

HOT Spot PRINTER

Operator's Guide



*Register your HotSpot
Printer today! See p15.*

RICOH

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Documentation revision 1; November, 2009

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All screens used within this guide are for illustration purposes only, as they may vary based on actual system configuration.

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Preface

Thank you for choosing a HotSpot Printer! Offering a unique combination of hardware and embedded software, HotSpot Printers harness the Internet to deliver a secure, integrated solution for printing from any computer (on any platform [PC, Mac or Linux]), cell phone or wireless handheld devices. With no need for driver downloads or software installation, your HotSpot Printer is the plug-and-play solution for printing anytime, anywhere.

About This Guide

To follow is a breakdown of the five sections in this guide. Each section provides an overview of content and, if applicable, walks you through the common tasks of HotSpot Printer management and operation.

I. Introduction

This section lays the foundation for understanding your HotSpot Printer and PrinterOn's hosted Mobile Printing Service, including an explanation of exactly how your service works.

II. Installation

This section contains step-by-step instructions on how to install your HotSpot Printer, register your Mobile Printing Service, and then test the printer.

III. Management

This section covers a wide range of optional customization functions that are available to HotSpot Printer administrators. Learn how to personalize the service to reflect your corporate identity.

IV. Advanced Administration

This section covers tasks and settings that may be required, such as status testing, print job and user list management, as well as proxy and log file parameters.

V. Appendices

This section contains useful references designed to answer questions you may have, including HotSpot Printer and keypad operation, checking device status, HotSpot-compatible printer models, file format support, optional WebPay 2.0 plug-in, frequently asked questions and troubleshooting.


PrinterOn Web Page

The screenshot shows the PrinterOn web interface. At the top, there is a language dropdown set to 'English' and a 'Printing Services' link. The main heading is 'RICOH Welcome to HotSpot Printing!'. Below this, there is contact information for Ricoh: 'Print using this webpage or Send print jobs via email to: ricoh28201@printspots.com' and '5 Dedrick Place West Caldwell, NJ 07006 UNITED STATES'. A note states: 'Printer available by appointment only during normal business hours - call (973) 862-2000 for more details.' The interface is divided into three main sections: 1 - Select Document, 2 - Privacy, and 3 - Send. Section 1 has a 'File:' field with a 'Browse...' button and instructions to browse computer files or enter a URL. Section 2 has an 'Email address:' field and instructions to provide a release code. Section 3 has a 'Submit' button and instructions to submit the print request.

Powered By
PRINTERON
PRINT. SIMPLY. DIFFERENT.

How to Read This Guide

The following conventions, terms and acronyms are used in this guide.

Convention	Description
Important:	Indicates key information. Example: Important: A network connection is required...
Note:	Indicates supplementary information. Example: Note: For more information...
Reference:	Indicates where you can find additional information. Within the PDF file, click on the link to go to that section or Web site. Example: Reference: See IV. Advanced Administration .
Bold face	Indicates a specific action to be taken. Example: Click Web Pages icon  .
[Button Name]	Indicates a button/tab on the HotSpot keypad, printer control panel or computer screen. Example: Press [OK] on the HotSpot keypad.

Term	Description
HotSpot Printer™	Ricoh's name for its Network Laser Printers running the embedded PrinterOn Print Delivery Software (PDS).
HotSpot Keypad	The HotSpot Printer component that enables release code entry. The keypad also supports other functions, such as job reprint, delete, etc.
PrinterOn® Corporation	Ricoh's partner that provides the software that runs on the HotSpot Printer and hosts the Mobile Printing Service.
PrintSpots™	PrintSpots is the name of PrinterOn's Mobile Printing Service. Print jobs are sent to a "PrintSpots," i.e., the URL or email address of a HotSpot Printer.
Release Code	Also called Privacy Release Code, a 4- to 10-digit code generated by the PrinterOn Server and communicated to the user. This code is entered on the HotSpot keypad to release the print job.
Tracking Number	An 8-digit code generated by the PrinterOn Server at the same time the release code is assigned. This code is for troubleshooting purposes, not for release of print jobs at the printer.
Web Image Monitor	Ricoh Web interface that is built into the controller of all Ricoh printers, enabling the administrator to manage settings on the device. All that is needed is a standard Web browser and the printer's IP address.

Acronym	Description
DHCP	<u>D</u> ynamic <u>H</u> ost <u>C</u> onfiguration <u>P</u> rotocol. A protocol for assigning dynamic IP addresses to devices connected to a network, for simplified network administration.
ESA™	<u>E</u> MBEDDED <u>S</u> oftware <u>A</u> rchitecture. Ricoh's Java platform that is required to host PrinterOn's Mobile Printing Service.
HSIA	<u>H</u> igh <u>S</u> peed <u>I</u> nternet <u>A</u> ccess is required for proper operation of the HotSpot Printer.
ISP	<u>I</u> nternet <u>S</u> ervice <u>P</u> rovider. A company that provides access to the Internet.
IT	<u>I</u> nformation <u>T</u> echnology. A broad subject concerned with all aspects of managing and processing information.
HTTP	<u>H</u> yperText <u>T</u> ransfer <u>P</u> rotocol. Defines how messages are formatted and transmitted via the Web. For example, when you enter a URL in your browser, this sends an HTTP command to a server, directing it to locate and transmit the requested Web page.
HTTPS	<u>H</u> yperText <u>T</u> ransfer <u>P</u> rotocol/ <u>S</u> ecure. URLs that require an SSL connection start with <i>https</i> instead of <i>http</i> .
SSL	<u>S</u> ecure <u>S</u> ockets <u>L</u> ayer. SSL is encryption technology used for communication between a Web browser and server, ensuring the integrity and privacy of data exchange. All major browsers, e.g., Internet Explorer, are SSL enabled.
TLS	<u>T</u> ransport <u>L</u> ayer <u>S</u> ecurity. An authentication protocol utilized when you email documents to a HotSpot Printer. The TLS protocol is designed to prevent eavesdropping, tampering, or message forgery.
URL	<u>U</u> niform <u>R</u> esource <u>L</u> ocator. An addressing system that allows a user to specify documents or resources anywhere on the Internet.

Service & Support Resources

Following is a summary of all HotSpot Printer-related resources, including important URLs, email addresses and Help Desk resources. Keep this page handy for future reference.

Administrators		
Type	Description	Details
URL	Current information on HotSpot Printers, including free downloads and other support services	www.ricoh-usa.com/hotspotprinters
URL	Register HotSpot Printer	www.printeron.net/register
URL	Customize PrinterOn Web Pages	www.printeron.net/administrators

Administrators *Cont.*

URL	Check service status	http://PrinterIPAddress:8080/printer/PDSJSP Default credentials: <ul style="list-style-type: none"> • User Name = <i>hotspot</i> • Password = <i>printer</i>
URL	Web Image Monitor (view/change HotSpot Printer settings)	http://PrinterIPAddress . Default credentials: <ul style="list-style-type: none"> • Login User Name: <i>admin</i> • Login Password: leave field blank

Users

Type	Description	Details
URL	Locate active HotSpot Printers	http://www.printspots.com
URL	Print via Web upload (document or Web page)	www.printeron.net/ricoh/xxxxx *
Email	Print via email (message/attachment)	ricohxxxxx@printspots.com *
Email	Subscription renewal	Contact your authorized HotSpot Printer sales representative

* **Note:** xxxxx is the unique 5- or 6-digit HotSpot Printer ID located on the labels supplied with the device, as well as the Mobile Printing subscription certificate. See [Your Subscription Certificate](#).

Ricoh Help Desk

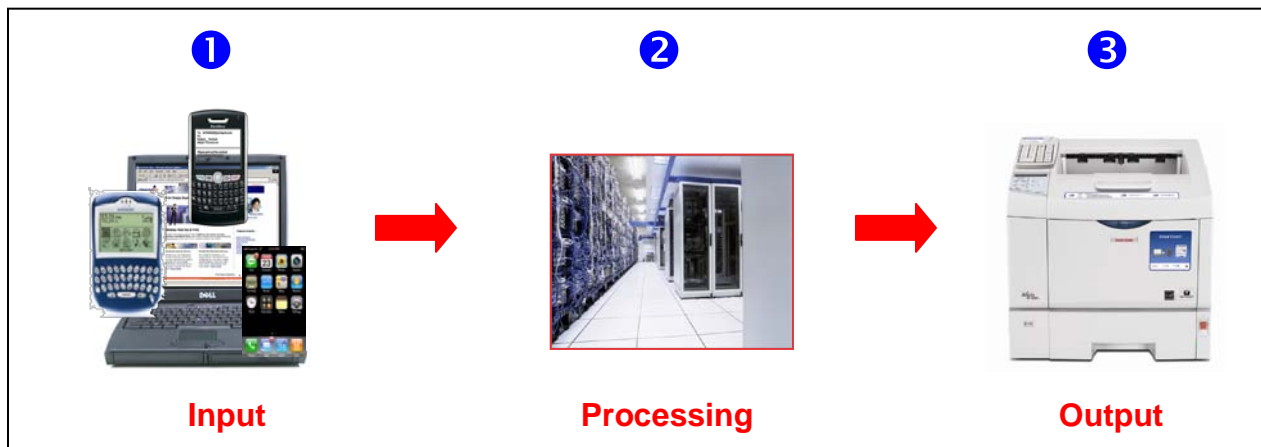
United States: 1-800-RICOH38 (1-800-742-6438)

Canada: 1-800-263-0815

I. Introduction

How HotSpot Printing Works

A HotSpot Printer is a hardcopy output solution that enables mobile users to print documents securely across the Internet, without the need for a device-specific driver or special software. From any Internet-enabled computer (laptop/notebook/desktop), cell phone or other wireless handheld device, HotSpot users can send files directly to the printer. How? It is very simple.



- ① Documents, Web pages, email messages/attachments are sent from the Internet-enabled device to the PrinterOn Server, using 128-bit SSL (Secure Sockets Layer) encryption.
- ② The Server generates a compressed printable data file that is automatically formatted for the target HotSpot Printer, and then transmitted. For jobs submitted via the PrinterOn Web Page, a private release code is generated and then displayed on the computer screen. In addition, the release code is emailed to the supplied address.
- ③ The print job is received by the target HotSpot Printer, again using 128-bit SSL encryption. The file resides safely in the printer hard disk drive until the user arrives at the printer and enters the release code, via the attached HotSpot keypad. The file is decompressed and printed.

Important:

- The print job downloads directly to the HotSpot Printer's hard disk drive and remains there, encrypted, for 72 hours. If the assigned release code is not entered into the device keypad within 72 hours, the file is automatically deleted from the printer's hard disk drive.
- For the user's convenience, up to five (5) reprints can be released at the HotSpot keypad, after the first job is printed, for a total of six (6) copies. The reprint function times out after 20 minutes, after which the file is automatically erased from the printer's hard disk drive.

Note:

- The HotSpot Printer's URL is **www.printeron.net/ricoh/xxxxx**.
- The HotSpot Printer's email address is **ricohxxxxx@printspots.com**.
 - xxxxx is the unique 5- or 6-digit HotSpot Printer ID located on the labels supplied with the device, as well as the Mobile Printing Service subscription certificate.
 - Printer URLs can also be found by searching PrinterOn's directory at www.printeron.com.

Reference: For step-by-step instructions, see [Appendix 1: HotSpot Printer Operation](#).

System Reliability

To ensure uninterrupted service, your state-of-the-art Mobile Printing Service support an infrastructure that incorporates critical redundancy factors, thus facilitating reliable, timely, accurate and secure file processing, transfer, and output.

- **Dual-Network Operation Centers** – While we refer to the “PrinterOn Server,” for simplicity, in actuality there are clusters of server farms for load balancing. Should one center be removed from operation, the other is always available for undisrupted service.
- **Three Inbound Internet Connections** – These physically-distinct connections are managed by two separate Internet Service Providers (ISPs). This prevents downtime caused by the loss of any single connection or one of the ISPs.
- **Battery Backup System** – In the event of a power outage, each physical location incorporates Battery Backup Systems to prevent the loss of print job data. Furthermore, the Battery Backup Systems are supported by generators for longer-term outages, if battery backup is not sufficient.

Data Security

Your HotSpot Printer utilizes three forms of communication with the PrinterOn Server:

1. **HTTP** (HyperText Transfer Protocol) – HTTP communication takes place with the Server during the license validation process, when you register your HotSpot Printer on line.
2. **HTTPS** (HyperText Transfer Protocol/Secure) – HTTPS communication occurs when a print job is submitted through the PrinterOn Web Page. 128-bit SSL encryption technology secures all information exchange between your Web browser and the Server.

Note: Using both HTTP and HTTPS requires that data be allowed to pass through the firewall using TCP ports 80 and 443. As most environments allow for secure Internet communications on client computers, the HotSpot Printer does not require any special firewall configuration. If a proxy server is used, the HotSpot Printer must be configured with a proxy user account.

Reference: See [IV. Advanced Administration, About Service Status \(Screen 2\), HTTP Proxy Settings.](#)

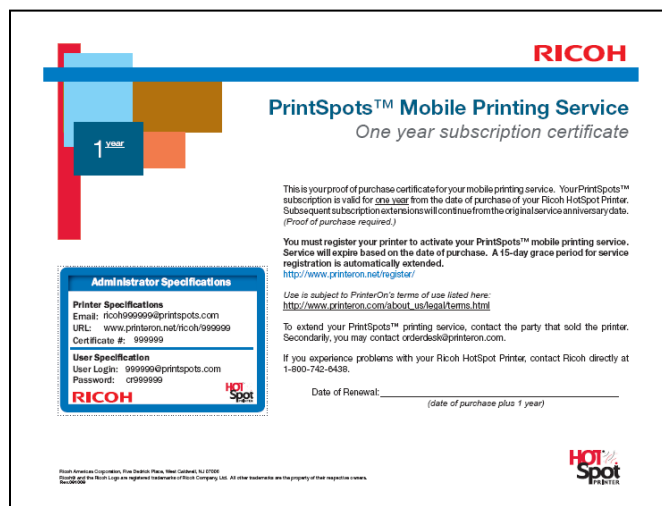
3. **TLS** (Transport Layer Security) - When emailing messages/attachments, the PrinterOn Server will accept requests for TLS authentication. The TLS protocol is designed for secure data and file exchange over the Internet; the client/server prevents eavesdropping, tampering, or message forgery.

Important: After the PrinterOn Server confirms successful file transfer, all records of the print job on the Server are deleted.

Your Service Subscription

Your new HotSpot Printer ships with a one-year PrintSpots Mobile Printing Service subscription, which also serves as your proof of purchase. The service subscription starts on the date of purchase, so register your HotSpot Printer today, in order to take immediate advantage of your new mobile printing capability.

Toward the end of the first year of service, Ricoh/PrinterOn will send a subscription-renewal reminder (to the registered email address). At that time, a 2-, 3- or 4-year subscription extension can be purchased.



Subscription Extensions – Part Numbers

2-year Extension

003357MIU

3-year Extension

004813MIU

4-year Extension

004814MIU

Note: For more information and pricing, please contact your authorized HotSpot Printer sales representative.

Printer Configurations

• Color Laser Printers

The Color HotSpot Printer ships with the following components pre-installed:

- Printer with 550-sheet Paper Tray, 100-sheet Bypass Tray, and standard Automatic Duplexing
- 512MB RAM
- 60GB hard disk drive
- USB host interface
- USB keypad and Velcro strips
- VM card with PrinterOn's JAVA-based mobile printing software
- One-year Mobile Printing Service subscription (see previous section for details)



• Black-and-White Laser Printers

The Black-and-White HotSpot Printer ships with the following components pre-installed:

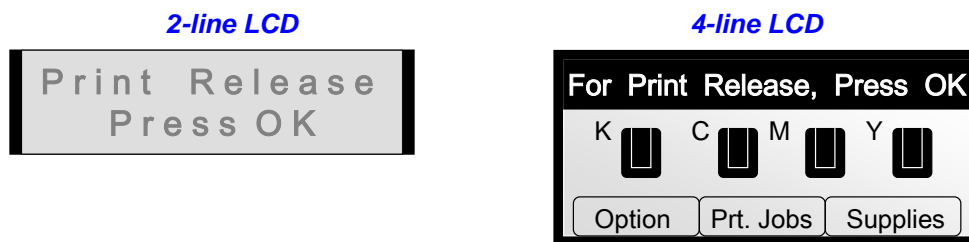
- Printer with 500-sheet Paper Tray and 100-sheet Bypass Tray
- 256MB RAM
- 40GB hard disk drive
- USB host interface
- USB keypad and Velcro strips
- VM card with PrinterOn's JAVA-based mobile printing software
- One-year Mobile Printing Service subscription (see previous section for details)



Note: For more information on printer-related options and specifications, please refer to the associated product brochure and/or your authorized HotSpot Printer sales representative.

- **Printer LCD Panel Design**

HotSpot-enabled printers are designed with either a 2- or 4-line LCD panel, for Black-and-White and Color Laser Printers, respectively. For illustration purposes, the 4-line display is used in this guide.



- **Printer Restrictions**

When the printer is accessed via the Mobile Printing Service, envelope printing, custom paper sizes, special paper types, and other advanced printer driver features are not supported. However, advanced driver features are available when the printer is being utilized as a standard network printer.

HotSpot Printer Applications

Research has indicated that the tool knowledge workers miss most while away from the office is... the *printer*. Indeed, business travelers and mobile professionals need to be able to print from the road, satellite offices, library, hotel room, café or restaurant, as easily as they print documents at their home or corporate office. As businesses must compete in a global marketplace, easy access to the printed page – presentations, spec sheets, proposals, boarding passes, travel itinerary – has never been more important....

- **A hotel chain** uses HotSpot Printers to enable guests (users) to print securely from their rooms without the involvement of IT staff. Integration with the hotel's accounting system allows print charges to be billed directly to guest (user) rooms.
- **A coffee franchise** uses HotSpot Printers to cater to their Web-surfing clientele. Having printers on site lengthens customer stays, increasing revenues on refills. The ability to support cash payments also increases revenue.
- **A law firm** uses HotSpot Printers to enable visiting attorneys and clients to print, as needed, without IT support. Temporary and contract employees are directed to HotSpot Printers for security purposes.
- **A conference center** uses HotSpot Printers to allow all guests (users) to print without setting up accounts for each user/event at Guest Services – a logistics headache when trade shows come to town.
- **Any organization** concerned with security, for example, the use of thumbnail drives to transfer files prior to printing can utilize HotSpot Printers to avoid exposure to information theft and alteration.

Marketing Toolkit

We have created exciting marketing tools that will allow you to effectively advertise your Mobile Printing Services. These instructional resources and point-of-purchase (POP) display materials ensures maximum visibility and end-user satisfaction.

Point-of-Purchase (POP) Display

Your new HotSpot Printer shipped with an envelope containing a point-of-purchase (POP) display and two plastic holders, along with instructions on how to set up the display on your printer. For more information, see [*II. Installation, Step E: Install POP Display \(optional\)*](#).



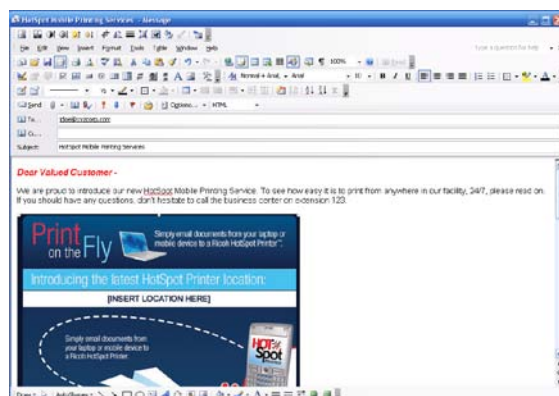
Free Downloads

Free Marketing Toolkit downloads include an Email Blast, Slim Jim and Tent Card point-of-purchase pieces. To download the files, please visit www.ricoh-usa.com/hotspotprinters. Click on the HotSpot Tools link.

Email Blast

If you wish to reach out to potential customers through email, we have designed an eye-catching marketing piece that can be delivered by either inserting the file into the email itself (as shown) or as a file attachment. Craft a message to your target audience, for maximum impact.

The Email Blast is available in three file formats - PDF, PSD, HTML and JPEG. Choose the format that best suits your requirements.

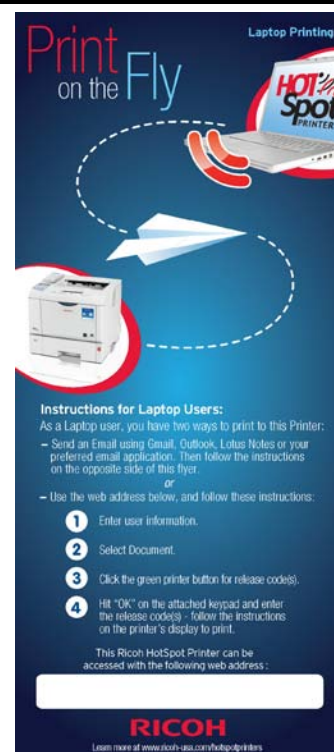


Slim Jim

The Slim Jim is a point-of-purchase display card that and is available in PDF and Adobe InDesign format (fonts included).

Personalize the card with your business name/location, Web and email addresses. Print this two-sided card in duplex mode and trim to size, then place in plastic holders/display racks as a take-away pamphlet.

Your customers, visitors or clients can learn how to use your Mobile Printing Service, in three easy steps.



Tent Card

Print and fold this card so that it is readable on either side of the fold. This free-standing card can be placed on a table top, counter or other flat surface. This is a great advertisement for your HotSpot Printer patrons who may wish to try your new service.

Tent cards are available as either a generic tent card or a tent card with fields for listing your HotSpot Printer's email address and Web page address. The tent card files are available in PDF and Adobe InDesign, with fonts included.



