RICOH Supervisor-I

Operation manual

Ver1.4.0

RICOH Ri 1000 / RICOH Ri 2000 /

RICOH Ri 1000X / RICOH Ri 4000

Table of Contents

1 What this document describes. 3

2 Printer registration and customer dashboard login..... 3

2.1 Registration your additional printers. 3

2.2 Login customer dashboard. 5

3 Features of Customer Dashboard..... 6

3.1 Functions of Customer Dashboard 6

3.2 Maintenance alert 8

3.3 Remote Firmware update (for RICOH Ri 2000 / Ri 1000X) 9

4 Configuration change..... 11

4.1 Change password..... 11

4.2 Country setting 12

4.3 Device access timing..... 14

Appendix..... 15

A.1 Data collector System Requirements. 15

A.2 FAQ..... 16

1 What this document describes.

RICOH Supervisor-I offers a customer dashboard, remote firmware update and maintenance alert function.

Customer dashboard allows customers to see key usage statistics over time on their printer. Remote firmware update function eliminates the need to download from website and sends you notifications to help keep your printer up to date. maintenance alerts help your printer to operate stably.

This document describes how to use the above features of RICOH Supervisor-I for RICOH Ri 1000 / RICOH Ri 2000 / RICOH Ri 1000X.

Regarding the System Requirements of RICOH Supervisor-I, please confirm Appendix A.1. And, if you need installation instructions, please refer to the RICOH Supervisor-I Installation Manual.

*In the description, the words "RICOH Supervisor-I" and "Data collector" are used. “Data collector” must be installed to use RICOH Supervisor-I functions.

2 Printer registration and customer dashboard login.

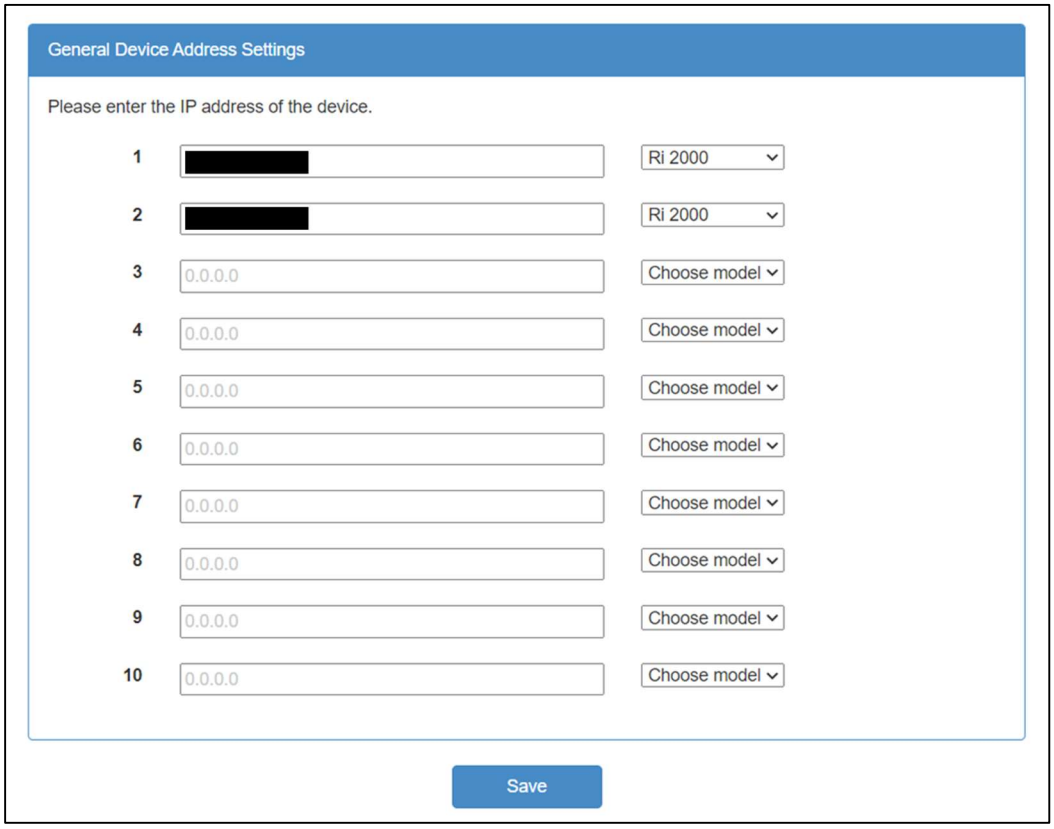
2.1 Registration your additional printers.

If you want to add another printer in addition to the one you have already registered, follow the steps below.

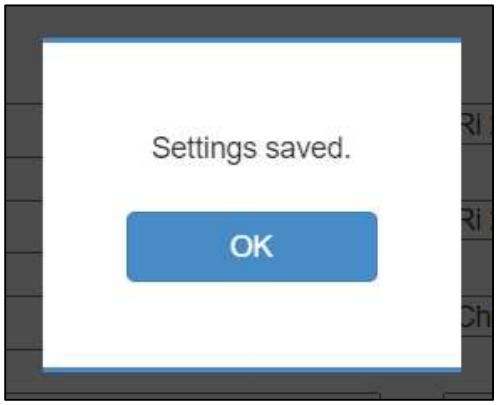
Start the Data collector and select “Basic setting”.

