to change the screen to one of the following layouts:

   -

     The videos of the other contacts are displayed in large windows. Your video appears in a small window in the lower right of the screen.

   -

The video of the other party is displayed in a larger window, while the videos of you and the other contacts appear in smaller windows.

- ⌂

  Your video is displayed full screen.

- ▦

  The videos from all the contacts, including you, are displayed in windows of the same size.

- 🗨

  The video of the other party is displayed full screen.

- 🖥

  Only the whiteboard screen being shared is displayed. This button is only available during screen sharing.

7. **Share button**

   Use this button to share the whiteboard screen with the other meeting participants.

   During screen sharing, the displayed contents of the selected screen are displayed on the other participants' screens.

8. **Camera button / 🎤 Mic button / 🔊 Volume button**

   Adjust the audio volume and temporarily mute the microphone.

   You can also temporarily disable the camera.

9. **Leave Leave button**

   Use this button to leave the meeting.

Note

- Video from up to 9 contacts, including you, can be displayed.
- Displayed contents vary depend on the number of contacts connected.

Specifying the Settings

You can configure the following settings in Settings screen.

Audio/Video tab

Item	Description
Select Devices	Specify the device used for meetings.

Item	Description
A/V Control	• Volume adjustment • Camera Off • Adjusting the camera While looking at your displayed image, adjust the camera's orientation and position. • Echo Cancellation Eliminates the echoes in the sound that may occur during a meeting. If echoes negatively affect the sound quality of a meeting, enable Echo Cancellation. • Auto Set Mic. Gain Automatically corrects to an appropriate range the level of the sound sent to the other party. If you use this function, you do not need to adjust [Mic. Adjustment] in Advanced. • Impulse Noise Reduction • Auto Set Video Quality Automatically adjusts the resolution of the image from this machine. If this function is not selected, the image will be sent with a fixed resolution. Even if this function is not selected, the resolution might be adjusted depending on the status of the network environment.

Item	Description
Advanced	• Mic. Adjustment Adjusts the input volume of the microphone. To enable Microphone Boost, slide the Microphone Gain bar all the way to the left, and then click the [Microphone Boost] checkbox. After you enable Microphone Boost, slide the Microphone Gain bar to the desired level. To achieve the optimal input volume, slide the Microphone Gain bar to the recommended input volume area. If the input volume is low, enable Microphone Boost, and then increase the volume. • Output Volume Adjustment Adjusts the output volume.

Network Settings tab

Item	Description
TCP Port (443)	If the UDP port cannot be used for communication during a video meeting due to problems with the network environment, you can use the TCP port (443) instead.
Limited Bandwidth Usage	The network bandwidth used during a meeting can be suppressed to the minimum required level to prevent the network connection from becoming overloaded, or to limit the amount of data sent. This setting cannot be specified during a meeting. When this mode is used, the image quality of the meeting screen might deteriorate.

General tab

Item	Description
Select Language	Select your preferred language.
Version	You can check the software version of the RICOH UCS function that you are using.

Others tab

Item	Description
Send a Report	If there is a problem with the machine, send the operation log, system information, and other details about the machine to Ricoh for problem diagnosis. Only send a report when requested to do so by the support desk. You can also send a report from the error message dialog.
Display Settings in Meeting	You can specify whether to display the contact names during a meeting.

5. 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 150 "Participating from the Web Browser".

Download temporarily saved files

You can download a temporarily saved file. For details, see page 124 "Downloading Temporarily Saved Files".

Manage the temporarily saved files

You can manage all the files temporarily saved on the machine. For details, see page 125 "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 130 "Downloading IWB Remote Desktop Software".

Downloading RICOH Interactive Whiteboard Client

After installing RICOH Interactive Whiteboard Client on your Windows PC or Android or iOS smart device, you can participate in a remote whiteboard (remote conference) that is hosted on the whiteboard. RICOH Interactive Whiteboard Client for Windows or Android OS can be downloaded from the menu on the Web page.

The procedure to download RICOH Interactive Whiteboard Client varies depending on the operating system you are using. For details, see "RICOH Interactive Whiteboard Client Startup Guide".

Open the Administrator Settings

You can configure the machine settings, such as the network settings, and adjust the system clock. For details, see page 127 "Opening Administrator Settings".

Check information about Windows Updates

You can check whether there are any Windows updates applicable to this machine and the date and time when the last Windows update was applied.

Restart or shut down the machine

You can restart or shut down the machine from the Web page. When there is an applicable Windows updates, you can choose whether to apply it before restarting or shutting down the machine. For details see page 128 "Restarting or Shutting Down the Machine from Its Web Page".

Update the system from Administrator Settings

You can update the system from Administrator Settings. For details, see page 205 "Updating the System Using a Web Page".

Displaying the Top Page

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

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Safari for OS X
- Safari for iOS [*1]
- Chrome for Android [*2]
- Chrome for Windows

[*1] For iPad only. iPhone is not supported.

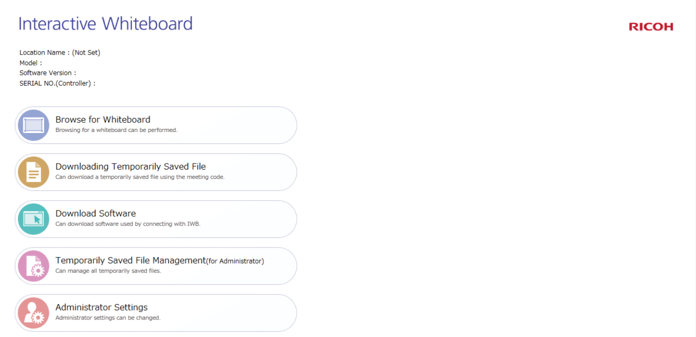
[*2] For tablet PC only. Smartphones are not supported.

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.**
3. **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.



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version :
SERIAL NO.(Controller) :

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 software used by connecting with IWB.

Temporarily Saved File Management(for Administrator)
Can manage all temporarily saved files.

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 set, you cannot use the whiteboard function. If a machine system that is using version 3.5.X.X or earlier is updated to version 3.6.0.0 while its administrator password is still "admin", you cannot change any settings in [Administrator Settings] unless you first change the administrator password. Set or change the administrator password. For details about changing the administrator password, see page 162 "Administrator Settings".
- You can access the Web page of the machine by connecting the machine directly to a computer with a LAN cable. If you do this, functions that need network connections, such as system updates or connection tests do not work. Procedures for connecting the machine directly to a computer are as follows:
    1. If the computer is connected to a network, such as a wireless LAN, disconnect it from the network.
    2. Connect the machine to a computer with a LAN cable.
    3. If the machine's setting for [Network Auto Settings] is enabled, enable the setting for DHCP on the computer, and then proceed to Step 1 of "Displaying the Top Page".
    4. If the machine's setting for [Network Auto Settings] is disabled, specify an IP address for a computer that belongs to the same subnet of the IP address specified for the whiteboard, and then proceed to Step 2 of "Displaying the Top Page". For example, if the machine's IP address is "192.168.0.1", specify "192.168.0.3" on the computer.

Downloading Temporarily Saved Files

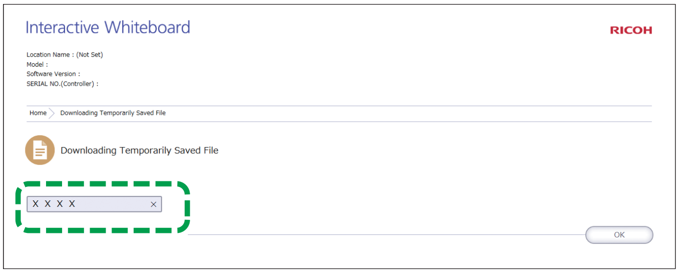
Important

- 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 66 "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 122 "Displaying the Top Page".

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



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version :
SERIAL NO.(Controller) :

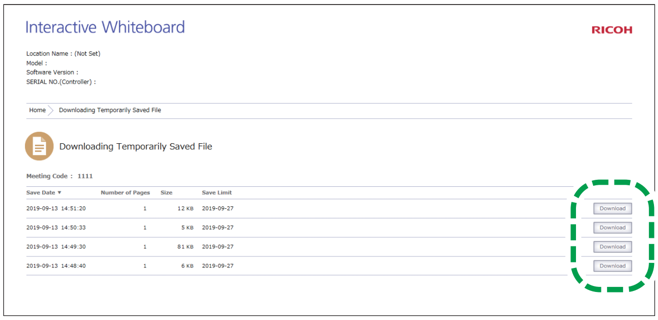
Home > Downloading Temporarily Saved File

Downloading Temporarily Saved File

X X X X

Y420WA8000

4. **Click [OK].**
5. **Click [Download] for the file you want to download, and then save the file.**



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version :
SERIAL NO.(Controller) :

Home > Downloading Temporarily Saved File

Downloading Temporarily Saved File

Meeting Code : 1111

Save Date ▼	Number of Pages	Size	Save Limit	
2019-09-13 14:51:20	1	12 KB	2019-09-27	Download
2019-09-13 14:50:33	1	5 KB	2019-09-27	Download
2019-09-13 14:49:30	1	81 KB	2019-09-27	Download
2019-09-13 14:48:40	1	6 KB	2019-09-27	Download

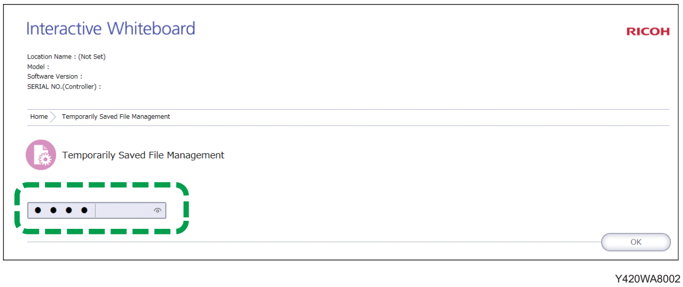
Y420WA8001

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 125 "Managing Temporarily Saved Files".

Managing Temporarily Saved Files

1. **Click [Temporarily Saved File Management (for Administrator)] on the top page of the Web page.**
2. **In the password input field, enter the administrator password.**



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version :
SERIAL NO.(Controller) :

Home > Temporarily Saved File Management

Temporarily Saved File Management

Y420WA8002

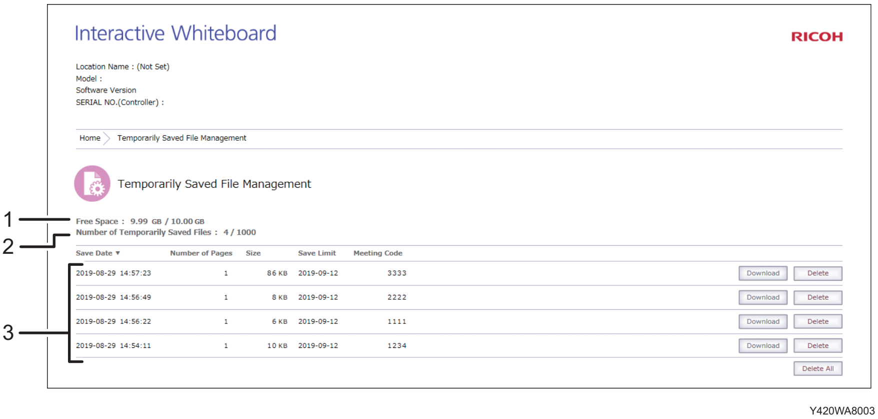
3. **Click [OK].**

   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 63 "Saving Pages".

Viewing the Temporarily Saved File Management screen



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version
SERIAL NO.(Controller) :

Home > Temporarily Saved File Management

Temporarily Saved File Management

Free Space : 9.99 GB / 10.00 GB
Number of Temporarily Saved Files : 4 / 1000

Save Date ▾	Number of Pages	Size	Save Limit	Meeting Code		
2019-08-29 14:57:23	1	86 KB	2019-09-12	3333	Download	Delete
2019-08-29 14:56:49	1	8 KB	2019-09-12	2222	Download	Delete
2019-08-29 14:56:22	1	6 KB	2019-09-12	1111	Download	Delete
2019-08-29 14:54:11	1	10 KB	2019-09-12	1234	Download	Delete

Y420WA8003

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

Important

- If the administrator password is not set, you cannot use the whiteboard function. If a machine system that is using version 3.5.X.X or earlier is updated to version 3.6.0.0 while its administrator password is still "admin", you cannot change any settings in [Administrator Settings] unless you first change the administrator password. Set or change the administrator password. For details about changing the administrator password, see page 162 "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. You can also check whether there are any applicable Windows updates and the date and time that the last Windows update was applied are displayed. To install updates, restart or shut down the machine from the Web page of the machine. For details, see page 128 "Restarting or Shutting Down the Machine from Its Web Page". You can also specify the settings to install Windows updates when auto shutdown or auto restart occurs. For details, see page 214 "Changing the Security Settings".

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 a specified time, you are logged out automatically. When this happens, click [Administrator Settings] again on the top page.
- 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.
- If you close the Web page without logging out, you cannot log in to [Administrator Settings] for 10 minutes.
- For details about the administrator settings, see page 162 "Administrator Settings".
- Some settings cannot be configured from the Web page. Also some settings such as the user authentication settings cannot be configured from the machine.

Restarting or Shutting Down the Machine from Its Web Page

You can restart or shut down the machine from its Web page. Therefore, you do not need to physically access the machine when the machine needs to be restarted to reflect changes to settings.

The page that is displayed before restarting the machine is restored after the machine is restarted.

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].**
4. **Click [Restart] or [Shutdown].**
5. **On the confirmation screen, click [Restart] or [Shutdown].**
    - When there is an applicable Windows update, [Restart by Applying Windows Update] or [Shutdown after Applying Windows Update] is also displayed. Click one of these if you want to install it. The machine restarts or shuts down.
    - When installing Windows updates, the machine repeats automatic restarts until all the updates are completed. Though it may take a long time for this operation, do not turn off the main power or disconnect the power cord. To interrupt the Windows Update, click [Stop]. It may take a while to interrupt the update.
6. **Click [Close].**

6. 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.

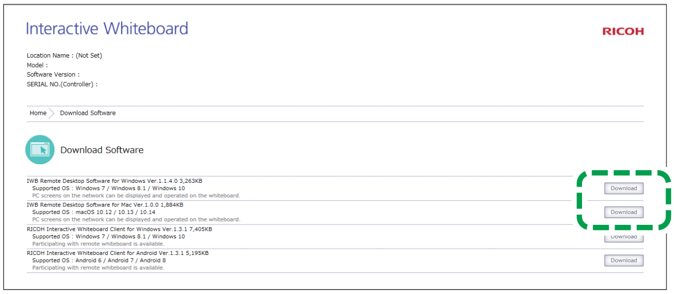
This section explains operations for Windows 7 and macOS 10.14.

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.**
2. **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] for the IWB Remote Desktop Software, and then save the file.**



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version :
SERIAL NO.(Controller) :

Home > Download Software

Download Software

IWB Remote Desktop Software for Windows Ver.1.1.4.0 3,263KB
Supported OS : Windows 7 / Windows 8.1 / Windows 10
PC screens on the network can be displayed and operated on the whiteboard.

IWB Remote Desktop Software for Mac Ver.1.0.0 1,884KB
Supported OS : macOS 10.12 / 10.13 / 10.14
PC screens on the network can be displayed and operated on the whiteboard.

RICOH Interactive Whiteboard Client for Windows Ver.1.3.1 7,405KB
Supported OS : Windows 7 / Windows 8.1 / Windows 10
Participating with remote whiteboard is available.

RICOH Interactive Whiteboard Client for Android Ver.1.3.1 5,195KB
Supported OS : Android 6 / Android 7 / Android 8
Participating with remote whiteboard is available.

Y420WA8004

The IWB Remote Desktop Software is downloaded.

Installing IWB Remote Desktop Software

Installing the Software to Windows Operating Systems

Important

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

Operating environment

Item	Specifications
Operating system	• Windows 7 Home Premium/Professional/Ultimate/Enterprise SP 1 or later (32 bit/64 bit) • Windows10 Home/Pro/Enterprise (32bit/64bit)
CPU	• Recommended: Intel® Core™ 2 Duo 2 GHz or more • Minimum: Intel Core Solo U1300
Memory	• Windows 7 (32 bit): 1 GB or more • Windows 7 (64 bit): 2 GB or more • Windows 10 (32 bit): 1 GB or more • Windows 10 (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/b/g/n

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 130 "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].**
5. **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 if you want to change the one that is displayed in the window, and then click [Next].**
7. **Click [Install].**
8. **Click [Finish].**

Installing the Software to Mac Operating Systems

Operating environment

Item	Specifications
Operating system	• macOS 10.12 • macOS 10.13 • macOS 10.14
CPU	• Recommended: Core i3 2.5GHz or more • Minimum: Core 2 Duo 2GHz or more
Memory	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/b/g/n

1. **Double-click the file downloaded from the machine's Web page to execute it.**

   For details about how to download IWB Remote Desktop Software, see page 130 "Downloading IWB Remote Desktop Software".
2. **Double-click the *.pkg file.**
3. **Read the displayed message, and then click [Continue].**
4. **Read the software license agreement, and then click [Continue].**

5. **Click [Agree].**

   If you click [Disagree], the installer will end.

6. **Specify the installation folder in [Change Install Location...] if you want to change the one that is displayed in the window.**
7. **Click [Install].**
8. **Enter the user name and the password of the administrator account if you are asked to do so, and then click [Install Software].**
9. **When the message stating that installation has been completed appears, click [Close].**

Using IWB Remote Desktop Software

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 IWB Remote Desktop Software starts.

Starting IWB Remote Desktop Software

Starting with Windows Operating System

1. **On the [Start] menu of the computer, select [All Programs].**
2. **Select [Ricoh], and then click [IWB Remote Desktop Software].**
3. **Click [IWB Remote Desktop Software].**

Starting with Mac Operating System

1. **Open the Finder.**
2. **Open the Applications folder.**
3. **Double-click [IWB Remote Desktop Software].**

Using the Machine to Perform Operations on a Computer Screen

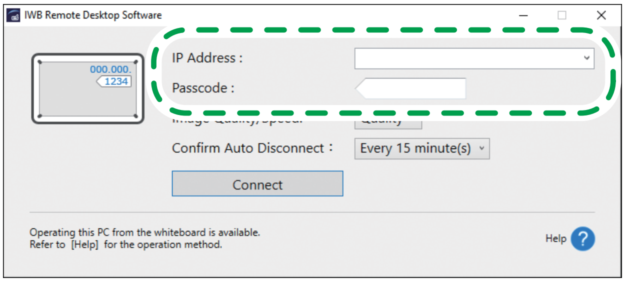
The screen varies depending on the operating system you are using.

1. **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.



Confirm Auto Disconnect : Every 15 minute(s)

Operating this PC from the whiteboard is available.
Refer to [Help] for the operation method.

DXZ015

2. **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.

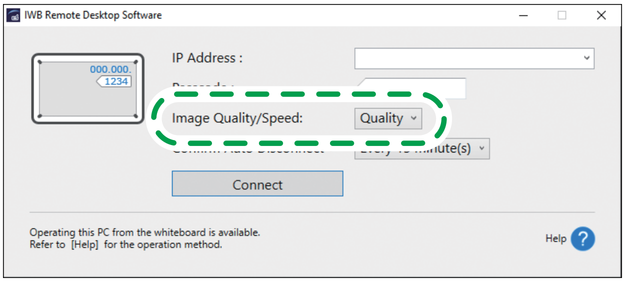


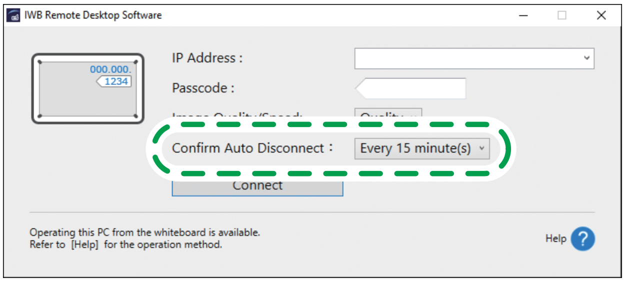
Image Quality/Speed: Quality

Operating this PC from the whiteboard is available.
Refer to [Help] for the operation method.

DXZ016

3. **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.



Confirm Auto Disconnect : Every 15 minute(s)

Operating this PC from the whiteboard is available.
Refer to [Help] for the operation method.

DXZ017

4. **Click [Connect].**

   The screen of the computer appears on the machine screen.

5. **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:

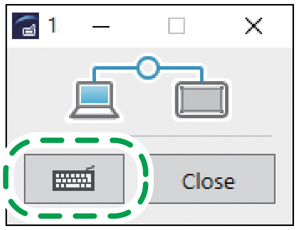
- Pen nib

  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.

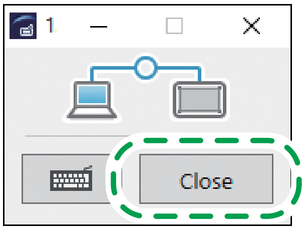


DXZ018

Note

- When touch pen is used, the operation by pen bottom cannot be performed.
- If you are using IWB Remote Desktop Software and you need to enter text on the computer, use the touch keyboard in IWB Remote Desktop Software. Do not use the touch keyboard that is displayed by touching the menu on the sub-panel of the application linking function.
- When IWB Remote Desktop Software is running on a Windows operating system, the [-] button (minimize button) and the [×] button (close button) are displayed in the upper right corner of the window.

6. **When you close IWB Remote Desktop Software, click [Close] in the "Connected" window.**



DXZ019

7. **Click [Close].**

   IWB Remote Desktop Software closes.

Note

- 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 157 "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].
        2. Select the [Run this program as an administrator] checkbox under [Privilege Level] on the [Compatibility] tab.

Uninstalling IWB Remote Desktop Software

Uninstalling the Software from Windows Operating Systems

Important

- 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].**
2. **When [View by:] is set to [Category], click [Uninstall a program]. When [View by:] is set to [Large icons] or [Small icons], click [Programs and Features].**
3. **Select "IWB Remote Desktop Software" and click [Uninstall].**
4. **Confirm the messages and click [OK].**

Uninstalling the Software from Mac Operating Systems

1. **Open the Finder.**
2. **Move the IWB Remote Desktop Software in the Applications folder to the Trash.**
3. **Enter the user name and the password of the administrator account if you are asked to do so.**

   The IWB Remote Desktop Software is uninstalled.

Note

- Delete the application completely by emptying the Trash.

7. Using a Remote Whiteboard to Share the Screen

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

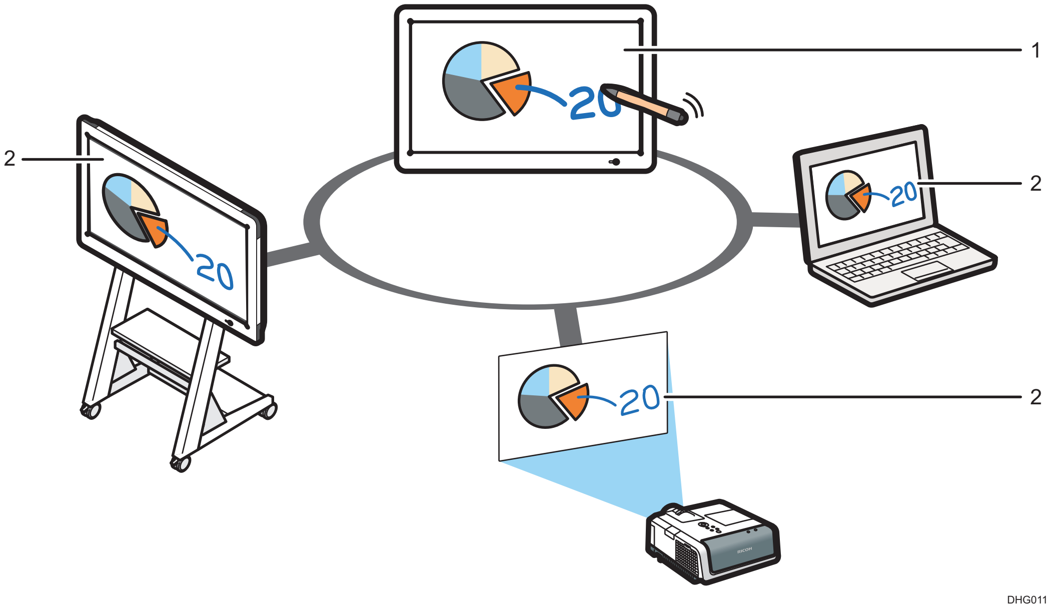
Overview of Remote Whiteboard

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

Important

- To 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 167 "Configuring Network Settings". For details about how to add your Remote License, see page 174 "Adding or Deleting Your Remote License".
- You cannot use this function when using RICOH Interactive Whiteboard D3210 while [Use Vertically] is selected for [Main Unit Setup Method] in System Settings.

