



# User Guide for “RICOH Printer”

Overview	1
Windows version	2
Mac version	3
Android/iOS version	4
Troubleshooting	5



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# TABLE OF CONTENTS

---

How to Read the Manual .....	2
------------------------------	---

## 1. Overview

---

Introduction to "RICOH Printer" .....	4
Operating environments.....	4

## 2. Windows version

---

Installation.....	5
Starting the program.....	6
Functions Page.....	8
Print.....	10
Copy (Supported on SP 150SU/SP 150SUw only).....	13
Scan (Supported on SP 150SU/SP 150SUw only) .....	18
Settings.....	21

## 3. Mac version

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Installation.....	26
Copy (Supported on SP 150SU/SP 150SUw only).....	26
Setting (Supported on SP 150w/SP 150SUw only) .....	28

## 4. Android/iOS version

---

Installation.....	29
Starting the program.....	29
Functions Page.....	31
Print.....	32
Copy (Supported on SP 150SU/SP 150SUw only).....	33
Scan (Supported on SP 150SU/SP 150SUw only) .....	35
Settings.....	36

## 5. Troubleshooting

---

Common problems encountered .....	42
Error Messages on the Screen.....	44
Error Codes on the Screen .....	45
Tips to Avoid Paper Jams.....	46

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# How to Read the Manual

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## Symbols Used in the Manual

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The symbols used in this manual have the following meanings.

### Important

Indicates an explanation containing points to pay attention to when operating the software, restrictions, or other information. Be sure to read the explanation.

### Note

Indicates an explanation containing information that is useful to know, a supplementary operating procedure, or other information.

### Reference

Indicates reference information that may be helpful.

[ ]

Indicates a screen item or button name.

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## Introduction

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This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

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## Legal Prohibition

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Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law:

bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses.

The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

This machine is equipped with a function that prevents making counterfeit bank bills. Due to this function the original images similar to bank bills may not be copied properly.

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## Disclaimer

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Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

For good output quality, the manufacturer recommends that you use genuine toner from the manufacturer.

The manufacturer shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the manufacturer with your office products.

Two kinds of size notation are employed in this manual.

Some illustrations or explanations in this guide may differ from your product due to improvement or change in the product.

# 1. Overview

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1

## Introduction to “RICOH Printer”

“RICOH Printer” is a software specially designed for this series of RICOH printers. As an improvement over using the conventional control panel on the printer, “RICOH Printer” lets you control the printer from your computer or tablet for a seamless, integrated user experience.

## Operating environments

“RICOH Printer” is compatible with

- 32-bit and 64-bit Windows Vista/7/8/8.1/10, Windows Server 2003/2008, and 64-bit Windows Server 2008 R2/Server 2012/Server 2012 R2 operating systems
- Mac OS X 10.8 or later
- Linux

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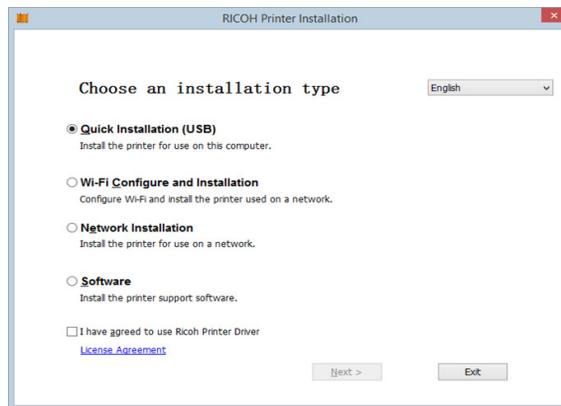
## 2. Windows version

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### Installation

Install the software on your computer in any of the following ways:

- Run the installation program in the CD ROM provided with the printer, and then select the appropriate installation option.

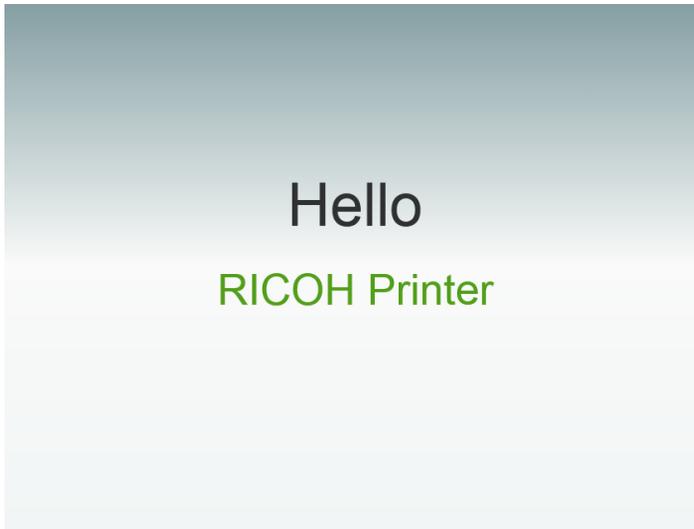


- Download and install the software from the RICOH official website at: <http://www.ricoh.com/printers/sp150/support/gateway/>

## Starting the program

1. Click the  icon on the desktop to open "RICOH Printer". After the program starts, it displays the welcome screen below and begins searching for available printers in the background.

