

# Setup and Configuration Guide **for Lenovo & ShadowSense**



Version 1.7.0

## SCOPE

This document describes step by step instructions on how to install and configure Reactive Suite on Recommended PC. The information in this document is intended for IT personal and Integrators who want the most optimized experience with Reactive Suite. It is recommended to use Reactive Suite with qualified hardware on Windows 10 only.

Most of the instructions provided in this document are general and apply to any touch monitor using any touch frame technology.

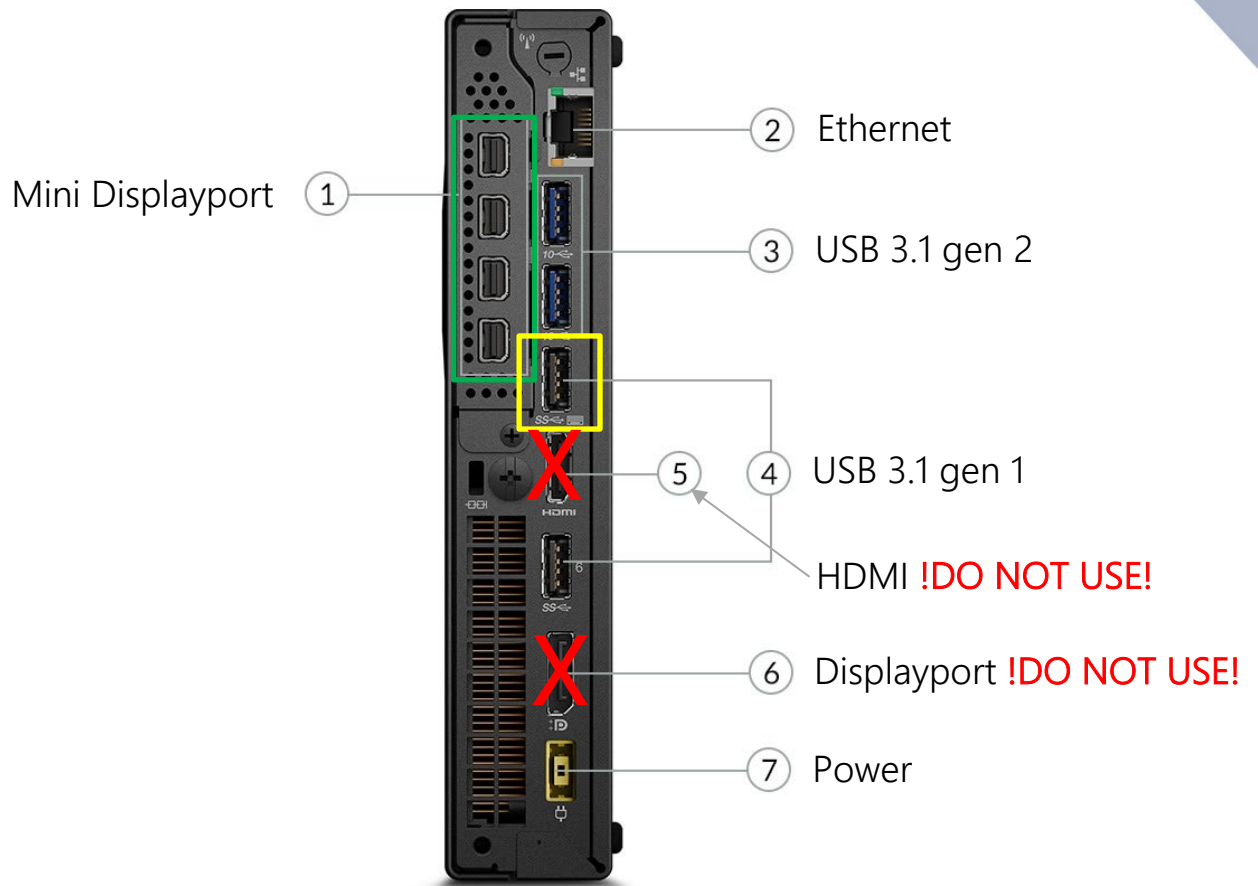
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## 1.0 Hardware

### 1.1 Lenovo ThinkStation P330 Tiny

To get the best experience on Reactiv Suite using the accelerated GPU performance we recommend using the Lenovo ThinkStation P330 Tiny PC. By default, it gets shipped with Windows 10. All the ports on the back of P330 Tiny are shown below.



The 4x Mini DisplayPort shown above (in green) are connected to the NVIDIA Graphics card and GPU accelerated.

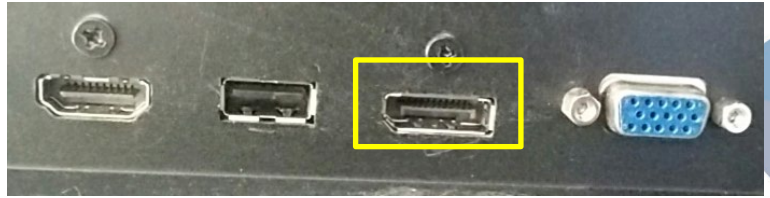
**These Mini DisplayPort are the only ports that should be used to connect to a Monitor or external projector.**

The USB port identified in yellow should be connected to the touch frame.

## 1.2 Hardware Setup using Lenovo

### Step 1: Locate the Display Port and connect video input from PC

Locate the **DisplayPort** on the back of the monitor.



On the Lenovo PC Computer locate the mini Display Ports on the back of the computer.



Use a **Mini Display Port** to Display Port adapter cable to connect the monitor to the PC. Ensure the Adaptor cable supports 4K@60Hz.

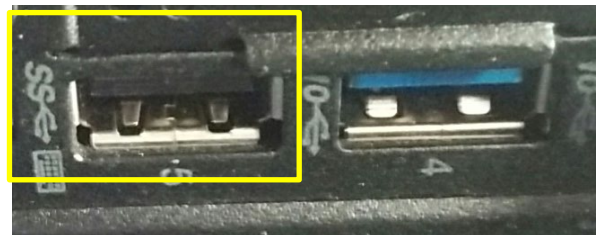
If the monitor does not support DisplayPort, use the HDMI or DVI Ports on the back of the monitor, connect the Lenovo Mini Display Port to the HDMI/DVI connector on the monitor using an adaptor.



### Step 2: Locate USB port and connect the touch frame to the PC

Locate **Port 5 USB connector** on the rear of the PC with the Keyboard sign as shown below

Connect the **USB cable** from the touch frame to the **USB port**. This USB port supports wake on USB feature and will allow the touch screen to wake up the PC.



### 1.3 BIOS Configuration for Lenovo

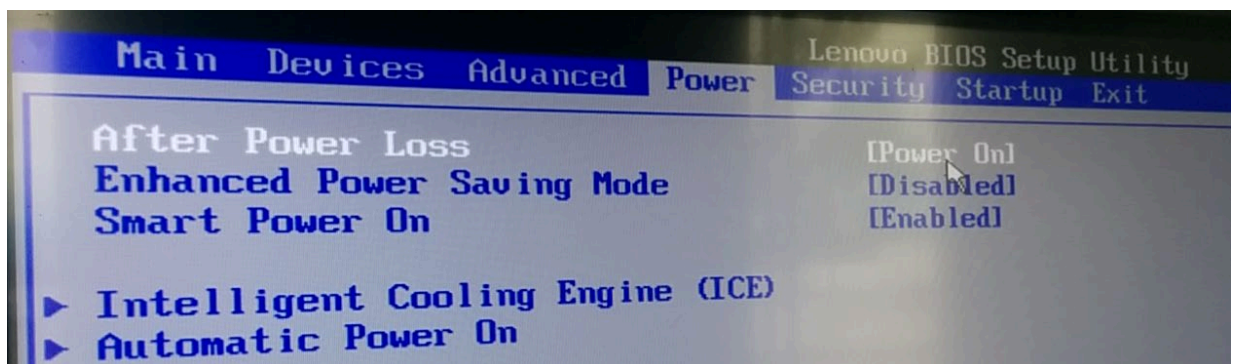
Under normal circumstances, the Lenovo could be placed behind the Monitor and it's power button can be difficult to reach. For this case it is suggested to configure the BIOS of the Lenovo Tiny, so it powers up automatically when AC Power is connected. The AC power cord of the Lenovo can be connected to a Power bar. This power bar can be placed in a location that is easily accessible. As soon as the red switch on the Power bar is turned on, the Lenovo will power up without the need for the user to press the Power button located on the front of the Lenovo.

