

**RICOH**



RICOH Unified Communication System Advanced

Operating Instructions

**User Guide**





# TABLE OF CONTENTS

---

How to Read This Manual.....	3
Symbols.....	3
Disclaimer.....	3
Notes.....	3
Precautions for Usage.....	4
Copyright Notice.....	4

## 1. Read This First

---

Overview of RICOH Unified Communication System Advanced.....	5
Devices.....	5
Application.....	6
Virtual Meeting Room (VMR).....	7
Features Available with This Service.....	10
Devices.....	11
Users.....	12
Operating Environment.....	13
P3500M.....	13
Computer (Windows/Mac OS).....	13
Tablet / Smartphone (Android/iOS).....	14
Video Conference System.....	15
Preparing to Start Using the Services.....	16
When Connecting as a Logged-in User.....	16
When Connecting as a Guest User.....	17

## 2. Connecting to a VMR from the RICOH Unified Communication System P3500M

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Connecting to VMR.....	19
Selecting the Destination from the Contacts.....	19
Searching the Destination from the Contacts.....	20
What You Can Do During the Meeting.....	20
Sharing the Screen.....	21
Disconnecting from VMR.....	21

## 3. Connecting to a VMR from Other Devices

---

Preparing to Start Using the Services.....	23
Connecting to VMR.....	25
Connecting by Using Web Browser.....	25

---

Connecting by Using My Meeting Video (Computer).....	27
Connecting by Using My Meeting Video (Tablet / Smartphone).....	28
Connecting via a Telephone.....	29
What You Can Do During the Meeting.....	30
Disconnecting from VMR.....	31
Connecting by using Skype for Business.....	31
<b>4. Live Streaming or Recording a Meeting</b>	
Configuration.....	35
Live Streaming or Recording.....	37
Scheduling Events.....	37
Starting Live Streaming or Recording.....	39
<b>5. Troubleshooting</b>	
When You Cannot Connect to VMR.....	41
Other Problems.....	42
When Using the P3500M.....	42
When Using the Computer (Windows/Mac OS) or Tablet/Smartphone (Android/iOS).....	45
<b>6. Appendix</b>	
Trademarks.....	47
<b>INDEX</b> .....	49

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# How to Read This Manual

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## Symbols

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This manual uses the following symbols:



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



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



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

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## Disclaimer

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

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## Notes

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

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

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

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# Precautions for Usage

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## Copyright Notice

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Using this machine to perform any of the following acts, without permission from the copyright holder, for purposes other than personal use may constitute an infringement on the copyright and/or neighboring rights of the commercial video software or cable broadcasting program. These acts include broadcasting or transmitting commercial video software or cable broadcasting programs, modifying videos, such as by freezing, or resizing videos to be displayed in an aspect ratio different from the original. To avoid the risk of possible infringement, we advise you to obtain permission from the copyright holder and take all other measures necessary before performing any of the above-mentioned acts.

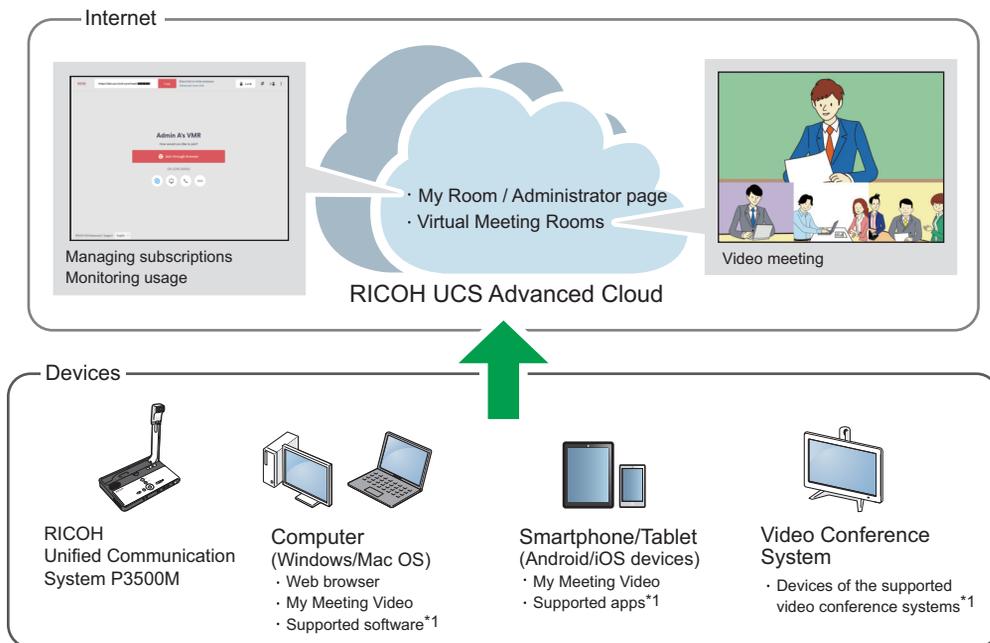
# 1. Read This First

## Overview of RICOH Unified Communication System Advanced

RICOH Unified Communication System Advanced (RICOH UCS Advanced) is the portal from where you as a user can simply and effectively manage your personal video experience.

RICOH UCS Advanced allows you to easily invite, schedule, and manage your Virtual Meeting Room (VMR).

An open and interoperable service ensures that you can hold video meetings with participants dialing in from different kinds of networks, devices, systems, and standards.



\* 1 RICOH UCS Advanced supports Microsoft Skype for Business and other standards-based video conference systems (such as those provided by Polycom, Cisco, etc.).

### ↓ Note

- For details about the administrator page, see Administrator Guide.

## Devices

You can use following devices to connect to the RICOH UCS Advanced VMR:

## **RICOH Unified Communication System P3500M (P3500M)\*<sup>1</sup>**

The P3500M allows you to start a meeting by connecting to VMR.

This device has a built-in camera for video input and a microphone and speaker for audio input and output. By connecting this machine to the Internet and a video output device such as a monitor or projector, you can have a meeting practically anywhere.\*<sup>2</sup>

\*<sup>1</sup> To connect to a VMR from the P3500M, the dedicated license for Endpoint Subscription for RICOH is required.

\*<sup>2</sup> Depending on network requirements such as line speed and ports.

### **Computer (Windows/Mac OS)**

To connect to a VMR from a computer, use a web browser or the My Meeting Video application.

My Meeting Video to connect to different video conferencing systems.

Camera, microphone, and speakers are required.

For details about the supported computer, see page 13 "Operating Environment".

### **Tablet / Smartphone (Android/iOS)**

You can connect to a VMR from a tablet or smartphone by installing the My Meeting Video application on the device.

