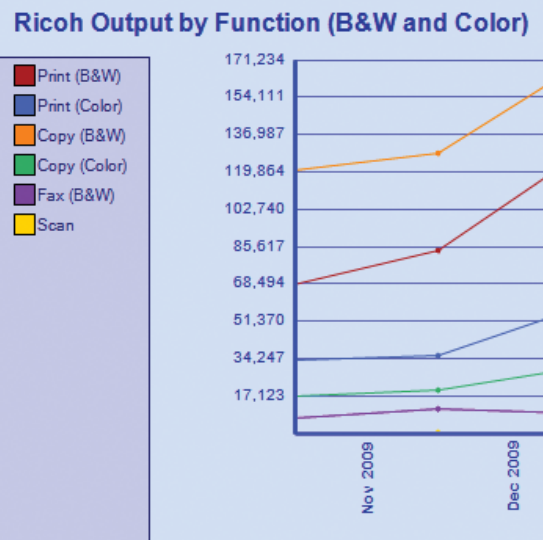


@Remote™ Office
Intelligent Remote Management System
Improve Uptime and Reduce Fleet Costs

RICOH



monitor



manage



optimize

Ricoh @Remote™ Office

Enhance the Visibility of Your Fleet

Managing a fleet of networked printers and MFPs is expensive, time-consuming and a constant challenge. That's why you need the @Remote™ Office Intelligent Remote Management System from RICOH®. This innovative solution enables administrators to manage up to 100 or 1,000 Ricoh devices.

@Remote Office monitors usage data from networked devices and securely transmits it to the Ricoh data center, where it is transformed into valuable reports that show exactly how to increase productivity and dramatically reduce costs. @Remote Office also elevates service with the ability to generate alerts and automate select management tasks, reducing operator intervention and improving uptime for Ricoh devices.

@Remote Office runs on a secure appliance attached to your network.



Intelligent Automated Secure Proactive

Maximize Fleet Efficiency

@Remote Office generates usage reports that are available online. Access them at any time to see how to boost fleet efficiency and minimize operating costs.

- Manage 100 Ricoh devices and monitor another 500 right out of the box, or expand @Remote Office to manage up to 1,000 Ricoh devices and monitor up to 1,500 devices by adding memory and storage options.
- Automate certain device management services, including meter collection and submission, critical service event submission and low toner alerts.
- Access a secure Web portal to review detailed fleet reports. Compare full-color and black & white output for Ricoh devices, along with other metrics, to ensure the fleet is operating at peak capacity.
- Examine print, copy and/or fax volumes from managed Ricoh devices to identify under- or over-utilized systems, reallocate resources and find optimal device placement.
- Track trends in energy and paper consumption on your managed Ricoh devices over time and make better decisions about sustainability policies with @Remote Green Reports.



Fleet population utilization reports show a variety of critical metrics using simple, intuitive graphics for Ricoh and third-party devices.

Eliminate Manual Meter Reading

@Remote Office automatically provides accurate meter billing information with zero user intervention.

- Collect and submit meter counts automatically on a regular schedule.
- Reduce the risk of errors and enhance the accuracy of invoices.
- Free up the time normally devoted to performing manual meter reads.

Units	Ratio (%)	Total
129	24.8	2,876,747
83	16	2,086,564
69	13.3	4,582,285
61	11.7	9,281,799
48	9.2	2,741,014
33	6.3	551,084
19	3.7	941,805
17	3.3	1,848,801
10	1.9	2,710,646
8	1.5	437,818
7	1.3	81,738
4	0.8	21,700
4	0.8	2,017,476
2	0.4	408,480
1	0.4	408,480

Gain insight regarding your fleet. @Remote Office collects detailed device information and presents it in a way that is easy to interpret.

Innovative Fleet Management

@Remote Office gives administrators unprecedented power to improve service and enhance productivity — all while reducing total cost of ownership.

- Notify service providers automatically. When a Ricoh device requires service, @Remote Office sends a message that includes detailed diagnostic information.
- Alert administrators before potential issues develop. @Remote Office can be configured for Ricoh devices to send warnings about low toner or critical service events.
- Schedule and complete firmware upgrades remotely through @Remote Office to optimize Ricoh device performance.



@Remote Green Reports make it easy to visualize trends in CO₂ savings, power usage and paper consumption for Ricoh devices. **

Secure Communication

@Remote Office is designed to maximize information and network security.

- Meet demanding network communication security requirements with the highly secure HTTPS standard protocol for @Remote Office.
- Expect outstanding security and reliability. @Remote Office supports requirements for Information Technology Security Certification, Common Criteria ISO/IEC 15408.*
- Keep the network safe without increasing the burden on IT. @Remote Office is set up and installed by a Ricoh service provider and requires no on-site support.

* Certification is pending.

** CO₂ emissions source: USEPA – Department of Energy (See Section 1605(b) Energy Policy Act of 1992). Forest consumption source: www.conservatree.com/learn/EnviroIssues/TreeStats.shtml. For power usage, Green Reports show the amount of time a device spends in standby mode/energy saver mode/off, tracking and trending on a month-to-month basis.

