

@Remote 3G

Field Service Manual

Ver 1.00

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Symbols and Trademarks

Symbols

In this manual, the following symbols and notations are used.

Important

ObeY these guidelines to avoid problems such as loss of valuable data, and to prevent damage to the machine or product.

Note

This information provides tips and advice about how to best service the machine or product.

Notes

Screenshots and pictures used in this manual might be slightly different from the actual screen or machine.

Trademarks

Microsoft, Windows are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

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1. Before Installation

Before You Begin

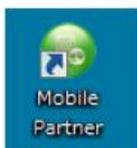
Before you install the 3G USB dongle on the MFP or printer, you may have to first insert a SIM card into the dongle and configure the dongle using Mobile Partner. To do so, perform the procedures in this chapter.

If the 3G USB dongle is already configured, proceed to [Installation](#).

Installing Mobile Partner on the PC

To install Mobile Partner on your PC, either ask your supervisor or download the utility from Huawei's official website.

About Mobile Partner



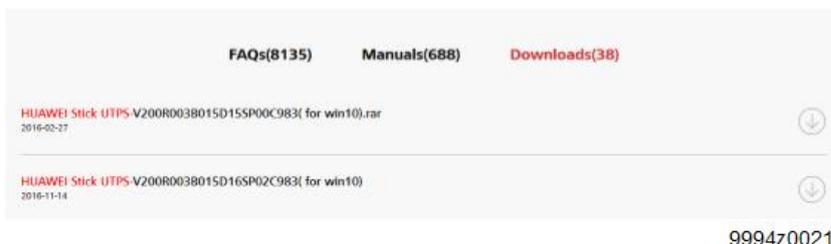
Mobile Partner is utility software for registering a PIN code and configuring the APN (Access Point Name).

Downloading Mobile Partner

1. Access the following URL:
<http://consumer.huawei.com/en/support>
2. Search for "HUAWEI Stick UTPS".



3. From the Downloads list, select and download the latest version of "HUAWEI Stick UTPS-*****.rar".
(* represents a version number.)



Installing Mobile Partner

1. Extract the downloaded ZIP file.
2. Open "User Manual Dashboard Version Guide" (Word file). Check that the OS of your PC is supported.

Note

- In the case of HUAWEI Stick UTPS-V200R003B015D16SP02C983 (for win10), the supported OS are Windows XP, Windows Vista (32 bit/64 bit), Windows 7 (32 bit/64 bit), Windows 8 (32 bit/64 bit), and Windows 10 (32 bit/64 bit).
3. Execute the setup file. Follow the installation wizard to install Mobile Partner.

1. Before Installation

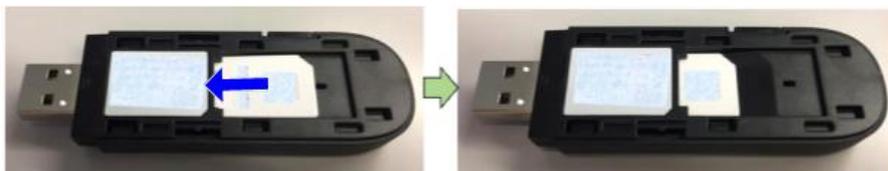
Inserting a SIM Card into the 3G USB Dongle

1. Get a SIM card ready.
2. Remove the cover of the 3G USB dongle.



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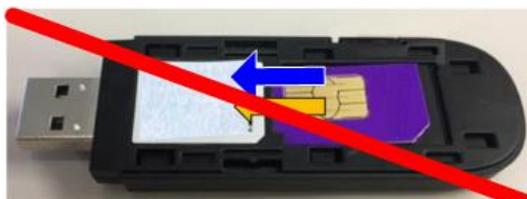
3. Insert the SIM card into the dongle.



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★ Important

- Make sure that the SIM card is inserted in the correct way.



