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Device Installation Guide

Guide Contents

1. **Network Configuration.**
   - 1.1 Network Settings.
   - 1.2 Obtaining the IP address of your device.
   - 1.3 SMTP configuration.

2. **Address Book & Scanning setup.**
   - 2.1 Back Up/Restore your device Address Book.
   - 2.2 Adding entries to your Address Book.

3. **Installing the printer.**
   - 3.1 Installing a networked Printer Driver.

1.1 Network Settings

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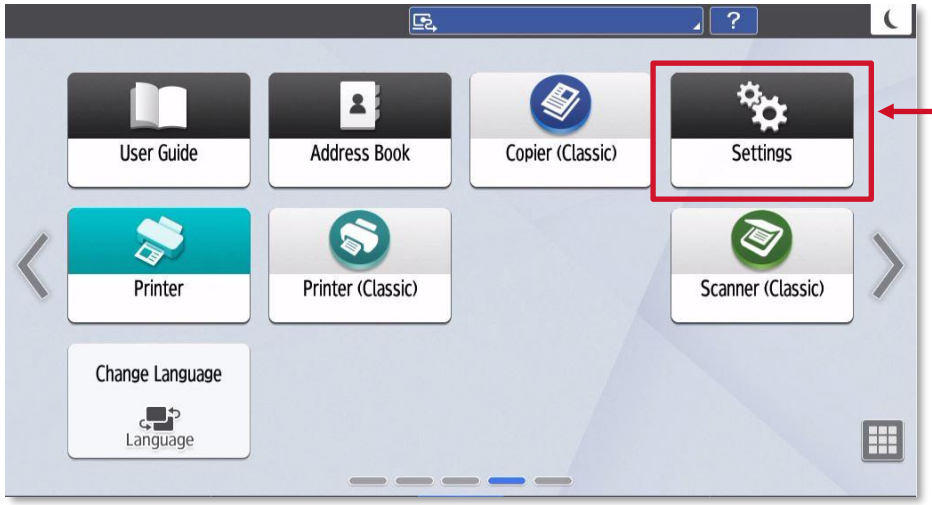
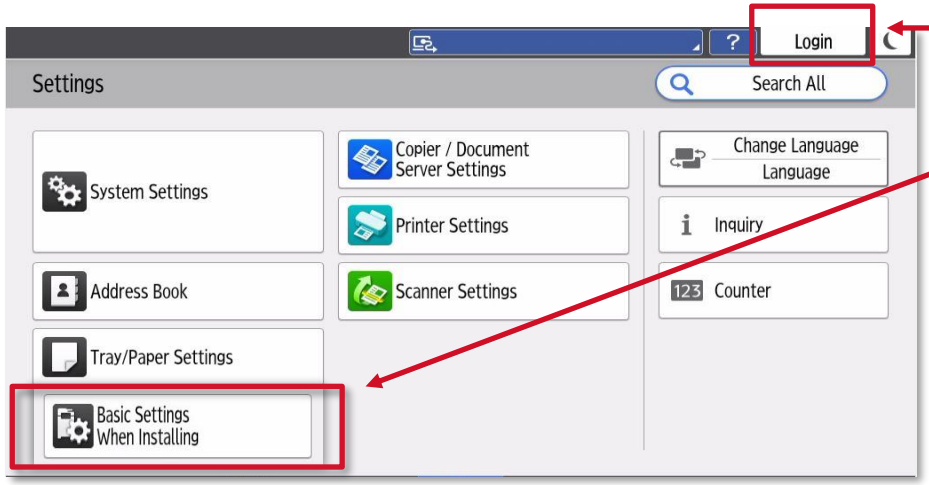
Using the Network Setup Wizard on the device Operation Panel.

Using the Setup Wizard on the device.

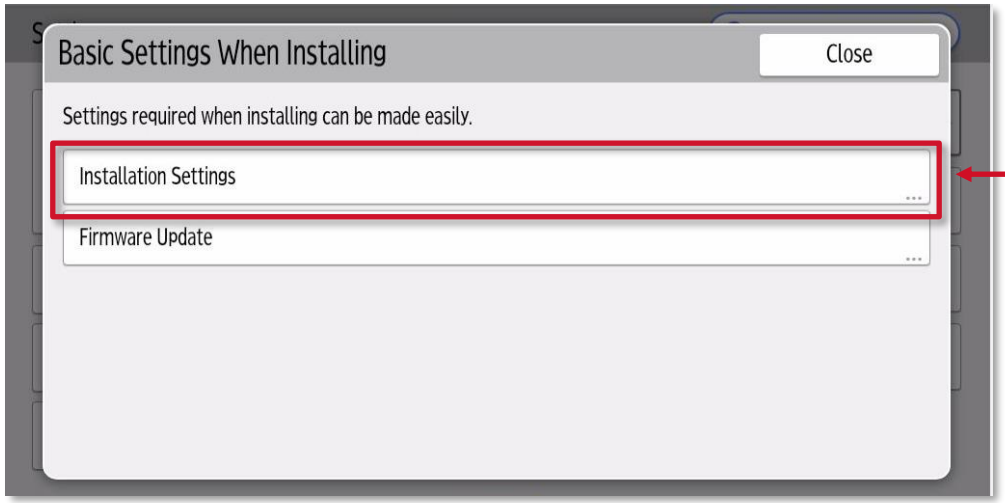


Touch **Settings.**

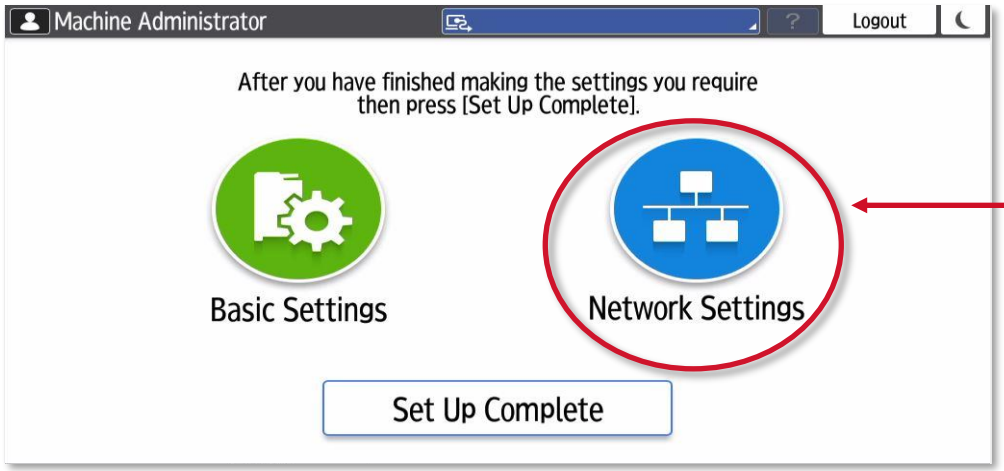


If **Basic Settings** button does not appear please select login button and login with admin credentials (page 11).

Using the Setup Wizard on the device.

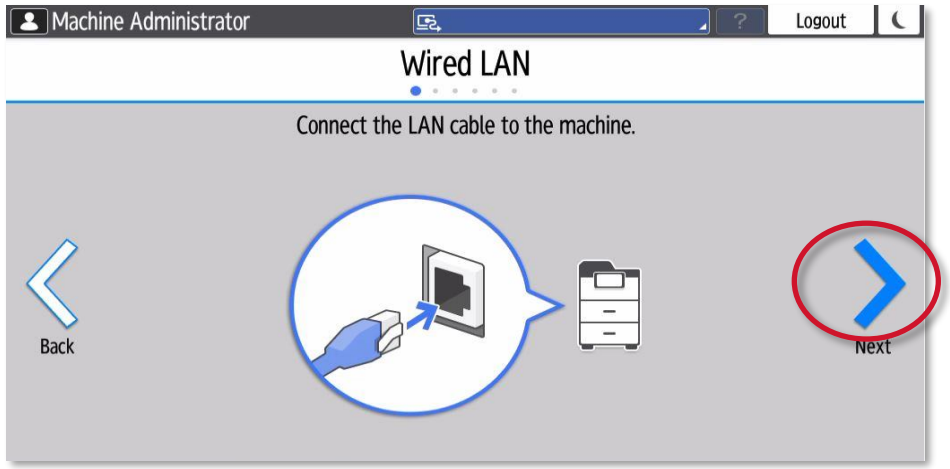


1. Select **Installation Settings**.

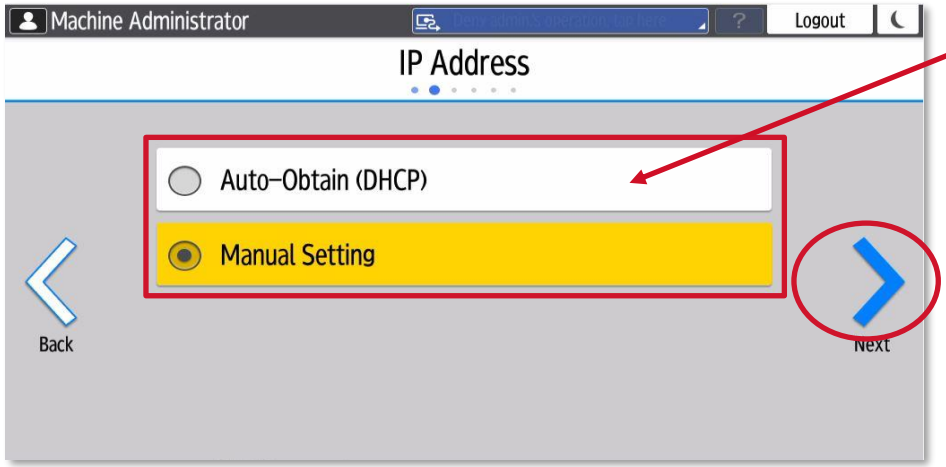


2. Followed by **Network Settings**.

Using the Setup Wizard on the device.



1. Select **Next**.

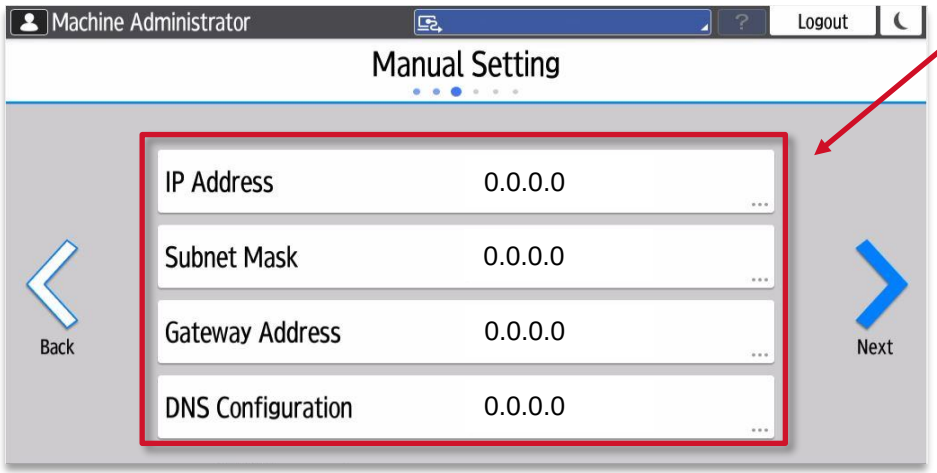


2. Select either **Auto-Obtain** (DHCP) or **Manual Setting** as required.

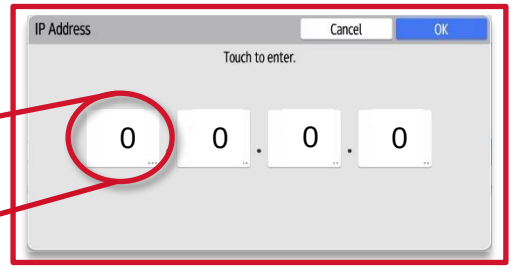
3. Select **Next**.

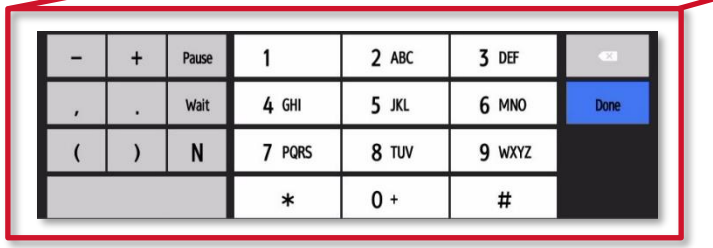
Using the Setup Wizard on the device.

1. Select **each** option in turn and set as required.



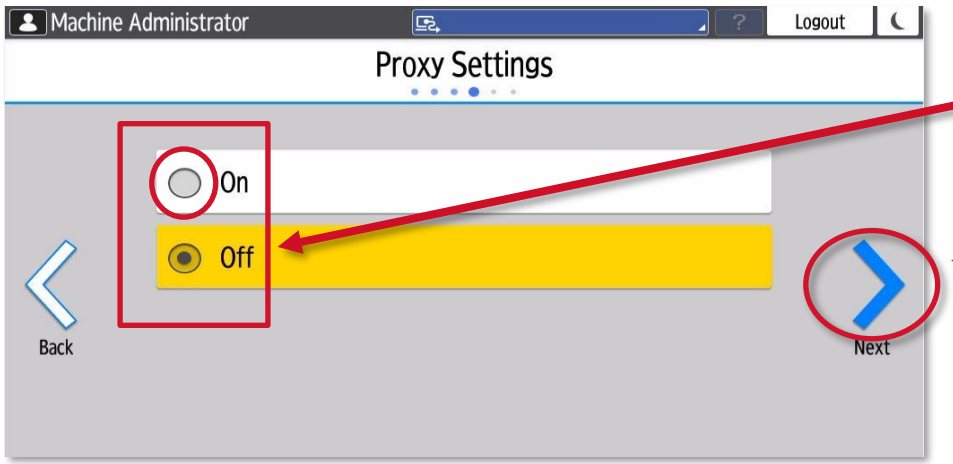
2. As you select each option a pop up will appear with its current setting.





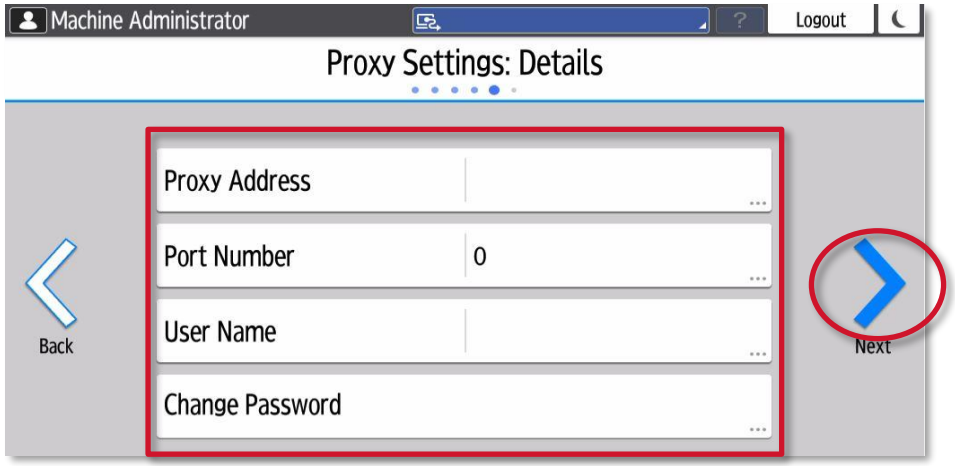
As you select each option a pop-up keyboard will appear.

Using the Setup Wizard on the device.



By default, the Proxy Setting is **Off**, if no Proxy Settings are required, leave set to **Off** and select **Next**.

If Proxy Settings **<u>are</u>** required, please select **On** and move to the next step below.

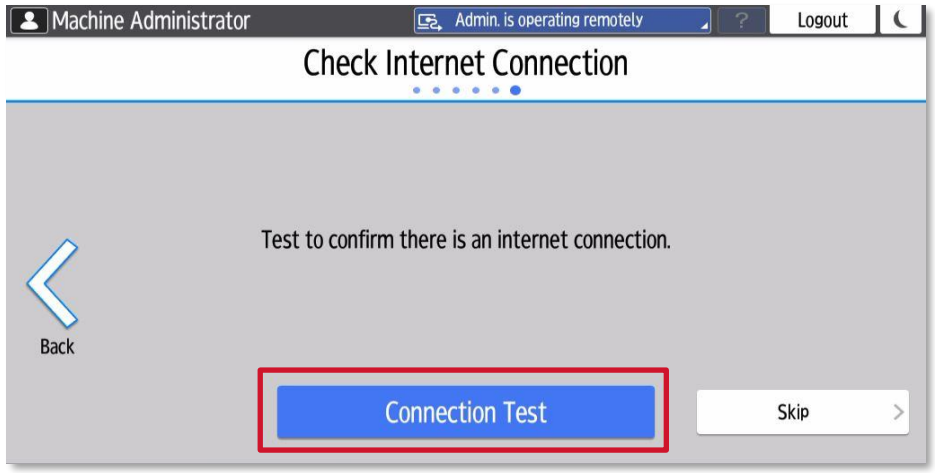


Select **<u>each</u>** option in turn and set as required.

As you select each option, use the pop-up keyboard that appears to complete each setting.

Once all settings are correct, touch **Next**.

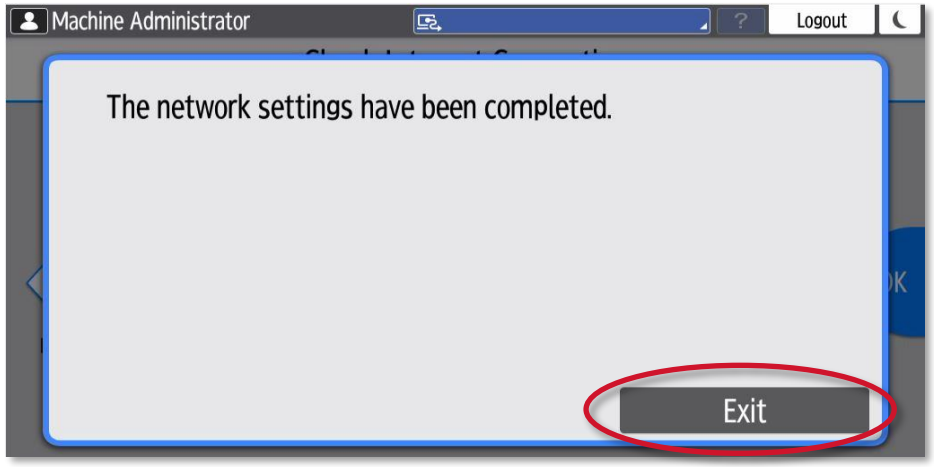
Using the Setup Wizard on the device.



Finally, touch **Connection Test**.

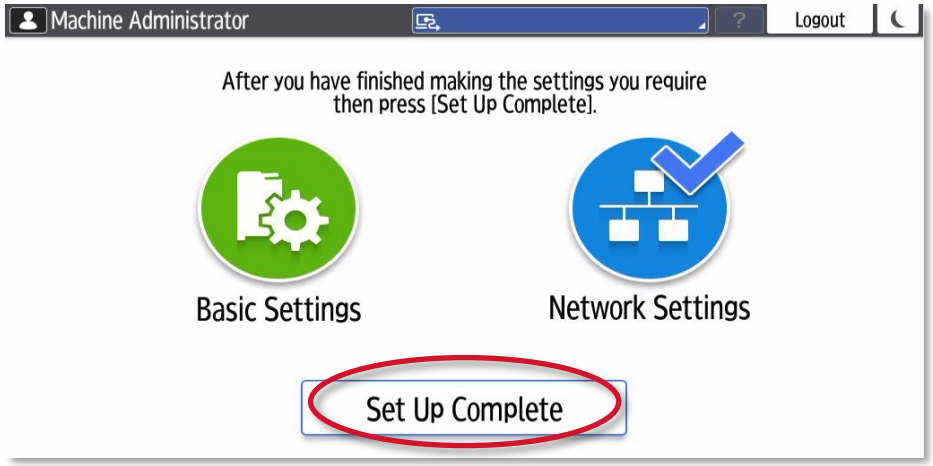
If all is well, touch **OK**. If the connection fails, please check IP address, Gateway and Subnet Mask are correct and test again.
If this still fails, please refer to your IT team to investigate further.

Using the Setup Wizard on the device.



1. The device is now setup on the network.

2. Touch **Exit**.



3. Touch **Set Up Complete** to exit.

Default Login information for panel types.

Default login details for a Gen1/Gen2 SOP :- username **admin** and **no password required**.

Default login details for a Gen2/Gen2.5 SOP username **admin** and **system@emea**.

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Obtaining a Ricoh device IP Address

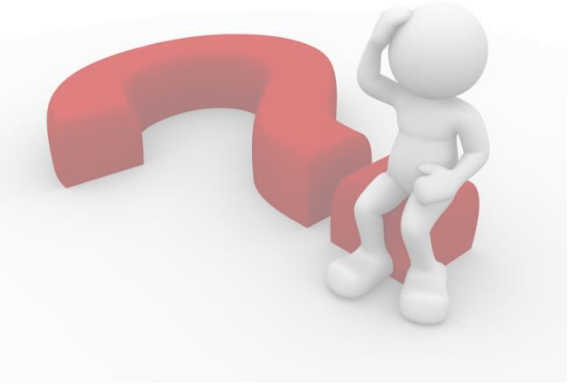
Control Panel types

It will be important to identify the type of operation panel your Ricoh device has installed and the version of software running on this panel.

Broadly speaking your Ricoh device will have one of several types of operation panel.

1. A panel with hard, pressable buttons (legacy).
2. A panel that has No buttons and runs Android (Smart Operation Panel).
3. A panel that has No buttons and runs Android (Smart Operation Panel with **ACT**)

ACT, What is **ACT** ?



ACT, stands for **A**lways **C**urrent **T**echnology.

ACT allows the control panel to always have the latest software and applications available to a customer without the need for a technician to visit site to physically install the apps or software.

It will be important to ascertain which version of **ACT** the panel is running in order to setup and configure a device.

Control panel types & accessing Settings

Depending on the control panel type the procedure will differ slightly.

If you have a smart control panel (Android type) with NO buttons on the panel then please use the procedure on the next page.

On the MP Cxx04 range the **Settings** icon will be called **User Tools**

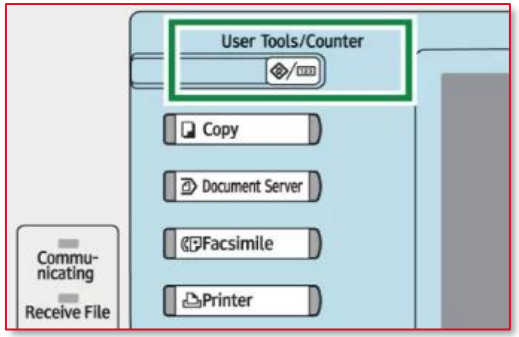
If you have a control panel WITH buttons on the panel, then please use the procedures from page 17 onward.

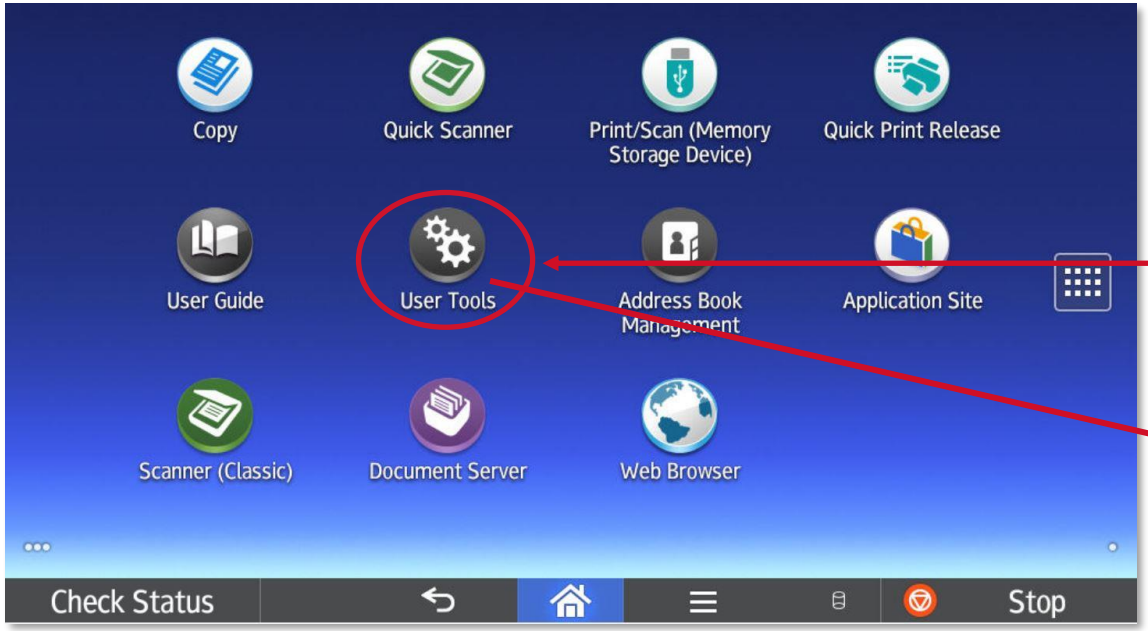
This button may be on the top left or top right-hand side of the Operation Panel but will look similar to this.

Accessing User Tools.

If you have a panel WITH buttons please locate (as this might be on the left or right hand side of the panel) and press the User Tools button.

Example Top left hand side of the panel

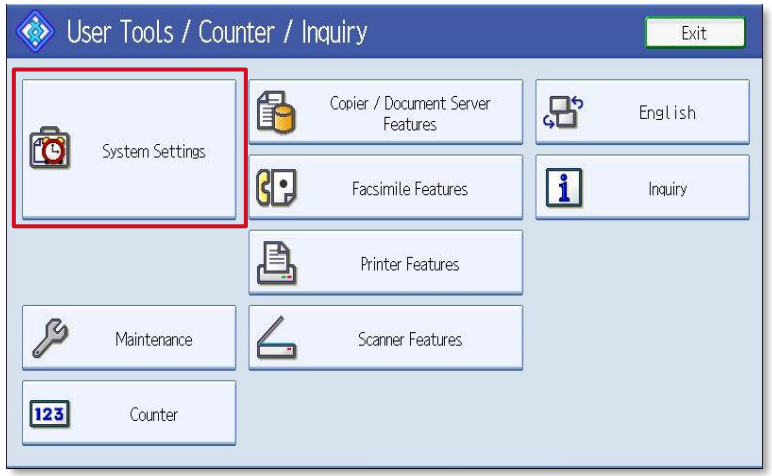




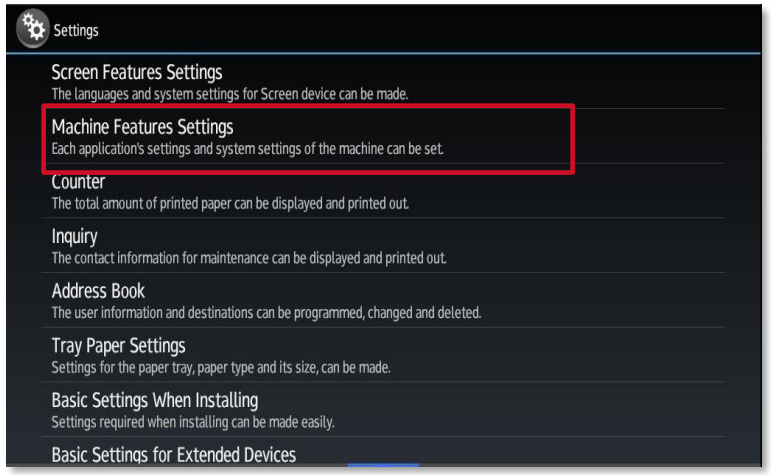
If you have a panel with NO buttons (SOP) please locate and press the User Tools/Settings Icon.

Control Panel type User Tools/Settings

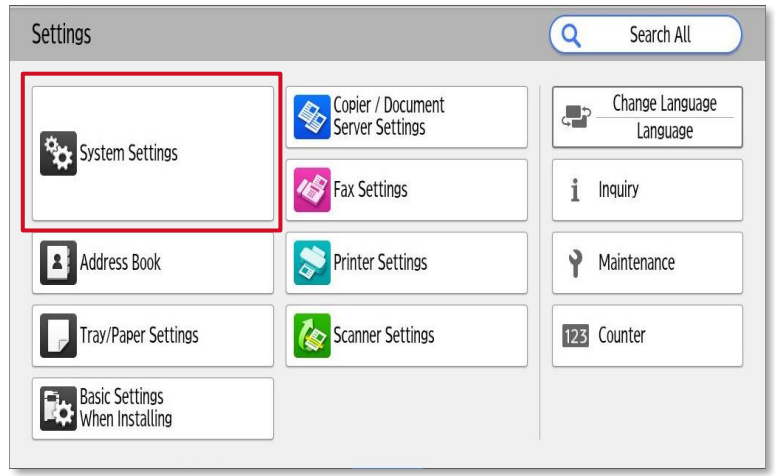
After accessing **User Tools / Settings** you can see the three different panel types.
Each will give you a different looking set of menu options.



This is a legacy / pre-ACT display.
If you have this display, please select **System Settings** & proceed to the next step.

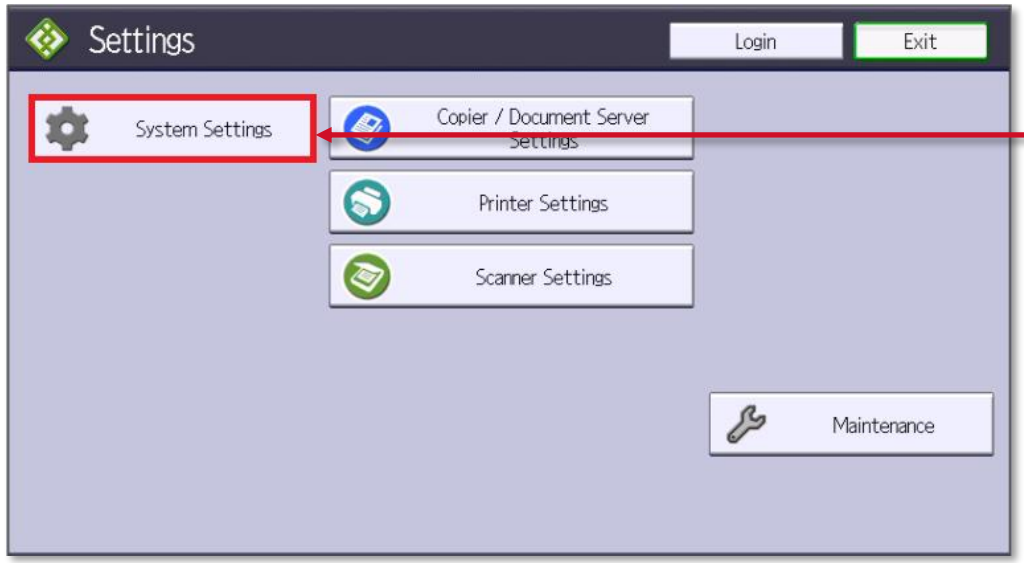


This is an ACT display
If you have this display, please select **Machine Feature Settings** & proceed to the next step.

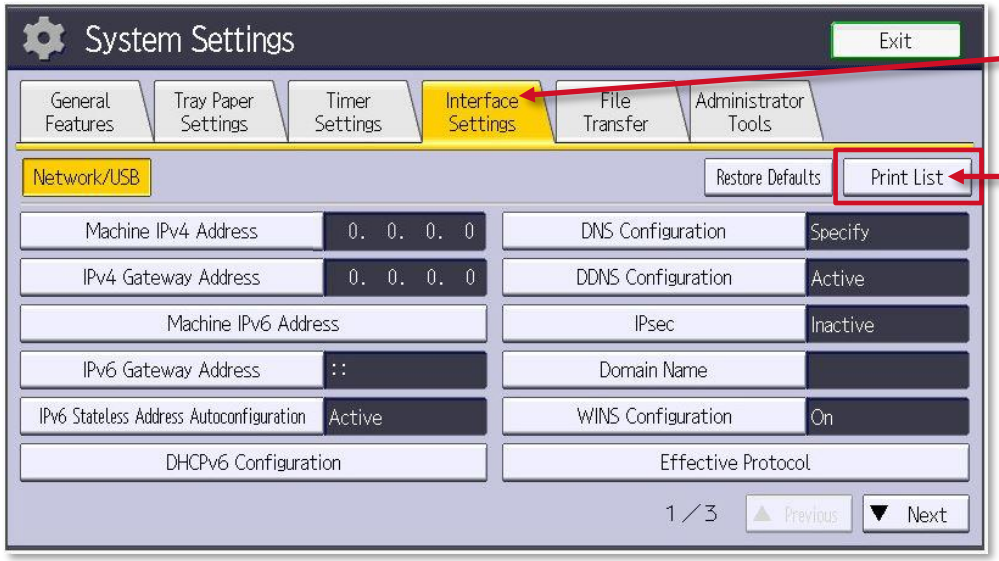


This is an ACT 1.1 or later display
If you have this display, please select **System Settings** & proceed to page 22.

Accessing User Tools / Settings



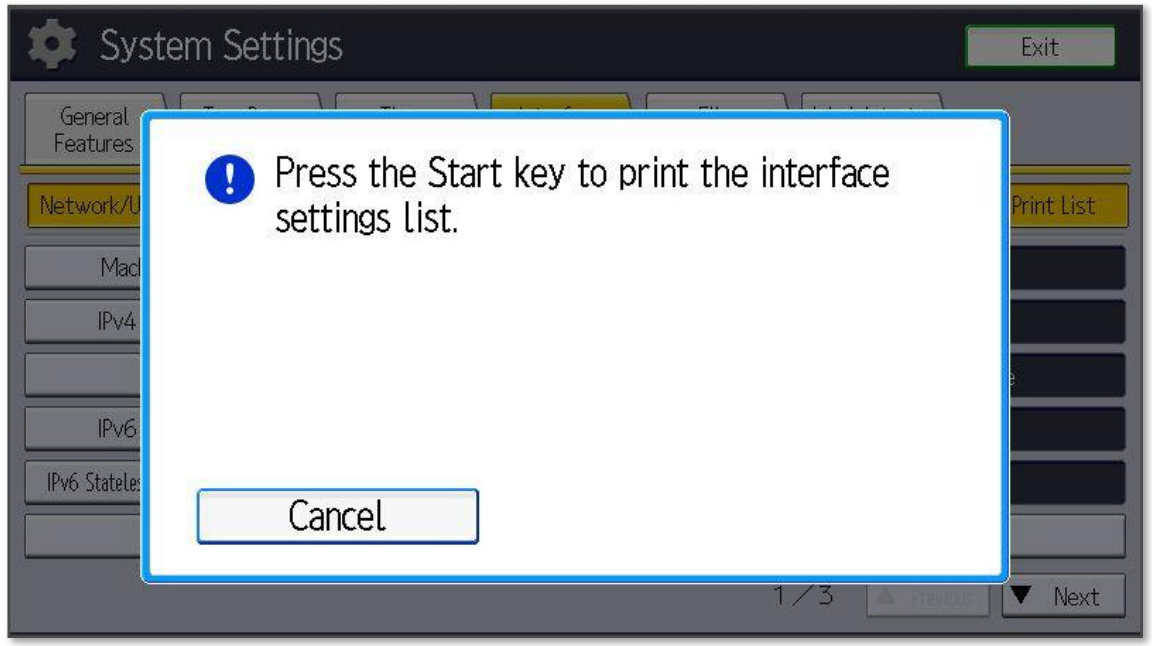
1. Touch and select **System Settings.**



2. Touch and select **Interface Settings**.

3. Please select **Print List**.

Printing Network Settings

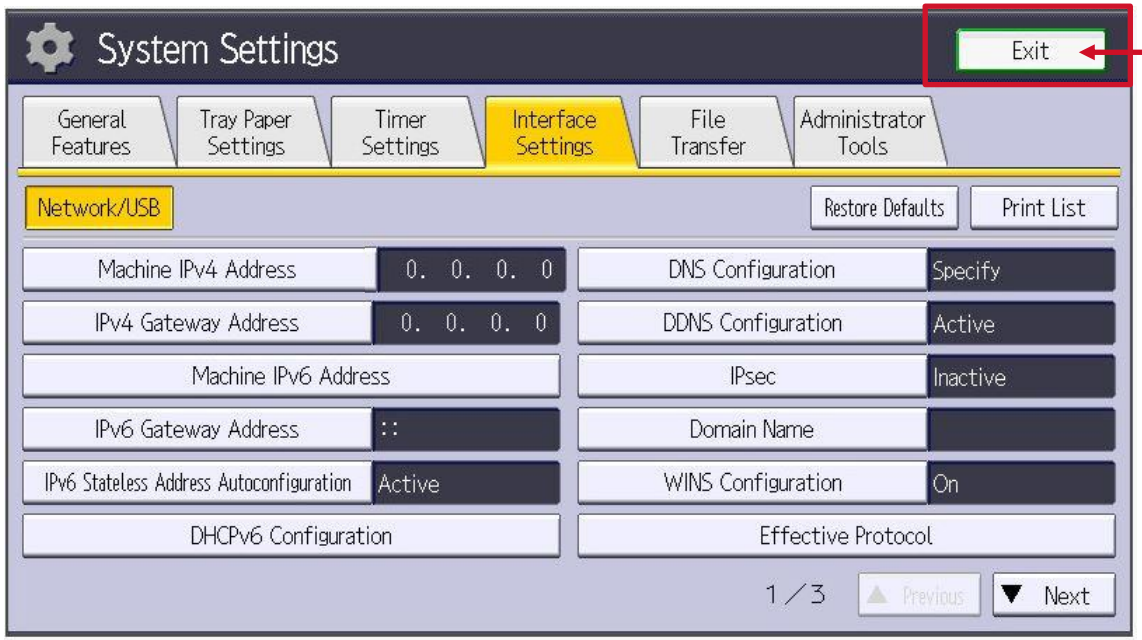


Now please press the **Green** / **Start button** to print a list of network settings.