My Meeting Video to connect to different video conferencing systems.

For details about the supported tablet / smartphone, see page 13 "Operating Environment".

### **Telephone**

You can connect to VMR from a telephone by dialing the specified phone number, and then entering the conference number. This type of conferencing only supports audio.

### **Video Conference System**

You can connect to VMR by using a video conferencing system device supporting SIP or H.323.

For details about the supported video conference system device, see page 13 "Operating Environment".

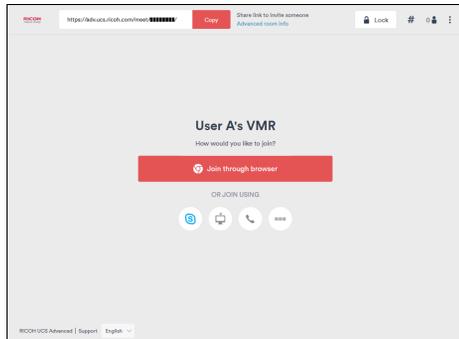
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## **Application**

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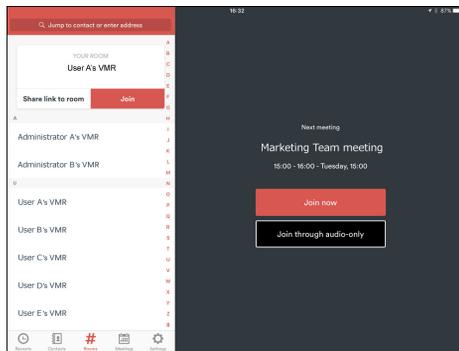
You can connect to VMR by using the following applications.

## Web browser



Used to connect from a computer (Windows/Mac OS).

## My Meeting Video



Used to connect from a computer (Windows/Mac OS) or tablet / smartphone (Android/iOS).

You can also use this application to connect to other video conferencing systems.

To use My Meeting Video, a RICOH UCS Advanced account is required.

## Applications of other video conferencing systems

Other supported video conferencing systems can also be used to connect to VMR.

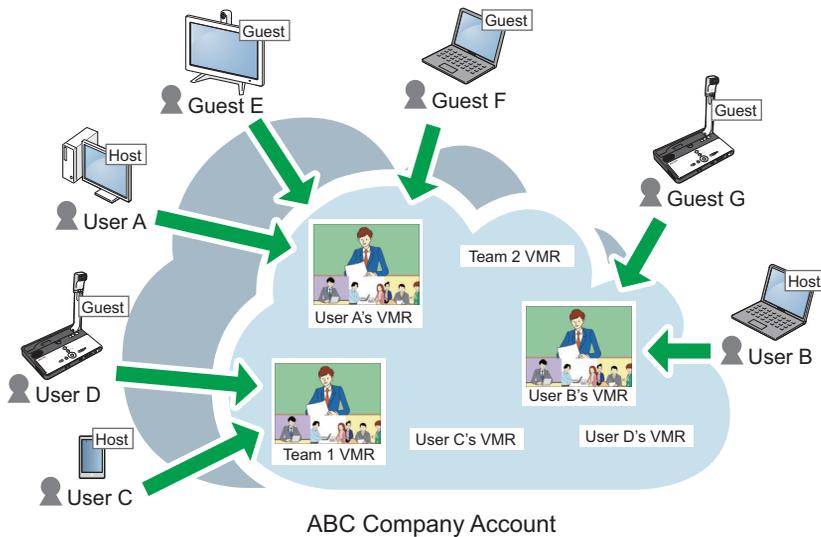
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## Virtual Meeting Room (VMR)

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RICOH UCS Advanced provides Virtual Meeting Room (VMR) to hold meetings.

Both individual users and teams can create VMRs in the cloud.



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## Users

The following users to connect to a VMR:

- Host  
The user who hosts the meeting in the VMR.
- Logged-in user  
A user who has logged in to RICOH UCS Advanced.
- Guest user  
A user who has not logged in to RICOH UCS Advanced or a user who does not have an account for RICOH UCS Advanced.

Users can connect to a VMR and start a meeting at any time.

Up to 50 users can join a meeting.

## My Room

This is the first page displayed after a user logs in. It shows the VMR, account, and other information for the logged in user.

- Meeting  
Used to connect to a VMR.
- Downloads  
Used to download applications.
- Profile  
Used to check your account information.

### Team VMR

This is a VMR for a team, and which is managed by multiple users.

An administrative user can be registered or changed for a team VMR.

### Company account

This is the account of the company or organization that has contracted RICOH UCS Advanced. The VMR user and team VMR are created in the company account.

### Conference code

This is a unique character string set for the VMR.

It is used to identify the VMR.

The conference code is also included as part of the URL of the VMR.

### PIN code

You can specify separate four-to-nine digit PINs to control access to the VMR for a host and guest user.

- Host PIN

This is the PIN code for the user who wants to connect to the VMR as the host.

If a Host PIN is specified, the host must be connected to the VMR in order to start the meeting.

- Guest PIN

This is a PIN code for users who want to connect to the VMR as guest users. If you want to restrict the participants, specify this PIN code.

To specify a Guest PIN, the Host PIN must be specified first.

If a Guest PIN is specified, guest users must enter the PIN code in order to connect.

#### Note

- For details about creating a Team VMR, contact your administrator.
- PIN codes for host and guest users can be specified under Profile.

# Features Available with This Service

This section describes the features available with RICOH UCS Advanced.

Features of RICOH UCS Advanced differ slightly depending on the device or the type of user.

The following features are available in the VMR:

## Video meeting

You can hold a video meeting in the VMR.

Supports up to 50 participants

## Audio meeting

You can hold an audio meeting without using video.

You can also join a meeting by telephone.

## Guest access

You can allow guest users to join a meeting.

If a Guest PIN is specified, the guest user must enter the Guest PIN to join the meeting.

To specify a Guest PIN, the Host PIN must be specified first.

## Host access

By entering the PIN code, you can join a meeting as the host user.

## Screen sharing

You can share the computer screen with meeting participants.

You can select to show either the entire desktop or a specific window.

## Manage meeting



- Muting a participants  
You can mute the audio from a specific participant or all participants.
- Disconnecting a participants from the meeting  
You can disconnect a specific participant or all participants from the meeting.
- Locking the meeting  
You can lock the VMR to limit meeting participants.
- Ending the meeting

You can forcibly end the meeting.

### Recording the meeting

You can record video meetings.

#### ↓ Note

- Meetings can only be managed and recorded by the host of the meeting or by the administrator.

