

Product Information Guide

P 501 & P 502



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Introduction



About this guide

This product information guide provides you with an overall presentation of the Ricoh black and white printers P 501 and P 502. It's a reference tool for sales managers and salespeople who sell these devices.

This handbook includes a description of the new and enhanced features of these MFPs, key selling points, and specifications. For additional information on legacy features, please refer to the Common Features Guide & Common Features Guide Matrix that is posted on RWorld & InfoCenter.

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Product overview



Product snapshot

The **P 501** and **P 502** are A4 black and white printers that offer quick print speeds and high resolution output.

The devices are capable of high resolution printing at 1,200 x 1,200 dpi, have a fast print speed of 45 ppm, and quick first print time of less than 5 seconds.

The GWNX controller provides advanced functionality and a number of enhancements over the previous devices, such as support for Google Cloud Print and PostScript 3 and PDF Direct emulation as standard.

Various improvements have been implemented to reduce paper jams, maximize device uptime, and ensure consistent high quality output.

Additionally, these devices have a maximum input capacity of 2,100 sheets via optional paper banks to meet the needs of our customers in busy environments.

They can also be upgraded with an optional HDD, wireless adapter, and additional network interface port.

45 ppm

Compact footprint

Max 2,100 sheet capacity

Google Cloud Print

PostScript 3 and PDF Direct emulation as standard



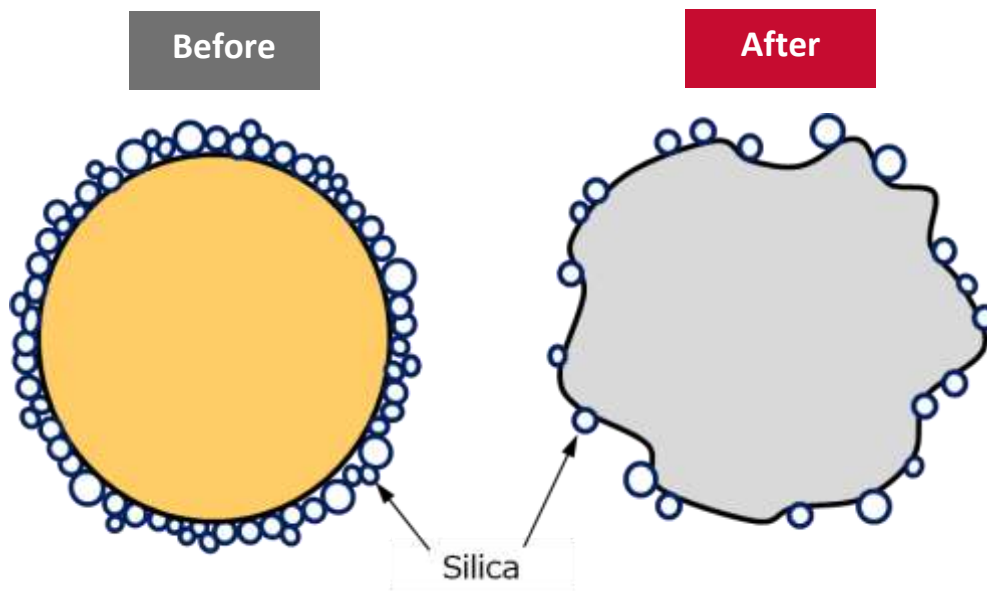
New and enhanced features

In addition to existing features like high resolution 1,200 x 1,200 dpi output and LED printing, these new devices provide a range of new and enhanced features.

Improved toner

One of the major issues that affected output quality in the previous devices was the appearance of vertical black lines, which was caused by the amount of silica in the toner.

In these new devices, the amount silica in the toner has been reduced and the composition has also been revised to prevent the occurrence of black lines and to provide stable quality output.