The device will now print several sheets containing ALL of the network settings for the device. On this sheet, please look for :-

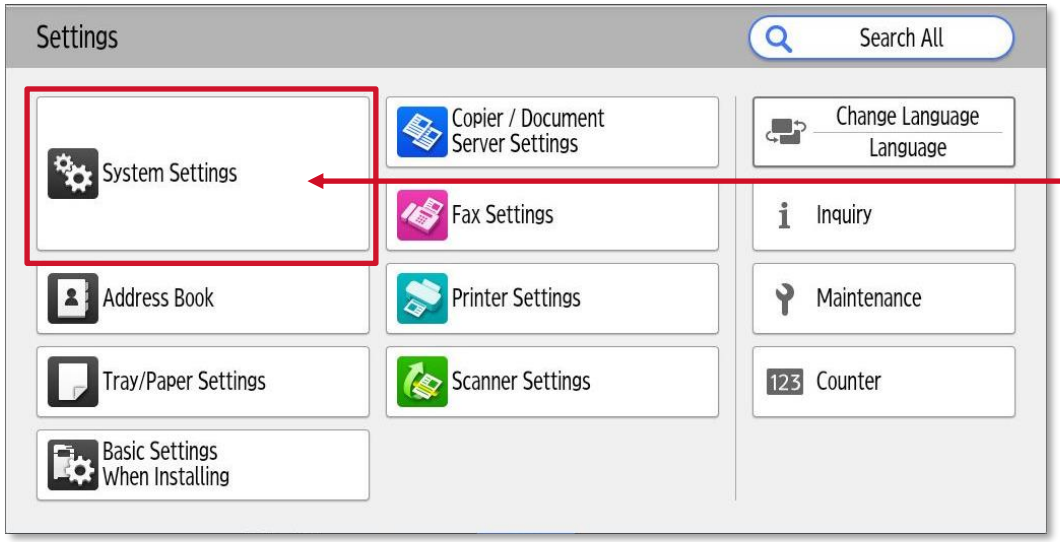
IPv4 Address, **Subnet Mask**, **Gateway Address** and **DNS** settings.

Exit User Tools / Settings

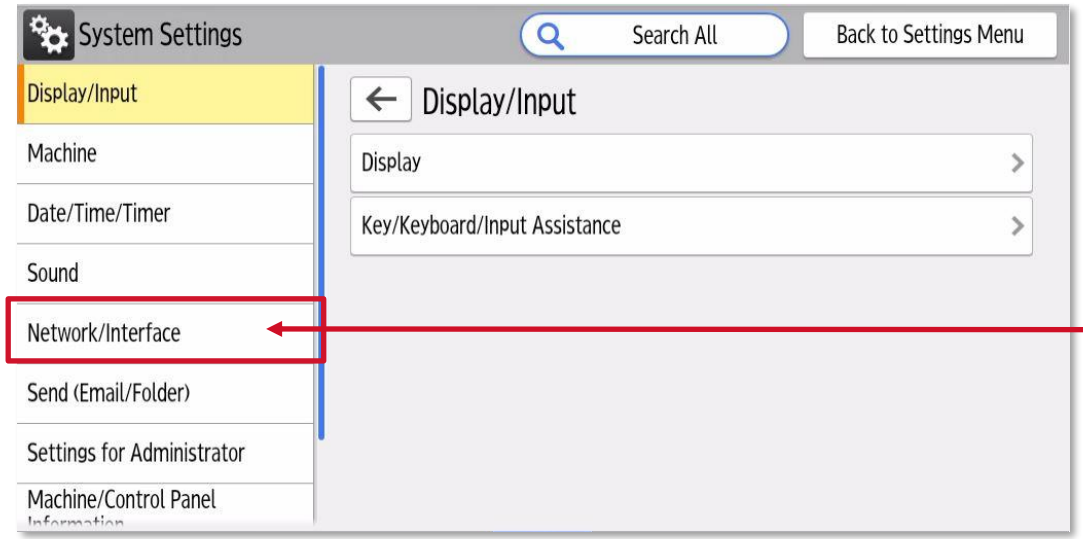


Touch and select **Exit** to return to the home screen.

Android panel (with ACT1.1)

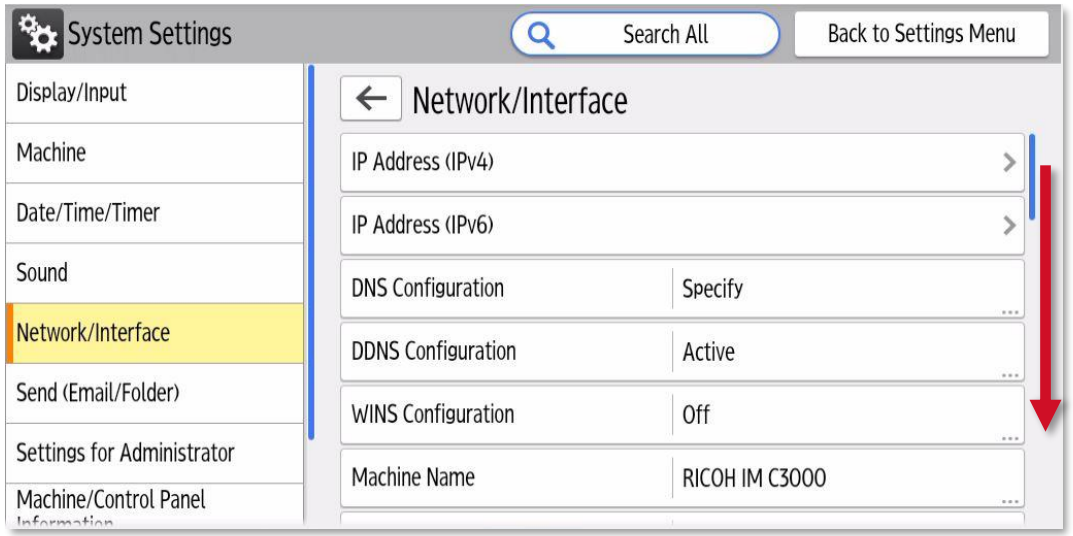


1. Please select **System Settings**.

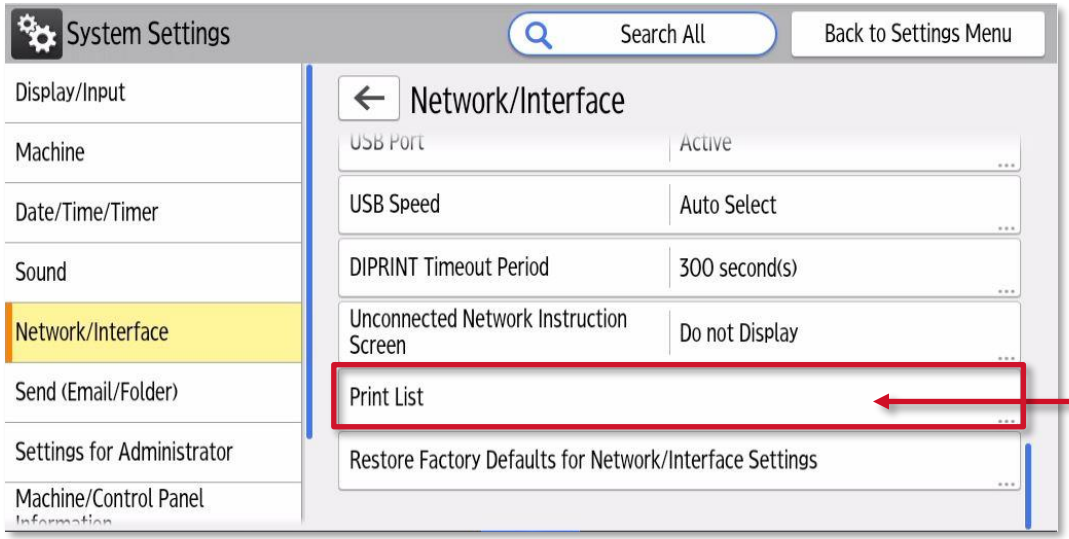


2. Select **Network/Interface.**

Printing Network Settings

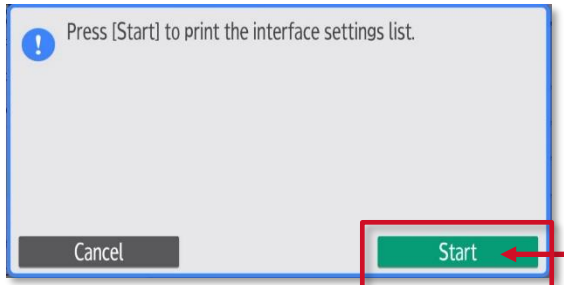


1. Now please scroll down to find **Print List**.

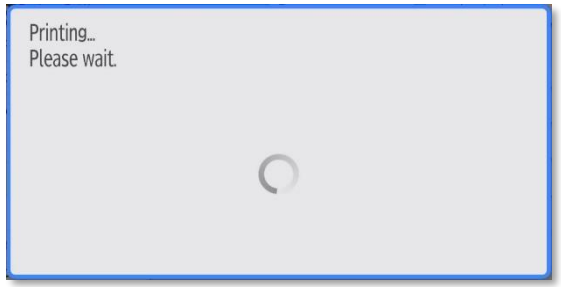


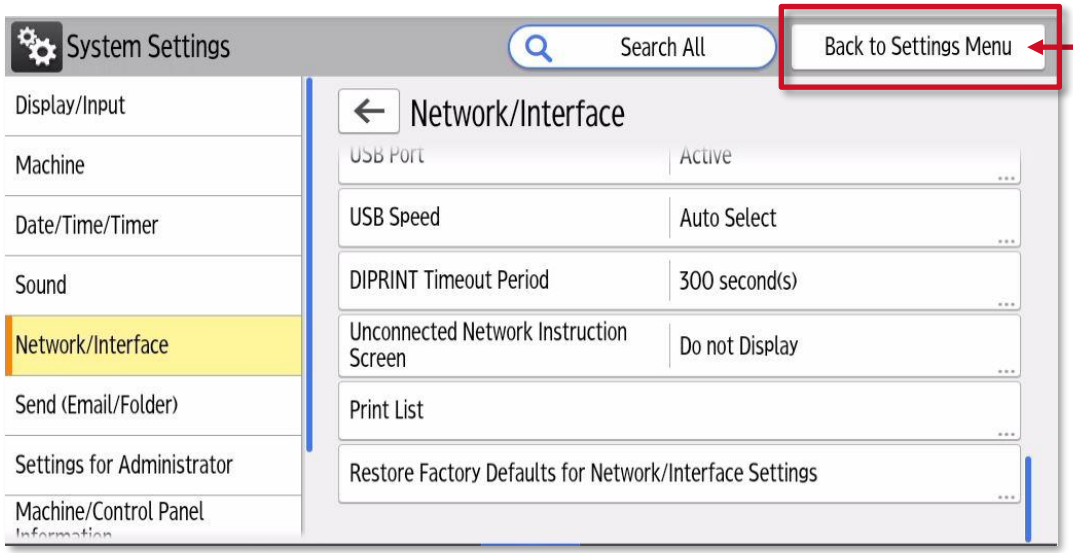
2. Select **Print List.**

Printing Network Settings.



1. Touch **Start** and the device will print several sheets with all the network information on.





2. After the sheets are printed, please select **Back to Settings Menu** and continue to exit out of **System Settings**.

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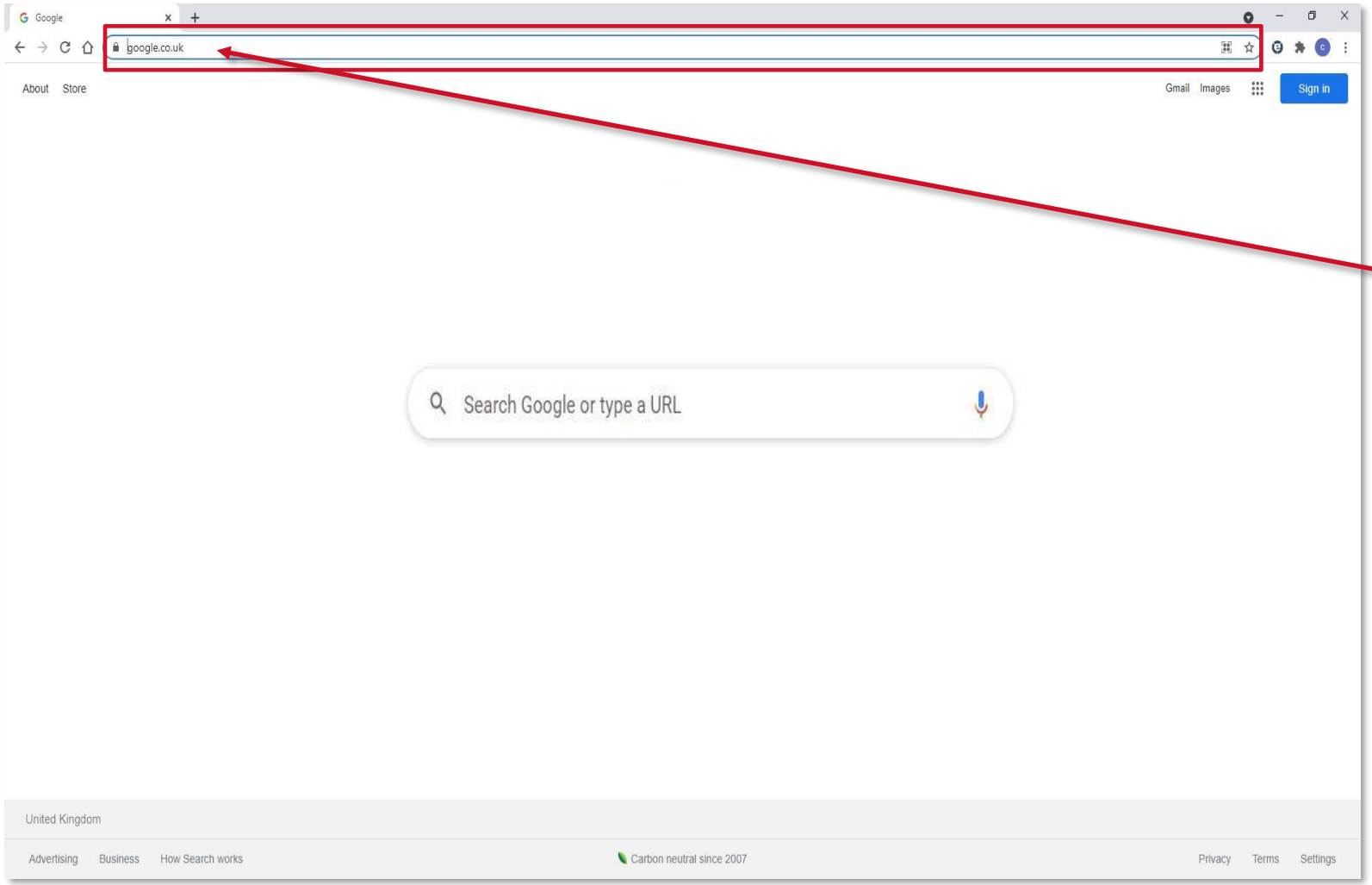
SMTP configuration for scan to email using WIM

Contents

This guide will walk you through setting all of the settings required for most Scan to Email scenarios.

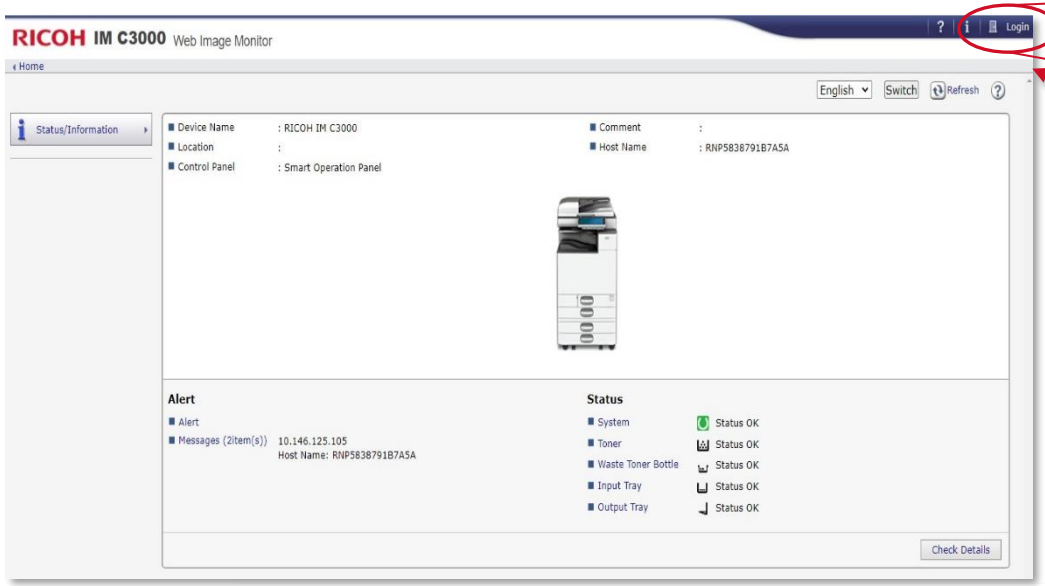
1. Browsing to the device using a web browser and the device IP.
2. Logging in to the admin portal (WIM).
3. Setting the Administrators Email address, this is the address/account used to send an email.
4. Setting up and authenticating to the SMTP server.
5. Setting the IPv4 Gateway and DNS.
6. Setting the SSL/TLS settings.

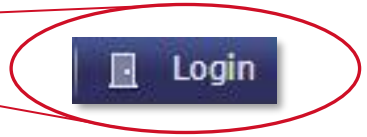
1. Browse for the device on the network



Using any web browser, type the IP address or hostname for your device in the address bar followed by enter.

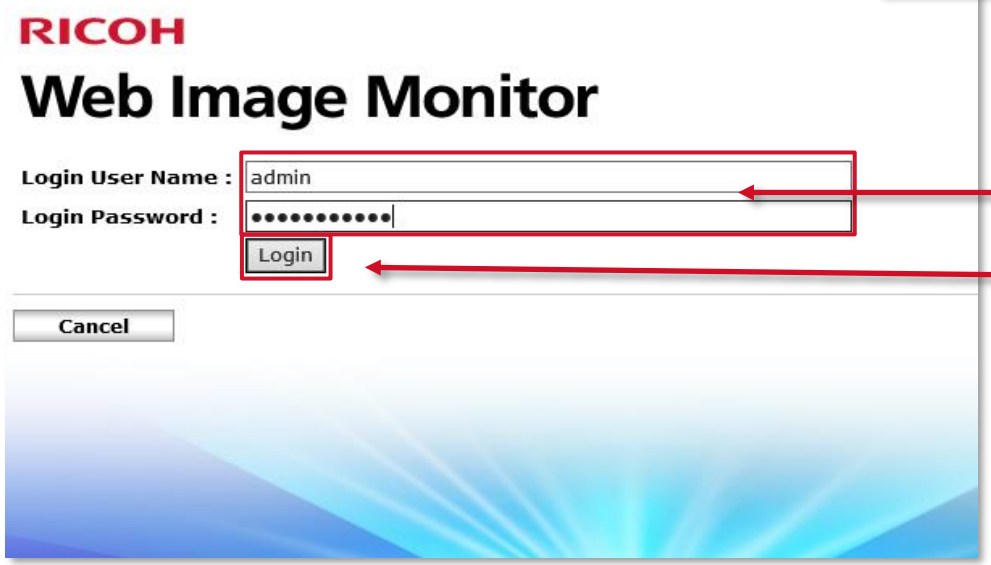
2. Web Image Monitor (WIM), the web portal for the device





Please click on **Login**.

You should now see a similar screen to this, depending on your exact model of device.

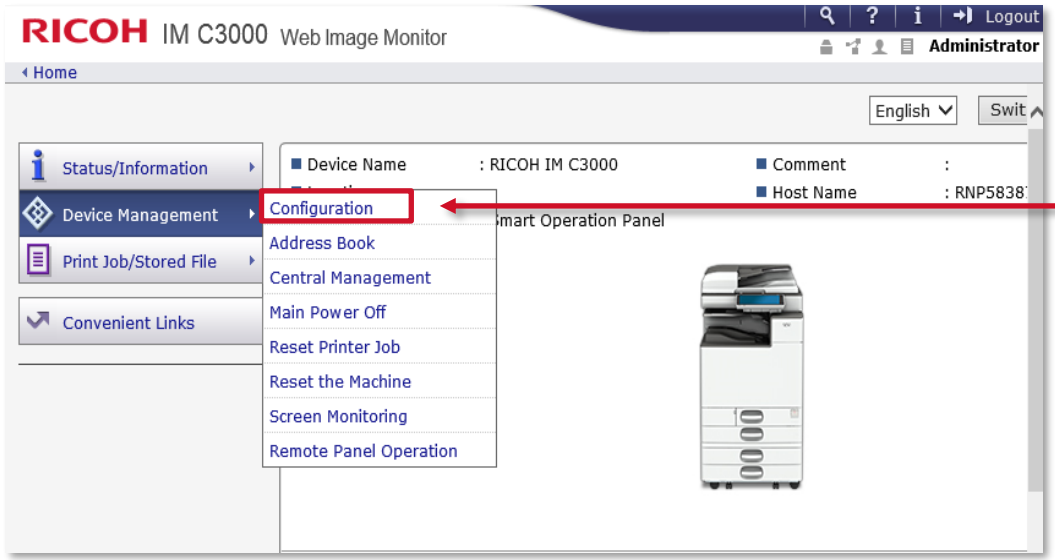


Please type your administrator credentials page 38

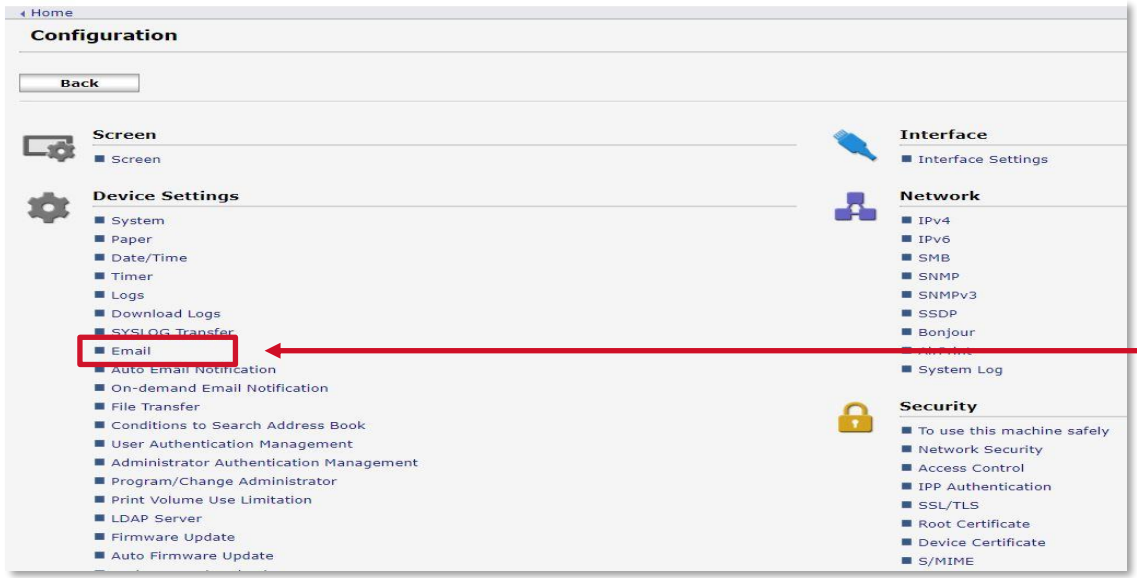
Please click on **Login**.

If you are unable to login with the above credentials, please contact Ricoh on 03301230311 option 2 (service) and raise a call with the helpdesk.

3. Device Management

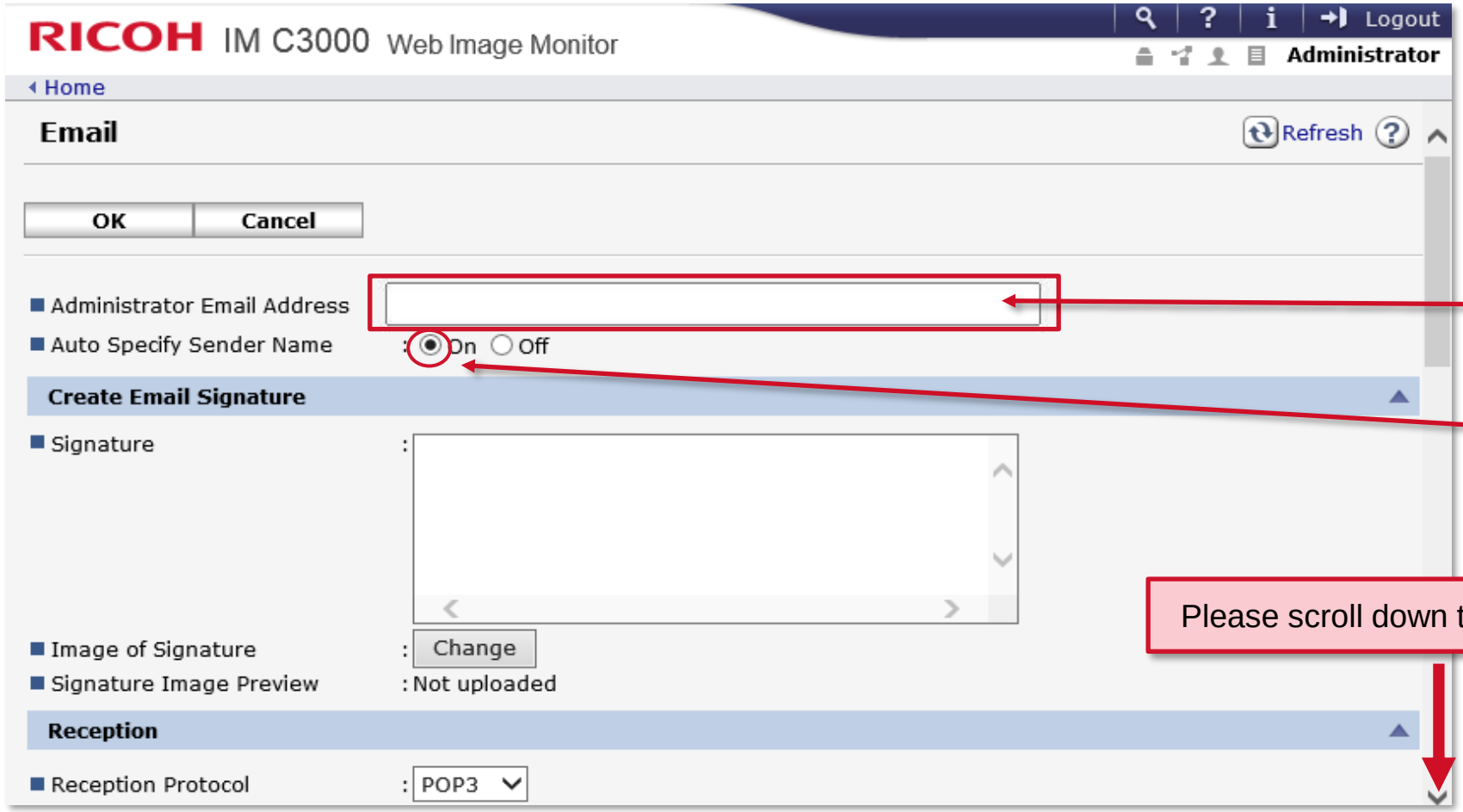


Under **Device Management**, click on **Configuration**.



Click on **Email**.

3. Administrator Email address

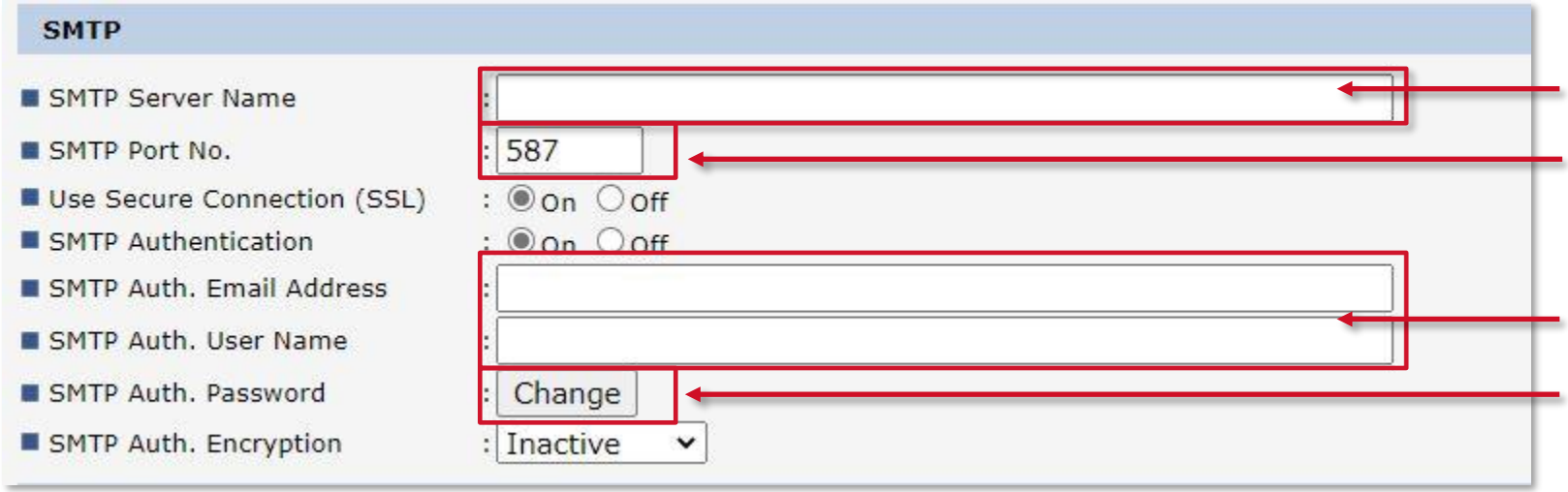


1. Type Administrators email address here.

2. Now please select Auto Specify Sender Name On.

Please scroll down to the **SMTP** section.

4. Authenticating to the SMTP server



1. Type the SMTP server name.
For example smtp.office365.com

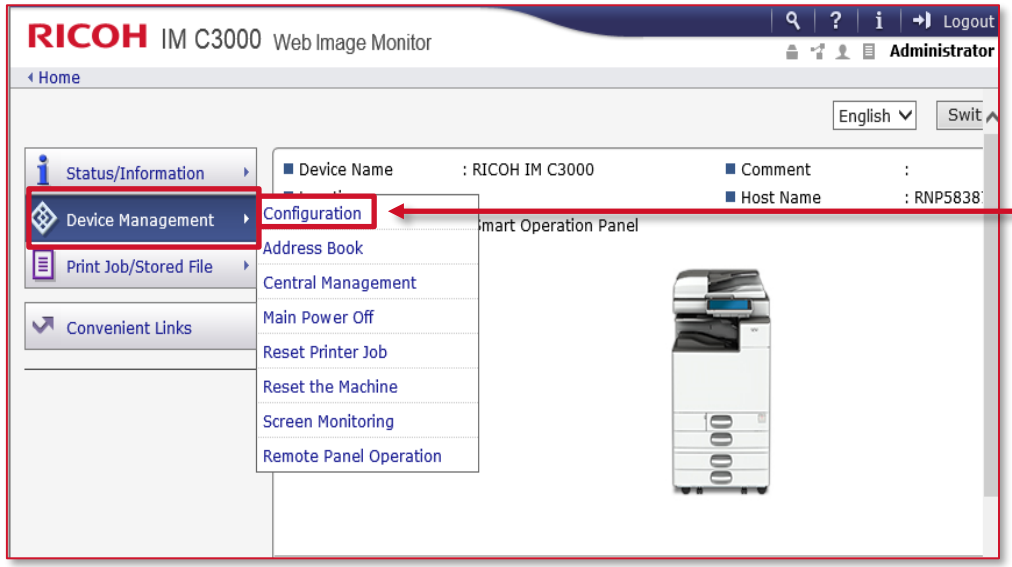
2. Set port No. as required by SMTP provider

3. Please populate these two fields as per your SMTP provider.

4. Please click Change and set SMTP passwords as required by SMTP provider.

5. Please now scroll to the bottom of the page and click **OK** to save settings.

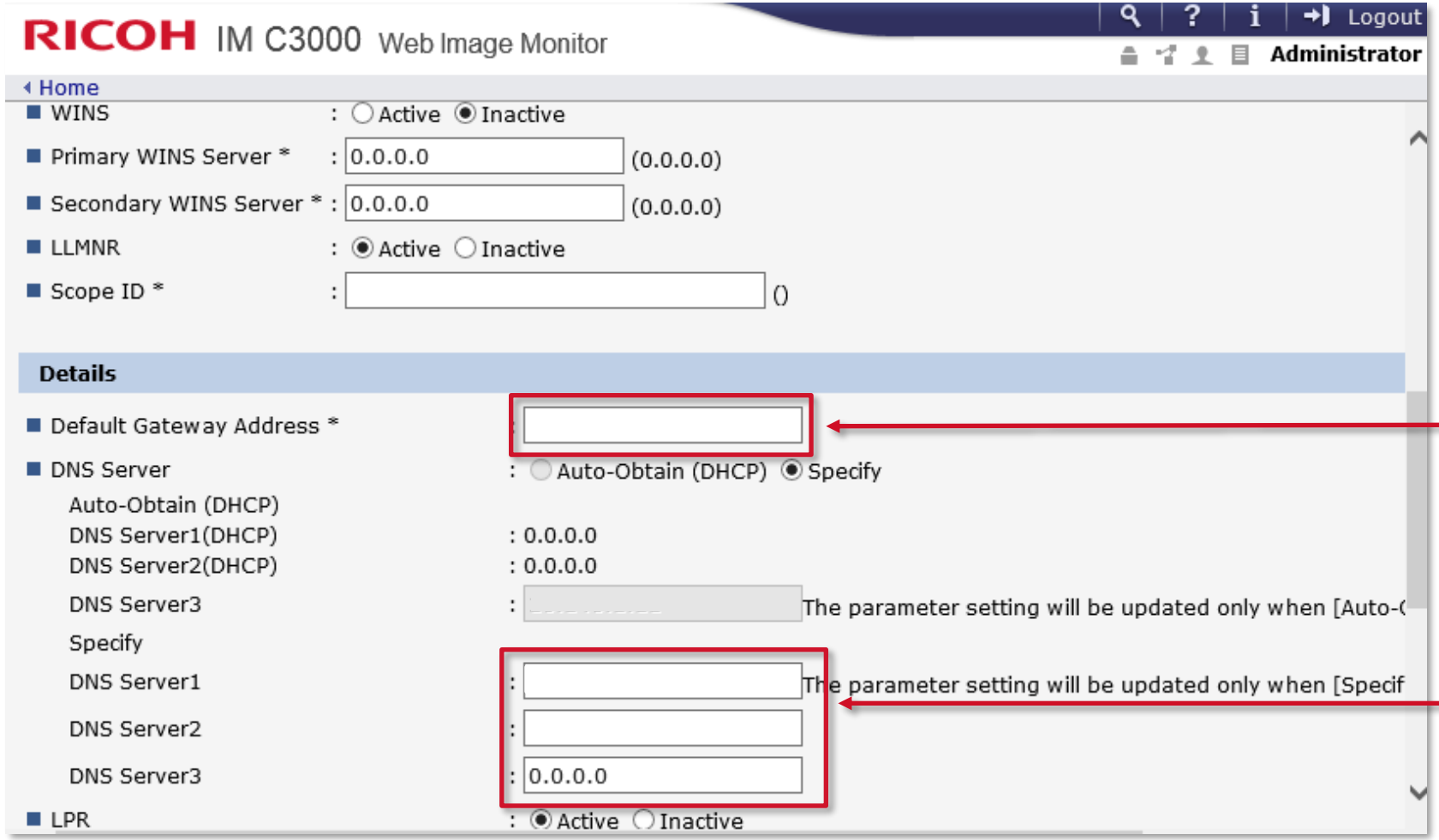
Gateway and DNS settings for name resolution



Under **Device Management**, click on **Configuration**.

