

# The UPS Store® Installation Checklist

## Responsibility: Ricoh Sales & Ricoh Service Technician (see below)

- ✓ Please check-off task, sign & return when complete – **Sales Rep**
- ✓ Basic print connectivity, scan and fax (if applicable) must be completed as part of install
- ✓ Installation of Fiery must be completed as part of install

### Pre-Delivery (Sales)

- Coordination of all Install Checklist activities
- Coordinate of delivery date with owner
- Coordinate with delivery & install teams
- Ensure adequate space requirements
- Ensure correct power
- Ensure correct number of network drops

### Set-up & Installation (Service)

- Set-up machine per Ricoh guidelines
- Ensure machine is operational
- Ensure network connectivity
- Enable @Remote

### Basic Print Driver Set-up (Service)

- Driver installed and working
- Ensure driver is fully installed & operational

### Basic Scan to Folder Set Up (Service)

- Set-up scanning
- Ensure scan is fully installed & operational
- NO Scan to Email allowed per UPS Stores Information Security Team

### Basic Fax Set-up - If applicable (Service)

- Set-up fax
- Ensure fax is fully installed & operational

### Review with Customer (Service)

- Basic operation (copy, print, scan, finishing)
- Adding toner & staples
- Reading the meter
- Equipment maintenance
- Calibration & registration
- Loading paper, paper usage
- Fax operation (if applicable)
- Basic print driver review
- Technical support via MyRicoH and/or # to call
- Service support via MyRicoH and/or # to call

### Fiery Set-up on Business Color Devices (Service)

- Connectivity to customer network
- Installation and set-up print drivers
- Installation of embedded scanning (folder/file only)
- Installation Command Workstation
- Installation of Fiery Vue

### Additional Customer Resources

Resource	Contact	Notes
Ricoh USA Website	<a href="http://www.ricoh-usa.com">www.ricoh-usa.com</a>	Documentation / Drivers
Ricoh Online Resource Center for TUPSS	<a href="https://xnet.ricoh-usa.com/en/ups-stores">https://xnet.ricoh-usa.com/en/ups-stores</a>	Program Information / Support Material
Technical Support Service Center (TSSC)	1 (800) 333-2679 (option 2 / option1)	Technical Support (Hardware/Solutions)
Customer Resource Center	<a href="http://www.my.ricoh-usa.com">www.my.ricoh-usa.com</a>	Place and track service requests/submit meter

Date: \_\_\_\_\_

Ricoh Rep Name: \_\_\_\_\_

The UPS Store® #: \_\_\_\_\_

Owner/Mgr Name: \_\_\_\_\_

Owner/Mgr Signature: \_\_\_\_\_

# The UPS Store® Training Checklist

## Responsibility: Ricoh Sales or Trainer

- ✓ Please check-off task, sign & return when complete – **Sales Rep**
- ✓ Review the following and help the trainee print off sample jobs/applications as part of on-site training
- ✓ Training may be completed in person or virtually

### MFP Functionality

- Review user interface
- Control panel & display layout
- Adjust quality/quantity
- Reduction/enlargement
- Job interruption
- Document feeder
- Platen glass

### Paper

- Review paper weights & types
- Loading paper
- Configure paper trays
- Paper settings
- Heavy weight paper stocks
- Tabs (if applicable)
- Bypass tray

### Print Driver

- Job properties
- Paper type & source
- Layout
- 2-up printing
- Orientation
- Image quality adjustments
- Run sample print jobs using driver

### Finishing (if applicable)

- Duplex
- Stapling
- Folding
- Hole punching
- Booklet printing
- Run sample print jobs using finishing

### Scanning

- Demonstrate scan-to folder/file
- Explain file format
- Explain file size (dpi)

### Trouble Shooting & Maintenance

- Calibration & registration
- Equipment maintenance
- Reading the meter
- Clearing jams
- Adding toner & staples
- Ricoh print drivers, software and product manuals
- [www.ricoh-usa.com/downloads/](http://www.ricoh-usa.com/downloads/)

### Review the Following Support

- Welcome Kit & Resource Guide
- Business Booster Kit
- Quick Reference Guides
- Client Support Desk (Review)
- Technical support process and # to call
- Service support process and # to call
- How to order supplies
- Ricoh Online Resource Center: <https://xnet.ricoh-usa.com/en/ups>

Date: \_\_\_\_\_

Ricoh Rep Name: \_\_\_\_\_

The UPS Store® #: \_\_\_\_\_

Owner/Mgr Name: \_\_\_\_\_

Owner/Mgr Signature: \_\_\_\_\_