The following features are available on My Room:

### Invite participants

You can invite users to participate in the meeting by e-mail.

### Download applications

You can download related software.

### Manage profile

You can manage your profile, including changing your password, specifying a PIN code, or adding a team VMR.

### Manage streaming and recording

You can view recorded meeting videos or perform live streams of them via your common streaming service.

You can also create an event to perform live streams of a meeting video or to hold a scheduled meeting.

### Check usage

You can check your past usage history and statistics.

## Devices

The following features are available in each device:

Features	P3500M	Computer (Windows/ Mac OS) Web browser	Computer (Windows/ Mac OS) My Meeting Video	Tablet / Smartphone (Android/iOS) My Meeting Video
Meeting-related				
Meeting	Yes	Yes <sup>*1</sup>	Yes	Yes
Screen sharing	Yes	Yes <sup>*1</sup>	Yes	No
Manage meeting	No	Yes <sup>*3</sup>	No	No <sup>*2</sup>

Features	P3500M	Computer (Windows/ Mac OS) Web browser	Computer (Windows/ Mac OS) My Meeting Video	Tablet / Smartphone (Android/iOS) My Meeting Video
Record meetings	No	Yes <sup>*3</sup>	No	No
My Room-related				
Invite participants	No	Yes	No	No <sup>*2</sup>
Download applications	No	Yes	No	No <sup>*2</sup>
Manage profile	No	Yes	No	No <sup>*2</sup>
Manage stream/ recording	No	Yes <sup>*3</sup>	No	No <sup>*2</sup>
Check usage	No	Yes	No	No <sup>*2</sup>

\*1 Depending on the web browser that you are using, you may need to install a plug-in.

\*2 Only available via a web browser.

\*3 Only available to the host user of the meeting or the administrator.

## Users

The following features are available for each user:

Features	Logged-in user	Guest user
Video meeting	Yes	Yes
Audio meeting	Yes	Yes
Screen sharing	Yes	Yes
Manage meeting	Yes <sup>*1</sup>	No
My Room access	Yes	No

\*1 Only available to the host user of the meeting or the administrator.

# Operating Environment

This section describes the operating environment requirements for holding meetings with the RICOH UCS Advanced service.

## P3500M

### Note

- For details about the operating environment for the P3500M, see the supplied manual.
- To connect to a VMR from the P3500M, the dedicated license for Endpoint Subscription for RICOH is required.

## Computer (Windows/Mac OS)

### Using a Web browser

To use a web browser to hold a meeting, the operating environment must meet the following requirements:

Specification	Operating environment
Operating systems	Windows 7 and newer, OS X 10.8 and newer
CPU	Intel Core i5 1.6 GHz or higher
Network Bandwidth	Minimum: 384 Kbps, Recommended: 1 Mbps or higher
Video input	HD web camera
Audio input	Microphone

Specification	Operating environment
Web browser	<p>WebRTC supported.</p> <p>As of September 2017, RICOH UCS Advanced supports the following Web browsers:</p> <ul style="list-style-type: none"> <li>• Google Chrome, version 46 or later</li> <li>• Mozilla Firefox, version 22 or later</li> <li>• Internet Explorer, version 11 or later</li> <li>• Safari, version 7.0 or later</li> <li>• Opera, version 18 or later</li> </ul>

## Using My Meeting Video

To use My Meeting Video to hold a meeting, the operating environment must meet the following requirements:

Specification	Operating environment
Operating systems	Windows 7 and newer, OS X 10.8 and newer
CPU	Intel Core i5 1.6 GHz or higher
Network Bandwidth	Minimum: 384 Kbps, Recommended: 1 Mbps or higher
Video input	HD web camera
Audio input	Microphone

## Tablet / Smartphone (Android/iOS)

Specification	Operating environment
Operating systems	<p>Android version 4.4 or later</p> <p>iOS version 8.0 or later</p>

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## Video Conference System

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Specification	Operating environment
Signaling protocol	Video conferencing device supporting SIP or H.323

# Preparing to Start Using the Services

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## When Connecting as a Logged-in User

To use the RICOH UCS Advanced, you must sign up for the service.

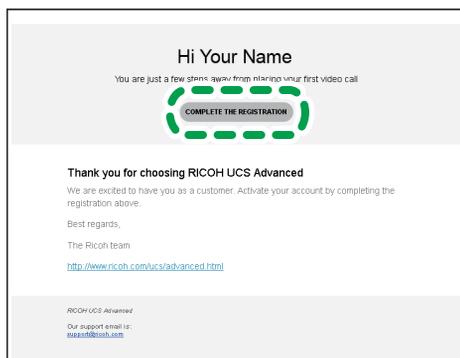
	Step	Reference
1	Sign up for RICOH UCS Advanced.	page 16 "Sign Up for the First Time"
2	<p><b>For computer (Windows/Mac OS)</b> Download the My Meeting Video software if necessary.</p> <p><b>For tablet / smartphone (Android/iOS)</b> Download the My Meeting Video app.</p>	page 23 "Preparing to Start Using the Services" (computer / tablet / smartphone)
3	Access your VMR and start a meeting.	<p>page 19 "Connecting to VMR"(P3500M)</p> <p>page 25 "Connecting to VMR" (other devices)</p>

### Note

- For details about how to connect to a VMR from a video conference system device, click [Join with video hardware] in My Room.

## Sign Up for the First Time

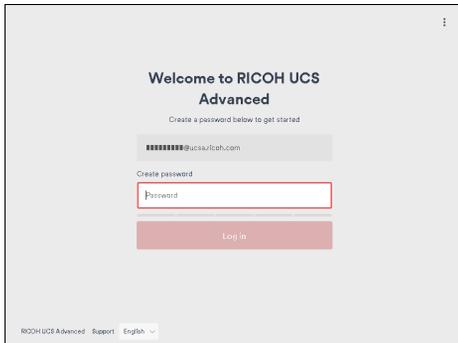
### 1. Click on the invitation link in the e-mail.



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Your web browser opens and displays a page where you can set your password for RICOH UCS Advanced.

**2. Confirm your name and video address already displayed.**

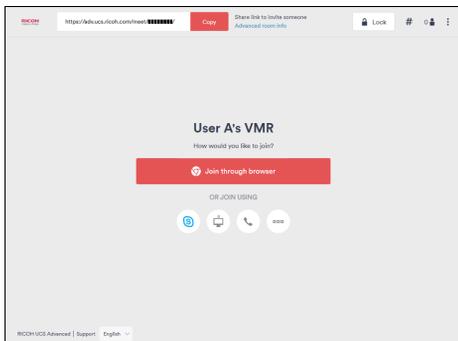


**3. Enter the password.**

The entered password will be your password for logging in to the My Room.

