

Ricoh Smart Integration – Customer Guide

RICOH



Copy



Scanner



Cloud Apps



Quick Print Release



Document Server



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Print/Scan(Memory
Storage Device)

i System Message
No message.

Check Status



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RICOH

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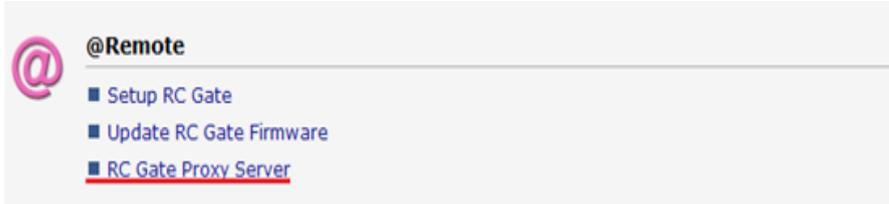
Ricoh Smart Integration is a platform which provides cloud-based apps and workflow integration. It connects your multifunction printer (MFP) to external cloud services, enabling you to work smarter and increase productivity.

This Guide will help you get started.

1. Getting Started

Proxy Settings

As the Ricoh Smart Integration Application is an internet-based application, proxy settings need to be configured in the controller and Smart Operation Panel **in environments that use a proxy server**.

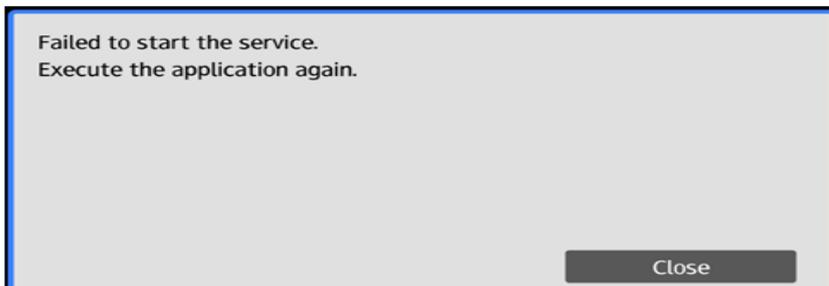


To find Proxy settings in the controller, go to: Web Image Monitor > @Remote > RC Gate Proxy Server.

To find Proxy settings in the Smart Operation Panel, go to: User Tools > Screen Features > Proxy Settings.



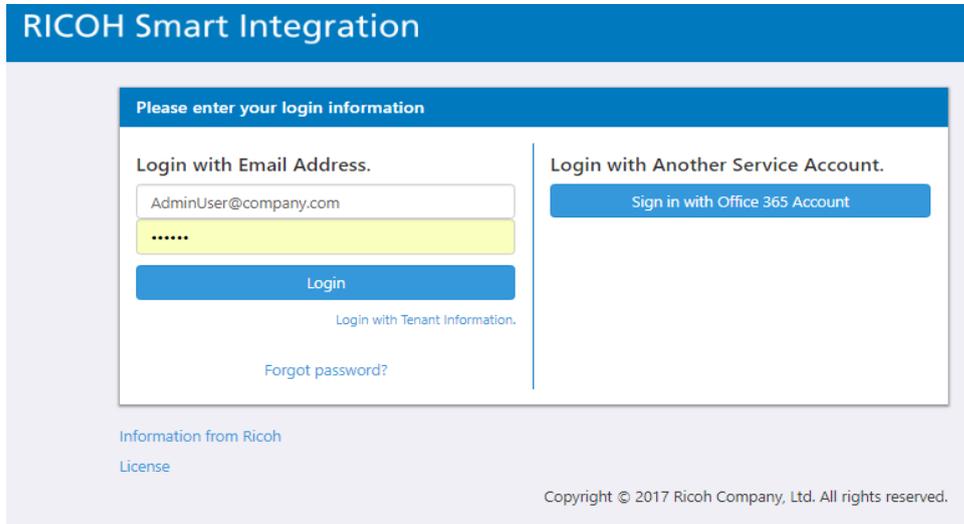
If the Proxy settings are not configured, Ricoh Smart Integration will fail to start up the service and **the following error message will be displayed after selecting the icon**.



User Management

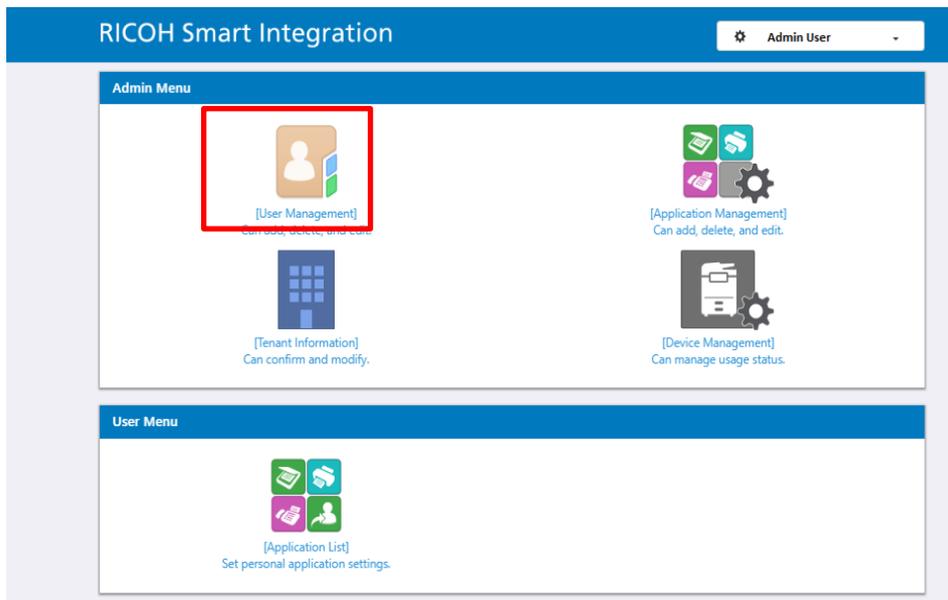
You can create the users for the Ricoh Smart Integration package applications using the Portal page:
<https://www.eu.smart-integration.ricoh.com/site/login>

Log in to your Portal page using the login details you receive from Ricoh.



The Portal is where you add new users to your package applications and edit your applications' settings.

Click on User Management.



You will see your existing admin user account.

To add new users to your applications, click “Create” on the ‘User Management’ page.

On the ‘Add User’ page enter the required details.

Click Save.

