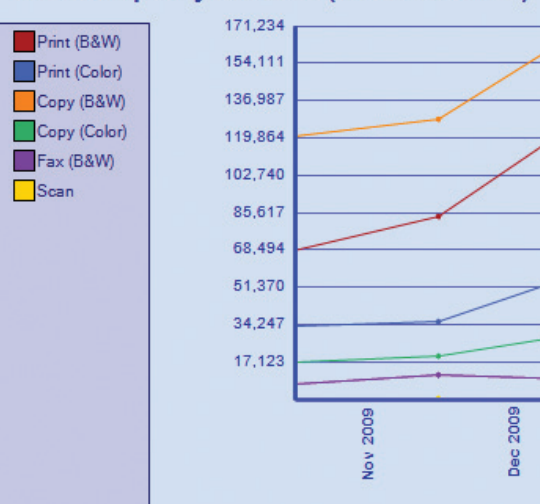


@Remote™ Office/
@Remote™ Office 1000

Intelligent Remote Management Systems
Improve Uptime and Reduce Fleet Costs

RICOH

Ricoh Output by Function (B&W and Color)



monitor



manage



optimize

Ricoh @Remote™ Office/@Remote™ Office 1000

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®. Offered in two versions to meet the needs of various fleet sizes, @Remote Office is ideal for administrators with up to 100 Ricoh devices while @Remote Office 1000 is designed for organizations with up to 1,000 Ricoh devices.

@Remote Office monitors equipment 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.



IntelligentAutomatedSecureProactive

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 with @Remote Office 1000 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.*

Eliminate Manual Meter Reading

@Remote Office automatically provides accurate meter billing information with little to no 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.

Innovative Fleet Management**

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

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

Secure Communication

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

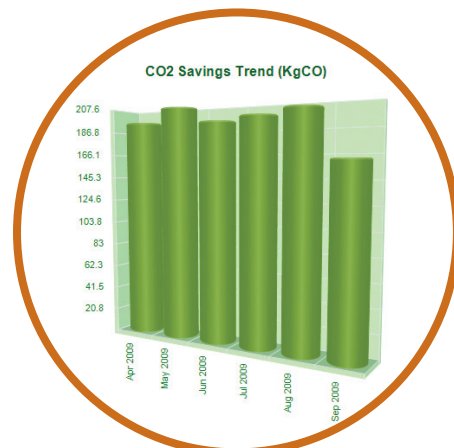
- Meet demanding network communication security requirements with the highly secure HTTPS standard protocol.
- Expect outstanding security and reliability. @Remote Office supports requirements for Information Technology Security Certification, Common Criteria ISO/IEC 15408.
- Keep the network safe without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



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

Units	Ratio (%)	Total	
129	24.8	2,876,747	2,876,747
83	16	2,086,564	1,586,564
69	13.3	4,582,285	3,372,285
61	11.7	9,281,799	7,126,799
48	9.2	2,741,014	2,246,014
33	6.3	551,084	551,084
19	3.7	941,805	683,805
17	3.3	1,848,801	1,326,801
10	1.9	2,710,646	2,710,646
8	1.5	437,818	437,818
7	1.3	81,738	81,738
4	0.8	21,700	21,700
4	0.8	2,017,476	2,017,476
3	0.4	408,487	408,487
2	0.4	408,487	408,487

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



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

* 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.

**Ability to deliver select services is in part dependent upon the service provider.

Ricoh @Remote™ Office/@Remote™ Office 1000 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 Color¹
Legacy and Non-Ricoh
Devices: Total Print Meter¹

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

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: ISO15408 Common Criteria
Information Technology
Security Certification:
EAL Level 3

@Remote Office 1000

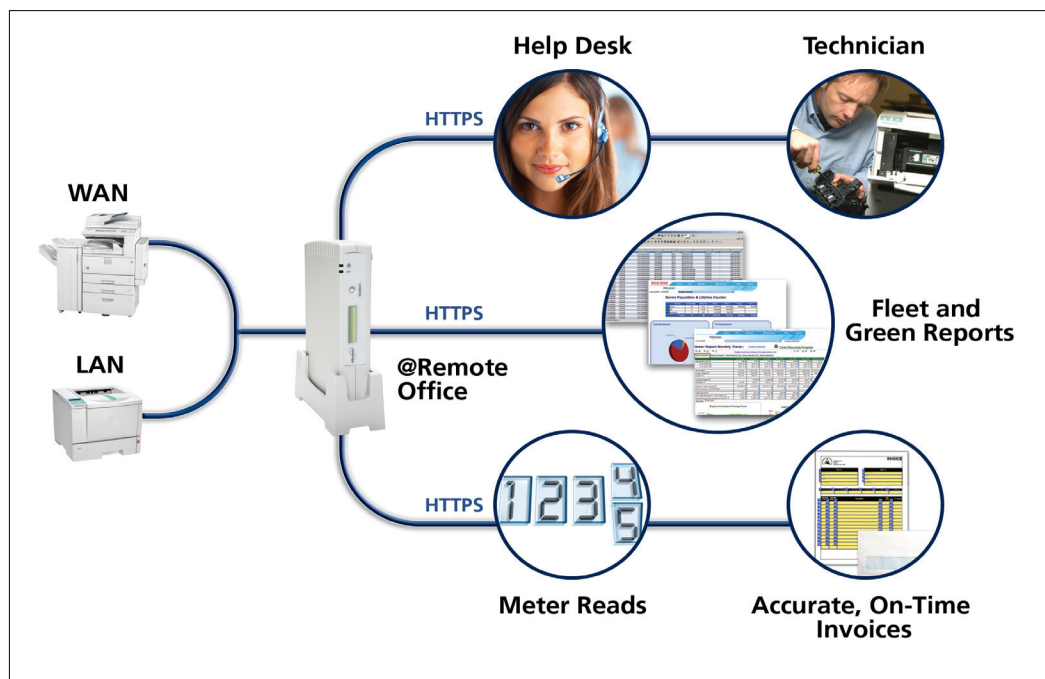
Specifications for equipment type, configuration,
connectivity, interfaces, platform/software, displays,
protocols, meters acquired/reported, battery, self-
diagnostics, environment, power source/consumption,
dimensions, package contents, weight and security
certifications are the same as @Remote Office.

EDP Code: 006461MIU

Devices Monitored: 1,500 networked print
devices per appliance

Devices Managed: 1,000 networked Ricoh print
devices per appliance

¹ Information varies based on device compatibility.



@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

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@Remote
Office

Our earth,
Our tomorrow