



Mondelez - MFD/SFD Global Build Book

For Ricoh MFP/SFP devices

**Produced by
Ricoh UK in conjunction with
Ricoh Europe Technology Centre**

April 2023

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1 DOCUMENT REVISION INFORMATION

Author / Reviser	Date	Version No.	Description
Vincent Batchelor	12/10/2021	1.0	Initial Release
Vincent Batchelor	26/03/2018	1.0.1	Added MP401, FAX and minor updates
Rudy Cockx	27/04/2018	1.0.2	minor updates
Rudy Cockx	30/11/2018	1.0.3	Added Toner supply settings + CAPS Cumin & scan to email
Rudy Cockx	12/02/2018	1.0.4	minor updates toner threshold S-5.2.2
Craig Bowers	27/02/2019	1.0.5	Added PCC v5.1 to manual install contingency
Vincent Batchelor	02/04/2019	1.0.6	Added comments on card readers + minor Corrections
Milana Bernstein	10/11/2021	1.0.7	Remove device portfolio as all current models are SOP2.5
Toni Perez	25/05/2022	1.0.8	Change Administrator 1 and Add Administrator 2 user/password
Rudy Cockx	11/04/2023	1.0.9	Update to card reader settings

2 DOCUMENT QUALITY CONTROL

Checked By	Date	Version Checked	Section Checked
Rudy Cockx	14/03/2018	1.01	All
Rudy Cockx	27/04/2018	1.02	All
Rudy Cockx	30/11/2018	1.03	All
Rudy Cockx	12/02/2019	1.04	Section 5.2.2
Rudy Cockx	27/02/2019	1.05	Section 5.3.8
Craig Bowers	04/04/2019	1.06	All
Rudy Cockx	13/10/2021	1.07	Section 4

3 INTRODUCTION

This document is a sample build book for MFD (Multifunctional Device) and SFD (Single Function Device/Printer) being deployed into the global Mondelez environment. The document is based on the Ricoh UK MFD / SFD build book created by Daren Masterman of Ricoh UK.

4 DEVICE PORTFOLIO

Model specifications are outlined in Global Pricing.

5 SETTINGS

5.1 IMPORTANT NOTICE

- a. **ALL devices need to be on the very latest device firmware version.**
- b. **The latest firmware for the Smart Operations Panel.**

Please check via either MyRicoH (<https://www.my-ricoh.com/>) support site or directly on RISSN.

5.2 DEVICE NAMING

The following method should be used when creating the string to be used in the Device Name, Host Name and OwnName (FAX) settings.

Country, Site, Model,3 Digits (Unique Number)

For Example:

⇒ SAWMMP301SPF001

Where:

- SA=South Africa
- WM = WoodMead
- MP301SPF = Printer model
- 001 = unique identifier/per country

5.3 CARD READER MOUNTING

5.3.1 USB CARD READER MOUNTING SOP DEVICES

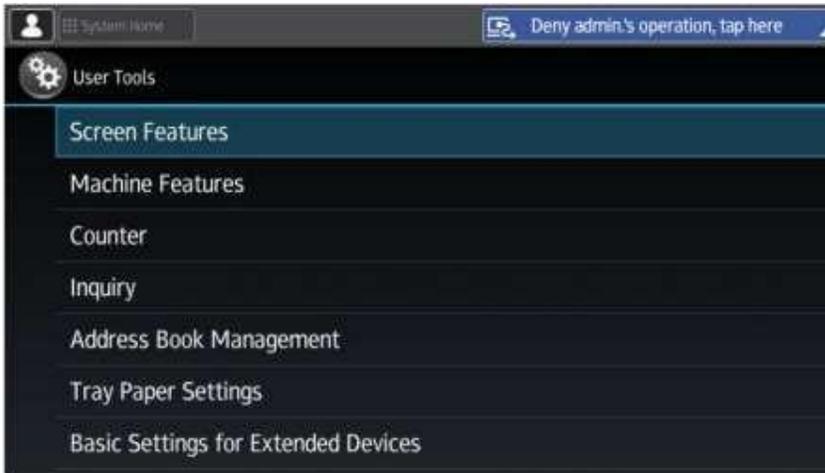
The reader needs to be connected to the USB port on the Smart Operation Panel. This should use the USB mini port on the lower right-hand side of the panel (under hinge access cover). The engineer should make best attempts to hide cabling by routing cables under the machine covers.



