

Product Information Guide

IM 7000, IM 8000, IM
9000



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Introduction



About this guide

This product information guide provides you with an overall presentation of the Ricoh A3 black and white multifunction products (MFPs) IM 7000, IM 8000, and IM 9000. It's a reference tool for sales managers and salespeople who sell these devices.

This handbook includes a description of the new and enhanced features of these devices, key selling points, and a snapshot of market trends.

Disclaimer: The information in this product information guide is valid on the date of publication, December 2020.



Product overview



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Product snapshot

The **IM 7000**, **IM 8000**, and **IM 9000** are A3 black and white MFPs that provide copy speeds of 70 copies per minute (cpm), 80 cpm, and 90 cpm respectively.

These devices provide copy, print, and scan as standard, with fax available as an option. They come with the latest generation GWNX controller that provides advanced functionality and a number of improvements over the previous devices, such as faster duplex scan speed and improved High Compression PDF performance.

These MFPs also deliver continuous new value to customers with RICOH Always Current Technology, RICOH Intelligent Support, and RICOH Smart Integration.

Additionally, they come standard with the latest (G2.5) 10.1" Smart Operation Panel that is more intuitive, user-friendly, and responsive to touch gestures.

These MFPs contain 16.5% recycled materials by weight—recycled steel and post-consumer recycled plastics—one of the highest recycled content ratios for devices within the product range so far.

The devices also support a range of optional accessories for specific workflows, including a small paper tray and double feed detection unit for the SPDF.

Lastly, new and improved optional finishers are available for customers to produce Z-fold brochures, stapled documents, booklets, and so on.

Up to 90 cpm

RICOH Always Current
Technology

RICOH Intelligent Support

G2.5 Smart Operation Panel

Faster 240 ipm duplex scan time



New and enhanced features

These devices come with a range of new and enhanced features to meet the needs of customers and the modern digital workplace.

RICOH Always Current Technology

With work styles and technology evolving so rapidly, customers are expecting devices that are agile and ready to meet their ever-changing business needs.

Now, with RICOH Always Current Technology, we can respond rapidly via periodic downloadable updates, ensuring that our customers' devices are always equipped with the latest features.

And, in the essence of responsive design, we will continue to add functionality that is specific to varying industries and business workflows.

But most importantly, with security being one of the major concerns for businesses these days, customers can have peace of mind that their devices are always protected with the latest security features.

For years after the initial MFP purchase, accounts can be kept up-to-date with the latest RICOH Always Current Technology features and functions. Customers can choose to have the updates installed automatically, or should they prefer, manually from the Application Site.

At the time of launch, the MFP is loaded with the latest features of RICOH Always Current Technology.

Note: Some features are dependent on the engine's capability. Contact your local sales company for more information.



RICOH Intelligent Support

When customers need help operating these new devices, our latest RICOH Intelligent Support capabilities will give them the support quickly when they need it.

RICOH Intelligent Support tools such as RemoteConnect Support allows our support specialists to remotely access devices to apply corrective measures and minimise downtime.



They can also remotely operate the Smart Operation Panel and guide customers in real-time on how to use the device.

IT managers can use the intuitive Remote Panel Operation tool to access their fleet of devices from a web browser and provide user support easily and resolve issues quickly over the company network.

Web-help and How-to Videos are also accessible from the Smart Operation Panel, helping customers to complete simple tasks like toner replacement quickly and easily.

These MFPs will also periodically check for and download the latest firmware from the server and then automatically update themselves with the latest version of the Automatic Remote Firmware Update (ARFU) tool.

Lastly, the Advanced Remote Mobile System (ARMS) gives field technicians all the technical information they need about a device before they arrive at the customer's location. The information, based on data from @Remote, is delivered to a mobile-friendly website and promotes faster issue resolution and first-time fix.

Note: Contact your local sales company for a full list of RICOH Intelligent Support offerings available in your market.

RICOH Smart Integration

RICOH Smart Integration enables customers to integrate their office devices with cloud services. It provides easy-to-use apps to connect supported devices to popular third-party cloud services, so that important information becomes instantly accessible, ready to use and share.