At “General Device Address Settings” of the Basic setting screen, enter IP address of printer you have and select the model from pull-down menu to the right. After that, click the “Save” button.

You can register up to 10 printers from one PC.



“Settings saved” popup will appear if the registration was successful.

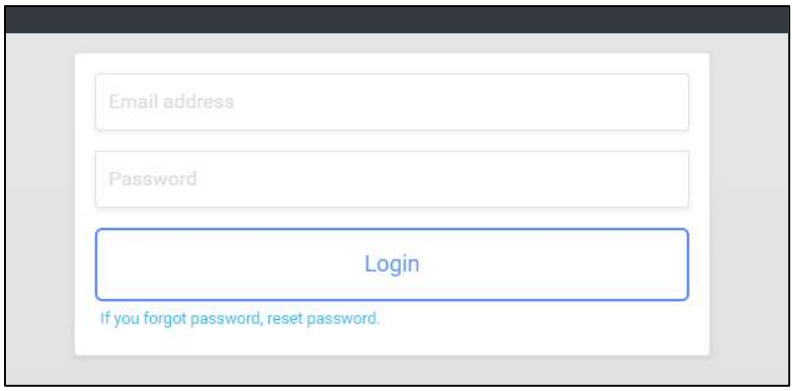


2.2 Login customer dashboard.

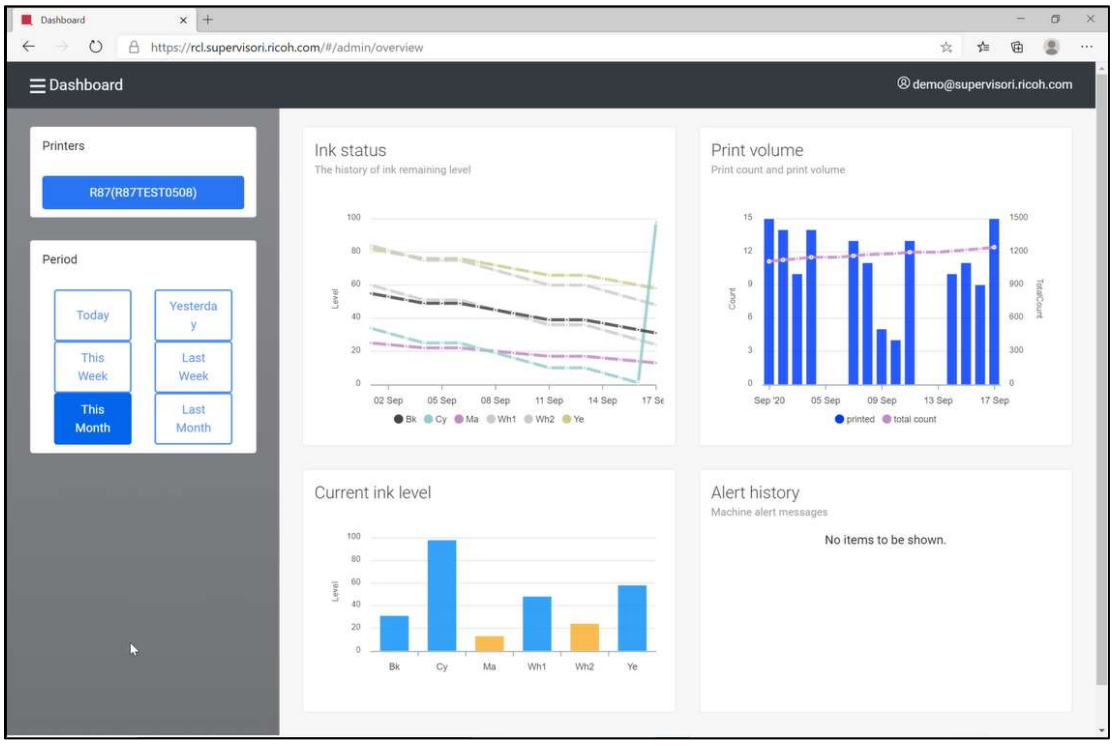
To use customer dashboard, open the link that was sent when you registered your email address.

If you forgot the URL, look for the email you received from @supervisori.ricoh.com when you sign up.

When you open the URL, the following login window will be displayed. Login using the email address and password you have. If you forgot your password, see Appendix A.2 in this document.



After logging in, the customer dashboard is displayed.



3 Features of Customer Dashboard

3.1 Functions of Customer Dashboard

This section describes the features of the customer dashboard using the figure.1 below.

The System Requirements of Customer Dashboard is the same as Data collector. The requirements are described in Appendix A.1.

The customer dashboard has 4 main functions:

a) The registered printer can be selected with the button.