This section details how to turn on this feature.

Press and Hold down **F1 Key** when you see the Lenovo logo on the monitor during a power up. The Bios will start up.

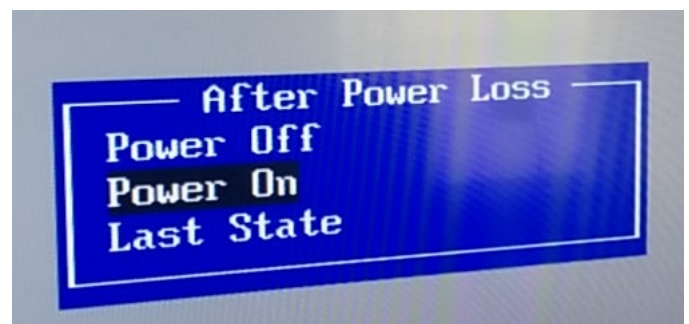


Use a Keyboard arrow keys to navigate to **Power> After Power Loss**

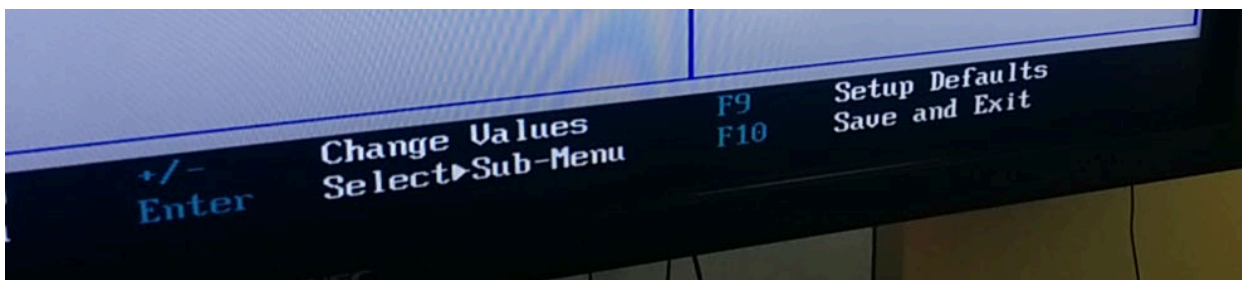


Select **Enter**

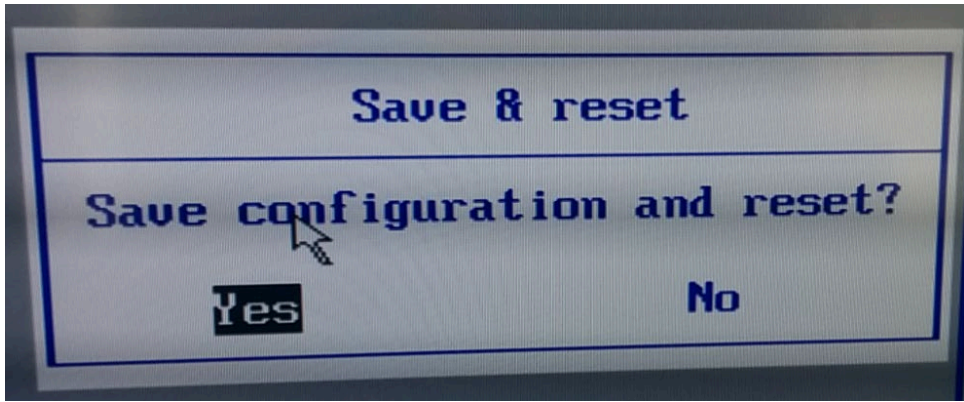
Select **Power On** and hit **Enter**



Once the change is done press F10 to **Save** and **Exit** the BIOS



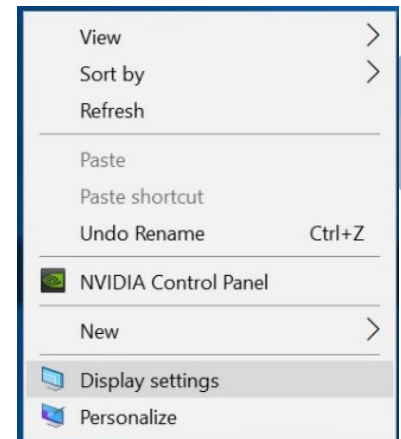
A dialog box will show up. Select **Yes** and hit **Enter**.



## 2.0 Windows PC Configuration

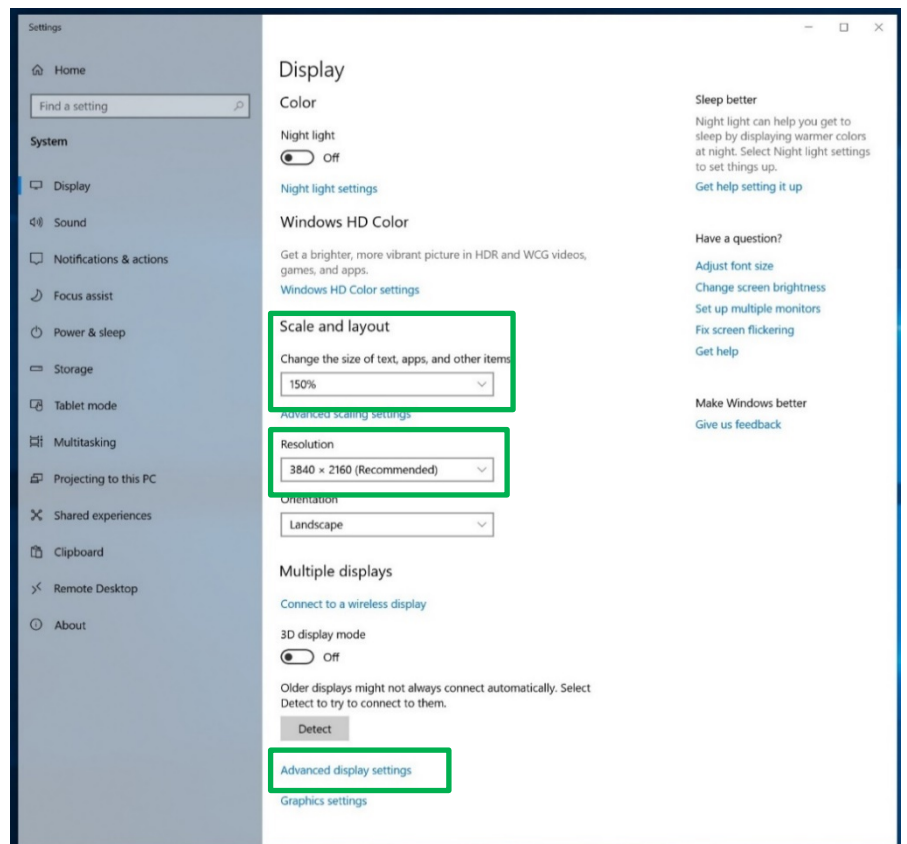
### 2.1 Verify Display Setup

Power the monitor and the PC up. Right click on **desktop** and select **Display Settings**.



