Mondopad Troubleshooting Guide

Contents

View & Share

How do I copy files to the View & Share folder?

There are three ways to copy files to a Mondopad View & Share folder:

Option 1: You can email the files to the Mondopad. Attach the file to an email and address the email to the Mondopad email address listed in the center of the top bar (for example, 551231234@infocus.net). Mondopad scans for new emails with attachments every three minutes. If one is found, a View & Share folder named after your email address is created and the attached files are downloaded and stored in that folder. Note: Depending on the Mondopad configuration settings, the folder may be protected by a PIN. If so, you will receive an email informing you of your PIN.

Option 2: You can copy the files over the network. From your PC, open a browser and enter the Mondopad IP address (located on the left side of the top bar). The **Upload Presentation Files** tab displays. On this tab, enter your email address and browse to the file location. This method creates a View & Share folder using your email address.

Option 3: You can copy a file directly from a USB thumb drive, network account, or Dropbox folder. In all of these cases, navigate to the file using View & Share. Select the **Copy** button from the menu side bar, and then touch and drag the file from the source location to the local (View & Share) location.

How do I copy files from the View & Share folder to another folder?

Select the **Copy** button from menu side bar and then touch and drag the file from the local folder to the desired location, such as a USB thumb drive, network account, or Dropbox folder. If the Copy button is not available, then the file cannot be copied. For example, it is not possible to copy a file from the local folder into one of the email folders.

Where can I find the View & Share files on the C: Drive?

The View & Share files are stored in the following location: C:\Zoos\files\sharedocument

You can also use the **Mondopad Documents** shortcut in the My Documents folder to access the same location.

How do I recover my folder PIN?

To have an email with the PIN resent to you, select **Recover PIN**.

How do I access embedded videos in my PowerPoint presentation?

When viewing PowerPoint files in View & Share, Mondopad creates an overlay to capture touch gestures to provide simple back and forth navigation. To access PowerPoint specific features inside the current slide, like embedded videos, tap the **Enable Links** button in the sidebar and then tap the embedded video link. When finished with the embedded video, tap the **Enable Links** button again to return to normal navigation mode.

How can I delete all the files in View & Share automatically?

Mondopad administrators can configure how long user files remain on the system. To do this, the administrator must access the Admin settings (via http://localhost/admin) and then adjust the options in **Delete File Settings** and **Settings for Automatically Delete Files**.

Browser

My YouTube video isn't playing in the Browser. How do I fix this?

Tap the **Reload** button.

How can I change the defaulted website in the Browser?

Navigate to the Admin settings (via [http://localhost/admin)](http://localhost/admin) and change the **Browser Home Page** field in the **Device** menu to your home page/website.

Whiteboard

How do I change the background of the whiteboard?

Click the **Background** button to load an image file as the background on the whiteboard. You can select one of the pre-loaded images or any other image saved on the PC.

How do I create new backgrounds for the whiteboard?

Background files are JPEG type files with resolution of 1920x1080. Create your image file using any graphic editor and make sure to set the size to 1920x1080 and save as .JPEG or .JPG. Then copy the new background to the folder c:\zoos\files\WhiteboardBackgrounds.

My 3rd party screen sharing software is not sharing the whiteboard or annotated screen. How do I fix this?

Check with your software company. Windows Aero may need to be either enabled or disabled. Mondopad works in either mode.

When I'm annotating, there is a slight delay before my annotation appears. How do I fix this?

Close applications which are not being used and check for background processes like Windows Update or Dropbox file synchronization that are running in the background. These slow the PC's processing ability.

Can I print all the pages of a whiteboard file simultaneously?

At this time, the Print feature within Whiteboard only prints a section of the whiteboard canvas at a time. To print multiple sections, navigate to each section and click the **Print** button for each one.

If necessary, save the whiteboard content to a PDF file and print using Adobe Acrobat.

How do I move or delete pages in the whiteboard file?

