

Frequently Asked Questions

Q1 – How can I find the serial number for registration?

A1 – You can find the Serial Number on the label.



RICOH

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CUSTOMER SERVICE HOTLINE: **2833 1111**

電郵
EMAIL: **contact@ricoh.com.hk**

傳真報錶
METER REPORT BY FAX: **2880 6088**

Scan the QR code with 「RICOH SERVICE」 App.
請透過「RICOH SERVICE」應用程式掃描右方的 QR code



 SERIAL NUMBER: **C507P105290**

● IT Infrastructure Services ● Communication Services ● Production Printing Services ● Managed Document Services

Q2 – How can I change the information such as training preferences and contact information?

A2 – You can go to **RESCHEDULE / CANCEL TRAINING** page to amend the desired information.

Q3 – Can I apply the User Training again after cancelled the appointment?

A3 – Sure, you can go to **TRAINING REGISTRATION** page then select **Reschedule/Cancel** to register the User Training again.

Q4 – What is the service hour of Ricoh Training Website?

A4 – We support 7 x 24 services in Ricoh Training Website.

Q5 – Can I use mobile device to make the User Training request?

A5 – Sure, Ricoh Training Website support iOS/Android mobile device, please enter **training.ricoh.com.hk** in your browser the proceed the Registration/Reschedule/Cancel service.

Q6 – I cannot reschedule / cancel my User Training appointment.

A6 – Rescheduling or cancellation is only allowed one working day prior to the appointment.

Q7 – I cannot register my User Training on same day.

A7 – Training Registration is only allowed one working day prior to the appointment.

Q8 – What should I do if my complimentary training has been expired?

A8 – Please go to Training Registration page, input your serial number then fill in the enquiry form, we will contact you shortly.