

PRODUCT INFORMATION GUIDE

IM Series

IM 370

IM 370F

IM 460F



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ABOUT THIS GUIDE

This internal reference guide aims to equip Ricoh representatives, both in-house and partners, with the insight to position our intelligent print devices effectively to customers. The document provides an insight into key market trends which are driving demand for new workspace capabilities, and how our devices can meet evolving organisational needs. Specifically, we have outlined the new and enhanced features of our IM A4 black and white multi-function printers (MFPs). This guide covers the models in the call-out box.* The IM models replace the previous A4 devices known as IM 350, IM 350F and IM 430F.

IM 370
IM 370F
IM 460F

31% of organisations plan to deploy over the next 18-months, automation technologies to simplify repetitive manual tasks to **increase employee engagement.**

Source: IDC, WW Future of Work Decision-Maker Survey, May 2023

MARKET LANDSCAPE

Workspace trends and opportunities

The office landscape has changed dramatically. As digitalisation accelerates, organisations are under pressure to modernise their infrastructure, enable new ways of working and embrace transformation as the vehicle to accelerate growth. While these trends have impacted print volumes, they have created new opportunities to leverage an optimised print infrastructure as the cornerstone for a digitally-enabled hybrid workplace that is secure, sustainable and collaborative. In terms of hardware capabilities, there is clear demand for a combination of A4 and A3 devices.

Evolving workstyles are prompting a shift in organisational priorities. These include:

- Digitalisation and automation of previously paper-reliant workflows and integration with scanning
- Print server consolidation or elimination and adoption of cloud solutions
- Focus on enabling a secure hybrid workplace that protects data along with security consultancy services to support this
- Meeting Environmental, Social and Governance (ESG) goals and promoting a circular economy through reuse, recycling and energy efficiency

96% of EMEA companies recognise sustainability as a business factor, but only 1 in 3 analyse their internal emissions.

Source: IDC, eBook, Sustainability in EMEA: Opportunities for Tech Vendors, Challenges for Tech Buyers, August 2023

Sustainability regulations and reporting frameworks are **accelerating sustainability agendas**. To reduce emissions, companies need to have data-driven assessment of the impact their operations have on various sustainability aspects.

Source: IDC eBook, Sustainability in EMEA: Opportunities for Tech Vendors, Challenges for Tech Buyers, August 2023

Introducing Managed Print & Automation Services

RICOH's Managed Print & Automation Services (MP&AS) speak directly to these evolving priorities by helping unlock the value of an organisation's print infrastructure to ensure operations run smoothly while creating a seamless experience for employees. The latest devices in our IM Series – our premium A4 black and white intelligent devices (with additional A3 capabilities) – are available as part of our MP&AS solution.

PRODUCT OVERVIEW

Key selling points

As a workspace integrator, our commitment to driving innovation is supported by our continuous investment in workspace technology. This means we are well-placed to develop solutions that meet evolving organisational needs now and into the future. Our IM C Series and latest A4 black and white devices boast market-leading qualities in four key areas.



We've summarised the key selling points below, then expanded on each area thereafter



Adaptable for customers, whatever their needs

- An optimised, cloud-based and secure print management infrastructure with RICOH Print Management Cloud allows customers to print from anywhere, on any device
- Customisable devices including A4 and A3 fleets with cloud-based applications and solutions via Ricoh Smart Integration
- Integrated document management for process efficiency, significant cost savings and flexibility with RICOH Streamline NX, RSI Control+, Kofax ControlSuite, DocuWare Smart Document Control and Kofax Printix
- Device management software to reduce administrative workload with Device Manager NX
- Access to RICOH Intelligent Support – our multi-faceted service and support platform with smart self-help tools, remote assistance and proactive device maintenance
- Compact footprint and low noise levels mean devices are suitable to be installed on office desks to save space



Enhanced productivity

- Improved and highly accessible 7" Smart Operation Panel with capacitive touch for better usability and tiltable panel for easy accessibility
- Quality Print resolution max: 1200 x 1200dpi
- WiFi option and Bluetooth 5.2. for stable connection
- Higher 6GB RAM memory for workflow performance improvement (2GB mainframe and 4GB Smart Operation Panel)
- A3 scan/print/copy for the three models and fax function available for IM 370F and IM 460F, giving customers enhanced capabilities from their print devices
- New Smart UI apps including Smart Document Server to provide tighter uniformity between the UI and app
- Improved automation through digital workflows to support collaboration
- Enhanced print speeds (37 ppm (IM 370), 46ppm (IM 460) and scan speed (46ipm/Simplex, 92imp/Duplex) for quicker printing and scanning productivity



