

---

# Customer Reference Document: Ricoh Supervisor V1.0 (5765-H50)

---

---

## Overview

---

RICOH Supervisor enables you to effectively gather and analyze data at the device, job and in the future operator level to accurately assess your total cost of operations. Powerful business intelligence tools will convert data into customizable and easy-to-understand dashboard reporting. Customers can monitor historical trends to help ensure job estimates are more accurate and identify workflow problems or inefficient devices that are costing their print organization time, money, and missed deadlines. With Supervisor customers can develop better plans for capacity with the ability to see trends in business spikes and seasonal volume shifts. Maximizing device uptime will help customers to remain competitive and possibly help grow their overall business.

### **Dashboard Widgets for Tracking Trends (Data collection may vary depending on source)**

- Throughput – jobs, sheets, feet/meters, impressions
- Equipment Up time – total time of utilization, also show availability vs print
- Equipment Down time – total time down and why (error codes vary depending on source)
- Equipment Idle time – total time idle
- Shift performance

### **Future Planned Enhancements (Not available in V1.0)**

- Ink and toner usage – per printer, per job, per shop
- Paper usage – type of paper, consumption per job, per printer, per shop
- Color vs. black and white – per printer, per shop
- Operator information – gathered from hardware, future shop floor feature, or software
- Other vendor hardware and software support
- Mobile application – real-time feedback and push notifications

### **Using the data to understand the product mix of the business (not all available with V1.0)**

- Color vs. mono
- Finishing by application
- Offset vs. digital etc.
- Roll vs. cutsheet
- Operator efficiency

## Offering

---

This offering will be available through an annual subscription that includes all maintenance and support. If a customer does not renew they will no longer have access, which differs from a normal perpetual license offering. Customers will be able to scale their solution over time by adding more users, connections, and shop floor instances as their business requirements grow. Customers can purchase one-year to five-year subscriptions.

## Software Environment

---

### Subscription Model

Taking advantage of a Software as a Service (SaaS) model, RICOH Supervisor is conveniently priced on subscription terms and new feature sets are easily accessible upon their release, minimizing IT requirements. Customers can purchase one-year to five-year subscriptions which allows them access to the latest technologies and technical support. In the event of a subscription expiration customer data will be stored for a 30-day grace period.

Customers can sign-up for a 60-day trial and subscribe if satisfied. All data from the trial will be stored after the trial expiration for a 30-day grace period to allow time for customers to subscribe.

### Cloud Security and User Access

Safeguarding data and providing confidence in the stability of a cloud-hosted platform are primary software development goals for Ricoh. RICOH Supervisor offers rigid security and encryption protocols and is built on a world-class web services platform to deliver consistent, predictable performance leveraging the highest standards in the industry.

Security documentation available upon request after November 16, 2018

### Data Collector Requirements

When a customer subscribes to RICOH Supervisor, they will be prompted to download the Data Collector application. This application is key to collecting all the raw operational data that may exist in a customer environment. The software is installed locally to a customer's network and supports both Windows and Linux. When the customer signs into the Data Collector for the first time it validates the license with the cloud and the customer can now setup their data collection tool.

There can be an unlimited number of collectors with a minimum of one per location. Each customer data collector is designed to support both CF and CS and the number of devices is dependent on what the customer subscribes to (e.g. base subscription comes with the ability to connect to 5 printers, but more can be purchased)

### Data Collector Network and Hardware Requirements

- Internet access for authentication and data transfer to the cloud
- Enabled communication and data transfer with your shop floor equipment
- Minimum 4GB of RAM
- 64-bit CPU
- 15 GB of hard disk space

### Data Collector Operating System

- Windows 7, 8, 10
- Windows Server 2012, 2016
- Linux – Red Hat, Fedora, openSUSE, Ubuntu

### Supported Browsers for Data Collector and Dashboard

- Microsoft® Edge V42 and later
- Firefox V62 and later
- Chrome V69 and later

## Supported Printers

The following Ricoh printers will be validated for RICOH Supervisor. This will be an ongoing process past V1.0 so please contact Lisa Oakleaf at [lisa.oakleaf@ricoh-usa.com](mailto:lisa.oakleaf@ricoh-usa.com) for details or questions. This list will grow over time and may include other vendor printers. The SNMP plug-in can be used with any non-Ricoh device that has SNMP enabled but only printers that have been formally tested will be supported. Data collection may also vary per device and per vendor.

