RICOH

RICOH Unified Communication System Advanced

Operating Instructions

Administrator Guide

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How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates points to pay attention to when using the machine. Be sure to read these explanations.

Note

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

[ ]

Indicates the names of keys on the machine's display or control panels.

Disclaimer

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this product and operation manuals provided with it.

Notes

Contents of this manual are subject to change without prior notice.

Some illustrations in this manual might be slightly different from the machine.

Make sure that you always copy or have backups of important documents or data. Documents or data might be erased due to your operational errors or malfunctions of the machine. Also, you are responsible for taking protective measures against computer viruses, worms, and other harmful software.

Precautions for Usage

Copyright Notice

Using this machine to perform any of the following acts, without permission from the copyright holder, for purposes other than personal use may constitute an infringement on the copyright and/or neighboring rights of the commercial video software or cable broadcasting program. These acts include broadcasting or transmitting commercial video software or cable broadcasting programs, modifying videos, such as by freezing, or resizing videos to be displayed in an aspect ratio different from the original. To avoid the risk of possible infringement, we advise you to obtain permission from the copyright holder and take all other measures necessary before performing any of the above-mentioned acts.

1. Read This First

About Administrator Privileges

Once you have been granted RICOH UCS Advanced administrator privileges, you can access Administrator pages to perform the following tasks:

Subscriptions

- Inviting users
- Deleting users
- Managing user information
- Resetting user passwords
- Managing endpoints

Usage

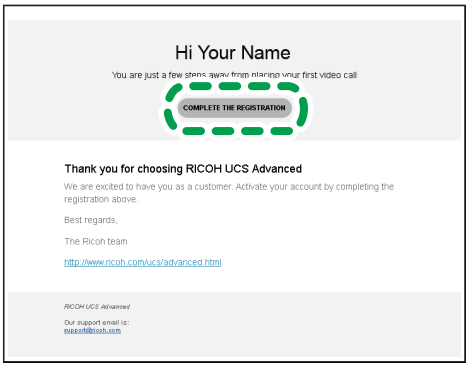
- Checking usage

Registering an Administrator Account for the First Time

When you complete the procedure for purchasing a RICOH UCS Advanced service license, an e-mail for administrator account registration is sent to your company administrator.

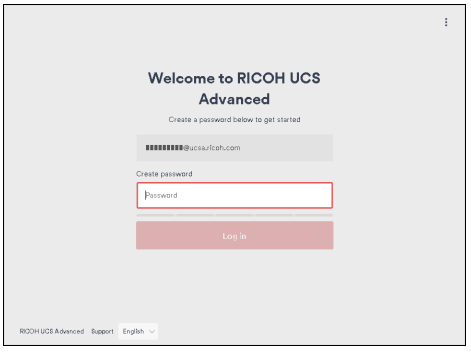
Complete the following procedure to register an administrator account:

1. **In the e-mail that you received, click the "COMPLETE THE REGISTRATION" link.**



DYT001

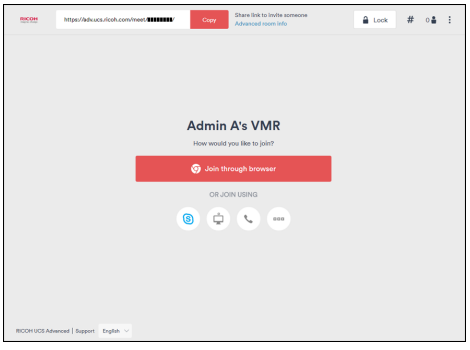
Your web browser opens and displays a page where you can set your password for RICOH UCS Advanced.



2. **Confirm your name and video address already displayed.**
3. **Enter a password.**

   The entered password will be your password for logging in to My Room.
4. **Click [Log in].**

   Your account is created and My Room is displayed.