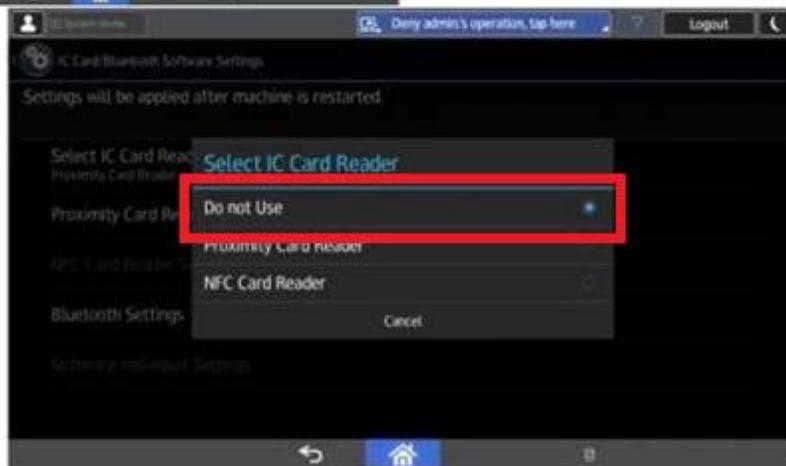
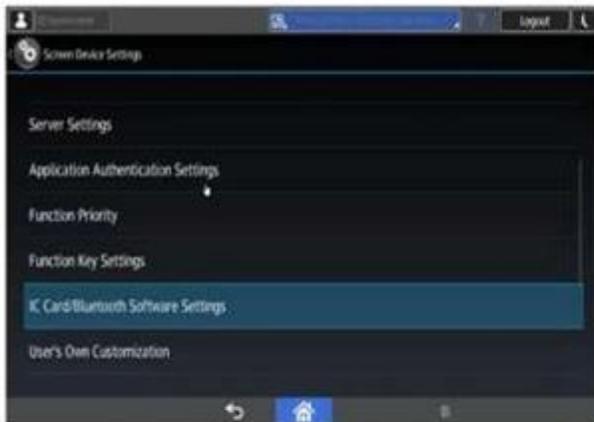
Ensure reader is set-up properly.

Once the card reader is ready, it should be enabled through the panel following the next steps:

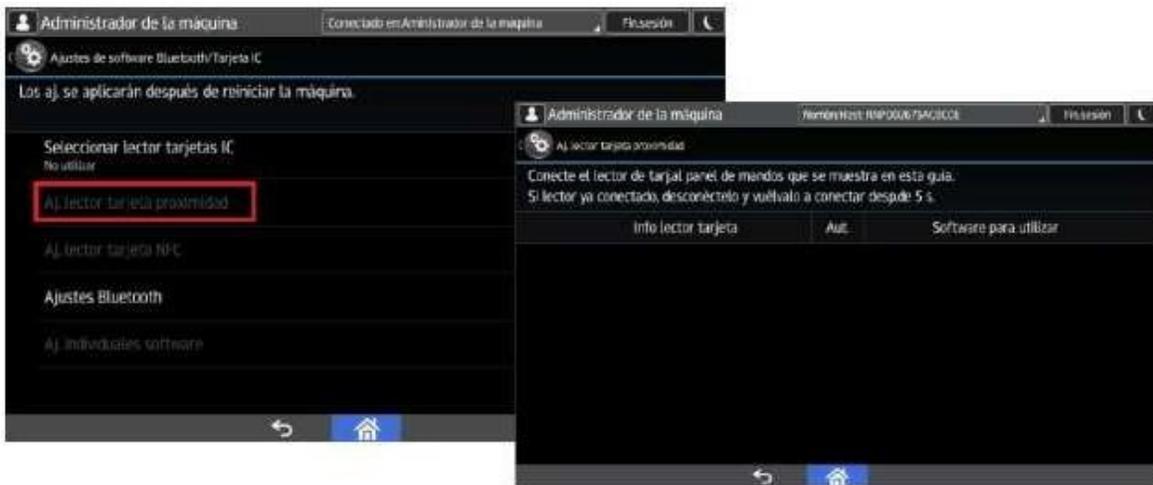
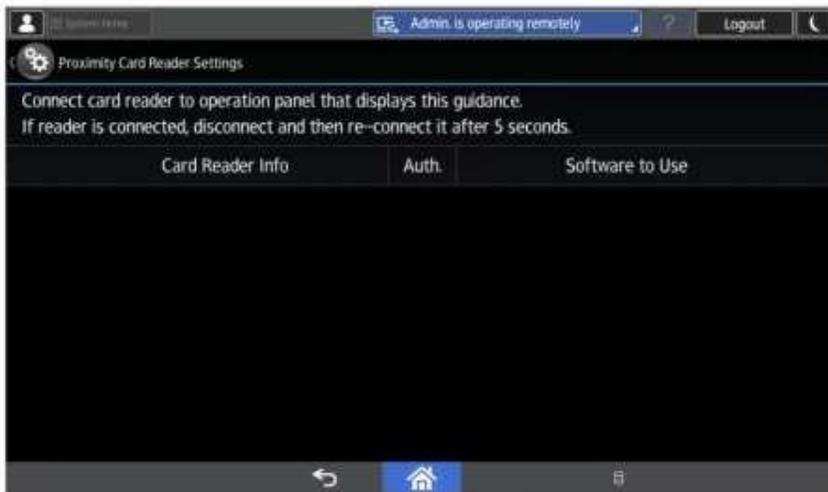
- Login as Administrator.
- User tools → Screen features → Screen device settings