**4. Click [Log in].**

Your account is created and then the My Room is displayed.



## When Connecting as a Guest User

	Step	Reference
1	<p><b>For computer (Windows/Mac OS)</b> Download the My Meeting Video software if necessary.</p> <p><b>For tablet / smartphone (Android/iOS)</b> Download the My Meeting Video app.</p>	page 23 "Preparing to Start Using the Services" (computer / tablet / smartphone)

	Step	Reference
2	Access to the VMR and start a meeting.	page 19 "Connecting to VMR"(P3500M) page 25 "Connecting to VMR" (other devices)

**Note**

- For details about how to connect to a VMR from a video conference system device, click [Join with video hardware] in My Room.

## 2. Connecting to a VMR from the RICOH Unified Communication System P3500M

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### Connecting to VMR

This section describes how to connect to a VMR by using the P3500M.

**Note**

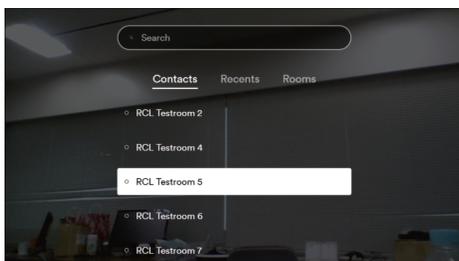
- To connect to a VMR from the P3500M, the dedicated license for Endpoint Subscription for RICOH is required.
- For details about how to use the P3500M, see the "Unified Communication System P3500M Operating Instructions". The Operating Instructions is supplied in PDF. You can view the Operating Instructions on the Ricoh home page:
  - <http://www.ricoh.com/support/>

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### Selecting the Destination from the Contacts

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1. Press the [▲] or [▼] key to select the contact, and then press the [Enter] key.

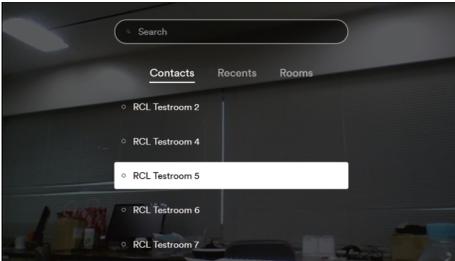


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## Searching the Destination from the Contacts

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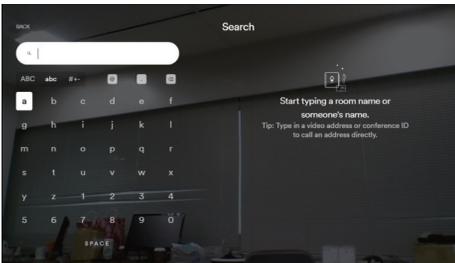
1. Press the [▲] key to select the search box, and then press the [Enter] key.



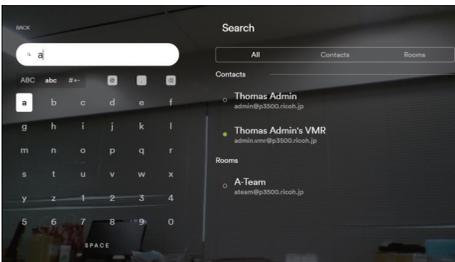
2. Enter the room name or personal name that you want to connect to.

To enter the name, press the cursor keys to select the character, and then press the [Enter] key.

You can also enter a video address or conference code to connect the VMR directly.



3. Press the [▶] key.



4. Press the [▲] or [▼] key to select the destination, and then press the [Enter] key.

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## What You Can Do During the Meeting

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When you have a meeting, the following features can be used:

- Adjusting the volume
- Muting the microphone
- Sending tone signals

- Screen sharing

## Sharing the Screen

Connecting the machine to your computer via a USB cable and using Screen Share allows you to share the screen displayed on your computer to the other participants.

### ★ Important

- To share your screen of the computer running Windows OS, you must first install the driver for Screen Share on your computer.
1. Connect the USB cable to the USB port (type micro-B) on P3500M.
  2. Connect the USB cable to the USB port (type A) on the computer.

#### Sharing Your Windows Screen

The PC Screen Share software on your computer starts automatically.

If it does not start automatically, open "Computer" on your computer, right-click [PC Screen Share], and then click [Start PC Screen Share].

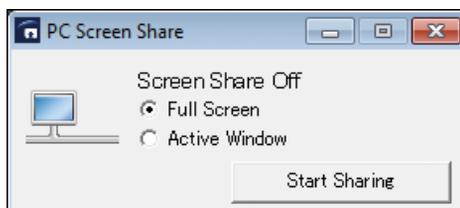
#### Sharing Your Mac OS X Screen

1. Start Finder.
2. Click [Unified\_Communication\_System] in "DEVICES".
3. Click [mac].

If the Finder display is set to icon view, double-click [mac].

4. Double-click [Screen Share].

3. Click [Start Sharing] on your computer.



### ↓ Note

- To stop sharing your computer screen, click [Stop Sharing].

## Disconnecting from VMR

1. Press the [Disconnect] key/⌘.

You are disconnected from the meeting.



# 3. Connecting to a VMR from Other Devices

## Preparing to Start Using the Services

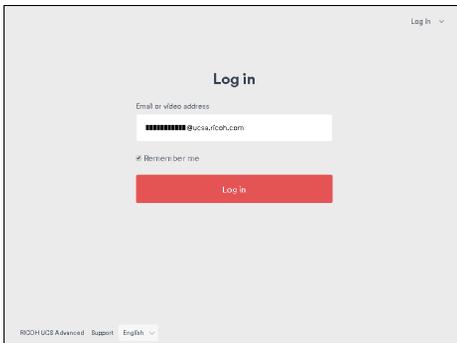
Prepare the meeting environment according to the device that you want to use.

To connect to a VMR and hold a meeting, the operating environment must be set up as follows.

- Computer (Windows/Mac OS)  
Web browser or My Meeting Video application
- Tablet / smartphone (Android/iOS)  
My Meeting Video application

If you want to use My Meeting Video to connect, download the appropriate application from My Room.

1. Open a web browser.
2. Enter the following URL in the address bar of your web browser.  
<https://adv.ucs.ricoh.com/>
3. Enter the e-mail or video address.



4. Click [Log in].
5. Enter the password.
6. Click [Log in].
7. Click the menu icon in the top right corner.
8. Select [Download apps].
9. Select [Download] of My Meeting Video.
10. Install My Meeting Video.

**Note**

- The application for tablet / smartphone can also be downloaded directly from Google Play and the App Store.