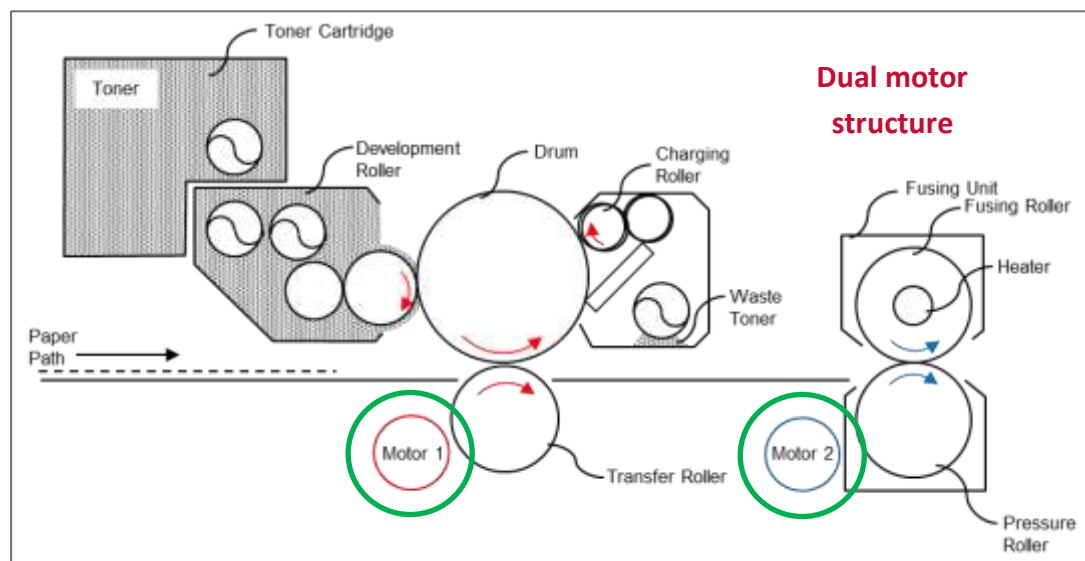
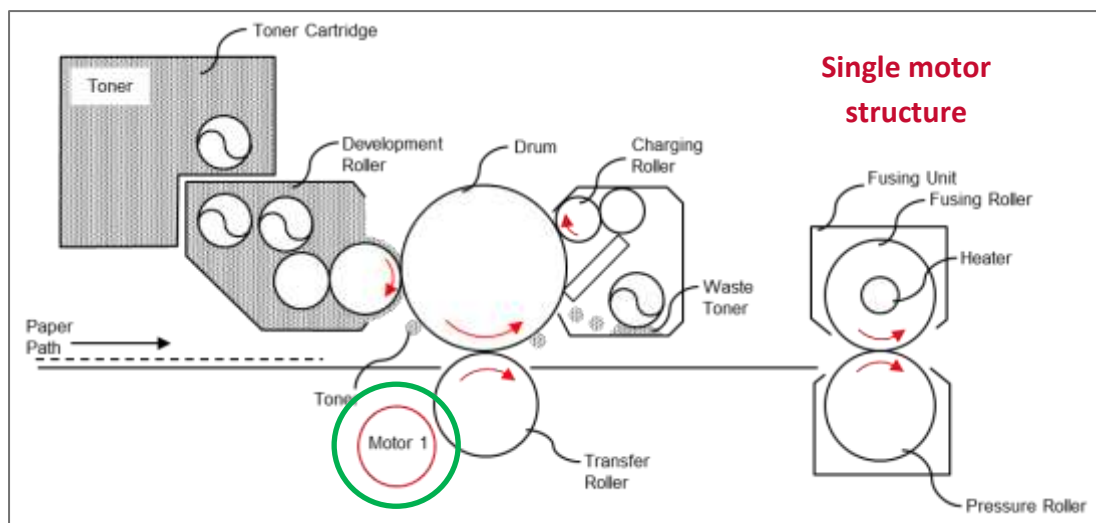


Supply yield improvement

These new devices incorporate a new dual motor structure that runs the drum unit and fusing unit separately.

Compared to the previous devices which used a single motor to run multiple components, including the drum and fusing units, this new structure reduces unnecessary strain on the motor when there is only activity in one of the components.

This improvement translates to longer yield life of the drum unit as well as toner.



Paper feeding and jam improvements

Responding to customer feedback, Ricoh has made numerous improvements to paper feeding and jam removal in these new devices.

Roller friction feeding

The paper pick up and separation mechanism has been changed from the friction pad type in the previous devices to the more reliable roller type, similar to those used in higher-end devices such as the MP C6004.

The roller feeding mechanism is expected to reduce paper jams by approximately 90% in these new devices.

Removal of envelope lever

The previous devices came with an envelope lever at the fusing unit that would cause paper jams or wrinkles if it was set incorrectly by the user.

In these new devices, the lever has been removed to reduce the risk of it being incorrectly set after replacing the fusing unit. This reduces chances of paper jams or wrinkles.

Auto end fence adjustment

The end fence of the paper tray adjusts itself depending on the amount of paper in the tray, ensuring smoother paper feeding.

For example, the end fence will be positioned all the way at the back when the tray is full of paper and it will move forward to the best feeding position when the paper capacity is low.



Paper size mismatch jam

These devices are smart enough to ensure that a jam doesn't occur when there is a mismatch between the actual paper size and paper size in the printer driver settings.

In the event of a paper size mismatch, the paper will be fed out of the device and the user will receive a popup notification to reset the paper in the tray.

Retry feeding improvement

The paper feeding control has been improved to better handle unexpected paper curl and other imperfections, which would have instantly triggered a paper jam notification before.

The time margin for jam detection has been extended to give these new devices the chance to retry feeding the paper multiple times if it isn't fed smoothly. This reduces the jam rate because the paper may be successfully fed after a few tries.

However, if the paper still can't be fed, a jam will occur.

