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Unified Communication System P3000

Operating Instructions



- 1 Preparing to Use the Machine
- 2 Starting a Meeting
- 3 What You Can Do During the Meeting
- 4 Leaving a Meeting and Packing Up the Machine
- 5 Managing Address Book
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Manuals for This Machine

Read this manual carefully before you use this machine.

Refer to the manuals that are relevant to what you want to do with the machine.

Read This First

Explains important items to know when using this product. It also describes how to set up this product when using it for the first time.

Operating Instructions (This Manual)

Explains how to prepare the machine for use and it also describes the machine's functions and how to use them.

This manual also describes the machine's specifications and provides information about troubleshooting.

Introduction

Disclaimer

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

In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

Notes

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.

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

How to Read This Manual

Symbols

This manual uses the following symbols:



Indicates points to pay attention to when using the machine, and explanations of likely causes of damage to machine or loss of data. 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 display or control panel.

Region A (mainly Europe and Asia)

Region B (mainly North America)

Differences in the functions of Region A and Region B models are indicated by two symbols. Read the information indicated by the symbol that corresponds to the region of the model you are using. For details about which symbol corresponds to the model you are using, see p.7 "Model-Specific Information".



Some of the key names that appear in the on-screen instructions or messages might differ from
those shown on the machine, depending on the region in which you live. The screen displays a key
name, followed by the corresponding key mark. If the name of the key is different, use the
corresponding mark to identify the key.

Model-Specific Information

This section explains how you can identify the region your machine belongs to.

There is a label on the bottom of the machine, located in the position shown below. The label contains details that identify the region your machine belongs to. Read the label.



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The following information is region-specific. Read the information under the symbol that corresponds to the region of your machine.

Region A (mainly Europe and Asia)

If the label contains the following, your machine is a region A model:

- 220V-240V
- Region B (mainly North America)

If the label contains the following, your machine is a region B model:

• 110V



Dimensions in this manual are given in two units of measure: metric and inch. If your machine is a
Region A model, refer to the metric units. If your machine is a Region B model, refer to the inch
units.

Precautions for Use

Handling This Product

Observe the following points when moving the machine:

- Turn off the machine and remove the power plug from the AC outlet.
- Remove all the connector cables connected to the machine.
- Return the camera to the closed position.
- Do not attempt to raise or move this machine by the camera unit.
- · When carrying the machine by hand
 - Use the bag that comes with the machine.
 - When traveling by plane, take this machine onboard as carry-on luggage.
- When Transporting the Machine

This machine contains a large number of glass and precision parts. Observe the following points to prevent the machine from being damaged by excessive shock:

- Wrap the machine in cushioning material to prevent it from being directly exposed to shock.
- Place the machine in the supplied bag and pack it in the original box or a sturdy cardboard box.
- Inform the carrier that the machine is a piece of precision equipment.
- For more information about transporting the machine, consult your carrier.

Avoid contact with rubber and plastic materials for an extended period of time. Doing so may lead to discoloration or cause the exterior coating to peel off.

Do not use this machine for an extended period of time. Doing so may lead to failure or shorten the product life.

Cleaning

- Never use benzene or thinner to clean the machine. Doing so may lead to deformation, discoloring, or cause the exterior coating to peel off.
- Do not use a chemically treated cloth.
- Remove the dust that accumulates in the air outlet and inlet periodically. If the air outlet or inlet becomes clogged, the flow of air inside the machine decreases. Poor air flow can result in failure.

Wireless Networking

This product features a certified construction. Disassembling or modifying this product without permission may be punishable by law.

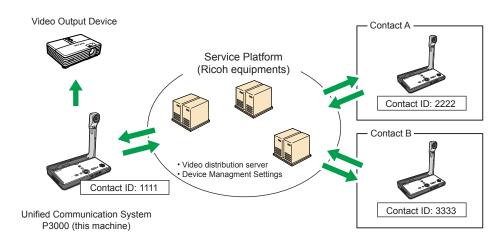
Copyright Notice

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. Preparing to Use the Machine

Overview of the Unified Communication System

The Unified Communication System is a meeting system that connects this machine and other machines, both local and remote, to a service platform via the Internet.



CMJ009

The machine at each location is identified by a Contact ID, which serves as the destination for meeting and the account information for Device Management Settings. The Contact ID is used to connect to the contacts whom you want to have a meeting with, so there is no need to set a specific network environment or location in which to use this machine. The Unified Communication System is made up of the following components:

• This machine

Used to transmit video, capture video on the user side, and configure various settings for connecting to the network. For details about the available functions on this machine, see p.12 "Functions Available on This Machine".

Video output device
 Used to display video output by this machine.

Contact ID

A unique character string set on this machine and other parties' machines. The machine information is required to use the Unified Communication System. This information also used is to log in to Device Management Settings.

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The Contact ID of the contact whom you want to have meeting with is required when registering the contact in Address Book.

Video distribution server

The server that streams videos from each contact and distributes them to the other parties.

Device Management Settings

A Web service that allows you to manage Address Book which is used to register and manage the contacts whom you want to have a meeting. You can also view and manage "Meeting History".

You can access Device Management Settings from a computer connected to the Internet.

For details about the functions available in the Device Management Settings, see p.13 "Functions Available in Device Management Settings".

Contacts

Indicates the other party that is using a machine which has a Contact ID and supports the Unified Communication System. Before connecting to a contact to have a meeting, you must first register the contact in Address Book.

Functions Available on This Machine

This section describes the functions available on this machine.

Meeting

This machine allows you to start meeting by connect to or answer call from contact. It is equipped with an internal camera for video input, and a microphone and speaker for audio input and output. By connecting to the Internet and a video output device such as a monitor or projector, you can use this machine to have a meeting practically anywhere *1.

* 1 It is necessary to meet the network requirements such as the line speed and ports. For details about the requirements of network environment for this machine, see p.26 "Operating Environment for This Machine".

Sharing Your Computer Screen

Connecting this machine to your computer lets other parties see what is displayed on your screen.

For details about how to share your computer screen, see p.67 "Sharing the Computer Screen".

Using the Camera To Share Information

You can use the internal camera to take videos of handouts or handwritten notes directly.

These videos appear on screen and can be seen by the other parties.

For details about how to use the camera to share information, see p.69 "Using the Camera To Share Information".

Changing the Network Settings

Change the network settings of the machine.

Change the network settings according to the environment in which the machine is used.

For details about how to change the network settings, see p.87 "Changing Network Configuration".

Accepting a Registration Request for Address Book

Accept a registration request for Address Book from other parties.

For details about the Address Book and registration requests, see p.79 "About Address Book".

For details about how to accept a registration request, see p.82 "Accepting the Registration Request".

Updating the Firmware

Update the machine's firmware.

The firmware can only be updated when the machine is connected to a network.

For details about how to update the firmware, see p.102 "Updating the Firmware".

Functions Available in Device Management Settings

This section describes the functions available in Device Management Settings.

Managing Address Book

You can send or accept registration requests and edit or delete registered contacts.

For details about how to manage Address Book, see p.79 "Managing Address Book".

Checking the Meeting History

You can check Meeting History.

The Meeting History lists the date, time, and joined contacts of each meeting. You can output Meeting History in CSV format.

For details about how to check Meeting History, see Device Management Settings Help.

Changing the machine's name

You can change the machine's name.

For details about how to change the machine's name, see Device Management Settings Help.

Changing Your Login Password

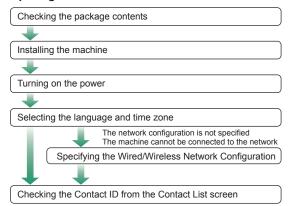
You can change the login password used to log in to Device Management Settings.

For details about how to change the login password, see Device Management Settings Help.

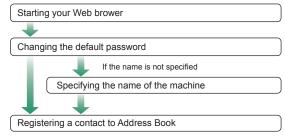
Preparing to Start Using the Services

To start using the Unified Communication System services with this machine, you must set up this machine to use the services according to the conditions in which the machine was purchased and the environment in which the machine is used. This involves specifying the name of the machine and your password, configuring the network settings, and registering contact.

1. Preparing the machine



2. Preparing Device Management Settings



3. Start using the service

Starting a meeting

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Reference

- p.16 "Checking the Package Contents"
- p.22 "Place to Install"
- p.31 "Connecting the Power Cord Set"
- p.34 "Connecting an Ethernet Cable"
- p.35 "Connecting a Video Output Device"
- p.37 "Turning on the Machine for the First Time"

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- p.87 "Changing Network Configuration"
- p.39 "About Screen"
- p.42 "Specifying the Name of the Machine and Your Password"
- p.81 "Registering a Contact"
- p.49 "Starting a Meeting"
- p.107 "Troubleshooting"

The product package contains the following items:

Package Contents Unified Communication System P3000 (this machine) CMJ023 AC adapter CJB037 Power cord CJB036 USB cable CJB035

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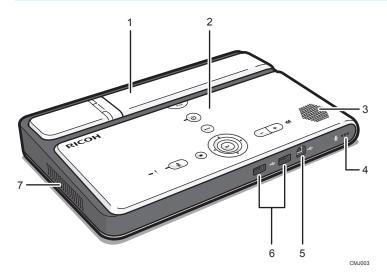
Package Contents Bag Quick Guide Read This First Other documents



- Use the USB cable to share your computer screen. For details, see p.67 "Sharing the Computer Screen".
- Be sure to use the power cord set and USB cable that come with this machine.
- This machine is factory-shipped with a protective sheet covering the camera lens. Remove the protective sheet from the lens before using the camera.
- When this machine is not being used, store it together with the other accessories (including the
 power cord set and USB cable) in the supplied bag. Do not store any other items in the supplied
 bag.
- When placing this machine in the supplied bag, be sure to remove all cables and the power cord set.

Guide to Components

Front and Top view



1. Camera unit

Captures live video that is transmitted to other parties.

The camera unit consists of a camera and an arm.

2. Control Panel

Provides a set of keys used to operate the machine.

For details about the control panel, see p.20 "Control Panel".

3. Speaker

Outputs audio from other parties.

4. Microphone

Inputs audio from the machine.

5. USB port (type B)

Used to connect the machine to your computer and share the computer screen.

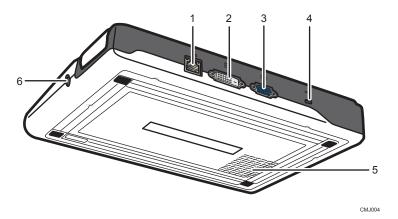
6. USB ports (type A)

Used to attach an external microphone speaker to the machine.

7. Air outlet

Releases heat from inside of the machine.

Rear and Bottom view



1. Ethernet port

Port to which the 1000BASE-T, 100BASE-TX, or 10BASE-T cable connects. This port is used when connecting the machine to a wired network.

2. DVI-D connector

Connector used to connect this machine to a video output device, such as a projector or monitor, via a DVI-D connector.



• DVI-I connection is not supported.

3. Analog RGB connector

Connector used to connect this machine to a video output device, such as a projector or monitor, via a RGB (VGA) connector.

4. Anti-theft lock hole

Hole for connecting the anti-theft chain.

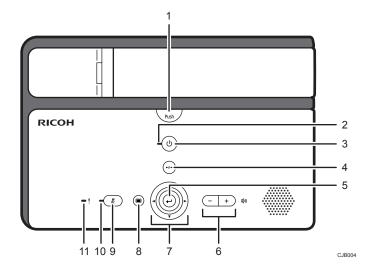
5. Air inlet

Brings in air from the outside to cool the machine and prevent it from overheating.

6. Power connector

Connector for connecting the power cord.

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1. [Push] key

Used to raise the camera unit.

2. Power indicator

Lights when the machine turns on.

This indicator blinks while the machine is starting up or shutting down.

3. [Power] key

Used to turn the machine on and off.

4. [Disconnect] key

Used to leave a meeting.

5. [Enter] key

Used to activate the menu, setting, or set value selected with the cursor keys.

This key is also used to connect and leave a meeting.

6. Speaker volume keys ([-] [+] key)

Used to adjust the speaker volume.

7. Cursor keys ([▲] [▼] [◄] [▶] key)

Used to select a menu, dialog, or setting.