Ensure scale size for text and apps is set between **100** to **150%** and resolution is set to the native resolution of the monitor. In this case it is 3840 x 2160.

Click on the **Advanced Display Settings** link.





Verify a graphics card (like NVIDIA Quadro) is driving the Display and the Refresh Rate under the Advanced Display Settings is set to 59 Hz as shown below

← Settings

## Advanced display settings

Choose display

Select a display to view or change the settings for it.

Display 1: RIWB\_SERIES

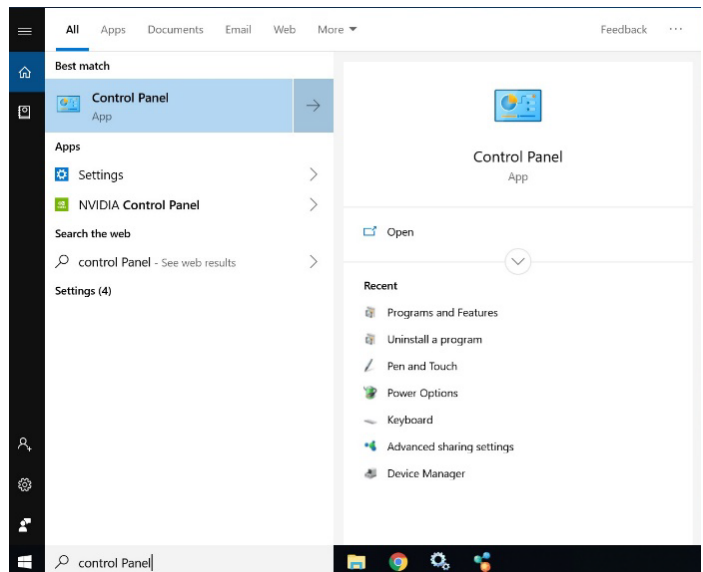
### Display information

RIWB_SERIES	Display 1: Connected to NVIDIA Quadro P620
Desktop resolution	3840 × 2160
Active signal resolution	3840 × 2160
Refresh rate (Hz)	59 Hz
Bit depth	8-bit
Color format	RGB
Color space	Standard dynamic range (SDR)

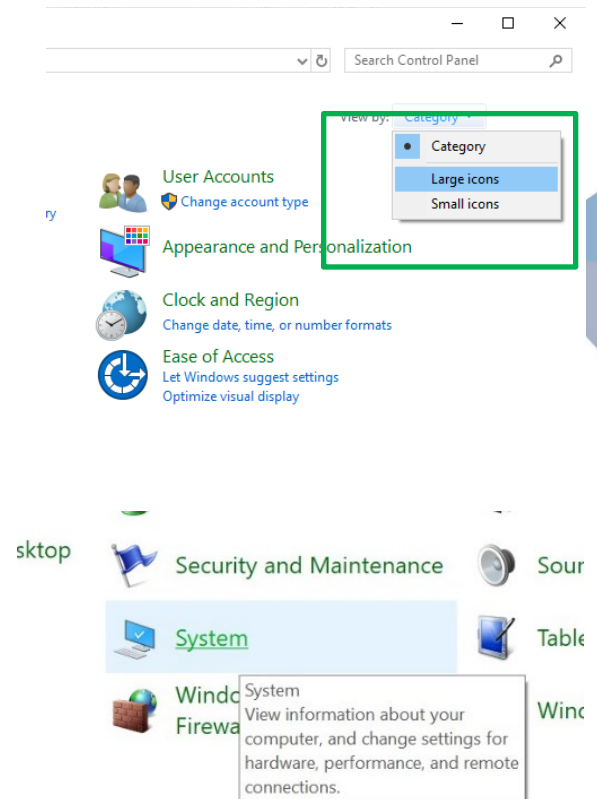
[Display adapter properties for Display 1](#)

## 2.2 Verify Touch Frame Connection

Open Cortana search and type in control panel.



Open **control panel** and select **Large icons** under **Category**



Open the **System** icon

Verify beside Pen and Touch it states **Touch Support**. Different touch screen will report different items it is important to ensure it states Touch Support. This means the touch screen is connected to the PC.



In the picture above a ShadowSense touch frame is connected to the PC and ShadowSense supports Pen and offers 10 touch points.

## 2.3 Confirm Internet Connection

Open the web browser and visit the following page

<https://vizetto.com/download>

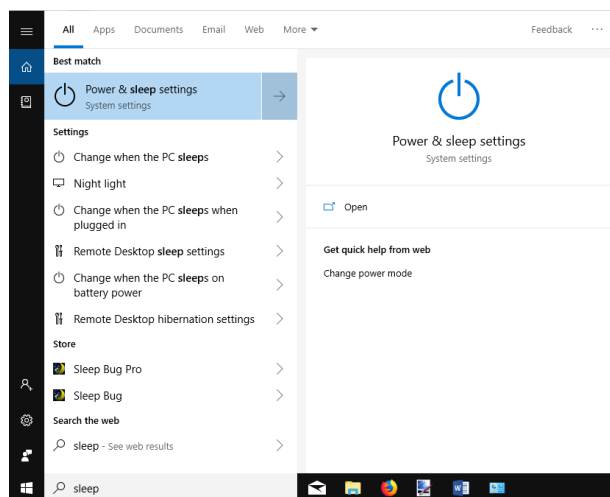
Click on the “**Download Free Trial**” button and save the **Reactiv Suite Setup** application in the downloads folder.



## 2.4 Turn off Sleep

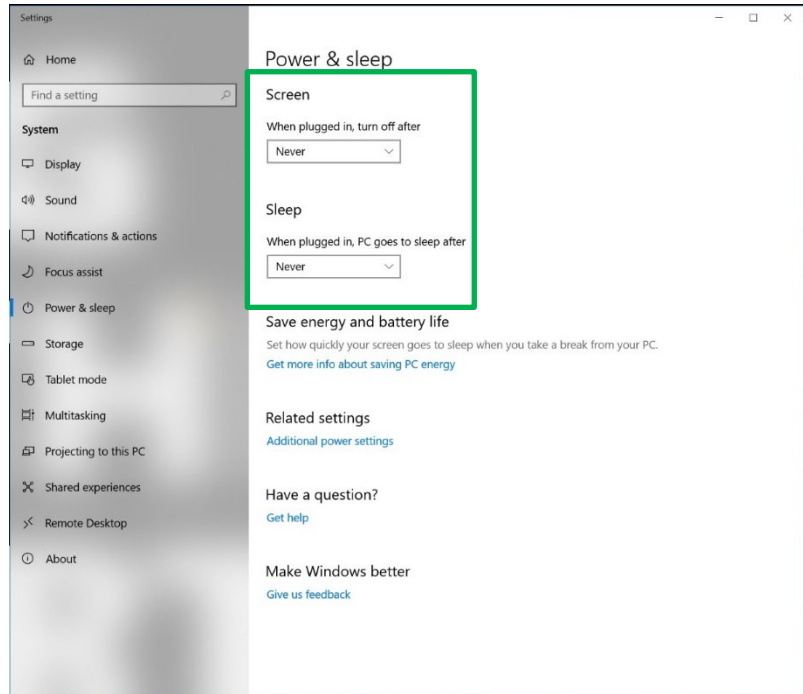
It is recommended that SLEEP settings be turned off on the IWB.

Type **Sleep** in the search bar and select **Power & sleep setting**



In the Power and Sleep setting

Set the Screen and Sleep to **Never** as shown above.