Smoother jam removal

The fusing roller exit is located at the back door of these devices, ensuring that jammed paper can easily be located and removed whenever there's a jam between the fusing unit and output.

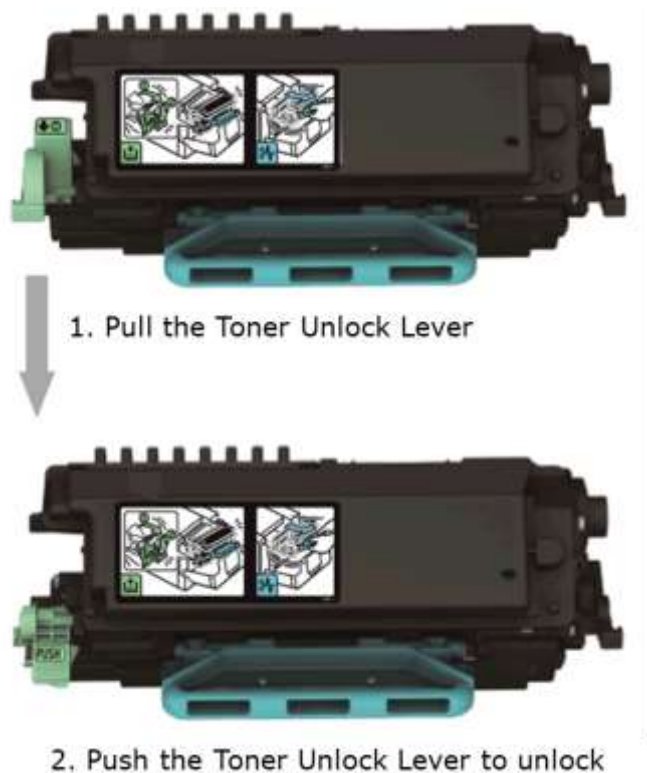
This means users no longer have to remove the fusing unit to clear a paper jam, saving them time and effort.

Usability improvements

A number of enhancements have been made to improve the usability of these devices. Among them is an Installation Wizard which provides easy-to-follow guides for configuring basic and network settings when the device is first installed.

Additionally, we have made it even simpler to replace the toner by adding an instruction decal on the cartridge, as well having different colors for the Toner Unlock Lever (green) and PCDU Lever (blue) for easier identification.

The grip handle also makes it easier to firmly hold the cartridge when replacing it.



Maintenance improvements

The tasks of maintaining these devices have been made easier thanks to several improvements that include the easy removal and installation of the fusing unit, helping to reduce downtime to call a service technician.

In the previous devices, users had to pull the unlocking levers whenever they wanted to remove and insert the fusing unit.

However, the fusing unit can now be easily removed just by grasping the unlocking lever on the handle of the fusing unit.

Additionally, the fusing unit is automatically locked in position when it is inserted into place.

A cleaning brush has also been installed in the device, which automatically cleans the LED array whenever the front cover of the device is opened and closed.

These printers also support the Advanced Remote Mobile System (ARMS) tool, which is a mobile optimized technical website that allows service engineers to view essential device information and system status from their mobile device before arriving on-site. This helps to reduce service time, promote first-time fix, and maximize device uptime.



Workflow improvements

The devices are Google Cloud Print-ready, allowing them to be shared on the web using a Google account. Once these new printers are registered on the cloud printing platform, users are able to print documents from any web-connected device, such as a smartphone or computer, without installing a printer driver.

Additionally, Mopria support allows users to wirelessly connect and print to these devices from a supported Android mobile device.

Mopria works by providing a universal printer driver that converts the data to the appropriate file type required by the printer. This feature is beneficial for customers wishing to boost productivity and efficiency in their mobile workforce.



Key selling points

This section outlines the key selling points and benefits of these devices.

Excellent performance

These devices come with the latest technologies to deliver excellent all-round performance for a variety of customers and usage scenarios.

- ▶ **Faster print speed** compared to previous devices enables print jobs to be completed in less time
- ▶ **Fast first print time** reduces waiting time at the device
- ▶ **Enhanced GWNX controller** provides a range of workflow improvements to boost efficiency and productivity
- ▶ **Maximum input capacity of 2,100 sheets** with optional paper banks provide longer uninterrupted print runs
- ▶ **Optional 320 GB HDD** allows users to store and retrieve print jobs for convenience
- ▶ **Google Cloud Print** allows users to print to these devices from any smartphone or computer without installing a printer driver
- ▶ Android and iOS smart device users can easily connect and print to these devices with **Mopria and AirPrint** support respectively



High quality output

Apart from existing features, various improvements have been made to these devices to ensure customers enjoy consistent high quality output.