Please click **IPv4**.

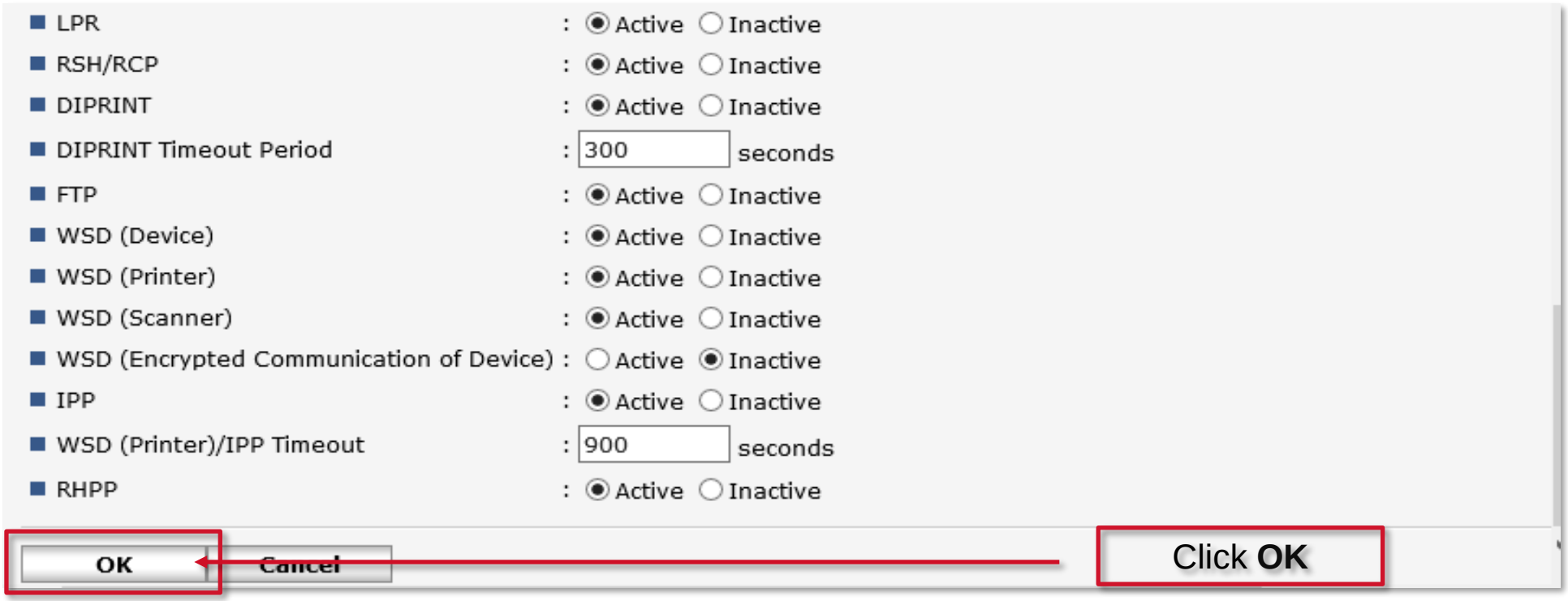
5. Gateway & DNS Servers (if not already populated)



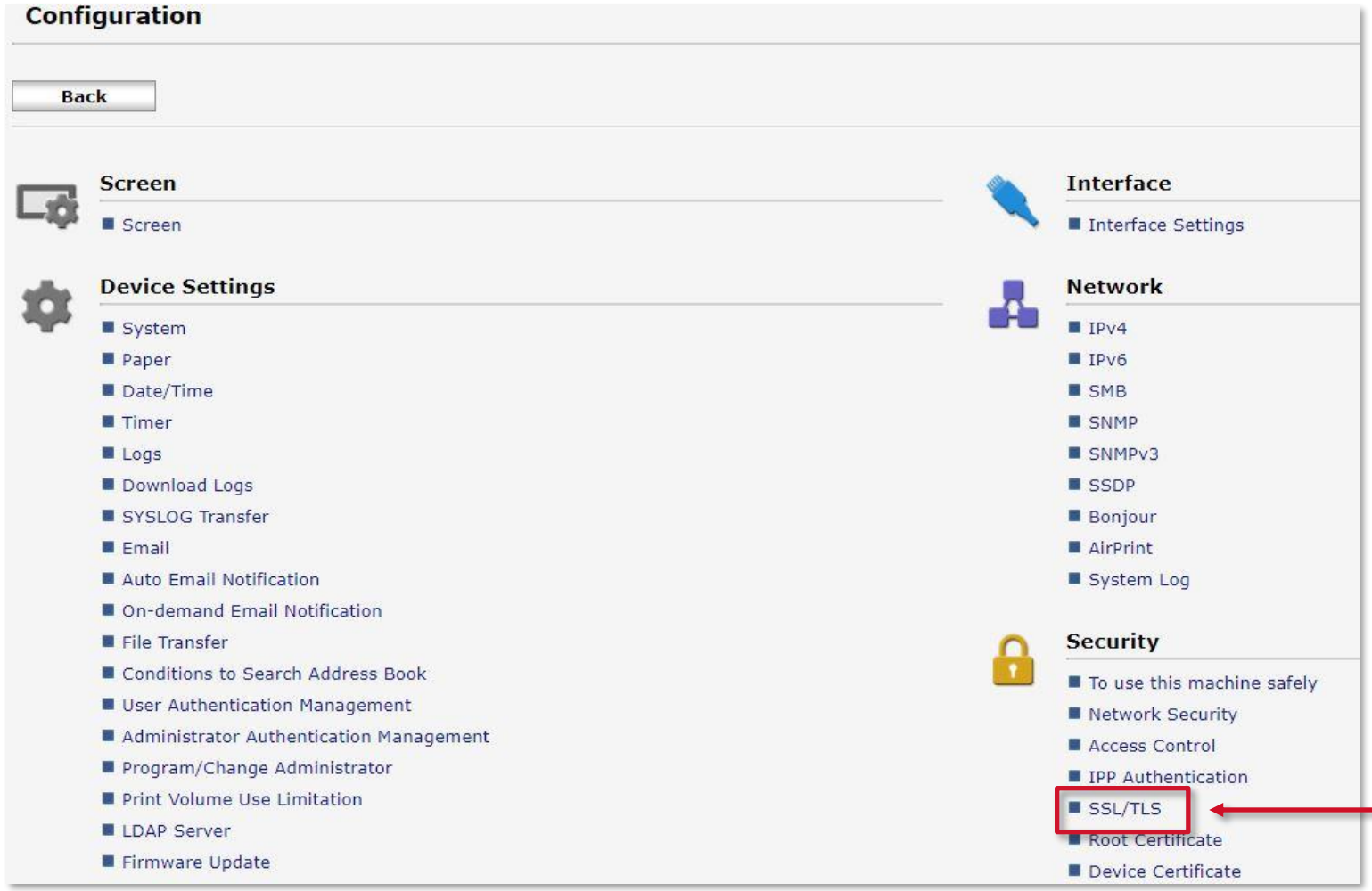
1. Ensure the correct Gateway Address.

2. Ensure the DNS Server is correct.

The configuration is nearly complete

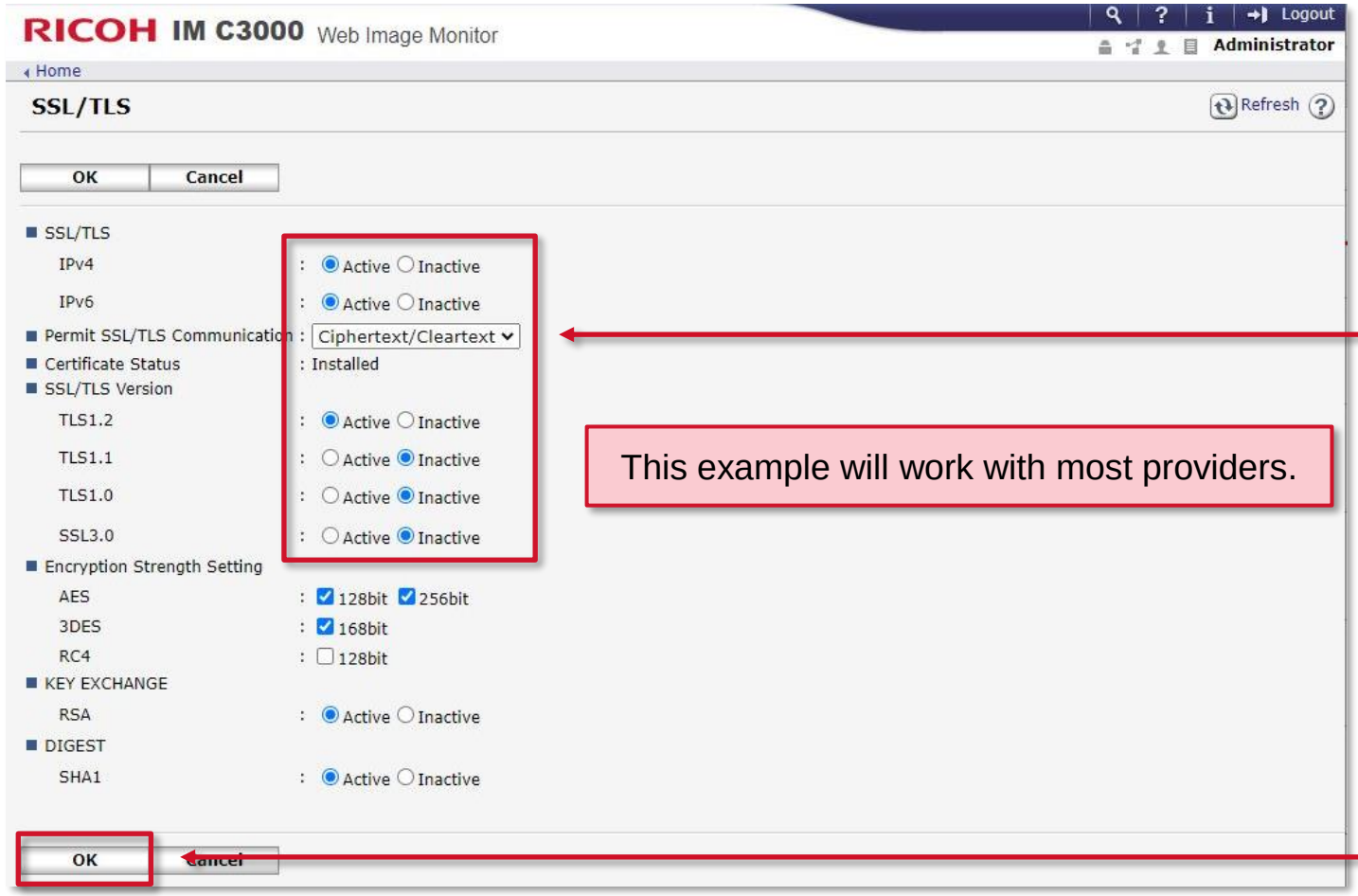


6. SSL/TLS configuration



Please click **SSL/TLS.**

6. SSL/TLS settings



This example will work with most providers.

Please select all the correct settings for your SMTP host.

Now click **OK**.

Default Admin credentials

Depending on the device you have this could be either:-

admin with no password or

admin with **system@emea** as the password.

If you are unable to login with the above credentials, please contact Ricoh on 03301230311 option 2 (service) and raise a call with the helpdesk.

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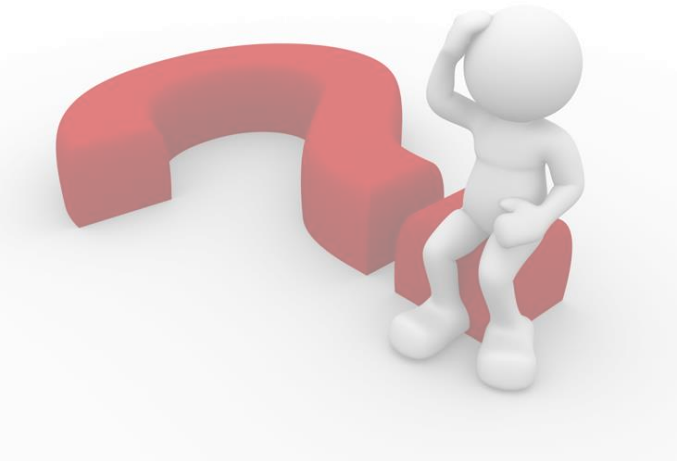
Backing up and restoring a Ricoh MFD Address Book

Why make a backup of my address book ?

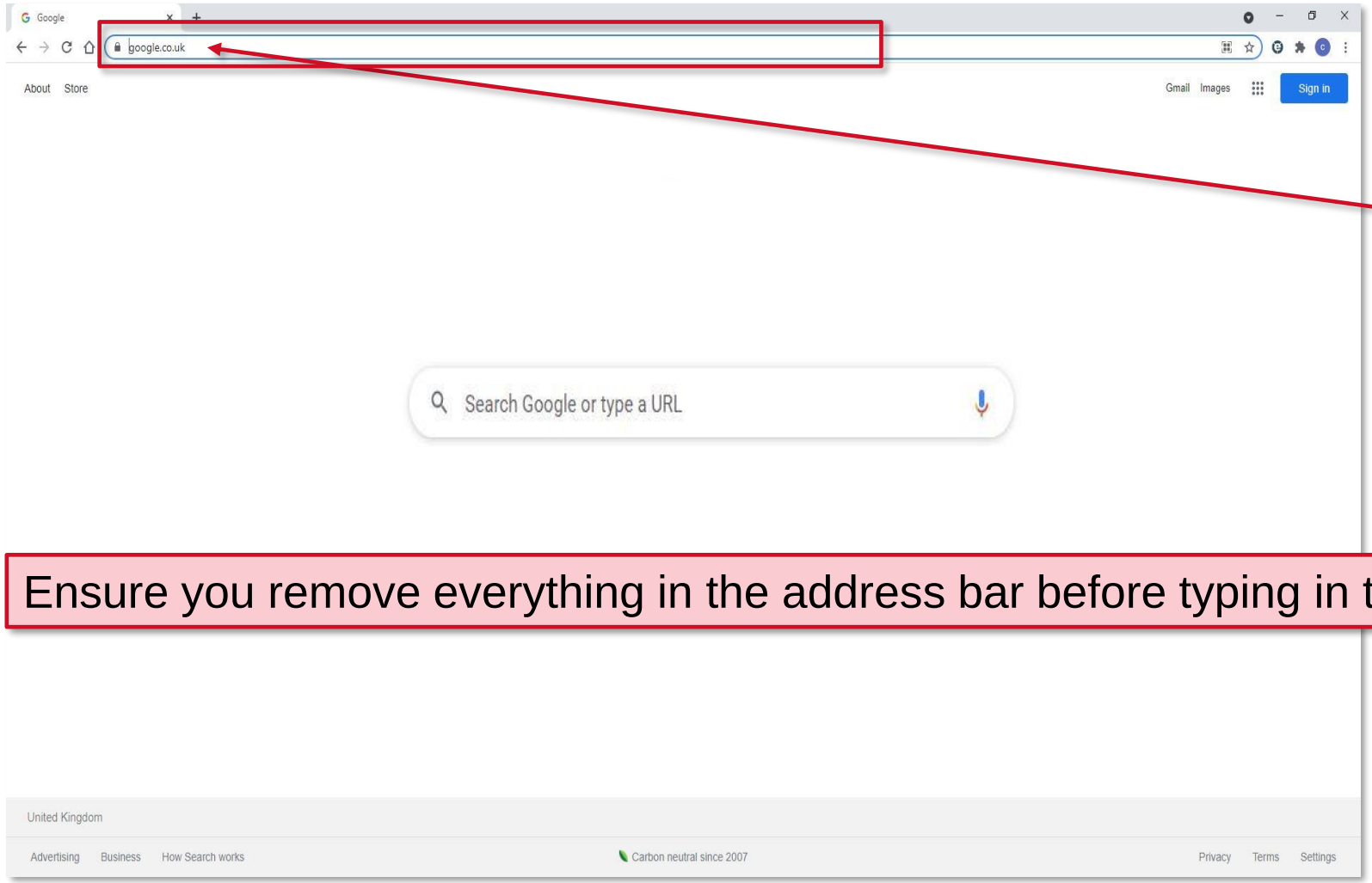


It is recommended to make a backup of your device Address Book from time to time, this will aid in the recovery of your address book entries in the event of an accidental loss or a hardware failure of your device.

This guide will walk through the process to make a backup and restore it :-

Using the IP address of the device and performing the backup/restore using the inbuilt web interface Web Image Monitor (WIM).

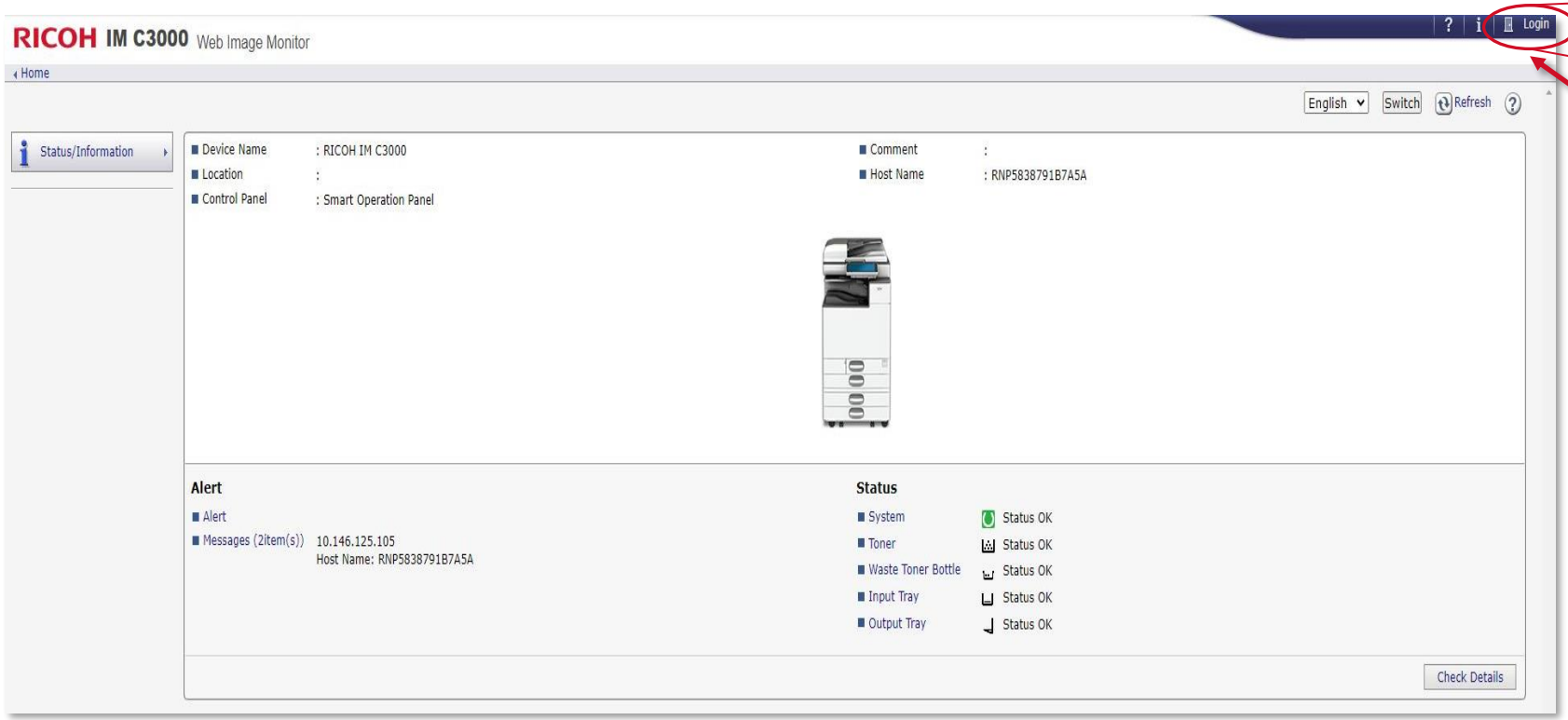
Browsing into Web Image Monitor (WIM)

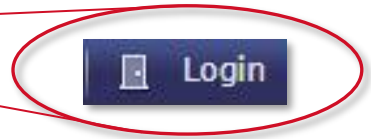


Enter the IP address for your device in the browser address bar.

Ensure you remove everything in the address bar before typing in the IP address.

Accessing WIM of your device



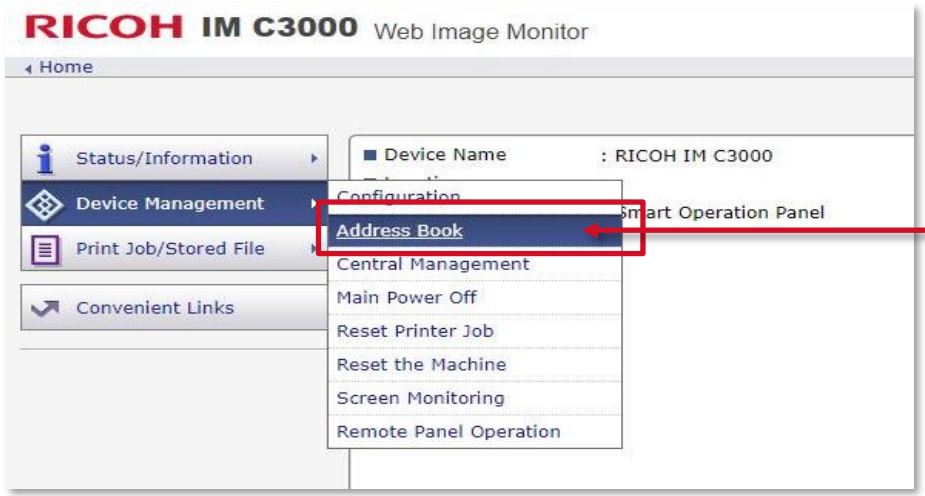


Click **Login** and login with admin as the username and the admin password.

Accessing the Address Book (via WIM)

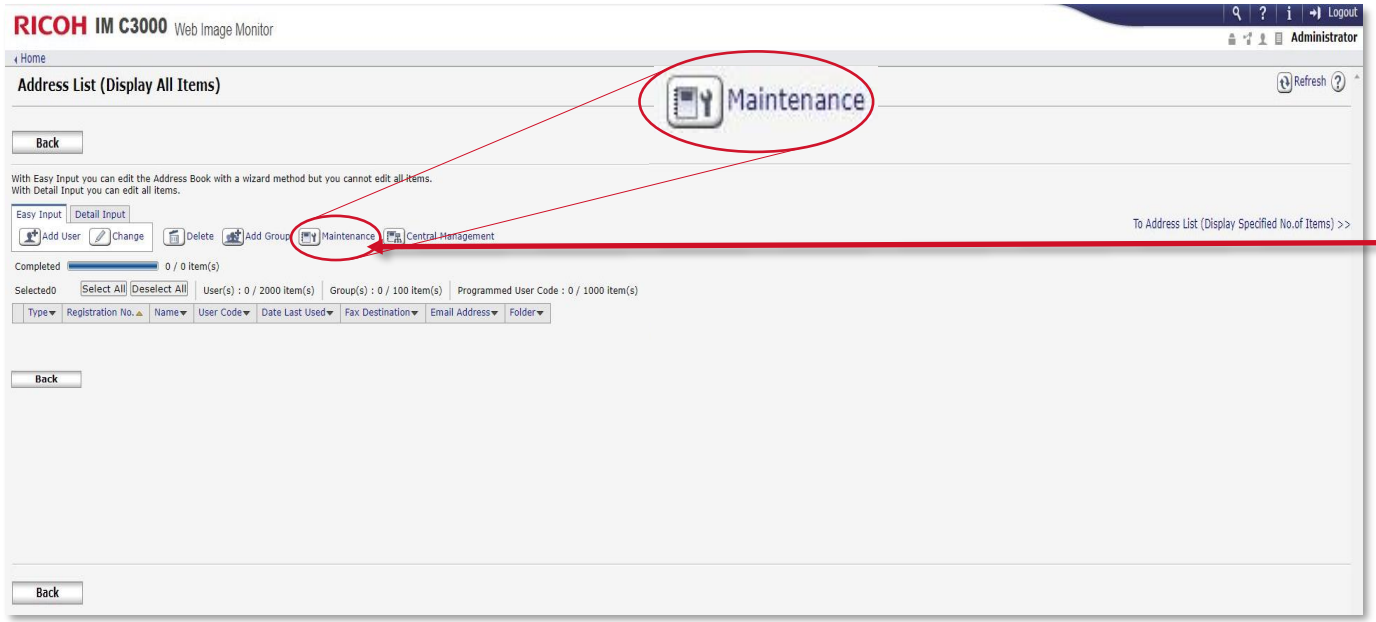
Once logged in as admin.

1. Hover over **Device Management**.



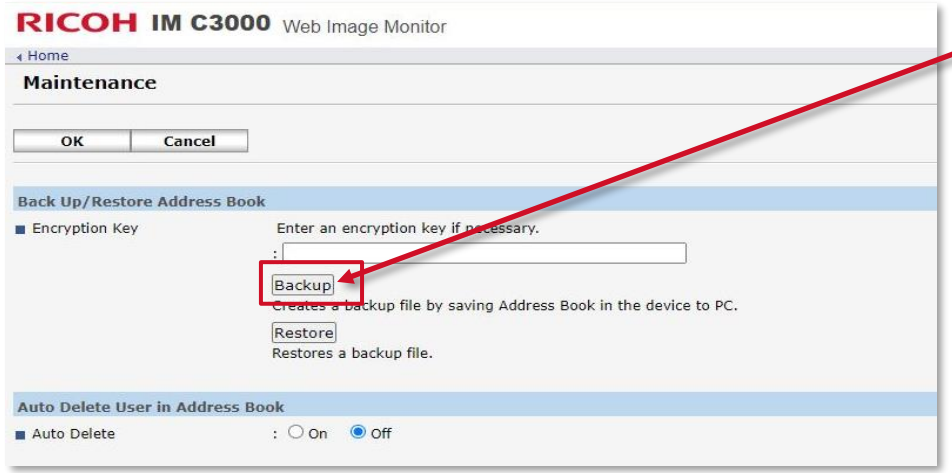
2. Click **Address Book**.

Backing up your Address Book



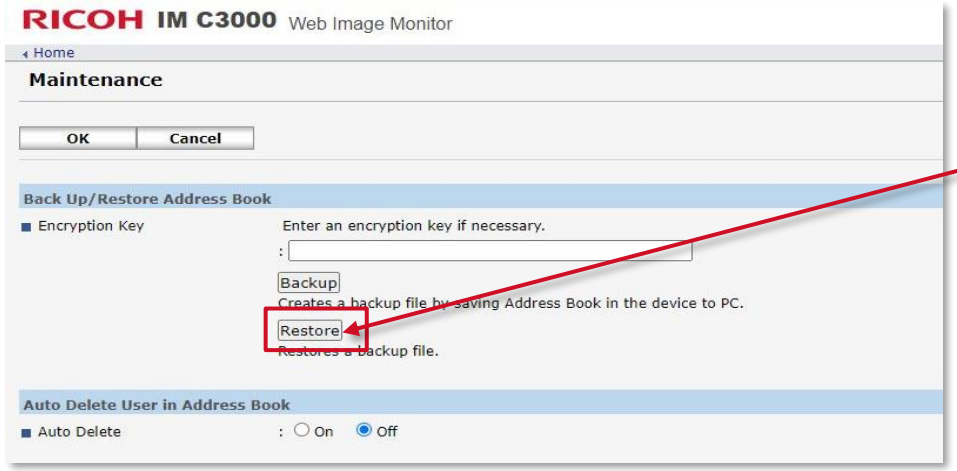
1. Click **Maintenance**.

2. Click **Backup**.



The backup file will download into your browser default download folder.
It will be named “Ricoh xxxx.udf” where xxxx is the model of your device.

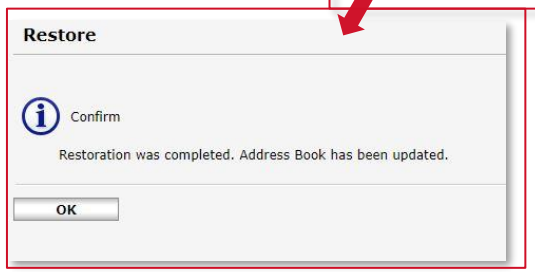
Restoring from a backup copy of your Address Book



1. Click the **Restore** option.

2. Click **Choose File**, point to the backup file already downloaded.

Whilst restoring, the following images will be displayed during the process.



The Address Book is now restored.

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2.2 Address Book

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Adding an entry to your Ricoh device Address Book for scanning

Adding an entry to the Address Book

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This guide will cover four methods of adding an Address Book entry.

1. Using Web Image Monitor (WIM).

2. Using the operation panel Address Book icon for scan to email.

3. Installing the Scan to Folder Configurator Tool for scan to folder.
   This uses an application that is installed onto your PC.

4. Installing the Scan to Folder Helper app for scan to folder.
   This uses an application that is installed onto the devices operation panel.

1. Adding an entry using WIM

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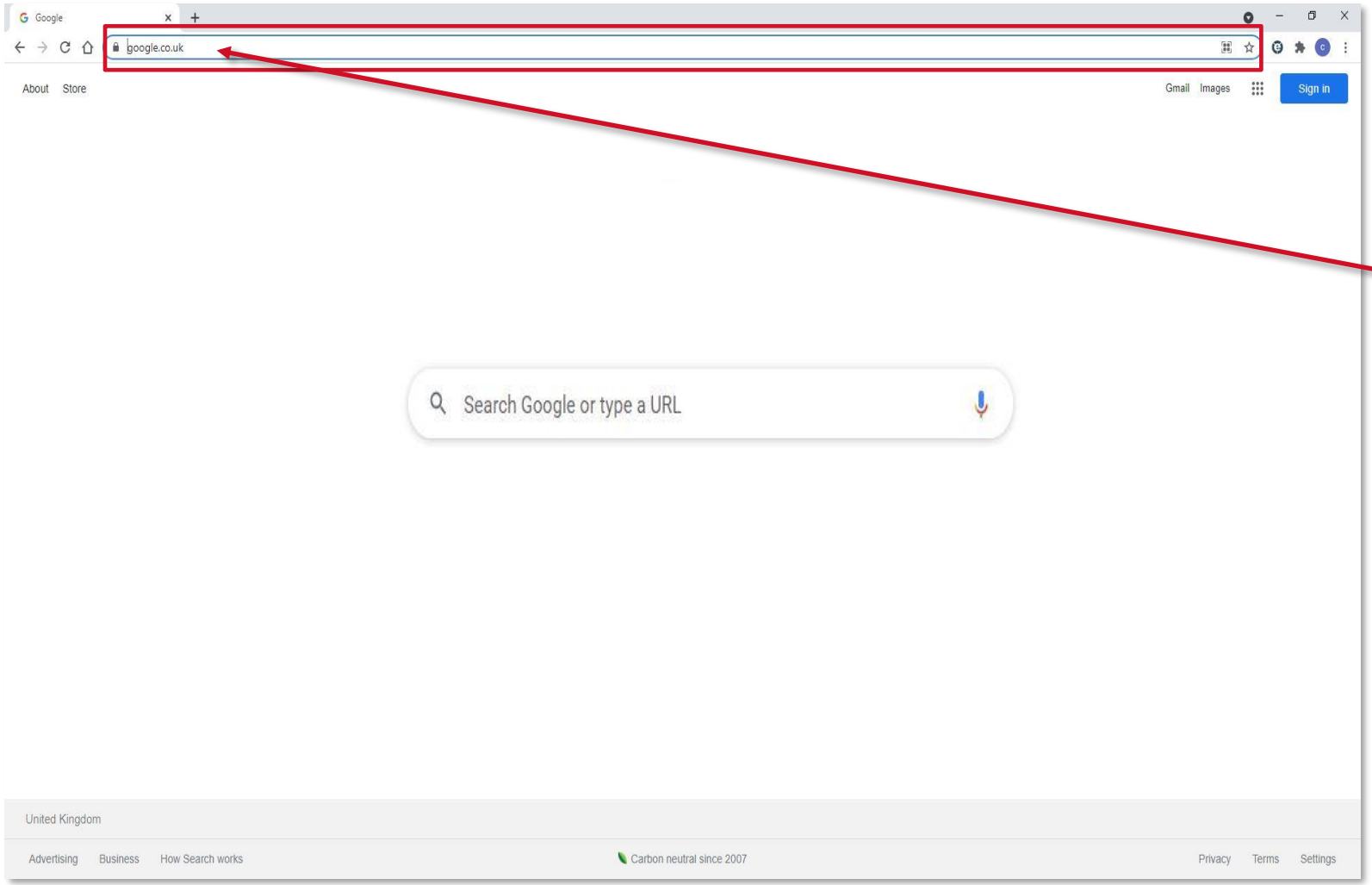
This section will walk you through adding an entry to the address book using the Web Image Monitor (WIM).

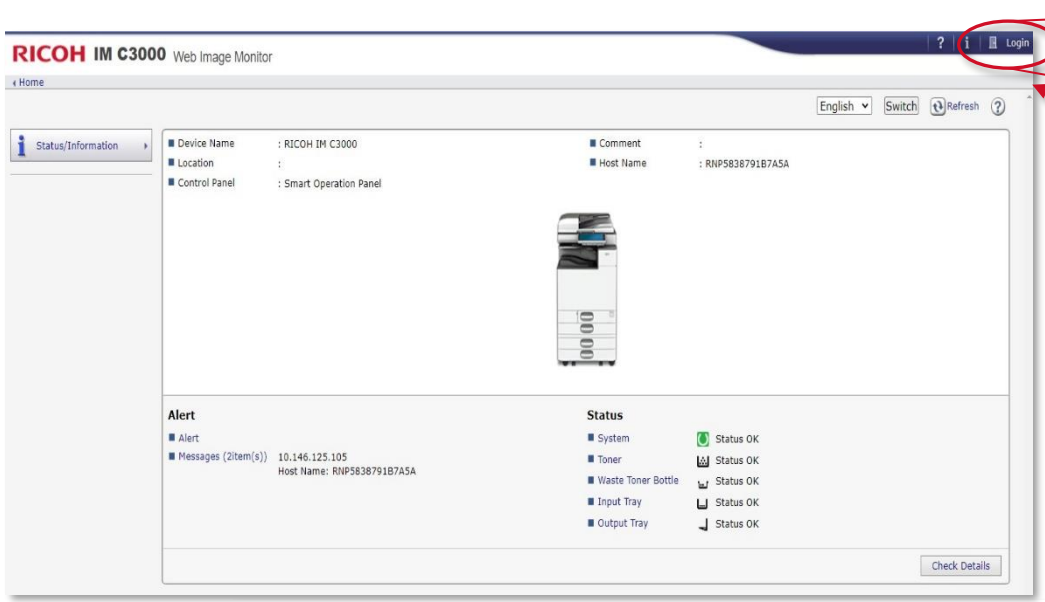
You will need to know the IP address for your device to use this method.

