RICOH
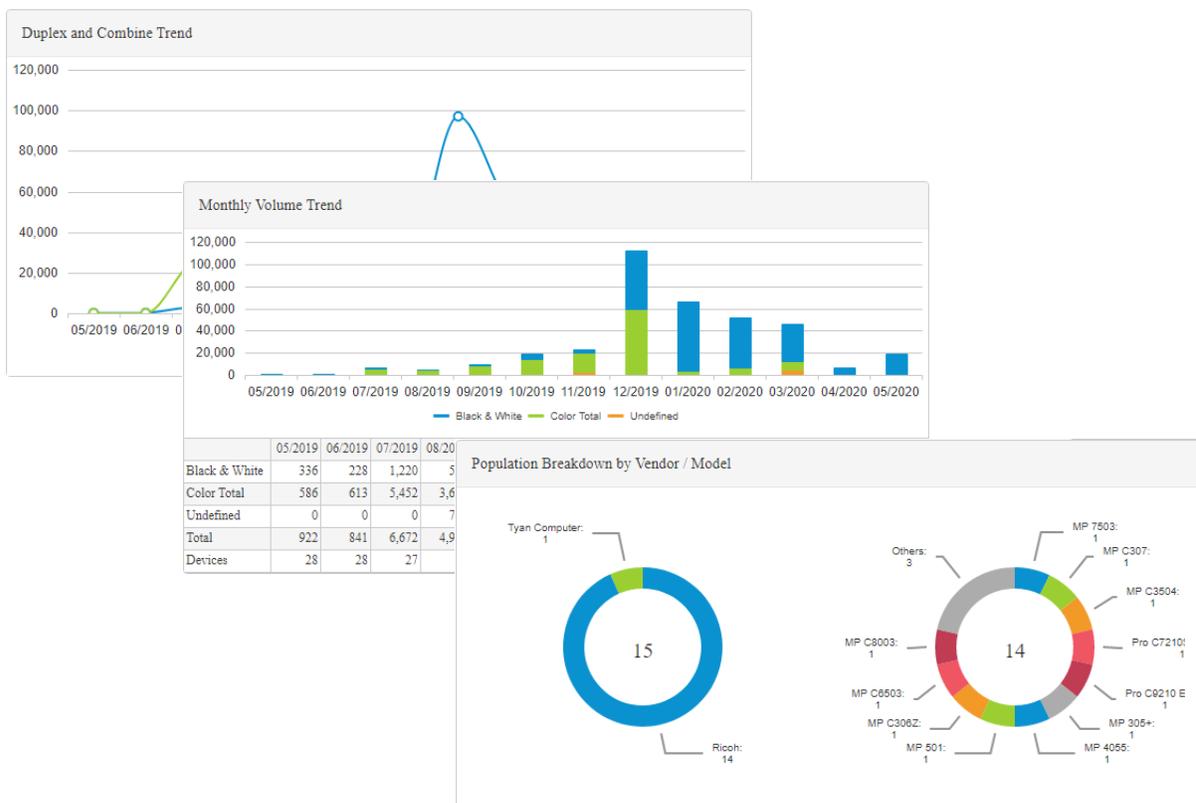
RICOH @Remote Reporting Portal

Customer Reporting Guide
for Customer Administrators and Customer Users

Important

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Document Number

REMNX-Customer-1.0

Contents

Contents

1. About the @Remote Reporting Portal

The @Remote Reporting Portal gathers data reported by correctly registered @Remote services installed within a customer network and associated with a particular company. The @Remote service can be deployed at the customer site in one of three ways:

• As a hardware appliance (@Remote appliance A or @Remote appliance A2; also called an RC Gate)

• As a software application (@Remote appliance S or @Remote Connector)

• Embedded @Remote instance on a single appliance

NOTE: All deployment types are referred to as "@Remote appliances" within this guide.

Regardless of the deployment type, the @Remote Reporting Portal aggregates the data from the appliances and stores it in the @Remote database. Customer and internal users can subsequently mine the data within dashboards and reports, or export the data for use externally.

1.1. About this Guide

This guide is written for Customer Administrator and Customer General Users who are using the @Remote portal to view real-time report data for their company.

User Type rights associated with your login are granted by the Administrator creating your account. If you need assistance, please contact Ricoh.

If a task requires Administrator privileges, you will see this icon with an explanation.

1.2. Data Retention Policy

The @Remote Reporting Portal stores daily counter information from devices for up to 13 months, and monthly counter information for up to 5 years. The following information is important to note:

• There is generally a time difference of one to two days before the data is received from the devices and processed.

• When a device is powered off, data is not sent to the @Remote Reporting Portal and therefore cannot be displayed. Data will commence sending once the device is powered up again; however, any data not reported is lost.

• Data is displayed on the @Remote Reporting Portal portal immediately after registration and the data processing period. However, monthly information is updated after a full month of data has been received and processed to ensure that only data that has been received by the system is represented correctly.

• Device Lifetime counter information is based upon the daily data received from the @Remote appliance. The daily data is stored from the time that @Remote was activated on the devices at the customer location.

1.3. Web Browser Support

You can access the @Remote Reporting Portal from within the following supported web browsers. Note that viewing the portal on mobile devices is not supported.

- Internet Explorer version 9.0, version 11.0 or later

- Firefox version 47 or later and ESR 38.8 or later

- Google Chrome version 51 or later

- Safari (OSX) version 9.0.1 or later

- Safari (OS) version iOS8 or later

- MS Edge version 25.10586 or later

1.4. Navigating the @Remote Reporting Portal

To follow the instructions in this guide, login to the @Remote Reporting Portal using the login ID and password provided to you in the Welcome email.

https://atremote-portal.com (US region)

The first time you login, you must accept the End User License before you can continue. After you login, you can select your preferred language from the drop-down list at the top of the Home page.
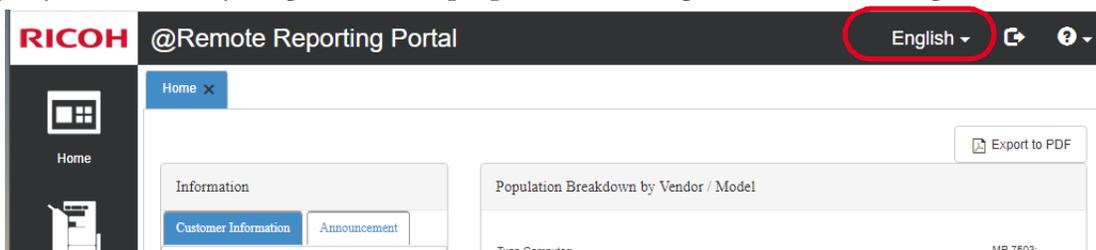
1.5. Get Around the Company Reports View of the Portal

When you login with a Customer account type, you have access to the Company Reports view, shown below. To help you understand the naming conventions and locations of options within the portal, the screen capture below is labeled with common items and naming conventions used in this guide.

When you click an option from the palette, it opens in a new tab in this space.

Change the language used on the portal

Logout

The Options palette is always visible. Hover over the Report, Data Export or Settings options to view a submenu.

1.6. Change Your Password and User Preferences

After you login, you have the option to immediately change your password, and to modify default display information including how the date and time is displayed, digital separator format used in reports, and the paper size set for reports.

NOTE: In some cases, you may be prevented from changing your password and your email address. If your company requires access to the @Remote Reporting Portal via an external system, an Internal Ricoh administrator will prevent your account from resetting your authentication information.

1. From the Options palette, click **Settings → User Preferences**.

   Your current login information is displayed, reporting your Email Address and current User Type.

2. Change the following options if necessary:

Option	Description
Change Email Address	• If you do not see this option, you have not been given permission to change the email address associated with your account. • Click the checkbox to reveal additional fields. Enter a different email address in both the New Email Address and Confirm Email Address fields. To complete the change, you must also enter your current login password.
Change Password	• If you do not see this option, you have not been given permission to change your password. • Click the checkbox to reveal additional fields. Enter your current password, and then enter a new password in both the New and Confirm Password fields. The new password must be identical in both fields.
Language	• To view the @Remote Reporting Portal in another language, select it from the list.
Date Format	Select a date format from the list. Date Format MM/dd/yyyy ▼ dd/MM/yyyy MM/dd/yyyy yyyy/MM/dd

Option	Description
Digit Separator	Select a digital separator from the list. Digit Separator 1,234,567.89 ▼ **1,234,567.89** 1.234.567,89 1 234 567,89
Paper Size of Report	Choose either A4 or Letter size.
Notifications	You have the option to enable the following notifications: • Receive an email if a device is disconnected. • Receive an email when the latest monthly data has been updated.
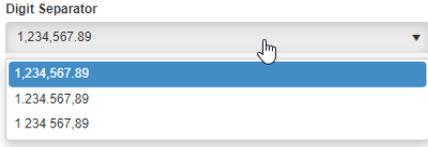
3. Click **Save**.

2. View the Home Dashboard

Dashboard are available by clicking Home on the Options palette. There are 5 dashboards that provide a quick overview of your company data. In addition to the figures shown in each dashboard, you can hover your mouse over particular figures to view a further data breakdown. You can also export the full dashboard to a PDF file.

