PRODUCT INFORMATION GUIDE

IM C320F
M C320FW
P C375

Internal use only

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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 enhanced features and benefits of the IM C320F, M C320FW and P C375. This internal guide includes how these devices are positioned within our Managed Print & Automation Services value proposition for selling packaged opportunities across a range of customer segments.

MARKET LANDSCAPE

Workspace trends and opportunities for A4 colour printers and multi-function devices

According to International Data Corporation (IDC)*, the demand for A4 colour printers and multi-function devices is expected to grow in the post-pandemic era, as organisations adopt hybrid work models and seek to optimise their office spaces and workflows.

A4 colour devices offer several advantages over A3 devices, such as lower cost, smaller footprint and higher speed. They also enable users to create professional-looking documents, presentations, and marketing materials that can enhance their brand image and customer satisfaction. Our A4 colour devices are designed with sustainability in mind with eco-friendly materials and features focused on reducing energy consumption, waste, and carbon emissions.

Ricoh's new A4 colour range, the IM C320F, M C320FW MFDs and the P C375 printer, is designed to meet these needs and opportunities, by offering smart technology solutions that enable remote monitoring, cloud integration, intelligent support, workflow automation and advanced security.

Environmental trends and opportunities

Increasing sustainability operations and ensuring a sustainable supply chain and compliance is no longer a nice-to-have for organisations, but a legal necessity as new stringent laws and regulations have been implemented in the EU, with more expected to come into force in 2025. Some of the key EMEA sustainability themes for 2024 from IDC* include:

- **Net-zero and decarbonisation** - How can technology help decarbonize and optimise business operations?
- **Complexity of sustainability reporting** - How can organisations track, consolidate, manage and automate data for environmental, social and governance (ESG) reporting?
- **Data-driven sustainability transformation** - How can firms capture and employ sustainability data using technology to drive sustainable business?
- **Responsible procurement and circularity** - How can organisations minimise waste operations and across value chains?

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

MANAGED PRINT & AUTOMATION SERVICES

RICOH'S Managed Print & Automation Services is designed to 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 and available sales enablement materials.

Managed Print & Automation Services - IM C320F, M C320FW and P C375

We have created a go-to-market approach for Managed Print & Automation Services (MP&AS) that enables service offerings that simplify the way customers acquire print solutions from Ricoh. Each offering consists of hardware, software, services and financing options. Hardware is an integral part of each MP&AS offering, as are the other components mentioned. These could be various hardware devices from the Ricoh portfolio, meaning A3, A4 devices and single function and multi-function devices (colour and black & white) are all available to meet our customers' print needs, under one value package offering.

Key selling points

The RICOH IM C320F, M C320FW and P C375 are designed to seamlessly integrate into any workspace. These intelligent devices have been designed with small spaces in mind without compromising on functionality.

The biggest advantage of the IM C320F, M C320FW and P C375 is that they are three of the most sustainable devices in the Ricoh portfolio.

RICOH has expanded its Managed Print & Automation Services portfolio with new A4 colour multi-function and print devices available. The IM C320F and M C320FW models provide printing, copying, scanning, and faxing capabilities, while the P C375 is the A4 colour printer in this new sustainable range.

We have summarised the key selling points for each of the models below.

Adaptable to meet the demands of any customer

Ricoh helps organisations to adapt to changing needs and demands by offering smart technology solutions that enable them to streamline their workplace experience with remote monitoring, cloud integration, and intelligent support.

IM C320F
- Simplify and automate document workflows, enhance efficiency, security and cost control with **RICOH Streamline NX**
- **RICOH Smart Integration** (RSI) benefits include cloud connectivity, mobile printing, and workflow automation
- Deploy an optimised, cloud-based and secure print and device management infrastructure to print anywhere and on any device with **RICOH CloudStream**
- Access to **RICOH Intelligent Support** - our multi-faceted service and support with smart self-help tools, remote assistance and proactive device maintenance
- Track device usage in real-time and improve workflows with **RICOH @Remote** technology

M C320FW & P C375
- RICOH @Remote

Enhanced productivity

IM C320F
- Print speed 32ppm
- Scan speed 30ipm (simplex) and 60ipm (duplex)
- 6GB RAM memory
- 7-inch Smart Operation Panel

M C320FW
- 4.3-inch full colour Touch Operation Panel for easy access and streamline functions
- Print speed of 32ppm
- Scan speed 30ipm (simplex) and 42ipm (duplex)

P C375
- Print speed of 32ppm
- 2GB RAM memory
- LCD Operational Panel

Security enabled

RICOH Always Current Technology is available for **IM C320F only**. Always Current Technology provides the latest security standards and automatic updates, providing reassurance for the customer that their device is always secure and protected.

Print sustainability

These devices are designed to minimise energy consumption, reduce waste and emissions, and support circular economy principles. They feature low-power sleep modes, automatic duplex printing, and eco-friendly toner cartridges that can be recycled through Ricoh's Return Programme.

IM C320F, M C320FW & P C375

- Device mainframe made of over 50% post-consumer recycled plastic material
- Reduction of plastic packaging and zero plastic packing for toner cartridges
- Industry leading low Typical Energy Consumption (TEC) values:
  - IM C320F (0.30kWh)
  - M C320FW (0.33kWh)
  - P C375 (0.32kWh)
- Sustainability services, such as the Carbon Balanced Service and Ricoh's Sustainability Optimisation Programme, are available to help customers enhance their sustainability efforts and offset the carbon footprint of their printing activities
- Blue Angel Mark certification ensures these products meet the highest standards of environmental, health and functional quality

FREQUENTLY ASKED QUESTIONS (FAQS)

This section includes selected FAQs related to the IM C320F, M C320FW and P C375 presented in this guide.