# Connecting to VMR

## Connecting by Using Web Browser

This example assumes that connecting to the VMR using Google Chrome™. If you are using another web browser, the screen displayed and names of key might vary slightly.

**1. Open a web browser.**

**2. Enter the URL in the address bar of your web browser.**

- Connecting as a login user

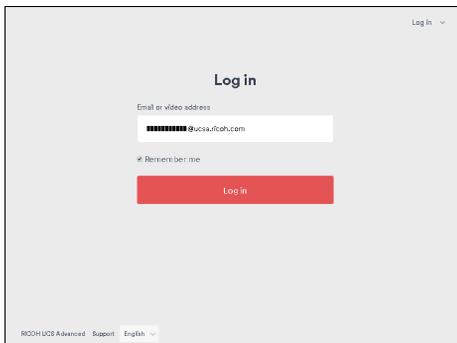
Enter the following URL to log in to My Room.

`https://adv.ucs.ricoh.com/login`

- Connecting as a guest user

Enter the URL of the VMR you want to connect to, and then proceed to Step 6.

**3. Enter the e-mail or video address.**

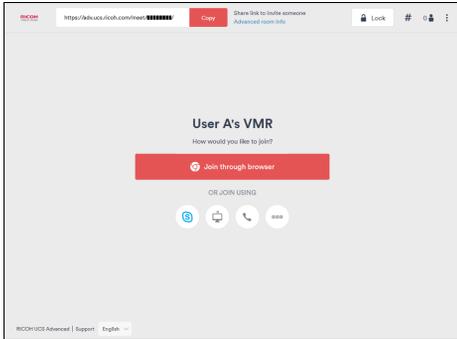


**4. Click [Log in].**

**5. Enter the password.**

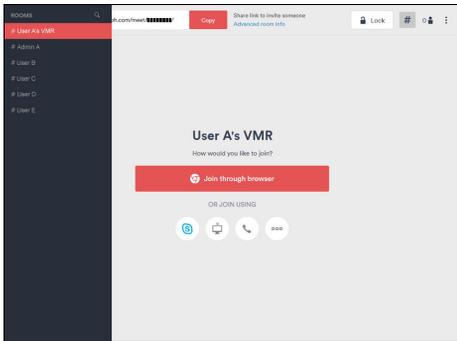
**6. Click [Log in].**

7. Click the [#] (Show room list) icon.

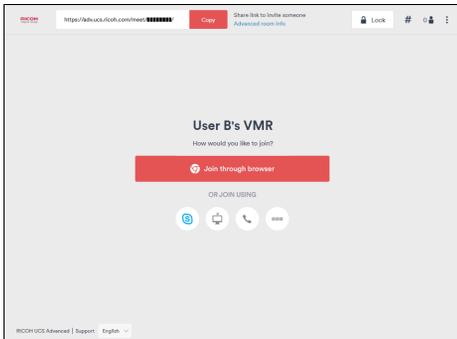


If you want to connect to your VMR, proceed to Step 9.

8. Click the VMR to join.



9. Click [Join through browser].



**★ Important**

- To share your computer screen, a plug-in must be installed to the web browser. Check "Screen sharing" to determine whether the function is supported. If the message "Install screen sharing extension" is displayed, click [Enable screen sharing] to install the appropriate plug-in.

If you are connecting as a guest user, enter the display name.

The entered display name is displayed to the other meeting participants as the name of your machine.

## 10. Click [Join now].

The meeting starts when the host user of the meeting joins.

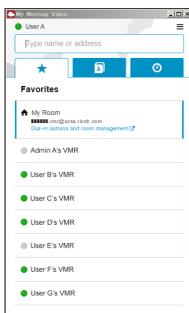
## Connecting by Using My Meeting Video (Computer)

### ★ Important

- Before connecting to a VMR, you must first check the audio and camera settings.
1. Start My Meeting Video.
  2. Enter the e-mail or video address.
  3. Click [Sign in].



4. Enter the password, and then click [Sign in].
5. Select the VMR to join.



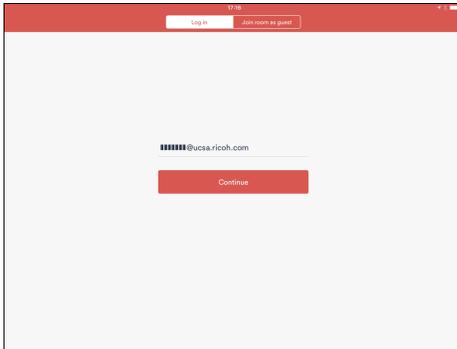
- Connecting to your VMR  
Click [Favorites], and then click camera icon of My Room.
- Connecting to other VMR  
Click [Directory], and then click camera icon of the VMR you want to connect to.

## Connecting by Using My Meeting Video (Tablet / Smartphone)

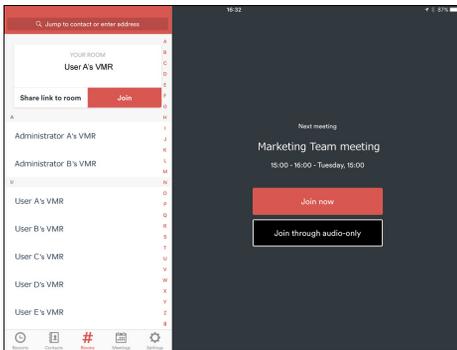
### Connecting As a Logged-in User

1. Start My Meeting Video.
2. Tap [Log in].
3. Enter the e-mail or video address.

3



4. Tap [Continue].
5. Enter the password.
6. Tap [Next].
7. Select the VMR to join.



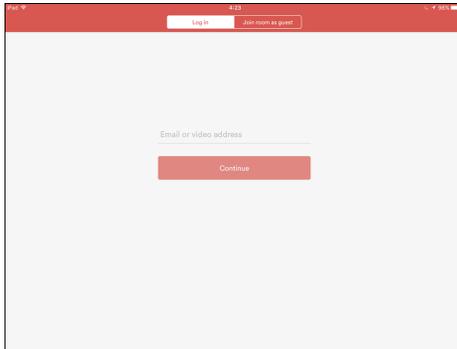
- Connecting to your VMR  
Tap [Rooms], and then tap [Join] on your VMR.
- Connecting to other VMR  
Tap [Rooms], and then tap [Start video call] of the VMR you want to connect to.