- Press IC card/ Bluetooth software settings → Select IC card reader → Proximity card reader For IMC Devices option is External Interface Software Settings



Once enabled a new menu “Do not Use” will appear. A message to connect the card reader will pop up. As specified above, the card reader needs to be connected to one of the USB ports on the Operation Panel.



Once the card reader is detected by the system, the menu can be closed, after that, a physical restart of the device is mandatory; if it is not done the card reader cannot be recognized.

5.3.2 PAPER TRAY SETTINGS

Tray 1	A4
Tray 2	A4 (Where Applicable)
Tray 3	A4R (Where Applicable)
Tray 4	A3 (Where Applicable)
Place Paper Size Stickers on Tray Fronts	

5.3.3 SP MODES (REQUIRES RICOH TRAINED ENGINEER)

5-045-001	Accounting Counter, Counter method	Set to 1 (prints)
5-061-001	Toner Remaining Icon	Set to 1 (Display)
5-104	A3 double count	Set to 1 (A3 Double Click) (if applicable)

5-199-001	Paper Exit After Staple End (with Finisher)	Set to 1 (On)
5-888-001	Personal Information Protect	Set to 1 (On)
1-110-002	Media Print Device Setting	Set to 0 (Off)
1-013	Scan to Media Device Setting	Set to 0 (Off)
5-113-002	Data collation and propagation (for Equitrac)	set to "Expansion Device 1"
5-507-003	Supply/CC Alarm: Toner Supply Alarm	Set to 1 (On)
5-507-080	Supply/CC Alarm: Toner Call Timing	Set to 1 (On)
5-507-081	Supply/CC Alarm: Toner Call Threshold	Set to 20 (Percentage %)
5-507-082	Supply/CC Alarm: Toner Call Threshold for CMY	Set to 20 (Percentage %) (if applicable)
5-515-009	Call setting: Refill toner alarm notification	Set to 1 (On)

5.3.4 NOTIFICATION SOUND

- User Tools ► Screen Features
- WebImage Monitor ► Device Management ► Configuration ► Screen

Sound	Notification Sound	Set to Off
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5.3.5 AUTO CONTINUE

- User Tools ► Machine Features ► Printer Features
- WebImage Monitor ► Device Management ► Configuration ► Printer ► Basic Settings

System	Auto Continue	Set to Immediate
	Sub Paper Size	Set to Auto

5.3.6 SCANNER FEATURES

- User Tools ► Machine Features ► Scanner Features
- WebImage Monitor ► Device Management ► Configuration ► Scanner ► Send Settings

Send Settings	Maximum email size:	Set to 10MB
---------------	---------------------	-------------

- The maximum Email size should be set in line with the current company policy. For example, if the company policy around Email restricts mail size to 15MB you should set the device to allow 13.5MB as a maximum size. The difference of 1.5 MB is due to the way in which the MFD handles PDF attachments. ***Scanner settings not applicable for SFP devices.**

5.3.7 SYSTEM SETTINGS

- User Tools ► Machine Features ► System Settings
- WebImage Monitor ► Device Management ► Configuration

