



Device Installation Guide



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.](#)

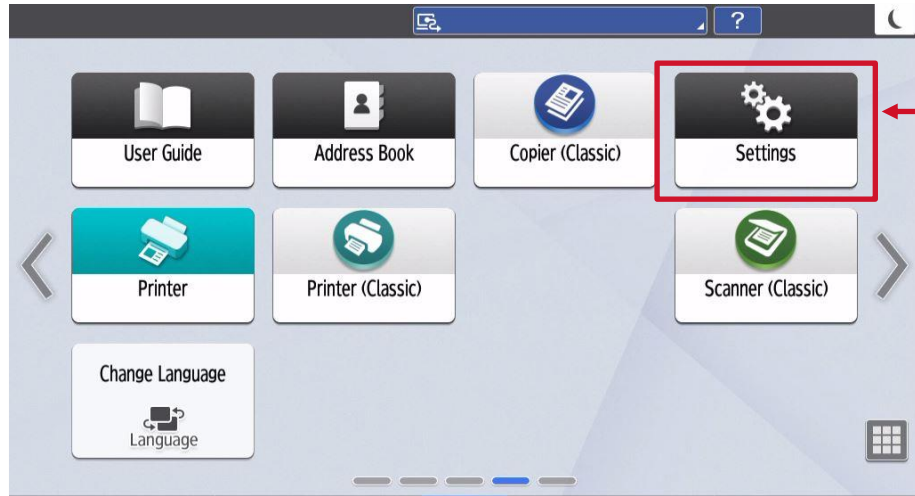
3. Installing the printer.

- 3.1 [Installing a networked Printer Driver.](#)

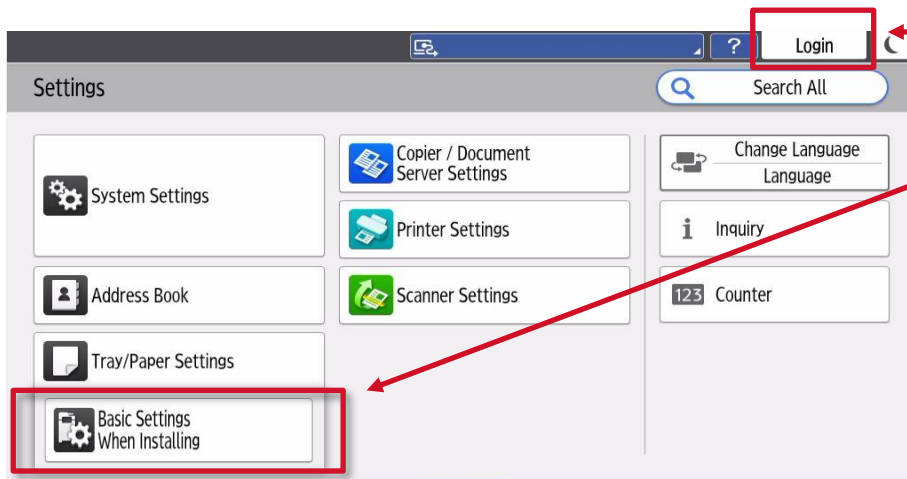
1.1 Network Settings

Using the Network Setup Wizard
on the device Operation Panel.

Using the Setup Wizard on the device.



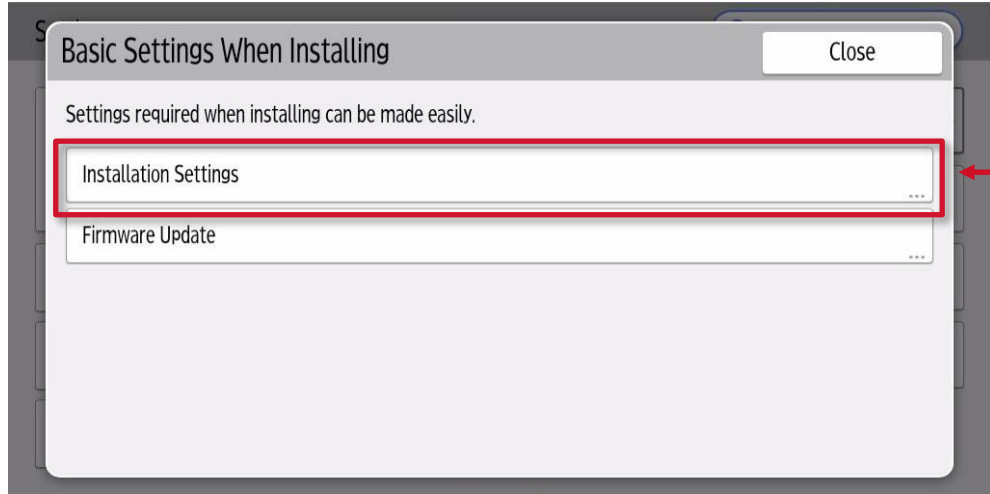
Touch **Settings**.



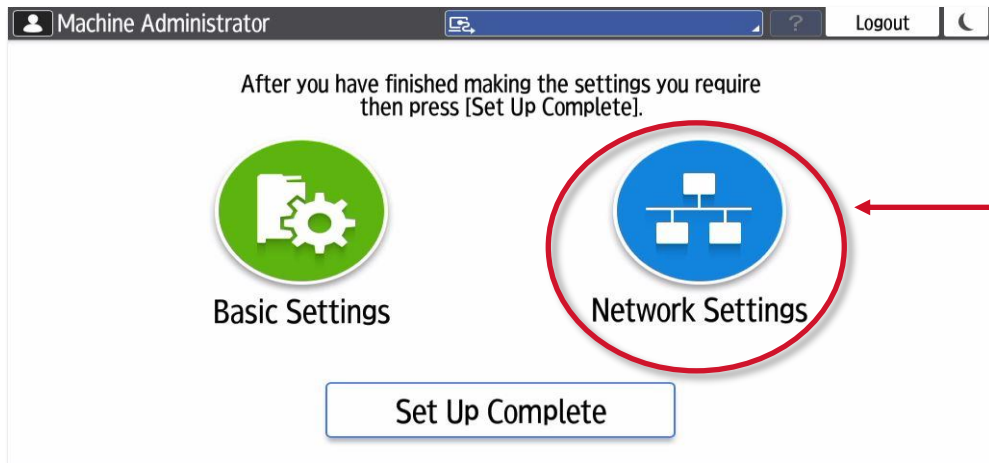
If **Basic Settings** button does not appear please select login button and login with admin credentials ([page 11](#)).



Using the Setup Wizard on the device.

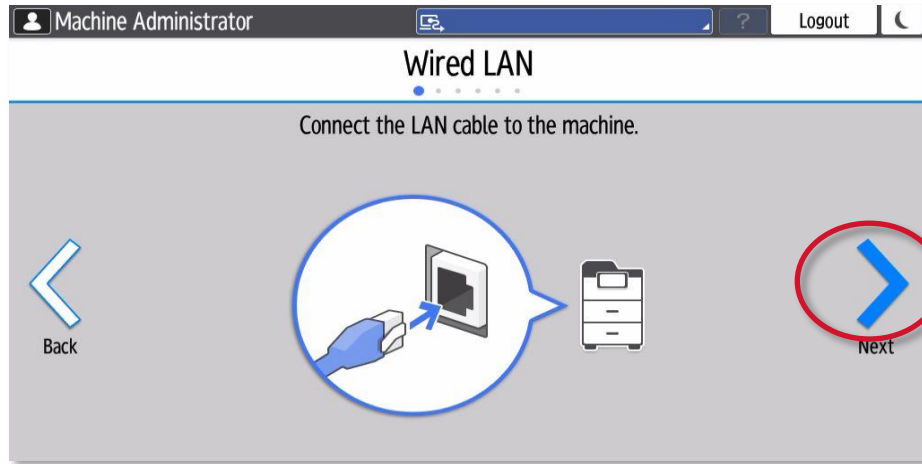


1. Select **Installation Settings**.

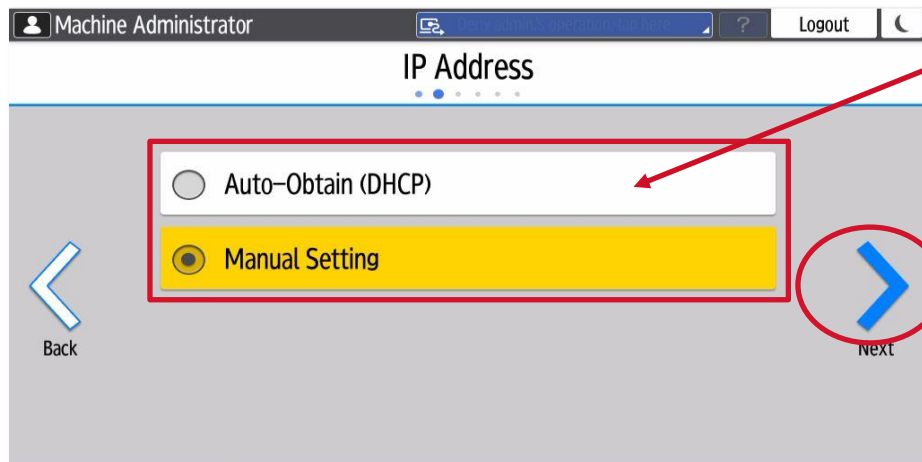


2. Followed by **Network Settings**.

Using the Setup Wizard on the device.



1. Select **Next**.



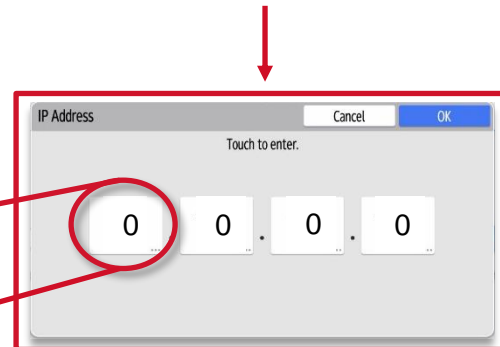
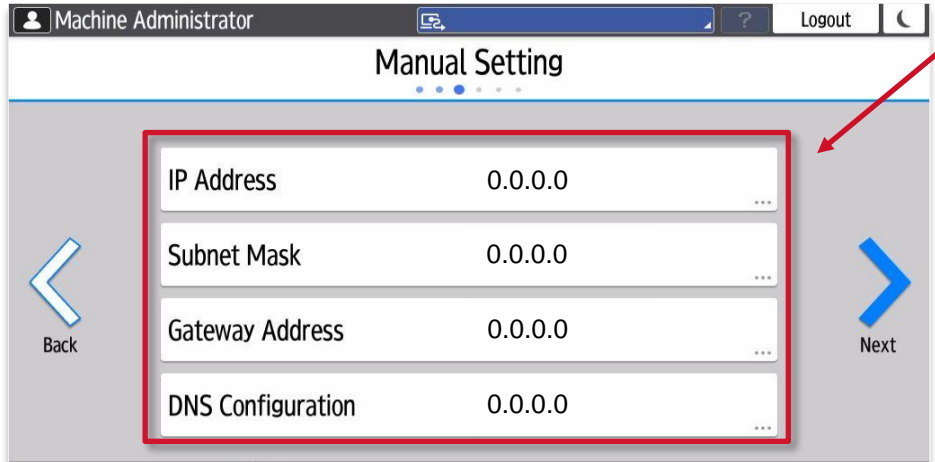
2. Select either **Auto-Obtain** (DHCP) or **Manual Setting** as required.

3. Select **Next**.

Using the Setup Wizard on the device.

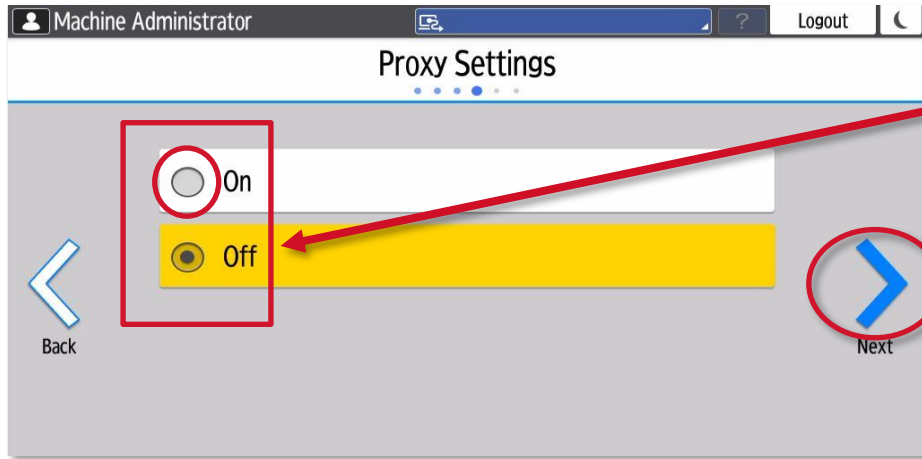
1. Select **each** option in turn and set as required.

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



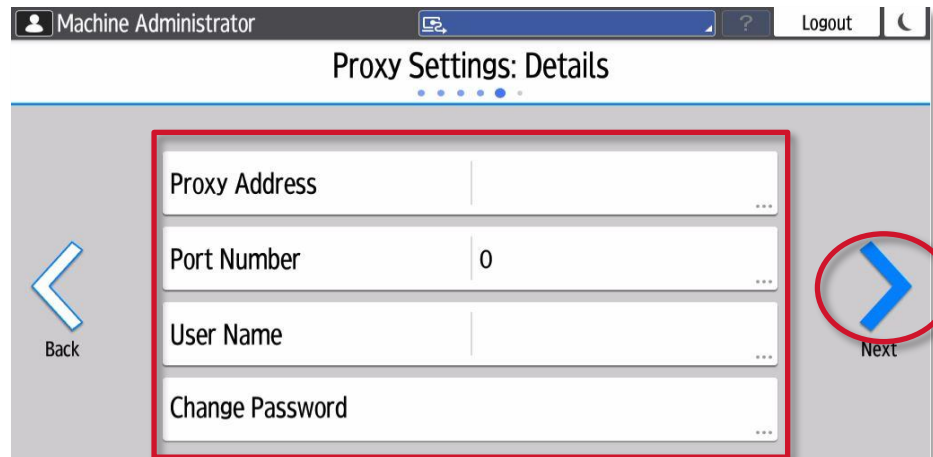
As you select each option a pop-up keyboard will appear.

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 **are** required, please select **On** and move to the next step below.



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

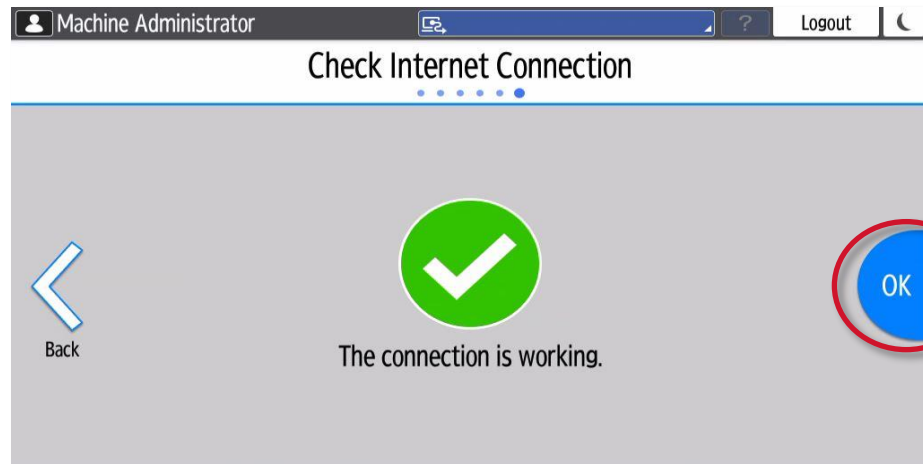
As you select each option, use the pop-up keyboard that appears to complete each setting.

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

Using the Setup Wizard on the device.

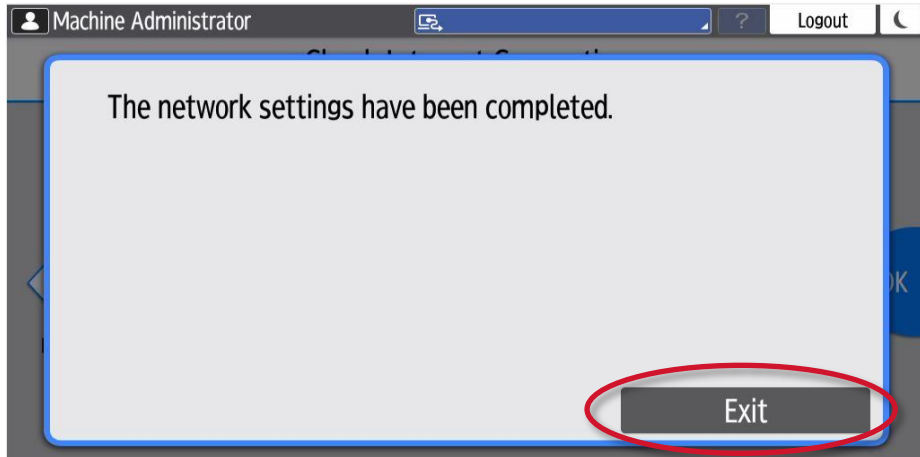


Finally, touch **Connection Test**.



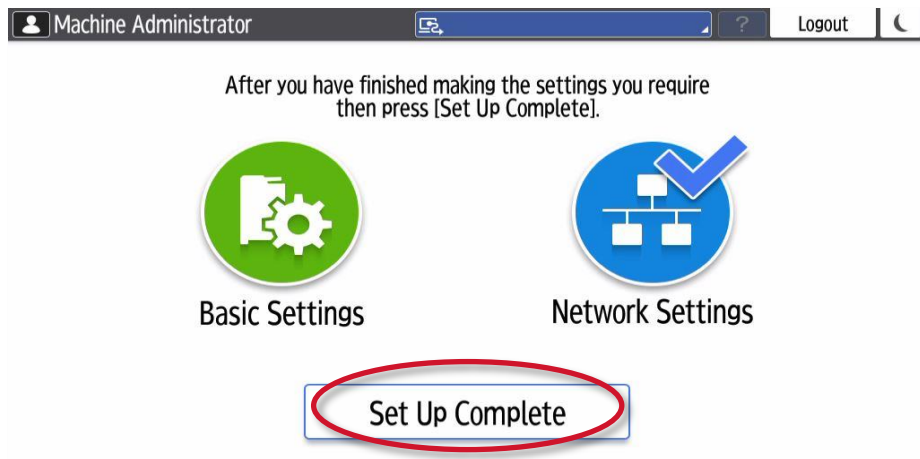
If all is well, touch **OK**. If the connection fails, please check IP address, Gateway and Subnet Mask are correct and test again. If this still fails, please refer to your IT team to investigate further.

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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1.2 Network Settings

Obtaining a Ricoh device IP Address

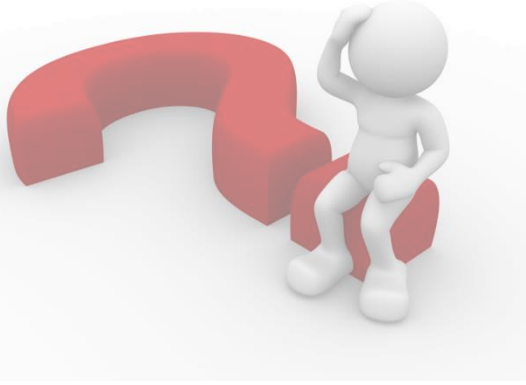
It will be important to identify the type of operation panel your Ricoh device has installed and the version of software running on this panel.

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 ?

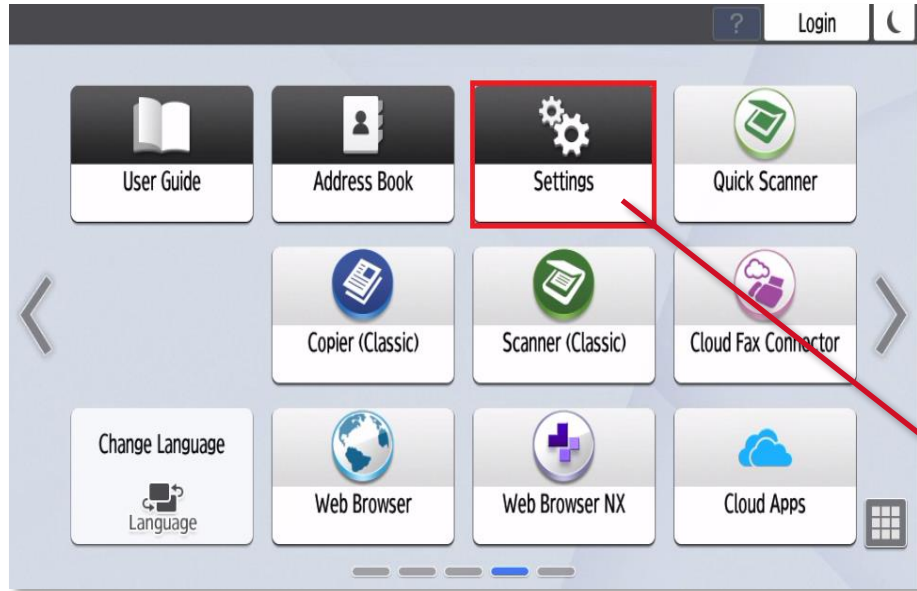


ACT, stands for **A**lways **C**urrent **T**echnology.

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.

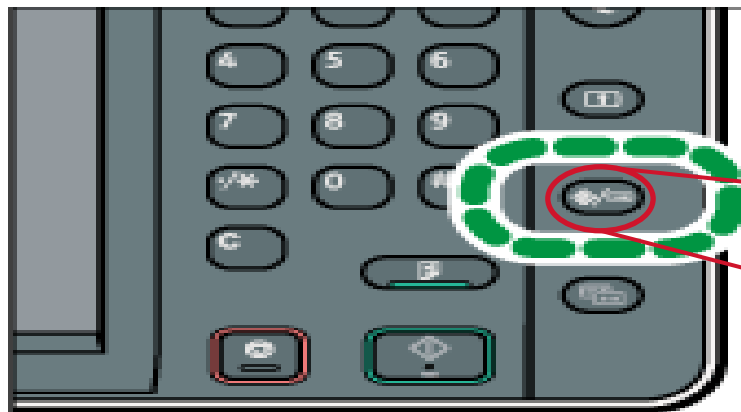
Control panel types & accessing Settings



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.

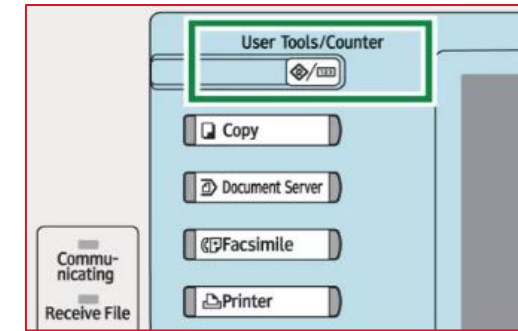


Accessing User Tools.