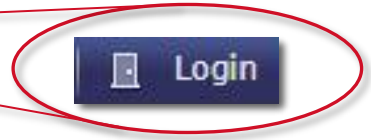
1. Browse for the device on the network



Using any web browser, type the IP address or hostname for your device in the address bar followed by enter.

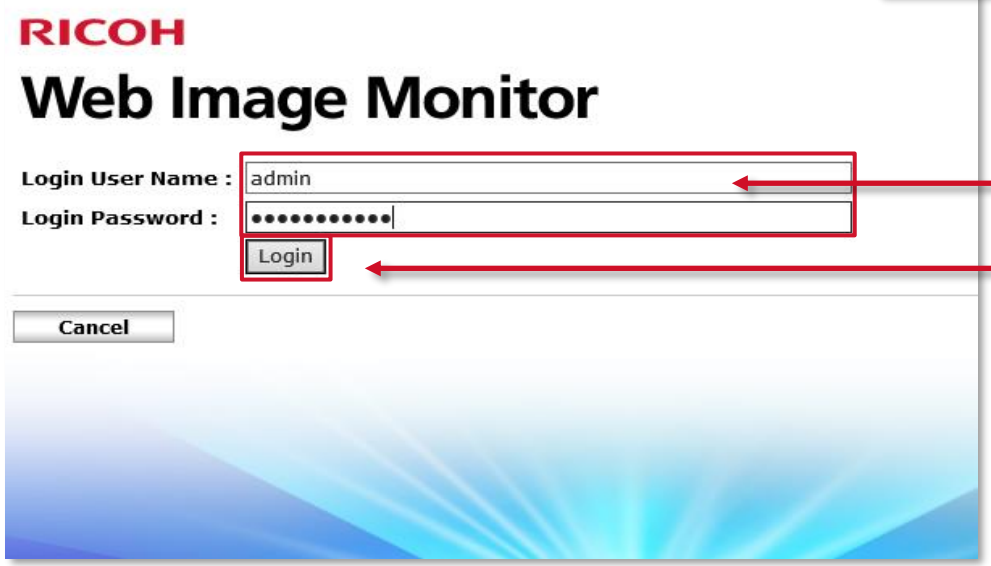
The web portal for the device





Please click on **Login**.

You should now see a similar screen to this, depending on your exact model of device.

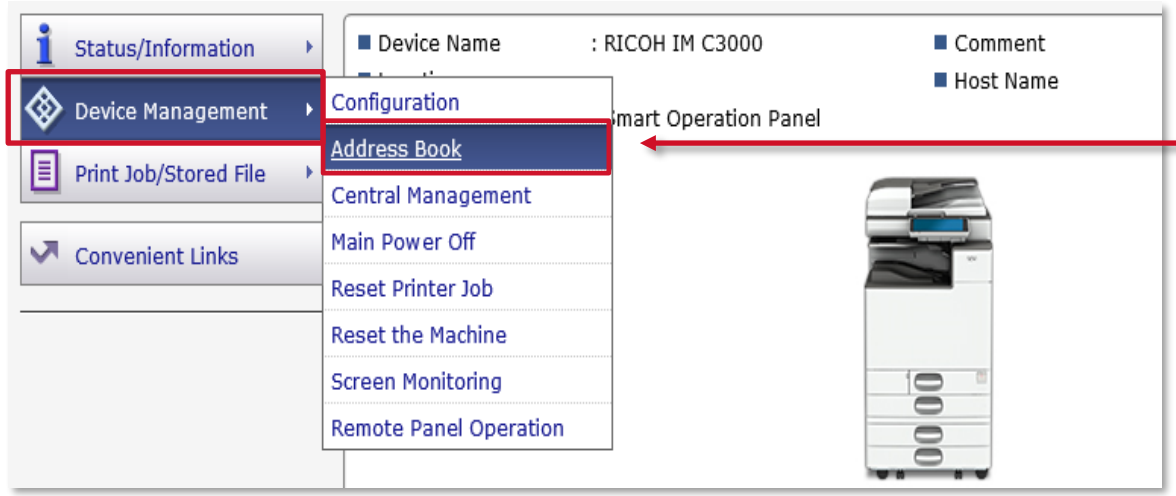


Please type your administrator credentials.

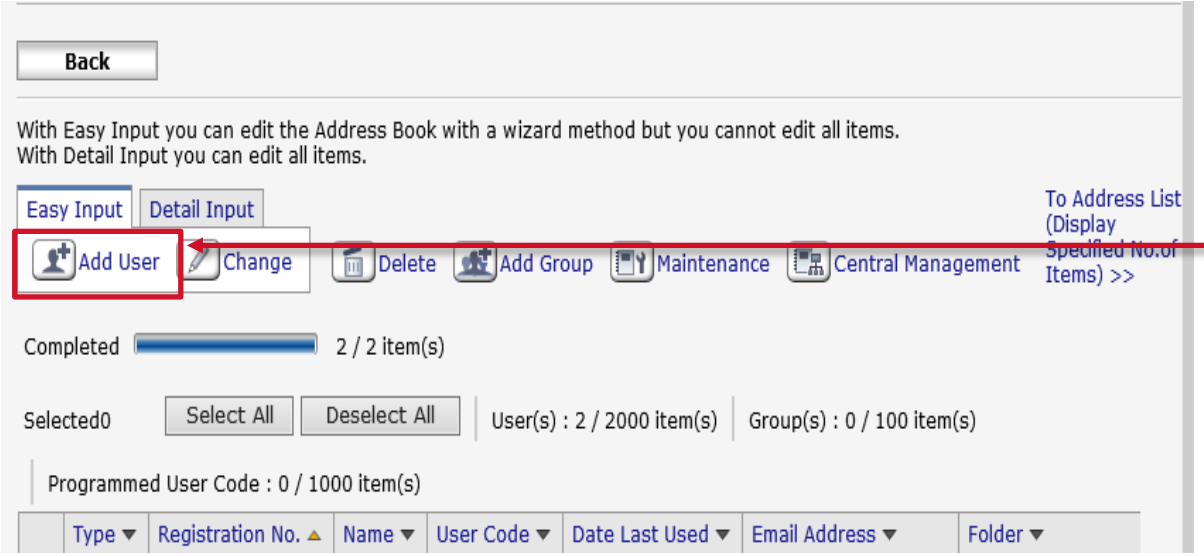
Please click on **Login**.

If you are unable to login with the above credentials, please contact Ricoh on 03301230311 option 2 (service) and raise a call with the helpdesk.

Adding Users to the Address Book

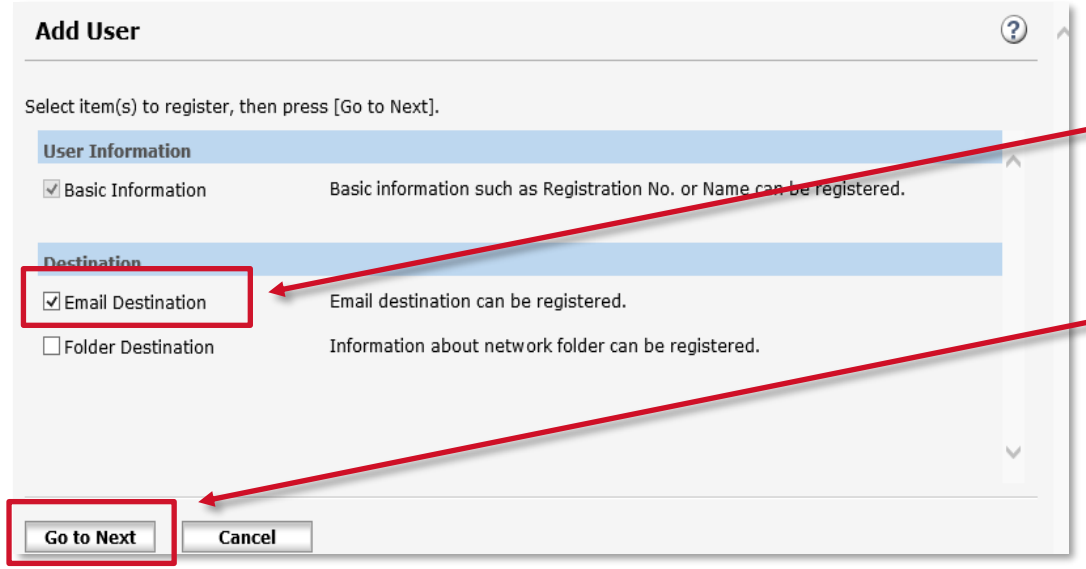


Hover the mouse over **Device Management** and select **Address Book**.



Select **Add User.**

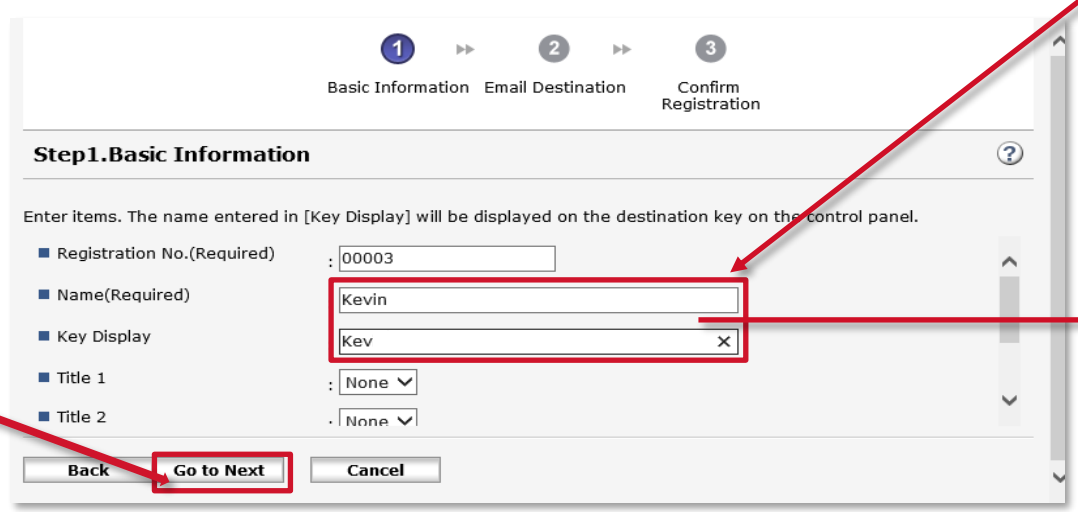
Configuring the email address



1. Select **Email Destination**.

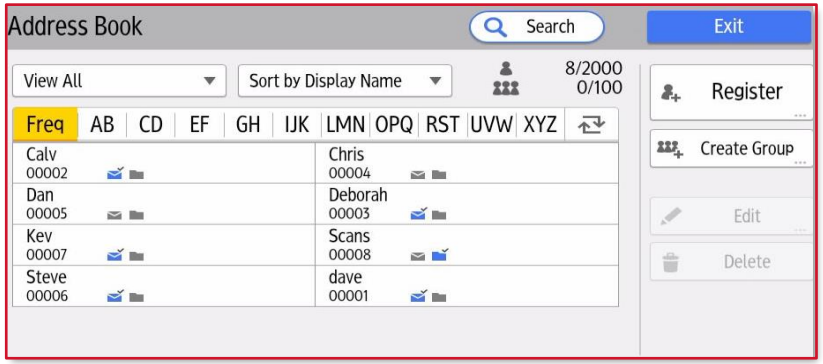
2. Select **Go to Next**.

3. Enter the name as you wish it to be displayed on the tile in the Address Book.

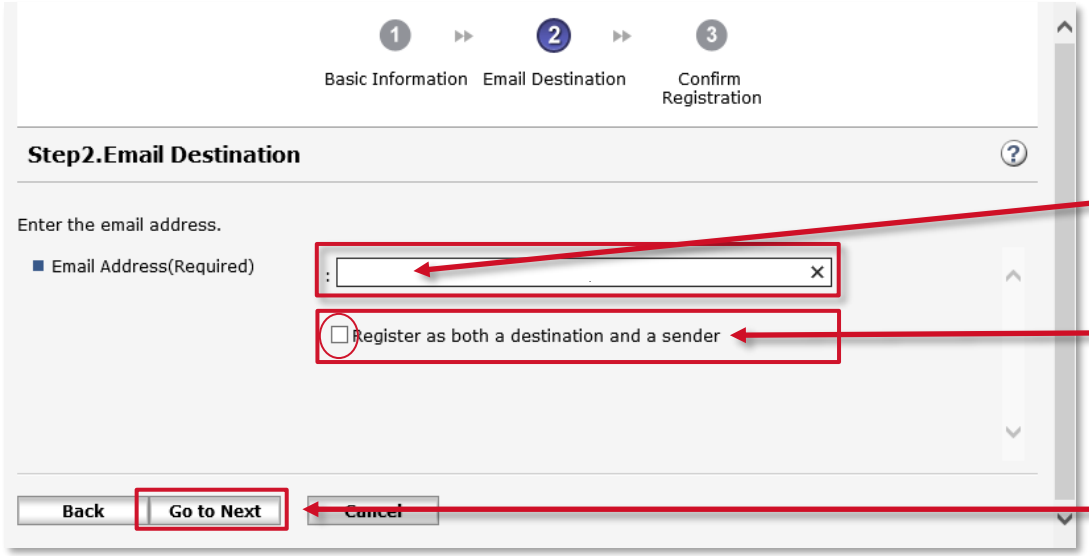


4. Select **Go to Next**

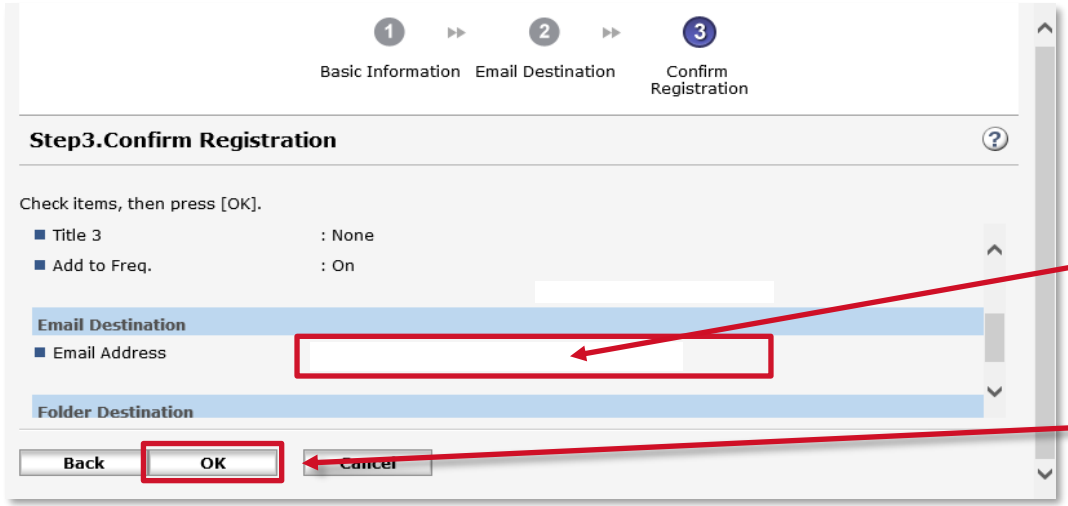
As displayed in the Address Book on the panel.



Adding an email address

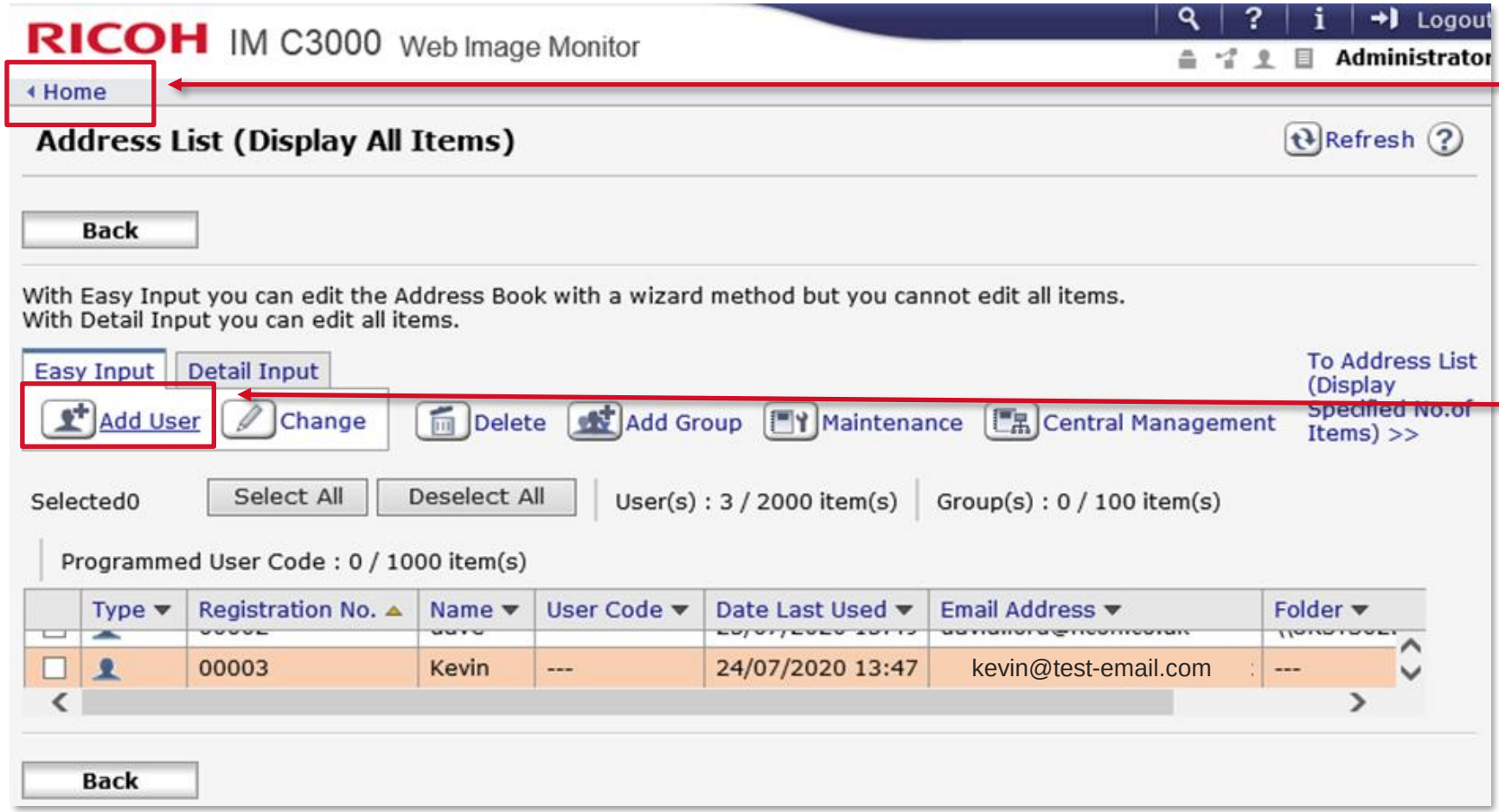


1. Enter a valid email address.
2. Ensure this is **unticked.**
3. Select **Go to Next**.



4. Ensure the email address is correct.
5. If all is correct, click **OK** to save.

Setup complete



You can now click **Home**.

If further entries are required, click **Add User** and continue to add further entries.

Please check scanning functionality by using the scanning app to send a test scan to email.

2. Adding an entry using the Address Book

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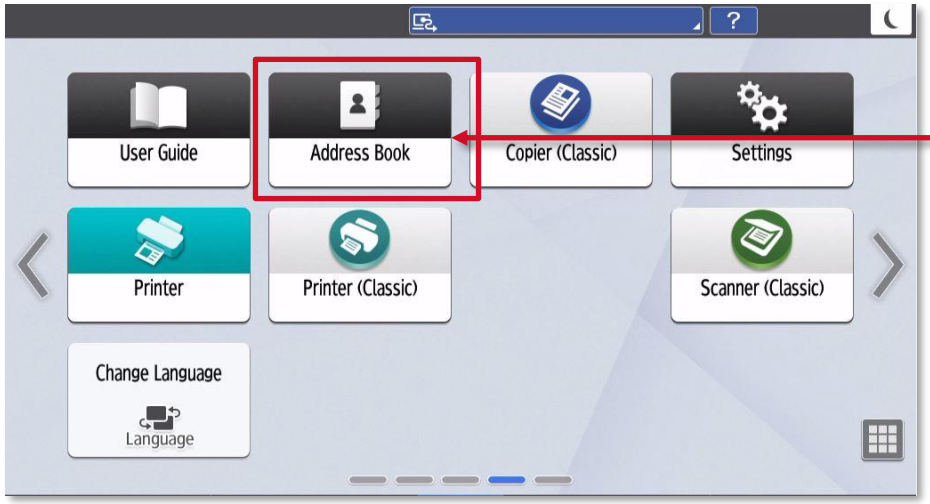
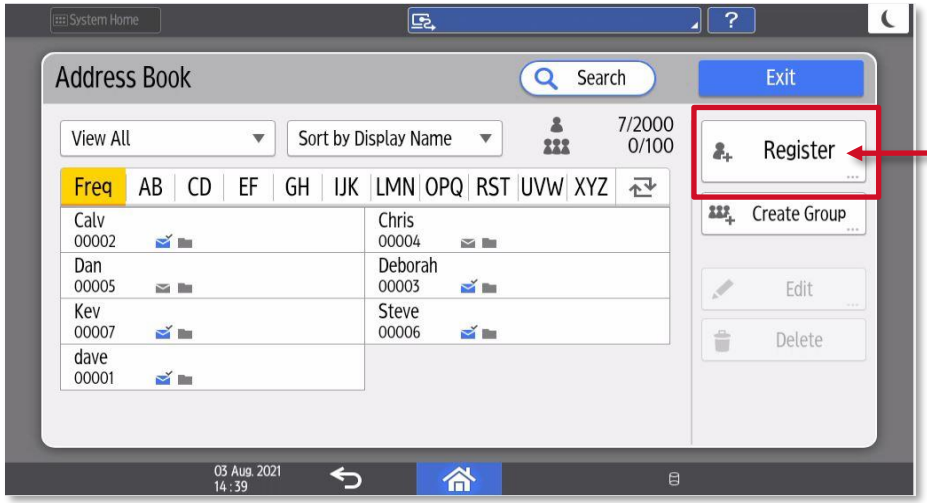
This section will walk you through adding an entry to the address book using the Address Book icon on the operation panel.

2. Adding an entry using the Address Book

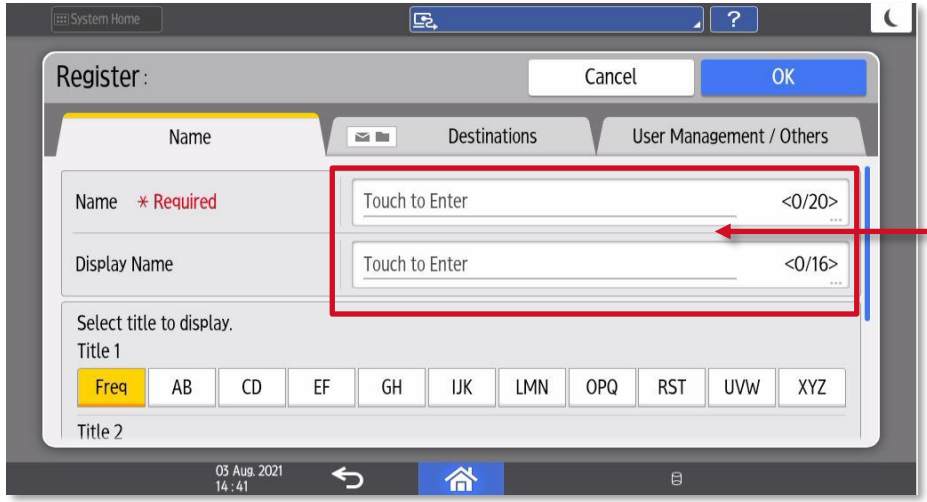


Select the **Address Book** icon.



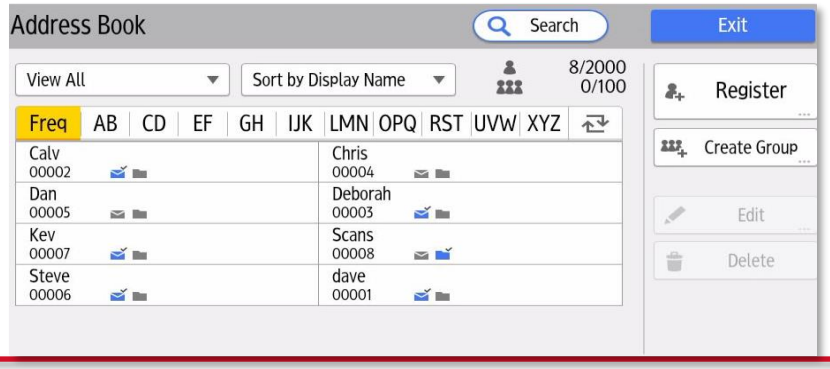
Select **Register**.

2. Adding an entry using the Address Book

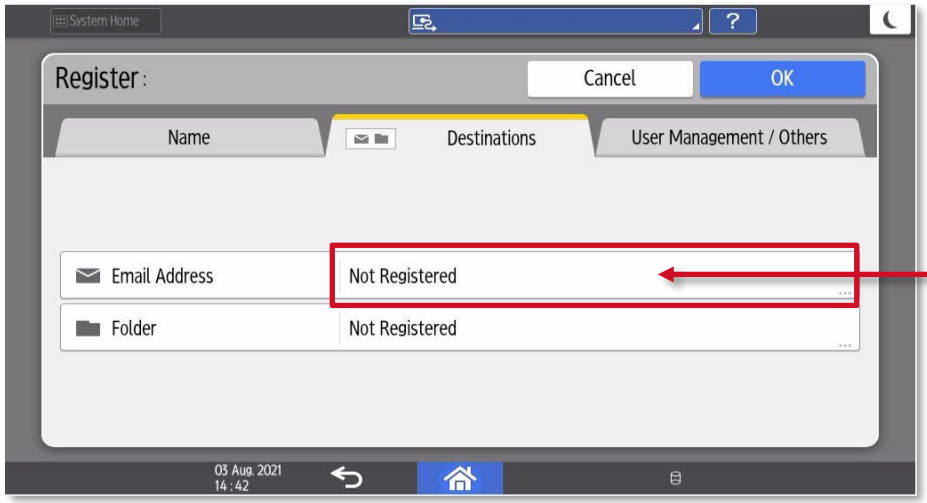


Select **Name** followed by **Display Name** and enter details with the pop-up keyboard.

Display Name will be the name that appears in the “tile” of the Address Book.

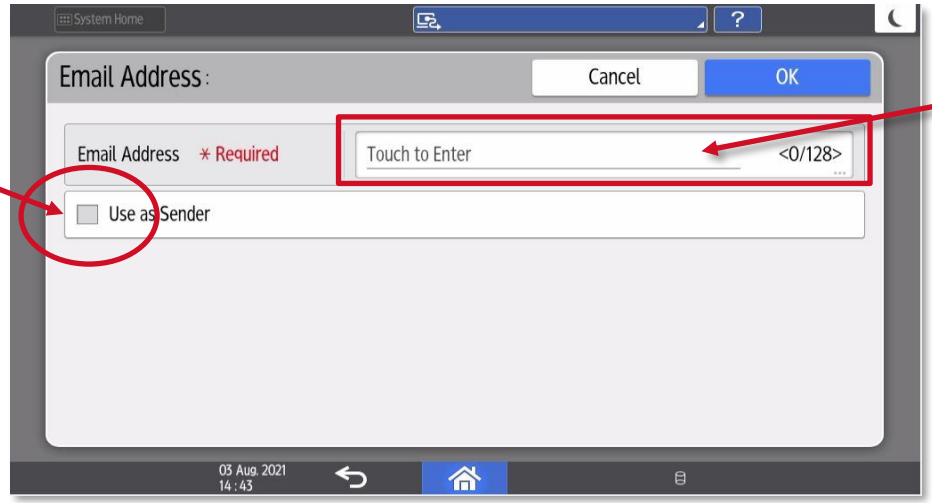


Adding an entry using the Address Book.



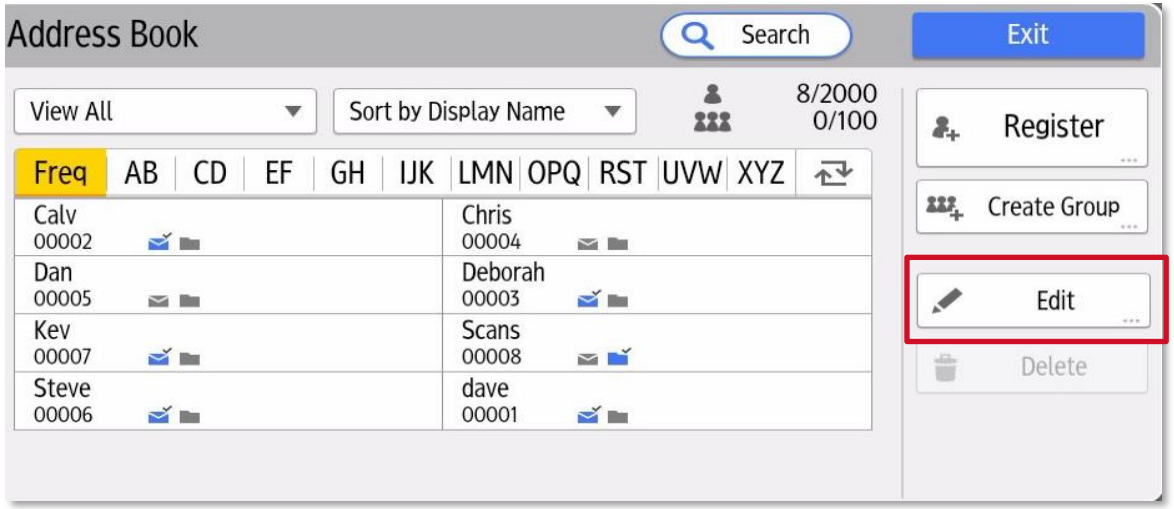
Select **Email Address**.

Please ensure this option is **unticked.**



Add the Email Address here using the pop-up keyboard.

Checking the Address Book



Once you have successfully added an entry, please check the entry appears as you would expect but also try a test scan. If the entry does **not** appear as you would expect or indeed fails to work, please select the **Edit** button and check ALL of the settings are correct.

3. Scan to Folder Configurator Tool

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This section will walk you through setting up a scanning folder onto your PC and an entry into the Address Book using the Ricoh Scan to Folder Configurator Tool.

Please follow the procedure on the following pages.

3. Scan to Folder Configurator Tool

Please use the below hyperlink to download and install the **Scan to Folder Configurator Tool** from the Ricoh website.

https://support.ricoh.com/bb/html/dr_ut_e/rc3/model/stfct/stfct.htm

Once installed please see the following procedure to create a folder on your PC that the Ricoh device will scan files into.

Please Note.

This tool will only support scanning to a PC/Laptop, it will be unable to create shared folders in a server environment.

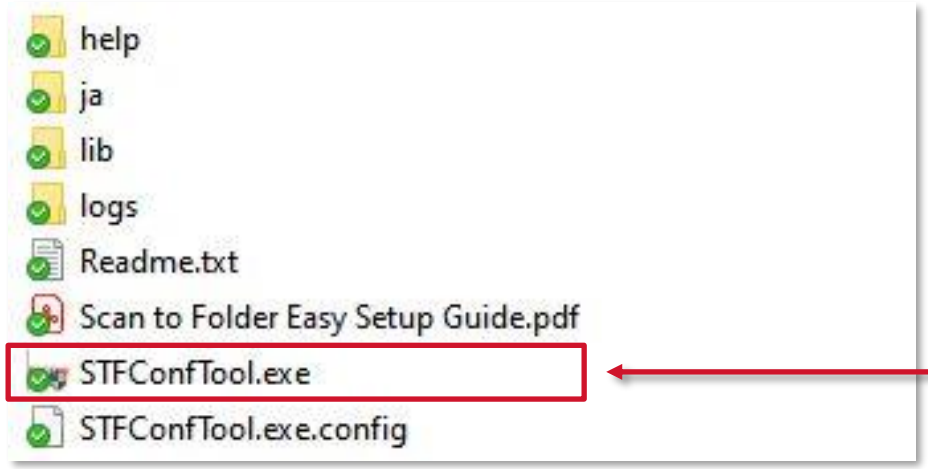
Downloading and installing

Once the hyperlink has been clicked on, please read and agree to the Software License Agreement.
Once the program has been downloaded onto your PC, please proceed to install the program group by double clicking on the downloaded .exe file.

By default, the installer program will install the program group onto your desktop.

Now the program group has been created,
Double Click on the RICOH STFConfTool folder.