These keys are also used to switch between screen layouts during a meeting.

8. [Menu] key

Used to switch between the Contact List screen and Menu screen.

9. [Mute] key

Used to temporarily disable audio input on the machine.

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10. Mute indicator

Flashes if the [Mute] key is used to disable the microphone.

11. Alarm indicator

Lights when an error occurs on the machine.

Follow the instructions in the on-screen messages to resolve the error.

Place to Install

Installation Requirements

MARNING

• Do not place vases, plant pots, cups, toiletries, medicines, small metal objects, or containers holding water or any other liquids, on or close to this machine. Fire or electric shock could result from spillage or if such objects or substances fall inside this machine.

WARNING

• Do not use flammable sprays or solvents in the vicinity of this machine. Doing so could result in fire or electric shock.

MARNING

Keep the product and attachments out of the reach of children. If the product is near children, it
might fall over and cause an injury.

ACAUTION

 Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.

ACAUTION

 Do not place heavy objects on the machine. Doing so can cause the machine to topple over, possibly resulting in injury.

⚠ CAUTION

• Do not place the machine in an unsafe environment such as on an unstable or tilted surface. If it falls over, an injury might occur.

ACAUTION

• Do not place the product or use it in an environment where it might get wet such as from snow, rain, or being near water. Doing so could result in fire or electric shock.

ACAUTION

 Do not put your face or hand near the air outlet. Doing so could result in burns or an accident due to hot air coming from the air outlet.

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CAUTION

 Do not use the product on soft material such as paper or cloth that might get sucked into the air inlet. Doing so may cause heat buildup inside the product, resulting in malfunction, burns, or fire.

ACAUTION

• Do not place the power cord and connection cable in a way that might cause someone to trip and fall. The product might fall over and cause an injury.

ACAUTION

• Do not place the product in a location where air flow is poor. Doing so may cause fire due to internal components becoming overheated.

ACAUTION

 Do not place or store the product in a location where direct sunlight or heat generation might occur. The heat may deform or wear out the exterior parts or negatively affect internal parts.
 Doing so could result in fire.

CAUTION

 Do not place low heat resistant objects near the air outlet. Hot air may come from the air outlet, resulting in damage to the object or an accident.

ACAUTION

 Do not expose the product to salt air or corrosive gas. Also, do not place the product in a laboratory or other location where a chemical reaction might occur. Doing so may cause the product to malfunction.

ACAUTION

- Do not obstruct the machine's air inlet or outlet. Doing so risks fire caused by overheated internal components.
- Do not use or store this machine in a place that is exposed to soot, cigarette smoke, or any other type of smoke. Doing so may soil the machine, resulting in shorter product life and lower video quality.
- Abrupt changes in temperature may cause drops of water to form inside the machine, resulting in a
 phenomenon called dew condensation. Continuing to use the machine in this condition may lead to
 product failure or malfunction. If dew condensation forms, wait until the drops of water evaporate
 before using the machine.

- Do not use this machine when it is improperly positioned or oriented. Doing so may lead to failure or shorten the product life.
- Route and position the power cord and other cables so that other users do not trip over them.
 Tripping over the cables may cause the machine to fall, resulting in personal injury.

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 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 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.

Use this machine in an environment that meets the following conditions:

Specification	Description
Temperature	 Operating 10 - 32 °C (50 - 89.6 °F) Non-operating 0 - 43 °C (50 - 109.4 °F)
Temperature	 Operating 15 - 80 % (Non-condensing) Non-operating 10 - 90 % (Non-condensing)
Maximum Altitude	3,000 m (10,000 feet)

Operating Environment for This Machine

The following operating environments are required to use this machine:

Power Source

Specification	Operating environment
Power Source	⊕ Region ♠ (mainly Europe and Asia)
	220 V - 240 V, 50/60 Hz
	Region B (mainly North America)
	110 V, 50/60 Hz

Network

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Specification	Operating environment
Interface	Network with one of the following interfaces that can connect to the Internet
	Wired Network
	10BASE-T, 100BASE-TX, 1000BASE-T
	Wireless Network
	IEEE802.11g, IEEE802.11b, IEEE802.11n
Line speed	Minimum: 500 Kbps, Recommended: 1 Mbps or higher

Specification	Operating environment
Port	The following port numbers are available for communication: • When no proxy is used TCP: 443, 5222, 17990, 17992 UDP: 50000 - 65535*1 • When a proxy is used TCP: 443
Frequency Range (Wireless Network)	
Authentication (Wireless Network)	 Authentication method Open system authentication, shared key authentication, WPA-PSK, WPA2-PSK Encryption method WEP (128bit/64bit), TKIP, AES

*1 A port in the range of 50000 to 65535 is selected as the port used for communication, according to the environment and conditions.



- This machine only supports the Basic authentication method when a proxy is used.
- When using a proxy to connect to a meeting, it may take longer for the meeting.
- For details about network settings, see p.87 "Changing Network Configuration".

Video Output Device

Specification	Operating environment
Supported device	Monitor or projector
Resolution	1024 × 768 pixels (XGA), 1280 × 800 pixels (WXGA)
Interfaces	Analog RGB, DVI-D



If the device being used supports resolutions of both 1024 × 768 pixels (XGA) and 1280 × 800 pixels (WXGA), the screen is displayed at a resolution of 1280 × 800 pixels (WXGA).

- Some projectors or monitors may not be able to display images from this machine correctly.
- Video output devices that do not meet these operating environment conditions may not be able to be display images from this machine correctly.

Operating Environment for Device Management Settings

The following environment is required to access Device Management Settings:



• Device Management Settings can be accessed without needing to turn on the machine.

Specification	Operating environment
Computer	PC/AT-compatible machine
СРИ	Pentium M 1.2 GHz or higher
Memory	512 MB or higher
HDD	100 MB or more of free space
OS*1	Windows XP (Service Pack 3 or later)
	Windows XP Home Edition
	Windows XP Professional
	Windows Vista (Service Pack 2 or later)
	Windows Vista Home Basic
	Windows Vista Home Premium
	Windows Vista Business
	Windows Vista Enterprise
	Windows Vista Ultimate
	Windows 7
	Windows 7 Home Premium
	Windows 7 Professional
	Windows 7 Enterprise
	Windows 7 Ultimate
Resolution	XGA (1,024 × 768 pixels) or higher
	64,000 colors or more (recommended)

Specification	Operating environment
Web browser	Internet Explorer 7, 8, or 9
	Firefox 3.6 or later
Security settings	The following security settings must be enabled on your Web browser:
	Scripting
	Active scripting
	ActiveX controls and plug-ins
	Run ActiveX controls and plug-ins
	Script ActiveX controls marked Safe for scripting
	Binary and Script behaviors
	Downloads
	File downloads

* 1 Only the 32-bit version is supported.



• For details about security settings for web browser, see Web browser Help.

Operating Environment for PC Screen Share

The following environment is required to use PC Screen Share:

Specification	Operating environment
Computer	PC/AT-compatible machine
СРИ	Pentium M 1.2 GHz or higher
Memory	512 MB or higher
HDD	100 MB or more of free space

Specification	Operating environment
OS	 Windows XP (Service Pack 3 or later) Windows XP Home Edition Windows XP Professional Windows Vista (Service Pack 2 or later) Windows Vista Home Basic Windows Vista Home Premium Windows Vista Business Windows Vista Enterprise Windows Vista Ultimate Windows 7 Windows 7 Home Premium Windows 7 Professional Windows 7 Enterprise Windows 7 Ultimate
Resolution	XGA (1,024 × 768 pixels) or higher 64,000 colors or more (recommended)

1

Connecting the Power Cord Set

WARNING

• Do not use any power sources other than those that match the specifications shown. Doing so could result in fire or electric shock.

WARNING

 Do not damage, break, or modify the power cord or AC adapter. Also, do not place heavy objects on the power cord, or pull the cord or bend it severely. Doing so could result in fire or electric shock.

⚠ WARNING

• The supplied power cord is for use with this machine only. Do not use it with other appliances. Doing so could result in fire or electric shock.

⚠WARNING

 It is dangerous to handle the power cord plug with wet hands. Doing so could result in electric shock.

MARNING

Do not use the AC adapter or connection cable if it is deformed, cracked, or damaged. Doing
so could result in fire or electric shock. If the AC adapter or connection cable is deformed,
cracked, or damaged, contact your service representative to request a replacement cable.

MARNING

When using an extension cord or power strip, only connect equipment whose total power
consumption is within the power rating for the extension cord or power strip. If the power rating
is exceeded, it may cause heat buildup and result in fire.

ACAUTION

Push the power plug all the way into the power outlet. Do not use a power outlet with a loose
connection. Doing so may result in heat buildup. Plug the power cord and AC adapter in the
correct direction into the base. If they are not plugged in correctly, it could result in smoke, fire,
or electric shock.

CAUTION

 If this machine is not going to be used for several days or longer at a time, disconnect its power cord from the wall outlet.

ACAUTION

When disconnecting the power cord from the wall outlet, always pull the plug, not the cord.
 Pulling the cord can damage the power cord. Use of damaged power cords could result in fire or electric shock.

CAUTION

Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around
the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.

ACAUTION

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

ACAUTION

Do not disassemble or modify the AC adapter. Doing so may result in burns or electric shock.
 Contact your service representative if the AC adapter needs repaired.

ACAUTION

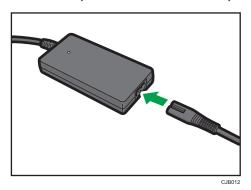
 Do not wrap the power cord or connection cable around the AC adapter. If the power cord or connection cable is damaged or the inner wire is exposed, it may result in fire, electric shock, or burns.

ACAUTION

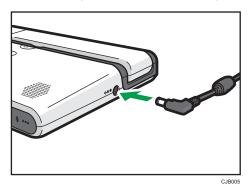
 It is recommended that you do not touch the AC adapter when using the product. Possible heat buildup in the AC adapter may cause burns.

- Only use the supplied AC adapter indoors.
- Do not remove the power cord when the power indicator on this machine is lit or blinking.

1. Connect the power cord to the AC adapter.



2. Connect the power connector to the power connector inlet on this machine.



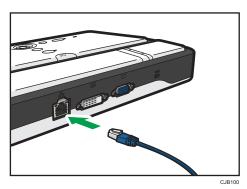
3. Connect the power plug to the AC outlet.

Connecting an Ethernet Cable

To use a wired network, connect the machine to a network connection device such as a hub or modem.



- Make sure the machine is off before connecting an Ethernet cable.
- Make sure the Ethernet cable is connected to a hub. Do not connect to a network switch.
- Use the following Ethernet cables.
 - When using 100BASE-TX/10BASE-T:
 Unshielded Twisted Pair Cable (UTP) or Shielded Twisted Pair Cable (STP) and Category type
 5 or more
 - When using 1000BASE-T:
 Unshielded Twisted Pair Cable (UTP) or Shielded Twisted Pair Cable (STP) and Category type
 5e or more
- 1. Connect the Ethernet cable to the Ethernet port on this machine.



2. Connect the other end of the Ethernet cable to the network connection device.



- An Ethernet cable connection is not required for a wireless network.
- You cannot switch from a wired network to wireless network (and vice versa) after you turn the machine on.

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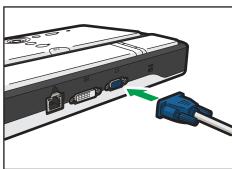
Connecting a Video Output Device

Use the appropriate interface to connect the video output device.

For details about requirements for video output device, see p.26 "Operating Environment for This Machine".

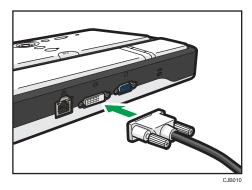


- Make sure the machine is off before connecting to a video output device.
- This machine cannot accept two video output devices connected at the same time via the analog RGB and DVI-D connectors. You can only use one connector at a time. Select the appropriate connector for the video output device you want to use.
- 1. Connect the analog RGB or DVI-D connector to the machine.
 - · Analog RGB connector



CJB00

DVI-D connector



2. Connect the analog RGB or DVI-D connector to the video output device.

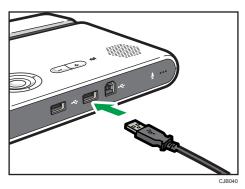


• For details about how to connect the cable to the video output device, see the manuals provided with the video output device.