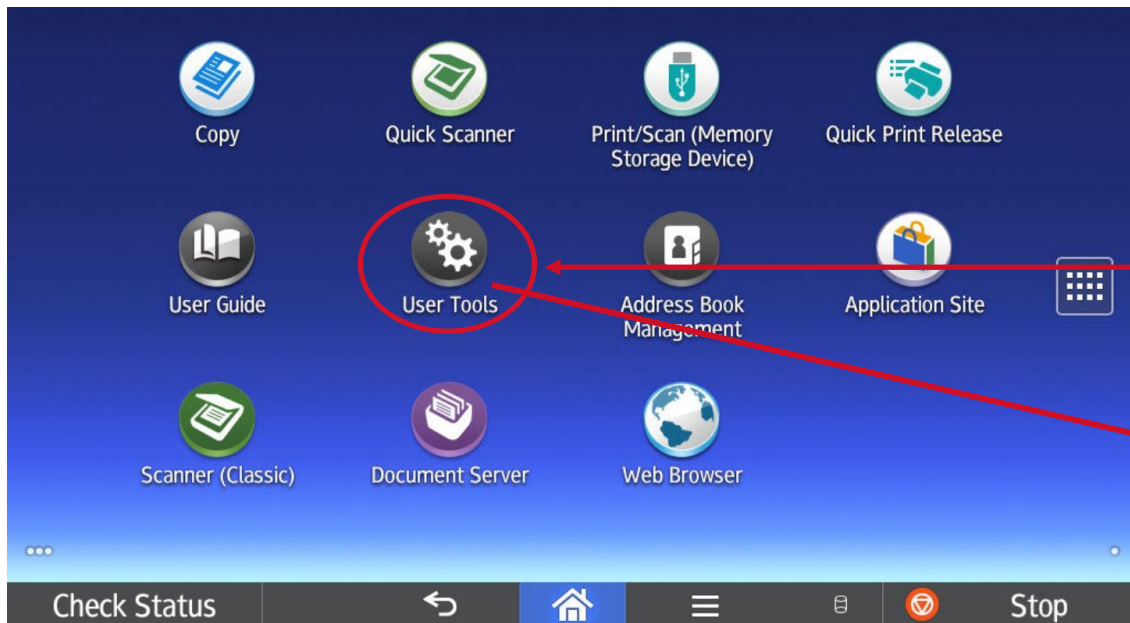
If you have a panel WITH buttons please locate (as this might be on the left or right hand side of the panel) and press the User Tools button.



Example Top left hand side of the panel



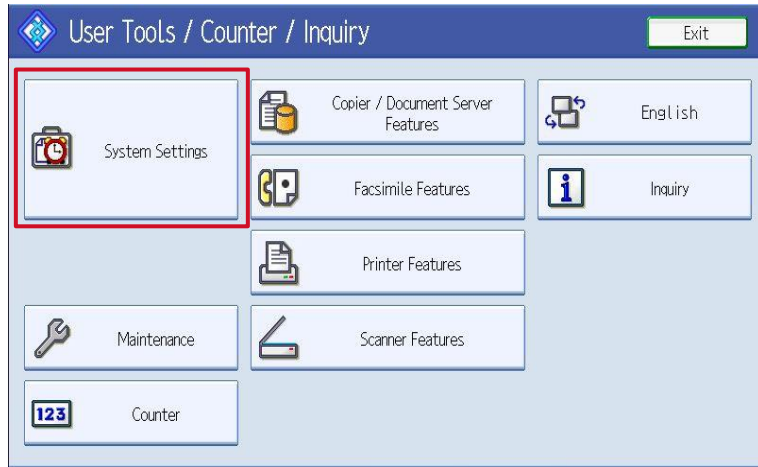
If you have a panel with NO buttons (SOP) please locate and press the User Tools/Settings Icon.



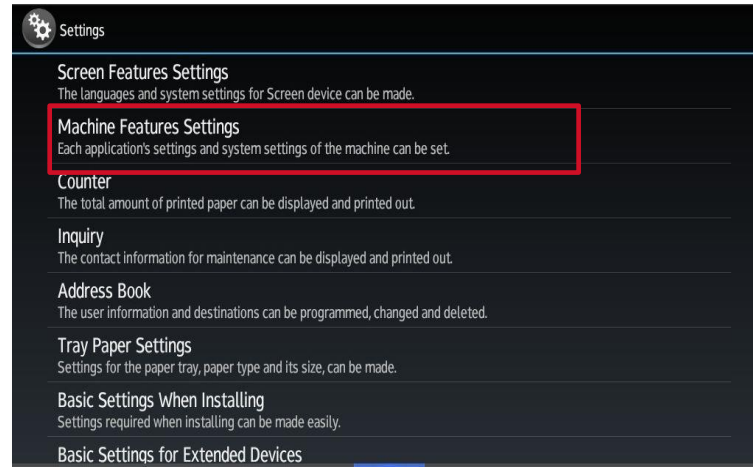


Control Panel type User Tools/Settings

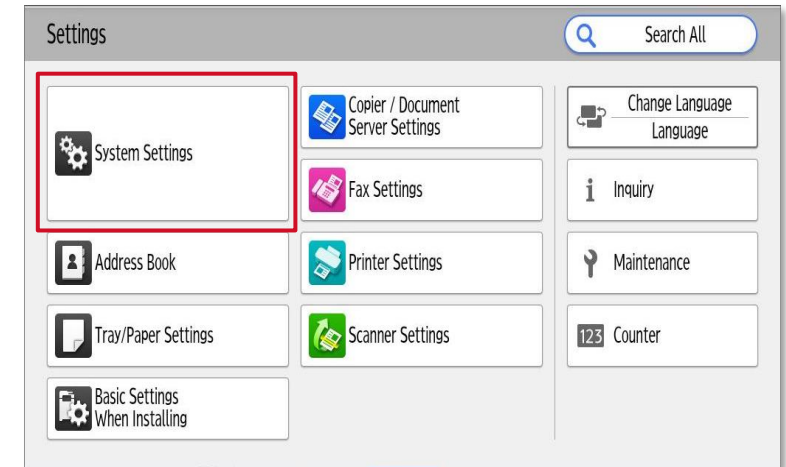
After accessing **User Tools / Settings** you can see the three different panel types. Each will give you a different looking set of menu options.



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

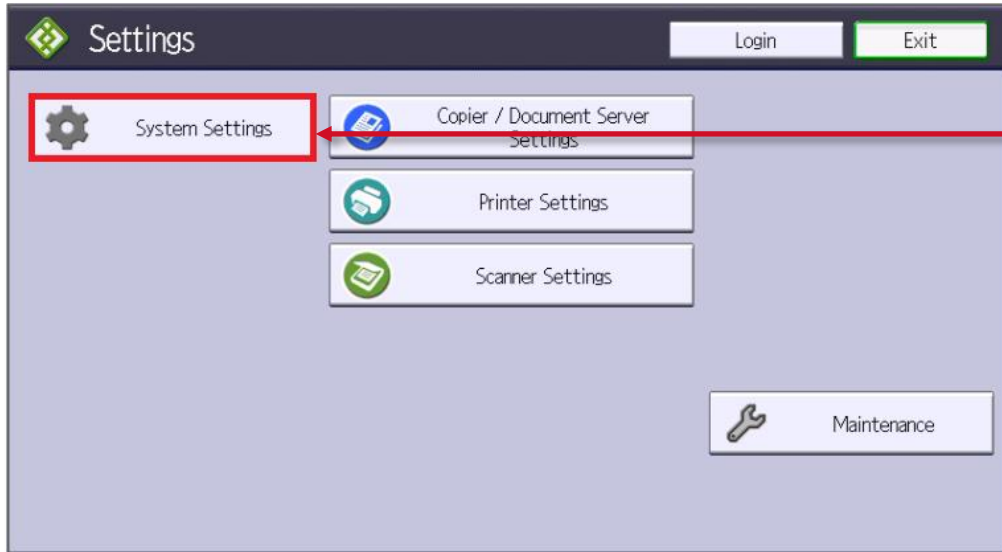


This is an ACT display. If you have this display, please select **Machine Feature Settings** & proceed to the next step.

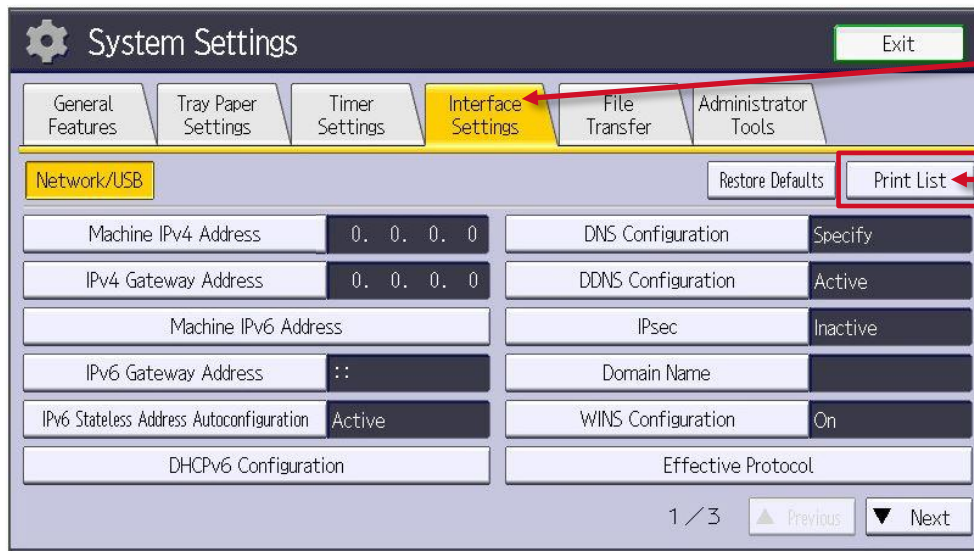


This is an ACT 1.1 or later display. If you have this display, please select **System Settings** & proceed to [page 22](#).

Accessing User Tools / Settings



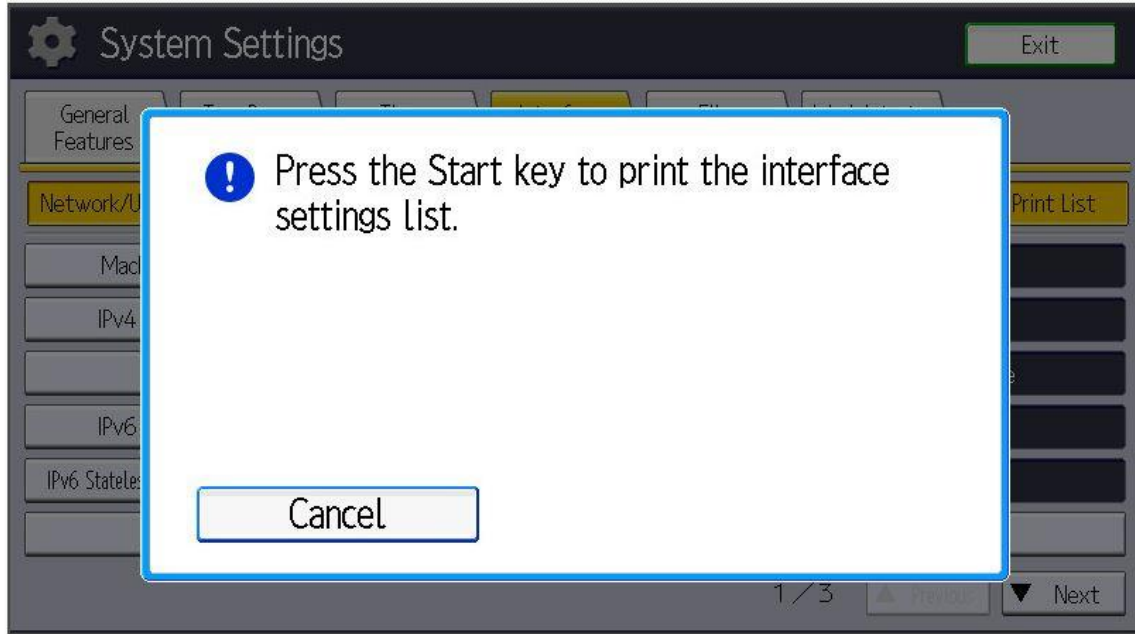
1. Touch and select **System Settings**.



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 :-

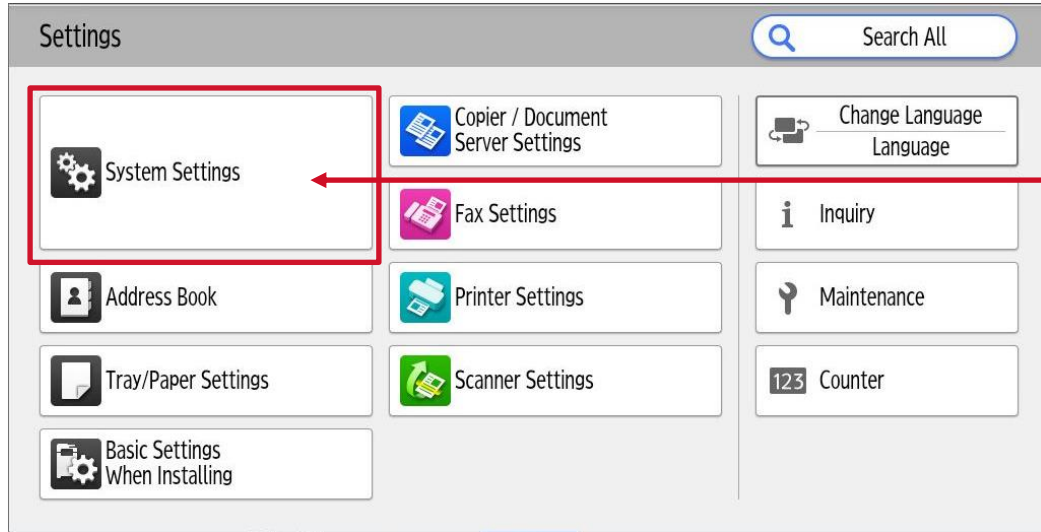
IPv4 Address, Subnet Mask, Gateway Address and DNS settings.

Exit User Tools / Settings

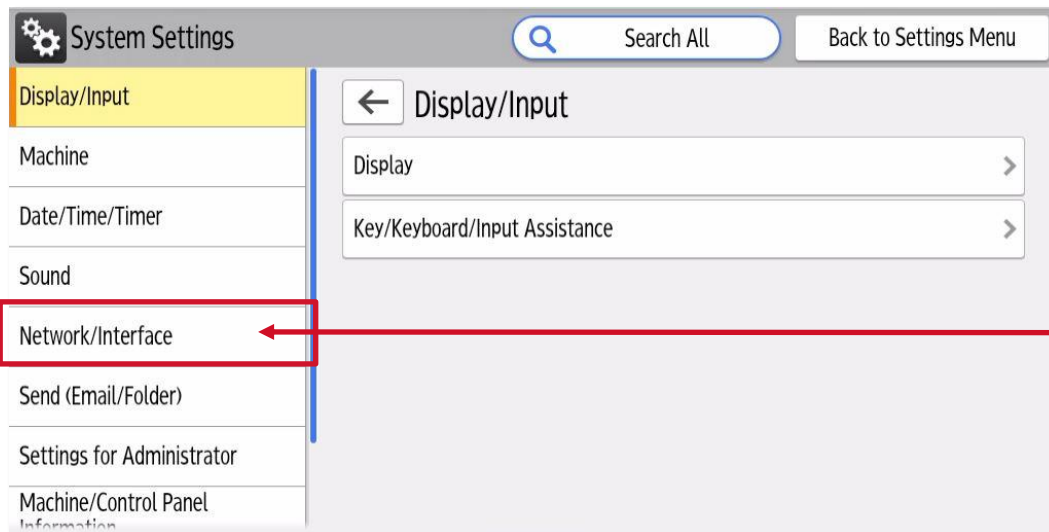
The screenshot shows the 'System Settings' application interface. At the top, there is a gear icon and the text 'System Settings'. Below this is a navigation bar with several tabs: 'General Features', 'Tray Paper Settings', 'Timer Settings', 'Interface Settings' (which is highlighted in yellow), 'File Transfer', and 'Administrator Tools'. In the top right corner of the application window, there is a white button with the text 'Exit' inside it, which is enclosed in a red rectangular box. A red arrow points from this box to a separate text box on the right. The main content area shows the 'Network/USB' settings page, with various configuration options like 'Machine IPv4 Address', 'DNS Configuration', and 'Effective Protocol'. At the bottom of the settings page, there are navigation buttons for 'Previous' and 'Next'.

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

Android panel (with ACT1.1)

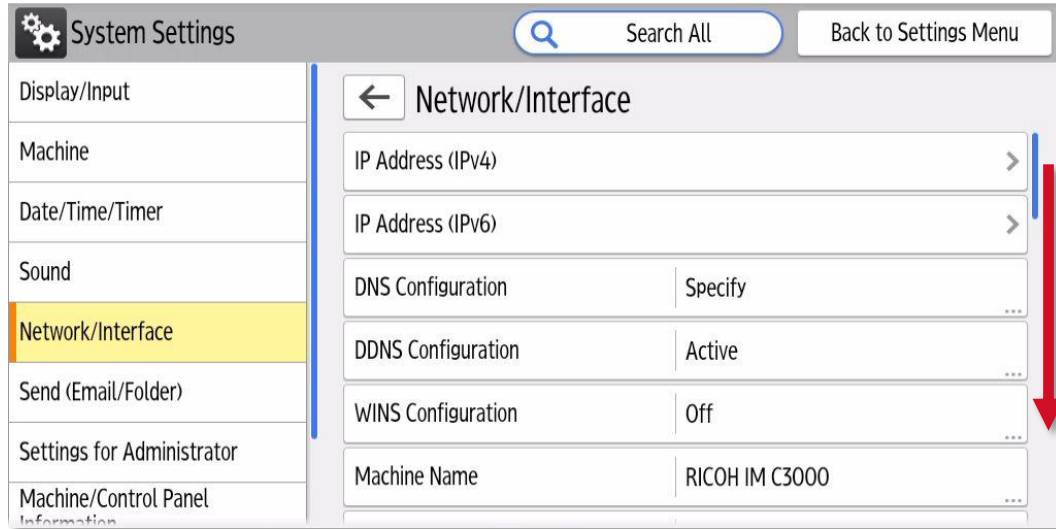


1. Please select **System Settings**.

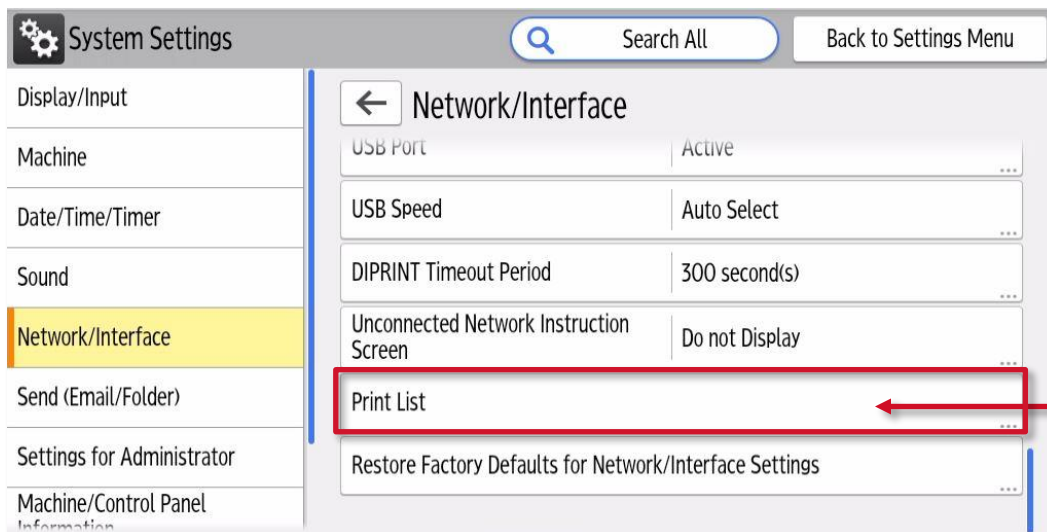


2. Select **Network/Interface**.

Printing Network Settings



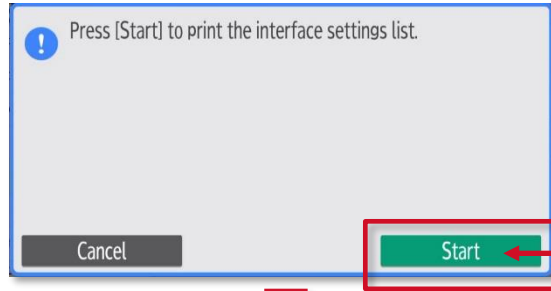
1. Now please scroll down to find **Print List**.



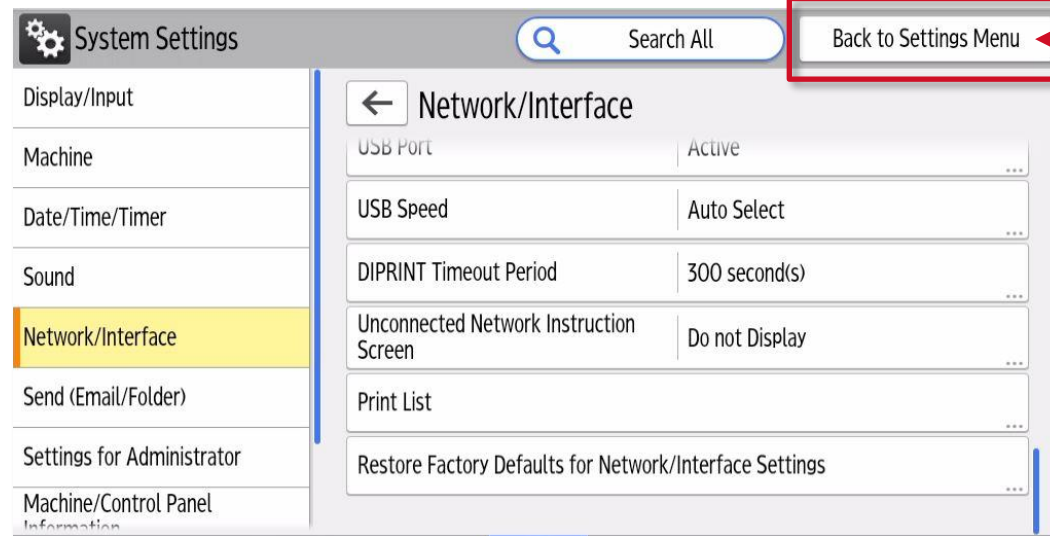
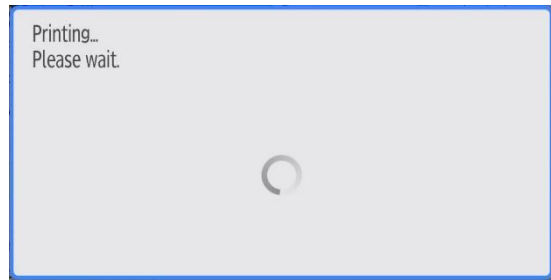
2. Select **Print List**.



