

# RICOH Smart Integration

## FAQ – Frequently Asked Questions

### App Package: Cloud Connector Lite (Free)

- ***The image shows a time stamp. How can I remove it?*** – A user can remove a time stamp at the operation panel at the time of scanning. The default setting is the time stamp enabled which cannot be changed. Paid versions such as Cloud Connector Standard allows an administrator to disable the time stamp default settings.

### App Package: Cloud Connector Standard

- ***Is there a customer trial for the Paid App?*** – Yes, you can order 30 days customer trial by sending a trial order to Ricoh at no cost.

### App Package: Office 365 Connector

- ***Can I scan documents to SharePoint server in the network?*** – No. Only SharePoint Online is supported.
- ***Is there a customer trial for the Paid App?*** – Yes, you can order 30 days customer trial by sending a trial order to Ricoh at no cost.

### Authentication

- ***Customer is using the built-in device authentication using Address Book. Can a user log-in into his RSI account without getting authenticated again?*** – Yes. Smart Integration supports a single authentication if the built-in authentication is enabled on the device.
- ***Customer is using Equitrac for network authentication. Can a user log into his RSI account without getting authenticated again?*** – Yes. Smart Integration supports a single sign-on authentication with certain print managed applications (e.g. Streamline NX, Equitrac, PaperCut). However, Inepro DocuPro is not currently supported.
- ***Can I log-in to my Smart Integration account using my employee badge?*** – Smart Integration does support a card reader when a built-in device authentication is enabled. If you are using Streamline NX, Equitrac or PaperCut with a card reader to log-in, you can log into your Smart Integration account without additional authentication via Single Sign-on.

### Cancellation

- ***How can I cancel the Smart Integration subscription for Paid App?*** – The annual subscription of paid packages cannot be cancelled.

### Data

- ***When I scan documents on to my Google Drive repository, does Ricoh store documents in its server?*** – No. Ricoh Smart Integration service does not store customer documents. It just passes them onto the target repository.

## Device

- ***What devices are supported?*** – To use Ricoh Smart Integration apps, you will need a Ricoh device with Smart Operation Panel. The list of Smart Operational Panel devices are available on Ricoh Latin America web sites ([English](#), [Spanish](#), [Portuguese](#)). Legacy devices without the Smart Operational Panel (Java based) are not supported.
- ***My printers are old models without Smart Operational Panel. Are they supported by Ricoh Smart Integration?*** – No. Legacy Java-based Ricoh devices are not supported.
- ***How can I add my Ricoh device to my Tenant account? I do not see an Add Device menu on the Administration portal.*** – First time you successfully log-in to your Smart Integration account from your device, the device will be automatically added to your account. Currently, the admin can delete the device on the administration portal, but not able to add a device.
- ***How can I delete a device from Smart Integration subscription?*** – Administrator can delete a device on customer portal.
- ***For how many devices can I use the Free App?*** – The customer may able to use the Free App as many as they want for the maximum of 999 devices per tenant.
- ***How can I enable a Paid App on a device?*** – Administrator can assign an app to any of the registered devices on the customer portal. Administrator can also re-assign an app to any of the registered devices.

## Google Cloud Print

- ***Does Smart Integration support Google Cloud Print service?*** – No. Smart Integration does not support Google Cloud Print. For the latest RICOH devices, Google Cloud Print service is supported as a standard functionality. For older devices, you will need to use RICOH App for Google Cloud Print instead, which is an embedded Java application.

## Hosting

- ***What is the hosting service provider?*** – Ricoh Smart Integration apps are hosted in the cloud using Amazon Web Service (AWS).
- ***Where Smart Integration App is hosted?*** – It is hosted in Amazon USA.

## Installation

- ***What are the requirements in using Cloud Connector Lite?*** – Here are the hardware and software requirements for Cloud Connector Lite.
  - Ricoh multi-function devices with Smart Operation Panel
  - Internet connection
- ***Customer has many devices. Can we do a batch install remotely?*** – Unfortunately, no at this moment. Actually, there is no software to be downloaded and installed onto the device. All apps are hosted on the cloud. In order for customer to register a device, customer needs to access his Smart Integration account from the device. There is no way to register devices from a web portal.

## OCR (Optical Character Recognition)

- ***Do all apps support OCR?*** – No. Cloud Connector Lite, a free app package, does not support OCR. OCR is supported on the apps included in the Cloud Connector Standard and Office 365 Connector packages.
- ***How accurate is the OCR?*** – The accuracy of OCR depends on various factors including the condition of original documents scanned, scan resolution, etc. Ricoh uses Abbyy Finereader, the leading OCR engine for the best results.

## App Icons Personalization

- ***What is the maximum number of icons can be created per device?*** – The maximum number is 48 icons per group.
- ***What is the maximum number of groups can be created per device?*** – The maximum number is 20 groups.

**20 groups x 48 apps = Maximum 960 apps per device**