- ▶ **Maximum 1,200 x 1,200 dpi** print resolution ensures sharp and crisp text every time
- ▶ **Improved toner composition** reduces the occurrence of black lines and related imperfections, providing stable high quality output
- ▶ **PostScript 3 and PDF Direct emulation as standard** enables customers to print excellent quality professional documents out of the box
- ▶ **Support for heavier paper stock as well as envelope printing** make these devices suitable for a variety of vertical applications



Reliable and easy to use

These devices come with a host of improved features, making them easy to use and superior than their predecessor devices in terms of comfort, usability, and reliability.

- ▶ **Compact footprint** enables devices to be installed in almost any location—from office desks to under retail shop counters
- ▶ **Dual motor structure** extends the yield life of the drum unit
- ▶ **Installation Wizard** simplifies the setting up of basic device and network settings
- ▶ **Advanced Remote Mobile System (ARMS)** helps to reduce service time, promote first-time fix, and maximize device uptime
- ▶ Various **paper feeding and jam removal enhancements** improve reliability
- ▶ A built-in brush **automatically cleans the LED array** whenever the front cover is opened and closed
- ▶ **Quiet operation** for office environment comfort



Market snapshot



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Target markets

These devices are targeted at small to medium businesses. They are also suitable for Major Account (MA) and Global Major Account (GMA) customers as a shared device in small to medium workgroups of up to 10 people.

Ricoh is also aiming to sell these devices as part of a mixed MFP + Printer fleet under a Managed Document Services (MDS) package deal for MA customers.

In terms of vertical customers, these devices are ideal for retail, medical, finance/insurance, and education customers because of their compact size, advanced features, and paper handling versatility.

This chart displays the target markets for these devices.

Customer type	Segment (# of people sharing the device)	Office appliance company size				Vertical			
		GMA	MA	SMB	SOHO	Retail	Medical	Financial	Education
		Direct/Office appliance dealer				Direct + SI/VAR			
Consolidated -Regional office, Home office (30+ people)	10K	Covered by A3 MFPs							
Large workgroup -Sales branch, Home office (10-30 people)		SP 5300DN, SP 5310DN MP 5015PF, MP 6015PF							
Medium workgroup -Sales branch, Home office (5-10 people)	2K	IM 430F P 501, P 502				Branch Shop Home office	Reception Pharmacy	Bank teller (Branch office)	Lab
Small workgroup -Reception, Counter service (bank, hospital, Govt, retail), Sales branch, Home office (2-4 people)	0.5K	SP 330DN, SP 330SFN SP 3710DN, SP 3710SF				Shop	Clinic	Bank teller (Branch office)	
Executive (1-2 people)		SP 230DNw, SP 230SFNw							

Specifications



Introduction

This section includes the most important product features and specifications. For example, it lists key differences between these devices and their predecessors, standard and optional configuration, consumables, and print features.

What's changed

These devices feature the new generation GWNX controller, and provide a range of new and enhanced features to improve user efficiency and productivity.

The new devices replace these devices:

Previous devices	New devices
SP 4510DN	P 501
SP 4520DN	P 502

What's changed summary—P 501, P 502 vs SP 4510DN, SP 4520DN

Specifications		Previous device		New devices	
		SP 4510DN	SP 4520DN	P 501	P 502
Print speed	LT LEF	42 ppm		45 ppm	
Maximum paper input		1,600 sheets		2,100 sheets	
Paper weight		52–162 g/m ² / 14–43 lb Bond		52–256 g/m ² / 14–68 lb Bond	
PostScript 3 and PDF Direct emulation		Not available		Standard	
Operation panel		4-line LCD	4.3" color touch panel	4-line LCD	
Google Cloud Print		Not supported		Supported	
Toner yield—maximum, ISO/IEC 19752		12,000 sheets	—	14,000 sheets	—
Toner yield—maximum, 3 pages per job 6% chart		—	10,400 sheets	—	11,100 sheets

Controller and mainframe

Feature		P 501, P 502
Functions		Print
Printer controller		GWNX
CPU		Intel Atom 1.33GHz—dual core
Memory (RAM)		2 GB
HDD		320 GB—optional
Network protocols		TCP/IP (IPv4, IPv6)
Physical dimensions (W x D x H)	Mainframe	375 x 412 x 311 mm / 14.76 x 16.22 x 12.24"
	Maximum	424 x 490 x 750 mm / 16.69 x 19.29 x 29.53"—with 4 trays and caster table
Weight—mainframe only with starter toner		19.3 kg / 42.55 lbs

Connectivity

Feature		P 501, P 502
Interfaces	Mainframe	10Base-T/100Base-Tx (Ethernet) 1000Base-T (Gigabit Ethernet) USB 2.0 USB Host 2.0
	Optional—mainframe	Two of these can be installed: USB Device Server (additional Ethernet/Gigabit Ethernet port) IEEE 802.11a/b/g/n (Wireless LAN)
Network protocols	Standard	TCP/IP (IPv4, IPv6)
MIB support	Standard	MIB-II (RFC1213) Host Resources MIB (RFC1514) Printer MIB (RFC1759) Printer Port Monitor MIB

specifications

Feature		P 501, P 502
	Private	Ricoh Original MIB

Minimum space requirements

Item	Specification
Front	350 mm / 13.8"
Left	100 mm / 3.9 "
Right	100 mm / 3.9 "
Rear	200 mm / 7.8"
Top	100 mm / 3.9 "

