SmartMeter for print devices

How to get your devices connected to SmartMeter

Unlocking the benefits of Ricoh's automated services

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What is SmartMeter?

SmartMeter (which uses @Remote technology) is our service that automates tasks such as toner ordering and meter readings to save you time and ensure accurate billing.

The data gathered from your devices is also available in an '@Remote Reporting Portal', where you can find print volume analysis and green reporting to help you manage your printing.

RICOH SMART METER

@Remote™
Intelligent Remote Management System

Automated Meter Readings

Automated Toner Ordering

Print Management Reporting

How to get connected

Setting your printers up requires collaboration with your IT team, as SmartMeter is configured to your network environment. Rest assured that this is done in a way that satisfies even the most stringent security requirements - a White Paper for this is available on request.

To connect to SmartMeter services, follow these steps:

Step 1

1

Speak to your IT team and share the requirements below:

Essential information for your IT team

For our automated print services to work correctly, please ensure you prepare the network in advance of your installation. Allow outbound traffic to the endpoints below. Please note all communication uses https (443), and SSL Packet inspection will need to be bypassed.

If you have any queries, please email smartmeter@ricoh.co.uk or call us on 01604 667839.

133.139.21.122	210.173.216.61
133.139.21.126	210.173.216.62
210.173.216.59	210.173.216.63
210.173.216.60	

Step 2

2

Ensure the print device is networked and capture the IP address.

Step 3

3

Contact our SmartMeter team to confirm the specific actions required (which is determined by the method of connection and any existing SmartMeter installation).

Different set ups below:

SLNX ('Streamline' with @Remote connector)

SmartMeter software is hosted on a server within your network and your IT team will need to add the devices by accessing the server.

Physical appliance or Connector NX/ DMNX software

Your IP addresses can be added to search your network to discover devices. This can be completed by our SmartMeter team or your IT team.

No software/appliance

Device connected using its built-in functionality. This can be completed by your IT team.

Embedded functionality instructions

To connect via the embedded technology in your device, this will require your IT team to log into the device to connect.

To do so, follow these simple instructions

1. Access the device using its IP address in an internet browser address bar

2. Top right, click Log In – the default username is "admin" the password is model dependent, for IMC devices the password is "system@emea".
For all other models it is blank.

3. Left hand menu – Configuration

4. On right hand side, Set Up RC Gate

5. Enter the activation code - **available from SmartMeter**

6. Click Confirm (wait whilst this process is completed)

7. When this comes back OK, click Program

8. When this comes back OK the device is registered

9. If it fails at Confirm, it should give an indication

Destination IP address details:

- The protocol used is HTTPS (443)
- Web filtering/SSL inspection will cause the connection to drop
- Contact the SmartMeter team for an activation code and any further support, if required

210.173.216.59	210.173.216.62
210.173.216.60	210.173.216.63
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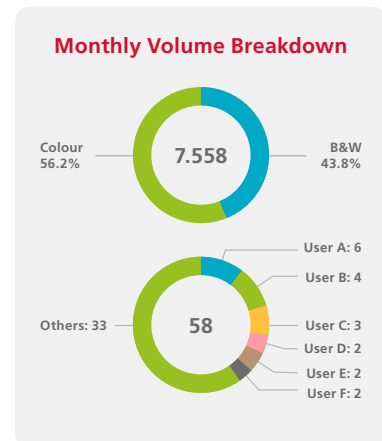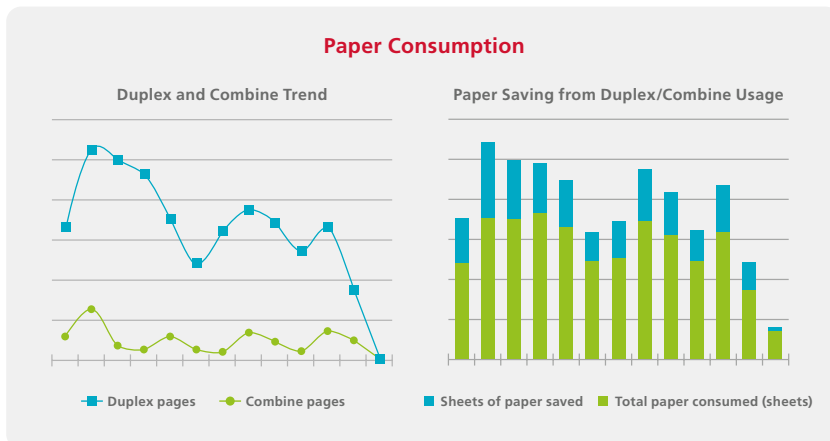# Accessing your print insights via @Remote Reporting Portal