2



2. The program first searches for available printers and displays them as a list. Next, it checks if the first printer on the list is online. If so, a functions page specific to the printer's model is displayed. The first page is the Print page.



3. If no online printers are found, the program will prompt you to check for connection errors before searching for available printers again.



## Functions Page

Select and click a function icon (Print, Copy, Scan, Settings) from the top of the main page to display the page corresponding to the function selected.

The Model dropdown list shows all printers in the system's "Devices and Printers" that are compatible with "RICOH Printer".

If a single-function printer (SP 150/SP 150w) is selected, the Print and Settings icons will display.

2

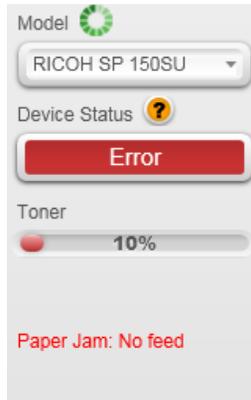


If an Multi-Function Laser Printer (SP 150SU/SP 150SUw) is selected, the full list of functions will display.



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The Status page shows the current status of the printer, which can be Ready, Busy, Sleep, Error or Offline. The printer's status is described in words at the bottom of the window. When the printer encounters an error, these words will be in red. If a question mark appears next to "Device Status", click it and troubleshoot the error as instructed by the animation.



# Print

## Picture Print

1. Click [Picture Print] on the Print page to enter the picture selection page.

2



2. You can select a single or multiple images for printing from the picture selection page. The program supports the printing of images in TIFF, BMP, PNG and JPEG formats.  
Click the [OK] button after selecting the file to go to the Print page. On the Print page, set the printing parameters required, then click the [Print] button to start printing.



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## File Print

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1. Click [File Print] on the Print page to enter the file selection page.



2

2. From the file selection page, select the file you want to print. If the Windows system does not support the printing of the selected file, the user will be notified.
3. Click the [OK] button after selecting the file to go to the Print page. On the Print page, set the printing parameters required, then click the [Print] button to start printing. If the selected file cannot be previewed, the preview window will show [Unable to preview].



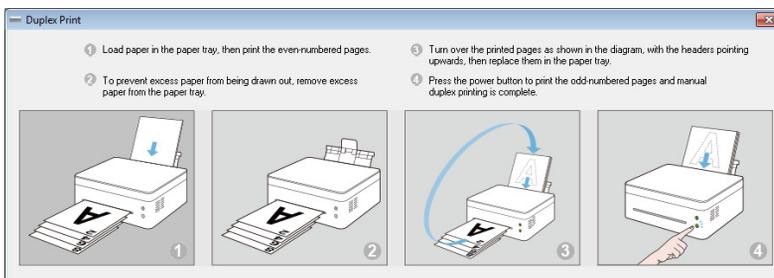
## Manual Duplex Printing

If you wish to print more than 2 pages, you can choose to use manual duplex printing.

1. After selecting your print content, click the [More Settings] button on the Print page.
2. In the More Settings page, check the [Duplex] option and select the type of duplex printing, then click [OK].



3. On the Print page, click the [Print] button. The duplex printing window will display and the printer will begin printing the even-numbered pages;



4. After the even-numbered pages are printed, remove all excess paper from the paper tray as instructed on screen, then turn over the printed pages. Press the Power button on the printer to print the odd-numbered pages.
5. Manual duplex printing is complete.

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# Copy (Supported on SP 150SU/SP 150SUw only)

## ★ Important

- The settings made with this application will only apply when the printer is operated using the application. For example, even if you press the Start key on the printer after setting Combine Printing using this application, Combine Printing will not be executed. In this case, click the [Copy] button on the app.

2

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## Regular Copy

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On the Copy page, set all the required parameters, and then click the [Copy] button.