Print features

Feature			P 501, P 502
Print speed	Simplex	LT LEF	45 ppm
	Duplex	LT LEF	39 ppm
First print time—A4 / LT SEF			5 seconds or less
Printing process			Dry, single-component electrophotographic printing with LED
Development			Non-magnetic single-component development
Fusing system			Heat roll
Maximum imageable area			211.3 x 356 mm / 8.32 x 14"
Maximum print resolution			1,200 x 1,200 dpi
Printer description	Standard	PCL 5e, PCL 6, PostScript 3 emulation, PDF Direct emulation	

specifications

Feature		P 501, P 502
languages (PDLs)	Optional	Genuine Adobe PostScript 3, PDF Direct from Adobe, IPDS
Printer drivers		PCL 5e, PCL 6, PostScript 3
Duplex printing		Standard
Host printing—optional		Host Print Transform (HPT), IPDS
Printer driver resolution	PCL 5e	300 x 300 dpi, 600 x 600 dpi—default
	PCL 6	600 x 600 dpi—default, 1,200 x 1,200 dpi
	PostScript 3	300 x 300 dpi, 600 x 600 dpi—default, 1,200 x 1,200 dpi
	IPDS	300 x 300 dpi, 600 x 600 dpi—default
Fonts	PCL, PostScript 3 emulation	80 Roman fonts, 13 international fonts Note: The international fonts include Cyrillic (Russian), Greek, Hebrew, and Arabic.
	Genuine Adobe PostScript 3—optional	136 Roman fonts
	PCL (SAP)—optional	OCR, Barcode
	IPDS—optional	108 Roman fonts
Print from USB/SD (Media Direct Print)		Not supported
Paper types		Plain paper (type not displayed), recycled paper, special paper 1–2, color paper, letterhead, pre-printed paper, OHP, label paper, envelope
Paper thickness	Thin paper	52–65 g/m ² / 14–17 lb Bond
	Plain paper 1	66–74 g/m ² / 18–20 lb Bond
	Plain paper 2	75–90 g/m ² / 20–24 lb Bond
	Middle thick	91–105 g/m ² / 24–28 lb Bond
	Thick paper 1	106–130 g/m ² / 28–35 lb Bond

specifications

Feature		P 501, P 502
	Thick paper 2	131–162 g/m ² / 35– 44 lb Bond
	Thick paper 3	163–256 g/m ² / 44–68 lb Bond
Other supported features		Sample print, Locked print, Hold print, Scheduled print, Stored print, Store and print, PDF Direct print, Classification codes, Bonjour, Windows Active Directory support, DDNS, PCL resident font adoption, Tray parameter change from Web Image Monitor, Universal printer driver, WSD printer, Wireless LAN interface option, Banner page print (Job sheet print), AirPrint, WPS support, Job spool, Sub paper size, Extend A4 width, Google Cloud Print

Printer driver features

Feature	PCL 5e	PCL 6	PostScript 3	
			Windows 7/8.1/10	Mac OS X 10.10 or later
Send to job binding	No	No	No	No
Send to document server	No	No	No	No
Sample print	Yes ²	Yes	Yes	Yes
Locked print	Yes ²	Yes	Yes	Yes
Hold print	Yes ²	Yes	Yes	Yes
Stored print	Yes ²	Yes	Yes	Yes
Stored print (shared)	Yes ²	Yes	No	No
Store and print	Yes ²	Yes	Yes	Yes
Store and print (shared)	Yes ²	Yes	No	No
Reduce/enlarge (zoom/scaling)	Yes ¹	Yes	Yes	Yes
Reduce/enlarge (centering)	No	Yes ¹	No	No
Fit to paper size	Yes	Yes	Yes	Yes
Unauthorized copy prevention	No	Yes	Yes	Yes
Layout (N-up, page per sheet)	Yes	Yes	Yes	Yes