2.1. Information Dashboard

The information dashboard has two views:

- **Customer Information** – Indicate the Company name, the number of reported devices, the reported month and the last date that the device information arrived via @Remote.

  NOTE: The monthly data is normally updated three days after the date set for the Company's Monthly Data Calculation Date (the default is to the end of the month). This value was selected by an Administrator and requires administrative level permission to change the value.

- **Announcement** – If a system update message has been posted by a Ricoh Headquarters Administrator, the announcement appears in this area.

2.2. Population Breakdown by Vendor / Model

This dashboard provides two views: the first view splits the number of devices by vendor, and the second view splits the devices by model. The number in the center of the vendor view indicates the total number of devices included in the most recent month's report, whereas the number in the center of the model view indicates the total number of devices by that vendor.
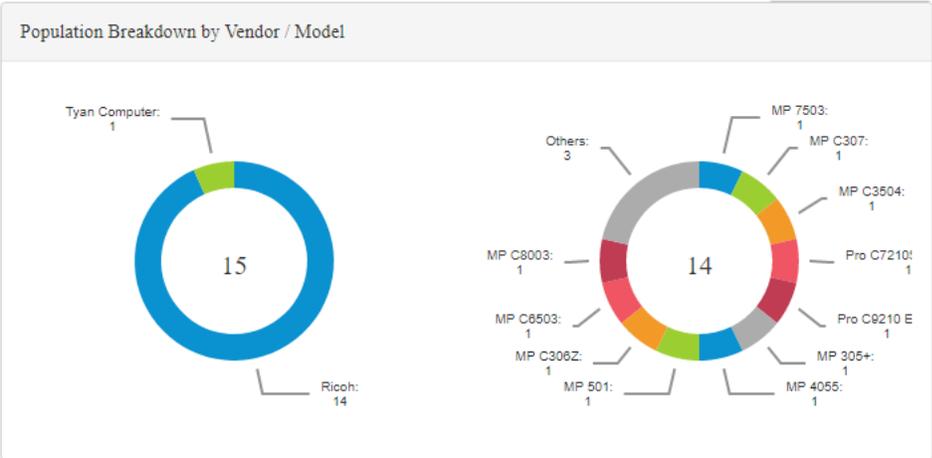
2.3. Monthly Volume Breakdown by B&W and Color

This dashboard displays the most recent month's volume breakdown by B&W and Color. The number in the middle indicates the total volume output.
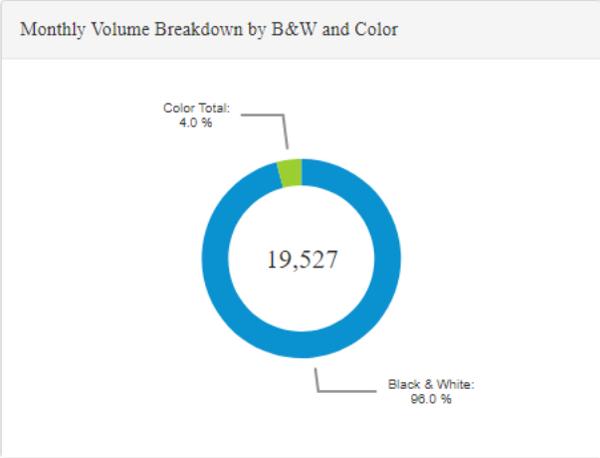
2.4. Monthly Volume Trend

This graph displays the monthly volume trend for all devices (and shows both B&W and Color) for the past 13 month period.

	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020
Black & White	336	228	1,220	534	686	5,082	3,013	52,607	62,476	44,682	33,842	5,742	18,740
Color Total	586	613	5,452	3,680	8,862	14,340	17,204	58,335	3,924	6,769	8,284	894	787
Undefined	0	0	0	721	0	0	3,248	1,239	0	0	4,328	244	0
Total	922	841	6,672	4,935	9,548	19,422	23,465	112,181	66,400	51,451	46,454	6,880	19,527
Devices	28	28	27	23	22	22	18	17	16	15	15	15	15

2.5. Monthly Volume Breakdown by Function

This dashboard displays the volume breakdown by copy, printer, and fax function for the most recent month. The number in the middle of the dashboard indicates the total value of the total monthly

volume counters obtained from the devices. You can click a function area in the chart to display the breakdown by vendor.
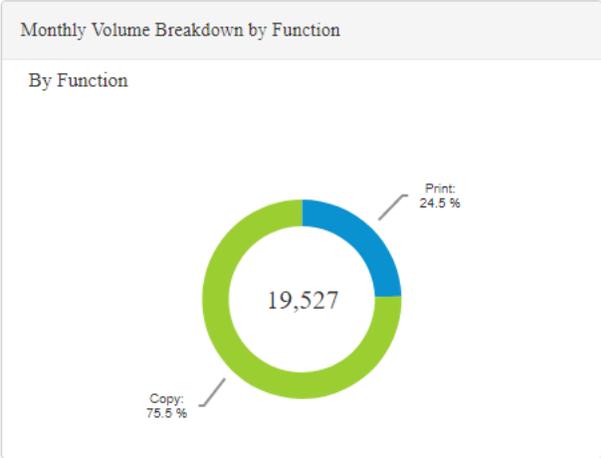
2.6. Duplex and Combine Trend

This line graph displays the duplex and combine usage for up to 13 months.
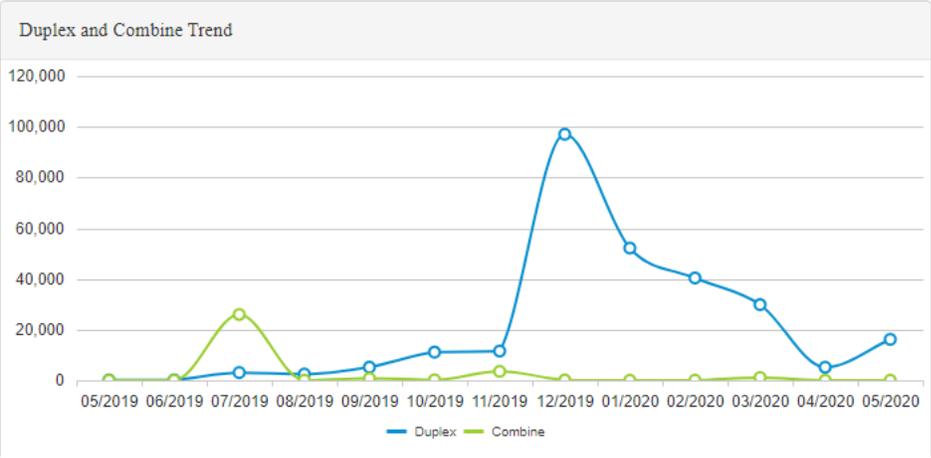
3. Modify Company Settings

3.1. Edit the Company Profile

Only users with Administrator privileges can perform this task. General users can view this information only.

1. From the Options palette, click **Settings → Company Profile**.

2. Complete the following company settings:

Company Settings	Permissions
Company Name	• The company name was taken from the name listed for the appliances you selected. You can change the name if preferred.
Industry Type	• Choose the industry type.
Company Logo	• To add the company logo to all reports run for this company, upload the logo. The file must be either a .jpg, .png, or .gif file with a maximum 1MB file size.
Service Provider	• A non-editable field that indicate which Service Provider manages this company.

3. Complete the Monthly Data Calculation Parameters.

   The Monthly Data Calculation Date determines the data that the system will use to start and stop monthly calculations. By default, the date is set to 31 (30 will be used automatically for months with less than 31 days). These values will be used in all monthly report calculations.

   TIP: If you are unsure of the values to set, click the View option beside Calculation Parameter Reference Value to view a spreadsheet of possible settings by country and region.

4. Optionally, enter values for one or more Daily Data Custom Labels. These values will appear on reports and you can use them if you want to include additional information for configuration serial number, equipment ID, or customer number for example.

   NOTE: To use the custom labels, you must export the device list and add the custom values into the export table, then re-import the table. See *3.6. Add Custom Data Fields* on page 20.

3.2. Add Appliance Descriptions

Only users with Administrator privileges can perform this task. General users can view this information only.

Appliance descriptions can help you identify the various @Remote appliances, specifically if you are dealing with reporting for more than one appliance in your solution. Typically, location is the most useful means of describing the appliances, and you can use as granular (i.e. department, floor, building) or as broad (i.e. city, state, country) a location as needed.

1. From the Options palette, click **Settings → Appliance Description Maintenance**.

2. To add or edit an appliance description, click in the Description field. If you prefer to remove the description altogether, click **Delete**.

3. Click **Save**.

3.3. Group Devices for Reporting

Only users with Administrator privileges can perform this task. General users can view this information only.

If you want to produced reports that group device data, you can create groups using three different approaches, as outline below. When viewing reports or data exports, you can filter any report to show only data for one or more selected groups, for all groups, for a single group, etc. You can also create subgroups to further organize devices.

• **Group by Organization** – Create this type of group to reflect your company's internal structure. For example, you might have a group for marketing, finance, engineering, etc.

• **Group by Location** – Create this type of group to reflect physical geographical location. For example, if your company has offices in NYC, LA, and Dallas, create three distinct location groups. Even more granularly, you might create a subgroup of devices based on the floor they are located on (1st, 2nd, 3rd, 4th, etc) per location.