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Registering the PIN Code

★ Important

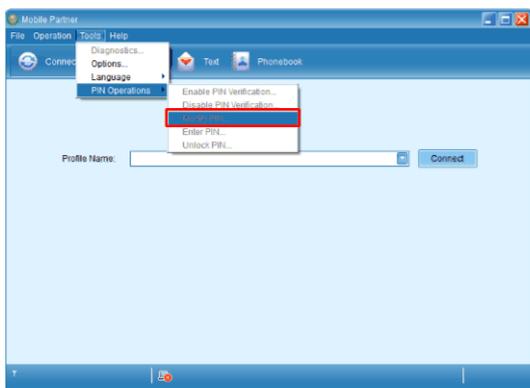
- For security, a PIN code is required in order to use the SIM card on any Ricoh machine (MFP or printer). Registering the PIN code prevents unauthorized access to the SIM card. If someone inserts the same SIM card into another compatible machine, the PIN code will be asked for. If it is not entered, then the @Remote 3G service cannot be used.

1. Insert the 3G dongle into the USB slot of the PC on which Mobile Partner is installed.



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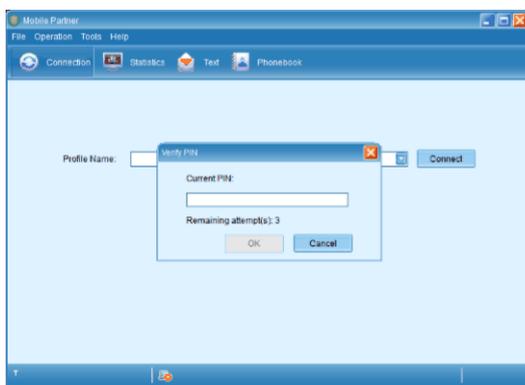
2. Start Mobile Partner.
3. From the Tools menu, select "PIN Operations" > "Modify PIN".



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↓ Note

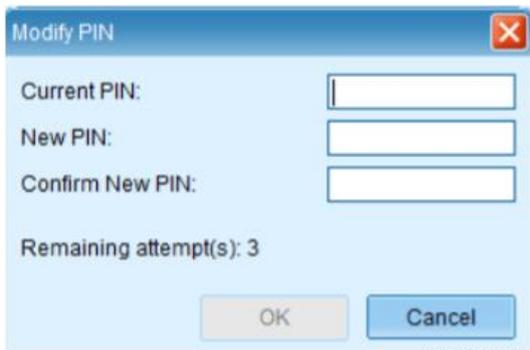
- If a PIN code is specified by the network carrier by default, the following dialog box will be displayed. Enter the current PIN code, and click [OK].



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1. Before Installation

4. Enter the PIN codes.

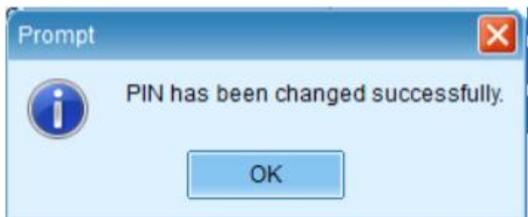


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Current PIN: Enter the PIN code of the specified carrier.

New PIN: Enter the PIN code for the Ricoh machine. Contact your supervisor for this PIN code.

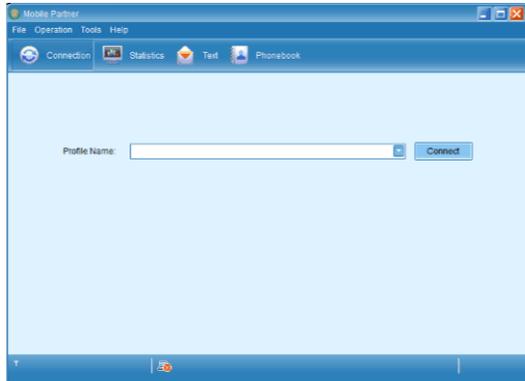
5. Click [OK].