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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1.3 Network Settings

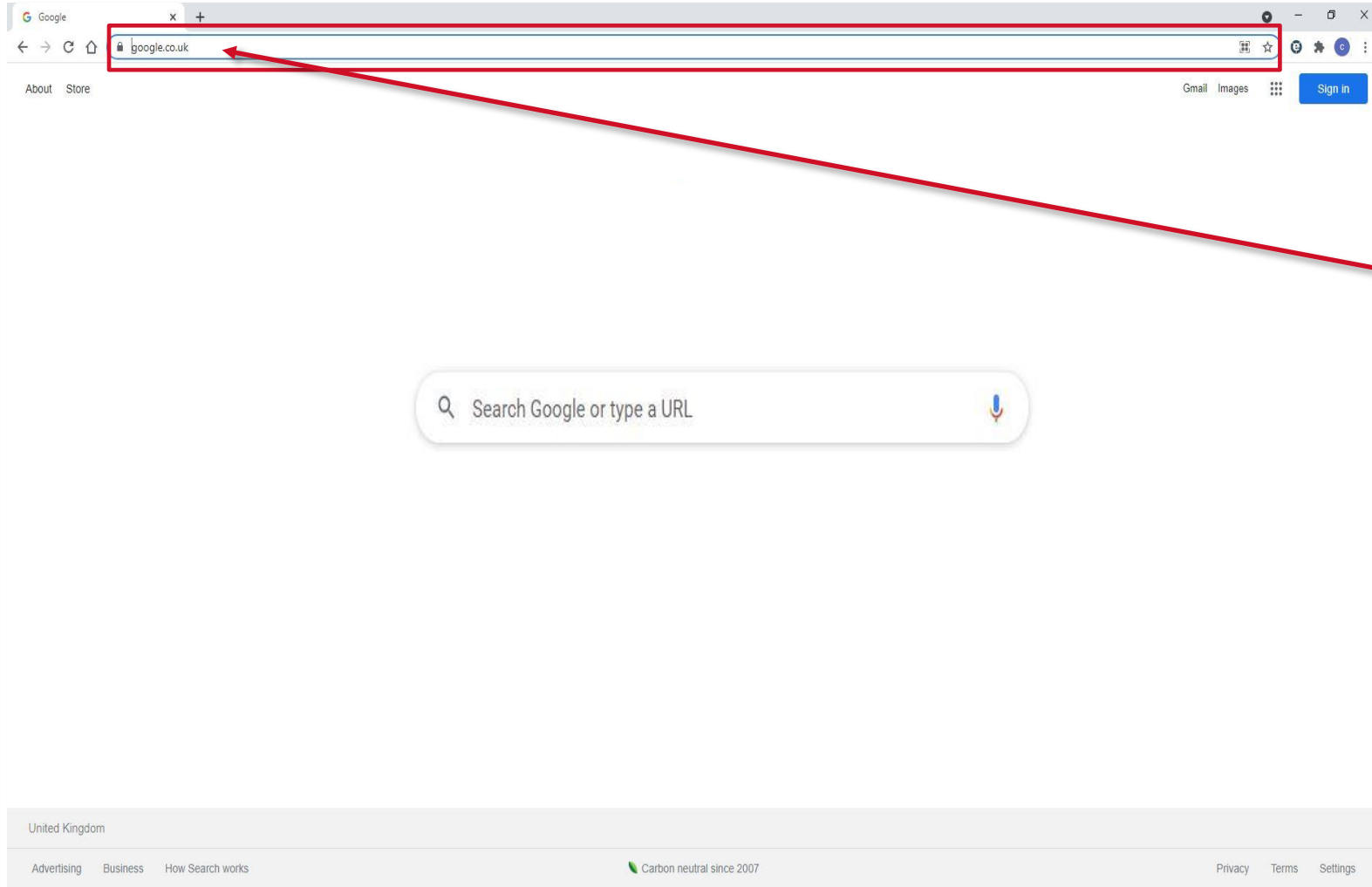
SMTP configuration for scan to email using WIM



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

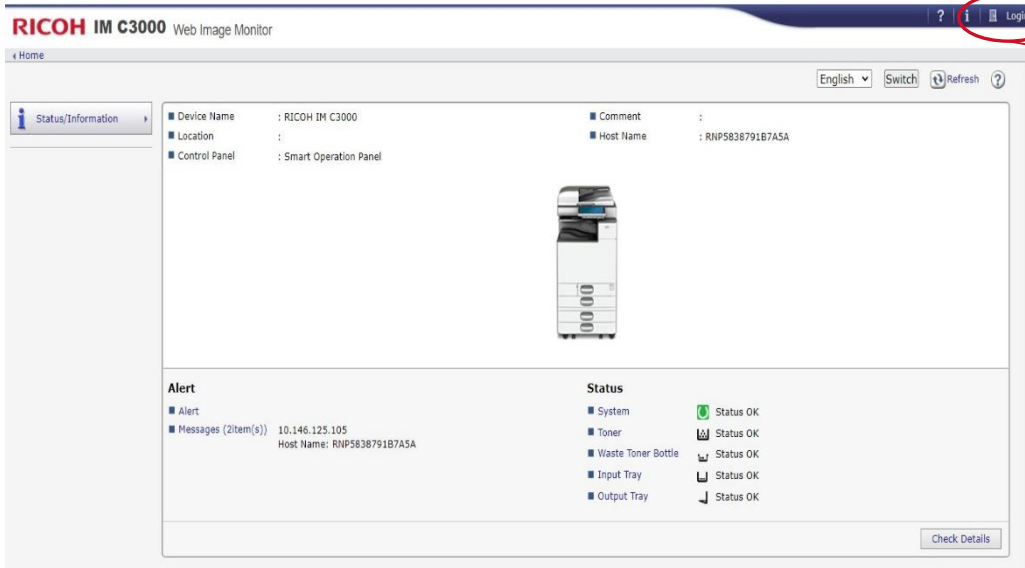
1. Browsing to the device using a web browser and the device IP.
2. Logging in to the admin portal (WIM).
3. Setting the Administrators Email address, this is the address/account used to send an email.
4. Setting up and authenticating to the SMTP server.
5. Setting the IPv4 Gateway and DNS.
6. Setting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



Login

Please click on **Login**.

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

RICOH Web Image Monitor

Login User Name :

Login Password :

Login

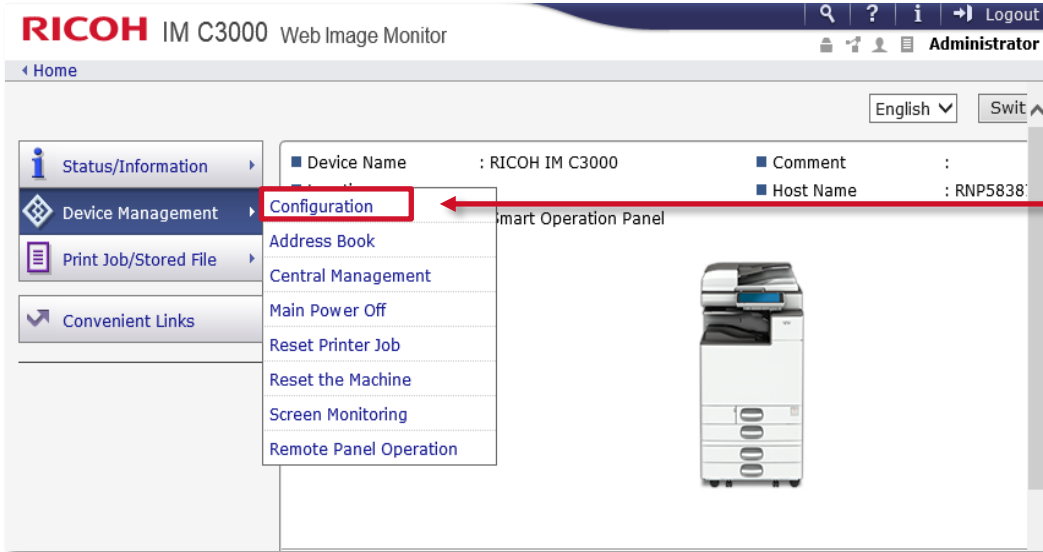
Cancel

Please type your [administrator credentials page 38](#)

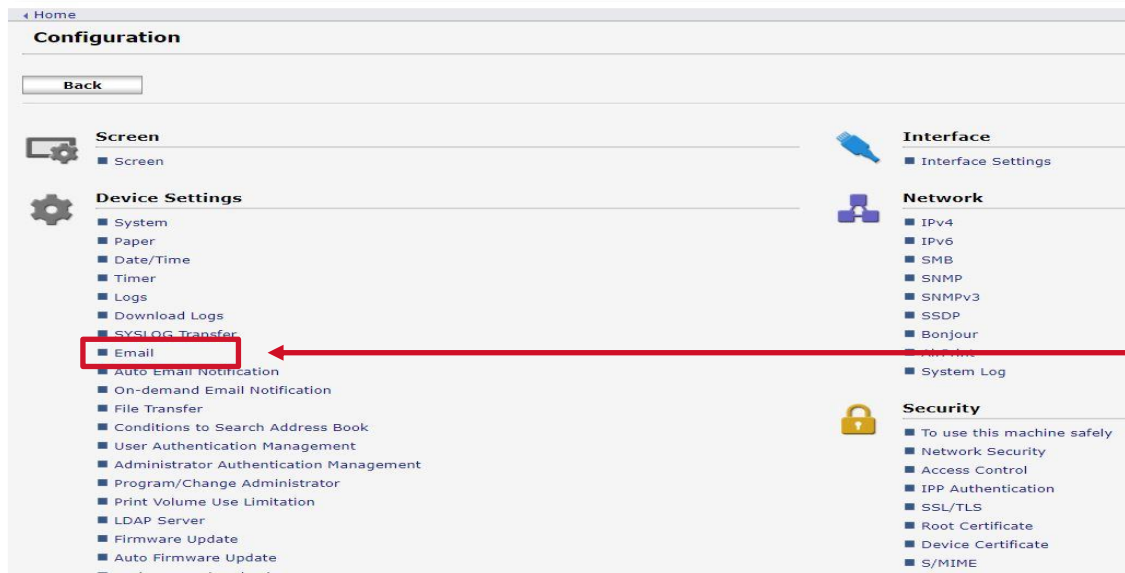
Please click on **Login**.

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

RICOH IM C3000 Web Image Monitor

Administrator

Home

Email

Refresh

OK Cancel

Administrator Email Address:

Auto Specify Sender Name: On Off

Create Email Signature

Signature:

Image of Signature:

Signature Image Preview: Not uploaded

Reception

Reception Protocol: POP3

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

SMTP

- SMTP Server Name :
- SMTP Port No. :
- Use Secure Connection (SSL) : On Off
- SMTP Authentication : On Off
- SMTP Auth. Email Address :
- SMTP Auth. User Name :
- SMTP Auth. Password :
- SMTP Auth. Encryption : ▼

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

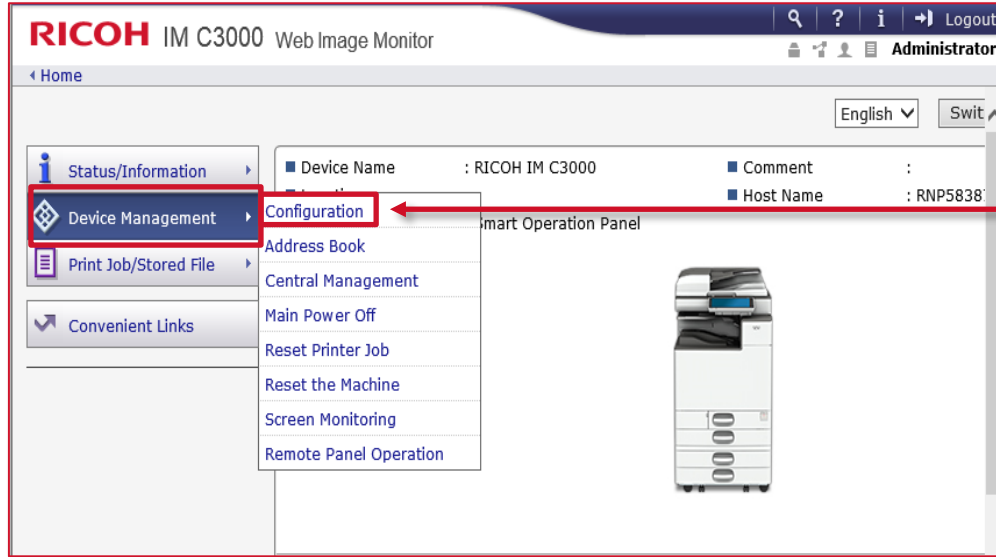
2. Set port No. as required by SMTP provider

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

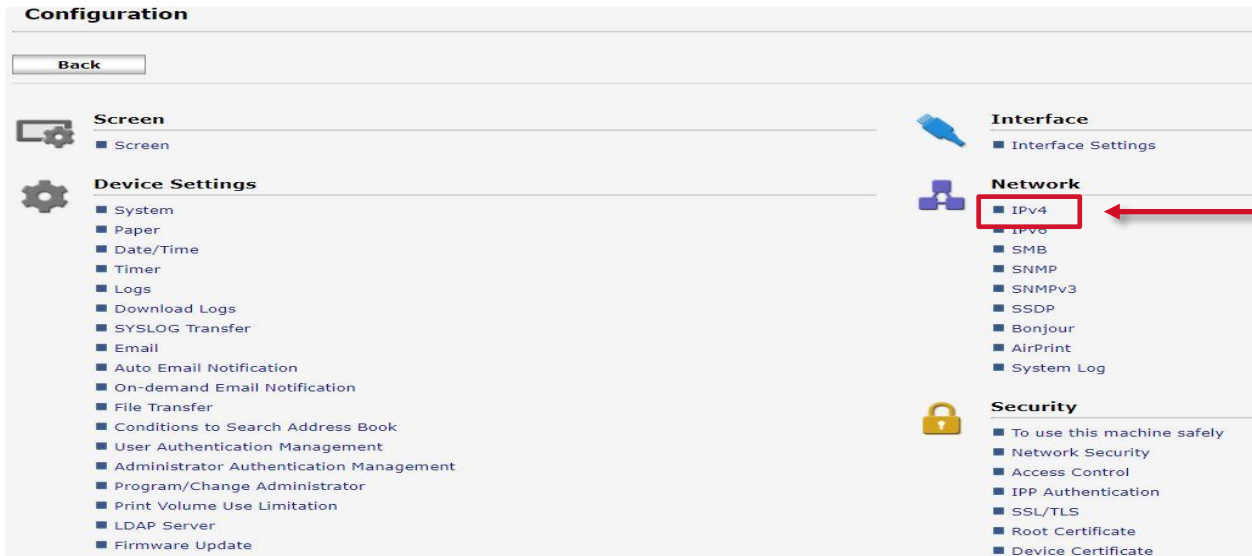
4. Please click Change and set SMTP passwords as required by SMTP provider.

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)

RICOH IM C3000 Web Image Monitor

Administrator

Home

- WINS : Active Inactive
- Primary WINS Server * : 0.0.0.0 (0.0.0.0)
- Secondary WINS Server * : 0.0.0.0 (0.0.0.0)
- LLMNR : Active Inactive
- Scope ID * : 0

Details

- Default Gateway Address * :
- DNS Server : Auto-Obtain (DHCP) Specify
 - Auto-Obtain (DHCP)
 - DNS Server1(DHCP) : 0.0.0.0
 - DNS Server2(DHCP) : 0.0.0.0
 - DNS Server3 : The parameter setting will be updated only when [Auto-Obtain (DHCP)] is selected.
 - Specify
 - DNS Server1 : The parameter setting will be updated only when [Specify] is selected.
 - DNS Server2 :
 - DNS Server3 : 0.0.0.0
- LPR : Active Inactive

1. Ensure the correct Gateway Address.

2. Ensure the DNS Server is correct.



The configuration is nearly complete

■ LPR	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ RSH/RCP	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ DIPRINT	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ DIPRINT Timeout Period	:	<input type="text" value="300"/>	seconds
■ FTP	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ WSD (Device)	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ WSD (Printer)	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ WSD (Scanner)	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ WSD (Encrypted Communication of Device)	:	<input type="radio"/> Active	<input checked="" type="radio"/> Inactive
■ IPP	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive
■ WSD (Printer)/IPP Timeout	:	<input type="text" value="900"/>	seconds
■ RHPP	:	<input checked="" type="radio"/> Active	<input type="radio"/> Inactive



6. SSL/TLS configuration

Configuration

[Back](#)

- Screen**
 - Screen
- Device Settings**
 - System
 - Paper
 - Date/Time
 - Timer
 - Logs
 - Download Logs
 - SYSLOG Transfer
 - Email
 - Auto Email Notification
 - On-demand Email Notification
 - File Transfer
 - Conditions to Search Address Book
 - User Authentication Management
 - Administrator Authentication Management
 - Program/Change Administrator
 - Print Volume Use Limitation
 - LDAP Server
 - Firmware Update
- Interface**
 - Interface Settings
- Network**
 - IPv4
 - IPv6
 - SMB
 - SNMP
 - SNMPv3
 - SSDP
 - Bonjour
 - AirPrint
 - System Log
- Security**
 - To use this machine safely
 - Network Security
 - Access Control
 - IPP Authentication
 - SSL/TLS**
 - Root Certificate
 - Device Certificate

Please click **SSL/TLS**.



6. SSL/TLS settings

RICOH IM C3000 Web Image Monitor
Administrator

SSL/TLS

OK Cancel

- SSL/TLS
 - IPv4 : Active Inactive
 - IPv6 : Active Inactive
 - Permit SSL/TLS Communication : Ciphertext/Cleartext
 - Certificate Status : Installed
 - SSL/TLS Version
 - TLS1.2 : Active Inactive
 - TLS1.1 : Active Inactive
 - TLS1.0 : Active Inactive
 - SSL3.0 : Active Inactive
 - Encryption Strength Setting
 - AES : 128bit 256bit
 - 3DES : 168bit
 - RC4 : 128bit
 - KEY EXCHANGE
 - RSA : Active Inactive
 - DIGEST
 - SHA1 : Active Inactive

OK Cancel

Please select all the correct settings for your SMTP host.

This example will work with most providers.

Now click **OK**.



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.

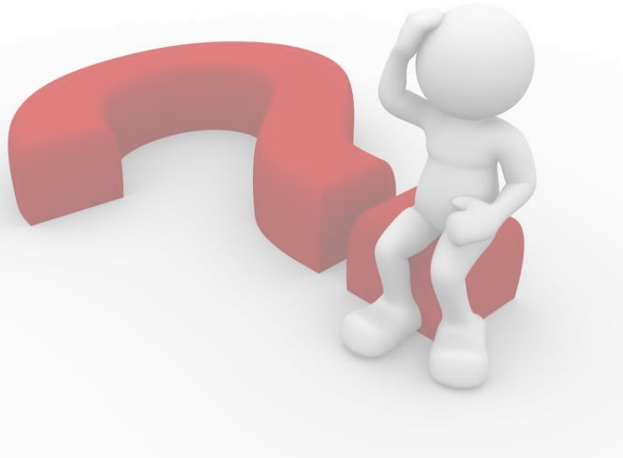


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2.1 Address Book

Backing up and restoring a Ricoh MFD Address Book

Why make a backup of my address book ?

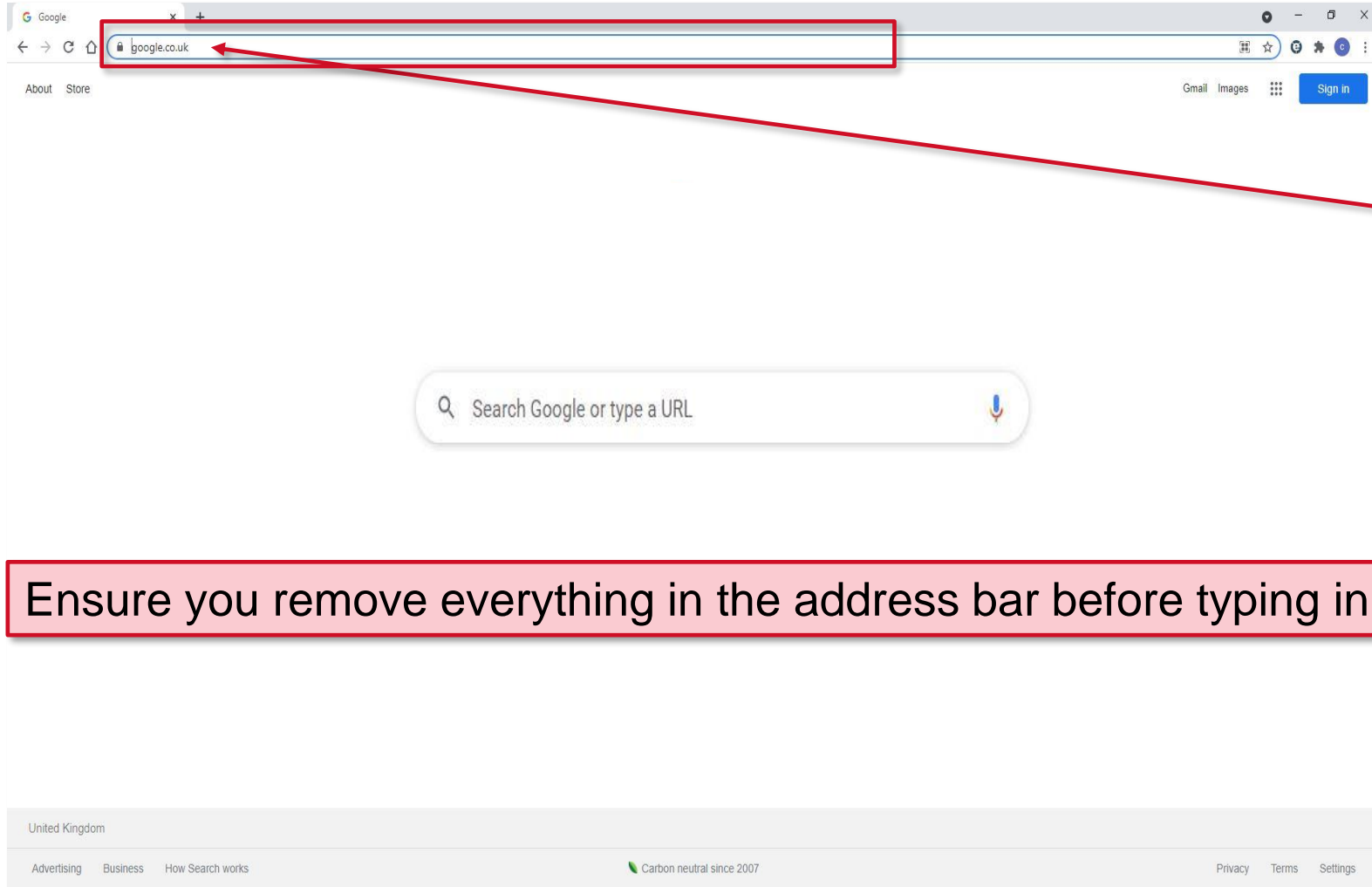


It is recommended to make a backup of your device Address Book from time to time, this will aid in the recovery of your address book entries in the event of an accidental loss or a hardware failure of your device.