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



1. **Hosting remote whiteboard**

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

2. **Participating remote whiteboards**

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

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

In addition, photos taken with a terminal (smart device only) on which RICOH Interactive Whiteboard Client is installed or image files and PDF files stored on such a terminal can be uploaded to the machine. For details, see "RICOH Interactive Whiteboard Client Start Guide".

Connection patterns for remote whiteboards are shown below:

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

- ○: Connection possible
- ×: Connection impossible

Note

- 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 167 "Configuring Network Settings".
- For details about how to open a remote whiteboard session, see page 142 "Opening a Remote Whiteboard Session".

- For details about how to participate in a remote whiteboard session, see page 147 "Participating in a Remote Whiteboard Session".
- For details about how to install Remote Viewer, see page 307 "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.
- Smart devices that can connect to a remote whiteboard using RICOH Interactive Whiteboard Client are as follows:
  - iPad (4th generation or later) (iOS11/12)
  - Android tablet (Android 6.0-8.0)
  - Windows devices (Windows 7/10)
- Up to 20 whiteboards including the host whiteboard can participate in a remote whiteboard session at the same time. Up to 50 devices in which RICOH Interactive Whiteboard Client is installed can participate in a remote whiteboard session at the same time.
- To use RICOH Interactive Whiteboard Client, a network speed of 200 kbps or faster is required.
- To install RICOH Interactive Whiteboard Client, OpenGL 2.0 or later must already be installed on the whiteboard.
- For details about RICOH Interactive Whiteboard Client, see "RICOH Interactive Whiteboard Client Start Guide".
- If the version of the participating whiteboard is earlier than 3.2.10005.0, the custom stamps used on the host whiteboard and the images captured by using ⬚, the Capture Part of the Screen icon on the host whiteboard, cannot be displayed on the participating whiteboard screen.

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 161 "Opening General Settings".

Participating remote whiteboards	Normal hosting (system running version 2.1.0.0 or later)	Compatible mode
System running version 1.6.0.0 or later	○	○[*1]
System running version 1.5.X.X or earlier	×	○
Projector with interactive functionality	×	○
Remote Viewer	×[*2]	○
Web browser	○	○
RICOH Interactive Whiteboard Client	○	×

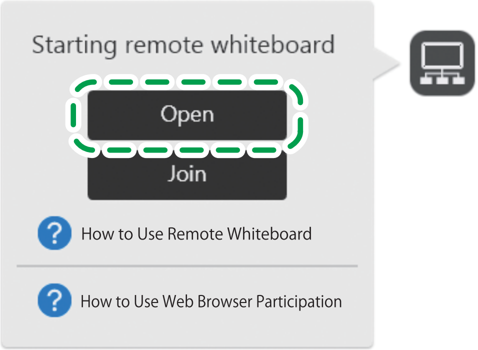
- ○: Can participate.
- ×: Cannot participate.

[*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.

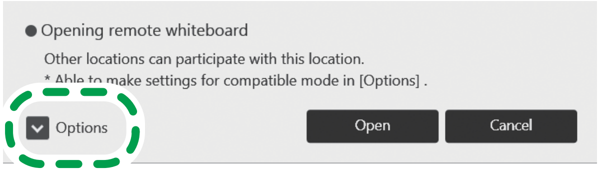
2. **Touch [Open].**


Starting remote whiteboard
Open
Join
How to Use Remote Whiteboard
How to Use Web Browser Participation

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 104 "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.**

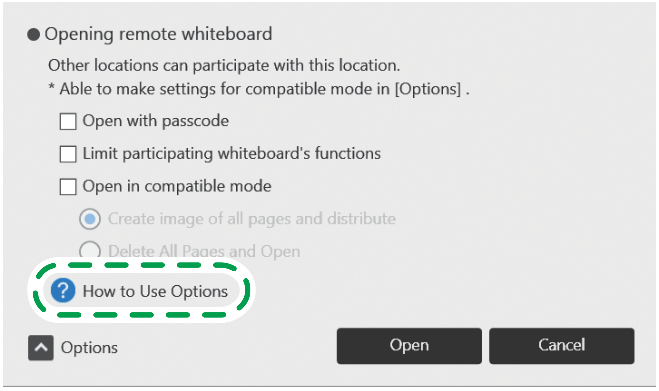

● Opening remote whiteboard

Other locations can participate with this location.

* Able to make settings for compatible mode in [Options] .

DTW479

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


● Opening remote whiteboard

Other locations can participate with this location.

* Able to make settings for compatible mode in [Options] .

☐ Open with passcode
☐ Limit participating whiteboard's functions
☐ Open in compatible mode
  ● Create image of all pages and distribute
  ○ Delete All Pages and Open

DTW480

- When the "Open with passcode" check box is selected, members assigned with the passcode can participate in the remote whiteboard session.

- When the "Limit participating whiteboard's functions" check box is selected, the participating whiteboards cannot save files, print pages, 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 144 "Opening a Remote Whiteboard Session in Compatible Mode".

4. **Touch [Open].**

   A remote whiteboard session is opened.

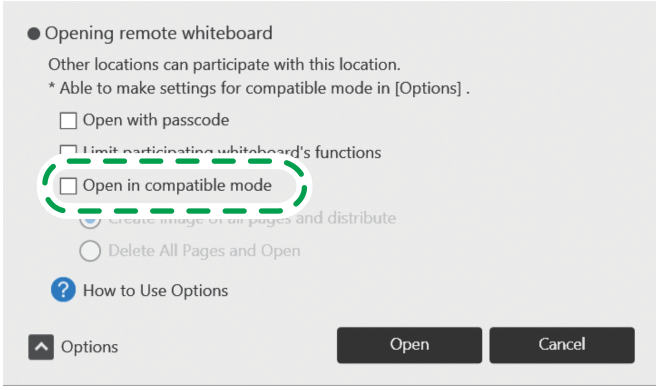
   When you select "Open with passcode", a message will appear. Confirm the details of the message, and then touch [Open].

Note

- 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 155 "Checking the Remote Whiteboard Information".
- 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 155 "Checking the Remote Whiteboard Information".

Opening a Remote Whiteboard Session in Compatible Mode

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



● Opening remote whiteboard

Other locations can participate with this location.
* Able to make settings for compatible mode in [Options] .

☐ Open with passcode
☐ Limit participating whiteboard's functions
☐ Open in compatible mode
● Create image of all pages and distribute
○ Delete All Pages and Open

DTW481

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.

Note

- 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 155 "Checking the Remote Whiteboard Information".
- 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 155 "Checking the Remote Whiteboard Information".

Closing a Remote Whiteboard Session

This section explains how to close a remote whiteboard session.

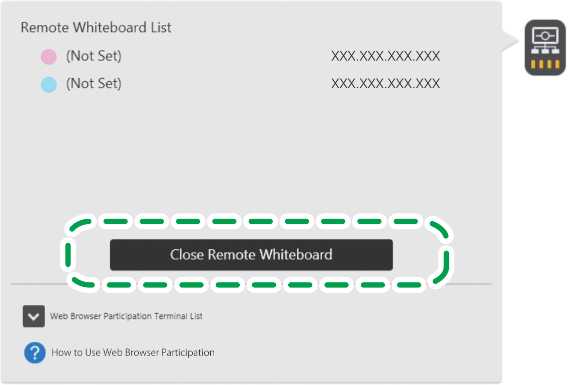
When the host whiteboard closes the remote whiteboard session, the session will be closed on the participating whiteboards as well.

Important

- When you finish using the machine, quit the remote whiteboard session, and then turn off the power.

1. Touch , the Share icon.

2. Touch [Close Remote Whiteboard].


Remote Whiteboard List
(Not Set) XXX.XXX.XXX.XXX
(Not Set) XXX.XXX.XXX.XXX
Close Remote Whiteboard
Web Browser Participation Terminal List
How to Use Web Browser Participation

DHG351

- When compatible mode is active, touch [Close].
- When a video conferencing device is connected to the machine via USB, touch , the sharing icon, and then touch [RICOH UCS screen sharing will be stopped] to stop sharing the machine's screen. When compatible mode is active, the machine's screen cannot be shared. For details, see page 104 "Sharing the Whiteboard Screen in a Video Conference".

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.**

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

Hosting remote whiteboards	Normal participating (system running version 2.1.0.0 or later)
System running version 1.8.0.0 or later	○
System running version between 1.6.0.0 and 1.7.X.X	○*1
System running version 1.5.X.X or earlier	×
Compatible mode	○*2

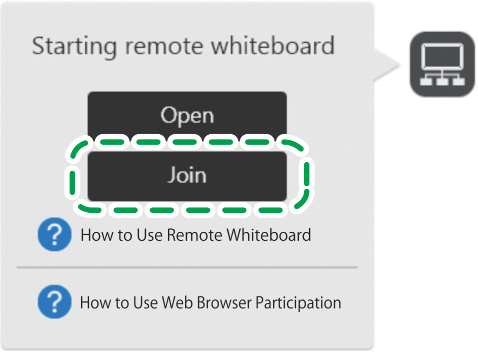
- ○: Can participate.
- ×: Cannot participate.

*1 If the version of your whiteboard differs from that of the host whiteboard, a message appears to participate in a remote whiteboard session. Check the message, and then update the system to run the version, if necessary. For details about how to update the system, see page 204 "Updating Your System".

*2 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.

Participating from the Interactive Whiteboard

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


Starting remote whiteboard
Open
Join
How to Use Remote Whiteboard
How to Use Web Browser Participation

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 149 "Specifying the remote whiteboard session to join".

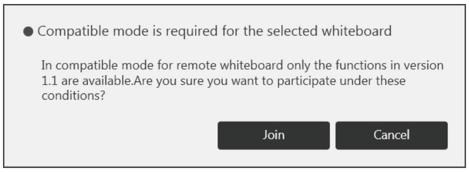
4. **Touch [Join].**

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

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

Note

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



● Compatible mode is required for the selected whiteboard

In compatible mode for remote whiteboard only the functions in version 1.1 are available.Are you sure you want to participate under these conditions?

- During a remote whiteboard session, the screen sharing status is displayed in the submenu of , the Share icon. For details about how to view the submenu, see page 155 "Checking the Remote Whiteboard Information".

- If the page size of a file imported to the host whiteboard is larger than the maximum file size that can be imported by a participating whiteboard, the imported file may not be displayed.

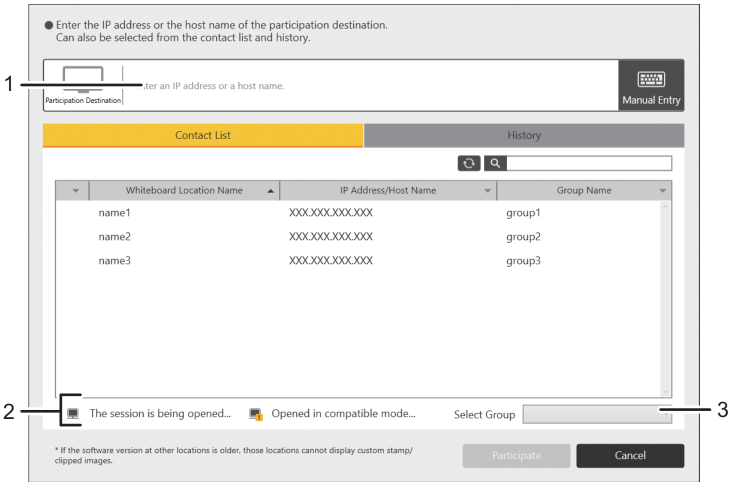
Specifying the remote whiteboard session to join

The host whiteboard can be specified as follows:

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

Selecting from the contact list

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



● Enter the IP address or the host name of the participation destination.
Can also be selected from the contact list and history.

	Whiteboard Location Name	IP Address/Host Name	Group Name
	name1	XXX.XXX.XXX.XXX	group1
	name2	XXX.XXX.XXX.XXX	group2
	name3	XXX.XXX.XXX.XXX	group3

* If the software version at other locations is older, those locations cannot display custom stamp/clipped images.

1
Participation Destination
..ter an IP address or a host name.
Manual Entry
Contact List
History
2
The session is being opened...
Opened in compatible mode...
Select Group
3
Participate
Cancel
ECR018

1. **IP address display field**

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

2. **Status of the host whiteboard**

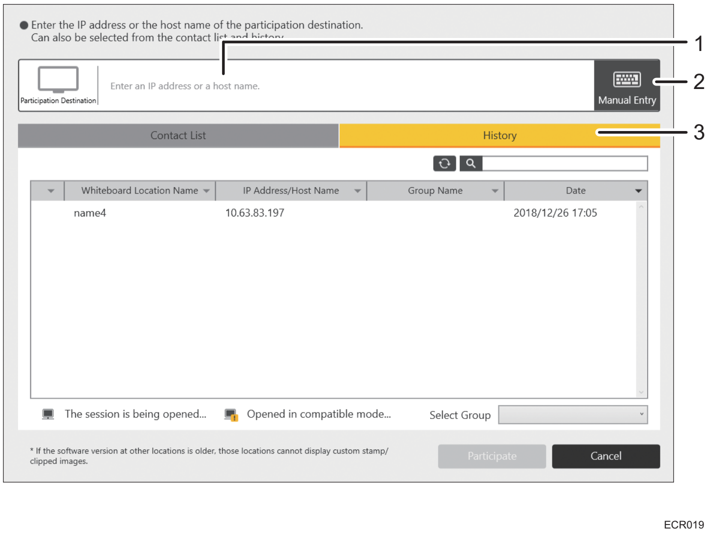
   Displays an icon which indicates the session status of the host whiteboard.

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.



● Enter the IP address or the host name of the participation destination.
Can also be selected from the contact list and history.

	Whiteboard Location Name	IP Address/Host Name	Group Name	Date
	name4	10.63.83.197		2018/12/26 17:05

* If the software version at other locations is older, those locations cannot display custom stamp/clipped images.

1
2
3
Participation Destination
Enter an IP address or a host name.
Manual Entry
Contact List
History
The session is being opened...
Opened in compatible mode...
Select Group
Participate
Cancel
ECR019

1. **IP address display field**

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

2. **[Manual Entry]**

   Touch this icon to display the area where you type in the IP address. Touch this area to type in the IP address.

   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.

3. **History tab**

   Displays a list of host whiteboards that have joined in the past. 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.

Note

- It may take approximately two seconds until the touch keyboard is displayed.
- For details about how to add a contact list, see page 178 "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 167

"Configuring Network Settings". For details about how to add your Remote License, see page 174 "Adding or Deleting Your Remote License".

- A remote whiteboard session cannot be viewed from a web browser in the following situations:
  - While a remote whiteboard session is opened by a machine running system version 1.3.140.0 or earlier
  - When a remote whiteboard session is opened by a projector that has interactive functionality
  - When [Use Vertically] is selected for [Main Unit Setup Method] on a remote whiteboard

1. **Access the Web page for the machine.**

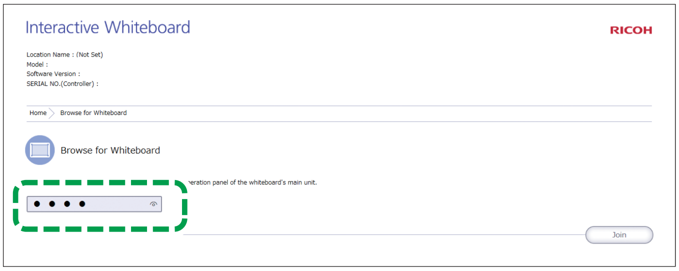
   For details about how to access the Web page, see page 122 "Displaying the Top Page".

2. **Click [Browse for Whiteboard] on the Web page.**

3. **Enter the passcode in the passcode box.**

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

   You may not need to input a passcode, depending on the whiteboard's settings.



Interactive Whiteboard

Location Name : (Not Set)
Model :
Software Version :
SERIAL NO.(Controller) :

eration panel of the whiteboard's main unit.

Y420WA8005

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 306 "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 150 "Participating from the Web Browser".

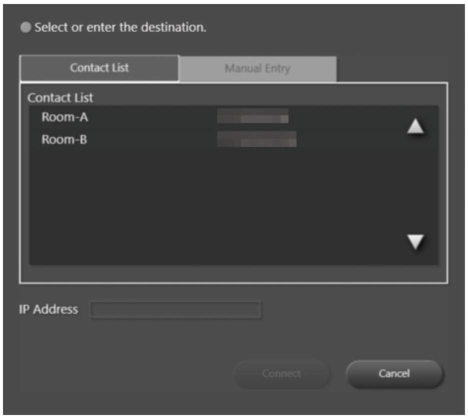
1. **Click the [Start] menu on the computer.**
2. **From [All Programs], select [Ricoh], [Interactive Whiteboard Remote Viewer].**
3. **Click [Interactive Whiteboard Remote Viewer].**

   The Remote Viewer screen appears.
4. **Click [Join] from , 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.

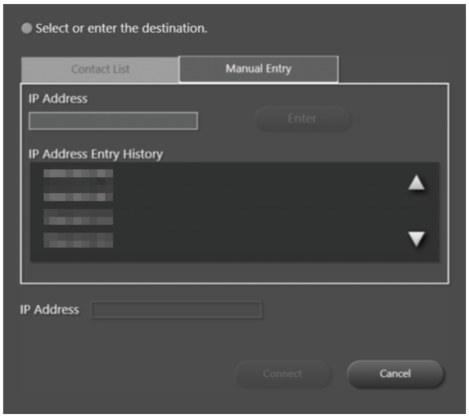
[Contact List] tab



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 309 "Creating a Remote Contact List".

[Manual Entry] tab


Select or enter the destination.

- 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".

Note

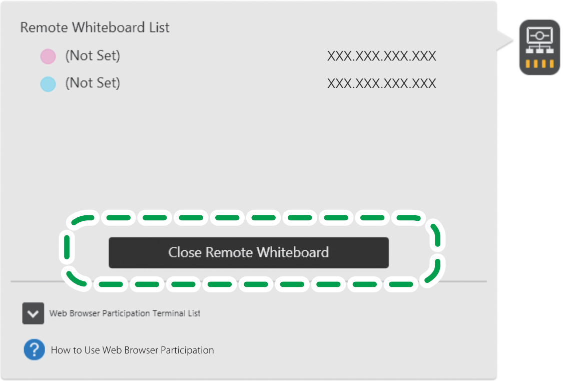
- "IP Address Entry History" can hold up to 100 entries. If there are already 100 entries, the oldest entry is deleted from the history.
- The indicated shared page import time may differ depending on the actual environment.
- You can use , the Share icon, to check the communication status while participating in a remote whiteboard session. For details about the communication status, see page 155 "Checking the Remote Whiteboard Information".

Leaving a Remote Whiteboard Session

Important

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

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



Remote Whiteboard List
(Not Set) XXX.XXX.XXX.XXX
(Not Set) XXX.XXX.XXX.XXX
Close Remote Whiteboard
Web Browser Participation Terminal List
How to Use Web Browser Participation

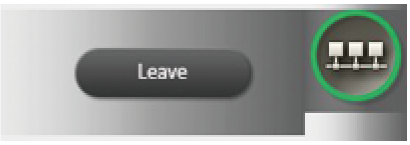
DHG355

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

3. **Touch [Leave].**

Note

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

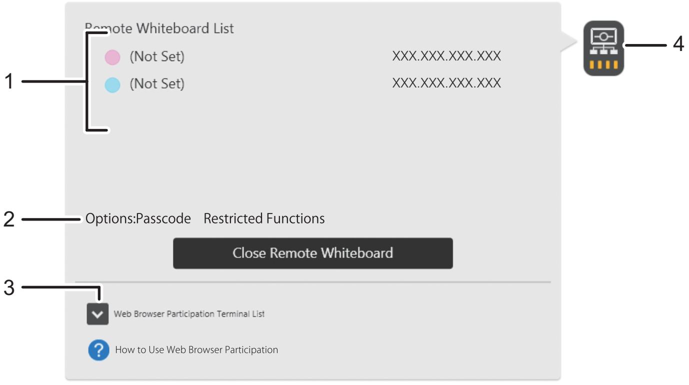


- When you have participated in a remote whiteboard session from the web browser, quit viewing by closing the browser window.
- If the host whiteboard side closes the remote whiteboard session, viewing automatically ends.
- When you exit compatible mode, the page displayed immediately before joining the remote whiteboard session is loaded as an image.

Checking the Remote Whiteboard Information

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

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



DHG356

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

Normal mode icon/Compatible mode icon	Communication status	Communication speed
Antenna 3/	Good	512 kbps–1.5 Mbps
Antenna 2/	Low	200 kbps–512 kbps
Antenna 1/	Very Low	200 kbps or less

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.

8. Changing the Interactive Whiteboard 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 ⚙ (Whiteboard Detailed Settings) on the main operation panel with the pen nib.**

   The whiteboard detailed settings screen is displayed.

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

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

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

   - [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.

     You cannot use this function when mouse operations are linked with another application and [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] is enabled.

   - [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.

   - [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)]

     You can draw up to 4 strokes at a time when using handwritten entry mode. This setting is available only when [Handwritten Entry with Touch Pen] is enabled For details, see page 206 "Changing the System Settings".

   - [Use External Input/Page Switch/Add Page/Image Upload]

     Specifies whether or not to use RICOH Interactive Whiteboard Client to switch to an external input, switch pages, add a page, or upload an image.

- [Handwritten Entry/Deletion/Marker]

  Specifies whether or not to use the handwritten entry/deletion/marker functions in RICOH Interactive Whiteboard Client.

3. **Touch [Close].**

Note

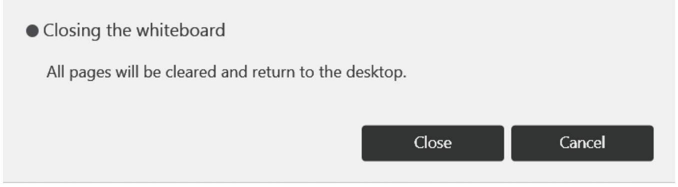
- When any of the (Stamp Entry mode) icons other than (Select and Delete) or (Operate Computer) is selected, clicks cannot be automatically recognized while making a handwritten entry on a remote computer screen.
- To save the changes made to the settings after the machine is turned off, specify [Default Whiteboard Detailed Settings] in System Settings. For details, see page 206 "Changing the System Settings".
- In the [Whiteboard Detailed Settings] screen, you can also view the Basic Guide by touching [Import] for "Basic Guide".

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 , the close icon, with the pen nib until a message appears.**



● Closing the whiteboard

All pages will be cleared and return to the desktop.

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:

Icon	Behavior	Reference
AdminSettings	Opens Administrator Settings.	See page 162 "Opening Administrator Settings".
Interactive Whiteboard	Displays the main screen of the machine.	See page 19 "Screen Configuration".
PowerOFF	Turns the power off.	-
Settings	Opens General Settings.	See page 161 "Opening General Settings".

Icon	Behavior	Reference
⌨ Software Keyboard	Displays the touch keyboard. It may take approximately two seconds until the touch keyboard is displayed.	-

Opening General Settings

To perform operations such as checking the system information, 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:

Icon	Behavior
ℹ Version Information	Displays the version information, serial number, and Windows license agreement.
ℹ Copyright Information	Displays the copyright information.

Opening Administrator Settings

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

Important

- If the administrator password is not set, you cannot use the whiteboard function. If a machine system that is using version 3.5.X.X or earlier is updated to version 3.6.0.0 while its administrator password is still "admin", you cannot change any settings in [Administrator Settings] unless you first change the administrator password. Set or change the administrator password.

1. **Display the desktop.**
2. **Touch [AdminSettings] two times in quick succession.**
3. **Touch the [Software Keyboard] icon on the desktop two times in quick succession to display the touch keyboard, and then enter the administrator password.**

   It may take approximately 2 seconds until the touch keyboard is displayed.