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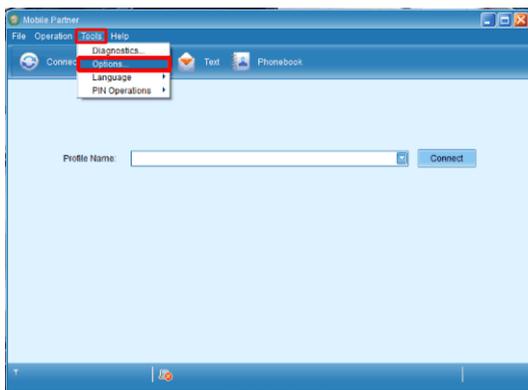
Configuring the APN (Access Point Name)

1. Make sure that the 3G dongle is inserted in the USB slot of the PC on which Mobile Partner is installed.
2. Display the Profile Name screen.



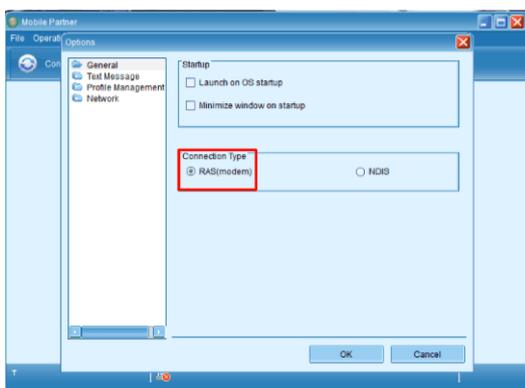
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3. From the Tools menu, select "Options".



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4. From the General tab, select "RAS(Modem)" for Connection Type.



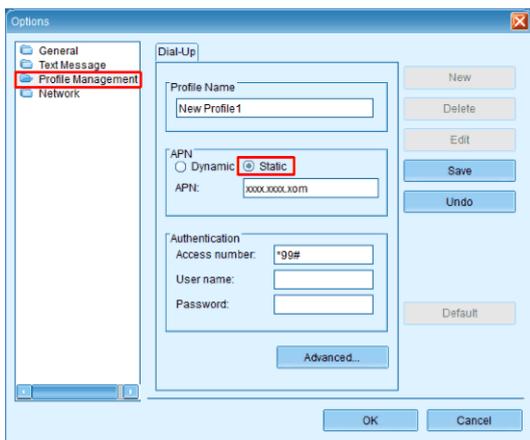
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Note

- If Connection Type is set to "NDS", the 3G dongle can connect to the Internet when it is inserted into a PC, but not when it is inserted into an MFP or printer.

1. Before Installation

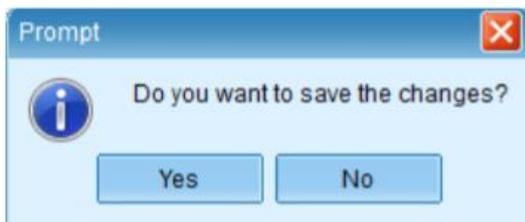
5. Register the carrier information.



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1. Select the Profile Management tab.
2. Click [New].
3. Enter a profile name.
4. For APN, select [Static], and enter the name of the specified carrier.
5. Specify Authentication if it is required for the carrier.

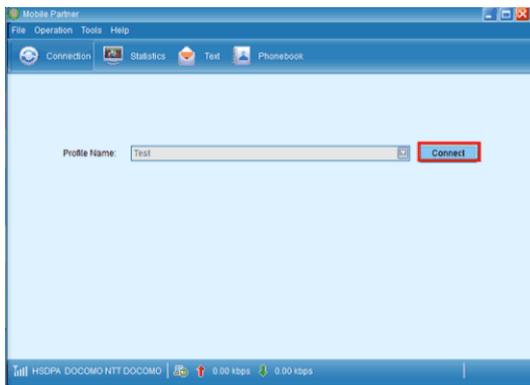
6. Click [Yes].