General Features	Output: Copier	Set to 'Finisher Upper Tray' if finisher fitted
	Output: Printer	Set to 'Finisher Upper Tray' if finisher fitted
	Output: Facsimile	Set to 'Internal Tray 1'
Tray Paper Settings	Paper Tray Priority: Copier	Tray 1
	Paper Tray Priority: Facsimile	Tray 1
	Paper Tray Priority: Printer	Tray 1
	Tray Paper Size: Tray 2	Auto Detect
	Tray Paper Size: Tray 3	Auto Detect
	Tray Paper Size: Tray 4	Auto Detect
	Printer Bypass Paper Size	Auto Detect
	Paper Type Bypass Tray	Duplex On: Auto Paper Select Off
	Paper Type: Tray 1	Duplex On: Auto Paper Select On
	Paper Type: Tray 2	Duplex On: Auto Paper Select On
Timer Settings	Paper Type: Tray 3	Duplex On: Auto Paper Select On
	Paper Type: Tray 4	Duplex On: Auto Paper Select On
	Sleep Mode Timer	Set to 60 Minutes
	Low Power Mode	Set to 10 Minutes
	System Auto Reset Timer	Set to 60 Seconds
	Copier Auto Reset Timer	Set to 60 Seconds
	Facsimile Auto Reset Timer	Set to 60 Seconds
	Printer Auto Reset Timer	Set to 60 Seconds
	Scanner Auto Reset Timer	Set to 60 Seconds
	Set Date	Set Correct Date
Interface Settings	Set Time	Set Correct Time
	Auto Logout Timer	Set to 120 Seconds
	IP V4 Address	MDLZ will share Static IPs before deployment
	Domain Name	Krft.net
	DNS	Primary DNS 132.152.0.1 / Secondary DNS 132.152.0.2
	Effective Protocol	IPv4 Active
		IPv6 Inactive
Host Name	From the Legacy Device Being Replaced	
File Transfer	SMTP Server	Smtplib.mdz.com
	Authentication	Off
	Administrators Email Address	DoNotReply@mdz.com
	Auto Specify Senders Name	On
	Destination List Priority	E-Mail

5.3.8 ADMINISTRATOR ACCESS AND AUTHENTICATION

- User Tools ► Machine Features ► System Settings ► Administrator Tools
- WebImage Monitor ► Device Management ► Configuration ► Device Settings ► Administrator Auth Mgmt.

Admin Authentication Management	User Management:	Admin Tools Set to On
	Machine Management	Set all ON except Tray Paper Settings and Maintenance
	Network Management	Set all to On
	File Management	Admin Tools Set to On
	Auto Delete Files Document Server	1 Days
Program/Change Administrator	Administrator 1	User Name: Set to admin
		Password: Set to RMPu8&q7
Program/Change Administrator	Administrator 2	User Name: Set to admin2
		Password: Set to wCa5BM)u
Login as supervisor and no password		
Program/Change Supervisor	Supervisor	User Name: Set to supervisor
		Password: Set to r1c0hMFD

5.3.9 LDAP SEARCH SETTINGS

- User Tools ► Machine Features ► System Settings ► Administrator Tools
- WebImage Monitor ► Device Management ► Configuration ► Device Settings ► LDAP Server

Program / Change/Delete LDAP server	Button 1	
	Name	Krft.net
	Server Name	Eusmc.krft.net
	Search Base	OU=Users and Workstations,DC=KRFT,DC=Net
	Port Number	389
	Authentication	Clear Text Communication
	Username	S-EquiADuser
	Password	KNSJbh@2tgs4sg
LDAP Search	LDAP Search	On

5.3.10 EQUITRAC SYSTEM MANAGER SETTINGS

If FE deploys PCC4.2.3 during installation, FE must request to GSSC (mondelez.support@ricoh.es) to set the device configuration and settings for the new device.

⇒ Requirements:

- Country
- Site
- Serial
- Hostname
- IP Address

5.3.11 FAX (IF APPLICABLE)

- User Tools ► Machine Features ► System Settings ► Administrator Tools
- WebImageMonitor ► Device Management ► Configuration ► Fax.

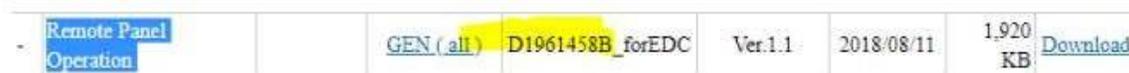
Initial Settings	First Name (FAX Header)	Set to same as HostName / Device Name
	Own Name	Set to same as HostName / Device Name
	Own Fax Number	Set to the incoming number of PSTN line
Send / Reception	Switch Reception Mode	Auto Reception
	Paper Tray	Auto Select

5.3.12 REMOTE CONTROL PANEL

As part of the SOP device support the Remote Operation is to be enabled.
Follow the steps below to activate the remote operation panel on the device.

All Firmware should be updated but be sure the firmware is updated to this minimum version.