HotSpot Printer Poster

A HotSpot Printer poster is also available through your authorized sales representative. This pre-printed advertising piece is the ideal way to promote your HotSpot Printer service. Place the poster in high-traffic area for maximum impact. **Note:** Please check with your local representative for poster availability.

Additional Marketing Resources

Please check the HotSpot Printer Website (www.ricoh-usa.com/hotspotprinters) for pricing and availability of future marketing tools, including:

- 24" Vinyl Desktop Circle
- 38" Vinyl Floor Circle
- Hanging Ceiling Display

If you require additional customization, please work with your authorized HotSpot sales representative. He/she will be able to direct you to marketing partners that can assist.



II. Installation

This section contains step-by-step instructions on how to install your HotSpot Printer, register your Mobile Printing Service, and then test the printer.

Step A: Install Printer

To install your HotSpot Printer, proceed as follows:

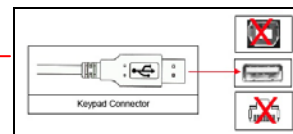
1. Unpack and connect printer. For detailed installation instructions, refer to the printer's **Quick Installation Guide**, located in the box.



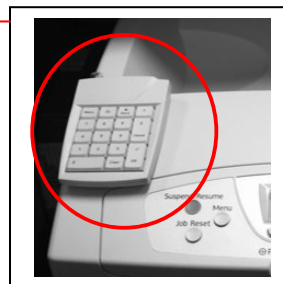
Important:

- A network connection is required before you activate your Mobile Printing Service. Ethernet settings are detailed in the printer's **Quick Installation Guide**. Should you need further assistance, contact the Ricoh Help Desk (U.S.: 1-800-RICOH38 [1-800-742-6438]; Canada: 1-800-263-0815).
- It is strongly suggested that you **do not disable DHCP** for initial setup and testing.

2. Turn printer OFF.
3. Attach HotSpot keypad into the USB port on the rear of the printer.



4. Affix keypad to printer's top cover with Velcro strips. Place to left side, as shown.



5. Turn printer ON.
6. Print Configuration Page(s). The Configuration Page(s) contain important printer information, such as Unit Number (Serial Number) and IP Address.

- a. Press [**Menu**] on printer control panel.
- b. Scroll down [▼] to [**List/Test Print**], and then press [**OK**].
- c. Scroll down [▼] to [**Config. Page**], and then press [**OK**].

Display reads: [**Config. Page Printing.... Please wait**].

- d. Locate the **Unit Number** or **Printer ID**, which appears at the top of the page. This is the printer's Serial Number, which you will need to have available for the next step, **Step B**.



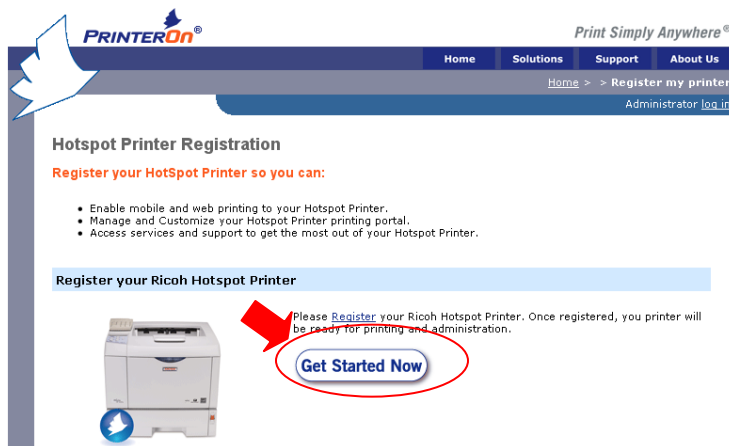
Note: The Configuration Page also identifies your printer's IPv4 Address (circled above), which is required when using Web Image Monitor and PrinterOn Service Status utilities.

Step B: Register Printer

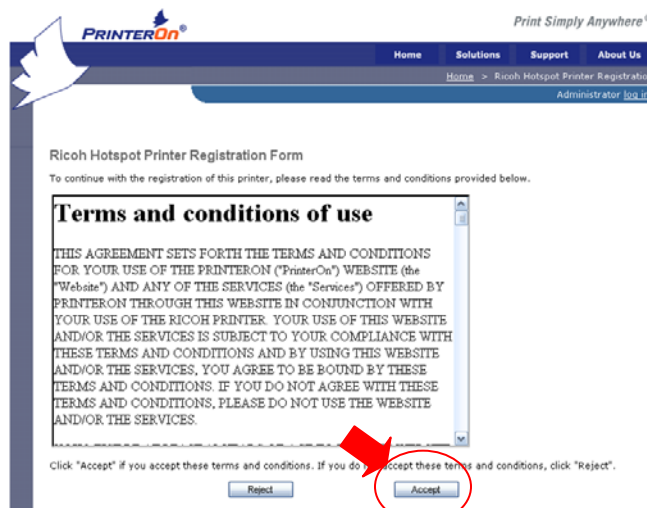
The HotSpot Printer Registration Service is available 24/7. To register a new printer from a computer with Internet access, proceed as follows:

1. Open your Web browser.
2. Go to: <http://printeron.net/register>.

3. Click [Get Started Now].



4. Read **Terms and conditions of use**, and then click [Accept].



Printer Machine ID is the "Unit Number" (i.e., Serial Number) located at the top of the Configuration Page. See [Step A, 6](#).

User Login and Password are located on your Mobile Printing Service subscription certificate.

Asterisk (*) indicates a required field.

The screenshot shows the 'Ricoh Hotspot Printer Registration Form' with the following sections and fields:

- Printer Machine ID:** A text field for the printer's ID. A callout points to this field with the text: "Printer Machine ID is the 'Unit Number' (i.e., Serial Number) located at the top of the Configuration Page. See [Step A, 6](#)."
- User Specifications:**
 - User Login*:** A text field for the user login. A callout points to this field with the text: "User Login and Password are located on your Mobile Printing Service subscription certificate."
 - Password*:** A text field for the password.
- Contact Information:**
 - First Name*:** A text field.
 - Last Name*:** A text field.
 - Email Address*:** A text field. Below it, a note says: "Please ensure this is a valid email address. PrinterOn will contact you using this email address to activate your printer."
 - Confirm Email Address*:** A text field.
- Additional Contact Information:**
 - Phone*:** A text field.
 - Fax:** A text field.
 - Company*:** A text field.
 - Address 1*:** A text field.
 - Address 2:** A text field.
 - City*:** A text field.
 - Zip/Postal Code*:** A text field.
 - Country*:** A dropdown menu with 'United States' selected.
 - State/Province*:** A dropdown menu with '---Select---' selected.
- Where was the Printer purchased? (Optional):**
 - Purchase Location:** A text field.

A red arrow points to the **Submit** button at the bottom right of the form.

5. Complete all required fields, and then click **[Submit]**.

Note: A confirmation email is sent to the specified email address to validate the address. You must follow the instructions in the email in order to complete the registration process.

Step C: Check License Status

To confirm that your PrinterOn application is running properly, i.e., your license is valid, proceed as follows:

1. Turn printer ON, if necessary.

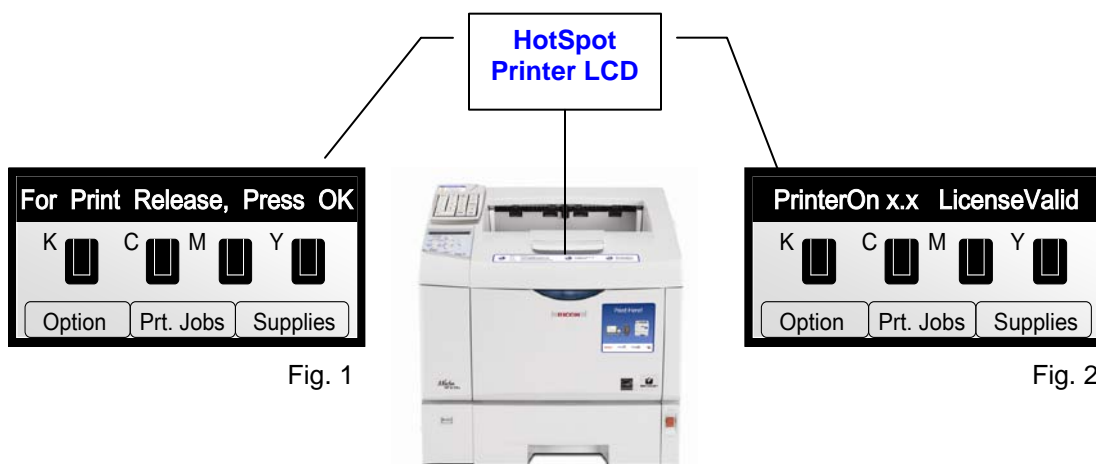
Note: Approximately 90 seconds after [Ready] displays on the printer's LCD, the message [For Print Release, Press OK] should appear (see Fig. 1). The HotSpot Printer is now in standby mode.

2. Press question mark button [?] on HotSpot keypad.

Important: The message [PrinterOn x.x LicenseValid] should appear in the printer's LCD (see Fig. 2). This indicates that the application is working properly. If a different message appears, e.g., [PrinterOn x.x NoLicense] or [PrinterOn x.x Internet Down], see [Appendix 8: Troubleshooting](#).

3. Press [Cancel] on HotSpot Keypad to return to standby mode.

HotSpot Keypad



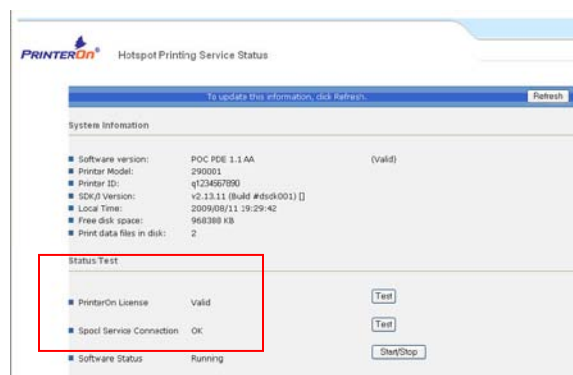
Remote Service Status Check

To check HotSpot Mobile Printing Service status from any computer with an Internet connection. Open your Web browser and enter:
<http://PrinterIPAddress:8080/printeron/PDSJSP>.

Default credentials:

- **User Name** = *hotspot*
- **Password** = *printeron*

Note: For more information, see [IV. Advanced Administration](#).



Step D: Test Printer

To test your HotSpot Printer, send a print job using **Method A** and/or **Method B**, outlined below. Note that these instructions are general guidelines, as your configuration settings may vary.

Note: The URL and/or email address you use includes the HotSpot Printer's unique 5- or 6-digit ID (xxxxx), which is located on the label affixed to the printer, as well as the Mobile Printing Service subscription certificate.

Method A: Print via Web Upload

1. Open your Web browser.
2. Go to: www.printeron.net/ricoh/xxxxx.

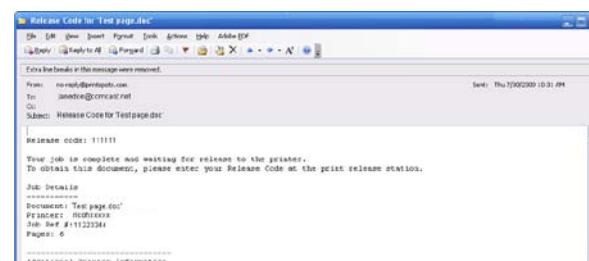
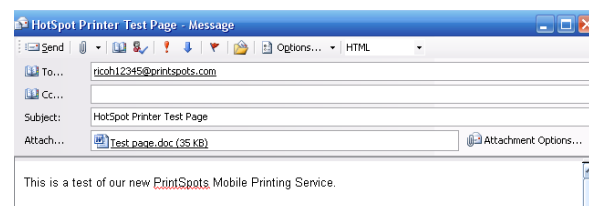
Note:

- This URL must be typed in lower-case letters. If typed in upper case, the screen reads [**The page you requested could not be found.**]. Re-enter URL using lower-case letters.
 - If you enter a URL using a non-existent printer ID (xxxxx), the screen reads [**The page you requested could not be found.**]. Re-enter URL with correct ID.
 - If you enter a URL using a valid printer ID (xxxxx), but the unit is not yet registered, the screen reads [**Service offline**]. Click [**Back**] and enter URL with ID of a registered printer.
3. Browse to your document or, if printing a Web page, enter the complete URL.
 4. Enter your email address.
 5. Click [**Submit**].
- Note:** Your release code is displayed, along with a tracking number. In addition, this information is emailed to the address entered in step 4.
6. Follow the instructions on the HotSpot Printer LCD to enter your release code and print the job.



Method B: Print via Email

1. Open your email application.
 2. Enter the printer's email address: ricohxxxxx@printspots.com
 3. Send email/attachments as you normally would.
 4. The service replies with a confirmation message that includes your private release code and details regarding the print job (as shown at right).
- Note:** If **Method A: Print via Web Upload** was used to submit the job, the release code will display on the computer screen as well.
5. Follow the instructions on the HotSpot Printer LCD to enter your release code and print the job.



Important: Print speed may be affected by network, application, or computer performance.

Reference: For detailed instructions, see [Appendix 1: HotSpot Printer Operation](#) and [Appendix 2: HotSpot Keypad Layout & Operation](#).

Step E: *Install POP Display (optional)*

Your new HotSpot Printer ships with an envelope containing a point-of-purchase (POP) display and two plastic holders. In order to install the POP display, proceed as follows:

1. Remove POP display and plastic holders from envelope.



2. Slide POP display in groove of plastic holders. Space holders evenly along bottom edge.



3. Remove holders' adhesive strips. Place on top of the HotSpot Printer, as shown in Fig. 3.



Fig. 3

Note:

- Placement of the POP display varies depending on the printer model.
- POP display adds approximately 10.5" in height. When adding toner, remove the display or allow for clearance.

Step F: Customize Service (optional)

PrinterOn Web Pages are highly customizable. This means that you can edit the appearance of the PrinterOn Website that hosts your Mobile Printing Service. Though customization is optional, we suggest you review the key features of this flexible solution to learn how you can easily tailor the service to your specific needs.

Note: Customization instructions are covered in the next section [III. Management](#).

Start Page

The screenshot shows the 'Start Page' for a HotSpot Printing service. It features a header with a language dropdown set to 'English', the 'RICOH' logo, and a 'Welcome to HotSpot Printing!' message. Below the header, there are three main sections: '1 - Select Document' with a file upload area, '2 - Privacy' with an email address field, and '3 - Send' with a 'Submit' button. The page also includes contact information, printer availability details, and a footer with links for 'How to print via email', 'How to print boarding passes', 'Download PrintWhere', 'Help', 'Terms', and 'Privacy'. A 'Powered By PRINTERON' logo is visible in the bottom right corner.

Customization Callouts:

- Choose which languages to display in this drop-down.** (Points to the Language dropdown menu)
- Insert your logo and personal headline text.** (Points to the RICOH logo and 'Welcome to HotSpot Printing!' text)
- Tell users how to send print jobs to your HotSpot Printer.** (Points to the '1 - Select Document' section)
- Provide custom instructions that make print job submission as easy as 1-2-3.** (Points to the '1 - Select Document' section)
- Add your own Help text, e.g., contact information.** (Points to the 'Help' link in the footer)
- Add your own Terms & Conditions and Privacy Policy statement.** (Points to the 'Terms' and 'Privacy' links in the footer)
- Add a HotSpot Printing Partner's logo.** (Points to the 'Powered By PRINTERON' logo)
- Indicate printer location, pricing and availability.** (Points to the printer location and availability text)
- After job is submitted, offer print job options (e.g., # of copies, pricing info, job approval screens, etc.).** (Points to the 'Submit' button)

III. Management

Your Mobile Printing Service allows for extensive customization of the user interface (see Fig. 4). You can add a company logo, headline text and color palette, as well as create personalized content directed to your users. Users that visit the PrinterOn Web Page, using the HotSpot Printers unique URL (e.g., www.printeron.net/ricoh/xxxxx) can then view, and, if applicable, select those settings that you have chosen.

The authorized administrator simply logs in to the Management Home Page, and then selects the desired function icon (see Fig. 5). The following key features and functions are available, among many others:

- Add company logo and colors
- Add partner logos and links
- Set printer defaults
- Add/remove printers
- Add/remove administrators
- Add/remove languages
- Add/edit Help text
- Modify contact information
- Set pricing/billing options
- Create a custom end-user survey
- View/export activity reports
- Add terms & conditions, privacy notice

Customized Start Page

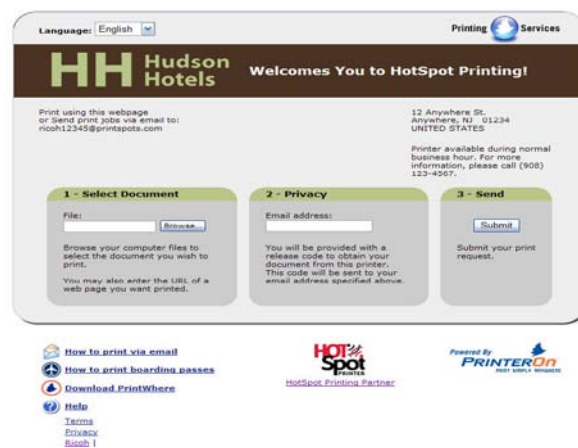


Fig. 4

Management Home Page

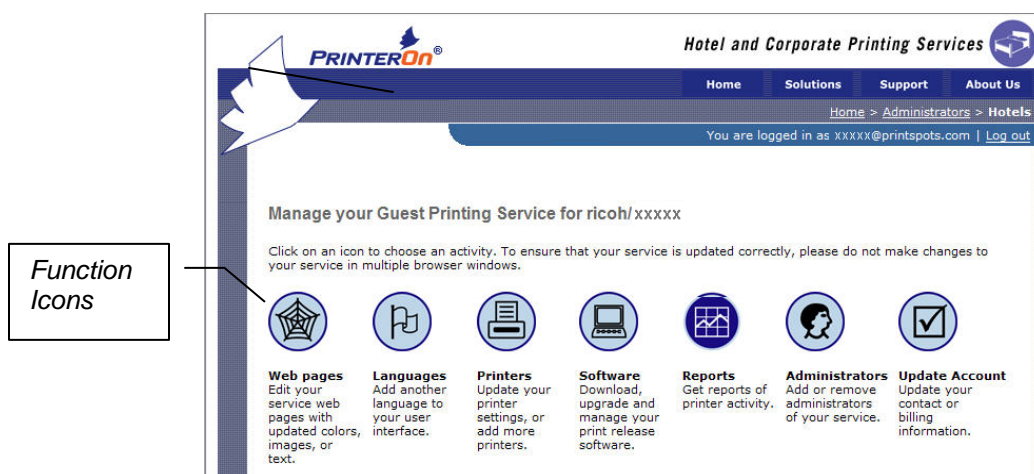


Fig. 5

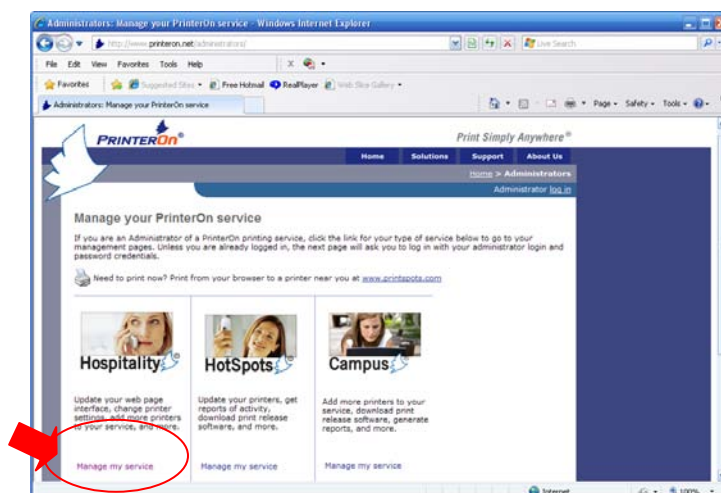
Administrator Log In / Log Out

Log In...

1. Open your Web browser.
2. Go to: <https://www.printeron.net/administrators>.

Important: To ensure that your service is updated correctly, do not make changes to your service in multiple browser windows.

3. Under **Hospitality**, click [Manage my service],



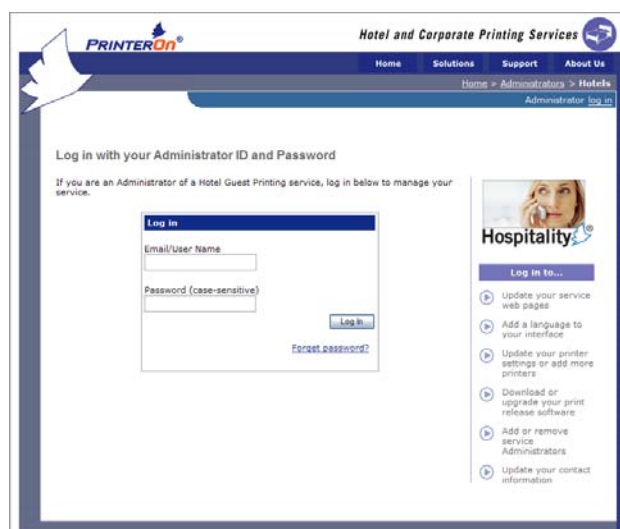
4. Enter **Email/User Name** and **Password**.

Note:

- The credentials are on the Mobile Printing Service subscription certificate that shipped with the printer. If necessary, see [Your Service Subscription](#).