Outstanding security

- RICOH Always Current Technology – provides access to the latest security updates with automatic downloads
- New controller feature with Always Current Technology V2.2 allows the MFPs to accept communication sent from the Smart Operation Panel's WiFi interface even if access control is enabled. This allows guest users to print directly from their smart device allowing collaboration and maintaining a level secure network
- Latest security standard Trusted Platform Module 2.0 (TPM 2.0) for improved encryption strength and protection of important data such as passwords and encryption keys stored in the device
- Improved Privileged Account Control for more flexible admin management
- Multi-Factor Authentication including new card-based access to minimise the risk of a data breach is available combined with RICOH Streamline NX



Sustainability as standard

- PET Toner bottles produced from 100% recycled plastic
- 17% of the total plastic used in the mainframe is made from post-consumer recycled plastics
- Energy saving with 45% power reduction when the Smart Operation Panel is in sleep mode
- Reduced plastic packaging and 100% plastic free packaging for paper feed unit only
- The labels on the toner bottles have been replaced with laser engraving and the toner bottles are no longer packaged in plastic bags
- Industry leading low Typical Energy Consumption (TEC) values with ECO mode, IM 370(F) 0.381 kWh, IM 460F 0.493 kWh
- @Remote service tracks environmental performance making it easy to visualise trends in CO2 savings, power usage and paper consumption in Ricoh intelligent devices, to inform more sustainable decisions

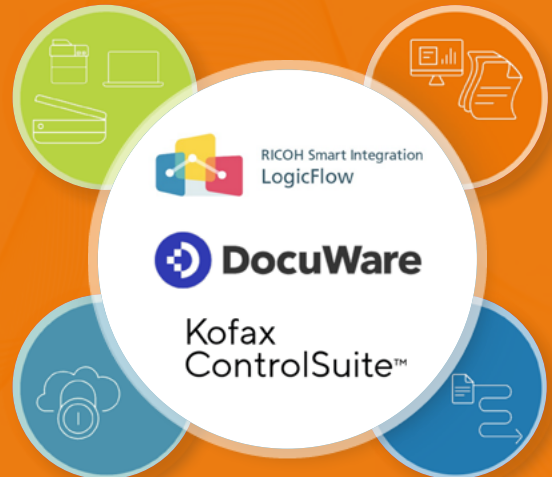


Adaptable

Our robust and reliable intelligent devices adapt to changing organisational needs as the workspace evolves. They offer customisation, flexibility and integration with other business applications.

Users can customise their device with applications that enable employees to work faster, smarter and more securely – not just now, but into the future. Our scalable document management applications include RICOH Streamline NX, Kofax Printix, DocuWare Smart Document Control and RICOH Smart Integration.

If support is needed, users can get help fast with a range of options using RICOH Intelligent Support with smart self-help tools, remote assistance and proactive device maintenance intelligence to keep Ricoh MFPs working around the clock.

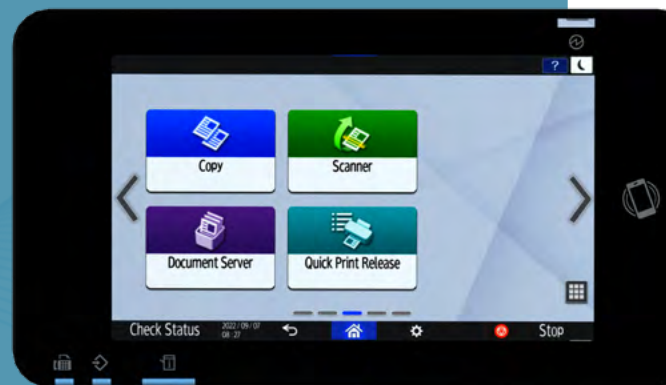


Productive

Our intelligent MFPs come with enhanced hardware specifications including increased memory (6GB RAM) for improved workflow performance and larger paper sheet capacity with a maximum of 2,100 sheets.

Enhanced print speeds at 37ppm for the IM 370(F) and 46ppm for the IM 460F for improved user experience and productivity.

A unique feature of these devices is their flexibility to leverage both A4 and A3 capabilities. Customers requiring flexible print and scan options are able to access A3 scan, print, copy and fax options with the IM 370F and IM 460F models with the included Single Pass Document Feeder (SPDF).





Secure

RICOH Always Current Technology for ongoing access to security features and upgrades. New security tools include the latest version of the hardware security module (TMP 2.0). Users can also restrict the network by port name and protocol as well as IP address.

Enhanced Privileged Account Control for more freedom when creating MFP administrator roles. IT managers can assign different privileges to each role and link to their user ID management system, including Windows and LDAP platforms. A usage log is saved for each user ID, ensuring improved security and compliance.



Sustainable

Every organisation is under pressure to demonstrate a sustainable approach to how it does business – from driving down resource consumption and energy costs to demonstrating a responsible approach to procuring products and services.

