RICOH Intelligent Support

With Web Help solutions and fast support on demand, you're always in control

RICOH
imagine. change.

RICOH Intelligent Support, a multi-faceted new service platform, is revolutionising the concept of customer assistance by turning device maintenance and management on its head. Delivering round-the-clock supervision, maintenance and automatic updates, RICOH Intelligent Support is designed to keep work flowing and ensure continual, outstanding device performance.

When issues do arise, as they occasionally will, this sophisticated platform offers a range of support capabilities – from smart self-help tools and Remote Panel Operation enabling fast fixes to straightforward issues, to remote access support which enables a Ricoh expert to solve an issue via remote access to the device – to keep your device up and running around the clock for maximum business productivity.

With this powerful suite of tools, RICOH Intelligent Support is ever-present and always-on, putting you in control to achieve non-stop performance.

Web Help

Web Help is an in-built support function of Ricoh devices that lets users adjust settings and perform quick fixes on the spot, via access to a fully integrated suite of support resources online, on-site and on demand.

Web Help provides you with a direct link from the smart operation panel to a vast database of device information, Frequently Asked Questions and how-to tips. But Intelligent Support means that this web content is targeted to address whatever functions are showing on your device's display panel. So once your device is connected to the internet, when you see a question mark symbol in the upper right corner of the Smart Operation Panel, you'll always receive specific help and support that's relevant to the function being used.

If error messages occur for scan and fax applications, the corresponding FAQ page will be displayed, providing troubleshooting tips to help resolve issues quickly and easily. For further information on device functions, simply navigate to the user guide and browse topics or use the search function to access specific subjects. What's more, you can print out solutions or send them to another device for future reference.
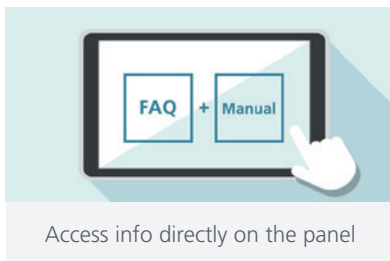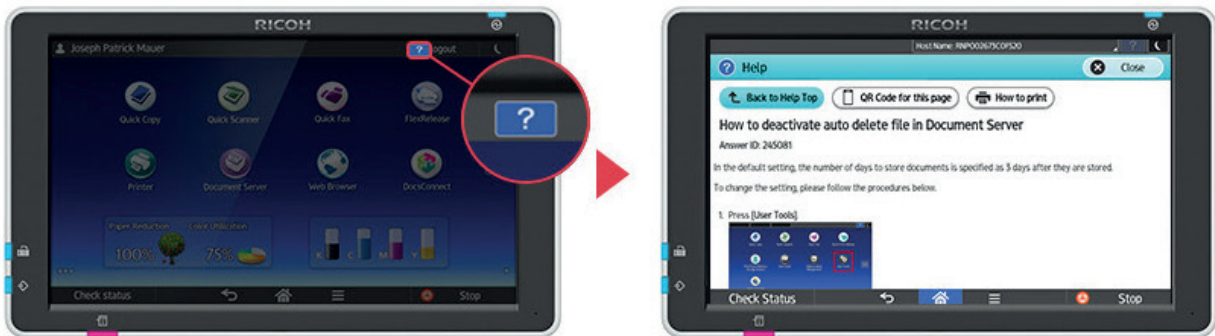
Remote Panel Operation

If a solution can't be found via Web Help, Ricoh's Remote Panel Operation tool enables your IT administrator or in-house help desk staff to remotely view and operate the Smart Operation Panel through a web browser. This real-time remote screen sharing function allows IT managers to resolve user issues quickly and easily in-house – minimising device disruptions and keeping work flowing.

RemoteConnect Support

If further support is required, don't despair – additional help is at hand with Ricoh's remote support team: simply contact them and not only will they talk you through the query but, via real-time screensharing and remote access, they'll be able to see your device's operating panel, access its analytics and, if necessary, remotely operate your device to resolve the problem for you.

So the minute you need a helping hand, Ricoh has someone knowledgeable at the other end of the phone to help you address the issue – minimising the need for on-site visits and wasted downtime and getting your device straight back into action.

RICOH Web Help

| Access info directly on the panel | Find a solution and print it out | Access a solution on a smartphone |

Discover how this integrated support and service platform works to maximise your device uptime, delivering outstanding, non-stop performance at **ricoh-europe.com**