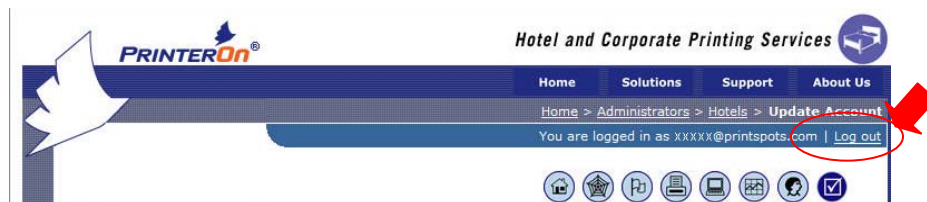
Reference: To change credentials, see [Update your account preferences](#).

5. Click [Log In]. The **Management Home Page** displays. See Fig. 6.



Log Out...

After modifying settings within the Management screens, you must log out in order to ensure that the session has ended. To do so, click **[Log out]**.



Management Home Page Overview

The Management Home Page is where you will select and set customization functions. Before doing so, review the following description of Home Page functions. You will then be prepared to customize your service, as outlined in the next section, [Management Functions](#).









1. Open the **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Review the **Management Home Page**.



Management Home Page



Fig. 6

About Management Home Page

	Feature	Description
A	Function Icons	<p>This row of icons provides one-click access to the following functions:</p> <ul style="list-style-type: none">  Web Pages – Edit PrinterOn Web Pages to reflect your own brand colors, logo, text, etc.  Languages – Add another language (English, Spanish, French, Dutch, German and/or Italian), which is user-selectable from the PrinterOn Web Page.  Printers – Update your printer settings, add/remove printers, set pricing and billing information, etc.  Software – Though this function icon is available, there is no need to perform download, upgrade or manage your printer release software.  Reports – View and export reports of printer activity. Create your own end-user survey to gauge response.  Administrators – Add/remove administrators of your service.  Update Account – Update contact and/or billing address information.
B	Group Name	<p>All HotSpot Printers are automatically under the same "Group Name," so there is no need to create a Group.</p>
C	Service Summary	<ul style="list-style-type: none"> • URL – Your PrinterOn Web Page URL (users will visit in order to send a file) is created by combining the brand name and unique 5- or 6-digit HotSpot Printer ID (www.printeron.net/ricoh/xxxxx). To change the name, do so through the [Update Account] function icon . • Service Name – This is the brand/ID combination created for your service, e.g., ricoh/xxxxx. If you are managing more than one Mobile Printing Service, each one will have a unique Service Name. Each Service Name will be listed on the Management Home Page for you to select the service to manage. • Annual Renewal Date – The Renewal Date is the scheduled expiration date of your subscription. Depending on the subscription purchased, it can be 1, 3 or 4 years. If you wish to renew your service, please contact your authorized HotSpot Printer sales representative to purchase an extension. For details, see Your Service Subscription. • Number of Printers – This is the number of printers you have associated with your service. To add more printers to your


		<p>service, or to edit your printer information, do so through the [Printers] function icon .</p> <ul style="list-style-type: none"> • Show/Hide your service in searches – You can restrict the accessibility of your service by hiding it in searches, preventing users from finding your service in Printer Directory searches. • Set Online/Offline – If you need to temporarily make your service unavailable, for printer maintenance, for example, you can present users with a notification page when they browse to your service Website. You can customize the text on this page by clicking the [Web Pages] function icon . • Create a new service under a new group name – This function is not applicable to HotSpot Printers. • Clone this service – This function is not applicable to HotSpot Printers. • Get Guest Awareness Kit – This function is not applicable to HotSpot Printers. • <input checked="" type="checkbox"/> Delete this Service – Warning! Do not click this button. Doing so will permanently remove your Mobile Printing Service.
D	Additional Services	<ul style="list-style-type: none"> • Update your account preferences – Allows you to update login, including adding and removing email addresses and updating your contact information. • Hotel Administrator support page – Clicking this link open the Support for Service Administrators page where you can find PrinterOn FAQs and documentation. • About Guest Printing Services – Click this link to view information about the many benefits your Mobile Printing Service offers users.

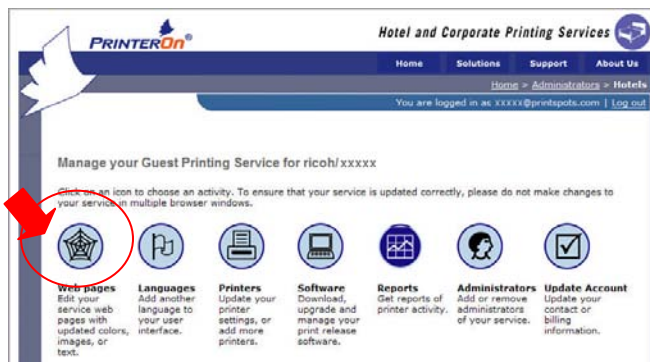
3. Return to the **Management Home Page**, if necessary.

Management Functions

Web Pages

Web Pages are the screens presented to users after they open the HotSpot Printer URL (www.printeron.net/ricoh/xxxxx). To edit the appearance and content of those pages, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Web Pages** function icon .



3. Review the **Web Pages** screen, and then make any necessary changes.

Web Pages Screen

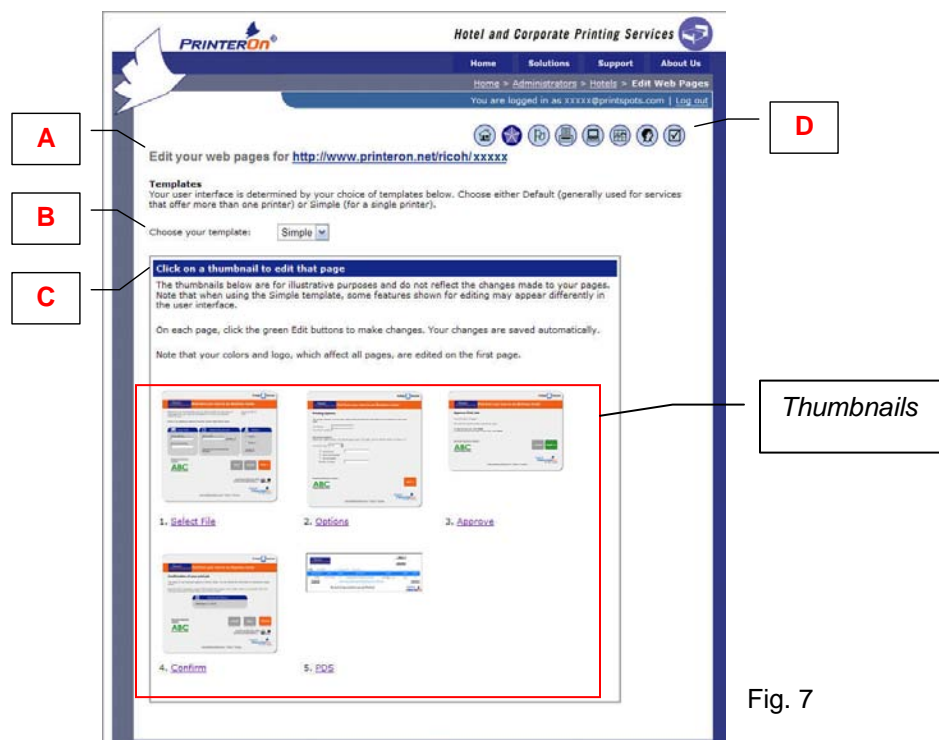
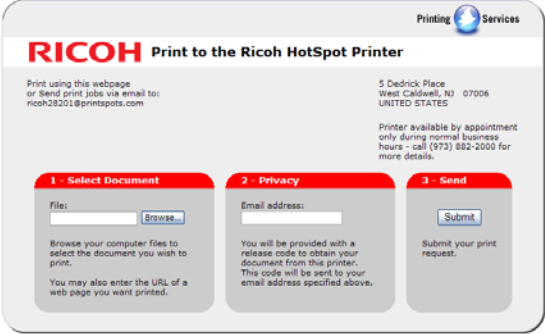





Fig. 7

About Web Pages Screen

Feature	Description
<p>A</p> <p>Printer URL</p>	<ul style="list-style-type: none"> • Edit your Web pages for http://www.printeron.net/ricoh/xxxxx <p>Your HotSpot Printer URL displays here. This indicates that you will be editing PrinterOn Web Pages related to this specific printer. Click on this link to view the Start Page users see when visiting the PrinterOn Website.</p> <p style="text-align: center;">Start Page</p> 
<p>B</p> <p>Template Selection</p>	<ul style="list-style-type: none"> • Choose your template – Click the drop-down to select [Simple] or [Default]. <p style="text-align: center;">Simple Template</p>  <p style="text-align: center;">Default Template</p>  <p><i>Simple Template is the best choice for most users.</i></p> <p><i>Default Template includes space for multiple HotSpot Printers. The user selects the target printer by clicking on associated button.</i></p>


C	Thumbnail Selection	<p>The thumbnails shown in Fig. 7 are for illustration purposes and do not reflect changes made to a page.</p> <p>Note:</p> <ul style="list-style-type: none"> • When using the [Simple] template, some features shown for editing may appear differently in the user interface. • On each page, click the green [Edit] buttons to make changes. Your changes are saved automatically. <ol style="list-style-type: none"> 1. Select File – Click to view the first screen users will see, called the Start Page, where he/she identifies themselves, uploads a document and selects a printer (if you have offered more than one). This is also the screen where you can insert a company logo, colors and text. 2. Options – Click to view the [Printing Options] screen. This screen presents the user with options, such as page range and number of copies for specific document types. Note that you have the option of not offering this screen to users. 3. Approve – Click to view the [Approve Print Job] screen. This is another optional screen you may offer to your users that displays the page count for their print job, and costs associated with the job. It gives the user the opportunity to approve printing or cancel the job before it is printed. 4. Confirm – Click to view the [Confirmation of print job] screen. This screen notifies the user that the document has been processed, and allows the user to check the status of a job in progress. 5. PDS – This function is not applicable to HotSpot Printers. <p>Reference: Detailed instructions for customization functions 1 – 4 (above) are covered in the sections to follow.</p>
D	Function Icons	<p>Click on a function icon to navigate to another screen, e.g., the Management Home Page .</p>

4. Return to the **Management Home Page**, if necessary.

Start Page Edit Screen

You can perform Start Page customization functions from the Start Page Edit Screen. Again, the Start Page is the first screen HotSpot Printer users will see when printing from their computer. It displays instructions on how to use the service, as well as branding elements that personalize the service to your specifications.

To open the Start Page Edit Screen, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Web Pages** function icon .
3. Click [1. **Select File**]. See Fig. 7.

Note: Each alphabetic callout shown in Fig. 8 identifies a specific edit button available on the Start Page Edit Screen. You will be asked to refer back to Fig. 8 as you proceed through this section.

Start Page Edit Screen

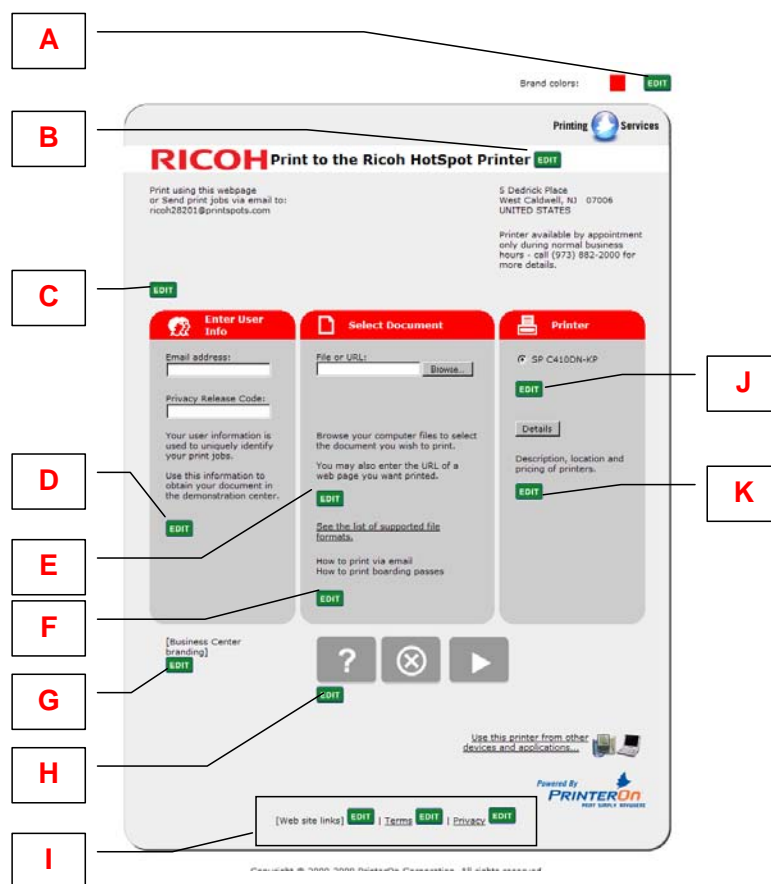


Fig. 8

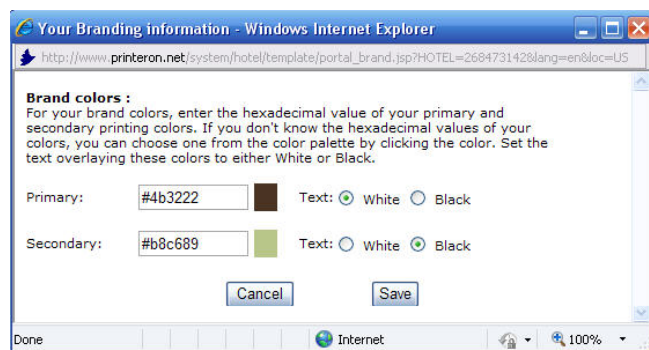
A. Brand Colors

Brand colors are those colors that are unique to your organization. Both the headline banner and instruction pane headers can be customized. To do so, proceed as follows:

1. Click [Edit] button **A**. See Fig. 8.
2. Enter the hexadecimal value for the primary and secondary colors to apply to the PrinterOn Web Pages (e.g., Start Page).

Note: If you do not know the hexadecimal values of your colors, choose one from the color palette by clicking the color.

3. Set the text overlaying each color to either white or black.



Note: Fig. 9 illustrates how these settings are displayed on the Start Page.

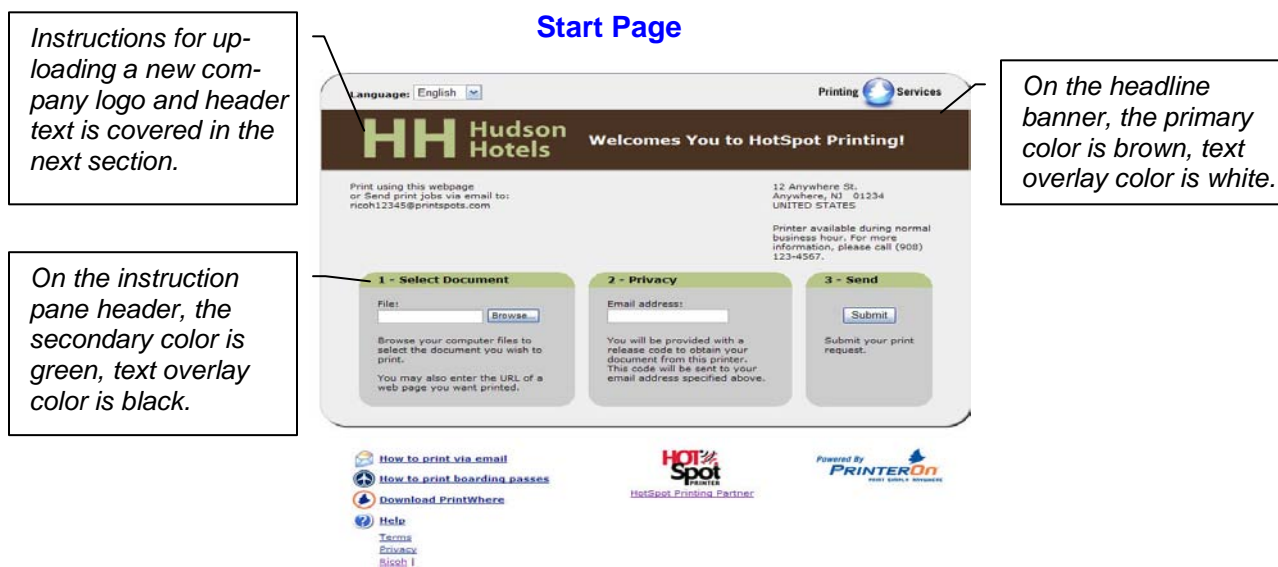


Fig. 9

4. Click [Save] to save your settings and exit the screen. To exit, without saving settings, click [Cancel].

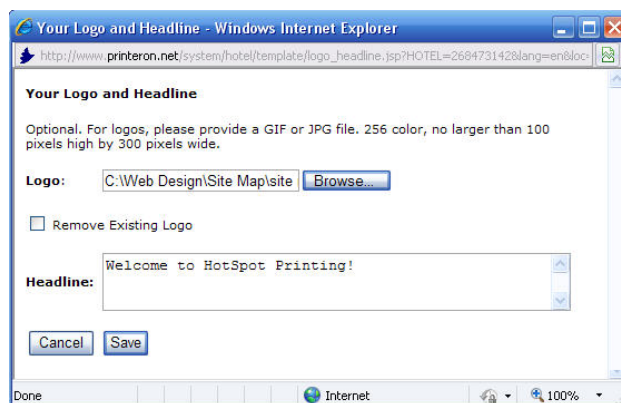
B. Company Logo & Headline Text

To personalize the PrinterOn Web Pages, add/edit your company logo and headline text, proceed as follows:

1. Click [**Edit**] button **B**. See Fig. 8.
2. Click [**Browse**] to locate and select the GIF or JPG file.

Important: The file must be no more than 256 colors, and no larger than 100 pixels high by 300 pixels wide.

3. If applicable, select [**Remove Existing Logo**] box.
4. To add/edit change the Headline text, click in the space provided and type your greeting, e.g., **Welcomes You to HotSpot Printing!**
5. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].



Note: Saved changes are immediately applied to the Start Page. To check, click the HotSpot Printer URL link at the top of **Web Pages**' main screen (<http://www.printeron.net/ricoh/xxxxx>). See Fig. 10.

Start Page

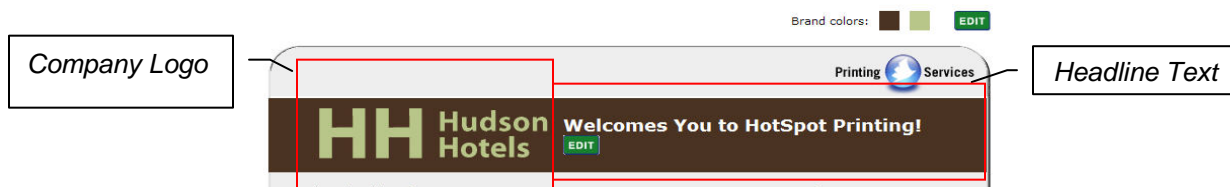


Fig. 10

C. About Your Printing Service

To customize the text that appears below the company logo and headline text on the Start Page, to better describe your service, address and hours of operation, proceed as follows:

1. Click [**Edit**] button **C**. See Fig. 8.
2. Enter **Description**, **Address** and **Hours of operation** information.
3. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

D. User Information

User information uniquely identifies the user's print jobs; the user will need to input this information before submitting their print job from the PrinterOn Web Page. For most applications, the user's email address is sufficient. However, you can create a custom field as well. For instance, if you wish to track or identify jobs/users with something other than an email address, a custom field is available. Also, if your Mobile Printing Service is integrated with a third-party billing system, such as WebPay 2.0, you can enter a unique field, e.g., Payment Code; the entered number will be automatically sent to your back-end billing system.

To add/edit User Information, proceed as follows:

1. Click **[Edit]** button **[D]**. See Fig. 8.
2. Select/enter one or more of the following:
 - **Email address:** This is the default setting. When selected, the user will be required to enter his/her email address. The release code will be sent to that address.
 - **Other:** This field is used if you do not want to use *Email address* (default setting) for tracking users. If selected, enter *Name of Field*, e.g., *Privacy Release Code*.
 - **Print Billing System:** Select this box if you are integrating your Mobile Printing Service with a third-party print billing systems. Enter *Name of field*, e.g., *Billing Code* or *Dept. Code*.
 - **Text:** Optionally, you can edit default text to explain to your users how their information will be used.

Enter User Info section - Windows Internet Explorer

http://www.printeron.net/system/hotel/template/enter_email.jsp?HOTEL=268473142&lang=en&loc=US

Description of the Enter User Info section

Specify which credentials you would like users to enter at the Print Delivery Station in order to print. You can request the user's email address or a custom field that you name below.

For security purposes, if you choose to use a custom field, you should request information that cannot be easily guessed by another user (such as a hotel room number). A good example is asking the user to create their own 'Privacy Release Code' to identify their document when releasing it to the printer. Your Print Delivery Station will be customized with this field once you publish your Service and import the customizations into PDS.

Note that if your guests will be using the **Print Valet** keypad to release print jobs, select **Other** below. Guests must create a 4-10 digit Privacy Release Code, and may not use their email address.

☒ Email address

Or

☒ Other Name of field:

If you are integrating with a Print Billing System, you can check the box below and enter the name of the field. The information entered by the user in this field will be sent to your Print Billing System.

☐ Print Billing System Name of field:

Optional. If required, edit the text below explaining to your users how their user information will be used.

Text:

Your user information is used to uniquely identify your print jobs.