Ricoh @Remote™ Office

Specifications

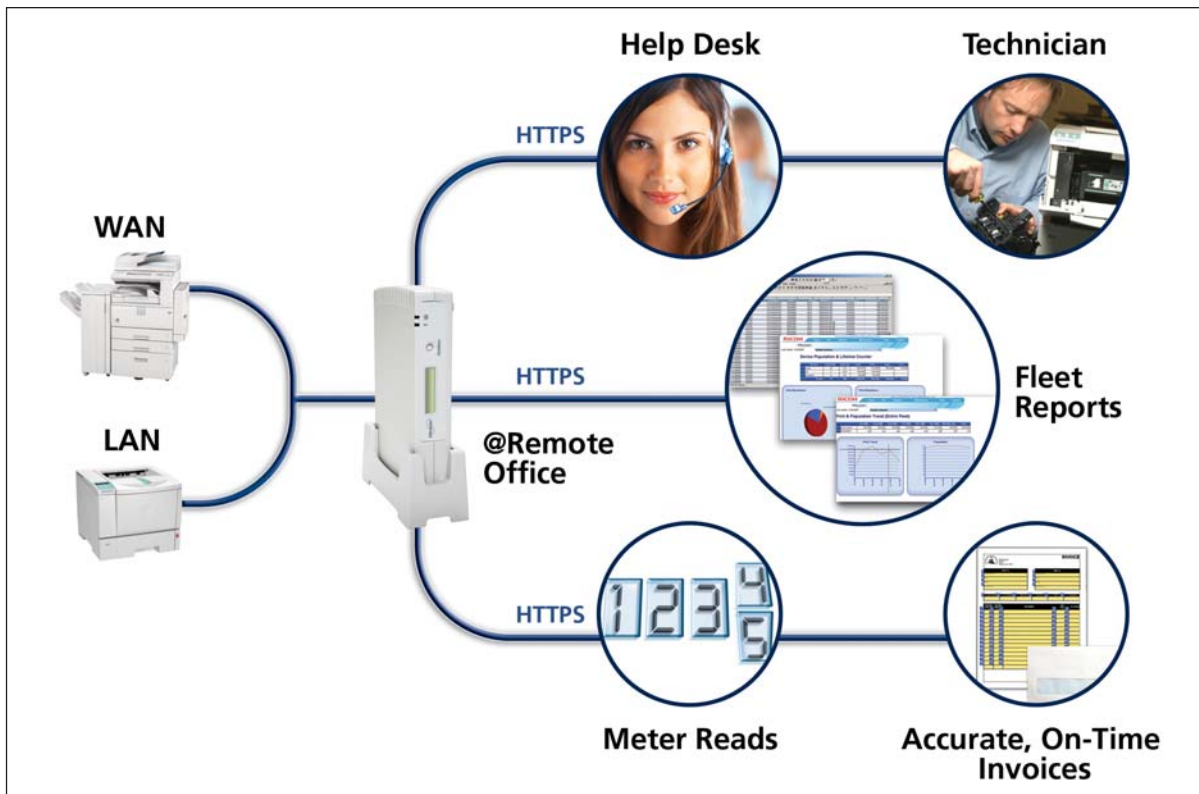
@Remote Office

Equipment Type:	Remote Communication Gate Type A (Network Type)
Configuration:	Thin Server-Type Appliance
Connectivity:	Ethernet
Interfaces:	Two Ethernet Interfaces: LAN Port and PC Port; Power Socket
Platform/Software:	Linux/Wind River Linux 2.0/Power PC
Displays:	(2) LEDs – 1 Power and 1 Alert (1) LCD – 2 Lines, 16 Digits
Protocols:	TCP/IP, SNMP v1/v2/v3, HTTPS, SOAP, SMTP, DHCP
Devices Monitored:	Standard: 500 networked printing devices per appliance Optional: Expandable to 1,500 networked printing devices per appliance

Devices Managed:	Standard: 100 networked Ricoh printing devices per appliance Optional: Expandable to 1,000 networked Ricoh printing devices per appliance
Meters Acquired/ Reported:	Ricoh Devices: Print, Copy, Fax and Scan, as well as Black & White and Color ¹ Legacy and Non-Ricoh Devices: Total Print Meter ¹
Battery:	Coin Type
Self-Diagnostics:	Power on self-test
Environment:	50° to 89.6° F, 15% to 80% relative humidity
Power Source/ Consumption:	120V, 60Hz/ 20W or less

¹ Information varies based on device compatibility.

Dimensions:	H 10.23" x W 3.03" x D 7.55" (including stand)
EDP Codes:	Remote Communication Gate A: 415135 Remote Communication Gate Memory 1000: 420404 Remote Communication Gate Storage: 420405
Package Contents:	Remote Communication Gate Appliance, Stand, AC Adapter and Power Cable, Setup Guide, LAN Cable
Weight:	2.2 lbs. (including stand)
Security Certification:	Pending for ISO15408 Common Criteria Information Technology Security Certification: EAL Level 3



@Remote Office gives organizations an easy way to automate service calls and supply alerts, make better fleet management decisions, and eliminate manual meter collection and submission.

RICOH
www.ricoh-usa.com

Bringing Ricoh Value to Your Organization

Ricoh technology offers a diverse portfolio of solutions to help your organization stay competitive and move ahead. Let Ricoh show you how to empower your business to improve critical processes, keep information secure, ensure compliance and promote environmental sustainability while reducing the total cost of ownership.

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@Remote
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