Add User

* Mandatory field

Basic Settings

Email Address Registration Yes No

User ID *

Email Address *
After registering the user, send the URL for password setting to this email address.

First Name *

Last Name *

Device Account Link - Account ID

Reply Email Language

Role

System Admin General User

Save Cancel

A notification email is sent automatically to the user.

By clicking the link in the email, the user can register and change his password for the applications. The field “Device Account Link – Account ID” allows the admin user to set up a numeric ID, which users can enter at the device as a Single Sign On.

Cloud Service Configuration

On the section ‘My Page’, click the link “External Service Configuration”, and then the ‘Configure’ button next to the service you want to connect to.

My Page

Basic Settings
Change Password
External Service Connections
Device Account Link
PIN Settings

External Service Connections

Log in with an external service account

Service Name	Coordination	
Office 365	Unconfigured	Configure Unconfigure

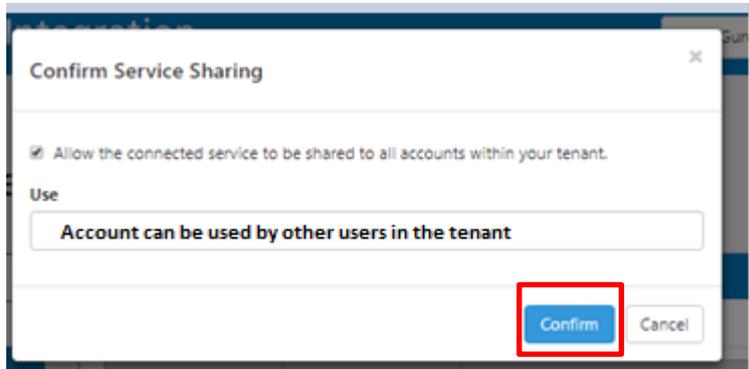
Send and receive files with external storage

Service Name	Coordination	Shared	
Box	Unconfigured		Configure Unconfigure
Dropbox	Configured ✓	No	Configure Unconfigure
Google	Configured ✓	Yes ✓ 28:21	Configure Unconfigure
OneDrive	Configured ✓	Yes ✓ 28:21	Configure Unconfigure

Select the check box if you want the connected service to be available to all other users in your tenant.

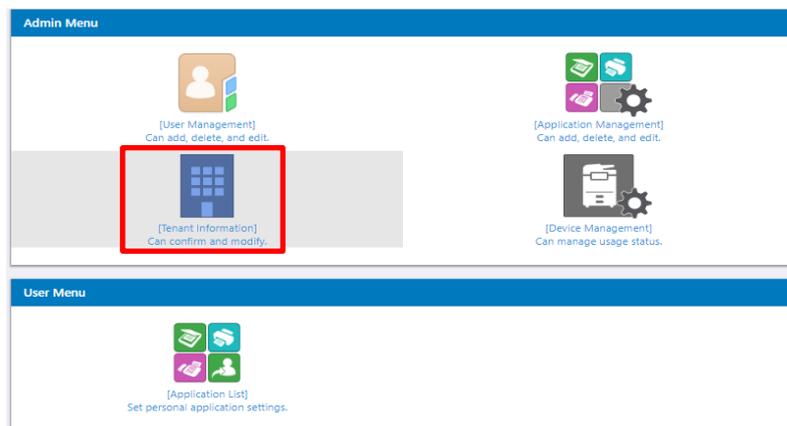
You can enter a description as an audit trail for this sharing purpose.

Click 'Confirm' and the system will direct you to the selected cloud storage service, in order to grant permission for Ricoh Smart Integration to access it.

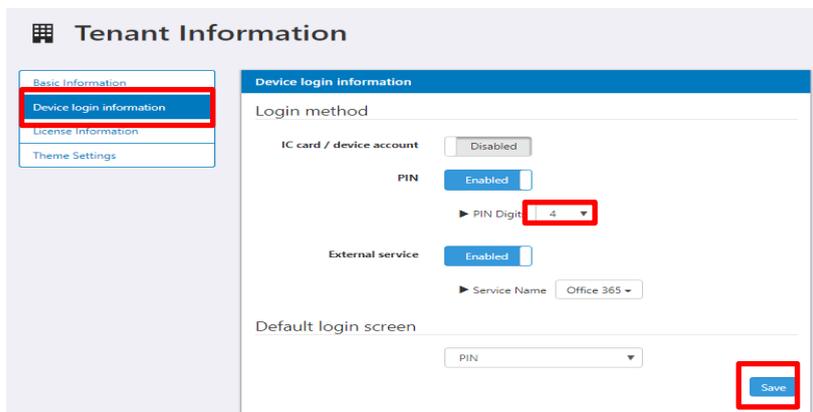


Login Management

For ease of access, Ricoh has also developed PIN code login. To enable this, select Tenant Information on your Portal homepage.



Under Device Login Information, choose how many digits your PIN should contain, and then click 'Save'.



Authentication in Ricoh Smart Integration

Ricoh Smart Integration supports the following authentication methods:

- Login with Email Address
 - Login details provided by Administrator
- Login with Tenant ID
 - Tenant ID and user details provided by Administrator
- Login with PIN code
 - Refer to PIN Code Setup in this document
- Login with External Service (Office 365)
 - Refer to Login with Office 365 in this document

Tenant Information

Basic Information
Device login information
 License Information
 Theme Settings

Device login information

Login method

IC card / device account Disabled

PIN Enabled

▶ PIN Digits 4 ▼

External service Enabled

▶ Service Name Office 365 ▼

Default login screen

▼

Email Address/Password screen.

PIN

External service

Save

The user can define their default MFP login method from the Default login screen under Device Login Information.