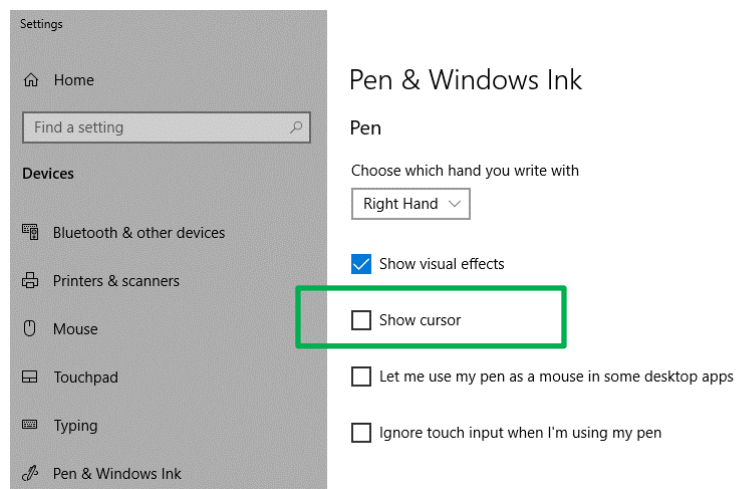


## 2.5 Turn off Pen Cursor

It is recommended that “Show cursor” be deactivated

Type **Pen** in the Windows search bar and select **Pen settings**.

In **Pen & Windows Ink**: uncheck **Show cursor**



## 3.0 Software Install

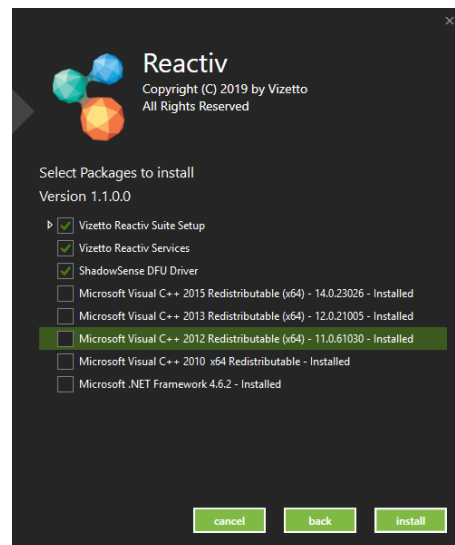
### Step 1: Install Office

Contact IT staff to install Office 365 on the computer. It is recommended to install Word, Excel and PowerPoint on the computer.

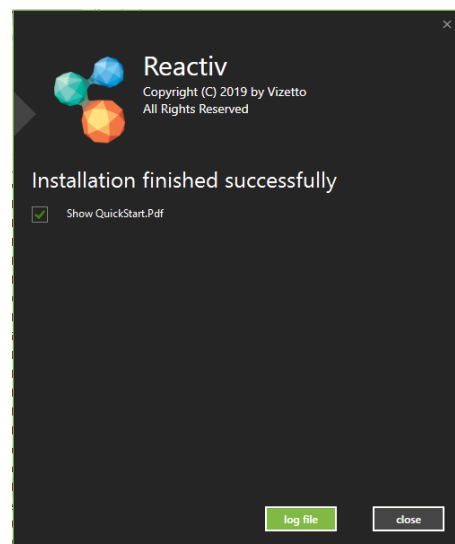
### Step 2: Install Reactiv Suite

Download the Reactiv Suite from the link: <https://vizetto.com/download-link/>

Run the **Reactiv Suite Setup.exe**, the program will detect all packages that are needed and click the **Install** button as shown below



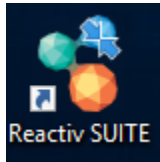
After the install is completed, it will show the following message below



Click **Close** and review the QuickStart.pdf guide to get familiar with the Reactiv software.

### Step 3: Activate Reactiv Suite

Double click on the **Reactiv Suite Icon**



After startup the following dialog box will be shown. Select **Activate FULL License**.



Enter the **Key**, **Company Name**, **Address**, **User Name**, **Email** and **Phone** in the fields below and click **Next**. These fields are mandatory.

**Reactiv Activation - Full**

**Reactiv Key**  
Key\*: H56I-PAAS-FJRF-BWSX-BBKY-VEIY-82TA

**Company Information**  
Company Name\*: Vizetto  
Company Address\*: 6470 Viscount Rd

**User Information**  
Name\*: Rafay  
Email\*: rrashid@vizetto.com  
Phone\*: 647-704-6788

Exit Back **Next**

Enter the **Dealer Information** if you purchased Reactiv from a Dealer. These fields are optional, click **Next**.

## Reactiv Activation - Full

### Dealer Information (Optional)

Dealer Name: \_\_\_\_\_

Dealer Address: \_\_\_\_\_

Rep Name: \_\_\_\_\_

Rep Email: \_\_\_\_\_

Rep Phone: \_\_\_\_\_

Account Number: \_\_\_\_\_

Account Manager: \_\_\_\_\_

Exit Back **Next**

It will display your Machine Information, click **Activate**.

## Reactiv Activation - Full

### Machine Configuration

[Hardware](#) [Touch](#) [EDID](#) [Video Cards](#) [Processors](#)

#### General

Reactiv Version: 1.1.5.2 | Machine Name: NYTRIC-DELLG3  
 Computer ID: aWQfnu6TA2hZ+GVwTUFoXPTJh8ryIVt4HI3iRnAgzyc=

#### OS

Windows OS: Microsoft Windows NT 6.2.9200.0  
 Windows Build: 1809 | Installed UI Culture: en-US  
 CLR Version: 4.0.30319.42000 | Is 64 Bit: True

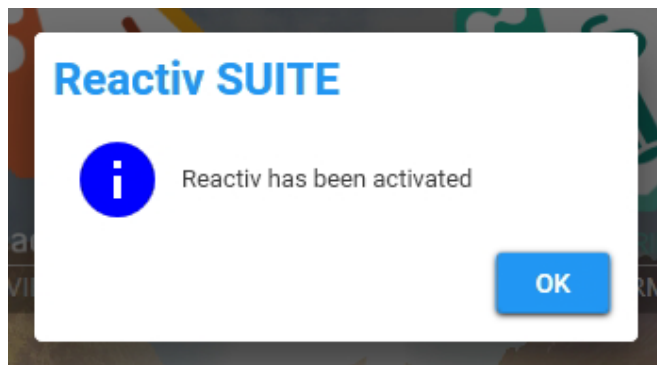
#### Memory

Total Physical: 7.9 GB | Available Physical: 1.8 GB  
 Total Virtual: 128.0 TB | Available Virtual: 128.0 TB

Exit Back **Activate**

If the key is valid it will activate Reactiv and display the following dialog box

The activation Key can be obtained from the **software distributor** or **integrator**.



### 3.1 Firewall configuration

In “Control Panel > All Control Panel Items > Windows Defender Firewall click on “allow an app Through Windows Defender Firewall

Windows Defender Firewall

← → ↕ ↗ > Control Panel > All Control Panel Items > Windows Defender Firewall

Control Panel Home

- Allow an app or feature through Windows Defender Firewall
- Change notification settings
- Turn Windows Defender Firewall on or off
- Restore defaults
- Advanced settings
- Troubleshoot my network

#### Help protect your PC with Windows Defender Firewall

Windows Defender Firewall can help prevent hackers or malicious software from gaining access to your PC through the Internet or a network.

	Domain networks	Connected
Networks at a workplace that are attached to a domain		
Windows Defender Firewall state:	On	
Incoming connections:	Block all connections to apps that are not on the list of allowed apps	
Active domain networks:	nytric.local	
Notification state:	Notify me when Windows Defender Firewall blocks a new app	
	Private networks	Not connected
	Guest or public networks	Not connected



Find “Reactiv Suite” and check all 3 checkmark Domain | Private | Public

## Allow apps to communicate through Windows Defender Firewall

To add, change, or remove allowed apps and ports, click Change settings.