Customers undergoing digital transformation will be able to work faster, smarter and more cost-effectively. RICOH Smart Integration provides a new subscription business model which gives customers quick access to the latest app versions with no need for high upfront costs. They can get started quickly and easily. RICOH Smart Integration apps are for SMB (Small to Medium Business) customers and specific industries. The apps portfolio is growing rapidly, and new workflow integrations are completed by Ricoh's committed team of developers on an on-going basis.

Smoother usability

The Smart Operation Panel on these MFPs can be tilted up to 90 degrees compared with a non-tiltable version in the previous devices. This gives users the flexibility to adjust it to make the screen more visible, making it especially useful for users who are bending down to replenish supplies or to fix an issue, or those in wheelchairs.

The G2.5 Smart Operation Panel is also faster than the previous generation when it comes to screen transition and application startup. Depending on the application, the Smart Operation Panel takes just up to 0.4 seconds to transition to another screen compared with 1.1 seconds in the previous generation.

Additionally, the Copy application startup time is a mere 0.5 seconds compared with 7.6 seconds in the previous generation Smart Operation Panel.



Better reliability

A number of improvements have been made to make these devices more reliable and achieve maximum uptime.

These MFPs support the optional Page Keeper Type M37 double feed detection unit that prevents more than one page from being scanned at a time on the SPDF. It is useful for customers who frequently scan large volumes of multiple-page documents.

The punch unit for the optional Finisher SR4140 has also been improved. The position gap of the punch hole is smaller compared with its predecessor, ensuring better hole punching accuracy for consistently high quality documents.

Additionally, the Web Help and User Guide features provide quick access to information with easy-to-follow instructions, allowing customers to quickly troubleshoot and resolve common issues by themselves.

Enhanced workflow

These MFPs are powered by an advanced GWNX controller that provides the latest features for users to work smarter and achieve better results. These include improved High Compression PDF performance, which provides higher quality scans at smaller file sizes.

Another notable enhancement is Reception Storing Settings per Sender, which allows users to register file storage folders according to the lines and senders. This function is particularly useful for customers who use paperless fax.

Additionally, these devices support the chargeable Job Build and Class Setting apps, which help teachers and other staff in the education industry to easily create jobs that require a different number of copies for each class or department.

Job Build can be used to easily create combined documents consisting of multiple individual sheets from different sources.

Meanwhile, Class Setting can copy different numbers of documents from the same original for different classes or departments.

Note: Contact your local sales company for more information on the Job Build and Class Setting apps.



Key selling points

This section outlines the key selling points and benefits of these devices.

Enhanced efficiency

These devices enable users to work faster and be more efficient thanks to several enhancements.

- ✓ **Faster duplex scan speed** of 240 ipm compared with 220 ipm in previous devices
- ✓ **New controller features** to meet the demands of the modern workplace
- ✓ **Faster screen transition and application startup** time on the (G2.5) Smart Operation Panel
- ✓ **Optional Job Build and Class Setting apps** help those in the education industry to easily create jobs that require a different number of copies for each class or department
- ✓ **Optional Multi-Folding Units** to produce Z-fold, half-fold, letter fold-in, and letter fold-out documents
- ✓ **Optional Small Paper Feeding Unit Type M37** for scanning small size documents such as bank cheques and application slips



Smart and easy to use

A variety of Ricoh innovations are included to ensure that these devices deliver the best performance now and in the future.

- ✓ **RICOH Always Current Technology** ensures devices support the latest features and functionalities
- ✓ **RICOH Intelligent Support** provides always-on device intelligence and fast access to support
- ✓ **RICOH Smart Integration** connects the devices to cloud workflows to help customers work faster, smarter, and more cost effectively
- ✓ **10.1" Smart Operation Panel (G2.5)** provides a host of new features and enhancements for better usability and user comfort
- ✓ **Wide 90-degree tilt angle for Smart Operation Panel** provides greater flexibility and visibility
- ✓ **Web Help and User Guide features** make it easier for customers to troubleshoot and resolve issues on their own
- ✓ **Optional Page Keeper Type M37 (double feed detection)** allows user to reliably scan jobs with large amount of pages
- ✓ **Punch unit** for the Finisher SR4140 has been improved to provide better hole punching accuracy

Market snapshot



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Market summary

According to International Data Corp (IDC), the worldwide demand forecast for black and white A3 MFPs in the 60–90 ppm range shows a 1.7% decrease in Compound Annual Growth Rate (CAGR) from CY19 to CY22. In Europe, Ricoh is second in the market with a 20.8% share, behind Canon who is No.1 with a 21.5% share. Konica-Minolta is in third place with a 16.3% share while Kyocera increased its share in FY19 to 15.9%, obtaining fourth spot in the process.