Carbon offsetting process

We are proud to offer carbon balanced MFPs to our customers. With a simple add on to the device, customers can offset the life-time carbon impacts of their printing infrastructure. Our carbon offsetting process involves measuring carbon emissions associated with a full lifecycle carbon footprint analysis according to EcoLeaf, including from raw material sourcing, manufacture, logistics, through in-use and to disposal, then offsetting those emissions by investing in certified emission reduction and removal projects.

Energy saving

Our A4 black and white IM MFPs boast industry-leading low Typical Energy Consumption (TEC) values and a 45% reduction in power consumption when the Smart Operation Panel is in sleep mode meaning customers save energy and costs with the latest mono devices – supporting their sustainability goals.



FREQUENTLY ASKED QUESTIONS (FAQS)

This section includes selected FAQs related to the devices IM 370, 370F and 460F presented in this guide.

Q. How is the IM 460F different from the IM 430F which it replaces?

A: The IM 460F prints at 46 ppm while the IM 430F had a speed of 43 ppm. Additionally, the IM 460F has an SPDF with a faster scanning speed of 46 ipm compared with 40 ipm in the predecessor device. Other notable differences compared with the previous device include A3 capabilities and the latest generation 7" Smart Operation Panel. The IM 460F also has a smaller footprint of 0.184m² compared with 0.214m², which allows installation in smaller spaces.

Specifications		Previous devices		New devices	
		IM 350F	IM 430F	IM 370F	IM 460F
Print speed		35 ppm	43 ppm	37 ppm	46 ppm
Document feeder/scan feed		SPDF - 40 ipm		SPDF - 46 ipm	
Footprint		0.214 m ²		0.184 m ²	
Paper capacity	Standard	500 sheets		500 sheets	
	Maximum	2,100 sheets		2,100 sheets	
Max paper size		A4		A3	

Q: How have these MFPs been improved in terms of sustainability features and why is this important?

A: Protecting our environment and improving sustainability are tremendously important considerations for businesses worldwide, with many expected to continue increasing their Environment, Social and Governance (ESG) investments and financing. These MFPs come with a range of improved features that reduce their impact on the environment and help our customers achieve their own sustainability goals.

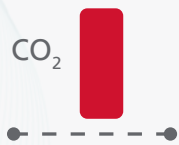
17% of the total plastic used in the mainframe is made from post-consumer recycled plastics while the toner bottles are made from 100% recycled PET plastic. Additionally, the labels on the toner bottles have been replaced with laser engraving and they are no longer packaged in plastic bags.

Ricoh has switched to cardboard packaging material instead of Expanded Polystyrene (EPS) foam and we have discontinued the use of polyethylene bags in the packaging for the optional paper feed unit.

Q. What is the Sustainability Optimisation Programme?

A: At Ricoh, we provide reliable ongoing support to help customers minimise their environmental footprint as they navigate a changing business environment. Our accredited Sustainability Optimisation Programme is a five-step plan which includes a 'green audit' to help analyse, design and optimise the sustainability of our customers' print fleet.

FREQUENTLY ASKED QUESTIONS (FAQS) continued



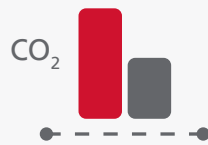
Analyse

Visualise
baseline carbon
footprint



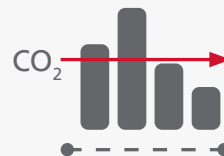
Design

Create
optimisation
design



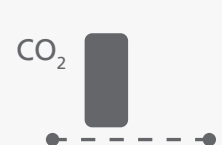
Implement

Reduce carbon
footprint by
optimising fleet,
work processes,
behaviour



Govern

Continuously
track carbon
emission vs
plan, action
any gaps



Neutralise

Offset
remaining and
unavoidable
emissions

Q. Is Ricoh Capital available for customers who purchase the IM 370, 370F and 460F devices?

A: Yes, Ricoh Capital is available for customers purchasing the new IM A4 devices and MP&AS. We provide flexible financing options via Ricoh Capital to help customers spread software and hardware costs in a more manageable way. They can manage invoicing with one predictable monthly or quarterly invoice which makes budgeting, reporting and preparing for audit easier.