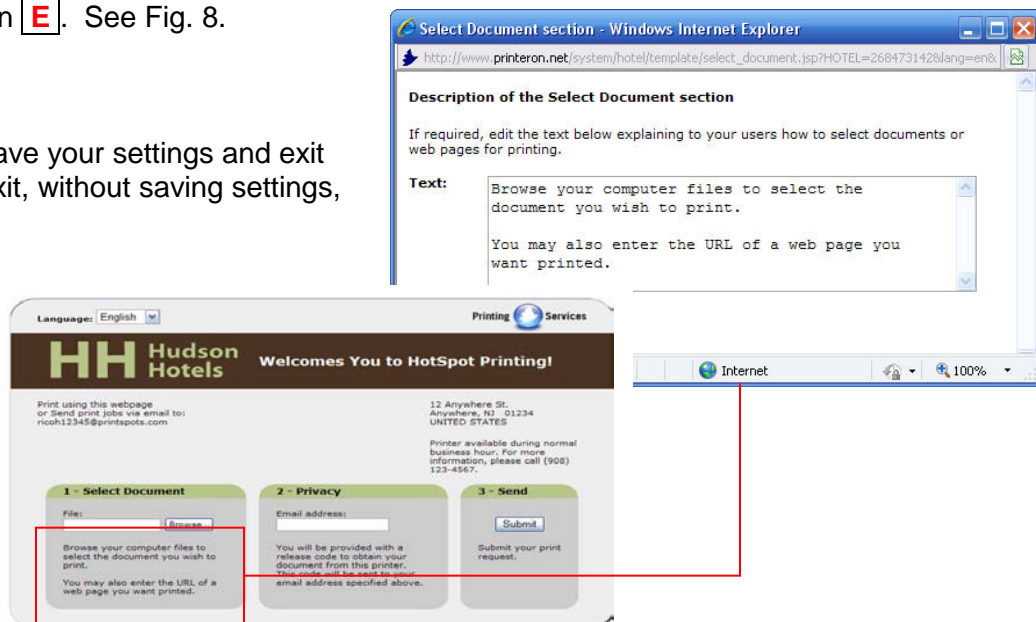
Use this information to obtain your document in the demonstration center.

3. Scroll down, if necessary, and click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.

E. Select Document Instructions

To add/edit the instructions users will see when submitting their print job from the PrinterOn Web Page, proceed as follows:

1. Click **[Edit]** button **E**. See Fig. 8.
2. Enter/edit **Text**.
3. Click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.

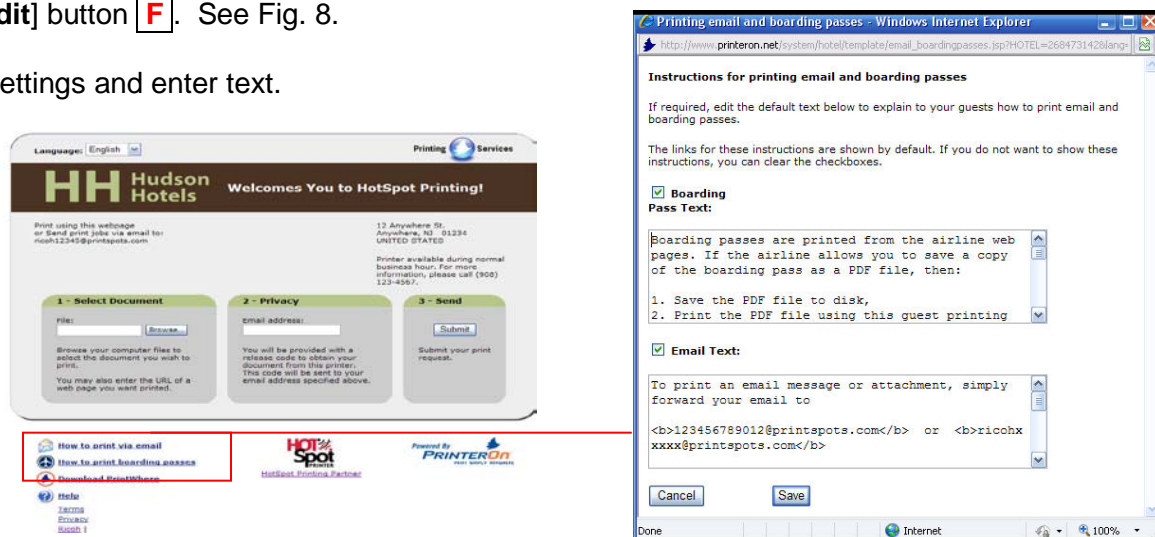


F. Printing Email & Boarding Passes

To add/edit text that explains how to print email and boarding passes, proceed as follows:

Important: If you do not wish to display this text, deselect the **[Boarding]** and **[Email Text]** boxes.

1. Click **[Edit]** button **F**. See Fig. 8.
2. Select settings and enter text.



3. Click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.

G. Business Center Branding

If you are partnering with other businesses, it is possible to display up to two logos and URLs to link to those sites. It is an ideal way to support joint advertising and promotional initiatives. The logo(s) and URL(s) will appear at the bottom of the Start Page (see Fig. 11).

1. Click [**Edit**] button **G**. See Fig. 8.
2. Upload **Logo**, and enter **Name(s)** and **URL(s)**.

Note: Be sure that logos are GIF or JPG format, 256 colors, and no larger than 100 pixels high by 200 pixels wide.

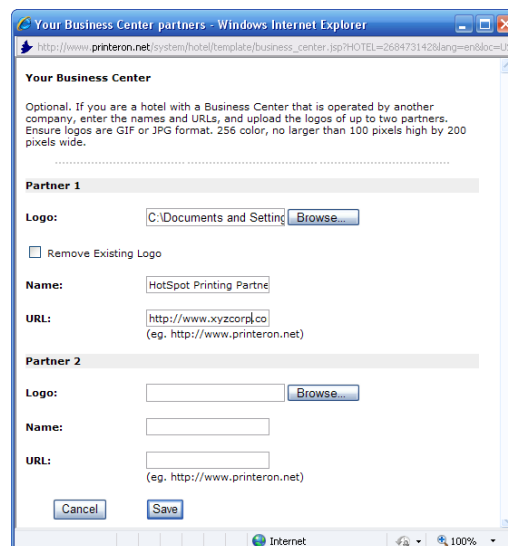
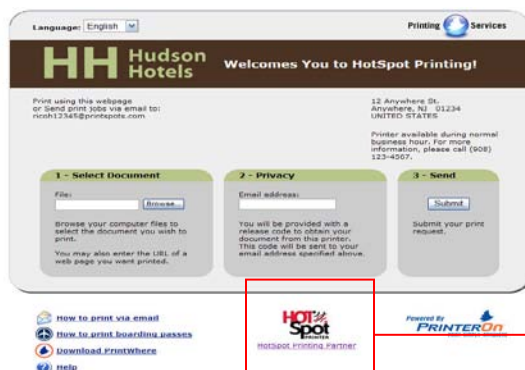


Fig. 11

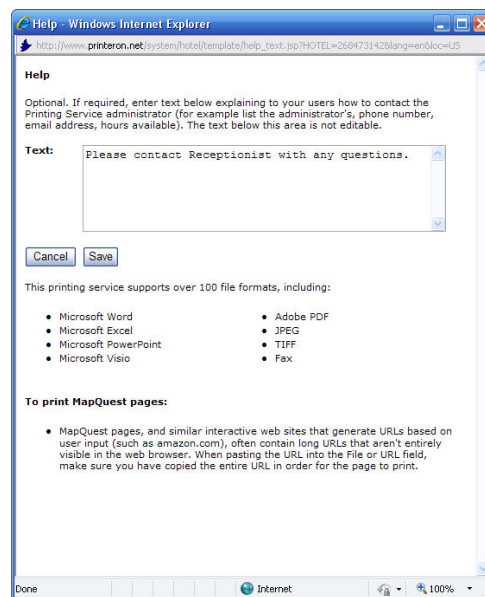
3. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

H. Help Text

If you would like to add text explaining to users how to contact the Mobile Printing Service administrator or key operator, including, for example, a phone number, email address and hours available, proceed as follows.

1. Click [**Edit**] button **H**. See Fig. 8.
2. Enter **Text**.

Note: Pressing the **Help** button (bottom of Start Page, see Fig. 12) will display a pop-up window with text you have entered here (see Fig. 13). If text is not entered, only the content regarding file format support and printing Web pages will display.



Start Page

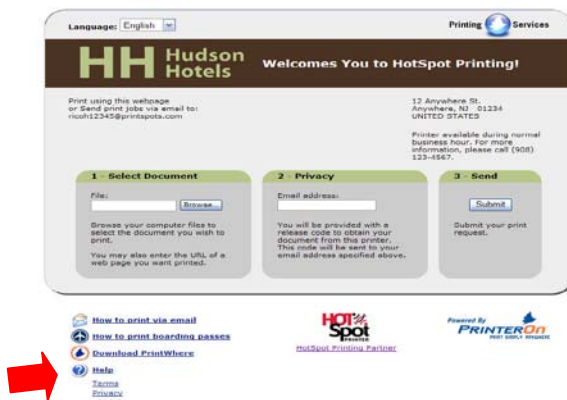


Fig. 12

Pop-up Window

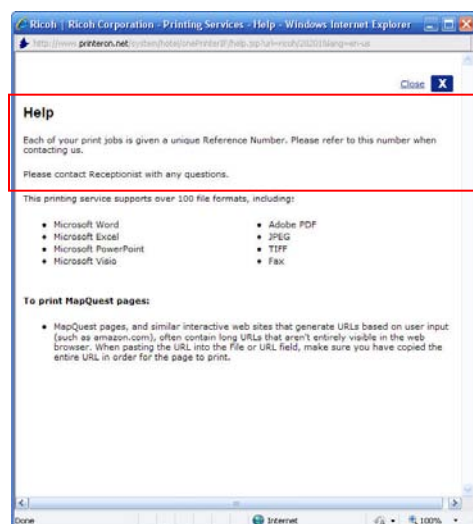


Fig. 13


3. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

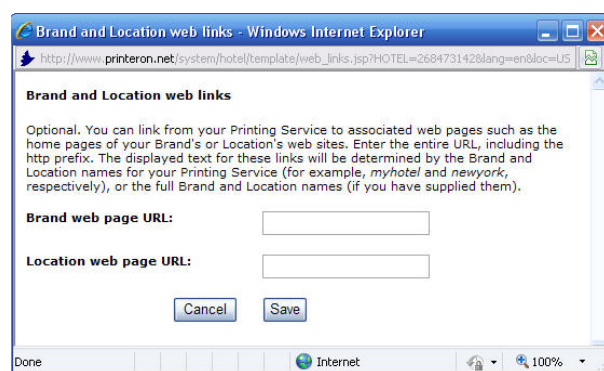
I. Additional Information (Web Site Links, Terms, Privacy)

If you would like to insert links to your Web site and terms and conditions, as well as add/edit privacy and security information, proceed as follows:

• Brand and Location Web Links


You can link from your Mobile Printing Service to associated Web pages, such as the home page of your brand's and location's Web sites.

1. Click **Web Site Links [Edit]** button . See Fig. 8.
2. In the **Brand web page URL** enter the entire URL, including the *http* prefix.
3. In the **Location web page URL**, enter the location name for your Mobile Printing Service.
4. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

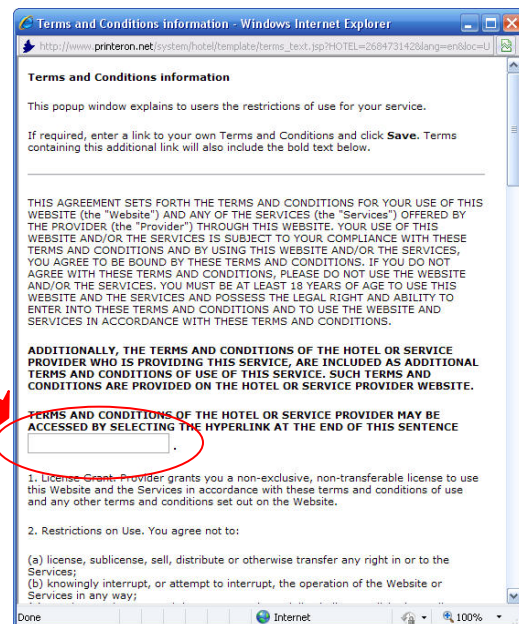


- **Terms and Conditions Link**

A pop-up window explains to users the restrictions of use for your Mobile Printing Service. If required, enter a link to your own terms and conditions, as follows:


1. Click **Terms [Edit]** button . See Fig. 8.
2. In the space provided, enter the complete URL to your terms and conditions.
3. Click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.

Note: Click the **Terms** link (bottom of Start Page) to open this window.

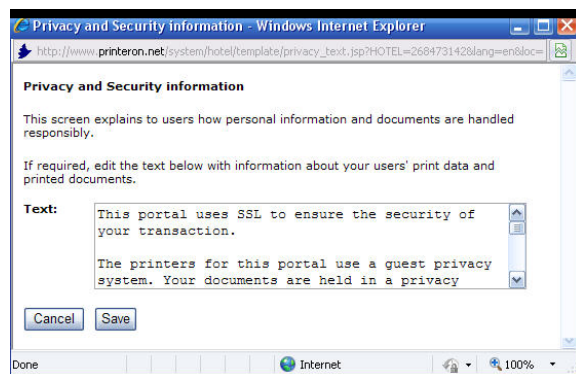


- **Privacy and Security Information**

A pop-up window explains to users your privacy and security policies. This text can be edited to reflect internal policies governing the security of your Mobile Printing Service.

1. Click **Privacy [Edit]** button . See Fig. 8.
2. Modify the text, as needed.
3. Click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.

Note: Click the **Privacy** link (bottom of Start Page) to open this window.



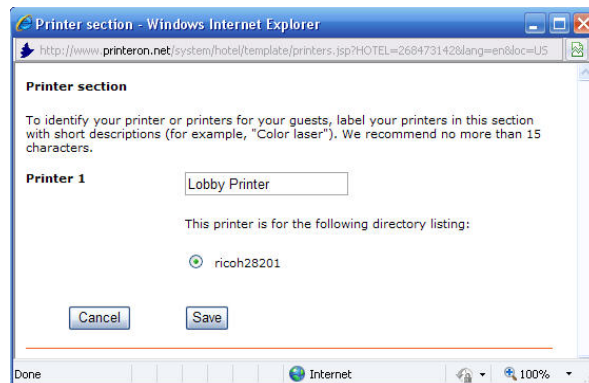
J. Printer Name

If you would like to identify your HotSpot Printer(s) using another printer name, e.g., change the default printer model name to, for example, *Lobby Printer*, proceed as follows:

Note: The printer name only appears if you have chosen the Default Template (see Fig. 14). In that event, when more than one printer is displayed in the list, users can select the desired button to choose the target printer.

See [About Web Pages Screen, B. Template Selection](#).

1. Click [**Edit**] button **J**. See Fig. 8.
2. Enter the printer name(s). **Note:** The maximum recommended length of the printer name is 15 characters.
3. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

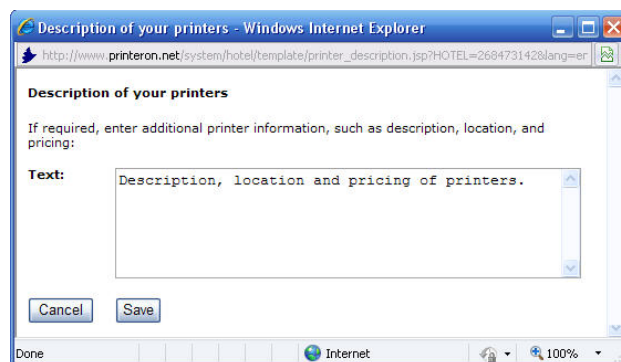


K. Description of Your Printers

If you would like to enter additional printer information, such as description, location and pricing, proceed as follows:

Note: The description only appears if you have chosen the Default Template (see Fig. 14). See [About Web Pages Screen, B. Template Selection](#).

1. Click [**Edit**] button **K**. See Fig. 8.
2. Enter **Text**, as needed.
3. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].



Default Template



Printer Name(s)


Description of Your Printer(s)

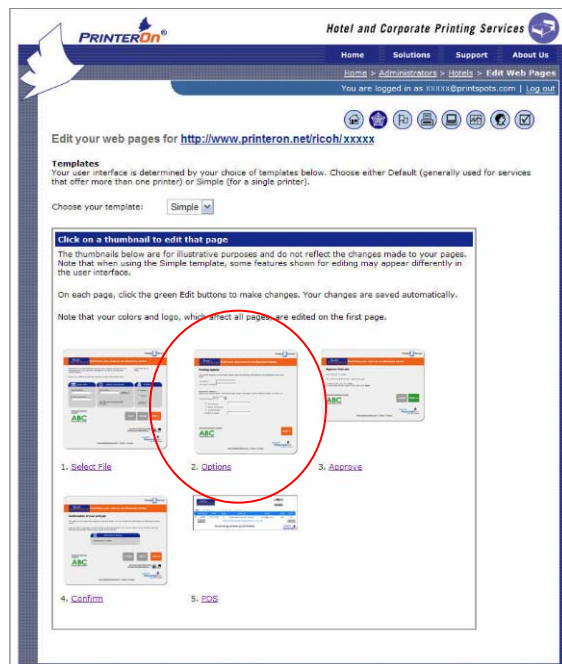
Fig. 14

Printing Options Screen

The Printing Options screen is a screen that presents the user with selections, such as page range and number of copies for specific document types.

To open the Printing Options screen, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Web Pages** icon .
3. Click **[2. Options]**.



4. Click **[Edit]**.
5. Review the **Printing Options** screen, and then make any necessary changes.



Printing Options Screen

The screenshot shows the 'Printing Options Screen' with four callout boxes labeled A, B, C, and D. Callout A points to the 'Offer users printing options' checkbox, which is checked. Callout B points to the 'Cover Pages' section, which includes checkboxes for 'Room number', 'Name', and 'Other', and a text field for 'Name of field:'. Callout C points to the 'Document options' section, which includes checkboxes for 'Number of copies', 'Page Range', and 'Excel and PowerPoint Options', and a list of options for Excel and PowerPoint. Callout D points to the 'Delivery options' section, which includes checkboxes for 'Rush delivery', 'Will pick up in Business Center', 'Hold for arrival at front desk', and 'Offer the user an area to enter special instructions'.

A ☒ **Offer users printing options**
Select the printing options you want to offer your users. If you do not want to offer printing options, clear this check box.

B **Cover Pages:**
Request the following information from the sender to display on the cover page. Cover pages are required by default for your Service printers. To turn off cover pages, you must update your printer's listing in the Members > Printers area.

☐ Room number
☐ Name
☐ Other Name of field:

C **Document options:**
Select which options you would like users to set for their documents. The default page range is all pages (or the first worksheet), and the default number of copies is 1.

☒ Number of copies
☒ Page Range
☒ Excel and PowerPoint Options:

Excel -Entire Workbook
Excel -Active Worksheet
PowerPoint -Slides
PowerPoint -Notes

D **Delivery options:**
Create a series of options that users can select.

☐ Eg. Rush delivery (\$5 extra)
☐ Eg. Will pick up in Business Center
☐ Eg. Hold for arrival at front desk

☐ Offer the user an area to enter special instructions (such as indicating the extension or phone number where they can be reached for notification or delivery of their document).

About Printing Options Screen

	Feature	Description
A	<input checked="" type="checkbox"/> Offer users printing options	This box is selected by default, allowing you to offer users printing options. If you do not wish to offer users printing options, clear this box.
B	Cover Pages	<p>Select one or more of the following boxes to request the associated information from the sender. These fields will be displayed on the cover page:</p> <p><input checked="" type="checkbox"/> Room Number <input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Other (enter Name of Field in adjacent box)</p> <p>Note:</p> <ul style="list-style-type: none"> • Cover pages are required by default for your service printers. • To turn off cover pages, you must update your printer's listing in the Members > Printers area.


C	Document Options	<p>Select one or more of the following options you would users to set for their document:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Number of Copies (default = 1 copy) <input checked="" type="checkbox"/> Page Range (default = all pages [or the first worksheet]) <input checked="" type="checkbox"/> Excel and PowerPoint Options: <ul style="list-style-type: none"> • Excel – Entire Workbook • Excel – Active Worksheet • PowerPoint – Slides • PowerPoint – Notes
D	Delivery Options	<p>Delivery Options do not apply to Ricoh HotSpot Printers since the print job owner must physically release the job.</p>

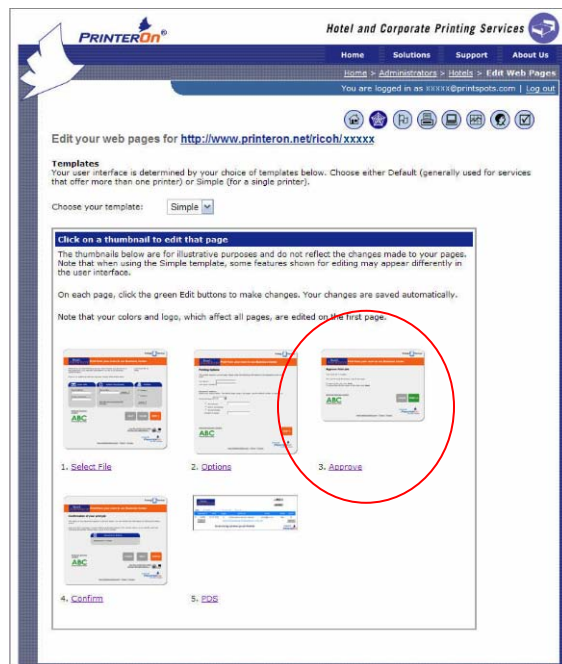
6. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

Approve Print Job Screen

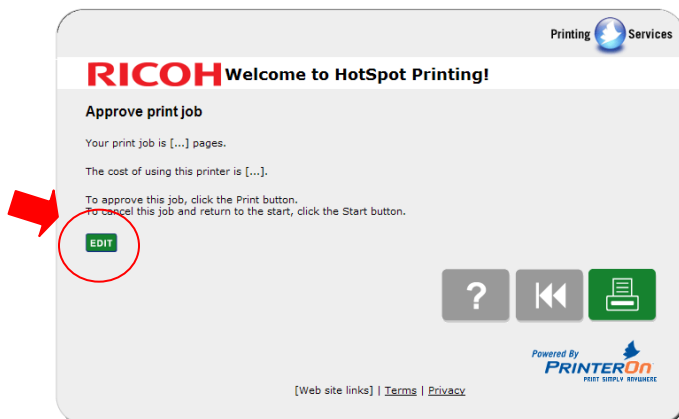
The Approve Print Job screen is an optional screen you may offer to your users that displays the page count for their print job and pricing information, if applicable. This gives the user an opportunity to approve the job before it is printed. In addition, when integrating your Mobile Printing Service with third-party billing systems, such as WebPay 2.0, you can identify applicable URL, authorization and notification settings.