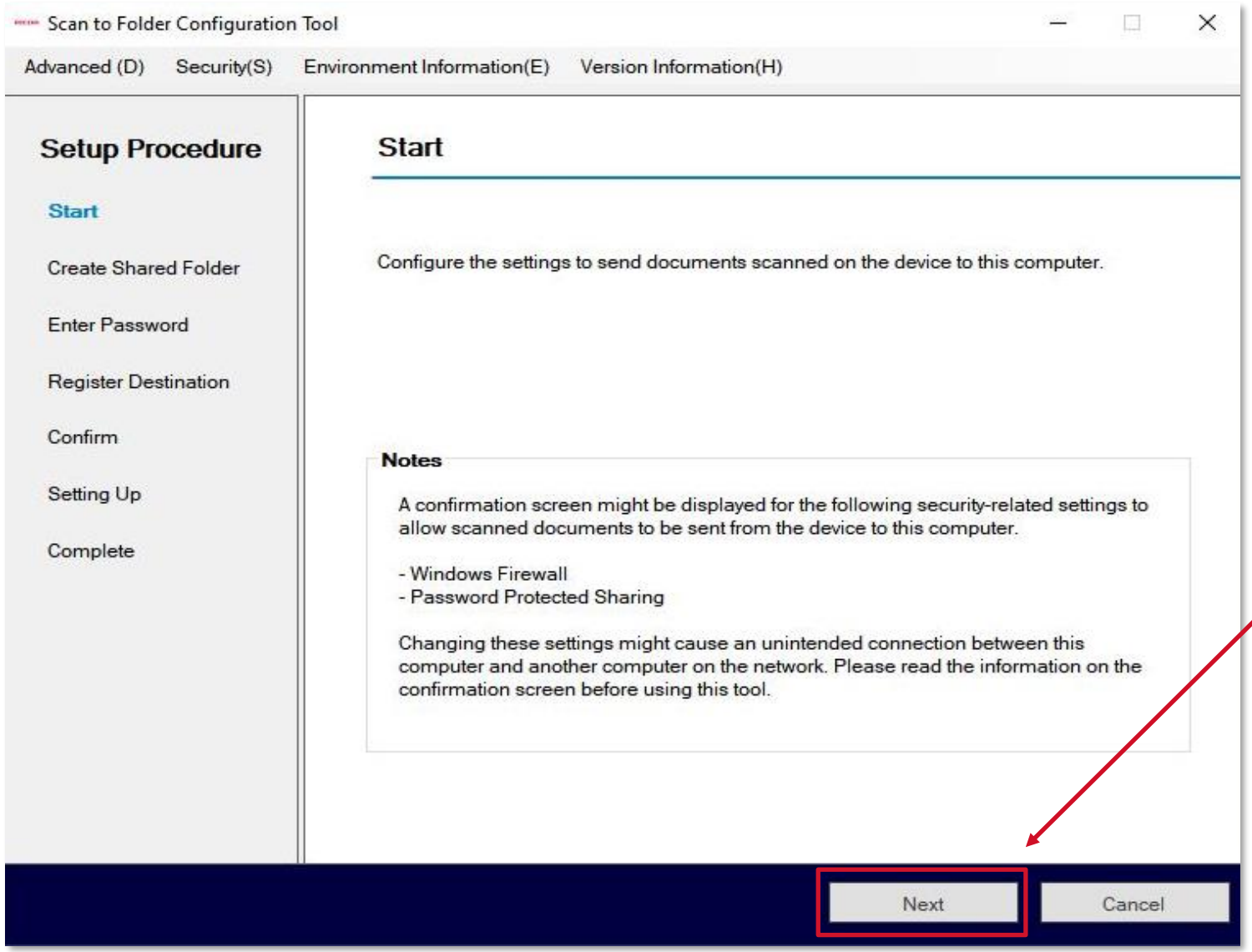
Launch the configurator tool



Double Click the **STFConfTool.exe**

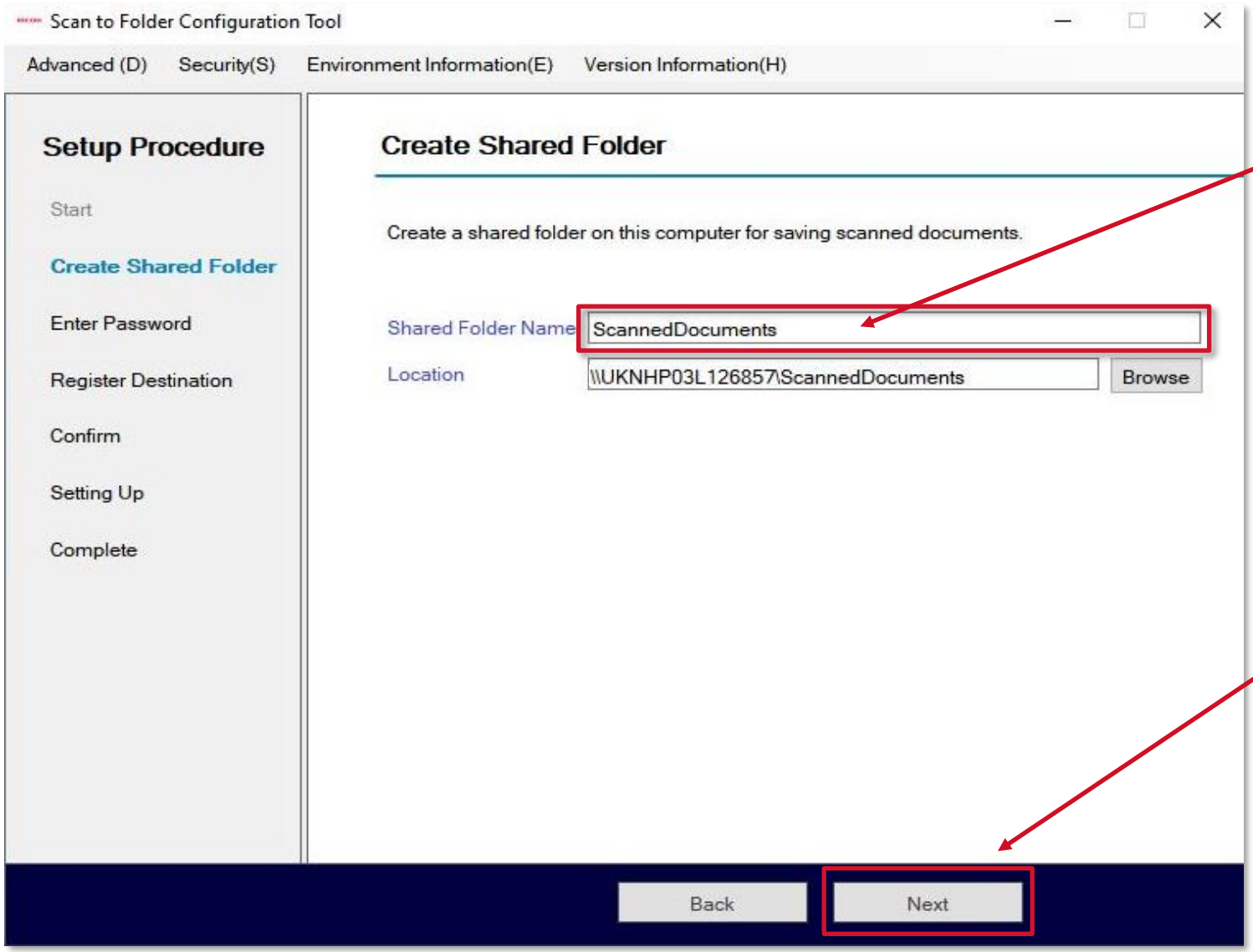
Allow the tool to initialise.

Starting the process



Click **Next**.

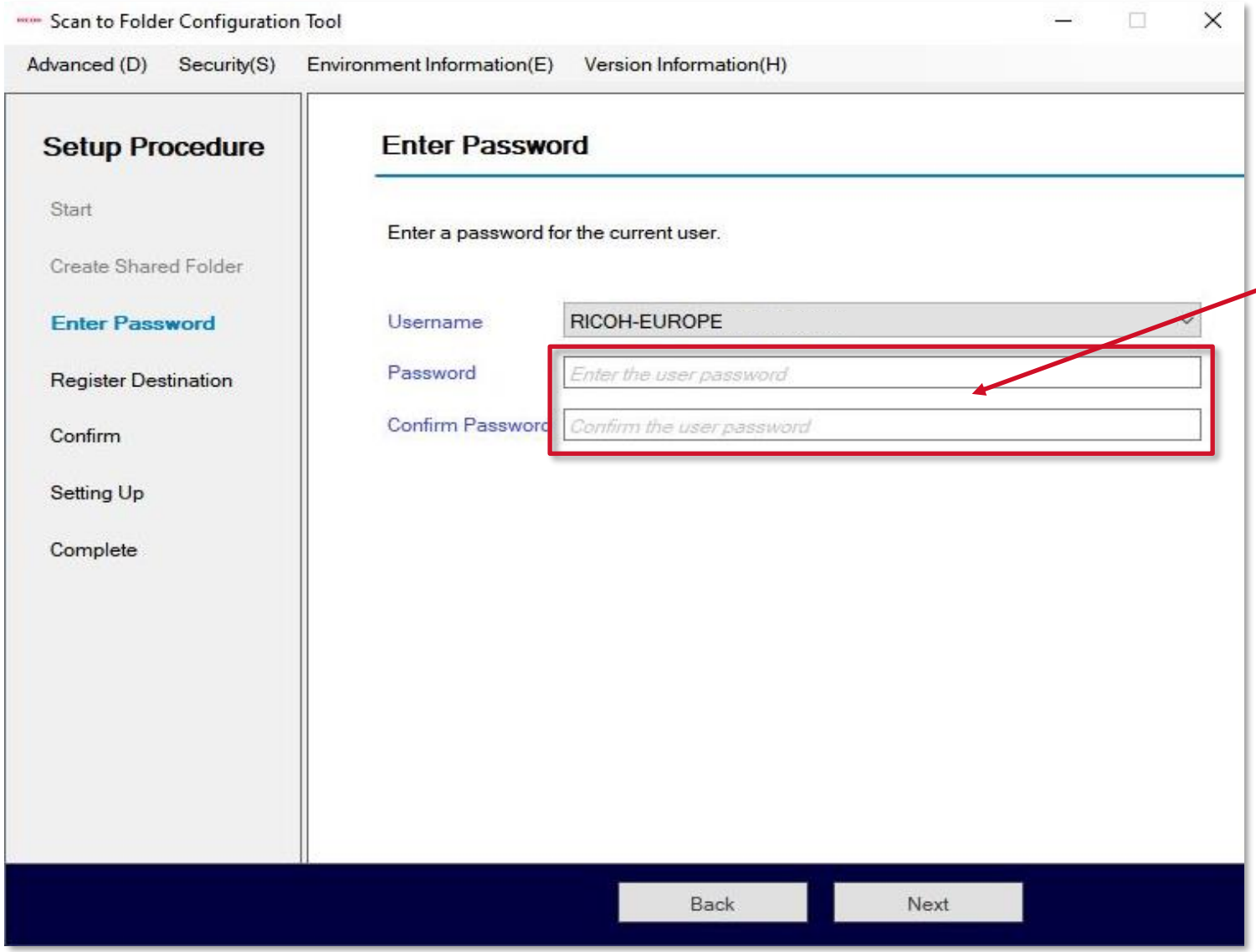
Creating a shared folder on your PC



1. Type a new name for your scans folder or leave as the default name.

2. Now click **Next**.

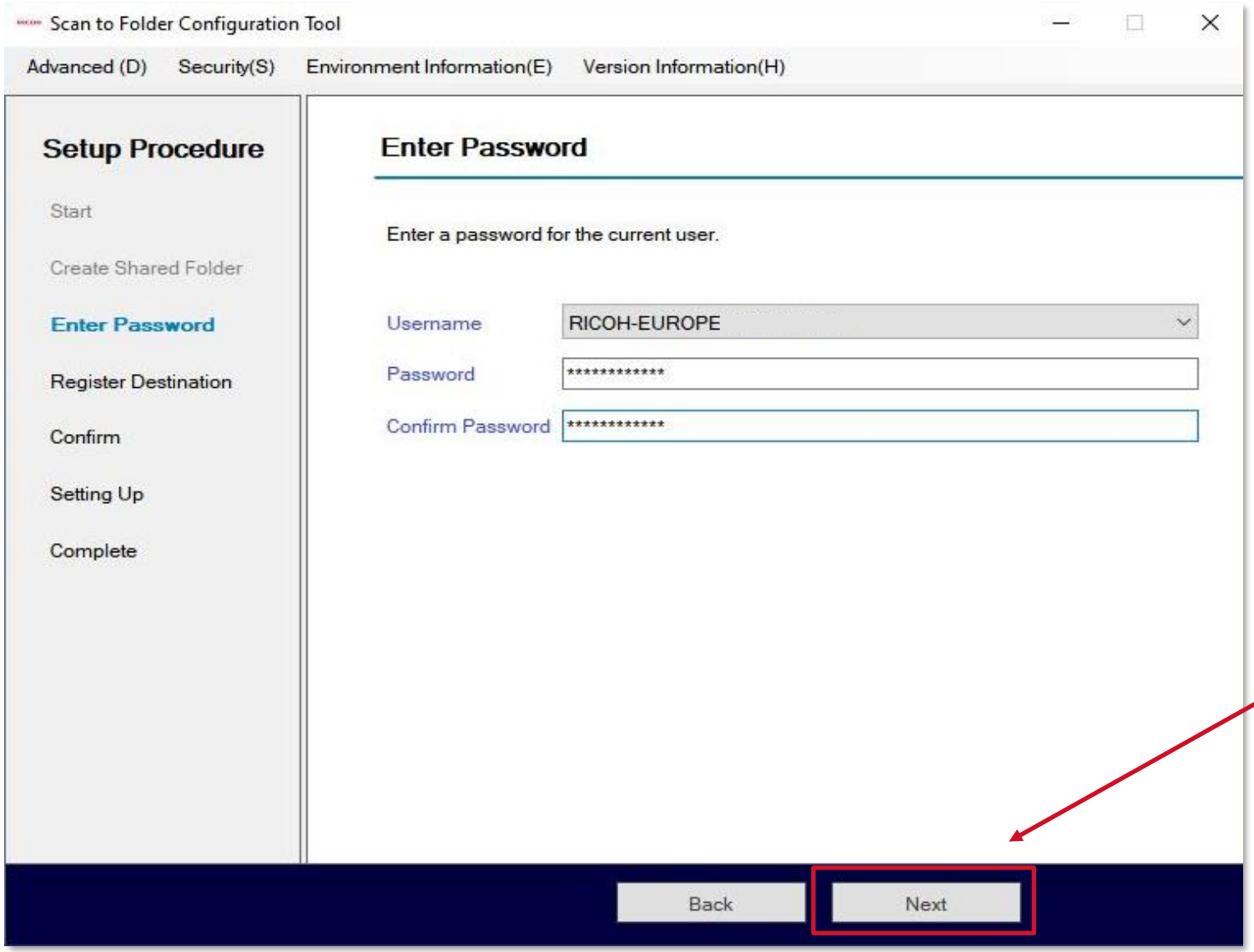
Computer account credentials



Enter the password for your computer account.

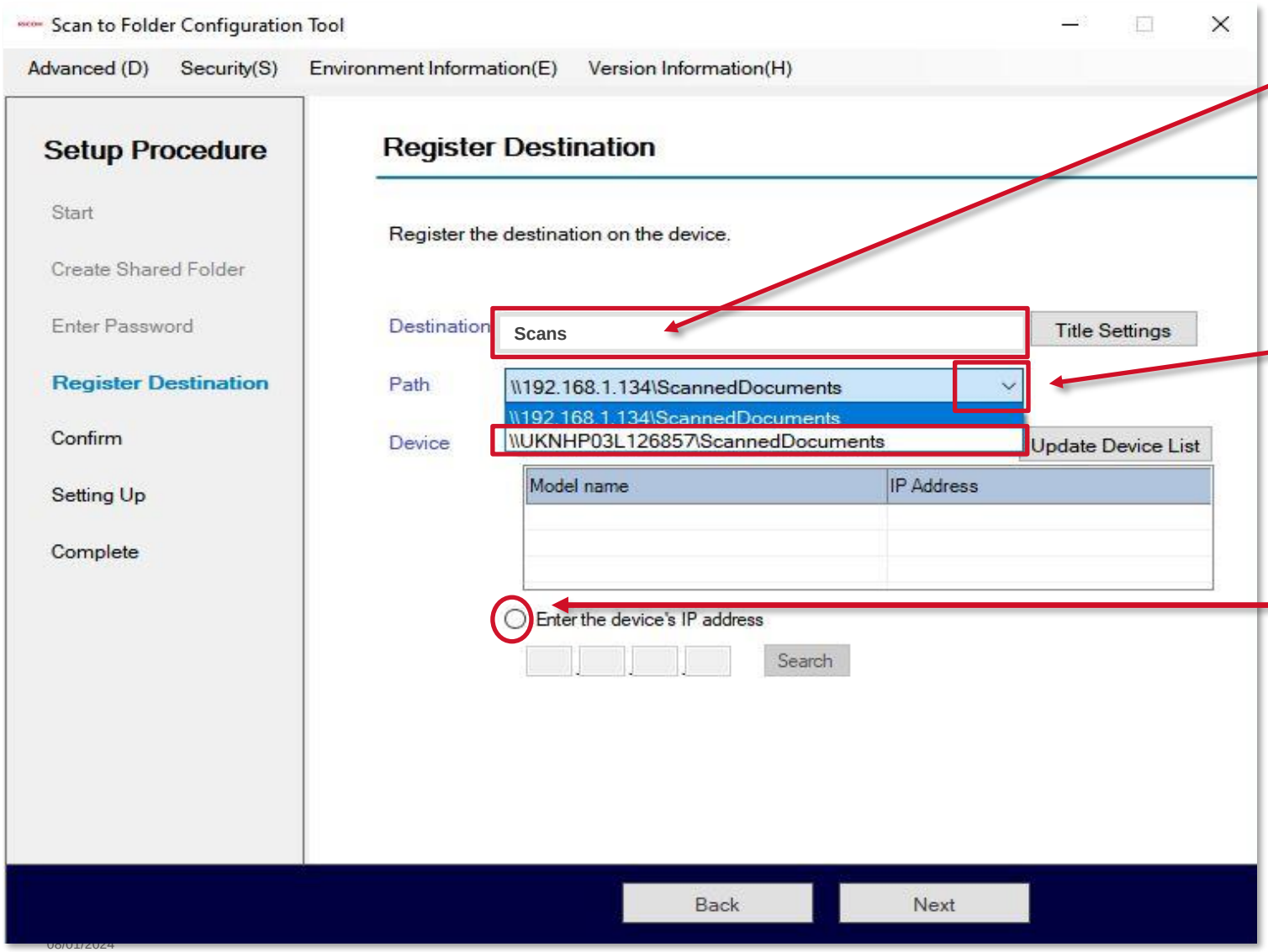
If an error is reported at this stage, please see page 76.

Computer account credentials



Click **Next**.

Registering the destination



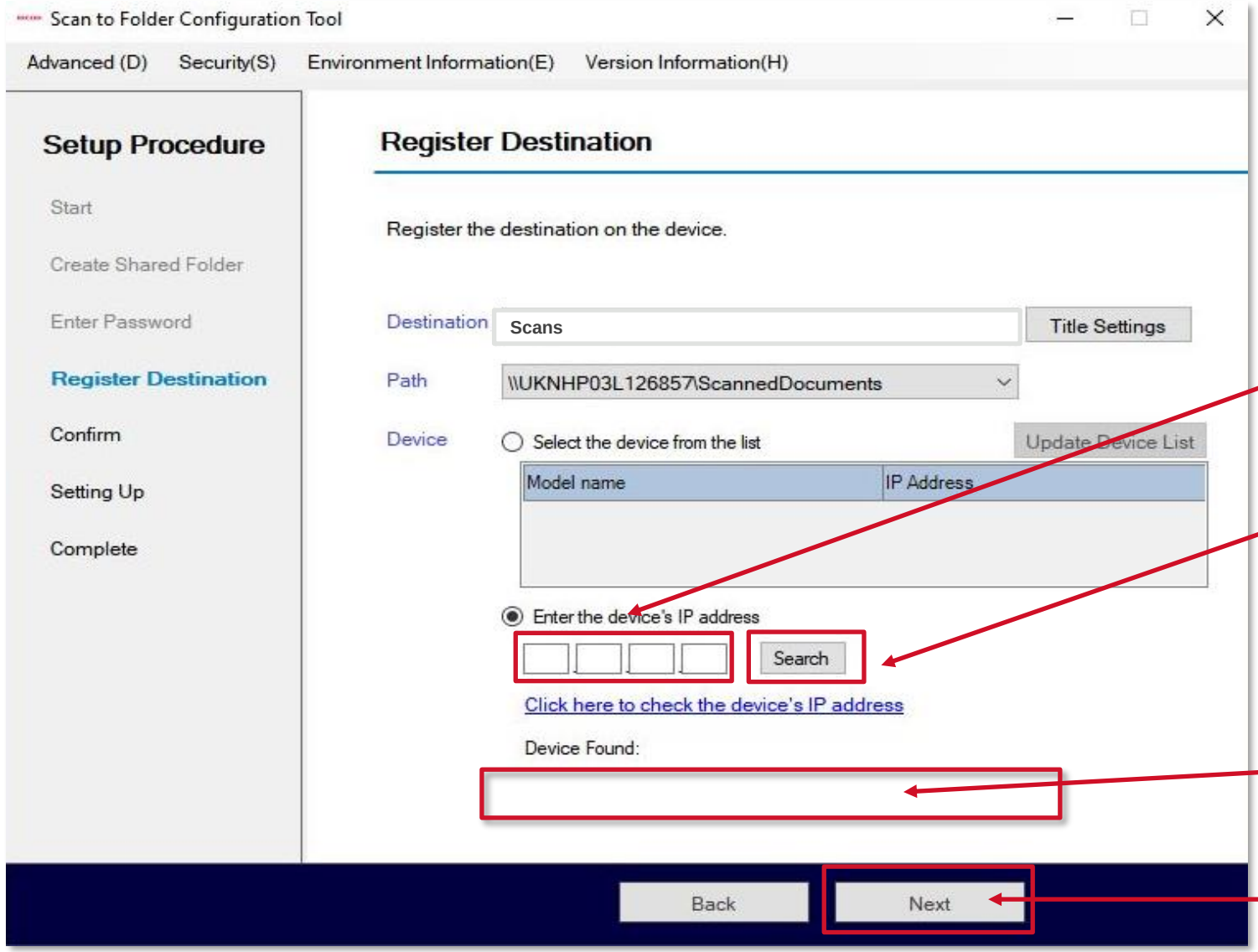
1. This will be the name of the "tile" that appears in the device's address book.

2. It is advised to select the hostname from the drop-down menu rather than using the IP address of your computer as your IP address may change but the hostname should not.

3. Now select this radio button.

If an error is reported at this stage, please see page 76.

Selecting the device to scan from



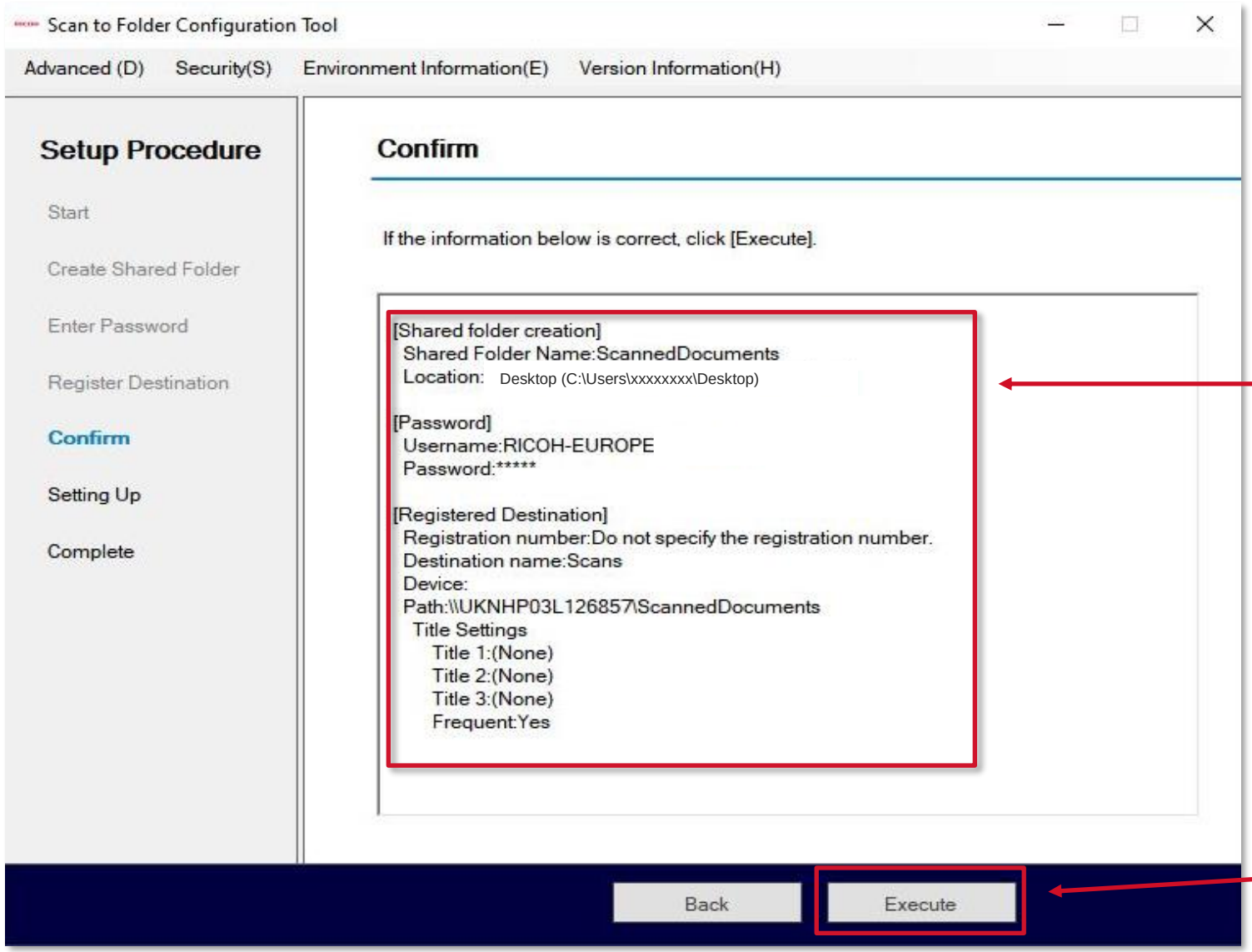
1. Enter the IP address of your printer.

2. Click **Search**, the tool will now communicate with the printer.

3. Having confirmed your device the model is displayed here, please click **Next**.

4. Click **Next** to proceed.

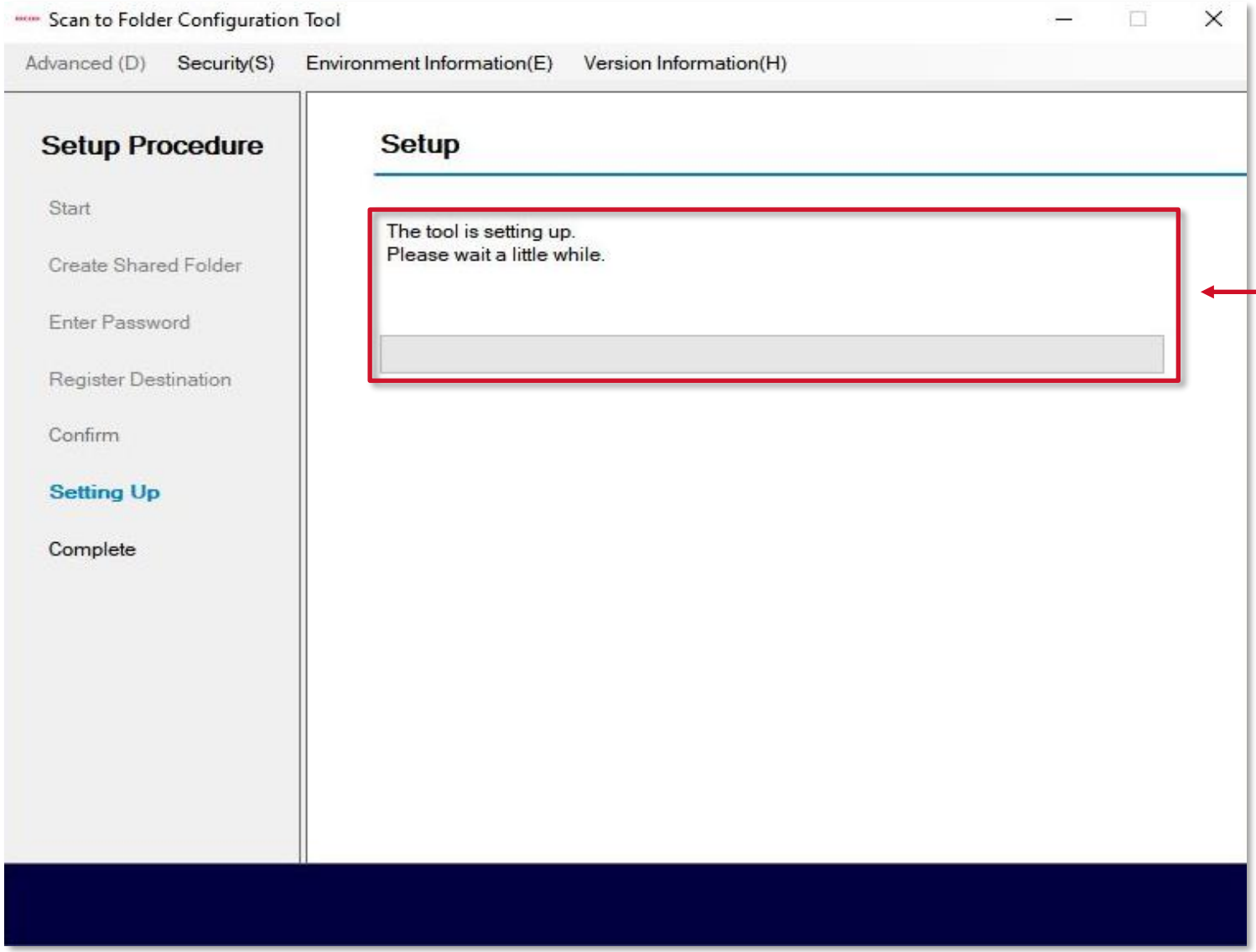
Confirming details



Check the settings are correct.

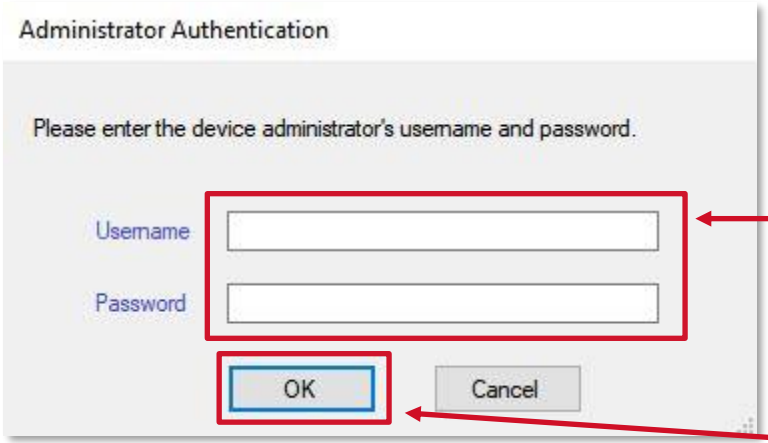
Click **Execute**

Setting the scanner up



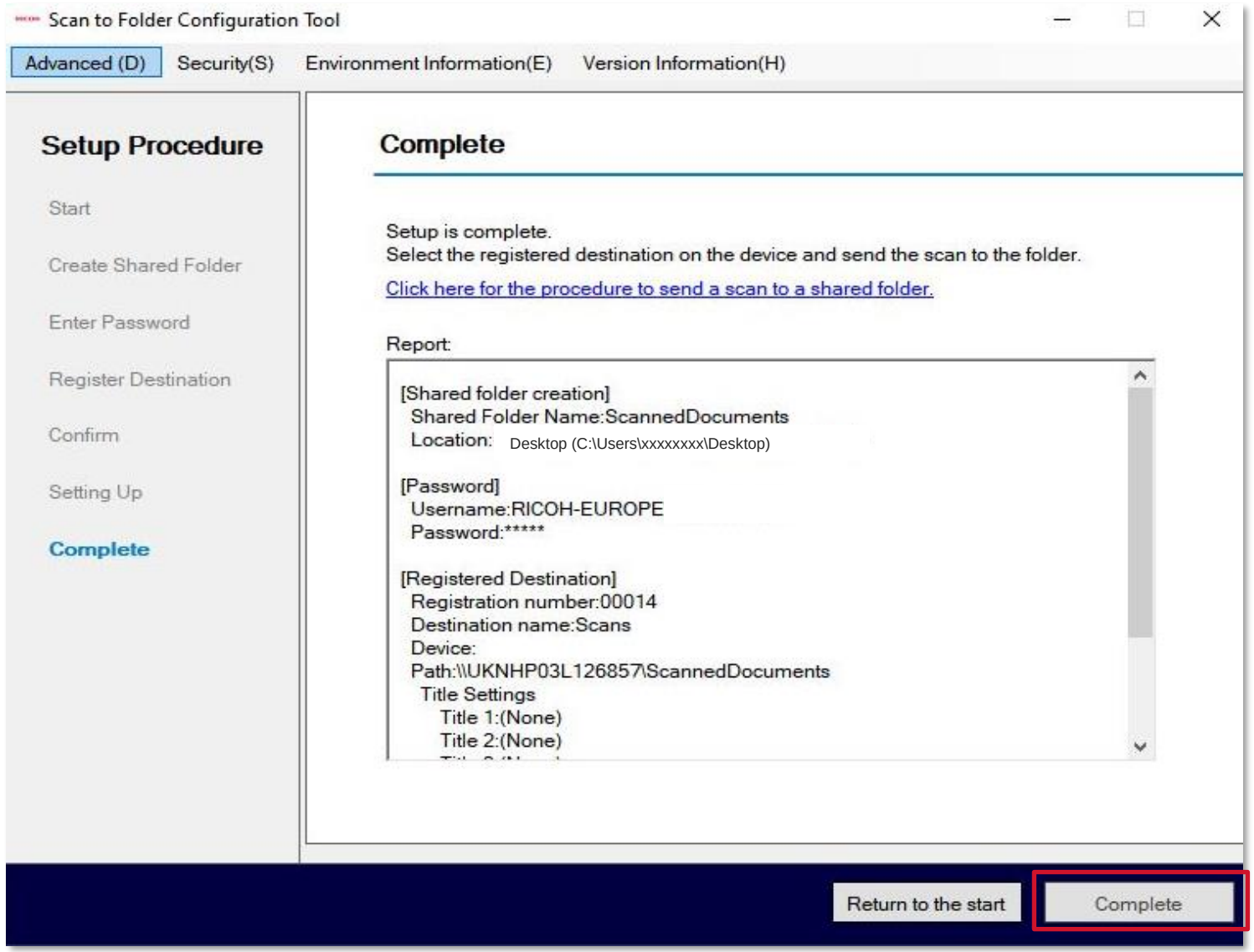
The tool will now communicate with the printer, if you are presented with a login prompt see next page, if not then proceed to the next step.

Logging into the scanner



1. The default login username is **admin**
2. The default password is **system@emea**
3. Please click **OK**

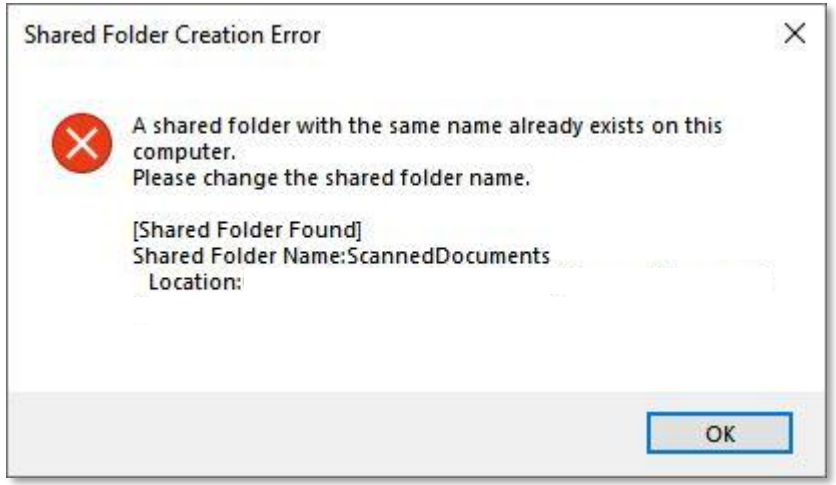
Completing setup



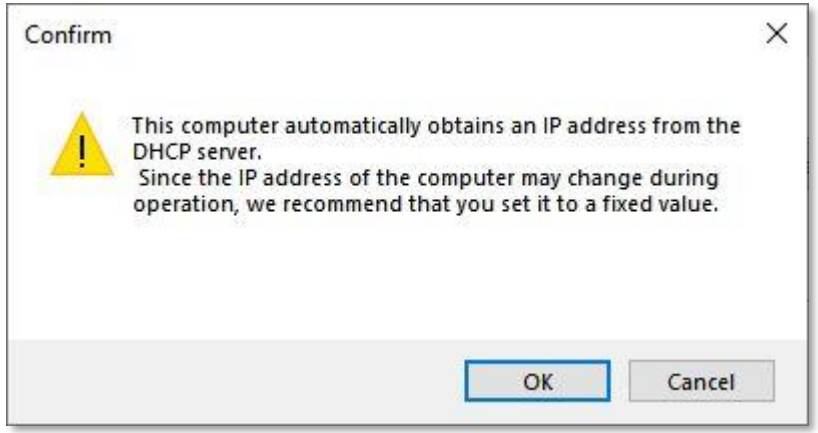
The tool has now configured a scans folder on your PC and configured the settings on the printer.

Click **Complete** to close the tool.