IM 370, 370F AND 460F HARDWARE CONFIGURATION

Other options

- ✓ PostScript3 Unit Type M54
- ✓ OCR Unit Type M54
- ✓ IPDS Unit Type M54
- ✓ Device Server Option Type M54
- ✓ NFC Card Reader Type M54
- ✓ SSD Option Type M54 256GB
- ✓ HDD Option Type M54 320GB
- ✓ IEEE 802.11a/b/g/n Interface Unit Type M54
- ✓ Card Reader Cover Type M54
- ✓ Optional Counter Interface Unit Type M12
- ✓ XPS Direct Print Option
- ✓ Type M54
- ✓ Page Keeper Type M54
- ✓ Paperlock UPL-2A 400N



M 370, 370F and IM 460F

Capacity (std tray): 500 sheets
Dimensions: 374 x 493 x 640 mm
Weight: 41 kg

Includes:

- ✓ 50-sheet SPDF
- ✓ 500-sheet standard tray
- ✓ 100-sheet bypass tray
- ✓ 250-sheet output tray
- ✓ 7" Smart Operation Panel
- ✓ 64 GB eMMC storage
- ✓ 6 GB RAM (total)

Document Feeder Paper Guide Tray Type M54

Caster Table 79

Dimensions: 374 x 493 x 84mm
Weight: 5 kg

Low Cabinet 80

Dimensions: 374 x 493 x 250mm
Weight: 10kg

High Cabinet 81

Dimensions: 374 x 493 x 374mm
Weight: 12kg



Paper Feed Unit PB1200

Capacity (std tray): 500 sheets
Dimensions: 374 x 493 x 124 mm
Weight: 8 kg

Note: Up to three optional paper feed units can be attached to the mainframe.

For desktop use, service installation is required for safety if three paper bank units are installed.

For floor use, a caster table and service installation are required for safety if three paper feed units are installed.

IM 370, 370F AND 460F HARDWARE CONFIGURATION continued

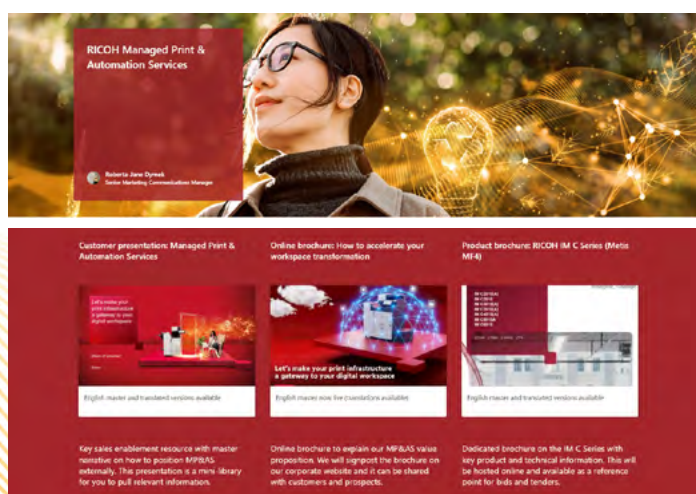
	IM 370, IM 370F	IM 460F
Print Cartridge IM 460	9,000 (6%, 3P/J) / 13,500 (ISO) sheets	
Print Cartridge IM 460H	—	15,400 (6%, 3P/J) / 22,000 (ISO) sheets
Waste Toner Bottle IM 460	50,000 sheets	

RELATED RESOURCES

Managed Print & Automation Services

RICOH's Managed Print & Automation Services optimise our customers' print infrastructure to improve efficiency, reduce cost, enhance security and drive sustainability. We recognise that today's organisations demand agility and collaboration, wherever they're located. Our services cover everything from workflow automation and connecting into document handling systems to training and change management support to facilitate a seamless shift from print to digital.

Visit the MP&AS page on the [EMEA Marketing Hub \(SharePoint\)](#) for more details. A dedicated iLearn module for MP&AS is available [here](#) with information on how to sell and selling scenarios.



OPTION COMPATIBILITY

If you purchase	You must install	You cannot install
Paper Feed Unit PB1200	—	(When 3 x Paper Feed Unit installed) Low Cabinet 80 High Cabinet 81 (When 2 x Paper Feed Unit installed) High Cabinet (When 1 x Paper Feed Unit installed) Low Cabinet 80
Caster Table 79	—	Low Cabinet 80 High Cabinet 81
Low Cabinet 80	—	Caster Table 79 High Cabinet 81
High Cabinet 81	—	Caster Table 79 Low Cabinet 80
Document Feeder Paper Guide Tray Type M54	—	—
Page Keeper Type M54	—	—
PostScript3 Unit Type M54	—	—
OCR Unit Type M54	—	—
IPDS Unit Type M54	—	—
XPS Direct Print Option Type M54	—	—
Device Server Option Type M54	—	—
NFC Card Reader Type M54	—	Card Reader Cover Type M54
Card Reader Cover Type M54	—	NFC Card Reader Type M54
SSD Option Type M54 256GB	—	HDD Option Type M54 320GB
HDD Option Type M54 320GB	—	SSD Option Type M54 256GB
IEEE 802.11a/b/g/n Interface Unit Type M54	—	—
Optional Counter Interface Unit Type M12	—	—
Paperlock UPL-2A 400N	—	—