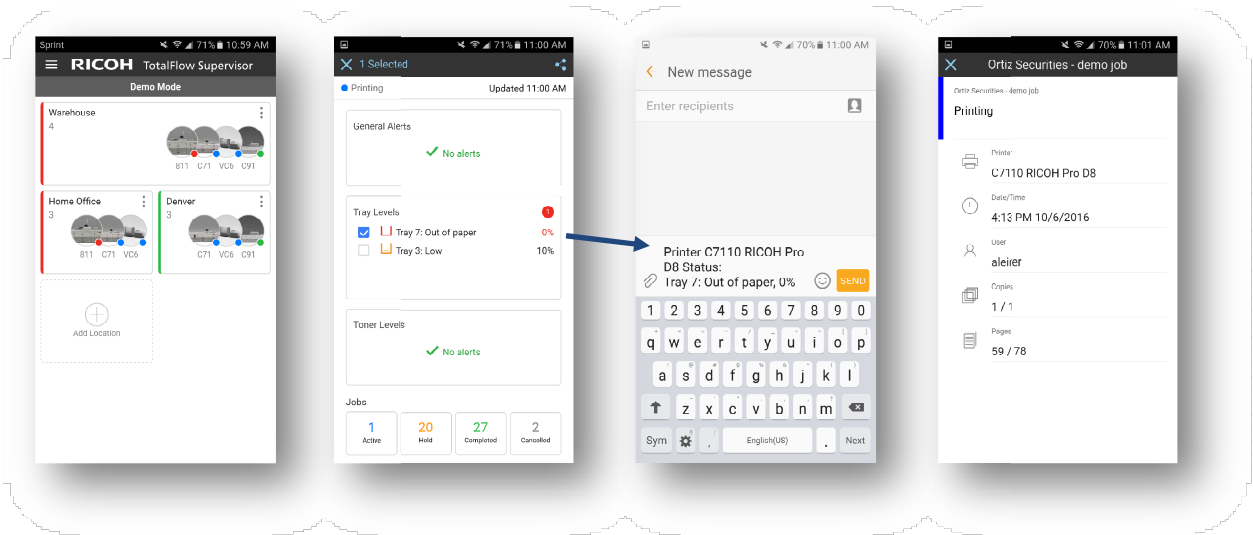

TotalFlow Supervisor v1.2

Overview and Description

RICOH TotalFlow Supervisor is a mobile application for operators, supervisors and managers of production print environments. RICOH TotalFlow Supervisor makes it possible to access and share information about the status of network attached printers and jobs, presented in a useful, easy-to-read mobile format.

Enhancements in this Version 1.2 Release

- Define and view printers by groups and manage a large number of printers across multiple locations.
- Utilize the camera on the device to apply a custom image for each printer, select an image from the photo gallery on the device, or chose from a selection of Ricoh provided images.
- Select alerts and share those via text messaging or email with contacts on the device. Message is pre-populated with the device name and alert status.
- Preview job information including time submitted, number of copies and pages.



Existing Features

- Translation support for French, Italian, German, Spanish, Dutch and Japanese
- Android and IOS tablet Support
- A demonstration of the Supervisor function is included with the product
- Enhanced Job Messaging Format (JMF) to obtain information from printers/controllers that do not provide the information via an SNMP-based interface.

At-a-glance

- Enables mobile monitoring of printing devices and jobs
- Leverages simple to use user interface
- Connects operations managers and their printers wherever their work takes them
- Works with non-Ricoh printers, although support levels may vary.
- Cuts downtime by empowering print operations managers to quickly identify and solve problems
- Lays groundwork for future innovations in mobile print shop management as updates roll out
- Provides above capabilities via no-charge, easy to download app for iOS and Android
- Requires no additional hardware or software to function

Customer Responsibilities

- Downloading and installing the RICOH TotalFlow Supervisor mobile application from the appropriate download site for their device; either Apple App Store or the Google Play Store.
- The customer's device must have wireless access on the same network as their printers in order to communicate with the devices.
- The customer must correctly input the printer's unique Internet Protocol (IP) address.

Device and Operating System Information

Apple iOS Device

iOS 8.0 or greater

iPhone 5 or greater phone (optimized for portrait viewing on phone)

iPad 2 or greater

Access to wireless network

Access Apple App Store for download

Google Android Device

Google Android 4.1 or greater

Phone or tablet (optimize for portrait viewing on phone)

Access to wireless network

Access to Google Play Store for download

Terms and Conditions

RICOH TotalFlow Supervisor is offered by Ricoh USA in the United States and by one or more of its affiliates in selected countries outside of the United States, collectively (“RicoH”).

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Ricoh are contained in the applicable user agreements, such as, but not limited to, the Ricoh Software License Agreement (RSLA) and the Ricoh Privacy Policy.

Licensing:

Agreement to the Ricoh Software License Agreement (RSLA) governs the use of the application.

Maintenance Service Offerings

There is no maintenance offer for RICOH TotalFlow Supervisor. Customer help guides are included with the application. A feedback email is available from within the application for customers who wish to submit comments and suggestions. Any updates to the help guides will be included in the next release of the software.

Ordering Information

There are no orderable Item Numbers or EDP Codes for RICOH TotalFlow Supervisor. The mobile application is available free of charge world-wide for download from the Apple App Store and Google Play Stores.

Accessibility by People with Disabilities

RICOH TotalFlow Supervisor is not accessible.

Trademarks

These terms are trademarks or registered trademarks of Ricoh Co., Ltd., in the United States, other countries, or both:

- Ricoh
- TotalFlow Supervisor

Other company, product, or service names may be trademarks or service marks of others.

Key Words

TotalFlow, RICOH ProcessDirector, SNMP, JMF, JDF, Print server, Print workflow, Job workflow, Printer status, Job status, iOS, Android, Monitor printing, Status sharing, Mobile application, Cloud, Mobile phone, Tablet, Location grouping, Profile customization, Printer agnostic, Ricoh, Supervisor, print, commercial, production, toner, status, alert, error, job