• **Company Specific (Custom)** – Custom groups allow you to group devices for any given scenario. You could group by serial number, by IP Address, by model name, etc.

1. From the Options palette, click **Settings → Device Grouping**.

2. Click on the tab for the group type (Organization, Location, or Company Specific) you want to create. In this example, we are creating Organization groups.

3. Click .

4. In the Add Group pop-up screen, enter the name of the group and any notes in the Remarks field if necessary. Click **OK** to continue.

5. The group appears in the organization list. Continue to add groups as needed. In the example below, we added two groups.
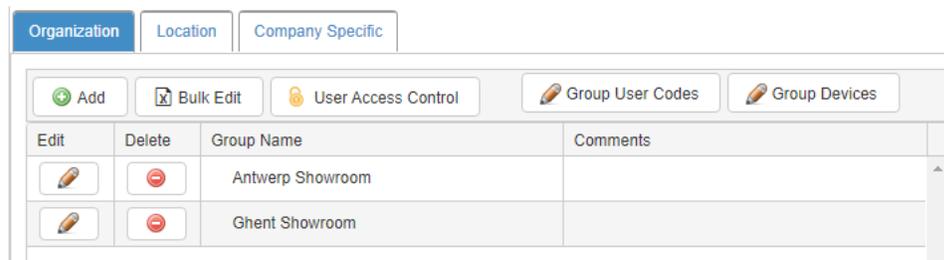
> **Warning:** You MUST click **Save** at the bottom of the screen before you proceed. Otherwise, the new groups will not appear in the Group Devices list.

6. Click **Group Devices**.

7. In the Group Devices pop-up screen, you will see all devices assigned to the company on the right side of the screen. On the left side, you will see the Company Name at the top, and any Organization groups are listed beneath the company name.

To add one or more devices to a group, enable the checkbox for the device and then **drag and drop** the selections to the group name. In this example, we selected 5 devices and then dragged them to a group.
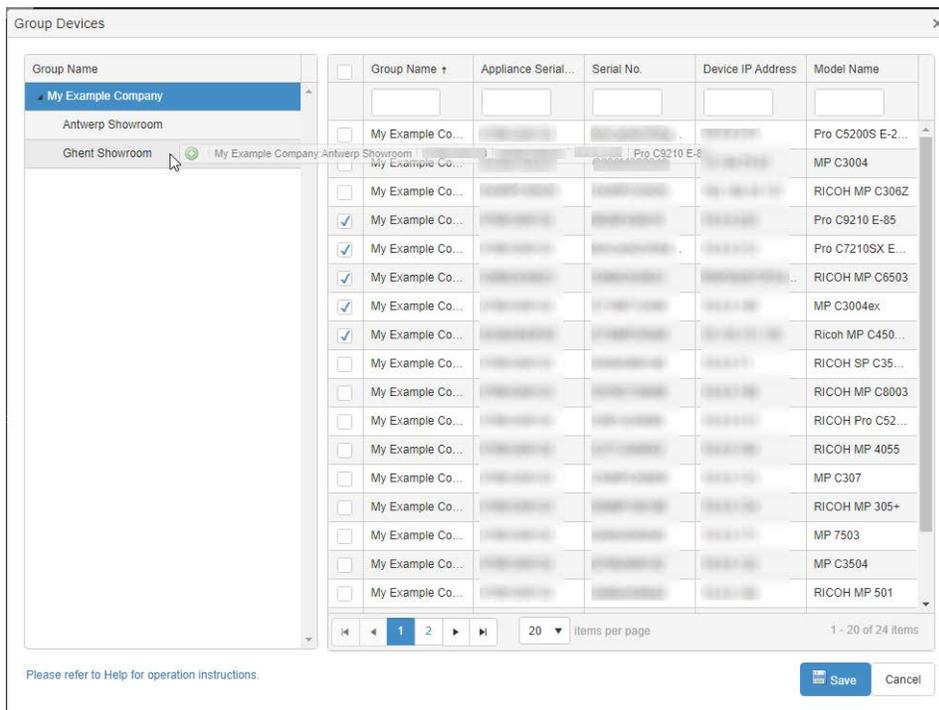
8. Click **Save**.

Warning: You MUST click **Save** at the bottom of the screen before you proceed. Otherwise, the devices will not be saved to the group.

3.4. Limit Users to Device Groups

Only users with Administrator privileges can perform this task. General users can view this information only.

You can limit user access to specific organization, location, or custom device groups. Before you complete this task, create the groups in *3.3. Group Devices for Reporting* on page 14.

1. From the Options palette, click **Settings → Device Grouping**.

2. Click on the tab for the group type (Organization, Location, or Company Specific) that contains the group you want to assign users to. For example, you can limit users within a particular office to devices within that office only.
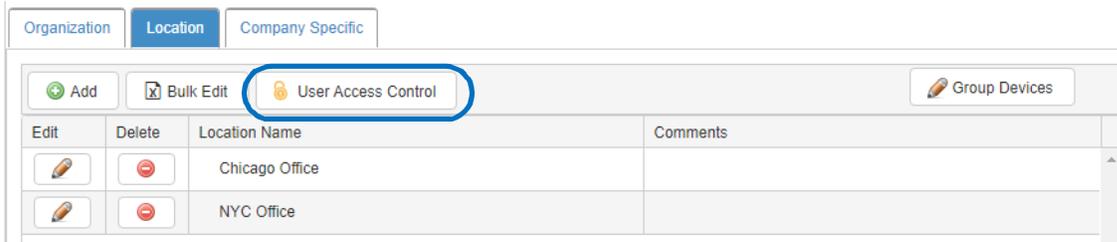
3. Click **User Access Control**.

    In the pop-up screen, all users with access to the company are currently listed on the left. Note that location groups are not displayed until you select at least one user name.
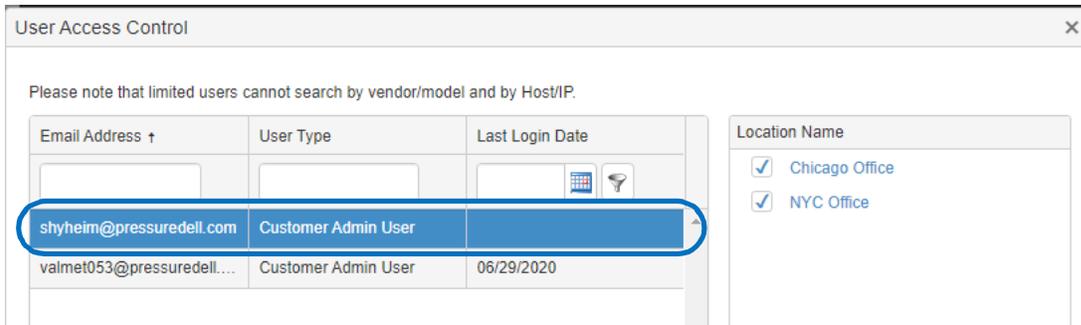
4. Click on a user account in the list and then click one or more locations on the right that you want to permit the user access to. In the example below, the selected user will be limited to access only devices within the Chicago office, but not in the NYC Office.
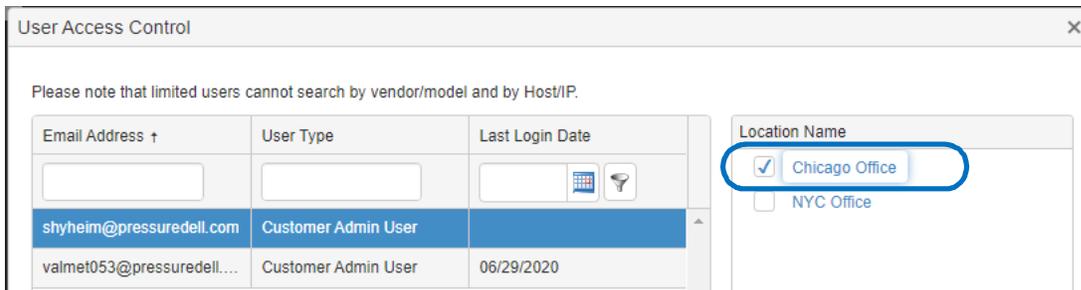
5. Click **Save** to close the User Access Control screen, and then click **Save** in the Device Grouping tab to save all changes.