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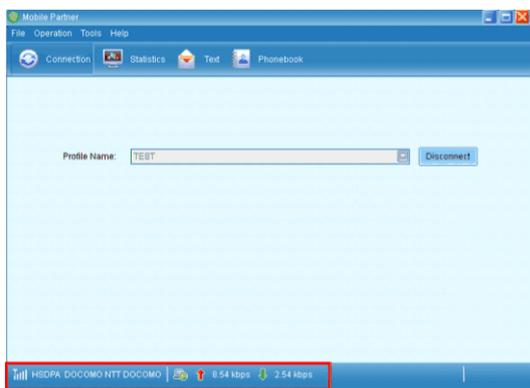
Confirming Connection

1. Enter the profile name, and click [Connect].



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If the dongle is correctly configured, the upload speed and download speed will be displayed along the bar at the bottom of the screen.



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2. Installation

Checking Before Installation

1. Check that there is an available USB slot on the MFP or printer. If there is not, then this option cannot be installed.
2. Check if the exterior covers of the machine block the USB dongle, and make sure that the dongle can be inserted firmly. If necessary, use a USB extension cable (Type A Male to Female Data Transfer).
3. Check that the version of the System/Copy firmware of the MFP or printer is compatible.
 - Refer to the table below for the machines (models) on which this option can be installed, and the compatible System/Copy firmware versions.
 - If necessary, update the System/Copy firmware of the machine.
 - Models from 16S onwards having GW controllers come with these firmwares, from the first mass production lot (certain conditions apply).
4. Check that SP5-816-201 (Registration Status of Remote Service) is set to "0" (Not Registered).
 - If SP5-816-201 is set to "2", have the person-in-charge check with the @Remote center to see if the machine is already registered as an "embedded appliance". If so, ask the @Remote Center to delete the registration. If it is not registered with the @Remote Center, execute SP5-816-209 (Installation Clear). Then turn the main power of the machine OFF and ON again.
 - If SP5-816-201 is set to any value other than "0" or "2", contact the person in charge of the @Remote service.

Compatible Versions of System/Copy Firmware

Model	System/Copy	
	Program No.	Version
MP C3003SP/MP C3503SP	D1475575E	1.26
MP C3003SP/MP C3503SP (Smart Operation Panel)	D1465575E	3.18
MP C4503SP/MP C5503SP/MP C6003SP	D1495569F	1.30
MP C4503SP/MP C5503SP/MP C6003SP (Smart Operation Panel)	D1485553G	3.20
MP C2003SP/MP C2503SP	D1775550X	1.19
MP C2003SP/MP C2503SP (Smart Operation Panel)	D1765550X	2.18
MPC6502 SP/MPC8002 SP/ Pro C5100S/Pro C5110S	D1365760T	1.18
MP 2554/MP 3054/MP 3554/MP 4054/MP 5054/MP 6054	D2025550W	1.18
	D2015550V	1.18
MP C306ZSP/MP C306ZSPF/MP C406ZSP/ MP C406ZSPF	D1965400P	1.12
MP C2004/MP C2504/MP C3004/MP C3504	D2395550N	1.07
MP C4504/MP C5504/MP C6004	D2425550N	1.07

2.Installation

Model	System/Copy	
	Program No.	Version
MP 6503SP/MP 7503SP/MP 9003SP	D2235540H	1.05

2. Installation

Installing the 3G USB Dongle

★ Important

- Before inserting a 3G USB dongle into the machine (MFP or printer), the power of the machine must be turned OFF.
- After inserting or removing the dongle, the power must be turned OFF and then ON.

- 1.** Make a note of the serial ID (IMEI) of the 3G USB dongle.



- 2.** Turn OFF the power of the MFP or printer.
- 3.** Insert the dongle into the USB I/F on the controller board. Or connect the dongle to a USB extension cable, and then connect the cable [A] to the USB I/F.



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- 4.** Turn ON the power.