In the “Printers” area in 1 of the red frame in Figure.1, the printer list registered with RICOH Supervisor-I is displayed. You can select the printer serial number for which you want to check the operating status.

b) Being able to select the period to browse.

In the “Period” area in 2 of the red frame in Figure.1, you can specify the period for which you want to check.

c) You can view History of total number of prints and number of prints per day, percentage of ink remaining history, current ink remaining percentage, and alert history in separate graphs.

“In Ink status”, “Print volume”, in 3 of the red frame in Figure.1 show the changes in the ink level and the Print volume for the specified device and period, respectively. And also “Current ink level” and “Alert history” show the current ink level and alert history.

d) You can read the current value when you place the cursor on the graph. With ”Ink status”, “Print volume”, and “Current ink level” in 3 of the red frame in Figure.1, you can confirm the details of the data at the position where the cursor is placed by moving the cursor over the graph as shown in Figure.2

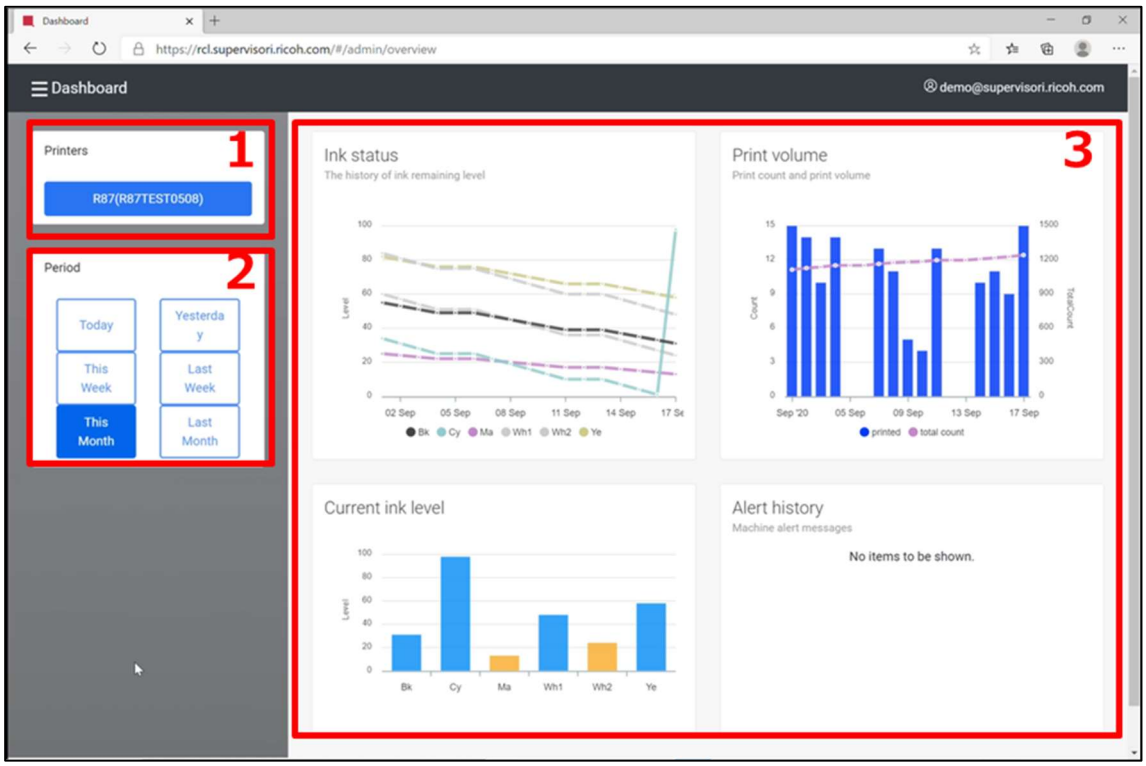


Figure.1 Customer dashboard description

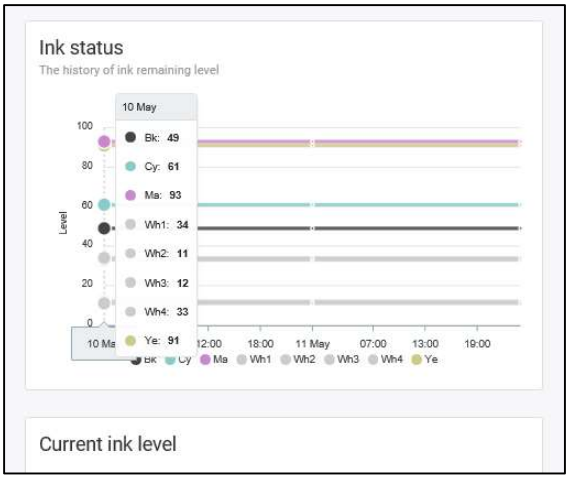


Figure.2 Confirmation detail of Ink status

3.2 Maintenance alert

RICOH Supervisor-I alerts you to the most important issues that prevent stable printer operation. If the printer has any of these issues, RICOH Supervisor-I will send an alert to the registered email address.

Issue list:

- White ink not agitated.
- Ink runs out continuously.
- automatic cleaning is insufficient.
- Power off for a long time.