- Check if Remote Panel Operation is installed and if not install the package for remote panel.

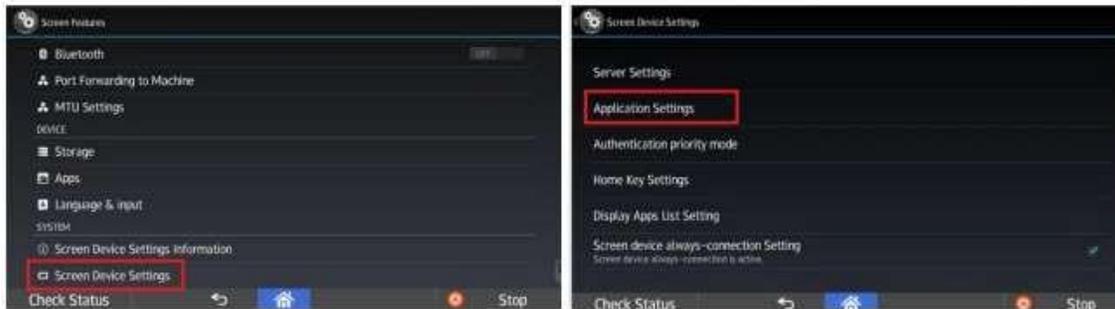


- Minimum version by family: Firmware to check (Cheetah System, System/Copy and WebSupport)

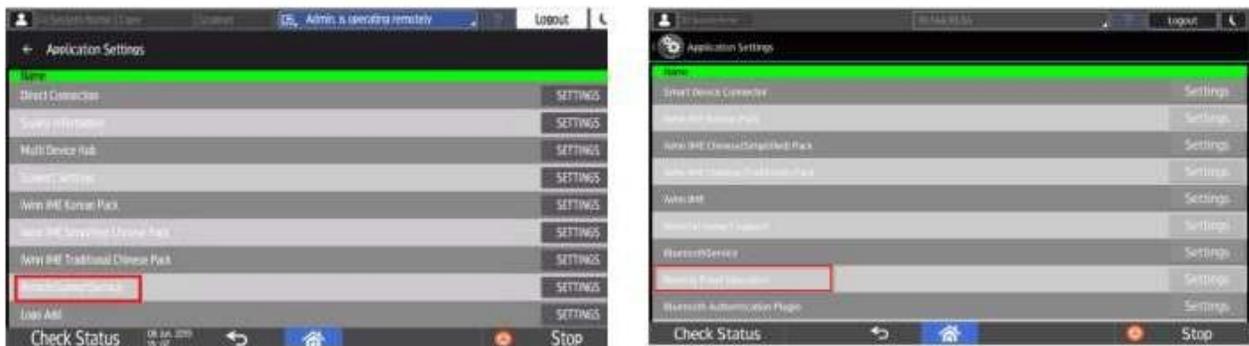
Model Name	Firmware Type		Remote Panel Operation	System/Copy	WebSupport
	Outside China/Taiwan	China/Taiwan			
Model GR-C2	1.24.1	1.24.1	1.1	1.14	1.13
Model CH-C2				1.11	1.09
Model CH-C2 Pro				1.11	1.08
Model Cor-C1.5				1.09	1.08
Model Cor-P1.5				1.04	1.05
Model Met-C2abyz				1.17	1.10
Model Met-C2cde				1.17	1.10
Model Met-C2.1abyz				1.05	1.04
Model Met-C2.1cde				1.05	1.04
Model MT-C6				1.10	1.07
Model GR-C3				1.14	1.06
Model Brz-MF1				1.14	1.07
Model Leffe-C1b				1.11	1.07
Model Gim-MF1.5				1.08	1.06
Model Met-P2				1.07	T.B.D
Ve-MF2	1.0.3	1.0.3	1.04.2 (*1)		
Model MO-C2	1.16	1.16	1.15	1.07	

1. Once installed follow the next steps. Log in to Screen SP mode. Reset” + “806182” +”#”+”#”+”C” (about 5 sec)

2. Select "Screen Device Settings" and select "Application Settings"

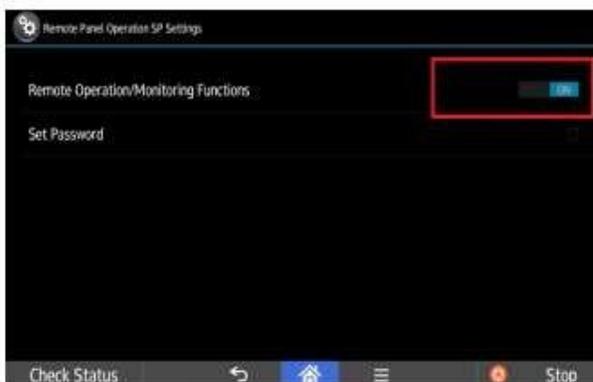


3. Select "Settings" in "Remote Support Service" or "Remote Panel Operation"



Note: You can find “Remote Connect Support” in the applications list, however, it does not have any Settings, be sure to open the settings of “Remote Support Service” or “Remote Panel Operation”.

