



PanaCast Whiteboard

– Frequently Asked Questions

- **What is PanaCast Whiteboard?**

PanaCast Whiteboard is a new computer vision capability for the PanaCast 2 camera system that enhances your video collaboration.

- **How does PanaCast Whiteboard work?**

PanaCast Whiteboard allows you to use an existing whiteboard in a conference room or classroom to easily share content with remote participants through video conferencing apps. It automatically corrects distortion of the whiteboard image and improves whiteboard readability.

- **Do I need to install any drivers or applications for PanaCast Whiteboard?**

You need to install the PanaCast Vision application to enable PanaCast Whiteboard. But no additional drivers required. It works with any popular video conferencing applications.

- **What components and support are needed to make Whiteboard work smoothly?**

A Windows device, Windows 7 and up, with Quad-Core i7 processors along with PanaCast 2, PanaCast Vision app, Whiteboard license and (optional) Whiteboard detection indicator.

- **Can I try PanaCast Whiteboard before I buy?**

Yes, the PanaCast Whiteboard trial is free for 30 days. [Try it now.](#)

- **Can I use PanaCast Whiteboard with my existing PanaCast 2?**

Yes, all you need to do is download [PanaCast Vision](#) and activate PanaCast Whiteboard.

- **Are PanaCast Whiteboard licenses transferable between camera units?**

No, the PanaCast Whiteboard license is non-transferable. However, if you have any problems, please do not hesitate to contact us.

- **How do I place my PanaCast 2 camera to pick up/capture the whiteboard?**

The ideal positioning of PanaCast 2 is 3 to 12 feet away from the whiteboard.



- **What types of whiteboard does PanaCast Whiteboard work with?**

PanaCast Whiteboard is designed to work with all types of whiteboards. The video quality can vary based on board's surface.

- **How can I enable or disable PanaCast Whiteboard?**

Click on the Whiteboard icon to easily turn it on/off.

- **Where should I place the indicator on my whiteboard?**

You can place anywhere on the whiteboard. But please leave a 4 inch margin around each edge of the indicator.

- **Do I need to place the camera right in front of whiteboard to detect my whiteboard?**

No, you don't have to place your camera in front of the whiteboard. Just make sure that your whiteboard and indicator is visible to the camera field of view.

- **Can I remove the indicator from the whiteboard once it is detected?**

Yes, you can remove the indicator from your whiteboard once it is detected. But next time when you launching PanaCast Whiteboard, it won't be able to detect your whiteboard automatically. It's always recommended to have this indicator on whiteboard.

- **Do I need to process whiteboard detection every time when I launch PanaCast Whiteboard?**

No, once your board is detected, you can save the coordinates of your detected whiteboard by checking Save Position checkbox. It will remember your whiteboard position and show the same view when you start the Whiteboard.

- **Can I use PanaCast Whiteboard without an indicator?**

Yes, you can use Manual mode and mark your whiteboard manually by simply selecting Manual Mode in the Vision app.

- **If my whiteboard detection won't work, what should I do?**

If you are having the trouble in whiteboard detection, you can (1) click Rescan to detect your whiteboard again, or (2) switch to Manual mode by clicking Manual icon to manually mark your whiteboard.

- **Can I still perform Pan-Tilt-Zoom (PTZ) actions on the video stream when I use PanaCast Whiteboard?**

Yes, you can pan-tilt-zoom the view of the camera while content sharing with remote participants.



- **Why my original video view is blurry when I screen sharing my whiteboard with remote attendees?**

Most of video conferencing applications will optimize the video when you start screen sharing. Sometimes it will reduce the video resolution to provide the best quality for sharing content.

- **Can I enhance the contrast of my detected whiteboard?**

Yes, you can enhance the contrast of your detected whiteboard for better quality and visibility by clicking the Contrast Enhancement button.

- **Will adjusting color controls (brightness, contrast, white balance) in Vision app affect my whiteboard sharing quality?**

No, adjusting color controls won't affect the quality of your detected whiteboard.

- **Can I switch between Virtual mode and Content Share mode when my video conferencing is running?**

Yes, you can switch it by simply clicking on the Virtual or Content Share button in the vision app during your video conferencing sessions.

- **My PC CPU is 100% when I launched Vision and Enabled whiteboard, what should I do?**

Please do not hesitate to reach out to us with all the details. But in timely manner, you can turn off your display in vision app from settings when your whiteboard is enabled. It can free up some CPU load on your PC.

- **What happens if I have changed my whiteboard (movable) direction after detection?**

You will need to rescan or use manual mode to mark the whiteboard again.

- **My whiteboard detection won't work after I turned the Whiteboard on/off. What should I do?**

It's possible that the app is still running the existing session. Please close it from task manager and try it again. Also, please wait for 1 minute to turn it on or off so the existing session will fully close.

- **Can I unplug and plug my PanaCast 2 camera back in while whiteboard detection is running?**

Yes, you can unplug and plug the camera back in while whiteboard detection is running. It will resume back the same stream without any loss.



- **PanaCast Vision displayed “Could NOT initialize camera virtual driver” error message on launch. What is this?**

This might be because of driver signature verification of Vision app. If you are installing PanaCast Vision for the first time on Win 10 or Win 7, this could be the most likely hit issue. We are still working on a workaround for this issue. Meantime, you can manually disable the signature enforcement as stated in the below article, which could resolve the issue and allow you to use the app. Please do not hesitate to contact us if you have any questions.

Ref: <https://www.top-password.com/blog/how-to-disable-driver-signature-enforcement-in-windows-10-8-7/>

For more information, please visit go.getpanacast.com/whiteboard.