The contents of the alert is as follows.

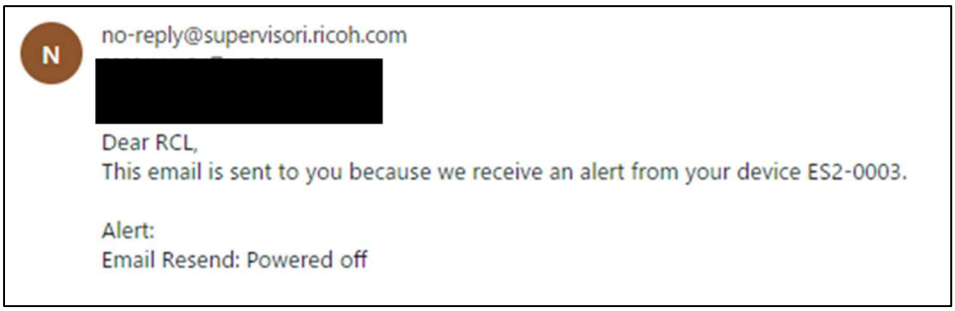


Figure.3 Alert mail of Power off time is exceeded.

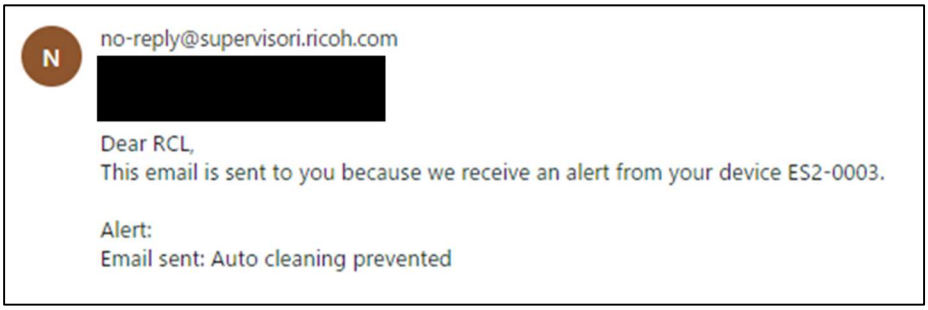


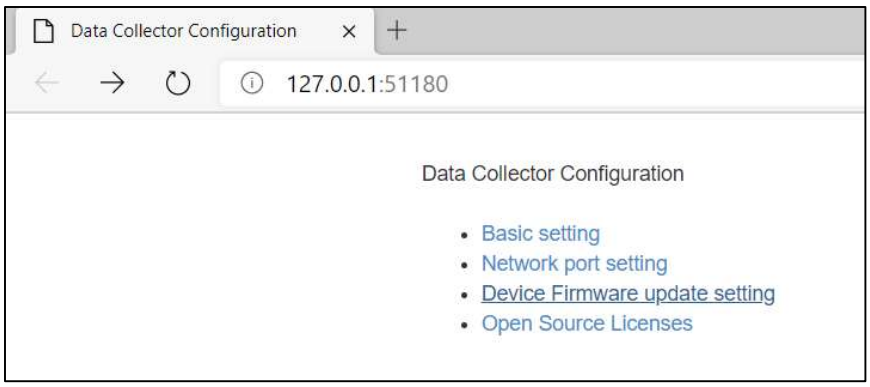
Figure.4 Alert mail of Auto cleaning is insufficient.

3.3 Remote Firmware update (for RICOH Ri 2000 / Ri 1000X)

This function eliminates the need to download from website and sends you notifications to help keep your printer up to date.

First, make the following settings to receive update notifications.

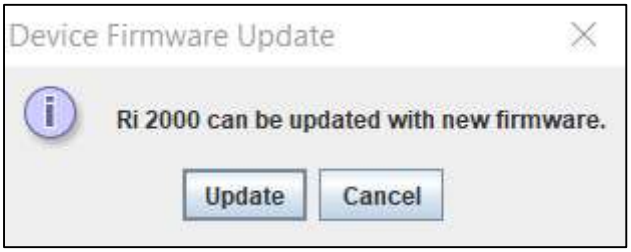
Access to "Device Firmware update settings" in "Data Collector Configuration" and check "Check for device firmware update regularly" in the Update setting area.