   Enter the administrator password you set when the machine's power was turned on for the first time or the machine settings were restored to the factory defaults. 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.

Note

- 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 127 "Opening Administrator Settings".
  - For settings that can be configured on the Web page, see page 162 "Administrator Settings".
- The administrator settings screen cannot be opened on 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.

Important

- Certain settings for using a network, settings for authentication cannot be configured from Administrator Settings on the machine. To configure such settings, use the Administrator Settings Web page. For details about how to access the Administrator Settings Web page, see page 127 "Opening 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 206 "Changing the System Settings".
Security Settings	Security Settings	Configures the security settings. For details about configuring the settings, see page 214 "Changing the Security Settings".
Network Settings	Network Settings	Displays the MAC addresses for wired LAN and wireless LAN and configures the IP Address and Default Gateway settings. These settings are necessary to use the functions that require a network connection, such as the remote whiteboard or sending by e-mail functions. For details about how to configure the settings, see page 167 "Configuring Network Settings".
Print Settings	Print Settings	Configures the Printer Address and Print Authentication settings. These settings are necessary to print pages. For details about how to configure the settings, see page 230 "Changing the Print Settings".
Email Settings	Email Settings	Configures the SMTP Server Settings. These settings are necessary to send saved pages or logs by e-mail. For details about how to configure the settings, see page 176 "Configuring SMTP Server Settings".
-	Video Conference Settings	For details about how to configure the settings, see page 232 "Changing the Video Conference Settings".
-	User Authentication Settings	Configures the user authentication settings. For details about how to configure the settings, see page 218 "Changing User Authentication Settings".

Icons displayed on this machine	Items on the Web page	Behavior
Set Date/Time	Set Date/Time	Sets the date and time displayed at the top of the main operation panel. For details about how to configure the settings, see page 172 "Setting the Date and Time".
Region and Language	Region and Language Settings	Specifies the display language and the region where the machine is used. For details about how to configure the settings, see page 173 "Configuring Region and Language Settings".
Register/Delete License	Register/Delete License	Adds or deletes a remote license. This setting is necessary to use the remote whiteboard. For details about how to add or delete a remote license, see page 174 "Adding or Deleting Your Remote License".
System Update	Upload	Updates the system to the latest version. Alternatively it is used to update or install the driver. For details about how to update the system, see page 204 "Updating Your System".
Added Data Management	Added Data Management[*1]	Imports or exports the Email Address Book, Contact List, Shared Folder List, Template, or Custom Stamp. • For details about how to add or export the Email Address Book, see page 182 "Managing an Email Address Book". • For details about how to add or export the Contact List, see page 178 "Managing a Remote Contact List". • For details about how to add or export the Shared Folder List, see page 186 "Managing a Shared Folder List". • For details about how to import or export the Template, see page 192 "Managing a Template". • For details about how to manage the Custom Stamp, see page 197 "Managing a Custom Stamp".

Icons displayed on this machine	Items on the Web page	Behavior
Export Device Settings	Device Settings Management	Exports and then backs up the information set in Administrator Settings to a USB flash memory device. For details about how to back up the machine configuration, see page 237 "Restoring Configuration Settings".
Import Device Settings		Imports and then restores the exported Administrator Settings information from a USB flash memory device. For details about how to restore the machine configuration, see page 236 "Performing a Configuration Settings Backup".
Collect Debug Logs	Log Download	Records the start times and errors in a file. The log file can be saved as follows: • 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 201 "Collecting Logs".
Initialize to Factory Defaults	- *2	Resets the information configured in Administrator Settings to the factory default values. For details about how to reset the information, see page 243 "Restoring the Factory Default Settings".
Change Administrator Password	Change Administrator Password *3	You can change the administrator password. Enter the current password together with the new password to change the password.
Display Touch Keyboard	- *2	Displays the touch keyboard. This keyboard is used to enter text, such as an e-mail address or password.

Icons displayed on this machine	Items on the Web page	Behavior
Device Management	-*2	Adds or deletes a device connected via Bluetooth or optimizes the driver for the IC card reader. This icon is displayed only when [Enable Bluetooth Device Connection] on the System Settings screen is selected or the user authentication function is enabled. For details about how to add a device, see page 233 "Managing Devices Connected via Bluetooth". For details about how to optimize the driver for the IC card reader, see page 234 "Optimizing the Driver for the IC Card Reader".
Advanced Settings*4	Advanced Settings	The following three types of certificates can be uploaded to and downloaded from the machine: • Root certificate • Client certificate • Server certificate For details, see page 226 "Managing Certificates". Also, you can specify whether to cooperate with RICOH Smart Integration.

*1 You can manage the custom stamp from the machine's Web page only.

*2 This item cannot be displayed from the machine's Web page.

*3 The password (“admin”) cannot be specified. The new password becomes valid after the machine is restarted.

*4 Though [Card Authentication Package/Enhanced Locked Print NX] is displayed in this item, you cannot add a remote license. [Card Authentication Package/Enhanced Locked Print NX] is available only for Japan.

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.

Item	Description	Initial value
Wired Network Settings	Opens Wired Network Settings	-
Wireless Network Settings	Opens Wireless Network Settings.	-
Automatic Configuration/ Proxy Server	Select from [Use the proxy server], [Use Automatic Configuration Script] and [Do not Use]. Enter the following: • Address (IP address or host name in the case of a proxy server and URL in the case of Automatic Configuration Script) • Port Number • User Name • Password Do not enter any user name or password if you are not using proxy user authentication.	**Do not Use**

Item	Description	Initial value
Use Public Address Book Function	Specifies whether or not to use a public address book (Active Directory / LDAP server address). When this check box is selected, enter the following items to access a public address book: • Active Directory/LDAP Server • User Name • Password • Base DN Also enter associated attribute names as follows: • User Name • Email Address • Department Name • Phonetic Names **Note** • 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.	Not selected
Download Public Address Book and Search	Specifies whether or not to download a public address book when the whiteboard starts. When this check box is selected, items in the public address book will be updated every time the whiteboard starts. When this check box is cleared, the whiteboard accesses the public address book on the server and perform a search.	Selected

Wired Network Settings

Item	Description	Initial value
Network Auto Settings	Specify whether or not to configure the Network Settings automatically. If you clear this check box, specify the following settings: • IP Address • Subnet Mask • Default Gateway **Note** • Dynamic DNS is not supported. If "Network Auto Settings" is selected, the IP address is obtained automatically, but the host name is not set.	Selected
DNS Auto Settings	Specify whether or not to configure the DNS server settings automatically. If you clear this check box, specify the following settings: • Preferred DNS Server • Alternate DNS Server	Selected
Ethernet Rate	Selects an Ethernet speed.	**Auto Settings**
802.1X Authentication Settings [*1]	Configure the settings to use the 802.1X authentication function in a wired LAN.	-
MAC Address	Indicates the MAC address of the wired LAN adapter.	-

[*1] This item cannot be displayed from the machine's Web page.

Wireless Network Settings

Item	Description	Initial value
Connect to Access Point etc. [*1]	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.	-
Manually Connect Wireless Network [*1]	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] • [Connect even if the network is not broadcasting]	-
Delete Settings [*1]	Delete all the information about access points that is registered to the machine.	-

Item	Description	Initial value
Network Auto Settings	Specify whether or not to configure the Network Settings automatically. If you clear this check box, specify the following settings: • IP Address • Subnet Mask • Default Gateway **Note** • Dynamic DNS is not supported. If "Network Auto Settings" is selected, the IP address is obtained automatically, but the host name is not set.	Selected
DNS Auto Settings	Specify whether or not to configure the DNS server settings automatically. If you clear this check box, specify the following settings: • Preferred DNS Server • Alternate DNS Server	Selected
MAC Address	Indicates the MAC address of the wireless LAN adapter.	-

*1 This item cannot be displayed from the machine's Web page.

Note

- For details about how to configure a wireless network, see Help on your computer and the manual of the device to be connected.
- When [Power Save] is set to [High] on the settings screen displayed by pressing the [Menu] button on the side or front of the display, and the display is in the power saving mode or in the DC off mode, the LAN function cannot be used.

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.

Configuring Region and Language Settings

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

Touch [Region] or [Language] in the [Region and Language] dialog box to display the following tab or screen.

[Formats] tab

Specify the language you want to use to display the information such as date or time.

[Location] tab

Specify the current region.

[Change your language preference] configuration screen

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

Use the following procedure to select the language to use:

1. From the list, select the language you want to use.
2. Touch [Move up] to move the language you want to use to the top of the list.
3. Close the window.

[Administrative] tab

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

Note

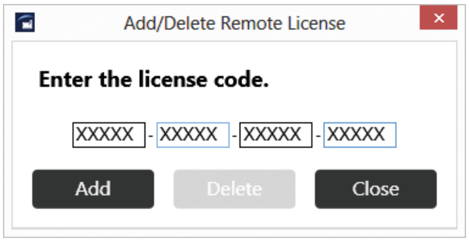
- After you finish changing the settings, the login screen may appear. In such case, quickly press and release the power button of the display. When the machine shuts down, press the power button again to restart the machine.
- If you use [Change system locale] in the [Administrative] tab to change the 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 remote whiteboard session by adding a license code of Remote License, which is an external option.

Adding Your Remote License

1. **Touch , the Register/Delete License icon, in Administrator Settings.**
2. **Touch [Change] of "Remote Whiteboard"**
3. **Touch the [Software Keyboard] icon on the desktop two times in quick succession to display the touch keyboard, and then enter your license code.**

   It may take approximately 2 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.

4. **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.

5. **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 Register/Delete License icon, in Administrator Settings.**
2. **Touch [Change] of "Remote Whiteboard"**
3. **Touch [Delete].**

4. **Touch [OK] in the message that appears.**

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

5. **Touch [OK].**

Note

- To register or delete a remote license from the Web page of the whiteboard, click [Register/Delete License] in Administrator Settings. For details about how to access the Administrator Settings Web page, see page 127 "Opening Administrator Settings".

Configuring SMTP Server Settings

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

Item	Description	Initial value
Address[*1]	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[*2]	Enter the port number for SMTP.	25
Sender Email Address	Specify the e-mail address of the sender. If you are using the user authentication function and [Use the authentication information] is selected for [Sender Email Address when Email Sending Function] in the [User Authentication Settings], the e-mail address of the logged-in user is used as the sender e-mail address.	-
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)

[*1] When the machine settings are being configured from the Web page of the machine, this item is displayed as [SMTP Server Address].

[*2] When the machine settings are being configured from the Web page of the machine, this item is displayed as [SMTP Server Port Number].

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 or larger.

Note

- For details about Mail to Print, see page 77 "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.

⚠CAUTION

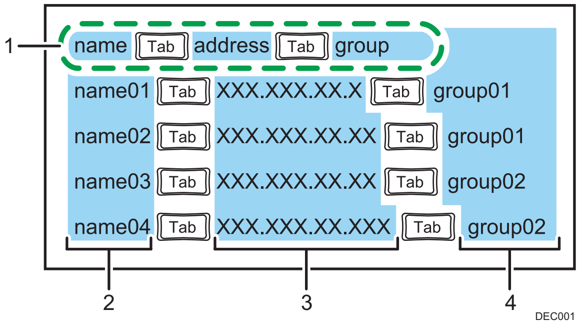
- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

Creating a Remote Contact List

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

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

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


1
name Tab address Tab group
name01 Tab XXX.XXX.XX.X Tab group01
name02 Tab XXX.XXX.XX.XX Tab group01
name03 Tab XXX.XXX.XX.XX Tab group02
name04 Tab XXX.XXX.XX.XXX Tab group02
2
3
4
DEC001

1. **Label row**

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

2. **Name column**

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

3. **Address column**

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

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

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

4. **Group column**

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

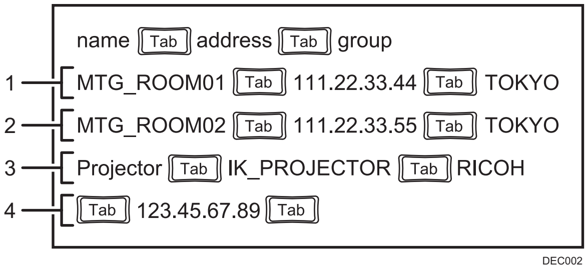
2. **Save the file.**

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

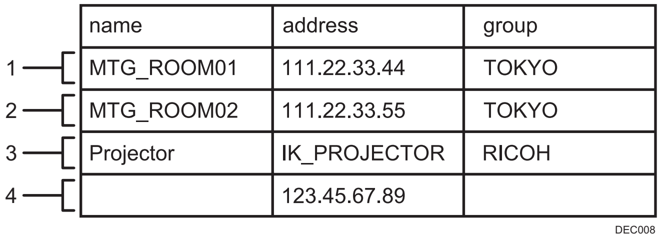
Display examples for Unicode little endian format	Display examples for unavailable format
• Unicode • Unicode text • Unicode little endian • UTF-16LE	• Unicode big endian • UTF-16BE • UTF-8

Sample contact list

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


name Tab address Tab group
1 MTG_ROOM01 Tab 111.22.33.44 Tab TOKYO
2 MTG_ROOM02 Tab 111.22.33.55 Tab TOKYO
3 Projector Tab IK_PROJECTOR Tab RICOH
4 Tab 123.45.67.89 Tab
DEC002

Using spreadsheet software such as Excel to create a contact list



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

1
2
3
4
DEC008

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

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

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

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

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

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

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

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

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

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

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

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

Adding a Remote Contact List

Important

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

1. **Create a contact list in the root directory (the topmost directory) of a USB flash memory.**
2. **Insert the USB flash memory device containing the contact list into a USB port.**

   Insert only one USB flash memory device.

For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

3. **Touch , the Added Data Management icon, in Administrator Settings.**

   When adding the contact list from the Web page of the machine, click [Added Data Management] 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.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

2. **Touch , the Added Data Management icon, in Administrator Settings.**

   When exporting the contact list from the Web page of the machine, click [Added Data Management] 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.

⚠CAUTION

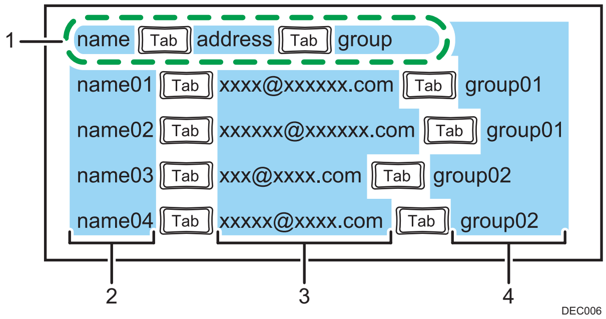
- Keep USB flash memory devices out of reach of children. If a child accidentally swallows a USB flash memory device, consult a doctor immediately.

Creating an Email Address Book

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

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



name Tab address Tab group
name01 Tab xxxx@xxxxxx.com Tab group01
name02 Tab xxxxxx@xxxxxx.com Tab group01
name03 Tab xxx@xxxx.com Tab group02
name04 Tab xxxxx@xxxx.com Tab group02

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.

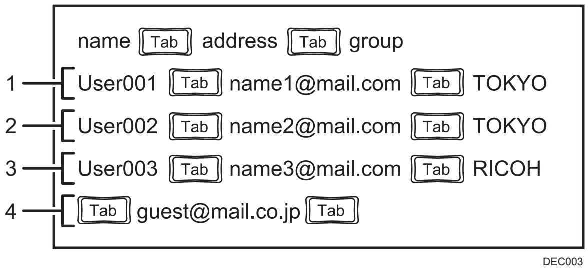
2. **Save the file.**

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

Display examples for Unicode little endian format	Display examples for unavailable format
• Unicode • Unicode text • Unicode little endian • UTF-16LE	• Unicode big endian • UTF-16BE • UTF-8

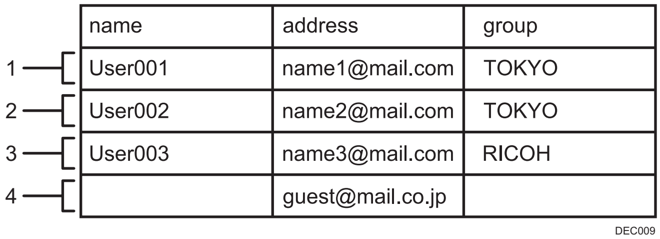
Sample email address book

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



name Tab address Tab group
User001 Tab name1@mail.com Tab TOKYO
User002 Tab name2@mail.com Tab TOKYO
User003 Tab name3@mail.com Tab RICOH
Tab guest@mail.co.jp Tab

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



name	address	group
User001	name1@mail.com	TOKYO
User002	name2@mail.com	TOKYO
User003	name3@mail.com	RICOH
	guest@mail.co.jp	

1
2
3
4
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

1. **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.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "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].**

Exporting an Email Address Book

1. **Insert a USB flash memory device into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "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.

⚠CAUTION

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

Important

- **Shared folders support CIFS, SMBv1, SMBv2, and SMBv3, but do not support the NFS protocol.**

Note

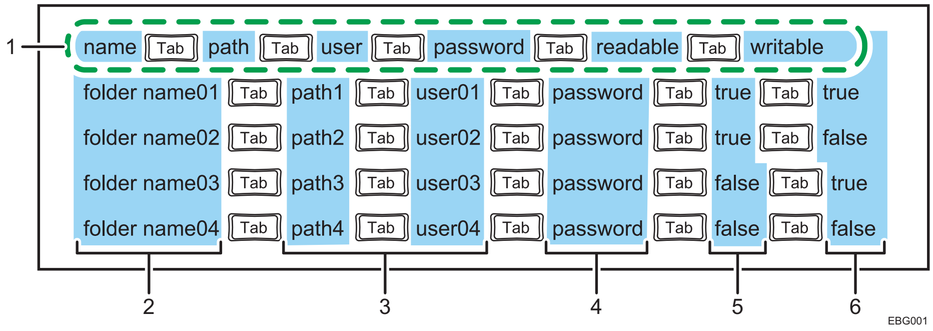
- Windows CAL might be required to use the Windows server functionality on the shared folder. For details about the Windows CAL license, see the Microsoft home page.
- The machine cannot join a domain. To access a folder that is under control of a domain, specify a user name that is allowed to participate 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.

1. **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.**

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



```
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
```

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 name of the shared folder that you enter here is displayed in the folder list. To save pages or import files, specify the name of the shared folder you want to use from the folder list. The number of characters must be 255 or less. If you omit the name, a blank entry is added.

3. **Path column, user column**

    - Path column

        The path of the shared folder must contain 1 to 1024 characters. If you omit even one of the paths of the shared folder, the shared folder list is not added.

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

    Enter the path and user name as follows:

When specifying a shared folder under domain management

How to access the shared folder	How to enter the path	How to enter the user name
Specify an IP address	\\computer's IP address\shared folder name	full domain name\user name
	\\computer's IP address\shared folder name	user name@full domain name (UPN format)
Specify a host name	\\computer's FQDN\shared folder name	full domain name\user name
	\\computer's FQDN\shared folder name	user name@full domain name (UPN format)

When specifying a shared folder not under domain management

How to access the shared folder	How to enter the path	How to enter the user name
Specify an IP address	\\computer's IP address\shared folder name	user name
Specify a host name	\\computer's FQDN\shared folder name	user name

Depending on the settings of the file server, only an IP address or host name can be used for access. Specify the appropriate method according to the settings of the file server.

FQDN is a formula that is expressed in the "host name.domain name" format. For example, if the host name is "aaa" and the domain name is "ricoh.co.jp", the FQDN is expressed as "aaa.ricoh.co.jp". To enable access using FQDN, the DNS server must be configured.

When specifying the shared folder name, enter the shared name of the directory shared on the file server, and the path of the directory under that, in the following format:

shared name\path of the directory

For example, in the following case, enter "FFF\CCC\DDD" as the shared folder name.

- Directory structure on the server: AAA\BBB\CCC\DDD\EEE
- Shared directory: BBB
- Shared name of directory BBB: FFF
- Directory you want to access: DDD

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

5. **Readable column**

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

6. **Writable column**

   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".

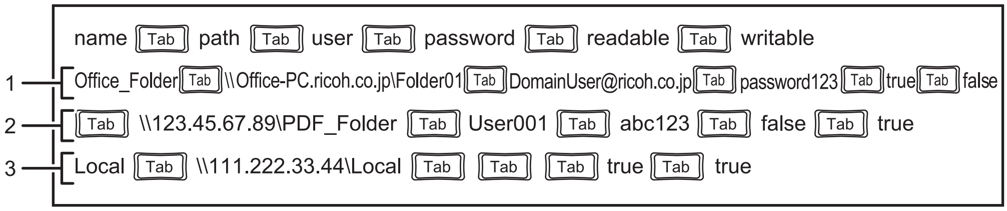
2. **Save the file.**

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

Display examples for Unicode little endian format	Display examples for unavailable format
• Unicode • Unicode text • Unicode little endian • UTF-16LE	• Unicode big endian • UTF-16BE • UTF-8

Sample shared folder list

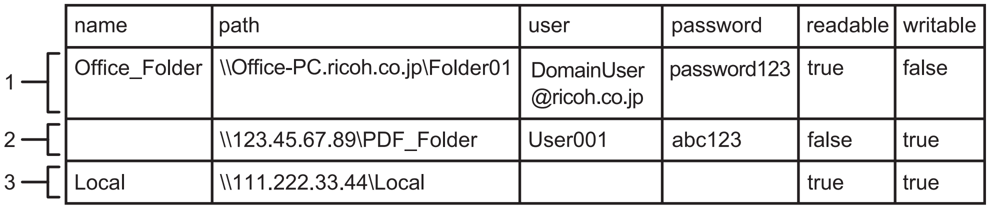
Using a text editor such as Notepad to create a shared folder list



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

DMT111

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
3	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.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".
3. **Touch , the Added Data Management icon, in Administrator Settings.**
4. **Touch [Import] in "Shared Folder".**

   When registering the contact list from the Web page of the machine, click [Upload] in "Shared Folder List".
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.

   If an error occurs while the shared folder list is imported, a report will be sent to the USB flash memory device when you touch [Output Report] on the error message window.
7. **Touch [OK].**

Performing a Connection Test on a Shared Folder

After importing the shared folder list, you can perform a connection test on the shared folder.

1. **Touch , the Added Data Management icon, in Administrator Settings.**
2. **Touch [Connection Test] in "Shared Folder".**

   The connection test begins. If an error occurs during the connection test, a report will be sent to the USB flash memory device when you touch [Output Report].
3. **Touch [OK].**

Note

- You can stop a connection test while it is performed.

Exporting a Shared Folder List

1. **Insert a USB flash memory device into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".
2. **Touch , the Added Data Management icon, in Administrator Settings.**
3. **Touch [Export] in "Shared Folder".**

   When registering the contact list from the Web page of the machine, click [Download] in "Shared Folder List".

   Export of the shared folder list begins. When the export is complete, a message is displayed.
4. **Touch [OK].**

Managing a Template

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

When using RICOH Interactive Whiteboard D3210 and [Use Vertically] is selected for [Main Unit Setup Method] in System Settings of the whiteboard, you can only import and export templates for vertical display.

⚠CAUTION

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

Creating a Template File

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

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

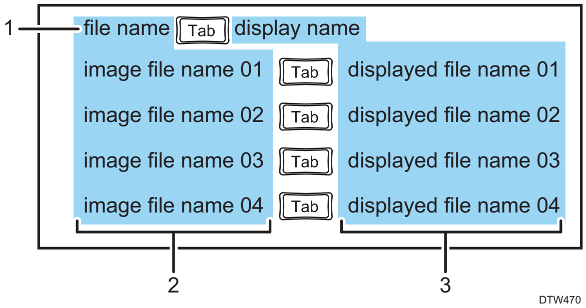
   You can add up to 20 image files can be added to the machine as templates.

   Save the image file with the following settings:

   - File name: any name
   - File extension: JPG or PNG
   - Recommended resolution: 1920 × 1080 px (FHD)
   - Recommended resolution for vertical: 1080 × 1920 px (FHD) (For RICOH Interactive Whiteboard D3210 only)

   JPG files that are registered as templates do not support rotation correction.

