



**To:** All Authorized Business Partners

**Date:** January 25, 2019

**Subject:** Technology Training Announcement

**New Product Training:** RICOH Intelligent Support

**Training Format:** Technical Training: Self-Paced Curriculum

Product Code	Lanier	Ricoh	Savin
N/A	RICOH Intelligent Support		

Ricoh Learning Institute and the Ricoh Services Training & Knowledge Management teams are pleased to announce the release of a new learning opportunity for a series of training programs that encompass the RICOH Intelligent Support service initiative, the **“RICOH Intelligent Support Professional Technical Training”** program.



“RICOH Intelligent Support” is a collection of intelligent tools (software, apps, and services) designed and implemented to help our customer’s business stay productive with continuous support.

While all current components of RICOH Intelligent Support are introduced during this training program, the featured intelligent tools<sup>1</sup> include:

- RemoteConnect Support
- Remote Panel Operation
- Web Help
- Automatic Remote Firmware Updates (ARFU)
- Advanced Remote Mobile System (ARMS)
- RICOH Quick Migration Tool

## RICOH Intelligent Support Professional Technical Training

### Training Prerequisites:

**Mandatory:**

- None<sup>2</sup>

This training curriculum is designed for the technical support professional tasked with configuring the MFP (or LP) for use with the RICOH Intelligent Support series of apps, software, and services.

Included in this training program is the “RICOH Intelligent Support Professional Overview” self-paced module that includes a detailed overview of what RICOH Intelligent Support is, and an introduction to each of the components provided in this series of intelligent tools.

In order to obtain the RICOH Intelligent Support Professional Technical Training “recognition” and to have RICOH Intelligent Support listed on the support professional’s Ricoh Learning Institute’s transcript, the support professional **MUST** complete all self-paced, or video modules that comprise this curriculum<sup>3</sup>.

Details are provided in the RICOH Intelligent Support Professional Overview Self-Paced module.

**Users can begin accessing this curriculum on the Ricoh Learning Institute site:**

1. Login to the Ricoh Learning Institute site.
2. Search for the desired training using the Search field or the Learning tab.
  - From the Search field, type in the name of the course (Event) you wish to participate in (i.e. RICOH Intelligent Support Professional Technical Training) and click on the Search icon
3. Click on the appropriate course name from the list of results.
4. Click “Request” to register for this training or click “Assign” to register a direct report as their Manager.

**Note:** Additional instructions are available in the “Events and Sessions User Guide” located in the Ricoh Learning Institute Knowledge Bank under the “User Guides - User Level Functionality” section.

The following “RICOH Intelligent Support Professional Technical Training” student package includes materials referenced during the training program. You may download and review the contents now, and you will be provided another opportunity to obtain this package during the RICOH Intelligent Support Professional Overview Self-Paced module.

Description	Content ID
RICOH Intelligent Support Professional Student Pkg.	rfg080358

Ricoh Learning Institute provides the RICOH Intelligent Support Professional Technical Training recognition upon the successful completion of the RICOH Intelligent Support Professional Technical Training program, including all additional training provided in this curriculum.

If you have any questions regarding this or any other training, please visit the Ricoh Learning Institute web site or contact the Ricoh Learning Institute at: [ricohlearninginstitute@ricoh-usa.com](mailto:ricohlearninginstitute@ricoh-usa.com).

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<sup>1</sup> Additional products and features will be added to the “RICOH Intelligent Support” series. As new products and features are added, the support professional trained on RICOH Intelligent Support will be required to complete training on the new product or feature in order to maintain the RICOH Intelligent Support Professional Technical Training recognition on their training transcripts.

<sup>2</sup> While there is no mandatory prerequisite for this training program, as this program is comprised of several self-paced program modules, these modules may have prerequisites of their own.

<sup>3</sup> If the support professional has already completed any self-paced module within this program, they will not have to repeat that training. They will already have credit for completing that part of the training.