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## Connecting As a Guest User

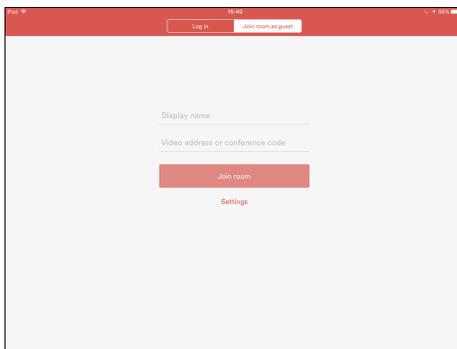
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1. Start My Meeting Video.
2. Tap [Join room as guest].



3. Enter the display name.

The entered display name is displayed to the other meeting participants as the name of your machine.



4. Enter the conference code in "Video address or conference code".
5. Tap [Join room].

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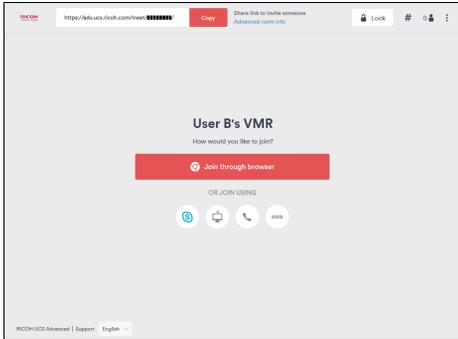
## Connecting via a Telephone

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To connect via a telephone, use a web browser to check the telephone number and the conference code.

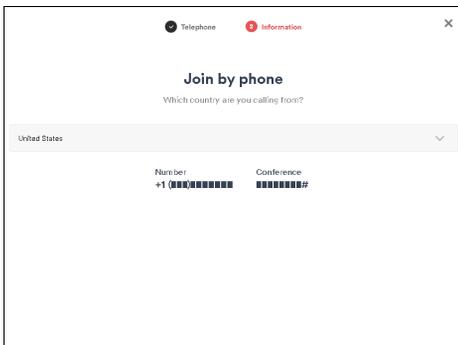
1. Open a web browser.
2. Enter the URL of the VMR you want to connect to.

3. Click the  (Join by phone) icon.



4. Select your country from the list.

5. Check that the telephone number and a conference code are displayed.



6. Dial the displayed number on the phone.

7. Follow the guidance to enter the conference code and join the meeting.

---

## What You Can Do During the Meeting

---

When you have a meeting, the following features can be used:

### Web browser / My Meeting Video

- Muting the microphone
- Sending tone signals
- Screen sharing (Only when using a web browser or when using My Meeting Video on a computer)
- Recording the meeting (Only when using a web browser)
- Checking participants in the meeting

### Telephone

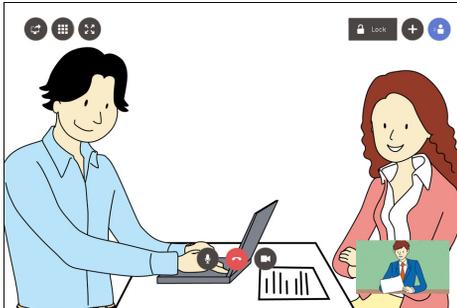
- Sending tone signals

### Note

- Only the host of the meeting or the administrator can record a meeting.

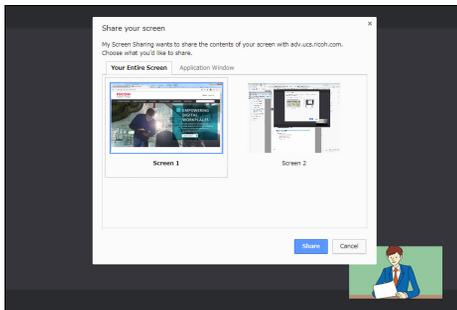
## Sharing the screen (Computer)

### 1. Click icon.



The list of the screen sources displays.

### 2. Tap a screen source you want to share.



## Disconnecting from VMR

### 1. Disconnect from VMR

- Web browser / My Meeting Video  
Select the disconnect icon.
- Telephone  
End the call.

## Connecting by using Skype for Business

This section describes how to connect to a VMR by using Skype for Business.

You can use Skype for Business in two different ways: either use a web browser to use your Skype for Business client from My Room or the VMR you want to connect to or use your Skype for Business client to directly enter the information about the VMR you want to connect to.

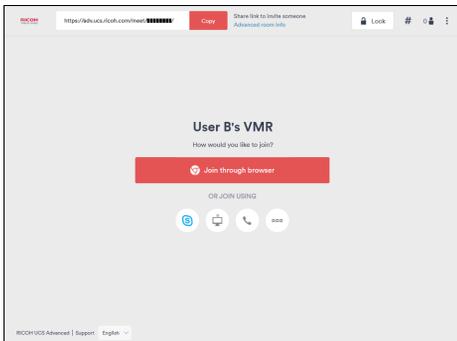
**Note**

- The Skype for Business client must be installed on your computer.

### Connecting from My Room

3

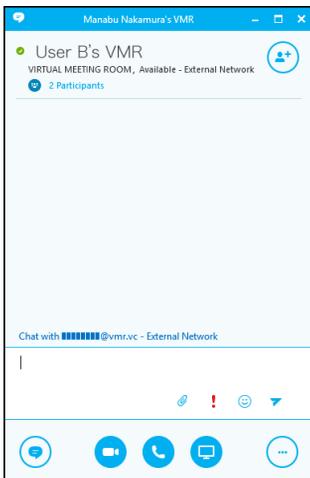
1. Open a web browser.
2. In the address bar of your web browser, enter the URL of the VMR you want to connect to.
3. Click the Skype for Business icon.



The Skype for Business client starts.

If the Skype for Business client does not start automatically, start it manually.

4. Click the video icon.



## 5. Click [Start My Video].

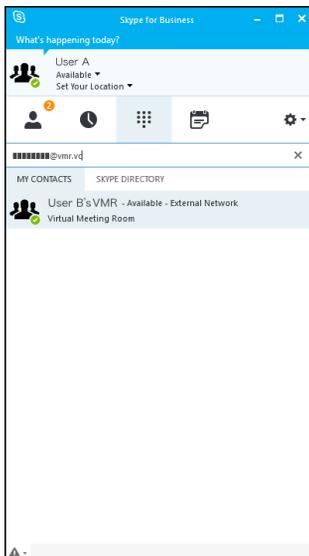
You are now connected to the VMR.

If a PIN code is specified, click the telephone icon to enter it.

## Connecting directly from a Skype for Business client

### 1. Start your Skype for Business client.

1. In the address field, enter "xxxxxxxx@vmr.vc" (where xxxxxxxx is the conference code).





# 4. Live Streaming or Recording a Meeting

## Configuration

Before performing live streams of a meeting or recording it, you need to configure the system to link with your streaming service.