2. **Open a text editor, spreadsheet software or other similar application.**
3. **Enter the corresponding information for each template file in the following format:**


1
file name Tab display name
image file name 01 Tab displayed file name 01
image file name 02 Tab displayed file name 02
image file name 03 Tab displayed file name 03
image file name 04 Tab displayed file name 04
2
3
DTW470

   1. **Label row**

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

2. **Image file name column**

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

3. **Displayed file name column**

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

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

Display examples for Unicode little endian format	Display examples for unavailable format
• Unicode • Unicode text • Unicode little endian • UTF-16LE	• Unicode big endian • UTF-16BE • UTF-8

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

   You can specify any name for a folder.

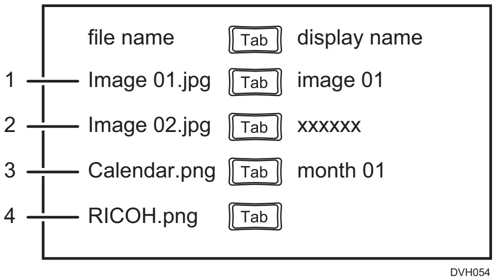
6. **Zip the folder.**

   Do not set a password when you zip the folder.

   The maximum size of zip folders is 40 MB.

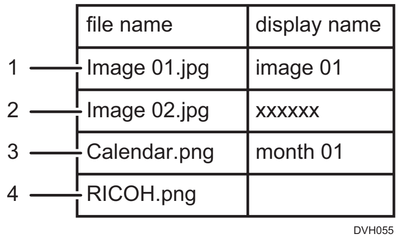
Sample template file list

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



file name Tab display name
Image 01.jpg Tab image 01
Image 02.jpg Tab xxxxxx
Calendar.png Tab month 01
RICOH.png Tab

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



file name	display name
Image 01.jpg	image 01
Image 02.jpg	xxxxxx
Calendar.png	month 01
RICOH.png	

DVH055

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

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

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

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

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

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

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

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

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

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

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

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

Importing a Template

Important

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

1. **Save a template file in the root directory (the topmost directory) of a USB flash memory device.**
2. **Insert the USB flash memory device containing the template file into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

3. **Touch , the Added Data Management icon, in Administrator Settings.**

4. **Touch [Import] in " Template".**

   Click [Upload] when importing the template from the Web page.

5. **Select the zip file you want to import.**
6. **Touch [OK].**

   The selected template is imported to the machine.

7. **Touch [OK].**

Exporting a Template

1. **Insert a USB flash memory device into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

2. **Touch , the Added Data Management icon, in Administrator Settings.**
3. **Touch [Export] in "Template".**

   Click [Download] when importing the template from the Web page.

4. **Touch [OK].**

   The compressed file uploaded to the machine is downloaded.

   The 6 preset templates cannot be exported.

   When using RICOH Interactive Whiteboard D3210, the 6 preset horizontal templates and 7 preset vertical templates cannot be exported.

Displaying the Template when the Interactive Whiteboard Starts

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

1. **Touch , the Added Data Management icon, in Administrator Settings.**
2. **From the list of templates, select the template you want to configure as the default screen.**
   - 8 template images per 1 page are displayed on the list. The maximum number of template images is 26.
   - When using RICOH Interactive Whiteboard D3210, the maximum number of vertical template images is 27.
   - The templates that you import are shown in sequence following the whiteboard templates and the 6 preset templates.

  - When using RICOH Interactive Whiteboard D3210, the templates that you import are shown in sequence following the whiteboard templates, and the 6 preset horizontal templates or the 7 preset vertical templates.
  - You can configure the default screen even if no images have been imported as a template. In this case, the initial value of the default screen is the whiteboard screen.

Note

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

Managing a Custom Stamp

You can import an image file that you want to use as a custom stamp. Also, you can export or delete a custom stamp after it is uploaded.

You can use this setting from the Web page only.

Importing a Custom Stamp

1. **Create a registered image as a custom stamp and save all image files in the same folder.**

   You can give the folder any name.

   You can add up to 32 image files to the machine as custom stamps.

   Save the image files with the following settings:

   - File name: stampXX

     A number between 1–32 replaces "XX". Specify the numbers between 1 and 9 as two digits, such as "stamp01", for example.

   - File extension: PNG
   - Image size: horizontal length is 1,920 pixels or less and vertical length is 1,080 pixels or less
   - File size: 500 KB or less

   Do not include files other than PNG files in the folder. Also, do not include any hidden files in the folder. Hidden files means files that are set not to display in the file list by default, as well as operating system files.

2. **Zip the folder.**

   Do not set a password when you zip the folder.

   The maximum file size is 16 MB.

3. **Use your computer to access the Web page for the machine.**

   For details about how to access the Web page, see page 122 "Displaying the Top Page".

4. **Click [Administrator Settings].**
5. **Enter the administrator password in the password entry field.**
6. **Click [OK].**
7. **Click [Added Data Management].**
8. **Click [Upload] for "Custom Stamp".**
9. **Select the zip file you want to import, and then click [Open].**

   The custom stamp is imported to the machine. These settings are reflected after the whiteboard is restarted.

Note

- Depending on the version of the whiteboard, the custom stamp may not be displayed properly when you are using the remote whiteboard function to share the screen.

Exporting a Custom Stamp

1. **Use your computer to access the Web page for the machine.**

   For details about how to access the Web page, see page 122 "Displaying the Top Page".
2. **Click [Administrator Settings].**
3. **Enter the administrator password in the password entry field.**
4. **Click [OK].**
5. **Click [Added Data Management].**
6. **Click [Download] of "Custom Stamp".**
7. **Specify the location to which you want to save custom stamps, and then click [Save].**

   The compressed file uploaded to the machine is downloaded.

Deleting a Custom Stamp

1. **Use your computer to access the Web page for the machine.**

   For details about how to access the Web page, see page 122 "Displaying the Top Page".
2. **Click [Administrator Settings].**
3. **Enter the administrator password in the password entry field.**
4. **Click [OK].**
5. **Click [Added Data Management].**
6. **Click [Delete] of "Custom Stamp".**
7. **Click [Delete] in the message that appears.**
8. **Click [Close] in the message that appears.**

   The custom stamp is deleted. These settings are reflected after the whiteboard is restarted.

Managing a Display Guide for External Input

You can import an image file that you want to use as a display guide for external input. Also, you can delete a display guide for external input after it is uploaded.

You can use this setting from the Web page only.

Importing a Display Guide for External Input

1. **Create a registered image as a display guide for external input and save the image file.**

   You can give the file any name.

   Save the image file with the following settings:

   - File extension: PNG, JPG
   - Recommended resolution: 1000 × 700 px
   - Recommended resolution for vertical: 800 × 1024 px (For RICOH Interactive Whiteboard D3210 only)
   - File size: 20 MB or less
2. **Use your computer to access the Web page for the machine.**

   For details about how to access the Web page, see page 122 "Displaying the Top Page".
3. **Click [Administrator Settings].**
4. **Enter the administrator password in the password entry field.**
5. **Click [OK].**
6. **Click [System Settings].**
7. **Click [Upload] for "Display Guide for External Input".**
8. **Select the file you want to import, and then click [Open].**
9. **Click [OK] in the message that appears.**

   The display guide for external input is imported to the machine. These settings are reflected after the whiteboard application is restarted.

Deleting a Display Guide for External Input

1. **Use your computer to access the Web page for the machine.**

   For details about how to access the Web page, see page 122 "Displaying the Top Page".
2. **Click [Administrator Settings].**
3. **Enter the administrator password in the password entry field.**
4. **Click [OK].**

5. **Click [System Settings].**
6. **Click [Delete] of "Display Guide for External Input".**
7. **Click [Delete] in the message that appears.**
8. **Click [OK] in the message that appears.**

   The display guide for external input is deleted. These settings are reflected after the whiteboard application is restarted.

Collecting Logs

⚠CAUTION

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

Important

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

There are the following two types of logs:

- Dedicated problem analysis log

  This is a log for problem analysis. It is only used when a problem occurs.

- Event Log

  This is a log for the user administrator. It can only be downloaded from the Web page of the machine.

  For details about how to access the Administrator Settings Web page, see page 127 "Opening Administrator Settings".

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

- Dedicated problem analysis log
  - Start time
  - End time
  - Screen operations
  - Information of error occurrences
  - Page saved times
  - Page saving destination information
  - Remote whiteboard start time
  - Remote whiteboard end time
  - Remote whiteboard participation information
  - Windows Update application history
- Event Log
  - Machine startup time
  - Machine shutdown time
  - Remote whiteboard open time
  - Remote whiteboard end time

- Remote whiteboard participation information
- Information about sent e-mail
- Print information
- User authentication log (if RICOH Streamline NX is used)
- Information about what operations have been performed by clicking the menu buttons associated with the application linking function
- List of applied Windows updates
- Activity log of anti-virus software
- Encryption status

Saving the Log to a USB Flash Memory Device

Important

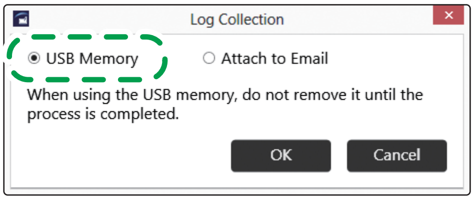
- To download the log from the Web page of the machine, click [Log Download] in Administrator Settings.

1. **Insert a USB flash memory device into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

2. **Display Administrator Settings, and then touch , the Collect Debug Logs icon.**
3. **Select "USB Memory".**



Log Collection

● USB Memory ○ Attach to Email

When using the USB memory, do not remove it until the process is completed.

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4. **Touch [OK].**

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

5. **Touch [OK].**

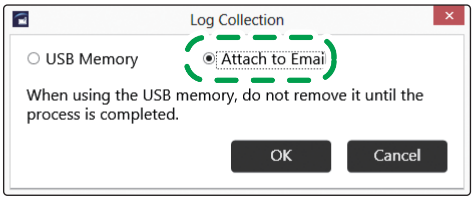
Attaching the Log to E-mail

Important

- Logs can be sent via e-mail only from the whiteboard.

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 167 "Configuring Network Settings". For details about how to configure the SMTP Server Settings, see page 176 "Configuring SMTP Server Settings".

1. **Display Administrator Settings, and then touch , the Collect Debug Logs icon.**
2. **Select "Attach to Email".**



○ USB Memory

● Attach to Emai

When using the USB memory, do not remove it until the process is completed.

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

Note

- 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.

⚠CAUTION

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

Important

- **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.**
- **You can download the driver for a wide format multifunction printer or inkjet printer from the RICOH website and install on the machine as you download the firmware. For the installation procedure, see the installation guide that is included in the compressed file to be downloaded.**
- **When updating the driver, use the USB memory where the system files for update are stored. For details, see page 204 "Updating the System Using a USB Flash Memory Device".**

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 206 "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 204 "Updating the System Using a USB Flash Memory Device".

Update from Administrator Settings

You can update the system from Administrator Settings. For details, see page 205 "Updating the System Using a Web Page".

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 website.

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 31 "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.

Updating the System Using a Web Page

You can update your system by uploading firmware from the Web page.

The firmware can be downloaded from the Ricoh website.

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. **Use your computer to access the Web page for the machine.**

   For details about how to access the Web page, see page 122 "Displaying the Top Page".

4. **Click [Administrator Settings].**
5. **Click [System Settings].**
6. **Click [Upload] of "System Update".**
7. **Select the system file, and then click [Open].**

   The firmware is uploaded.

   Do not turn the power off while uploading.

8. **Restart the whiteboard.**

   The firmware is updated.

Changing the System Settings

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

Item	Description	Initial value
Whiteboard Location Name	To change the name, touch [Change]. Specifies the name of the location where the machine is installed. The location name can consist of a string of 0 to 255 characters.	**Blank**
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.	-
Upload*2	Updates the system using firmware downloaded to your computer in advance.	-
Display confirmation dialog box before system update	Specify whether to show a confirmation message when restarting the machine. Note that even if you enable this item, a confirmation message appears only when you turn the power off by using the power button on the display. If you turn the power off from a Web page, or the machine restarts automatically, a confirmation message does not appear.	**Selected**
Auto Shutdown Time	Specifies the time interval before the machine automatically shuts down. However, the machine does not shutdown automatically when a screen or image from a device connected to the machine is displayed, or when printing is in progress.	**5 hour(s)**

Item	Description	Initial value
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 restart occurs when the machine is in standby mode. If [Auto Standby Time] is set to [No], the machine will not be automatically restarted even if [Auto Restart Time] is set.	**4:00**
Auto Standby Time	Specifies the time interval before the machine automatically enters standby mode. However, the machine does not enter standby mode automatically when a screen or image from a device connected to the machine is displayed, or when printing is in progress.	**30 minute(s)**
For standby press the power button	Specify whether the machine shuts down or enters standby mode when the power button is pressed. When you select this item, the machine enters standby mode when the power button is pressed, and shuts down when the button is long pressed. This item is displayed only when using the RICOH Interactive Whiteboard D3210/ D8600.	**Not selected**
Display Welcome Screen on Start	Specify whether to display the Welcome Screen when the machine power is turned on or the machine exits the standby mode. If you configure this setting from the Web page of the machine, then this setting is reflected after the whiteboard is restarted.	**Selected**
Display Guide for External Input *2	Upload or delete an image to be displayed on the display guide for external input.	-

Item	Description	Initial value
Show Application Button on the Opposite Side of the Main Operation Panel	Specify the display position of the application linking function icon. When [ON] is set for this item, the application linking function icon is displayed on the opposite side of the main operation panel. If you configure this setting from the Web page of the machine, then this setting is reflected after the whiteboard is restarted.	**Selected**
Image Quality on Remote Whiteboard *1	Specifies the image quality (five levels) of the pages sent from participating devices when hosting a remote whiteboard session. Scanned pages or images input on the machine are always displayed in the highest quality. Scanned pages or images input on other devices are displayed as specified on the host whiteboard.	**Standard Image Quality**
Use Temporary Save Function *4	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**
Save Period	Specifies the save period when the "Use the temporary save function" check box is selected.	**14 day(s)**
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. If this check box is selected, a message is displayed when the machine starts up. This message asks whether to import temporarily saved files.	**Not selected**
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**

Item	Description	Initial value
Default Whiteboard Detailed Settings	Specifies the default whiteboard detailed settings. For details about each item, see page 157 "Changing the Detailed Settings".	*5
Use RICOH Interactive Whiteboard Client Function	Specifies whether or not to use the "RICOH Interactive Whiteboard Client" function to access a remote whiteboard from an iPad, Android tablet, or Windows PC.	**Selected**
Handwritten Entry with Touch Pen	Select this setting to use the handwritten entry mode with touch pen or your fingers. However, you cannot use the marker function with the interactive pen 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. This item is displayed only when using the RICOH Interactive Whiteboard D5520/D6500/D6510/D7500/D8400.	**Not 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 *2	Specify the port number (an integer from 0 to 65536) of Crestron Control System.	**41794**
IP ID *2	Specify the IP ID (an integer between 3 and 254) of Crestron Control System.	**3**

Item	Description	Initial value
Restore the previous whiteboard on startup	Specify whether or not to retain the whiteboard contents for a specific period of time when the machine is shut down without saving the whiteboard contents. If the machine is turned on again before the specific period of time elapses, its contents will be restored. This function cannot be performed when [Request Login on Startup] in Administrator Settings Web page is selected. Also, you cannot change this setting. For details about user authentication settings, see page 218 "Changing User Authentication Settings".	**Not selected**
Restore Timeout	Specify how long the machine retains its contents after it is shut down.	**2 minute(s)**
Enable External Application Connection *2	Specify whether or not to link with applications that are not dedicated to the whiteboard such as RICOH Smart Device Connector. If you select this, you can upload photos, images, and PDFs from the RICOH Interactive Whiteboard Client.	**Selected**
Authenticate with Password *2	Can be set when the connection from external applications is enabled. Specify whether or not to use a password to authenticate the applications.	**Not selected**
Password *2	Choose 4 or more characters to be used as a password to authenticate external applications.	**Blank**
Enable Bluetooth Device Connection	Specifies whether or not to use Bluetooth to connect to a device.	**Selected**
Use Cloud Storage *2	Specify whether or not to use a cloud storage for saving and accessing data. If you specify this check box, specify [Service to be Used] also.	**Not selected**
Service to be Used *2	Select OneDrive or Dropbox as your cloud storage.	**OneDrive**

Item	Description	Initial value
Device Management (SNMP)	Set this item when you want to use a device management software. Select [SNMP v1/v2] or [SNMP v3] according to the software you are using. If you enable this item, the following items must be specified: • Community Name • User Name • Authentication Password • Encrypted Password • Context Name Depending on the settings, the items you can specify may differ.	SNMP v1/v2
Enable HDMI Converter Support Mode	Select this to connect an HDMI converter to the machine. If this setting is disabled and a device is connected to the converter, a black screen is displayed on the machine. If this setting is enabled and a device is connected to the converter, the whiteboard screen is displayed.	Not selected
Reduce Frame Rate of External Input Display on Whiteboard Operation *3	Specify whether or not to reduce the frame rate of the external input display while operating the whiteboard. Use this function if the response is poor when operating the whiteboard while displaying external input.	Not selected

Item	Description	Initial value
Main Unit Setup Method *3	Specify whether to rotate the screen. • The screen does not rotate when [Use Horizontally] is selected. • 180°, the Screen Rotate icon, is displayed when selecting [Use Placed Flat]. Touch the icon to rotate the screen by 180 degrees. • Select [Use Vertically] to rotate the screen by 90 degrees. This item appears when using RICOH Interactive Whiteboard D3210.	**Use Horizontally**

*1 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Background Image Quality].

*2 Displayed only when configured from the Web page of the machine.

*3 This item cannot be displayed from the machine's Web page.

*4 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Use the temporary save function].

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

- [Automatically switches to the external input when the external input display screen has changed]: **Selected**
- [Do not display pen entry operation guidance while displaying external input]: **Not selected**
- [Automatically recognize a click during a handwritten entry on remote PC image]: **Selected**
- [On fair copy entry, only graphics will be fair copied (texts will not be fair copied)]: **Not selected**
- [Automatically aligns the position of the texts and graphics]: **Selected**
- [Handwritten Entry with Multiple Touch Pens (Cannot operate whiteboard using fingers)] : **Not selected**
- [Use External Input/Page Switch/Add Page/Image Upload]: **Selected**
- [Handwritten Entry/Deletion/Marker]: **Use Handwritten Entry/Deletion/Marker**

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 125 "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 63 "Saving Pages".

Changing the Security Settings

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

Important

- Enable [Allow to Enable TLS 1.0/1.1] only when you are using a server that does not support TLS 1.2. We do not recommend using TLS 1.0/1.1 because of security problems.
- If your whiteboard is set as a synchronization destination while [Allow to Enable TLS 1.0/1.1] is disabled, and if the version of the source synchronizing whiteboard is earlier than 3.2.10005.0, your whiteboard cannot synchronize its settings with the source synchronizing whiteboard. In this case, update the system of the source synchronizing whiteboard. If it is impossible to update the system of the source synchronizing whiteboard, enable [Allow to Enable TLS 1.0/1.1] on your whiteboard.
- When you encrypt the SSD, be sure to take note of the recovery key. The recovery key will be required when the composition of Windows changes for some reason, such as because of Windows Update. If this happens, you cannot use the whiteboard until you input the recovery key.

Item	Description	Initial value
Encrypt SSD	Specify whether to encrypt the SSD. If the motherboard is damaged while the encryption function is enabled, the contents of the SSD may be impossible to read, even if the SSD is not damaged.	Not selected
Check Recovery Key *1	This item is enabled only when the [Encrypt SSD] check box is selected.	-
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 *2	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 [Import] 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

Item	Description	Initial value
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 (from 4 to 10) to be used as a passcode.	4
Specify passcode on starting whiteboard	Specifies whether or not to display the passcode entry screen when starting the whiteboard.	Not selected
Display IP Address, Host Name and Passcode	Specifies whether or not to automatically mask the following information in the upper part of the mail control screen: • Host Name • IP Address • Passcode When [Auto Hide] is selected, the entered passcode is automatically masked one minute after it has been displayed.	Auto Hide
Fix to [Open with Passcode]	Specifies whether or not to require a passcode when starting a remote whiteboard.	Not selected
Prohibit direct entry of host whiteboard	Specifies whether or not to prohibit direct address entry when selecting a host whiteboard.	Not selected
Invalidate host whiteboard history	Specifies whether or not to disable the record of direct address entry when selecting a host whiteboard.	Not selected
Enable SSL/TLS communication	Specify whether to encrypt communications with the Web page for the machine. A self-signed server certificate is pre-installed on the machine, but you can also install other server certificates on the machine. For details, see page 226 "Managing Certificates".	Not selected
Enter passcode on connecting (For browsing the whiteboard)	Specifies whether or not to enter a passcode when joining a remote whiteboard session using a Web browser.	Selected

Item	Description	Initial value
Allow connection only while remote whiteboard is in use (For browsing the whiteboard)	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 [*3]	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
Automatically Apply Windows Update	Specifies whether to use Windows Update when the machine shuts down or restarts automatically.	Selected
Use WSUS (Windows Server Update Services)	Specifies whether or not to use WSUS (Windows Server Update Services) when applying Windows updates.	Not selected
Update Server • Address • Port Number	After selecting "Use WSUS (Windows Server Update Services)", specify the URL and port number of the WSUS update server.	-
Statistics Server • Address • Port Number	After selecting "Use WSUS (Windows Server Update Services)", specify the URL and port number of the WSUS statistics server.	-
Allow to Enable TLS 1.0/1.1	Specifies whether to use TLS 1.0/1.1 when TLS communication is enabled.	Not selected
Open Anti-virus Software [*1]	Opens the Anti-virus software window. You cannot open other applications from [Settings] and [Help] on the window.	-
Allow to Enable SMB 1.0/ CIFS	Specify whether or not to use SMB1.0 and CIFS to connect to shared folders.	Selected

[*1] This item cannot be displayed from the machine's Web page.

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

*3 When the machine settings are being configured from the Web page of the machine, this item is displayed as [Display confirmation dialog box before starting RICOH UCS P3000/3500 screen sharing].

Changing User Authentication Settings

You can configure the following settings on the User Authentication Settings screen under Administrator Settings:

The items that are displayed for the following settings vary depending on the server you specified to use as the authentication server for authenticating users.

For details about RICOH Interactive Whiteboard Add-on Service for Office 365, see Administrator's Guide for RICOH Interactive Whiteboard Add-on Service for Office 365.

Important

- **This setting cannot be configured from the Administrator Settings on the machine. To configure this setting, use the Administrator Settings Web page. For details about how to access the Administrator Settings Web page, see page 127 "Opening Administrator Settings".**

When using Active Directory

Item	Description	Initial value
Use User Authentication Function	Specify whether to use the user authentication function. If this item is enabled, you can specify which authentication method to use and configure the server settings. Specify which authentication method to use from the following: • Active Directory • LDAP Server • RICOH Streamline NX • Card Authentication Package/Enhanced Locked Print NX*1	Not Selected
• Server Address 1 • Server Address 2 • Server Address 3	Specify the address of the Active Directory server. Enter the domain name or the IP address of the server (up to 256 characters). Enter at least one of these addresses.	Blank
Search Start Position	Use up to 512 characters to specify the position to start searching for user information.	Blank
Port Number	Enter the port number of the Active Directory server (an integer from 1 to 65535). The default port number of the Active Directory server is 389.	389

Item	Description	Initial value
Proxy User Name	Enter the login user name for the Active Directory server (up to 256 characters).	Blank
Password	Enter the Password for the Active Directory server (up to 256 characters).	Blank
Connection Test	Performs the connection test for the authentication server.	-
Card ID	Use up to 256 characters to specify an attribute name for the card ID being used to access the authentication server.	sAMAccountNam e
Login User Name	Specify an attribute name for the login user being used to access the authentication server. This setting cannot be changed.	sAMAccountNam e
Email Address	Use up to 256 characters to specify an attribute name for the Email address being used to access the authentication server.	mail
Key Display Name	Use up to 256 characters to specify an attribute name for the key display name being used to access the authentication server.	displayName
Name	Use up to 256 characters to specify an attribute name for the name being used to access the authentication server.	name
Request Login on Startup	Specify whether to display the login screen when the whiteboard starts.	Selected
Upload	Imports the image used as the background on the login screen, if necessary. If any background image has been imported, the image is overwritten.	-
Delete*2	Deletes the imported background image on the login screen.	-
Sender Email Address on Email	Specify the e-mail address you use as a sender address, that is, an address related to an IC card used for login or an address specified for [Sender Email Address] in the SMTP Server Settings.	Use Authentication Information

Item	Description	Initial value
Cache User Information on Authentication	Specify whether to store the cache of the user information on the whiteboard.	Not Selected
Validity	Specify from the following how long the cache of the user authentication settings is stored on the whiteboard: • 1 day(s) • 7 day(s) • 30 day(s) • 90 day(s)	1 day(s)

*1 [Card Authentication Package/Enhanced Locked Print NX] is available only for Japan. Even if you select this method, you cannot use it.

