



Webster Wireless User Guide

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TABLE OF CONTENTS

Welcome to Webster Wireless	2
Webster Wireless Quick Start	3
What to Expect	3
Installing Webster Wireless	5
What Comes in the Box	5
General Considerations	6
Connecting to your Whiteboard	7
Mounting the Pod on the Whiteboard	7
Connecting the Serial Cable	9
Connecting Power	10
Connecting to your Computer	12
Using Webster Wireless	13
What the Pod Lights Mean	13
Establishing a Link	13
When a Link Breaks	14
Re-establishing a Broken Link	14
Troubleshooting	15
Technical Support	17
FCC Compliance	17
CE Compliance	17
VCCI Compliance (Japan)	18
International Model Numbers	18
Warranty	19

WELCOME TO WEBSTER WIRELESS

Welcome to Webster Wireless, your quick and easy solution to avoid wires running between your Webster whiteboard and your computer.

This manual provides instructions for installing and operating Webster Wireless between your Webster whiteboard and your computer.

Webster Wireless works with all Webster Products: Webster TS and LT whiteboards, and Webster IRP and IPD display systems.

WEBSTER WIRELESS QUICK START

Step 1: Remove the serial cable that connects your computer to your whiteboard.

Step 2: Place the transceiver pod with the long cord on top of your whiteboard.

Step 3: Plug the pod into the whiteboard where the serial cable was connected.

Step 4: Plug one of the power supplies into the wall.

Step 5: Plug the power supply cable into the back of the serial connector.

NOTE:

On TS boards, you can use the power sharing cable to power both the board and the pod with one power supply.

Step 6: Place the transceiver pod with the short cord near your computer.

Step 7: Plug the pod into the computer where the other end of the serial cable was connected.

Step 8: Plug the other power supply into the wall.

Step 9: Plug the power supply cable into the back of the serial connector.

Step 10: Green lights on both pods indicate Webster Wireless is ready to go.

Step 11: Use your Webster Whiteboard.

WHAT TO EXPECT

Webster Wireless simply replaces the serial cable that connects your Webster whiteboard to your computer. Green lights on both of your transceiver pods tell you Webster Wireless is ready to operate. Write on your Webster whiteboard and your writing appears on your computer screen in the Webster software. All of the functions on most Webster systems will operate just as they always have.

NOTE:

Webster Wireless disables the wakeup button on some LT boards. You must wakeup your LT board from your computer.

Sometimes you may see an amber light on a transceiver pod instead of a green light. Amber lights mean that your transceiver pod is receiving power, but it is not getting a signal from the other transceiver pod.

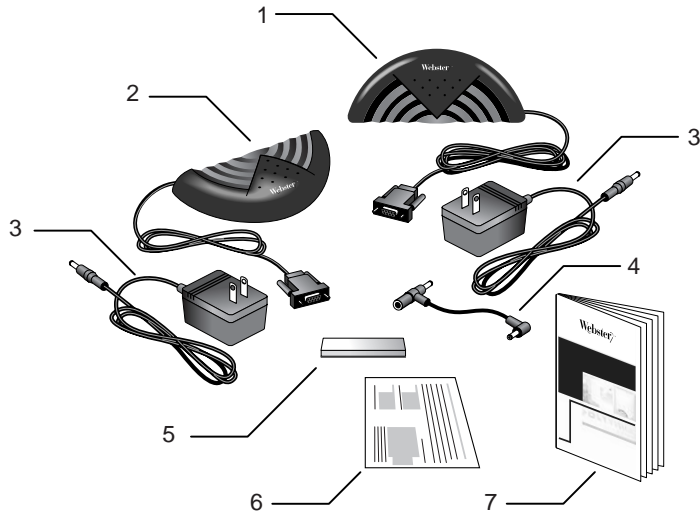
An amber light comes on in the center of each transceiver pod when it is first connected to wall power, before it “sees” the other pod. These lights also turn amber at anytime during operation when the link between the pods is broken. The link can be broken in several ways: by disconnecting power from one of the pods, by covering or “shadowing” one of the pods, or by placing the pods too far apart. Your Webster software may also notify you if the link becomes broken while you are using your whiteboard.

INSTALLING WEBSTER WIRELESS

Webster Wireless is simple to install. Just remove the cable that currently connects your Webster whiteboard to your computer, plug one of the Webster Wireless transceiver pods into the serial connector of your board and one into your computer, connect the power supplies, position your pods and you are ready to go. The following chapter gives you all of the details and discusses the things you might want to consider to optimize performance when installing Webster Wireless.