### Continuous Feed (CF) Printers

Printer Model	Controller type	Plug-ins active
Pro VC60000	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Productivity Tracker</li> <li>• JMF</li> </ul>
Pro VC40000	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Productivity Tracker</li> <li>• JMF</li> </ul>
InfoPrint 5000	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Productivity Tracker</li> <li>• JMF</li> </ul>
InfoPrint 4100	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• Productivity tracker</li> <li>• JMF</li> </ul>

### Cut Sheet (CS) Printers

Printer Model	Controller	Plug-ins active
Pro C9200	Ricoh <ul style="list-style-type: none"> <li>• R-62</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• JMF</li> </ul>
Pro C9200	Fiery <ul style="list-style-type: none"> <li>• E-85</li> <li>• E-45</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• JMF</li> </ul>
Pro C7200 Pro C7210SX	Ricoh <ul style="list-style-type: none"> <li>• R-62A</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• JMF</li> </ul>
Pro C7200	Fiery: <ul style="list-style-type: none"> <li>• E-45 A</li> <li>• E-35 A</li> <li>• E-85 A</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• JMF</li> </ul>
Pro C7200	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> </ul>
Ricoh Pro 8220S	Fiery <ul style="list-style-type: none"> <li>• EB -34</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• JMF</li> </ul>
Ricoh Pro 8220S	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> </ul>
Pro C5200s/5210S	Fiery <ul style="list-style-type: none"> <li>• E-24 B</li> <li>• E-44 B</li> </ul>	<ul style="list-style-type: none"> <li>• SNMP</li> <li>• JMF</li> </ul>
Pro C5210S	Ricoh	<ul style="list-style-type: none"> <li>• SNMP</li> </ul>

Pro C9110	Ricoh <ul style="list-style-type: none"><li>• R-61</li><li>• R-60</li></ul>	<ul style="list-style-type: none"><li>• SNMP</li><li>• JMF</li></ul>
Pro C9100	Fiery: <ul style="list-style-type: none"><li>• E-83</li><li>• E-43</li></ul>	<ul style="list-style-type: none"><li>• SNMP</li><li>• JMF</li></ul>
Pro C7100X Pro C7110S Pro C7110SX	Ricoh <ul style="list-style-type: none"><li>• R-60A</li><li>• R-61A</li></ul>	<ul style="list-style-type: none"><li>• SNMP</li><li>• JMF</li></ul>
Pro C7100 Pro C7110S Pro C7110SX Pro C7110X	Fiery <ul style="list-style-type: none"><li>• E-83A</li><li>• E-43A</li></ul>	<ul style="list-style-type: none"><li>• SNMP</li><li>• JMF</li></ul>
Pro C7100	Ricoh	<ul style="list-style-type: none"><li>• SNMP</li></ul>
Pro C5110S	Fiery <ul style="list-style-type: none"><li>• E-42 B</li><li>• E-22 B</li></ul>	<ul style="list-style-type: none"><li>• SNMP</li><li>• JMF</li></ul>
Pro C5100S	Ricoh	<ul style="list-style-type: none"><li>• SNMP</li></ul>
Pro 8100S Pro 8110S	Fiery <ul style="list-style-type: none"><li>• EB-32</li></ul>	<ul style="list-style-type: none"><li>• SNMP</li><li>• JMF</li></ul>
Pro 8100S	Ricoh	<ul style="list-style-type: none"><li>• SNMP</li></ul>

## Publications

---

All publications will be available to the customers online through the User Assistance application (UA). To access the UA after the launch of the product you can use this url [help.ricohsoftware.com/supervisor](http://help.ricohsoftware.com/supervisor). There are no downloadable documents however users can print what they need from the online application.

The UA will allow users to search topics and keywords for setup and troubleshooting the software. Some examples of what can be found in the application are:

- Dashboard Setup and available function
- Data Collector Installation and Setup
- User access
- Troubleshooting

## Language Support

---

RICOH Supervisor will initially be available in English. Planned future translations are French, Italian, Dutch, German, Spanish, and Japanese.

Translated versions of the UA are planned with product translations.

## Limitations

---

Complete list of limitations is attached and subject to change due to quick development cycles. For complete list during the life of the product please contact Lisa Oakleaf at [lisa.oakleaf@ricoh-usa.com](mailto:lisa.oakleaf@ricoh-usa.com).



## Customer Responsibilities

---

The customer is responsible for purchasing the base subscription plus any additional features. The customer is also responsible for installing, configuring and maintaining the Data Collector application, and using this product according to documented procedures, and for using the product in accordance with the Terms of Use.

Additional customer responsibilities can be found in the Software Support Handbook under the “Your responsibilities” section. To access the handbook, go to <https://www.ricoh-usa.com/en/support-and-download> and scroll down to the Commercial & Industrial Printing Support section.

## Terms and Conditions

---

RICOH Supervisor is offered by Ricoh USA, Inc. in the United States. The plan is for the product to be offered 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 contract documents, such as, but not limited to, the RICOH Supervisor Subscription Agreement (see Subscription Agreement after launch at this Web link: <https://app-ricohsoftware.com/terms.html>). Customer agreement to the Subscription Agreement is required to use Ricoh Supervisor.

## Customer Support

---

The RICOH Supervisor subscription includes customer support assistance via telephone during normal business hours (published prime shift hours) of your Ricoh support center. Ricoh provides Severity 1 assistance 24 hours a day, every day of the year.

Ricoh provides assistance for your routine how to questions, as well as code defect support. Customers automatically receive product updates, defect fixes and access to the latest release of the program.

Customer support does not include assistance for the design and development of applications, program modifications, your use of programs in other than their specified supported operating environment, or failures caused by products for which Ricoh is not responsible under this agreement.

## Service Offerings

---

Customers can leverage regional Professional Service teams to support customization to the product that may include but is not limited to additional 3<sup>rd</sup> party integrations, software integration, hardware integration, and custom dashboard analysis.