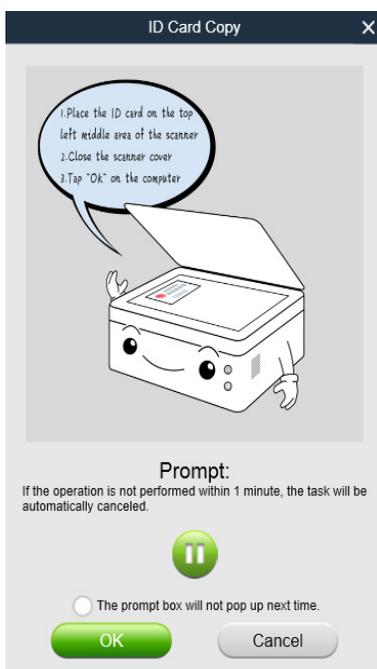
## ID Card Copy

To copy both the front and back of an ID card on the same page of A4 paper, do the following:

1. On the Copy page, toggle the ID Card Copy switch to the right, then click the [ID Card Copy] button.



2. Place the front of the ID card on the printer as instructed by the animation on the screen, and then click the [OK] button.



- 
3. After the front of the ID card is copied, 2 green LED lights on the printer will start flashing. Within 1 minute, replace the ID card with its back downwards in the original position, then press the Start button on the printer.
  4. ID Card Copy is complete.

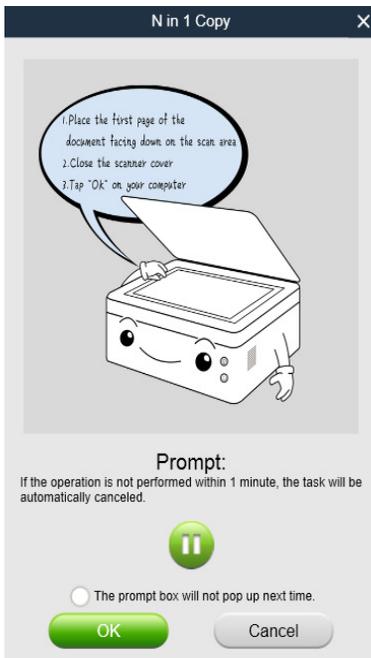
## N in 1 Copy

To copy multiple pages onto a single sheet of paper, do the following:

1. On the Copy page, click the [More Settings] button. On the More Setting page, check the [N in 1 copy] option, and then click the [OK] button.



2. Click the [Copy] button on Functions Page and place the first page of the original document on the printer as instructed by the animation on the screen, and then click the [OK] button.



- 
3. When the first page of the original document is copied, 2 green LED lights on the printer will start flashing. Within 1 minute, place the next page of the original document on the printer as instructed in the popup animation, and then press the Start button on the printer. Repeat the above steps until the document is printed.
  4. N in 1 copy is complete.

# Scan (Supported on SP 150SU/SP 150SUw only)

## Scanning

2

Place the document to be scanned on the scanning area of the printer, and then do the following:

1. After setting the scan parameters on the Scan page, click the [Scan] button.



2. The scanning progress is shown on the screen.

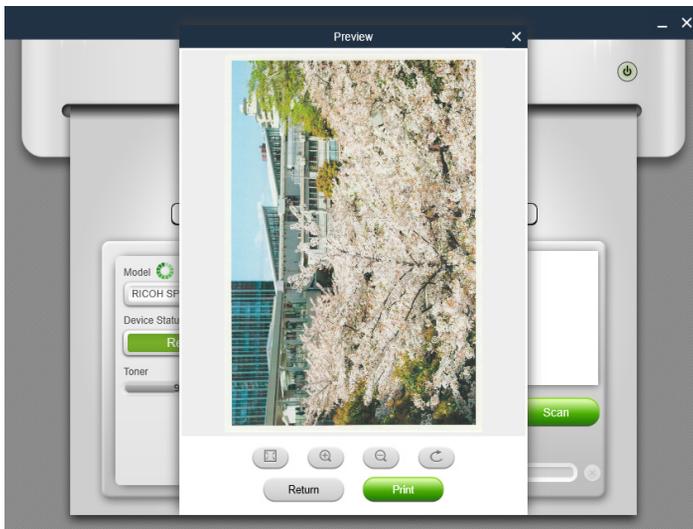


3. After scanning, you can check the scanned images on the Scan page.



2

4. Double-click an image to browse, rotate or print it.



## Settings

You can set the required scan parameters before scanning. Click the [More Settings] button, select the required scan options, and then click the [OK] button.



## Saving

Click the [Save] button to save the selected scanned image(s). If a single picture is selected, the picture may be saved in JPG, TIF or PDF format; if multiple pictures are selected, the pictures may be saved in TIF or PDF formats. The pictures will be saved in the order indicated by the numbers on their top right hand corners.

## Printing

Click the [Print] button to go to the Print page. If no image has been chosen, this button cannot be selected.