← Login to RICOH Smart Integration

Login with PIN Code

Login with Email Address

Login with Tenant ID

Login with PIN Code

Login with External Service

Clear Login

1 2 3 ✕

4 5 6

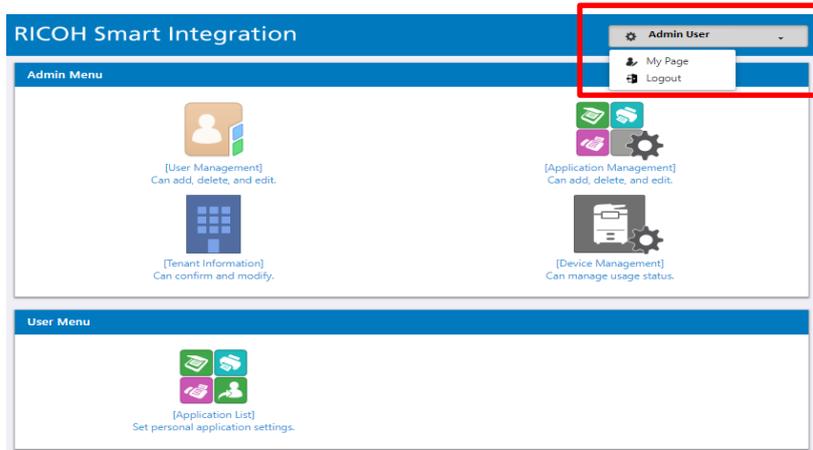
7 8 9

0

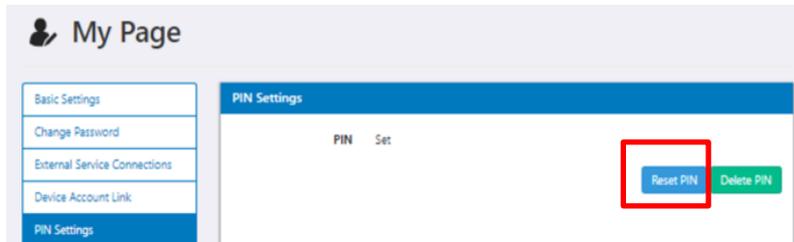
Shuffle Number Keys

PIN Code Setup

Select “My Page” at the top right of the page.

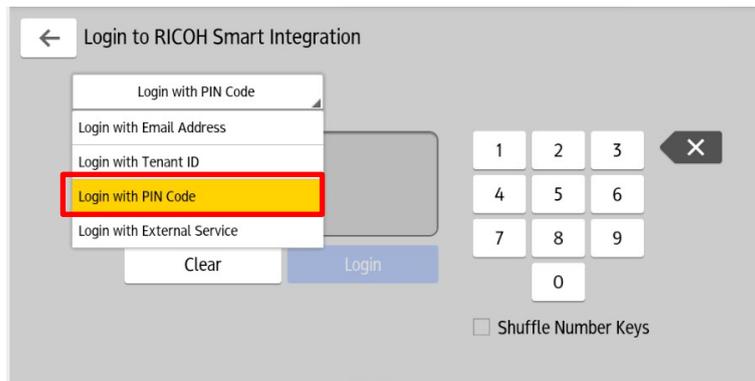


Under PIN Settings, select 'Reset PIN'. Your PIN Code number will be automatically generated and emailed to you.



This functionality is available to both Administrators and normal users.

At the MFP, log in with the new PIN Code by selecting 'Login with PIN Code'.



Log in with Office 365

Ricoh Smart Integration allows you to log in using your Office 365 credentials.

Click the 'Configure' button on the Office 365 row of the table.

The screenshot shows the 'My Page' settings interface. On the left is a navigation menu with options: Basic Settings, Change Password, External Service Connections (highlighted), Device Account Link, and PIN Settings. The main content area is titled 'External Service Connections' and contains a section 'Log in with an external service account'. Below this is a table with two columns: 'Service Name' and 'Coordination'. The first row is for 'Office 365', which is currently 'Unconfigured'. A red box highlights the 'Configure' button in this row. Below the table is another section 'Send and receive files with external storage' with a table containing columns for 'Service Name', 'Coordination', and 'Shared'. This table lists 'Box', 'Dropbox', 'Google', and 'OneDrive', each with 'Configure' and 'Unconfigure' buttons.

Click 'Next' and grant permission for Ricoh Smart Integration to access your Office 365 account.

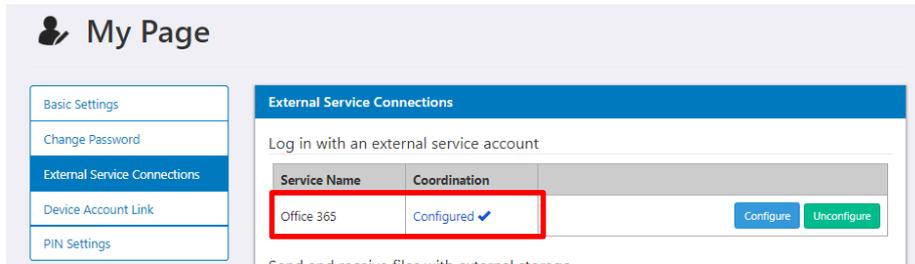
The screenshot shows the Microsoft sign-in page. It features the Microsoft logo and the text 'Sign in'. There is an input field for 'Email address or phone number'. Below the input field is a large blue 'Next' button, which is highlighted with a red box. At the bottom, there are links for 'No account? Create one!' and 'Can't access your account?'.

The screenshot shows a Microsoft permission request dialog. At the top, it says 'Let this app access your info?' with the app name 'RS' and 'api.deve.sliser.com'. Below this, it states 'RICOH Smart Integration needs you to confirm its permission to:'. There are four permission categories listed, each with a small icon and a description:

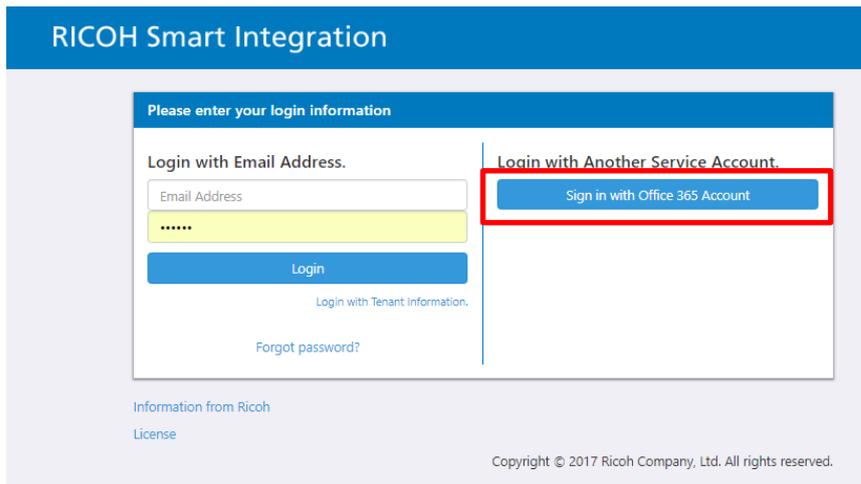
- Read your profile:** RICOH Smart Integration will be able to read your profile.
- View your email address:** RICOH Smart Integration will be able to read your primary email address.
- Sign you in:** RICOH Smart Integration will be able to sign you in and assign a unique and anonymous ID to your account.
- View your basic profile:** RICOH Smart Integration will be able to see your basic profile (name, picture, username).