Tapping the arrows in the whiteboard menu causes the whiteboard canvas to expand. Individual "pages" are not added. Therefore, it is not possible to move or delete "pages." However, you can clear sections of the canvas. To clear a single section of the whiteboard canvas, navigate to that section and tap the **Clear Screen** button. To clear the entire whiteboard canvas, tap the **Clear All** button.

If you clear a section or the entire canvas accidentally, click the **Undo** button to restore it.

How do I copy an item and paste it onto the whiteboard?

Using your PC clipboard, copy the selected item onto the clipboard, and then using the whiteboard menu, click **Paste**. Note: Mondopad Whiteboard only supports image clipboard items. Text and formatted text objects are not supported.

Alternately, you can save the item as an image file and then using the whiteboard menu, click **Import** to find and insert the image into the whiteboard canvas.

Can I change the default location that is used for saving a whiteboard image/file?

No, this is not an available feature at this time.

Can I spell-check text that was typed into the whiteboard?

No. Spell-check is not an available feature at this time.

How do I close an open whiteboard, so that a blank whiteboard is available?

Tap the **Open** button in the whiteboard menu.

Reset Meeting erased my whiteboard. Can I recover my file?

Reset Meeting closes all open sessions, including annotation and whiteboard sessions, without saving the files. All unsaved work is lost.

To protect the work you have done, we recommend saving the session before leaving and/or resetting the meeting. Note: The Mondopad will automatically reset the meeting after 30 minutes of idle time has elapsed.

Whiteboard is not launching. How do I fix this?

In a command window, type "lodctr/r" and press **Enter** on your keyboard.

Video Meeting

I'm not able to make a SIP video call. What can I do?

- Verify that a valid IP address and green checkmark appear in the top bar. This ensures that you have network access and a valid SIP account.

- Using the Mondopad Browser, open a known URL, such as www.yahoo.com, to verify that you have internet access.

- Using the Mondopad Browser, open http://ports.infocus.net and check the results. All ports must be open and bandwidth must be over 3Mbps.

- Open the Video Meeting application and navigate to the **Settings** tab.

  o Verify that the camera, microphone, and speaker settings are correct.

  o Verify the bandwidth settings are correct. InFocus recommends a **Default Max Send/Receive Bandwidth** of 1152 kbps.

- Verify your video service is working by making a video call to a known endpoint like 8000@infocus.net or 8001@infocus.net.

I can't hear or be heard during a video call. How do I fix this?

- Open the **Settings** tab and verify that the correct microphone and speakers are selected.

- Go to the Windows desktop and check the audio levels for the microphone and speakers. The microphone level should be at least 75% and be at the same level as the speaker.

- Using the Mondopad remote, increase the volume level to at least 75%, and press the **Mute** button to ensure that you see the "Mute is Off" message.

- Ask the other video participant to check their audio settings. The person you have called may be muted.

I can't see myself in the video meeting self-view window and/or others say that can't see me. How do I fix this?

Under Settings, scroll down to the Video section and check the selected camera. Make sure to select the correct camera. If the desired camera is not listed, check the USB connection.

I'm hearing an audio echo in my video call. How do I fix this?

An audio echo is caused by an open microphone hearing the speaker output. Mondopad and our 121 Video Dialing applications include echo cancellation software, but the environment of the user can prevent the echo cancellation software from working. Microphones could be too sensitive or the local speaker may be too loud. Be aware that larger rooms can also create an echo problem.

Solutions:

- Ask all non-speaking participants to mute themselves during the call. When someone needs to talk, the person should unmute to talk, and then mute again after they have finished.

- Have participants use headsets. This isolates the speaker to the participant's ear so that the microphone cannot pick up the audio output.

- For Mondopad users, navigate to the **Setting** tab in the Video Meeting application and try changing the **SW Echo Cancellation** mode. To do this, change **Preset Audio/Speaker** to non-standard, and then alter the **SW Echo Cancellation** setting. Try both **Preferred** and **Alternative** modes to see if that corrects the problem.

- For a more permanent solution, purchase the InFocus Thunder speakerphone and connect the device via a USB cable. Once installed, make sure that the Mondopad or associated software is configured to use the Thunder speakerphone for both speaker and microphone purposes.