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

RICOH IM C3000 Web Image Monitor

Home

English Switch Refresh ?

Status/Information

Device Name : RICOH IM C3000
Location :
Control Panel : Smart Operation Panel

Comment :
Host Name : RNP5838791B7A5A

Alert

Alert
Messages (2item(s)) 10.146.125.105
Host Name: RNP5838791B7A5A

Status

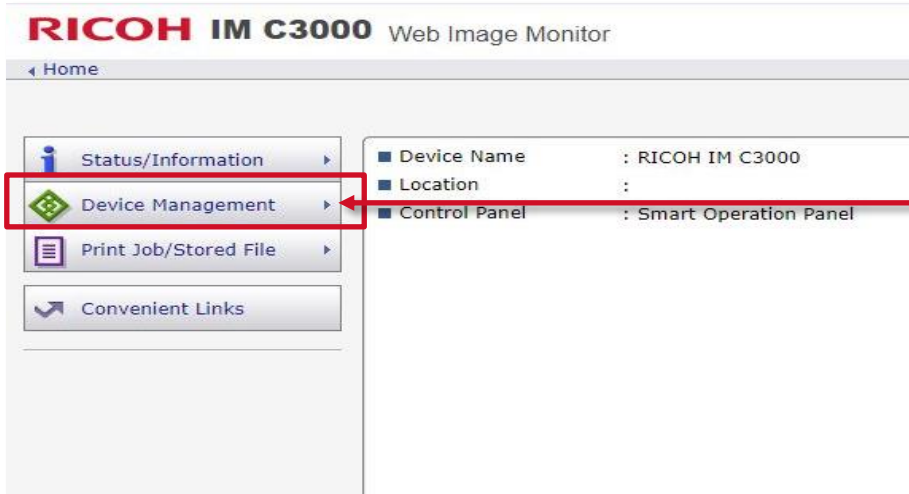
System	Status OK
Toner	Status OK
Waste Toner Bottle	Status OK
Input Tray	Status OK
Output Tray	Status OK

Check Details

Login

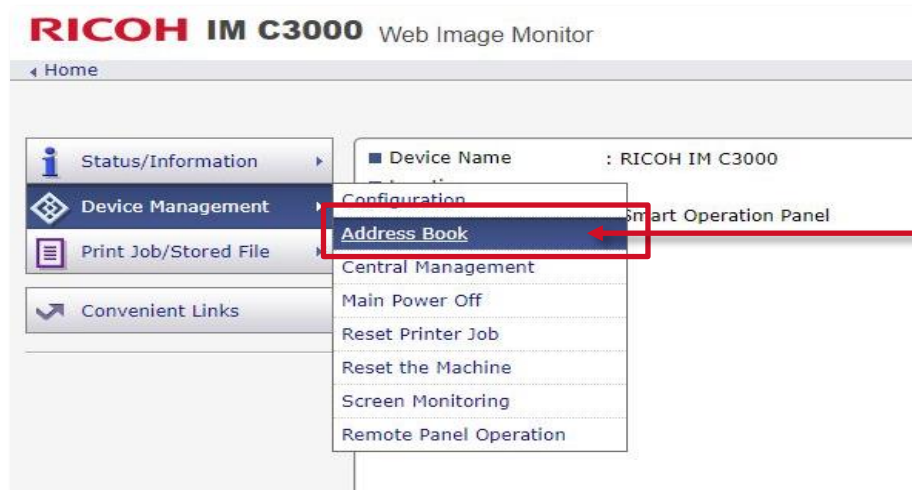
Click **Login** and login with admin as the username and the admin password.

Accessing the Address Book (via WIM)



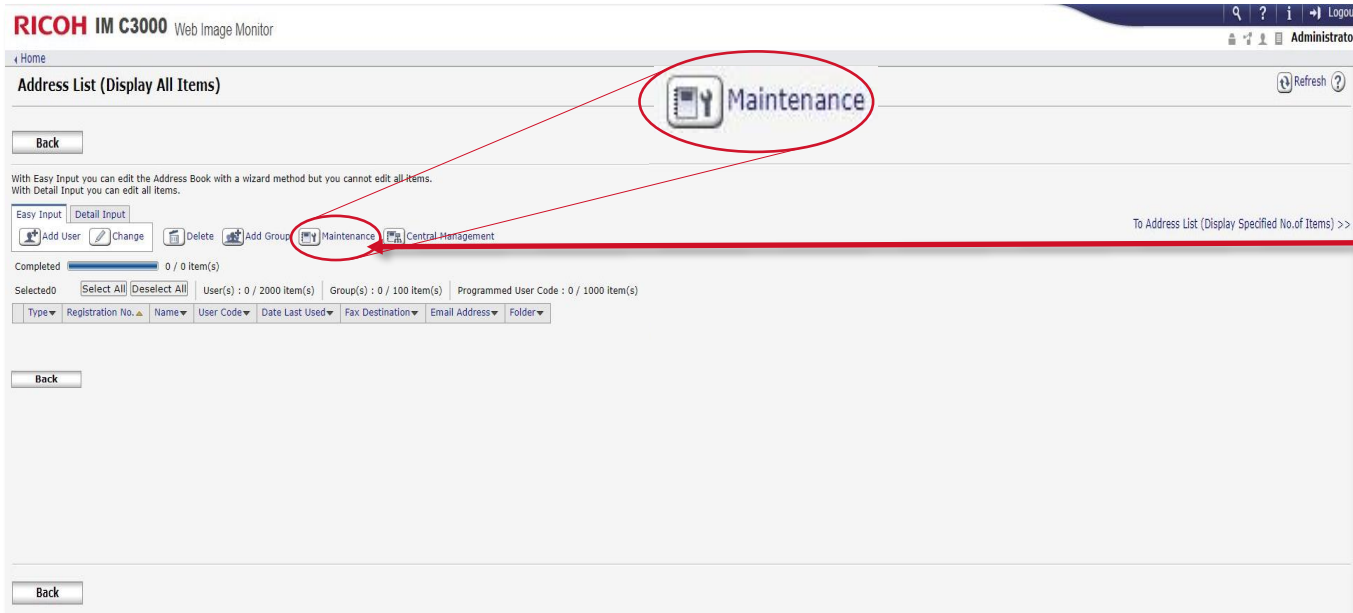
Once logged in as admin.

1. Hover over **Device Management**.



2. Click **Address Book**.

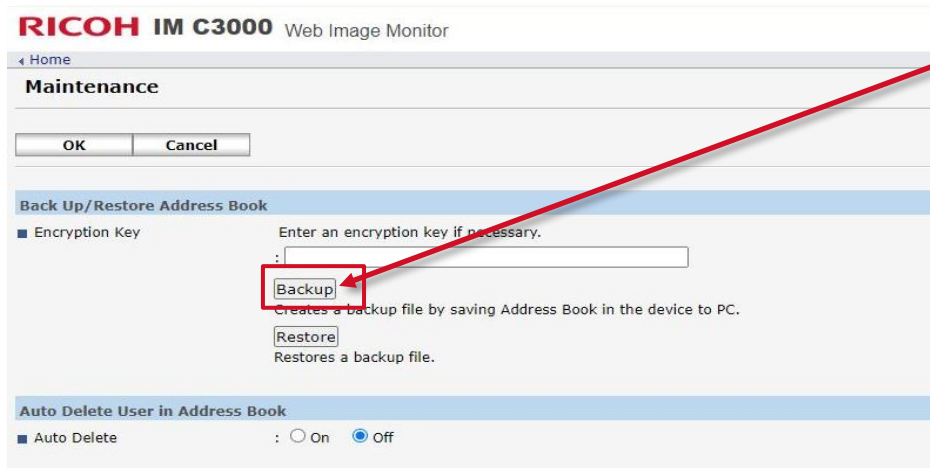
Backing up your Address Book



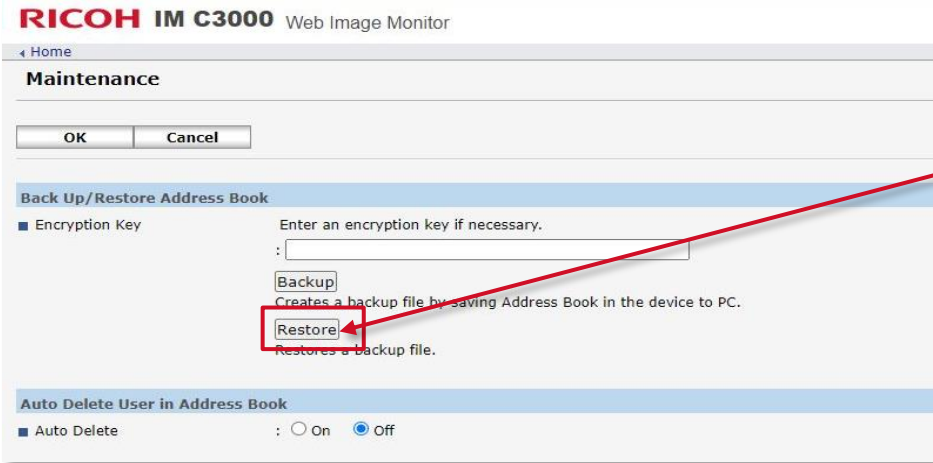
1. Click **Maintenance**.

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



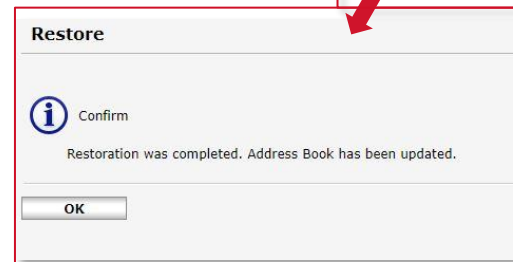
1. Click the **Restore** option.



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

Adding an entry to your Ricoh device Address Book for scanning

Adding an entry to the Address Book

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.

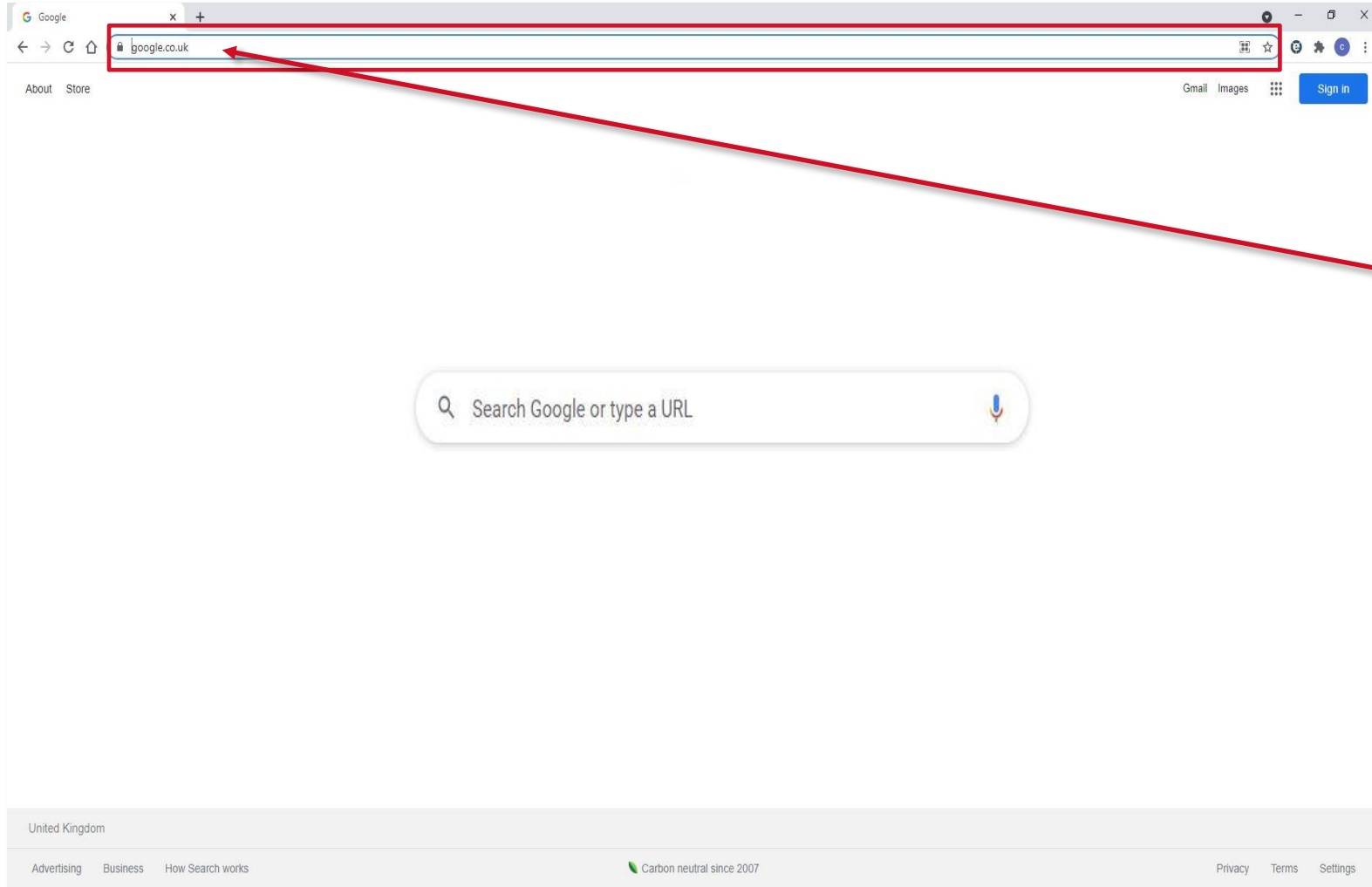


1. Adding an entry using WIM

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.

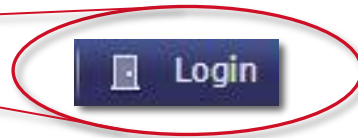
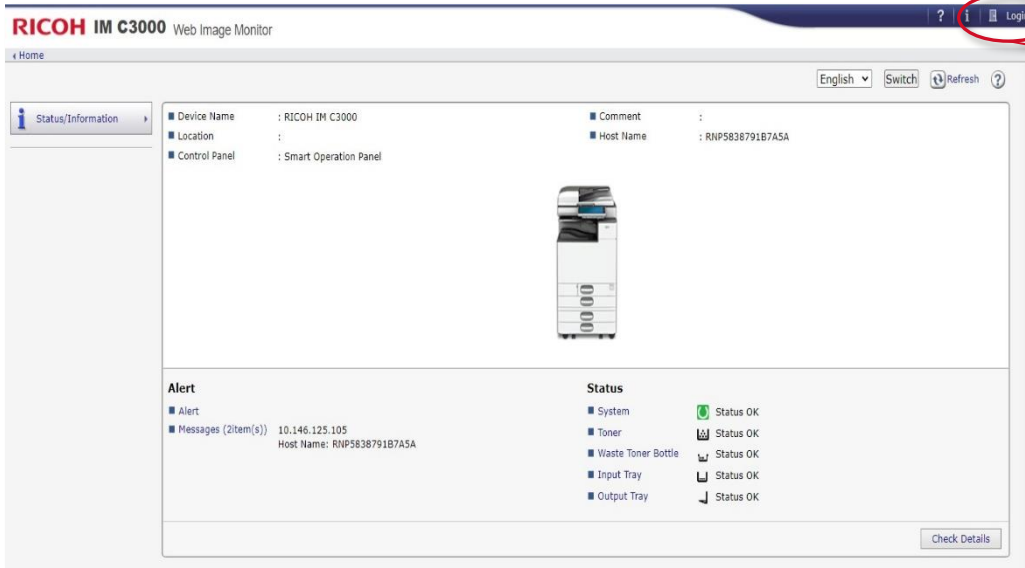
1. Browse for the device on the network



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

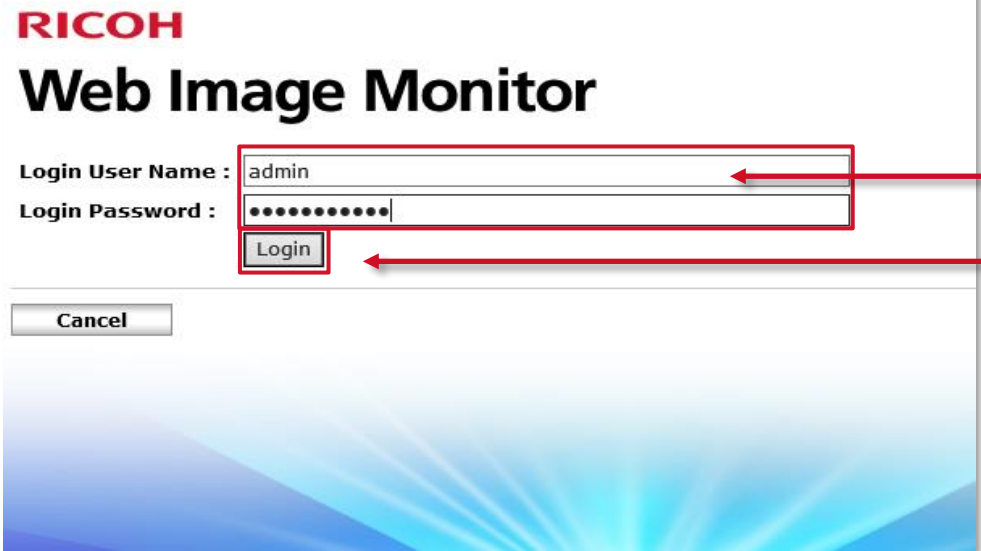


The web portal for the device



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

Navigation menu items: Status/Information, Device Management, Print Job/Stored File, Convenient Links.

Device Management sub-menu items: Configuration, Address Book, Central Management, Main Power Off, Reset Printer Job, Reset the Machine, Screen Monitoring, Remote Panel Operation.

Device Name: RICOH IM C3000

Comment, Host Name

Smart Operation Panel

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

Back

With Easy Input you can edit the Address Book with a wizard method but you cannot edit all items.
With Detail Input you can edit all items.

Easy Input | Detail Input

Add User | Change | Delete | Add Group | Maintenance | Central Management

To Address List (Display Specified No. of Items) >>

Completed 2 / 2 item(s)

Selected0 | User(s) : 2 / 2000 item(s) | Group(s) : 0 / 100 item(s)

Programmed User Code : 0 / 1000 item(s)

Type	Registration No.	Name	User Code	Date Last Used	Email Address	Folder
------	------------------	------	-----------	----------------	---------------	--------

Select **Add User**.



Configuring the email address

Add User

Select item(s) to register, then press [Go to Next].

User Information

Basic Information Basic information such as Registration No. or Name can be registered.

Destination

Email Destination Email destination can be registered.

Folder Destination Information about network folder can be registered.

Go to Next **Cancel**

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**

1 2 3
Basic Information Email Destination Confirm Registration

Step1. Basic Information

Enter items. The name entered in [Key Display] will be displayed on the destination key on the control panel.

■ Registration No.(Required) : 00003

■ Name(Required) : Kevin

■ Key Display : KeV

■ Title 1 : None

■ Title 2 : None

Back **Go to Next** **Cancel**

As displayed in the Address Book on the panel.

Address Book Search Exit

View All Sort by Display Name 8/2000 0/100

Register Create Group Edit Delete

Freq	AB	CD	EF	GH	IJK	LMN	OPQ	RST	UVW	XYZ
Calv 00002						Chris 00004				
Dan 00005						Deborah 00003				
Key 00007						Scans 00008				
Steve 00006						dave 00001				



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

RICOH IM C3000 Web Image Monitor

Administrator

[Home](#)

Address List (Display All Items)

Refresh

Back

With Easy Input you can edit the Address Book with a wizard method but you cannot edit all items.
With Detail Input you can edit all items.

Easy Input | Detail Input

[Add User](#) | [Change](#) | [Delete](#) | [Add Group](#) | [Maintenance](#) | [Central Management](#)

To Address List (Display Specified No. of Items) >>

Selected 0 | [Select All](#) | [Deselect All](#) | User(s) : 3 / 2000 item(s) | Group(s) : 0 / 100 item(s)

Programmed User Code : 0 / 1000 item(s)

Type	Registration No.	Name	User Code	Date Last Used	Email Address	Folder
Person	00003	Kevin	---	24/07/2020 13:47	kevin@test-email.com	---

Back

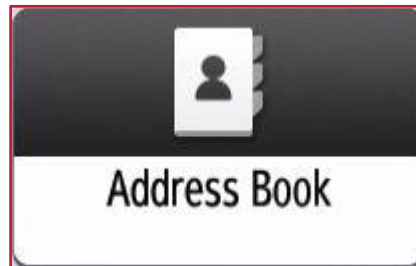
You can now click **Home**.

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

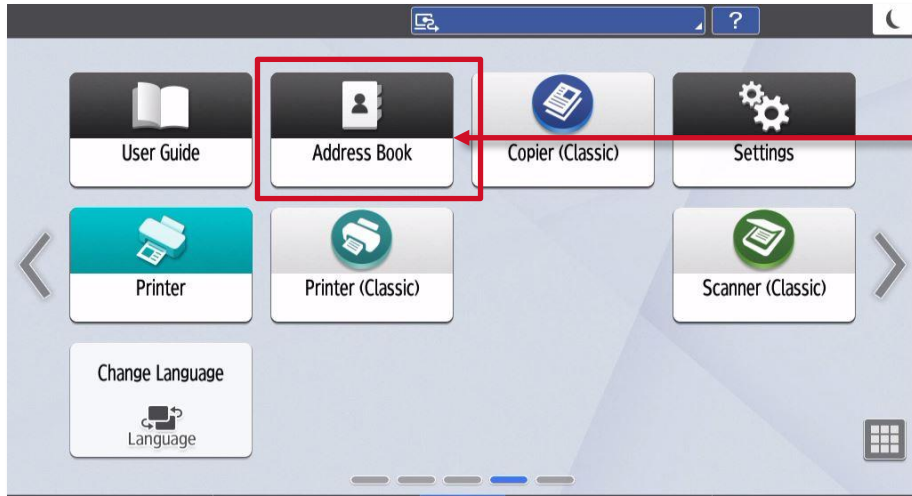
Please check scanning functionality by using the scanning app to send a test scan to email.