Connecting a External Microphone Speaker

Use the USB interface to connect the external microphone speaker.

- You cannot connect and use two different external microphone speakers at the same time.
- Do not attempt to connect or disconnect the external microphone speaker while connecting or receiving a call, or while in the middle of a meeting. Doing so will cause problems with the audio.
- 1. Connect the A connector end of the USB cable to the USB port (type A) on this machine.





- You can use the left and right USB ports (A type) on this machine.
- You cannot adjust the volume or mute a connected microphone speaker from the machine. You
 must adjust the volume settings on the actual device. For details about how to use the external
 microphone speaker, see the manuals provided with the microphone speaker.

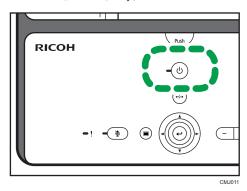
1

Turning on the Machine for the First Time

When you turn on the machine for the first time, a screen used to specify the language, date, and time will appear. Select the language, date, and time for the environment in which you plan to use the machine.



- You can also specify the language, date, and time from Menu. For details about how to specify these items from Menu, see p.104 "Changing the Language and Time Zone".
- 1. Press the [Power] key/U.



After the startup screen appears, the language selection dialog box appears.

- 2. Press the cursor keys ([▼] [▲] [▲] [▶] keys) to select the language, and then press the [Enter] key/←.
- 3. Press the [Enter] key/←.



- 4. Press the [Enter] key/← to display the list.
- Press the [▼] or [▲] key to select the language, and then press the [Enter] key/←.
 Select the language to determine the data and time format.
- 6. Press the [▼] or [▲] key to select the format, and then press the [Enter] key/←.
- 7. Press the [▼] key to select [Next], and then press the [Enter] key/←.

- 1
- 8. Press the [Enter] key/← to display the list.
- 9. Press the cursor keys ([▼] [▲] [▲] [▶] keys) to select the region, and then press the [Enter] key/←.
- 10. Press the $[^{\blacktriangledown}]$ or $[^{\blacktriangle}]$ key to select the time zone, and then press the [Enter] key/ \hookleftarrow .
- 11. Press the [Enter] key/←.
- 12. Confirm that the settings are correct, and then press the [Enter] key/←.

About Screen

The machine displays two different screens: the Contact List screen and the Menu screen.

Press the [Menu] key/ to switch between the Contact List screen and Menu screen.

Contact List screen

This screen is used to connect to or receive call from the contact.

The machine's status switches to "Ready" only when the Contact List screen is displayed. This status allows you to start a meeting by connecting to or receive connection from contacts.





• For details about the machine's status, see p.55 "Connecting to a Meeting".

Menu screen

This screen is used to accept registration requests, configure network settings, update firmware, and check the system information.

If the Menu screen is displayed, the machine's status switches to "Offline". You cannot connect to or receive connection from contacts when the machine's status is "Offline".



Menu screen (When the machine cannot connect to the network during startup)

If the machine cannot connect to the network during startup due to a problem with the network settings or the network environment, press the [Menu] key while the message "Connecting to the network..." is displayed. After doing this, the Menu screen will appear.

Only some of the items in this screen can be selected, such as the network settings and Network Diagnosis. Items such as Registration Request List and Firmware Update are shaded and cannot be selected. In addition, the Contact List screen cannot be displayed.

The machine repeatedly attempts to connect to the network. If the machine successfully connects to the network, the message "Connection established." appears in the lower left of the screen. After this message appears, press the [Menu] key. The Contact List screen then appears. To display Registration Request List or perform Firmware Update, bring up the Contact List screen first and then display the Menu screen again.



 If the machine cannot connect to the network, see p.107 "When the Machine Cannot Connect to the Network".

Screen Contents

The screen displays the function menus, settings, and messages.

Use the Cursor keys ($[\P]$ [\blacktriangle] key) on the control panel to select a function menu or setting.

The selected menu or setting is highlighted in orange. To activate the selection, press the [Enter] key/←.

Menus or settings are grayed out if it cannot be selected or cannot be confirmed.

This section describes the screen layout, using the Contact List screen as an example.

The sample screens provided in this manual are displayed in XGA mode.



1. Machine status

Displays the status, name, and Contact ID of the machine.

2. Radio reception icon

Displays an icon that indicates the signal reception when connecting via a wireless network.

The icon changes according to the strength of the signal:

- 🛜:Very strong
- 🛜:Strong
- 🛜:Weak
- 🛜:Very weak
- %:No reception

3. Message

Displays messages, such as notification that a registration request has been received or a firmware update is available.

4. Contact List

Displays a list of contacts registered in Address Book.

This list displays the status, name, and Contact ID of each contact.

5. Video on the machine

Displays a video taken by this machine.

This video can be used as a reference to adjust the position of the camera.

6. Current date and time

Displays the current date and time.

Specifying the Name of the Machine and Your Password

This section describes how to log in to Device Management Settings to change the default password and specify the name of the machine. The specified name is displayed as the location name on the machine's screen and in Address Book.

The default password is the preset login password used to access Device Management Settings. Before using this product, use the Web browser on your computer to access Device Management Settings and change the login password.

In addition to changing the password, you can also specify or change the name of the machine.

The specified name is displayed as the machine's contact name on the screen and in Address Book.



- Be sure to specify a login password that is different from the default password.
- If the name of the machine was already specified at the time of purchase and you want to change it, you must first change the default password before you can change the name.

Device Management Settings can be accessed from a computer that is connected to Internet. For details about the operating environment needed to access Device Management Settings, see p.28 "Operating Environment for Device Management Settings".

The following information is needed to log in to Device Management Settings:

Contact ID

A unique character string set in this machine and other machines. The machine information is required to use the Unified Communication System.

Default password

The default password is used the first time you log in to Device Management Settings.

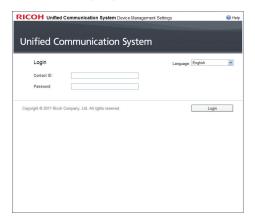
This password is the character string found on the bottom of the machine. It consists of eleven alphanumeric and symbol characters.



- If you are not sure about the Contact ID of this machine, you can check the Contact ID from the Contact List screen. For details about the Contact List screen, see p.39 "About Screen".
- 1. Start your Web browser.
- Enter the following URL in the address bar of your Web browser to access Device Management Settings.

https://ucs.ricoh.com/util/login

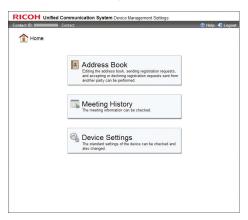
3. Select the language.



4. Enter the Contact ID and the default password.

Depending on the browser settings, the browser may save the Contact ID and password. Configure your browser not to save the Contact ID or password.

- 5. Click [Login].
- 6. Click [Device Settings].



To change the default password without specifying the name, go to Step 8.

7. Click the "Name:" field, and then enter the name of the machine.

The machine name can be up to 100 characters in length.

- 8. Click the "Current Password" field, and then enter the default password.
- 9. Click the "New Password" field, and then enter a new login password.

The login password must consist of at least eight characters.

The login password can be up to 255 characters in length.

You can use alphanumeric characters and symbols in the login password.

- 10. Click the "Confirmation Password" field, and the re-enter the login password you entered in Step 9.
- 11. Click [Save].

The message "The device settings have been updated." appears to indicate the password has been successfully changed.

12. Click [Logout].

Logging in to Device Management Settings

To manage Address Book or check Meeting History in Device Management Settings, you must first log in to Device Management Settings.

Device Management Settings can be accessed from a computer that is connected to Internet. For details about the operating environment needed to access Device Management Settings, see p.28 "Operating Environment for Device Management Settings".



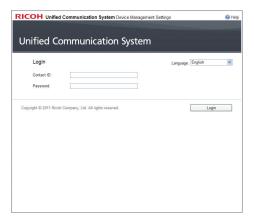
• If you are not sure about password, contact your machine administrator.

Login

- 1. Start your Web browser.
- Enter the following URL in the address bar of your Web browser to access Device Management Settings.

https://ucs.ricoh.com/util/login

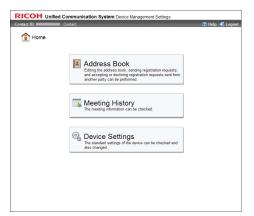
3. Select the language.



- 4. Enter the Contact ID and the password.
- 5. Click [Login].

Logout

1. Click [Logout].





• You can logout from any page.

П

Installing the driver for PC Screen Share

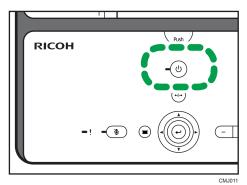
CAUTION

 For users in the United States of America: properly shielded and grounded cables and connectors must be used for connections to a host computer (and/or peripheral) in order to meet FCC emission limits.

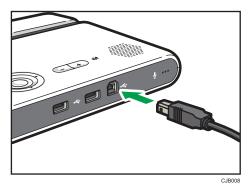
To use the PC Screen Share, you must first install the driver for PC Screen Share on your computer.

This example assumes that the driver for PC Screen Share is installed on a computer running Windows XP. If you are using another operating system, the screen displayed and names of key might vary slightly. For details, see the Windows Help.

- To install the driver for PC Screen Share, this machine must be connected to a network. Before
 installing the driver, make sure the machine is connected to a network via a wired or wireless LAN.
- Administrator privileges are required to install the driver for PC Screen Share. Log on to the computer as a member of the Administrators group.
- 1. Press [Power] key/U.



2. Connect the B connector end of the USB cable to the USB port (type B) on this machine.



47

3. Connect the A connector end of the USB cable to the USB port (type A) on the computer.

When the Add New Hardware Wizard appears, click [Cancel].

When the auto-play screen appears, close the screen.

When the message "The driver for PC Screen Share has not been installed. Install the driver and then start the software." appears, click [OK].

If you are using Windows 7, the driver may begin installing automatically. If this happens, a dialog box indicating that the driver has not been installed correctly may appear.

In such a case, click [Close] to close the dialog box and proceed to Step 4.

- 4. Open My Computer on your computer and right-click [PC Screen Share].
- Click [Install the 32-bit driver for PC Screen Share] or [Install the 64-bit driver for PC Screen Share]. Make sure to select the correct driver for your computer's OS.

If neither choice appears, run dpinst32.exe (for 32-bit OS) or dpinst64.exe (for 64-bit OS). These files are located in the folder "driver" on the drive "PC Screen Share".

6. Follow the instructions given in the installation wizard to complete the installation.

After the installation is complete, a dialog box indicating that the computer needs to be restarted may appear. If this is the case, restart your computer.



- If you want to uninstall the driver for PC Screen Share, uninstall the driver from "Add or Remove Programs". For details about "Add or Remove Programs", see Windows Help.
- Remove the USB cable from your computer before uninstalling the driver for PC Screen share.
- If re-installing the driver for PC Screen Share, you must uninstall the driver once, and then install the driver again.

2. Starting a Meeting

To Start a Meeting

Check that the following preparations have been made before starting a meeting:

- The power cord set is connected.
- A video output device is connected.

After you confirm that all the necessary preparations have been made, you can start the meeting.

The procedure for starting a meeting

- 1. Raise the camera.
- 2. Start the machine.
- 3. Set the orientation of the camera.

Adjust the orientation of the camera.

4. Connect to the contact.

Connect to the other party you want to have a meeting with or answer an incoming call.

When you successfully connect to the other party, video from that contact appears on your screen and the meeting starts.



- If connection to a network cannot be established, for example, because this machine is used in a
 network environment different from the previous one, change the machine's network settings as
 necessary. For details about how to change network settings, p.87 "Changing Network
 Configuration".
- The contacts that you want to have a meeting with must be registered in Address Book. For details
 about how to register the contacts to Address Book, see p.81 "Registering a Contact".