### ★ Important

- Only the host of the meeting or the administrator can perform live streams of a meeting or record it.
- To use YouTube, a YouTube account is necessary.

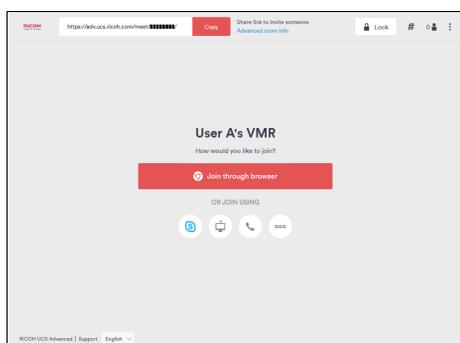
### ↓ Note

- The example procedure below assumes that you have a YouTube account.

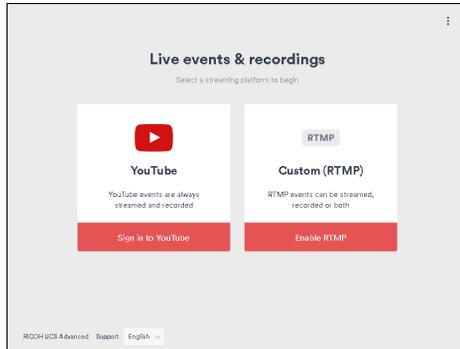
1. Open a web browser.
2. Enter the following URL in the address bar of your web browser.

`https://adv.ucs.ricoh.com/`

3. Enter the e-mail or video address.
4. Click [Log in].
5. Enter the password.
6. Click [Log in].
7. Click the menu icon in the top right corner.



8. Click [Live events & recordings.]
  9. Click [Sign in to YouTube.]
- If you want to use RTMP, click [Enable RTMP].



**10. Select the YouTube account you want to use.**

**11. Check the selected account and then click [ALLOW].**

The YouTube account specified as a linked account is displayed.

# Live Streaming or Recording

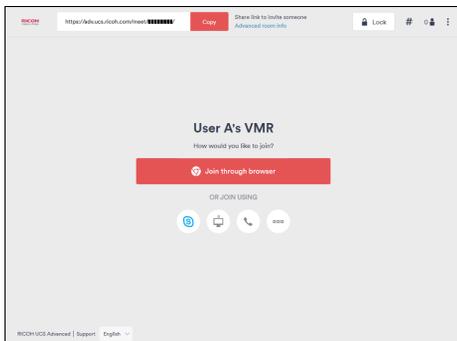
## Note

- Only the host of the meeting or the administrator can perform live streams of a meeting or record it.
- The example procedure below assumes that you have a YouTube account.

## Scheduling Events

You can schedule an event for live streaming or recording a meeting by entering the VMR, time, and date of the meeting.

1. Open a web browser.
2. Enter the following URL in the address bar of your web browser.  
<https://adv.ucs.ricoh.com/>
3. Enter the e-mail or video address.
4. Click [Log in].
5. Enter the password.
6. Click [Log in].
7. Click the menu icon in the top right corner.

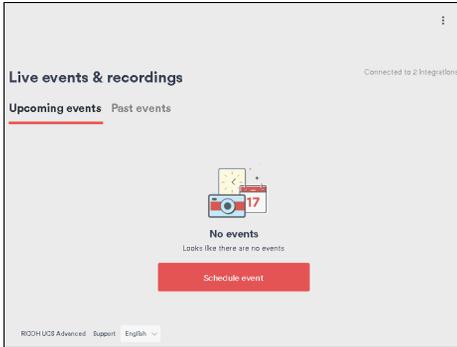


8. Click [Live events & recordings.]

If the system is configured to link with your streaming service, a screen is displayed on which you can create an event.

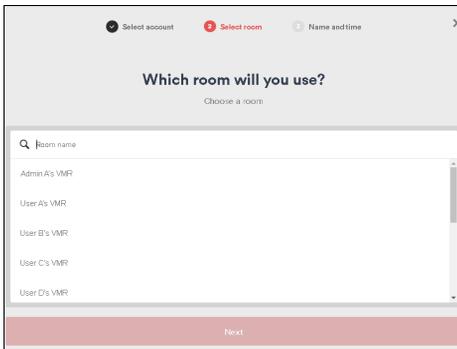
For details about how to configure the system to link with a streaming service, see page 35 "Configuration".

9. Click [Schedule event.]

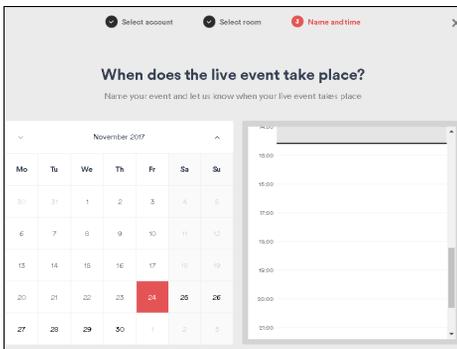


4

10. Select the VMR that you want to perform live streams or record, and click [Next].



11. Enter the date and time scheduled for the live streaming or recording, enter the title (conference name), and click [Save].



12. Click [Finish].

Live streaming or recording of an event is booked and a URL for sharing is issued. You can send the URL to those who want to watch the live streaming or recording. You can also view a list of scheduled events.

---

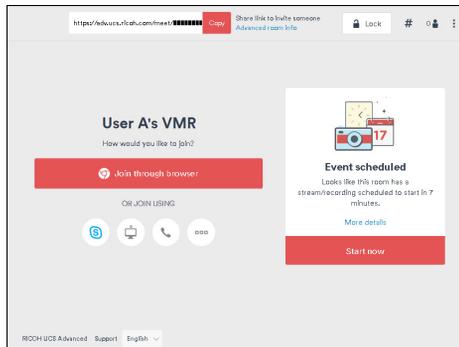
## Starting Live Streaming or Recording

---

For a VMR scheduled for live streaming or recording, the booked event is displayed.

Before starting live streaming or recording, the host of the meeting or the administrator must check the booked event.

### 1. Click [Start now].



It takes one to two minutes to start live streaming or recording.



# 5. Troubleshooting

## When You Cannot Connect to VMR

Problem	Causes	Solutions
Cannot connect to VMR.	The network environment is not working normally.	<ul style="list-style-type: none"><li>• Check the network environment that is being used.</li><li>• Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator.<ul style="list-style-type: none"><li>• <a href="https://adv.ucs.ricoh.com/test/firewall">https://adv.ucs.ricoh.com/test/firewall</a></li></ul></li></ul>
Cannot join VMR.	VMR has been locked.	Check with the VMR host or your administrator.
Cannot join VMR.	The maximum number of participants in the meeting is reached.	Check with the VMR host or your administrator.