2. Adding an entry using the Address Book

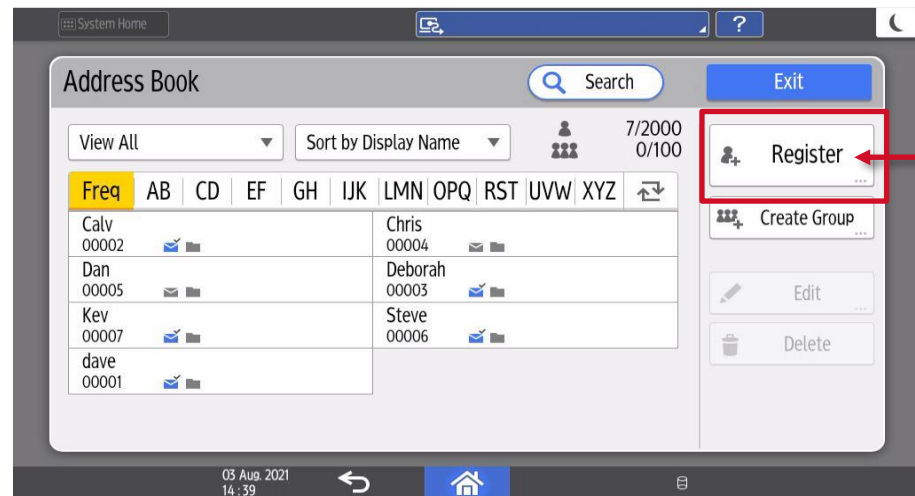
This section will walk you through adding an entry to the address book using the Address Book icon on the operation panel.



2. Adding an entry using the Address Book

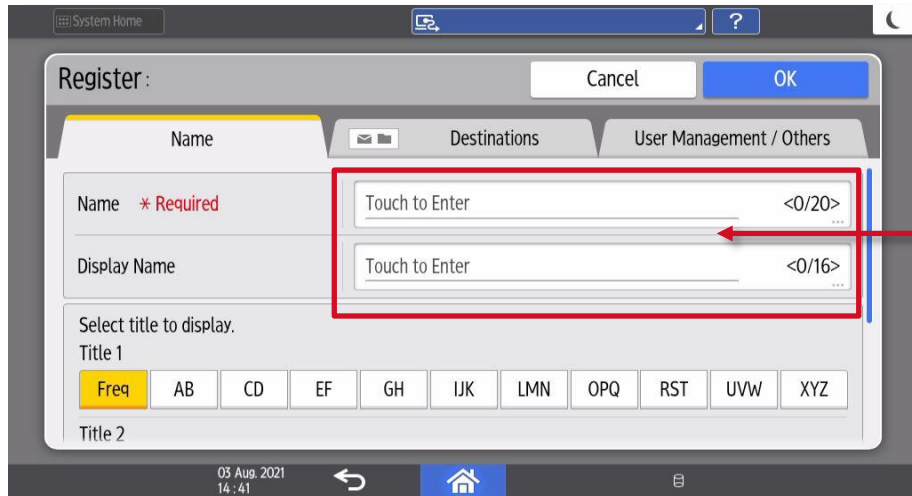


Select the **Address Book** icon.

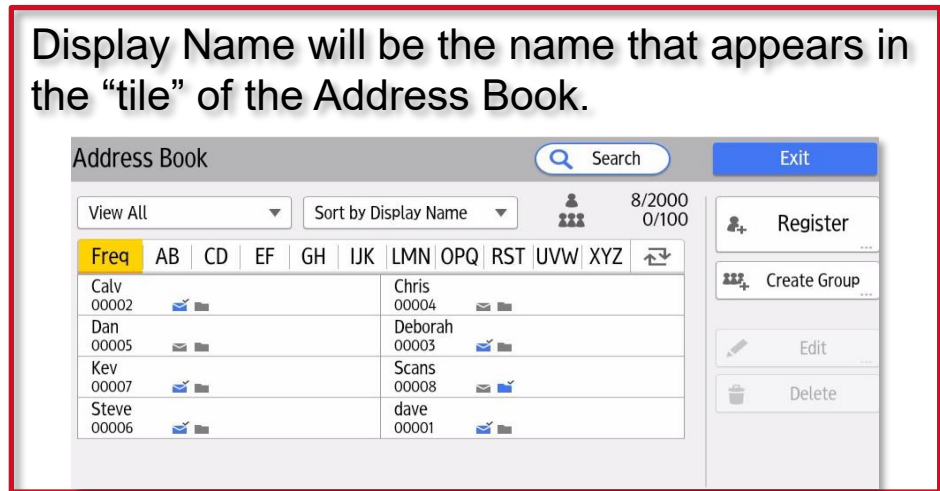


Select **Register**.

2. Adding an entry using the Address Book



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

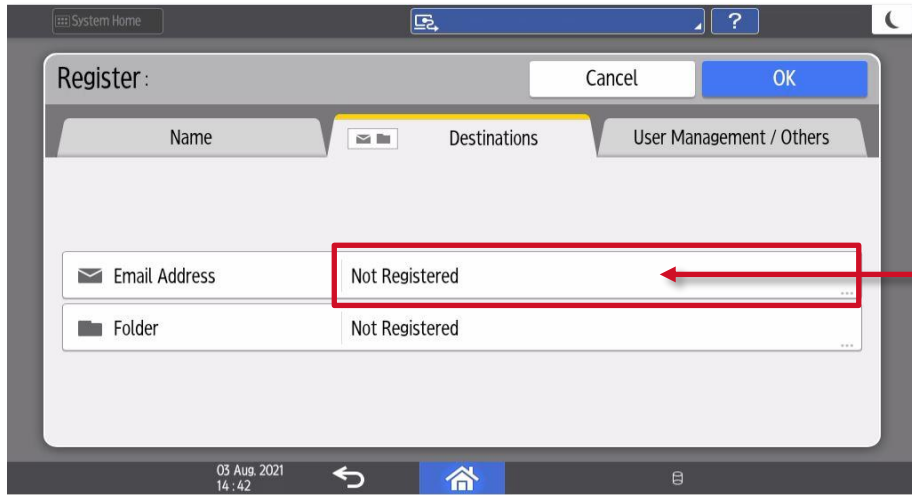


View All	Sort by Display Name	8/2000	0/100
Calv 00002	Chris 00004		
Dan 00005	Deborah 00003		
Kev 00007	Scans 00008		
Steve 00006	dave 00001		

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

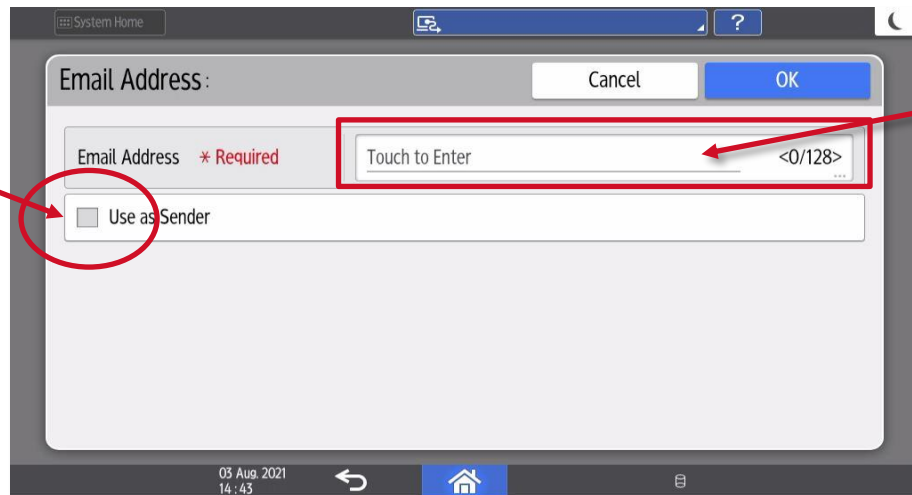


Adding an entry using the Address Book.



Select **Email Address**.

Please ensure this option is **unticked**.



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





Checking the Address Book

The screenshot shows the Ricoh Address Book interface. At the top, there is a search bar and an 'Exit' button. Below that, there are dropdown menus for 'View All' and 'Sort by Display Name', along with a group icon and a count '8/2000 0/100'. A navigation bar contains letters from 'Freq' to 'XYZ'. The main area is a table of contacts with columns for name and phone number. On the right side, there are buttons for 'Register', 'Create Group', 'Edit', and 'Delete'. The 'Edit' button is highlighted with a red box.

View All	Sort by Display Name	8/2000 0/100	Register
Calv 00002	Chris 00004		Create Group
Dan 00005	Deborah 00003		Edit
Kev 00007	Scans 00008		Delete
Steve 00006	dave 00001		

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

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.

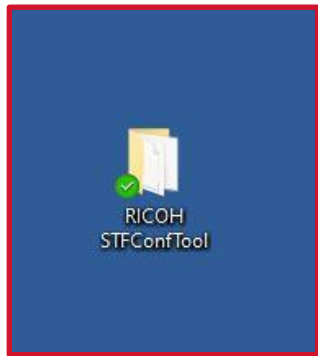
Please Note.

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.

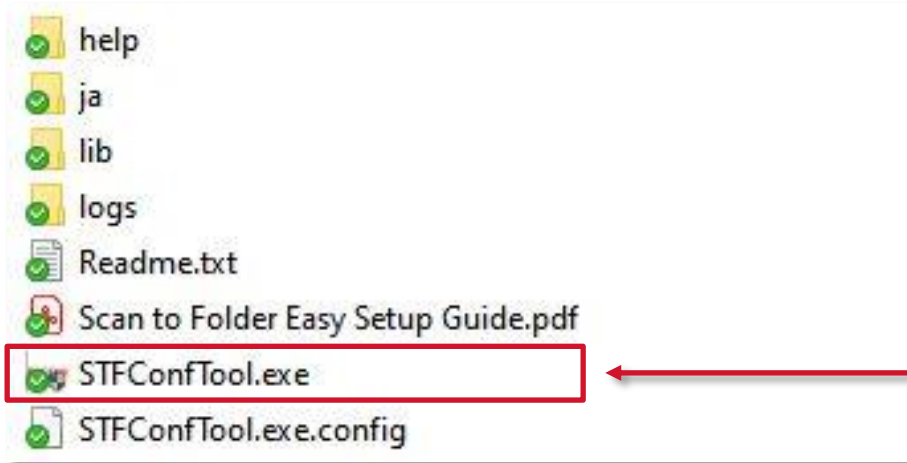


By default, the installer program will install the program group onto your desktop.

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

Scan to Folder Configuration Tool

Advanced (D) Security(S) Environment Information(E) Version Information(H)

Setup Procedure

- Start
- Create Shared Folder
- Enter Password
- Register Destination
- Confirm
- Setting Up
- Complete

Start

Configure the settings to send documents scanned on the device to this computer.

Notes

A confirmation screen might be displayed for the following security-related settings to allow scanned documents to be sent from the device to this computer.

- Windows Firewall
- Password Protected Sharing

Changing these settings might cause an unintended connection between this computer and another computer on the network. Please read the information on the confirmation screen before using this tool.

Next Cancel

Click **Next**.



Creating a shared folder on your PC

Scan to Folder Configuration Tool

Advanced (D) Security(S) Environment Information(E) Version Information(H)

Setup Procedure

- Start
- Create Shared Folder**
- Enter Password
- Register Destination
- Confirm
- Setting Up
- Complete

Create Shared Folder

Create a shared folder on this computer for saving scanned documents.

Shared Folder Name

Location

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

2. Now click **Next**.



Computer account credentials

Scan to Folder Configuration Tool

Advanced (D) Security(S) Environment Information(E) Version Information(H)

Setup Procedure

- Start
- Create Shared Folder
- Enter Password**
- Register Destination
- Confirm
- Setting Up
- Complete

Enter Password

Enter a password for the current user.

Username: RICOH-EUROPE

Password: *Enter the user password*

Confirm Password: *Confirm the user password*

Back Next

Enter the password for your computer account.

If an error is reported at this stage, please see [page 76](#).



Computer account credentials

Scan to Folder Configuration Tool

Advanced (D) Security(S) Environment Information(E) Version Information(H)

Setup Procedure

- Start
- Create Shared Folder
- Enter Password**
- Register Destination
- Confirm
- Setting Up
- Complete

Enter Password

Enter a password for the current user.

Username: RICOH-EUROPE

Password: *****

Confirm Password: *****

Back Next

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

Scan to Folder Configuration Tool

Advanced (D) Security(S) Environment Information(E) Version Information(H)

Setup Procedure

- Start
- Create Shared Folder
- Enter Password
- Register Destination**
- Confirm
- Setting Up
- Complete

Register Destination

Register the destination on the device.

Destination: Scans [Title Settings]

Path: \\UKNHP03L126857\ScannedDocuments

Device: Select the device from the list [Update Device List]

Model name	IP Address
------------	------------

Enter the device's IP address

[Search]

[Click here to check the device's IP address](#)

Device Found:

[Back] [Next]

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

Scan to Folder Configuration Tool

Advanced (D) Security(S) Environment Information(E) Version Information(H)

Setup Procedure

- Start
- Create Shared Folder
- Enter Password
- Register Destination
- Confirm
- Setting Up**
- Complete

Setup

The tool is setting up.
Please wait a little while.

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.

Administrator Authentication

Please enter the device administrator's username and password.

Username

Password

OK Cancel



Logging into the scanner

Administrator Authentication

Please enter the device administrator's username and password.

Username

Password

1. The default login username is **admin**

2. The default password is **system@emea**

3. Please click **OK**

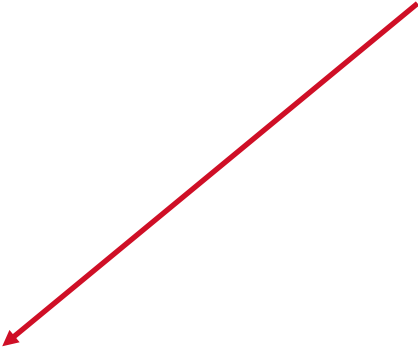


Completing setup

The screenshot shows the 'Scan to Folder Configuration Tool' window. The 'Advanced (D)' tab is selected. The 'Setup Procedure' sidebar on the left lists steps: Start, Create Shared Folder, Enter Password, Register Destination, Confirm, Setting Up, and **Complete**. The main area is titled 'Complete' and contains the following text: 'Setup is complete. Select the registered destination on the device and send the scan to the folder. [Click here for the procedure to send a scan to a shared folder.](#)' Below this is a 'Report' section with a scrollable list of configuration details: '[Shared folder creation] Shared Folder Name: ScannedDocuments Location: Desktop (C:\Users\xxxxxxx\Desktop)', '[Password] Username: RICOH-EUROPE Password: *****', and '[Registered Destination] Registration number: 00014 Destination name: Scans Device: Path: \\WKNHP03L126857\ScannedDocuments Title Settings Title 1: (None) Title 2: (None)'. At the bottom, there are two buttons: 'Return to the start' and 'Complete', with the 'Complete' button highlighted by a red box.

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

Click **Complete** to close the tool.

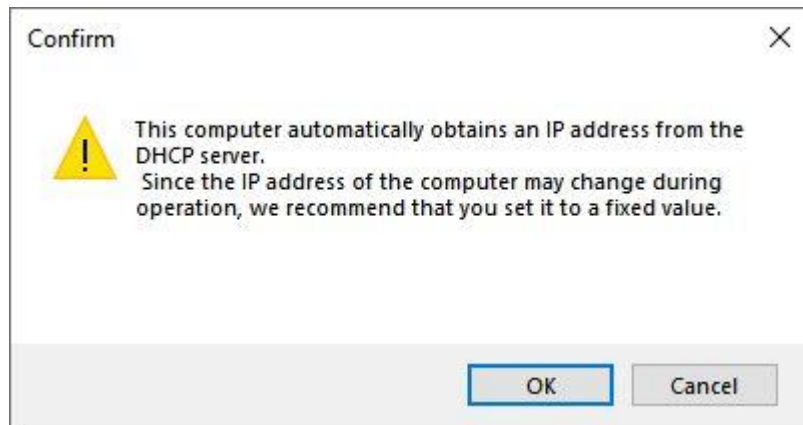




Possible error messages



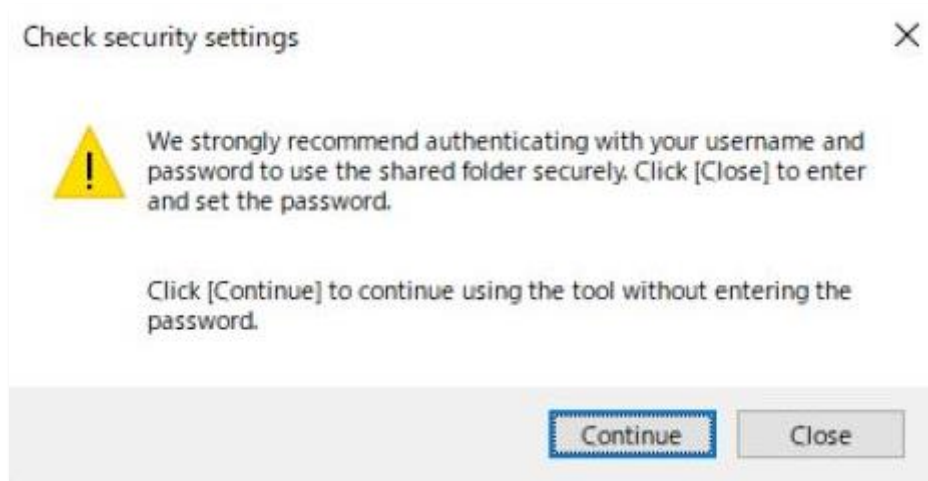
The local folder you have created using this tool already exists, rename the folder and try again.



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

Address Book

Search

Exit

View All

Sort by Display Name

8/2000
0/100

Register

Create Group

Edit

Delete

Freq	AB	CD	EF	GH	IJK	LMN	OPQ	RST	UVW	XYZ
Calv 00002										
Dan 00005										
Kev 00007										
Steve 00006										
Chris 00004										
Deborah 00003										
Scans 00008										
dave 00001										

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.



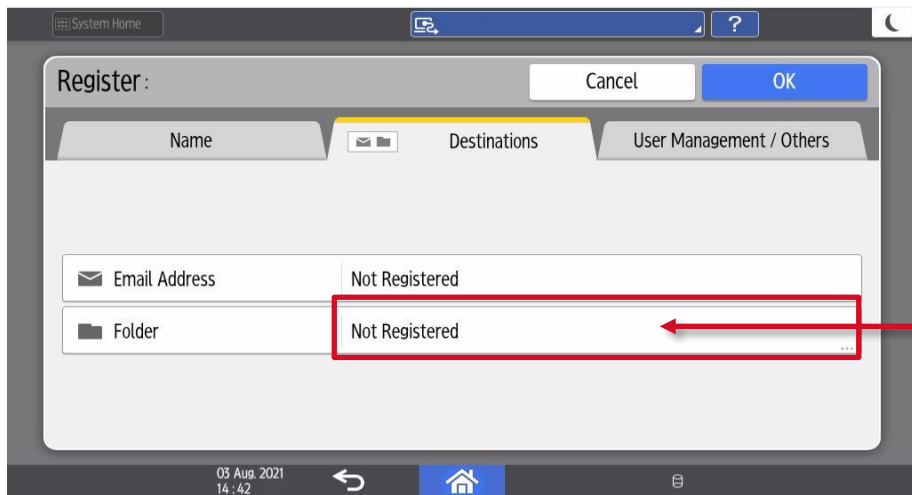
4. Adding a Scan to Folder entry

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](#).



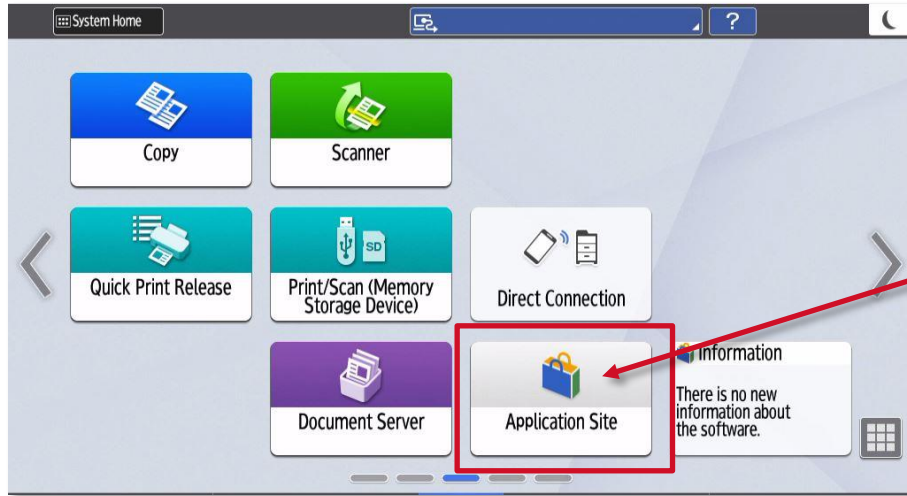
Scan to Folder Helper App



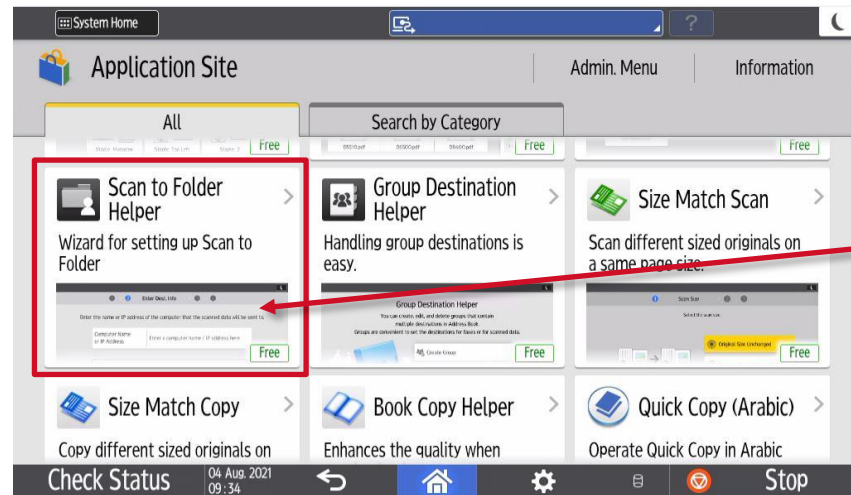
It may be necessary to be logged in as a machine administrator to install apps from the Application Site. Please follow the procedure to login to the **Settings** option on [page 90](#).



Scan to Folder Helper App



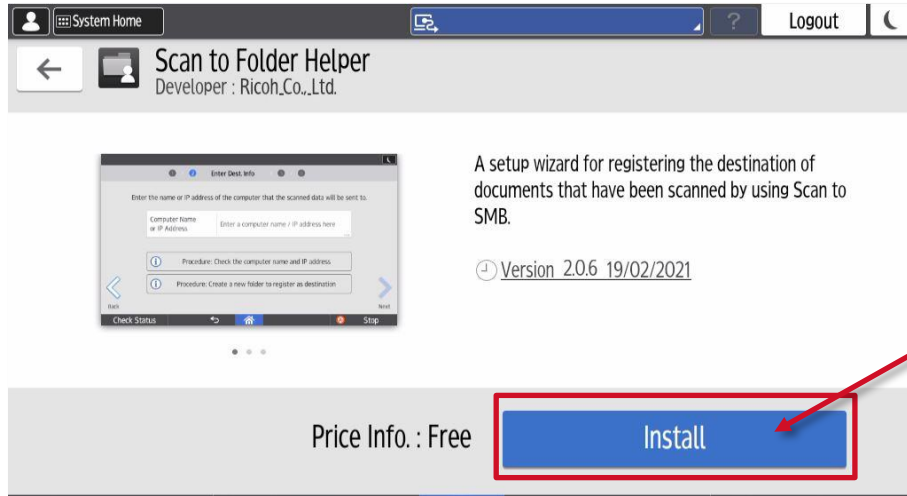
Please select **Application Site** icon.