WHAT COMES IN THE BOX

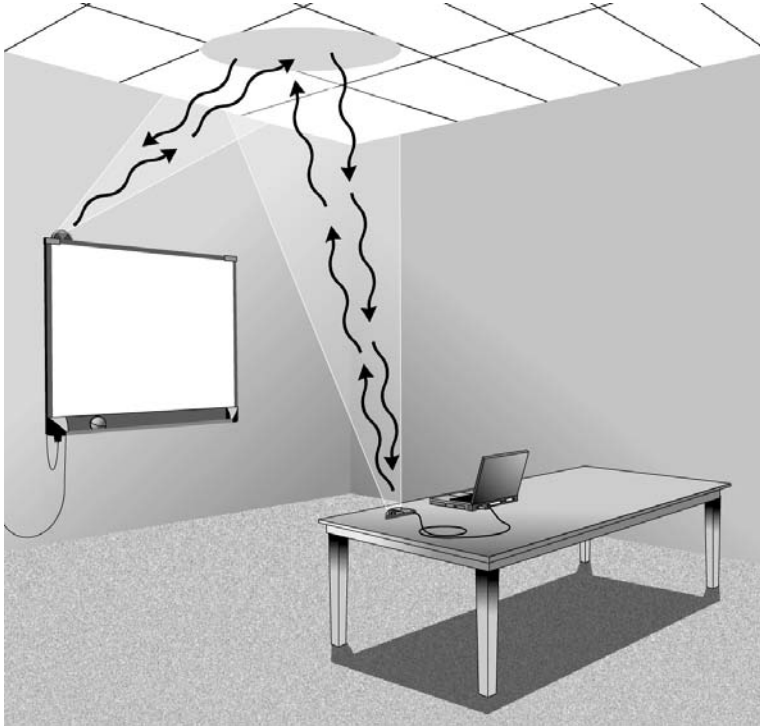
- 1 1-whiteboard transceiver pod (with long cord)
- 2 1-computer transceiver pod (with short cord)
- 3 2-power adapters with cords
- 4 1-power sharing cable
- 5 1-strip of double sided, foam mounting tape
- 6 1-User Guide (this guide)
- 7 1-registration card



GENERAL CONSIDERATIONS

Webster Wireless uses reflected infrared (IR) light to communicate between your whiteboard and your computer. A direct line of sight between the transceiver pods is not needed for reliable communication. Both transceiver pods are designed to shine IR light on the ceiling and to detect light reflecting from the ceiling.

Install Webster Wireless so both of your pods have an unobstructed view of the area of the ceiling between the two pods. This allows the IR from each pod to bounce over the heads of people writing on the board and sitting near the computer.



Webster Wireless works best when the two pods are within 24 feet of one another. A quick way to measure the distance between the two pods is to count ceiling tiles. Acoustic ceiling tiles usually come in one of two sizes, 2-foot squares and 2-foot by 4-foot rectangles. The diagonal width of a 2-foot square tile is about 2.8 feet. The diagonal width of a 2x4 foot tile is about 4.5 feet. Count the squares between the two pods then multiply by the appropriate distance above to determine the approximate distance between the pods.

Ceiling height and material make a difference in performance. The higher the ceiling, the closer together the receiver pods will need to be. A non-IR reflective ceiling will reduce range. The 24-foot range assumes a typical office conference room with a ceiling height of between 8 and 12 feet and a light-colored, acoustic tile ceiling. If your ceiling is not IR reflective, try using one of your walls. Do this by mounting one pod on the side of your whiteboard and pointing the other pod toward the wall on that side of the whiteboard.

CONNECTING TO YOUR WHITEBOARD

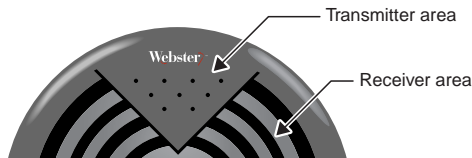
There are three basic steps to installing the Webster Wireless transceiver pod on your whiteboard:

- 1 Mounting the pod.
- 2 Connecting the serial communications cable.
- 3 Connecting the power cable.