# Other Problems

## When Using the P3500M

Problem	Causes	Solutions
The machine does not turn on.	The power cord set is not connected correctly.	<ul style="list-style-type: none"> <li>• Check that the power cord is connected to the AC adapter correctly.</li> <li>• Check that the power connector is connected to the machine.</li> <li>• Check that the power plug is connected to the AC outlet correctly.</li> </ul>
No video is displayed.	<ul style="list-style-type: none"> <li>• The camera is turned off.</li> <li>• The network environment is not working normally.</li> <li>• The network environment does not meet all of the requirements for using the service.</li> </ul>	<ul style="list-style-type: none"> <li>• Check that the camera is turned on.</li> <li>• Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator. <ul style="list-style-type: none"> <li>• <a href="https://adv.ucs.ricoh.com/test/firewall">https://adv.ucs.ricoh.com/test/firewall</a></li> </ul> </li> </ul>
No video is displayed.	The video output cable is not connected correctly.	Check that the video output device is connected to this machine correctly.
No video is displayed.	The video output device being used does not turn on.	Check that the video output device has been turned on.
No video is displayed.	The video output device being used is not configured correctly.	Check that the video output device being used is configured correctly.

Problem	Causes	Solutions
Video or Audio of other party cuts out.	The wireless network problem is occurred, such as radio/ electromagnetic interference or weak reception.	Contact your network administrator.
Deterioration of sound quality	Howling might be occurred if placing objects near the microphone or speaker.	Keep objects away from the microphone or speaker.
Deterioration of sound quality	Howling might be occurred if blocking both the microphone and speaker.	Do not block both the microphone and speaker.
Deterioration of sound quality	Howling might be occurred if placing objects or hands in front of the microphone.	Keep objects or hands away from the microphone.
Deterioration of sound quality	Howling might be occurred if the machine is located near the devices that generate noise.	Do not place devices that generate noise, such as projectors or computers, near the machine.
Deterioration of sound quality	Howling might be occurred if the machine is located just next to the wall.	Make sure there is sufficient space between this machine and the wall.
Deterioration of sound quality	Howling might be occurred if using the machine in a room where sound echoes.	Try keeping your voice as low as possible during meetings to avoid distracting echoes.
Deterioration of sound quality	Howling might be occurred if the audio volume is set too loud.	Adjust the audio volume on the machine.
Deterioration of sound quality	Howling might be occurred if your voice is too loud.	<ul style="list-style-type: none"> <li>• Keep away from the microphone.</li> <li>• Lower your voice.</li> </ul>
Deterioration of sound quality	Howling might be occurred if the machine is moved during a meeting.	Before moving the machine, mute the microphone of your machine. After you finish moving the machine, cancel mute.

Problem	Causes	Solutions
The sound is distorted.	If the audio from the other party is too loud or the speaker volume of the machine is raised excessively, the audio might become distorted.	<ul style="list-style-type: none"> <li>Lower the speaker volume of the machine.</li> <li>Ask the other party to back away from the microphone when they speak.</li> </ul>
No sound can be heard from the other party.	<ul style="list-style-type: none"> <li>The microphone is muted.</li> <li>The network environment is not working normally.</li> <li>The network environment does not meet all of the requirements for using the service.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the microphone is not muted.</li> <li>Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator. <ul style="list-style-type: none"> <li><a href="https://adv.ucs.ricoh.com/test/firewall">https://adv.ucs.ricoh.com/test/firewall</a></li> </ul> </li> </ul>
No sound can be heard from the other party.	The audio volume is set to the lowest level.	Adjust the audio volume on the machine.
No audio is input.	The microphone is muted.	Cancel mute.
The microphone cannot be muted.	A digital audio input/output device is connected. The digital audio input/output device cannot be muted from the machine.	Mute the digital audio input/output device.

## When Using the Computer (Windows/Mac OS) or Tablet/Smartphone (Android/iOS)

Problem	Causes	Solutions
Cannot access Directory from My Meeting Video.	<ul style="list-style-type: none"> <li>The network environment is not working normally.</li> <li>The network environment does not meet all of the requirements for using the service.</li> </ul>	<p>Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator.</p> <ul style="list-style-type: none"> <li><a href="https://adv.ucs.ricoh.com/test/firewall">https://adv.ucs.ricoh.com/test/firewall</a></li> </ul>
No video is displayed.	<ul style="list-style-type: none"> <li>The camera is turned off.</li> <li>The network environment is not working normally.</li> <li>The network environment does not meet all of the requirements for using the service.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the camera is turned on.</li> <li>Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator.</li> <li><a href="https://adv.ucs.ricoh.com/test/firewall">https://adv.ucs.ricoh.com/test/firewall</a></li> </ul>

Problem	Causes	Solutions
No sound can be heard from the other party.	<ul style="list-style-type: none"><li>• The microphone is muted.</li><li>• The network environment is not working normally.</li><li>• The network environment does not meet all of the requirements for using the service.</li></ul>	<ul style="list-style-type: none"><li>• Check that the microphone is not muted.</li><li>• Leave the meeting, restart the application, and then join the meeting again.</li><li>• Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator.<ul style="list-style-type: none"><li>• <a href="https://adv.ucs.ricoh.com/test/firewall">https://adv.ucs.ricoh.com/test/firewall</a></li></ul></li></ul>

**Note**

- For more details about how to use the machine, see the help for your OS or the manual for your machine.

# 6. Appendix

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# INDEX

---

## A

---

Android..... 5, 11

## C

---

Company account..... 7

Conference code..... 7

## D

---

Devices..... 5

## G

---

Guest..... 7

Guest PIN..... 7

Guest user..... 12

## H

---

Host..... 7

Host PIN..... 7

How to read this manual..... 3

## I

---

iOS..... 5, 11

## L

---

Live streaming..... 35, 37

Logged-in user..... 12

## M

---

Mac OS..... 5, 11

My Meeting Audio..... 6

My Meeting Video..... 6

## O

---

Operating Environment..... 13

Overview..... 5

## P

---

P3500M..... 5, 11, 13, 19, 42

## R

---

Recording..... 35, 37

## S

---

Sign up..... 16

Symbols..... 3

## T

---

Team VMR..... 7

Trademarks..... 47

## U

---

User..... 7, 12

## V

---

Video conference system..... 5

VMR..... 7

## W

---

Web browser..... 6

Windows..... 5, 11

---

MEMO

---

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---

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