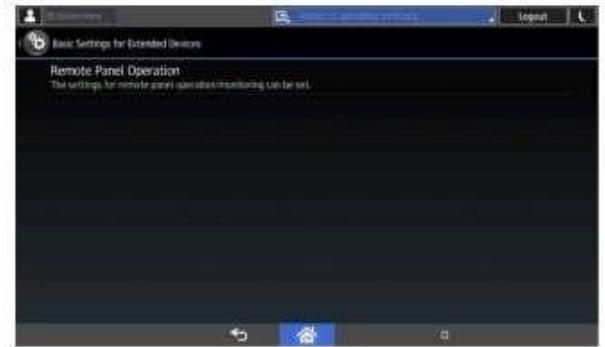
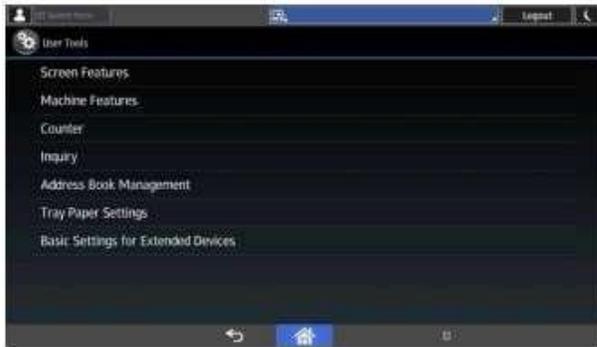
4. Enable Remote Operation/Monitoring function or select service availability. If it is enabled by default disable and enable it again.



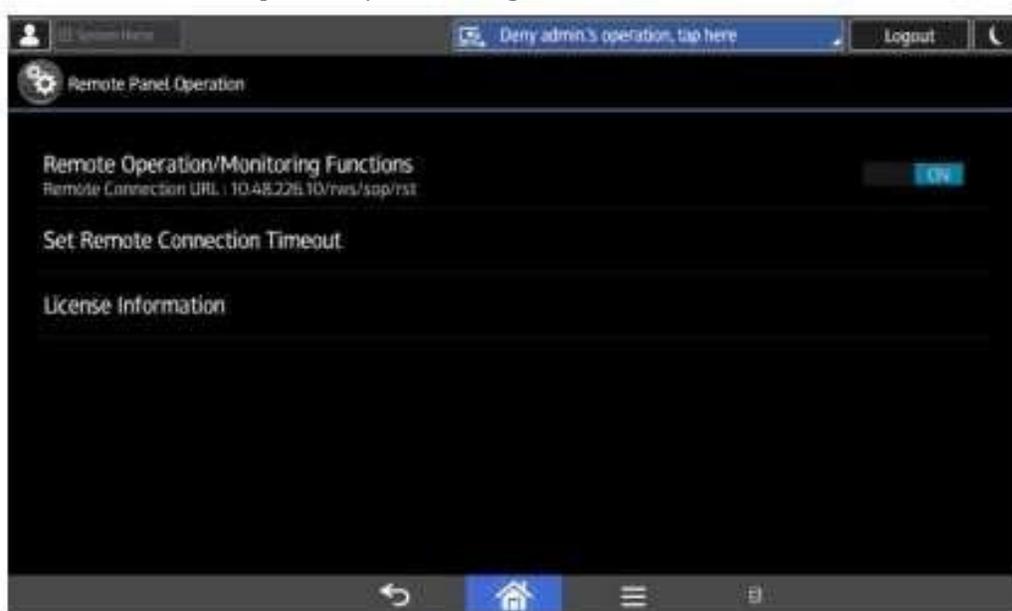
5. Exit Screen SP Settings and return to Home screen

6. Login as device administrator.

7. Select “Basic Settings for Extended Devices” and select Remote Panel Operation.



8. Enable “Remote Operation/Monitoring Functions”.



5.4 PCC MANUAL INSTALLATION

Approximately 45 minutes to install and validate PCC on each devicePCC5.1

5.4.1 REMOTE INSTALLATION/ PUSH OF PCC

5.4.1.1 RETROFIT OF SOLUTION

For retrofitting the solution on to previously installed devices, there is a pre-solution deploy visit/audit of each device to validate the firmware, settings, cabling and components. The Pre-Check file is completed per device and forwarded to RES Support [aka "GSSC"]. Pre-Check file can be obtained from GSSC or GPM/ GSM.