MOUNTING THE POD ON THE WHITEBOARD

We recommend mounting the board side pod on top of the whiteboard above the upper-left corner of the board. The pod with the long cord mounts on the whiteboard. The pod is held in place using double-sided foam tape. However, we recommend that you set up both the board side and computer side of Webster Wireless and check that you have a working communications link between the two pods before using the foam tape. The foam tape is not reusable.

There are two basic considerations for mounting the transceiver pod on the board. The most important of these considerations is assuring there are no shadows cast on the receiver section of the pod.

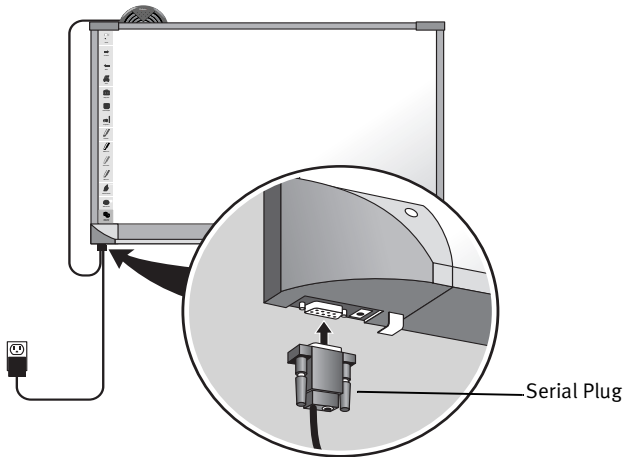


In most circumstances, the best position for avoiding shadows is to mount the pod as far forward as possible on the top of the whiteboard's frame. If your ceiling does not reflect IR well, try mounting the board side receiver pod on the left side of the board near the top of the board. This arrangement uses the left wall of the room as a reflector instead of the ceiling.

The second consideration is minimizing the slack in the cable that runs from the pod to the serial connection at the lower-left corner of the board. This consideration is most important on mobile boards where a loose wire might be snagged while the board is being moved. The slack can either be coiled behind the whiteboard, or the pod can be moved along the top of the board until the slack is taken up. It is best to plug in the serial connector before making the final adjustment to take up any slack. Note that the cable should come away from the serial connector in a smooth curve, not at a sharp angle. Bending cords at sharp angles can damage the cords.

CONNECTING THE SERIAL CABLE

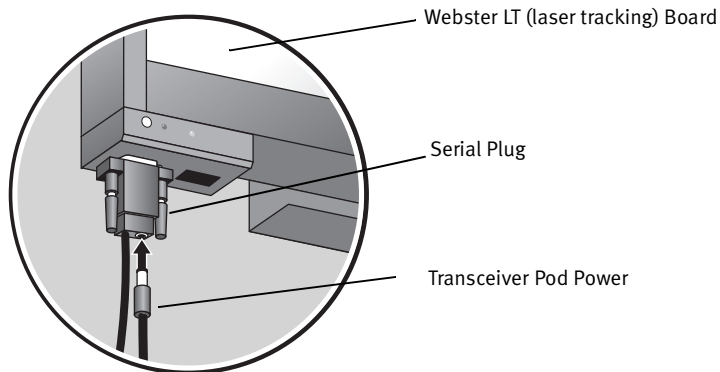
The 9-pin serial plug at the end of cable on the transceiver pod plugs into the 9-pin serial socket below the lower-left corner of the board. The serial connection uses D connectors. D connectors only fit together one way. Align the wide side of the D connector on the cable with the wide side of the connector on the board and push them together. They should fit snugly together. Tighten the thumbscrew on the plug to prevent it from falling out of the socket.



CONNECTING POWER

The exact method of connecting power to your Webster Wireless Transceiver Pod and Webster Whiteboard differs between laser tracking (LT, IRP, IPD) and touch sensitive (TS) boards. Laser tracking boards plug directly into AC current wall sockets. TS boards use an external power supply that plugs into a wall socket and connects to the board by means of a thin wire and a barrel connector.

Transceiver pods are powered using an external power supply. The transceiver pod power supply plugs into a barrel connector socket located on the back of the serial plug.