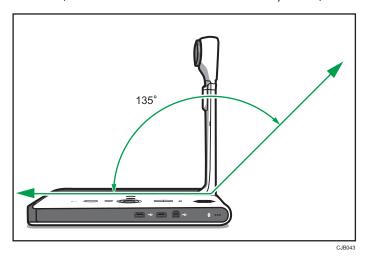
Raising the Camera Unit

- Do not attempt to raise or move this machine by the camera unit.
- Do not attempt to move the arm beyond its range of movement.

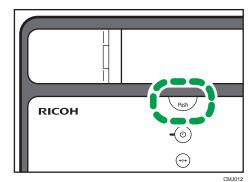
Range of movement

The camera arm can move within the following range:

 0° -135° (when the camera unit is folded all the way down.)



1. Press the [Push] key.



2. Pull up on the arm of the camera to raise the camera unit.

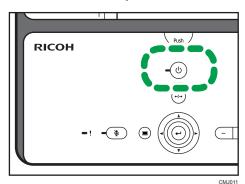


Note

• This machine is factory-shipped with a protective sheet covering the camera lens. Remove the protective sheet from the lens before using the camera.

Turning On the Power

1. Press the [Power] key/U.





- Depending on the network environment you are using, it may take the machine one minute or more to connect to the network.
- If the message "Connecting to the network..." remains displayed throughout the startup process,
 there is a problem preventing the machine from connecting to the network. For details about how to
 display the Menu screen in this state, see p.39 "About Screen". For details about what to do if the
 machine cannot connect to the network, see p.107 "When the Machine Cannot Connect to the
 Network".

Adjusting the Camera

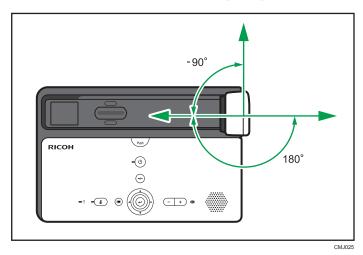
- Do not attempt to raise or move this machine by the camera unit.
- Do not attempt to move the camera beyond its range of movement.

Ranges of movement

The camera can move within the following ranges:

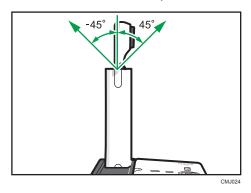
Horizontal direction

 $^{-}90^{\circ}$ - 180° (when the camera unit is facing 0 degrees after it is raised)



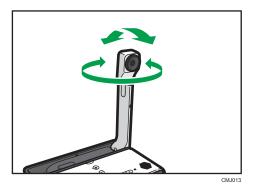
Vertical direction

 $^{-}45^{\circ}$ - 45° (when the vertical position of the camera unit is 0 degrees)



 Adjust the orientation by carefully moving and rotating the camera vertically and horizontally while checking the screen display.

Set the camera so that the desired object is displayed on the screen.





• Fingerprints or dust on the lens cover can cause image quality to deteriorate. If the lens cover is dirty, lightly wipe it with a soft cloth.

Connecting to a Meeting

Select the contact that you want to have a meeting and connect to the other party.

There are two ways you can connect to the other party: by using the machine to connect or to receiving a call from the other party. The connection is established and the meeting starts when the receiving end answers the call.

Connecting

To connect, select the contact you want to connect to from the Contact List screen.

The Contact List screen lists the registered contacts and their status. There are three status types:

- Ready
 Indicates the contact is online and waiting.
- Meeting
 Indicates the contact is having a meeting with another contact.
- Offline

Indicates the machine at that contact is turned off, the menu screen is being configured, or that the contact is not connected to the network.

You can connect to contact whose status is "Ready" or "Meeting".

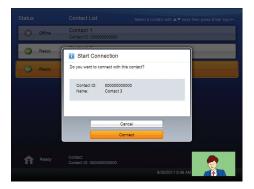
1. Check that the contacts are listed on the screen.

For details about how to display the Contact List screen, see p.39 "About Screen".



2. Press the [▼] or [▲] key to select the contact you want to have a meeting, and then press the [Enter] key/←.





The meeting begins when the other party answers the call.

To cancel the call, press the $[\P]$ or [A] key to select [Cancel], and then press the [Enter] key/ \P .

If the other party refuses the call, the Contact ID and contact name of the party that refused the call appear with the message "Could not connect with the following contact.".

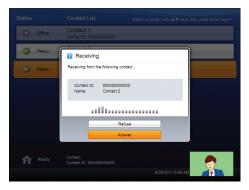


• You can use the speaker volume keys to adjust the volume of the tone when initiating a call. For details about how to adjust the volume, see p.65 "Adjusting the Volume".

Answering a Call



- The machine cannot receive calls when error messages are displayed. For details about what to do when error messages are displayed, see p.108 "When the Message Displayed".
- 1. The incoming call sound rings and the message "Receiving" appears. Check that the message shows the party making the call.



Press the [▼] or [▲] key to select [Answer], and then press the [Enter] key/←.

The meeting starts.

To refuse the call, press the $[\P]$ or $[\P]$ key to select [Refuse], and then press the [Enter] key/ \P .



- If the call is not answered or refused within 15 seconds, the incoming call automatically times out.
- You can use the speaker volume keys to adjust the volume of the ring tone that rings when receiving
 a call. For details about how to adjust the volume, see p.65 "Adjusting the Volume".

Joining a Meeting in Progress

You can initiate a call to a participant currently having a meeting and join the meeting in progress.

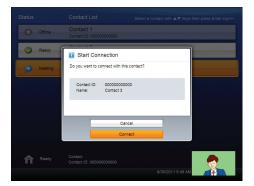
When you join a meeting in progress, you are directly connected to the meeting. No confirmation message is displayed at the contact having the meeting.

The status of a contact that is in a meeting is displayed as "Meeting".

Check that the contacts are listed on the screen.
 For details about how to display the Contact List screen, see p.39 "About Screen".



- Press the [▼] or [▲] key to select the contact already has a meeting, and then press the [Enter] key/←.
- 2. Press the [♥] or [♠] key to select [Connect], and then press the [Enter] key/←.



The meeting starts.

To cancel the call, press the $[\P]$ or $[\P]$ key to select [Cancel], and then press the [Enter] key/ \P .

3. What You Can Do During the Meeting

Changing the Screen Layout

You can change the screen layouts as needed.

Up to nine contacts including you can be displayed simultaneously.

The screen display changes according to the number of contacts that are joining the meeting.

If three or more contacts are joining the meeting, the video of the contact that is talking is indicated to be the other party.

The screen layouts are as follows:

One larger window and multiple smaller windows

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.

If only you and one other party are joining the meeting, the window size of each video is the same.



Large window for all contacts

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.

If three or more contacts including you are joining the meeting, the videos of all the other contacts are displayed in windows of the same size.



Other party only

The video of the other party is displayed full screen.



Your video only

Your video is displayed full screen.



Same size window for all contacts

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



Meeting Information screen

A list of the names and Contact IDs of contacts joining the meeting is displayed.

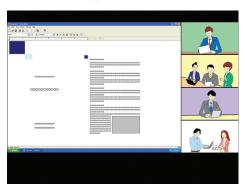
Note that the list only includes the names of one of the following:

- · Contacts that are registered in Address Book
- · Contacts to which you have sent a registration request
- · Contacts from which you have received a registration request



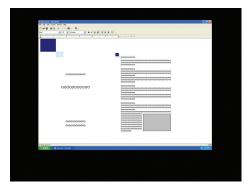
One larger window of shared computer screen and multiple smaller windows (when a computer screen is being shared)

The computer screen being shared is displayed in larger window, while the videos of you and the other contacts appear in smaller windows.

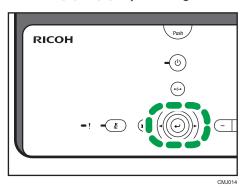


Shared computer screen only (when a computer screen is being shared)

The computer screen being shared is displayed full screen.



1. Press the [⁴] or [▶] key to change the screen layout.



Note

• For details about sharing the computer screen, see p.67 "Sharing the Computer Screen"

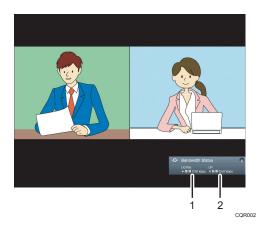
Checking the Network Bandwidth

If network conditions prevent the necessary network bandwidth from being secured during a meeting, the audio and video might become distorted or the connection with the other party lost. You can use Bandwidth Status during a meeting to view the network status of the machine and check that the network environment meets the operating requirements for the machine. You can also check that the machine is able to hold meetings normally.

Before using the machine, check the network environment to make sure a sufficient amount of network bandwidth is available.

3

Bandwidth Status



1. DOWN (Reception)

Displays the network bandwidth available for reception, along with a numerical value and an icon that indicates one of five levels.

2. UP (Transmission)

Displays the network bandwidth available for transmission, along with a numerical value and an icon that indicates one of five levels.

The indicated level of currently used bandwidth varies according to the bandwidth status.

• ||||||

Sufficient network bandwidth is currently available.

• ||||•

The required network bandwidth is currently available.

• |||••

The currently available network bandwidth might not be sufficient for holding a stable meeting.

• ||---

The required network bandwidth is currently unavailable. The video or audio might become distorted.

• |----

The required network bandwidth is currently unavailable. The machine might become unable to continue the meeting.

To display Bandwidth Status during a meeting, perform the following steps:

Press the [▲] key.

2. Check the current network bandwidth.

Bandwidth Status automatically switches to the simplified display mode after 10 seconds has passed.

3. Press the [▼] key to close Bandwidth Status.



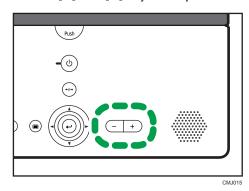
- To view Bandwidth Status after starting a meeting, wait at least one minute to allow the bandwidth to become stable.
- The maximum network bandwidth required for a meeting is 2 Mbps for both reception and transmission.
- Bandwidth Status cannot be displayed while the Meeting Information screen is displayed.

Adjusting the Volume

You can adjust the audio volume and temporarily mute the microphone.

Adjusting the Speaker Volume

1. Use the [-] and [+] keys to adjust the volume.



To lower the volume, press the [-] key.

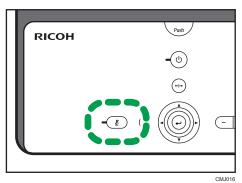
To raise the volume, press the [+] key.



If an external microphone speaker are connected, you cannot adjust the volume from the machine.
 For details about how to adjust the volume of your external microphone speaker, see the respective manual for device.

Muting the Microphone

1. Press the [Mute] key.



The Mute indicator starts blinking to indicate the microphone has been muted.

U Note

2. To cancel mute, press the [Mute] key again.

The Mute indicator turns off to indicate that mute has been cancelled.

• If an external microphone speaker are connected, you cannot mute them from the machine. For details about how to mute your external microphone speaker, see the respective manual for device.

Sharing the Computer Screen

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

When a screen is transmitted, the contents that are displayed on your computer can be shared in real time with the other party.

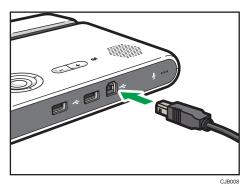
This example assumes that PC Screen Share is used on a computer running Windows XP. If you are using another operating system, the screen displayed and names of key might vary slightly. For details, see the Windows Help.



- For details about the system requirements for sharing computer screens, see p.29 "Operating Environment for PC Screen Share".
- To use PC Screen Share, the driver for PC Screen Share must be installed. For details about how to install the driver for PC Screen Share, see p.47 "Installing the driver for PC Screen Share".

Start Sharing Your Computer Screen

1. Connect the B connector end of the USB cable to the USB port (type B) on this machine.



2. Connect the A connector end of the USB cable to the USB port (type A) on the computer.

PC Screen Share starts automatically.

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

If [Start PC Screen Share] does not appear when you right-click [PC Screen Share], start "ScreenSender.exe". This file is located in the folder "app" on the drive "PC Screen Share".

3. Click [Start Sharing].

The screen layout of the machine is changed automatically to display your computer screen when PC Screen Share is started.

The following screen layouts can be selected when using PC Screen Share:

- One larger window of shared computer screen and multiple smaller windows
- Shared computer screen only

The layout of the screens for the contacts joined in the meeting are also changed.