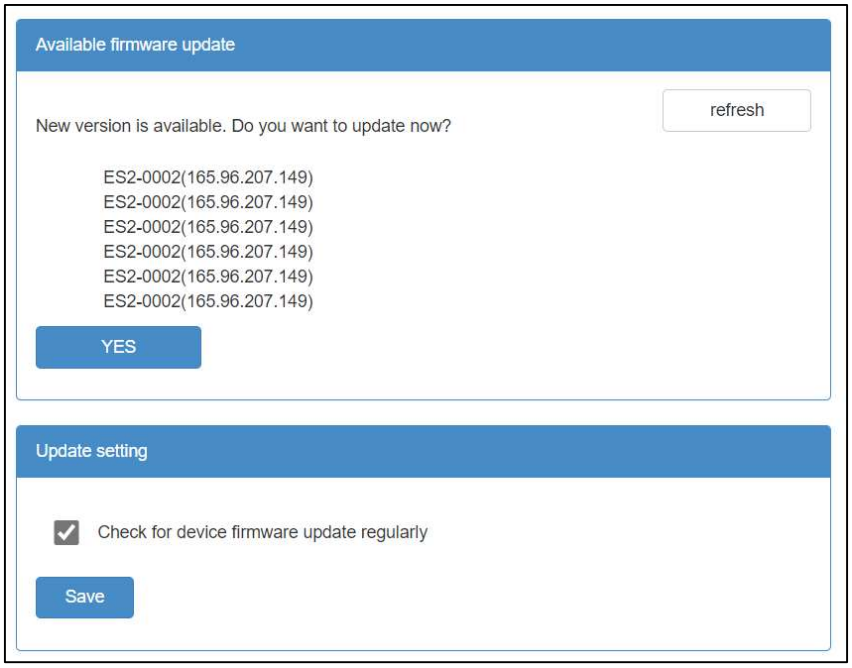
Device Firmware update setting.

Check for device firmware update regularly.

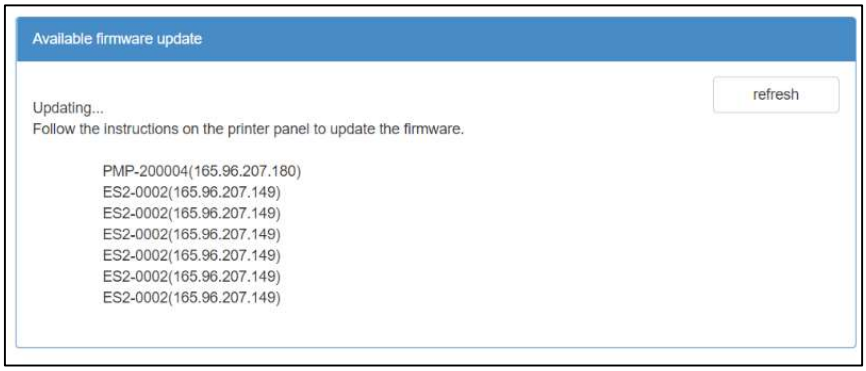
If there is any FW update for the device, the following notification window will be displayed. To update the FW, click the "Update" button.



The update screen is displayed. Press "Yes" button to start the FW update.



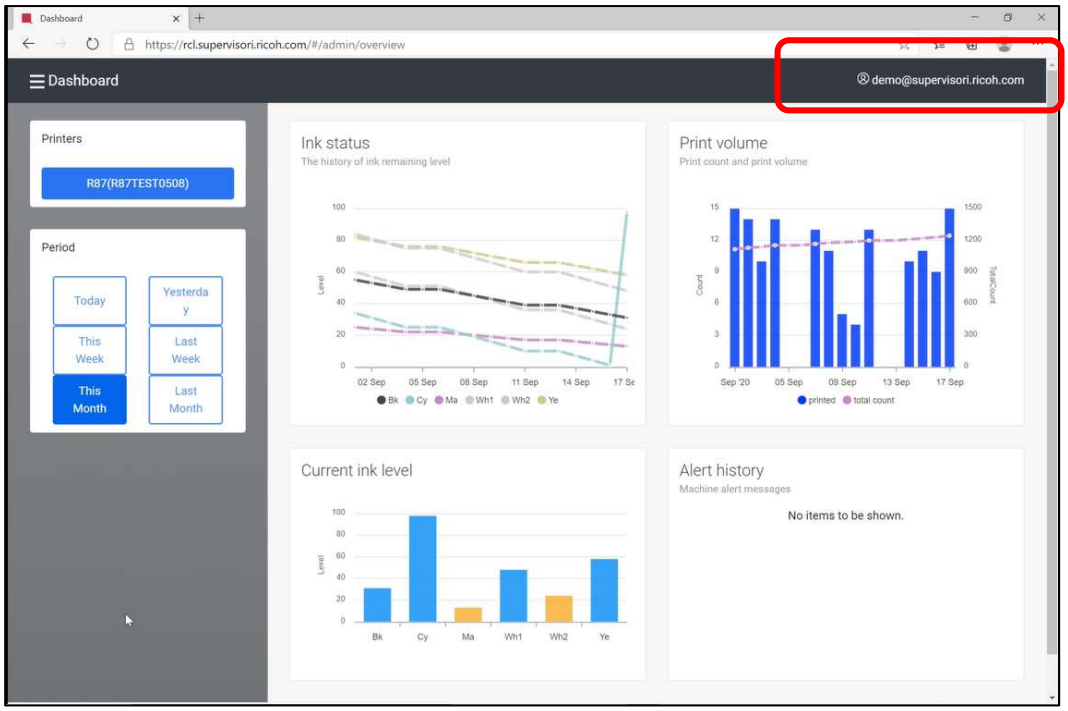
When the following screen is displayed, follow the instructions on the printer operation panel to update the FW.