Launch

objectives

Our main objective is to have No.1 market share in the A3 black and white Office High Segment (60-90 ppm). We are also aiming to generate high profit from both hardware sales and after-business activities with the launch of these new MFPs.

Competitors such as Canon, Xerox, and Konica-Minolta have released new products into this segment and the competition with them has become more severe.

We are targeting to improve our position by launching these new devices, which come with enhanced productivity, reliability, and ease-of-use.

The secondary objective is to maintain our historical Machines In Field (MIF) and Total Document Volume (TDV) in the market.

Sales strategies

Market snapshot

The basic sales strategy is to fulfil customers' expectations by focusing on the new value-added features and improvements that these new MFPs bring to the table.

Among the key selling points to focus on are competitive main features, continuous updates, enhanced productivity, reliable operation, and easy usability.

The main targets are high copy volume Global Major Account (GMA), Major Account (MA), government agencies, and education customers (schools, colleges, and universities), who are looking to consolidate smaller MFPs and printers into a single high print volume device.



FAQ



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Frequently asked questions (FAQ)

The section includes selected FAQ related to the products presented in this document.

Q: What are the main differences from the previous devices?

A: These new devices support a host of the latest Ricoh offerings such as RICOH Always Current Technology, RICOH Intelligent Support, and RICOH Smart Integration, which allow us to meet the ever-changing needs of customers. Together, this suite of features enables customers to keep their device up to date with periodic feature upgrades without having to buy a new device, maximise uptime with proactive device support, and add software solutions and cloud services to optimise their document management workflows.

They are also equipped with the latest Smart Operation Panel (G2.5) which offers a revamped user interface and smoother touch response.

Also available are new paper handling options such a slim-line and standard size multi-folding unit, small paper feeding unit for the SPDF, finishers, and booklet finisher.

Additionally, there are some minor improvements to the duplex scanning speed via SPDF, controller features, and support for the latest network operating systems. Apart from these, most operational aspects remain unchanged.

Q: How is the G2.5 Smart Operation Panel an improvement over the previous version?

A: The Smart Operation Panel on these MFPs comes with a wider tilt angle of 90 degrees, giving users more flexibility to adjust it to make the screen more visible.

The G2.5 Smart Operation Panel is also faster than the previous generation when it comes to screen transition and application startup. Depending on the application, the Smart Operation Panel takes just up to 0.4 seconds to transition to another screen compared with 1.1 seconds in the previous generation.

Additionally, the Copy application startup time is a mere 0.5 seconds compared with 7.6 seconds in the previous generation Smart Operation Panel.

Q: Why would my customer need the optional Small Paper Feeding Unit Type M37?

A: When scanning small size documents via the SPDF, the paper can sometimes shift during its route through the paper path, resulting in skewed images. The small paper feeding unit delivers more reliable feed of small paper size through the guide plates to keep the document properly aligned during the entire feeding process. This option is ideal for customers who scan small size documents such as bank cheques and application slips.

Q: What is the Page Keeper Type M37 option?

A: It is a double feed detection unit that prevents more than one page from being scanned at a time. This option is useful for customers, such as law firms or print shops, who require accuracy when scanning documents with a large number of pages at once.