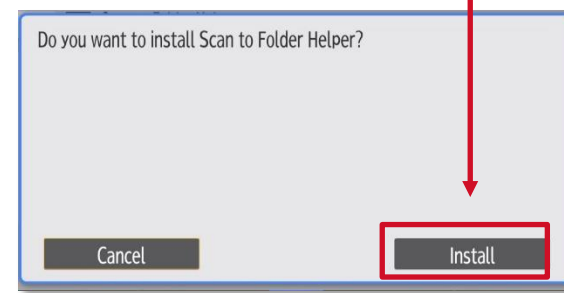
Scroll down until you find the **Scan to Folder Helper** app, then touch to select it.



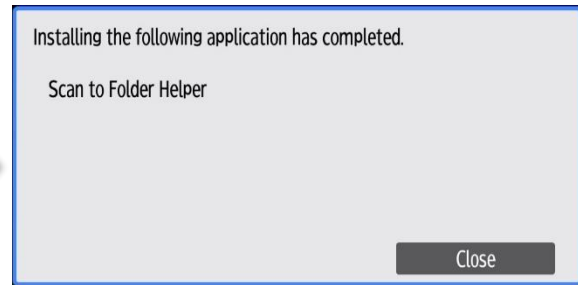
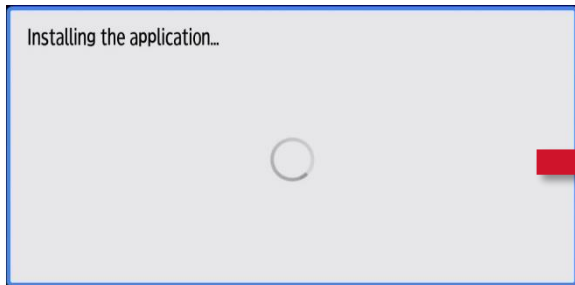
Scan to Folder Helper App



Please select **Install** and confirm installation.

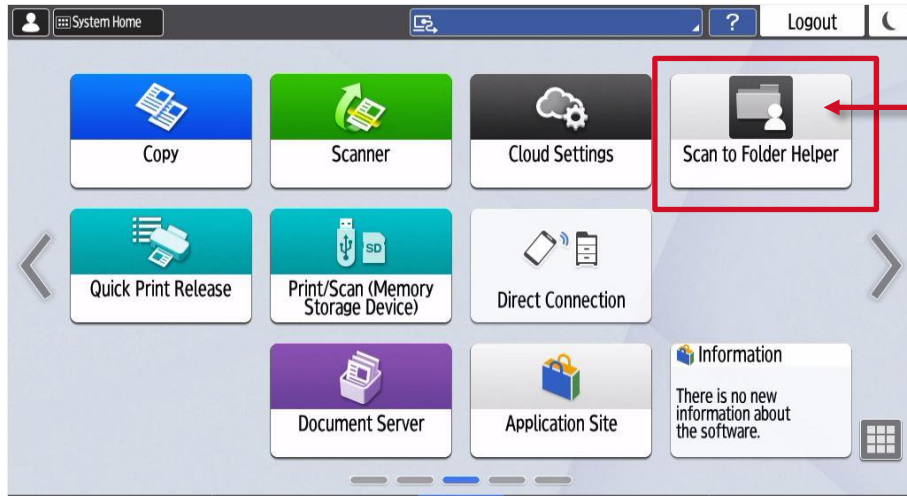


During the installation you will see the below messages.

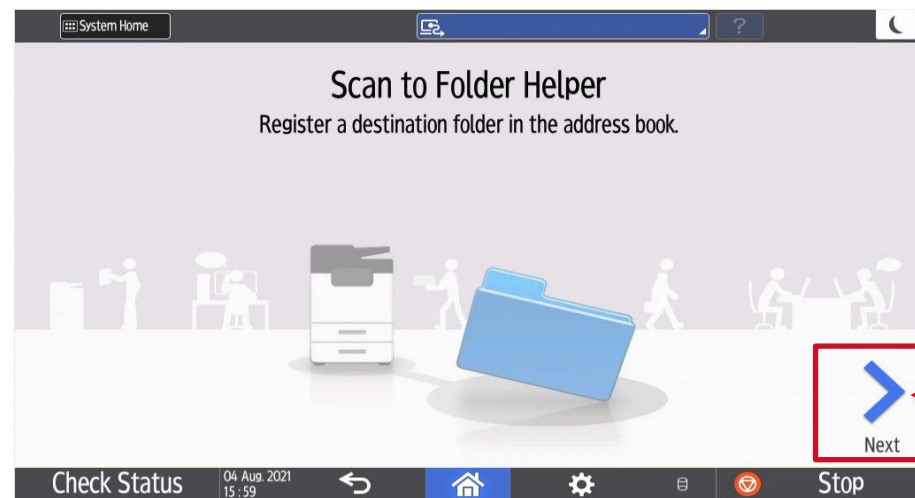




Scan to Folder Helper App



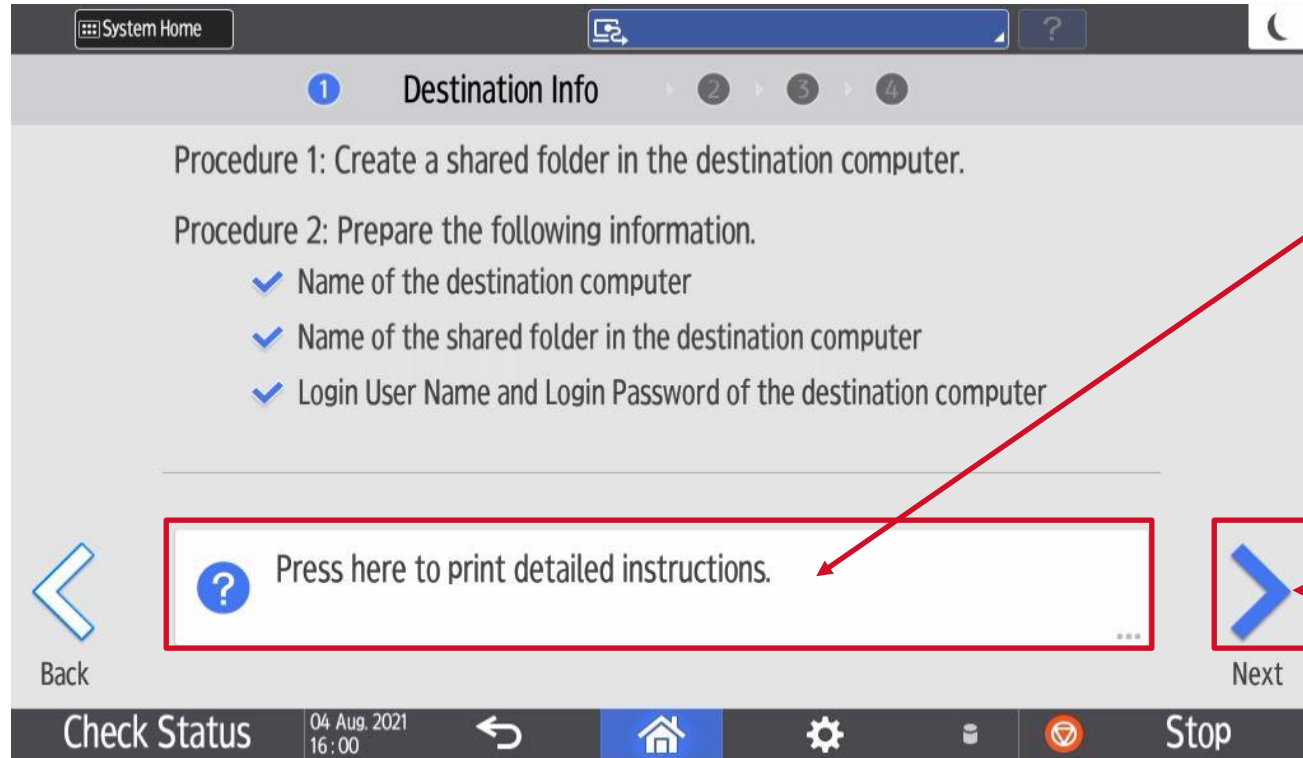
Touch to select **Scan to Folder Helper**.



Touch **Next**.



Scan to Folder Helper App



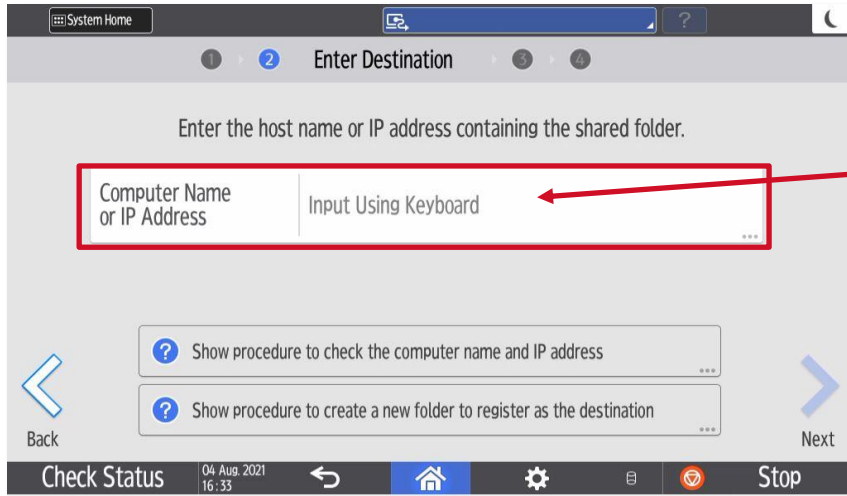
1. Touch here to print out the instructions.

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

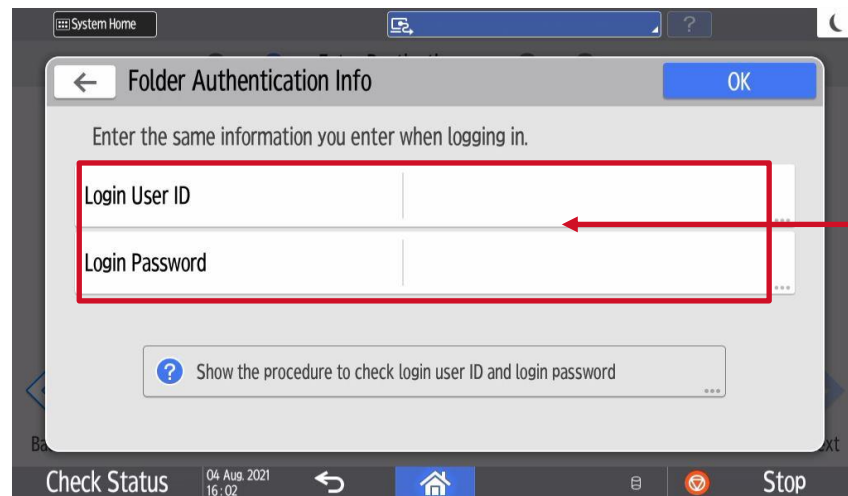
2. Touch **Next** and follow each of the instructions to set up a scan to folder entry.



Scan to Folder Helper App



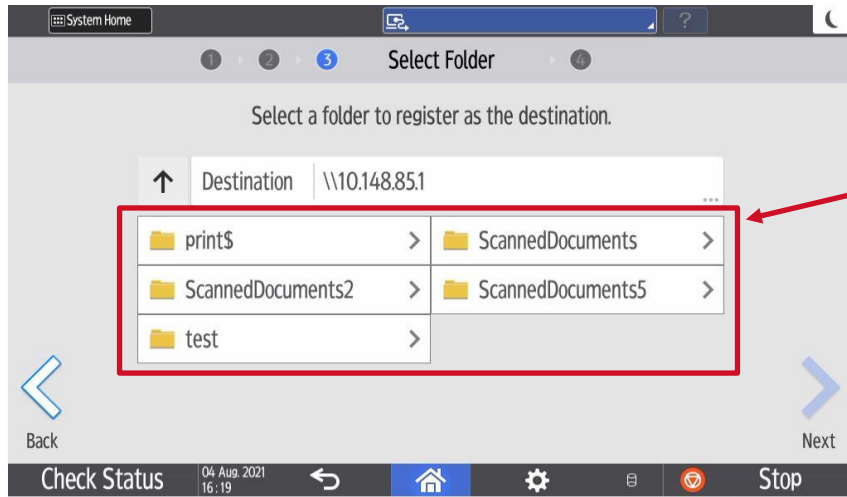
Add the IP address or the hostname for the destination computer here, using the pop-up keyboard.



Add login username and password required for that destination.



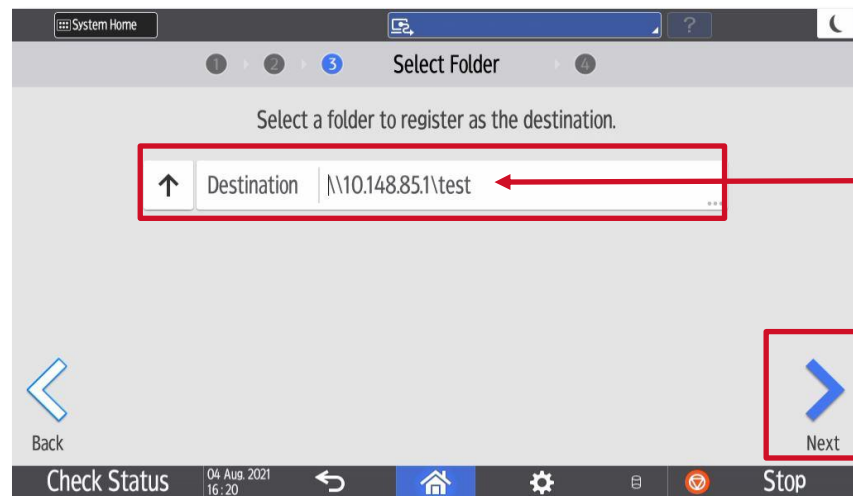
Scan to Folder Helper App



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



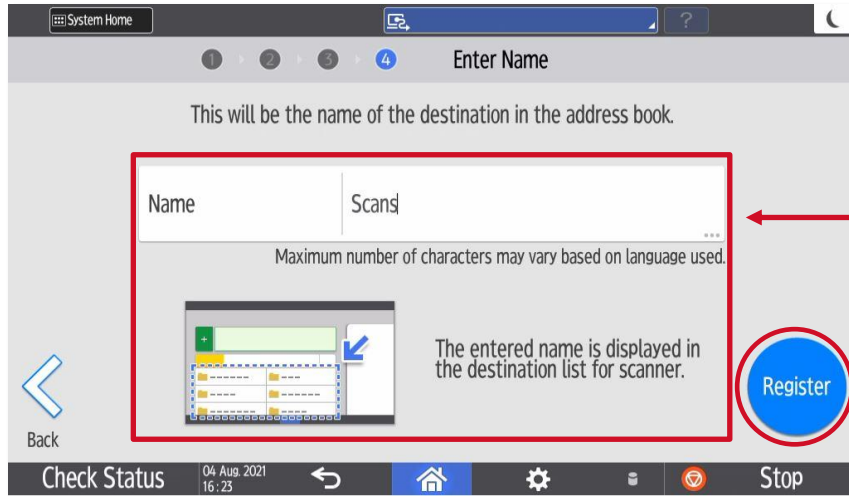
The tool will now check that it can reach the desired folder.



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

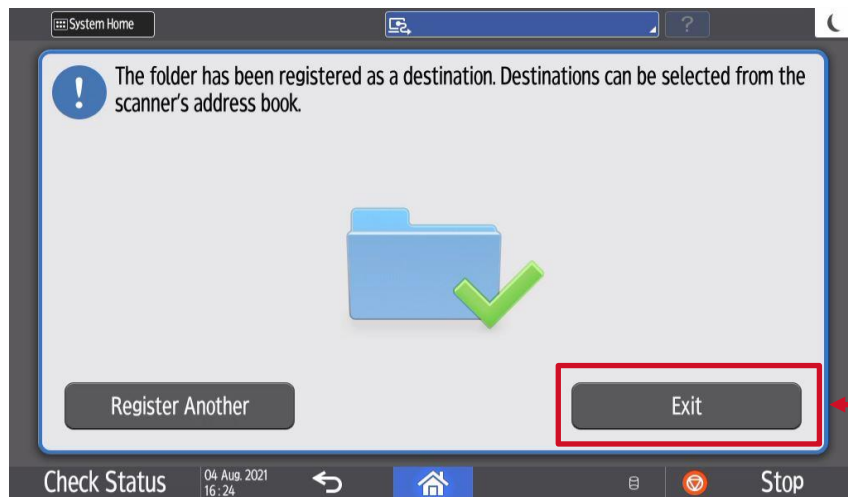


Scan to Folder Helper App



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

Address Book

Search

Exit

View All

Sort by Display Name

8/2000
0/100

Register

Create Group

Edit

Delete

Freq	AB	CD	EF	GH	IJK	LMN	OPQ	RST	UVW	XYZ
Calv 00002						Chris 00004				
Dan 00005						Deborah 00003				
Kev 00007						Scans 00008				
Steve 00006						dave 00001				

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.

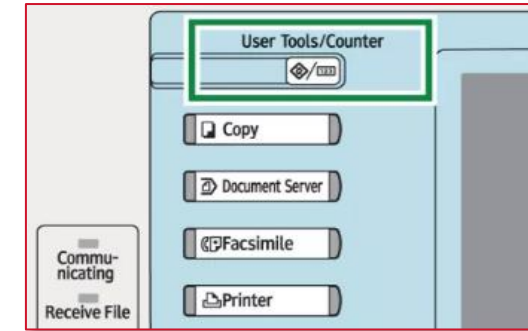
As you may be required to be logged in as an admin to perform certain settings changes or functions.

Accessing User Tools to Login as an admin

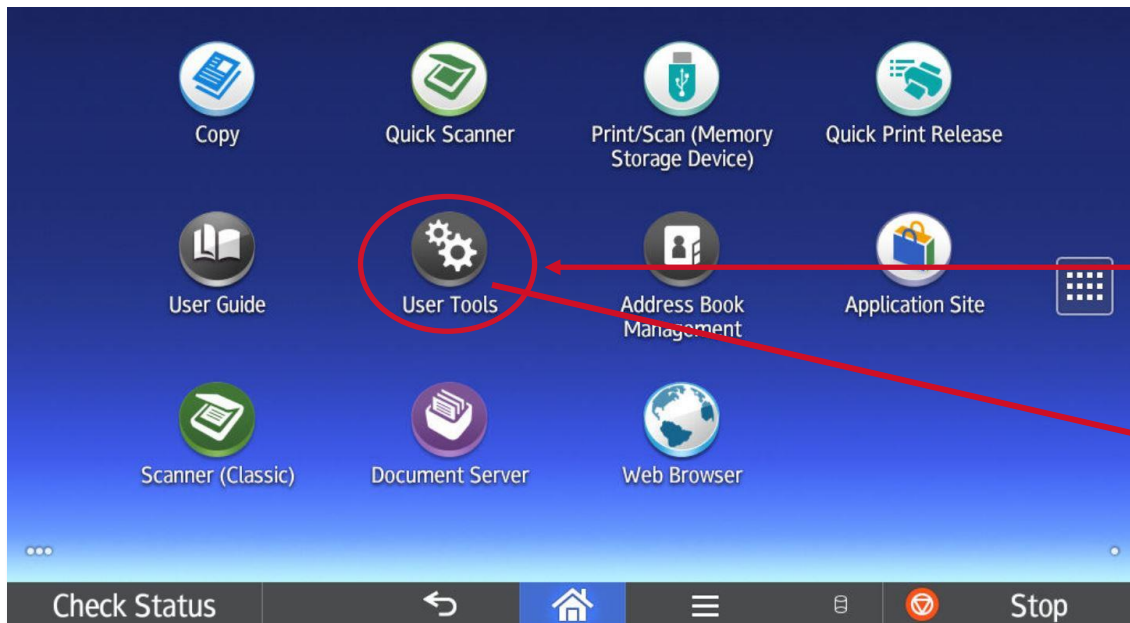
If you have a panel WITH buttons please locate (as this might be on the left or right hand side of the panel) and press the User Tools button.



Example Top left hand side of the panel



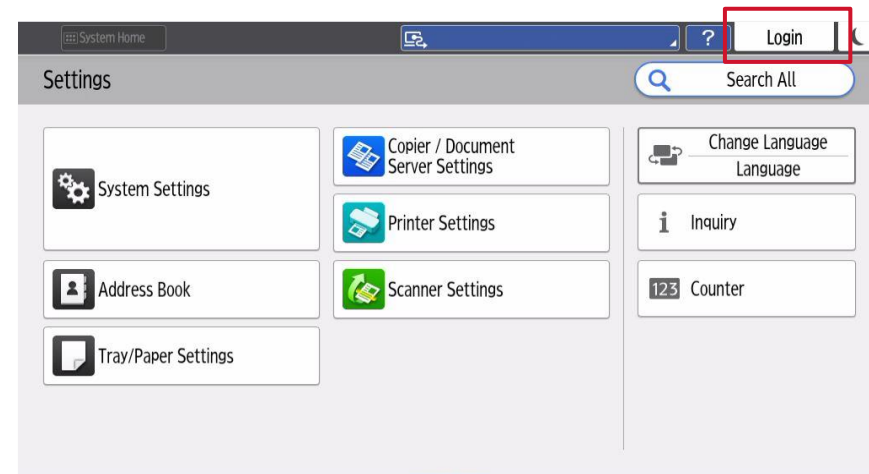
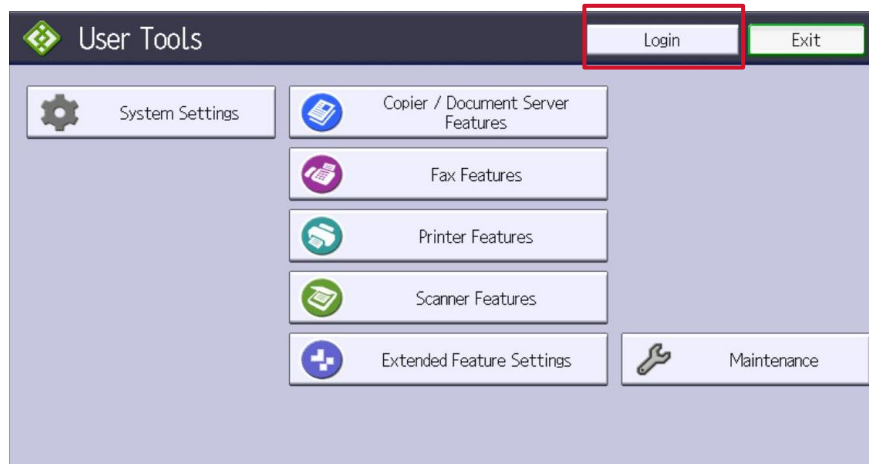
If you have a panel with NO buttons (SOP) please locate and press the **User Tools/Settings** Icon.



