

# RICOH Advanced Remote Mobile System



## Improve print device performance and your productivity

You depend on your Ricoh systems to keep projects on schedule and communications flowing. Productivity suffers when documents can't be printed, copied, scanned or faxed, and you spend time setting up service calls. RICOH Advanced Remote Mobile System (RICOH ARMS), which is powered by RICOH @Remote, minimizes interruptions.

RICOH ARMS allows our technicians to monitor your devices remotely to pinpoint the problem in advance of a visit—and come prepared to make the necessary repairs fast and efficiently the first time.

## Trust the data to clarify what needs to be done

While you're working, our technicians are busy making sure your Ricoh systems are performing at their best. Using their mobile devices and the RICOH ARMS application, the technicians can log in anytime to review key performance data, including:

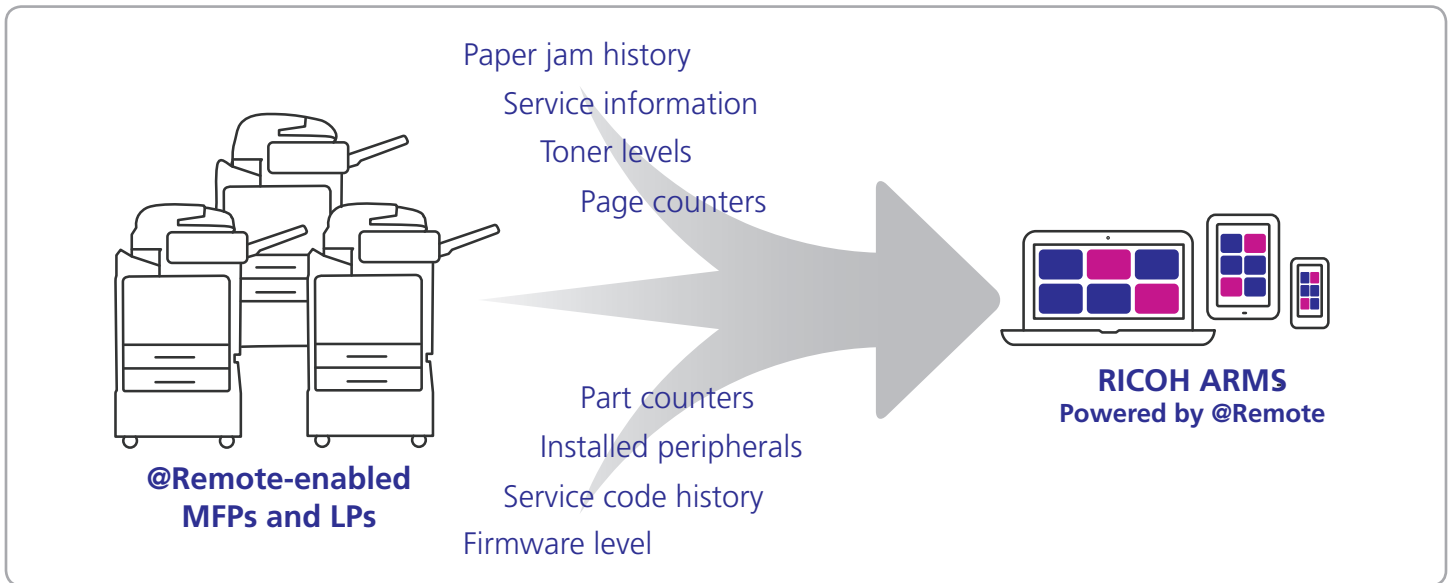
- Recommended actions for:
  - Parts replacement
  - Preventive maintenance
  - Firmware updates
- Consumable parts performance and supply status
- Service code histories

## Peace of mind at no extra cost

Proactive, behind-the-scenes technical support improves your experience with:

- Reduced service call duration
- Increased system uptime
- Latest firmware updates
- More efficient device management

# RICOH ARMS



## Resolve issues faster with pre-visit troubleshooting

Armed with performance details, the technicians look for ways to save you time. For example, firmware updates may be completed remotely, eliminating the need for an onsite visit. With advance diagnosis, the technician can identify and bring the right parts, eliminating a second visit. After site visits, technicians continue to monitor the data to make sure your devices are running smoothly.

## Problems fixed fast

If an issue does occur with your MFP or LP and you need service, access to troubleshooting data through RICOH ARMS enables our service technician to diagnose and fix your system faster. Even before they arrive on-site, our service technician pinpoints the problem through RICOH ARMS—reducing time on-site and getting the repair done right the first time.

## We are proactive and prepared

We invest in technical services like RICOH ARMS to help you run your business efficiently by:

- Putting the right solutions and resources in place
- Optimizing technologies across your enterprise
- Simplifying device management
- Saving your employees time with ongoing support

Other no-cost services include the RICOH Route Optimization Program and Ricoh's RemoteConnect Support. The RICOH Route Optimization Program dispatch and routing system ensure the right technician will arrive at the scheduled time with the right parts. RemoteConnect Support puts you in touch with service consultants who can answer multifunction printer (MFP) operating questions over the phone and access your MFP remotely to help resolve issues.

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[www.ricoh-usa.com](http://www.ricoh-usa.com)

### Activate @Remote

You may already use @Remote for automated meter reads, supply reorder notifications and green reports. Now it can do more for you by allowing our technicians to connect to your devices for pre-visit diagnostic purposes and by supplying data for RICOH Predictive Maintenance, which increases device uptime with pre-emptive repairs.

If you don't use @Remote, [enrollment](#) is free and easy for eligible Ricoh and third-party devices.