At the bottom, there is a note: 'You can change these application permissions at any time in your account settings.' Below this note are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a red box. At the very bottom, there are links for 'Terms of Use', 'Privacy & Cookies', and 'Sign out', along with the Microsoft logo.

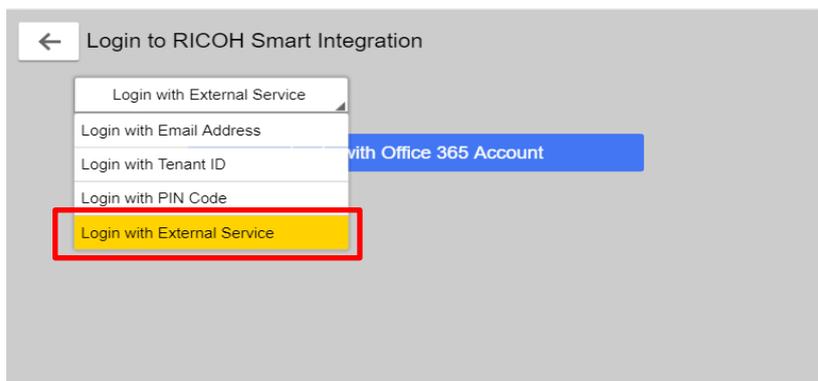
When a tick appears next to 'Configured', Office 365 login is set up for the user.



Now the user can log in to the Ricoh Smart Integration Portal page using their Office 365 account.



At the MFP, a user can select the 'Login with External Service' option to log in with their Office 365 login details.



Application Management

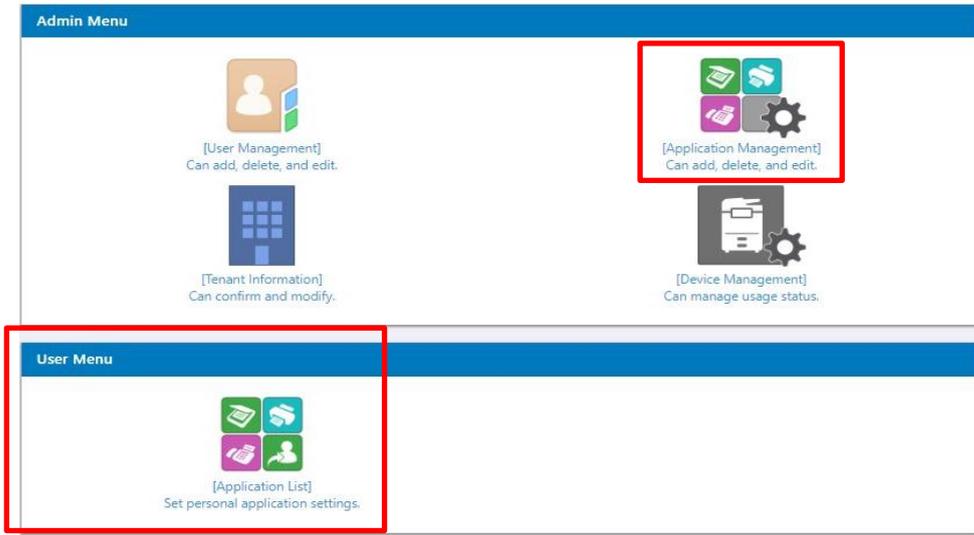
From the Portal homepage, click Application Management.

The Admin configures shared applications.

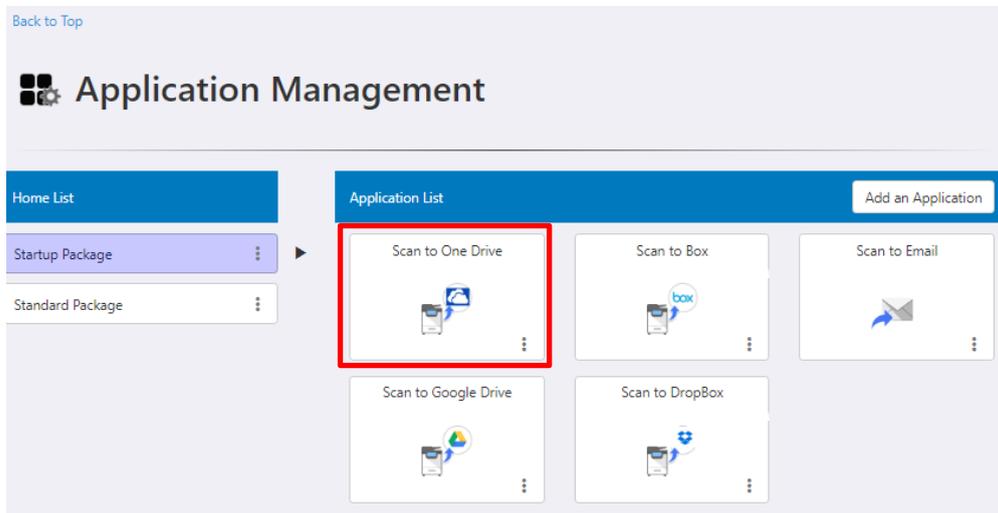
Non-administrator users should configure personal applications by themselves.

Personal applications can be accessed by clicking the 'Application List' button under the User Menu.

Note: 'Personal cloud applications' will contain 'My' in the application name.



In the Application List, click on your individual apps to edit their settings.



Complete the mandatory fields which are marked as *.

Scan to One Drive

* Mandatory field

Service Settings

Service OneDrive

Service Account *
No user is selected.

Common Settings

Default Screen of Folder Browsing

Default Parameter Settings

Select folder *
Cannot get the folder information. Please check the service settings or reset the service coordination settings.

Failure notice email address*

Failure notice email subject

File name

File name

Date Label

Date Separator

Date Format

Default Scanning Settings

Scan Color Mode
 Do not Allow Scan Color Mode Change

Original Sides
 Do not Allow Original Sides Change

Document Orientation
 Do not Allow Document Orientation Change

Scan Resolution
 Do not Allow Scan Resolution Change

Document Size
 Do not Allow Document Size Change

Manual Density
 Do not Allow Manual Density Change

Scan Method
 Do not Allow Scan Method Change

Preview

The “Date label” field is the label displayed for Calendar field in the File Name setting page of the application.

The “Date Separator” field will separate the Date with the value in the “File Name” field.