Possible error messages

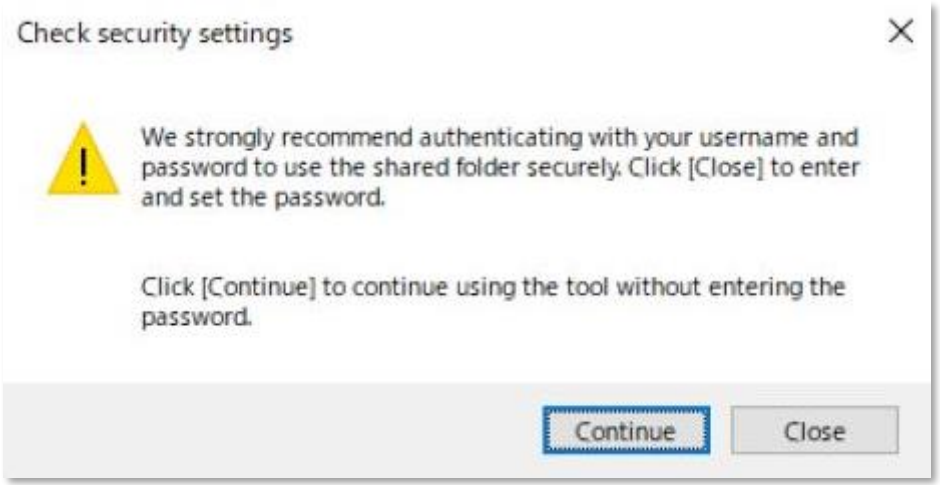


The local folder you have created using this tool already exists, rename the folder and try again.



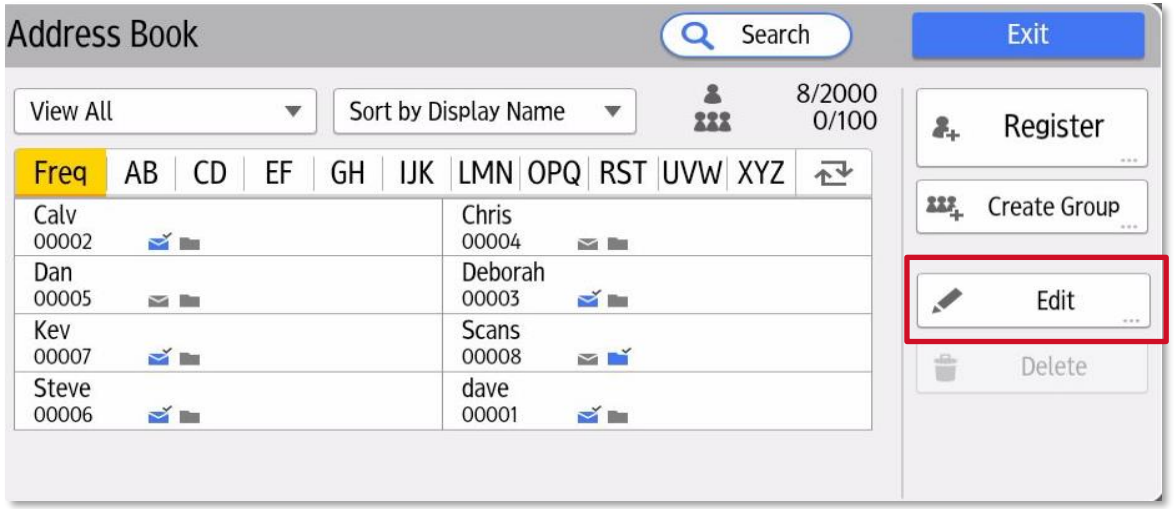
It is recommended to use a hostname for your PC rather than an IP address as this address may change, select the hostname from the dropdown menu and try again.

Possible error messages



It is strongly recommended to use a password for your PC account and any shared folders on this computer.

Checking the Address Book



Once you have successfully added an entry, please check the entry appears as you would expect but also try a test scan.
If the entry does **not** appear as you would expect or indeed fails to work, please select the **Edit** button and check ALL of the settings are correct.

4. Adding a Scan to Folder entry

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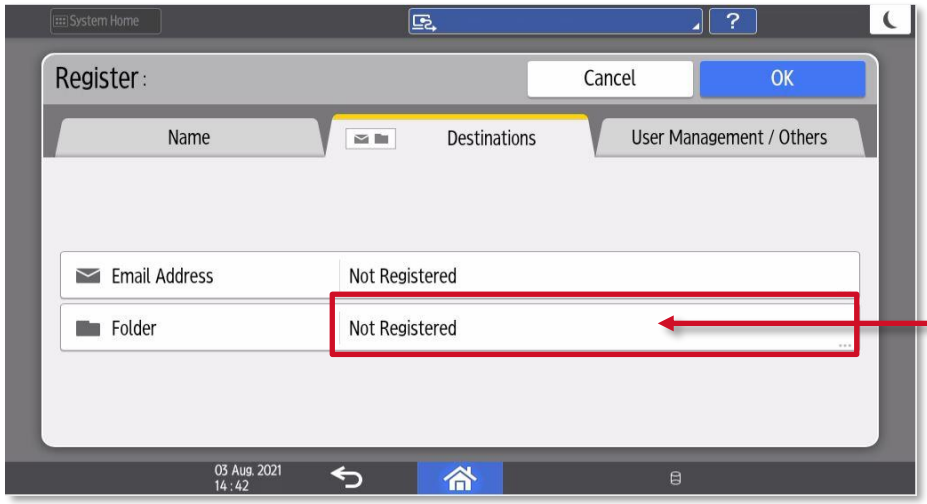
This section will walk you through adding an entry to the address book using the Scan to Folder Helper app.

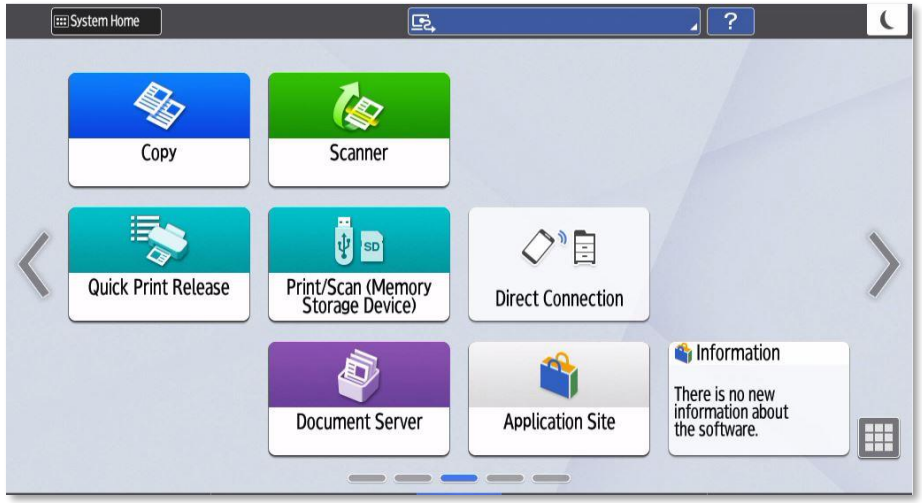
The app may require you to be logged into the device as an admin please see page 90.

4. Adding a Scan to Folder entry



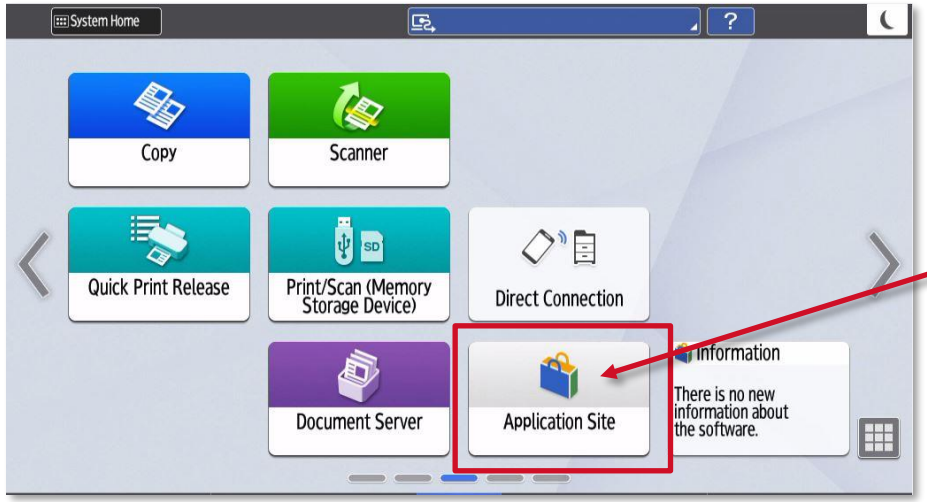
If adding a scan to folder (SMB) address it is recommended to use the "Scan to Folder Helper" app on the operation panel or the Scan to Folder Configuration Tool.

Scan to Folder Helper App

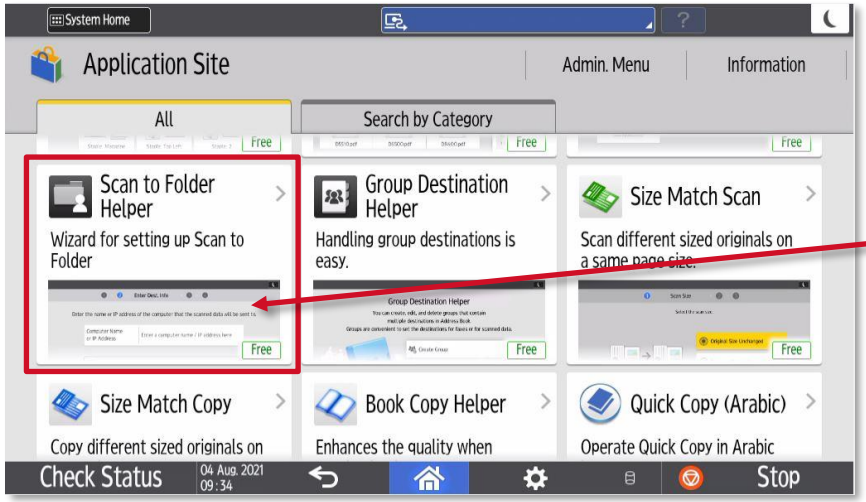


It may be necessary to be logged in as a machine administrator to install apps from the Application Site.
Please follow the procedure to login to the **Settings** option on page 90.

Scan to Folder Helper App

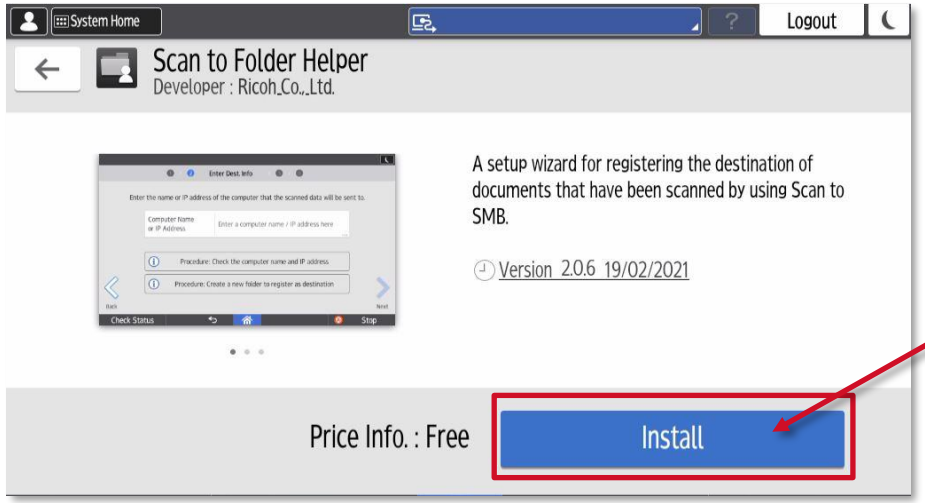


Please select **Application Site** icon.

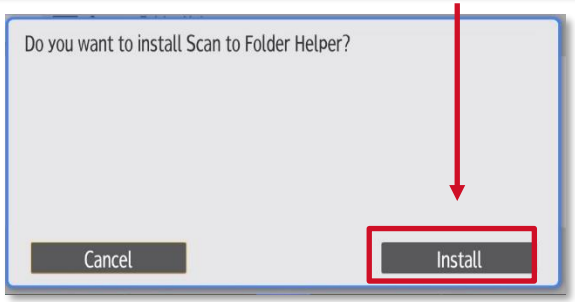


Scroll down until you find the **Scan to Folder Helper** app, then touch to select it.

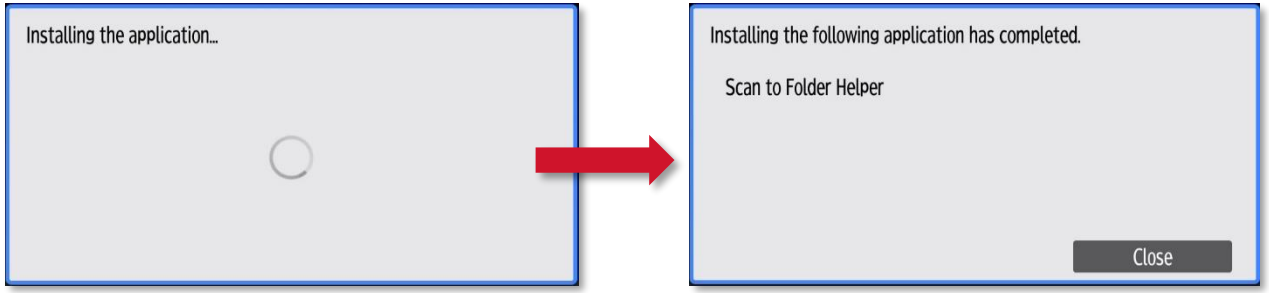
Scan to Folder Helper App



Please select **Install** and confirm installation.



During the installation you will see the below messages.

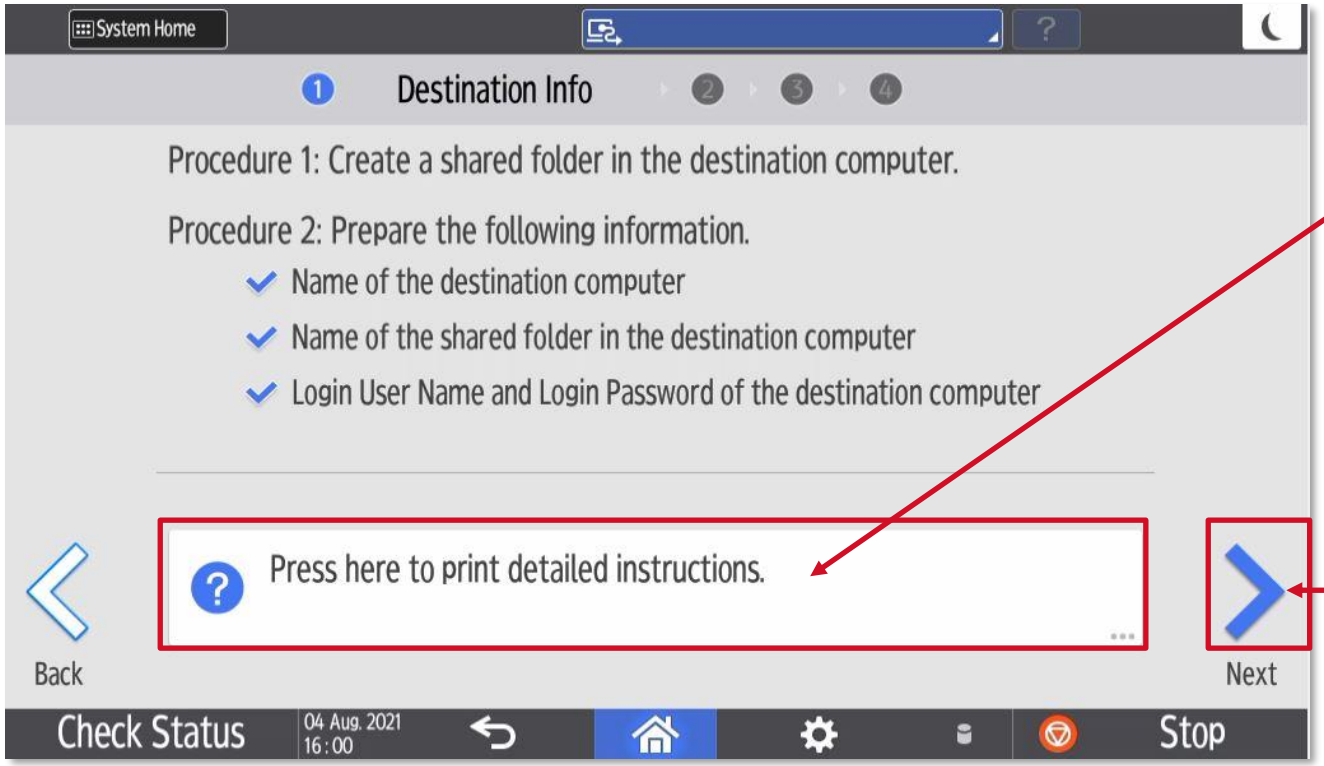


Scan to Folder Helper App

Touch to select **Scan to Folder Helper**.

Touch **Next**.

Scan to Folder Helper App

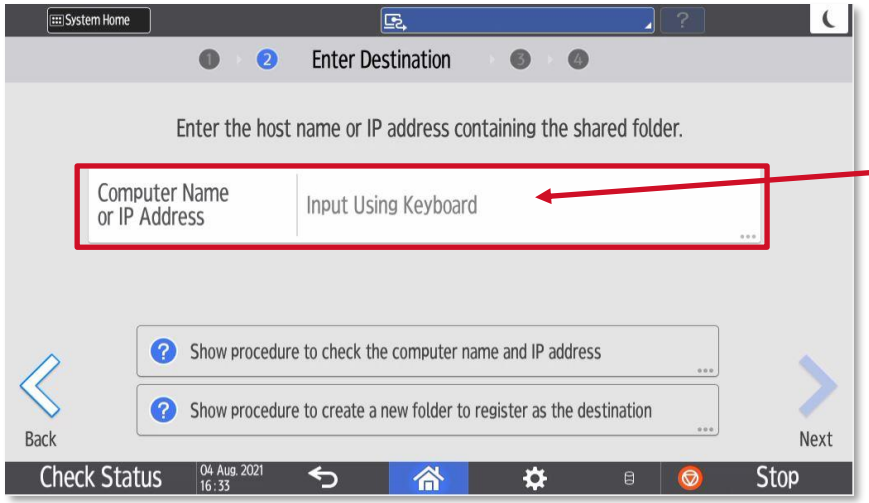


1. Touch here to print out the instructions.

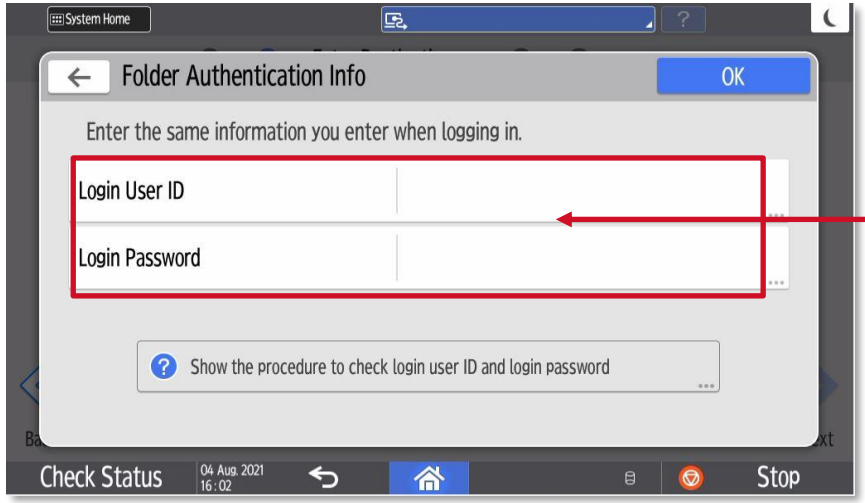
Be sure to have **ALL** the information required on the printed document before proceeding further.

2. Touch **Next** and follow each of the instructions to set up a scan to folder entry.

Scan to Folder Helper App

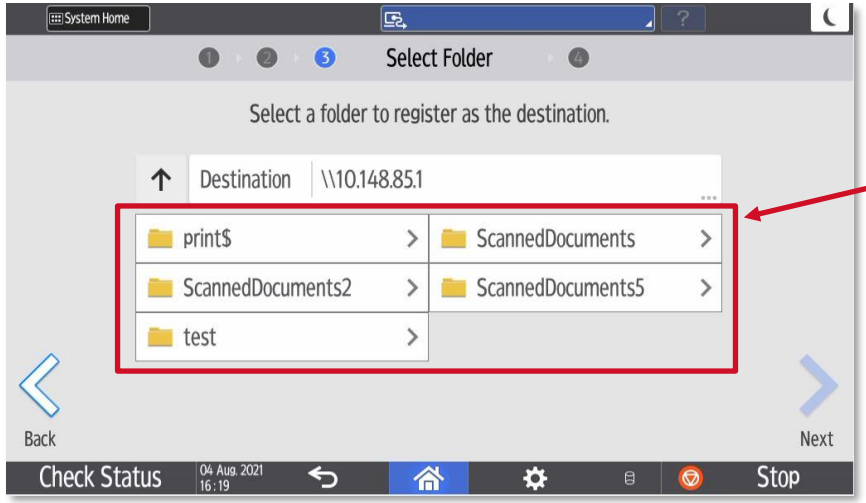


Add the IP address or the hostname for the destination computer here, using the pop-up keyboard.

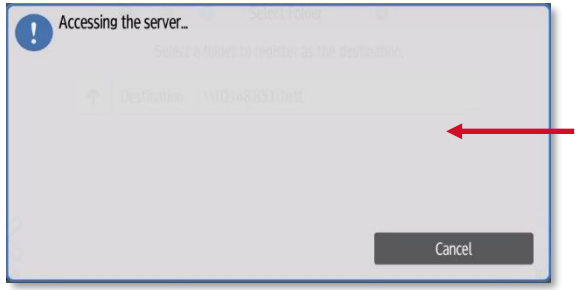


Add login username and password required for that destination.

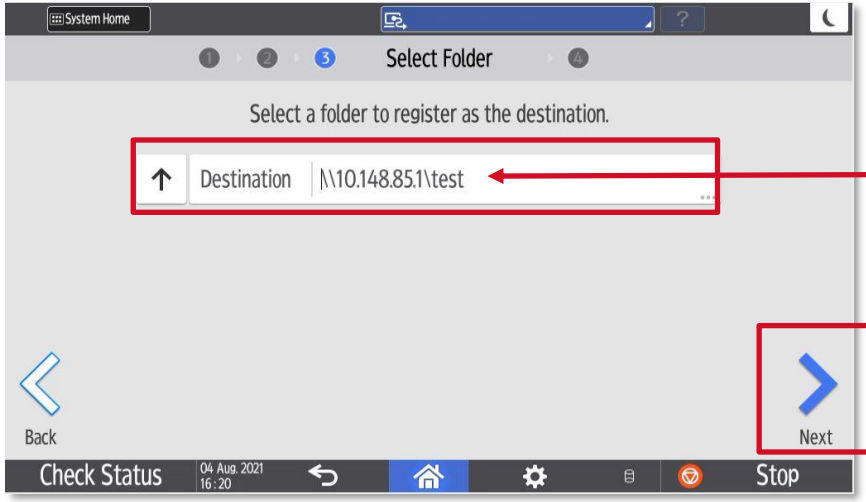
Scan to Folder Helper App



Select the shared folder you want as a destination for the scans.

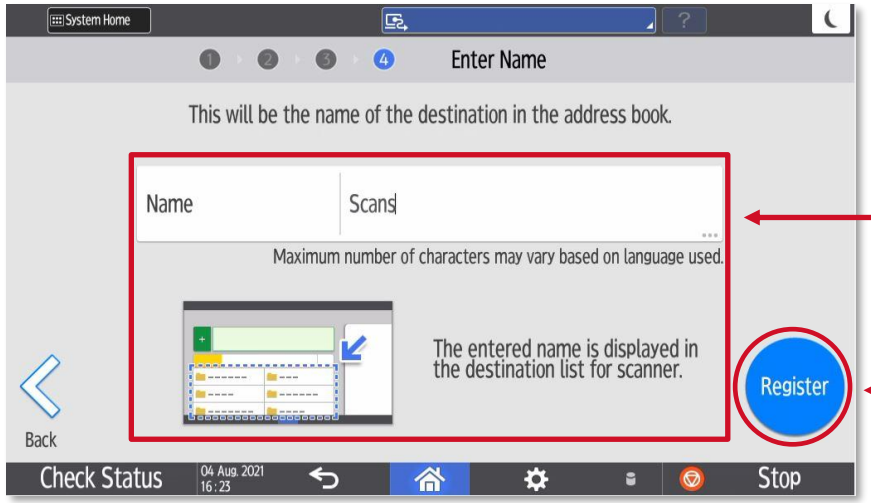


The tool will now check that it can reach the desired folder.



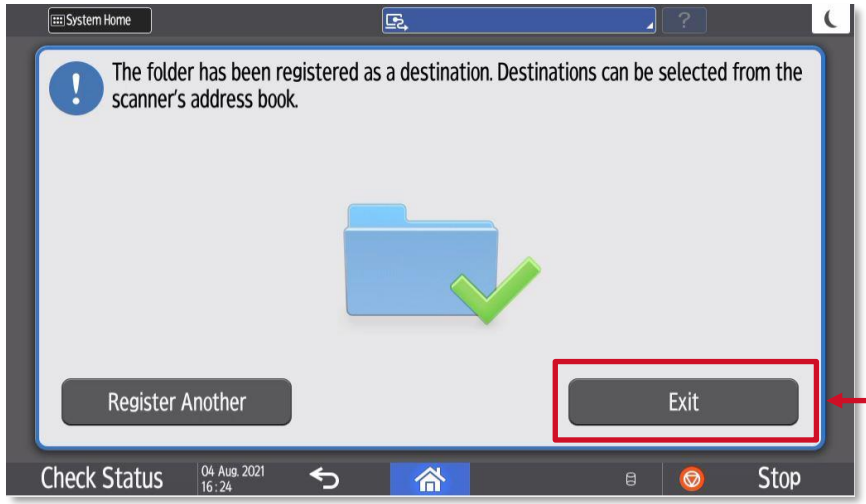
Confirm the destination is correct and touch **Next**.

Scan to Folder Helper App



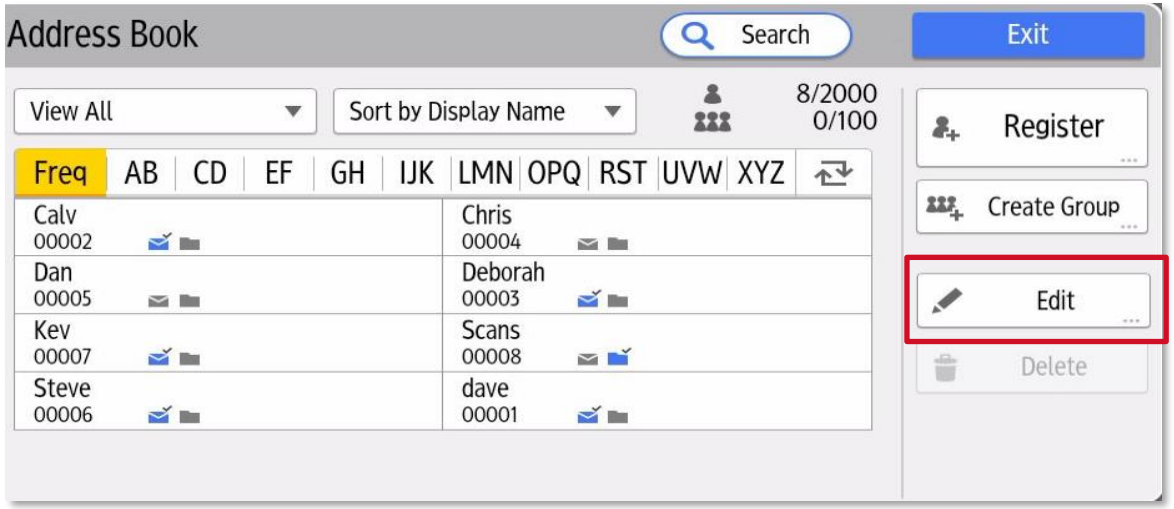
1. Create a name for the destination using the pop-up keyboard. This will be the name that appears in the “tile” of the address book.

2. Finally, touch **Register** to complete the operation.



The Address Book entry is now complete, please touch **Exit**.

Checking the Address Book



Once you have successfully added an entry, please check the entry appears as you would expect but also try a test scan. If the entry does **not** appear as you would expect or indeed fails to work, please select the Edit button and check ALL of the settings are correct.

Logging in as an admin

The following pages will show you how to enter the
User Tools menu (earlier devices) / **Settings** menu(later devices) menus.

As you may be required to be logged in as an admin to perform certain settings changes or functions.

Accessing User Tools to Login as an admin

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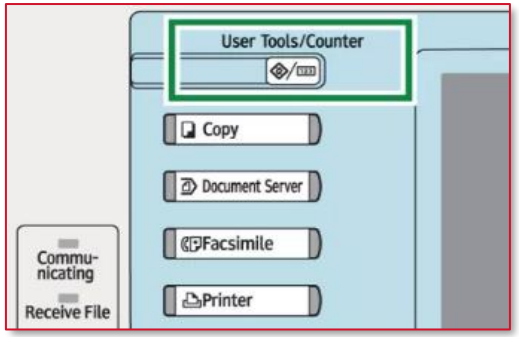
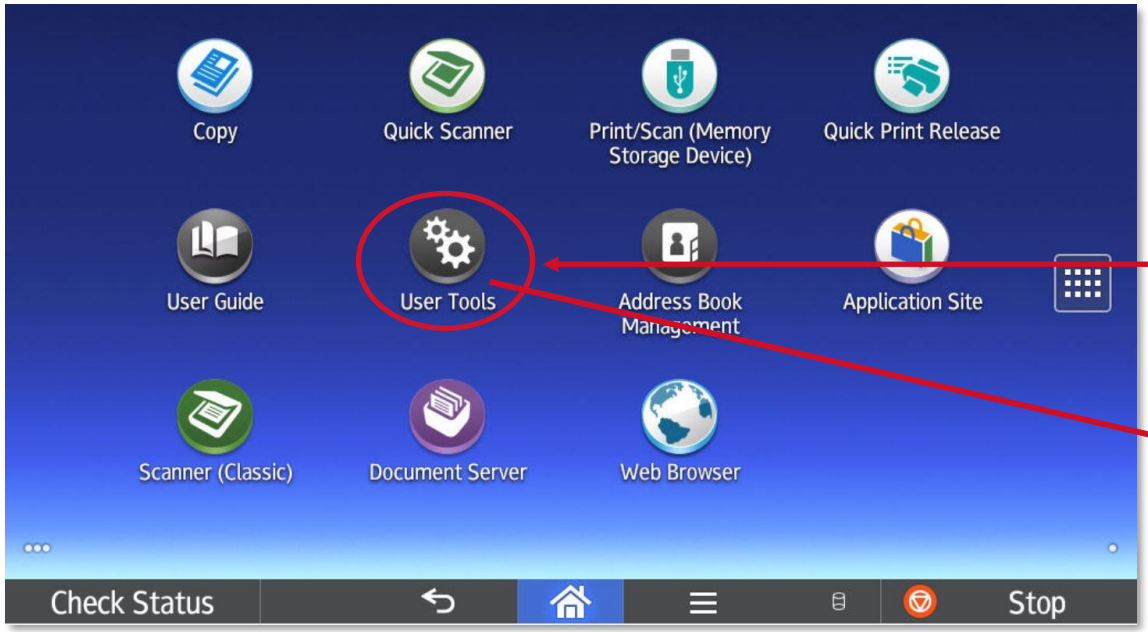
If you have a panel WITH buttons please locate (as this might be on the left or right hand side of the panel) and press the User Tools button.

Example Top left hand side of the panel



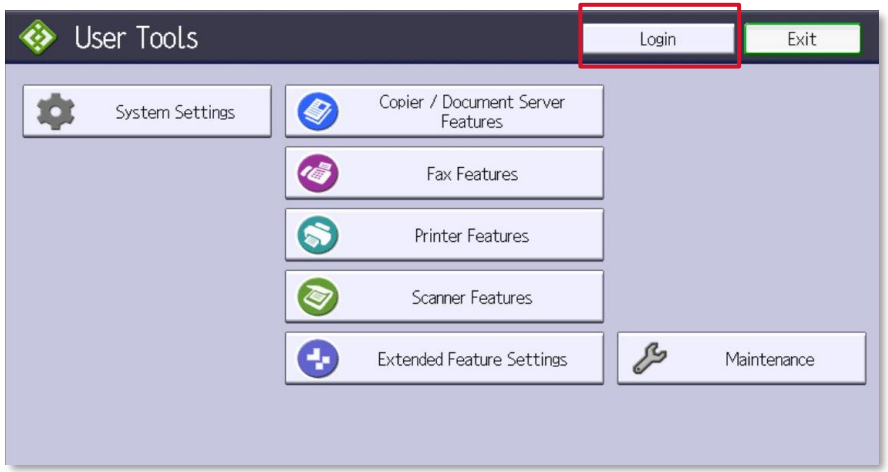


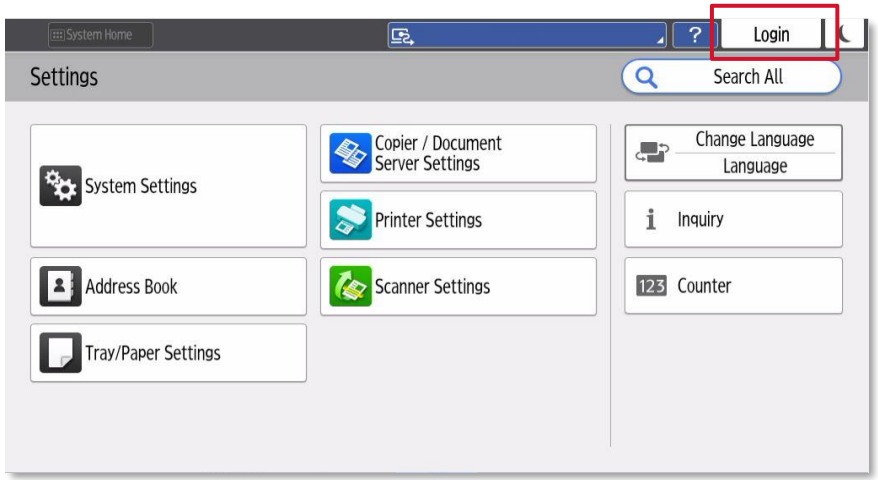
If you have a panel with NO buttons (SOP) please locate and press the **User Tools/Settings** Icon.

Default Admin login credentials

Depending on the device you have this could be either
admin with no password or **admin** with **system@emea** as the password.

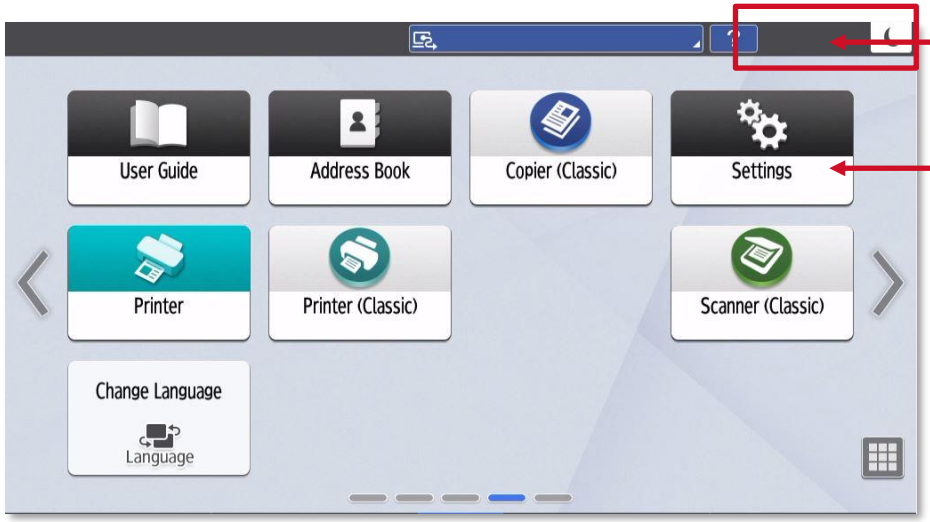
Having pressed the **User Tools** / **Settings** icon, please press **Login**.





If you are unable to login with the above credentials, please contact Ricoh on 03301230311 option 2 (service) and raise a call with the helpdesk.