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.

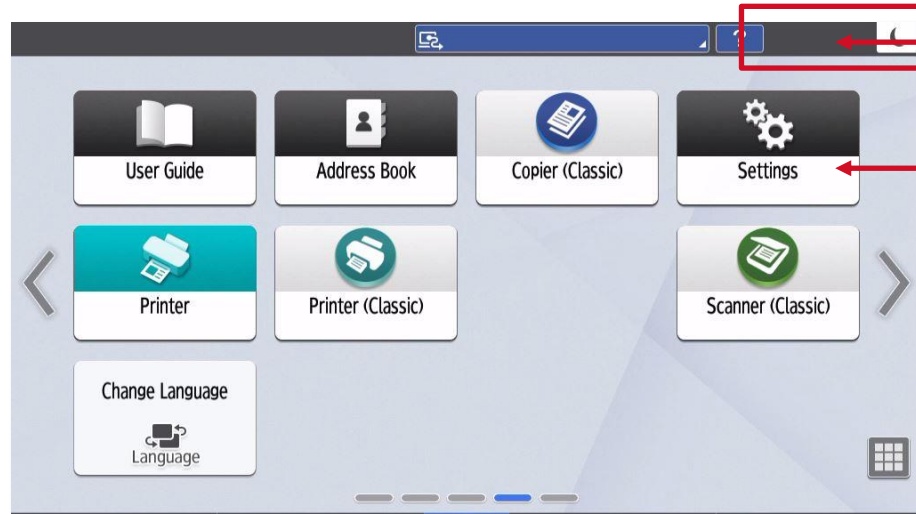
Having pressed the **User Tools / Settings** icon, please press **Login**.



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

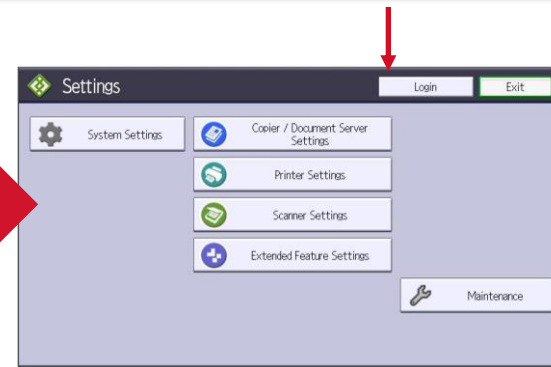
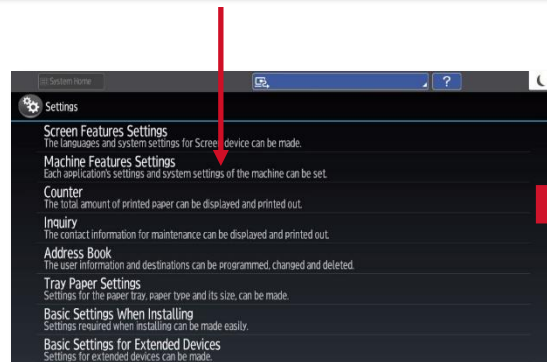
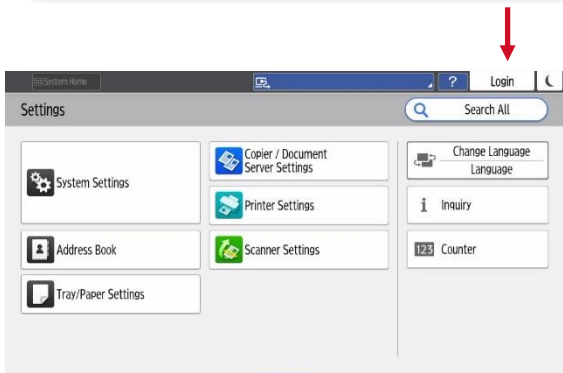


If the **login** box appears here, go ahead and touch to **login**.

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.



Page left intentionally blank

3.1 Printer Driver

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**.

The screenshot shows the footer navigation menu of the Ricoh UK website. It is organized into four columns: Products, Business Services, About us, and Useful links. The 'Useful links' column contains a list of links, with 'Driver downloads' highlighted by a red rectangular box. At the bottom of the page, there are links for Privacy, Cookie Policy, Terms & conditions, Modern Slavery Act, and Tax strategy, along with social media icons for Facebook, Twitter, YouTube, and LinkedIn. The copyright notice 'Copyright 2021 Ricoh. All Rights Reserved.' is located at the bottom right of the page.

Home Page Top

Products <ul style="list-style-type: none">> Multifunction devices> Single function printers> Wide format print> Production Printers> Digital Duplicators> Office Software> Buy online	Business Services <ul style="list-style-type: none">> Managed Document Services> IT Services> Production Printing> Business Process Services> Application Services> Sustainability Management Services	About us <ul style="list-style-type: none">> About Ricoh> Our business> Press Room> Brand> Careers at Ricoh> Ricoh Office locator> Contact us> Sign up to our newsletter	Useful links <ul style="list-style-type: none">> Driver downloads> Case studies> Customer support> Ricoh Sales Support Portal> Ricoh Blog> Ricoh eService> Visit The Ricoh eShop
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Privacy | Cookie Policy | Terms & conditions | Modern Slavery Act | Tax strategy

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Downloading the Printer Driver

Search for your product

Important Announcement regarding the SP 320SFN, SP 325SFNw, and SP 377SFN

Catalogue

Select your product from the categories below

Office Equipment

 Controllers Select product <input type="text"/> <input type="button" value="Go"/>	 Digital Duplicators Select product <input type="text"/> <input type="button" value="Go"/>	 FAX Select product <input type="text"/> <input type="button" value="Go"/>
 Multifunction Printers Select product <input type="text"/> <input type="button" value="Go"/>	<div style="border: 1px solid black; padding: 5px; text-align: center;">Currently No Image</div> Other Select product <input type="text"/> <input type="button" value="Go"/>	 Printers Select product <input type="text"/> <input type="button" value="Go"/>
 Scanners Select product <input type="text"/> <input type="button" value="Go"/>	 Wide / Large Format Select product <input type="text"/> <input type="button" value="Go"/>	

Projectors

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



Downloading the Printer Driver


Downloads Search


imc3000 (Exact words or phrase)

Results: 1 - 2 of 2 [5](#) | [10](#) | [20](#) items per page

-- Any --
[Office Equipment](#)

-- Any --
[Drivers and Software \(1\)](#)
[Operating Instructions \(1\)](#)

 **Drivers and Software**
IM C3000, IM C3000A, IM C3500, IM C3500A
1st release of the Web Pages for Model IM C3000(A) / IM C3500(A)

 **Operating Instructions**
Operating Instructions
Operating Instructions
IM C2000, IM C2000A, IM C2500, IM C2500A, IM C3000, IM C3000A, IM C3500, IM C3500A, IM C4500, IM C4500A, IM C5500, IM C5500A, IM C6000
Operation Instruction for IM C2000 - IM C6000

Results: 1 - 2 of 2 [5](#) | [10](#) | [20](#) items per page

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



Downloading the Printer Driver

Global - English ▾


IM C3000/C3500

Important Notice **Important**

Your OS

Microsoft Windows 10 (64-bit)

Choose other OS



Note Before installing, please visit the link below for important information about Windows drivers.
https://www.ricoh.com/info/2020/0122_1/

Select driver language: English ▾





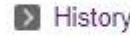

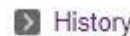
Printer Driver	Utility	Scanner Driver	Fax Utility
PCL 6 Driver Download (File Size : 32,254 KB)	Ver.1.11.0.0 Released Date: 26/08/2020 New! Printer driver for B/W printing and Color printing in Windows. It supports HP PCL XL commands and is optimized for the Windows GDI. High performance printing can be expected. History		
PCL6 V4 Driver for Universal Print Download (File Size : 39,218 KB)	Ver.4.4.0.0 Released Date: 19/08/2020 New! For a list of supported model and more, please see: here.. This PCL6 driver supports the V4 architecture, which Microsoft introduced as its next-generation driver architecture, and offers universal printing. In addition, hv History		
PCL6 Driver for Universal Print Download (File Size : 29,254 KB)	Ver.4.29.0.0 Released Date: 11/08/2020 New! PCL 6 driver to offer full functions for Universal Printing. This driver enables users to use various printing devices. The availability of functions will vary by connected printer model. History		

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



Downloading the Printer Driver

Select driver language

Printer Driver	Utility	Scanner Driver	Fax Utility
PCL 6 Driver  (File Size : 32,254 KB)	Ver.1.11.0.0 Released Date: 26/08/2020 New! Printer driver for B/W printing and Color printing in Windows. It supports HP PCL XL commands and is optimized for the Windows GDI. High performance printing can be expected. 		
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Please click on the arrow.

 z91477L18.exe 

The Printer Driver files

Select driver language

English

Printer Driver

Utility

Scanner Driver

Fax Utility

PCL 6 Driver

Ver.1.11.0.0

Released Date: 26/08/2020

New!

Download

(File Size : 32,254 KB)

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History

PCL6 V4 Driver for Universal Print

Ver.4.4.0.0

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History

PCL6 Driver for Universal Print

Ver.4.29.0.0

Released Date: 11/08/2020

New!

Download

(File Size : 29,254 KB)

for Universal Printing
various printing devices.
by connected printer model.

Open

Always open files of this type

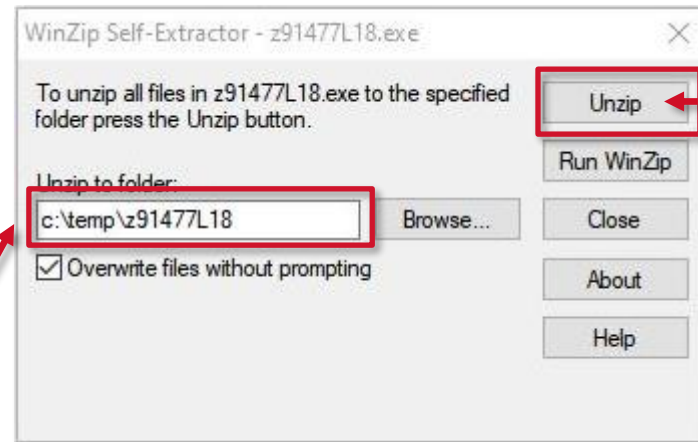
Show in folder

Cancel

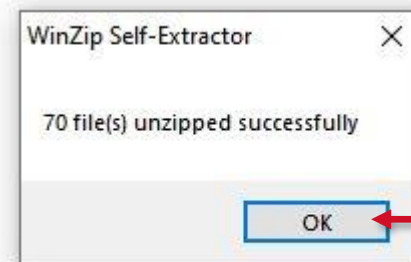
Click on **Open**.



The Printer Driver files



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

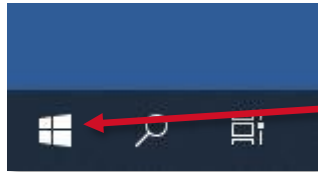


2. Click **OK**.

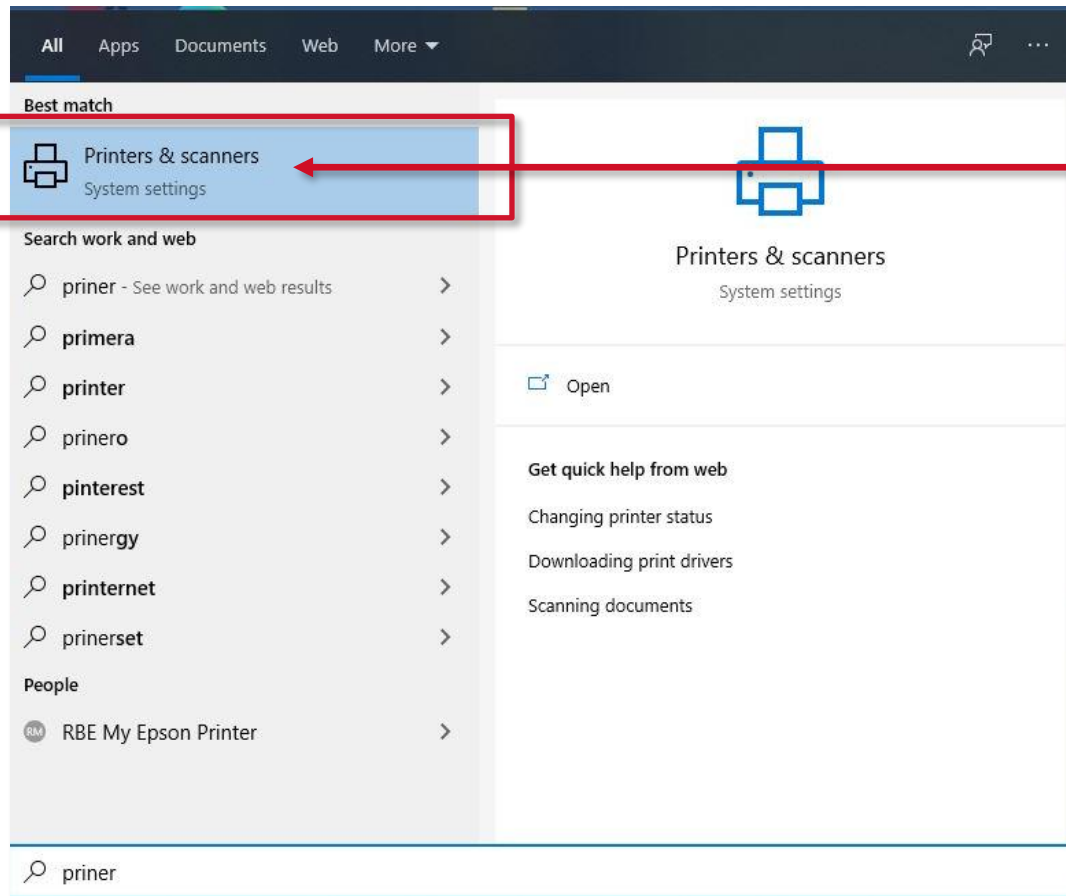
It is important to make a note of this path and file name.
NB. This will probably be different from this example.



Adding the printer to Windows



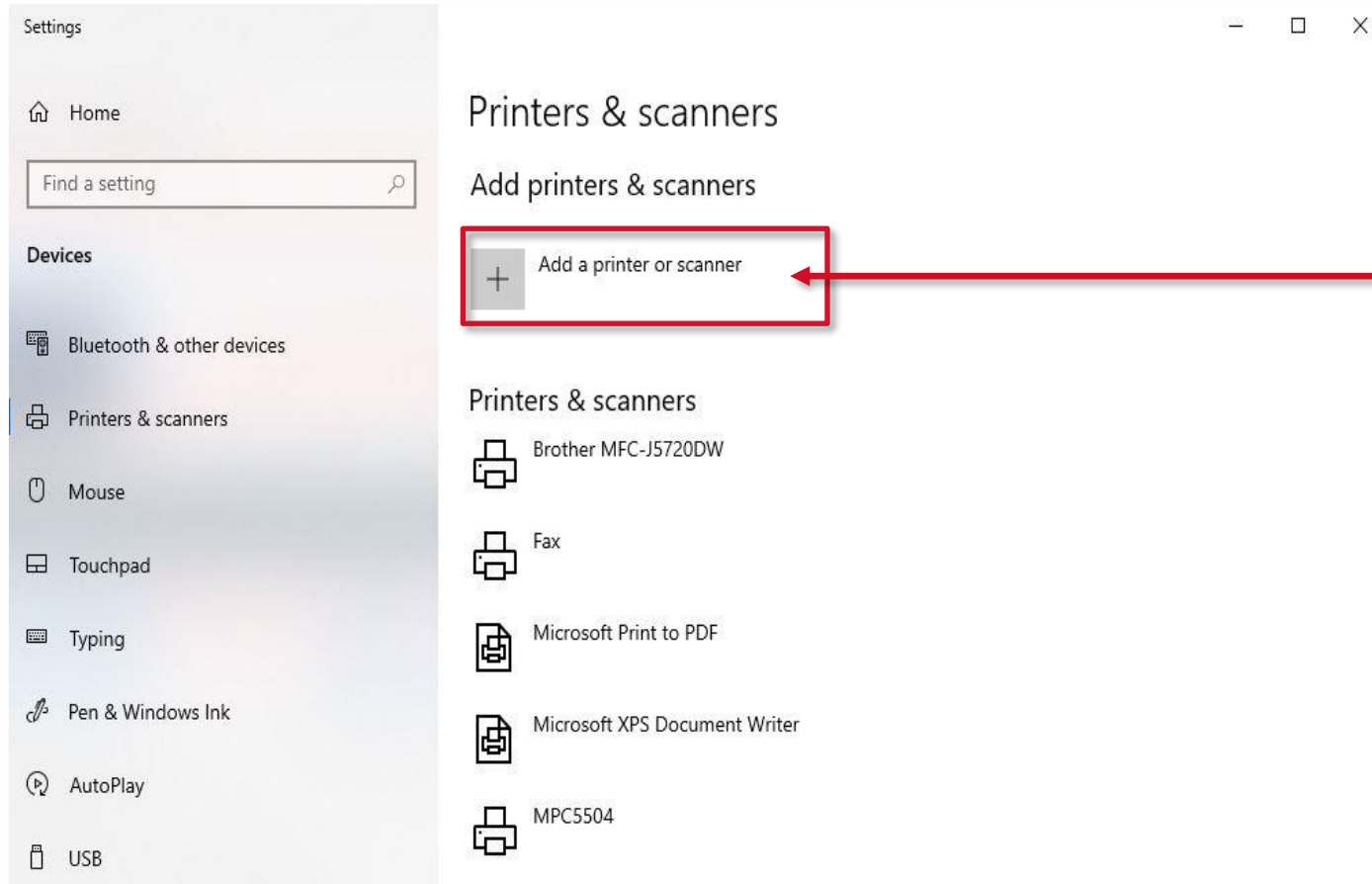
1. Select the **Windows** icon of either your keyboard or desktop and type “printer”.



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



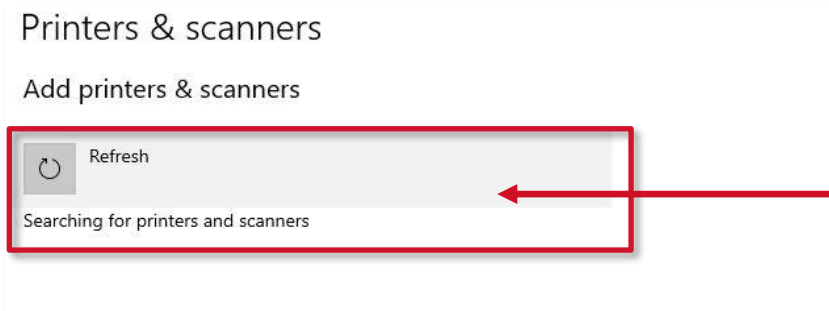
Adding the printer to Windows



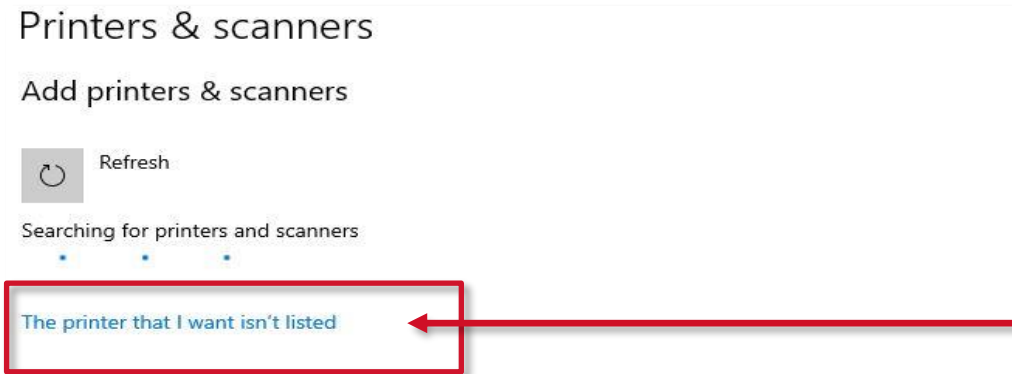
Click Add a printer or scanner



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

← Add Printer

Find a printer by other options

My printer is a little older. Help me find it.

Find a printer in the directory, based on location or feature

Select a shared printer by name

Browse...

Example: \\computename\printername or
http://computename/printers/printername/.printer

Add a printer using a TCP/IP address or hostname

Add a Bluetooth, wireless or network discoverable printer

Add a local printer or network printer with manual settings

Next Cancel

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

2. Please click **Next**.



Adding the printer port

← Add Printer

Type a printer hostname or IP address

Device type:

Hostname or IP address:

Port name:

Query the printer and automatically select the driver to use

Autodetect

Autodetect

TCP/IP Device

Web Services Device

Web Services Secure Print Device

Next Cancel

1. Please click the arrow.

2. Please select **TCP/IP Device**.

3. Please untick this box.

4. Now click **Next**



Adding the printer port

The screenshot shows the 'Add Printer' dialog box with the following fields and options:

- Device type: TCP/IP Device (selected in a dropdown menu)
- Hostname or IP address: An empty text input field, highlighted with a red box and an arrow pointing to it from the right.
- Port name: An empty text input field.
- Query the printer and automatically select the driver to use
- Buttons: Next and Cancel

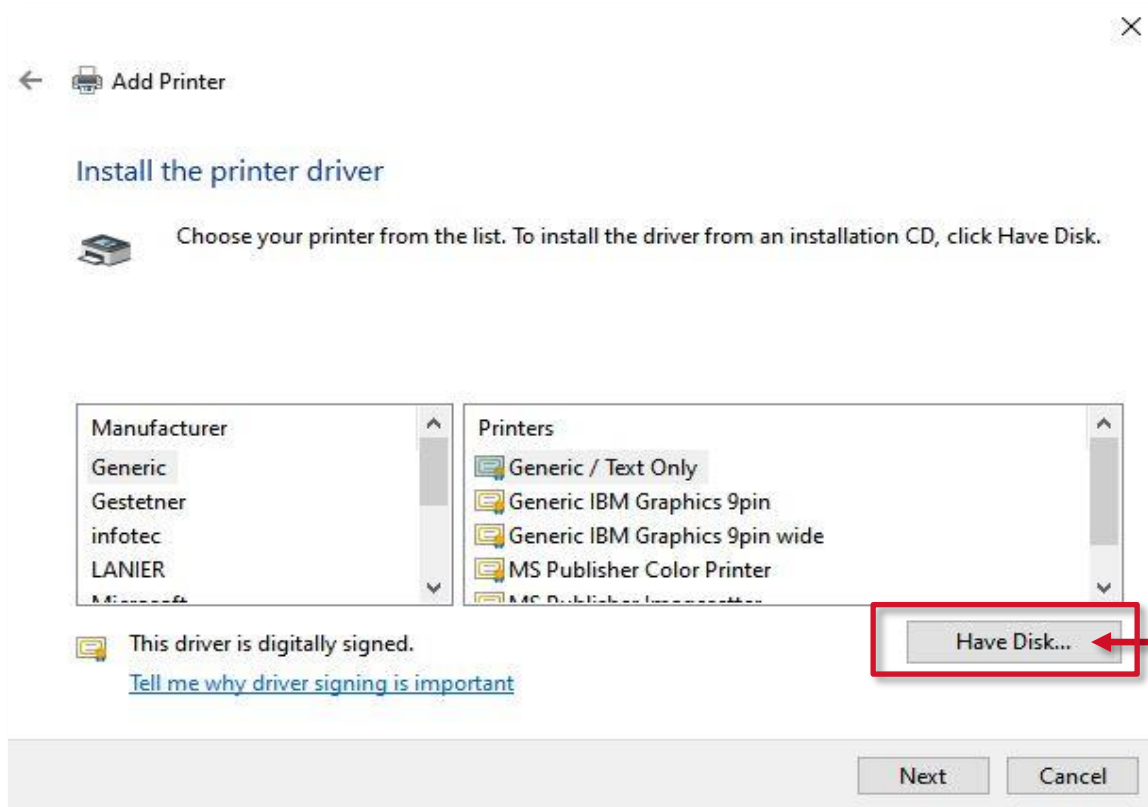
Please enter the IP address in this box as obtained from the device or using the **“Obtaining IP address guide”**.