 A shared computer does not automatically enter standby even if the timer is set. To put a shared computer into standby, press the corresponding shortcut key or close the laptop computer.

Stop Sharing Your Computer Screen

- 1. Display PC Screen Share dialog.
- 2. Click [Stop Sharing].

To start PC Screen Share again, click [Start Sharing].

Disconnect the computer

- 1. Display PC Screen Share dialog.
- 2. Click [Close] on the upper right of PC Screen Share dialog.
- 3. Click [OK].
- 4. Remove the USB cable from the machine and the computer.

For details about how to remove the USB cable from your computer, see your operating system's Help.

Store the removed USB cable in the supplied bag.

3

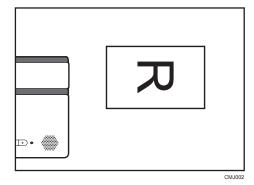
Using the Camera To Share Information

When using the camera to take a picture of a form or document directly, the camera automatically focuses on the object and displays the image visually.

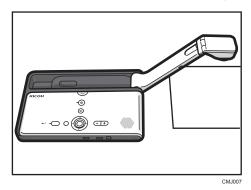
This feature is useful at meetings when sharing printed forms or other documents for which no electronic data exists, such as hand-written memos.

1. Set the object you want to share to the right of the machine.

Orientation of the object:



2. Set the camera unit as shown in the figure below.



To display a different part of the object, move the object.

4. Leaving a Meeting and Packing Up the Machine

Leaving a Meeting and Packing Up the Machine

When you want to end a meeting, leave the meeting and then shut down the machine.

After you shut the down the machine, remove the cables and pack them together with machine in the provided bag.

Procedure for ending a meeting and packing up the machine

- 1. Leave the meeting.
- 2. Turn off the power.
- 3. Put the camera back.

Put the camera unit back into place.

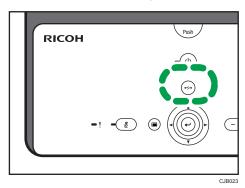
4. Remove the cables and pack up the machine.

Disconnect the video output device and power cables, then pack up the machine in the bag.

Leaving the Meeting

Leaving the Meeting

1. Press the [Disconnect] key/...



2. Press the [♥] or [♠] key to select [Leave], and then press the [Enter] key/←.



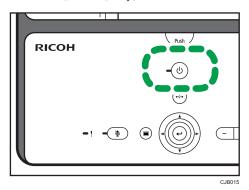
UNote

• You can also leave a meeting by pressing the [Disconnect] key/ twice in Step 1.

Immediately Turn Off the Machine After You Leave the Meeting

Press the [Power] key/ Φ during a meeting to leave the meeting and immediately turn off the machine.

1. Press the [Power] key/0.



2. Press the $[\P]$ or [A] key to select [Turn Off], and then press the [Enter] key/ $\mbox{\ensuremath{\checkmark}}$.

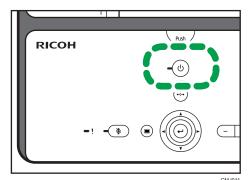




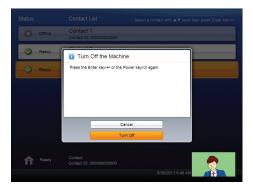
• You can also leave a meeting and immediately turn off the machine by pressing the [Power] key/ \mathbf{U} twice in Step 1.

Turning Off the Power

1. Press the [Power] key/U.



2. Press the [▼] or [▲] key to select [Turn Off], and then press the [Enter] key/←.

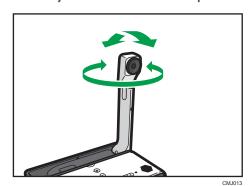


Note

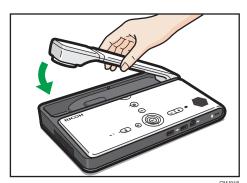
• You can also turn off the machine by pressing the [Power] key/ Φ twice in Step 1.

Putting the Camera Back Into Place

- Do not attempt to raise or move this machine by the camera unit.
- Do not attempt to move the camera beyond its range of movement.
- 1. Carefully rotate the camera and put it back into place.

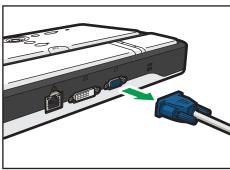


2. Push the arm down until it clicks.



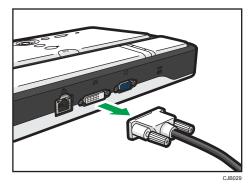
Removing the Power Cord Set and Video Output Device and Packing Up the Machine

- Before packing up the machine, make sure the machine is off by checking whether the Power indicator is lit.
- 1. Remove the analog RGB or DVI-D connector from the machine.
 - Analog RGB connector



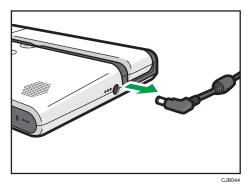
CJB02

• DVI-D connector

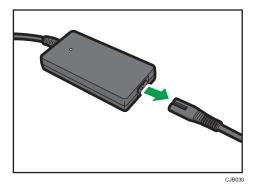


2. Remove the analog RGB or DVI-D connector from the video output device.

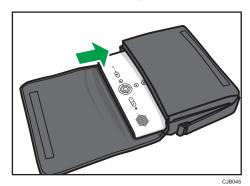
3. Remove the power connector from the power connector inlet on the machine.



4. Remove the AC adapter and power cord.



5. Pack the machine and power cord set in the supplied bag.



₩Note

- For details about how to use your video output device, see the manual that comes with the device.
- If the USB cable for the PC Screen Share is connected, remove the USB cable. Pack the USB cable in the supplied bag.
- If this machine is not used for an extended period of time, store it together with the other accessories (including the power cord set, and USB cable) in the provided bag. Do not store any other items in the bag.

• Be sure to disconnect all cables and the power cord set before placing this machine in the bag.

5. Managing Address Book

About Address Book

Address Book in Device Management Settings is used to manage the contacts whom you want to have meetings.

The contacts registered in Address Book are synchronized with the contacts in the Contact List on the machine. When starting a meeting from the machine, you can only connect to a contact registered in Address Book.

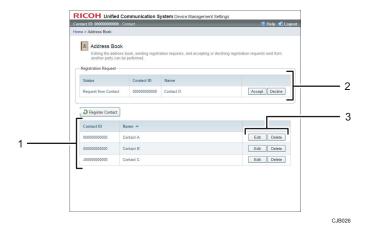
Address Book allows you to send a request to register a contact, accept registration requests from other contacts, change the names of registered contacts, and delete contacts that are no longer necessary.

The Contact ID and name of a contact is registered in Address Book as the contact information.

Contact names are used for Address Book and the machine only.

The maximum number of contact entries in Address Book is 100. This number includes the number of registration requests waiting to be accepted.

Address Book screen



1. List of registered contacts

Displays a list of registered contacts.

To sort rows by ID number, click the table column header [Contact ID]. To sort rows by reading order, click [Name]. Rows are sorted in alphabetical order by default.

2. Registration requests

Displays both the contacts that have sent registration requests and the registration requests that have been received.

Any registration request that has not been received or sent will not displayed.

3. Edit/Delete

Used to edit or delete registered contacts.

Registering a Contact

Before having a meeting, you need to register the contact of the other party in Address Book in Device Management Settings.

Before registering a new contact in Address Book, you need to obtain permission from the party whose contact you want to register. Send a registration request to that individual and obtain permission to register the contact in Address Book.



- Before registering a contact, confirm the Contact ID of that party.
- 1. Log in to Device Management Settings.

For details about how to login to Device Management Settings, see p.45 "Logging in to Device Management Settings".

- 2. Click [Address Book].
- 3. Click [Register Contact].
- 4. Click the "Contact ID" field, and then enter the Contact ID of the contact you want to register.
- 5. Click the "Name" field, and then enter the name of the contact you want to register.

 The machine name can be up to 100 characters in length.
- 6. Click [Send Request].

"Registration Request" appears at the top of Address Book if the request is successfully sent.

If a request is accepted by the other party, their contact is added to Address Book.

To cancel a registration request, click [Cancel].



• The maximum number of contact entries in Address Book is 100. This includes the number of registration requests waiting to be accepted.

Accepting the Registration Request

This section describes how to accept a registration request from a new party.

You can also accept these registration requests from the machine.

Accepting the Registration Request from Device Management Settings

1. Log in to Device Management Settings.

For details about how to login to Device Management Settings, see p.45 "Logging in to Device Management Settings".

2. Click [Address Book].

"Registration Request" appears at the top of Address Book if a request is received.

- 3. Click [Accept] for the contact you want to accept.
- 4. Confirm the information of the contact, and then click [Accept].

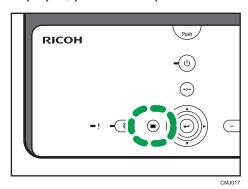
The accepted contact is added to Address Book.



• To decline the registration request, click [Decline] in step 3.

Accepting the Registration Request from the machine

1. Press the [Menu] key/ if Contact List screen is displayed. If the Menu screen is displayed, proceed to step 2.



- Press the [▼] or [▲] key to select [Registration Request List], and then press the [Enter] key/←.
- Press the [▼] or [▲] key to select the contact you want to accept, and then press the [Enter] key/←.

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

To decline the registration request, press the $[\P]$ or [A] key to select [Decline], and then press the [Enter] key/ \P .

To cancel the operation, press the $[\P]$ or $[\P]$ key to select [Cancel], and then press the [Enter] key/

5. Press the [Enter] key/←.

The accepted contact is added to Address Book.

Editing a Registered Contact

You can edit the name of any contact displayed in Address Book.



- Edited name of contact is only reflected in Address Book and the machine.
- Log in to Device Management Settings.
 For details about how to login to Device Management Settings, see p.45 "Logging in to Device Management Settings".
- 2. Click [Address Book].
- 3. Click [Edit] for the contact you want to edit.
- 4. Change the name, and then click [Save].

Deleting a Registered Contact

- 1. Log in to Device Management Settings.
 - For details about how to login to Device Management Settings, see p.45 "Logging in to Device Management Settings".
- 2. Click [Address Book].
- 3. Click [Delete] for the contact you want to delete.
- 4. Confirm the contact, and then click [Delete].

6. Configuring the Machine Settings

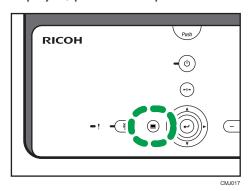
Changing Network Configuration

Change the network settings according to the environment in which the machine is used.

Use the machine to configure the network settings.



- Ask the network administrator about which settings need to be specified in Wired/Wireless Network Configuration, and then enter the correct values.
- 1. Press the [Menu] key/ if Contact List screen is displayed. If the Menu screen is displayed, proceed to step 2.



- 2. Press the [▼] or [▲] key to select the [Wired Network Configuration] or [Wireless Network Configuration], and then press the [Enter] key/←.
- Press the [▼] or [▲] key to select setting you want to change, and then press the [Enter] key/←.
- 4. Press the [▼] or [▲] key to change the setting, and then press the [Enter] key/←.
 For details about settings, see p.91 "Wired/Wireless Network Configuration".
- Press the [▼], [▲], or [▶] key to select [OK], and then press the [Enter] key/← if you finish specifying the settings.

If the machine needs to be restarted, a message will appear instructing you to do so. Follow the instructions given in the message to restart the machine.

Entering Characters

Certain settings require you to enter characters.

A character input screen appears when characters need to be entered.

Available Characters

You can enter the following characters:

- Alphabetic characters
- Symbols
- Numerals

Character Input Screens

There are two types of character input screens: the alphanumeric input screen, and the numeric input screen.

The screen that appears depends on the setting.

Alphanumeric input screen

This screen allows you to enter alphanumeric characters and symbols.

You can switch between [Alp.] and [Sy.] for the keyboard layout.

• [Alp.]

Switches to the alphanumeric key and symbol key layout.



• [Sy.]

Switches to the symbol key and numeric key layout.



• [Caps]

Switches between upper-case and lower case alphabetic characters.