When the Pre-requisites have been satisfied, GSSC will notify MDLZ and Local Ricoh company/partner. The actual Push date will be confirmed by MDLZ Global Project team (or GSM) in agreement with Ricoh. The Push will happen out of local business hours prior to start of business on the scheduled date. The Field Engineer will be notified of any required remediations.

5.4.1.2 CONCURRENT DEVICE + SOLUTION

For new device installations, then the required data is shared in advance or immediately it is known. When the Pre-requisites have been satisfied then Field Engineer requests GSSC Team to push PCC.

5.4.1.3 PRE-REQUISITES

For PCC installation to be successful, the prerequisites must be satisfied with key data shared with RES Support team (GSSC)

- MDLZ Device Data File "Pre-Check File" for each device
- Including Device model, Network/hostname, IP Address
- Field Engineer contact details.

Settings for devices are as follows:

1. Device firmware and operation panel firmware must be at the latest levels. Device SP Modes 5- 401-230 should be at default (00000000)
2. Device User Authentication should be OFF
3. Device firmware must be at the latest version available.
4. Card Reader installed and connected to the Smart Operation Panel [SOP Only]
5. Card Reader installed and connected to rear USB port.
6. Activate Remote Control Panel [SOP Only]

In case of general or any other escalations, please contact:

1. Regional Project manager or Global project manager – if deployment is done during project phase

2. Regional Service Manager or Global Service Manager – if deployment is done during BAU phase

Contact Details visible in section 6

5.4.2 PCC MANUAL INSTALLATION

[ONLY IF EXPLICITLY REQUIRED - NORMALLY PCC WILL BE PUSHED FROM THE CLOUD]

5.4.2.1 PCC 5.1

PCC5.1 has **no local/ manual method of installation** and will always be installed by a push operation from the central cloud infrastructure.

5.4.2.2 PCC 4.2.3

It is expected that PCC4 will be installed and configured from the central cloud infrastructure. However, there may be instances where a local installation is required.

- User Tools ► Extended Feature Settings (Requires SD Card with PCC4.2.3.x Files Stored)
- WebImage Monitor ► Device Management ► Configuration ► Extended Feature Settings ► Install (Requires PCC 4.2.3.x zip files to be accessible).

Select:	PCC V4.2.3.0173
	Install to Flash Memory
	Auto Start On
Select	Remote_Admin V1.2.3.0173
	Install to HDD
	Auto Start On

5.4.2.3 PCC APP SETTINGS

- Use Remote Admin tool for PCC4.2.3.x installed above.

Scan to me	PCC Default Scan Page Size	A4R
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5.4.2.4 HOME SCREEN SETTING / FUNCTION PRIORITY

- User Tools ► Edit Home
- WebImage Monitor ► Device Management ► Configuration ► Device Settings ► Function Key Allocation / Function Priority

Adjust Home Screen Icons	Display Only	Copier, Printer, Fax, Scanner, PCC
Function Priority	Function	PCC

Please refer to MDLZ PCC4_5.1_ECR installation.pdf for more information on PCC5.1 installation.

5.4.2.5 ENHANCED EXTERNAL CHARGE UNIT

Once PCC is installed, activate enhanced external charge Unit: Set SP:

5-113-002	External Optional Counter Type	Set to 1 (Expansion Device 1)*
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User Tools ► Machine Features ► System Settings ► Administrator Tools

Enhanced External Charge Unit*	Copier – Full Colour	Select (MPC401SP Only)
	Copier – Black & White	Select
	Copier – Single Colour	Select (MPC401SP Only)
	Copier – Two Colour	Select (MPC401SP Only)
	Other Functions – Document Server	Select
	Other Functions – Facsimile	Select
	Other Functions – Scanner	Select

5.4.2.6 EQUITRAC SYSTEM MANAGER SETTINGS

If Field Engineer deploys PCC4 during installation, FE has to request to mondelez.support@ricoh.es to set the device configuration and settings for the new device.