# Settings

## Setting Printer Wi-Fi (Supported on SP 150w and SP 150SUw only)

Select a wireless network from the list, enter the corresponding password, and then click “Connect” to configure the wireless settings for the printer.



Toggle the WLAN switch to turn on or turn off Wi-Fi. The printer must be restarted for any change in Wi-Fi status to take effect.



## Setting Printer IP Address (Supported on SP 150w and SP 150SUw only)

You can choose to obtain the printer's IP address, or set a fixed IP address for the printer. To set a fixed IP address for the printer, consult your network administrator for assistance.

2



## Setting Soft AP (Supported on SP 150w and SP 150SUw only)

Enter the Service Set Identifier (SSID) and password for the Soft AP network, then toggle the ON/OFF switch to turn on or off Soft AP. The printer must be restarted for any change in Soft AP status to take effect.



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## Power Save

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Use this function to set the idle time after which the printer goes to sleep. The idle time can be between 1 minute to 30 minutes.



## More Settings

Use this function to set specific parameters for the printer. Unless necessary, do not change the value for any of the options.

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## Modify Password

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Use this function to change the administrator's password. The administrator's password is mainly for identity authentication purpose.

If authentication fails, you will be informed that the password is wrong and be prompted for the right password. You may re-enter the password for an unlimited number of times. After successful authentication, you can change the parameters on the Wi-Fi, Soft AP, TCP/IP, Power Save, and More Settings pages. After administrator authentication, you will not be prompted for passwords in subsequent settings operations.

The initial administrator password is 888888.



## 3. Mac version

### Installation

Install the software by running the installation program on the CD-ROM provided with the printer.

3

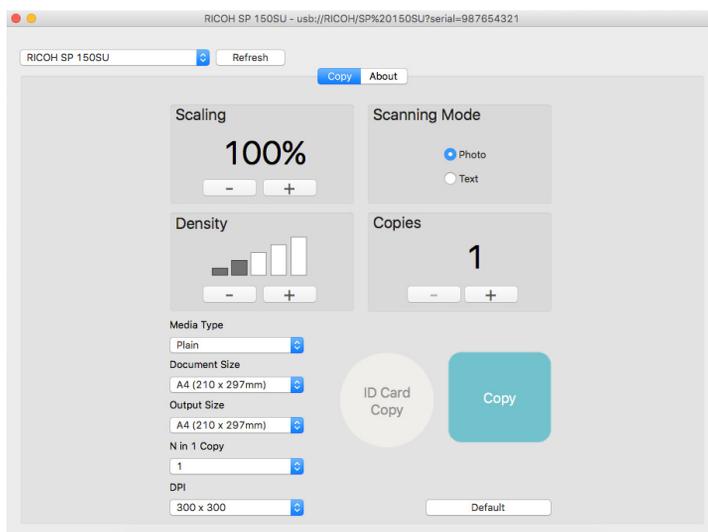
## Copy (Supported on SP 150SU/SP 150SUw only)

### ★ Important

- The settings made with this application will only apply when the printer is operated using the application. For example, even if you press the Start key on the printer after setting Combine Printing using this application, Combine Printing will not be executed. In this case, click the [Copy] button on the app.

### Regular Copy

On the Copy page, set all the required parameters, and then click the [Copy] button.



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## **ID Card Copy**

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To copy both the front and back of an ID card on the same page of A4 paper, do the following:

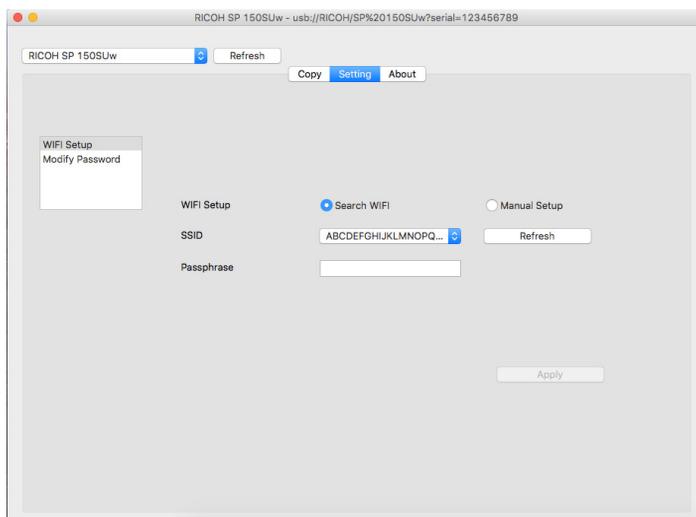
- 1. Place the ID card with its front facing downwards on the left-center region of the scanning panel.**
- 2. Click the [ID Card Copy] button on the Copy page, the [Copy] button turns orange, then click the [Copy] button.**
- 3. When two LED lights on the printer starts to flash, it indicates that the front of the ID card has been scanned. Turn the ID card over, replace it in its original position, then press the Start button on the printer.**
- 4. ID Card Copy is complete.**

# Setting (Supported on SP 150w/SP 150SUw only)

## Wi-Fi Settings (Supported on SP 150w and SP 150SUw only)

Select a wireless network from the dropdown list, enter the corresponding password, and then click [Apply] to configure the wireless settings for the printer.