3.5. Sort the Device List and View Counters

The Device List is divided into two distinct views. The top half of the screen shows the devices grouped into any Organization, Location, or Custom groups that have been created for the company If you click a group, only that group is displayed in the table on the right.
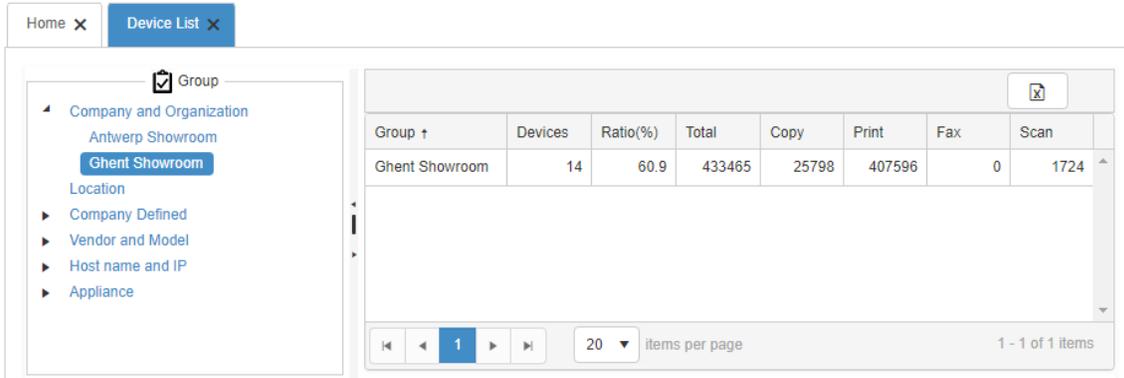
NOTE: To modify the Device groups that appear on this screen, see *3.3. Group Devices for Reporting* on page 14

The bottom of the screen provides a table of all devices assigned to the company. You can use the filter fields to enter text to locate a specific device, or you can drag and drop the column headers to sort the entire table based on the header.
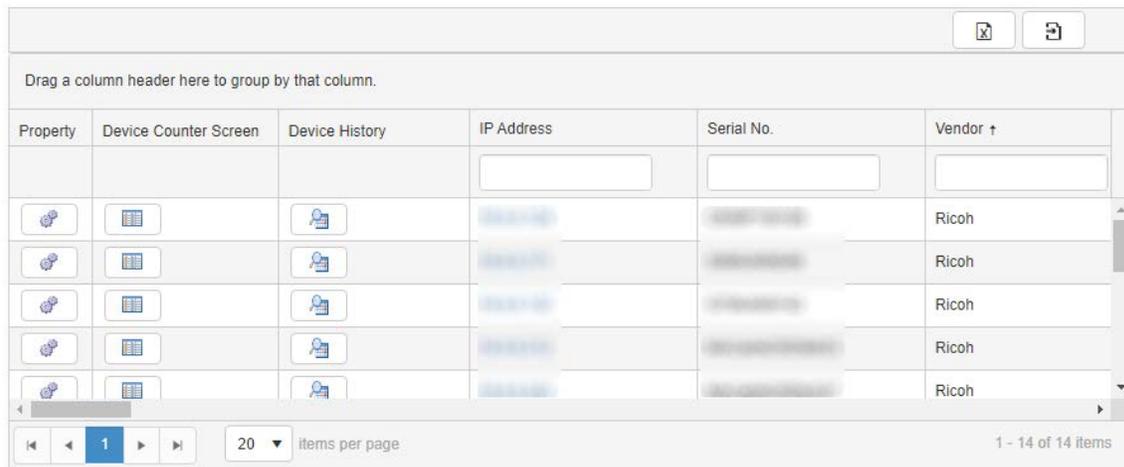
You can perform the following tasks in the Device List:

- To sort by column, drag and drop any column in the list to the header space to group the devices by the column. In the example below, the list will be sorted based on the Model column.
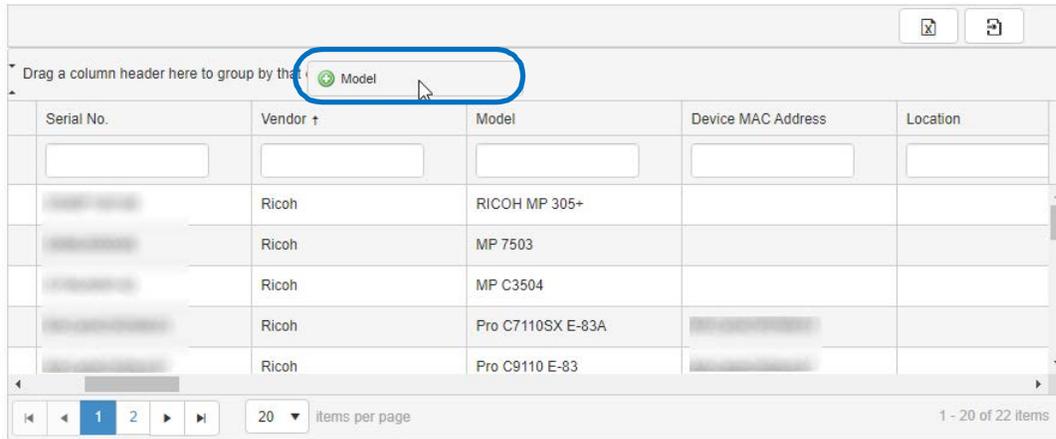
- To view Device properties, click **Property** in the device row.

- To view counters, click Device Counters in the device row. You can click on a tab header in the Device Counters tab to view the following Device Counters for the selected device:
  - Daily Volume (By B&W and Color)
  - Daily Volume (By Function)
  - scan'
  - Duplex Pages
  - Combine Pages
  - Daily Volume (by Paper Size)
  - Daily Volume (by Paper Tray)
  - Pages per Job
  - Fax Send Pages (By Function)
  - Scan Send Pages (By Function

6. To export the device data to an editable MS Excel file, click **Export**.

3.6. Add Custom Data Fields

If you require one or more custom data fields that you use for tracking, you can add the data fields in Settings Company Profile. For example, you might want to add a custom field for configuration serial number, equipment ID or customer number.

Once you save the Company Profile, the new data fields appear in the Device List, but the data will be empty until you export the device list and add the custom data per device.

1. Follow the instructions in *3.1. Edit the Company Profile* on page 13 to add data fields.

2. Click **Device List.** At the bottom of the screen drag the slider to the right until you locate the new data column you added to the table in step 1 above. Once you verify that the new column is in place, click **Export**. [x] Export to Excel
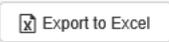
3. Save the file locally.

4. In MS Excel, open the exported file. Add values to the new custom field you added. When finished, click F**ile → Export → Change File Type**. From the Other File Types section, select **CSV (Comma delimited) (*.csv)** format and then click **Save As**.
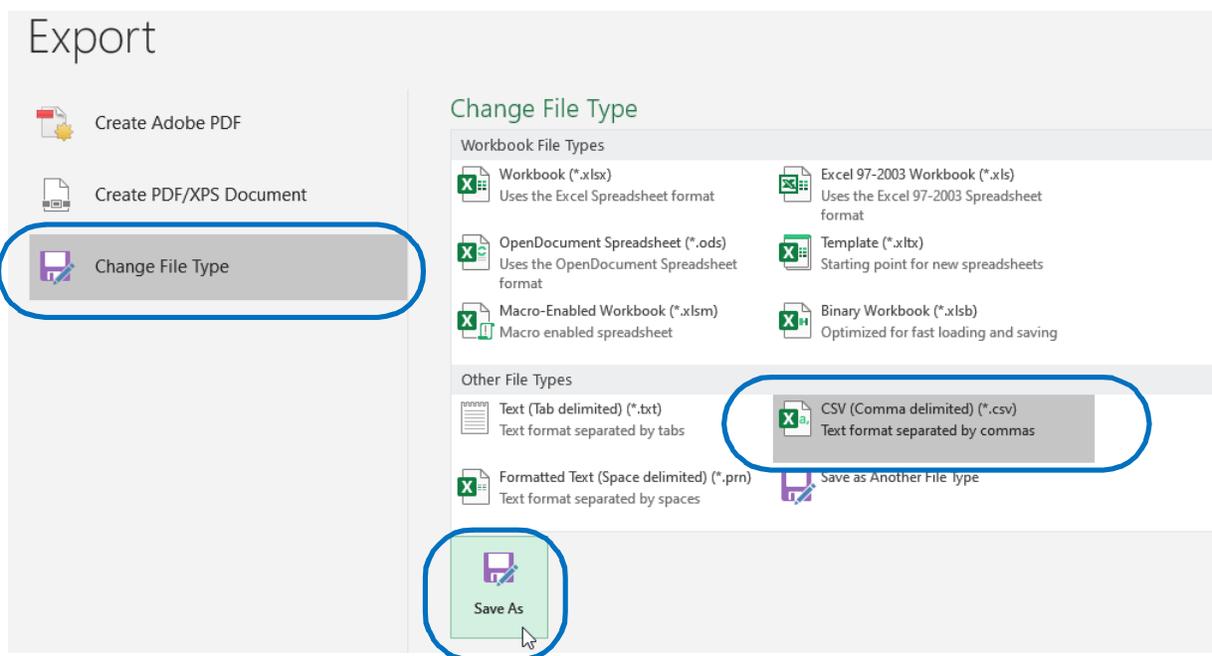
Warning: You cannot simply save the file in Excel as a CSV file. You MUST perform this process to change the file type. Otherwise the re-import will fail because the @Remote Reporting Portal will not recognize the file type.

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5. Back in the @Remote Reporting Portal's Device List screen, click **Import** to import the updated .csv file.

6. In the Device List Import pop-up screen, verify the data that will be imported. In the example below, we added data to the Custom1 field.

7. Click **Update** to continue.

The data is added to the device list and will now appear in reports.

4. Add Company User Accounts

 Only users with Administrator privileges can perform this task.

Customer Administrators can add individual user accounts IF the ability to add accounts has been granted to the company. If the Add User option does not appear on the Settings menu, your company has not been granted access to allow Administrators to create new company accounts. Speak to a Ricoh representative for details.