*2 This operation can be executed only when the background image has been imported.

When using LDAP Server

Item	Description	Initial value
Use User Authentication Function	Specify whether to use the user authentication function. If this item is enabled, you can specify which authentication method to use and configure the server settings. Specify which authentication method to use from the following: • Active Directory • LDAP Server • RICOH Streamline NX • Card Authentication Package/Enhanced Locked Print NX*1	Not Selected
• Server Address 1 • Server Address 2	Specify the address of the LDAP server. Enter the domain name or the IP address of the server (up to 256 characters). Enter at least one of these addresses.	Blank
Search Start Position	Use up to 512 characters to specify the position to start searching for user information.	Blank

Item	Description	Initial value
Search Query	Enter the search query (up to 256 characters).	Blank
Port Number	Enter the port number of the LDAP server (an integer from 1 to 65535). The default port number of the LDAP server is 389.	389
Proxy User Name	Enter the login user name for the LDAP server (up to 256 characters).	Blank
Password	Enter the Password for the LDAP server (up to 256 characters).	Blank
Connection Test	Performs the connection test for the authentication server.	-
Card ID	Use up to 256 characters to specify an attribute name for the card ID being used to access the authentication server.	description
Login User Name	Specify an attribute name for the login user being used to access the authentication server. This setting cannot be changed.	cn
Email Address	Use up to 256 characters to specify an attribute name for the Email address being used to access the authentication server.	mail
Key Display Name	Use up to 256 characters to specify an attribute name for the key display name being used to access the authentication server.	displayName
Name	Use up to 256 characters to specify an attribute name for the name being used to access the authentication server.	name
Request Login on Startup	Specify whether to display the login screen when the whiteboard starts.	Selected
Upload	Imports the image used as the background on the login screen, if necessary. If any background image has been imported, the image is overwritten.	-

Item	Description	Initial value
Delete[*2]	Deletes the imported background image on the login screen.	-
Sender Email Address on Email	Specify the e-mail address you use as a sender address, that is, an address related to an IC card used for login or an address specified for [Sender Email Address] in the SMTP Server Settings.	Use Authentication Information
Cache User Information on Authentication	Specify whether to store the cache of the user information on the whiteboard.	Not Selected
Validity	Specify from the following how long the cache of the user authentication settings is stored on the whiteboard: • 1 day(s) • 7 day(s) • 30 day(s) • 90 day(s)	1 day(s)

[*1] [Card Authentication Package/Enhanced Locked Print NX] is available only for Japan. Even if you select this method, you cannot use it.

[*2] This operation can be executed only when the background image has been imported.

When using RICOH Streamline NX

Item	Description	Initial value
Use User Authentication Function	Specify whether to use the user authentication function. If this item is enabled, you can specify which authentication method to use and configure the server settings. Specify which authentication method to use from the following: • Active Directory • LDAP Server • RICOH Streamline NX • Card Authentication Package/Enhanced Locked Print NX[*1]	Not Selected

Item	Description	Initial value
Server Settings (RICOH Streamline NX)*2	Specify which version of RICOH Streamline NX is used.	RICOH Streamline NX v2
Server Address*2*3	**RICOH Streamline NX v2** Specify the address of the AAM (Authentication and Accounting Manager) server. Enter the domain name or the IP address of the server (up to 256 characters). **RICOH Streamline NX v3** Specify the address of the Delegation server. Enter the domain name or the IP address of the server (up to 256 characters).	Blank
Port Number*2*3*4	**RICOH Streamline NX v2** Enter the port number of the AAM server (an integer from 1 to 65535). The default port number of the AAM server is 8444. **RICOH Streamline NX v3** Enter the port number of the Delegation server (an integer from 1 to 65535). The default port number of the Delegation server is 52443.	**RICOH Streamline NX v2** 8444 **RICOH Streamline NX v3** 52443
Communication Protocol	Specify whether to use communication protocol [HTTP] or [HTTPS]. You can change this setting only when [RICOH Streamline NX v3] is selected for [Server Settings (RICOH Streamline NX)]. If you change the value for [Server Settings (RICOH Streamline NX)] from [RICOH Streamline NX v2] to [RICOH Streamline NX v3], the previous settings configured when using [RICOH Streamline NX v3] are adopted.	HTTPS

Item	Description	Initial value
Security Connection Key[*2]	**RICOH Streamline NX v2** Do not enter the value, when you selected [RICOH Streamline NX v2] in [Server Settings (RICOH Streamline NX)]. **RICOH Streamline NX v3** Enter the embedded security connection key that you specified on RICOH Streamline NX, when you selected [RICOH Streamline NX v3] in [Server Settings (RICOH Streamline NX)].	Blank
Connection Test[*2]	Performs the connection test for the authentication server.	-
Request Login on Startup	Specify whether to display the login screen when the whiteboard starts.	Selected
Upload	Imports the image used as the background on the login screen, if necessary. If any background image has been imported, the image is overwritten.	-
Delete[*5]	Deletes the imported background image on the login screen.	-
Sender Email Address on Email	Specify the e-mail address you use as a sender address, that is, an address related to an IC card used for login or an address specified for [Sender Email Address] in the SMTP Server Settings.	Use Authentication Information
Cache User Information on Authentication	Specify whether to store the cache of the user information on the whiteboard.	Not Selected
Validity	Specify from the following how long the cache of the user authentication settings is stored on the whiteboard: • 1 day(s) • 7 day(s) • 30 day(s) • 90 day(s)	1 day(s)

*1 [Card Authentication Package/Enhanced Locked Print NX] is available only for Japan. Even if you select this method, you cannot use it.

*2 This item can be configured if the RICOH Streamline NX-based authentication function is used.

*3 The configured value is not changed when [Use User Authentication Function] is not selected.

*4 The interactive whiteboard and RICOH Streamline NX integration supports only HTPPS connections.

*5 This operation can be executed only when the background image has been imported.

Note

- The image file to be used as the background for the login screen should be a JPEG file of less than 20 MB. If you import an image file from Internet Explorer, there is no file size limit.
- If you click [Upload] or [Delete] without applying the settings, the entered value is not saved when the browser is reloaded.
- JPG files that are registered as images to be used as the background for the login screen do not support rotation correction.

Managing Certificates

You can upload and download certificates on the [Advanced Settings] screen.

The following three types of certificates can be uploaded to and downloaded from the machine:

- Root certificate

  This certificate is needed to confirm the validity of the server when the machine is communicating with the authentication server. It is used when RICOH Streamline NX is used for authentication, etc.

- Client certificate

  This certificate is needed to confirm the validity of the machine when the machine is communicating with the authentication server. It is used for 802.1X authentication, etc.

- Server certificate

  This certificate is needed to access the Web page for the machine over HTTPS. A self-signed server certificate*1 is pre-installed on the machine, but you can also install other server certificates on the machine. A warning may appear on your web browser when the self-signed server certificate is being used.

  *1 The fingerprint for this self-signed server certificate is as follows:

  0D:2C:A4:3F:0D:00:A5:79:12:D7:59:E3:0D:EA:9D:AE:64:85:A5:FB

Creating a File for Uploading

Create a list of certificates and compress it with the certificate files.

For the root certificate and client certificate, you can include files that include multiple certificates in the upload.

Important

- **Do not include different kinds of certificates in a list.**

1. **Prepare the certificate files you want to upload.**

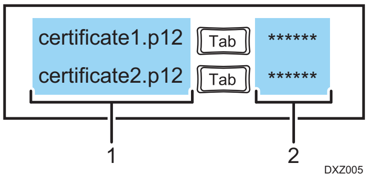
   Supported file types are as follows:

Root certificate	Client certificate Server certificate
• PKCS #7 • PKCS #12 • Base64 Encoded X.509 • DER Encoded Binary X.509	• PKCS #12

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

3. **Enter the corresponding information for the certificate files in the following format:**

   Only one file can be uploaded as the server certificate.



   1. Certificate file name column

      Enter the name of the certificate you want to upload to the machine. Enter the file name with its extension.

   2. Password column

      If the certificate file needs a password, enter it in this column.

4. **Save the list.**

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

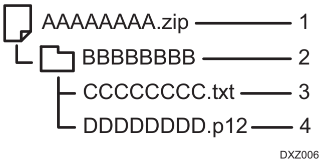
Unicode little-endian formats	Unsupported formats
• Unicode • Unicode text • Unicode little-endian • UTF-16LE	• Unicode big-endian • UTF-16BE • UTF-8

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

   You can specify any name for the folder.

6. **Zip the folder.**

   The file structure of the zip file must be as follows.



   1. **Zip file (arbitrary file name)**
   2. **Directory (arbitrary directory name)**

3. **Text file (arbitrary file name)**
4. **The certificate file specified in the text file** [*1]

[*1] For the root certificate and client certificate, you can include multiple files.

Do not set a password when you zip the folder.

Uploading Certificates

★ Important

- The existing certificate is overwritten when you upload a new certificate file.
- If you upload a zip file that does not contain the certificate already uploaded to the machine, the certificate already uploaded to the machine is deleted.
- If the certificate used for the 802.1X Authentication function is deleted by the upload function, it may take some time before wireless connection is disabled.

1. **Save the zip file which includes the list of certificates and the certificate files in the root directory (the topmost directory) of a USB flash memory device.**
2. **Insert the USB flash memory device containing the zip file into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".
3. **Touch ⚙, the Advanced Settings icon, in Administrator Settings.**
4. **Touch [Import] of "Root Certificate", "Client Certificate", or "Server Certificate".**

   When operating from the Web page of the machine, click [Upload].
5. **Select the zip file you want to upload.**
6. **Touch [OK].**

   The certificate is uploaded to the machine.
7. **Touch [OK].**
8. **Touch [Close] twice.**

Downloading Certificates

1. **Insert a USB flash memory device into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".
2. **Touch ⚙, the Advanced Settings icon, in Administrator Settings.**

3. **Touch [Export] of "Root Certificate", "Client Certificate", or "Server Certificate".**

   When operating from the Web page of the machine, click [Download].

4. **Touch [OK].**
5. **Touch [Close] twice.**

Changing the Print Settings

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

When using a printer using Universal Print Driver for this machine, be sure to configure the following settings:

Item	Description	Initial value
Printer Address	Sets the IP address of the printer. You also can enter the host name. **RICOH Streamline NX v2** If you are using RICOH Streamline NX-based authentication, enter the SPM (Secure Print Manager) server address of the printer. **RICOH Streamline NX v3** If you are using RICOH Streamline NX-based authentication, enter the Delegation server address of the printer.	Blank
Print Authentication	Specifies the type of Print Authentication. • "No" Do not authenticate printing. When the settings are being configured from the Web page of the machine, this item is displayed as [Off]. • "User Code Authentication" Use a user code for Print Authentication. • "User Authentication" Use a user name and password for Print Authentication.	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

Item	Description	Initial value
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
Others	From the "Others" screen, you can open the printer driver properties screen to reconfigure the driver properties. If you are using RICOH Streamline NX-based authentication, you will need to reconfigure your settings appropriately. If the driver properties are configured, the settings become valid when the machine restarts.	Priority printer not selected

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

Changing the Video Conference Settings

You can configure the following settings from the [Video Conference Settings] screen in Administrator Settings:

Important

- **Video Conference Settings cannot be configured from Administrator Settings on the machine. To do so, use the Administrator Settings Web page. For details about how to access the Administrator Settings Web page, see page 127 "Opening Administrator Settings".**

Item	Description	Initial value
Use RICOH UCS Function	Specifies whether or not to use the RICOH UCS function.	Not selected
Contact ID	Enter your contact ID used to log in to the RICOH UCS service if the [Use RICOH UCS Function] check box is selected.	Blank
Password	Enter your password used to log in to the RICOH UCS service if the [Use RICOH UCS Function] check box is selected.	Blank
Open Account Settings	Displays RICOH Unified Communication System Settings.	-
Priority Start Screen	If the [Use RICOH UCS Function] check box is selected, select the display screen mode to be applied when the machine is restarted.	Whiteboard

Managing Devices Connected via Bluetooth

You can add or delete a device connected via Bluetooth from the Device Management screen in Administrator Settings.

Important

- When using RICOH Interactive Whiteboard D5520/D6510, do not connect the supplied Bluetooth receiver to either the display or the Controller Unit because the Controller Unit has a built-in Bluetooth function. Remove the Bluetooth adapter if it has already been connected.

Adding a device

Important

- Before adding a device, turn the device on to prepare it for Bluetooth connection.

1. **Touch , the Device Management icon, in Administrator Settings.**
2. **Touch [Device Management].**
3. **Touch [Add a device] on the "Devices and Printers" window.**

   A list of devices that can be added is displayed.
4. **Select the device to be connected, and then touch [Next].**

   The added device is displayed in [Devices and Printers].

Deleting a device

1. **Touch , the Device Management icon, in Administrator Settings.**
2. **Touch [Device Management].**
3. **Select the device to be deleted on the "Devices and Printers" window.**
4. **Touch [Remove device].**
5. **Touch [OK].**

Optimizing the Driver for the IC Card Reader

If the IC card reader stops responding, optimize the driver.

1. **Remove the IC card reader from the machine.**
2. **Touch , the Device Management icon, in Administrator Settings.**
3. **Touch [Driver Optimization].**
4. **Touch [OK].**
5. **Touch [Yes] twice.**

   The machine restarts to optimize the driver.
6. **Touch [OK] in the message that appears.**
7. **Connect the IC card reader to the machine.**

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.

⚠CAUTION

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

Important

- **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:

- Network Settings
- Set Date/Time
- Region and Language
- Email Settings
- Video Conference Settings
- Email Address Book [*1]
- Contact List [*1]
- Shared Folder List
- Template
- Custom Stamp
- System Settings
- Security Settings
- Print Settings
- User Authentication Settings

[*1] No history can be backed up.

You can choose whether or not to restore the following settings:

- System Settings
    - Whiteboard Location Name

  - Use Cloud Storage
- Network Settings
  - Network Auto Settings (Wired Network Settings and Wireless Network Settings)
  - IP Address (Wired Network Settings and Wireless Network Settings)
  - Subnet Mask (Wired Network Settings and Wireless Network Settings)
  - Default Gateway (Wired Network Settings and Wireless Network Settings)
- Device Settings Management
  - Set as Synchronization Source for Device Settings

The following settings cannot be restored:

- Remote license
- Administrator password
- Network Settings
  - 802.1X Authentication Settings
  - Connect to Access Point etc.
  - Manually Connect Wireless Network

Performing a Configuration Settings Backup

The configuration settings can be backed up using the Web page of the machine or the Administrator Settings of the main unit.

When backing up the settings from the Web page of the machine, click [Device Settings Management] > [Download], and then specify how to save the file on the computer and the destination.

When backing up the settings in the Administrator Settings, use the following procedure:

1. **Touch , the Export Device Settings icon, in Administrator Settings.**

   A confirmation message appears.

2. **Insert a USB flash memory device into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "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].**

Note

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

Restoring Configuration Settings

The configuration settings can be restored using the Web page of the machine or the Administrator Settings of the main unit.

When loading the settings from the Web page of the machine, click [Device Settings Management] > [Upload], and then select the setting information file that is stored on a computer.

When restoring the settings in the Administrator Settings, use the following procedure:

Important

- **You cannot restore the settings from a system whose version is lower than 2.2.10200.0.**
- **You can restore settings to a system whose version is different from the system from which the settings were backed up if the versions of both systems are 2.2.10200.0 or higher.**

Note

- You can restore the settings of other whiteboard models. If the default settings for your whiteboard are different from those for other whiteboards, you cannot restore the settings.
- When you restore the settings on the Web page and you do not want to load the settings specific to a device, select the check box for the settings under [Do not import the following device unique setting value(s) while uploading is being performed].
- Even if the system version of a destination whiteboard is different from that of the source whiteboard, you can restore the settings. However, if there are setting items that exist in the source whiteboard that do not exist in the destination whiteboard, or if setting values differ, those settings are not restored.

1. **Save a file containing configuration settings to the root directory (the topmost directory) of a USB flash memory device.**
2. **Touch , the Import Device Settings icon.**

   A confirmation message appears.
3. **Insert the USB flash memory device containing the file into a USB port.**

   Insert only one USB flash memory device.

   For details about how to connect a USB flash memory device, see page 31 "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].

5. **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].**

Note

- 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

Device Configuration Synchronization is a function that synchronizes the settings of the remote destination whiteboards with the source whiteboard.

Information is synchronized and setting information is updated every hour only when both the source synchronizing whiteboard and the destination whiteboards that are being synchronized are turned on. Synchronized information is reflected to the destination whiteboards being synchronized after those whiteboards restart.

Important

- You cannot use a system whose version is lower than 2.2.10200.0 as the source or destination whiteboard. You can synchronize settings between systems whose versions are different if the versions of both systems are 2.2.10200.0 or higher.
- Not all the settings are synchronized. For details see page 241 "Whether or not the items in Administrator Settings can be synchronized on multiple whiteboards".
- The synchronization setting can only be configured on the Web page of the machine.
- To synchronize the settings, change the factory-set administrator password.
- Specify the same administrator password on both the source synchronizing whiteboard and the destination whiteboards being synchronized.
- Manage the password and other information carefully to prevent the setting information from being unintentionally leaked.
- Even if the system version of a destination whiteboard is different from that of the source whiteboard, you can synchronize the settings. However, if there are setting items that exist the source whiteboard that do not exist in the destination whiteboard, or if setting values differ, those settings are not synchronized.

Do the following procedures on the source synchronizing whiteboard.

1. **Open Administrator Settings of the Web page of the machine.**

   Note

   - See page 127 "Opening Administrator Settings".

2. **Click [Device Settings Management].**
3. **Click [Set as Synchronization Source for Device Settings].**
4. **Click [Upload] in "Synchronization Destination Management".**
5. **Select the list of destination whiteboards to be synchronized.**

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

   Note

   - For details about how to create a list, see page 239 "Creating a List of Destination Whiteboards to Synchronize".
6. **Click [OK].**

Note

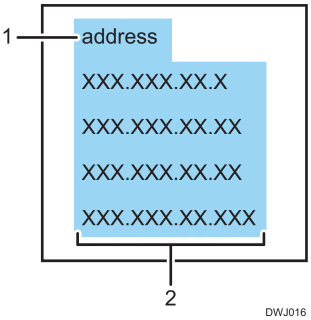
- The source synchronizing whiteboard cannot be a destination whiteboard for other whiteboards. Also, a synchronized destination whiteboard cannot synchronize its settings with other whiteboards.
- If the synchronization setting is enabled, the results of the synchronization are displayed when you open the Web page of the synchronized destination whiteboards.

Creating a List of Destination Whiteboards to Synchronize

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

1. **In the first row, enter the label for the column. In the second and subsequent rows, enter the corresponding information for each destination whiteboard that you want to synchronize.**

   Up to 200 entries can be added from the second line.



address
XXX.XXX.XX.X
XXX.XXX.XX.XX
XXX.XXX.XX.XX
XXX.XXX.XX.XXX

1. **Label row**

   Enter "address".
2. **address column**

   Enter the IP address or host name of the destination whiteboard.

    - 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: - .

2. **Save the file.**
    - You can specify any name for a file.
    - Save the file as a Unicode little-endian text file (.txt).
    - 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.

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

Testing Connections to Destination Whiteboards to Synchronize

You can perform connection tests for destination whiteboards to be synchronized that are listed in the list of the destination whiteboards to be synchronized.

1. **Open Administrator Settings of the Web page of the machine.**

    Note

    - See page 127 "Opening Administrator Settings".

2. **Click [Device Settings Management].**
3. **Click [Synchronization Test] in "Synchronization Destination Management".**

    The connection test starts. After the connection test is completed, you can export a report by touching [Output Report].

4. **Click [OK].**

Note

- You can stop a connection test while it is performed.

Exporting a List of Synchronized Whiteboards

1. **Open Administrator Settings of the Web page of the machine.**

   Note

   - See page 127 "Opening Administrator Settings".

2. **Click [Device Settings Management].**
3. **Click [Download] in "Synchronization Destination Management", and the save the list.**

Whether or not the items in Administrator Settings can be synchronized on multiple whiteboards

Items in Administrator Settings	Synchronized or not
System Settings	○*1
Security Settings	○
Network Settings	○*2
Print Settings	○*3
Email Settings	○
Video Conference Settings	×
User Authentication Settings	○
Set Date/Time	○*4
Region and Language	×*5
Register/Delete License	×
System Update	×
Added Data Management	○
Export/Import Device Settings	×
Collect Debug Logs	×
Initialize to Factory Defaults	×
Change Administrator Password	×
Device Management	×

- ○ : Can be synchronized.
- × : Cannot be synchronized.

*1 [Whiteboard Location Name] and each item in [Cloud Storage Settings] cannot be synchronized. Also, the setting values for [Main Unit Setup Method] cannot be synchronized while using RICOH Interactive Whiteboard D3210.

*2 Each item in [Network Auto Settings], [802.1X Authentication Settings], [Connect to Access Point etc.], and [Manually Connect Wireless Network] cannot be synchronized.

*3 Values in [Others] cannot be synchronized.

*4 The following items cannot be synchronized:

- the values of Change date and time... on the Date and Time tab
- all the values on the Additional Clocks tab
- the value of the Update immediately on Internet Clocks tab

*5 Only the following items can be synchronized:

- the value of Format: on the Formats tab
- the value of Current location: on the Location tab
- the value of Default input language on the Keyboards and Languages tab
- the value of Change system locale... on the Administrative tab

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

1. **Touch , the Initialize to Factory Defaults icon, in Administrator Settings.**

   A confirmation message appears.

2. **Touch [Initialize].**

Note

- The machine cannot be reset to its factory default from the machine's Web page.
- Configure the administrator password again when the machine's settings are restored to the factory default.

9. Troubleshooting

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

If a Message is Displayed during Operation

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

Note

- Your service representative may ask you to collect logs for problem diagnosis if the system has a problem. For details about log collection, see page 201 "Collecting Logs".

If an Error Message is Displayed during Startup

Message	Causes	Solutions
A fatal error has occurred	The last time the machine was running, the power button was not correctly pressed, causing a forced shut down.	Quickly press and release the power button of the machine. When the machine is turned off, press the power button again to restart the machine. If the message appears again, contact your service representative. When you are using the RICOH Interactive Whiteboard D3210/ D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.
Cannot use this password. Please re-enter.	The administrator password entered is "admin".	Enter a password other than "admin".

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

Error Messages Related to Drawing/Editing/Erasing Strokes

Message	Causes	Solutions
The number of handwritten entries exceeds the limit Page XX and after will be imported as images.	The number of stroke entries exceeds the limit.	• Delete unnecessary pages containing strokes. • Delete unnecessary strokes.
Cannot perform the operation 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 perform the operation Reduce the total number of entries by deleting handwritten entries/texts/lines/graphics/pages.	• The maximum number of partly captured image that can be entered on a single page has reached 100. • The maximum total number of partly captured image that can be entered on all pages has reached 500. • The file size of partly captured image exceeds 30 MB.	• Delete unnecessary partly captured images. • Delete unnecessary pages containing partly captured images.
Cannot perform the operation Delete the custom stamp.	• The maximum number of custom stamps that can be entered on a single page has reached 100. • The maximum total number of custom stamps that can be entered on all pages has reached 500. • The file size of custom stamps exceeds 30 MB.	• Delete unnecessary custom stamps. • Delete unnecessary pages containing custom stamps.