• [Space]

Enters a space.

• [Clear All]

Clears all the entered characters.

• [BS]

Deletes one character to the left of the cursor.

Numeric input screen

This screen allows you to enter numeric characters.



. ←→

Moves the cursor to the left or right. If the cursor is moved and then a character is entered, the character is inserted to the left of the cursor.

• [BS]

Deletes one character to the left of the cursor.

• [Clear All]

Clears all the entered characters.

How to Enter Characters

- 1. Press the cursor keys ([▼] [♠] [♠] keys) to select the character you want to enter, and then press the [Enter] key/←.
- 2. When you are finished entering characters, press the [▶] key to select [OK], and then press the [Enter] key/←.

Wired/Wireless Network Configuration

Wired Network Configuration or Wireless Network Configuration contains the following settings that can be configured.



 Ask the network administrator about which settings need to be specified in Wired/Wireless Network Configuration, and then enter the correct values.

SSID (Wireless Network Configuration only)

Specify the SSID that identifies the wireless LAN network.

The SSID can be up to 32 alphanumeric characters and symbols in length.

The SSID is case-sensitive.

Authentication Method (Wireless Network Configuration only)

Specify the authentication method for the wireless LAN.

- Network Authentication
- Encryption Method
- Encryption Key Character Set
- Encryption Key
- Key Index

If "Encryption Method" is set to [WEP], specify the key index.

IP Address

Specify the IP address, subnet mask, and default gateway settings for the machine on the network.

- IP Address Configuration Method
- IP Address
- Subnet Mask
- · Default Gateway

If "IP Address Configuration Method" is set to [Manual Configuration], enter the IP address, subnet mask, and default gateway.

DNS Server

Specify the DNS server.

- DNS Server Configuration Method
- Primary DNS Server
- Secondary DNS Server

If "DNS Server Configuration Method" is set to [Manual Configuration], enter the IP address of the DNS server.

If "IP Address Configuration Method" for "IP Address" is set to [Manual Configuration], you cannot set "DNS Server Configuration Method" for "DNS Server" to [Auto-Obtain].

Proxy Server

Configure the proxy server.

- Use Proxy Server
- Address / IP Address
- Port
- Use Proxy Authentication
- User Name
- Password

If "Use Proxy Server" is set to [Yes], enter the IP address or the host name and port number of the proxy server.

If "Use Proxy Authentication" is set to [Yes], enter the user name and password.

This machine only supports Basic authentication as proxy authentication.

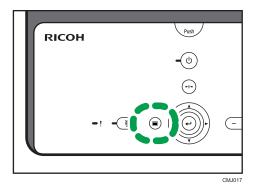
o

Testing the Network Connection

Network Diagnosis performs a connection test that allows you to check whether or not the machine can connect to a network and is ready to use services. The test is performed according to the Wired/Wireless Network Configuration settings.

Use Network Diagnosis in the following cases to determine the cause of the problem with the network configuration of the machine, the network environment, or the network itself.

- The machine is unable to connect to the network
- The network configuration has changed
- The network environment has changed
- Press the [Menu] key/
 if Contact List screen is displayed. If the Menu screen is displayed, proceed to step 2.



- Press the [▼] or [▲] key to select the [Network Diagnosis], and then press the [Enter] key/
 ←.
- Press the [▼] or [▲] key to select the [Start], and then press the [Enter] key/←.
 To abort the connection test, select [Cancel] and press the [Enter] key/←.
- 4. The Result of Network Diagnosis screen appears. Check the test results.
 If the large number of test results prevents them all from being displayed at the same time, press the [◄] key to select the test result, and then press the [▼] or [▲] keys to scroll through the results.
- After checking the test result, make sure that [OK] is selected, and then press the [Enter] key/←.

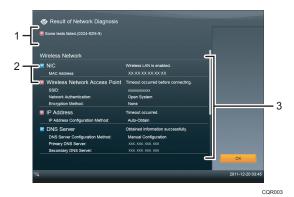
If the test result is selected, press the [▶] key to select [OK], and then press the [Enter] key/←.

Checking the test results

Mportant !

When a connection test is complete, a message appears indicating the test result and the
corresponding test result code. When contacting the support desk, make sure to mention the test
result code.

When the connection test finishes, the following screen appears:



1. Test result

Displays messages that indicate the test results and test result codes.

2. Test result icons

- \square : Indicates the item is operating normally.
- 🗵: Indicates there is a problem with the settings and that the test failed.

Depending on the network settings of the machine or the network environment used, there might not be a problem with the connection even if \boxtimes is displayed, or there might be a problem even if \boxtimes is displayed. For details, contact your network administrator or the support desk.

3. Items tested / Item-specific test result

Displays the items for which a connection test was performed and the results of each test.

The message "Some tests failed." indicates the machine is not properly connected to the network due to a problem with one of the settings.

For items marked with , check the following network environment or settings and the item-specific test results.

The items that are tested depend on the network configuration settings.

Item tested	ltem-specific test result	Network environment or setting to be checked
NIC	Link Down	Displayed when the machine cannot connect to a wired network.
		Check the other items for which is displayed.
		Network environment
		Check whether the LAN cable is correctly connected to the machine.
	Wireless LAN is disabled.	Displayed when the machine cannot connect to a wireless network.
		Check the other items for which is displayed.
Wireless Network Access	Timeout occurred before	Wireless Network Configuration
Point	connecting.	SSID
		Authentication Method (Network Authentication)
		Authentication Method (Encryption Method)
		Authentication Method (Encryption Key Character Set)
		Authentication Method (Encryption Key)
		Authentication Method (Key Index)
		Network environment
		Wireless LAN access point
		Network security key

Item tested	Item-specific test result	Network environment or setting to be checked
IP Address	Failed to obtain information.	Wired/Wireless Network Configuration
		IP Address (IP Address Configuration Method)
		IP Address (IP Address)
		IP Address (Subnet Mask)
	Timeout occurred.	Wired/Wireless Network Configuration
		IP Address (IP Address Configuration Method)
		Network environment
		DHCP server
DNS Server	Failed to obtain information.	Wired/Wireless Network Configuration
		DNS Server (DNS Server Configuration Method)
		DNS Server (Primary DNS Server)
		DNS Server (Secondary DNS Server)
		Network environment
		DHCP server
		Dynamic DNS server

Item tested	ltem-specific test result	Network environment or setting to be checked
Default Gateway	Ping failed.	Even if is displayed for one of these patterns, there might not be a problem with the network connection.
		Wired/Wireless Network Configuration
		IP Address (IP Address)
		IP Address (Subnet Mask)
		IP Address (Default Gateway)
		Network environment
		General network environment (including hubs, routers, and network cables)

Item tested	Item-specific test result	Network environment or setting to be checked
TCP Port	Some of the required ports are not open.	Check the port numbers for which is displayed.
	Failed to resolve the name of the service.	Wired/Wireless Network Configuration
		DNS Server (DNS Server Configuration Method)
		DNS Server (Primary DNS Server)
		DNS Server (Secondary DNS Server)
		Network environment
		Contact the network administrator.
		Use a proxy when using this machine.
	Closed* 1	Network environment
		Contact the network administrator.
		Use a proxy when using this machine.
	Failed to confirm status * 1	Network environment
		Contact the network administrator.
		Use a proxy when using this machine.

Item tested	Item-specific test result	Network environment or setting to be checked
UDP Port	Some of the required ports are not open.	Check the port numbers for which is displayed.
	Failed to resolve the name of the service.	Wired/Wireless Network Configuration
		DNS Server (DNS Server Configuration Method)
		DNS Server (Primary DNS Server)
		DNS Server (Secondary DNS Server)
		Network environment
		Contact the network administrator.
		Use a proxy when using this machine.
	Closed	Network environment
		Contact the network
		administrator.
		Use a proxy when using this machine.

Item tested	Item-specific test result	Network environment or setting to be checked
Proxy Server	Failed to resolve the name of the server.	Wired/Wireless Network Configuration
		DNS Server (DNS Server Configuration Method)
		DNS Server (Primary DNS Server)
		DNS Server (Secondary DNS Server)
		Proxy Server (Address / IP Address)
	Failed to connect.	Wired/Wireless Network Configuration
		Proxy Server (Address / IP Address)
		Proxy Server (Port)
	Timeout occurred before connecting.	Wired/Wireless Network Configuration
		Proxy Server (Address / IP Address)
		Proxy Server (Port)
	Failed to authenticate.	Wired/Wireless Network Configuration
		Proxy Server (Use Proxy Authentication)
		Proxy Server (User Name)
		Proxy Server (Password)
Connection to the Service	Failed to establish HTTPS connection.	Network environment
		Contact the network administrator.
		Use a proxy when using this machine.

* 1 The action to be taken depends on the port number for which 🗵 is displayed. Read the following explanation and take the appropriate action.

If is displayed for port number 443

If the port is closed, the machine cannot connect to the service. Use a proxy when using this machine or contact your network administrator.

If is displayed for port number 17990 or 17992

If either of these ports is closed, the machine cannot start normally in the environment being used. Use a proxy when using this machine or contact your network administrator.



- For details about Wired/Wireless Network Configuration, see p.87 "Changing Network Configuration" and p.91 "Wired/Wireless Network Configuration".
- If you are unsure what action to take after checking the test results, contact the support desk.

Updating the Firmware

If a firmware update is available, the message "Update Available" appears on the screen. Check the update information and update the firmware to the newest version.

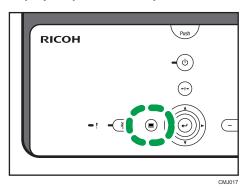
Detailed update information is available on the following Web site:

http://ucs.ricoh.com/

Perform the firmware update from the machine.



- Do not press and hold the [Power] key or remove the power cord during the update.
- If the network connection is lost during an update, the update will fail. We recommend performing
 the update in a wired network environment.
- If a required firmware update is detected when the machine is turned on, the firmware update
 screen will appear automatically. If this is the case, you cannot start a meeting or accept a
 registration request until the update is complete. Check the update information, and then start the
 update immediately.
- Press the [Menu] key/
 if Contact List screen is displayed. If the Menu screen is displayed, proceed to step 2.



- 2. Press the [▼] or [▲] key to select [Firmware Update], and then press the [Enter] key/←.
- 3. Press the $[\,^{\blacktriangledown}]$ or $[\,^{\blacktriangle}]$ key to select $[\,^{\blacktriangledown}]$, and then press the $[\,^{\blacktriangledown}]$ key/ \leftarrow .
- 4. Press the [▼] or [▲] key to select [Update], and then press the [Enter] key/←.

The machine automatically restarts and begins the update.

When updating the firmware to a version that is two levels higher or more, the update process repeats until all updates are complete.

To cancel an update, select [Cancel], and then press the [Enter] key/←. Wait until the update has process is canceled, and then turn the machine off.

5. When the update is complete, press the [▼] or [▲] key to select [Turn Off] or [Restart], and then press the [Enter] key/←.

If you want to use the machine after the firmware update is complete, you must restart the machine.

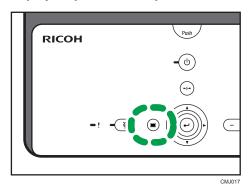


- The time required to complete an update depends on the update.
- No other functions can be used while an update is in progress. To use another function, you must cancel the update and restart the machine.
- A firmware update doesn't change the machine's network settings and Address Book data.
- If an update fails, a message appears on the screen. If this is the case, follow the instructions in the message to resolve the problem.

Changing the Language and Time Zone

Change the language, date, and time settings.

1. Press the [Menu] key/ if Contact List screen is displayed. If the Menu screen is displayed, proceed to step 2.



- 2. Press the [▼] or [▲] key to select [Language and Time Zone Configuration], and then press the [Enter] key/←.
- 3. Press the [Enter] key/← to display the list of language.
- 4. Press the cursor keys ([▼] [▲] [▲] [▶] keys) to select the language, and then press the [Enter] key/←.
- Press the [▼] key to select the key for "Date and Time Format ", and then press the [Enter] key/←.
- Press the [▼] or [▲] key to select the language, and then press the [Enter] key/←.
 Select the language to determine the data and time format.
- Press the [▼] or [▲] key to select the format, and then press the [Enter] key/←.
- 8. Press the [♥] key to select the key for "Time Zone", and then press the [Enter] key/←.
- Press the cursor keys ([▼] [▲] [♣] [▶] keys) to select the region, and then press the [Enter] key/←.
- Press the [▼] or [▲] key to select the time zone, and then press the [Enter] key/←.
- 11. Press the [▶] key to select [OK], and then press the [Enter] key/← if you finish changing the settings.