NOTE: Customer Administrators can add new accounts, but they cannot delete an account. For account removal, contact a Ricoh representative.

1. From the Options palette, click **Settings → Add User**.

2. On the Add Customer User tab, enter the user's valid email address.

3. Enter a password that is minimum 6, maximum 25 characters in the New Password and Confirm Password fields.
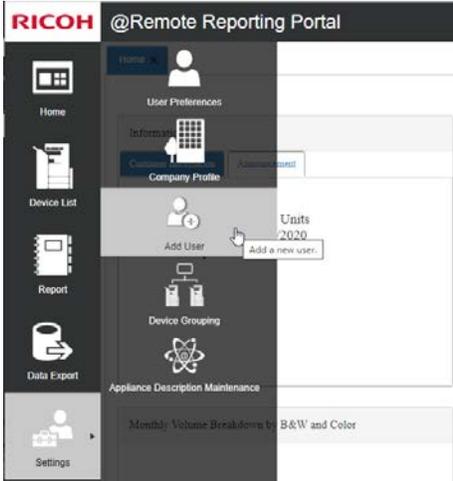
4. Complete the following fields

Setting	Description
Date Format	• Select the Date Format

Setting	Description
Contents to Report	• Offers presentation options for the specific options per report (i.e. paper consumption in the Green Report vs. function in the Monthly Volume Report). You can choose Show Graph or Show Table for each individual report option. Refer to the sections below for descriptions of the various report content options.
Language	• Produces the report in the language of your choosing.
Date Format	Choose the region-specific date option you prefer: • MM/DD/YYYY • DD/MM/YYYY • YYYY/MM/DD
Digit Separator	Select the appropriate number format for your region: • #,###,###.## – uses a comma for the thousands separator and a period for the decimal separator • #.###.###,## – uses a period for the thousands separator and a comma for the decimal separator • # ### ###,## – does not use a thousands separator, but uses a comma for the decimal separator
Paper Size	• Choose either A4 or Letter paper size for the report.
Thousand Symbol	• Rounds up to nearest thousandth and represents the number with a K.

Setting	Description

Select Grouping/Device	• Click Search and then select a specific group/device option. All groups or devices that are checked will be included in the report.
	• If device groups have been created for your company, you can select one or more groups to produce a specific group-focused reports. You can generate a report for a <u>device group</u> based on the following (if applicable groups created):
	   • Group by Organization
	   • Group by Location
	   • Group by Company Specific
	
	Search Group(By Organization) ▼
	  ▲ ■ Belgium
	     ✓ Antwerp Showroom
	     ☐ Ghent Showroom
	
	• You can generate a report for specific <u>devices</u> based on the following:
	   • Device by Organization
	   • Device by Location
	   • Device by Company Specific
	   • Device by Vendor/Model
	   • Device by Hostname/IP
	   • Device by Appliance
	
	Search Device(By Organization) ▼
	  ▲ ✓ Belgium
	    ▲ ✓ Antwerp Showroom
	      ✓ MP C3004
	      ✓ MP C3004ex
	      ✓ Pro C5200S E-24B
	      ✓ Pro C7210SX E-85A
	      ✓ Pro C9210 E-85
	      ✓ RICOH MP C306Z
	      ✓ Ricoh MP C4504ex
	      ✓ RICOH MP C6503
	      ✓ RICOH SP C352DN
	   ▶ ☐ Ghent Showroom

Save Settings	After you make selections from the Optional report settings, including specific device groups and report contents, click the **Save Settings** option to save your current choices. The next time you load the report in the portal, these settings will be preselected for you and the initial report will load using these settings.

5. Generate Reports

The reports within the @Remote Reporting Portal are generated dynamically each time you make a new selection from the report options. While a report is loading, you will see a message similar to the following screen sample, indicating the number of pages loaded.
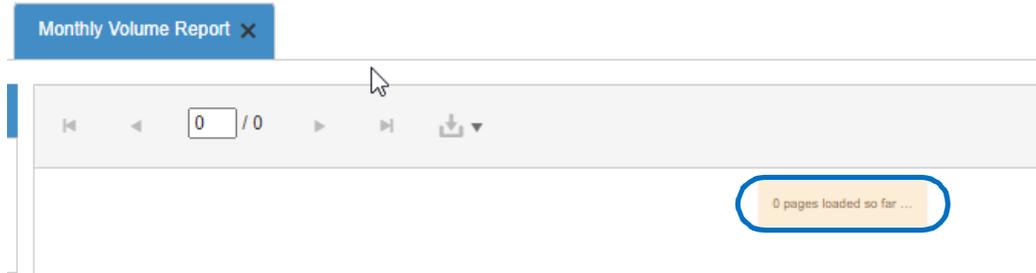
After the report loads within the interface, you can either:

- View the report on the screen
- Download the report to a PDF file
- Download the report data to an Excel file
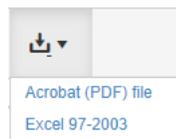
Warning: It is important to note that devices and their meter read data appear on the monthly reports only after a full month's worth of data is available for the device (i.e. two months' end and one month beginning).

The following reports are available to run from the Options palette → Report option.

Report Name	Contents	See Page
Monthly Volume	Graphs the total trend data over a 13 month period and provides monthly page output totals and breakdowns. You can modify the report contents to view the data based on B&W/Color, Function (Copy, Print, Fax, Other), Duplex Pages/%, Combine Pages/%, Scan, and/or Fax Send output.	29

Report Name	Contents	See Page
Green Report	Provides trend data for paper and energy consumption on a monthly basis. You can modify the report contents to show only paper OR energy consumption, or to show both. NOTE: The factors used in green reports calculations can be set by Customer Administrator users. Refer to *3.1. Edit the Company Profile* on page 13 for instructions.	30
Monthly Asset Tracking	Provides a month to month report showing changes in fleet population and change history (added or reduced units per month).	31
Monthly User Volume	Graphs the monthly usage data over a 13 month period based. NOTE: This report requires user code configuration in StreamlineNX.	32

5.1. Paging Through Reports

Depending on the number of report options you decide to view, the report can be a single page or multi-page. In the case of multi-page, use the paging icons at the top of the report to move through the pages as shown below.
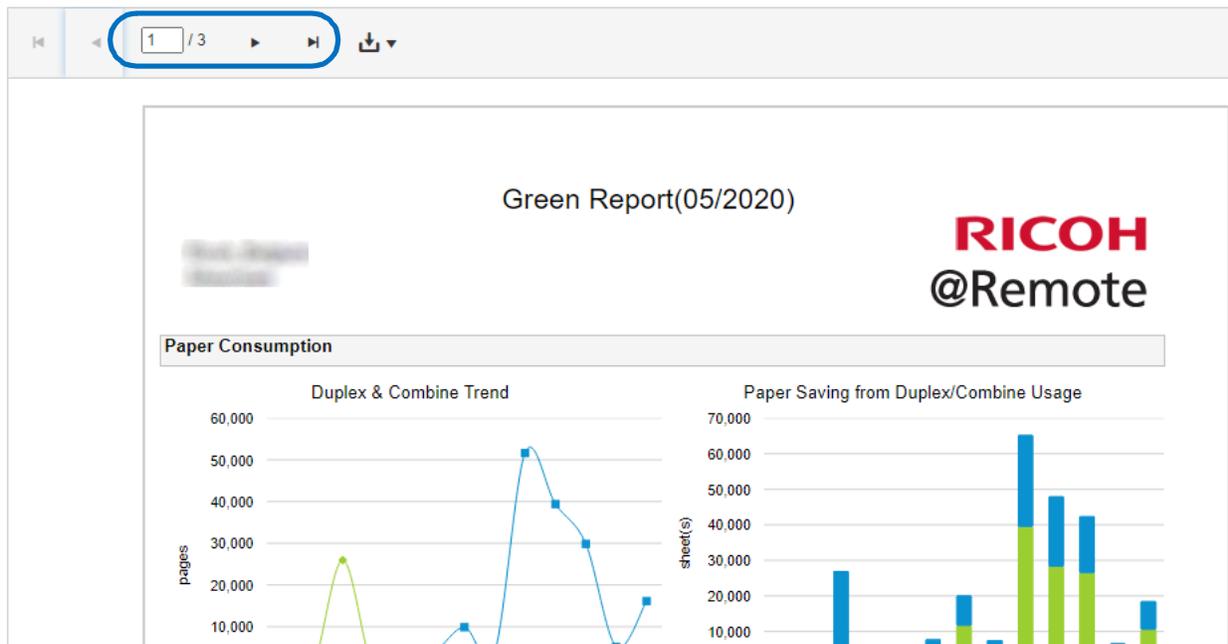
5.2. Common Report Options

All reports offer some common settings, as described below. Other than the Date Settings (End Month), all settings are optional. Each time you either select or de-select a setting, the report automatically reloads in the screen to reflect your new choices. To keep the settings for a report and have them load the next time you launch this report, click **Save Settings**.