3



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## 4. Android/iOS version

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### Installation

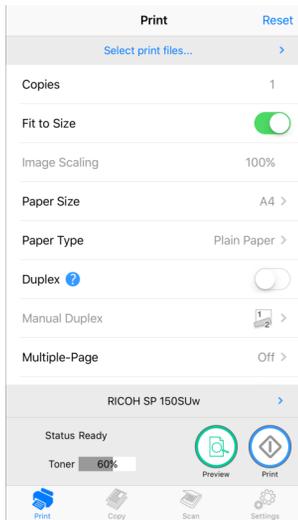
Install the software that is available on the RICOH official website at:  
<http://www.ricoh.com/printers/sp150/support/gateway/>

### Starting the program

1. Tap the  icon to open "RICOH Printer". It displays the screen below and begins searching for available printers.

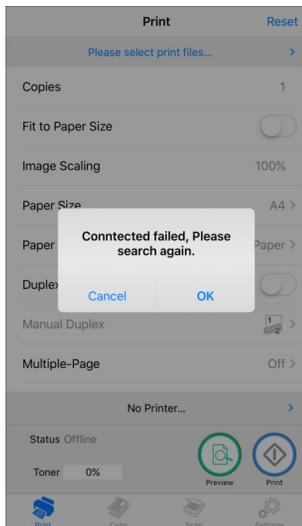


2. If an online printer is found, the function page is displayed.



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3. If no online printers are found, the program will prompt you to search for available printers again.



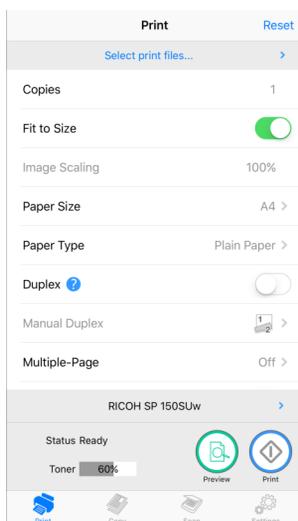
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# Functions Page

Select and tap a function icon (Print, Copy, Scan, Settings) at the bottom of the page to display the page corresponding to the function selected.

If a single-function printer (SP 150/SP 150w) is selected, Print and Settings icons are only available.

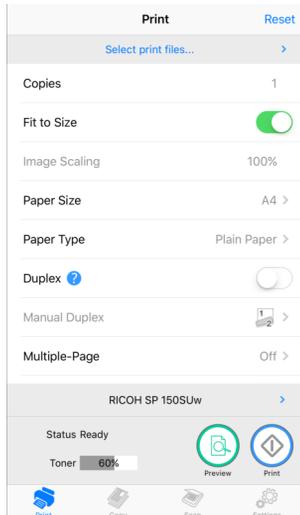
If a Multi-Function Laser Printer (SP 150SU/SP 150SUw) is selected, all the icons are available.



# Print

## Regular Print

1. Tap [Please select print files...] to enter the file selection page.



2. Select a file you want to print on the file selection page.
3. After selecting a file, set the printing parameters required. Preview the file by tapping the [Preview] button as necessary, then tap the [Print] button to start printing.

## Duplex Printing

1. After selecting the document to print, tap [Duplex] on the Print page.
2. On the [Duplex] page, select an option.
3. Tap the [Print] button on Functions Page. The printer will print the even-numbered pages.
4. After the even-numbered pages are printed, remove all excess papers from the paper tray. Turn over the printed papers and place them on the paper tray. Press the Power button on the printer to print the odd-numbered pages.
5. Manual duplex printing is complete.

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# Copy (Supported on SP 150SU/SP 150SUw only)

## ★ Important

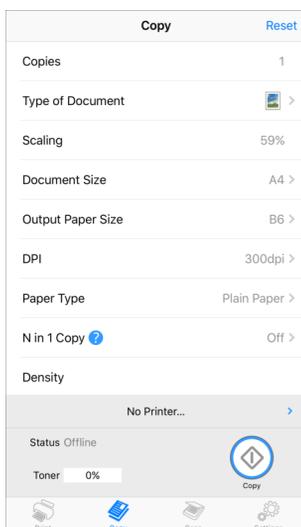
- The settings made with this application will only apply when the printer is operated using the application. For example, even if you press the Start key on the printer after setting Combine Printing using this application, Combine Printing will not be executed. In this case, tap the [Copy] button on the application.