To open the Approve Print Job screen, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Web Pages** icon .
3. Click [3. **Approval**].



4. Click [**Edit**].
5. Review the **Approve Print Job** screen, and then make any necessary changes.



Approve Print Job Screen

A ☒ **Allow users to approve their print jobs**

Select this option if you want to show users the page count and price information before they print their documents. If you uncheck the box, the Approve Print Job screen will not appear.

B ☒ **I am integrating my service with a print billing system**

URL of print billing system:

☐ Only users whose sessions contain an imprint from the print billing system will be considered authorized. If the billing imprint is received but is not required (if this box is unchecked) the user will be considered authorized.

Send Blind Job Notices from:
☒ Print Delivery Station (recommended)
☐ User's browser

About Approve Print Job Screen

	Feature	Description
A	<input checked="" type="checkbox"/> Allow users to approve their print jobs	Select this option if you want to show users the page count and price information before they print their documents. If you clear this box, the Approve Print Job screen will not appear.
B	<input checked="" type="checkbox"/> I am integrating my service with a print billing system	<p>Select this box only if you are integrating your Mobile Printing Service with any third-party print billing system (cost recovery solution), other than WebPay 2.0. If selected, also set the following:</p> <ul style="list-style-type: none"> • URL: Enter URL of the print billing system in the space provided. • Imprint: Select this box (below URL) if you wish to limit the session to only those that contain an imprint from the print billing system. Those users will be considered authorized. If the box is unchecked, the imprint is received but is not required; the user will be considered authorized. • Send Blind Job Notices from: Select either: <ul style="list-style-type: none"> - Print Delivery Station (i.e., HotSpot Printer): The Blind Job Notice is sent when the job is released from the printer. - User's Web Browser: The Blind Job Notice is sent from the user's Web browser when they approve the job to be sent to the printer. <p>The Blind Job Notice application produces a printer activity report, including the job owner and number of pages printed. This enhancement confirms the secure release of print jobs to the printer's hard disk drive, enabling real-time job tracking and subsequent customer billing.</p>

Note: When integrating your Mobile Printing Service with the WebPay 2.0 third-party print billing system, a screen similar to that shown below allows the user to input credit card billing information. For more information, see [Appendix 6: WebPay 2.0 Plug-in Overview](#).


The screenshot shows a mobile interface for approving a print job. At the top, it says 'RICOH Print to the Ricoh Hotspot Printer'. Below that, it says 'Approve print job'. A banner indicates the total amount to be charged is \$150.00. A warning message states: 'Ordering with WebPay for PrintOn is guaranteed secure. Card numbers are transmitted over an encrypted network. However, the WebPay system is not responsible for any unauthorized use of your card number. Please enter your payment information below. All information provided will be kept strictly confidential and not shared with anyone for any reason.' Below this, there are input fields for Card Type, Card Number, Card Expiration (Month and Year), Card Validity (Yes/No), Your Name, and Your Email. A 'Save Payment' button is at the bottom right. At the very bottom, there are links for '?', '<<', and 'Terms & Conditions'.

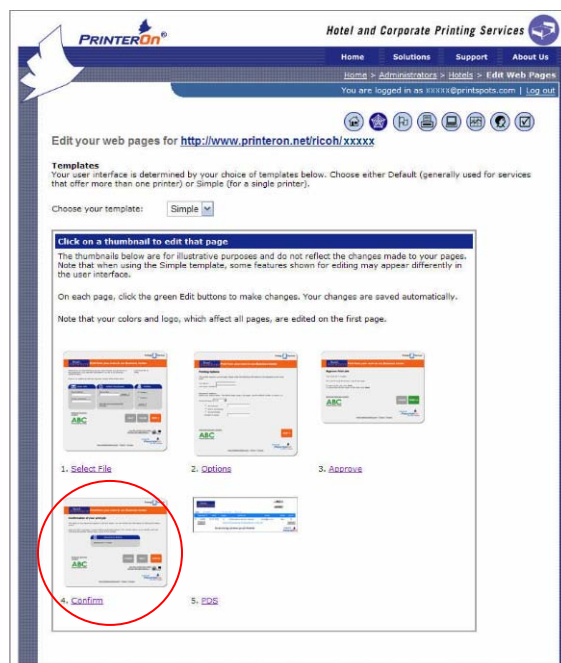
6. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

Confirmation of Print Job Screen

This screen notifies the user that the document has been processed, and allows the user to check the status of a job in progress. In addition, you can create an end-user Printing Service Survey, if desired.

To open the Confirmation of Print Job screen, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Web Pages** function icon .
3. Click **[4. Confirm]**.



4. Review the **Confirmation of Print Job** screen (see Fig. 15), and then make any necessary changes.

Confirmation of Print Job Screen

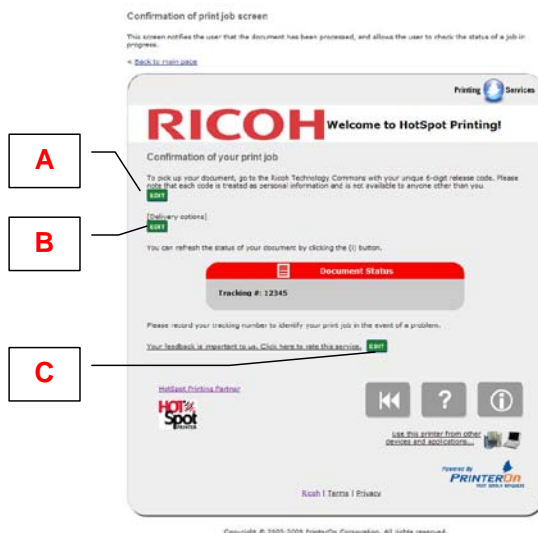
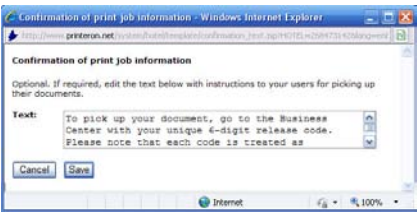



Fig. 15

About Confirmation of Print Job Screen

	Feature	Description
A	Confirmation of Print Job Information	<p>Add/edit instructions to your users for picking up their documents, and then click [Save].</p> 
B	Delivery Options	<p>Delivery Options do not apply to Ricoh HotSpot Printers since the print job owner must physically release the job.</p>
C	Printing Service Survey	<p>If desired, create an end-user survey with up to 6 Yes/No questions. Also, enter survey link text that users can click on, should they choose to fill out the survey (after the print job is submitted). If this screen is modified, click [Save].</p>  <p>Note: To get a report of survey results, go to the Management Home Page and click the Reports link.</p>

5. If necessary, click **Back** [↶] to return to **Management Home Page**.

Languages

The PrinterOn Web Pages can be displayed in one of six languages (English [default], Spanish, French, Dutch, German and Italian). When more than one language is available, a drop-down (see Fig. 16) gives a user the opportunity to select the desired display language. In Fig. 16, Spanish has been selected.

When selecting another language, three setting changes are available, as follows:

- **Web Pages:** Procedures with instructions on next page. Note that changing the PrinterOn Web Pages (Fig. 16) does not change the language of the administrative pages (www.printeron.net/administrators). Those pages are English only.
- **HotSpot Printer LCD:** Change the HotSpot Printer's LCD language to match the PrinterOn Web Pages, click the flag button on the HotSpot keypad (see Fig. 17) until the desired language appears in the printer's LCD. If necessary, see [Appendix 2: HotSpot Keypad Layout and Operation](#).
- **Standard Printer LCD:** The LCD language for non-HotSpot specific messages (see Fig. 18) can also be modified using the Web Image Monitor (WIM) utility. Proceed as follows: Log in to WIM. If necessary, see [Appendix 3: Check Device Status via Web Image Monitor](#). Click [Configuration] > under Device Settings, click [System] > click [General Settings] > click [Display Panel Language] drop-down > select language > click [OK]. If necessary, reset printer by turning device off/on.



Fig. 16



Fig. 17

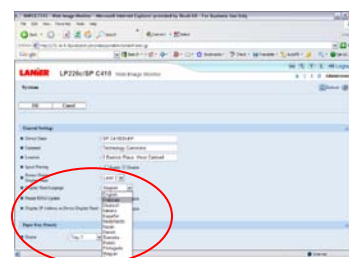



Fig. 18

Web Pages

To add/remove one or more language(s) from the PrinterOn Web Pages, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Languages** icon .

3. Click drop-down [▼] to view/select language:

- English
- Espanol (Spanish)
- Francais (French)
- Nederlandse (Dutch)
- Deutsch (German)
- Italiano (Italian)

4. Click [Add Language].

5. Choose which languages you would like to display by default, and which languages you would like to make available to users from the Start page drop-down (see Fig. 16).

6. If making changes, click [Update].

7. Just as you selected a language in step 3, you can perform the same function from this screen (see Fig. 19). Click the drop-down to view/select another language, e.g., Francais, and click [Add Language]. The screen refreshes, showing French added to **Languages available in your Service** list.

8. To remove a language, click the associated drop-down to select the language, if necessary, and then click [Remove].

9. The **Management Home Page** displays.

Note: To remove another language, repeat step 2, and then 8.

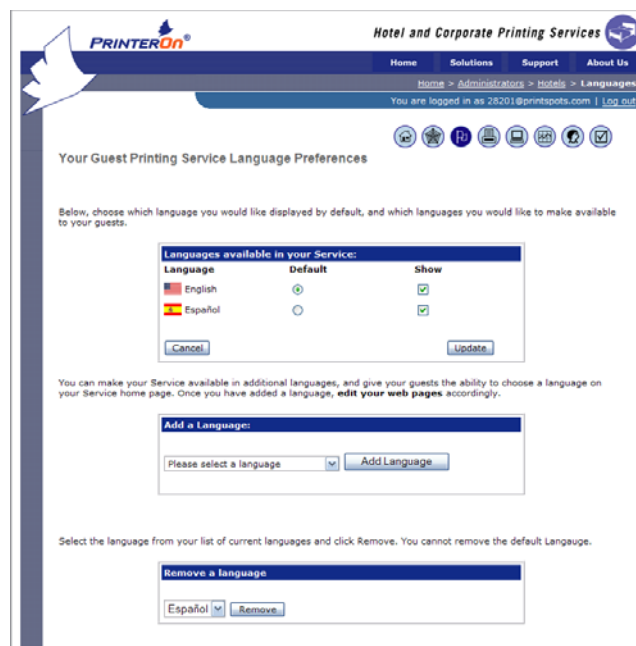
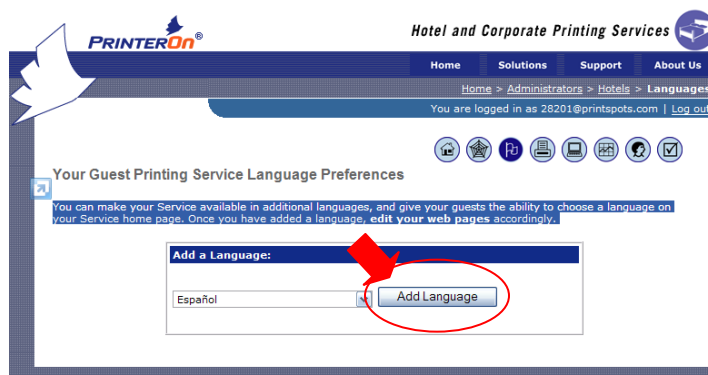
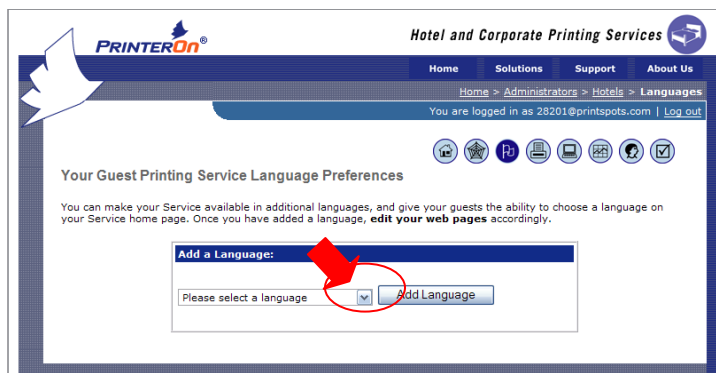



Fig. 19

Printers

On the **Printers** page, you can view and edit settings made for the last printer you updated. Note, however, that you must use a different PrinterOn Name for each printer. If you edit these settings, they will become the default setting for the next printer you add to your service. Note that it may take several minutes for some changes to be reflected in search results.

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).
2. Click **Printers** function icon .
3. Review the **Manage your Printers** screen.

Manage your Printers Screen

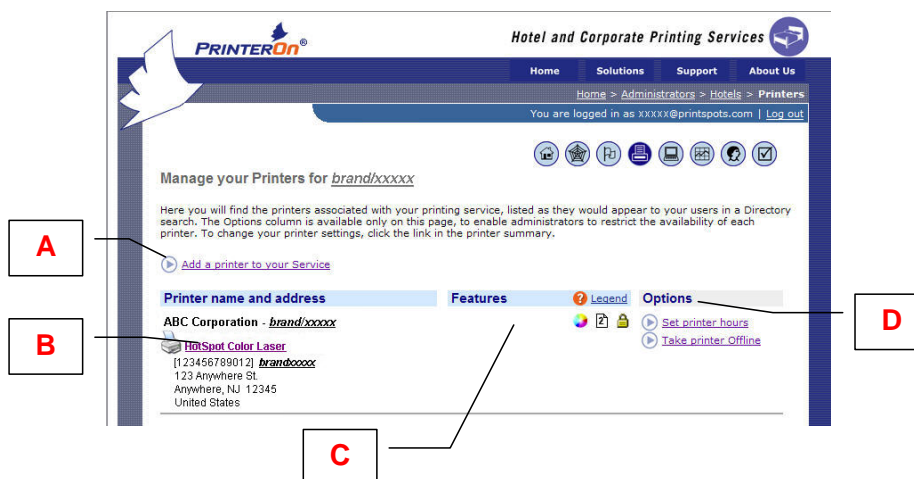












Fig. 20

About Manage your Printers Screen

	Feature	Description
A	Add a printer to your Service	Click this link to open the Printer Configuration page when you can add/delete printers, as well as set printing and pricing options.
B	Printer Name	Performs same function as [A].
C	Features	<p>If special settings have been made, for example, maximum page count, duplex, etc., the information displays here, as well as a legend. Click the Quick Help icon  to view a description of legend icons.</p> <div data-bbox="763 1558 1245 1822"> <ul style="list-style-type: none">  Printer has been flagged as Offline by owner/administrator  Users are required to pay for print jobs  Color printing is supported  Duplexing is supported (prints both sides of paper)  Documents are not printed until a release code or password is provided  Stapling is supported  Hole punching is supported  500 A print job may not exceed this number of pages </div>

D	Options	<ul style="list-style-type: none"> • Set printer hours – Choose the time zone and hours of printer availability (weekdays, weekends and/or holidays). • Take printer online/offline – If you need to temporarily make your service unavailable (for printer maintenance, for example), you can present users with a notification page when they browse to the PrinterOn Web Pages (www.printeron.net/ricoh/xxxxx). You can customize the text on this page by clicking the [Web Pages] icon .
---	---------	--

4. If necessary, click **Back** [←] to return to **Manage your Printers** screen.

Configure Required Info, Printing Options & Pricing Options

It is possible to add or remove a printer. When adding a printer, you can set printer options, such as maximum page count, maximum page size (KB), supported paper sizes, etc. In addition, it is possible to configure pricing information for your Mobile Printing Service.

Important: Fees can be associated with your service with or without the optional WebPay 2.0 plug-in. The advantage of WebPay 2.0, however, is the ability to integrate your service with a credit card billing system. For more information, see [Appendix 6: WebPay 2.0 Plug-in Overview](#).

Required Info

1. From the **Manage your Printers** screen, click **[A]**, **Add a Printer to your Service**. If necessary, see previous section.
2. Review the **Required Info** screen, and then make any necessary changes.

Required Info Screen

A

B

C

D

Required Info

Printer Configuration

If you do not choose a driver, ensure you have Print Delivery Station 2.6AG or higher, and Dr. Print installed. For details click the help button.

Print driver: Brand Model Name

Description to show users:

Manufacturer: --- Choose Manufacturer ---

Model: Laser

Descriptive Label: Guest Printer (eg. "Inkjet Printer")

Color printing: ☐ Supports color ☒ Does not support color ☐ Don't know

Location: brand/xxxx (eg. "Business Center")

Using your printer with PrintWhere and Email Printing

Note that if you change the PrinterOn Name after Print Delivery Station is installed, you must re-import the Customization File in PDS in order to transfer this new name to PDS. For details, click the ? button above.

PrinterOn Name: brand/xxxx

Printer Number: 123456789012

Email address: 123456789@printspots.com or brand/xxxx@printspots.com

☒ Enable Email Printing

☐ Unique release code for each attachment

Autofind Hint

Search IP address:

Your IP Address

Your IP Address is: 111.22.3.44

If your hotel will be on this network, click the button below. If your Hotel will be on a different network enter that IP Address in the field to the left.

Use this Address

Cancel Save

☒ Delete this printer. Note that you will be unable to reclaim fees associated with this printer. Remember that if you want to prevent your printer from being used, you can go to your Printers page and change the printer status to Offline.

Fig. 21

About Required Info Screen

Feature		Description
A	Printer Configuration	Your HotSpot Printer has been pre-configured, so leave the settings as shown in Fig. 21.
B	Using your printer with PrintWhere and Email Printing	Your HotSpot Printer has been pre-configured, so leave the settings as shown in Fig. 21.
C	Autofind Hint	Your printer's IP address (or DNS name) enables guests (users) in the vicinity of your service with an easy and quick way to find your printer and use your service. Guests (users) simply browse to the main PrintSpots page (www.printspots.com) and the directory matches the quest's (user's) IP Address with the printer's Search IP Address. Enter the IP address of the network your printer is connected to in the Search IP Address field. The IP Address of your computer (or the network address it is using) is displayed in the green box. If your service uses this same address, click the button.
D	Delete this printer	Warning! Do not click this button. Doing so will remove the HotSpot Printer.

3. Click [**Save**] to save your settings and exit the screen. To exit, without saving settings, click [**Cancel**].

Printing Options

1. To set printing options, click the **Printing Options** tab. See Fig. 21.
2. Review the **Printing Options** screen, and then make any necessary changes.

Printing Options Screen

The screenshot shows the 'Printing Options' screen with the following sections:

- A: Releasing print jobs**
 - Documents are held and must be manually released by the Guest or Attendant.
 - ☒ Documents are released to the printer using a PrinterOn solution:
 - ☒ The Print Delivery Station web page (or PDS's local queue monitor)
 - ☒ The Print Valet keypad (users must enter a 4-10 digit release code).
 - ☐ The Print Release Client
 - ☒ Auto-generate release codes
 - ☐ Documents are released from the printer's built-in keypad by entering either:
 - ☐ Documents are released using a 3rd party system
- B: Authorizing users**
 - ☐ Query to verify or set user identity.
 - ☐ Redirect to authorize user, track pages or bill customer.
- C: Output options**
 - Cover pages: ☐ Include a Cover Page with print jobs
 - Privacy: ☐ This printer is monitored by an attendant
 - Charges: ☒ Guests will be charged for printing
 - Printer Password:
 - Max. page count:
 - Max. job size (KB):
 - Duplexing:
 - Paper sizes:

Letter - 8 1/2 x 11 in
 Legal - 8 1/2 x 14 in
 Tabloid - 11 x 17 in
 Ledger - 17 x 11 in
 A4 - 210 x 297 mm
 10 x 11 in - 10x14 in

Letter - 8 1/2 x 11 in
 Legal - 8 1/2 x 14 in
- D: Description of your printing service**
 - Hours of operation: Mon-Tue-Wed-Thu-Fri open all day; Sat-Sun CLOSED (Eastern Standard Time)
 - Location:
 - ☒ Include in email to users
 - Description:
 - ☒ Include in email to users
 - Assistance:
 - ☒ Include in email to users
- E: Print Delivery Station**
 - ☐ Use an alternate/local Print Delivery Hub to host print jobs
 - Local Network IP Address: / 300203006408

Buttons at the bottom:

Fig. 22

About Printing Options Screen

Feature		Description
A	Releasing print jobs	Your HotSpot Printer has been pre-configured, so leave the settings as shown in Fig. 22.
B	Authorizing users	Your HotSpot Printer has been pre-configured, so leave the settings as shown in Fig. 22.