Logging in as an admin

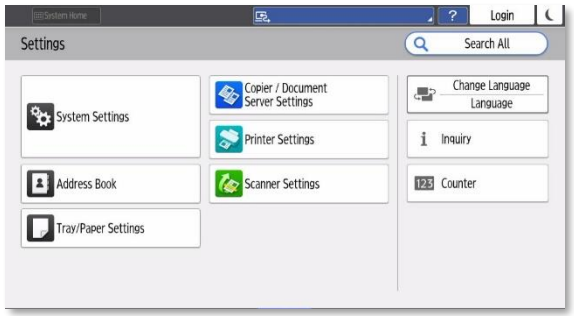


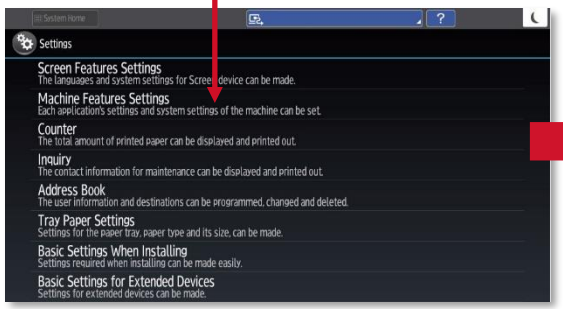
If the **login** box appears here, go ahead and touch to **login**.

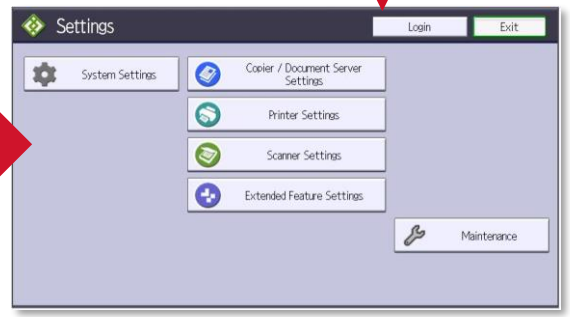
If the **login** box is not above, then please touch **Settings** Icon.

Depending on the software version you have installed, the **login** boxes may look slightly different.

Touch **login** as below or **Machine Features Settings** then the **login** button.







Logging in as an admin

You should now be able to touch **Exit** and remain logged in as an Admin in order to install the **Scan to Folder Helper** app on the operation panel or perform other admin functions.

Touch **Logout** when you have finished using the Address Book or other admin functions.

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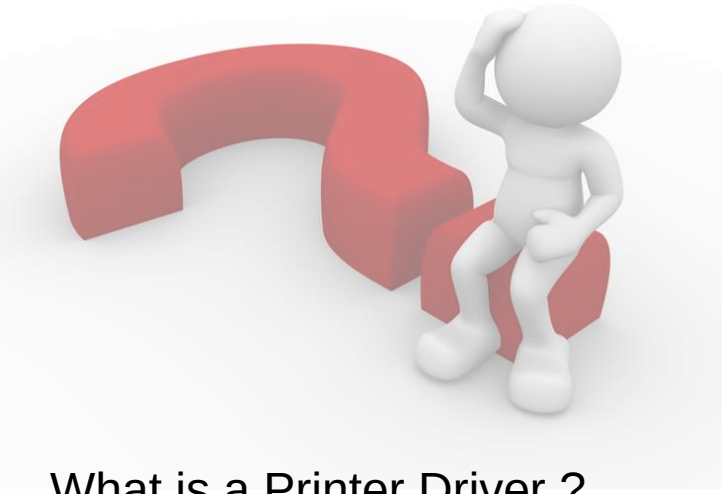
Installing a Printer Driver

Why install a Printer Driver?



What is a Printer Driver ?

A Printer Driver is a small piece of software that will allow your computer to convert what you send to a printer, into a language that is interpreted by the printer correctly.

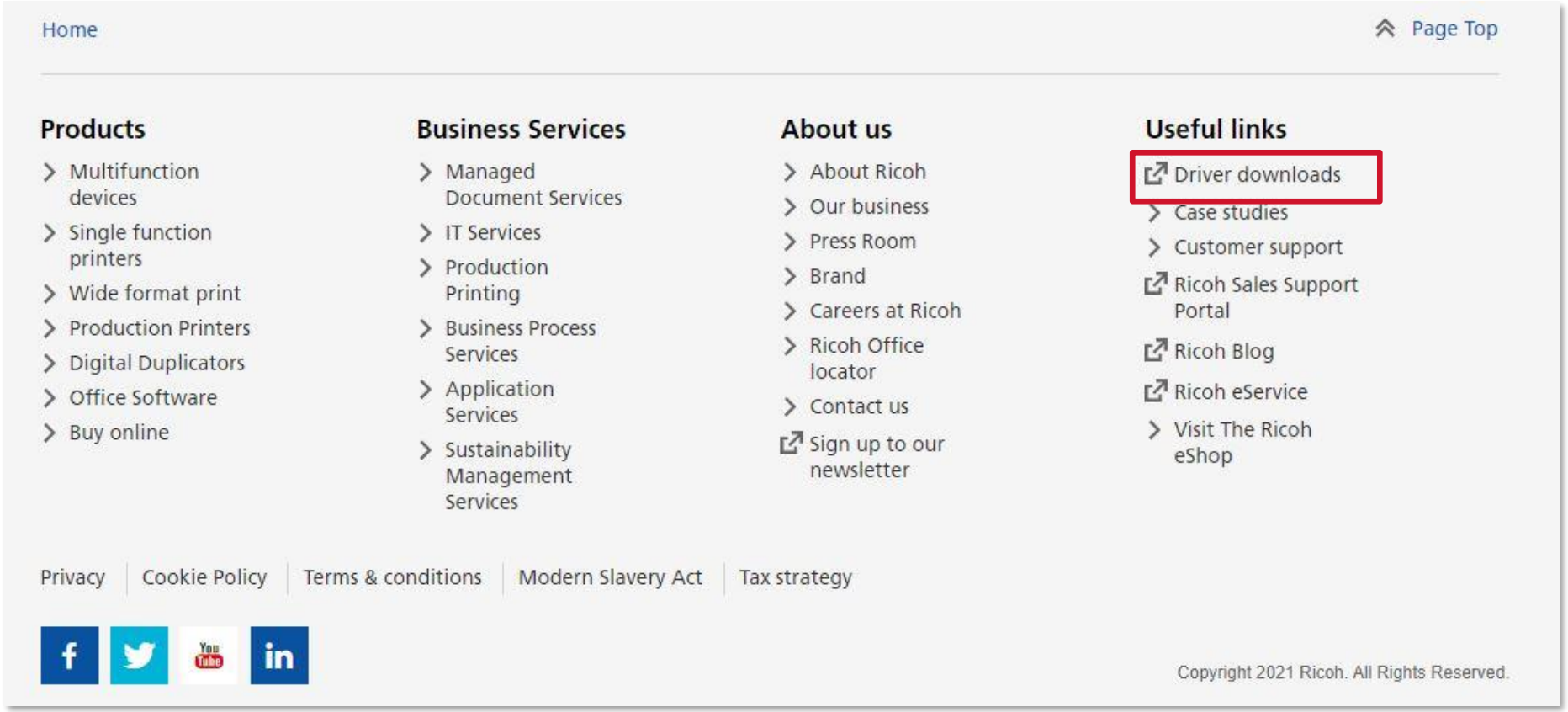
Why do I need one ?

It is important to install not only a Printer Driver but the correct Printer Driver for your new device, the Printer Driver will ensure that the data you send to print is interpreted and printed correctly and that you are able to use all of the available peripheral devices fitted to your printer.

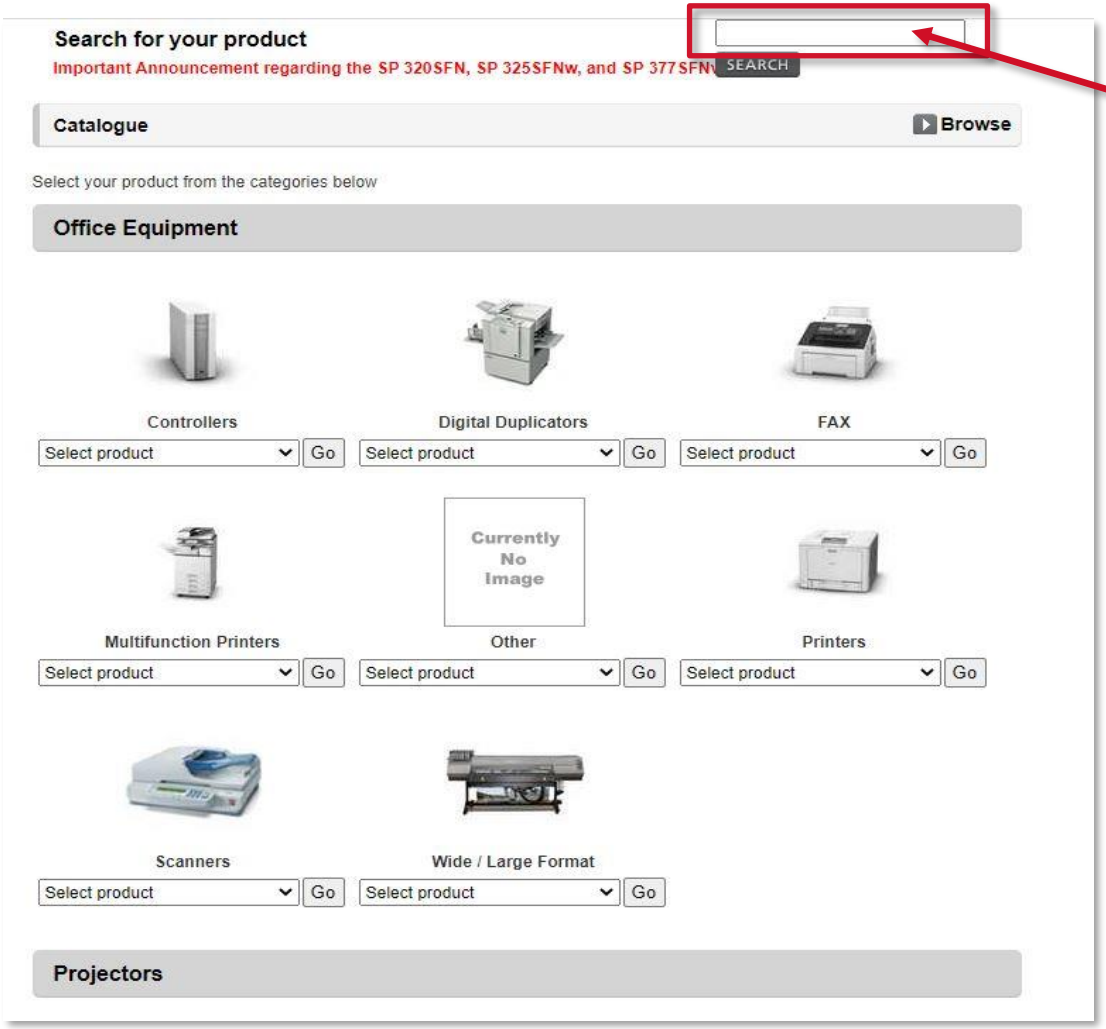
Downloading the Printer Driver

Using any web browser please navigate to www.ricoh.co.uk.

Please scroll to the bottom of the homepage and select Driver Downloads under **Useful Links**.

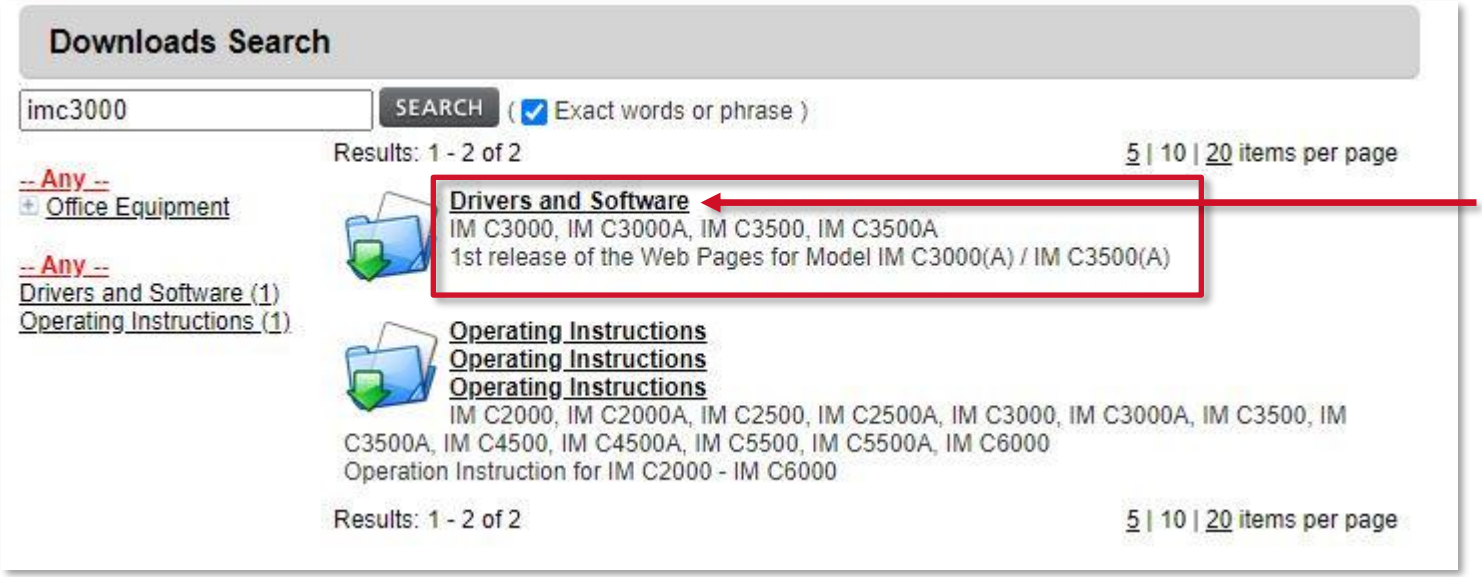


Downloading the Printer Driver



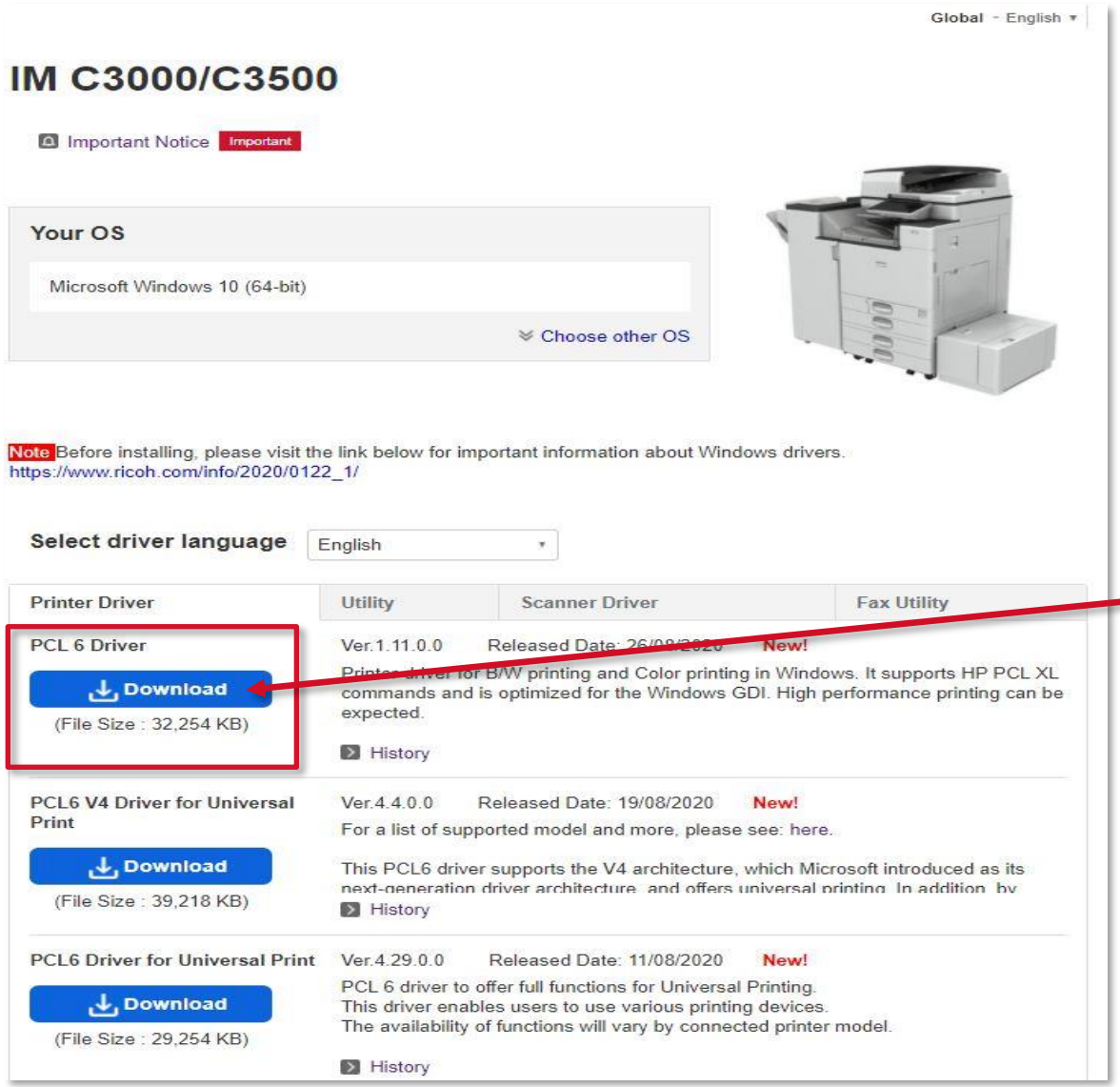
Please type your machine model here.
For example, **IMC3000**

Downloading the Printer Driver



Please click on the **Drivers and Software** option.

Downloading the Printer Driver



Please select the required driver type and version, in this instance **PCL 6 Driver** and click **Download**.

Downloading the Printer Driver

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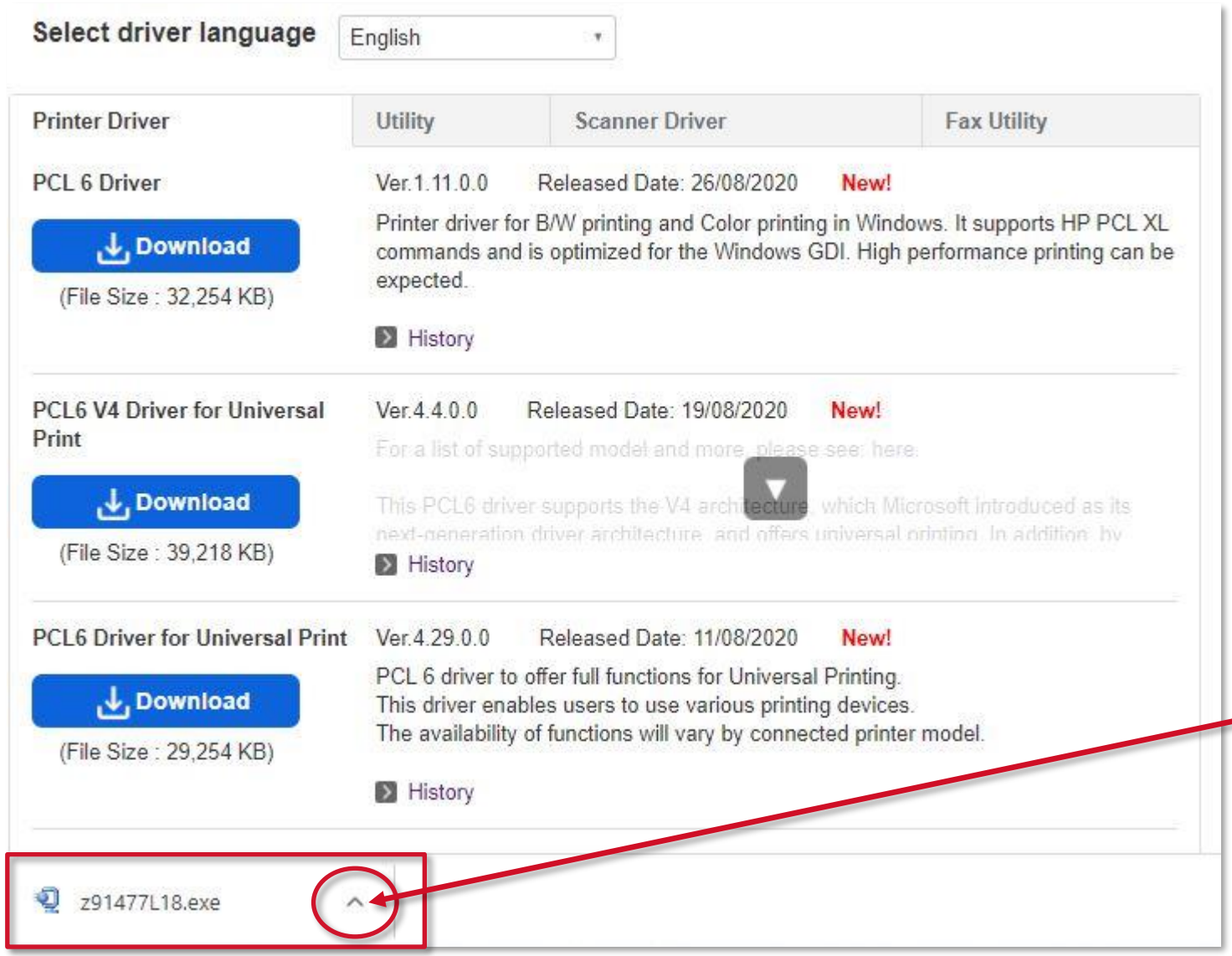
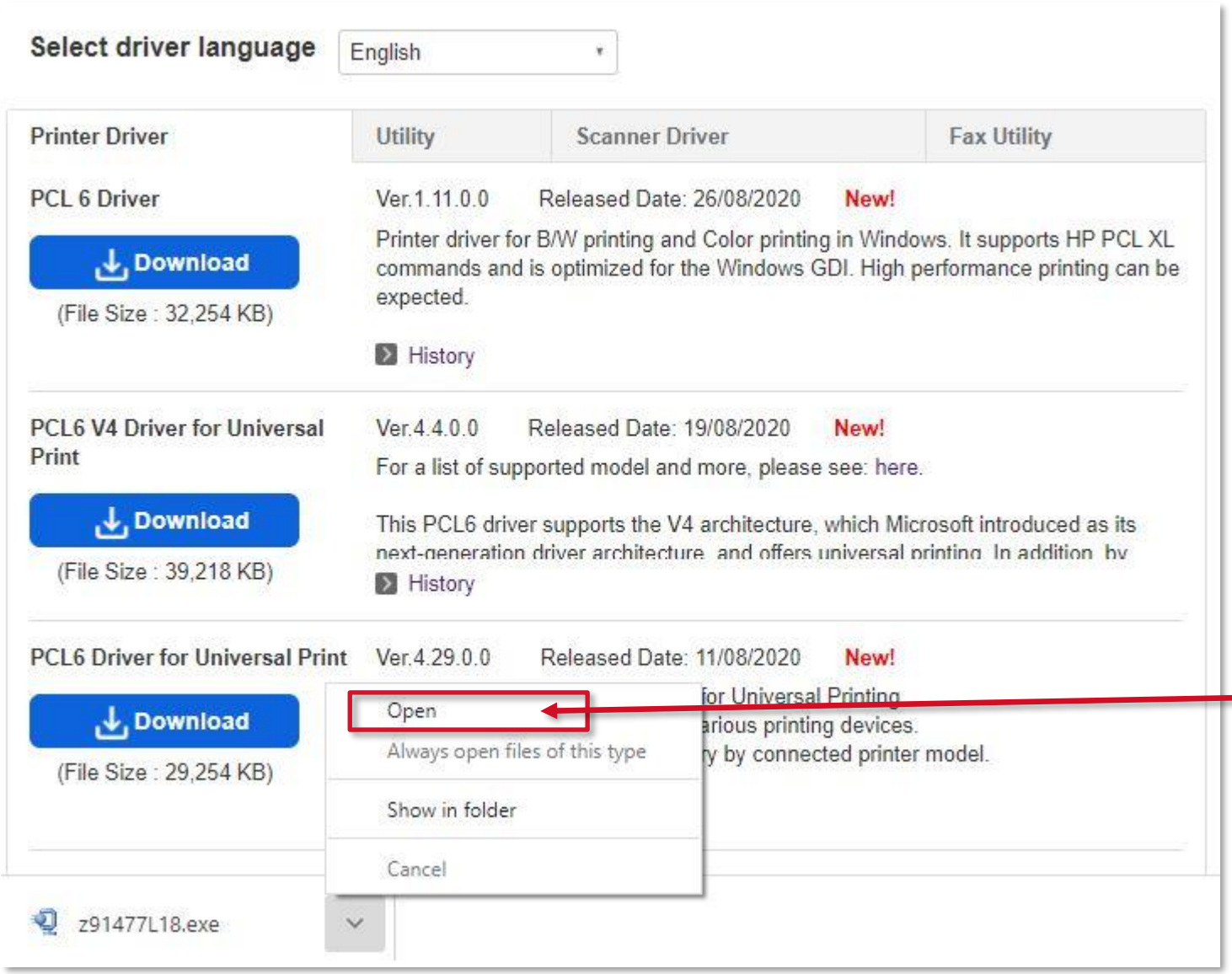


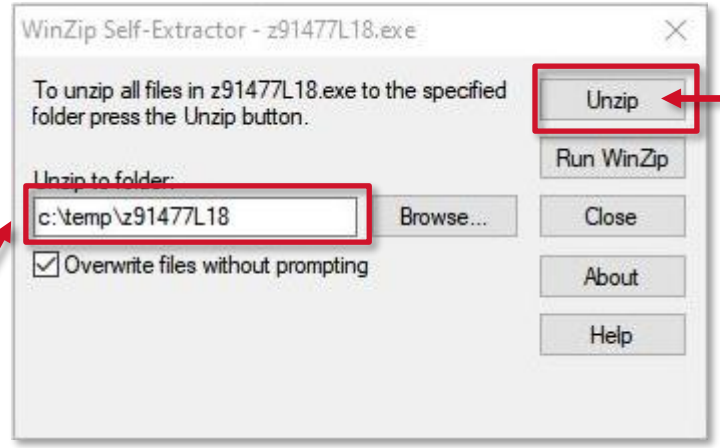
Please click on the arrow.

The Printer Driver files

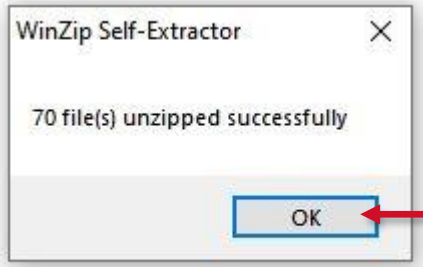


Click on **Open**.

The Printer Driver files



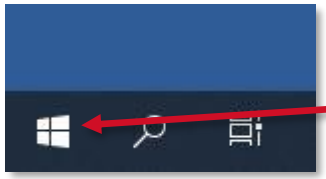
1. Click **Unzip**, the file will be unzipped to your Temp folder.



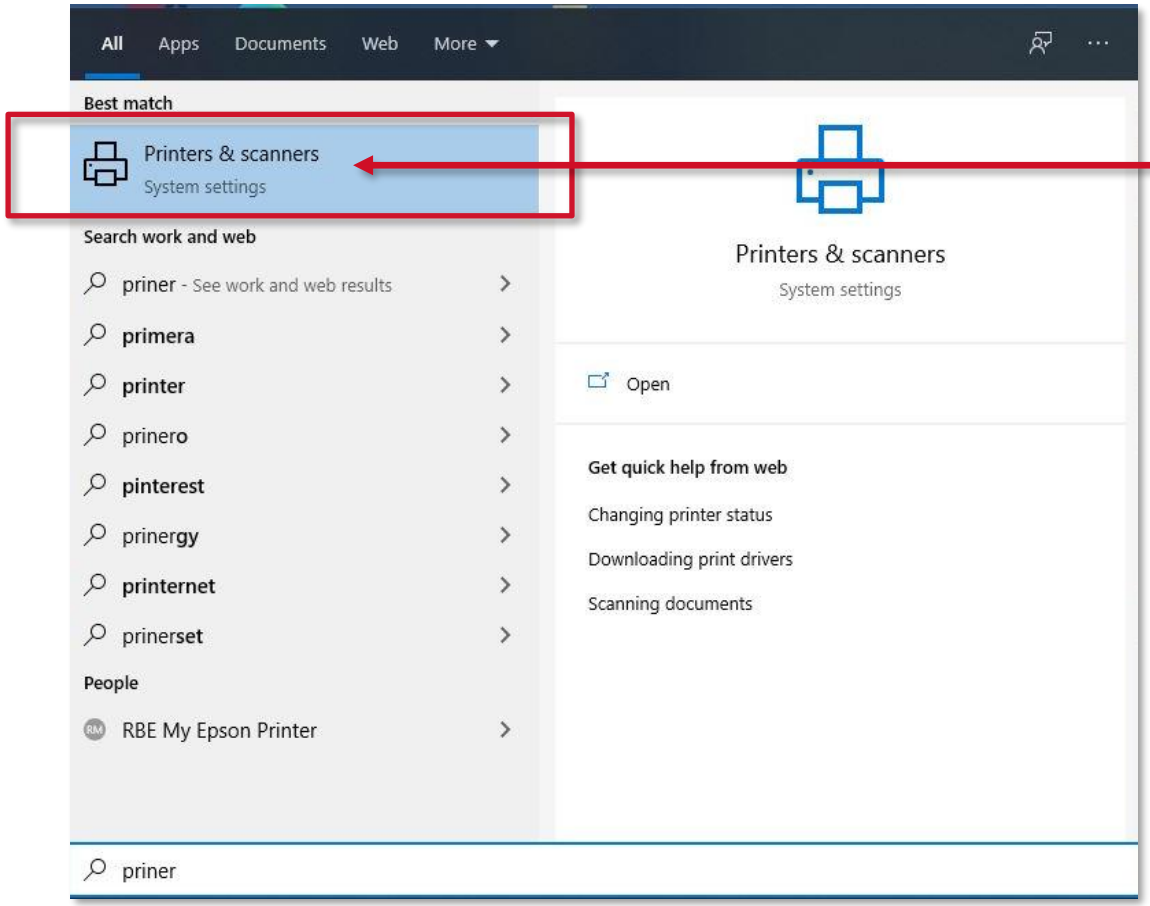
2. Click **OK**.

It is important to make a note of this path and file name.
NB. This will probably be different from this example.

Adding the printer to Windows

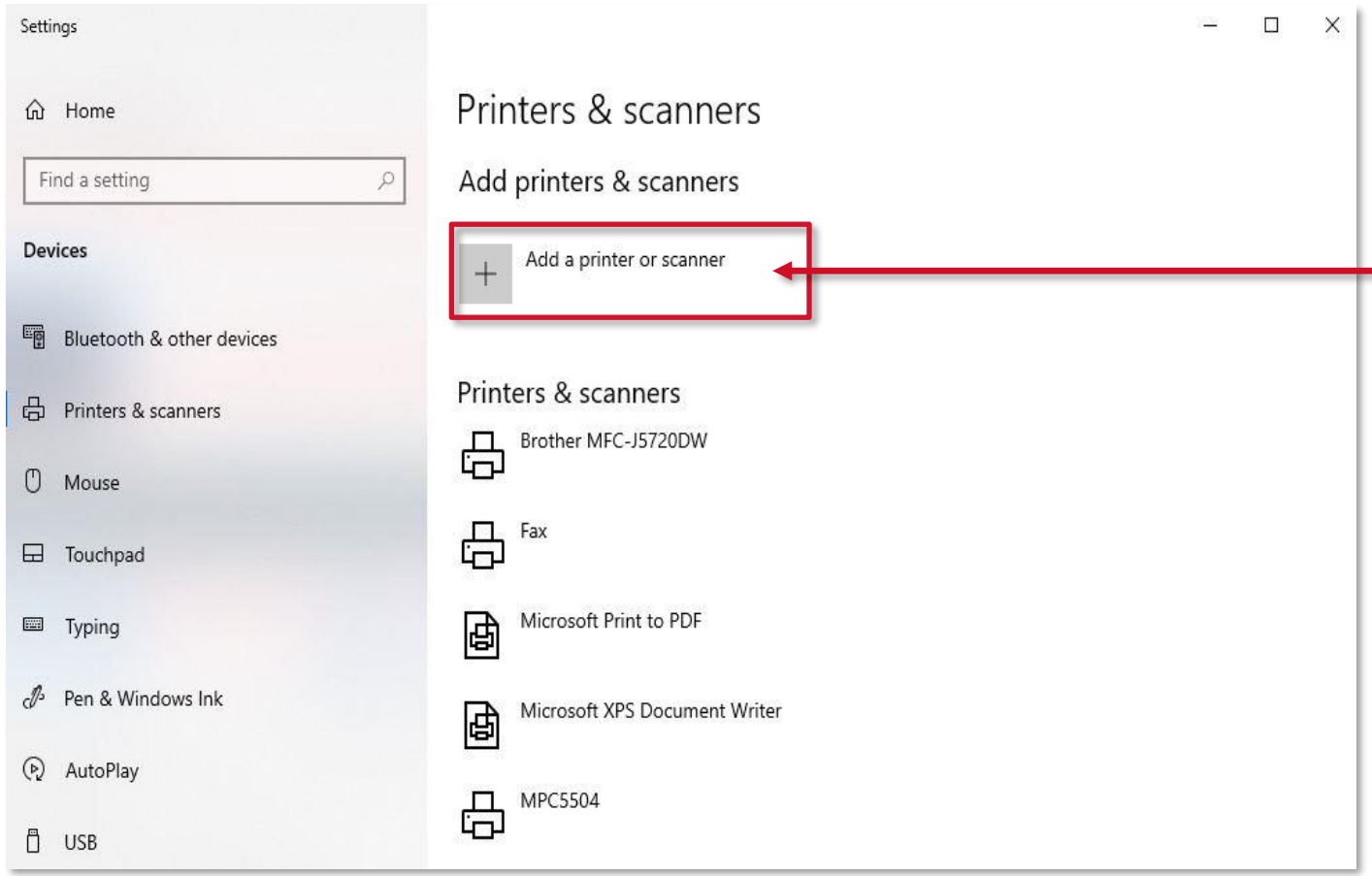


1. Select the **Windows** icon of either your keyboard or desktop and type “printer”.



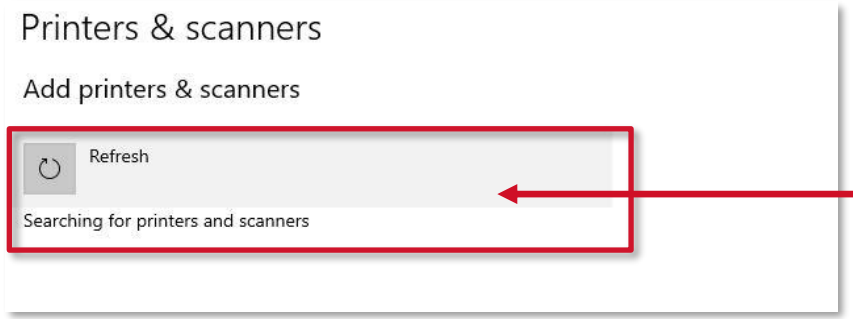
2. Click on **Printers & Scanners**.