What are the risks of allowing an app to communicate?

[Change settings](#)

Allowed apps and features:

Name	Domain	Private	Public
<input checked="" type="checkbox"/> pluginhost.exe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Print 3D	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Proximity Sharing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Reactiv	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> <b>Reactiv Suite</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Reader Notification Client	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Remote Assistance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Remote Desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Remote Event Log Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Remote Event Monitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Remote Scheduled Tasks Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Remote Service Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

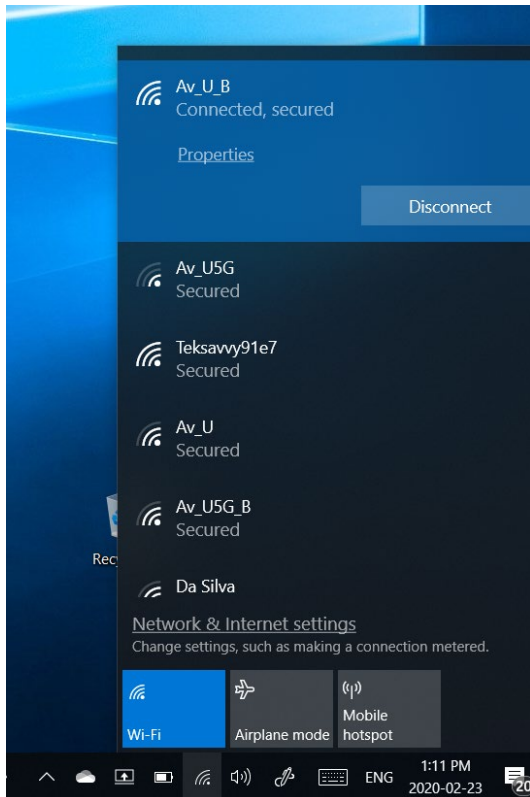
[Details...](#) [Remove](#)

[Allow another app...](#)

## 3.2 Miracast Configuration

Miracast support requires that the WiFi capability is turned on as Miracast uses WiDi (WiFi direct) as a beacon to negotiate and connect with the remote device. As such if the PC is set to airplane mode or if WiFi capability has been turned off, Miracast server might not start properly on boot.

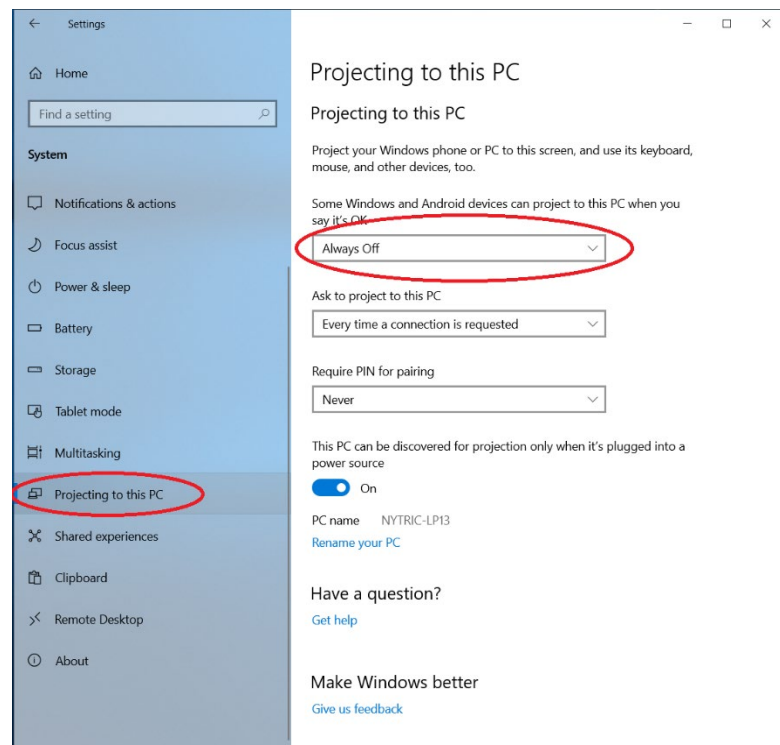
In addition, Windows can start a native Miracast server, via Windows Connect application, that conflicts with Reactiv’s Miracast server. As such the native Windows server must be turned off in order for Reactiv to support Miracast natively.



On the Windows Status bar, click on the WiFi symbol and confirm that WiFi is enabled and networks can be seen.

Under Settings->System, select 'Projecting to this PC'. Select 'Always Off'.

This will ensure that Windows' native Miracast server will not interfere with Reactiv when projecting devices.



## 4.0 Additional Hardware Configuration

Additional peripherals that can be connected to the computer are discussed in this section.

### 4.1 ShadowSense Touch Hardware

This section is only relevant when the user is using Reactiv Suite with a touch monitor that incorporates the ShadowSense touch screen. ShadowSense touch screens work seamlessly with Reactive Suite and offer the best writing experience using the Pen and Eraser. In order to use the Pen and Eraser it is recommended to upgrade firmware on the ShadowSense Touch Hardware to firmware 11.30

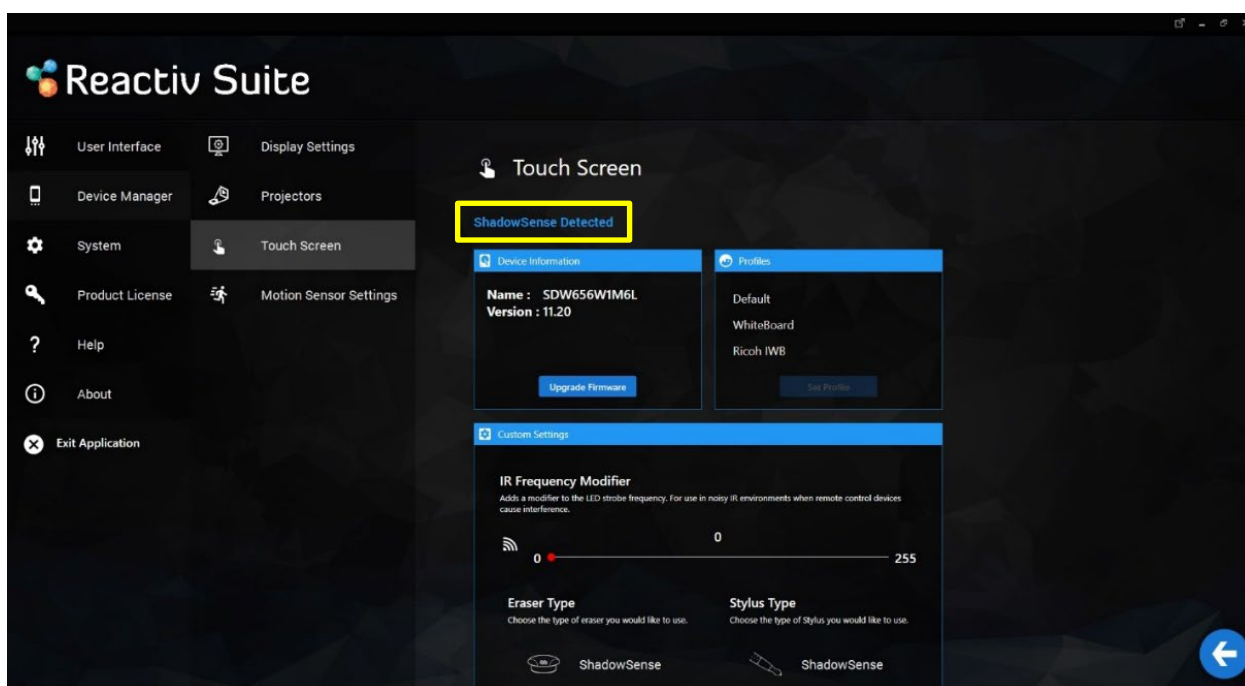
#### Step 1: Identify if the touch monitor is using ShadowSense Hardware

