

RICOH

CUSTOMER

SUPPORT GUIDE

Discover how to get the most
from your Ricoh print device(s).

Let's get started.

RICOH
imagine. change.



CONTENTS

Welcome	3
Getting started checklist	4
Register for OneRicoh Portal	5
Ricoh SmartMeter	7
• Maintaining your SmartMeter connection	8
Understanding toner management	9
How to recycle used toner cartridges with SmartReturn	11
Your support options	12
Resources available for end-users	13
Getting in touch	14
The Ricoh portfolio of services and solutions	15

WELCOME

Welcome to your Ricoh Customer Support Guide. We appreciate the trust you've placed in us to enhance your workplace productivity.

This pack gives you everything you need to get started - from registering and accessing the OneRicoH Portal, which makes device and service management effortless, to connecting with SmartMeter, which automates toner ordering and meter reading collection.

At Ricoh, we combine over eight decades of expertise with a steadfast commitment to simplifying and improving the way businesses operate. Whether you are part of a large corporation or a small business, our goal is to empower your team to thrive, innovate and succeed.

Let's unlock the full potential of your new print devices together!



GETTING STARTED

Your checklist.

To help you get started and make the most of your new Ricoh print device(s), we've prepared this quick checklist of essential steps and services — designed to ensure seamless operation and support from day one.



Toner and consumables management:

Discover how managing your replenishment process has never been easier.

Maintain a SmartMeter connection:

Automate tasks such as toner ordering and meter readings to save you time and ensure accurate billing.

Register your devices on OneRicoH:

One platform for effortless device and service incident management and the quickest and easiest way to contact Ricoh.

Know your support options:

Learn about the different ways in which you can self-serve or contact Ricoh.

Discover eReturn:

Easily return used toner cartridges for recycling.

REGISTER FOR OneRicoH Portal

eService is now part of OneRicoH - your single destination for effortless service management.

Available 24/7, OneRicoH is the fastest and easiest way to manage your print devices and connect with Ricoh support. Whether you have a single printer or an entire fleet, OneRicoH helps you stay in control, minimise downtime, and maximise productivity.

Why Register with OneRicoH?

1. Easily order and track toner and consumables
2. Submit meter readings for accurate billing
3. Log and track service incidents for quick resolution
4. Access support resources with the knowledge base
5. Get in contact with the right team

[Register now](#)



If you experience any issues, please contact our team at eservice@ricoh.co.uk for assistance.



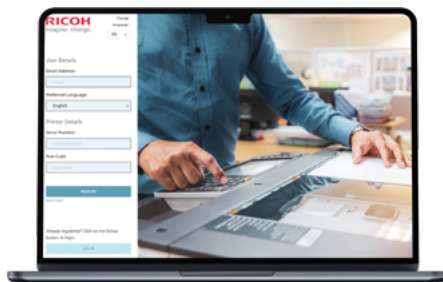
HOW TO REGISTER

1



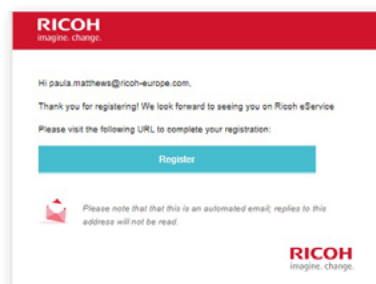
Visit the **OneRico Portal** and select 'Register with Us'.

2



Complete the short form with your details along with the printer's serial number and location postcode.

3



Provide additional details as prompted to complete the process.

Following completion of your personal details, you will be asked to set up **Multi-Factor Authentication (MFA)**.

You can use an existing authenticator app or choose email verification if preferred.

4

Confirm registration via the email link sent to you.
(Please check your spam folder if necessary.)

Once registered, your print device will appear in your account, alongside any other Ricoh printers or devices you've added.