Checking System Information

You can view the machine's system information, such as the Contact ID, current firmware version, and MAC address.



 The Contact ID and UI version do not appear if the machine is not connected to a network, or if it cannot connect to the service.



CM IOS

1. Machine Information

- Model Name
 Displays the model name of the machine.
- Contact ID
 Displays the Contact ID of the machine.
- Firmware Version
 Displays the current firmware version.
- UI Version
 Displays the current UI version.

2. Network

- Wired Network MAC Address
 Displays the MAC address of the machine when it is connected to a wired network.
- Wireless Network MAC Address
 Displays the MAC address of the machine when it is connected to a wireless network.

3. Product Information

- Web Site URL
 Displays the URL of the Unified Communication System home page.
- Legal Notices

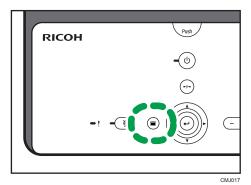
You can view the copyright information for the software applications installed on this machine.

• 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.

1. Press the [Menu] key/ if Contact List screen is displayed. If the Menu screen is displayed, proceed to step 2.



- Press the [▼] or [♠] key to select [System Information], and then press the [Enter] key/←.
- 3. Check the system information.



If you want to check the legal notices, press the $[\P]$ key to select [Legal Notices], and then press the [Enter] key/ \P .

If you want to send a report to Ricoh, press the [◀] and [▼] key to select [Send a Report], and then press the [Enter] key/←. Next, press the [Enter] key/← to send a report.

Before sending a report, carefully read the report service privacy statement that appears on the screen and agree to the stated terms and conditions.

4. After checking the system information, make sure that [Close] is selected, and then press the [Enter] key/←.

If [Legal Notices] or [Send a Report] is selected, press the [▶] key to select [Close], and then press the [Enter] key/←.

7. Troubleshooting

This chapter describes common problems and messages.

When the Machine Cannot Connect to the Network

If the message "Connecting to the network..." appears during startup, or if the message remains displayed in the Menu screen when the machine cannot connect to the network, there is a problem preventing the machine from connecting to the network.

If the machine cannot connect to the network, use Network Diagnosis to determine the problem. After you perform a connection test, check the test results and make the necessary changes to the network environment or Wired/Wireless Network Configuration.

If the machine needs to be restarted after making the necessary changes to the network environment or network configurations, a message will appear instructing you to do so. Follow the instructions given in the message to restart the machine.



- Depending on the network environment you are using, it may take the machine one minute or more
 to connect to the network.
- For details about how to display the Menu screen when the machine cannot connect to the network, see p.39 "About Screen".
- For details about how to use Network Diagnosis and view test results, see p.93 "Testing the Network Connection".
- For details about Wired/Wireless Network Configuration, see p.87 "Changing Network Configuration" and p.91 "Wired/Wireless Network Configuration".

When the Message Displayed

This section describes common messages.

If a different message is displayed, follow the instructions displayed.



• Each message is accompanied by an error number. When contacting Support Desk, make sure to describe the error messages that are displayed and their respective error numbers.

Messages Displayed when Using the Machine

Message	Causes	Solutions
"Before Using The Machine" "The machine must be connected to the network. Currently no connection is available. Please check the network configuration."	The machine failed to connect to the network when starting for one of the following reasons: • Wired/Wireless Network Configuration has not been specified. • Wired/Wireless Network Configuration is incorrect. • The network environment is not working normally.	Check the network environment that is being used. Perform one of the following actions. • Check that the settings in Wired/Wireless Network Configuration are correct. • Contact the network administrator to check that the network environment is working normally.
"The firmware must be updated before the meeting service can be used."	A required firmware update is detected.	Check the update information, and then start the update immediately.
"Connection Failed" "Could not connect with the following contact."	The contact has refused the call.	Check with the contact.
"Discontinue Connection" "The other contact did not respond."	The contact does not answer the call.	Check with the contact.

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Message	Causes	Solutions
"Call Failed" "The number of participating contacts has reached the maximum."	The maximum number of contacts in the meeting is reached.	Check with the contacts. The maximum number of contacts that can join a meeting is 20.
"Call Failed" "Call again."	 When initiating a call, the other party initiated a call or received from another contact. When initiating a call, the status of the contact changed. 	Make sure the other party's status is "Ready" or "Meeting".
"Machine Locked" "Please call the support desk."	The Contact ID set for the machine is invalid.	Contact the support desk.

Solutions Message Causes "Failed to Connect to The machine failed to Check the network environment that is Network" connect to the network when being used. Perform one of the starting for one of the following actions, and then restart the "Failed to connect to the following reasons: machine: network. It may have been caused by the following. The Wired/Wireless Check that the settings in Wired/ network configuration is not Network Configuration Wireless Network Configuration correct. The wireless signal is incorrect. are correct. may be too weak. The • The Ethernet cable is • If a wired network is being used, network cable may be not connected to the check that the Ethernet cable is disconnected. Please check machine correctly. connected correctly. Or, remove the network and then restart the Ethernet cable and then • The wireless signal may the machine." reconnect it. be too weak. • If a wireless network is being • The network used, turn off the machine and environment is not switch to a wired network. working normally. Move the machine to a locate with good wireless signal. For details about wireless network environment, see p.22 "Installation Requirements". Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
"Disconnected from the Network" "The machine has been disconnected from the network. It may have been caused by the following. The network bandwidth may be insufficient. The wireless signal may be too weak. The network cable may be disconnected. Please check the network."	The machine disconnected from the network when starting for one of the following reasons: The Ethernet cable is not connected to the machine correctly. The wireless signal may be too weak. The network bandwidth may be insufficient. The network environment is not working normally.	Check the network environment that is being used. Perform one of the following actions, and then restart the machine: • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see p.22 "Installation Requirements". • Contact the network administrator to check that the network environment is working normally.

Solutions Message Causes "Not Connected to the The machine failed to Check the network environment that is Network" connect to the network when being used. Perform one of the restarting to update the following actions, and then restart the "Failed to update the firmware for one of the machine. After restart the machine. firmware. It may have been following reasons: update the firmware again. caused by the following. The wireless signal may be too Wired/Wireless Check that the settings in Wired/ weak. The network cable Network Configuration Wireless Network Configuration may be disconnected. is incorrect. are correct. Please check the network The Ethernet cable is • If a wired network is being used, and then restart the machine not connected to the check that the Ethernet cable is and update the firmware connected correctly. Or, remove machine correctly. again." the Ethernet cable and then • The wireless signal may reconnect it. be too weak. • If a wireless network is being • The network used, turn off the machine and environment is not switch to a wired network. working normally. Move the machine to a locate with good wireless signal. For details about wireless network environment, see p.22 "Installation Requirements". Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
"Network Connection Disconnected" "The machine has been disconnected from the network due to a network error. It may have been caused by the following. The wireless signal may be too weak. The network cable may be disconnected. Please check the network and then restart the machine."	The machine disconnected from the network when starting for one of the following reasons: The Ethernet cable is disconnected. The wireless signal may be too weak. The network environment is not working normally.	Check the network environment that is being used. Perform one of the following actions, and then restart the machine: • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see p.22 "Installation Requirements". • Contact the network administrator to check that the network environment is working normally.

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	W/A

Solutions Message Causes "Network Connection The machine disconnected Check the network environment that is Disconnected" from the network for one of being used. Perform one of the the following reasons: following actions: "The machine has been disconnected from the • If a wired network is being used, • The Ethernet cable is network due to a network disconnected. check that the Ethernet cable is error. It may have been connected correctly. Or, remove • The wireless signal may the Ethernet cable and then caused by the following. The be too weak. wireless signal may be too reconnect it. The network weak. The network cable • If a wireless network is being environment is not may be disconnected. used, turn off the machine and working normally. Please check the network switch to a wired network. and then select [OK]. The Move the machine to a locate machine will then try to with good wireless signal. For connect to the network details about wireless network again." environment, see p.22 "Installation Requirements". Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
"Failed to Obtain IP Address Automatically" "The configuration has been saved, but the machine failed to obtain the IP address. It may have been caused by the following. The configuration of the authentication method or SSID may be incorrect. There may be a problem with the DHCP environment. The wireless signal may be too weak. The network cable may be disconnected. If you are using a wireless network please first check the network configuration. If the configuration is correct or the network is wired then next please check the network and then restart the machine."	The machine failed to connect to the network for one of the following reasons: • Wired/Wireless Network Configuration is incorrect. • The setting for SSID or Authentication Method in Wireless Network Configuration is incorrect. • The DHCP environment is not working normally. • The wireless signal may be too weak. • The Ethernet cable is disconnected. • The network environment is not working normally.	Check the network environment that is being used. Perform one of the following actions: Check the settings for SSID or Authentication Method in Wireless Network Configuration. If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. Move the machine to a locate with good wireless signal. For details about wireless network environment, see p.22 "Installation Requirements". Contact your network administrator.
"Failed to Start Meeting" "There may be a problem either with the network or you and another party have performed an operation simultaneously. Please try again."	The machine failed to start meeting for one of the following reasons: The network environment is not working normally. You and the contact start connecting at the same time	Check the network environment that is being used, and then connect to the meeting again. If the same message displayed again, restart the machine.

Solutions Message Causes "Disconnected from the The machine disconnected Check the network environment that is Meeting" from the meeting and leave being used. Perform one of the the meeting automatically following actions: "The machine has been for one of the following disconnected from the • If a wired network is being used, reasons: meeting due to a network check that the Ethernet cable is error. It may have been The Ethernet cable is connected correctly. Or, remove caused by the following. The disconnected. the Ethernet cable and then wireless signal may be too reconnect it. • The wireless signal may weak. The network cable be too weak. • If a wireless network is being may be disconnected. The used, turn off the machine and The network bandwidth network bandwidth may be switch to a wired network. may be insufficient. insufficient. Please check the Move the machine to a locate · The network network and then start the with good wireless signal. For environment is not meeting again." details about wireless network working normally. environment, see p.22 "Installation Requirements". Contact the network administrator to check that the network environment is working normally. "Disconnected from the The machine disconnected Check the network environment that is Meeting" from the meeting and leave being used. Perform one of the the meeting automatically following actions: "The machine has been for one of the following disconnected from the If a wired network is being used, reasons: meeting due to a network check that the Ethernet cable is The Ethernet cable is error. It may have been connected correctly. Or, remove caused by the following. The disconnected. the Ethernet cable and then wireless signal may be too reconnect it. • The network bandwidth weak. The network cable may be insufficient. · If a wireless network is being may be disconnected. used, turn off the machine and The network Please check the network switch to a wired network. environment is not and then select [OK]. The working normally. · Move the machine to a locate machine will then try to with good wireless signal. For connect to the network details about wireless network again." environment, see p.22 "Installation Requirements". Contact the network administrator to check that the network environment is working normally.

Message	Causes	Solutions
"Network Disconnected During Update" "The machine could not update the firmware. Please check the network, restart the machine and then update the firmware."	The machine disconnected from the network when updating the firmware for one of the following reasons: The Ethernet cable is disconnected. The wireless signal may be too weak. The network environment is not working normally.	Check the network environment that is being used. Perform one of the following actions, and then restart the machine: • If a wired network is being used, check that the Ethernet cable is connected correctly. Or, remove the Ethernet cable and then reconnect it. • If a wireless network is being used, turn off the machine and switch to a wired network. • Move the machine to a locate with good wireless signal. For details about wireless network environment, see p.22 "Installation Requirements". • Contact the network administrator to check that the network environment is working normally.
"Connected USB Device is Inactive" "To use the external microphone speaker please connect it before starting the meeting."	The external microphone speaker cannot be used when connecting it at one of the followings; • Connect the external microphone speaker after the meeting is started. • Another external microphone speaker is being used in the meeting already.	Connect the external microphone speaker before the meeting.
"The USB Device has been Disconnected" "Please do not disconnect the USB device during the meeting."	Audio input and output is disabled if disconnecting the external microphone speaker after the meeting is started.	Disconnect the external microphone speaker before the meeting or after the meeting.