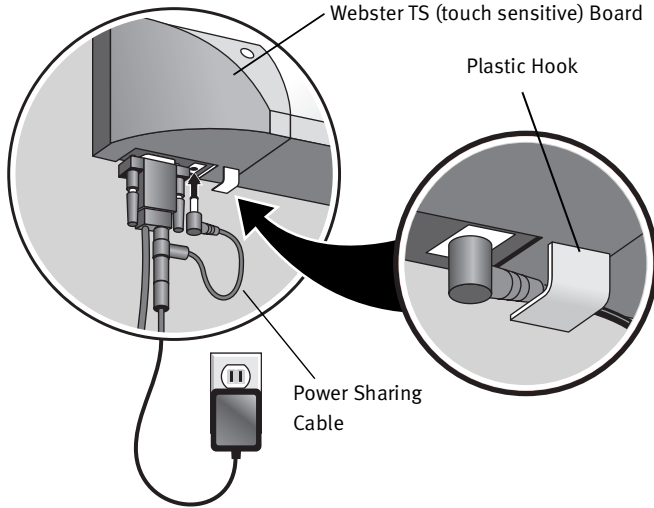
For laser tracking boards, simply plug the barrel connector from the power supply into the serial connector after the serial connector is plugged into the board.

For TS boards use the Webster Wireless power supply to power both the pod and your board. Take the following steps:

- 1 Remove the power supply that came with the TS board and set it aside.
- 2 Connect the power sharing cable to both the board and the serial connector.

NOTE:

The right angle barrel plug was designed to plug into the board with the cable passing through the plastic hook on the bottom of the whiteboard. However, the power sharing cable can be connected with either barrel plug in the board.



- 3 Connect the power supply cable to the barrel socket on the power sharing cable.

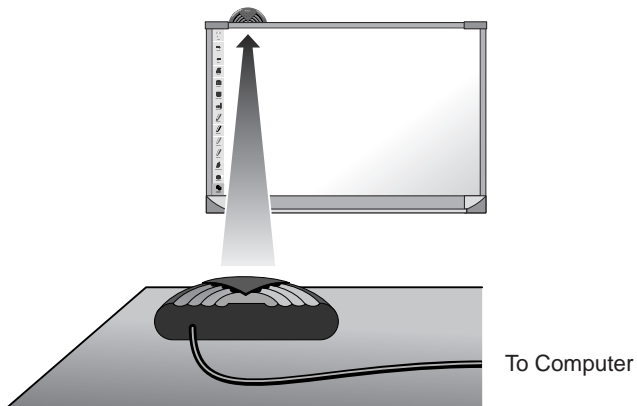
When your transceiver pod is properly connected to power, the light in the center of the pod will come on.

CONNECTING TO YOUR COMPUTER

The Webster Wireless pod with the short cord connects to the 9-pin serial port of your computer. If necessary, you can connect the pod using a USB to 9-pin serial adapter available from your Webster dealer.

Connect the barrel plug from the second power supply to the back of the pod's 9-pin serial connector and plug the power supply into the wall.

Position the pod so the curved edge of the transceiver pod is pointed towards the pod on the board.



Adjust the position of the computer side pod until you have a green light on both the board and computer side pods. You may also adjust the board side pod. Once in place use the double-sided tape to stick it in place.

USING WEBSTER WIRELESS

Once Webster Wireless is installed and while a wireless link is established between the two Webster Wireless pods (green lights on both pods) most Webster systems function just like they did with the serial cable in place. Webster Wireless disables the wakeup button on some LT boards. You must wakeup your LT board from your computer.

Under certain circumstances it is possible to break the link between Webster Wireless pods. This chapter describes what occurs when the link breaks, how to detect a broken link and how to re-connect a broken link.

WHAT THE POD LIGHTS MEAN

There is a small light in the center of each Webster Wireless pod. This light tells you the current condition of the pod. The light has three states: off, amber and green.

- OFF: Pod is not receiving power.
- AMBER: Pod is receiving power.
- GREEN: Pod is receiving power and a signal from the other pod.

The lights on both pods must be green for Webster Wireless to work properly. It is possible for one pod to have a green light when the other pod only has an amber light. Be sure to check the lights on both pods before trying to use your whiteboard. It is also possible to have two green lights without the pods being plugged into the serial ports of the board or the computer and when either the board or the computer is not turned on.

ESTABLISHING A LINK

Webster Wireless pods attempt to establish a wireless link automatically whenever they are powered on. Connecting power to a Webster Wireless pod does two things:

- The pod starts sending out a signal that the other pod can receive
- The pod starts looking for a signal from the other pod.

The green light comes on when the pod with the green light can see the signal from the other pod.