In order to save your changes, click “Save”.

Configuring the Application

Before using the applications, the Administrator should configure the cloud storage account for each one.

Select 'Application Management' from the Portal page.

Select the application from the Application List.

Click the 'Select a user' button, select the user and click 'OK'.

The Administrator can configure the application fields on the same page.

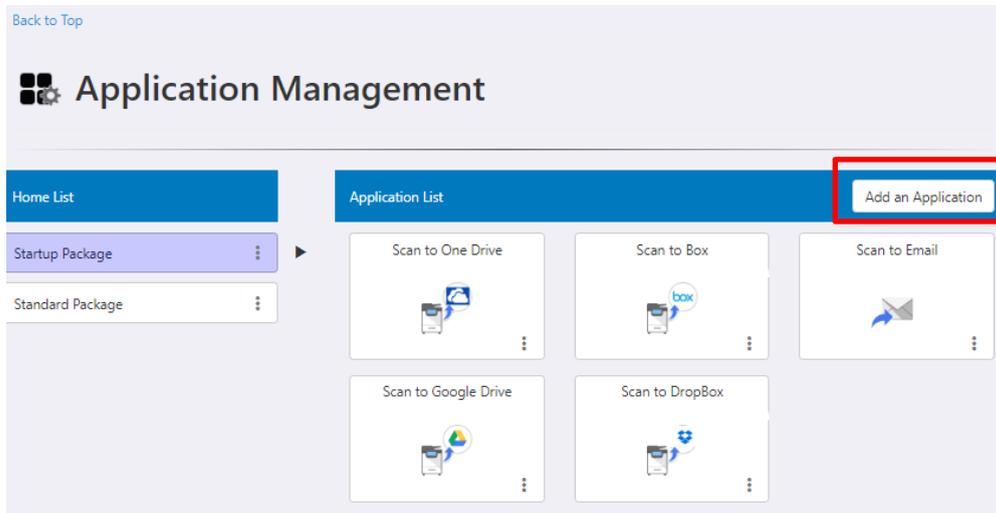
Once changes are made, click the 'Save' button.

Now the application is available for all of your users (under your tenant).

Add/Edit/Delete/Move/Duplicate Application

The Administrator can Add/Edit/Delete an application in a package as follows:

Select the 'Add an Application' button from the top right of the page.



Adding an application to the package makes the application available for the users.

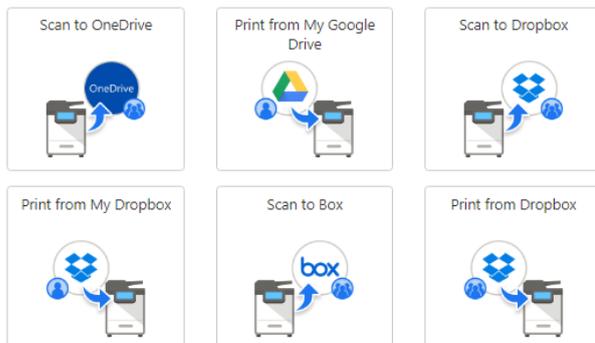
The Add Application popup screen will then appear.

Select the application to be added, then click the 'Next' button.

Add Application

Add an Application.

Show new applications only



If "Show new applications only" is checked, only the latest added applications will be displayed.

The Administrator can also edit the name and icon for the application.

Once done, select the 'Save' button to add the application to the package.

Add Application

* Mandatory field

Label *

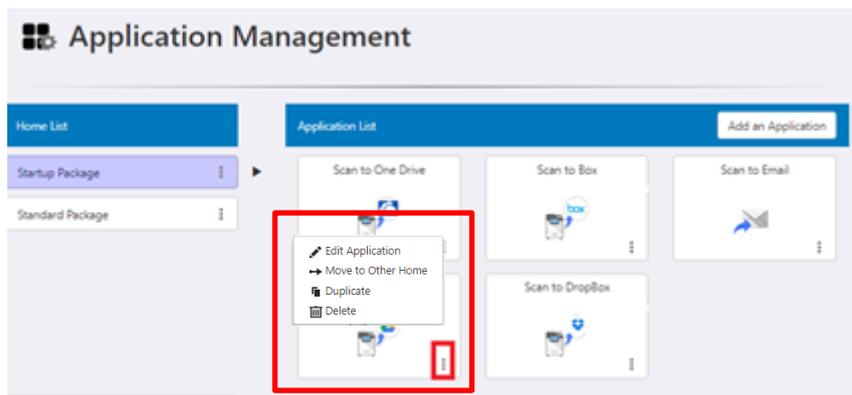
Icon

No file chosen



Note: The uploaded file must be 2 MB or less and must be in jpeg, jpg, png or gif format.
The recommended size for the file is 256 x 256 pixels.

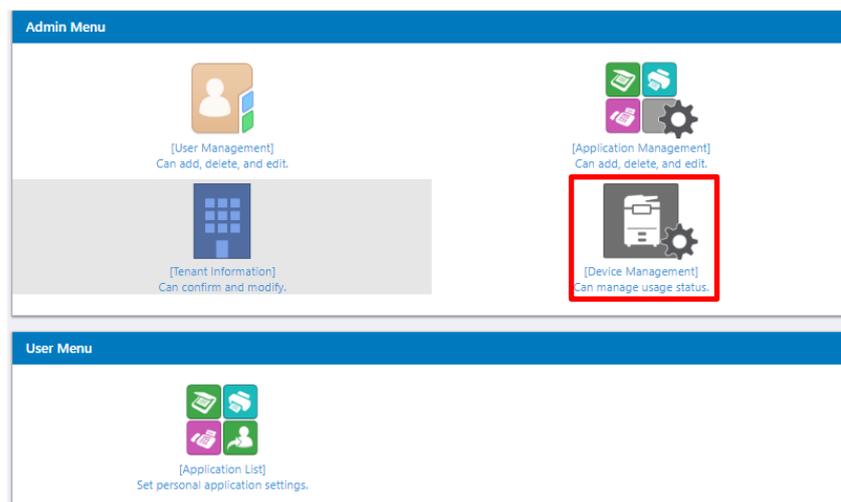
Click the 3 dots in the bottom right of the application. A menu with Edit/Delete/Move/Duplicate will be displayed.