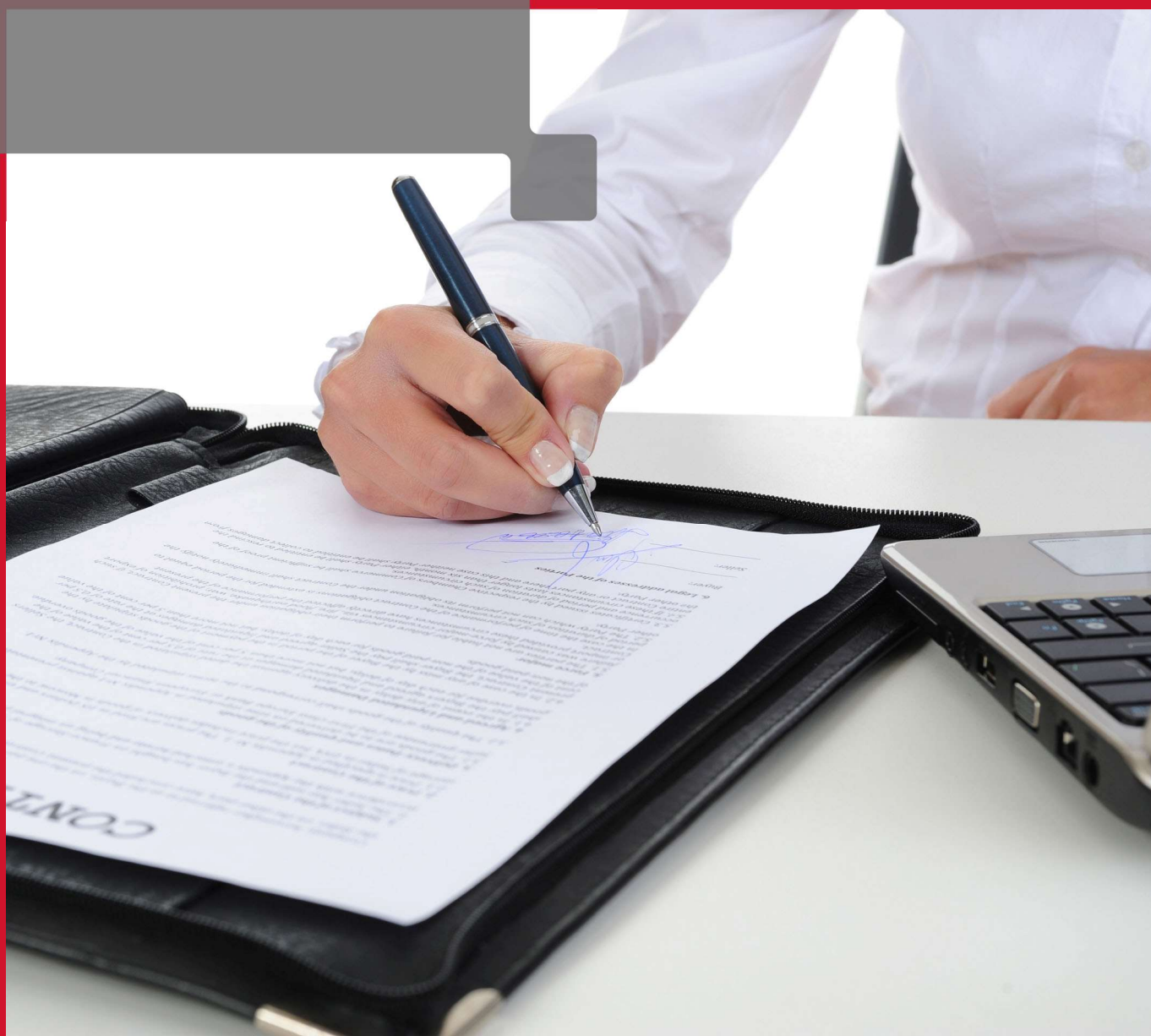
Q: What are the main differences between the Multi-Folding Unit FD4010 and Multi-Folding Unit FD4020?

A: The Multi-Folding Unit FD4010 is a slim-line option that has a width of just 209 mm. It enables the in-house production of Z-fold, half fold, letter fold-in, and letter fold-out documents.

In comparison, the Multi-Folding Unit FD4020 measures 470 mm wide and supports double-parallel fold and gate fold in addition to the folding types listed above.