Each PS engagement will require a SOW which will require additional fees for implementation as well as annual support of the customization.

## Limited Warranty

---

RICOH Supervisor is warranted as stated in the Subscription Agreement

## Ordering Information

---

RICOH Supervisor is composed of a required base subscription, and other optional features. For detailed ordering information contact your local Ricoh representative.

The following table contains the base and optional features for RICOH Supervisor V1.0. New customer orders will be fulfilled with the latest released version of the software.

Item	Description	Base / Optional
5765-H50-0001	RICOH SUPERVISOR BASE 1 YR SUBSCR	Base
5765-H50-0002	RICOH SUPERVISOR BASE 2 YR SUBSCR	Base
5765-H50-0003	RICOH SUPERVISOR BASE 3 YR SUBSCR	Base
5765-H50-0004	RICOH SUPERVISOR BASE 4 YR SUBSCR	Base
5765-H50-0005	RICOH SUPERVISOR BASE 5 YR SUBSCR	Base
5765-H50-0100	RICOH SUPERVISOR DATA SOURCE 1 YR SUBSCR	Optional Feature
5765-H50-0101	RICOH SUPERVISOR ADDITIONAL USERS 1 YR SUBSCR	Optional Feature
5765-H50-0102	RICOH SUPERVISOR SELF-SERVICE USERS 1 YR SUBSCR	Optional Feature
5765-H50-0103	RICOH SUPERVISOR HISTORY 1 YR SUBSCR	Optional Feature
5765-H50-0200	RICOH SUPERVISOR DATA SOURCE 2 YR SUBSCR	
5765-H50-0201	RICOH SUPERVISOR ADDITIONAL USERS 2 YR SUBSCR	
5765-H50-0202	RICOH SUPERVISOR SELF-SERVICE USERS 2 YR SUBSCR	
5765-H50-0203	RICOH SUPERVISOR HISTORY 2 YR SUBSCR	
5765-H50-0300	RICOH SUPERVISOR DATA SOURCE 3 YR SUBSCR	
5765-H50-0301	RICOH SUPERVISOR ADDITIONAL USERS 3 YR SUBSCR	
5765-H50-0302	RICOH SUPERVISOR SELF-SERVICE USERS 3 YR SUBSCR	
5765-H50-0303	RICOH SUPERVISOR HISTORY 3 YR SUBSCR	
5765-H50-0400	RICOH SUPERVISOR DATA SOURCE 4 YR SUBSCR	
5765-H50-0401	RICOH SUPERVISOR ADDITIONAL USERS 4 YR SUBSCR	
5765-H50-0402	RICOH SUPERVISOR SELF-SERVICE USERS 4 YR SUBSCR	
5765-H50-0403	RICOH SUPERVISOR HISTORY 4 YR SUBSCR	
5765-H50-0500	RICOH SUPERVISOR DATA SOURCE 5 YR SUBSCR	
5765-H50-0501	RICOH SUPERVISOR ADDITIONAL USERS 5 YR SUBSCR	
5765-H50-0502	RICOH SUPERVISOR SELF-SERVICE USERS 5 YR SUBSCR	
5765-H50-0503	RICOH SUPERVISOR HISTORY 5 YR SUBSCR	

## Marketing channels

---

Ricoh Sales Specialists

## Warranty Period

---

Warranty information is documented in the Terms of Use (RICOH Supervisor Subscription Agreement)

## Accessibility

---

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on the product accessibility compliance can be requested via this Web site:

[Accessibility](#) or

[http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm\\_id=46&ainv=access](http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?utm_id=46&ainv=access)

## Trademarks

---

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

- Firefox is a registered trademark of the Mozilla Foundation.
- Google Chrome is a trademark of Google, Inc.
- Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.
- Microsoft, Windows, Windows Server, Excel, and Microsoft Edge are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- openSUSE is a registered trademark of SUSE LLC in the United States and other countries.
- Red Hat, Red Hat Enterprise Linux, the Shadowman logo, JBoss, Hibernate, Fedora, the Infinity Logo, RHCE are trademarks or registered trademarks of Red Hat, Inc. or its subsidiaries in the United States and other countries.
- Ubuntu is a registered trademark of Canonical Ltd.
- JavaScript is a trademark or registered trademark of Oracle Corporation in the U.S. and other countries

The proper names of the Windows operating systems are as follows:

- Windows 7:
  - MicrosoftWindows7Professional
  - Microsoft Windows 7 Ultimate
  - MicrosoftWindows 7 Enterprise
- Windows Server 2012 R2:
  - MicrosoftWindows Server2012R2Standard
  - Microsoft Windows Server 2012 R2 Enterprise
- Windows Server 2016 (Server with Desktop Experience):
  - Microsoft Windows Server 2016 Standard
  - Microsoft Windows Server 2016 Datacenter
- Windows 8:
  - Microsoft Windows 8 Pro
  - MicrosoftWindows8Enterprise
- Windows 10:
  - Microsoft Windows 10 Pro
  - MicrosoftWindows10Enterprise

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim all rights to those marks.