specifications

Feature	PCL 5e	PCL 6	PostScript 3	
Poster	No	Yes	No	No
Duplex	Yes	Yes	Yes	Yes
Booklet 1	No	No	No	No
Booklet 2 (magazine)	Yes	Yes	Yes	Yes
Non-reduction booklet	No	No	No	No
Watermark	Yes	Yes	Yes	Yes
Overlay	No	No	No	No
Header/footer	No	Yes	Yes	No
Adjust image position	No	No	No	No
Binding margins	No	No	No	No
Collate	Yes	Yes	Yes	Yes
Punch	No	No	No	No
Staple	No	No	No	No
Cover sheet (front cover)	Yes	Yes	No	No
Front and back cover	No	Yes	No	No
Slip sheet	Yes	Yes	No	No
Banner page print	Yes	Yes	Yes	Yes
Chaptering	No	Yes	No	No
Rotate by 180 degrees	Yes	Yes	Yes	Yes
Reverse order print	No	Yes	Yes	Yes
Do not print blank pages	Yes	Yes	No	No
Dithering	No	Yes	Yes	Yes
Toner Saving	Yes	Yes	Yes	Yes
Black Over Print	No	No	No	No

specifications

Feature	PCL 5e	PCL 6	PostScript 3	
CLP color simulation	No	No	No	No
Print priority setting: Quality	No	Yes	No	No
Print priority setting: Speed	No	Yes	No	No
Print priority setting: High speed	No	No	No	No
User ID	Yes	Yes	Yes	Yes
User code	Yes	Yes	Yes	Yes
User authentication	Yes	Yes	Yes	No
Encryption/encoding	Yes	Yes	Yes	No
Mirror image print	No	No	Yes	No
Negative image print	No	No	Yes	No
Edge-to-edge print	Yes	Yes	Yes	Yes
Limitation setting	No	No	No	No
Classification code (Billing code)	Yes	Yes	No	No
Mask type for copying	No	No	No	No
Data security for copying	No	No	No	No
Custom media type	Yes	Yes	Yes	No
Chaptering (Page layout)	No	Yes	No	No
Chaptering (Single page insertion)	No	Yes	No	No
Chaptering (Page block insertion)	No	Yes	No	No
User defined pages	Yes	No	No	No
Tab stock printing	No	No	No	No
Edge smoothing	No	No	No	No
Economy color	No	No	No	No

Yes—supported; No—Not supported

specifications

- ¹—Centering cannot be selected from the PCL drivers, however when using the Reduce/enlarge (Zoom/scaling) feature, the output is automatically centered with the PCL's original centering function
- ²—requires optional HDD

Reliability targets

Target	P 501, P502
Average print volume (per month)	3,000 sheets
Maximum print volume (per month)	10,000 sheets
Duty cycle	150,000 sheets
Machine life	600,000 sheets

Consumables

Consumable	P 501	P 502
Starter print cartridge ¹	6,000 sheets	17,400 sheets
Print cartridge IM 430 ¹	—	17,400 sheets
Print cartridge P 501H ¹	14,000 sheets	---
Print cartridge P 501L ¹	3,000 sheets	---
Maintenance kit P 501	120,000 sheets per unit	---
Drum Unit P 501	User maintenance	---
	40,000 sheets per unit	---

¹— Yield measured with ISO/IEC 19752 standard.

Security features

Security need	Solution
Prevent unauthorized access to device	User authentication—Windows and LDAP via Kerberos, Basic, User Code 802.1x wired authentication Wireless LAN security (WEP, WPA2, 11i) IPv6 Quota setting WiFi Protected Setup (WPS) support
Prevent unauthorized access to network	IP filtering—access control IPsec communication Network protocol on/off SNMPv3 support SMTP over SSL communication Secure Sockets Layer (SSL) Transport Layer Security (TLS)
Protect confidential information	Authentication password encryption Encryption of data sent via Scan to email and Fax forwarding (S/MIME) HDD encryption—optional HDD required Unauthorized copy prevention—print Printing copy prevention pattern
Prevent leaking of remaining data on HDD	Data Overwrite Security System (DOSS)—optional HDD required

Paper handling

Paper handling configuration

Standard input	Capacity
Standard paper input tray	500 sheets
Bypass tray	100 sheets
Optional input	Capacity
Paper bank PB1110—max 3 paper banks of any combination can be installed	250 sheets
Paper bank PB1120—max 3 paper banks of any combination can be installed	500 sheets
Standard output	Capacity
Output tray	250 sheets

Standard paper input

500-sheet standard paper input tray	
Paper capacity	500 sheets
Paper size	A4 SEF, A5 SEF, A5 LEF, A6 SEF, B5 SEF, B6 SEF, Legal, Foolscap, Letter, Government LG, Folio, F/GL, G LT, Eng Quatro, Executive, HLT, Com10, Monarch, Mexico Legal, C5, C6, DL Env, 16K Custom paper size— 82.5–216 x 148–356 mm / 3.25–8.5 x 5.83–14.02"
Paper weight	52–220 g/m ² / 14–58 lb Bond
Bypass tray	
Paper capacity	100 sheets
Paper size	A4 SEF, A5 SEF, A5 LEF, A6 SEF, B5 SEF, B6 SEF, B6 LEF, B7 SEF, Legal, Foolscap, Letter, Government LG, Folio, F/GL, G LT, Eng Quatro, Executive, HLT SEF, HLT LEF, Com10, Monarch, Mexico Legal, C5, C6, DL Env, 16K Custom paper size—60–216 x 127–900 mm / 2.36–8.5 x 5.0–35.43"
Paper weight	52–256 g/m ² / 14–68 lb Bond
Duplex unit	
Paper weight	52–162 g/m ² / 14–43 lb Bond