WHEN A LINK BREAKS

Several things happen when a link breaks. The light on one or both of the pods turns amber. Data stops flowing between your whiteboard and your computer. Your Webster software may give you an error message.

It is possible to get the Webster software error message even when both pod lights are green. This means that one of the two pods has come unplugged from the serial connection on the board or the PC or that the board itself has lost power.

RE-ESTABLISHING A BROKEN LINK

It is possible to break the link in several ways. The two most obvious ways are to cover one of the pods or to unplug one of the pods from power. It is also possible to break the link by “shadowing” one of the pods. Because you can’t see IR light, you can’t see a shadow in the IR light being sent from one pod to another. A shadow usually occurs when a large object, like a person, is placed very close to one of the pods so it cannot see or bounce light off of the ceiling.

Remove the cause of the broken link and the link will automatically restore itself. The troubleshooting section gives you a list of symptoms, probable causes and cures for broken links.

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
Both pod lights are GREEN, but your software says communication has been lost.	One or both pods are not plugged into the serial port of their respective equipment (board and computer).	<ol style="list-style-type: none"> 1 Check the serial connections at both board and computer. 2 Some computers have multiple serial ports. Your whiteboard software may be trying to use a different serial port than the one your pod is connected to. Try connecting to a different serial port. 3 Try disabling other software that may be using the same com port, such as Palm HotSync.
One pod light is GREEN and the other is AMBER.	<ol style="list-style-type: none"> 1 The pod with the AMBER light is shadowed. 2 The pod with the GREEN light is blocked. 	<p>Move the AMBER pod away from any tall or overhanging objects such as computer monitors.</p> <p>Reposition the GREEN pod away from any tall or overhanging objects. If the board side pod is GREEN look for objects hanging from the ceiling above and in front of the pod such as drapes or signs.</p>

<p>Both pod lights are AMBER.</p>	<p>The pods are too far apart or are shaded from one another.</p>	<ol style="list-style-type: none"> 1 Move the pods closer together. 2 Move the pods out from under any overhanging objects. 3 Move the pods away from tall, wide objects that are between the two pods.
<p>The light on one pod is OFF.</p>	<p>This pod has lost power.</p>	<ol style="list-style-type: none"> 1 Check that the cord from the power supply is fully plugged into serial connector 2 Check that the power supply is plugged into the wall. 3 If a switch controls the wall plug, make sure the switch is on.
<p>The connection keeps breaking and re-connecting while using the board.</p>	<p>Something moving in the room is periodically shadowing one of the pods. This is likely to be someone standing in front of the whiteboard, or walking in front of or sitting near the computer pod.</p>	<p>On the whiteboard side, move the pod higher on the wall. On the computer side, move the pod away from any aisles or walkways. Particularly, move the pod away from any place where a person is likely to sit in front of the pod.</p>

TECHNICAL SUPPORT

For technical support check the PolyVision web site for support at:
www.polyvision.com

Contact PolyVision Corporation at 888-388-0995 or e-mail us at:
support@polyvision.com

To order Webster Wireless parts, contact PolyVision at:

(800) 334-4922
(770) 447-5043
info@polyvision.com

FCC COMPLIANCE

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the harmful interference at his own expense. Modification of this device in any manner not approved by PolyVision Corporation may void the user's authority to operate it.

CE COMPLIANCE

Webster Wireless has been tested and found to comply with safety, radiation, and immunity standards defined in EN60950, IEC 60 825-1, EN55024, and EN55022.

VCCI COMPLIANCE (JAPAN)

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

INTERNATIONAL MODEL NUMBERS

Model 68o(US Version)

Model 68o EU(European Version)

Model 68o UK(UK Version)

Model 68o JP(Japanese Version)

WARRANTY

PolyVision Corporation warrants to the original consumer or other end-user purchaser that this product is free from defects in material and workmanship for a period of one year from the date of purchase. During the warranty period, and upon proof of purchase, the product will be repaired or replaced (with the same or similar model) at our option, without charge for either parts or labor. Shipping costs will apply. Please keep your original sales receipt or delivery invoice for proof of purchase. Without proof of the purchase date, your warranty will be defined as beginning on the date of manufacture, which is recorded by serial number at the factory. This warranty applies only to the first end-user purchaser and only when the product is used in a country for which it is labeled for sale. Some factory-reconditioned parts may be used in the assembly of this product.