Error Messages Related to Remote Whiteboard

Message	Causes	Solutions
The version of the host whiteboard and that of the software differ. Open remote whiteboard in compatible mode or update the host/participating whiteboard's software to the latest version.	The version of the protocol used by the host whiteboard differs from that of the protocol used by the participating whiteboard, so that they cannot be connected.	• Update the system. For details about how to update the system, see page 204 "Updating Your System". • Use the compatible mode.
Open remote whiteboard in compatible mode or update the host/participating whiteboard's software to the latest version. You can participate with the current version but it is possible there may be unexpected problems. Are you sure you want to continue?	The versions of the software on the host and participating whiteboards do not match.	Update the system of the host and/or participating whiteboards. For details about how to update the system, see page 204 "Updating Your System".
Cannot start remote whiteboard A communication error has occurred. Restart the remote whiteboard.	The destination device is not responding for 30 seconds.	Start the remote whiteboard again.

Message	Causes	Solutions
A communication failure has occurred. Save the created page and restart the application.	• A timeout occurred while you were opening a whiteboard session. • An internal error occurred while you were using remote whiteboard.	Save the page as needed. Next, quickly press and release the power button of the machine. When the Interactive Whiteboard is turned off, press the power button again to restart the Interactive Whiteboard. When you are using the RICOH Interactive Whiteboard D3210/D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.
A communication timeout has occurred. Possible causes may be as follows. - Not connected to the network - A failure has occurred on the host terminal	• The network cable is not connected or is broken. • The network bandwidth is too low, or the reception is poor (for Remote Viewer only). • The host device is having a problem.	• Check that the network cable is connected or is not broken. • Check the network band width or the radio reception (for Remote Viewer only). • 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 167 "Configuring Network Settings".
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.
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.

Message	Causes	Solutions
Cannot continue remote whiteboard because of a communication error The following are possible causes. - The network settings are incorrect - The network cable is not connected Check the network status and then try again.	• The network cable is not connected. • The IP address is not set. • No IP address can be obtained over DHCP. • The IP address of the host whiteboard is incorrect.	Check the network status and open the session again. For details about how to configure the Network Settings, see page 167 "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.
There is no data to save	Before any pages were saved to the specified location, one or more of the selected pages was deleted.	• Select and save the pages again. • Finish the remote whiteboard session, and then save the pages 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.
Cannot access the folder Access control is set on the folder. Cancel access control on the folder and try again.	Access control is set on the folder.	Cancel access control on the folder and try again.
Cannot import the file Security is set on this file. Select another PDF file.	• Security setting is specified for the PDF file. • Printing the PDF file is prohibited.	Select another PDF file.
Cannot import the file The file may be corrupted. Select another PDF file.	• The PDF file is corrupted. • The file is not a PDF file. For instance, the file extension of a text file was changed to .pdf.	Select another PDF file, or check that the PDF file opens on a computer, and then try again.
Cannot add all of the pages Cannot add all of the pages because the limit (100 pages) has been reached while importing. The first XX pages has been added.	All of the pages cannot be added. The total number of pages in the PDF file exceeds the maximum number of pages that can be added.	Check the number of pages in the PDF file, and then delete unnecessary pages on the whiteboard to reduce the number of pages to100 or less after adding pages.
Cannot add all of the pages Set a page size from 100 x 148 mm to A0.	A file import failure occurred because the page size is inappropriate.	Delete unnecessary pages before converting pages to images.

Message	Causes	Solutions
Cannot add all of the pages An unexpected problem occurred while importing. The file may be corrupted. Check the file and try again.	The file is corrupted and a file import failure occurred.	Delete unnecessary pages before converting pages to images.
Cannot import all the pages because an unexpected error has occurred while importing the file.		
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.	• The file is not in PPT format. For instance, the file extension of a text file was changed to .ppt. • A password is specified for the PPT file. • The PPT file is corrupted.	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 save Try again after checking the USB memory mount, the free space and if it has write authorization.	• No USB flash memory device is connected. • The USB flash memory device has insufficient free space. • You do not have permission to write to the USB flash memory device.	• Delete unnecessary data from the USB flash memory device or connect a USB memory device that has sufficient free space. • Configure the USB flash memory device properties to allow information to be written.

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.	• The USB flash memory device was disconnected when the file was saved. • The USB flash memory device has insufficient free space to save the file. • The USB flash memory device is write-protected.	• Delete unnecessary data from the USB flash memory device or connect a USB memory device that has sufficient free space. • Configure the USB flash memory device properties to write information.
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.	• Access to the USB flash memory device is restricted. • The USB flash memory device is corrupted. • The USB flash memory device has been disconnected while being accessed. • The USB flash memory device was corrupted while being accessed.	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.	• The shared folder does not work correctly. • The server with the shared folder is not correctly connected to the network. • The shared folder is not configured to use CIFS protocol. • The path to the shared folder is incorrect. • The user name or password is incorrect. • The network cable is not properly connected. • The IP address is not configured. • The DNS server is not configured. • The IP packet cannot reach the shared folder because a different subnet mask is specified. • CIFS (SMB) communication is prohibited in the network.	• Check the shared folder settings. • Make sure that the shared folder can be accessed from a computer, and then try to save the data again.

Message	Causes	Solutions
Cannot access the shared folder Cannot access to the network. Try again later. If there is no improvement contact your administrator.	• The shared folder does not work correctly. • The server with the shared folder is not correctly connected to the network. • The shared folder is not configured to use CIFS protocol. • The network cable is not properly connected. • The IP address is not configured. • The DNS server is not configured. • The IP packet cannot reach the shared folder because a different subnet mask is specified. • CIFS (SMB) communication is prohibited in the network.	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.	• Delete files of the specified file name with unnecessary suffixes. • Specify a different file name. • Change the save location.
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.	• The number of characters in the nickname is greater than 20. • No e-mail address has been specified, or the number of characters in the e-mail address is greater than 255.	• Enter a nickname of 20 characters or less. • Enter an e-mail address of 255 characters or less.
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 255.	Enter an e-mail address of 255 characters or less.

Message	Causes	Solutions
The sender's email address is incorrect. Check the sender's email address and try again.	• The sender's e-mail address is not specified. • The format of the sender's e-mail address is incorrect.	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.	• The network cable is not connected, or the cable is broken. • There is an error in the Network Settings (such as the DNS). • There is an error in the SMTP Server Settings (IP address, host name, or port number). • There is an error in the authentication settings for the SMTP server (authentication, account, or password).	• Check whether the network cable is connected, or the cable is broken. • Access Administrator Settings and check the Network Settings. For details about how to configure the Network Settings, see page 167 "Configuring Network Settings". • Access Administrator Settings and check the SMTP Server Settings. For details about how to configure the SMTP Server Settings, see page 176 "Configuring SMTP Server Settings".
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 Check the network status and then try again.	• The network cable is not properly connected. • The IP address is not configured. • The IP address cannot be obtained via DHCP.	• Make sure the network cable is properly connected. • Configure the IP address.

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.	Perform one of the following, and then send the e-mail again: - Add a captured page. - Add a handwritten entry on the externally inputted image. - Display the computer screen.
Failed to create the PDF file. Please call service.	- Memory is running short. - The system is having a problem.	Contact your service representative.
There is no data to save 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.	Perform one of the following actions and then try again: - Add a captured page. - Add a handwritten entry on the externally inputted image. - Display the screen of a computer.

Message	Causes	Solutions
Cannot connect to Public Address Book Server The following are the possible causes. - The network settings are incorrect - Cannot access the server - Cannot access the network - The public address book setting is incorrect Please try again later. If there is no improvement contact your administrator.	• The network settings are incorrect. • The settings for the public address book are incorrect.	Check the settings for the network and public address book. If a user name and password are set in the public address book server, enter them in the Network Settings. For details see page 167 "Configuring Network Settings".
Cannot access the cloud storage The following are the possible causes. - The network settings are incorrect - Cannot access the server - Cannot access the network Please try again later. If there is no improvement contact your administrator.	• The network cable is not connected. • The network settings are incorrect. • The cloud storage does not have sufficient free space. • You do not have read permissions for the specified file. • You do not have write permissions for the specified folder.	• Connect a network cable. • Check the settings for the network. For details see page 167 "Configuring Network Settings". • Check the remaining space available in the cloud storage. • Check the settings for the cloud storage.

Message	Causes	Solutions
Cannot access the cloud storage - The sign-in address is incorrect - The password is incorrect Contact your administrator.	• The sign-in address or password is incorrect. • You are accessing a page that is not directly related to signing in. • Though [Automatic Configuration/Proxy Server] is set to [Use the proxy server] in [Administrator Settings] and a username and password are input, the settings of the proxy server are set to require neither a username nor a password.	• Enter the sign-in address or password again. • When [Automatic Sign-in] under Administrator Settings is enabled, check the sign-in address and password specified for the setting. For details, see page 206 "Changing the System Settings". • Do not open links that are not directly related to signing in. • Leave the username and password in [Network Settings] blank.

Error Messages Related to Temporarily Saved Files

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.

Message	Causes	Solutions
The meeting code is incorrect Enter the correct meeting code.	- The specified meeting code is incorrect. - There is no temporarily saved file associated with the specified meeting code.	- Enter the meeting code set when temporarily saving the file. - Check that the save period of the file has not expired.

Error Messages Related to the RICOH UCS Function

When the machine is in whiteboard mode

Message	Causes	Solutions
Cannot login	The entered contact ID or password is incorrect.	Check that the correct contact ID and password were entered. If they are incorrect, re-enter the correct ones.
Cannot login	There is an error in the proxy authentication settings.	Reconfigure the proxy authentication settings correctly. To configure proxy authentication settings, use [Proxy Server Settings], under [Network Settings] in [Administrator Settings]. For details about Proxy Server Settings, see page 167 "Configuring Network Settings".
Cannot login	- There is an error in the network settings. - Cannot access the server. - Cannot access the network.	- Check the network settings and reconfigure them correctly. - Contact your network administrator to check that there is no problem with the network environment. - Wait for a while, switch to RICOH UCS mode, and restart the RICOH UCS function.

Message	Causes	Solutions
Logged out	The contact ID being used for the machine has been used to log in to another device supporting the RICOH UCS function.	Switch to RICOH UCS mode and restart the RICOH UCS function.
RICOH UCS function for this device and screen sharing function for RICOH UCS P3000/3500 cannot be used at the same time. If you want to use the screen sharing function for RICOH UCS P3000/3500, change the RICOH UCS function usage setting to off on Video Conference Settings in the administrator settings.	An external device supporting RICOH UCS has been connected when the RICOH UCS function was enabled.	When using an external device supporting RICOH UCS, deselect the [Use RICOH UCS Function] check box in [Video Conference Settings] of [Administrator Settings].
Network connection has been lost	The network connection was disconnected while the machine was starting up.	Check the network environment that you want to use and reconnect to the network.
Error has occurred	A system error occurred.	Switch to RICOH UCS mode and restart the RICOH UCS function.

When the machine is in RICOH UCS mode

Message	Causes	Solutions
Failed to Login. Please check User ID and password.	The entered contact ID or password is incorrect.	Check that the correct contact ID and password were entered. If they are incorrect, re-enter the correct ones.
Failed to connect due to proxy authentication error.	There is an error in the proxy authentication settings.	Reconfigure the proxy authentication settings correctly.

Message	Causes	Solutions
Failed to connect.	- There is an error in the network settings. - Cannot access the server. - Cannot access the network.	- Check the network settings and reconfigure them correctly. - Contact your network administrator to check that there is no problem with the network environment. - Wait for a while after switching to whiteboard mode, and then switch back to RICOH UCS mode.
You have been signed out as another user signed in with same Contact ID.	The contact ID being used for the machine has been used to log in to another device supporting the RICOH UCS function.	Switch to whiteboard mode, and then switch back to RICOH UCS mode.
The machine has been disconnected from the network.	The network connection was disconnected while the machine was starting up.	Check the network environment that you want to use and reconnect to the network.
An error occurred. This application will be closed.	A system error occurred.	Switch to whiteboard mode, and then switch back to RICOH UCS mode.

Error Messages Related to the Authentication Function Using RICOH Streamline NX

Message	Causes	Solutions
Only file sizes up to 20MB can be uploaded. Select a file under 20MB.	The file that you attempted to upload exceeds 20 MB.	- Select and upload an image file with a size of 20 MB or less. - Edit the selected image file to reduce its size to a maximum of 20 MB.
Cannot login whiteboard	There is no user (card) information at the authentication destination.	Register the user (card) information at the authentication destination.

Message	Causes	Solutions
Cannot login whiteboard	The user (card) information is set to [Off].	Set the user (card) information [Status] to [On].
Cannot login whiteboard	• The user (card) information has expired. • The current date precedes the start date for the user (card) information.	Check the expiry date of the user (card) information and reset the date if necessary.
Cannot login whiteboard	The password is incorrect.	Log in with the correct password.
Cannot login whiteboard	The user name includes one or more characters that cannot be used.	Check the user information.
Cannot login whiteboard	The card information is incorrect.	Check the card information.
Cannot login whiteboard	The card information is not registered.	Check if the card information is registered.
Cannot login whiteboard	Failed to communicate with the server. The following are possible causes: • Cannot access the network. • The network settings are incorrect • The server settings are incorrect	Check the network settings and the server settings. Also, check the network status.
Cannot login whiteboard	An error has occurred during the login process.	• Check the user information. • Check the settings for the server.
Cannot login whiteboard	Failed to authenticate because of the connection failure between the server and an external authentication server.	Check the settings for the server.

Message	Causes	Solutions
Cannot login whiteboard	The login user name is duplicated on the server or the external authentication server.	• Check the user information. • Delete the account.
Cannot login whiteboard	An unexpected error has occurred during the login process.	Restart the machine. If you cannot login after restarting, contact your administrator.
Connection has failed	Failed to communicate with the server. The following are possible causes: • Cannot access the network • The network settings are incorrect • The server settings are wrong	Check the network settings and the server settings. Also, check the network status.
Cannot use the authentication function	Failed to perform license authentication. The following are possible causes: • Cannot access the network. • The network settings are incorrect. • The server settings are wrong. • Insufficient licenses	• Check the network settings and the server settings. Also, check the network status. • Contact your administrator. • Check the license.
Cannot change the print user	Failed to distinguish the user (card) information.	• Check the user (card) information. • Register the user (card) information at the authentication destination if necessary.

Message	Causes	Solutions
Cannot change the print user	Failed to communicate with the server. The following are possible causes: • Cannot access the network. • The network settings are incorrect. • The server settings are wrong.	Check the network settings and the server settings. Also, check the network status.
Cannot add the destination	Failed to communicate with the server. The following are possible causes: • Cannot access the network. • The network settings are incorrect. • The server settings are wrong.	Check the network settings and the server settings. Also, check the network status.
Cannot add the destination	Failed to distinguish the user (card) information.	• Check the user (card) information. • Register the user (card) information at the authentication destination if necessary.
Cannot add the destination	The email address is not registered on the authentication server.	Check the e-mail address settings.

Message	Causes	Solutions
The user name or the password is not correct.	- The entered user name or password is incorrect. - Cannot log in to the server. - The server has a problem.	- Enter the correct user name and password again. - Check the network settings and reconfigure them correctly. - Contact your network administrator to check that there is no problem with the network environment. - Contact your server administrator to check that there is no problem with the server.
Please close whiteboard to login with another IC card	You are using a different IC card from that used when logging in.	Use the same IC card as you used when logging in.

Note

- When error code "7" is displayed, see "Troubleshooting" under "9. Managing System Operation and Logs", Administrator's Guide of RICOH Streamline NX v3.

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 remote whiteboard.	Try to join the remote whiteboard session again.

Message	Causes	Solutions
An error has occurred on the whiteboard closing. Turn the power off and then on again.	Machine initialization may have failed because the system did not enter standby mode.	Quickly press and release the power button of the machine. When the machine is turned off, press the power button again to restart the machine. When you are using the RICOH Interactive Whiteboard D3210/ D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.

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.	Check that none of the following applies: • The e-mail address is left blank. • More than 64 characters are used for the local block of the e-mail address. • More than 255 characters are used for the e-mail address.

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.	Check that none of the following applies: • The IP address is left blank. • The IP address is not composed of four parts, each separated by a period, which contain three or fewer single-byte digits. • The four parts of the IP address, each separated by a period, contain three or fewer single-byte digits with an invalid value. • More than 256 digits are used. • Uses a 2-digit or 3-digit number that starts with 0.
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.	• The number of items in the address book entry is incorrect. • Each item in the e-mail address book entry does not meet the required condition.	Correct the file content.

Message	Causes	Solutions
Cannot import the contact list Check the contents of the file. The last allowed character of a column and the first of the next column must be separated with a tab character.	• The number of items in the host whiteboard is incorrect. • Each item in the host whiteboard does not meet the required condition.	Correct the content of the contact list file.
Cannot import. Try again after checking the file format.	• The domain name contains an unusable character. • The domain name is empty or contains more than 256 characters.	Correct the content of the domain list file.
Failed to load the files. Importing failed because there is a shared folder(s) with an incorrect format. Check the user guide for information about formats.	The format of the shared folder(s) list is incorrect.	Create the shared folder(s) list in the correct format file, and then try again. For details about correct file settings, see page 186 "Managing a Shared Folder List".
Set the character code format to Unicode little endian.	The character code format of text file is not Unicode little endian.	Configure the character code to conform to Unicode little endian, and then try again.
Cannot confirm the settings. Check that they are tab delimited.	The settings of the shared folder are not tab-separated.	Configure the settings of the shared folder to be tab-separated, and then try again.
One or more characters that cannot be used are included.	The name column, path column, user column or password column have one or more characters that cannot be used.	Modify the character(s), and then try again. For details about characters that can be used for each column, see page 186 "Managing a Shared Folder List".
Enter within 255 characters.	The number of characters in name column, user column or password column exceeds 255 characters.	Enter 255 characters or less in each column, and then try again.

Message	Causes	Solutions
Enter from 1 to 1024 characters.	No path column has been specified, or the number of characters in the path column is greater than 1024.	Enter from 1 to 1024 characters in the path column, and then try again.
Set true or false.	The value entered in the readable column or writable column is not true or false.	Set true or false in the readable column and writable column, and then try again.
Connection has failed The following are possible causes. - The shared folder or the network settings are incorrect. - Cannot access the network	• The shared folder or the network settings is incorrect. • The shared folder is not configured to use the CIFS protocol. • SMB communication is prohibited in the network. • The server with the shared folder is not correctly connected to the network. • The network cable is not properly connected. • The IP packet cannot reach the shared folder because a different subnet mask is specified.	• Check the shared folder settings and the network settings, change the settings, and then import the file again if necessary. For details about the settings for shared folders, see page 186 "Managing a Shared Folder List". • Make sure that the shared folder can be accessed from a computer.
Cannot export. Cannot find the USB memory. Try again after mounting the USB memory.	No USB flash memory device is connected.	Insert or reinsert a USB flash memory device correctly. For details about how to connect a USB flash memory device, see page 31 "Inserting a USB Flash Memory Device".

Message	Causes	Solutions
Cannot export. Cannot access the USB memory. Check the USB memory.	- The USB flash memory device is corrupt. - Access to the USB flash memory device is restricted. - The USB flash memory device has been disconnected while being accessed. - The USB flash memory device was corrupted while being accessed.	- Format the USB memory device. - Cancel access control on the USB memory device. - Insert or reinsert the USB flash memory device correctly.
Cannot export. You do not have the authority to write to the mounted USB memory.	You do not have the authority to write to the mounted USB memory.	Configure the USB flash memory device properties to allow information to be written.
Cannot export. Insufficient free space on the USB memory. Check the free space on the USB memory and try again.	The USB flash memory device has insufficient free space.	Check the free space of the USB flash memory device, and delete unnecessary files.
Cannot export. An unexpected error has occurred while processing.	- The USB flash memory device was disconnected during data processing. - Another error has occurred during data processing.	Reinsert the USB flash memory device and try again. Do not disconnect the USB flash memory during data processing.

Message	Causes	Solutions
Cannot import the template Check the contents of the file.	• The character code format of text file is not Unicode little endian. • The settings of the template are not tab-separated. • The file name has character(s) that cannot be used or exceeds 255 characters. • The folder has no text file. • The folder has no image files. • The extension of the image files are not JPG or PNG. • The text file does not follow the correct format.	Create the file in the correct format, and then try again.
Check the proxy settings.	The proxy server setting is incorrect.	Specify the correct proxy server setting.
Cannot import The following are the possible causes. - The Zip file format is incorrect - The text file format is incorrect - The file name is incorrect - There is no text file or there are more than two - There is no certificate file Try again after checking the following causes.	The file could not be imported due to one of the following: • The format of the zip file is incorrect • The character code format of text file is not Unicode little endian • The text file is not tab-separated • The file name includes one or more characters that cannot be used or the number of characters is greater than 255 • There is either no text file or more than one text file • There is no certificate file	Resolve the cause of the error, and then try again.

Message	Causes	Solutions
Cannot import Certificate The following are the possible causes. - The certificate file is corrupted - The password is incorrect Try again after checking the following causes.	The certificate could not be imported due to one of the following: • The certificate file is corrupted. • The password is incorrect.	Resolve the cause of the error, and then try again.
Cannot export The following are possible causes. - No free space - No write authority - The same file name already exists in the save folder - The folder is corrupted Try again after resolving the cause.	The certificate could not be exported due to one of the following: • No free space on disk • The same file name already exists in the save folder • No access privileges are given • Disk failure	Resolve the cause of the error, and then try exporting the certificate again.
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.	The last time the machine was running, the power button was not correctly pressed, causing a forced shut down.	Open Administrator Settings and reconfigure the machine settings. For details about Administrator Settings, see page 162 "Opening Administrator Settings".

Message	Causes	Solutions
Connection has failed	Failed to communicate with the server. The following are possible causes: • Cannot access the network. • The network settings are incorrect. • The server settings are wrong.	Check the network settings and the server settings. Also, check the network status.
Another user is using administrator settings Please re-enter later.	• The administrator settings are being configured remotely from another computer. • The administrator settings are being configured on the machine.	Wait a while and try again later.
Cannot start the application because the software is an earlier version. Go to administrator settings and update the software from system update.	The controller has been installed on a new machine with the old software installed on the controller Type 1.	Update the software from System Update in Administrator Settings. For details about how to update the system, see page 204 "Updating Your System".

Message	Causes	Solutions
Failed to upload the files The following are the possible causes. - The file is not a text file - The character code format is not Unicode little endian - The number of files exceeds 200 files - The IP address or host name is incorrect	• The format of the synchronization destination list is incorrect. • The character code format of the text file is not Unicode little-endian. • There are more than 200 items in the synchronization destination list. • The file to be imported contains an IP address or host name with an invalid value.	Check that the list of destination whiteboards to be synchronized are created correctly. For details about how to create a list, see page 239 "Creating a List of Destination Whiteboards to Synchronize".
Cannot upload	• The file format is incorrect. • The system file is not compatible with the whiteboard.	Upload the correct system file.
Failed to upload the system update file performed previously	• The whiteboard was disconnected from the network while uploading the system file. • The whiteboard was turned off while uploading the system file.	• Check the network status. • Turn on the main power switch.

Error Messages Related to Web Page

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.

Message	Causes	Solutions
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.	• The specified meeting code is incorrect. • There is no temporarily saved file associated with the specified meeting code.	• Enter the meeting code set when temporarily saving the file. • Check that the save period of the file has not expired.
Cannot upload	• The size of a ZIP file or PNG file exceeds the limit. • The file cannot be extended because it is broken, it is protected by a password, or else. • The ZIP file includes a file that has an invalid name. • The ZIP file has an incorrect directory structure. • The ZIP file includes a file whose extension is other than PNG, such as a hidden file.	Upload the correct file.
Cannot upload The format is incorrect.	The extension of the file is incorrect.	Upload a file that has a PNG or JPG extension.