Setting	Description
Date	• Select the End Month. All data in the report will be calculated using this date.
Contents to Report	• Offers presentation options for the specific options per report (i.e. paper consumption in the Green Report vs. function in the Monthly Volume Report). You can choose Show Graph or Show Table for each individual report option. Refer to the sections below for descriptions of the various report content options.
Language	• Produces the report in the language of your choosing.
Date Format	Choose the region-specific date option you prefer: • MM/DD/YYYY • DD/MM/YYYY • YYYY/MM/DD
Digit Separator	Select the appropriate number format for your region: • #,###,###.## – uses a comma for the thousands separator and a period for the decimal separator • #.###.###,## – uses a period for the thousands separator and a comma for the decimal separator • # ### ###,## – does not use a thousands separator, but uses a comma for the decimal separator
Paper Size	• Choose either A4 or Letter paper size for the report.
Thousand Symbol	• Rounds up to nearest thousandth and represents the number with a K.

| Setting	Description

Select Grouping/Device	• Click Search and then select a specific group/device option. All groups or devices that are checked will be included in the report.
	• If device groups have been created for your company, you can select one or more groups to produce a specific group-focused reports. You can generate a report for a <u>device group</u> based on the following (if applicable groups created):
	  • Group by Organization
	  • Group by Location
	  • Group by Company Specific
	
	Search Group(By Organization) ▼
	  ▲ ■ Belgium
	    ✓ Antwerp Showroom
	    ☐ Ghent Showroom
	
	• You can generate a report for specific <u>devices</u> based on the following:
	  • Device by Organization
	  • Device by Location
	  • Device by Company Specific
	  • Device by Vendor/Model
	  • Device by Hostname/IP
	  • Device by Appliance
	
	Search Device(By Organization) ▼
	  ▲ ✓ Belgium
	    ▲ ✓ Antwerp Showroom
	      ✓ MP C3004
	      ✓ MP C3004ex
	      ✓ Pro C5200S E-24B
	      ✓ Pro C7210SX E-85A
	      ✓ Pro C9210 E-85
	      ✓ RICOH MP C306Z
	      ✓ Ricoh MP C4504ex
	      ✓ RICOH MP C6503
	      ✓ RICOH SP C352DN
	    ▶ ☐ Ghent Showroom

Save Settings	After you make selections from the Optional report settings, including specific device groups and report contents, click the **Save Settings** option to save your current choices. The next time you load the report in the portal, these settings will be preselected for you and the initial report will load using these settings.

5.3. Monthly Volume

The Monthly Volume report provides a graph of device trend data over a 13 period, or a table of data for the selected month end.

NOTE: If you elect to view an option in graph format for this report, the data is graphed over a 13 period and you can see the breakdown per month. However, if you elect to view table format, the data is presented in a table showing only the total data for the selected month end.

In addition to the Common Report parameters listed in *5.2. Common Report Options* on page 27, Monthly Volume reports allow you produce a report containing the following data:

- Monthly Volume (By B&W and Color)
- Monthly Volume (By function)
- Duplex Pages/Duplex %
- Combine Pages/Combine %
- Scan
- Fax Send

Monthly Volume Report(05/2020)

RICOH @Remote

Monthly Volume(By Function)(13 Months Trend)

	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	Average	Total
Copy	10	13	154	180	525	637	419	4,578	57,571	41,730	29,603	4,844	14,738	11,923	155,002
Print	912	828	6,518	4,050	9,023	18,785	19,798	106,364	8,829	9,721	12,523	1,792	4,789	15,687	203,932
Fax	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	922	841	6,672	4,935	9,548	19,422	23,465	112,181	66,400	51,451	46,454	6,880	19,527	28,361	368,698
Total Devices	28	28	27	23	22	22	18	17	16	15	15	15	15	20	

5.4. Green Report

The Green Report provides trend data for paper and energy consumption for Ricoh devices on a monthly basis. This report provides data about the actual values obtained each month. You can compare months to determine if your company is increasing or decreasing consumption habits. The way you use your MFPs and printers can affect environmental resources in two ways:

- Reducing the number of sheets of paper used, by maximizing duplex (double sided) and combine printing (2-Up+).
- Reducing the energy consumption of your machines when they are idle by not increasing the manufacturer's default settings for energy timers, or by reducing them slightly.

You can use this Green Report data to determine:

- How many sheets of paper your business uses every month
- What percentage of your output is duplex
- Do you use the combine function?
- How much power you use every month
- If your machines sit at the "ready" mode for too long when the device is not being used

5.4.1. Green Report Options

You can modify the report contents to show only paper OR energy consumption, or to show both factors in table or graph format.

Report Content Options	Description
Paper Consumption	Based on the unit price of paper.
Energy Consumption	Based on factors including the unit price of power, C02 Factor Trees, Electricity and Manufacturing.

NOTE: The factors used in green reports calculations can be set by Customer Administrator users. Refer to *3.1. Edit the Company Profile* on page 13 for instructions.

This is a multi-page report, and you can use the paging icons at the top of the report to move through the pages as shown below.
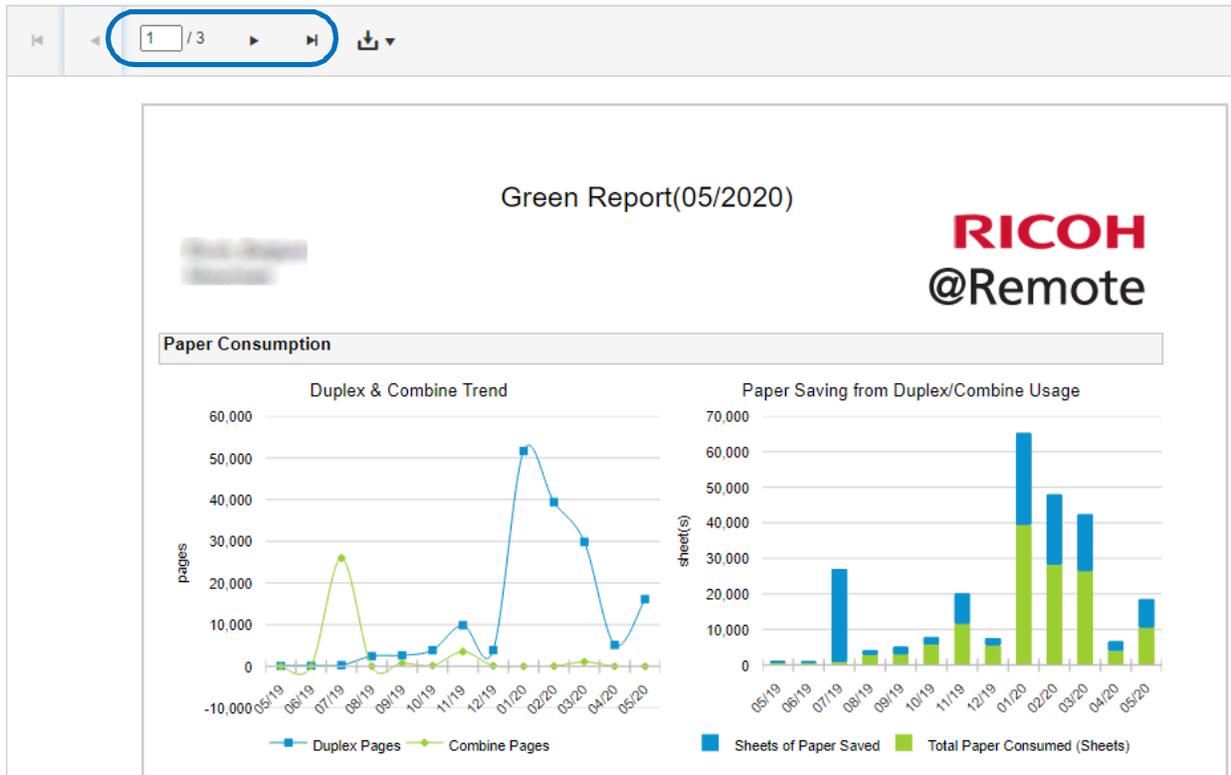
5.5. Monthly Asset Tracking

The Monthly Asset Tracking Provides a month to month report showing changes in fleet population and change history (added or reduced units per month).

NOTE: If you elect to view an option in graph format for this report, the data is graphed over a 13 period and you can see the breakdown per month. However, if you elect to view table format, the data is presented in a table showing only the total data for the selected month end.

In addition to the Common Report parameters listed in *5.2. Common Report Options* on page 27, Monthly Volume reports allow you produce a report containing the following data:

- **Population Change** – a month to month mapping of the number of devices, including a breakdown by vendor
- **Change History** – a table indicating the specific devices that were added or removed per month.