C	Output options	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Include a Cover Page with print jobs Cover Pages identify the sender and the time of the print job, and may include additional information. <input checked="" type="checkbox"/> This printer is monitored by an attendant When checked, this tells the users of your printing service that their print jobs will be held at the printer until the authorized user is present to pick up (and possibly pay for) the print job. <input checked="" type="checkbox"/> Guests will be charged for printing When checked, this box enables the Pricing Options tab, in which you can specify the price for each selected paper size. The prices will be displayed to your guests (users) in the printer Details window of your service. <ul style="list-style-type: none"> • Printer password If a password is entered here, users must provide this password to print to your HotSpot Printer. Jobs that are not supplied with the correct password cannot be submitted. • Max. page count Specify the maximum number of pages a print job may use. Print requests exceeding this limit will not be accepted. This includes cover pages. • Max. job size (KB) Enter a number to specify the limit on a print job. Print requests exceeding this limit will not be accepted. Note: The maximum file size is 16MB. <input checked="" type="checkbox"/> Duplexing From the drop-down list, select your duplexing preference. If you prefer to let the printer control duplexing, select "Not Managed". <div data-bbox="1185 1024 1445 1171" style="float: right; border: 1px solid black; padding: 2px; margin-top: 10px;"> Not Managed Single Sided Only Double Sided Only Default to Single Sided Default to Double Sided Not Managed </div> <ul style="list-style-type: none"> • Paper sizes From the drop-down list, select the valid page sizes for print jobs and click [Add]. You can specify up to 7 paper sizes. To make one of the paper sizes your default, select the paper size from your list in the right-hand column and click [Set Default]. Note: To allow users to select different paper sizes during printing, you must enable this function on the Printing Options Screen. See Printing Options Screen, A. Offer users printing options.
---	----------------	---

D	Description of your printing service	<p>The following fields add detailed information to your listing to inform your guests (users) about how they can pick up print jobs and who to contact if there is a problem.</p> <ul style="list-style-type: none"> • Hours of operation: For example, <i>Mon.-Fri.: 8:00am-6pm; Sat.-Sun: Closed.</i> • Location: For example: <i>12 Anywhere St., Anywhere, NJ 01234</i> • Description: For example: <i>HotSpot Printer – Hotel Lobby</i> • Assistance: For example: <i>Contact front desk, ext. 123</i> <p><input checked="" type="checkbox"/> Include in email to users Select this box if you wish to include any or all of the above information in email communications with your users.</p>
E	Print Delivery Station	This function is not applicable to HotSpot Printers.

3. Click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.

Pricing Options

1. To set pricing options, click the **Pricing Options** tab. See Fig. 21.
2. Review the **Pricing Options** screen, and then make any necessary changes.

Note:

- Pay-for-print services are supported. And though integration with third-party billing applications (see [Appendix 6: WebPay 2.0 Plug-in Overview](#)) is also supported, it is not required in order to set pricing parameters.
- The pricing fields will describe to users how they will be charged for print jobs. The prices will be displayed to your guests (users) in the printer Details window of your service.
- If the screen reads "Printing is free" you must return to the Printing Options tab and select the ["Guests will be charged for prints,"](#) under Output Options. See previous section.

Pricing Options Screen

Fig. 23

About Pricing Options Screen

	Feature	Description
A	Currency	If necessary, select the currency from the drop-down list for displaying and calculating your printing prices.
B	Media Size	Displays the paper sizes you specified in the Printing Options tab. Enter a price for each of these sizes.
C	Minimum charge per job	If applicable, enter the minimum amount users must pay for printing.

D	Other Options	<p>If applicable, select the following box(es):</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Price includes all taxes: Indicates to users in the printer description whether or not the prices you have listed include applicable taxes, or whether you will be adding taxes to the price when users pay for their documents.<input checked="" type="checkbox"/> Charge for cover page if cover pages are enabled: If your printer requires users to include cover pages with their documents (if your printer is available to all users and the printer is attended or set to automatically release documents), you can choose whether or not the cover page is free or whether users are charged for this page according to your printing price for a single page.
----------	----------------------	--

3. Click **[Save]** to save your settings and exit the screen. To exit, without saving settings, click **[Cancel]**.



Software

Though the **Software** function icon is available, there is no need to download, upgrade and manage software for your HotSpot Printer.

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).

2. Click **Software** function icon .

PrinterOn® Hotel and Corporate Printing Services

Home Solutions Support About Us

Home > Administrators > Hotels > Software

You are logged in as 28201@printsports.com | Log out

Print Delivery software

If you are installing one Print Delivery Station on one PC, you are generally not required to change any of the settings shown below and you can simply [download PDS](#).

If you are using PrinterOn Embedded or PrintConnect, you do not need to download PDS, but you will need to enter some configuration settings below.

For details about PDS types and settings, click the QuickHelp ? buttons.

Print Delivery Station servers for ricoh/28201

ricoh/28201
Last communicated and validated its license information at Sun Oct 11 16:48:07 EDT 2009

PDS type: Ricoh Hotspot Printer ?

Description: ricoh/28201

Machine ID: q7079500461 ? Reset

Serial Number: AUQH-GHN4-N35B

Printers:

Printer Name	Local IP Address	Port
<input checked="" type="checkbox"/> ricoh28201	tcp:// 127.0.0.1	: 9100

☒ Delete this PDS Save

Add another Print Delivery Station

Enter a description for your PDS, then click **Add PDS**. You may add any number of PDS servers to your service.

Description: Add PDS

Download the Print Delivery Station installer package (Standard PC install only)

The installer contains all of the Hotel Guest Printing Services components: Print Delivery Station, PDS Desktop Icon, Print Valet, and Print Release Client.

The PDS installer also provides universal support for inexpensive Windows printers that don't use a true printer language.

Are you installing Print Delivery Station for the first time?
You must import your Customization File to transfer printer settings. After you install PDS, open the PDS Console from your system tray and click Settings>Import tab>Import customization file. (This step is not necessary if you are upgrading PDS.)

Are you using Print Valet with a USB connection?
You require a USB to Serial device driver to support the USB version of the Print Valet. As of version 1.00D of the PDS installer, the USB to Serial driver is included in the installer package.

Are you using a firewall?
Windows firewall and personal firewall products (such as Norton Personal Firewall, McAfee Firewall, and Zone Labs products) can interfere with the operation of PDS. Please ensure you have your firewall application set appropriately.

Do you need documentation?
[Documentation for all PDS components at Support>Hotel Administrators](#)

Download
Windows 2000/XP/Vista

Vista users: Please save the file to disk. The file will not run successfully from the server.

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View Machine ID, Serial Number and Printers

Warning! Do not change Local IP Address or Port settings!

These functions are not applicable to your HotSpot Printer.

3. Close your Web browser [X] or click another function icon.

Reports

To view/export a Summary or Detailed Activity Report or Survey Response Report, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).

2. Click **Reports** function icon .

3. Click **[Create Report]** for desired category, **Summary** or **Detailed** (Activity Report).

Note:

- When choosing **Detailed**, select the HotSpot Printer, if more than one is installed, and the period (Today, Yesterday, Last 7 Days, Last 14 Days, etc., up to the last three months).
- Export data from the Detailed (Activity Report) screen by clicking **[Export Report]**. Follow the pop-up messages to open or save the report. Open the .csv file in Microsoft® Excel, Word, Notepad, etc.
- To create a report containing responses to your survey, if applicable, click **[Report]**. For more information on creating a survey, see [Printing Service Survey](#).



Summary Report									
Summary Report for brand/xxxxx									
	2009 - June			2009 - July			2009 - August		
	Pages	Jobs	Users	Pages	Jobs	Users	Pages	Jobs	Users
Total:	0	0	0	54	24	9	5	5	1
brand/xxxxx				54	24		5	5	

14 day Printer Activity Report

To sort by Date/Time or User, click on the column title.

Report for: (xxxxx@printspots.com)

Report date: Mon Aug 10, 2009 at 15:24:27 GMT-04:00

[Export Report](#)

Date/Time	Printer	User	Pages	Reference Number
2009-08-05 20:46:21	brand/xxxxx	jane.doe@xyzcorp.com	1	11223344
2009-08-05 20:46:20	brand/xxxxx	jane.doe@xyzcorp.com	1	22334455
2009-08-05 20:46:19	brand/xxxxx	john.doe@acmecorp.com	1	33445566
2009-08-05 19:41:23	brand/xxxxx	john.doe@acmecorp.com	1	44556677

4. Close your Web browser **[X]** or click another function icon.



Administrators

Multiple administrators provide backup in the event that an administrator is not available, and is strongly recommended. To add or remove administrators, proceed as follows.

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).

2. Click **Administrators** function icon .

3. To add an Administrator, enter his/her email address, and then click **[Add]**.

Note:

- The new administrator(s) will receive an email from PrinterOn which includes a link to complete the setup process. During that process, you will be asked to create a new password (6 – 20 characters).
- If you enter an email address that already exists, a pop-up window reads **[User already exist as an administrator for this portal.]**. Click **[OK]** to close the window.



4. To remove an Administrator, click the drop-down and select the associated email address, and then click **[Remove]**.

Important:

- You may not remove yourself as an administrator.
- If the display reads **[Unable to remove the user. The user is a super administrator of the site]**, see [Appendix 8: Troubleshooting](#).

5. Close your Web browser **[X]** or click another function icon.

Update Account

To update your contact and/or billing address information, proceed as follows:

1. Open **Management Home Page**. If necessary, see [Administrator Log In / Log Out](#).

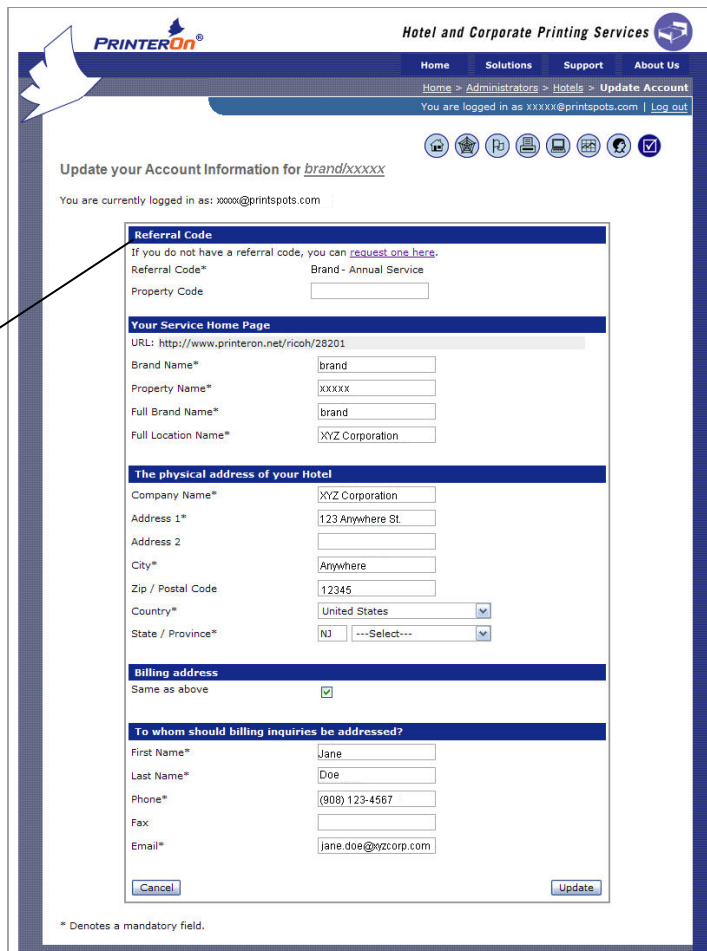
2. Click **Account Information** function icon .

3. Change settings, as required.

Note: Asterisk (*) indicates a required field.

4. Click [**Update**] to save settings. To exit, without saving settings, click [**Cancel**].

Referral and Property Codes are not applicable to your Mobile Printing Service.



PRINTEROn® Hotel and Corporate Printing Services

Home Solutions Support About Us

Home > Administrators > Hotels > Update Account

You are logged in as xxxxx@printspots.com | Log out

Update your Account Information for brand/xxxxx

You are currently logged in as: xxxxx@printspots.com

Referral Code

If you do not have a referral code, you can [request one here](#).

Referral Code* Brand - Annual Service

Property Code

Your Service Home Page

URL: <http://www.printeron.net/ricoh/28201>

Brand Name* brand

Property Name* xxxxx

Full Brand Name* brand

Full Location Name* XYZ Corporation

The physical address of your Hotel

Company Name* XYZ Corporation

Address 1* 123 Anywhere St.

Address 2

City* Anywhere

Zip / Postal Code 12345

Country* United States

State / Province* NJ ---Select---

Billing address

Same as above ☒

To whom should billing inquiries be addressed?

First Name* Jane

Last Name* Doe

Phone* (808) 123-4567

Fax

Email* jane.doe@xyzcorp.com

* Denotes a mandatory field.

IV. Advanced Administration

This section covers tasks and settings that may be required, such as print job and user list management, as well as proxy and log file parameters.

Administrator Log In

1. Open your Web browser.
2. Go to: **<http://PrinterIPAddress:8080/printeron/PDSJSP>**.
3. Review Service Status (Screen 1) system information and status testing capabilities, and then perform any necessary testing procedures.

Service Status (Screen 1)

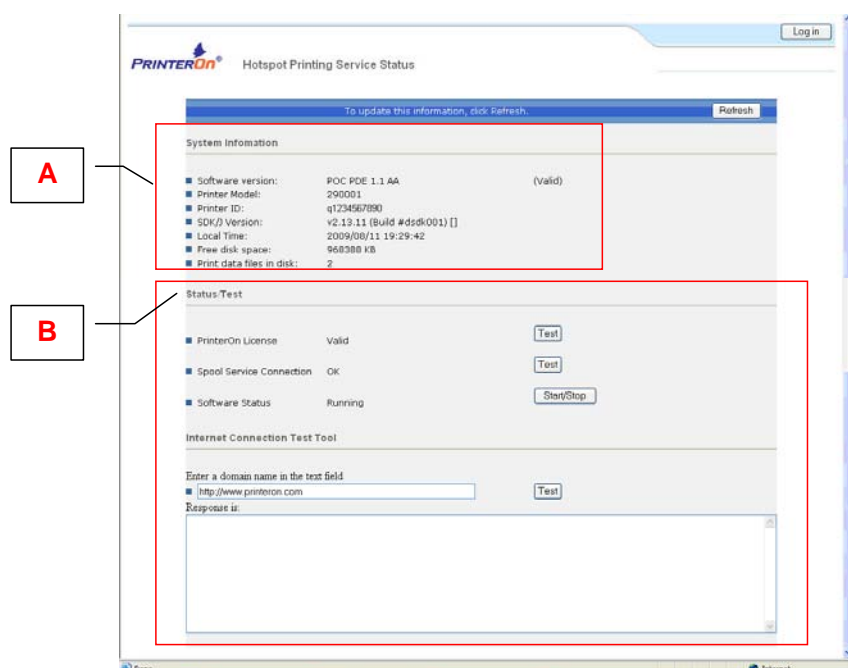


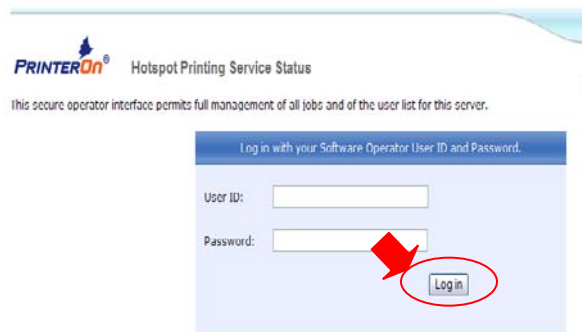
Fig. 24

About Service Status (Screen 1)

Feature		Description
A	System Information	<ul style="list-style-type: none"> ■ Software Version: Indicates the currently installed version of your Mobile Printing Service software. ■ Printer Model: Indicates the printer model number. ■ Printer ID: Indicates the unique PrinterOn identifier used to associate the physical printer with PrinterOn virtual printer listing. ■ SDJ/J Version: Indicates the installed version of the supplied Java SDK.

		<ul style="list-style-type: none"> ■ Local Time: The current local time as reported by the printer. This value is used when performing secure network communications (SSL). If this value is significantly incorrect, the SSL protocol may reject connections. The date and time can be set on the printer control panel, if necessary. See Appendix 8: Troubleshooting. ■ Free Disk Space: Indicates the remaining free disk space available on the HotSpot Printer's hard disk drive. In low disk space conditions, the service may not be able to download additional print jobs. ■ Print data files in disk: Indicates the current number of print jobs that reside on the printer and are available for release via the Mobile Printing Service software.
B	Status Test	<p>To follow are fields and options available on the PrinterOn administration pages related to the current software status and testing options.</p> <ul style="list-style-type: none"> ■ PrinterOn License: Indicates the results of the last license query to the PrinterOn hosted services. The license can be manually checked by clicking the adjacent [Test] button. The PrinterOn license status will display one of the following three values: <ul style="list-style-type: none"> - Valid: Connection with the Mobile Printing Service is successful, software is licensed. - No License: Connection with the Mobile Printing Service is successful, software is not licensed. - No Comm: Unable to communicate with the PrinterOn's Mobile Printing Service. ■ Spool Service Connection: Indicates whether the software was able to successfully communicate with the PrinterOn print data spooling service. A typical cause of failure is the lack of Internet connectivity. The connection can be manually tested by clicking the adjacent [Test] button. ■ Software Status: Indicates whether the software is currently running or not. The software can be started and stopped using the adjacent [Start/Stop] button. <p>Internet Connection Test Tool: The Internet Connection Test Tool provides facilities to test Internet connections to specific URLs and reports the resulting <i>http</i> response contents. The supplied input text box accepts a URL string up to 256 characters. Pressing the [Test] button will perform an <i>HTTP GET</i> operation to the supplied URL. This tool is provided to aid in troubleshooting Internet connectivity and DNS issues. The URL provided can test SSL and non-SSL connections by preceding the URL with the appropriate <i>http://</i> or <i>https://</i> prefix.</p> <p>Note: For more information, see Appendix 8: Troubleshooting.</p>

4. To manage print jobs and the user list, click [**Log in**], upper right corner (see. Fig. 24).
5. Enter credentials. Defaults:
 - **User Name** = *hotspot*
 - **Password** = *printeron*



6. Click [**Login**].
7. Review **Service Status (Screen 2)**, and then make any necessary changes.

Service Status (Screen 2)

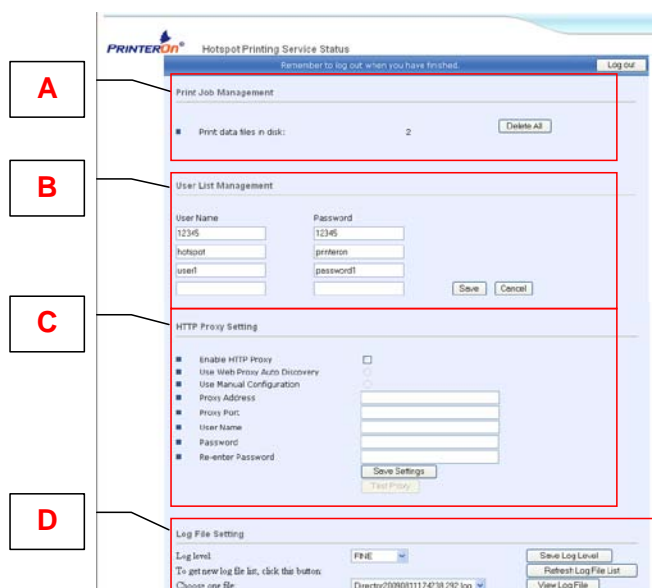


Fig. 25

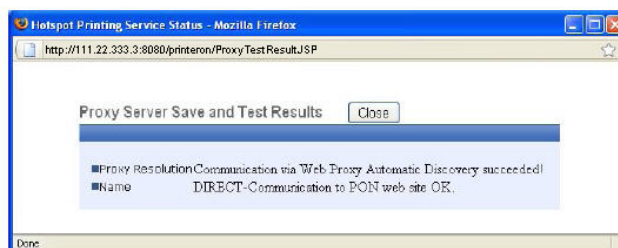
About Service Status (Screen 2)

Feature		Description
A	Print Job Management	<ul style="list-style-type: none"> ■ Print data files in disk Indicates the current number of print jobs that reside on the printer and are available for release. Clicking the adjacent [Delete All] button will delete all print jobs saved and accessible to the Mobile Printing Service.

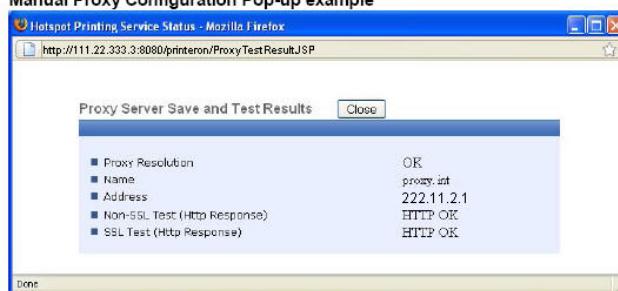
B	User List Management	<p>This section allows you to modify the default User Name and Password. It also provides facilities to create additional administrator accounts.</p> <p>Important:</p> <ul style="list-style-type: none"> • The User Name and Password must be numeric in order to access Operator Mode from the HotSpot Printer control panel, as the attached HotSpot Keypad only supports entry of numbers. See Appendix 2: HotSpot Keypad Layout & Operation. • There is no password reset or restore capability.
C	HTTP Proxy Settings	<p>The HTTP Proxy Settings section allows the user to configure the Mobile Printing Service to work in network situations where all traffic has to go through an HTTP Proxy. For network proxies that <u>do not</u> use these particular features, the configured values on the Proxy Tab are ignored, so the default values do not need to be changed.</p> <p>Settings include the following:</p> <ul style="list-style-type: none"> ■ Enable HTTP Proxy: Select desired box. When selected, the following functions are enabled. <ul style="list-style-type: none"> - Use Web Proxy Auto Discover: Allows you to attempt automatic detection of proxy configuration information on your local network using automatic detection protocols. If a proxy is found, the application displays the proxy URL in the Proxy Address field. <p>Authenticating proxies, (those that require username/password credentials) are not supported with Web Proxy Automatic Discovery. Manual Configuration must be used for authenticating proxies. For non-authenticating proxies, any username/password data is ignored.</p> - User Manual Configuration (default): Allows manual configuration of proxy settings. <ul style="list-style-type: none"> ■ Proxy Address: Defines the address for the proxy server. ■ Proxy Port: Defines the TCP port for the proxy server. ■ User Name: Specifies the User Name for proxies which require authentication. ■ Password: Specifies the Password for proxies that require authentication. ■ Re-enter Password: Confirms the password entered in the Password field is the same. <p>[Save Settings]: Click to save all settings.</p>

- **[Test Proxy]:** Used to test your proxy configuration settings. Depending on the proxy method used, the results of the test are returned in the Proxy Test Results popup.