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.	• Restart the video conferencing device. • Reconnect the USB cable connecting the machine to the video conferencing device. If these problems persist, contact your service representative.
Cannot confirm the latest version Check the network status.	The machine is not connected to the network.	• Check the network settings. • Make sure the network cable is properly connected.
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.
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.	• Change the resolution of the computer to a resolution the machine supports. • Disconnect the display cable, and then connect the cable again.
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 display the image from the external input because of an internal error on the capture board Turn the power off and then on again.	- An error occurred while using the capture board. - The capture board is not connected correctly. - Machine initialization has failed. - The firmware update of the capture board has failed. - The EDID update of the capture board has failed.	Turn off the main power, and then turn it on again.
Cannot display copyright protected contents on the external input terminal named "Computer In". Connect to another external input terminal and select the input source by pressing [Input] on the monitor or remote control. The whiteboard function cannot be used on external input terminals other than "Computer In".	It was attempted to display copyright-protected contents from an external input terminal that does not support such contents.	Connect the source to the external input terminal that supports copyright protected contents, and try again. For details about the external input terminals, see page 87 "Devices That Can Be Connected to the Machine".

Message	Causes	Solutions
Restart the whiteboard Failed to switch the touch input control. The page will be restored after restarting the whiteboard. Try again because the function being performed will be ended. Do not turn the power off while restarting.	Failed to switch the touch input control.	Touch [Restart] to restart the whiteboard.
An error has occurred Failed to switch the touch input control. The setting will be ended. Try again because the function being performed will be ended.	Failed to switch the touch input control.	Touch [OK] to close the "Administrator Settings" screen. If you want to continue configuring the setting, reopen Administrator Settings.
Cannot login whiteboard	Failed to communicate with the server. The following are possible causes: • Cannot access the network. • The network settings are incorrect. • The server settings are wrong.	Check the network settings and the server settings. Also, check the network status.
Cannot login whiteboard	Failed to distinguish the user (card) information.	• Check the user (card) information. • Register the user (card) information at the authentication destination if necessary.

Message	Causes	Solutions
Cannot add the destination	Failed to communicate with the server. The following are possible causes: • Cannot access the network. • The network settings are incorrect. • The server settings are wrong.	Check the network settings and the server settings. Also, check the network status.
Cannot add the destination	Failed to distinguish the user (card) information.	• Check the user (card) information. • Register the user (card) information at the authentication destination if necessary.
Cannot add the destination	The email address is not registered on the authentication server.	Check the e-mail address settings.

Error Massages Related to IWB Remote Desktop Software

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.

Message	Causes	Solutions
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.	The version of the software is not the latest one.	Download the latest version from the machine and install it. For details about downloading and installing IWB Remote Desktop Software, see page 130 "Downloading IWB Remote Desktop Software" and page 131 "Installing IWB Remote Desktop Software".
Connect with the web browser to the IP address of the whiteboard's main unit, then click [Download] from [Download Software]. Download IWB Remote Desktop Software.DMG and run it, then perform installation following the screen instructions.	The version of the software is not the latest one.	Download the latest version from the machine and install it. For details about downloading and installing IWB Remote Desktop Software, see page 130 "Downloading IWB Remote Desktop Software" and page 131 "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.	• The computer cannot access the network. • The destination device cannot access the network, or its IP address is incorrect.	• Check that the computer can access the network. Specify the correct settings, and then try again. • Check that the LAN cable of the destination device is properly connected and the device can connect to the network, and then try again. • Enter the correct IP address of the destination device and try again.

Message	Causes	Solutions
Cannot start remote PC operation The following are possible causes. • The IP address is wrong. • This PC is not connected to the network. • The whiteboard has not been started or is on standby. Check the IP address, this PC's network settings, and that the whiteboard is started, then try again.	The destination device did not respond for a certain period of time. Connection failed.	• Check that the destination device can access the network. • Check that the computer can access the network. • Wait a while and try again later.
	• The IP address of the destination device is incorrect. • The IP address of the destination device is not specified. • The LAN cable of the destination device is not connected properly. • The destination device is in standby mode or turned off.	• Enter the correct IP address of the destination device and try again. • Check that the IP address of the destination device is correctly configured. • Check that the LAN cable of the destination device is properly connected. • Restart the destination device and try again.
Cannot start remote PC operation Cannot use this software on extended desktop.	Extended desktop mode is enabled on the computer on which the IWB Remote Desktop Software for Mac is installed.	Disable the extended desktop mode.

When You Cannot Use the Interactive Whiteboard As You Want

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

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? (If the machine which you use has the main power switch)
- 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

- **For details about how to shut down the machine, see the provided manual. The procedure differs depending on the machine being used.**

Problem	Causes	Solutions
• The power button is pressed, but the system does not start up. • The power button is pressed, but the power lamp does not turn on.	• The power cord is not connected correctly. • The main power is turned off. (If the machine which you use has the main power switch)	• Reconnect the power cord. • Turn on the main power switch.
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.

Problem	Causes	Solutions
The power button is pressed, but the machine does not shut down when you are using the RICOH Interactive Whiteboard D3210/ D8600.	[For standby press the power button] is enabled.	When you are using the RICOH Interactive Whiteboard D3210/ D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine.
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 if the machine which you use has the main power switch. Contact your service representative. When you are using the RICOH Interactive Whiteboard D3210/ D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.

When Using the Interactive Pen

Problem	Causes	Solutions
• The interactive pen does not respond. • The battery indicator does not turn on.	The interactive pen's battery is fully used up.	Replace the battery.

Problem	Causes	Solutions
The interactive pen does not respond.	• 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. • The interactive pen is not recognized.	• Hold the middle of the interactive pen. • Perform the interactive pen recognition again. For details, see page 313 "Making the Machine Recognize the Interactive Pen Again". This solution is for the Pen Sensor Kit Type 3 and whiteboard models D5520, D6510, and D7500.
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 (if the machine which you use has the main power switch). Next, switch on the main power, and then press the power button to restart the machine. When you are using RICOH Interactive Whiteboard D3210/D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.

When Displaying an Image

Problem	Causes	Solutions
Only a monochrome image is displayed.	• The cable is not connected correctly. • An incorrect cable is used.	• Reconnect the cable. • Check that the correct cable is used. If any of these actions do not fix the problem, contact your service representative.

Problem	Causes	Solutions
• The display is too dark. • The display is too bright.	The brightness of the display is not set appropriately.	Press the [Menu] button on the side or front of the display and adjust the brightness. For details about how to adjust the brightness, see page 315 "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.	• Check that the cable is connected correctly. • 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 you are using RICOH Interactive Whiteboard D3210/D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed. If any of these actions do not fix the problem, contact your service representative.
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 172 "Setting the Date and Time". If the system time is still incorrect, contact your service representative.

When Playing Sound from the Speaker

Problem	Causes	Solutions
There is no sound from the speaker.	An unnecessary speaker is enabled in [Device Management].	Disable the unnecessary speaker. See page 314 "Disabling an Unnecessary Speaker".

When Using the System as a Whiteboard

Problem	Causes	Solutions
No stroke is displayed.	The transmissions from the electronic pen use the 2.4 GHz wireless band. Wireless interference have occurred in the 2.4 GHz band.	Separate the whiteboard and the electronic pen at least 3 meters away from wireless LAN devices.
A stroke is not displayed at the correct position.	• There is something on the display frame. • The display is dirty.	• Do not leave the interactive pen or any material on the display frame. • Do not leave any material on the display frame. • Clean the display. For details about how to clean the display, see page 312 "Cleaning the Display". If any of these actions do not fix the problem, contact your service representative.

Problem	Causes	Solutions
A stroke is broken halfway.	• The pen nib may not be touching the display correctly. • The inside of the display frame is dirty. • Two or more interactive pens are being used within 15 m (49.2 feet) of each other.	• When writing, raise the pen so that the pen nib is kept pressed, and apply appropriate stroke pressure. • Clean the inside of the display frame. For details about how to clean the display, see page 312 "Cleaning the Display". • 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. • If an infrared device is used near the system, turn the device off. If any of these actions do not fix the problem, contact your service representative.

Problem	Causes	Solutions
A stroke is suddenly displayed in an unintended direction halfway.	• Something other than the pen is touching the display. • There is something on the display frame. • If too much stroke pressure is applied, a line stroke may be displayed in an unintended direction. • The display frame is being pressed strongly. • If the pen is used near a window, under direct sunlight or bright lighting, a stroke may be displayed in an unintended direction. • The display was pressed strongly.	• Keep anything other than the pen from touching the display. • Do not leave anything that can serve as an obstacle on the display frame. • Be careful not to apply too much stroke pressure. • Keep your hands away from the display frame. • Change the location of the system. • Do not apply too much force to the display. If any of these actions do not fix the problem, contact your service representative.
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 whiteboard function occurs.	There may be a problem with the system.	Contact your service representative.

When Using the System as a Monitor

Problem	Causes	Solutions
An image from the computer is not displayed.	• The cable is not connected correctly. • The external output of the computer is not configured correctly.	• Reconnect the cable. Secure the VGA cable to the receptacle with screws. Fully insert the DisplayPort cable until it clicks. • Check the external output settings of the computer.
An image from the video conferencing system is not displayed.	• The cable is not connected correctly. • The video conferencing device is not turned on.	• Reconnect the cable. Secure the VGA cable to the receptacle with screws. • Turn on the video conferencing device.
• An image disappears before completion. • An image stops halfway when loading. • An image is corrupted.	The cable is not connected correctly.	• Reconnect the cable. • Secure the VGA cable to the receptacle with screws. • Fully insert the DisplayPort cable until it clicks.
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.

Note

- For details about the supported input image signals, see page 316 "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 Interactive Whiteboard 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 206 "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 you are using RICOH Interactive Whiteboard D3210/D8600 and [For standby press the power button] is enabled, press and hold the power button to shut down the machine while the whiteboard screen is displayed.

When Accessing the Web Page

Problem	Causes	Solutions
The web browser refreshes slowly.	• The memory in the computer you are using is insufficient. • The CPU in the computer you are using is overloaded.	Quit all applications other than the Web browser that you are using for viewing.
The Web page of the machine is not displayed when you specify the machine's IP address or its host name.	• The device to be connected is turned off. • The entered IP address or host name is incorrect. • The Network Settings of the device to be connected are incorrect. • The device to be connected or the computer that is being used is not connected to the network.	• Turn on the power of the device to be connected. • Enter the IP address or host name that is displayed in the upper part of the screen of the device to be connected. • Check that the Network Settings of the device to be connected are correctly configured. • Check that the device to be connected or the computer that is being used is connected to the network.
No PDF file can be downloaded even when you click [Download].	• The power to the connected device is turned off. • The Network Settings have been changed on the connected device or your computer. • The connected device or your computer is disconnected from the network.	• Turn the connected device on. • Properly configure the Network Settings on the connected device or your computer. • Connect the connected device or your computer to the network.

Problem	Causes	Solutions
When switching [Enable SSL/TLS communication] from on to off, the screen automatically moves to the top page of the Web page for the machine.	Redirect information is cached in the web browser.	Restart the web browser or delete the cache. For details about how to delete the cache, see the web browser Help.

When Printing

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

When Using the User Authentication Function

Problem	Causes	Solutions
The IC card reader does not respond.	• You are using an IC card reader that has been connected to the multi-function printer or printer before. • The IC card reader has a malfunction. • The IC card reader is not connected to the whiteboard correctly. • The IC card reader is connected to a port for which the driver for the IC card reader is not installed.	• Do not connect an IC card reader to use with the interactive whiteboard to a multi-function printer or printer. The IC card reader might not be able to read IC cards. • Check that the IC card reader is normal. • Check that the IC card reader is connected to the whiteboard correctly. • Connect the IC card reader to another port. If you cannot resolve the problem, optimize the driver for the IC card reader. For details, see page 234 "Optimizing the Driver for the IC Card Reader".

When Connecting to a Network Using 802.1X Authentication

Problem	Causes	Solutions
Cannot connect to a wired network.	• No valid credentials were entered. • No valid certificate was selected.	• Display the desktop, disconnect the LAN cable, and then connect it again. A screen for entering credentials appears. Enter valid credentials. For details about how to display the desktop, see page 159 "Displaying the Desktop". • Display the desktop, disconnect the LAN cable, and then connect it again. A screen for selecting a certificate appears. Select a valid certificate. For details about how to display the desktop, see page 159 "Displaying the Desktop".
Cannot connect to a wireless network.	• Valid credentials were not entered. • No valid certificate is selected.	• Save the credentials while configuring settings in [Manually Connect Wireless Network]. To do this, display the network properties screen, touch the [Security] tab, touch [Advanced settings], and then touch [Save credentials]. • Display the desktop. On the screen for selecting a certificate, select a valid certificate. For details about how to display the desktop, see page 159 "Displaying the Desktop".

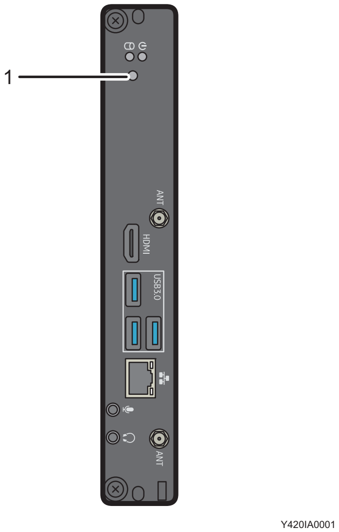
When Encrypting the SSD

Problem	Causes	Solutions
The encryption status is displayed as "Error" when encrypting or unencrypting the SSD.	The Trusted Platform Module (TPM), which is used for encrypting the SSD, is corrupted.	Contact your service representative.

When Using IWB Remote Desktop Software

Problem	Causes	Solutions
The screen’s display is rotated.	The computer's graphic driver is set to rotate the screen's display.	Set the display rotation to "0" in the computer's graphic driver settings.

When Performing a Windows Update

Problem	Causes	Solutions
The screen freezes during the Windows Update.	The interactive whiteboard may have failed to do the Windows Update.	Quickly press and release the button, shown in the diagram, on the controller unit. The controller unit starts shutting down. If the controller unit does not start shutting down, press and hold down the button for at least four seconds to force the controller unit to turn off. If any of these actions do not fix the problem, contact your service representative.  1. Button

10. Appendix

This appendix explains how to use the security functions of the machine, the user authentication management function, the Crestron linkage function, and Remote Viewer. It also explains how to maintain this machine and adjust the display and provides contact and trademark information.

Using the Security Functions of the Machine

This section explains the security functions of the machine.

Using the Anti-virus Software

Even though the machine is always protected by the anti-virus software, you can also run a virus scan manually and check the status of the anti-virus software.

1. **Touch 🔒, the Security Settings icon, in Administrator Settings.**
2. **Touch [Open Anti-virus Software].**

   Windows Defender opens. Operate as required. You cannot open other applications from the [Settings] and [Help] buttons.

Using Windows Update

When a Windows update applicable to the machine is released, you can apply it to the machine using Windows Update. You can also use the WSUS (Windows Server Update Services).

The period before an update becomes applicable after it is released from Microsoft or the WSUS server differ depending on the type of the update.

- Virus definition file of the anti-virus software: immediately
- Other updates [*1]: after 30 days

[*1] Applying the update program provided by Microsoft's Windows Update function might cause the machine to not operate properly. For this reason, Ricoh's machines are set up to apply any updates 30 days after they are delivered. Before the updates are applied, Ricoh verifies the machine's operations and provides any additional software if necessary. If Ricoh cannot provide suitable software, they provide software that temporarily stops the Windows Update function. In such cases, notifications are posted on Ricoh's website.

Checking for applicable updates

When you open Administrator Settings from the machine's Web page, you can check whether there are updates applicable to the machine and when the update was last installed.

For details about how to access the Administrator Settings Web page, see page 127 "Opening Administrator Settings".

Applying an update

If there is an applicable update, you can install it by clicking [Restart by Applying Windows Update] or [Shutdown after Applying Windows Update] when restarting or shutting down the machine from the machine's Web page.

For details, see page 128 "Restarting or Shutting Down the Machine from Its Web Page".

Depending on the settings, updates are also installed when auto shutdown or auto restart occurs. For details, see page 214 "Changing the Security Settings".

You can interrupt the Windows Update. For details, see page 128 "Restarting or Shutting Down the Machine from Its Web Page".

Using WSUS (Windows Server Update Services)

If WSUS (Windows Server Update Services) is enabled in the network to which the machine is connected, you can configure the machine to use it. Configure the machine's settings on the Security Settings screen. For details, see page 214 "Changing the Security Settings".

Managing the Machine by Using the User Authentication Function

This section explains how to use an authentication function to manage this machine.

Important

- For details about the user authentication function, consult the distributor where you purchased the product or your sales representative.
- Disconnect the IC card reader after the whiteboard is completely shut down. A malfunction may occur if the reader is disconnected during power-on or shutdown.

Preparing for Use

This section explains the preparations necessary in order to use the authentication function.

Connect a device used for authentication

Connect your IC card reader or the keyboard used for authentication to the machine.

Configure User Authentication Settings

Select the [Use user authentication function] check box in User Authentication Settings on the Administrator Settings Web page, and enter the address, port number and communication protocol of the server. For details about Authentication Settings, see page 218 "Changing User Authentication Settings".

Reconfigure Print Settings

To support the RICOH Streamline NX v2 SPM (Secure Print Manager) server or RICOH Streamline NX v3 Delegation server, reconfigure Print Settings, in Administrator Settings on the machine as follows:

1. **Select PCL6 Driver for Universal Print, and then open [Print Server Properties].**
2. **Enter the SPM server address or the Delegation server address as the printer address.**
3. **Select "User Authentication" in [Print Authentication].**
4. **Touch [Set].**
5. **Open [Print Settings].**
6. **Open [Others].**
7. **Open [Printer Properties] for the printer or multifunction printer that you are using.**
8. **On the [Ports] tab, select "IWB_RICOH_PRINTER".**
9. **Open [Configure Port].**

10. **Open [Configure TCP/IP Port Monitor].**

    If [Configure TCP/IP Port Monitor] is not displayed on the window, proceed to the next step.

11. **Under [Protocol], select "LPR".**
12. **Under [LPR Settings], in Queue Name, specify the name of the printer installed on the server.**
13. **Under [LPR Settings], select the [LPR Byte Counting Enabled] checkbox.**
14. **Close [Printer Properties].**
15. **Click [Set] on the Print Settings window.**

Specify a background for the login screen

You can specify an image to be used as the background for the login screen from User Authentication Settings on the Administrator Settings Web page.

Note

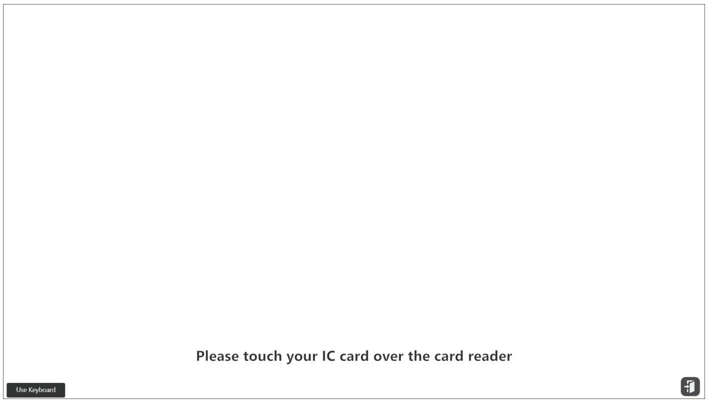
- Card Authentication Package/Enhanced Locked Print NX is available only for Japan.
- Before reconfiguring Print Settings as described above, check that a supported printer or multifunction printer is correctly connected to the machine.
- The image file to be used as the background for the login screen should be a JPEG file of less than 20 MB.
- JPG files that are registered as images to be used as the background for the login screen do not support rotation correction.
- If the user authentication function is enabled, the e-mail address of the logged-in user being logged in will be automatically set as the destination and sender addresses.

Logging in

If the authentication function of the machine is enabled, the login screen is displayed when the machine starts up or returns from the standby mode.

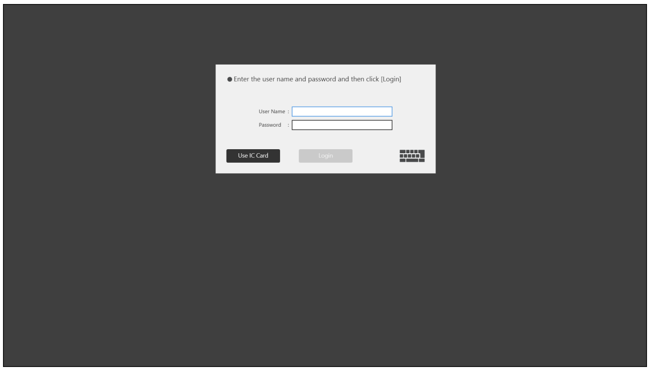
Once you have successfully logged in, all whiteboard functions will be available.

When using your IC card


Please touch your IC card over the card reader

1. **Hold your IC card over the card reader.**

When using the keyboard


● Enter the user name and password and then click [Login]

1. **Press ⌨.**

   The touch keyboard appears

2. **Enter your user name and password, and then touch [Login].**

Note

- If you are saving and sending a page by e-mail, the e-mail address of the logged-in user will be automatically set as the destination and sender addresses.
- You can specify whether to store the user ID information on the whiteboard as a cache from [Cache User Information on Authentication] in [User Authentication Settings]. When you enable this setting, you can log in to the whiteboard by using the IC card even if the whiteboard cannot communicate with the authentication server, as long as the cache is stored. The maximum number of caches that can be stored to the whiteboard is 1,000. If the number of caches exceeds 1,000, the whiteboard deletes caches from the oldest. When you restore the whiteboard to the factory default, all the caches are deleted.

Logging out

To log out, perform one of the following operations:

- Hold your IC card over the card reader while logging in.
- Touch on the whiteboard screen or on the floating toolbar to switch to the standby mode.
- Turn the machine off.

Note

- Depending on the settings on RICOH Streamline NX, a screen prompting you to enter your password may appear when you log in using an IC card. If this is the case, enter the password for the IC card that you used to log in.

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 206 "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:

Item	Specifications
Operating system	• Windows 7 Home Premium/Professional/Ultimate/Enterprise/.NET Framework 4 SP 1 or later (32 bit/64 bit) • Windows10 Home/Pro/Enterprise/.NET Framework 4 (32bit/64bit) English, Japanese, Simplified Chinese
CPU	• Recommended: Intel® Core™ 2 Duo 2 GHz or more • Minimum: Intel Core Solo U1300
Memory	• Windows 7 (32 bit): 1 GB or more • Windows 7 (64 bit): 2 GB or more • Windows 10 (32 bit): 1GB or more • Windows 10 (64 bit): 2GB 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 • Recommended: 512 kbps or higher • Minimum: 200 kbps Communication port • TCP: 80, 50000, 50001, 50002, or 61616 must be available for communication.

⚠CAUTION

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

Installing Remote Viewer on a Computer

Download Remote Viewer from the Ricoh website.

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].**
5. **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.

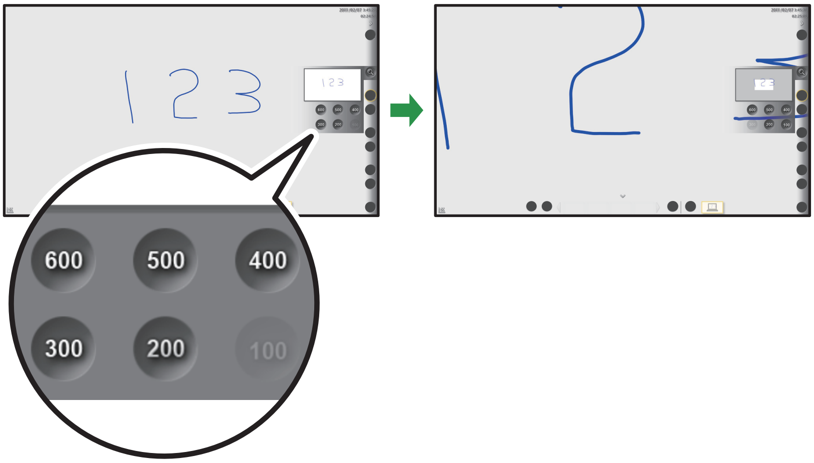
1. **On the [Start] menu, select [Control Panel].**
2. **When [View by:] is set to [Category], click [Uninstall a program]. When [View by:] is set to [Large icons] or [Small icons], click [Programs and Features].**
3. **Select "RICOH Interactive Whiteboard Remote Viewer Type 1" and click [Uninstall].**
4. **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.**



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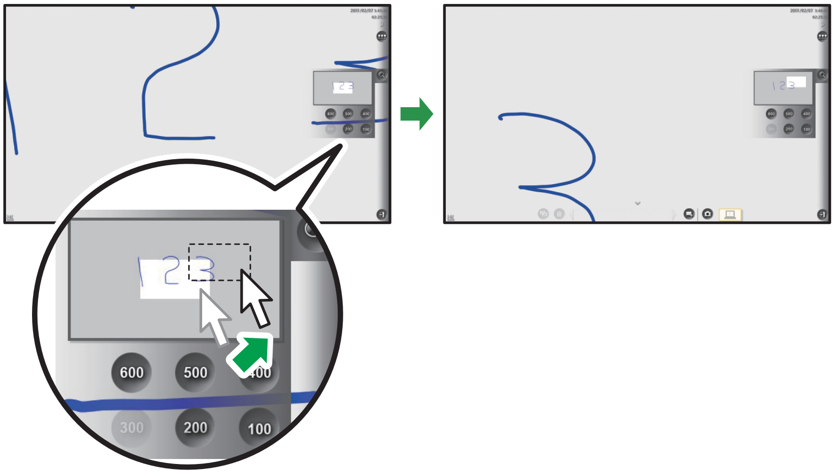
3. **To move the display area, click and drag the display area.**



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Configuring the Remote Viewer Settings

This section explains General Settings of Remote Viewer.