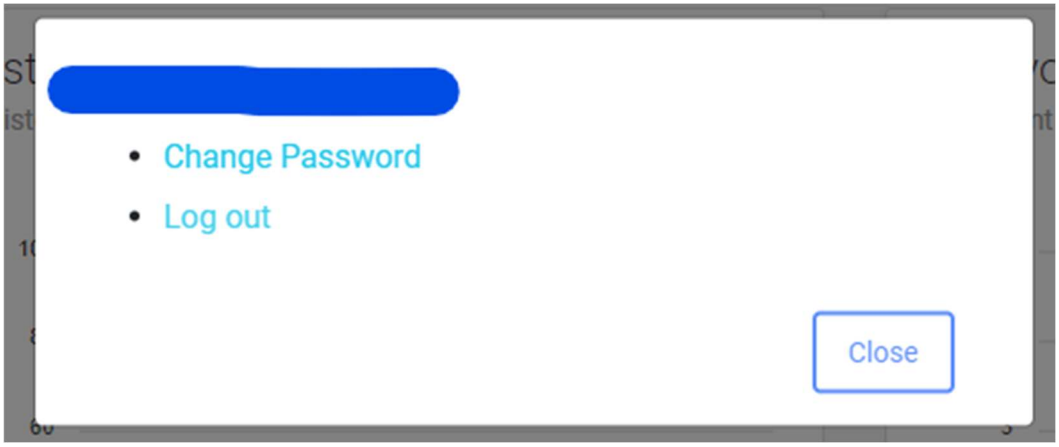
4 Configuration change

4.1 Change password

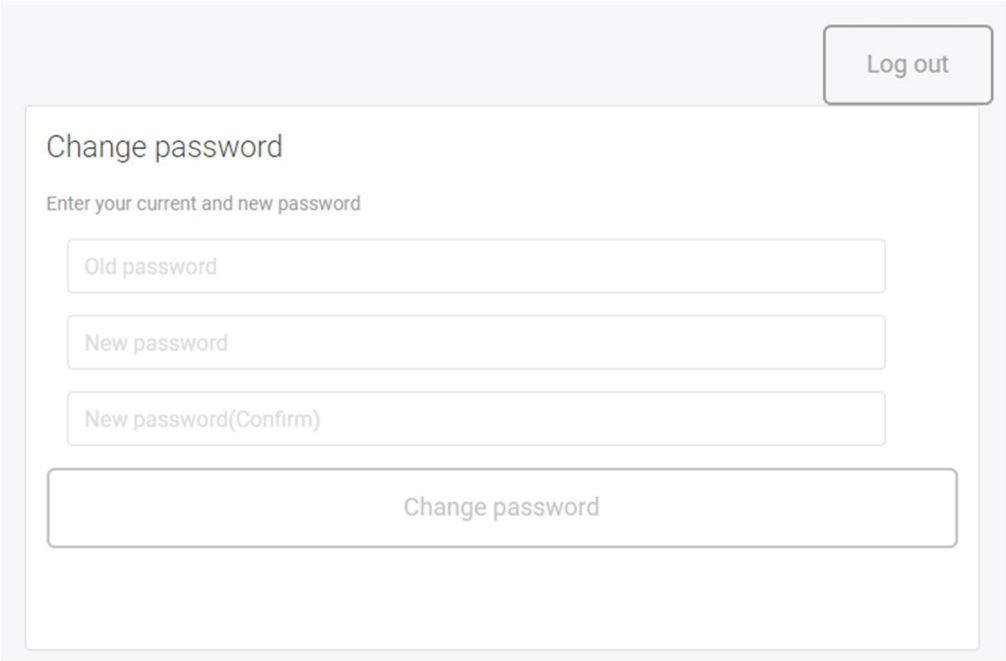
Click your account.



Then this window pops up so click " change Password".



Please set a new password.



