



Dolphin Whiteboard Assistant Version 2.0

IT Administrator Guide

1. Overview

This document gives IT Administrators the technical guidance they need to deploy and manage the Dolphin Whiteboard Assistant from [Dolphin Computer Access](#).

It gives you clear, practical steps for installing the Whiteboard Assistant across your school's devices.

It's written with you in mind and focuses on the setup details, system requirements and configuration choices that help you get everything running confidently and without fuss.

Other Guides in this series are:

- [Dolphin Whiteboard Assistant - Teacher Guide](#)
This Guide explains how teachers can use the Dolphin Whiteboard Assistant to enable students with vision impairments to view the classroom whiteboard through their SuperNova Assistive Technology.
- [Dolphin Whiteboard Assistant - Student Guide](#)
This Guide explains how students can use SuperNova to connect and view the teacher's whiteboard with the Dolphin Whiteboard Assistant.

As an IT Administrator, we recommend you study all the Guides to ensure you have a detailed understanding of the setup process. This ensures you can fully support the teachers and students who are using the Dolphin Whiteboard Assistant.

The Dolphin Whiteboard Assistant enables teachers to securely share their display with students who are vision impaired and using SuperNova Assistive Technology.

The Dolphin Whiteboard Assistant is compatible with the Windows operating system.

Learn more about the Dolphin Whiteboard Assistant at:

 <https://yourdolphin.com/Whiteboard-Assistant>

2. Downloading the Dolphin Whiteboard Assistant

The Dolphin Whiteboard Assistant installation package is an MSI file. The MSI file and your organisation's "Key File" are sent to the email account used to sign up for the Dolphin Whiteboard Assistant.

- To sign up, visit: yourdolphin.com/Whiteboard-Assistant-Form
- If you no longer have access to the file, please [Contact Support](#)

3. Installing onto the presenters' devices

We recommend deploying the Dolphin Whiteboard Assistant MSI to all devices used by teachers to present lessons that are viewed by students with a vision impairment.

A restart is required after installation.

The Dolphin Whiteboard Assistant does NOT require installation onto the student's device.

You can use the MSI file to manually install the Dolphin Whiteboard Assistant onto each system. You can also use the following install / uninstall commands:

- Silent install – automatic restart
`MSIEXEC /i "Dolphin Whiteboard Assistant.MSI" /QN /FORCERESTART`
- Silent install – no restart
`MSIEXEC /i "Dolphin Whiteboard Assistant.MSI" /QN /NORESTART`
- Standard silent install
`MSIEXEC /i "Dolphin Whiteboard Assistant.MSI" /QN`
- Silent uninstall
`MSIEXEC /X "Dolphin Whiteboard Assistant.MSI" /QN /NORESTART`

4. Connection Methods

4.1 Supported connection modes

Dolphin Whiteboard Assistant supports two connection modes:

- Different Networks (Relay Server Method).
- Same Network.

The options shown in the Dolphin Whiteboard Assistant reflects the connection method your organisation has adopted. Before continuing, ensure you are clear on the connection method to be used by your organisation.

4.2 Different Networks (Relay Server Method)

Use this method when presenter and learner devices are on **different networks or subnets**.

4.2.1 Requirements

Network requirements:

- **Address:** whiteboard.yourdolphin.com
- **Port:** 52345

The address and port need to be accessible on the devices used by both the presenter and student.

4.2.2 Activating Organisation ID

To enable this method and add your organisation details to the device:

1. Place keyfile.txt in the application directory (C:\Program Files (x86) \Dolphin\Whiteboard Assistant).
2. If required, restart the Whiteboard Assistant software.

Tip: The keyfile.txt is sent to the email account that was used to sign up for the Dolphin Whiteboard Assistant.

4.3 Same Network (Direct Connection Method)

Use this method when all devices are on the **same local network** and can communicate directly with each other.

The following sections (Port Configuration, Firewall, Routing, VPN, Port Forwarding) apply **ONLY** to this method.

4.3.1 Requirements:

Network requirements:

- Devices must be directly reachable.
- The whiteboard device must have:
 - A resolvable hostname **or**
 - Static IP address (recommended).
- The selected port must:
 - Be open between devices
 - Not conflict with other applications
 - Default: **5900**

4.3.2 Port Configuration (Same Network Only)

To change the port:

1. Launch Dolphin Whiteboard Assistant.
2. Open Settings.
3. Enter the desired port number in the **Port** field and select the “OK” button.
4. Ensure teachers and students are aware of the port number change as students must configure SuperNova Whiteboard Settings to use the same port number.

4.3.3 Firewall Configuration (Same Network Only)

The installer configures **Windows Firewall** automatically.

For third-party firewalls, ensure:

- The application executable is not blocked: C:\Program Files (x86)\Dolphin\Whiteboard Assistant\whiteboard_assistant.exe
- The selected port (default **5900**) is open between devices.

4.3.4 Network Configuration Options (Same Network Only)

A. Routing & Port Forwarding

- **Routing:**
Ensure subnets can communicate directly.
- **Port Forwarding** (if the whiteboard device is behind a router):
Forward port **5900** (or chosen port) to the device’s internal IP.
- **Firewall Rules:**
Allow inbound/outbound traffic on the selected port.

B. VPN (Virtual Private Network)

- Establish a VPN tunnel between locations.
- Once connected, access the whiteboard device using its **internal IP**.

5. Troubleshooting

5.1 How to obtain the keyfile.txt

The keyfile.txt is sent to the email account used to sign up for the Whiteboard Assistant.

Please contact Dolphin Support if you no longer have access to the file: [Contact Support](#)

5.2 How to resolve video performance issues

If your students experience any issues with video playback, ensure that the “Enable Video Frame Support” option is enabled in the Dolphin Whiteboard Assistant Settings:

1. Launch Dolphin Whiteboard Assistant.
2. Open Settings.
3. Select “Enable Video Frame Support” checkbox.
4. Select "OK" to apply the change.

5.3 More troubleshooting solutions

For more troubleshooting advice, visit:

 [Troubleshooting Whiteboard Assistant](#)