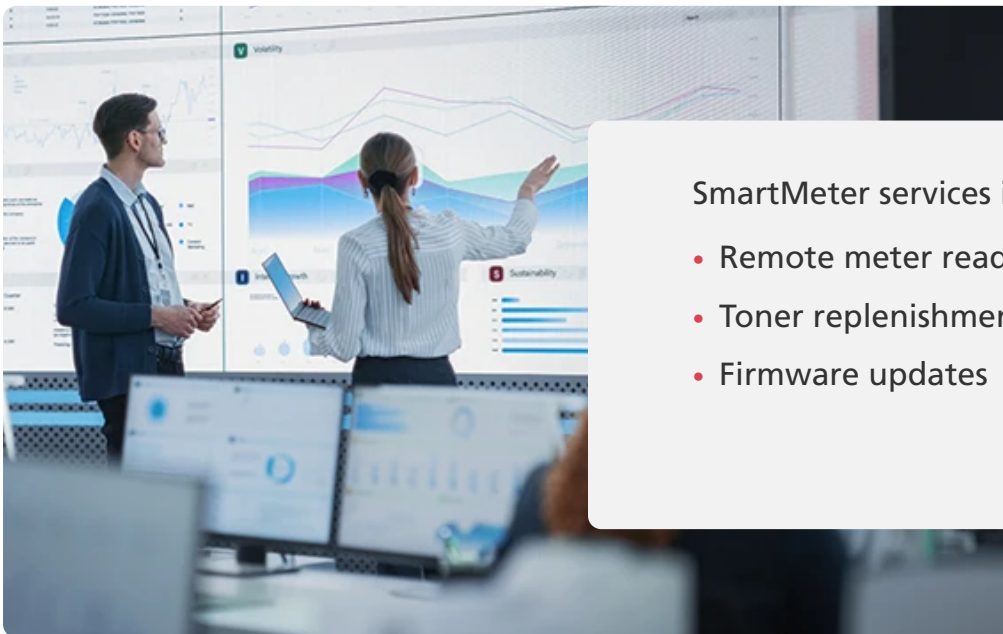


Congratulations!
You're set-up!

RICOH SMARTMETER

Manage your print fleet remotely to optimise performance and efficiency.

RICOH SmartMeter (powered by @Remote technology) is an intelligent remote management system designed to optimise the performance and efficiency of your print fleet. By securely collecting data from your printer, SmartMeter can automatically carry out meter readings, give proactive maintenance alerts, and ensure efficient toner supply management. This automation reduces administrative tasks, minimises downtime, and enhances overall productivity.



SmartMeter services include:

- Remote meter read retrieval
- Toner replenishment
- Firmware updates

Security is a top priority with SmartMeter. The system operates behind your existing firewall, with all data encrypted and transmitted via secure HTTPS connections. No local user access is required, and communication is always initiated by the printer, ensuring your information remains protected at all times.

[Use this link to get support with connecting your print devices to SmartMeter](#)

MAINTAINING YOUR SMARTMETER CONNECTION

SmartMeter (which uses @Remote technology) is reliant on a continuous network connection.



If your device displays the message Supplies Order Failed (or similar) this means that the device has not ordered toner automatically due to no internet connection.



Automated toner orders, incident requests and meter readings will not be created while a device cannot communicate back to our data centre.