Click on the **Setting wheel icon** located on the bottom right of the screen in Reactiv Suite

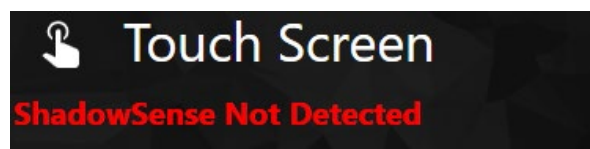


Select **Device Manager>Touch Screen**

If ShadowSense Touch screen is detected it will state it as shown below



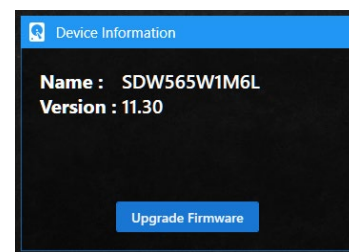
If ShadowSense touch screen is not detected it will state **ShadowSense Not Detected** as shown:



### 4.1.1 Firmware upgrade

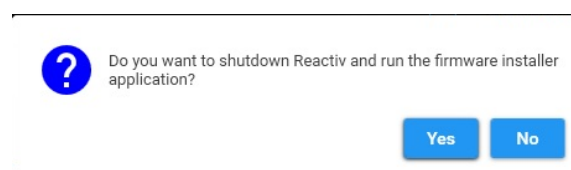
Note the Name and Version number of the ShadowSense Touch Hardware.

This is a SDW656 (65.6" touch frame) device with firmware 11.30



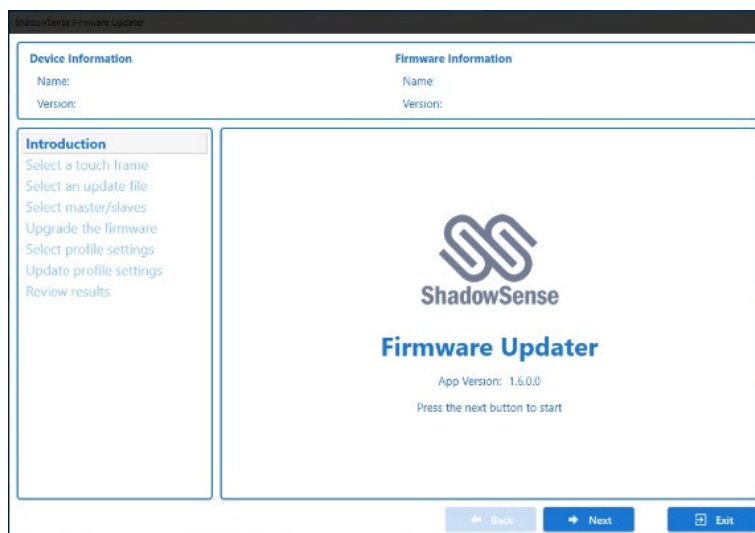
The firmware upgrade file will be named as shown below  
 Firmware-**SDW-656W1-M6L**-XXX-XX-PRD-Ver-**1130**-RETAIL.ZEDFU  
 Note the SDW-656W1-M6L matches the Device Name SDW656W1M6L  
 Firmware version for this is 1130 which corresponds to Version 11.30

Click the **Upgrade Firmware** button. A dialog box as shown below will appear. Click **Yes**.

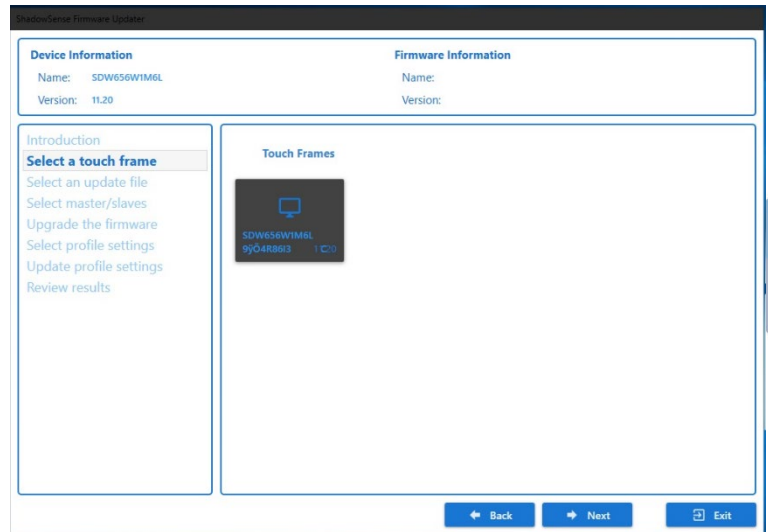


Reactiv Suite will close and the FWInstaller will startup.

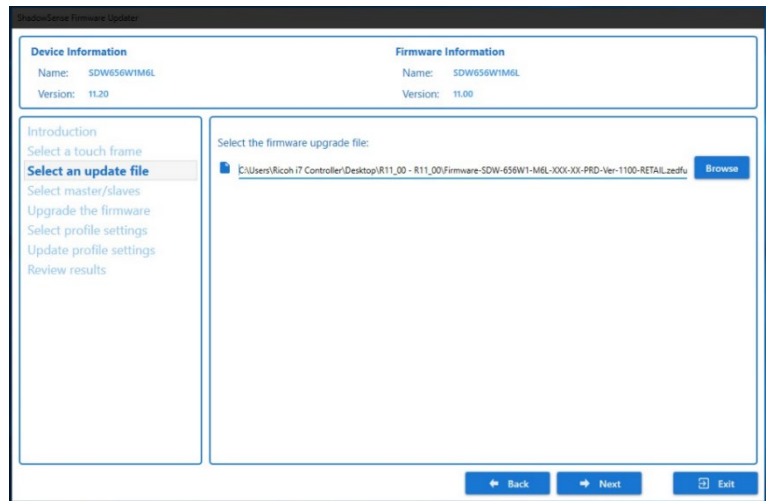
Click the **Next** button.



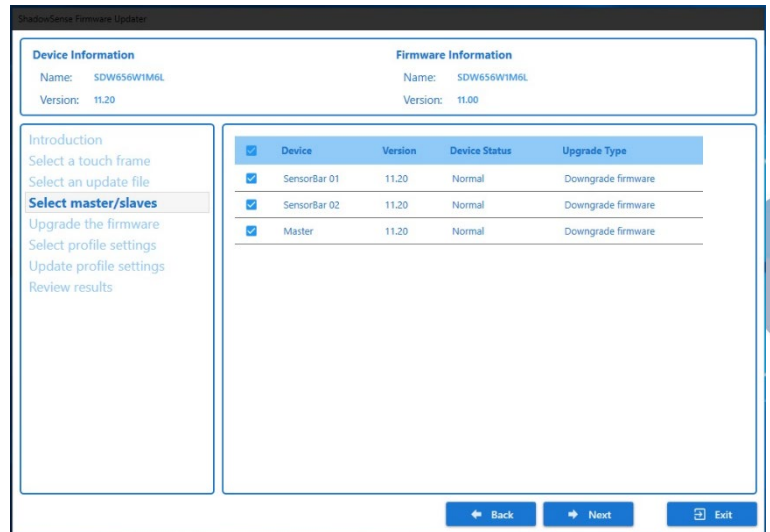
Select the device SDW656W1M6L and  
Click the **Next** Button



Reactiv SUITE ships with the latest  
Firmware file, just match the file to the  
name of the ShadowSense frame noted  
above.

