Ricoh @Remote™
Intelligent Remote Management System
Automated Device Management
and Meter Reading
When You Have All the Facts, It’s Easy to Make Intelligent Decisions
Wouldn’t you like to know how all your networked printers and MFPs are being used? With the RICOH® @Remote™ Intelligent Management System, you’ll track device usage with pinpoint accuracy, enabling you to identify systems that are under—or over—utilized and discover opportunities to reduce supply costs. Plus, the @Remote Intelligent Management System can perform Automated Service Calls, minimizing end-user involvement while increasing device uptime. Put it all together and you have a solution that optimizes fleet management while reducing Total Cost of Ownership.

Put the Information to Use
@Remote collects usage data from all your networked printers and MFPs (across LAN or WAN) and then automatically transmits this information using secure communication protocol—directly to our data center. The data is then processed to create fleet utilization reports and can be used to generate Meter Billing. To ensure you get the most out of those reports, a sales professional can review them and assist you in creating an ongoing strategy to maximize utilization and reduce your overall costs.
Technology to Empower Your Business
At Ricoh, we're committed to helping you achieve your goals for reducing overall Total Cost of Ownership, optimizing fleet management and ultimately increasing employee productivity. The @Remote Intelligent Management System is a powerful tool that offers Device Management solutions for...

• Automating service call procedures, eliminating the need for end-users to initiate service calls. If a service call is required, the @Remote network appliance automatically places a request for service—including detailed and accurate diagnostic information.
• Upgrading and adjusting your devices via remote firmware applications, which means that your devices will always be functioning within the most current and productive operational parameters.
• Alerts can be sent, warning about low toner, further ensuring your devices are up & running.

Efficiently Manage Your Printing Fleet
Efficiently oversee and manage your fleet more effectively using the valuable information provided by your networked printers and MFPs. @Remote creates highly detailed usage reports so you can gain more insight and accurate knowledge of usage.

• Review detailed information for black-and-white and full-color usage on your Ricoh network printers and MFPs, to make better choices when it comes to overall management.
• Examine print, copy and/or fax volumes by Ricoh device to determine which devices are under- or over-utilized, permitting reallocation of resources for optimal device placement.

Eliminate the Hassle of Manual Meter Reading
@Remote technology eliminates the need for manual meter reading by automatically providing accurate information from your fleet without user intervention.

• Automatically report meter counts at a scheduled time.
• Eliminate errors and reduce time associated with manual reading.

Security in an “At-Risk” Environment
Ricoh engineered @Remote with the understanding of real concerns regarding network and information protection.

• Secure HTTPS communication—designed to meet virtually any security requirement.
• Complete automation, including set-up and installation with no on-site support required by IT professionals.
• Information Technology Security Certification—Common Criteria / ISO15408.

Your Device Management Partner
We’re committed to helping you achieve the goals set for reducing overall Total Cost of Ownership, optimizing fleet management and ultimately increasing employee productivity.

You can be confident that we’ll apply our considerable expertise to assist you in the design and implementation of a device management strategy that will meet your needs today, tomorrow and beyond.
Equipment Type | Remote Communication
Gate Type | BN1
(Network Type)
Configuration
Connection Required to Network or MFP / LP | Ethernet
Interfaces | Two Ethernet interfaces:
(1) 10/100 Base-T for Technician and
(1) 10/100 Base-T for General use
(1) RS-485 - half duplex serial port
Platform / Software | Linux / Monta Vista Linux MVL
PE2.1 / MIPS & Application
Web Server | Apache: HTTP/1.3.27
SSL | Conformity
Processor Type / Speed | MIPS RISC CPU / 200 MHz
Memory | Flash ROM 4 MB / RAM 32 MB / SD Card 32MB
Displays | (3) LEDs one each for Power, System Error and Communication Error
Protocols | TCP/IP, SNMP, HTTPS, SOAP, SMTP, DHCP
Maximum Number of Devices to be Managed per Communication Gate | 100 Networked Printing Devices
Maximum Number of Devices to be Monitored per Communication Gate | 500 Networked Printing Devices
Meters Acquired and Reported | Ricoh Devices - Print, Copy, Fax and Scan1
Legacy and Non-Ricoh Devices - Total Print Meter1
Battery | Coin Type
Self- Diagnostics | Yes - power on self-test
Environment | 50~89.6 degrees F, 15~80% relative humidity
Power Source / Consumption | 120 V, 50/60 Hz / 20 W or less
DC Resistance | 350W
Dimensions | W 7.99” / D 5.7” / H 1.2”
EDP Codes | 429500
Package Includes: | RC Gate, Stand, AC Adapter and Power Cable, Setup Guide, NIC Cable, (1) 8.2’ RS 485 Serial Cable
Weight | 1.3 pounds or less
Security Certification | ISO15408 Common Criteria Information Technology Security Certification: EAL Level 3

1 Information varies based on device compatibility.
Patent Pending.
Specifications and external appearance are subject to change without notice.