Device Management

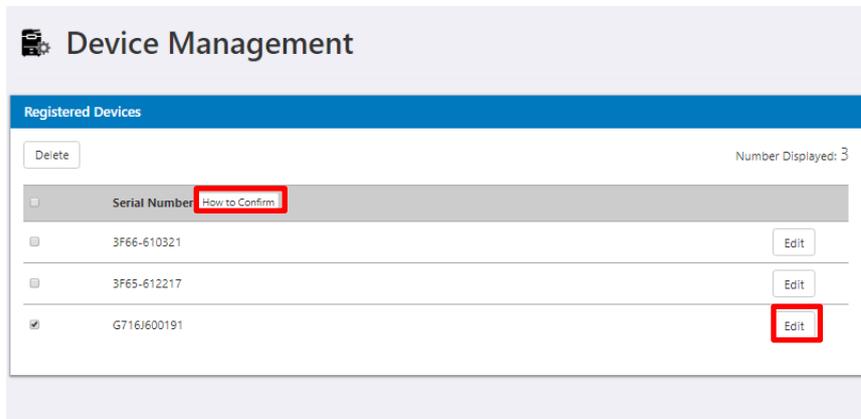
If you need to remove the Ricoh Smart Integration applications from a device, log in to the Portal page:
<https://www.eu.smart-integration.ricoh.com/site/login>

Select the Device Management button from the homepage.



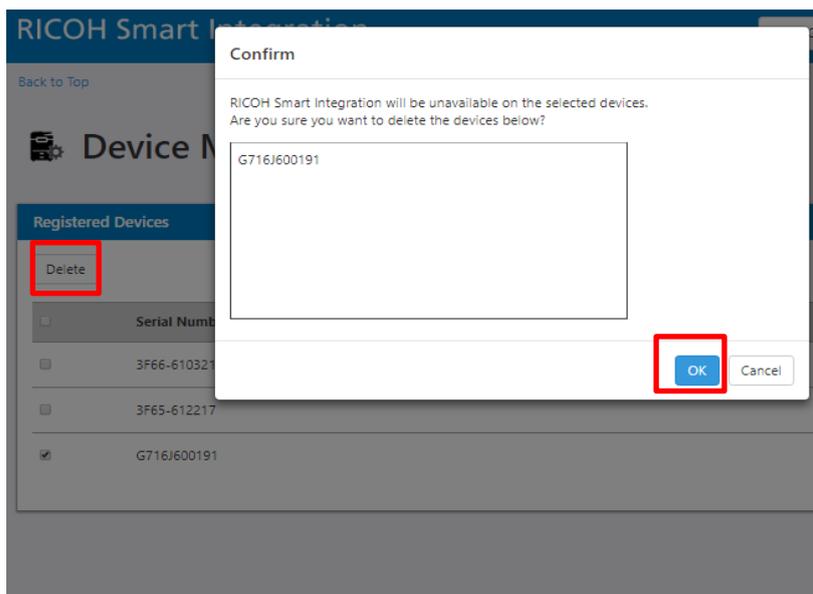
Click the 'How to confirm' button to learn how to find out a device's serial number.

When you click the 'Edit' button, you will see more information on the number of devices the packages are limited to. i.e. If a customer has 100 MFP devices and the limit is defined as 10, then the customer will only be able to use the package on 10 of their 100 MFP devices.



Select your devices and click the 'Delete' button.

After confirmation, the tenant information is removed from the selected devices.



2. Installation on Smart Operational Panel

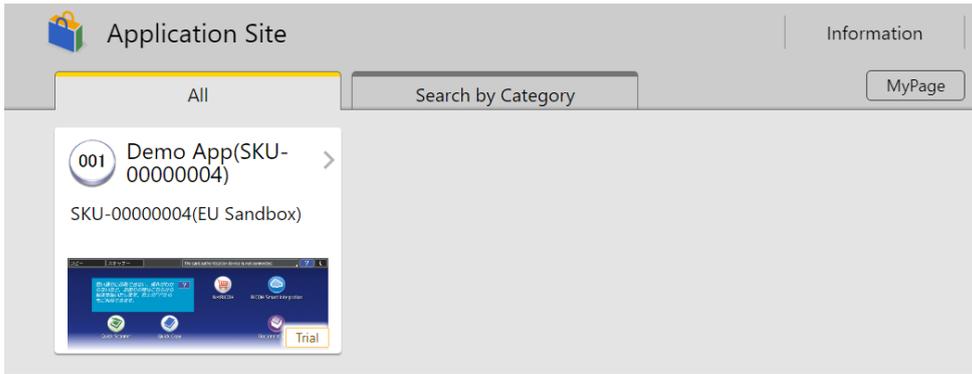
You can install Ricoh Smart Integration and its applications by **one of the following methods**:

- Installation from the Ricoh Application Site
- Installation from Web Browser NX

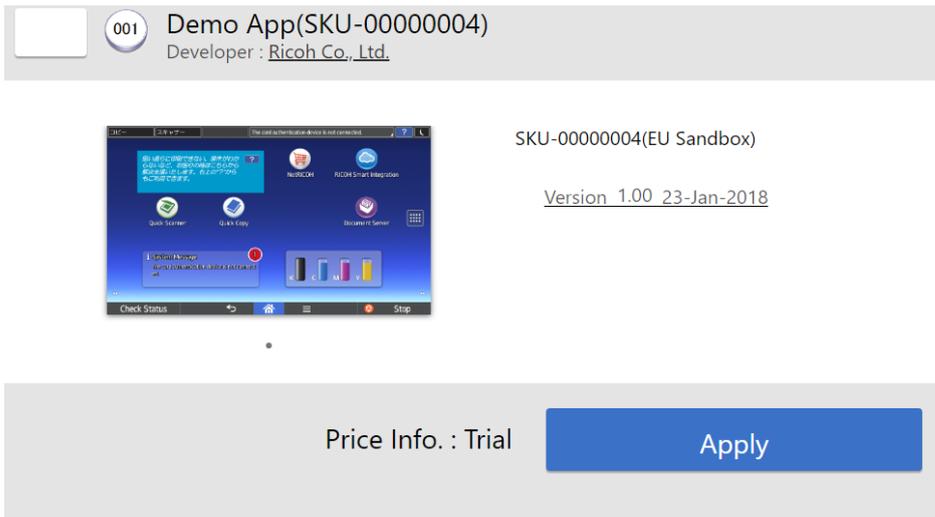
Installation from Ricoh Application Site

At the device panel, click on "Application Site" and login.