Optional paper input

250-sheet paper bank PB1110	
Paper capacity	250 sheets
Paper size	A4 SEF, A5 SEF, A5 LEF, A6 SEF, B5 SEF, B6 SEF, Legal, Foolscap, Letter, Government LG, Folio, F/GL, G LT, Eng Quatro, Executive, HLT, Com10, Monarch, Mexico Legal, C5, C6, DL Env, 16K Custom paper size—82.5–216 x 148–356 mm / 3.25–8.5 x 5.83–14.02"
Paper weight	52–220 g/m ² / 14–58 lb Bond
Physical dimensions (W x D x H)	370 x 392 x 95 mm / 14.6 x 15.5 x 3.8"
Weight	4.8 kg / 10.58 lbs
Power consumption	17 W
500-sheet paper bank PB1120	
Paper capacity	500 sheets
Paper size	A4 SEF, A5 SEF, A5 LEF, A6 SEF, B5 SEF, B6 SEF, Legal, Foolscap, Letter, Government LG, Folio, F/GL, G LT, Eng Quatro, Executive, HLT, Com10, Monarch, Mexico Legal, C5, C6, DL Env, 16K Custom paper size—82.5–216 x 148–356 mm / 3.25–8.5 x 5.83–14.02"
Paper weight	52–220 g/m ² / 14–58 lb Bond
Physical dimensions (W x D x H)	370 x 392 x 124 mm / 14.6 x 15.5 x 4.9"
Weight	5.5 kg / 12.12 lbs
Power consumption	19 W

Standard paper output

250-sheet paper output tray	
Paper capacity	250 sheets
Paper size	A4 SEF, A5 SEF, A5 LEF, A6 SEF, B5 SEF, B6 SEF, B6 LEF, B7 SEF, Legal, Foolscap, Letter, Government LG, Folio, F/GL, G LT, Eng Quatro, Executive, HLT SEF, HLT LEF, Com10, Monarch, Mexico Legal, C5, C6, DL Env, 16K Custom paper size—60–216 x 127–900 mm / 2.36–8.5 x 5.0–35.43"
Paper weight	52–256 g/m ² / 14–68 lb Bond

Supported environments

Windows	Edition	PCL 5e	PCL 6 PostScript 3
Windows 7	Home Premium	Yes	Yes
	Professional	Yes	Yes
	Enterprise	Yes	Yes
	Ultimate	Yes	Yes
Windows 8.1	Windows 8.1	Yes	Yes
	Pro	Yes	Yes
	Enterprise	Yes	Yes
Windows Server 2008	Standard Standard without Hyper-V	Yes	Yes
	Enterprise Enterprise without Hyper-V	Yes	Yes
Windows Server 2008 R2	Standard	Yes	Yes
	Enterprise	Yes	Yes
Windows Server 2012 Windows Server 2012 R2	Foundation	Yes	Yes
	Essentials	Yes	Yes
	Standard	Yes	Yes

specifications

Windows	Edition	PCL 5e	PCL 6 PostScript 3
Windows 10	Home	Yes	Yes
	Pro	Yes	Yes
	Enterprise	Yes	Yes
	Education	Yes	Yes
Windows Server 2016	Essentials	Yes	Yes
	Standard	Yes	Yes
	Datacenter	Yes	Yes
	Multipoint Premium Server	Yes	Yes
Point and Print	Client	PCL 5e	PCL 6 PostScript 3
Windows 7 Windows 8.1 Windows Server 2008 Windows Server 2008 R2 Windows Server 2012 Windows Server 2012 R2 Windows 10 Windows Server 2016	Windows 7	Yes	Yes
	Windows 8.1	Yes	Yes
	Windows 10	Yes	Yes
Citrix support ¹			PCL 5e, PCL 6, PostScript 3
Windows Server 2008 R2 and XenDesktop 7.0 App Edition			Yes
Windows Server 2008 R2 and XenDesktop 7.1 App Edition			Yes
Windows Server 2012 R2 and XenDesktop 7.0 App Edition			Yes
Windows Server 2012 R2 and XenDesktop 7.1 App Edition			Yes
Windows Server 2012 R2 and XenApp 7.5–XenApp 7.12			Yes
Windows Server 2016 and XenApp 7.13–XenApp 7.18			Yes
Macintosh			
OS X Native	v10.10 or later—PostScript 3 only		

