



RICOH @REMOTE  
SECURITY + BUSINESS BENEFITS

# Approve Ricoh @Remote **with confidence.**

Automatic meter readings, proactive service support,  
and secure outbound-only connectivity.

@Remote helps Ricoh support your devices more efficiently while reducing manual administration, billing disputes, and avoidable downtime. It captures meter readings automatically, alerts us to service issues early, and enables toner replenishment before you run out.



## Automatic meter readings

Accurate usage data with no manual chasing.



## Proactive service alerts

Issues are flagged early so action can be taken faster.



## Automatic toner replenishment

Consumables can be supplied before they run out.



## Online device visibility

See your Ricoh fleet status from anywhere.

## What @Remote sends. **What it never sees.**



### Transmitted to Ricoh

- ✓ Device name, make and model
- ✓ Serial number
- ✓ IP and MAC address
- ✓ Toner and consumable levels
- ✓ Meter counts
- ✓ Operational alerts such as jams, low toner, and service codes



### Never transmitted

- ✗ Document content
- ✗ User identities or login credentials
- ✗ Files stored on the device
- ✗ Address book contacts or shared folders
- ✗ Network traffic on your LAN
- ✗ Configuration settings, passwords, or admin keys

### SECURE OUTBOUND CONNECTION ARCHITECTURE



Your Device



Outbound  
HTTPS / SSL-TLS



Ricoh  
Communication Gate



Ricoh  
Data Centre



Outbound only



No inbound port  
on your side



Mutually authenticated  
by certificate



ISO 15408  
certified



To arrange activation or request technical detail, just say hello:

**hello@ricohsouthpacific.com**