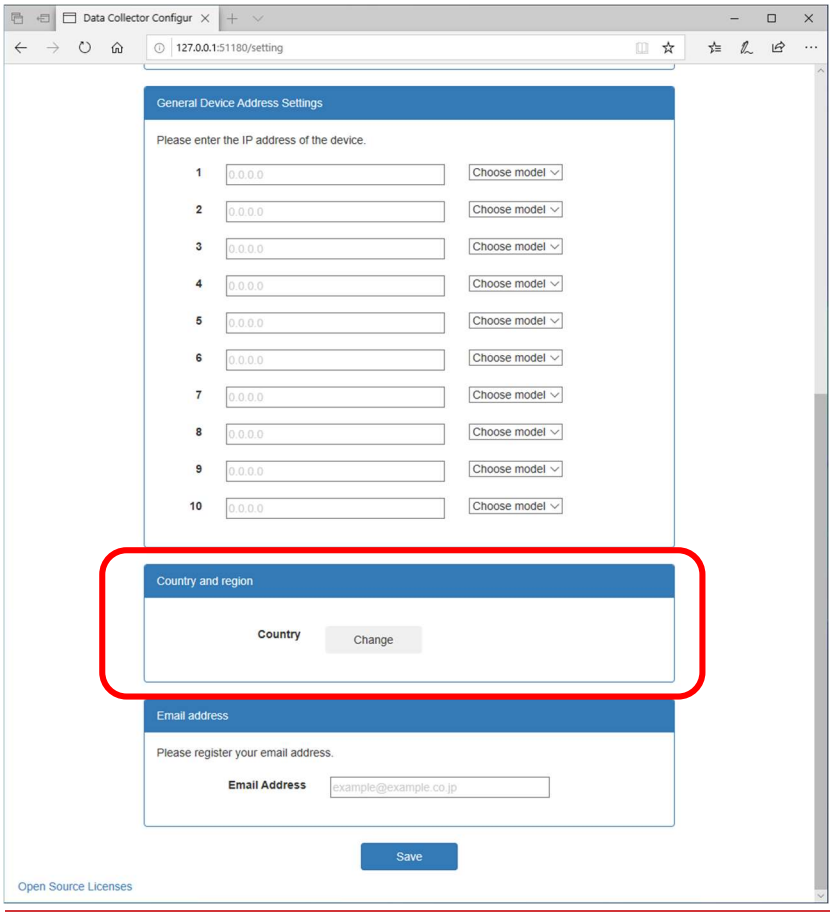
*Email address cannot be changed.

4.2 Country setting

Click Data collector module icon on your desktop.

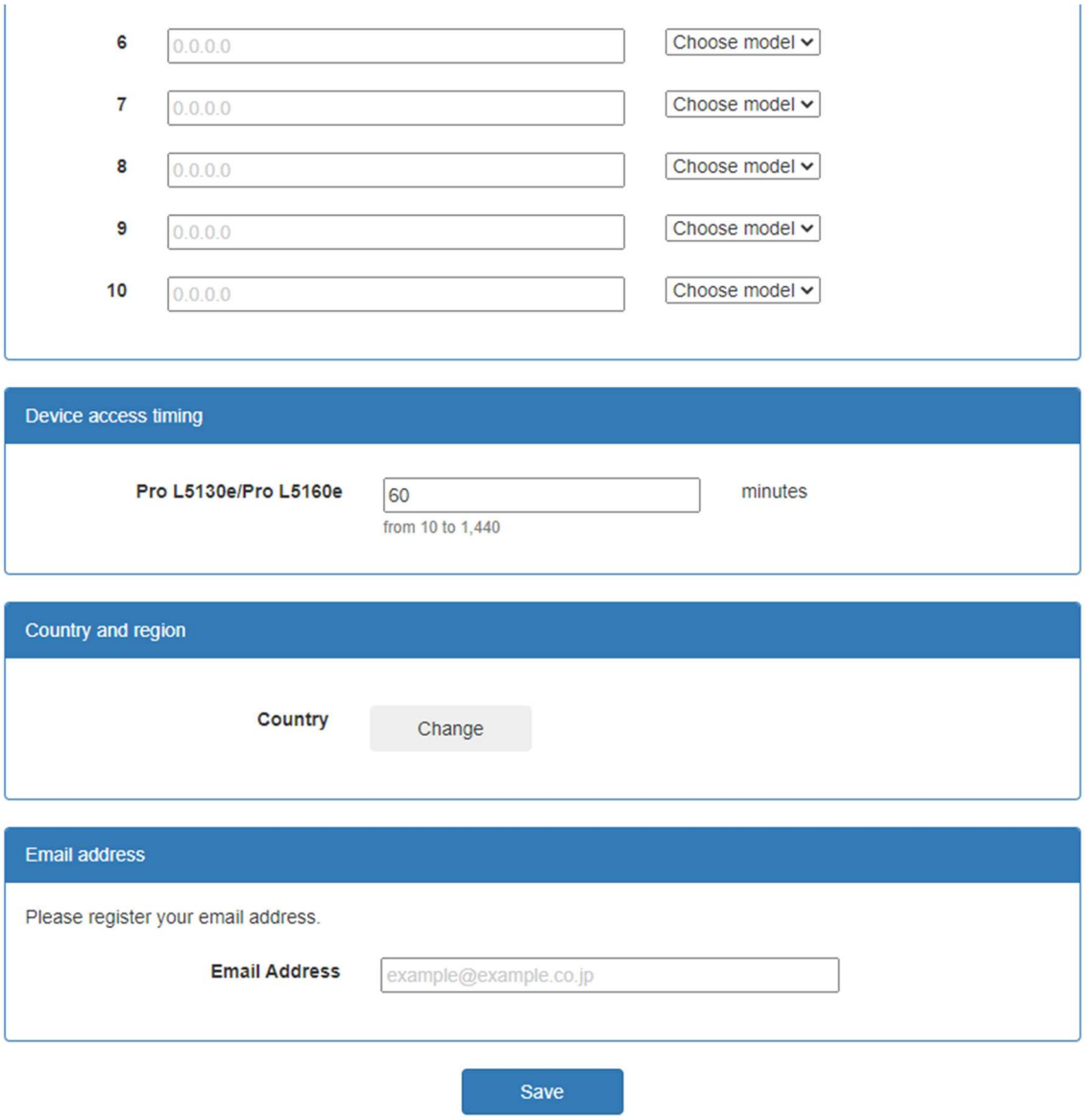
Select "Basic setting".