WHAT IS NOT COVERED

- 1 Any product that is sold or used outside of North America unless the product was specifically labeled for sale in that country.
- 2 Any product on which the serial number has been defaced, modified, or removed.
- 3 Damage, deterioration, or malfunction resulting from, but not limited to:
 - Accident, misuse, abuse, neglect, fire, water, lightning or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - Use of non-approved cleaning materials or solvents.
 - Repair or attempted repair by anyone not authorized by PolyVision.
 - Any damage incurred in shipping.
 - Removal or installation of the product.
 - Any other cause that does not relate to a product defect.
- 4 Removal and/or installation charges.
- 5 Shipping charges to and from our factory or authorized repair depot.

HOW TO GET WARRANTY SERVICE

If you experience a problem with this product, contact Webster Product Support (888-388-0995 in the USA, or +32 (0) 89 32 31 30 in Europe) to resolve the problem. If the product is diagnosed as being defective, return the product to the original place of purchase. If you are directed to return the product directly to PolyVision, you must obtain a Return Materials Authorization (RMA) number from PolyVision. All products

returned to PolyVision must have an RMA number assigned, regardless of reason for return. The RMA number must be clearly marked on the outside of the shipping carton; any unit without an RMA number will be returned to the sender.

In the USA, please call 800-334-4922 to obtain an RMA number. Once you have a valid RMA number, ship the product, prepaid and insured, to:

PolyVision Corporation
14523 SW Millikan Way, Suite 130,
Beaverton, OR 97005 USA

Outside the USA, please call +32 (0) 89 32 31 30 or obtain an RMA number. Once you have a valid RAM number, ship the product, prepaid and insured, to:

PolyVision Business Center
Zuiderring 56
3600 Genk, Belgium

LIMITATION OF DAMAGES AND IMPLIED WARRANTIES

POLYVISION WARRANTS THAT THE PRODUCT WILL OPERATE SUBSTANTIALLY IN CONFORMITY TO THE POLYVISION DOCUMENTATION AND PUBLISHED SPECIFICATIONS FOR A PERIOD OF ONE YEAR AFTER CONSUMER PURCHASE, PROVIDED IT IS USED IN ACCORDANCE WITH POLYVISION'S USER INSTRUCTIONS. POLYVISION'S SOLE AND EXCLUSIVE LIABILITY, AND YOUR EXCLUSIVE REMEDY, FOR ANY BREACH OF THIS WARRANTY IS THAT, IF THE BREACH IS REPORTED TO POLYVISION IN WRITING WITHIN THE TWO-YEAR WARRANTY PERIOD, POLYVISION WILL CORRECT THE NONCONFORMITY, EITHER BY CORRECTING THE PRODUCT OR (WHERE APPROPRIATE) DOCUMENTATION; REPLACING THE PRODUCT; OR, WHERE POLYVISION DETERMINES THAT CORRECTION OR REPLACEMENT IS NOT FEASIBLE, REFUNDING THE FEE ACTUALLY PAID FOR THE PRODUCT. NO OTHER REMEDY SHALL BE AVAILABLE TO YOU. EXCEPT AS EXPRESSLY SET FORTH HEREIN, POLYVISION MAKES NO WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. POLYVISION DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. POLYVISION SHALL HAVE NO LIABILITY BEYOND THE OBLIGATIONS SET FORTH ABOVE. IN NO EVENT SHALL POLYVISION BE LIABLE FOR ANY INDIRECT DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL, OR OTHERWISE (AND EXPRESSLY INCLUDING LOST PROFITS AND LOSS OF DATA) OR FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THIS PRODUCT UNDER THIS OR RELATED AGREEMENTS, WHICH DAMAGES ARISE OUT OF THE USE OF THE HARDWARE, IRRESPECTIVE OF WHETHER POLYVISION SHALL HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES AND IRRESPECTIVE OF THE CAUSE OF DAMAGE, INCLUDING NEGLIGENCE. SOME STATES OR COUNTRIES RESTRICT THE RIGHT TO EXCLUDE CERTAIN WARRANTIES, THEREFORE, THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

HOW STATE LAW RELATES TO THE WARRANTY

In the USA, this warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. PolyVision Corporation products are warranted in accordance with the terms of the applicable PolyVision Corporation limited warranty. Product performance is affected by system configuration. Software, the application, customer data, and operator control of products are considered to be compatible with many systems. The specific suitability of a product for a specific purpose or application must be determined by the customer and is not warranted by PolyVision Corporation.