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## Regular Copy

---

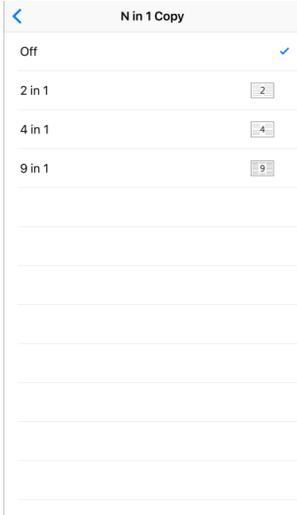
1. On the Copy page, set all the required parameters, and then tap the [Copy] button.



## N in 1 Copy

To copy multiple pages onto a single sheet of paper, do the following:

1. On the Copy page, tap [N in 1].
2. On the [N in 1] page, select an option.



3. Tap the [Copy] button on Functions Page and place the first page of the original document on the printer, and then tap the [OK] button.
4. After the first page of the original document is copied, LED on the printer will start flashing. Within 1 minute, place the next page of the original document on the printer, and then press the Start button on the printer. Repeat the steps until all the documents are printed.
5. N in 1 copy is complete.

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# Scan (Supported on SP 150SU/SP 150SUw only)

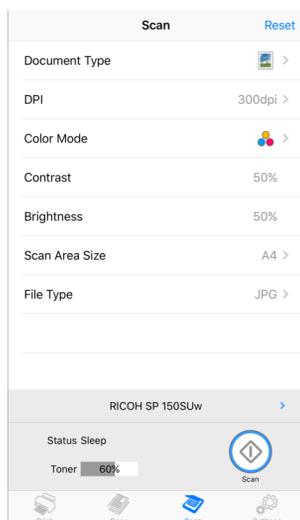
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## Scanning

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Place the document to be scanned on the scanning area of the printer, and then do the following:

1. On the Scan page, set all the required parameters, and then tap the [Scan] button.



2. The preview is displayed. Pinch in/out and scroll the screen to adjust the image display, and tap  (Rotate) to rotate the image as necessary.

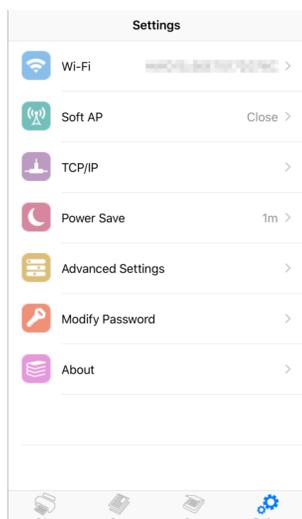


3. Tap  (Scan) to scan the image or  (Save) to save the image.

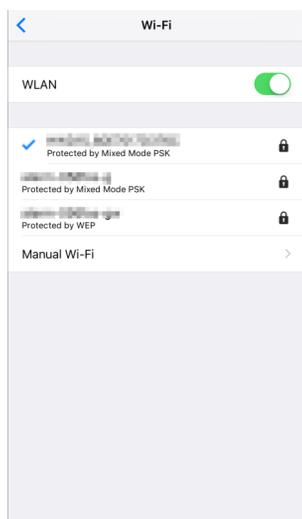
# Settings

## Setting Printer Wi-Fi (Supported on SP 150w and SP 150SUw only)

1. On the Settings page, tap [Wi-Fi].



2. Toggle the [WLAN] switch to turn on or off Wi-Fi. The printer must be restarted for any change in Wi-Fi status to take effect.



3. If the Wi-Fi function is turned on, select a wireless network from the list, enter the corresponding password, and then tap "Connect" to establish the connection.

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## Setting Soft AP (Supported on SP 150w and SP 150SUw only)

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1. On the Settings page, tap [Soft AP].
2. Toggle the [Soft AP] switch to turn on or off Soft AP. The printer must be restarted for any change in Soft AP status to take effect.

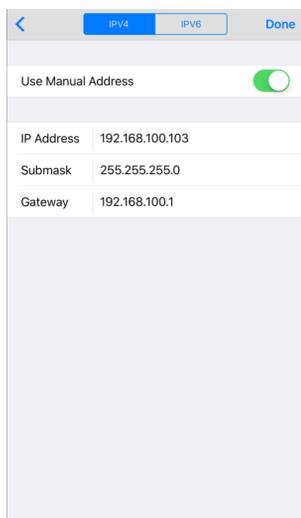


3. If the Soft AP function is turned on, enter the Service Set Identifier (SSID) and password for the Soft AP network. Tap [Done] to save the setting.