Manage your print devices within the @Remote Reporting Portal – atremote-portal.eu/NXLogin

View detailed reports, including monthly trend reporting which shows the split by function (copy/scan/print) and job type (colour/mono), green reporting including paper and energy consumption and environmental sustainability reporting which shows CO2 trends.

You can also review the last date a device was connected to identify any disconnections.

The SmartMeter team can support you to set up email alerts to highlight devices offline for four or more days.

Please note - The @Remote Reporting Portal provides statistics associated with your fleet only if you have a hardware appliance or software SmartMeter installation.

Paper Consumption

Duplex and Combine Trend

Paper Saving from Duplex/Combine Usage

- Duplex pages
- Combine pages
- Sheets of paper saved
- Total paper consumed (sheets)

Monthly Volume Breakdown

Colour 56.2%

7.558

B&W 43.8%

Others: 33

58

User A: 6
User B: 4
User C: 3
User D: 2
User E: 2
User F: 2

Maintaining connection

Please be aware of the critical IT dependencies below to maintain your automated SmartMeter services.

- Services are reliant on the continuous connection of your device(s) to your network.

- The network needs to be maintained by your IT to allow automated requests, including toner to be received by Ricoh and orders created. Ricoh requires advance notification of any network changes e.g., firewall rules, IP address changes or change in internet provider (as these will prevent the solution working).

- SmartMeter appliances search areas of your network as defined by your IT only. Please notify us of any device moves or changes to IP structure/address as these are likely to stop automation.

- Changing the default account password (or the SMNP community string settings) on your print device can prevent toner ordering. Please contact us in advance of changes.

- Swapping part used toners between devices will prevent automatic replenishment working.

- If your device displays on the operating panel the message Supplies Order Failed (or similar) this means that the device has not ordered toner automatically due to a network issue. You will need to order via eService and notify your IT.

Automated toner orders, incident requests and meter readings will not be created while a device cannot communicate back to our data centre due to disconnection from your network or SmartMeter server/ appliance. In this instance, please raise orders and incidents via eService.

Ricoh eService

Our upgraded eService portal (ricoh.co.uk/eservice) is a convenient online platform that allows you to manage your print at any time, whether you have SmartMeter services or not.

You can instantly raise and track incident or consumable requests (inclusive contracts only) at any time, 24/7. If you don't have SmartMeter services set up, eService is a self-service platform that allows you to:

- Order and track toner and other consumable items (toner needs to be ordered when the device indicates low)

- Quickly submit and set up reminders for meter readings (to ensure accurate ongoing billing)

- Place incident requests for a service engineer

Need further help on SmartMeter or eService?

SmartMeter Team

Email: smartmeter@ricoh.co.uk

Call: 01604 667839

eService Team

Email: eservice@ricoh.co.uk

Call: 01604 667816

For all other Consumables support

To support our services, our dedicated Consumable Management Team should be the first point of contact for all queries regarding toner requirements.

Consumable Management Team

Email: ricoh.consumable@ricoh.co.uk

Call: 0330 123 0311

Available Monday - Friday, 8am to 6pm (excluding Bank Holidays)

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