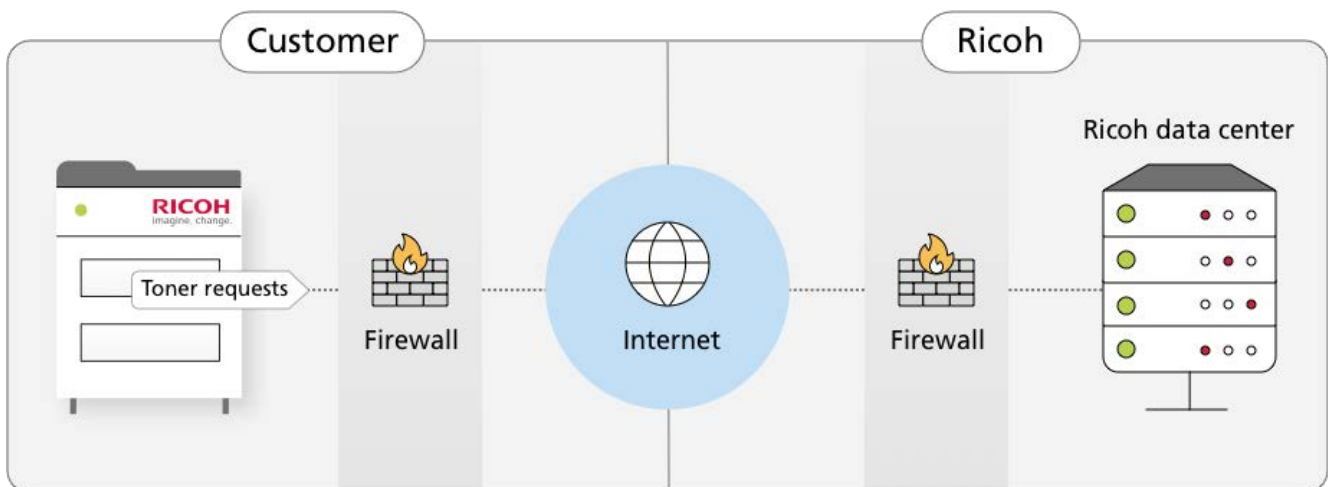


Your first step is to verify with your IT department whether your device can communicate outside the network.

Your IT administrator can request assistance via the OneRicoh portal.

Possible reasons for loss of connection include:

- Device has been reset to factory default
- Part-used toners swapped between devices



- Firewall does not allow communication to Ricoh data center
- Network changes e.g. firewall rules and IP address
- IP number has been reused by another Ricoh device
- Device has been moved to a new location
- Default account password or SNMP community string settings changed on your device
- Device is switched off

- **Before** making any onsite changes - such as server patching or firewall rule updates - we're happy to discuss any potential impact.
- If you have any questions or concerns, please contact us at: smartmeter@ricoh.co.uk
- For further guidance, you can also find more information on SmartMeter set-up [here](#).