Web Proxy Auto Discovery Pop-up example




Manual Proxy Configuration Pop-up example

**D****Log File Settings**

The Log File settings are provided to assist in troubleshooting potential problems. The following options are available to configure and view log files.

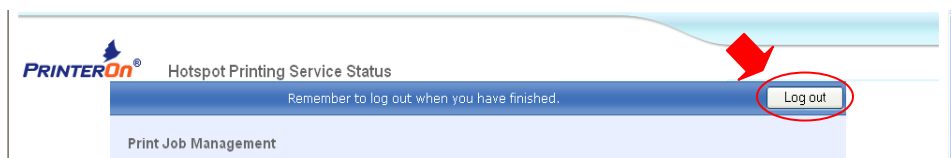
[Save Log Level]: From the drop-down, select the desired level of detail contained in the log, and then press this button. The log contains data regarding each transaction processed via the PrinterOn Server and HotSpot Printer.

- **FINE** (default)
- **OFF:** No logging activity
- **INFO:** Detailed information regarding normal operations (e.g., print job received)
- **WARNING:** serious problems that may interfere with normal operations (e.g., disk/directory not found)
- **SEVERE:** only critical, system wide messages (e.g., expired license, obsolete software version)

		<p>Important: Depending on the monitoring and troubleshooting requirements, 6 log levels are provided. In most cases, logging should be kept to a low level or not enabled at all.</p> <p>[Refresh Log File List]: Multiple log files are used to ensure any individual log file does not exceed a predetermined size. This button can be used to refresh the list of available log files in the log file drop down box.</p> <p>[View Log File]: Click this button to open a new browser window that will display the contents of the currently selected log file.</p> <p>Note: The log filename consists of the date (year/month/day) time (hour/minute/second) and log number.</p> <p style="text-align: center;">Director20090811174238.123.log</p> 
--	--	---

Administrator Log Out

After viewing/modifying Service Status settings, you must log out in order to ensure that the session has ended. To do so, click **[Log out]**.



V. Appendices

Appendix 1: HotSpot Printer Operation

When printing to your HotSpot Printer, the URL or email address that you use includes the printer's unique 5- or 6-digit ID (xxxxxx). This number is located on the label affixed to the printer, as well as the Mobile Printing Service subscription certificate.

Note: The exact steps taken to print a document may vary based on configuration settings. Also, depending on the size and complexity of the submitted print job, it may take several minutes for the printer to receive the file(s) from the PrinterOn Server.

Printing Instructions for Computer Users

PC/Mac users can print in one of two ways, as follows:

Method A: Print via Web Upload

Upload a document or Web page using the printer's URL...

1. Open your Web browser.
2. Go to: **www.printeron.net/ricoh/xxxxxx**.
3. Browse to and select the document to print or enter a Web page URL* to print the associated page.
4. Enter required User Information, e.g., your email address.
5. Click [**Submit**].



Note:

- Printing Options screens may display, allowing you to, for example, select the paper size, number of copies and document type (Excel, Word, PowerPoint, etc.), and approve the job before it is sent to the HotSpot Printer.
- Your release code is displayed, along with a tracking number (see Fig. 26). In addition, this information is emailed to the address entered in step 4. **Write down your tracking number** should you need it for troubleshooting purposes.



9.



Fig. 26

At the HotSpot Printer....

6. Press [OK] on the HotSpot keypad** attached to the printer.
7. Follow prompts on printer's LCD panel to enter release code and print the job.
8. To print another document, select [**Print another document**], lower right corner (see Fig. 26). Repeat from step 3.

Method B: Print via Email

Send email messages/attachments using any email application...

1. Open your email application.
2. Enter the printer's email address: **ricohxxxxx@printspots.com**.
3. Send email messages/attachments as you normally would.

Note: An email containing your release code(s) and tracking number is sent to your email inbox.



At the HotSpot Printer

4. Press [OK] on the HotSpot keypad** attached to the printer.
5. Follow prompts on printer's LCD panel to enter release code and print the job.

Printing Instructions for Handheld Device Users

Print from your BlackBerry®, iPhone™ other mobile handheld devices – with Internet access – by emailing messages/attachments to the HotSpot Printer's email address. See **Method B: Print via Email**.

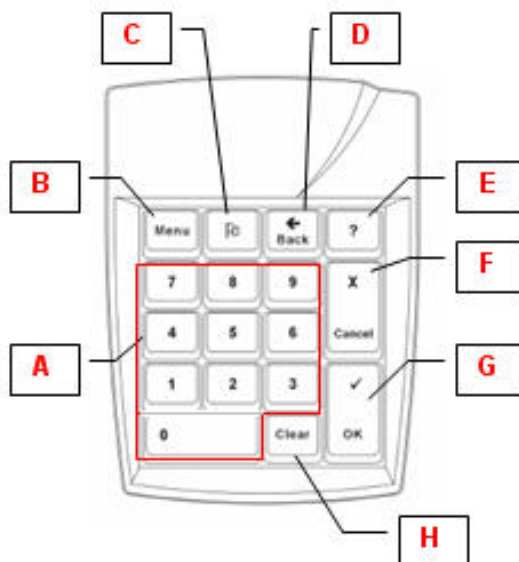


- * Interactive Websites that generate URLs based on user input, such as mapquest.com and amazon.com, often contain long URLs that are not entirely visible in the Web browser. When pasting the URL into the file or URL field, make sure you have copied the entire URL in order for the page to print.
- ** For information on additional HotSpot keypad functionality, e.g., reprinting or deleting a print job, see [Appendix 2: HotSpot Keypad Layout and Operation](#).

Appendix 2: HotSpot Keypad Layout & Operation

Your HotSpot Printer comes with a keypad that is used for entry of the private release code, as well as for other functions, such as reprinting or deleting a print job, setting the language for the printer's LCD panel, or checking your PrinterOn license status. Please take a moment to review these important features.

HotSpot Keypad



	Key	Description
A	10-keypad	Press to enter release code or other instruction. Note: The maximum length of a release code is 10 digits.
B	[Menu]	Press to select function: [Menu] + [1] = Print [Menu] + [2] = Delete (Manually delete a print job) [Menu] + [3] = Reprint (Up to five [5] reprints can be released at the HotSpot keypad, after the first job is printed, for a total of 6 copies. The reprint function times out after 20 minutes, after which the file is automatically erased from the printer's hard disk drive.) [Menu] + [4] = Operator (for administrator use only). See IV. Advanced Administration, User List Management . Hint: You can also press [Menu] repeatedly to reach associated function, e.g., press [Menu] twice to delete a job in memory.
C	Flag (Language Selection)	Press to select a different language for the printer's LCD panel, e.g., English (default), Spanish, French, Dutch, German and Italian. All display text will appear in the selected language.

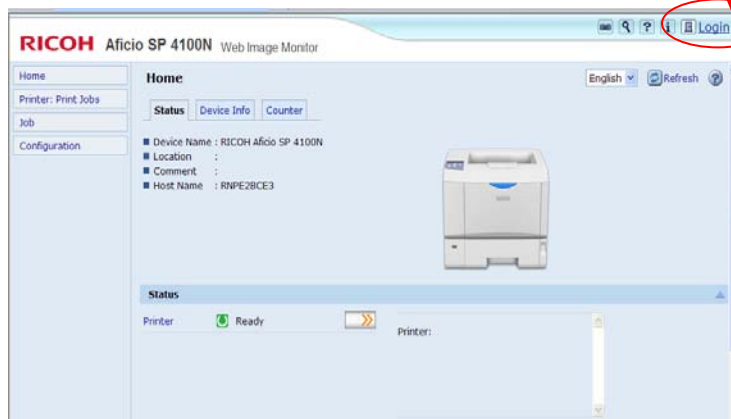
D	[← Back]	If incorrect release code is entered, press to erase digits from right to left.
E	[?]	Press to view license status. [PrinterOn x.x LicenseValid] should display. If not, see Appendix 8: Troubleshooting .
F	[X Cancel]	Press to exit current function, without printing.
G	[✓ OK]	Press to confirm entry, e.g., after release code is entered.
H	[Clear]	Press to erase an entered release code, and try again.

Appendix 3: Check Device Status via Web Image Monitor

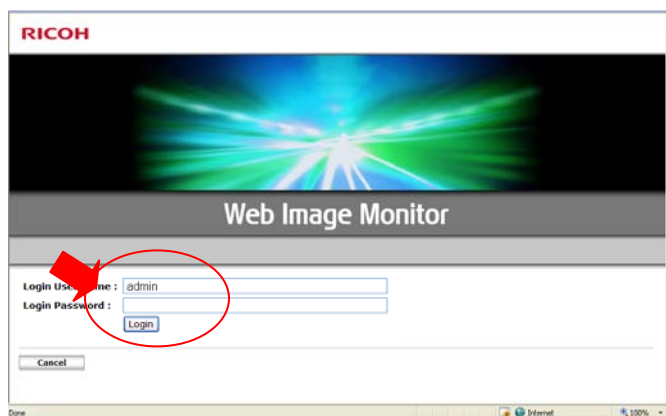
If you wish to check the status of your printer installation, use Web Image Monitor (WIM). WIM is firmware built into all Ricoh printers that allows the administrator to use a standard Web browser to remotely manage the device over the network. All you need is Internet access, administrative privileges, and the printer's IP Address; the IP Address on the Configuration Page. For information on printing the Configuration Page, see [II. Installation, Step A: Install Printer](#).

To view/edit configuration settings, proceed as follows:

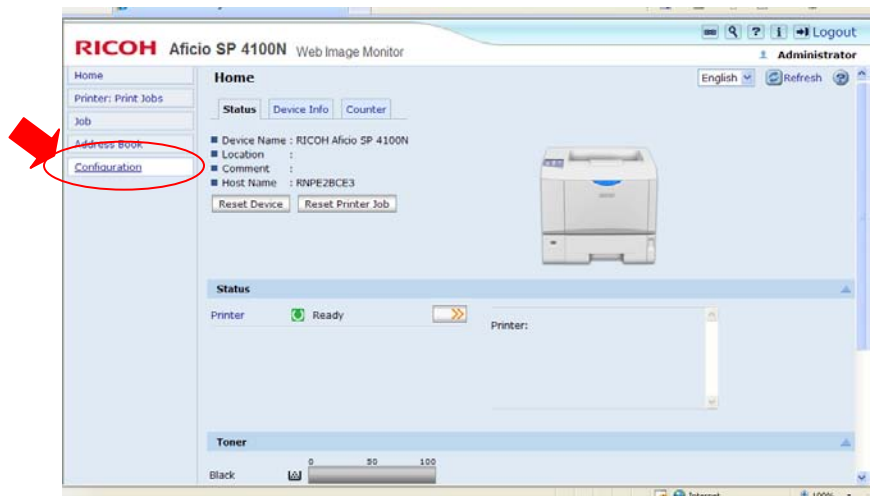
1. Open your Web browser.
2. Go to: **http://PrinterIPAddress**.
3. Click **[Login]**.



4. Enter credentials. Defaults:
 - **Login User Name:** *admin*
 - **Login Password:** leave field blank
5. Click **[Login]**.



6. Click **[Configuration]**.



7. When done, click **[Logout]**.



Appendix 4: HotSpot-Compatible Printer Models

Color Laser Printers

Ricoh	Lanier	Savin
• Aficio SP C420DN-KP	• LP331cn-KP	• CLP131DN-KP
• Aficio SP C410DN-KP	• LP226cn-IP	• CLP27DN-KP

Black-and-White Laser Printers

Ricoh	Lanier	Savin
• Aficio SP 4100N-KP	• LP131n-KP	• MLP31DN-KP

Important: Also check the Ricoh Website (www.ricoh-usa.com) for the most recent model introductions.

Appendix 5: File Format Support

Your Mobile Printing Service supports over 100 file formats....

Microsoft Office Formats		
Microsoft Word 2.x	Microsoft PowerPoint 97	OpenOffice 3.x Draw
Microsoft Word 6.x	Microsoft PowerPoint 2000	OpenOffice 3.x Impress
Microsoft Word 95	Microsoft PowerPoint XP	StarWriter 3.0
Microsoft Word 97	Microsoft PowerPoint 2003	StarCalc 3.0
Microsoft Word 2000	Microsoft PowerPoint 2007	StarDraw 3.0
Microsoft Word XP	Microsoft PowerPoint 2008 for Mac	StarChart 3.0
Microsoft Word 2003	Microsoft Visio 5	StarWriter 4.0
Microsoft Word 2007	Microsoft Visio 2000	StarCalc 4.0
Microsoft Word 2008 for Mac	Microsoft Visio 2002	StarImpress 4.0
Microsoft Excel 2.x	Microsoft Visio 2007	StarChart 4.0
Microsoft Excel 3.x	OpenOffice 1.x Writer	StarWriter 5.0
Microsoft Excel 4.x	OpenOffice 1.x Calc	StarCalc 5.0
Microsoft Excel 5.x	OpenOffice 1.x Draw	StarDraw 5.0
Microsoft Excel 95	OpenOffice 1.x Impress	StarImpress 5.0
Microsoft Excel 97	OpenOffice 2.x Writer	StarChart 5.0
Microsoft Excel 2000	OpenOffice 2.x Calc	StarWriter 7.0
Microsoft Excel XP	OpenOffice 2.x Draw	StarCalc 7.0
Microsoft Excel 2003	OpenOffice 2.x Impress	StarDraw 7.0
Microsoft Excel 2007	OpenOffice 3.x Writer	StarImpress 7.0
Microsoft Excel 2008 for Mac	OpenOffice 3.x Calc	StarChart 7.0
Microsoft PowerPoint 4.x		
Adobe PDF		
PDF - Portable Document Format		
Text Formats		
RTF - Rich Text Format; ASCII Text; Unicode Text - Little Endian; Unicode Text - Big Endian		
Graphics Formats		
PNG - Portable Network Graphic	TIFF-M LSB CCITT Group 4 Tiled	
PNG - Interlaced Portable Network Graphic	TIFF-L MSB CCITT Group 4 Tiled	
Windows BMP	TIFF-L LSB CCITT Group 4 Tiled	
OS/2 BMP	TIFF-M MSB CCITT Group 4	
Windows BMP RLE4	TIFF-M LSB CCITT Group 4	
Windows BMP RLE8	TIFF-L MSB CCITT Group 4	
Windows BMP - Uncompressed bitmap	TIFF-L LSB CCITT Group 4	
JPEG	TIFF-M MSB Raw CMYK	
JPEG 2000	TIFF-M LSB Raw CMYK	
JFIF - Baseline JPEG Good Compression	TIFF-L MSB Raw CMYK	
Progressive JPEG	TIFF-L LSB Raw CMYK	
JPEG 2000 - Code Stream	TIFF-M MSB Raw Striped CMYK	
JBIG2	TIFF-M LSB Raw Striped CMYK	
GIF - Graphics Interchange Format	TIFF-L MSB Raw Striped CMYK	
TIFF LSB	TIFF-L LSB Raw Striped CMYK	
TIFF MSB	TIFF-M MSB Raw	
TIFF-M MSB CCITT Group 4 Striped	TIFF-M LSB Raw	
TIFF-M LSB CCITT Group 4 Striped	TIFF-L MSB Raw	
TIFF-L MSB CCITT Group 4 Striped	TIFF-L LSB Raw	
TIFF-L LSB CCITT Group 4 Striped	TIFF-M MSB Raw Striped	
TIFF-M MSB CCITT Group 4 Tiled	TIFF-M LSB Raw Striped	

Graphics Formats Cont.	
TIFF-L MSB Raw Striped	TIFF-L MSB Striped Packbits
TIFF-M MSB Raw Tiled	TIFF-L LSB Striped Packbits
TIFF-M LSB Raw Tiled	TIFF-M MSB NRLE
TIFF-L MSB Raw Tiled	TIFF-M LSB NRLE
TIFF-L LSB Raw Tiled	TIFF-L MSB NRLE
TIFF-M MSB CCITT Group 3 Tiled	TIFF-L LSB NRLE
TIFF-M LSB CCITT Group 3 Tiled	TIFF-M MSB CCITT Group 3 2D
TIFF-L MSB CCITT Group 3 Tiled	TIFF-M LSB CCITT Group 3 2D
TIFF-L LSB CCITT Group 3 Tiled	TIFF-L MSB CCITT Group 3 2D
TIFF-M MSB CCITT Group 3	TIFF-L LSB CCITT Group 3 2D
TIFF-M LSB CCITT Group 3	TIFF-M MSB JPEG
TIFF-L MSB CCITT Group 3	TIFF-M LSB JPEG
TIFF-L LSB CCITT Group 3	TIFF-L MSB JPEG
TIFF-M MSB Striped Packbits	TIFF-L LSB JPEG
TIFF-M LSB Striped Packbits	TIFF-M MSB LZW CMYK

Appendix 6: WebPay 2.0 Plug-in Overview

Ricoh has collaborated with PrinterOn and WebPay Services Aps (WPS), a Danish company specializing in Web payment processing services, to provide a secure hosted billing solution called WebPay 2.0. Fully-integrated into HotSpot Printers and the PrinterOn Mobile Printing Service, WebPay 2.0 is an optional plug-in that brings eCommerce capability to your HotSpot Service.

WebPay 2.0 seamlessly integrates with your HotSpot Mobile Printing Service, enabling easy Web or email job submission. In the background, WebPay 2.0 counts the number of pages in each job, calculates the job cost and initiates a credit card billing sequence just like any other eCommerce transaction. The rest of the HotSpot printing process, i.e., entering a release code, etc., remains unchanged. This offers a unique opportunity to turn your HotSpot Printer into a revenue-generating service.

WebPay 2.0 Benefits

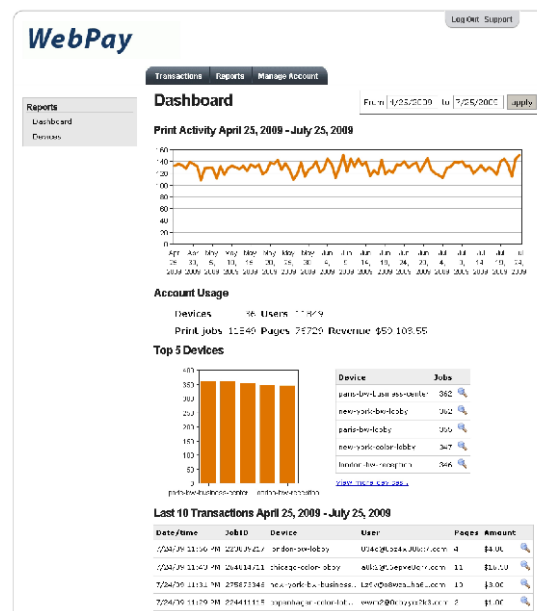
- **Totally Secure** – Every print job and financial transaction is guaranteed secure. Private release codes are generated for each job. All jobs are erased after leaving a server or being printed.
- **100% Automated** – There's nothing for employees to do but make sure paper is in the printer.
- **Extremely Easy to Use** – That means no IT or customer support requirements. No administration is required. The user simply sends the file, approves the charge request, and enters the release code at the printer. It's that simple.
- **Affordable & Profitable** – The system is turn-key, and the first year of the PrinterOn Mobile Printing Service is included in the printer's price. The WebPay 2.0 service costs only \$30 per printer per month, (annual commitment required), and generates new revenues and offsets the cost of printer ownership.

WebPay 2.0 Enhancements

WebPay 2.0 includes several enhancements that address the expanding use of Mobile Printing Services.

- **Global Administration, Accounting, and Reporting**

WebPay 2.0 now provides a secure portal for printer administration and reporting over multiple locations and a limitless number of devices. An administrator tasked with monitoring HotSpot activity across an entire organization can do so from a centralized portal. They can view all HotSpot printers installed under the account, monitor volumes and activity by device and see network totals. With this information companies can identify and redeploy underutilized printers or change the promotion of the HotSpot service to increase visibility/use. Further, the WebPay service is completely scalable, allowing you to easily install additional devices to expand the – service or meet demand in high volume locations.



- **Personal Print Accounts**

This feature allows business travelers and mobile executives to securely print from any computer or mobile device to any HotSpot Printer at any location on a HotSpot Printer provider's network

by establishing a WebPay 2.0 Personal pre-paid debit account with the HotSpot Printer service provider. Using a standard credit card, a user deposits funds into a WebPay account. Then, whenever a document is printed, the job cost is debited from the account. The user simply logs into their prepaid account rather than entering a credit card number for each transaction. Imagine you are a sales representative covering several states or even European countries, and you often stay at Hilton hotels that offer the HotSpot Mobile Printing Service and WebPay, as illustrated in Fig. 27.

