Ready to move forward?

It's simple to integrate @Remote into your business. We'll work with you to:

- Define an implementation plan
- Provide training and documentation to your IT department
- Set up central server access and connect your equipment

To get started, ask your Ricoh account manager about @Remote, or get in touch with us direct:

→ **[add OpCo-specific contact methods]**

Network connection
It is imperative that the embedded RC-Gate or @RCNX is permanently connected to the network. Also it must be able to permanently connect to the Ricoh data centre and Ricoh printers for monitoring purposes. No specific firewall configuration is required as the connector only uses an HTTPS client.

ricoh.com/products/printers-and-copiers/at-remote

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@Remote

The easy way to get the best from your Ricoh equipment

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Introducing @Remote

With @Remote, Ricoh Support Services will monitor, manage and maintain your multifunctional devices (MFDs) automatically, improving efficiency and lowering costs. Meter readings, toner replenishment and fault notifications are all automated – and you get full transparency through detailed usage reporting.

What does @Remote do?

Once active on your Ricoh MFDs, @Remote delivers these key functions:

- **Meter readings are taken automatically** as they're needed – so invoicing is more accurate and your administration costs are reduced.

- **Toner is ordered automatically** when supplies are low – there's no need to contact us or create an order. The machine orders the required toner, which will arrive in time for replacement.

- **Technical issues are notified to Ricoh as they arise** – with remote diagnosis, firmware updates and even maintenance. Where needed, callouts are requested automatically, with fault information available to our Support Service.

- **Comprehensive usage data is captured** and transmitted to our central server via a secure connection. You can access usage data and create reports using the @Remote web portal.

Is @Remote secure?

Yes. We've worked hard to make @Remote fully secure for your business:

- @Remote is installed behind your existing firewall

- No local user access is allowed or required

- Communication between MFDs and our central server uses a secure HTTPS connection

- Communication does **not** include documents, document names, usernames, passwords or network technical information (except for IP address)

- All devices use security authentication, and all data is encrypted

- @Remote communication is always initiated by the MFD, never by the central server

@Remote benefits

→ **Improve productivity** thanks to automatic toner ordering and faster fault fixing

→ **Save money** as downtime is minimised and cost per print job is reduced

→ **Maximise your service levels** with ultra-reliable print facilities

→ **Optimise your equipment** with usage information available online

→ **Plan for change** with comprehensive reporting options