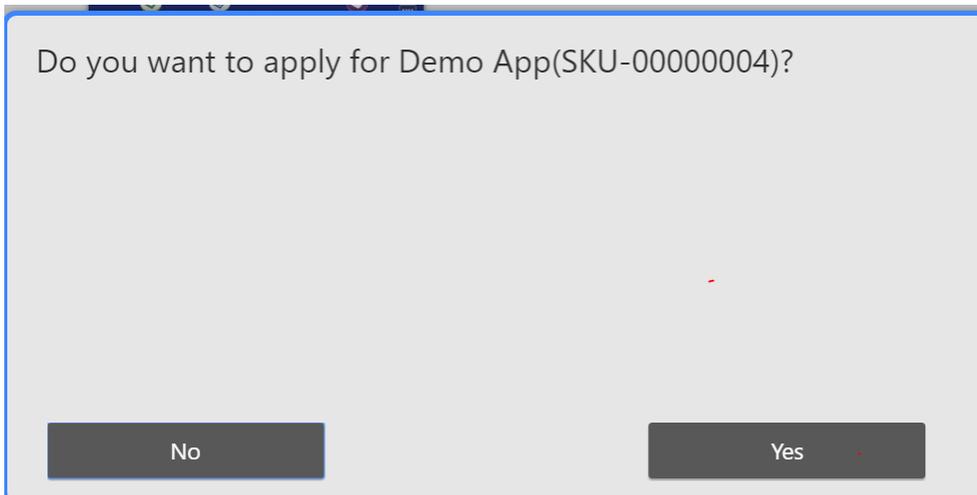
Select the Ricoh Smart Integration application package.



Click 'Apply' to install the app to your MFP.



On the next page click 'Yes'.

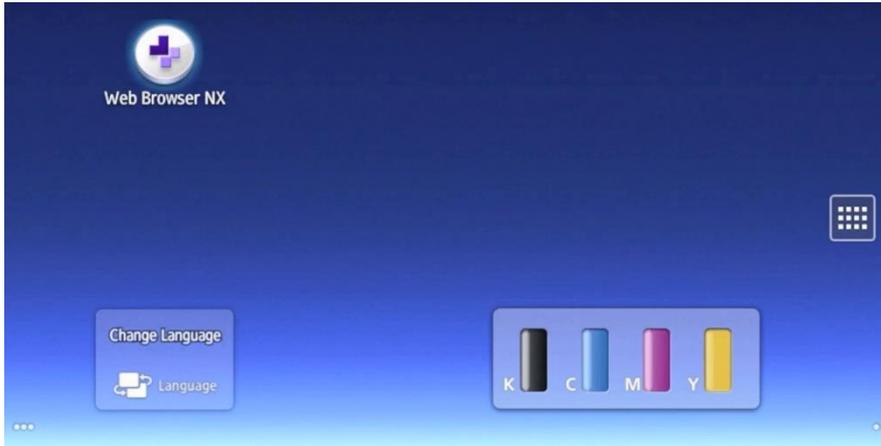


The Ricoh Smart Integration applications are installed on your MFP.

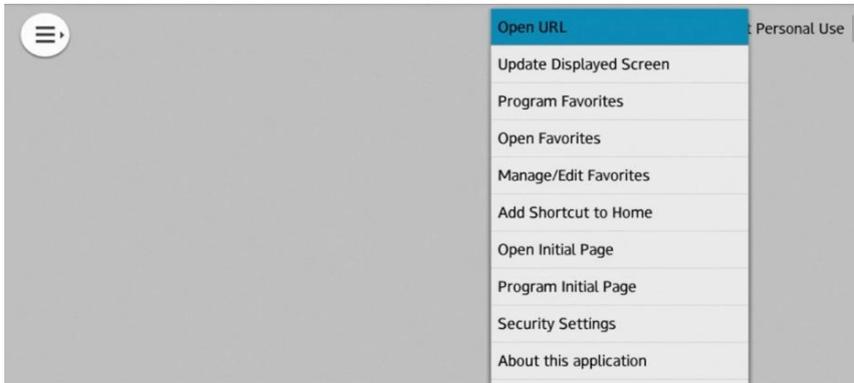


Installation with Web Browser NX

At the MFP, select the Web Browser NX icon on your device's homepage.



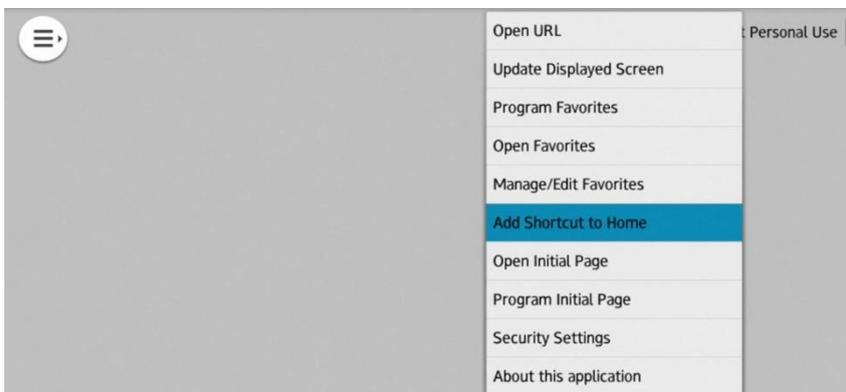
Select the stack icon at top left, and then select 'Open URL'.



Enter the Ricoh Smart Integration Apps page URL:
<https://www.eu.smart-integration.ricoh.com/si-apps/pub/index.html>

Click 'OK'.

Select the stack icon at top left, then select 'Add Shortcut to Home'.

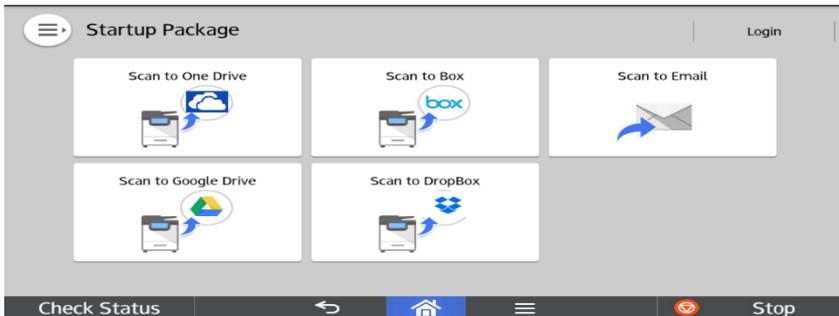


Confirm your shortcut name and URL, then press 'OK'.

Your shortcut to the Apps page will now be loaded on to your device's homepage.