RICOH
https://adv.ucs.ricoh.com/meet/
Copy
Share link to invite someone
Advanced room info
Lock
0
Admin A's VMR
How would you like to join?
Join through browser
OR JOIN USING
RICOH UCS Advanced | Support
English

Accessing the Administrator Page

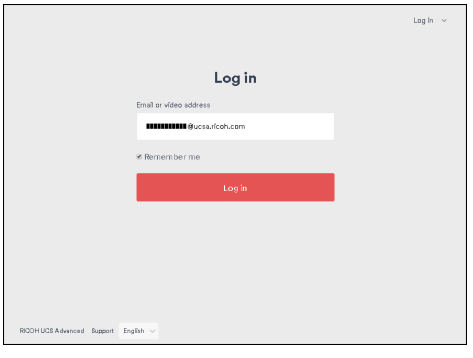
All administrator functions are accessed via a web browser.

In your web browser, enter "https://adv.ucs.ricoh.com", and then enter your credentials to log in to RICOH UCS Advanced. Use the password that you set in the previous step.

You can access the administrator page from the menu on the My Room page.

1. **Open a web browser.**
2. **Enter the following URL in the address bar of your web browser.**

   https://adv.ucs.ricoh.com/
3. **Enter the e-mail or video address.**



4. **Click [Log in].**
5. **Enter the password.**
6. **Click [Log in].**
7. **Click the menu icon in the top right corner.**
8. **Select [Manage Company].**

   The administrator page is displayed.

2. Functions Available to the Administrator

Managing Users

The administrator can invite and enable new users on the service directly from the [Subscriptions] page.

Inviting Users

You can either invite individual users or you can invite multiple users in a single batch from a CSV file. When you invite a user to the service they will receive an e-mail with a link to register.

The following information is required in order to invite a user:

- [Full name]
- [Email address]
- [Video address]
- [Access rights]

Note

- The Video address is used when using the video conferencing system.
- The Video address cannot contain any spaces.

Using a CSV File to Invite Multiple Users

Create a CSV file (.csv), and then enter the information for users.

The name, e-mail and username is required for each of the users you want to add.

Both comma and semi-colons are accepted as delimiters in the file. The heading row is optional, but the field ordering is strict as shown in the example below.

- File format

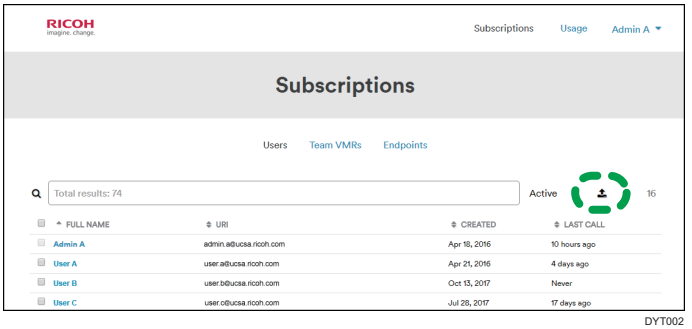
  name;e-mail;username

- Example

  User A;user.a@emailaddress.com;user.a@ucsa.ricoh.com

  User B;user.b@emailaddress.com;user.b@ucsa.ricoh.com

You can upload the CSV file by clicking "Bulk import of users" icon.



DYT002

Note

- If a CSV file is used to invite users, they are granted user-level access privileges.

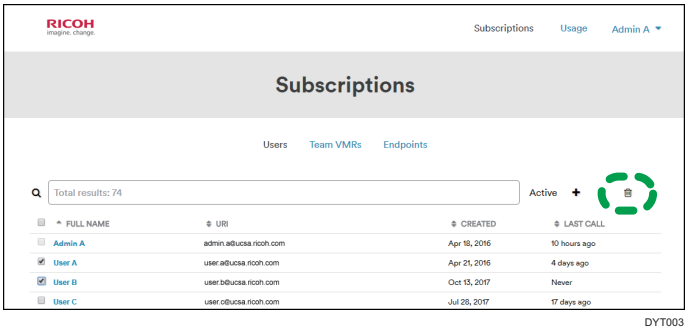
Deleting Users

Important

- **Before deleting a user, make sure that you are deleting the correct user.**

You can delete unnecessary users from the registered account. If you want to stop a specific user from accessing the server, you can suspend the user's account.