Change country from the area surrounded by the red square.


Data Collector Configur
127.0.0.1:51180/setting
General Device Address Settings
Please enter the IP address of the device.
1 0.0.0.0 Choose model
2 0.0.0.0 Choose model
3 0.0.0.0 Choose model
4 0.0.0.0 Choose model
5 0.0.0.0 Choose model
6 0.0.0.0 Choose model
7 0.0.0.0 Choose model
8 0.0.0.0 Choose model
9 0.0.0.0 Choose model
10 0.0.0.0 Choose model
Country and region
Country
Change
Email address
Please register your email address.
Email Address
example@example.co.jp
Save
Open Source Licenses

4.3 Device access timing

This setting is only applicable for Pro L5130e and Pro L5160e. This setting is ignored in the case of Ri1000 and 2000.



Appendix

A.1 Data collector System Requirements.

Data collector System Requirements are shown the table below.

	Requirements	
Host PC System Requirements	- Windows 8.1 Professional 32bit/ 64bit SP1 English package. - Windows 10 Professional 32bit/ 64bit English package.	
Host PC Specification	Processor	Intel Core i5 2.90GHz or better.
	Available memory	4GB or more.
	Network adapter	Network cable can be connected.
	Available HDD space	10GB or more.
Supported Browsers	- Google Chrome (latest version) - Mozilla Firefox (latest version)	
Supported printers*	RICOH Ri 1000, RICOH Ri 2000, Ri 1000X, RICOH Pro L5130e, RICOH Pro L5160e	
Max number of connection	10(total number of printers)	
Supported language	English only.	

* There is no difference in the required system between RICOH Ri 1000, RICOH Ri 2000, Ri 1000X and RICOH Pro L5130e, RICOH Pro L5160e.

System requirement of Customer Dashboard.

	Requirements
Supported Browsers	- Google Chrome (latest version) - Mozilla Firefox (latest version)
Supported language	English only.

A.2 FAQ

Q1. The customer dashboard does not reflect the printer status.

A1. Please check the following.

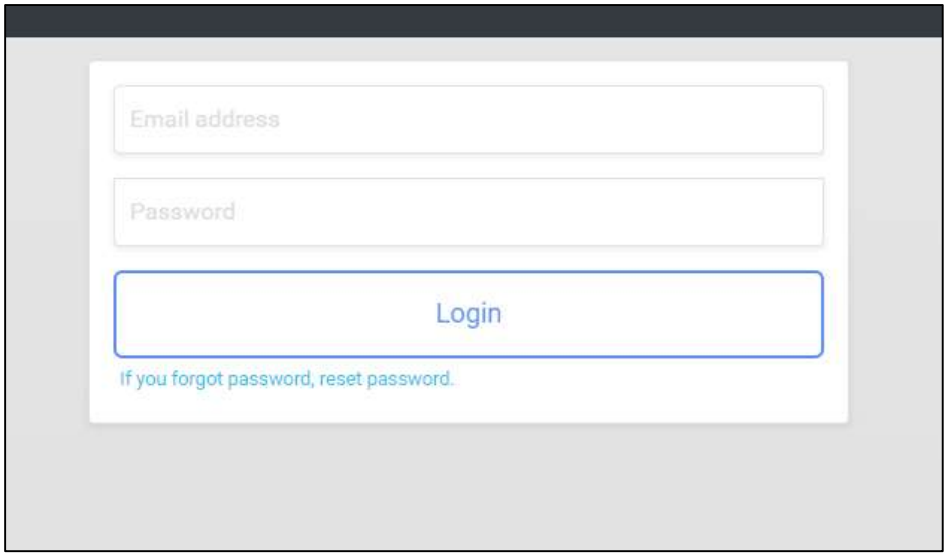
- The printer is properly connected to the PC. (Print data is correctly sent from your PC which is RICOH Supervisor-I installed to the printer).
- Make sure your PC is properly connected to the internet.

Details : From Control Panel -> Network and Internet -> Network and Sharing Center, check if "Access type" in the "View your active networks" area is "Internet".

- The printer IP address, model and the combination is set correctly in Data Collector(Check section 3.3.1).

Q2. When you forget your Customer Dashboard password.

A2. Click "If you forgot password ..." on the login page and reset the password.



Q3. When the following network error notification is displayed on your screen.

A3. Make sure your PC is properly connected to the internet.

Details : From Control Panel -> Network and Internet -> Network and Sharing Center, check if "Access type" in the "View your active networks" area is "Internet".

Q4. When you want to manage the RICOH Supervisor-I in multiple PCs with one account.
A4. If you have multiple printers, you can register the printers on different PCs. In that case, if you register the same e-mail address, you can watch the operating status of each printer with the same account on Customer dashboard.