Monthly Asset Tracking Report (05/2020)

RICOH @Remote

Population Change(13 Months Trend)

	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	Average
Ricoh	27	27	26	22	21	21	17	16	15	14	14	14	14	19
Tyan Computer	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total Devices	28	28	27	23	22	22	18	17	16	15	15	15	15	20
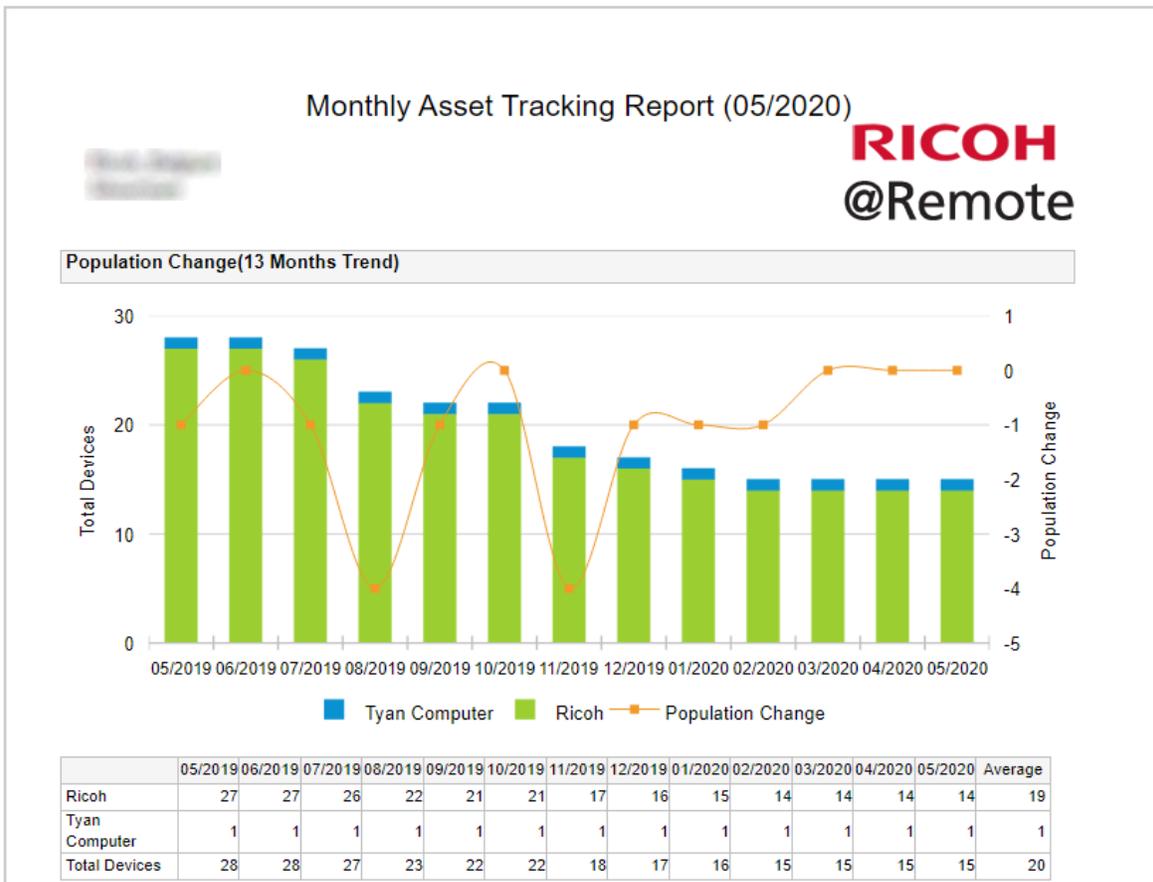
5.6. Monthly User Volume

The Monthly User Volume report provides a graph of user trend data over a 13 period, or a table of data for the selected month end.

NOTE: If you elect to view an option in graph format for this report, the data is graphed over a 13 period and you can see the breakdown per month. However, if you elect to view table format, the data is presented in a table showing only the total data for the selected month end.

In addition to the Common Report parameters listed in *5.2. Common Report Options* on page 27, Monthly User Volume reports allow you produce a report containing the following data:

• Monthly Volume (By B&W and Color)

• Monthly Volume (By Function)

• Duplex Pages

• Combine Pages

• Monthly Volume (By Color Mode)

Monthly User Volume Report(03/2020)

RICOH @Remote

Monthly Volume(By B&W and Color)(13 Months Trend)

	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Average	Total
Mono Color	515,519	135,915	154,565	71,121	83,342	148,602	166,898	131,724	87,091	74,733	81,912	74,736	60,530	137,437	1,786,688
Full Color	139,276	38,557	42,303	37,415	36,277	47,675	38,249	32,042	38,667	30,167	41,634	34,516	29,613	45,107	586,391
Total	658,212	175,303	197,885	109,377	120,435	197,544	206,359	164,764	126,813	105,732	124,077	110,137	91,089	183,671	2,387,727
Total Users	1,315	1,319	1,319	1,328	1,329	1,340	1,340	1,340	1,341	1,342	1,362	1,362	1,303	1,333	

5.7. Add Company Logo to Reports

Only users with Administrator privileges can perform this task. General users can view this information only.

Customer Administrators can add their company logo to reports by uploading the logo to the Company Profile settings. You can upload a file up to 1MB in size, and acceptable file types are .jpg, .png and .gif.

1. From the Options palette, click **Settings → Company Profile**.

2. Beside the Company Logo option, click **Upload File.**

3. Browse to the location of the logo, select the file, and then click OK.

4. The logo appears in the Company settings screen to indicate how it will look in reports.

5. Click **Save** if the logo is acceptable. Otherwise, modify the logo in a third-party program and then trying uploading again.

The logo will now appear in all reports in the upper left corner, as shown in the example below.
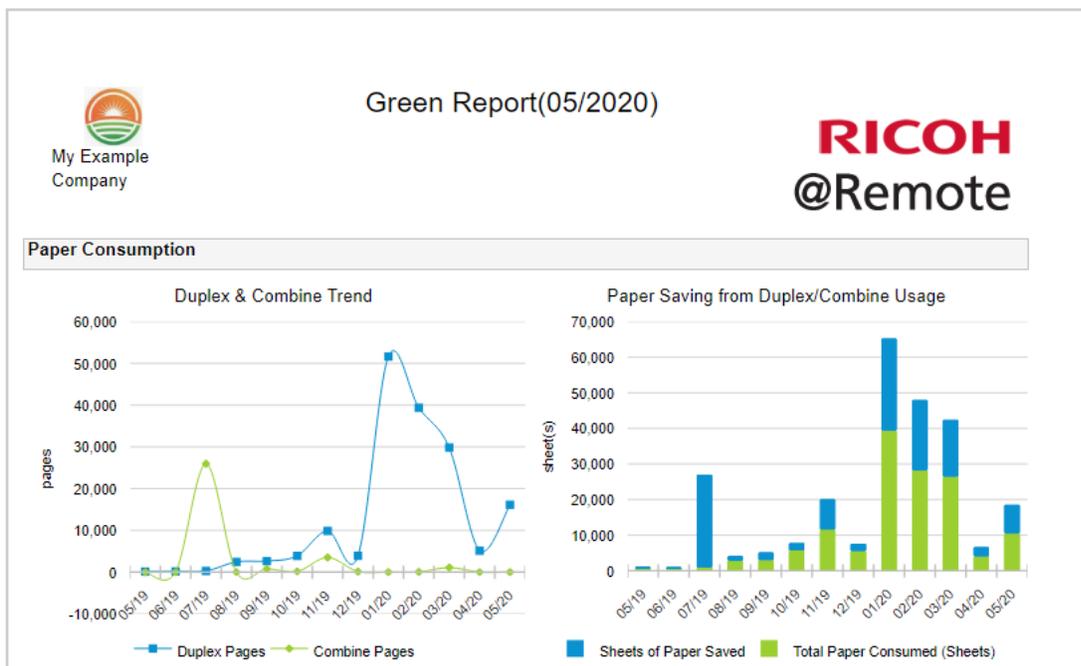
6. View Data Exports

The Data Exports available for you to view depend upon the permissions granted by a Ricoh Internal User. Therefore, all exports listed below may not be available for your company. Consult your Service Provider for more information.

The following exports are available to produce from the Options palette → Data Export option.

Report Name	Contents	See Page
Monthly Trend Export	• Provides device data usage calculated by subtracting the Last Meter Read available at the end of the selected month from the Last Meter Reader available at the end of the previous month. • Use this data to calculate and compare the cost of printing to your various devices.	36
Monthly Trend Export (Wide Format)	• Provides wide format device data usage calculated by subtracting the Last Meter Read available at the end of the selected month from the Last Meter Reader available at the end of the previous month. • Use this data to calculate and compare the cost of printing to your various wide format devices.	37
Device Daily Data Export	• Provides meter read data for a given date, over a duration of time, or total lifetime. • Use this data to understand specific device usage across the fleet.	38
Accounting Export	• Obtains individual or department code data from devices managed by Ricoh Streamline NX. • Use this data to assist with cost recovery work.	41

6.1. Monthly Trend Export

Use the Monthly Trend Export data to calculate and compare the cost of printing to your various devices. You can view the data on screen, or export it to an MS Excel file for further evaluation.

1. From the Options palette, click **Data Export → Monthly Trend Export**.

2. From the Date Settings group, choose the **End Month** and the **Number of Months to Include**. All data will be produced based on these settings.

3. To limit the data to a subset of grouped devices only, click **Search** in Select Grouping/Device group. In the Select Grouping/Device drop-down, select the search group type, and then choose one or more groups. You can also select an individual device. Click OK to close the pop-up and continue.

   NOTE: The groups that appear in this screen depend on the groups established in *3.3. Group Devices for Reporting* on page 14.

4. From the S**elect model contents to export** group, select the options that will be included in the export.: Vendor, Model, Serial No., IP address, Register Date on @Remote, Appliance Serial No., Location, Group Name, DataMode, and LastUpdate.