Casting

Why can't AirPlay see my Mondopad?

Airplay, like all casting technologies, relies on a WiFi connection between the host device (Mondopad) and the casting device (MacBook). Both must be connected to the same WiFi network for the MacBook's Airplay to detect the available Airplay Servers (Mondopad).

Why can't I cast a video using Airplay?

Mondopad does not support videos using Airplay. The Mondopad implementation of Airplay casting is limited to screen sharing from the Apple device (i.e. documents, PowerPoint decks, images, and webpages). If casting videos is important to you, we suggest attaching an Apple TV device to one of the Mondopad HDMI video inputs.

Where can I find "LightCast Sender" for the Chrome browser and Chromebooks?

The InFocus LightCast Sender extension for the Chrome browser and Chromebooks is available on Google's Chrome Store: https://chrome.google.com/webstore/search/infocus

How can I cast using Miracast for Android and Windows 10?

To cast using Miracast, two adapters are required. The Microsoft Miracast adapter and the Magewell HDMI to USB 3.0 video capture adapter (p/n XI100DUSB-HDMI).

Connect the Magewall adapter to one of the USB 3.0 ports on the Mondopad PC and connect the Microsoft Miracast adapter into the Magewell adapter.

Because the Magewall adapter is always active, the Mondopad Cast application will display its content inside the Cast application until it is unplugged. If the Magewall adapter is left plugged in for an extensive period of time, the cooling fans on the Mondopad PC will begin to run creating audible noise. Therefore, we recommend that you only use the Magewell adapter when this feature is needed.

Extras

The 3rd party applications I added aren't appearing on the home page. How do I fix this?

1. Navigate to the Admin settings (via http://localhost/admin) and verify that the **Show third party application shortcuts** option in the **Extras** menu is checked. In addition, verify that each third party application listed is checked, if you wish to see it on the home page menu. Save your changes before exiting the menu.

2. Return to the home page and slide the row of icons by swiping over them from right to left. This will show the icons that are present toward the right side.

Administration and Configuration

The IP address in the top bar is missing. How do I fix this?

- Verify that the Mondopad is connected properly to a wired or wireless network.

- Navigate to the Admin settings (via http://localhost/admin) and verify that **Show device's IP Address** is checked in the **Device** menu.

The email icon has a red checkmark and I'm not able to send email. How do I fix this?

Navigate to the Admin settings (via http://localhost/admin) and verify that **Enable email scanning** and **Enable automatic scanning** options are checked in the **Email Settings** menu. Save your changes before exiting the menu.

The SIP icon displays a red mark and I'm not able to make a SIP call. How do I fix this?

If a red SIP phone icon displays, the Mondopad display is not registered to your infocus.net account.

Check your internet connection and access to SIP video calling by opening http://ports.infocus.net.

Navigate to the Admin settings (via http://localhost/admin) and verify that the **Authentication Code** field has been entered for the auto provisioned infocus.net number in the **SIP Accounts** menu.

If the Authentication Code field is blank, manually enter the code and save your changes before exiting the menu. Note: To locate the authentication code, ask the person who is registered to the infocus.net account to look for an email from infocus.net. That person would have received an email with the authentication code after the display was registered to the account.

How do I fix the date and time listed in the top bar?

1. Navigate to the **Extras** tab and select **Admin Login** from the sidebar.

2. Enter the **Admin code.**

3. Select **Minimize** from the side toolbar.

4. From the Windows desktop, tap **Time/Date** in the lower right corner and select **Change date and time settings**.

How can I customize the Mondopad home page background?

Navigate to the Admin settings (via http://localhost/admin) and select one of the existing background options in the **Background** menu or browse to a custom image (.png, .jpg, or .jpeg) that is the same resolution as your Mondopad display and select **Upload**. Once your custom background is uploaded, select it as the new background.

How do I remove home page application icons that I don't use?

Navigate to the Admin settings (via http://localhost/admin) and uncheck the application icons that are listed in the **Home Screen** menu. Save your changes before exiting the menu.