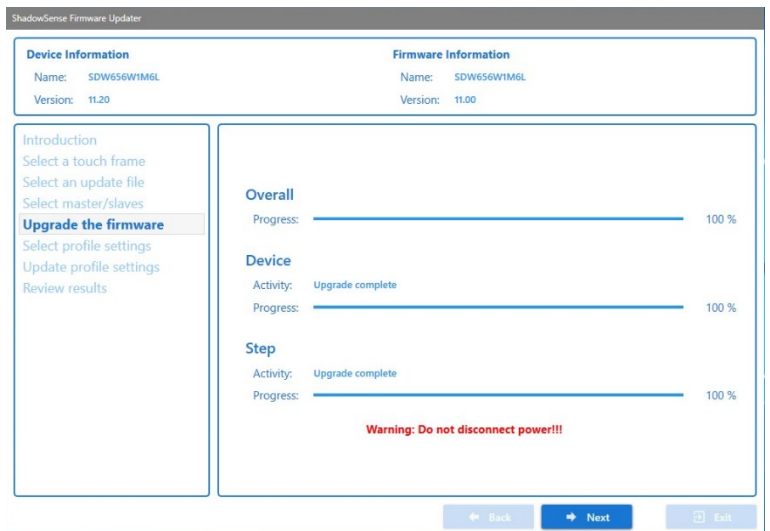


It will list the two sensor bars and master bar ensure there is a check mark beside them and hit **Next** Button.



Firmware upgrading will begin. During Firmware upgrade do not disconnect USB Cable or disconnect power to the monitor.

Once the upgrade is completed select the **Next** button.



Select the **Whiteboard Profile** and hit **Next** button.

The following window will appear after successful upgrade and configuration.

The screenshot shows the 'Select Profile Settings' screen. At the top, there are two columns: 'Device Information' and 'Firmware Information'. Both show 'Name: SDW656W1M6L' and 'Version: 11.20'. Below this is a list of steps: 'Introduction', 'Select a touch frame', 'Select an update file', 'Select master/slaves', 'Upgrade the firmware', 'Select profile settings' (highlighted), 'Update profile settings', and 'Review results'. The main area is titled 'Select Profile Settings' and shows 'Profile: Default' with three radio button options: 'Default', 'WhiteBoard' (selected), and 'DigitalSignage'. At the bottom right, there are three buttons: 'Back', 'Next', and 'Exit'.

Click the **Exit** button and Reactiv Suite will start up again.

The screenshot shows the 'Review results' screen. It has the same header information as the previous screen. The list of steps now has 'Review results' highlighted. The main area contains two success messages, each with a green checkmark icon: 'Firmware upgrade was successful' and 'The touch screen configuration was successfully saved'. At the bottom right, there are three buttons: 'Back', 'Next', and 'Exit'.

### 4.1.2 Verify Pen/Eraser

Click on the **Setting wheel icon** located on the bottom right of the screen in Reactiv Suite



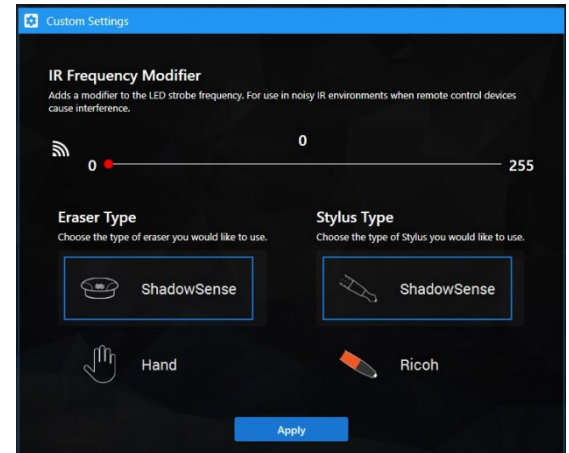
Select **Device Manager>Touch Screen**

Select **Whiteboard** from the Profiles section and hit the **Set Profile** button.

A dialog box will show up informing the user the profile is set.

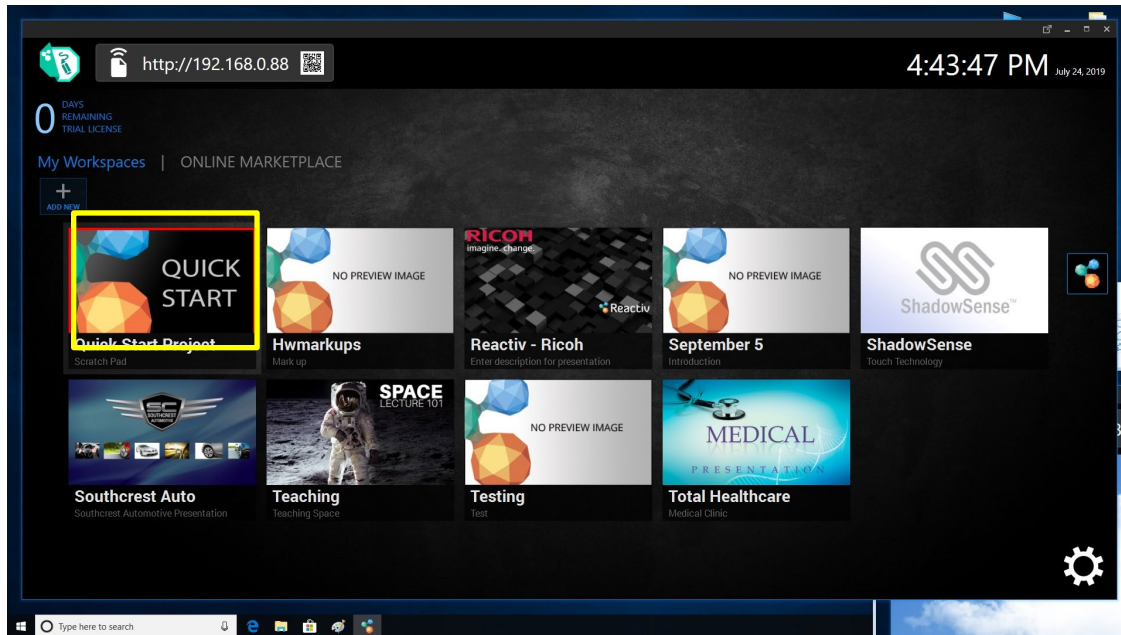


Verify that the ShadowSense pen and eraser have been selected.



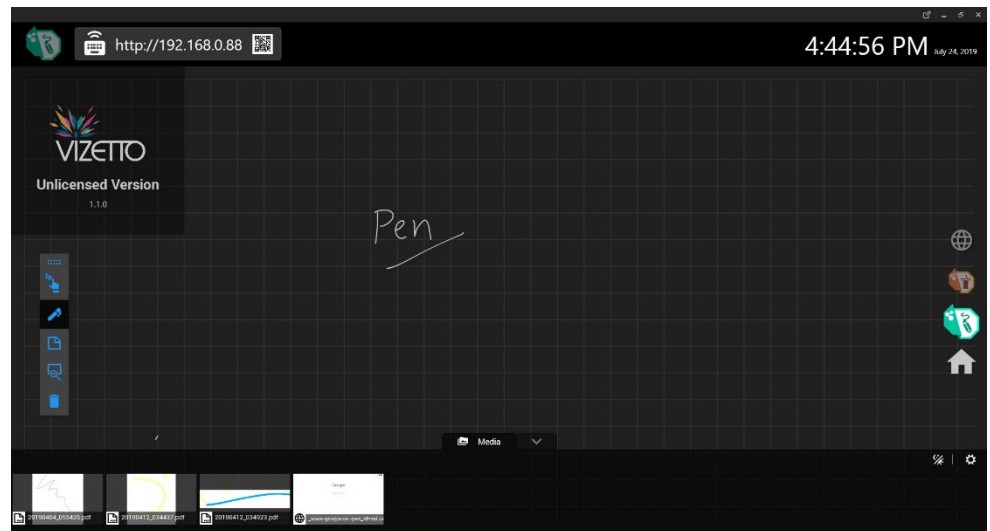


Now its time to test the Pen and Eraser. Open Scribble and select the **Quick Start Project**.