## Setting Printer IP Address (Supported on SP 150w and SP 150SUw only)

You can choose to obtain the printer's IP address, or set a fixed IP address for the printer. To set a fixed IP address for the printer, consult your network administrator for assistance.

1. On the Settings page, tap [TCP/IP].
2. Toggle the [Use Manual Address] switch to turn on the "Static" method. The printer must be restarted for any change in IP address setting status to take effect.



3. If the "Static" method is turned on, specify the [IP Address], [Submask], and [Gateway] settings. Tap [Done] to save the setting.

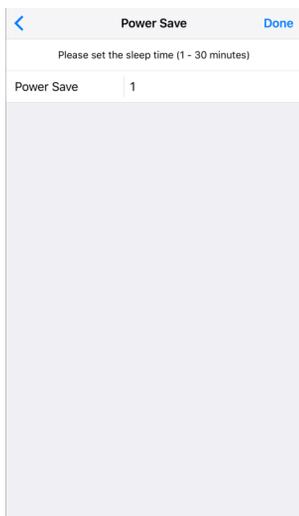
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## Power Save

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Use this function to set the idle time after which the printer goes to sleep.

1. On the Settings page, tap [Power Save].

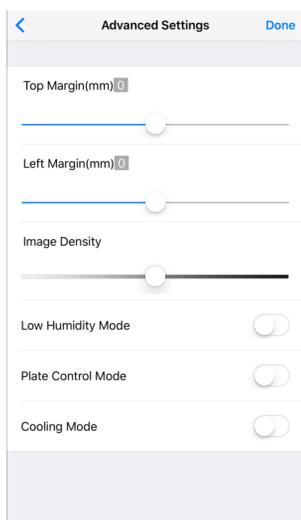


2. Set idle time between 1 to 30 minutes. Tap [Done] to save the setting. The printer must be restarted for the power save setting change to take effect.

## Advanced Settings

Use this function to set specific parameters for the printer. Unless necessary, do not change the value for any of the options.

1. On the Settings page, tap [Advanced Settings].



2. Specify the parameters as necessary. The printer must be restarted for any change in advanced settings to take effect.

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## Modifying the Password

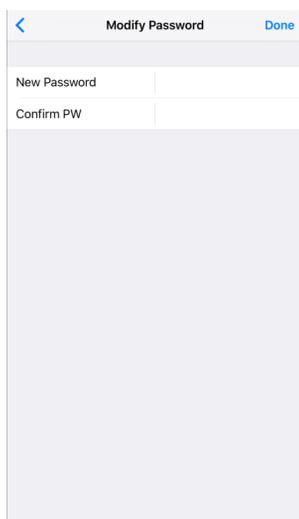
---

Use this function to change the administrator's password. The administrator's password is mainly for identity authentication purpose.

If authentication fails, you will be informed that the password is wrong and be prompted for the right password. You may re-enter the password for an unlimited number of times. After successful authentication, you can change the parameters on the Wi-Fi, Soft AP, IP Address, Power Save, and Advanced Settings pages. After administrator authentication, you will not be prompted for passwords in subsequent settings operations.

The initial administrator password is 888888.

1. On the Settings page, tap [Modify Password].



2. Specify the password. Tap [Done] to save the setting. The printer must be restarted for the administrator password change to take effect.

# 5. Troubleshooting

## Common problems encountered

### Unable to connect to the printer

Under such circumstances, "RICOH Printer" (Windows) will display the page below. Follow the instructions on screen to troubleshoot network connection problems, and then search for available printers again.



5

### Administrator's password is lost

Restore the printer to its factory settings (refer to the user manual), and then enter the default password "888888". After administrator authentication, edit the relevant parameters.

### Settings have been configured successfully, but the printer is not responding

When turning on/off Wi-Fi or Soft AP, the printer must be restarted for the change to take effect.

### "RICOH Printer" (Windows) can connect to the printer, but the program does not work properly

Re-install the printer drivers, and then restart "RICOH Printer" (Windows).

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### **Files in some formats cannot be printed using “RICOH Printer” (Windows).**

Right click the files in these formats, and then check if the [Print] option is available on the right-click menu. If the [Print] option is not available, the file format is not supported by “RICOH Printer”.

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### **Toner is at 0%, and the printer cannot be used**

Replace the empty toner cartridge with a new cartridge.

To purchase consumables, locate the dealer nearest to you.

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### **Printer malfunctions and cannot be used**

If the printer malfunctions during operation, the type of error will be shown in the notifications bar on the left of the “RICOH Printer” window. Some errors can be eliminated by restarting the printer. Other errors require the assistance of professional maintenance personnel.