Option compatibility



Option compatibility

If you purchase	You must install	You cannot install
LCT RT4080	—	—
8 ½" x 14" Paper Size Tray Type 9002	LCT RT4080	—
A3/ 11" x 17" Tray Type M44	—	—
Small Paper Feeding Unit Type M37	—	—
Page Keeper Type M37	—	—
Tab Sheet Holder Type 9002	—	—
Shift Sort Tray SH4020	—	Multi-Folding Unit FD4020 Multi-Folding Unit FD4010 Mail Box CS4010 Cover Interposer Tray CI4040 Finisher SR4150 Booklet Finisher SR4160 Finisher SR4140 Copy Tray Type 9002
Copy Tray Type 9002	—	Multi-Folding Unit FD4020 Multi-Folding Unit FD4010 Mail Box CS4010 Cover Interposer Tray CI4040 Shift Sort Tray SH4020 Finisher SR4150 Booklet Finisher SR4160 Finisher SR4140
Multi-Folding Unit FD4020	Finisher SR4150 or Booklet Finisher SR4160 or Finisher SR4140	Shift Sort Tray SH4020 Copy Tray Type 9002 Multi-Folding Unit FD4010
Multi-Folding Unit FD4010	Finisher SR4150 or Booklet Finisher SR4160 or Finisher SR4140	Shift Sort Tray SH4020 Copy Tray Type 9002 Multi-Folding Unit FD4020

Option compatibility

If you purchase	You must install	You cannot install
Mail Box CS4010	Finisher SR4150 or Booklet Finisher SR4160	Shift Sort Tray SH4020 Copy Tray Type 9002 Cover Interposer Tray CI4040
Cover Interposer Tray CI4040	Finisher SR4150 or Booklet Finisher SR4160 or Finisher SR4140	Shift Sort Tray SH4020 Copy Tray Type 9002 Mail Box CS4010
Finisher SR4150	—	Shift Sort Tray SH4020 Booklet Finisher SR4160 Finisher SR4140 Copy Tray Type 9002
Booklet Finisher SR4160	—	Shift Sort Tray SH4020 Finisher SR4150 Finisher SR4140 Copy Tray Type 9002
Output Jogger Unit Type M25	Finisher SR4150 or Booklet Finisher SR4160	Finisher SR4140
Punch Unit PU3090 EU	Booklet Finisher SR4160 Finisher SR4150	Finisher SR4140 Punch Unit PU3090 SC
Punch Unit PU3090 SC	Booklet Finisher SR4160 Finisher SR4150	Finisher SR4140 Punch Unit PU3090 EU
Finisher SR4140	—	Shift Sort Tray SH4020 Finisher SR4150 Booklet Finisher SR4160 Copy Tray Type 9002
Punch Unit PU 5050 EU	Finisher SR4140	Finisher SR4150 Booklet Finisher SR4160 Punch Unit PU 5050 SC
Punch Unit PU 5050 SC	Finisher SR4140	Finisher SR4150 Booklet Finisher SR4160 Punch Unit PU 5050 EU
Copy Connector Type M25	—	—

Option compatibility

If you purchase	You must install	You cannot install
PostScript3 Unit Type M44	—	—
IPDS Unit Type M44	—	—
OCR Unit Type M13	—	—
ADF Handle Type C	—	—
Fax Option Type M44	—	—
G3 Interface Unit Type M44	Fax Option Type M44	—
Fax Connection Unit Type M44	Fax Option Type M44	—
Fax Memory Unit Type M25 64MB	Fax Option Type M44	—
DataOverwriteSecurity Unit Type M19	—	—
IEEE 1284 Interface Board Type M19	—	IEEE 802.11a/g/n Interface Unit Type M19 File Format Converter Type M19 Device Server Option Type M37
IEEE 802.11a/g/n Interface Unit Type M19	—	IEEE 1284 Interface Board Type M19 File Format Converter Type M19 Device Server Option Type M37
File Format Converter Type M19	—	IEEE 1284 Interface Board Type M19 Device Server Option Type M37 IEEE 802.11a/g/n Interface Unit Type M19
Device Server Option Type M37	—	File Format Converter Type M19 IEEE 802.11a/g/n Interface Unit Type M19 IEEE 1284 Interface Board Type M19
Optional Counter Interface Unit Type M12	—	—
Card Reader Bracket Type 3352	—	—
NFC Card Reader Type M42	—	Smart Card Reader Built-in Unit Type M19 External Keyboard Bracket Type M25

Option compatibility

If you purchase	You must install	You cannot install
Smart Card Reader Built-in Unit Type M19	—	NFC Card Reader Type M42 External Keyboard Bracket Type M25
External Keyboard Bracket Type M25	—	NFC Card Reader Type M42 Smart Card Reader Built-in Unit Type M19

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Version 1.0

Issued: 02/11/2020

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