5. From the **Select counter contents to export** area, select the data to include in the export:

   - Monthly Volume
   - Monthly Volume (by B&W and Color)
   - Monthly Volume (by Function)
   - Monthly Volume (by function/B&W)
   - Scan
   - Duplex Pages,
   - Combine Pages
   - Duplex & Combine Pages (By Function)
   - Monthly Volume (By Paper Size)

   - Pages per Job
   - Fax Send Pages (By Function)
   - Scan Send Pages (By Function)
   - Total Paper Consumed & Sheets of Paper Saved
   - Time by Mode
   - Energy Consumption
   - Large Size
   - Special Toner
   - Developments

• Monthly Volume (By Paper Tray)   • Toner Replacements

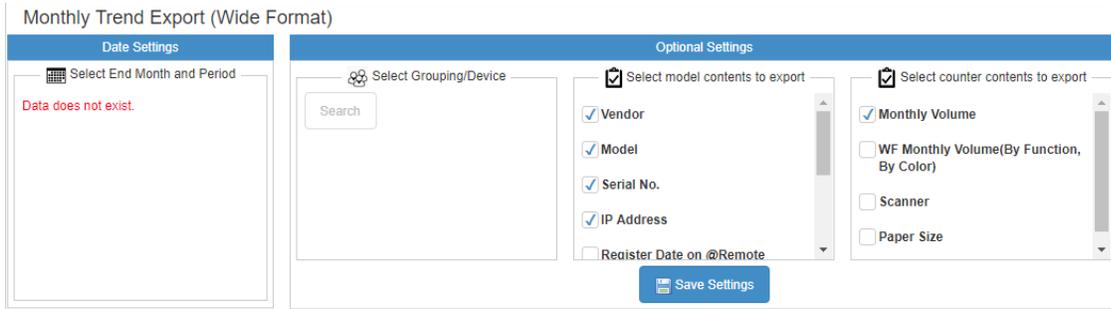   • Avg_DotCoverage

6. Click the **Save Settings** option to save your current choices. The next time you load the Data Export in the portal, these settings will be preselected for you and the initial report will load using these settings.

7. To update the device data, click **Update Data.**

8. The data in the table will update to reflect your selections. You can drag and drop the column headers to sort the entire table based on one column.

9. To export the data, click **Export to Excel.** $\boxed{\text{Export to Excel}}$ Select a file location and change the filename from the default if preferred.

6.2. Monthly Trend Export (Wide Format)

@Remote can derive usage data from managed Wide Format Ricoh MFPs. This export format is only populated for companies who have at least one wide format device.

Use this export to view wide format device usage on a monthly basis. You can view the data on screen, or export it to an MS Excel file for further evaluation.

1. From the Options palette, click **Data Export → Monthly Trend Export (Wide Format)**.

2. From the Date Settings area, choose the **End Month** and the **Number of Months to Include**. All data will be produced based on these settings.

3. To limit the data to a subset of grouped devices only, click **Search** in Select Grouping/Device group. In the Select Grouping/Device drop-down, select the search group type, and then choose one or more groups. You can also select an individual device. Click **OK** to close the pop-up and continue.

   NOTE: The groups that appear in this screen are created in *3.3. Group Devices for Reporting* on page 14.

4. From the **Select model contents to export** area, select the options that will be included in the export.: Vendor, Model, Serial No., IP address, Register Date on @Remote, Appliance Serial No., Location, Group Name, DataMode, and LastUpdate.

5. From the **Select model contents to export** area, select the data to include in the export:

   • Monthly Volume   • Scanner

   • WF Monthly Volume (By Function, By   • Paper Size
     Color)

6. Click the **Save Settings** option to save your current choices. The next time you load the Data Export in the portal, these settings will be preselected for you and the initial report will load using these settings.

7. To update the device data, click **Update Data.**

8. The data in the Device List table will update to reflect your selections. You can drag and drop the column headers to sort the entire table based on one column.
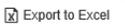
9. To export the data, click **Export to Excel.** 🗎 Export to Excel   Select a file location and change the filename from the default if preferred.

6.3. Device Daily Data Export

You can export the following meter read data for a device or device group:

   • Lifetime Counter on the start date – Based on the start date you select, reports on the total output since that date.

   • Lifetime Counter for the specified period – Reports the total counters for a specified duration.

   • Difference Counter between start date and end date – Reports the total counters on two specified days to compare values.

1. From the Options palette, click **Data Export → Device Daily Data Export**.
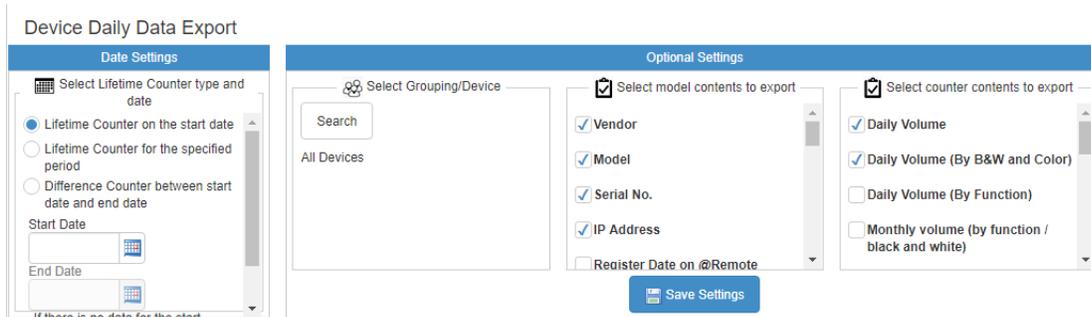
2. From the Date Settings area, choose one of the following:

    a. **Lifetime Counter on the start date** – Select only a start date from the calendar options. If there is no counter for the specified date, the system will search for a counter up to 35 days previously.

    b. **Lifetime Counter for the specified period** – Select both a start and end date from the calendar options

    c. **Difference Counter between start date and end date** – Select both a start and end date from the calendar options

3. To limit the data to a subset of grouped devices only, click **Search** in Select Grouping/Device group. In the Select Grouping/Device drop-down, select the search group type, and then choose one or more groups. You can also select an individual device. Click **OK** to close the pop-up and continue.

    NOTE: The groups that appear in this screen are created in *3.3. Group Devices for Reporting* on page 14.

4. From the S**elect model contents to export** area, select the options that will be included in the export.: Vendor, Model, Serial No., IP address, Register Date on @Remote, Appliance Serial No.,

• Vendor	• Location 1-2
• Model	• Comments
• Serial No.	• Custom 1-5
• IP Address	• Budget Number Code/Lease Number
• Register Date on @Remote	• CPP (Cost per page)
• Appliance Serial No.	• Projected Monthly Volume
• DataMode	• Lease Expiration Date
• LastUpdate	• Account Number
• Name/Tag	

5. From the **Select model contents to export** area, select the data to include in the export:

• Daily Volume	• Daily Volume (By Paper Tray)
• Daily Volume (By B&W and Color)	• Pages per Job
• Daily Volume (By Function / B&W)	• Fax Send Pages (By Function)
• Scan	• Scan Send Pages (By Function)
• Duplex Pages	• Large Size
• Combine Pages	• Developments

- Duplex & Combine Pages (By Function)
- Daily Volume (By Paper Size)
- Toner Replacements
- Avg_DotCoverage

6. Click the **Save Settings** option to save your current choices. The next time you load the Data Export in the portal, these settings will be preselected for you and the initial report will load using these settings.

7. To update the device data, click **Update Data.**

8. The data in the Device List table will update to reflect your selections. You can drag and drop the column headers to sort the entire table based on one column.

9. To export the data, click **Export to Excel.** [⊞ Export to Excel]   Select a file location and change the filename from the default if preferred.

6.4. Accounting Export

@Remote can obtain individual or department counter code data from managed Ricoh devices and presents the results in the Accounting report to assist with cost recovery work.

Warning: Accounting data requires User Code configuration in Streamline NX. The Device List data will update only if user code data is available for the current company.

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1. From the Options palette, click **Data Export → Accounting Export**.

2. From the Date Settings area, choose the **End Month** and the **Number of Months to Include**. All data will be pulled from the database based on these settings.

3. To limit the data to a subset of grouped devices only, click **Search** in Select Grouping/Device group. In the Select Grouping/Device drop-down, select the search group type, and then choose one or more groups. You can also select an individual device. Click **OK** to close the pop-up and continue.

   NOTE: The groups that appear in this screen are created in *3.3. Group Devices for Reporting* on page 14.

4. From the S**elect model contents to export** area, select the options that will be included in the export.: Model, Serial No., IP address, User Code, User Name, Group Name, Last Update.

5. From the **Select model contents to export** area, select the data to include in the export:

   • Monthly Volume   • Monthly Volume (By Function)

   • Monthly Volume (By B&W and Color)   • Duplex Pages

   • Monthly Volume (By Color Mode)   • Combine Pages

6. Click the **Save Settings** option to save your current choices. The next time you load the Data Export in the portal, these settings will be preselected for you and the initial report will load using these settings.

7. To update the device data, click **Update Data.**

8. The data in the Device List table will update to reflect your selections. You can drag and drop the column headers to sort the entire table based on one column.

To export the data, click **Export to Excel.** Select a file location and change the filename from the default if preferred.