↓ Note

- It takes a few minutes for the 3G service to start up.
- During starting up, the LED status of the dongle changes. For details, refer to the "LED Status" table below.

- 5.** Check that the value of SP5-816-190 (3G Dongle ID) matches the serial ID of the dongle.

↓ Note

- If SP5-816-190 is not displayed, check the System/Copy firmware version.
- If the serial ID is not displayed in SP5-816-190, disconnect the dongle and turn OFF the power. Insert the dongle again, turn the power ON, and then check the firmware version.

6. If connecting with a USB extension cable, secure the dongle at a spot where good network connection can be ensured, and the dongle does not block the flow of people or operation of other machines.

7. Using this option, register for @Remote service.

Note

- Compared to a MFP or printer that connects to the internet via a LAN cable, when using 3G it takes a longer time to complete registration of the machine. It also takes longer to conduct the test and manual calls after registration. This is because the dongle first needs to access a point on the 3G network before it can connect to the internet, and then to the @Remote center. Depending on the region or the customer's environment, 3G connection may be unstable.

8. Check that SP5-816-023 (Connect Type) has changed to "2".
Connection is now successful.

LED Status

LED Status	LED Color	Indicator Pattern	Status of Modem
Green LED flashes twice.		LED flashes in the following cycle: On (0.1 sec) > Off (0.1 sec) > On (0.1 sec) > Off (2.7 sec)	Not connected to network
Blue LED lights up.		LED remains lit.	Communicating over 3G network (W-CDMA *1)
Cyan LED lights up.		LED remains lit.	Communicating over 3G network (HSDPA *2)
Blue LED flashes once.		LED flashes in the following cycle: On (0.1 sec) > Off (2.9 sec)	Connected to 3G network
Green LED lights up.		LED remains lit.	Communicating over 2G network
Green LED flashes once.		LED flashes in the following cycle: On (0.1 sec) > Off (2.9 sec)	Connected to 2G network

*1 Wideband Code Division Multiple Access (3G network)

*2 High-Speed Downlink Packet Access (3G network)

Note

- If connecting to a 2G network, the dongle may not function properly. Only 3G connection is guaranteed.

3. Troubleshooting

Troubleshooting

LED of 3G USB Dongle Does Not Light

- Check that the dongle is inserted properly into the USB slot on the machine.
- Turn OFF the power of the machine and remove the dongle. Re-insert the dongle, and turn ON the power again.
- Check that the Serial ID in SP5-816-190 matches the IMEI of the dongle.
- Turn OFF the power of the machine. Move the dongle to another USB slot, and then turn ON the power.
- Check if the USB extension cable is of the correct data communication standard.
- Check the System/Copy firmware version of the machine.
- The dongle may be defective. Change to another dongle.

3G USB Dongle Cannot Communicate (Service Test Call Failure, Manual Call Failure)

- Turn OFF the power of the machine. Move the dongle to another USB slot, and then turn ON the power.
- Check that the Serial ID in SP5-816-190 matches the IMEI of the dongle.
- Check that SP5-816-023 is set to "2".
- Check if the APN is correctly configured.
- Check if the USB extension cable is of the correct data communication standard.
- Check if the SIM card is correctly set inside the dongle.
- Check if the PIN code and APN are correctly specified for the SIM card.
- The SIM card or dongle may be defective. Change to another SIM card or dongle.
- The controller board of the machine may be defective. Replace the controller board.

@Remote Cannot Be Registered

- Make sure that the machine is registered as an @Remote managed device.
- Refer to the troubleshooting for @Remote registration.
- The SIM card or dongle may be defective. Change to another SIM card or dongle.

@Remote Registration Is Completed But Periodical Information Cannot Be Sent (Service Test Call Failure, Manual Call Failure)

- Check the connection at the location where the dongle is installed.
- Turn OFF the power of the machine and remove the dongle. Re-insert the dongle, and turn ON the power again.
- The dongle may be defective. Change to another dongle.
- Replace the USB board. Turn the power OFF and then ON.