How do I reset the Mondopad serial number?

1. Navigate to the Admin settings (via http://localhost/admin) and select the **Reset** button in the **Reset Registration** section of the **About** menu.

2. A page appears with a serial number field. Leave this field blank.

3. Exit the Admin settings and power down the Mondopad display.

4. Remove power.

5. Wait 30 seconds.

6. Reconnect power and turn on the Mondopad display.

7. Follow the prompts to re-register the Mondopad display.

8. Navigate back to the Admin settings (via http://localhost/admin) and verify that the correct serial number is now displayed in the **About** menu.

9. If not, repeat this process.

How can I make Mondopad auto-provision the SIP and/or email address?

Download the appropriate Mondopad port requirements document for details.

For Mondopad v1.8: http://www.infocus.com/resources/documents/Mondopad-Firewall-Port-Requirement-1-4f.pdf

For Mondopad v2.0: http://www.infocus.com/resources/documents/Mondopad%20Software%20Network%20Port%20Requirements-20.pdf

Hardware

How do I set up dual screens on the 70" displays?

Refer to the instructions found at: http://www.infocus.com/resources/documents/Mondopad-Dual-Touch-Display-Setup-EN.pdf

How do I connect the RealCam camera (INA-PTZ-3) to Mondopad?

1. Connect the blue USB 3.0 cable from the camera's USB port to the Mondopad PC USB 3.0 port.

2. Connect the RS232 cable from the Camera to the RS232-to-USB adapter.

3. Connect the USB adapter to the USB 3.0 port on the PC Unit.

4. Connect the AC adapter to the camera and turn the power switch **ON**.

5. Navigate to: http://www.infocus.com/peripherals/INA-PTZ-3#downloads

6. In the Software section, download and install the PTZ camera driver.

My wireless mouse/keyboard is not responding. How do I fix this?

1. Verify that the wireless dongle inside the mouse is inserted into one of the top two USB ports on the right side of the display or in one of the USB ports on the PC unit.

2. Locate the on/off switch on the bottom side of the mouse and make certain the switch is in the **ON** position.

3. Replace the batteries in the mouse and keyboard.

How do I set up a Thunder speaker to the Mondopad?

1. Connect the speaker to the Mondopad display using the InFocus USB extension cable (p/n INA-USBEXT15).

2. Plug the USB cable directly into the PC unit on the back of the display. Do not use the USB ports on the side of the display.

3. Place the speaker in the center of the conference room table for optimal performance.

I updated the Intel graphics driver and now I've lost audio. How do I fix this?

1. Open **Control Panel** and select **Device Manager**.

2. Open **Display Adapters**.

3. Right click **Intel® HD Graphics 4600** and select **Properties**.

4. Click **Driver**.

5. Click **Roll back Driver**.

The Mondopad display is no longer responding to my touch. How do I fix this?

1. Shut down the Mondopad display and remove power.

2. Wait 30 seconds.

3. Reconnect power and turn on the display.

4. Re-test the touch interface.

If the problem is not resolved:

- For 70"/80" displays:
    - Delete the PQLabs driver in the Control Panel (under Human Interface Devices).
    - Then go to the InFocus support web site (www.infocus.com/support).
    - Select the appropriate display model from the dropdown list and click **GO**.
    - Click the **Downloads** tab.
    - Download and install the latest **Touch Driver** (PQ Labs drivers) from the **Software** section.
- For 57" displays:
    - Run **Windows Updates** to install latest touch driver.

My dual screen Mondopads aren't responding to touch. How do I fix this?

Remove the USB cable connected to the secondary Mondopad touch USB Type-B port and connect it to one of the top two USB Type-A ports on the side of the primary Mondopad. (Note: Do not connect the cable to the primary Mondopad PC USB ports.)

What is the difference between the Mondopad and PC Speaker settings in the display's menu?

The Mondopad software uses the display's internal digital audio drivers. If the **Audio Source** setting in the display's **Audio** menu is set to **PC Speaker**, audio will not work. Change the setting back to **Mondopad**.