Requirements:

- Country
- Site
- Serial
- Hostname
- IP Address

5.5 FAX

- User Tools ► Machine Features ► System Settings ► Administrator Tools
- WebImage Monitor ► Device Management ► Configuration ► Fax.

Initial Settings	First Name (FAX Header)	Set to same as HostName / Device Name
	Own Name	Set to same as HostName / Device Name
	Own Fax Number	Set to the incoming number of PSTN line
Send / Reception	Switch Reception Mode	Auto Reception
	Paper Tray	Auto Select

5.6 SINGLE FUNCTION DEVICES (4-LINE DISPLAY)

The information below is for the following models:

- SP 5310DN
- SP C340DN
- SP C440DN
- P 502
- P 801
- P C600

5.6.1 CARD READER MOUNTING

If being used with the Equitrac System these devices will require to use a Nuance Ethernet Card Reader. **It requires its own IP address** separate to the device and a discrete power supply either through enable Power over Ethernet (standard in Mondelez environment) or via

the PSU supplied with the card reader. The reader needs to be mounted on the front of the device and cables routed and secured at the back of the machine. Only one Ethernet physical connection is required for both the print device and Ethernet Reader as the card reader provides pass-through for the RJ45.

PLEASE REFER TO ETHERNET CARD READER GUIDE FOR FURTHER DETAILS

5.6.2 INTERFACE SETTINGS

- WebImage Monitor: Device Management ► Configuration ► IPV4

Interface Settings	IP V4 Address	We will share Static IPs before deployment
	Domain Name	Krft.net
	DNS	Primary DNS 132.152.0.1 / Secondary DNS 132.152.0.2
	Effective Protocol	IPv4 Active
		IPv6 Inactive
	Host Name	From the Legacy Device Being Replaced

5.6.3 ADMINISTRATOR ACCESS AND AUTHENTICATION

- WebImage Monitor: Device Management ► Configuration ► Device Settings ► Administrator Auth Mgmt.

Admin Authentication Management	User Management:	Admin Tools Set to On
	Machine Management	Set all ON except Tray Paper Settings and Maintenance
	Network Management	Set all to On
	File Management	Admin Tools Set to On
Program/Change Administrator	Administrator 1	User Name: Set to admin
		Password: Set to r1c0hMFD
Login as supervisor and no password		
Program/Change Supervisor	Supervisor	User Name: Set to supervisor
		Password: Set to r1c0hMFD

5.7 AUTO CONTINUE

- WebImage Monitor: Device Management ► Configuration ► Printer Basic Settings

System	Auto Continue	Immediate
	Sub Paper Size	Auto

5.7.1 ADMINISTRATOR ACCESS AND AUTHENTICATION

- WebImage Monitor: Device Management ► Configuration ► Device Settings ► Administrator Auth Mgmt.

Admin Authentication Management	User Management:	Admin Tools Set to On
	Machine Management	Set all ON except Tray Paper Settings and Maintenance
	Network Management	Set all to On
	File Management	Admin Tools Set to On
Program/Change Administrator	Administrator 1	User Name: Set to admin
		Password: Set to r1c0hMFD
Login as supervisor and no password		

5.8 DEVICES NOT ON MDLZ STANDARD NETWORK (E.G. CAPS)

As these devices are **not** on the Mondelez network, then they will not be able to connect to SLNX nor Equitrac; instead, these will require Cumin (DM serverless) to be established on the respective device and Scan to Email configured.

They will still nevertheless require Cumin (RC Gate) – see section 5.8.1 below and the following settings:

File Transfer	SMTP Server	mdlz-com.mail.protection.outlook.com
	Authentication	Off
	Administrators Email Address	DoNotReply@mdlz.com
	Auto Specify Senders Name	On
	Destination List Priority	E-Mail

5.8.1 CUMIN

Cumin (RC Gate) needs to be enabled on the device. A **Request ID** is to be provided by Ricoh GSSC. Please ensure that both the “Confirm” and “Registration” is successful.

5.8.2 SCAN TO EMAIL VIA OFFICE 365

Set up scan to email using SMTP using port 25 and host mdlz-com.mail.protection.outlook.com on the same device as listed above.

6. CONTACT DETAILS

Role	Name	E-mail	Phone
Regional Project Manager	Steven Ooi	Steven.ooi@ricoh.com.my	
Global Project Manager	Milana Bernstein	Milana.bernstein@ricoh-usa.com	847-702-4411
GSSC	RES Mondelez Support Team	Mondelez.support@ricoh.es	

END OF DOCUMENT