specifications

UNIX	
Sun Solaris	10
HP-UX	11.x, 11iv2, 11iv3
Red Hat Linux	Enterprise v4, v5, v6
SCO OpenServer	5.0.7, 6.0
IBM AIX	6.1, 7.1, 7.2
IBM	
iSeries/AS/400	Using OS/400 Host Print Transform
SAP	
Environment	R/3, S/4
Platform	SAP R/3 (release versions 3.0 and higher), SAP R/3 Enterprise, mySAP ERP (2004 and higher), SAP HANA
PDL	PCL
Character set	Latin-1, Latin-2, Unicode
Supported features	Input/output bin, Duplex, Resolution, Collation, EconoMode / Toner saving, Page protect, Auto tray change/Opt tray select ,User authentication
Barcode fonts	Code 128, Code 39, Code 93, Codabar, 2 of 5, MSI, USPS POSTNET, EAN/UPC
OCR fonts	OCR A, OCR B

¹—Citrix support requires Windows Server with Terminal Services, check with your Citrix administrator for compatibility information

²—Supported by PCL 6 and PostScript 3

Note: Refer to your technical support for further details.

Accessibility features

Accessibility need	Supported feature
Visual and auditory	Easily distinguishable LEDs Printer driver screen reader—with PCL 5, PCL 6, and PostScript 3 Easy to hear auditory signals
Arm or mobility disabilities	Ergonomically designed paper trays that can be gripped from above or below Light touch operation of paper trays

Environmental features

Feature		P 501, P 502	
Power source		120–127 V, 12A, 60 Hz	
Power consumption	Maximum operating—guaranteed	1,360 W	
	Printing—nominal	603 W	
	Ready Mode—nominal	75.1 W or less	
	Energy Saver Mode (Sleep Mode)—nominal	0.47 W or less	
Typical Electricity Consumption (TEC)—nominal *TEC value is measured based on the ENERGY STAR Ver.3.0 test method		0.50 kWh*	
Warm-up time		19 seconds or less	
Shift time— Energy Saver Mode (Sleep Mode)		1 minute—default	
Recovery time—from Energy Saver Mode (Sleep Mode)		10 seconds or less	
Sound power level—nominal	Mainframe	Standby	28.9 dB
		Copying	64.5 dB
		Quiet Mode	61 dB
	Full system	Copying	66.5 dB

specifications

Feature			P 501, P 502
Sound pressure level—nominal	Mainframe	Standby	20.5 dB
		Copying	54.2 dB
		Quiet Mode	49.9 dB
	Full system	Copying	56.1 dB
Emission levels		Benzene	0.05 mg/h or less
		Dust	4.0 mg/h or less
		Ozone	1.5 mg/h
		Styrene	1 mg/h
Total Volatile Organic Compounds (TVOC)		Standby	1.0 mg/h
		Printing	10 mg/h
Energy saving standards			Energy Star
Green labels			Thai Green Label Scheme Hong Kong Energy Efficiency Labelling Scheme Blue Angel Mark (BAM) Canada Green Label
Safety standards			EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013 UL60950-1
Identification of plastic components			All plastic components are identified in accordance with ISO 11469 standards

FAQs



Frequently asked questions (FAQs)

The section includes selected FAQs related to the products presented in this document.

Q. What are the main differences from the previous devices?

A: The new printers come with a slightly faster print speed of 45 ppm compared to 42 ppm in the predecessor devices.

These printers also provide a maximum paper capacity of 2,100 sheets with optional paper banks, versus 1,600 sheets in the previous devices.

Additionally, they can handle heavier paper weights of up to 256 g/m² or 68 lb Bond. They also come with PostScript 3 and PDF Direct emulation as standard and improved toner, allowing customers to produce professional documents accurately out of the box.

Another new feature is Google Cloud Print. Furthermore, there are numerous improvements made to reduce paper jams, maximize reliability, and simplify maintenance tasks.

Q: How does the new standard PostScript 3 emulation compare to the genuine Adobe PostScript 3 option?

A: Print speed and image quality for the PostScript 3 emulation is very similar to that of the genuine Adobe PostScript. The PostScript drivers also look exactly the same.

Q: Why would my customer need the genuine Adobe PostScript 3 option if the printers ship with PostScript 3 emulation as standard?

A: The Ricoh PostScript 3 and PDF Direct emulation is sufficient for most general office customers printing to these devices from Windows workstations. However, customers are recommended to install the genuine Adobe PostScript 3 option when printing documents using Adobe applications such as Illustrator, Photoshop or InDesign, file formats like PDF/X.

The genuine Adobe option also has a much broader font support (136 Roman fonts) compared to the emulation font set (93 Roman fonts).

Q: How has the toner for these devices been improved?

A: The amount of silica in the new toner has been reduced and the composition has also been revised to prevent black lines that was visible in the output of the previous devices.

Q. Are starter toner cartridges included in the original purchase?

A: Yes, but the starter cartridge yields are different depending on the model purchased by your customer.

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