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

- ℹ, the Version Information icon

  Displays the Remote Viewer version information.

  When you touch [Display License Agreement], the software license agreement is displayed.

- ℹ, 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. **From the [Start] menu of your computer, click [All Programs].**

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

2. **Select [Interactive Whiteboard Remote Viewer] under [Ricoh].**

   In Windows 10, select [Settings] under [Ricoh], and Remote Viewer starts. In this case, you do not have to proceed to the next step.

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.

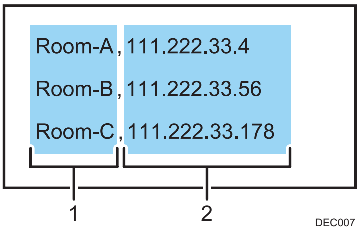
When the import is complete, the contact list is overwritten.

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.



```
Room-A,111.222.33.4
Room-B,111.222.33.56
Room-C,111.222.33.178
```

   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].**
7. **Select [Cancel].**

Using the Application Linking Function

Applications that were installed separately can be added to the whiteboard. When an application is added, ☰, the Application Button, is added to the whiteboard screen. Additionally, an icon for just one added application is displayed on the Welcome Screen. For the procedure to add applications, see the Ricoh website or consult your sales representative.

★ Important

- **You may not be able to use all the functions and some of the functions you can use may be limited, depending on the application. For applications that we recommend you add, see the Ricoh website or consult your sales representative.**
- **If you add another application to a whiteboard to which you have already added one application, you usually cannot use the previously added application. However, depending on the combination of applications, you still may be able to use the previously added application. For details, see the setup guide for the various applications.**

Starting/operating the application

Touch ☰, the application button, to start and operate the application from the sub-panel. Depending on the settings, the position in which ☰, the application button, appears varies.

Note

- The menu to open the display guide for external input is displayed at the top of the sub-panel. The menu to open the touch keyboard is displayed at the bottom of the sub-panel. However, if you are using IWB Remote Desktop Software and enter text on the computer, use the touch keyboard in IWB Remote Desktop Software. Do not use the touch keyboard that is displayed by touching the menu on the sub-panel of the application. If you use the touch keyboard that is displayed from the sub-panel of the application, you may be unable to enter text as you want.
- The interactive pen operates in the same manner as the touch pen does while the touch keyboard is running or it is running in the background. You can write on the screen when in touch pen mode but you can only draw markers when in interactive pen mode.
- You cannot operate an application while hosting a remote whiteboard session or participating in it in compatible mode.

Maintenance

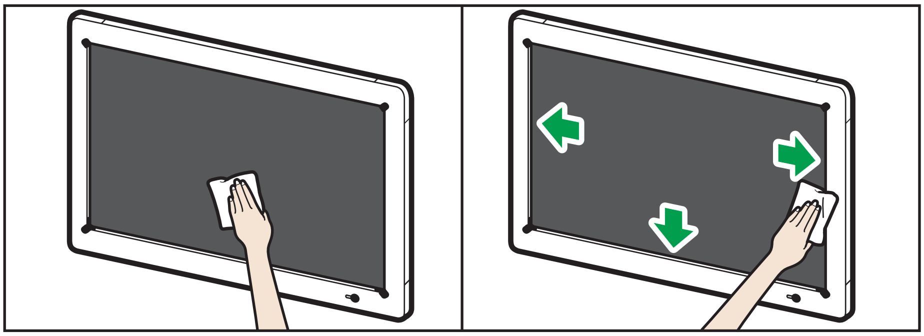
Cleaning the Display

⚠CAUTION

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

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

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



Making the Machine Recognize the Interactive Pen Again

If the pen does not respond, have the machine recognize the pen again by doing the following. This procedure is for RICOH Interactive Whiteboard Pen Sensor Kit Type 3 and whiteboard models D5520, D6510, and D7500.

Connecting the Pen Signal Receiver Again

1. **Remove the pen signal receiver from the bracket.**
2. **Connect the pen signal receiver to the bracket.**

Pairing the Interactive Pen

1. **Remove the battery from the interactive pen and replace it.**
2. **Press and hold the pen's nib and the pen's bottom at the same time for about 2 seconds.**

Note

- After you have connected the pen's receiver, immediately pair the pen. If the pen has not been paired within about 10 seconds after the pen's receiver was connected, the interactive pen will not be re-recognized.
- If the interactive pen is not recognized after the pen recognition process is repeated several times, contact your service representative.

Disabling an Unnecessary Speaker

If there is no sound from the speaker, perform following procedures to disable an unnecessary speaker.

1. **Touch , the Device Management icon, in Administrator Settings.**
2. **Touch [Device Management].**
3. **Press and hold the speaker icon "USB PnP Sound Device" on the "Playback" tab of "Sound" screen for several seconds, and then release your finger from the icon.**

   The context menu appears.
4. **Touch [Disable].**

   Make sure the speaker selected in Step 3 disappears from the "Playback" tab.
5. **Touch [OK].**
6. **Touch [Save settings by restarting] on the "Device Management" screen.**

   The machine restarts.

Adjusting the Display

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

For the procedure to adjust the display setting of the main unit, see Operating Instructions of the main unit. "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.

Note

- 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.

List of Video Input Signals Supported by the Machine

This section describes input signals supported for each of the HDMI, DisplayPort, and VGA input terminals.

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

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

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

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

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

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

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA CVT	1280 × 960	60	○	○	-
VESA GTF	1280 × 960	60	○	○	-
VESA DMT	1280 × 960	60	○	○	-
VESA CVT	1280 × 960	85	○	○	-
VESA GTF	1280 × 960	85	○	○	-
VESA DMT	1280 × 960	85	○	○	-
VESA CVT	1280 × 1024	60	○	○	-
VESA GTF	1280 × 1024	60	○	○	-
VESA DMT	1280 × 1024	60	○	○	-
VESA CVT	1280 × 1024	75	○	○	-
VESA GTF	1280 × 1024	75	○	○	-
VESA DMT	1280 × 1024	75	○	○	-
VESA CVT	1280 × 1024	85	○	○	-
VESA GTF	1280 × 1024	85	○	○	-
VESA DMT	1280 × 1024	85	○	○	-
VESA CVT	1360 × 768	60	○	○	○
VESA GTF	1360 × 768	60	○	○	○
VESA DMT	1360 × 768	60	○	○	○
VESA GTF	1366 × 768	60	○	○	○
VESA DMT (RB)	1366 × 768	60	○	○	-
VESA DMT	1366 × 768	60	○	○	○
VESA GTF	1400 × 1050	60	○	○	○
VESA DMT/CVT (RB)	1400 × 1050	60	○	○	○

Signal format	Resolution	Frequency (Hz)	HDMI Input	DisplayPort Input	VGA Input
VESA DMT/CVT	1400 × 1050	60	○	○	○
VESA DMT/CVT	1400 × 1050	75	○	○	○
VESA GTF	1440 × 900	60	○	○	○
VESA DMT/CVT (RB)	1440 × 900	60	○	○	-
VESA DMT/CVT	1440 × 900	60	○	○	-
VESA GTF	1440 × 900	75	○	○	○
VESA DMT/CVT	1440 × 900	75	○	○	○
VESA GTF	1440 × 900	85	○	○	○
VESA DMT/CVT	1440 × 900	85	○	○	○
VESA GTF	1400 × 1050	75	○	○	○
VESA CVT	1600 × 900	60	○	○	○
VESA CVT (RB)	1600 × 900	60	○	○	-
VESA GTF	1600 × 900	60	○	○	○
VESA DMT (RB)	1600 × 900	60	○	○	-
VESA CVT	1600 × 1200	60	○	○	-
VESA GTF	1600 × 1200	60	○	○	-
VESA DMT	1600 × 1200	60	○	○	○
VESA GTF	1680 × 1050	60	○	○	○
VESA DMT/CVT (RB)	1680 × 1050	60	○	○	○
VESA DMT/CVT	1680 × 1050	60	○	○	○
VESA DMT	1920 × 1080	60	○	○	○
VESA DMT/CVT (RB)	1920 × 1200	60	-	-	-

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

Note

- For details about the locations of the input terminals, see page 87 "Devices That Can Be Connected to the Machine".
- For the input signal supported by the Capture Board of the main unit, see Operating Instructions of the main unit.
- If resolutions or signal frequencies that are not compatible with this machine are entered, the images may flicker, blur, be displayed as stretched images horizontally or vertically, or not be displayed correctly.
- This machine only supports devices that use progressive scanning.

Specifications

Note

- For the specifications of the RICOH Interactive Whiteboard D3210/D8600, see Operating Instructions for the RICOH Interactive Whiteboard D3210/D8600.
- To use RICOH Interactive Whiteboard Controller Type 2 on RICOH Interactive Whiteboard D6500, RICOH Interactive Whiteboard Cable set for D6500, which is a separately sold option, is required.

RICOH Interactive Whiteboard Controller Type 2

External Interface (Controller)

Item	Specifications
Input connector	**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×1 • VGA Input **Controller Unit** Microphone Input×1 • Audio Input **Note** • For details about the video input signals that are supported, see page 316 "List of Video Input Signals Supported by the Machine".
Output connector	**Controller Unit** DisplayPort terminal×1 • Digital Output (For audio-visual devices) Speaker terminal×1 • Audio Output (Stereo)

Item	Specifications
USB Port	**Controller Unit** USB3.0 Type A×3 • These ports are used to connect the capture board and accessories such as the Pen Sensor Kit. They are also used to connect USB memory devices.
Communication connector	**Controller Unit** 10BASE-T/100BASE-TX/1000BASE-T

Network

Item	Specifications
Line speed	Minimum: 200 kbps
Communication port	Remote whiteboard • TCP: 80, 50000, 50001, 50002, and 61616 are available for communication E-mail transmission • Communication with the port number specified in the Email settings is available for communication. (page 176 "Configuring SMTP Server Settings") RICOH UCS function • When no proxy is used TCP: 80, 443, 17990, 17992 UDP: 50000 – 65535 (Maximum 6 ports) • When a proxy is used TCP: 80, 443 • TCP443 transmission TCP: 80, 443 Folder sharing on external storages • TCP 445, UDP 53, and TCP/UDP 137 are available for communication

RICOH Interactive Whiteboard D5520

LCD panel

Item	Specifications
Size	55 inch wide (diagonal 1387.80 mm)
Effective display area (H × V)	1232.0 × 708.9 mm (48.50 × 27.91 inches)
Display type	IPS
Backlight	LED system
Maximum resolution	1920 × 1080 dots
Aspect ratio	16 : 9
Display color	Approximately 16.7 billion colors (8 bit each for R, G, and B8bit)
Pixel pitch (H × V)	0.630 × 0.630 mm (0.02 × 0.02 inches)
Maximum brightness	450cd/m^2 **Note** • 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.
Contrast ratio	1100 : 1
View angles	178° in the horizontal field; 178° in the vertical field (Contrast ratio = 10 or more)
Response speed	12 ms (Gray to Gray)

Touch panel

Item	Specifications
Detection method	ShadowSense Type
Guard glass (With AR coating)	Thickness: Approximately 3.0 mm (0.12 inches) (AG Anti-Glare Glass)

Note

- For the external interfaces other than Capture Board and Controller Unit, see "Read This First".

Weight / Dimensions

Item	Specifications
Weight (Main unit)	Main body and all options (including the pen tray): less than 46 kg (101.41 lbs.)
Physical dimensions (W × H × D)	All options attached: 1352 × 770 × 135 mm (53.22 × 30.32 × 5.31 inches) Including the tray: 1387 × 770 × 189 mm (54.61 × 30.32 × 7.44 inches)

Operating range

Item	Specifications
Temperature	0–32 °C (32–89.6 °F) **Note** • The temperature range varies according to the conditions of the installation location.
Humidity	10–80% **Note** • The humidity range varies according to the conditions of the installation location. • A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.
Altitude	Maximum: 2500 m (8200 feet)

RICOH Interactive Whiteboard D6500

LCD panel

Item	Specifications
Size	65 inch wide (diagonal 1651 mm)
Effective display area (H × V)	1428.5 × 803.5 mm (56.3 × 31.7 inches)
Display type	VA

Item	Specifications
Backlight	LED system
Maximum resolution	1920 × 1080 pixels
Aspect ratio	16 : 9
Display color	Approximately 1.06 billion colors (10 bit each for R, G, and B)
Pixel pitch (H × V)	0.744 × 0.744 mm (0.03 × 0.03 inches)
Maximum brightness	360cd/m^2 **Note** • 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.
Contrast ratio	4000 : 1
View angles	178° in the horizontal field; 178° in the vertical field (Contrast ratio = 10 or more)
Response speed	8 ms

Touch panel

Item	Specifications
Detection method	IR Matrix Type
Guard glass (With AR coating)	Thickness: Approximately 4.0 mm (AG Anti-Glare Glass)

Weight / Dimensions

Item	Specifications
Weight (Main unit)	Main body and controller: Less than approximately 76 kg (167.6 lbs.)

Item	Specifications
Physical dimensions (W × H × D)	All options attached: 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

Item	Specifications
Temperature	10–32 °C (50–89.6 °F) **Note** • The temperature range varies according to the conditions of the installation location.
Humidity	10–80% **Note** • The humidity range varies according to the conditions of the installation location. • A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.
Altitude	Maximum: 2500 m (8200 feet)

RICOH Interactive Whiteboard D6510

LCD panel

Item	Specifications
Size	65V inch wide (diagonal 1651 mm)
Effective display area (H × V)	1428.5 × 803.5 mm (56.24 × 31.63 inches)
Display type	VA
Backlight	LED system
Maximum resolution	1920 × 1080 dots

Item	Specifications
Aspect ratio	16 : 9
Display color	Approximately 1.06 billion colors (10 bit each for R, G, and B)
Pixel pitch (H × V)	0.744 × 0.744 mm (0.03 × 0.03 inches)
Maximum brightness	350cd/m^2 **Note** • 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.
Contrast ratio	4000 : 1
View angles	178° in the horizontal field; 178° in the vertical field (Contrast ratio = 10 or more)
Response speed	8 ms (Gray to Gray)

Touch panel

Item	Specifications
Detection method	ShadowSense Type
Guard glass (With AR coating)	Thickness: Approximately 3.0 mm (0.12 inches) (AG Anti-Glare Glass)

Note

- For the external interfaces other than Capture Board and Controller Unit, see "Read This First".

Weight / Dimensions

Item	Specifications
Weight (Main unit)	Main body and all options (including the pen tray): less than 60 kg (132.28 lbs.)

Item	Specifications
Physical dimensions (W × H × D)	All options attached: 1553 × 888 × 170 mm (61.14 × 34.96 × 6.69 inches) Including the tray: 1588 × 888 × 224 mm (62.51 × 34.96 × 8.82 inches)

Operating range

Item	Specifications
Temperature	0–32 °C (32–89.6 °F) **Note** • The temperature range varies according to the conditions of the installation location.
Humidity	10–80% **Note** • The humidity range varies according to the conditions of the installation location. • A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.
Altitude	Maximum: 2500 m (8200 feet)

RICOH Interactive Whiteboard D7500

LCD panel

Item	Specifications
Size	75V inch wide (diagonal 1892.73 mm)
Effective display area (H × V)	1675.2 × 953.6 mm (65.95 × 37.54 inches)
Display type	IPS
Backlight	LED system
Maximum resolution	3840 × 2160 dots

Item	Specifications
Aspect ratio	16 : 9
Display color	Approximately 10.6 billion colors (10 bit each for R, G, and B)
Pixel pitch (H × V)	0.429 × 0.429 mm (0.02 × 0.02 inches)
Maximum brightness	410cd/m^2 **Note** • 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.
Contrast ratio	1200 : 1
View angles	178° in the horizontal field; 178° in the vertical field (Contrast ratio = 10 or more)
Response speed	8 ms (Gray to Gray)

Touch panel

Item	Specifications
Detection method	ShadowSense Type
Guard glass (With AR coating)	Thickness: Approximately 4.0 mm (0.16 inches) (AG Anti-Glare Glass)

Note

- For the external interfaces other than Capture Board and Controller Unit, see "Read This First".

Weight / Dimensions

Item	Specifications
Weight (Main unit)	Main body only: approximately 90kg (198.5 lbs.)
Physical dimensions (W × H × D)	Main body only: 1783 × 1019 × 127 mm (70.20 × 40.12 × 5.0 inches)

Operating range

Item	Specifications
Temperature	0–32 °C (32–89.6 °F) **Note** • The temperature range varies according to the conditions of the installation location.
Humidity	10–80% **Note** • The humidity range varies according to the conditions of the installation location. • A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.
Altitude	Maximum: 2500 m (8200 feet)

RICOH Interactive Whiteboard D8400

LCD panel

Item	Specifications
Size	84 inch wide (diagonal 2134.62 mm)
Effective display area (H × V)	1860.48 × 1046.52 mm (73.3 × 41.3 inches)
Display type	IPS
Backlight	LED system
Maximum resolution	3840 × 2160 pixels (1960 × 1080 pixels when using the Interactive Whiteboard)
Aspect ratio	16 : 9
Display color	Approximately 1.06 billion colors (10 bit each for R, G, and B)
Pixel pitch (H × V)	0.4845 × 0.4845 mm (0.019 × 0.019 inches)

Item	Specifications
Maximum brightness	350cd/m^2 **Note** • 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.
Contrast ratio	1400 : 1
View angles	178° in the horizontal field; 178° in the vertical field (Contrast ratio = 10 or more)
Response speed	5 ms (Gray to Gray, Average)

Touch panel

Item	Specifications
Detection method	IR Matrix Type
Guard glass (With AR coating)	Thickness: Approximately 4.0 mm (AG Anti-Glare Glass)

Note

- For the external interfaces other than Capture Board and Controller Unit, see "Read This First".

Weight / Dimensions

Item	Specifications
Weight (Main unit)	Main body and controller: Less than approximately 110 kg (242.6 lbs.)
Physical dimensions (W × H × D)	All options attached: 1935 × 1181 × 131 mm (76.2 × 46.5 × 5.2 inches) Including the tray: 1935 ×1216 ×201 mm (76.2 × 47.9 ×8.0 inches)

Operating range

Item	Specifications
Temperature	10–32 °C (50–89.6 °F) **Note** • The temperature range varies according to the conditions of the installation location.
Humidity	10–80% **Note** • The humidity range varies according to the conditions of the installation location. • A low humidity (60% or less) is recommended when the product is installed in a high temperature environment.
Altitude	Maximum: 2500 m (8200 feet)

Information for Copyright of Software included in the Machine

The machine includes the following software.

For details, see information for copyright of software by touching ⚙, the Settings icon, on the desktop screen of the whiteboard.

- MVVM Light Toolkit V4.2
- log4net for .NET Framework 2.0 1.2.10
- Apache ActiveMQ 5.6.0
- Apache .NMS.ActiveMQ 1.5.1
- Log4cxx 0.10.0
- DotNetZip 1.9.1.8
- Foxit PDF SDK
- TightVNC Viewer version 2 for Windows software
- TightVNC Server 2.0 for Windows software
- Apache Tomcat 7
- jQuery 2.0.2
- tablesorter 2.0.5
- JSF 2.1
- JSTL 1.1
- Nvspbind 6.1.7690.0
- PostgreSQL 9.2.4
- Npgsql 2.0.13.91
- PostgreSQL JDBC Driver 9.2-1002
- jsSHA 1.42
- Parson 0.0.0 (25 Nov 2014)
- Picojson v1.2.1
- Libcurl 7.40.0
- powershell-local-group-policy-reg
- Net-SNMP 5.7.3
- OpenSSL 1.0.2o
- OpenJDK jdk8u181-b13

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According to GPLv2 regulations, we have set the expiration date for application to receive the source cord to December 31, 2022.

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  Microsoft® Windows® 7 Professional

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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 3.6.0.0

Feature	Description	Reference
Rotating the Screen by 90 degrees	You can rotate the screen by 90 degrees if you are using RICOH Interactive Whiteboard D3210.	See page 55 "Rotating the Screen".
Administrator Password	Configure the administrator password when the machine's power is turned on for the first time or the machine's settings are restored to the factory defaults.	See page 8 "Administrator Password".
Changing colors of strokes	You can change the colors of strokes afterward.	See page 50 "Changing Colors of Strokes".
Welcome Screen	You can display the Welcome Screen when the machine's power is turned on or the machine exits the standby mode.	See page 18 "How to Use the Welcome Screen".
Application buttons	With this button, you can start applications that are added using the application linking function, the Display Guide for External Input, or the software keyboard.	See page 311 "Using the Application Linking Function".

Version 3.5.0.0

Feature	Description	Reference
• Active Directory • LDAP Server	You can specify Active Directory or LDAP Server as an authentication method to use.	See page 218 "Changing User Authentication Settings".
Custom Stamp	You can import an image file and use it as a custom stamp.	See page 197 "Managing a Custom Stamp".
Capture Part of the Screen	Captures a part of the screen or a part of the image from the connected device.	See page 99 "Connecting a Computer or Tablet to the Machine".

Feature	Description	Reference
Rotating the Screen by 180 degrees	You can rotate the screen by 180 degrees if you are using RICOH Interactive Whiteboard D3210.	See page 55 "Rotating the Screen".
Page List Screen	You can add, copy, save, and delete a page using the page list screen.	See page 60 "Operating a Page from the Page List Screen".
Communication protocol for RICOH Streamline NX	You can set the communication protocol for RICOH Streamline NX as HTTP or HTTPS.	See page 218 "Changing User Authentication Settings".
Function to interrupt Windows Update	You can interrupt Windows Update.	See page 128 "Restarting or Shutting Down the Machine from Its Web Page".
SMB 1.0 and CIFS can be disabled	You can specify whether to use SMB1.0 and CIFS while communicating.	See page 214 "Changing the Security Settings".

Version 3.1.0.0

Feature	Description	Reference
SSD Encryption	You can encrypt the data stored in the SSD.	See page 214 "Changing the Security Settings".
Encryption of communications with Web page for the machine	You can encrypt communications with the Web page for the machine by enabling SSL/TLS communication.	See page 214 "Changing the Security Settings".
Support for RICOH Streamline NX v3.	Supports user authentication with RICOH Streamline NX v3.	See page 218 "Changing User Authentication Settings".
Selection of operations when pressing the power button	For the RICOH Interactive Whiteboard D3210/D8600, you can select whether the machine shuts down or enters standby mode when the power button is pressed.	See page 206 "Changing the System Settings".
Basic Guide	You can view the Basic Guide from the Whiteboard Detailed Settings screen.	See page 22 "Icons Displayed on the Interactive Whiteboard".

Version 3.0.0.0

Feature	Description	Reference
802.1X Authentication Settings	You can connect the machine to a network in which 802.1X Authentication is used.	See page 167 "Configuring Network Settings".
Windows Update	You can use Windows Update to install Windows updates to the machine.	See page 127 "Opening Administrator Settings".
Open Anti-virus Software	You can open the anti-virus software screen and run a virus scan and check the status manually.	See page 214 "Changing the Security Settings".

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