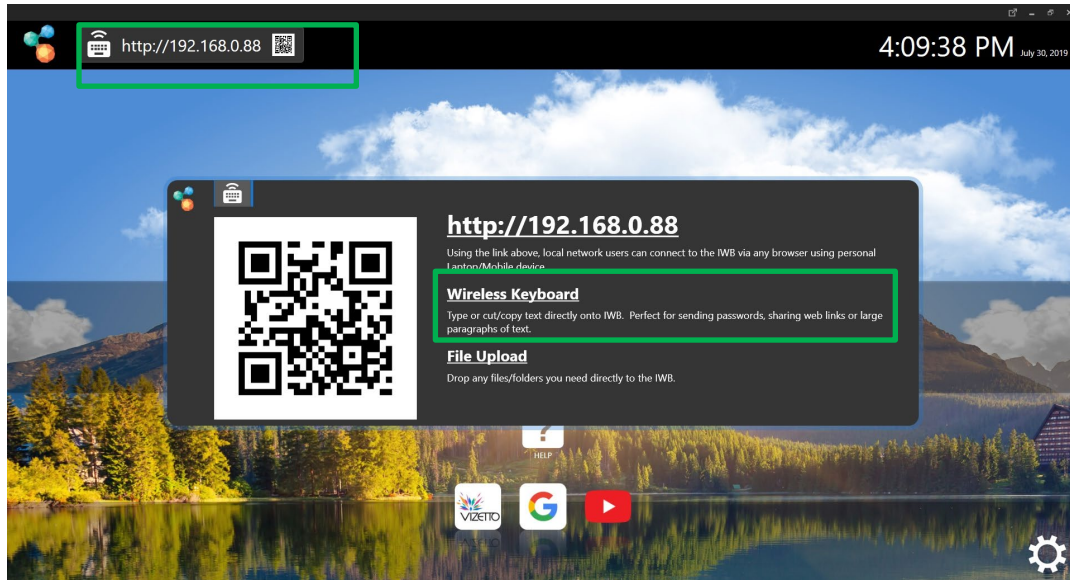
Start writing with the **Pen**.  
It will write as shown  
below.

Use the **Erase** to erase  
the above drawing.

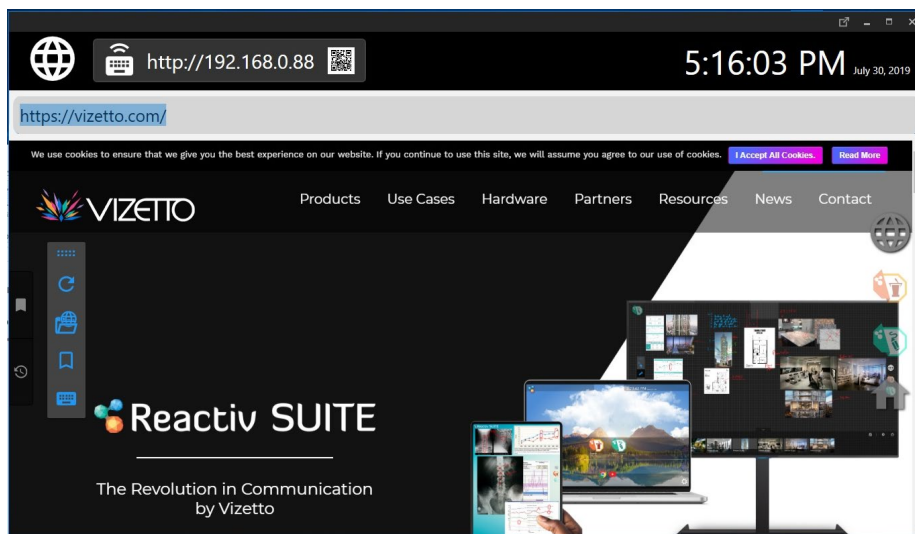


### 4.1.3 Verify Remote Keyboard Functionality

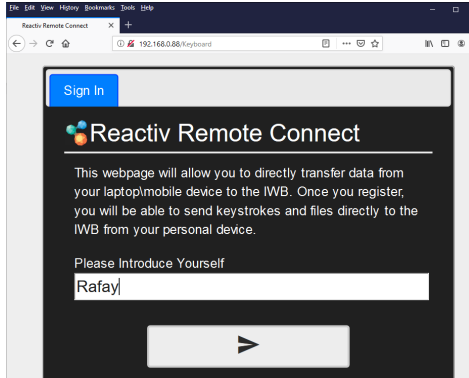
Firmware 11.30 supports remote Keyboard functionality. In order to see if this feature is available click on the wireless keyboard icon on the top left corner. A main dialog window will show up and under Wireless Keyboard if the feature is supported, then it will state the message shown below.



To test for the Wireless Keyboard, open a **stage project** and select the **webpage icon**. Highlight the text field with the vizetto link as shown below. **Delete** the link.

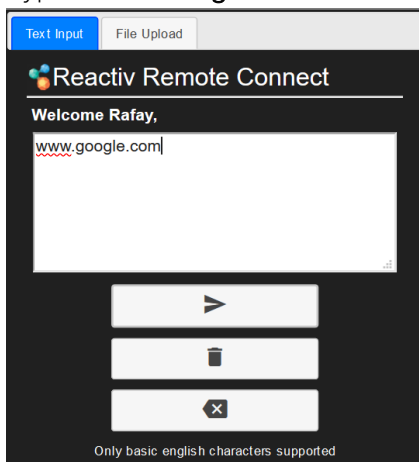


Now Connect another laptop/phone to the same Wi-Fi network the monitor is connected to. Type the **Provided IP Address** in a web browser. Type your **name** on the Sign In screen.

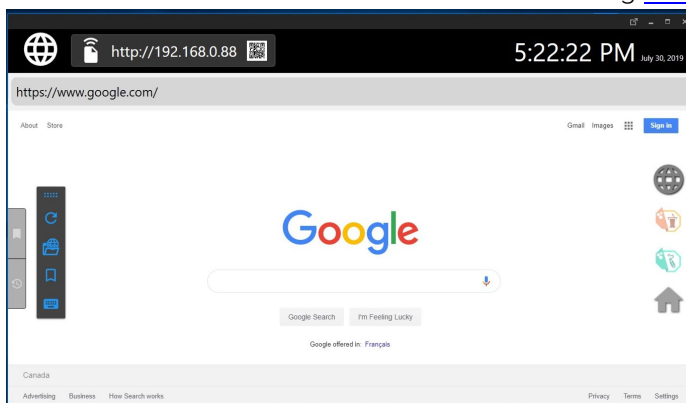


Click the **Arrow** button.

Type the **message** in the text field that will be sent to IWB. Hit the **Arrow** key.



Notice the weblink on Reactiv Suite is now visiting [www.google.com](http://www.google.com)



The Wireless keyboard functionally allows other computers and cellphones connected on the same Wi-Fi network to send text messages to Reactive Suite.

**Note:** The remote Keyboard functionality does not work with IE web browser. Test it with Chrome, Firefox or Microsoft Edge browser.