Adding the printer to Windows

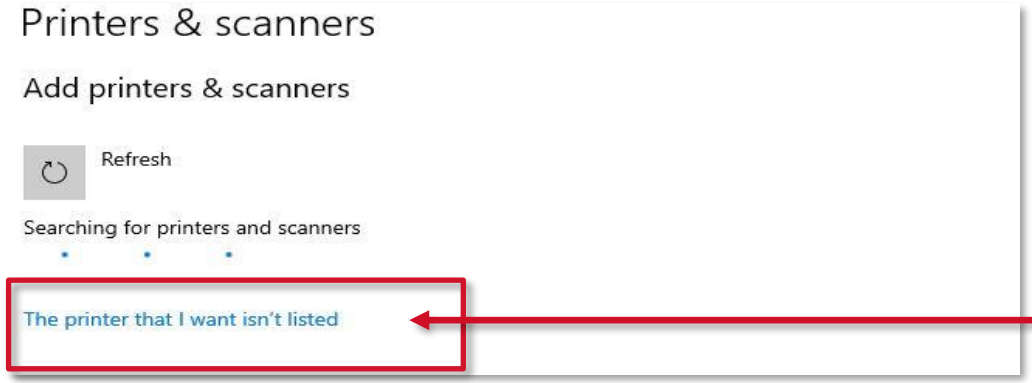


Click **Add a printer or scanner**

Installing the Printer Driver



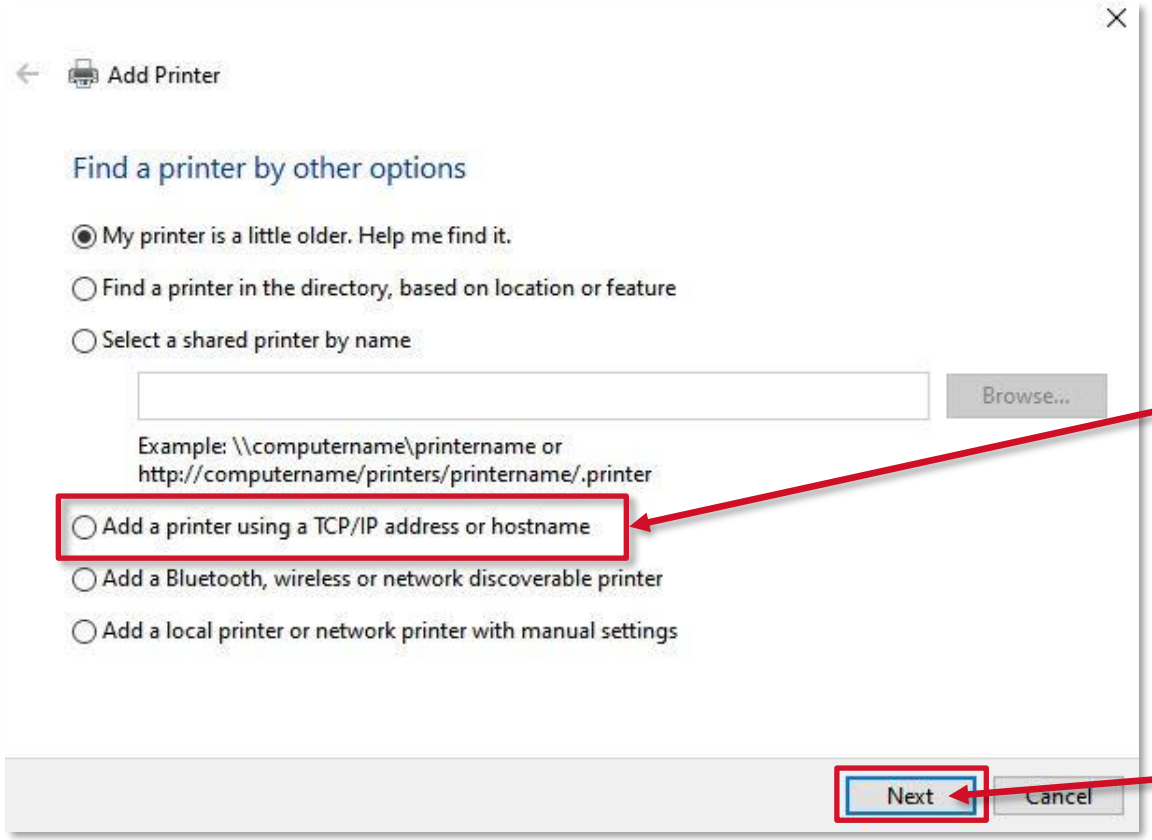
Windows will now search for a new printer.



Wait, then Click on "**The printer that I want isn't listed**".

NB. It is suggested to always click this link.

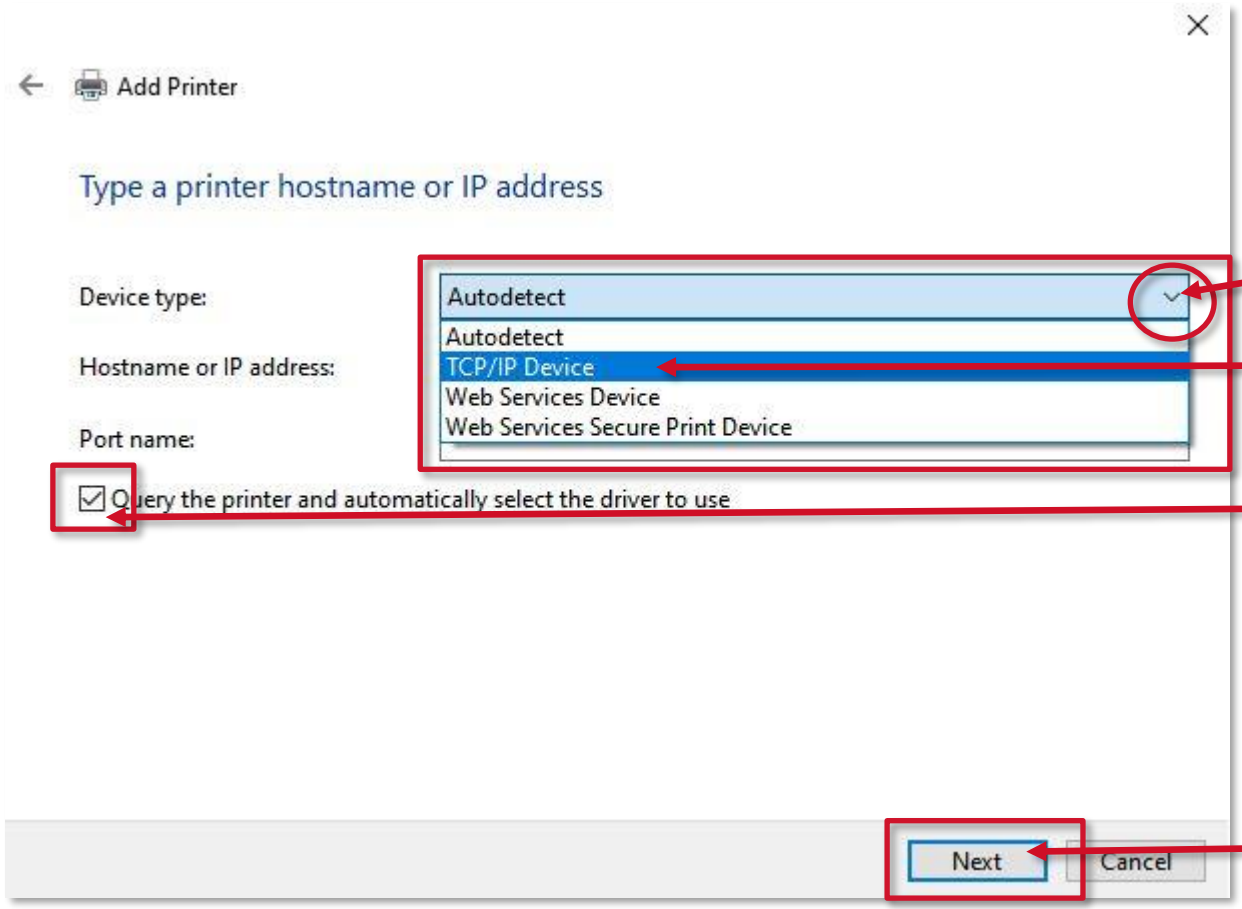
Installing the Printer Driver



1. Please select
Add a printer using a TCP/IP address or hostname

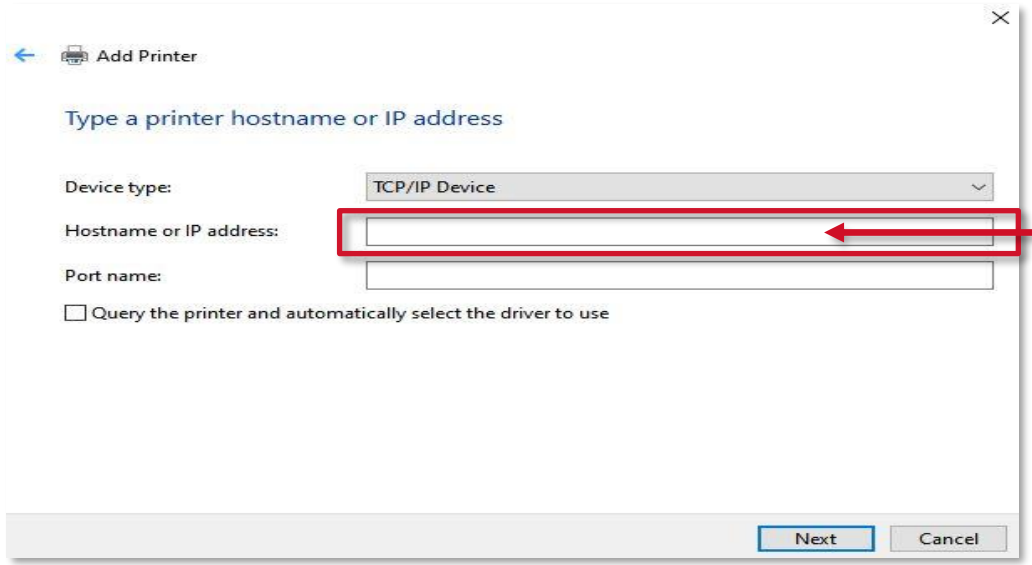
2. Please click **Next.**

Adding the printer port

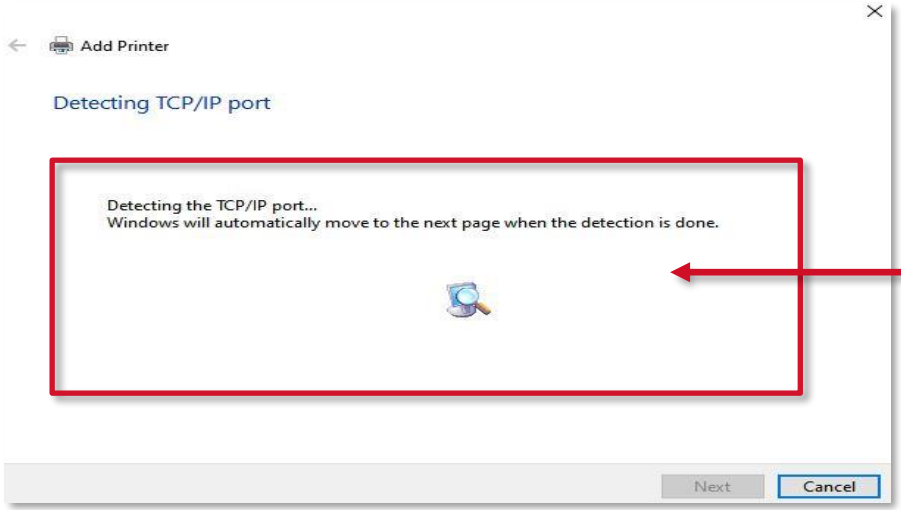


1. Please click the arrow.
2. Please select **TCP/IP Device**.
3. Please untick this box.
4. Now click **Next**

Adding the printer port

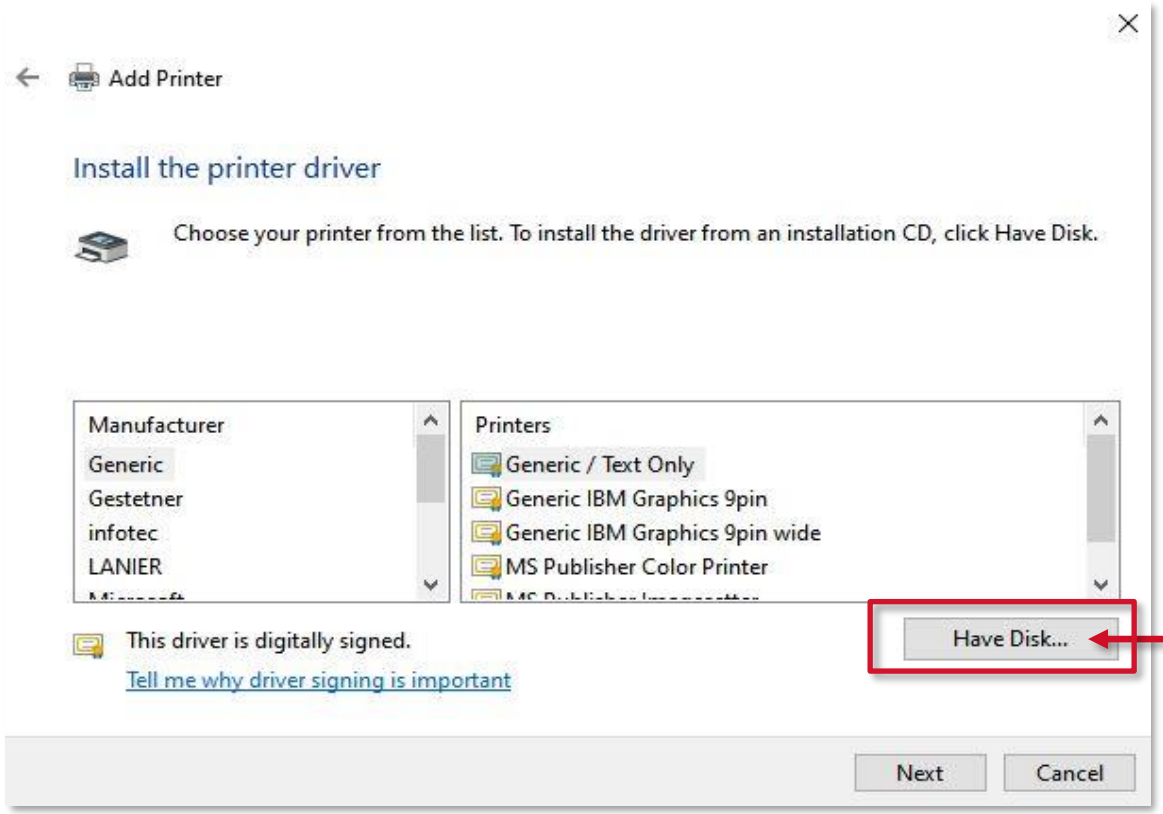


Please enter the IP address in this box as obtained from the device or using the "**Obtaining IP address guide**".



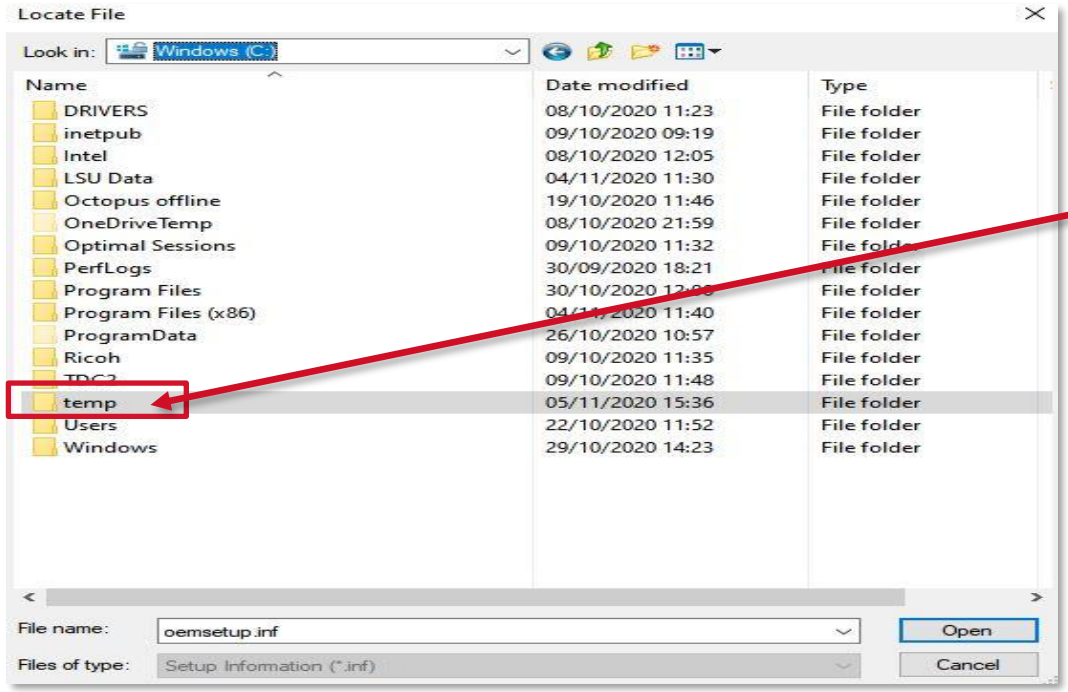
Windows will now add the new printer port.

Adding the Printer Driver

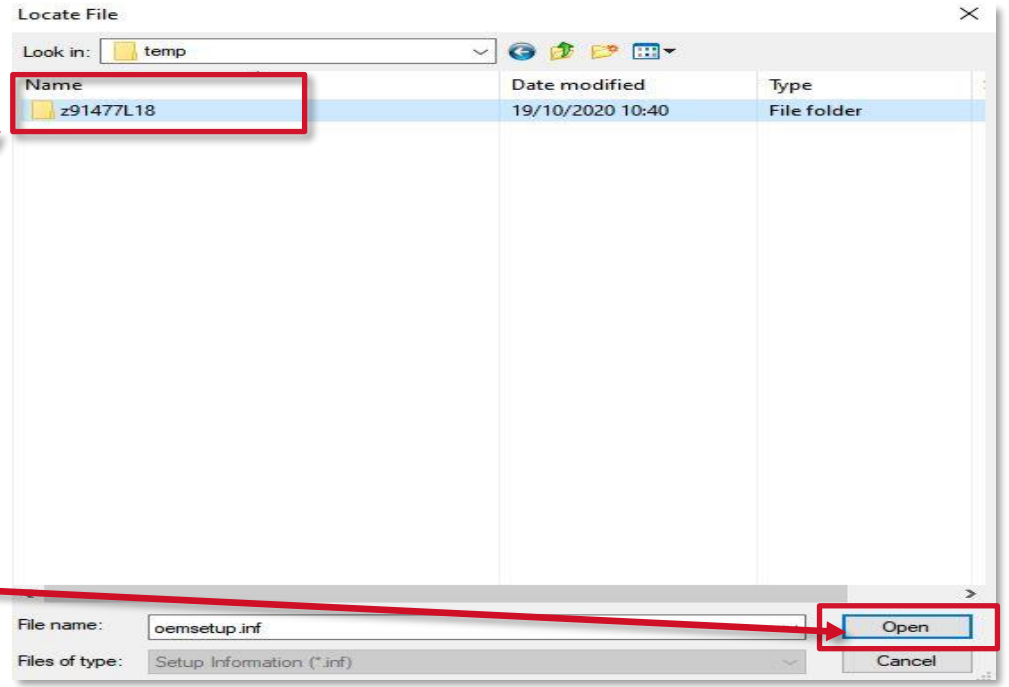


Once the port has been added please select **Have Disk…**

Adding the Printer Driver

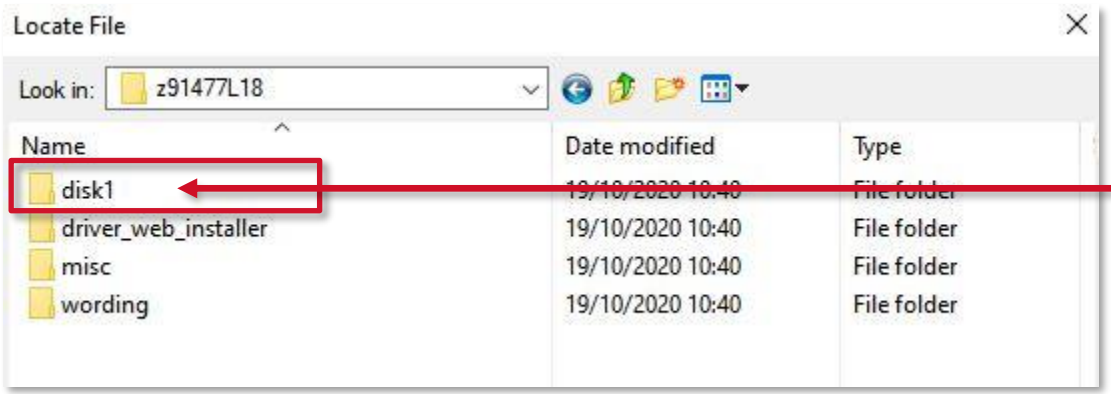


1. Please navigate to the temp folder within Windows C:

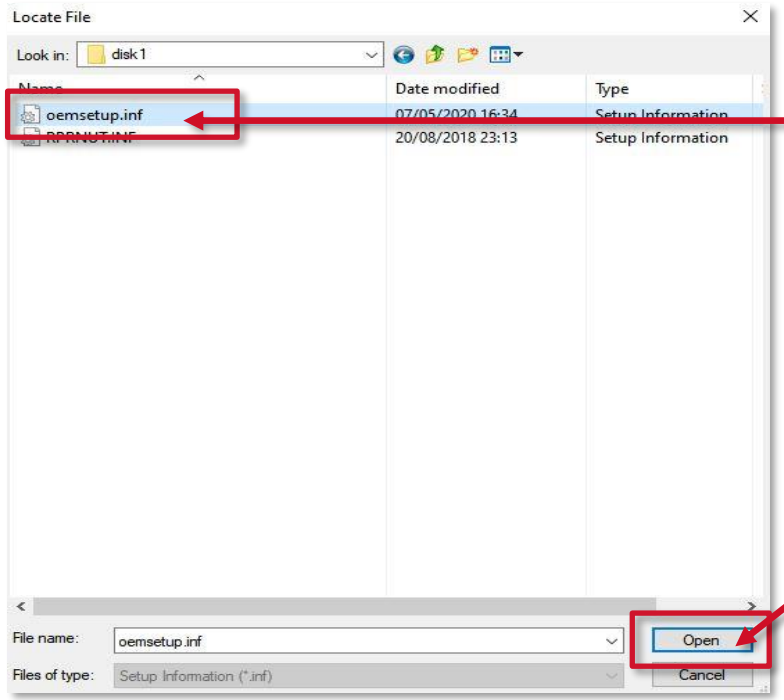


2. Select the driver folder that was unzipped previously and click **Open**.

Adding the Printer Driver

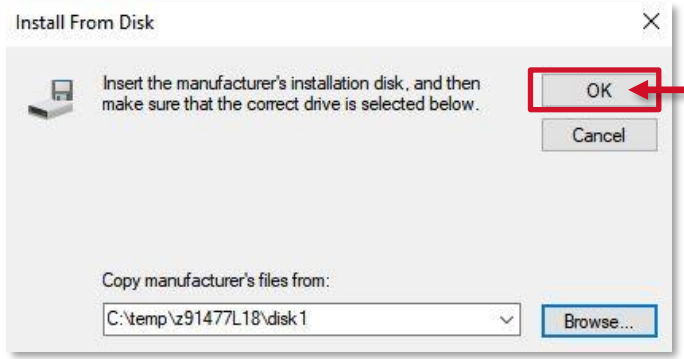


1. Select **disk1**.



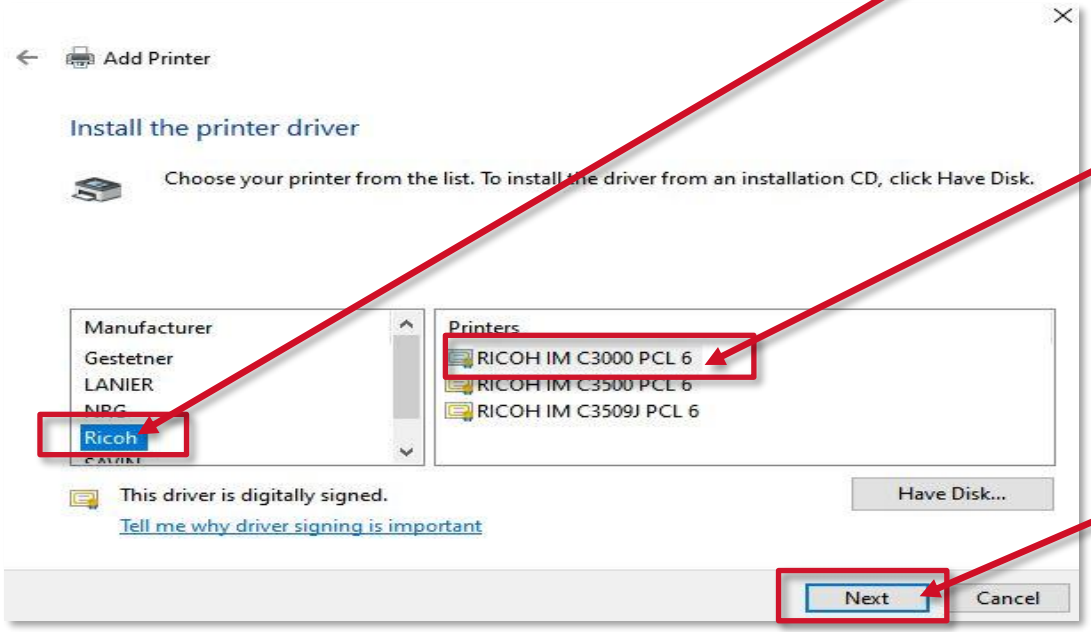
2. Select the "**oemsetup.inf**" file and click **Open**.

Adding the Printer Driver



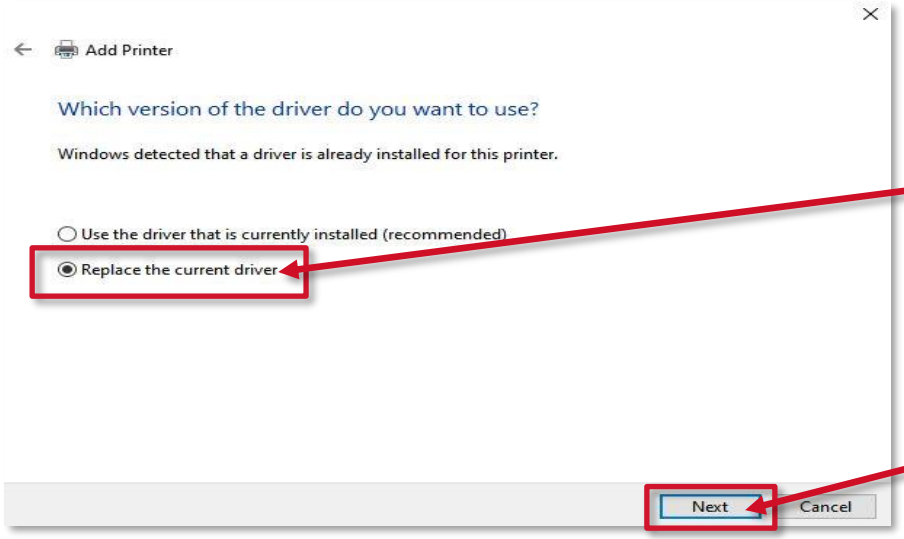
1. Click **OK**

2. Select **Ricoh**

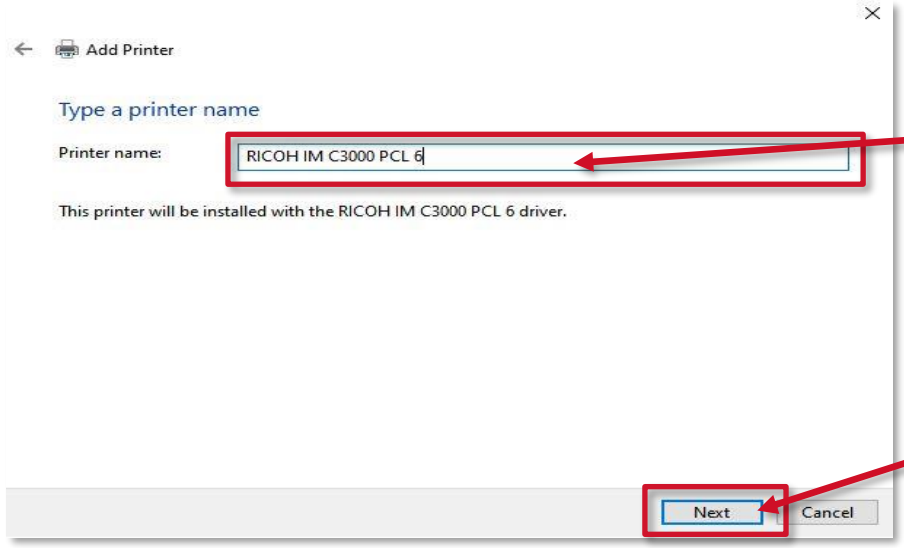


3. Select the correct model of device followed by **Next**

Adding the Printer Driver

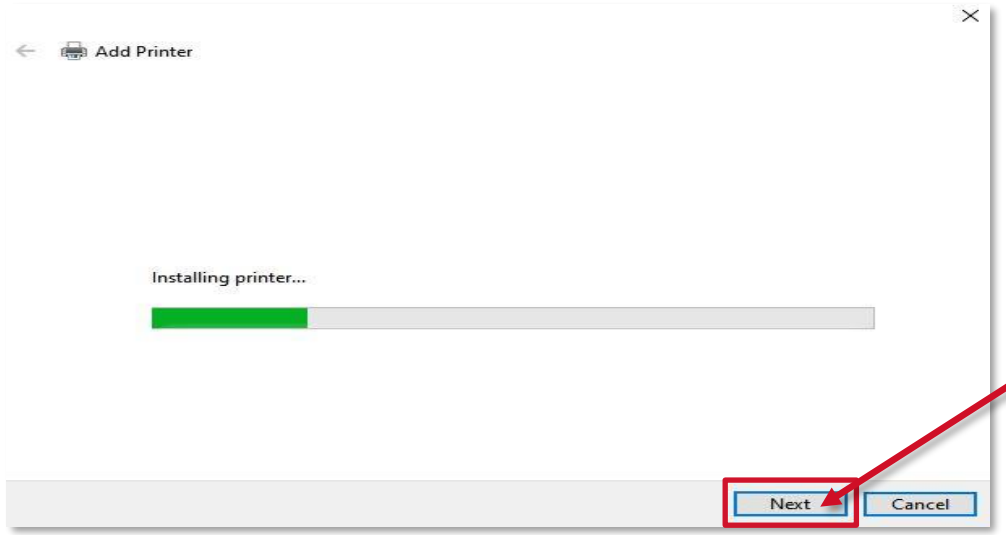


1. Click Replace the current driver (if it appears) followed by **Next**

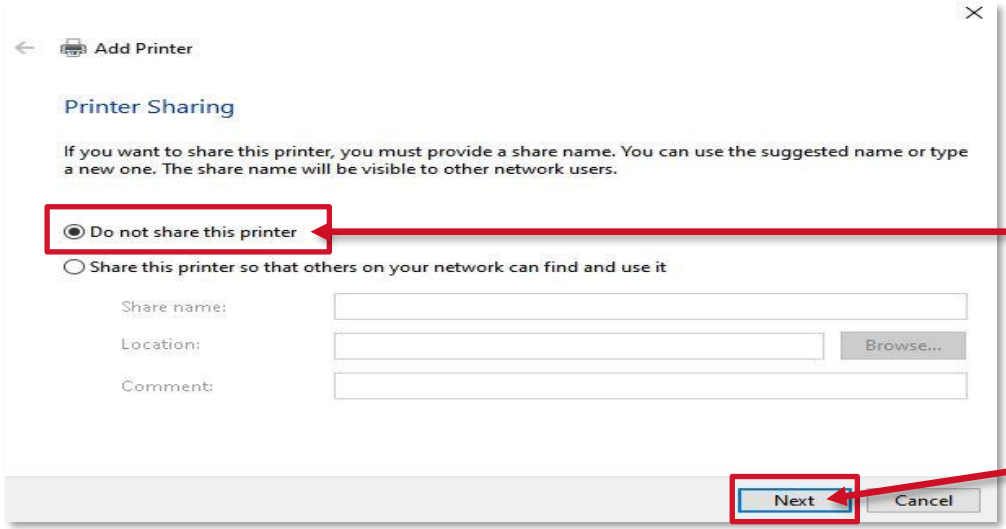


2. Name the printer and click **Next**

Adding the Printer Driver

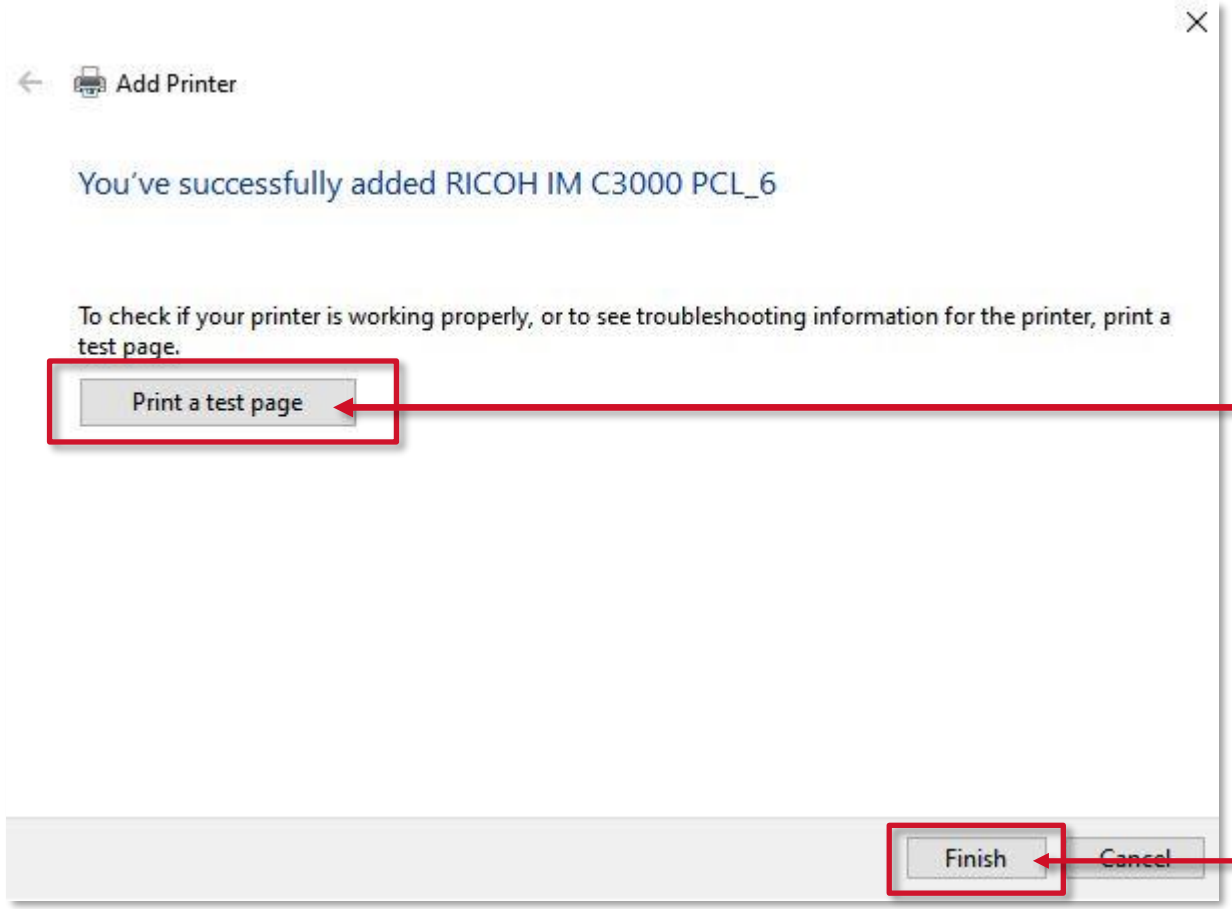


1. Click **Next**, The printer will now be installed.



2. Click **Do not share this printer**, followed by **Next**.

Testing the new printer



Both the driver and printer are now installed, click **Print a test page** to confirm.

Click **Finish** to end the setup procedure.

RICOH
imagine. change.

Thank you

RICOH

imagine. change.