Q What is the difference between each model?

A

	IM C320F	M C320FW	P C375
Product Type	A4 multi-function Printer		A4 Single Function Printer
Print speed (1 side)	32 ppm		
Print speed (2 side)	16 ppm		
Paper Feed capacity	(std) 250+ 50 bypass (max) 800 (+1 PFU)	(std) 250+ 50 bypass (max) 800 (+1 PFU)	(std) 250+ 50 bypass (max) 1300 (+2 PFU)
RAM	6GB (2GB mainframe + 4 GB SOP)	512 MB	2 GB
Storage	(Std) 64 GB eMMC (Op) 256 GB SSD	-	(Std) 32 GB eMMC
Dimension (w x d x h)	410*429*483mm		410*429*360mm
TEC [kWh]	0.30kWh	0.33kWh	0.32kWh
Power consumption in sleep mode [W]	0.58W	0.58W	0.45W
Controller Type	sGW	Primax	sGW
Operation Panel	7-inch Smart Operation Panel	4.3-inch Touch Operation panel	4 line LCD

Mainframe design - IM C320F
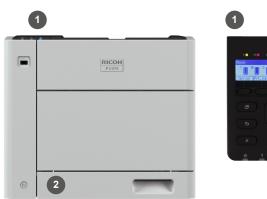

❶ 7-inch Smart Operation Panel G3
❷ 250 sheets tray

Mainframe design - M C320FW

❶ 4.3-inch Touch Operation panel
❷ 250 sheets tray

Mainframe design - P C375

❶ 4 line LCD
❷ 250 sheets tray

Peripheral Options

1 Medium Cabinet

2 Low Cabinet

3 1 x 500 sheet Paper Bank (PB1210)

OPTION COMPATIBILITY

If you purchase	You must install	You cannot install
IM C320F		
Paper Feed Unit PB1210	-	Medium Cabinet 83
Low Cabinet 82	-	Medium Cabinet 83
Medium Cabinet 83	-	Paper Feed Unit PB1210, Low Cabinet 82
IEEE 802.11a/b/g/n/ac Interface Unit Type M57	-	-
SSD Option Type M57 256GB	-	-
Fax Memory Unit Type M57 64MB	-	-
PostScript3 Unit Type M57	-	-
Card Reader Cover Type M57	-	NFC Card Reader Type M57
NFC Card Reader Type M57	-	Card Reader Cover Type M57
OCR Unit Type M54	-	-
M C320FW		
Paper Feed Unit PB1210	-	Medium Cabinet 83
Low Cabinet 82	-	Medium Cabinet 83
Medium Cabinet 83	-	Paper Feed Unit PB1210, Low Cabinet 82
P C375		
Paper Feed Unit PB1210	-	(When 2 x Paper Feed Unit Installed) Medium Cabinet 83
Low Cabinet 82	-	Medium Cabinet 83
Medium Cabinet 83	-	Low Cabinet 82
IEEE 802.11a/b/g/n/ac Interface Unit Type M57	-	-
PostScript3 Unit Type P24	-	-
Device Server Option Type P24	-	-

CONSUMABLE INFORMATION

IM C320F	M C320FW	P C375	Product Name	Yield (Bk/Fc)
-	1	1	Starter Toner Black	2,500 (*1) sheet
-	1	1	Starter Toner Full Color	1,500 (*1) sheet
1	-	-	Print Cartridge Black IM C320	16,000 (*1) /11,700 (*2) sheet
1	-	-	Print Cartridge Yellow IM C320	10,000 (*1) /5,700 (*2) sheet
1	-	-	Print Cartridge Magenta IM C320	10,000 (*1) /5,700 (*2) sheet
1	-	-	Print Cartridge Cyan IM C320	10,000 (*1) /5,700 (*2) sheet
-	1	-	Print Cartridge Black M C320H	10,500 (*1) /7,600 (*2) sheet
-	1	-	Print Cartridge Yellow M C320H	7,500 (*1) /4,200 (*2) sheet
-	1	-	Print Cartridge Magenta M C320H	7,500 (*1) /4,200 (*2) sheet
-	1	-	Print Cartridge Cyan M C320H	7,500 (*1) /4,200 (*2) sheet
-	-	1	Print Cartridge Black P C375H	13,500 (*1) /10,500 (*2) sheet
-	-	1	Yield Print Cartridge Yellow P C375H	10,000 (*1) /5,700 (*2) sheet
-	-	1	Print Cartridge Magenta P C375H	10,000 (*1) /5,700 (*2) sheet
-	-	1	Print Cartridge Cyan P C375H	10,000 (*1) /5,700 (*2) sheet
-	1	1	Black Drum Unit M C320	60,000 sheet
-	1	1	Color Drum Unit M C320	48,000 sheet
1	1	1	Waste Toner Bottle IM C320	11,000 sheet
-	1	1	Transfer Unit M 320	100,000 sheet

Note:

(*1) Measured based on ISO/IEC 19798

(*2) Measured based on A4 letter 5% test chart; 3 prints / job

The information published in this guide is correct as of September 2024

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