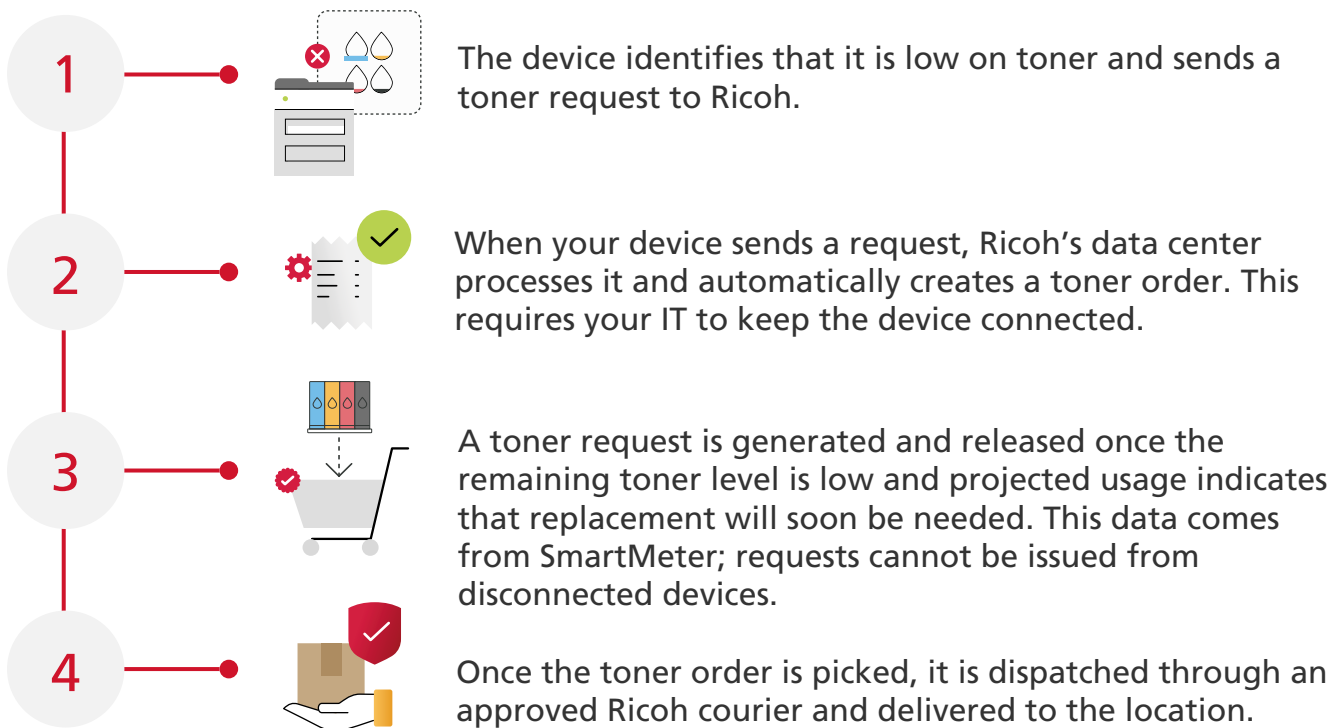
TONER & CONSUMABLES MANAGEMENT

Managing your toner and consumables has never been easier.

If you have a service contract and Ricoh SmartMeter installed, toner will be delivered automatically before your current supply runs out.

Please note that this depends on your device remaining connected to the service. If you need additional consumables, you can easily order them through the OneRicoH Portal or by consulting our Virtual Assistant

The Ricoh SmartMeter Toner Delivery Process



I don't have a service contract.

You can still easily purchase toner and consumables through The Ricoh eShop, which is your one-stop solution for toner, printer paper, stationery, third-party IT products and more.

With The Ricoh eShop you get:

- **Convenient Payment Options:** Access pre-agreed credit with 30-day payment terms.
- **Centralised Management:** Consolidate all office purchases in one portal for real-time visibility and accurate insights across departments.
- **Cost Comparison:** Effortlessly compare products and pricing to make informed decisions.
- **Control Purchasing Permissions:** Set spending limits, approval levels, and buying permissions for your team.

[Visit The Ricoh eShop](#)



RICOH SMART RETURN

The Ricoh Smart Return Program lets you easily return used Ricoh toner cartridges and maintenance kits through the Ricoh Resource Smart Return Program. As part of our 'Zero Waste to Landfill' initiative, it ensures responsible disposal that protects the environment and minimises waste.

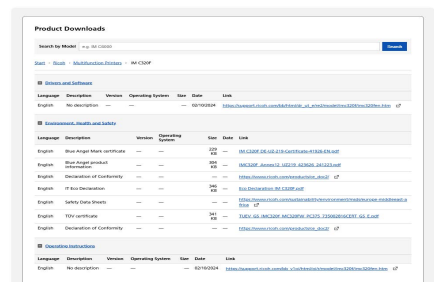
[Register for the Ricoh Smart Return Program](#)

YOUR SUPPORT OPTIONS



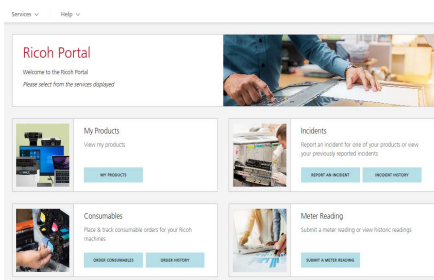
Online Knowledge Base

Access our [online knowledge base](#) which provides step-by-step troubleshooting advice.



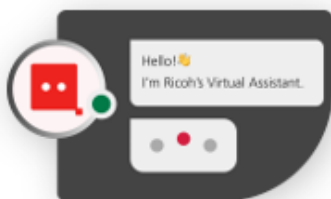
Software Drivers, Downloads and Manuals

Search by your device model and number in our [online repository](#).



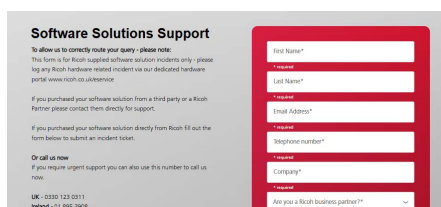
OneRicoh Portal

Log [service and remote support incident](#) requests.