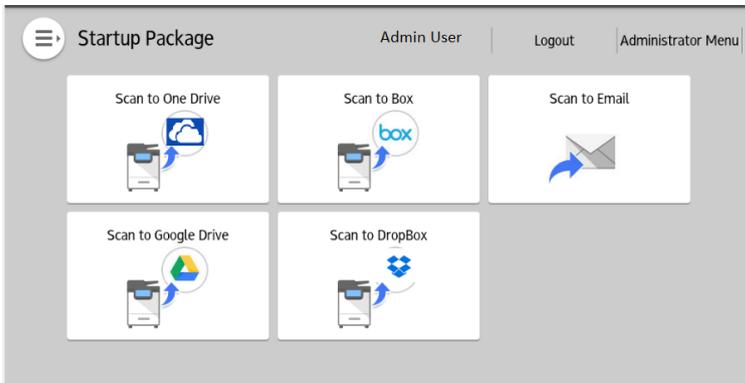
Select the shortcut icon and log in to the Apps page using your Username and Password.



It is recommended to enable the 'Application cache' and 'Save Cookie' options. This can be done in the Security Settings option of Web Browser NX.

3. Delete tenant information from the MFP

After logging in to Ricoh Smart Integration on the MFP, the device information linked with the Administrator's customer tenant will be stored. A user from another customer tenant will not be able to log in to Ricoh Smart Integration through the same MFP.



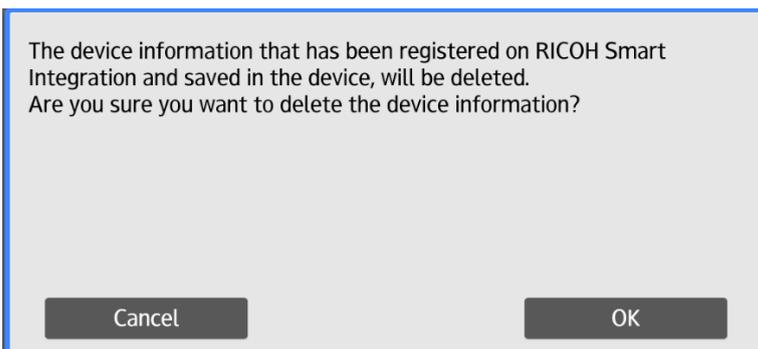
To reset this, the Administrator needs to remove the device information:

Log in to Ricoh Smart Integration as the Administrator, and select Administrator Menu at top right.

Click the 'Delete Device Information' button.



Click the 'OK' button to confirm.



4. Product Limitations

- File name length for Scan to Email is limited to 120 characters
- File name length for Scan to Cloud applications is limited to 200 characters
- Maximum file size for Scan to Email is 40MB
- Maximum file size for Scan to Cloud applications is 40MB
- Maximum file size for Print from Cloud applications is 40MB
- Print from Cloud applications support these file types: pdf, doc, docx, xls, xlsx, ppt, pptx, jpeg, jpg, png, gif, htm, html, tif, tiff, jpe
- .txt files are not supported
- If Authentication is active and a user tries to access an application which requires a login, without logging in, a message "Please wait" will be displayed. This message can be closed by clicking the "Home button". If the user logs in correctly, he can use the application.
- Supported Browsers for the application are:
 - Internet Explorer: 11 or later
 - Edge: 20 or later
 - Chrome: 45 or later
 - Firefox: 51 or later

This table lists the OCR limitations:

Category	Phenomenon	Description
Upside-down image rotation	Sometimes misrecognized	<p>We identify the top and bottom from the image as pre-processing of OCR. We use information such as the direction of arrangement of letters, letter / picture / chart layout, ruled line position, etc. to infer which is upper.</p> <p>In the case of the following manuscripts, the OCR may also fail because the top / bottom discrimination fails.</p> <ul style="list-style-type: none"> · Manuscript with only few letters · Manuscript with characters written diagonally · Documents with a dark background / background such as photos
OCR	Unusual fonts cannot be recognized	<p>In OCR, it is based on standardly used fonts such as Arial / Verdana / Times New Roman for foreign languages, MS Ming Dynasty / MS Gothic / MS UI Gothic for Japanese.</p> <p>Therefore, recognition may fail in the following cases.</p> <ul style="list-style-type: none"> · Using a special font · Using extremely large / small font size
	Input image is not clear	<p>Although 200 dpi to 600 dpi is recommended for engine specifications, if the recognition rate is bad at 200 dpi, please raise the resolution and scan again.</p> <p>Also, if the input images are blurred or are not enough contrast, the recognition rate will not improve. Please use clear images.</p>
PDF output	Output size is different	Due to the limitation of the current engine, the size of the output PDF page may increase by about 0.3 to 1.7 mm.
	Sometimes impossible to print with EXP machine	When you print PDF with Japanese OCR by EXP machine, if alternative font is not installed in MFP, it may not be printed correctly.
Word output	Layout collapse	<p>The OCR engine writes the character string of the recognition result as Word text and uses the font size / font type / line spacing / text width etc. to try to make it as close to the original as possible, but it is difficult to match with the original perfectly.</p> <p>Therefore, the following phenomena may occur.</p> <ul style="list-style-type: none"> · Although the manuscript was 2 pages, it became 3 pages / 1 page · Margins increase or decrease
	The number of blank pages increases	If you input multiple pages and try to output them in Word, blank pages sometimes increase.
	Sometimes the footer's page number is incorrect	<p>When outputting a document with a page number in the footer section as an input, Word automatically counts the page count and may be out of alignment with the page number of the document.</p> <p>Example: Manuscript: 2 pages of 3/8, 4/8 Word output result: 2 pages of 1/2, 2/2 (Since there are only 2 pages, Word automatically judges 2 pages, 8 replaces 2 and redoes the page)</p>
	Doc format, that is created by OCR, cannot be displayed in iOS UIWebView	It is said that iOS does not officially support doc / xls etc., it may not be displayed normally on iOS machines. This is because the OCR function creates data in RTF format and then outputs it to doc format. Please use docx / xlsx.
	Sometimes blank page is removed	In decision of the current OCR engine, blank page is sometimes removed. So, for example, 4 pages sometimes become 3 pages.
	Cell color/ Frame border are lost	For Word output, the color of the cell or the frame border of the table are lost during the transfer.
Excel output	Color / figure / photo are lost	<p>For Excel output, the color of characters is not reflected. Also, figures and photographs are not reflected.</p> <p>With regard to the part recognized as table, OCR engine uses the cell ruled line / cell combination to create table.</p>