Simply click [Subscriptions], identify the user that you want to remove from the service, select the check box beside the relevant name, and then click "Delete selected users" icon on the right side of the screen.



DYT003

You can create and use a CSV file to delete multiple users, as is the case when inviting multiple users.

Upload a CSV file listing multiple users to be deleted.

To upload the CSV file, click "Bulk import of users" icon, and then click [Click here if you want to delete users].

Managing User Information

You can rename a VMR, reset a password, and set the Host PIN or Guest PIN for a VMR for each user.

You can view a specific user's profile by clicking the user's name in the registered account.

To rename a VMR or set the Host PIN or Guest PIN, click [Meeting room].

Resetting User Passwords

If a user has forgotten their password you can force a password reset. To do so, select [More], and then click [Send password reset].

Managing endpoints

You can manage an already-registered machine of another conferencing system as an endpoint.

The registered endpoint can access users and Team VMR lists managed by a Subscription.

An administrator can perform the following operations on an endpoint:

- Activating the endpoint
- Changing the endpoint's name and video address

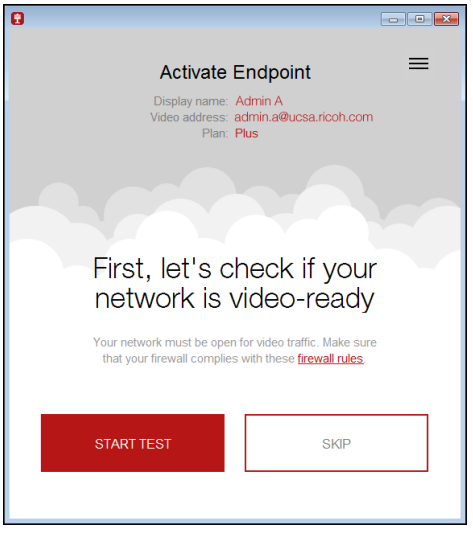
Activating an Endpoint

When the endpoint registration is complete, an e-mail requesting endpoint activation is sent to the administrator.

Endpoint activation can be completed by using the appropriate application.

1. **Download the Activate Endpoint application from download page.**
2. **Install the Activate Endpoint application.**
3. **Click the [Launch activation app] button in the e-mail.**

4. Follow the instructions given in the application to complete the activation.



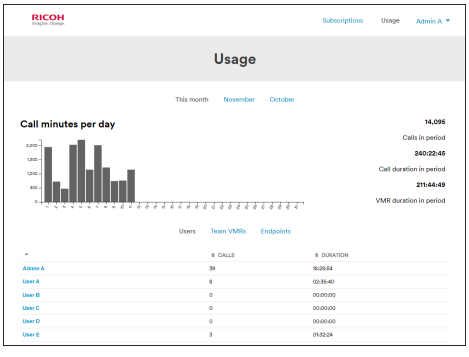
Note

- The first test checks whether your network environment is working normally. You can skip this test.
- If there are multiple endpoints to be activated, activate one of them, and then repeat the same procedure for each of the remaining endpoints to activate all of them.

Checking Usage

This function allows users to monitor their own usage and see recent calls that they have made on the service. As an administrator, you have the ability to monitor the overall usage of all of the users in the company account.

From the administrator page, you can view this information by clicking [Usage] at the top of the screen.



You can see the usage for up to two months prior to the current month, sort users based on their use of the service (by minutes or meetings), and identify heavy users as well as those who may need help to get the most out of the service.

To check the usage of a specific user, click the user name.

3. Appendix

Troubleshooting

Problem	Causes	Solutions
Cannot activate an endpoint.	• The network environment is not working normally. • The network environment does not meet all of the requirements for using the service.	Open the following URL and make sure that your network environment meets the requirements listed. If the required port does not open, contact your network administrator. • https://adv.ucs.ricoh.com/test/firewall

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