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Messages Displayed when Using Device Management Settings

Message	Causes	Solutions
"The number of contacts registered in the address book has reached the maximum."	The number of contacts in Address Book has reached the permissible limit.	Delete any unnecessary contacts. For details about Address Book, see p.79 "About Address Book".
"Your request could not be sent because the number of contacts registered in the other party's address book has reached the maximum."	The number of contacts in the other party's Address Book has reached the permissible limit.	Ask the other party to delete any unnecessary contacts. For details about Address Book, see p.79 "About Address Book".
"Data being sent to address books was modified simultaneously. Your request may not have been processed correctly, please update the screen and check it."	A registration or approval error has occurred in Address Book.	This message may not indicate an error, and the registration or approval may have actually succeeded. Click [Update] or [Reload] on the browser to refresh the screen, and then check the processing result. If the processing failed, try again.
"The entered Contact ID or password is incorrect."	The Contact ID or password that was entered is incorrect.	Check whether the Contact ID or password that was entered is correct. If you lost the password, contact support desk.
"The specified Contact ID is invalid."	The Contact ID of the contact to be registered to Address Book is incorrect.	Check the Contact ID of the party to be registered.
"A communication error occurred while processing the standard settings for the device."	A communication error has occurred.	Try to access again and check the processing result. If the processing failed, try to reconfigure the settings again.
"Failed to obtain xxx." (xxx indicates an appropriate Device Management Settings screen.)	A system error has occurred.	Retry access.

Message	Causes	Solutions
"A system error occurred while xxx."	A system error has occurred.	Retry access.
(xxx indicates an appropriate Device Management Settings screen.)		
"A communication error occurred while xxx."	A communication error has occurred.	Retry access.
(xxx indicates an appropriate Device Management Settings screen.)		

Messages Displayed when Using PC Screen Share

Message	Causes	Solutions
"PC Screen Share was not started in the normal way. Please follow the guidance	The firmware version of this machine does not match that of PC Screen Share.	Update the Firmware. For details about how to update the firmware, see p.102 "Updating the Firmware".
in the Operating Instruction and restart the software."	Update the firmware of this machine.	If PC Screen Share has not been started from the machine, access the PC Screen Share drive and start PC Screen Share. For details about PC Screen Share, see p.67 "Sharing the Computer Screen".
"The driver for PC Screen Share has not been installed. Install the driver and then start the software."	The driver for PC Screen Share is not installed.	Install the driver. For about how to install the driver, see p.47 "Installing the driver for PC Screen Share".
"An error occurred on the device. PC Screen Share will close."	An error occurred on the machine while using PC Screen Share.	Check that message displayed on this machine.
"A system error occurred while starting PC Screen Share."	PC Screen Share is failed to start due to an error on the machine.	Check that message displayed on this machine.

Message	Causes	Solutions
"A system error occurred while cancelling PC Screen Share."	PC Screen Share is failed to stop due to an error on the machine.	Check that message displayed on this machine.

When You Have Problems Operating the Machine

☆ Important

• If the problem continues to persist even you after follow instructions given to resolve the problem, contact the support desk.

Problems	Causes	Solutions
The machine does not turn on.	The power cord set is not connected correctly.	Check that the power cord is connected to the AC adapter correctly.
		Check that the power connector is connected to the machine.
		Check that the power plug is connected to the AC outlet correctly.
		For details about how to connect the power cord, see p.31 "Connecting the Power Cord Set".
The startup screen is displayed.	The machine is starting.	Wait for a while. If the machine does not get ready in two minutes, contact the support desk.
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.
Cannot be connected to the contact whose status is "Ready".	An error occurred on the other party's machine. If the error message is displayed, the machine cannot be receive the call.	Ask the party to solve the problem.

Problems	Causes	Solutions
Cannot connect to the contact whose status is "Ready" or "Meeting".	The status of the contact is changed suddenly, if the machine of the other party is disconnected from the network, or the machine is turned off. In this case, the status might be displayed continuously "Ready" or "Meeting" even the actual status has changed. It takes up to two minutes to update the status of the contact.	Wait for two minutes, and then check the status of the contact and try to connect again.
Cannot connect to the contact whose status is "Ready" or "Meeting" after disconnecting from the contact.	The status of the contact is changed suddenly, if the machine of the other party is disconnected from the network, or the machine is turned off. In this case, the status might be displayed continuously "Ready" or "Meeting" even the actual status has changed. It takes up to two minutes to update the status of the contact.	Wait for two minutes, and then check the status of the contact and try to connect again.
The screen layout cannot be changed during a meeting.	A dialog box indicating that you are leaving the meeting or turning off the machine appears.	Check the dialog box that appears. Use the cursor keys to select the appropriate key, and then press the [Enter] key/
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.

Problems	Causes	Solutions		
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 using the machine close to the other party's device for example, when the other party's voice can be heard directly instead of through a speaker.	Keep this machine away enough from the other party's device.		
Deterioration of sound quality	Howling might be occurred if the audio volume is set too loud.	Adjust the audio volume on the machine. For details about how to adjust the volume, see p.65 "Adjusting the Volume".		
		If you are using an external microphone speaker, adjust the volume of the external microphone speaker. For details about how to adjust the volume, see the respective manual for the device.		

Problems	Causes	Solutions
Deterioration of sound quality	Howling might be occurred if your voice is too loud.	Keep away from the microphone.Lower your voice.
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.
Deterioration of sound quality	Howling might be occurred if the external microphone speaker is placed too close to the air outlet of the machine.	When using an external microphone speaker, keep it away from the air outlet of the machine.
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.	 Lower the speaker volume of the machine. For details about how to lower the volume, see p.65 "Adjusting the Volume". If you are using an external microphone speaker, lower the volume of the speaker. For details about how to lower the volume, see the respective manual for the device. Ask the other party to back away from the microphone when they speak.
The sound cuts in and out.	If you and the other party speak at the same time, the sound may cut in and out.	Wait until the other party is finished before speaking. If the other party speaks for an extended length of time and the audio continually cuts out, mute the microphone of your machine.

Problems	Causes	Solutions
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. For details about how to adjust the volume, see p.65 "Adjusting the Volume". If you are using an external microphone speaker, adjust the volume of the external microphone speaker. For details about how to adjust the volume, see the respective manual for the device.
No sound can be heard from the other party.	The other party's microphone is muted.	Ask the party to cancel mute.
No audio is input.	The microphone is muted.	Cancel mute. For details about how to cancel mute, see p.65 "Adjusting the Volume".
The speaker volume cannot be adjusted.	An external microphone speaker is connected. If an external microphone speaker is connected, the speaker on the machine is disabled.	 Adjust the volume of the external microphone speaker. For details about how to adjust the volume, see the respective manual for the device. Remove the external microphone speaker, and then adjust the volume of the speaker on the machine.
The microphone cannot be muted.	An external microphone speaker is connected. The external microphone speaker cannot be muted from the machine.	Mute the external microphone speaker. For details about how to mute the external microphone speaker, see the respective manual for the device.
Firmware Update screen is displayed when turn on the machine.	If a required firmware update is detected. You cannot start a meeting or accept a registration request until the update is complete.	Check the update information, and then start the update immediately.

8. Appendix

Specifications

ltem	Specification
Interface	 Ethernet: 10BASE-T, 100BASE-TX, 1000BASE-T IEEE802.11g, IEEE802.11b, IEEE802.11n Encryption method: WEP128bit/64bit, WPA-PSK(TKIP/AES), WPA2-PSK(AES) USB2.0 (type A) × 2 USB2.0 (type B) DVI-D Analog RGB (VGA)
Proxy authentication	Basic authentication
Port	The following port numbers are available for communication: • When no proxy is used TCP: 443, 5222, 17990, 17992 UDP: 50000 - 65535*1 • When a proxy is used TCP: 443
Network bandwidth	Minimum 2Mbps
Video resolution	 Maximum transmission resolution 640 × 360 pixels Maximum reception resolution 1280 × 720 pixels
Frame rate	Up to 30 fps
Video mode	1024 [×] 768 pixels (XGA), 1280 [×] 800 pixels (WXGA)
Video coding	H.264 Annex G (SVC)
Voice coding	SPEEX wideband/ITU-T G.711/ITU-T G.722
Data transfer	RTP (RFC1889/RFC3550) and RTCP (RFC1890/RFC3551)

ltem	Specification		
Focus	Pan focus		
Automatic camera adjustment	Automatic gain control Automatic white balance control		
Microphone	 Automatic echo canceller Automatic noise reduction Automatic gain control Muting 		
Noise	40 dB or less		
Power Source	 Region A (mainly Europe and Asia) 220 V-240 V, 50/60 Hz Region B (mainly North America) 110 V, 50/60 Hz 		
Power consumption	50 W or less		
External dimensions (W × D × H)	 Main unit (Camera unit folded) 285.0 × 189.0 × 40.0 mm (11.2 × 7.4 × 1.6 inches) AC adapter (excludes projection) 119.2 × 53.3 × 17.6 mm (4.7 × 2.1 × 0.7 inches) 		
Weight	 Main unit Approx. 1.6 kg (3.5 lb.) AC adapter Approx. 250 g (0.6 lb.) 		

^{*1} A port in the range of 50000 to 65535 is selected as the port used for communication, according to the environment and conditions.

8

Precautions for Use

This section describes precautions for using the machine. It also provides additional information about the machine's specifications.

Where to use this machine

- The location in which the machine is used may affect the audio quality. Read the information provided on p.22 "Installation Requirements" and select an appropriate location.
- This machine may not work properly depending on the network environment you are using. For details, see p.22 "Installation Requirements".

Screen

- Do not remove the connected output cable to change the video output device after you turn
 on the machine. Doing so can distort the screen image.
- Depending on the monitor used, the screen image may not be centered properly. If the
 monitor is equipped with screen adjustment features, use these features to adjust the screen
 image.
- If the machine is used in a poor network environment or the connection speed is slow, video from a meeting or PC Screen Share may lag or even stop.

Meetings

- Because the automatic learning function of the echo canceller is active for approximately five
 to ten seconds after a meeting starts, you may hear a loud noise or howling for a short time.
 Although this noise greatly diminishes the audio quality and makes it difficult to hear the other
 contacts, there is nothing wrong with the machine. The audio quality will gradually improve as
 you continue the meeting and speak with the other parties.
- Depending on the status of the network band, video from you or the other contacts might not be displayed. As a result, you will only be able to hear the voices of the other contacts participating in the meeting.

PC Screen Share

Sometimes PC Screen Share may not start automatically when you connect the machine to the
computer via a USB cable. If this is the case, the auto-play function on the computer might be
disabled. Check whether the function has been disabled. If it has been disabled, enable it. The
procedure for enabling and disabling the auto-play function differs depending on the
operating system version or edition you are using. For details, see the Windows Help.

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Firefox is a registered trademark of the Mozilla Foundation.

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• The proper names of Internet Explorer 7, 8 and 9 are as follows:

Windows[®] Internet Explorer[®] 7

Windows® Internet Explorer® 8

Windows® Internet Explorer® 9

The proper names of the Windows operating systems are as follows:

• The product names of Windows XP are as follows:

Microsoft® Windows® XP Professional Edition

Microsoft® Windows® XP Home Edition

Microsoft® Windows® XP Media Center Edition

Microsoft® Windows® XP Tablet PC Edition

• The product names of Windows Vista are as follows:

Microsoft® Windows Vista® Ultimate

Microsoft® Windows Vista® Business

Microsoft® Windows Vista® Home Premium

Microsoft® Windows Vista® Home Basic

Microsoft® Windows Vista® Enterprise

• The product names of Windows 7 are as follows:

Microsoft® Windows® 7 Home Premium

Microsoft® Windows® 7 Professional

Microsoft® Windows® 7 Ultimate

Microsoft® Windows® 7 Enterprise

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

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