Find the service center nearest to you through any of the above ways to have your printer repaired. You can then resume the use of your printer in the soonest possible time.

## Error Messages on the Screen

5

Message	Causes	Solutions
Paper Jam: Paper Remained	Jammed paper still remaining inside.	Open the maintenance cover, remove the toner cartridge, then remove the jammed paper. Do not expose the toner cartridge to light.
Paper Jam: No feed	<ul style="list-style-type: none"> <li>• Paper tray empty.</li> <li>• Too much paper loaded on the tray.</li> <li>• Paper not loaded correctly.</li> <li>• Paper curl.</li> <li>• Use of unsupported paper.</li> </ul>	<ol style="list-style-type: none"> <li>1. Load paper onto the tray, then press the power key</li> <li>2. Remove some paper from the tray, then press the power key (Max capacity: 50 sheets)</li> <li>3. Remove all paper from the tray, reverse the direction and load the paper again. Adjust the side fence, then press the power key.</li> <li>4. Remove the curl, then load the paper again.</li> <li>5. Use supported paper. See "Supported Paper", User Guide.</li> </ol>
Paper Jam: Regist		Pull out the jammed paper carefully.
Paper Jam: Inner	<ul style="list-style-type: none"> <li>• Use of unsupported paper.</li> <li>• Incorrect paper type setting.</li> <li>• Paper is damp or wrinkled.</li> </ul>	Open the maintenance cover, remove the toner cartridge, then remove the jammed paper carefully. Set the toner cartridge back into the machine, then close the maintenance cover. Do not expose the cartridge to light for more than 5 minutes.
Paper Jam: Exit	<ul style="list-style-type: none"> <li>• Use of folded paper.</li> <li>• Paper curl.</li> </ul>	Open the maintenance cover, lift up the pressure release lever, then pull out the jammed paper carefully. Push down the pressure release lever, then close the maintenance cover.
Cover Open	The cover is open.	Close the cover.
No Toner Cartridge	<ul style="list-style-type: none"> <li>• A toner cartridge has not been installed.</li> <li>• The toner cartridge is not set correctly.</li> </ul>	<ol style="list-style-type: none"> <li>1. Insert a toner cartridge.</li> <li>2. Open the maintenance cover, pull out the toner cartridge and insert it again.</li> </ol>
PDL Memory Overflow	PDL memory overflow	Press the power key to clear this error.
Toner End	The toner cartridge is empty.	Replace the toner cartridge.

## Error Codes on the Screen

Error Code	Causes	Solutions
SC202	Laser unit error.	Please try switching the power off and on to clear the error. Contact a dealer or RICOH technical support if the error continues to occur.
SC203		
SC204		
SC491	High voltage power unit error.	
SC501	Power supply unit error.	
SC520	Main motor error.	
SC530	Fan motor error.	
SC541	Fusing unit error.	
SC542		
SC543		
SC544		
SC545		
SC559		
SC560	Low voltage.	
SC497	Thermistor error.	
SC688	Main board error.	
SC1001	Scanner error.	
SC1002	Wi-Fi unit error.	
SC1006	DMA error.	

## Tips to Avoid Paper Jams

- The occurrence of paper jams can be significantly reduced by using the recommended types of print media. In the event of paper jams, follow the instructions described in “Removing Paper Jams” in the User Guide.
- Load paper as instructed in the section on “Loading Paper” in the User Guide. Adjust the position of the paper guide properly.
- Do not overload the feed tray.
- Do not attempt to remove paper from the feed tray when the printer is printing.
- Bend the sheets back and forth, fan the stack and flatten the paper before loading it.
- Do not use corrugated, folded, wet or curled paper.
- Do not mix different types of paper in the same feed tray.
- Use only recommended print media. See “Loading Paper” in the User Guide.
- Store the print media in a suitable environment.
- Choose the correct paper type from the printer driver.
- Do not remove the paper from the tray when printing.

### ★ Important

- The jammed sheet of paper will likely be covered with unused toner. Be careful not to get it on your hands or clothes.
- Toner on prints made immediately after removing a paper jam may be insufficiently fused and can smudge. Make test prints until smudges no longer appear.
- Do not force a jammed paper out of the printer as it may tear. Torn pieces left inside the machine will cause further jams and possibly damage the machine.
- Paper jams may lead to missing pages. Check whether there are any missing pages in the print job and, if yes, re-print the missing pages.
- Jammed paper may have floating toner. Be careful not to stain your clothes and hands when removing jammed paper.
- Do not pull out jammed paper strongly. Jammed paper may be torn and remain inside the machine.
- Try opening and closing the maintenance cover or switching the power on and off. The machine may eject the jammed paper automatically.



