

# The UPS Store<sup>®</sup> Ricoh Network Support Options



Three Support Options  
From Which to Choose



## Ricoh Network Support Options

In our effort to support the various and on-going print-related networking and scanning requirements associated with your MFP devices, Ricoh offers three specific levels of support beyond the initial set-up and installation of your Ricoh equipment.

	<p><b>Do-It-Yourself</b></p> <p>For you DIY enthusiasts, Ricoh provides you set technical reference guides to assist you with print driver installation, scan to folder set-up and more. You can find these on our TUPSS site: <a href="https://xnet.ricoh-usa.com/en/ups-stores">https://xnet.ricoh-usa.com/en/ups-stores</a></p>	<ul style="list-style-type: none"> <li>• Do-it-yourself technical guides</li> <li>• Print Driver Installation, Scan to Folder Set-up &amp; Use             <ul style="list-style-type: none"> <li>○ Black &amp; White Device Set-up</li> <li>○ Color Device Set-up</li> </ul> </li> <li>• <b>No Charge – Online Support</b></li> </ul>
	<p><b>Ricoh Technology Support Service Center</b></p> <p>If you require assistance with the DIY instructions for any Windows or any other platform, please contact the Ricoh Technology Services Support Center. Our team will offer phone support at no charge.</p>	<ul style="list-style-type: none"> <li>• Technical Support Service Center</li> <li>• Phone Support</li> <li>• Print Driver Installation, Scan to Folder Set-up &amp; Use, Fiery Set-up basic networking questions</li> <li>• MFP (800) 333-2679 - Option 2, then 1, then 1</li> <li>• Production (800) 333-2679 - Option 4</li> <li>• <b>No Charge – Phone Support</b></li> </ul>
	<p><b>Ricoh On-site Technical Support</b></p> <p>Hardware repairs are included in maintenance agreement. However, if on-site technical/network support is needed or requested, you may contact Ricoh Technology Services Support Center and they will dispatch assistance. You may also submit a service request online by going to our service portal <a href="http://www.my.ricoh-usa.com">www.my.ricoh-usa.com</a></p>	<ul style="list-style-type: none"> <li>• Ricoh on-site network technical support</li> <li>• Print Driver Installation, Scan to Folder Set-up &amp; Use, Fiery Set-up and other complex print related network activities</li> <li>• (888) 456-6457 - Option 2 or request through <a href="http://www.my.ricoh-usa.com">www.my.ricoh-usa.com</a></li> <li>• <b>Chargeable – On Site Support</b></li> </ul>

**Product Type**

Black & White  
Color

**Special TUPSS Contract Pricing - Hourly Rate**

\$125 per hour    \$31.25 per additional 1/4 hour  
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*Rates are for regular business hours 8am-5pm, Monday – Friday, excluding holidays. A travel surcharge will be applied for service requests outside of regular service area. Applicable taxes and a minimum of one-hour billing plus trip charge will apply. Network support services are for technical services required beyond your initial device set-up and network installation and are all chargeable events when deployment of on-site technical support is requested.*