Ricoh Virtual Assistant

Request [consumables or tech support](#).



Report a Software Fault

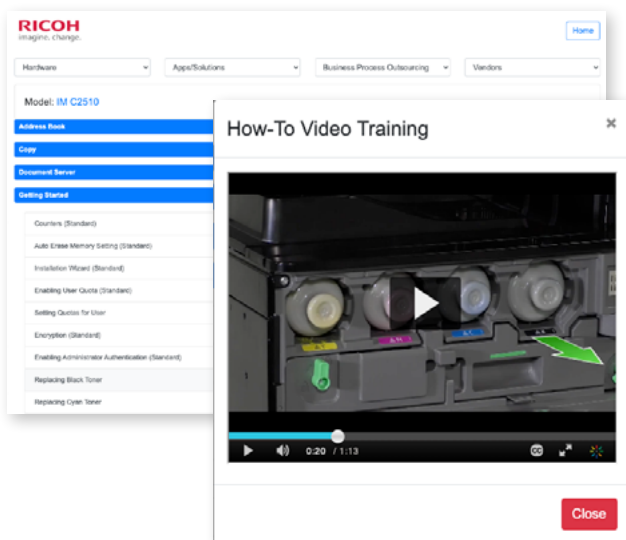
If you purchased your software directly from Ricoh, [complete this form to submit a software ticket](#).

For an overview of your Support options visit our product and service support page: www.ricoh.co.uk/support/

RESOURCES AVAILABLE FOR END-USERS

How we can help your people succeed.

If your users need more support or advice the answers to many questions can be found using the following resources:



How-to Videos

Search and watch a vast collection of how-to videos by device name or application. Our training videos are accessible 24/7 - 365 days a year.



Knowledge Base

Navigate a comprehensive knowledge base of Ricoh's entire product portfolio, searching by product name, product type, key phrase or keyword.

GETTING IN TOUCH

Use the form below to contact us with any **sales enquiries**, as well as **account or invoice-related matters**.

Our team will respond as soon as possible.

Contact Form

For **technical or device-related support**, you can contact our service teams directly. Remember to include your device serial number in all emails.

- **Ricoh Virtual Assistant (voice & web chat):**
0330 123 0311
 - Option 1: Consumable requests
 - Option 2: Report a fault / access support
- **eService / OneRicoh portal support:**
eservice@ricoh.co.uk or 01604 667 816
- **SmartMeter (@Remote) support:**
smartmeter@ricoh.co.uk or 01604 667 839



How can we help?

Sales - Request a Quote

Sales - Arrange a Meeting

Account/Invoice Enquiry



THE RICOH PORTFOLIO OF SERVICES AND SOLUTIONS

As a global leader in workplace experience and process automation, we specialise in developing and integrating end-to-end technologies that help organisations of all sizes respond to ever-changing workstyles.

Our portfolio includes:

Workplace Experience

We help you create digital workspaces that support your employees, enhance their experience, promote collaboration, and encourage innovation, empowering people to get more out of their workday.

[Learn more](#)

Process Automation

Streamline your business processes by automating manual, labour-intensive tasks. Drive employee engagement and productivity with easier, faster, and more cost-effective ways of working.

[Learn more](#)

Managed Print and Automation

Transform your print infrastructure into the foundation for a fully digitised and sustainable way of working. Gain access to the right print technology, services and expertise, empowering your employees to efficiently create, store, utilise and print information.

[Learn more](#)

Cloud and Infrastructure

To capture the full value of cloud, you need a clear vision. We provide the roadmap and cloud solutions to help you modernise and consolidate your IT infrastructure, automate workloads, and transform business operations.

[Learn more](#)

Cybersecurity

Go on the offensive against cybercrime with intelligent solutions and services aligned with your core business processes. Leverage our cybersecurity expertise to establish a resilient IT infrastructure, understand and manage your vulnerabilities to grow with confidence.

[Learn more](#)



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