

## RICOH Service Request App



### Diagnostics at your service

You're standing in front of a Ricoh MFP, but something isn't working as expected. Downtime creates a productivity hit, and you just want to get back to work. You could ignore the problem and find another device, but that still leaves your team underserved and not at full operation. Some issues require a service technician, while other times the fix is actually something simple — but how do you know? The RICOH Service Request App — designed for the Smart Operation Panel\* — can help determine the right course of action for device issues and become your first line of defense against downtime.

### The power of the panel

The Service Request App installs right to your Ricoh MFP's Smart Operation Panel. Once installed, the app can help you quickly identify simple fixes you can do yourself. It can also expedite the process of requesting a technician if there's something critical. Because this all happens at the MFP, there's no need to walk back to your desk to search for error code information or carry your laptop over to the device to research symptoms.

### Intelligent troubleshooting

Having trouble with a toner spill or paper jams? Simply press the Troubleshoot button on the Service Request App and it will

recommend the next step. If the quickest remedy is something you can do yourself, the app will pre-populate your request into the Ricoh Knowledge Base with the device model and issue type, curate information that matches the device's condition or service code and present instructions and tips on the Smart Operation Panel's display — so you can get back up and running.

### Fast dispatch for serious issues

If the Service Request App detects a serious issue that will require a technician, it bypasses the Ricoh Knowledge Base troubleshooting step and continues processing the service request\*\*. Once confirmed, the service request is received and queued for technician dispatch to the site.

### Knowledge at your fingertips

What if you want to reference helpful information but aren't currently experiencing device downtime? No problem. The Service Request App gives you access to the Ricoh Knowledge Base and other useful data at any time. There's no need to create a service request. Just tap the troubleshoot button on the Smart Operation Panel to access the Ricoh Knowledge Base, how-to videos, safety data sheets and contact info — so you can get the answers you need right at the machine.

### Smart support strategy

Ricoh is committed to utilizing technologies — like our Smart Operation Panel apps — that not only improve your productivity, but also support you in innovative ways. If you use the MyRicoh customer portal, any service requests you submit through the Service Request App are automatically posted to MyRicoh.

#### Why the Service Request App?

- Check device status
- Get quick answers from the Ricoh Knowledge Base, automatically
- Submit service requests
- Utilize smart support troubleshooting
- Download for FREE

The Service Request App is part of a growing portfolio of Smart Operation Panel apps — which are designed to give you added productivity from your Ricoh MFPs and enhance your experience with our products in the workplace.

*\*Compatible with MFPs equipped with the second generation Smart Operation Panel (SOP-G2).*

*\*\*Submitting a service request may incur a service charge if a service agreement is not in place.*