



# eBeam® - FAQ

## 1. What are the physical dimensions of the eBeam Pod?

- a. The eBeam Pod is 15cm (width) x 15 cm (height) x 4cm (depth).

## 2. What are the minimum system requirements for eBeam?

- a. Windows:

Windows 2000, XP, Server 2003 or Vista

Pentium II, 400 MHz processor or better

- b. Mac:

Mac OSX 10.4, 10.5 or 10.6

- c. Linux:

Ubuntu 9.04 / OpenSUSE 11.1

- d. General requirements:

Available USB Port

- e. Screen Recording Requirements:

Pentium IV, 1.4 GHz processor or better

512mb memory available

- f. eBeam Data Conferencing

All users wanting to share or participate in an eBeam meeting must be on an Ethernet network using TCP/IP protocols and each computer must have a valid IP address.

Users on a network can participate in a meeting by **downloading the free eBeam software**, even if they don't have their own eBeam systems. They can also log in through the web using the latest version of **Netscape Communicator** or **Microsoft Internet Explorer** on PC or the latest version of **Safari** on Mac OS X.

If you experience any trouble using the web-based meeting feature, please get the **latest version of Sun Java** for PC, or run Software Update from Mac OS X's Apple Menu and install any applicable updates to Java.



### **3. Warranty & Technical Support**

- a. Keepad Interactive offers 60-day support from the date of purchase. Keepad also offers extended Support Packages for eBeam. The warranty provided with eBeam is 24 months – warranty up-lifts are also available on request. If you require more details on extended warranty or support packages, please contact [sales@keepad.com](mailto:sales@keepad.com) or fill out the [Contact Us](#) form for more information.

### **4. Does eBeam have handwriting recognition?**

- a. Handwriting recognition is provided with every eBeam Projection and Complete Kit. Handwriting Recognition does not work with eBeam Capture (Whiteboard).

### **5. Are rear projection systems supported?**

- a. Yes – the eBeam Pod can simply be mounted to the front side of a rear projection system.

### **6. Does the eBeam Pod contain updateable firmware?**

- a. Yes, the eBeam Pod can be firmware upgraded as new releases become available. Please contact [support@keepad.com](mailto:support@keepad.com) for more information.

### **7. How do I care for my eBeam hardware?**

- a. Please view our "[eBeam Care](#)" page.

### **8. Can I connect multiple computers to my eBeam Bluetooth system at once?**

- a. Currently, eBeam Bluetooth systems are only one to one (e.g. One PC to One Pod).

### **9. What type of whiteboard should I use with my eBeam system?**

- a. eBeam is designed to work with any existing whiteboards, however if you wish to start from scratch we recommend using a "low-gloss" whiteboard (minimal reflection and glare from the whiteboard) which will also allow the easy removal of dry-erase marker annotations. For best results a size of 2.4m across or longer is recommended. Keepad will happily recommend and supply a whiteboard to suit your individual circumstances.



**10. I don't have a whiteboard, can I still use eBeam?**

- a. Yes, eBeam will work on a variety of flat rigid surfaces. Generally, if you don't have a whiteboard you will not be able to use dry-erase markers, so in most cases we recommend using eBeam Projection and a data projector to create digital ink. In that scenario, eBeam will work on various glass surfaces such as the type commonly used in boardrooms with coloured backing (also known as "glass whiteboards"). You will even get good results on a standard flat wall!

**11. Can I use eBeam on a drop-down projection screen?**

- a. This is not a recommended surface, as it is not rigid – each time the stylus touches the screen it will ripple and make operating quite tricky. For drop-down screens we recommend a [Wacom Interactive Pen Display](#), which allows you to perform all the annotation & control functions of an Interactive Whiteboard using a PC-monitor-sized touch-screen which is then projected onto the drop-down screen.

**12. What distance will eBeam Bluetooth cover wirelessly?**

- a. The eBeam Bluetooth has a range of 10 metres if using the included USB Bluetooth Adapter. Other Bluetooth Adapters may have a different range. In some cases, your physical surroundings can also have an impact on Bluetooth performance.

**13. The supplied USB cable for my eBeam system isn't long enough for my requirements.**

- a. The easiest way to extend the cable is to add in an "Active USB Extender Cable" which Keepad is happy to supply. Generally, you can double the cable length using this method.
- b. If you need a very large distance covered, we recommend the use of a "USB over CAT5 Booster" which uses a standard computer network cable to cover distances up to 60 metres.

**14. Can I upgrade my eBeam USB Pod to use Bluetooth?**

- a. Unfortunately, the Bluetooth functionality is inherent to a particular Pod – it cannot be upgraded on standard USB Pods.

**15. How many computers can I install the eBeam software onto?**

- a. You can install the eBeam Interact & eBeam Capture software onto an unlimited amount of computers. This applies to all computers in an organisation as well as home users (students, staff members working from home etc). Please be aware that not all aspects of the software will function without an eBeam Pod attached. If you wish to use the fully functioning software without an eBeam Pod, you can purchase an eBeam Interact license. See [eBeam Interact](#) for more details.



**16. What type of batteries do the pens use?**

- a. The dry-erase marker sleeves and the interactive erase use C-Cell watch batteries (CR2032) and the Interactive Stylus uses AA.

**17. Do I need to use the same Sanford Expo dry-erase marker pens? Where can I get them?**

- a. Yes. Using other pens can damage the dry-erase marker sleeves and will most likely cause the system to not function correctly. Keepad can supply replacement markers along with eraser replenishments and other “consumable” part replacements. They are usually also available from general office supply outlets if preferred.

**18. I am having trouble using eBeam with my Windows Vista machine. Sometimes when I try and click on Windows Security Prompts (User Account Control) with the Stylus, nothing happens.**

- a. Unfortunately, this is expected behaviour. The User Account Control mechanism has been built-in to Windows to reduce the ability of remote attacks to control a system. Only a standard mouse or keyboard connected directly to the computer can be used on UAC dialog boxes.