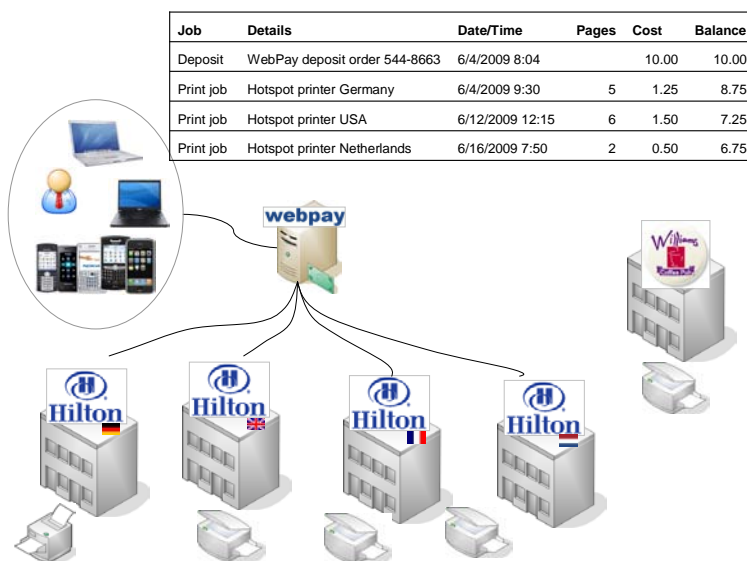
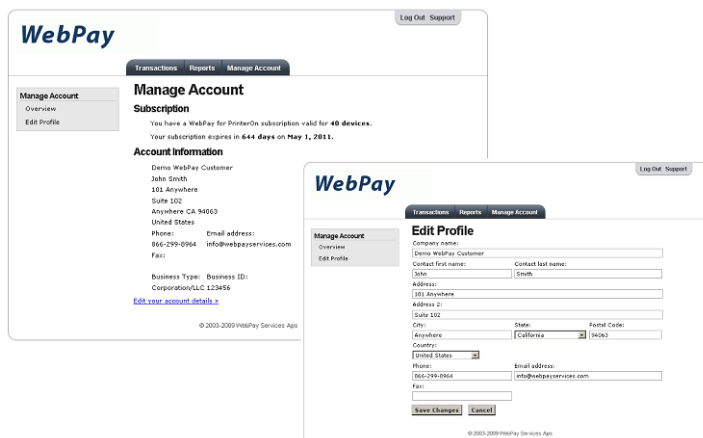


Fig. 27

For the end-user, the advantages of having a WebPay account include the ability to print to any HotSpot Printer on the provider's network, not having to enter a credit card number for each print job, plus the ability to charge all printing expenses to the same account no matter where the pages are output. You can also log into your account, see transaction details, check balances, easily refund the account, and print a consolidated report for expense reimbursement. This feature is extremely useful for hotel chains, Wi-Fi providers, coffee shop chains, and other similar businesses with multiple locations.

- **Support for Cash Payments and Vouchers**

WebPay 2.0 opens the door to greater revenue generating opportunities by allowing walk-in customers to purchase printing services for cash at the register, or for retailers to issue vouchers/coupons for quantities of printed pages as a free promotion. For instance, a café may provide patrons with \$1 of free printing with every latte. Similar to Personal Print Accounts, this is another way to make mobile printing easy and affordable, but tailored for the retail environment. Vouchers can only be issued by the owner of the printer. When a retailer subscribes to the WebPay service, they will be able to sell vouchers in \$1, \$5, and \$10 denominations to cash paying customers. The voucher is printed with a code that the user enters into their PC or mobile device to submit the print job.



Approve print job:

ABCImportantReport.pdf 3 pages

Print job total cost: **0.75 USD**

Your current balance is: **0.00 USD**

To print this job, please make a payment to your print account. Choose amount that you would like to deposit.

Deposit USD

Minimum amount to deposit: 5.00

If you have a print voucher, enter voucher code here:

Cancel **Next >**

- **Integration with Back-end Third Party Accounting Systems.**

WebPay 2.0 now supports the ability to integrate with third party accounting systems. This is especially critical in the hospitality industry. When the hotel property offers HotSpot Mobile Printing and WebPay payment services, guests can route all printing charges directly to their hotel bill, just as with in-room movies and room service charges. This enhancement makes HotSpot solutions an attractive, maintenance-free service.

Note: For more information on WebPay 2.0, please contact your authorized HotSpot Printer sales representative.

Appendix 7: Frequently Asked Questions

Q1. *How does the Ricoh / PrinterOn® Corporation partnership work?*

- A1.** Founded in 2000, PrinterOn Corporation is a Canadian company recognized as an industry leader and pioneer of Mobile Printing Services. By partnering with Ricoh, the two companies merge their core competencies to deliver the industry's first completely embedded secure mobile printing solution.

Ricoh provides the robust, reliable printer hardware that addresses the needs of business professionals with the highest standards for image quality. PrinterOn provides the software mechanism to enable users to print any document to any device with total data security. Ricoh's Embedded Software Architecture™ completes the picture by actually integrating mobile printing capabilities into the printer controller.

For more information about PrinterOn Corporation's products and services, please visit their Website at <http://www.printeron.com>.

Q2. *What is a HotSpot Printer?*

- A2.** A HotSpot Printer is a secure, customizable mobile printing solution that enables a user to print documents securely across the Internet, from any Internet-enabled computer, cell phone or wireless handheld device.

Q3. *What is PrintSpot™?*

- A3.** A PrintSpot™ is simply PrinterOn's Server that receives your print instructions and files, and then generates compressed printable data file that is directed back to the specified HotSpot Printer. You simply upload or email your document to the secure PrinterOn Server via the URL or email address of the HotSpot Printer. This information is printed on a label affixed to the printer.

Q4. *How do I register and activate the printer?*

- A4.** Your HotSpot Printer ships with a subscription certificate this is needed in order to register the Mobile Printing Service. You must first unpack and connect the printer, and then register the device with PrinterOn at www.printeron.net/register.

Registering the printer upon installation activates the service. You will also be asked to provide email contact information as well.

Note: Step-by-step instructions for installing, registering, testing and customizing the PrinterOn Web Pages are included in this Operator's Guide. See [II. Installation](#).

Q5. *Where do I turn for service and support?*

A5. A new HotSpot Printer is supported by a standard one-year warranty on the printer itself, along with a one-year subscription to PrinterOn's PrintSpots Mobile Printing Service. For first-line technical support, in the U.S., call 1-800-RICOH-38 (1-800-742-6438), in Canada, call 1-800-263-0815. If the issue appears related to PrinterOn, PrinterOn Corporation's technical support will be engaged directly to help resolve the issue. PrinterOn stands ready to help achieve the greatest satisfaction and performance from your Mobile Printing Service.

Q6. *How do I renew or extend the Mobile Printing Service?*

A6. When your HotSpot Mobile Printing Service is nearing the expiration of its prepaid one-year subscription, contact your authorized HotSpot sales representative. You will then have the option to purchase a 2-, 3- or 4-year Mobile Printing Service Extension from Ricoh:

- **2-year Extension:** Part #: 003357MIU
- **3-year Extension:** Part #: 004813MIU
- **4-year Extension:** Part #: 004814MIU

Upon purchase of the Service Extension, you will receive a Certificate with an Extension Code as well as instructions for extending the service.

Q7. *How does HotSpot printing work?*

A7. You send a document from your Internet-enabled computer, cell phone or wireless handheld device to the PrinterOn Server, using the URL or email address assigned to the HotSpot Printer. After the document is submitted, the Server generates a compressed printable data file and securely communicates the file back to the destination printer. You then receive a private release code (on your computer or PDA) that is entered via the HotSpot keypad, attached to the printer. The document prints. It is that easy!

Q8. *What types of mobile printing methods are supported?*

A8. There are two methods of mobile printing integrated into your HotSpot Printer:

- 1. Driverless Web-based Printing:** You enter the URL of the HotSpot Printer's Web page and send documents and Web content to the HotSpot Printer. The URL (e.g., www.printeron.net/ricoh/xxxxx)* is printed on a label affixed to the HotSpot Printer.
- 2. Email Printing:** Also driverless, this method allows you to forward email messages/attachments (from any computer or handheld device [BlackBerry, iPhone or Internet-enabled cellphone]) to the email address assigned to the HotSpot Printer. The email address (e.g., ricohxxxxx@printspots.com)* is printed on a label affixed to the HotSpot Printer.

***Note:** xxxxx represents the unique 5- or 6-digit ID assigned to your HotSpot Printer.

Important: Both mobile printing methods require Internet access and nothing more. There is no software for the user to download and install to print to a HotSpot Printer.

Q9. *What is “driverless” printing?*

A9. “Driverless” refers to a system’s ability to request a print job without opening the document or choosing print parameters inside a printer driver. Driverless printing is desirable because it allows you to send files for output without access to the authoring application, such as when a Microsoft Word document is sent as an email attachment to a cell phone or PDA. In short, driverless printing requires that the receiving server prepare the file for output, not the sending device, thus enabling you to access convenient printing whenever you are away from your desk.

Q10. *When sending a document to a HotSpot Printer, is the file transfer process secure?*

A10. For complete data protection, every step of the file transfer process is encrypted using 128-bit SSL encryption technology. Each file is erased from the PrinterOn Server immediately after transfer to the target HotSpot Printer. Further, every job is locked safely on the printer’s hard disk drive, until the user arrives at the printer and enters their private 4- to 10-digit release code via the attached HotSpot keypad.

Q11. *How can I search for printer locations?*

A11. Visit the PrinterOn Web site at <http://www.printeron.com/index> to locate PrintSpots, i.e., accessible HotSpot Printers in your area.

Q12. *How will I know where to send the file?*

A12. As mentioned, labels are affixed to the front of each HotSpot Printer clearly identifying the URL and email address of each printer. You can also check the PrinterOn Web site at <http://www.printeron.com/index> to search for local HotSpot Printers.

Q13. *Do HotSpot Printers support third-party billing/accounting systems?*

A13. Yes. Ricoh has collaborated with PrinterOn and WPS to enable a hosted billing solution called WebPay 2.0, which counts the number of pages, calculates the job cost, and initiates a secure credit card billing sequence just like any other e-transaction. The rest of the printing process (entering a release code, etc.) is identical to the free process.

Reference: See [Appendix 6: WebPay 2.0 Plug-in Overview](#).

Q14. *What languages are support by the HotSpot Printer and PrinterOn Web Pages?*

A14. For global travelers, multinational enterprises and hotel chains, HotSpot Printers and the PrinterOn Web Pages support English (default), Spanish, French, German, Dutch and Italian.

Q15. *What document file formats are supported?*

A15. Your Mobile Printing Service supports over 100 file types, including:

- Microsoft® Word 2.0 > 2007
- Microsoft Excel 2.0 > 2007
- Microsoft PowerPoint 4.0 > 2007
- Microsoft Visio 5 > 2007
- OpenOffice.org
- Adobe PDF files
- Web pages (htm, html, mhtml)
- Text and RTF files
- JPEG, TIFF, BMP, PNG, and GIF picture files

Reference: For a complete File Format Support list, see [Appendix 5](#).

Q16. *Can I brand my Mobile Printing Service?*

A16. Yes. You can change the design of the PrinterOn Web Pages using a simple online editor to incorporate your company colors, logo and text. This allows you to take greater ownership of the solution as a branded service to your customers, guests and employees. In this way it can help you expand this unique offering and differentiate yourself from competitors who do not offer mobile printing.

Q17. *Is there a maximum file size limit for HotSpot Printers?*

A17. Yes. The maximum file size the HotSpot printer can process is 16MB.

Appendix 8: Troubleshooting

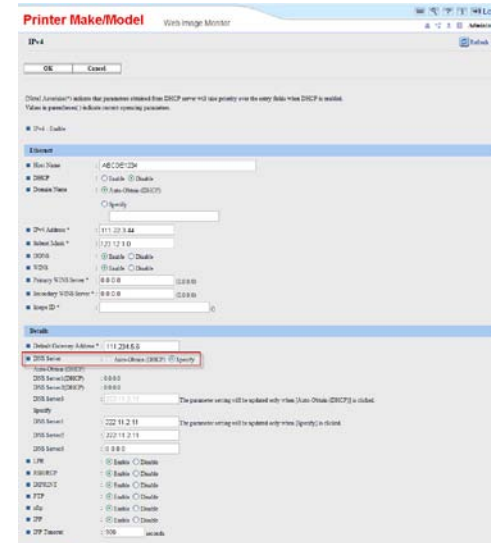
No.	Issue	Action
1	Service is not running, i.e., default printer display message <u>does not</u> read: [For Print Release, Press OK]	<ul style="list-style-type: none"> • Perform the following steps to restart the service: <ol style="list-style-type: none"> 1. Turn printer power OFF. 2. Disconnect the USB keypad cable (from rear of printer). 3. Turn printer power ON. 4. Wait approx. 90 seconds after [Ready] is displayed on printer LCD. 5. Turn printer power OFF. 6. Reconnect the USB keypad cable. 7. Turn printer power ON. 8. Wait approx. 90 seconds after [Ready] is displayed on printer LCD. The message [Print Release Press OK] should appear on the LCD. 9. To determine service status, go to 2.
2	Cannot print	<ul style="list-style-type: none"> • To check service status press the [?] key on the HotSpot keypad. The printer LCD will display one of the following messages: <ul style="list-style-type: none"> - [PrinterOn x.x LicenseValid]. Indicates that Mobile Printing Service application is working properly. - [PrinterOn x.x InternetDown]. This indicates that the printer cannot get proper connection to the Mobile Printing Service Server. Please check printer network settings (IPv4, DHCP, DNS, etc.). See <i>Quick Installation Guide</i>. Also see Item 3, below. - [PrinterOn x.x NoLicense]. This indicates that the application cannot get a valid license from the Mobile Printing Service Server. Please check printer's network settings (IPv4, DHCP, DNS, etc.). See <i>Quick Installation Guide</i>. Please check that the printer's time and date are set correctly. See Item 4. <p>Ricoh Help Desk: U.S.:1-800-RICOH38 (1-800-742-6438), Canada: 1-800-263-0815</p>

Appendix 8: *Troubleshooting Cont.*

No.	Issue	Action										
3	<p>Service status reads: [PrinterOn x.x InternetDown]</p> <p>(Note: To check service status, press [?] on HotSpot keypad)</p>	<ul style="list-style-type: none">• Confirm that there is Internet connectivity from another device (e.g., computer, laptop, etc.) by using the same Ethernet cable and physical port connection.• Confirm that there a no authentication requirements for accessing the Internet (e.g., username/password, “click here to connect” messages, etc.• Ping or HTTP the HotSpot Printer’s IPv4 Address. For the IPv4 Address, print a Configuration Page from the device control panel. For instructions, see II. Installation, Step A: Install Printer.• Contact your IT department or ISP (Internet Service Provider) to confirm that the TCP/IP settings used by the HotSpot Printer are valid.• Has DHCP been disabled? If so, static DNS values must be entered. <p>About DHCP</p> <p>The HotSpot Printer’s default DHCP setting is “On”, in order for the DHCP Server to automatically assign an IP Address, Subnet Mask, Gateway Address and DNS Address. If, for example, the printer is turned off and moved to a new location, with DHCP set to “On,” as shown below, the correct network settings are automatically assigned.</p> <table><tr><th>Setting Name</th><th>Value</th></tr><tr><td>Auto- Obtain (DHCP)</td><td>On</td></tr><tr><td>IPv4 Address</td><td>011.022.033.044</td></tr><tr><td>Subnet Mask</td><td>000.000.000.000</td></tr><tr><td>Gateway Address</td><td>000.000.000.000</td></tr></table> <p>The problem arises when the printer settings are changed to DHCP “Off” and an IP Address is manually assigned. If DHCP is “Off,” then the IP Address, Subnet Mask, Gateway Address and DNS Address must be manually set. If any of these addresses are set incorrectly or omitted, then the printer will not be able to communicate with the PrinterOn Server and vice versa. This typically results in an "Internet Down" error message on the printer's LCD Panel. With the Internet Down error, users are able to submit jobs to the PrinterOn Server, receive their release code but, the job never downloads to the Printer because the printer can't communicate over the Internet.</p>	Setting Name	Value	Auto- Obtain (DHCP)	On	IPv4 Address	011.022.033.044	Subnet Mask	000.000.000.000	Gateway Address	000.000.000.000
Setting Name	Value											
Auto- Obtain (DHCP)	On											
IPv4 Address	011.022.033.044											
Subnet Mask	000.000.000.000											
Gateway Address	000.000.000.000											

Appendix 8: Troubleshooting Cont.

No.	Issue	Action
3	<p>Service status reads: [PrinterOn x.x InternetDown]</p> <p>Cont.</p>	<p>To correct the problem, proceed as follows:</p> <p>Step 1: From the printer's control panel, assign IP Address, Subnet Mask, Gateway Address values. Note: Reboot the printer by turning the power off for at least five seconds.</p> <p>Reference: For more information, refer to the printer's <i>Hardware Guide > Configuration</i>, located on the Manual CD-ROM included with the printer.</p> <p>Step 2: From Web Image Monitor, change the DNS Server values to match those entered via the printer's control panel. Important: Assign both primary and back-up DNS Addresses.</p> <ol style="list-style-type: none"> Make sure you have Internet access on an unrestricted network line. Open your Web browser Go to: http://PrinterIPAddress. Enter login credentials. Defaults: <ul style="list-style-type: none"> Login User Name: <i>admin</i> Password: leave blank Click [Login]. Click [Configuration] link, left sidebar. Under Network, click [IPv4]. Under Details, click [Specify] button adjacent to [Auto Obtain (DHCP)]. <p>Important: If the DNS server is set to [Specify], enter the values for the Primary (DNS Server1) and Secondary (DNS Server2) servers.</p> Click [OK] to save changes.



Appendix 8: *Troubleshooting Cont.*

No.	Issue	Action
3	Service status reads: [PrinterOn x.x InternetDown] Cont.	<p>Step 3: Reboot the printer. This step is critical, as the changes will not take effect until after the device is reset.</p> <ul style="list-style-type: none"> a. Turn printer OFF and remove network cable and HotSpot keypad. b. Turn printer ON. Wait until [Ready] appears in the display. c. Turn printer OFF and reconnect network cable and HotSpot keypad. <p>Turn printer ON. Approx. 90 seconds after [Ready] appears in the display, the message [For Print Release, Press OK]. You're ready to print.</p>
4	Service status reads: [PrinterOn x.x NoLicense]	<ul style="list-style-type: none"> • This indicates that the Mobile Printing Service application running on the printer cannot get a valid license from the PrinterOn Server. Please check printer network settings (IPv4, DHCP, DNS etc.). Also check that the time and date are set correctly. To do so, proceed as follows: <ol style="list-style-type: none"> 1. At printer control panel, press [Menu]. 2. Select [Maintenance], and press [OK]. 3. Select [Timer Settings], and press [OK]. 4. Select [Set Date], and press [OK]. 5. If necessary, enter correct month, day, year, and press [OK]. 6. Select [Set Time], and press [OK]. 7. If necessary, enter correct hour, minute, second, and press [OK]. 8. Press [Menu] to exit. <p>Note: Steps may vary slightly, based on printer model.</p>
5	Job is sent and release code received, but document does not print.	<ul style="list-style-type: none"> • To check service status, press [?] on Hot-Spot keypad. • If the license status reads [PrinterOn x.x LicenseValid], but you still cannot release a print job, there are other possible issues: <ol style="list-style-type: none"> 1. Firewall, authentication and/or redirection is preventing HTTP/HTTPS communication. 2. A change has occurred in the TCP/IP environment. Turn the printer OFF/ON to restart the HotSpot Service. 3. Make sure that you are not entering the tracking number instead of the release code.

Appendix 8: Troubleshooting Cont.

No.	Issue	Action
6	Unavailable printer features	<ul style="list-style-type: none"> When the printer is accessed via the Mobile Printing Service, envelope printing, custom paper sizes, special paper types, and other advanced printer driver features are not supported. However, advanced driver features are available when the printer is being utilized as a standard network printer.
7	A Web page will not print	<ul style="list-style-type: none"> Interactive Web sites that generate URLs based on user input, such as mapquest.com and amazon.com, often contain long URLs that aren't entirely visible in the Web browser. When pasting the URL into the File or URL field, make sure you have copied the entire URL in order for the page to print.
8	Cannot reprint a job (via the [Menu] key on the HotSpot keypad)	<ul style="list-style-type: none"> You have attempted to reprint more than five (5) copies, the maximum number available for reprint, and/or 20 minutes has elapsed since the first print was released. After 20 minutes, the reprint function times out and the file is erased from the printer's hard disk drive.
9	Trying to open PrinterOn Web Page, but screen reads [Service offline]	<ul style="list-style-type: none"> You have entered the URL (www.printeron.net/ricoh/xxxxx) using a valid printer ID (xxxxx), but the unit is not yet registered. Register the printer and try again. <p>Reference: See II. Installation, Step B: Register Printer.</p>
10	Trying to open PrinterOn Web Page, but screen reads [The page you request could not be found.]	<ul style="list-style-type: none"> You have entered a URL using a non-existent printer ID (xxxxx). Re-enter URL with correct ID. You typed the URL in upper case. Re-enter URL using all lower-case letters.

Appendix 8: Troubleshooting Cont.

No.	Issue	Action
11	Trying to remove an administrator, but screen reads [Unable to remove the user. The user is a super administrator of the site]	Super Administrators are members of Ricoh's manufacturing and technical support departments that require login privileges for troubleshooting purposes. As such, a Super Administrator cannot be removed.

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RICOH

Ricoh Americas Corporation
Five Dedrick Place, West Caldwell, NJ 07006
Phone (973) 882-2000 • www.ricoh-usa.com
11/09 Rev. 1

