

HOW TO GUIDE: Locating the counters for your device

The Ricoh Knowledge Base contains information on our Ricoh devices, including how to locate your meter read counter.

Most standard Ricoh device counters can be found by selecting **User Tools** or **Settings** menu then **Counter**. Readings can be captured on the device display screen or by printing a counter page or device configuration page.

Standard Ricoh Devices

On your device locate the User / Tools button.

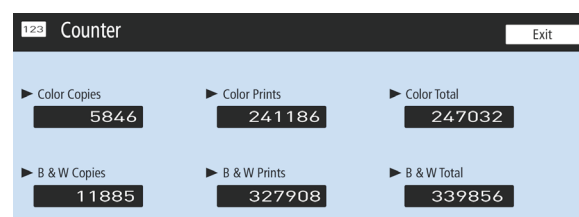
Note: If your device is a touch screen, you may need to swipe left or right to locate the user tools/settings button.

User tools / Settings



The counter values we require are the 'Total' for B&W and Colour (if applicable).

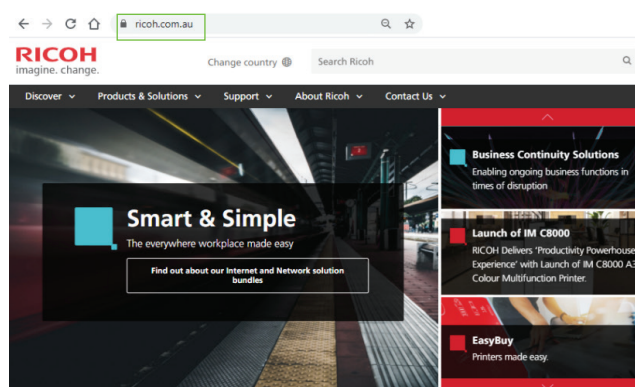
As part of your service contract, we need to collect these meter readings. This will enable us to accurately bill and prevent us estimating your readings.



If your device does not feature these options, please follow the steps below to obtain instructions your specific model.

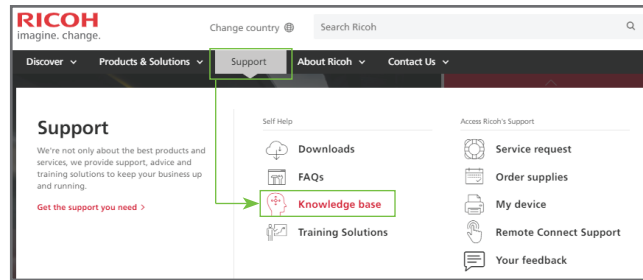
Other Ricoh Devices

Open the Ricoh Australia website:
ricoh.com.au



Click on Support menu

Click on Knowledge Base



On the Knowledge Base Page

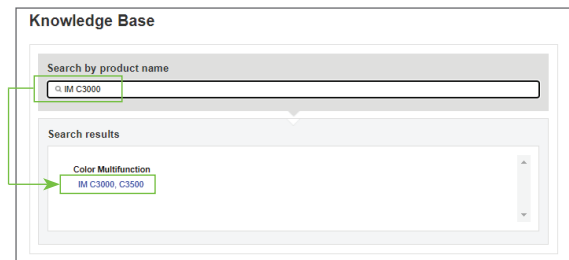
Locate your Device model by either:

Searching by product name

OR

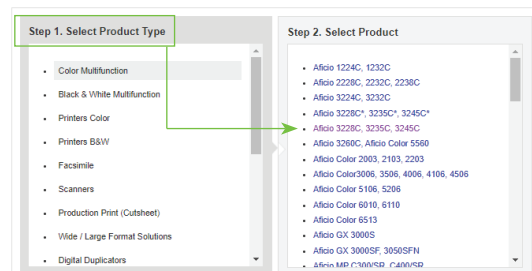
Browsing by product type

Click on your product link to open.



OR

Select from a list

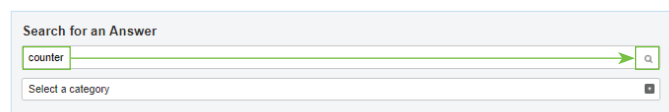


Enter in the word 'counter' into the search phrase or keyword box.

Click on the Search (magnifying glass) icon.

Some models reference the counter page as configuration page. Click on the search result most relevant to displaying the counter.

Note: The result name will differ by model.



Other Suggested Searches [pop server](#) [operator](#) [export address book](#) [reverse printing](#) [rotate sort](#) [email server](#) [tab printing](#)
Search Results 1 - 7 of 7 for counter Latest 5

1. Checking the Counter of the Machine for Each Color Category
 How do I display or print the counter?
 Date Updated: 02/04/2020
2. Confirming the Counter for Each User
 How do I display or print the counter?
 Date Updated: 02/04/2020
3. How to Use the "Settings"
 Date Updated: 11/20/2019

SAMPLE ONLY
EACH MODEL DIFFERS



The content displayed will be different for each model. You may need to expand additional links to provide you with the instructions.

In this example, expand the 'Confirming the Counter' option.

Checking the Counter of the Machine for Each Color Category

Published 11/26/2018 03:25 AM | Updated 02/04/2020 02:30 AM | Answer ID 258983
Other users found this answer helpful Yes 0 Rate this answer

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How do I display or print the counter?

The value of the counter increases by one for each single printed surface. When duplex printing is performed, the counter increases by two. There are three types of counters for each color category as follows:

- Color Copies
- Color Prints
- Color Total
- B & W Copies
- B & W Prints
- B & W Total

Confirming the Counter

The instructions will be displayed for the device you selected.

Follow these instructions on your device.

Note: If your device is a touch screen, you may need to swipe left or right to locate the user tools/settings button.



Need Help?

Contact us on 1800 181 002

Confirming the Counter


Note


- The case of [Classic] specified as the screen type of [Settings] is used as an example in the description of the procedure.

1. Press [Settings] on the Home screen.
 
2. Press [Counter] on the Settings screen.
 

Note

- When you are using the [Standard] screen type, specify the settings in the screen below [Counter] ▶ [Print Counter List]



3. Confirm the counter.
 

To print the counter value, press [Print Counter List].
4. Press [Home] after confirming the counter.

Section Top

The counter values we require are the 'Total' for B&W and Colour (if applicable).

As part of your service contract, we need to collect these meter readings. This will enable us to accurately bill and prevent us estimating your readings.

123 Counter Exit

▶ Color Copies	▶ Color Prints	▶ Color Total
5846	241186	247032
▶ B & W Copies	▶ B & W Prints	▶ B & W Total
11885	327908	339856