

- **When can I schedule my software configuration?**

As soon as you receive your order confirmation email, you can contact our service technicians at techsupport@pfu-us.ricoh.com to schedule your configuration.

- **What is the timeframe for completing my software configuration?**

We will schedule configuration after your order is confirmed. The typical timeframe is within three weeks of confirming an order.

- **Can I choose to work with a specific technician for your configuration?**

Yes, let us know when you schedule your configuration if you would prefer to work with a specific PAI technician. This is useful if you have already worked with one of our technicians in the past and would like to use them again. All of our configuration technicians are highly trained, and this option isn't required.

- **What do I need to do before my online/remote software configuration appointment?**

Please make sure to complete our Pre-Service Readiness Checklist to ensure that your system is ready for the software configuration and setup. Please check your email from techsupport@pfu-us.ricoh.com to locate the document.

- **Can I purchase additional training or software setup time after my configuration?**

Yes, use part number PS-EDGEEX-HOURLY-1 for scheduling additional time.

- **Do you offer on-site configuration options?**

No, currently we only offer online/remote configuration and setup options for EdgeXperience Capture Service. However, those options may be available in the future. Please contact your sales representative for more details.

If you have any additional questions or need assistance, please get in touch with our technical assistance center at techsupport@pfu-us.ricoh.com or sales team at sales@pfu-us.ricoh.com.