The screenshot shows the 'Add Printer' dialog box in the 'Detecting TCP/IP port' step. The main area contains:

- Text: Detecting the TCP/IP port... Windows will automatically move to the next page when the detection is done.
- Icon: A printer icon with a magnifying glass over it.
- Buttons: Next and Cancel

Windows will now add the new printer port.

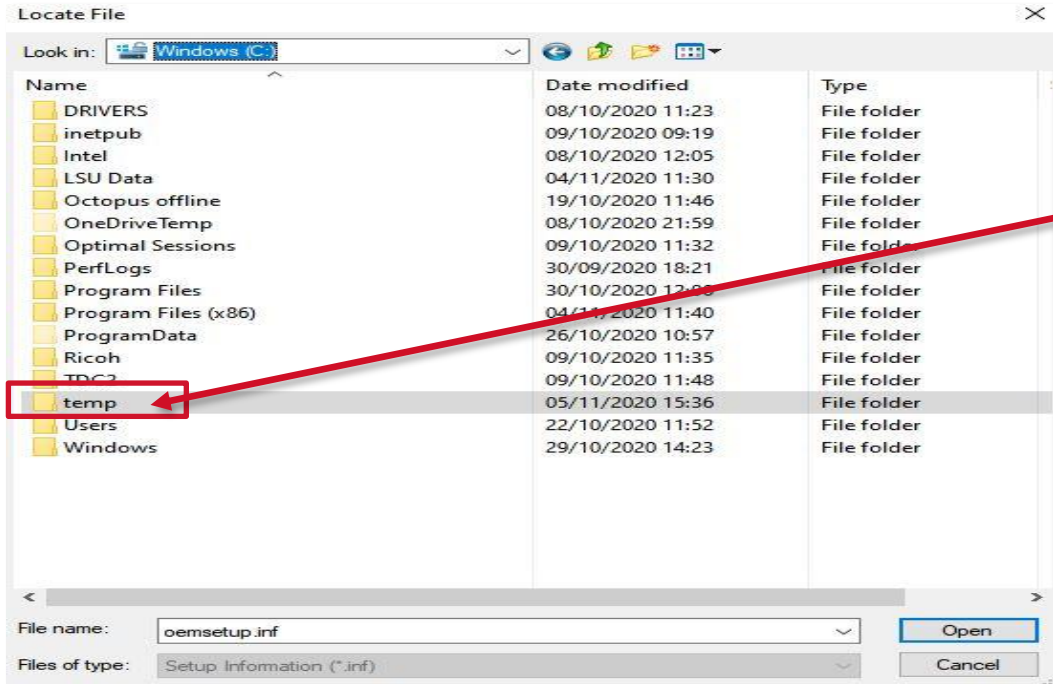
Adding the Printer Driver



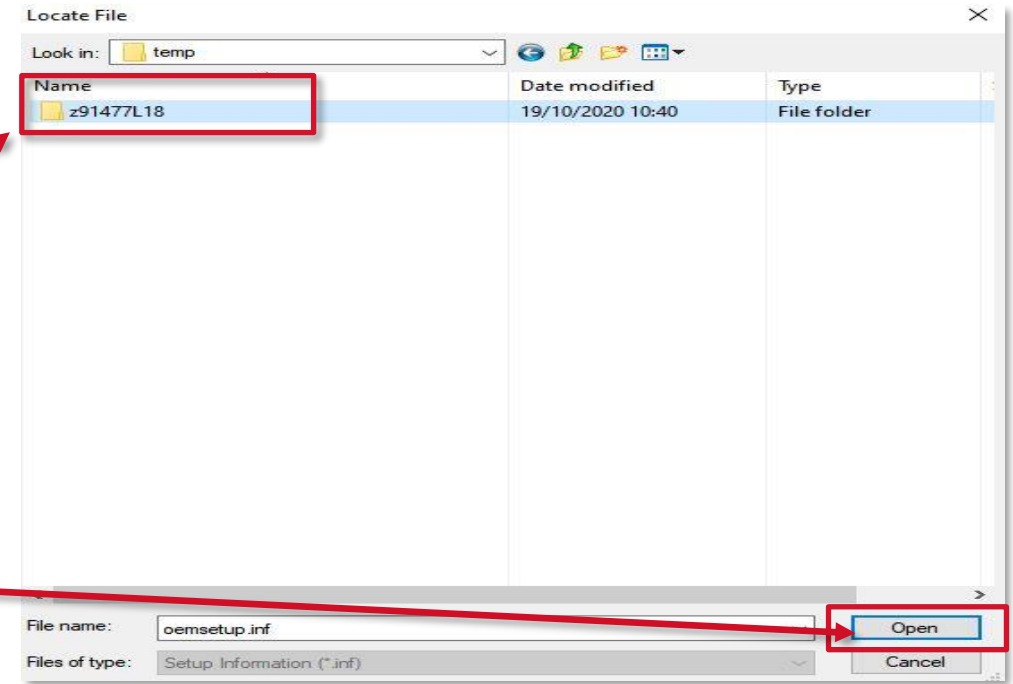
Once the port has been added please select **Have Disk...**



Adding the Printer Driver



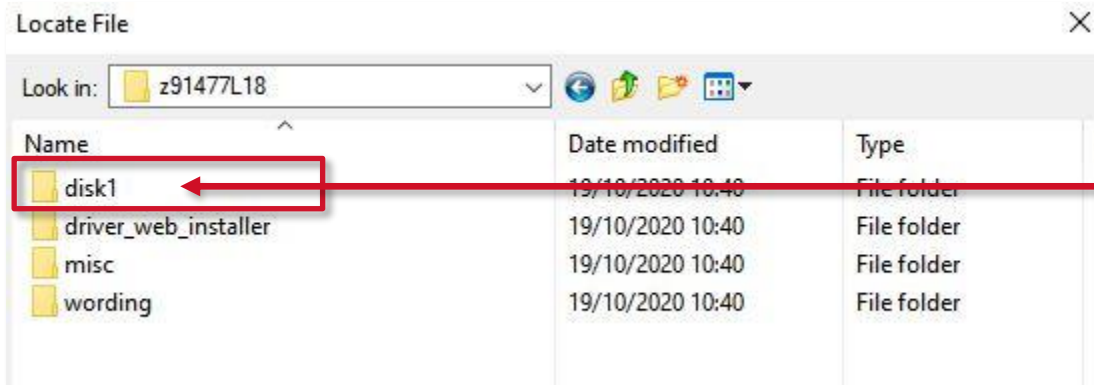
1. Please navigate to the temp folder within Windows C:



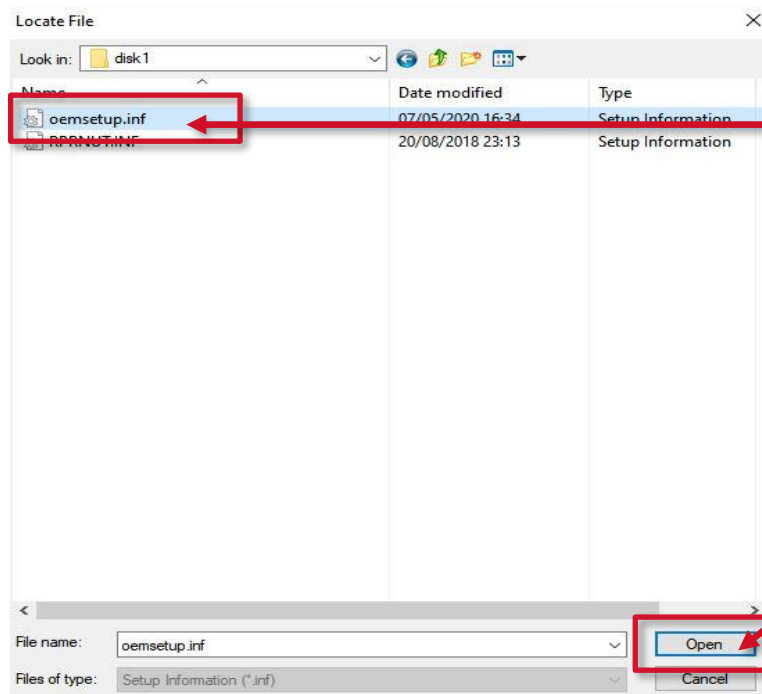
2. Select the driver folder that was unzipped previously and click **Open**.



Adding the Printer Driver



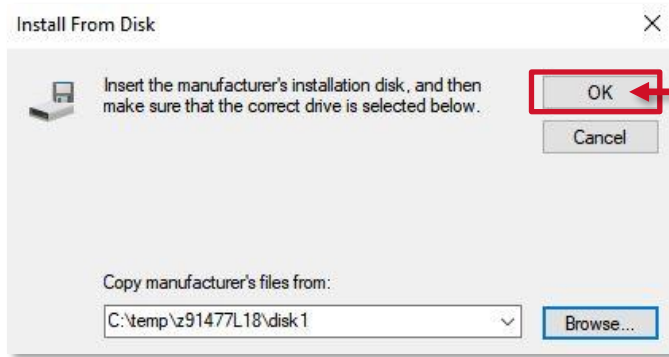
1. Select **disk1**.



2. Select the “**oemsetup.inf**” file and click **Open**.



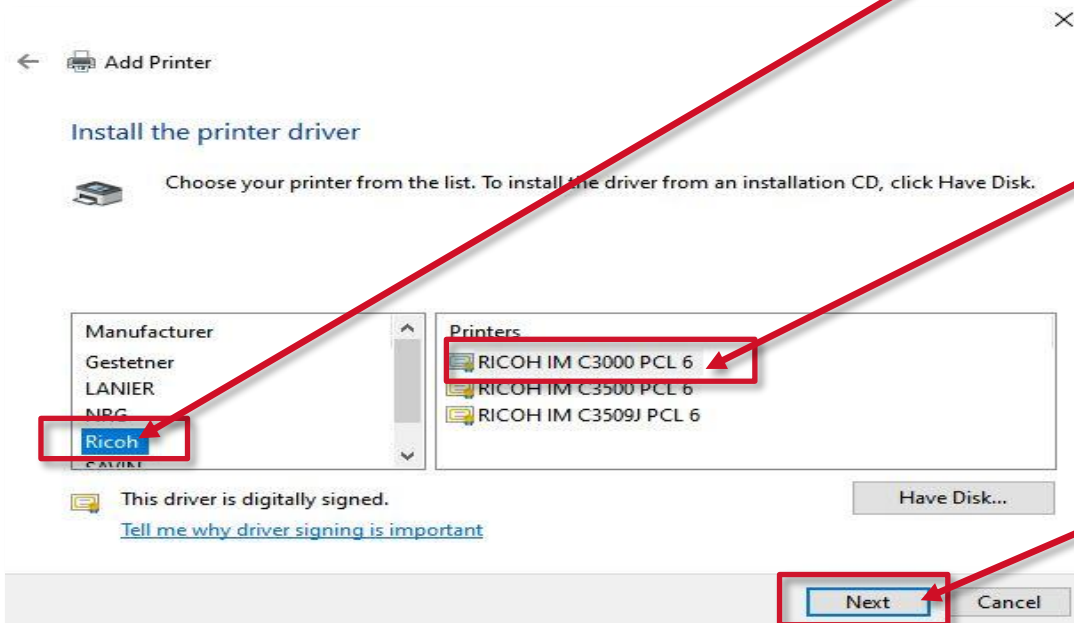
Adding the Printer Driver



1. Click **OK**

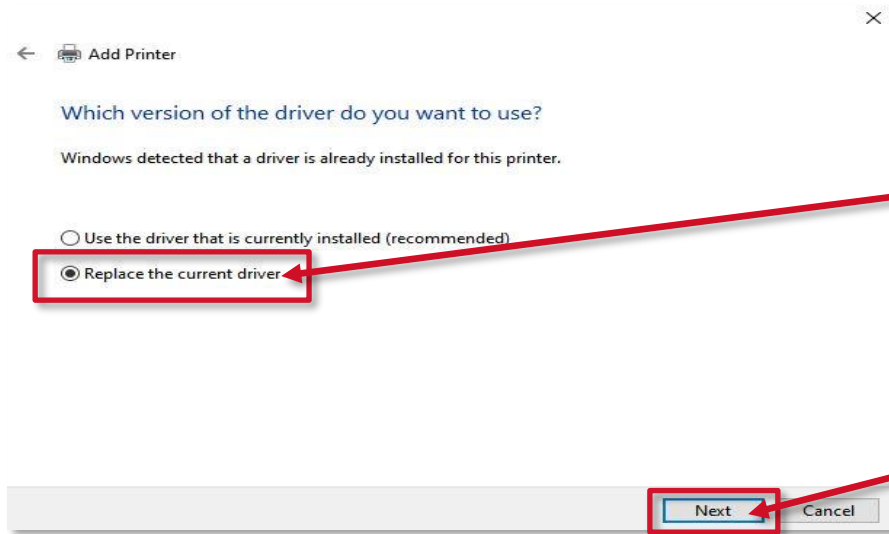
2. Select **Ricoh**

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

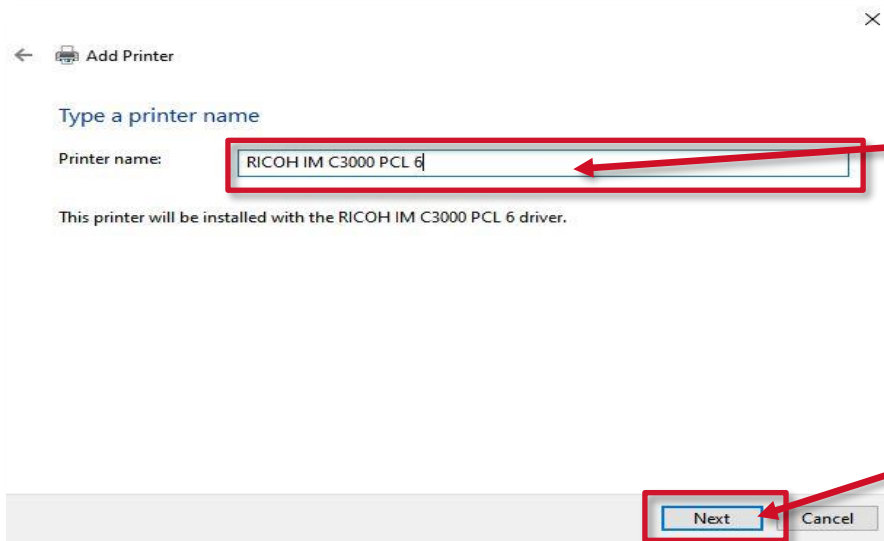




Adding the Printer Driver



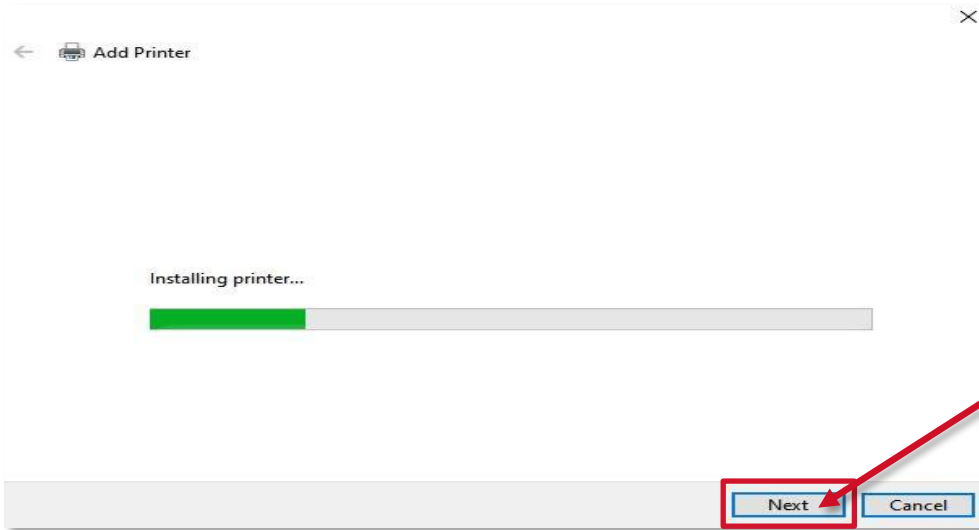
1. Click Replace the current driver (if it appears) followed by **Next**



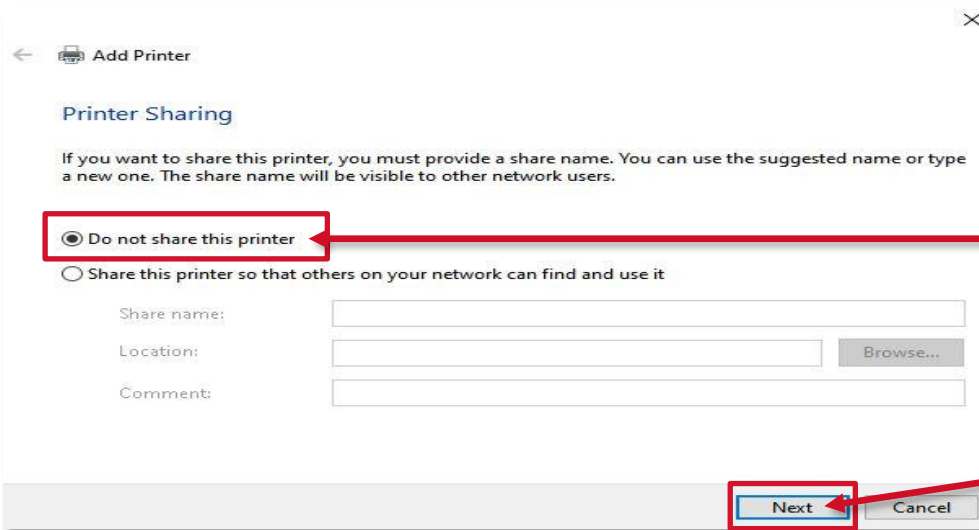
2. Name the printer and click **Next**



Adding the Printer Driver



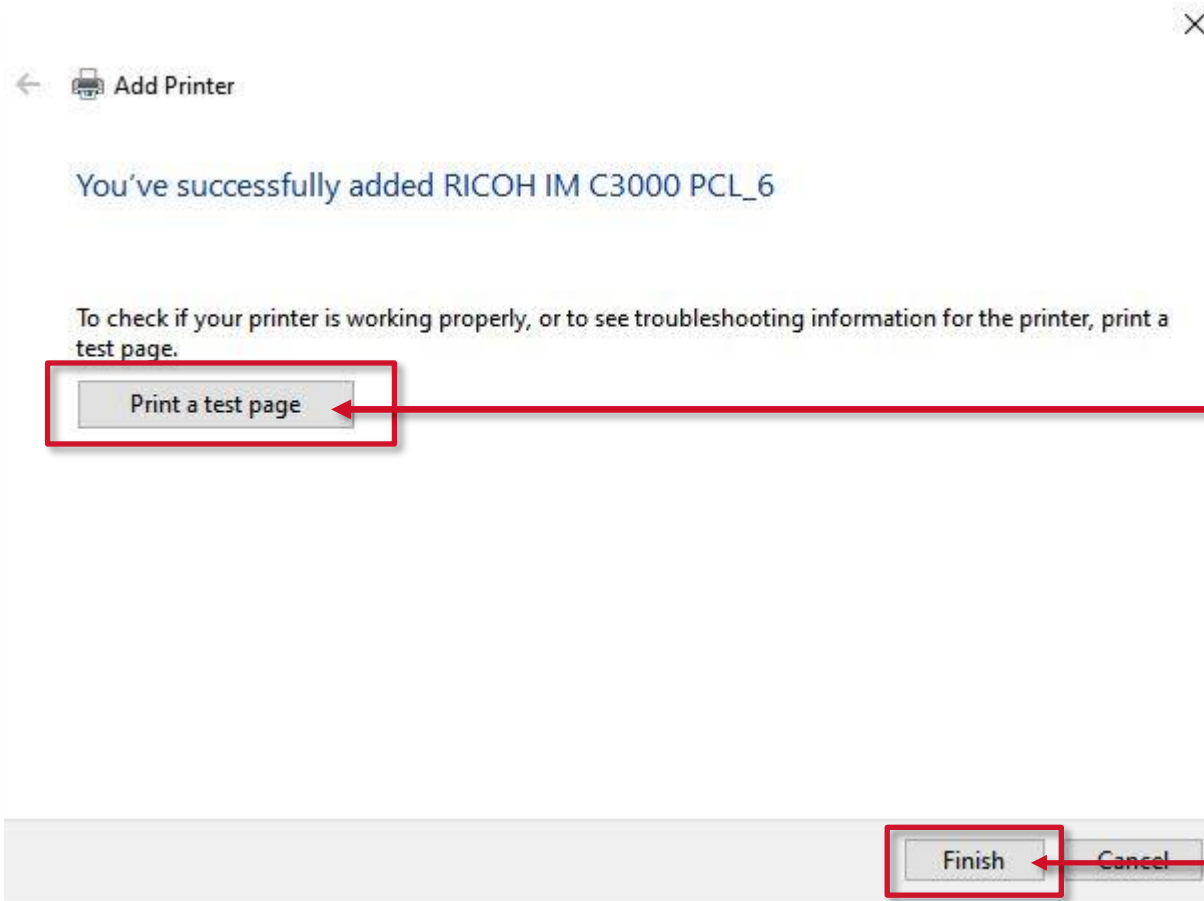
1. Click **Next**, The printer will now be installed.



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.

Thank you



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imagine. change.