



Manage your fleet of print devices the intelligent way with @Remote

Moving Ideas Forward



RICOH

IT Services Office Solutions Production Printing Managed Document Services



Automated support from Ricoh

Does keeping track of your network printers and multi-functional devices sometimes feel like a full time job?

@Remote from Ricoh puts you back in control

Ricoh's intelligent remote device management system monitors exactly how much and how often your print devices are being used. It can also identify opportunities to reduce your running costs – making @Remote the faster, more efficient way to manage your machines.

With @Remote you no longer have to check your devices manually, saving you time and money, and freeing you to focus on your core business. @Remote provides:

- 1. Automatic meter reading** – no more manual readings, resulting in enhanced billing efficiency and accuracy.
- 2. Automatic toner replenishment** – your machines need never run out again, helping you to maximise their usage.
- 3. Automatic fault notification** – alerts Ricoh when a fault occurs and provides a diagnostic report. Faults are fixed quickly – meaning less downtime.
- 4. Detailed usage reporting** – puts you in control of your machines, helping with asset optimisation and monitoring total cost of ownership.

No more running around

Once @Remote is connected, readings can be transmitted and invoices created automatically – no more doing the rounds on foot, checking and re-checking readings and then filling in forms. Not only will this do wonders for your productivity, it can also reduce your admin costs – and eliminate human error.

@Remote even knows when your toner is low and orders a replacement cartridge before the old one runs out. So instead of downtime, you get smooth and efficient printing when you need it.

Put your data to work

@Remote can supply detailed information to help you get a better handle on your networked devices. Operational data is collected automatically and securely transmitted over the Internet to our data centre.

Once received, we process the data into useful reports, accessible to you and your colleagues via the @Remote web portal. The reports provide key insights to help you effectively manage and optimise the print devices found throughout your business.

Reports include:

Device Activity Reports – illustrating all aspects of device usage in all modes, including copy, print, fax and scan functions. For example: you'll be able to track all black and white and full colour usage, as well as trends by vendor and network locations.

Device Volume Reports – enabling you to examine copy or print volumes by device and identify any under or over-use. This means you can re-allocate resources and make sure your devices are well placed for more efficient use.

Green Reports – providing intuitive graphs and visual displays to evaluate power consumption, paper usage and related CO2 emissions of your @Remote enabled print devices. Use Green Reports to help set company reduction targets, identify areas where savings could be made, and evaluate monthly results.

Complete security

At Ricoh, we're not just concerned with your productivity, but your security too. @Remote provides:

- High levels of data integrity using secure communication paths (similar to online banking).
- Outbound communication via HTTPS.
- Information Technology Security Certification.

In addition, you get complete automation, set-up and installation – without the need for on-site IT support.



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Technical Specifications

Equipment Type	External Remote Communication Gate
Configuration	@Remote Appliance
Managing Service	Networked MFPs and Printers
Maximum Number of Managed Print Devices (Enhanced Option)	100 (1000)
Connection Required to Network MFPs or Printers	Ethernet
Interface	10/100 BASE TX
Operating System	Wind River Linux 2.0 / Power PC
Display	LCD: 2 lines, 16 digits LED: Power (green) x 1, Alert (red) x 1
Communication Protocols	HTTPS, SNMP v1 / v2 / v3
Meters Acquired and Reported	Ricoh Devices - Print, Copy, Fax and Scan ¹ , Legacy and Non-Ricoh Devices - Print Meter ¹
Environment	10 – 32° C (50 – 89° F), 15 – 80% Relative Humidity
Power Source / Consumption	AC 220 – 240 V, 50 Hz / 20 W
Dimensions	W 253 x L 160 x H 48 mm (without stand) W 260 x L 192 x H 77 mm (with stand)
Weight	0.8 kg (1.0 kg with stand)
Package includes:	RC Gate, Stand, AC Adapter and Power Cable, Setup Guide, NIC Cable
Option	Wireless LAN Card (Enables wireless LAN communication)
Security Certification	Common Criteria for Information Technology Security Evaluation Version 3.1 (Assurance Level: EAL3)

¹ Information varies based on device compatibility

* Patent Pending. Specifications and external appearance are subject to change without notice

* For details on the @Remote Licence Agreement visit: www.ricoh.eu/Binary/UserAgreement.pdf

About @Remote from Ricoh

Ricoh is committed to helping you reach your goals – from increasing the productivity of your workforce to reducing the time and money spent on managing your print devices.

As well as the benefits that come with automated meter readings, toner replenishment and accurate device knowledge, you can also use @Remote technology to apply a predictive service model and automate service call notification.

With Ricoh, you get an experienced business partner with the expertise to help you implement an efficient, effective document management strategy.

Save time and reduce your running costs with @Remote

To learn more about @Remote:

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